

HP DeskJet Printer User's Guide for Windows

970C Series

English





HP Customer Care

Thank you for buying an HP DeskJet printer. Because HP wants owning your printer to be a trouble-free experience, we back your purchase with **HP Customer Care**—award-winning service and support that includes:



HP Customer Care Online

Click your way to a quick solution! **HP Customer Care Online** is a great place to start for answers to questions about your HP DeskJet printer—24 hours a day, seven days a week.

If you have a modem connected to your computer and subscribe to an online service, or have direct access to the Internet, you can obtain a wide variety of information about your printer at the following web sites:

English:	http://www.hp.com/support/home_products
French:	http://www.hp.com/cposupport/fr
German:	http://www.hp.com/cposupport/de
Japanese:	http://www.jpn.hp.com/CPO_TC/eschome.htm
Korean:	http://www.hp.co.kr/go/support
Portuguese:	http://www.hp.com/cposupport/pt
Simplified Chinese:	http://www.hp.com.cn/go/support
Spanish:	http://www.hp.com/cposupport/es
Traditional Chinese:	http://support.hp.com.tw/psd

From **HP Customer Care Online** you can link to **HP Customer Care User Forums** and **HP Customer Care Email**.



HP Customer Care by Phone

Call us direct and connect with a service technician who specializes in your product and who can typically answer your questions in one phone call. (See page 43 in this *User's Guide* for phone numbers.)

HP Customer Care Audio Tips (U.S. Only)

For fast and simple solutions to commonly asked HP DeskJet printer questions, call our toll-free automated support line at (877) 283-4684.

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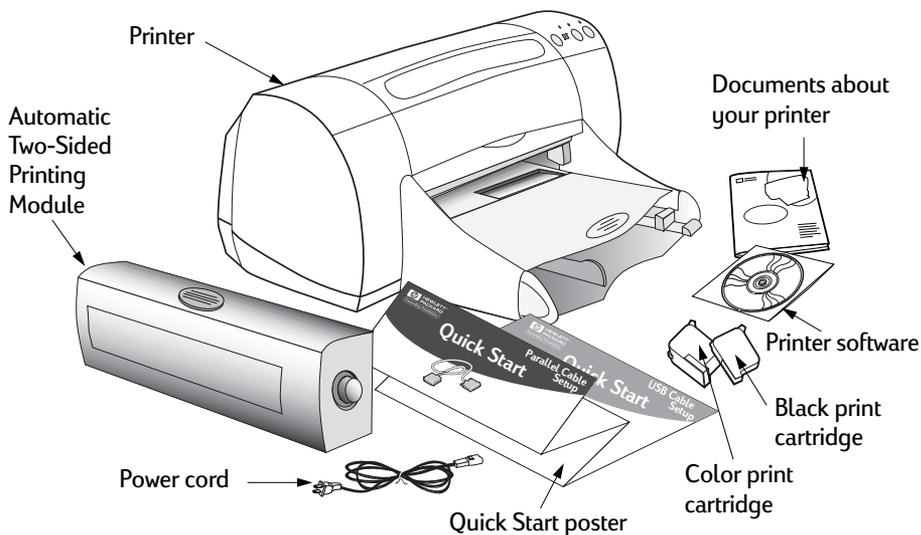
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Introduction

Thank You For Buying an HP DeskJet Printer!

Here's what comes in the box. If something is missing, talk to your HP dealer or call HP Customer Care. (See "HP Customer Care by Phone" on page 43 for the appropriate telephone number.)



Note: You'll need to buy a printer cable, such as the HP IEEE 1284-Compliant Parallel Interface Cable (bidirectional). If you are using Windows 98 and want to use USB, purchase an HP USB-Compliant cable (see "Ordering Information" on page 48.).

If your computer does not have a CD-ROM drive and if diskettes were not included with your printer, see "Printer Software" on page 42. for information on ordering diskettes.

For information on printing across a network with the HP DeskJet 970C Series printer, see your *HP DeskJet 970C Series Printer Network Guide for Windows*.



Special Features of Your HP DeskJet Printer

Your new HP DeskJet printer is equipped with these special features:

- Stunning photo quality through HP's PhotoREt printing technology
- Uncompromising performance with print speeds of up to 12 pages per minute for black text and 10 pages per minute for text with color graphics
- Innovative, easy-to-use automatic two-sided printing
- Network-capable (supports HP JetDirect External Print Server)

Finding More Information

This *User's Guide* shows you how to operate your printer. For more information:

- Use the *Quick Start Poster* for installation.
- Visit an HP web site for the latest product information, troubleshooting, and printer software updates (see page 42 for web site addresses).

For Windows 95, 98, and NT 4.0 Users

- Consult the *Release Notes* file in the HP DeskJet 970C Series program group for information about hardware and software compatibility. To access the *Release Notes*, click on **Start** → **Programs** → **HP DeskJet 970C Series**.

For Windows 2000 Professional Users

- If you are a Windows 2000 Professional user, visit HP's web site at <http://www.hp.com/cposupport/eschome.html> for more information.

For Windows 3.1x Users

- Consult the *Release Notes* for information about hardware and software compatibility. Open this file by double-clicking the HP DeskJet 970C Series Release Notes icon in the HP DeskJet Utilities program group.

For DOS Users

- If you are using DOS, information can be found in a text document (*dosread.txt*). This document is on the printer software CD in the `\<language code>\djcp\` directory. For example, "enu" is the language code for English, so *dosread.txt* is located in the `\enu\djcp` directory. For a list of language codes, see page 66. If you have diskettes, the file is located on the HP DeskJet Control Panel for DOS diskette.

1

Using Your Printer

Buttons and Lights

The buttons on the front of your HP DeskJet printer enable you to turn the printer on and off, cancel a print job, or resume printing. The lights provide you with visual cues about the state of your printer. The buttons and lights from left to right are:



Cancel Button – Press this button to cancel the current print job.



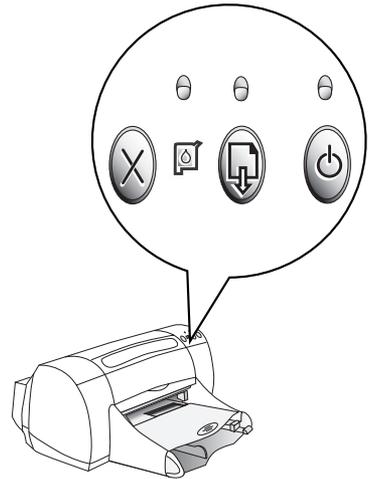
Print Cartridge Status Light – When lit, the light above this symbol indicates that you need to check the status of your print cartridges. See “Print Cartridge Status” on page 29.



Resume Button and Light – Whenever the light above the Resume Button flashes, press the Resume Button to continue printing.



Power Button and Light – Use the Power Button to turn the printer on and off. The green light above the Power Button flashes when the printer is processing information.



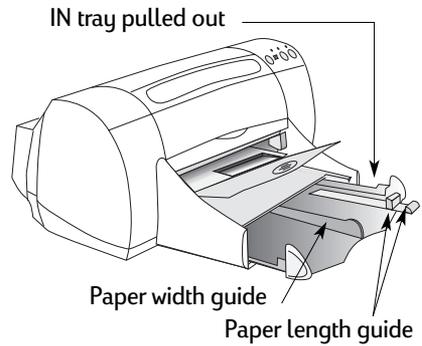
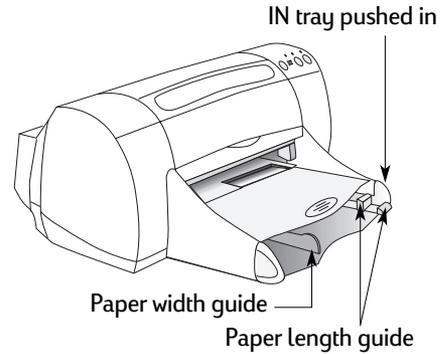
Warning

Use only the Power Button on the front of the printer to turn the printer on and off. Using a power strip, surge protector, or a wall-mounted switch to turn the printer on and off may cause premature printer failure.

Paper Trays

IN Tray

You place paper and other media types for printing in the IN tray. Pull out this tray for easy loading. Once you insert the media you want to use, slide the paper guides so they rest snugly against the media. Be sure to slide all media as far as it will go into the IN tray.

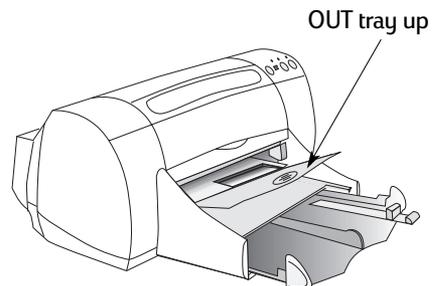
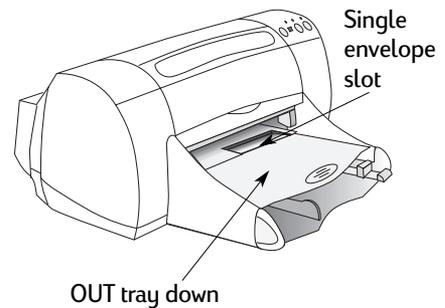


OUT Tray

The printer sends its completed pages to the OUT tray. The OUT tray has two different positions.

Down – For most types of printing (except banners). The down position also allows single envelope printing.

Up – For ease of loading media in the IN tray and for banner printing.



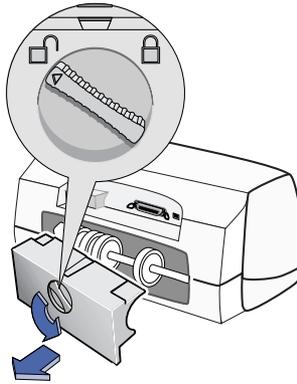
Automatic Two-Sided Printing

The Automatic Two-Sided Printing Module is a special hardware and software feature that enables your printer to automatically print on both sides of the page.

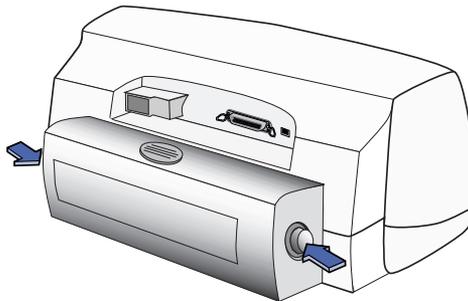


Installing the Automatic Two-Sided Printing Module

- 1 Turn the knob on the printer's Rear Access Door counter-clockwise, and remove the door.



- 2 Press the button on each side of the Automatic Two-Sided Printing Module, and insert the module into the back of the printer.



- 3 Release the buttons.

Printing with the Automatic Two-Sided Printing Module

- 1 Load appropriate paper.

Note: Not all paper types or sizes work with the Automatic Two-Sided Printing Module. You can print on plain paper, HP Bright White Inkjet Paper, HP Premium Inkjet Heavyweight Paper, HP Felt-textured Greeting Card Paper, and HP Professional Brochure Paper, Glossy or Matte. Not all paper sizes can be used with the Automatic Two-Sided Printing Module.

- 2 Go to the **HP Printer Properties** dialog box. See “Printer Software” on page 5 for instructions.
- 3 On the HP Printer Properties **Features** tab:
 - a Check **Two-Sided Printing**.
 - b Check **Automatic**. When the Two-Sided Printing Margin dialog box appears, make a selection, then click **OK**.
 - c Select **Book** or **Tablet** to choose the page orientation.
 - d Click **Apply**.
- 4 Select **Book** or **Tablet** to choose the page orientation.
- 5 Click **OK** to close the Printer Properties dialog box.
- 6 Click **OK** to print.

Note: After one side of the page is printed on, the paper will be held while the ink dries. Once the ink is dry, the paper is pulled back in, and the reverse side is printed. As each page is finished, the page will drop into the OUT tray.

Note: If you have problems with Two-Sided Printing, see pages 39–40.

Basic Printer Maintenance

Because the printer ejects ink onto the paper in a fine mist, ink smudges will eventually appear on the printer case. Follow the cleaning instructions provided here.

- **Do not** clean the interior of the printer. Keep all fluids away from the interior.

- To remove stains, smudges and/or dried ink from the exterior of the printer, use a soft cloth moistened with water. **Do not** use household cleaners or detergent. In the event that a household cleaner or detergent is used on the printer, wipe the printer's exterior surfaces with a soft cloth moistened with water.
- **Do not** lubricate the rod on which the print cartridge cradles move. Noise is normal when the cradles move back and forth.

For information on cleaning print cartridges and the print cartridge cradle, see “Cleaning Print Cartridges” on page 33.

Caution For maximum performance and reliability, the printer should be handled and stored in an upright, level position.

Printer Software

Use your printer software to control how and what you print. Print quality, paper size and type, and Two-Sided Printing are just a few of the options available to you in the HP Printer Properties dialog box.

Note: If you are printing from Windows 3.1x or DOS, see page 59.

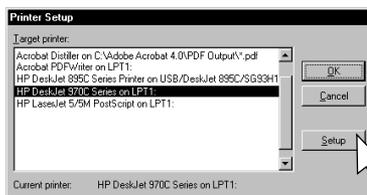
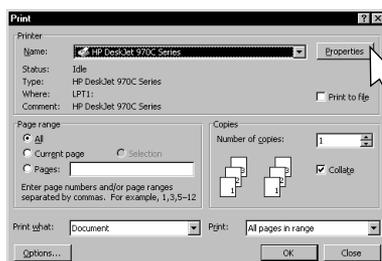
- 1 From your software program, select **File** → **Print**.

Your software program opens a Print dialog box, similar to the one on the right.

- 2 From the **Print** dialog box, click **Properties**. The HP Printer Properties dialog box opens.

Or try this:

- 1 If you don't see a **Print** option in the **File** menu, select **File** → **Printer Setup** or **File** → **Print Setup**.
- 2 From the **Printer Setup** or **Print Setup** dialog box, click **Setup** or **Options**.



Printer Properties Dialog Box Tabs

The three tabs located in the Printer Properties dialog box are



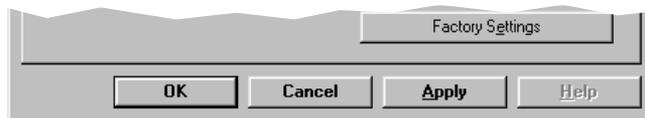
Note: If your printer is networked, you may see a fourth “Services” tab in the Printer Properties dialog box.

- **Setup** (see “Setup Tab” on page 7)
- **Features** (see “Features Tab” on page 8)
- **Advanced** (see “Advanced Tab” on page 9)

Simply click a tab, then choose your settings.

Printer Properties Dialog Box Buttons

The standard buttons at the bottom of the Printer Properties dialog box are:



- **Factory Settings** – Returns all of the tab settings to the factory defaults.
- **OK** – Accepts your changes and closes the dialog box.
- **Cancel** – Cancels your changes and closes the dialog box.
- **Apply** – Applies your changes.
- **Help** – Displays a message telling you to click your right mouse button for help.

Setup Tab

Look here to see your current settings.

Print Quality

- **Draft** - Quick printing
- **Normal** - Every day printing
- **Best** - Highest quality printing

Select any photo paper type in **Paper Type** to enable **Photo Paper Printing**.

- Click **PhotoREt** to automatically select the best configuration of print speed and quality.
- Click **2400 X 1200 dpi** for source images greater than 600 dpi. This setting requires 400 MB or more hard-disk space and takes longer to print.

Choose from a wide range of paper types.

Choose a paper size or enter a paper size of your own.

Print on z-fold paper.

Resize an image to fit on a specific paper size.

HP DeskJet 970C Series

Setup Features Advanced

Print Quality

Draft

Normal

Best

Paper Settings

Paper Type:

HP Premium Plus Photo Paper, Matte

Photo Paper Printing

PhotoREt

2400x1200dpi

Paper Size:

Letter (8.5 x 11 in.)

Banner Printing

Scale to Fit

Factory Settings

OK Cancel Apply Help



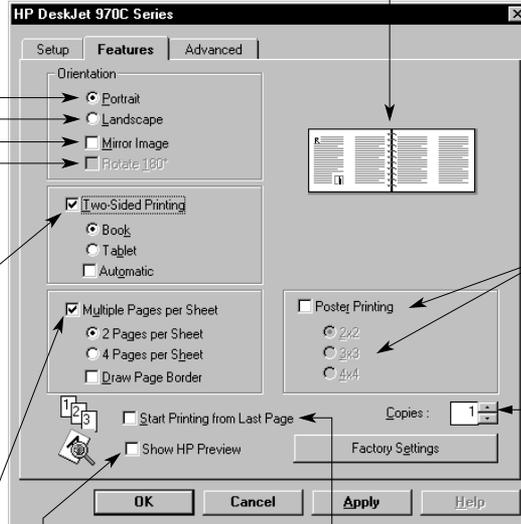
Note: Right-click on any item on this screen to view help related to that item.)

Features Tab

Choose:

- **Portrait** - 
- **Landscape** - 
- **Mirror Image** - Reverses the printed image.
- **Rotate 180°** - Enabled when using envelope or Hagaki paper size. Rotates the page image 180 degrees top to bottom.

Look here to see your current settings.



Check here and choose:

- **Book** (binding on the side) or **Tablet** (binding on the top).
- **Automatic** when using the Automatic Two-Sided Printing Module.

Check here and choose the size of your poster by selecting the number of pages across and down.

Choose the number of copies to print.

Check here and choose:

- Number of pages printed per sheet.
- Border on each page on the sheet.

Check here to print the last page of your document first, or leave unchecked to print the first page first.

Check here to see how your document will look before you print. **Show HP Preview** will allow you to print, cancel or create a graphic file of your document. You can change some print settings, visually see the effect, and print with the new settings.



Note: Right-click on any item on this screen to view help related to that item.

Advanced Tab

Check here to print in shades of gray.

Optimization is only available when printing in grayscale.

Slide to adjust colors to meet your needs.

Slide to adjust the amount of ink on the page.

Look here to see your current settings.

Slide to provide extra drying time.

HP DeskJet 970C Series

Setup Features **Advanced**

Color

Print in Grayscale

Optimize for Photocopy or Fax

Saturation: Muted Vibrant

Brightness: Darker Lighter

Color Tone: Cooler Warmer

Ink Volume: Light Heavy

Extra Dry Time: 0 More

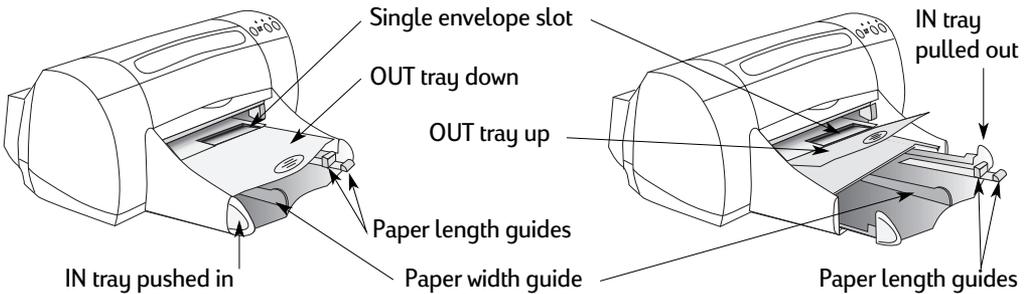
Factory Settings

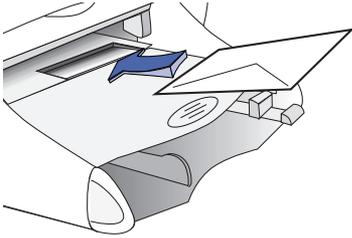
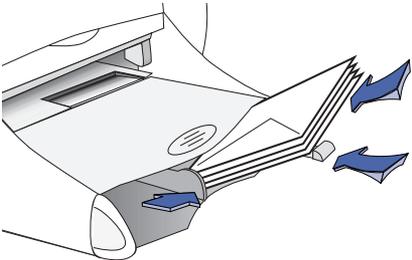
OK Cancel Apply Help



Note: Right-click on any item on this screen to view help related to that item.

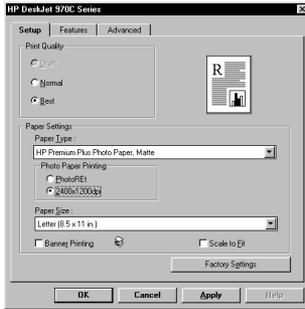
Printing on Different Types of Paper and Media



What do you want to print	What you need to do
<p>Single envelope</p> 	<ol style="list-style-type: none"> 1 Slide the envelope, with its flap side on the left and flap facing up, into the OUT tray's single envelope slot. Continue sliding until the envelope stops. 2 Choose the print settings that match the type and size of the envelope. 3 Print the envelope.
<p>Stack of up to 15 envelopes</p> 	<ol style="list-style-type: none"> 1 Slide out both of the paper guides, and remove all paper from the IN tray. 2 Slide the envelopes, with their flap side on the left and flap facing up, into the IN tray as far as they will go. 3 Slide the paper guides snugly against the edges of the envelopes. 4 Choose the print settings that match the type and size of the envelopes. 5 Print the envelopes.

See next page →

Note: See “Printer Software” on page 5 for instructions on how to use your printer software.

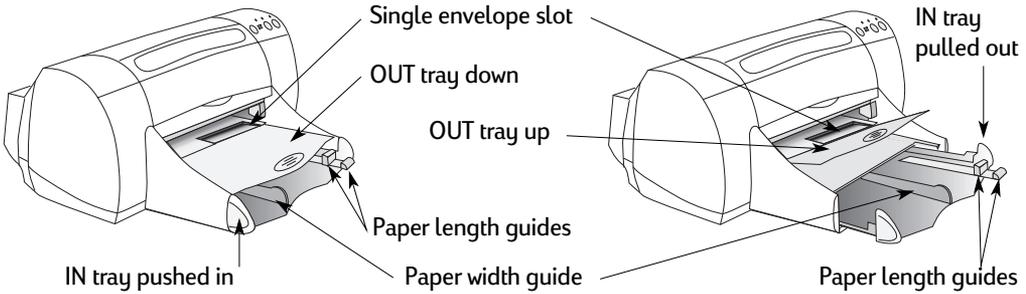


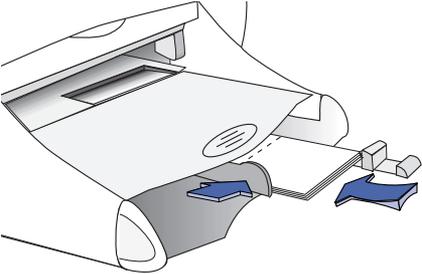
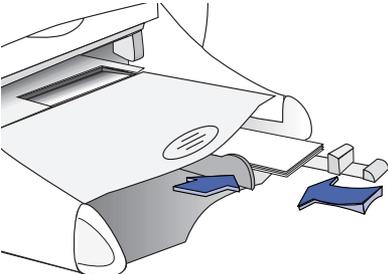
Setup Tab

Features Tab



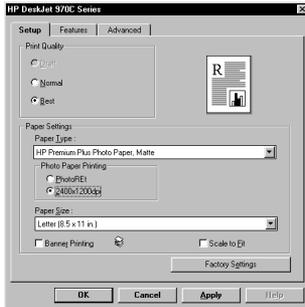
HP print settings to choose	Guidelines to remember
<p>Setup Tab</p> <ul style="list-style-type: none"> - <i>Print Quality:</i> Choose Normal - <i>Paper Type:</i> Choose Plain Paper - <i>Paper Size:</i> Choose appropriate envelope size <p>Features Tab</p> <ul style="list-style-type: none"> - <i>Orientation:</i> Choose Portrait - <i>Two-Sided Printing:</i> Unchecked 	<ul style="list-style-type: none"> • Make sure paper is loaded in the IN tray. • Make sure the OUT tray is in the down position. • Avoid envelopes that have clasps or windows. • Avoid envelopes that are shiny or embossed, envelopes with thick, irregular, or curled edges, or envelopes that are wrinkled, torn, or otherwise damaged. • If your software program includes an envelope-printing feature, follow those instructions instead of the procedure here.
<p>Setup Tab</p> <ul style="list-style-type: none"> - <i>Print Quality:</i> Choose Normal - <i>Paper Type:</i> Choose Plain Paper - <i>Paper Size:</i> Choose appropriate envelope size <p>Features Tab</p> <ul style="list-style-type: none"> - <i>Orientation:</i> Choose Portrait - <i>Two-Sided Printing:</i> Unchecked 	<ul style="list-style-type: none"> • Never load more than 15 envelopes at one time. • Align the envelope edges before inserting them. • Avoid envelopes that have clasps or windows. • Avoid envelopes that are shiny or embossed, envelopes with thick, irregular, or curled edges, or envelopes that are wrinkled, torn, or otherwise damaged. • If your software program includes an envelope-printing feature, follow those instructions instead of the procedure here.



What do you want to print	What you need to do
<p>Greeting Cards</p> 	<ol style="list-style-type: none"> 1 Slide out both of the paper guides, and remove all paper from the IN tray. 2 Insert up to 45 cards into the IN tray as far as they will go. 3 Slide the paper guides snugly against the edges of the cards. 4 Choose the print settings that match the type and size of the cards. 5 Print the cards.
<p>Cards (index, business, and other small media)</p> 	<ol style="list-style-type: none"> 1 Pull out the IN tray. 2 Slide out both of the paper guides, and remove all paper from the IN tray. 3 Insert up to 45 cards into the IN tray as far as they will go. 4 Slide the paper guides snugly against the edges of the cards. 5 Push in the IN tray. 6 Choose the print settings that match the type and size of the cards. 7 Print the cards.

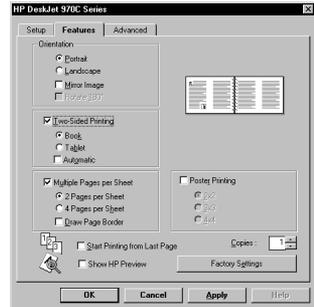
See next page →

Note: See “Printer Software” on page 5 for instructions on how to use your printer software.



Setup Tab

Features Tab



HP print settings to choose

Setup Tab

- *Print Quality:* Choose **Normal**
- *Paper Type:* Choose greeting card type
- *Paper Size:* Choose appropriate card size

Features Tab

- *Orientation:* Choose **Portrait**
- *Two-Sided Printing:* Unchecked

Guidelines to remember

- For ease of loading small cards, raise the OUT tray. After you have inserted the cards, lower the OUT tray.
- Align the card edges before inserting the cards.
- If you have pre-folded greeting cards, unfold the cards, then load the cards into the IN tray.

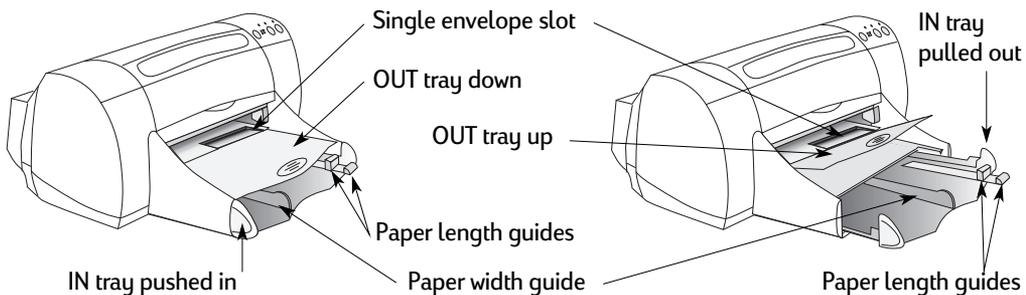
Setup Tab

- *Print Quality:* Choose **Normal**
- *Paper Type:* Choose **Plain Paper**
- *Paper Size:* Choose appropriate card size

Features Tab

- *Orientation:* Choose **Portrait**
- *Two-Sided Printing:* Unchecked

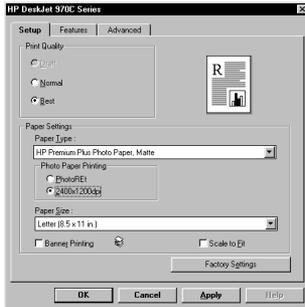
- For ease of loading small cards, raise the OUT tray. After you have inserted the cards, lower the OUT tray.
- Align the card edges before inserting the cards.



What do you want to print	What you need to do
<p>Photos</p> <p>The diagram shows a sheet of photo paper being fed into the printer's IN tray. Two blue arrows point outwards from the paper guides, indicating they should be moved to accommodate the paper's width. Another blue arrow points into the tray, indicating the paper should be pushed in.</p>	<ol style="list-style-type: none"> 1 Pull out the IN tray. 2 Slide out both of the paper guides, and remove all paper from the IN tray. 3 Insert photo paper in the IN tray (HP logo side up or glossy side down). 4 Slide the paper guides snugly against the sheets. 5 Push in the IN tray. 6 Choose the print settings that match the type and size of the photo paper. 7 Print the photos.
<p>Labels</p> <p>The diagram shows a sheet of label paper being fed into the printer's IN tray. Two blue arrows point outwards from the paper guides, indicating they should be moved to accommodate the paper's width. Another blue arrow points into the tray, indicating the paper should be pushed in.</p>	<ol style="list-style-type: none"> 1 Slide out both of the paper guides, and remove all paper from the IN tray. 2 Fan the edges of the label sheets to separate them, then align the label edges. 3 Insert up to 20 label sheets (label side down). 4 Slide the paper guides snugly against the sheets. 5 Choose the print settings that match the type and size of labels. 6 Print the labels.

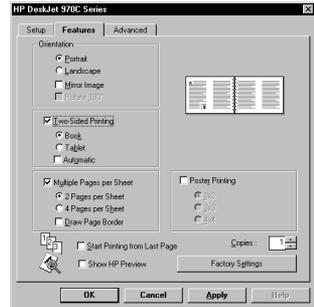
See next page →

Note: See “Printer Software” on page 5 for instructions on how to use your printer software.



Setup Tab

Features Tab



HP print settings to choose

Guidelines to remember

Setup Tab

- *Print Quality:* Choose **Best**
 - *Paper Type:* Choose photo paper type
 - *Photo Paper Printing:* Click **PhotoREt** to automatically select the best combination of print speed and quality.
- OR**
- Click **2400 x 1200 dpi** for source images greater than 600 dpi. This setting requires 400 MB or more hard disk space and takes longer to print.
- *Paper Size:* Choose appropriate paper size

Features Tab

- *Orientation:* Choose appropriate orientation
- *Two-Sided Printing:* Unchecked

- For best results, use an HP photo paper.
- The photo needs to be in electronic (digital) form, before you can print it. Take a digital picture, scan a photo, or have your local camera shop provide an electronic file of your photo.
- Use PhotoREt for most photo paper printing.
- If you have a parallel cable, you may be able to increase photo printing speed by enabling Hardware ECP. Open the HP DeskJet Toolbox. Click the **Configuration** tab and check **Attempt to Use Hardware ECP**. **Apply** your changes and print your photo.

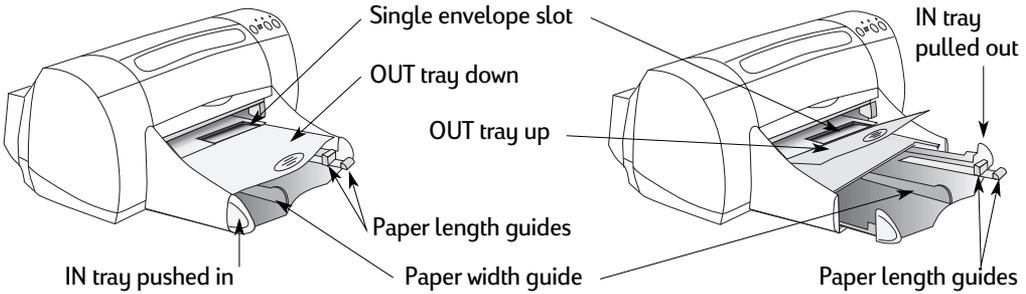
Setup Tab

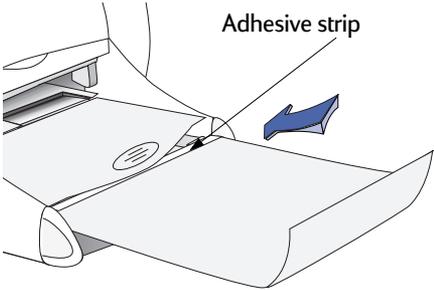
- *Print Quality:* Choose **Normal**
- *Paper Type:* Choose **Plain Paper**
- *Paper Size:* Choose **A4** or **Letter (8.5x11 in)**

Features Tab

- *Orientation:* Choose appropriate orientation
- *Two-Sided Printing:* Unchecked

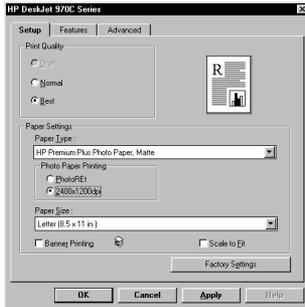
- Use only paper labels that are designed specifically for use with inkjet printers.
- Never load more than 20 sheets at one time.
- Use only full sheets of labels.
- Make sure the sheets are not sticky, wrinkled, or pulling away from their protective backing.
- Do not use plastic or clear labels. The ink will not dry when used with plastic or clear labels.



What do you want to print	What you need to do
<p>Transparencies</p> 	<ol style="list-style-type: none"> 1 Slide out both of the paper guides, and remove all paper from the IN tray. 2 Fan the edges of the transparency sheets to separate them, then align the edges. 3 Insert a stack of up to 30 transparency sheets, rough side down and the adhesive strip towards the printer. 4 Slide the paper guides snugly against the transparencies. 5 Choose the print settings that match the type and size of the transparencies. 6 Print the transparencies. 7 The printer waits for transparencies to dry before releasing them automatically. Press the Resume Button to continue printing.

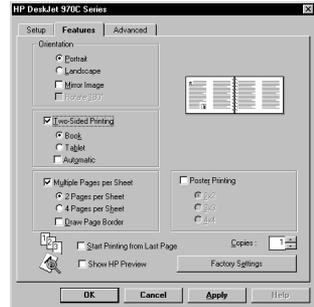
See next page →

Note: See “Printer Software” on page 5 for instructions on how to use your printer software.



Setup Tab

Features Tab



HP print settings to choose

Setup Tab

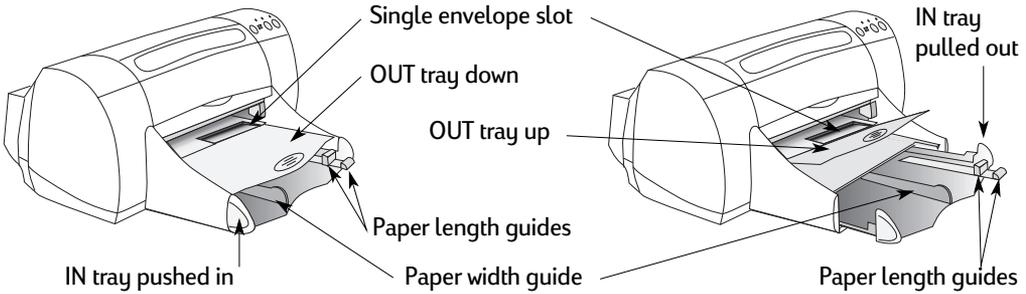
- *Print Quality:* Choose **Normal** or **Best**
- *Paper Type:* Choose transparency type
- *Paper Size:* Choose appropriate size

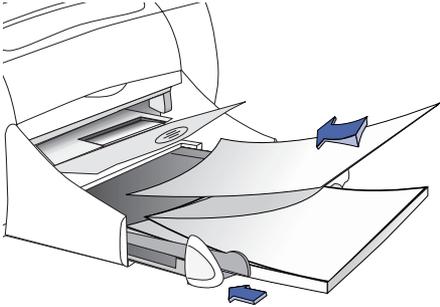
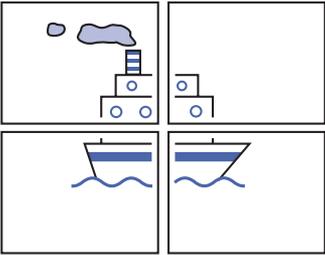
Features Tab

- *Orientation:* Choose appropriate orientation
- *Two-Sided Printing:* Unchecked

Guidelines to remember

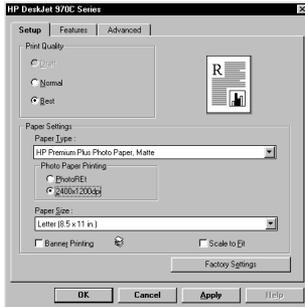
- For best results, use HP Premium Inkjet Transparency Film.



What do you want to print	What you need to do
<p>Banners</p> 	<ol style="list-style-type: none"> 1 Tear off the number of sheets (up to 20) you need. 2 Tear off and discard the perforated strips, if any. 3 Slide out the paper guides, and remove all paper from the IN tray. 4 Raise the OUT tray and leave it in the Up position. 5 Put the paper in the IN tray so that the unattached edge is at the top of the stack. Insert the first edge into the IN tray until it stops. Make sure the IN tray is pushed in. 6 Slide paper guides snugly against the sheets. 7 Check Banner Printing and choose the appropriate paper type and size. 8 Print the banner.
<p>Posters</p> 	<ol style="list-style-type: none"> 1 Load paper in the IN tray. 2 Slide the paper guides snugly against the sheets. 3 Choose the print settings that match the type and size of your poster. 4 Print your poster.

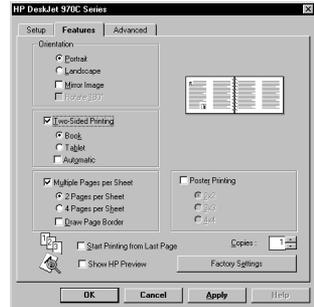
See next page →

Note: See “Printer Software” on page 5 for instructions on how to use your printer software.



Setup Tab

Features Tab



HP print settings to choose

Guidelines to remember

Setup Tab

- *Banner Printing:* Check this box
- *Print Quality:* Choose **Normal**
- *Paper Type:* Choose **HP Banner Paper** or **Plain Paper**
- *Paper Size:* Choose **A4** or **Letter (8.5x11 in)**

Features Tab

- *Orientation:* Choose appropriate orientation
- *Two-Sided Printing:* Unchecked

- When printing banners, be sure that the OUT tray is raised into the up position and the IN tray is pushed in.
- Depending on the software program you are using to print your banner, you may need to check the *HP DeskJet 970C Series Printer Release Notes* for specific printing information.
- For best results, use HP Banner Paper.

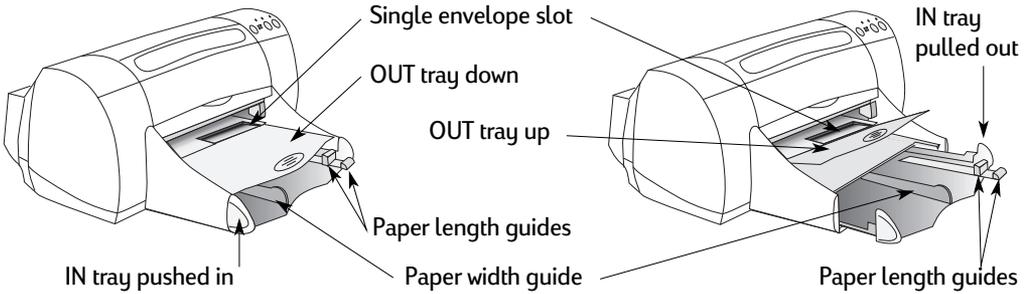
Setup Tab

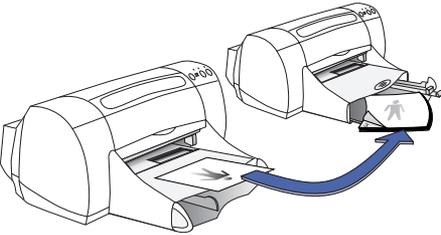
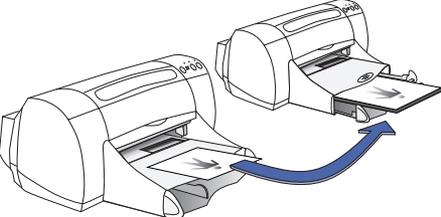
- *Print Quality:* Choose **Normal**
- *Paper Type:* Choose **Plain Paper**
- *Paper Size:* Choose appropriate size

Features Tab

- *Orientation:* Choose appropriate orientation
- *Two-Sided Printing:* Unchecked
- *Poster Printing:* Check this box and choose size **2x2**, **3x3**, or **4x4**

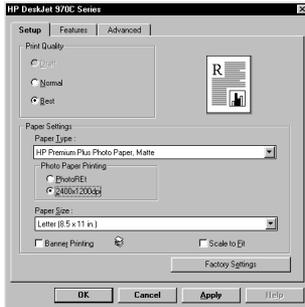
- Trim the edges on each sheet and tape the sheets together.



What do you want to print	What you need to do
<p data-bbox="117 687 425 748">Manual Two-Sided Printing Book Binding</p>  <p data-bbox="117 1034 282 1064">Tablet Binding</p> 	<ol style="list-style-type: none"> <li data-bbox="599 687 992 716">1 Remove all paper from the OUT tray. <li data-bbox="599 720 902 749">2 Load paper into the IN tray. <li data-bbox="599 753 1113 782">3 Slide the paper guides snugly against the sheets. <li data-bbox="599 786 1131 847">4 In the Features tab, click Two-Sided Printing, then select Book or Tablet, and uncheck Automatic. <li data-bbox="599 850 1162 911">5 Choose the print settings that match the type and size of your paper. <li data-bbox="599 914 776 944">6 Begin printing. <li data-bbox="599 947 1154 1008">7 Carefully follow the reloading instructions displayed on your computer screen. <li data-bbox="599 1012 1151 1072">8 When the paper is properly reloaded, click Continue in the message box on your computer screen.

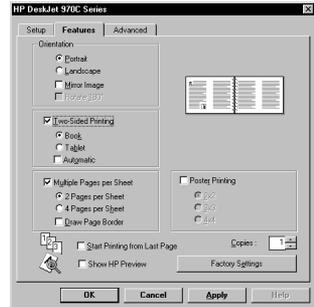
See next page →

Note: See “Printer Software” on page 5 for instructions on how to use your printer software.



Setup Tab

Features Tab



HP print settings to choose

Setup Tab

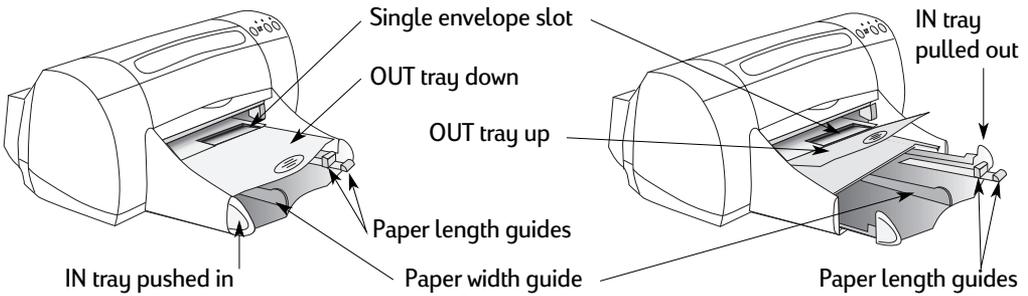
- *Print Quality:* Choose **Normal**
- *Paper Type:* Choose appropriate type
- *Paper Size:* Choose appropriate size

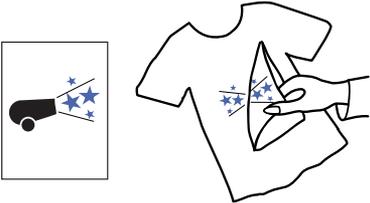
Features Tab

- *Orientation:* Choose appropriate orientation
- *Two-Sided Printing:* Check this box, then choose **Book** (for binding on the side) or **Tablet** (for binding at the top). Uncheck **Automatic**.

Guidelines to remember

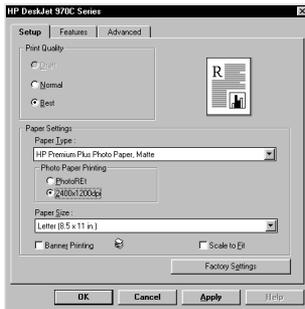
- You can do manual Two-Sided Printing with either the Rear Access Door or Automatic Two-Sided Printing Module attached.
- The printer automatically prints the odd-numbered pages first. The printer then displays a message on your computer screen, telling you how to reload the paper for printing the even-numbered pages.



What do you want to print	What you need to do
<p>Iron-on transfers</p> 	<ol style="list-style-type: none"> 1 Slide out both of the paper guides, and remove all paper from the IN tray. 2 Load the iron-on transfer paper with printable side down. 3 Slide the paper guides snugly against the sheets. 4 Choose the print settings that match the type and size of your iron-on transfers. 5 Print your transfers.

See next page →

Note: See “Printer Software” on page 5 for instructions on how to use your printer software.



Setup Tab

Features Tab



HP print settings to choose

Setup Tab

- *Print Quality:* Choose **Normal**
- *Paper Type:* Choose **HP Iron-On T-Shirt Transfers**
- *Paper Size:* Choose appropriate size

Features Tab

- *Orientation:* Choose **Mirror Image**
- *Two-Sided Printing:* Unchecked

Guidelines to remember

- When you print a mirror-imagined document, the text and pictures are flipped horizontally from what you see on your computer screen.
- For best results, use HP Iron-On T-Shirt Transfers.

HP DeskJet Toolbox

Use the **HP DeskJet Toolbox** for maintaining your printer, finding information, and more.

- Non-networked printers, installed via the Setup Install method, have a **Toolbox** desktop icon or program group.
- Networked printers, installed via the Add Printer method, have an extra **Services** tab in the **HP Printer Properties** dialog box.

For Windows 95, 98, and Windows NT 4.0

- Click **Start** → **Programs** → **HP DeskJet 970C Series** → **HP DeskJet 970C Series Toolbox**.
- Click the HP Toolbox button that appears on the Taskbar at the bottom of the screen when the HP Toolbox is open.

The Toolbox has three tabs:



- **Printer Services** (see “Printer Services Tab” on page 25)
- **Estimated Ink Level** (see “Estimated Ink Level Tab” on page 26)
- **Configuration** (see “Configuration Tab” on page 27)

Simply click a tab, then choose your option.

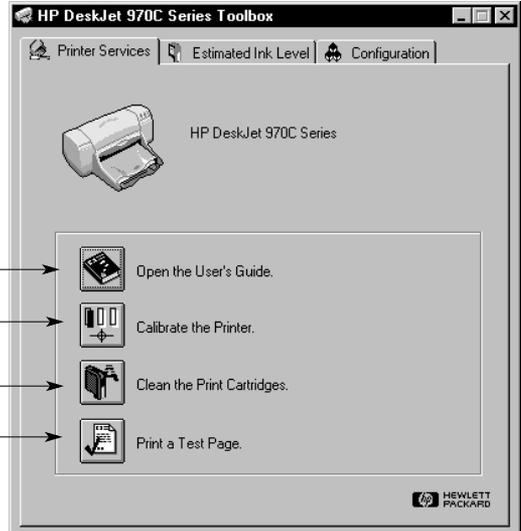
Printer Services Tab

Open an electronic copy of the User's Guide.

Calibrate the printer when colored and black ink don't line up on what you have printed.

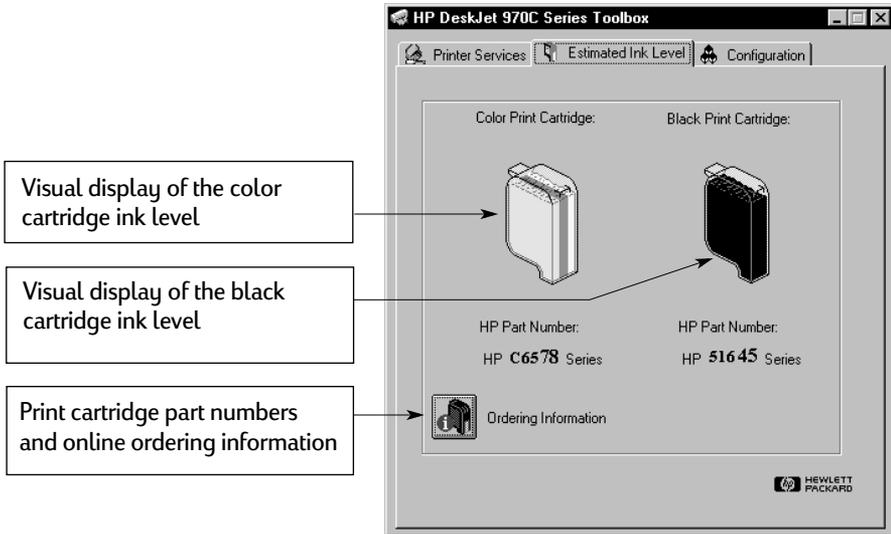
Clean the print cartridges when lines and dots are missing from what you have printed.

After cleaning, print a test page to check for clarity.



Note: Right-click on any item on this screen to view help related to that item.

Estimated Ink Level Tab

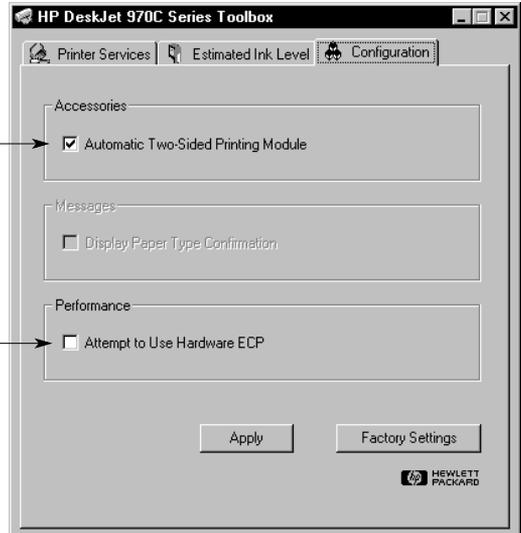


Note: Right-click on any item on this screen to view help related to that item.

Configuration Tab

Default setting if the Automatic Two-Sided Printing Module is installed.

If you are using a parallel cable, you can Enable Hardware ECP on the **Configuration** tab. When you check **Attempt to Use Hardware ECP**, photos may print more quickly.



Note: Right-click on any item on this screen to view help related to that item.)

NOTES:

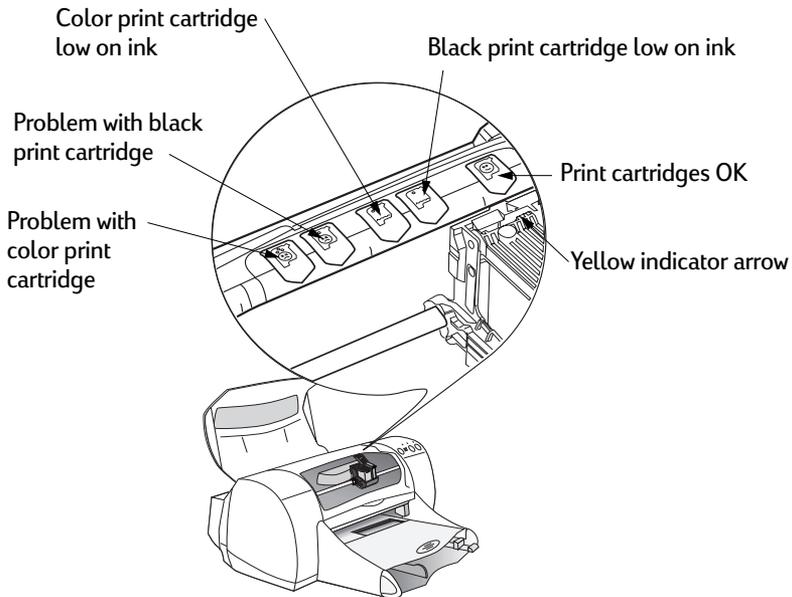
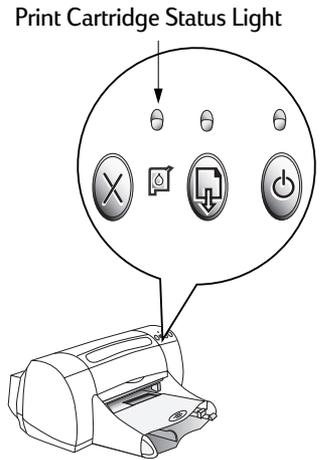
2

Using and Caring for Your Print Cartridges

Print Cartridge Status

The Print Cartridge Status Light flashes when one or both of your print cartridges are low on ink, improperly installed, or malfunctioning. It will also flash if you are trying to use the wrong print cartridge type. If the problem is low ink, the light will stop flashing when you open the top cover. For any other print cartridge related problem, the Print Cartridge Status Light will continue to flash.

To check the status of your print cartridges, open the printer's top cover. The yellow arrow on the print cartridge cradle aligns with one of five Print Cartridge Status icons.



Using and Caring for Your Print Cartridges

When the Print Cartridge Status Light flashes, open the printer's top cover and follow the instructions below.

If the arrow points to...	It means...	To solve the problem...
Problem with color print cartridge 	The print cartridge is either: <ul style="list-style-type: none"> • missing • improperly installed • the wrong print cartridge for the printer • defective 	<ol style="list-style-type: none"> 1 Insert print cartridge if there is none. 2 Reinsert print cartridge if there is one. 3 If the above do not solve the problem, verify the cartridge is an HP C6578 Series cartridge. 4 If the problem persists, replace the cartridge.
Problem with black print cartridge 	The print cartridge is either: <ul style="list-style-type: none"> • missing • improperly installed • the wrong print cartridge for the printer • defective 	<ol style="list-style-type: none"> 1 Insert print cartridge if there is none. 2 Reinsert print cartridge if there is one. 3 If the above do not solve the problem, verify the cartridge is an HP 51645 Series cartridge. 4 If the problem persists, replace the cartridge.
Color print cartridge low on ink 	Color print cartridge is running low on ink.	Consider replacing the color cartridge with an HP C6578 Series cartridge.
Black print cartridge low on ink 	Black print cartridge is running low on ink.	Consider replacing the black cartridge with an HP 51645 Series cartridge.
Print cartridges OK 	Print cartridges are operational.	No problems.

Replacing Print Cartridges

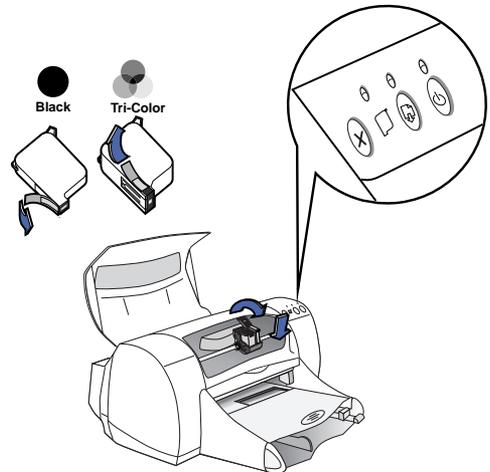
Note: When buying replacement print cartridges, check the part numbers carefully. The print cartridge numbers for your printer are:

- Black HP 51645 Series
- Tri-Color HP C6578 Series

Note: When a print cartridge runs out of ink, leave the empty cartridge in the cradle until you can replace it. The printer does not print with only one print cartridge in the cradle.

To replace a print cartridge:

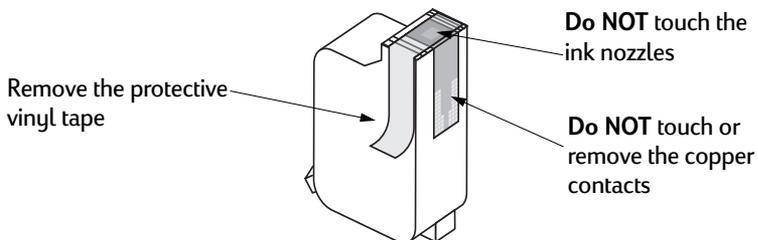
- 1 Press the Power Button  to turn on the printer. The print cartridges will move.
- 2 Open the top cover and raise the cradle latch.
- 3 Lift the print cartridge out of the cradle and discard it.



Warning

Keep print cartridges out of the reach of children.

- 4 Remove the replacement print cartridge from its packaging and carefully remove the protective vinyl tape.



Warning

Do **NOT** touch the print cartridge ink nozzles or copper contacts. Touching these parts will result in clogs, ink failure, and bad electrical connection. Also, do **NOT** remove the copper strips; these are required electrical contacts.

- 5 Push the print cartridge firmly, straight down into the print cartridge cradle.
- 6 Close the cradle latch. When the latch is fully closed, you will hear a click.
- 7 Load plain white paper in the IN tray.
- 8 Close the top cover, then a calibration page will print.

Note: Any time you install a valid print cartridge, the printer software prints a calibration page to ensure your print quality. If you are in the middle of printing and stop to change a print cartridge, the software will wait until your printing has completed before it executes the calibration test.

- 9 If the Print Cartridge Status  Light continues to blink after you install the new print cartridge, check the part number on the print cartridge to ensure you installed the correct one.

Storing Print Cartridges

To maintain excellent print quality from your print cartridges:

- Keep all print cartridges in their sealed packages, at room temperature (60-78° F or 15.6-26.6° C), until you are ready to use them.
- Once installed, leave the print cartridges in their cradle at all times to keep them from drying out or becoming clogged.
- If you store an unsealed print cartridge, do so in an airtight plastic container.
- **Do not** unplug the printer until printing is complete and the print cartridge cradles have returned to their home position on the right side of the printer. The print cartridges will dry out if not stored in their home position.

Warning

Use only the Power Button  on the front of the printer to turn the printer on and off. Using a power strip, surge protector, or a wall-mounted outlet switch to turn the printer on and off may cause premature failure.

Cleaning Print Cartridges

When Do You Need to Clean?

Clean the print cartridges if your printed page is missing lines or dots, or if it contains ink streaks.

If You See Missing Lines or Dots...

Clean the print cartridges from the HP DeskJet Toolbox by doing the following:

- 1 Double-click the **HP DeskJet Toolbox** icon on the computer screen.
- 2 Click **Clean the print cartridges** and follow the on-screen directions.

Note: Unnecessary cleaning wastes ink and shortens the life of the print cartridge.



If You See Ink Streaks...

Clean the print cartridges and the print cartridge cradle by following the instructions below.

- 1 Double-click the **HP DeskJet Toolbox** icon on the computer screen.
- 2 Click **Clean the print cartridges** and follow the on-screen directions. If this does not prevent streaks, follow the instructions for manually cleaning the print cartridges on page 35.

~sr ame istuj-
llam noft juesd
+ labore quist v
d'kitit ghoctk

Caution Be careful not to get ink on your hands or clothing.

Manually Cleaning the Print Cartridges and Print Cartridge Cradle

In order to properly clean the print cartridges and cradle, you will need distilled or bottled water and cotton swabs or a similar lint-free absorbent material that will not stick to the cartridges.

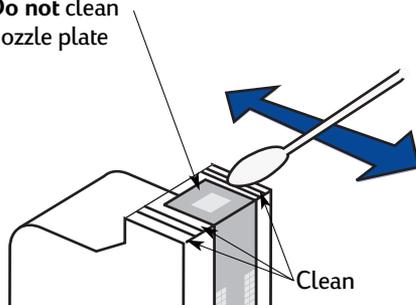
- 1 Press the Power Button  to turn the printer on, then lift the top cover.
- 2 After the print cartridges move, unplug the power cord from the back of the printer.

Warning Keep new and used print cartridges out of the reach of children.

- 3 Remove the print cartridges and place them wide side down on a piece of paper.

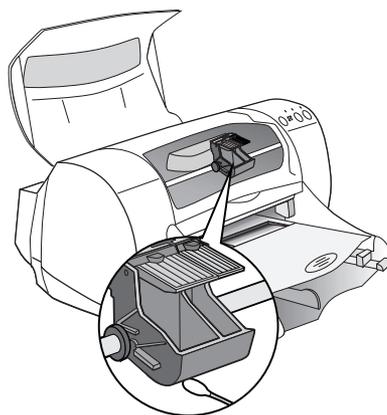
Caution Do **NOT** touch the print cartridge ink nozzles or copper contacts. Touching these parts will result in clogs, ink failure, and bad electrical connection. Also, do **NOT** remove the copper strips; these are required electrical contacts.

- 4 Manually clean the print cartridges.
 - 4.1 Dip a clean cotton swab into distilled water and squeeze any excess water from the swab.
 - 4.2 Clean the **face** and **edges** of the print cartridge as shown. **DO NOT** wipe the nozzle plate. **Do not clean nozzle plate**
 - 4.3 Inspect the cartridge for fibers on the face and edges. If fibers are still present, repeat the cleaning process.
 - 4.4 Repeat the cleaning process for the other print cartridge.

**Caution**

Once you've removed the print cartridges, make sure that they are not outside of the printer longer than 30 minutes.

- 5 Manually clean the print cartridge cradle.
 - 5.1 Using clean, moistened swabs, wipe the underside of each wall of the cradle.
 - 5.2 Repeat until no ink residue is seen on a clean swab.
- 6 Reinsert the print cartridges, then close the printer's top cover.
- 7 Load white paper into the IN tray.
- 8 Reinsert the electrical power cord into the back of the printer.
- 9 Print a test page. From the **HP Toolbox**, click **Print a Test Page**.



Note: If streaking still appears, repeat the procedure until the test printout is clean. You will find additional maintenance tips at http://www.hp.com/support/home_products.

Damage Resulting from Refilling the Print Cartridges

To get the best performance from your printer, Hewlett-Packard recommends using only genuine HP supplies for HP DeskJet printers, including genuine factory-filled HP print cartridges.

Damage resulting from the modification or refilling of HP print cartridges is specifically excluded from the coverage of HP printer warranties.

Note: When buying replacement print cartridges, check the part numbers carefully. The print cartridge numbers for your printer are:

- Black HP 51645 Series
- Tri-Color HP C6578 Series

3

Getting Help When Things Go Wrong

Basic Troubleshooting

The following table lists the most common printing problems and their solutions.

What if...	Check this...
<p>You have problems with installation.</p> <p>•↔ If you have USB installation problems, also see page</p>	<ul style="list-style-type: none"> • Make sure your printer is on and all connections are secure. • Close any virus protection programs that are running on your computer. Either right-click the virus protection program's icon on the taskbar and click Disable, or click the X in the upper-right corner of the program's open window. • Exit your software programs. Uninstall the printer software (see below), then repeat the installation procedure. • If using a parallel printer cable, make sure that no other peripheral device (such as a scanner, tape back-up, switch box, etc.) is connected to the printer. • If you're still having problems with the installation, call an authorized HP dealer or HP Customer Care representative. For the phone number of the support center nearest you, see "HP Customer Care by Phone" on page 43.
<p>Printer software isn't working from the CD.</p>	<ul style="list-style-type: none"> • Make sure your CD-ROM drive is working by inserting a CD that you know works. • If you suspect the CD is flawed, see "HP Customer Care by Phone" on page 43.
<p>Something unexpected happened during installation or you need to uninstall the printer driver for any reason.</p>	<p>If you're running Windows 95, 98, or NT 4.0, perform one of the following procedures:</p> <ol style="list-style-type: none"> 1 Insert the printer software (either the CD or Disk 1) into your computer. 2 Begin the software installation again: <ol style="list-style-type: none"> a Insert the CD into your CD-ROM drive. b Select Start → Run. c Click Browse in the Run window. d Browse to the CD's setup.exe icon, then click Open. e Click OK. 3 Select Remove HP DeskJet 970C Series Software. 4 Follow the on-screen instructions. <p><i>OR</i></p> <p>Click Start → Programs → HP DeskJet 970C Series → HP DeskJet 970C Series Uninstall.</p> <p><i>OR</i></p> <ol style="list-style-type: none"> 1 Click Start → Settings → Control Panel. 2 Click Add/Remove Programs. 3 Select HP DeskJet 970C Series (Remove only). <p>If you're running Windows 3.1x:</p> <ol style="list-style-type: none"> 1 In the Program Manager, locate your HP DeskJet Series group. 2 Double-click the Uninstall icon to uninstall your printer software. <p><i>OR</i></p> <p>Begin printer software install (see page 53, steps 6a, b, and c) and select Uninstall.</p>

What if...	Check this...
Text or graphics are in the wrong place.	<ul style="list-style-type: none"> • Make sure you have selected the correct orientation (portrait or landscape) on the Features tab. See “Features Tab” on page 8. • Make sure the media is correctly oriented in the IN tray. • Make sure the paper guides fit snugly against the media.
The printer is really slow.	<ul style="list-style-type: none"> • Check the amount of RAM and processor speed in your computer (see “System Requirements” on page 66). • Having less than 100 MB of free space on your computer’s hard drive can mean longer processing times. • Check the printer driver that you are using. Be sure to regularly check the HP web site at http://www.hp.com/support/home_products for the most recent software updates. • Large, complex documents containing graphics or photographs print slower than text-only documents. • When printing photographs, select PhotoREt in Photo Paper Printing instead of 2400 x 1200 dpi. • You may be running numerous software programs simultaneously. • Third-party devices connected between your printer and your computer can slow the printer. • Printing over a network can cause the printer to print slower.
No page came out of the printer.	<ul style="list-style-type: none"> • Make sure the power is on and all connections are secure. • Make sure the printer cover is closed. • Make sure the media is correctly loaded in the IN tray. • If the Power Light is blinking, the printer is processing information. Be patient. • If the Resume Light is blinking, press the Resume Button. • If the Print Cartridge Status Light is blinking, lift the printer cover, check the Print Cartridge Status, and verify that the print cartridge cradle contains properly installed print cartridges. • Determine whether paper is stuck in the printer. If it is, see “Clearing a Paper Jam” on page 40. • Make sure the Automatic Two-Sided Printing Module or Rear Access Door is in place.
A blank page came out of the printer.	<ul style="list-style-type: none"> • Make sure you have removed the protective piece of vinyl tape on each of the print cartridges. See “Replacing Print Cartridges” on page 31. • Lift the printer cover and check the Print Cartridge Status icons to make sure you are not out of ink. See “Print Cartridge Status” on page 29. • If you are trying to print a fax: <ol style="list-style-type: none"> 1 Save the fax in a graphic format (such as TIFF). 2 Place it in a word processing document, and print from there.
Something is missing from the page.	<ul style="list-style-type: none"> • Make sure you have set the correct margins. • Make sure the margins are within the printable area. See “Minimum Printing Margins” on page 65. • Make sure the text and graphics are scaled correctly in your document.

What if...	Check this...
Text is printing off the edge of the page.	<ul style="list-style-type: none"> • Make sure the margins are set correctly in your software program. • Make sure the text and graphics in your document fit within the printable area of the page. See “Minimum Printing Margins” on page 65. • Make sure you have selected the right paper size in the Setup tab. See “Setup Tab” on page 7. • Uncheck Poster Printing in the Features tab. See “Features Tab” on page 8.
The print quality is poor.	<ul style="list-style-type: none"> • Make sure you are using media intended for HP DeskJet printers, and that the media is loaded print side down. • Make sure you have selected the correct paper type in the Setup tab. See “Setup Tab” on page 7. • If the printing appears faded or dull, click Normal or Best instead of Draft on the Setup tab. See “Setup Tab” on page 7. • If the colors bleed or the ink smears, click Normal or Draft instead of Best on the Setup tab. See “Setup Tab” on page 7. • Make sure you are not out of ink. See “Replacing Print Cartridges” on page 31. • You might need to clean the print cartridges. See “Cleaning Print Cartridges” on page 33. • If the color ink and black ink aren’t lining up on the printed page, go to the HP Toolbox and click Calibrate the printer. See “Printer Services Tab” on page 25.
Colors are wrong or missing.	<ul style="list-style-type: none"> • Verify that you removed the protective vinyl tape from the print cartridge. • Check the print cartridges status. See “Print Cartridge Status” on page 29. • You might need to clean your color print cartridge. See “Cleaning Print Cartridges” on page 33. • Uncheck Print in Grayscale on the Advanced tab. See “Advanced Tab” on page 9.
Banners aren’t printing correctly.	<ul style="list-style-type: none"> • Make sure the OUT tray is up. • Make sure you selected Banner on the Setup tab. See “Setup Tab” on page 7. • If several sheets feed into the printer together, unfold and refold the paper. • If the paper creases going through the printer, the paper might be unsuitable for banner printing. • If gaps in the printing appear at the ends of the sheets, the problem might be with your software program. See <i>Release Notes</i> in the Program group. To get to these notes, click Start → Programs → HP DeskJet 970C Series.
The Automatic Two-Sided Printing Module is attached, but you can’t select the Automatic option in the Two-Sided Printing section of the Features tab.	<ol style="list-style-type: none"> 1 Print one page. 2 Go to the Features tab, check Two-Sided Printing, then check Automatic. <p><i>OR</i></p> <ol style="list-style-type: none"> 1 Go to the Configuration tab of the HP DeskJet Toolbox. 2 Check Automatic Two-Sided Printing Module, then click Apply. 3 Click the X in the upper-right corner to close the dialog box. 4 Go to the Features tab of the HP DeskJet Printer Properties dialog box. 5 Check Two-Sided Printing, then check Automatic.

What if...	Check this...
Two-Sided printing was selected, but printing is only on one side of the paper.	<ul style="list-style-type: none"> • Re-attach the Automatic Two-Sided Printing Module. See “Installing the Automatic Two-Sided Printing Module” on page 3. • Check the Features tab to ensure you have checked Two-Sided Printing. See “Features Tab” on page 8. • Be sure that you have selected a supported media size (see page 47) in the software program that you are using.
In Two-Sided Printing, the binding margin appears in the wrong place.	<ul style="list-style-type: none"> • Check the Setup tab to ensure you have chosen the correct paper orientation. See “Setup Tab” on page 7. • Make sure you selected Book or Tablet on the Features tab. For correct orientation, see “Features Tab” on page 8.
Print Cartridge Status Light won't stop blinking.	<ul style="list-style-type: none"> • See “Print Cartridge Status” on page 29. • Make sure the printer's top cover is closed.
The printer is jammed.	<ul style="list-style-type: none"> • See “Clearing a Paper Jam” on page 40.
You have printing problems on a networked printer.	<ul style="list-style-type: none"> • See the <i>HP DeskJet 970C Series Printer Network Guide for Windows</i>.
You are having USB  problems.	<ul style="list-style-type: none"> • See Appendix D, “Frequently Asked Questions About USB (Universal Serial Bus)” on page 67.

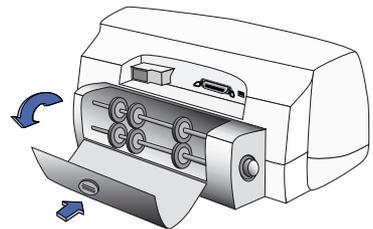
Clearing a Paper Jam

If the paper jams in the printer:

- 1 Pull the paper out of either the IN tray or the OUT tray.
- 2 Press the Resume Button on the front of the printer to clear the paper jam.
- 3 If the paper jam has cleared, print your document again. If the paper jam was not cleared by pressing the Resume Button, and you cannot remove the jammed paper from the front of the printer, follow the steps in the next section.

If the Automatic Two-Sided Printing Module is attached and the paper jam is in the Module:

- 1 Turn your printer off.
- 2 Press the button on top of the Two-Sided Printing Module and lower the access door.
- 3 Pull the jammed paper out of the Module, then close the access door.
- 4 Turn your printer on, then print your document again.

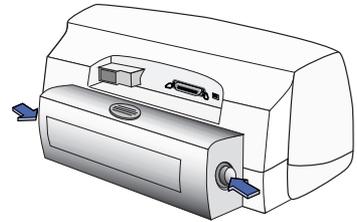


Press top button to access rollers

Getting Help When Things Go Wrong

If the Automatic Two-Sided Printing Module is attached and the paper jam is in the back of the printer:

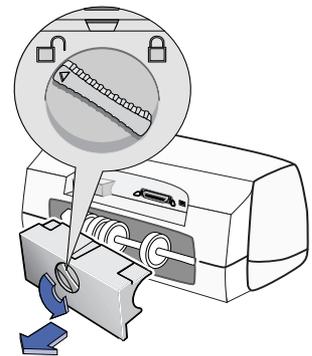
- 1 Turn your printer off.
- 2 Simultaneously press the release buttons, located on each side of the module, to remove the module.
- 3 Pull the jammed paper out of the printer, then replace the Module.
- 4 Turn your printer on, then print your document again.



Press buttons to remove Module

If the Rear Access Door is attached and the paper jam is in the back of the printer:

- 1 Turn your printer off.
- 2 Turn the knob on the Rear Access Door (counter-clockwise) and remove the door.
- 3 Pull the jammed paper out of the printer, then replace the Rear Access Door.
- 4 Turn your printer on, then print your document again.



Note: If you were printing labels, see if a label has come unglued from a label sheet while going through the printer.

Note: If after clearing the paper jam the cartridge cradle sticks, remove and reinstall the print cartridges. For instructions, see “Replacing Print Cartridges” on page 31.



HP Customer Care

HP DeskJet printers set the standard for quality and reliability, so you have made an excellent choice. Should you need help, however, HP Customer Care's award-winning service and support is nearby to provide expert advice on using your HP printer or to answer specific questions about a problem you are having. Whether online or by phone, you'll find the support you need—and you'll find it fast.



HP Customer Care Online

Click your way to a quick solution! [HP Customer Care Online](#) is a great place to go for answers to questions about your HP products. You'll get instant access to everything from helpful printing tips to the latest product and software updates—24 hours a day, seven days a week, all at no charge to you.

If you have a modem connected to your computer and subscribe to an online service or have direct access to the Internet, you can obtain a wide variety of information about your printer at the following web sites:

English:

http://www.hp.com/support/home_products

French:

<http://www.hp.com/cposupport/fr>

German:

<http://www.hp.com/cposupport/de>

Japanese:

http://www.jpn.hp.com/CPO_TC/eschome.htm

Korean:

<http://www.hp.co.kr/go/support>

Portuguese:

<http://www.hp.com/cposupport/pt>

Spanish:

<http://www.hp.com/cposupport/es>

Simplified Chinese:

<http://www.hp.com.cn/go/support>

Traditional Chinese:

<http://support.hp.com.tw/psd>

From HP Customer Care Online you can link to [HP Customer Care User Forums](#) and [HP Customer Care Email](#).

HP Customer Care User Forums

They're friendly. They're informative. Check out our online user forums. Simply review existing messages left by other HP users to find the answers you're looking for. You can also post your questions, then check back later for ideas and suggestions from knowledgeable users and system operators.

HP Customer Care by Email

Connect with HP via email and receive a personal reply from an HP Customer Care service technician. Responses are normally provided within 24 hours of receipt (excluding holidays). A great option for those non-urgent questions.

HP Customer Care Audio Tips (U.S. Only)

For fast and simple solutions to commonly asked HP DeskJet printer questions, call our toll-free automated support line at (877) 283-4684.

Printer Software

Printer software (also referred to as a printer driver) allows your printer to talk with your computer. HP provides printer software and software updates for Windows operating systems. For MS-DOS printer software, contact the manufacturer of your software program. You have several options for getting printer software:

- Download the printer software by accessing the [HP Customer Care Online](#) web site. See "HP Customer Care Online" on page 42 for the addresses of the HP web sites.
- If you need diskettes rather than a CD, you can copy the printer software to diskettes by taking your printer software CD to your HP dealer or a friend that has a CD-ROM drive. Be sure to take along at least 6 blank diskettes. To create the diskettes, begin the printer software installation. When the opening screen appears, select [Make diskettes of your printer software](#) and follow the on-screen instructions.

- If you are in the U.S., setting up your printer for the first time, and do not have a CD-ROM drive or access to [HP Customer Care Online](#), you can order the printer software on 3.5-inch diskettes by calling (661) 257-5565 (nominal shipping and handling charge may apply). Diskettes are delivered to you at no extra charge. Bonus software that may be provided on the CD will not be provided on disks.
- If you are in the U. S. and need a software update, you can download the printer software from http://www.hp.com/support/home_products. If you do not have access to the web site, call (661) 257-5565. Software updates are available for the cost of the CDs or diskettes plus shipping.
- If you are outside the U.S. and cannot download the driver from [HP Customer Care Online](#) (see page 42), call the [HP Customer Care Center](#) (see page 43) nearest you.



HP Customer Care Repair

If your HP printer is ever in need of repair, simply call the [HP Customer Care Center](#). A trained service technician will diagnose the problem and coordinate the repair process for you. This service is free during your printer's standard warranty. Beyond the warranty period, repairs are charged on a time and materials basis.



HP Customer Care by Phone

Within 90 days from the time of your purchase, phone support is provided to you free of charge. However, if you are calling long distance, long-distance charges may apply. Before placing a call for help, please make sure that:

- 1 You have checked your *Quick Start Poster* and this *User's Guide* for installation and troubleshooting tips.
- 2 You have checked [HP Customer Care Online](#) (see page 42) for product help.
- 3 If you are in the U.S., call [HP Customer Care Audio Tips](#), our toll-free automated support line at (877) 283-4684 for fast and simple solutions to commonly asked HP DeskJet printer questions.
- 4 If you cannot solve your problem using the above, then call an HP service technician while you're in

front of your computer and printer. Before you call, be sure you have the following information:

- Your printer's serial number (the label is on the printer's bottom).

- Your printer's model number (the label is on the front of the printer).

- The model of the computer.

- The version of the printer software and software program (if applicable). To find your printer software version, go to the HP DeskJet toolbox, click on the printer icon in the title bar, then select **About** from the drop-down menu.

Then we can help you with your questions immediately!

See the list below for your country's [HP Customer Care Center](#) phone number:

Africa/Middle East	41 22/780 41 11
Argentina	(541) 778-8380
Australia	+61 3 8877 8000
Austria	43 (0) 660 6386
Belgium (Dutch)	32 (0)2 62688 06
Belgium (French)	32 (0)2 62688 07
Brazil 55 11	011 829-6612
Canada	(905) 206-4663
Chile	800 36 0999
China	8610-65645959
Czech Republic	42 (2) 471 7321
Denmark	45 (0) 39 294099
Finland	358 (9) 2034 7288
France	33 (0) 143623434
Germany	49 (0) 180 532 6222
Greece	30 1 689 64 11
Hong Kong	(800) 96 7729
Hungary	36 (1) 252 4505
India	91 11 682 60 35
Indonesia	6221 350 3408
Ireland	353 (0) 1662 5525
Israel	972-9-9524848
Italy	39 (0) 2 264 10350

Japan, Tokyo	81 3 3335-8333
Japan, Osaka	81 6 6838 1155
Korea	02 3270 0700
Malaysia	03 2952566
Mexico D.F.	258 9922
Mexico, Guadalajara	01 800 472 6684
Middle East/Africa	41 22/780 41 11
Netherlands	31 (0) 20 606 8751
New Zealand	(09) 356-6640
Norway	47 (0) 22 116299
Philippines	65 272 5300
Poland	(+48) 22 519 06 00
Portugal	351 (0) 1 318 00 65
Russia	7095 923 50 01
Singapore	65 272 5300
Spain	34 (9) 02321 123
Sweden	46 (0) 8 6192170
Switzerland	41 (0) 84 8801111
Taiwan	886 2-2717-0055
Thailand	(66-2) 661 4011
Turkey	90 1 224 59 25
United Kingdom	44 (0) 171 512 5202
U.S.	(208) 344-4131
Venezuela	800 47 888
Venezuela, Caracas	207 8488

regular long-distance charges may apply.

Extended Warranty Options

If you would like to extend your printer coverage beyond the one year factory warranty, you have the following options:

- Consult your reseller to get extended coverage.
- If your reseller does not offer service contracts, please call HP directly and ask about our HP Service Agreements. In the U.S., call (800) 446-0522; in Canada, call (800) 268-1221. For HP Service Agreements outside the U.S. and Canada, contact your local HP Sales Office.

After the Free Phone Support Period

You can still get help from HP for a fee. Prices are subject to change without notice. [HP Customer Care Online](#) help (see page 42) on the internet is still available for free!

- For quick questions in the United States only, call (900) 555-1500. The charges are \$2.50 per minute and begin when you connect with a service technician.
- For calls from Canada, or for calls in the U.S. that you anticipate might be longer than ten minutes in length, call (800) 999-1148. The fee is US \$25 per call, charged to your Visa or MasterCard.
- If, during your phone call, it is determined that your printer requires repair and you are within your printer's Limited Warranty period (see page 70, Printer), you will not be charged for the phone support service. However, for countries where the above toll-free phone numbers are not available, the

4

Supplies and Accessories

Part Names and Numbers

Part Name	Part Description	Part Number
Interface Cables		
HP IEEE 1284-Compliant Parallel Interface Cable	<ul style="list-style-type: none"> • With one 1284-A connector for the computer port and one 1284-B connector for the printer port. - 2-meter length - 3-meter length 	C2950A C2951A
HP USB-Compliant Interface Cable	2-meter length	C6518A
HP JetDirect Print Servers for 970C Series Printers Only		
HP JetDirect 170X External Print Server	Ethernet/802.3 RJ-45 (10Base-T) Single Port	J3258A
HP JetDirect 300X External Print Server	Ethernet/802.3 RJ-45 (10Base-T/100Base-Tx) Single Port	J3263
Print Cartridges		
Print Cartridge	● Black	HP 516 4 5 Series
Print Cartridge	● Tri-color	HP C65 7 8 Series
Power Cords		
Power Cord	U.S., Canada, Brazil, Latin America, Saudi Arabia	8120-8900
Power Cord	Japan	8121-0021
Power Cord	Singapore, Malaysia, Hong Kong	8121-0026
Power Cord	South Africa	8121-0020
Power Cord	India	8121-0025
Power Cord	Argentina	8121-0019
Power Cord	Australia	8121-0018
Power Cord	China, Taiwan, Philippines	8121-0024
Power Cord	Korea	8121-0017
Power Cord	Europe, Jordan, Lebanon, North Africa, Israel, Russia, Baltic countries, Thailand, Indonesia, Caribbean, Latin America	8121-0023
Power Cord	U.K., Middle East	8121-0022
Other Replaceable Parts		
DJ970C Series Printer Top Cover	Access Door Assembly	C6426-60010
DJ970C Series Printer Cleanout	Access Door Assembly	C6426-60038
DJ970C Series Automatic Two-Sided Printing Module		C6426-60033

Printer Quick Start Posters, User's Guides, and Network Guides for Windows

Most HP printer documentation is available for viewing and printing at http://www.hp.com/support/home_products.

Language	Quick Start Poster Part Numbers	User's Guide Part Numbers	Network Guide Part Numbers
Arabic	C6429-90223	C6429-90255	C6429-90071
Croatian	C6429-90251		C6429-90128
Czech	C6429-90224	C6429-90256	C6429-90072
Danish	C6429-90225	C6429-90257	C6429-90073
Dutch	C6429-90226	C6429-90258	C6429-90074
English	C6429-90222	C6429-90259	C6429-90070
Estonian	C6429-90246	C6429-90260	
Finnish	C6429-90227	C6429-90261	C6429-90075
French	C6429-90228	C6429-90262	C6429-90076
German	C6429-90229	C6429-90263	C6429-90077
Greek	C6429-90230	C6429-90264	C6429-90078
Hebrew	C6429-90231	C6429-90265	C6429-90079
Hungarian	C6429-90232	C6429-90266	C6429-90080
Italian	C6429-90233	C6429-90267	C6429-90081
Japanese	C6429-90234	C6429-90281	C6429-90082
Korean	C6429-90235	C6429-90268	C6429-90083
Lithuanian	C6429-90247	C6429-90269	
Norwegian	C6429-90236	C6429-90270	C6429-90084
Polish	C6429-90237	C6429-90271	C6429-90085
Portuguese	C6429-90238	C6429-90272	C6429-90086
Romanian	C6429-90248		
Russian/Cyrillic	C6429-90239	C6429-90273	C6429-90087
Simplified Chinese	C6429-90240	C6429-90274	C6429-90088
Slovakian	C6429-90249	C6429-90275	
Slovenian	C6429-90250		C6429-90129
Spanish	C6429-90241	C6429-90276	C6429-90089
Swedish	C6429-90242	C6429-90277	C6429-90090
Thai	C6429-90243	C6429-90278	C6429-90091
Traditional Chinese	C6429-90244	C6429-90279	C6429-90092
Turkish	C6429-90245	C6429-90280	C6429-90093

Paper and Other Media

Availability of special media varies by country.

Paper Type	Description	Part Number
HP Bright White InkJet Paper *	A4 (210 x 297 mm), 200 sheets A4 (210 x 297 mm), 500 sheets U.S. letter, 200 sheets U.S. letter, 500 sheets	C5977A C1825A C5976A C1824A
HP Premium Inkjet Paper *	A4 (210 x 297 mm), 200 sheets U.S. letter, 200 sheets	51634Z 51634Y
HP Premium Inkjet Heavyweight Paper *	A4 (210 x 297 mm), 100 sheets	C1853A
HP Professional Brochure & Flyer Paper, Matte *	U.S. letter, 50 sheets	C6955A
HP Professional Brochure & Flyer Paper, Glossy *	Asian A4 (210 x 297 mm), 50 sheets European A4 (210 x 297 mm), 50 sheets U.S. letter, 50 sheets	C6819A C6818A C6817A
HP Photo Paper, Two-Sided, Satin/Glossy	Asian A4 (210 x 297 mm), 20 sheets European A4 (210 x 297 mm), 20 sheets U.S. letter, 20 sheets	C6765A C1847A C1846A
HP Premium Photo Paper, Glossy	Asian A4 (210 x 297 mm), 15 sheets European A4 (210 x 297 mm), 15 sheets U.S. letter, 15 sheets	C6043A C6040A C6039A
HP Premium Plus Photo Paper, Glossy	Asian A4 (210 x 297 mm), 20 sheets European A4 (210 x 297 mm), 20 sheets European (102 x 152 mm finished size), 20 sheets U.S. (4 x 6 in. finished size), 20 sheets U.S. letter, 20 sheets	C6933A C6832A C6945A C6944A C6831A
HP Premium Plus Photo Paper, Matte	European A4 (210 x 297 mm), 20 sheets U.S. letter, 20 sheets	C6951A C6950A
HP Premium Inkjet Transparency Film	A4 (210 x 297 mm), 20 sheets A4 (210 x 297 mm), 50 sheets U.S. letter, 20 sheets U.S. letter, 50 sheets	C3832A C3835A C3828A C3834A
HP Banner Paper	A4 (210 x 297 mm), 100 sheets U.S. letter, 100 sheets	C1821A C1820A
HP Matte Greeting Cards, White/Quarter-fold	A4 (210 x 297 mm), 20 sheets, 20 envelopes U.S. letter, 20 sheets, 20 envelopes	C6042A C1812A
HP Glossy Greeting Cards, White/Half-fold	A4 (210 x 297 mm), 10 sheets, 10 envelopes U.S. letter, 10 sheets, 10 envelopes	C6045A C6044A
HP Felt-textured Greeting Cards, Ivory/Half-fold *	U.S. letter, 20 sheets, 20 envelopes	C6828A
HP Iron-on T-Shirt Transfers	European A4 (210 x 297 mm), 10 sheets Asian A4 (210 x 297 mm), 10 sheets U.S. letter, 10 sheets	C6050A C6065A C6049A
HP Restickables, Large Round Inkjet Stickers	U.S. letter, 10 sheets (90 stickers)	C6822A
HP Restickables, Large Square Inkjet Stickers	U.S. letter, 10 sheets (90 stickers)	C6823A

* These paper types can be used with the Automatic Two-Sided Printing Module.

Note: To find out which recycled papers are recommended for your printer, contact your local HP Sales Office and ask for the HP InkJet Printer Family Paper Specifications Guide, HP part number 5961-0920.

Ordering Information

To order printer supplies or accessories, call your nearest HP dealer or call HP DIRECT at the following numbers for fast shipping service.

In the U.S., you can buy supplies directly from HP at www.hp.com/go/shopping (the HP Shopping Village).

Country	Phone or Fax	Address
Argentina	<ul style="list-style-type: none"> • (54 1) 787-7100 • Fax: (54 1) 787-7213 	Hewlett-Packard Argentina, Montañeses 2150 1428 Buenos Aires, Argentina
Australia/New Zealand	<ul style="list-style-type: none"> • (03) 895-2895 	China Resources Bldg. 26 Harbour Road Wanchai, Hong Kong
Austria-South-East Area	<ul style="list-style-type: none"> • (43-0222) 25 000, ext. 755 • Fax: (43-0222) 25 000, ext. 610 	Hewlett-Packard Ges.m.b.H. Ersatzteilverkauf Lief1b.1 A-1222 Wien
Belgium	<ul style="list-style-type: none"> • 02/778 3092 (or 3090, 3091) • Fax: 02/778 3076 	Hewlett-Packard Belgium SA/NV 100 bd. de la Woluwe/Woluwedal 1200 BRUXELLES
Brazil	<ul style="list-style-type: none"> • Centro de Informacoes HP Grande São Paulo: 822-5565 Demais Localidades: 0800-157751 • Fax: (011) 829-7116 	Centro de Informacoes HP Hewlett Packard Brasil S.A. Caixa Postal 134, Tua Clodomiro Amazonas, 258 CEp 04534-011, São Paulo - SP
Canada	<ul style="list-style-type: none"> • Canada: (800) 387-3154, (905) 206-4725 • Fax: (905) 206-3485/-3739 • Toronto: (416) 671-8383 	Hewlett-Packard (Canada) Ltd. 5150 Spectrum Way Mississauga, Ontario L4W 5G1
Chile	<ul style="list-style-type: none"> • (56 2) 203-3233 • Fax: (56 2) 203-3234 	Hewlett-Packard de Chile SA Av. Andres Bello 2777, Oficina 1302 Las Condes, Santiago, Chile
Denmark	<ul style="list-style-type: none"> • 45 99 14 29 • Fax: 42 81 58 10 	Hewlett-Packard A/S Kongevejen 25, 3460 BIRKEROD
Finland	<ul style="list-style-type: none"> • (90) 8872 2397 • Fax: (90) 8872 2620 	Hewlett-Packard Oy Varaosamynti, Piispankalliontie 17 02200 ESPOO
France	<ul style="list-style-type: none"> • (1) 40 85 71 12 • Fax: (1) 47 98 26 08 	EuroParts 77 101 avenue du Vieux Chemin de Saint-Denis 92625 GENNEVILLIERS
Germany	<ul style="list-style-type: none"> • 07031-145444 • Fax: 07031-141395 	Hewlett-Packard GmbH, HP Express Support Ersatzteil-Verkauf, Herrenberger Str. 130 71034 BÖEBLINGEN
International Sales Branch	<ul style="list-style-type: none"> • (41) 22 780 4111 • Fax: (41) 22 780-4770 	Hewlett-Packard S. A., ISB 39 rue de Veyrot 1217 MEYRIN 1 GENEVE - SUISSE
Italy	<ul style="list-style-type: none"> • 02/9212.2336/2475 • Fax: 02/92101757 	Hewlett-Packard Italiana S. P. A. Ufficio Parti di ricambio Via G. Di Vittorio, 9 20063 Cernusco s/N (MI)

Country	Phone or Fax	Address
Japan	<ul style="list-style-type: none"> • (03) 3335-8333 	Hewlett-Packard Japan Ltd. 29-21 Takaïdo-Higashi 3-chone, suginami-ku Tokyo 168-8585
Korea	<ul style="list-style-type: none"> • (02) 3270-0720 • Fax: (02) 3270-0894 	Hewlett-Packard Korea 16-58 Hangangro3ga Yongsangu Seoul, Korea
Latin America Headquarters	<ul style="list-style-type: none"> • (305) 267-4220 • Fax: (305) 267-4247 	5200 Blue Lagoon Drive, Suite 930 Miami, FL 33126
Mexico	<ul style="list-style-type: none"> • (52 5) 258-4600 • Fax: (54 1) 258-4362 	Hewlett-Packard de México, S.A. de C.V Prolongación Reforma #470 Colonia Lomas de Santa Fe, C.P. 01210 México, D.F.
Netherlands	<ul style="list-style-type: none"> • 0 33 450 1808 • Fax: 0 33 456 0891 	Hewlett-Packard Nederland B. V. Parts Direct Service Basicweg 10 3821 BR AMERSFOORT
Norway	<ul style="list-style-type: none"> • 22735926 • Fax: 22735611 	Hewlett-Packard Norge A/S, Express Support Drammensveien 169-171 0212 Oslo
Spain	<ul style="list-style-type: none"> • 1 6 31 14 81 • Fax: 1 6 31 12 74 	Hewlett-Packard Espanola S.A. Departamento de Venta de Piezas Ctra N-VI, Km. 16,500 28230 LAS ROZAS, Madrid
Sweden	<ul style="list-style-type: none"> • 8-4442239 • Fax: 8-4442116 	Hewlett-Packard Sverige AB Skalholtsgatan 9, Box 19 164 93 KISTA
Switzerland	<ul style="list-style-type: none"> • 056/279 286 • Fax: 056/279 280 	Elbatex Datentechnik AG Schwimmbadstrasse 45, 5430 WETTINGEN
United Kingdom	<ul style="list-style-type: none"> • +44 1765 690061 • Fax: +44 1765 690731 • +44 181 568 7100 • Fax: +44 181 568 7044 • +44 1734 521587 • Fax: +44 1734 521712 	Express Terminals, 47 Allhallowgate Ripon, North Yorkshire Parts First, Riverside Works Isleworth, Middlesex, TW7 7BY Westcoast, 28-30 Richfield Avenue Reading, Berkshire, RG1 8BJ
United States	<ul style="list-style-type: none"> • (800) 227-8164 	
Venezuela	<ul style="list-style-type: none"> • (58 2) 239-4244/4133 • Fax: (58 2) 207-8014 	Hewlett-Packard de Venezuela C.A. Tercera Transversal de Los Ruices Norte Edificio Segre, Caracas 1071, Venezuela Apartado Postal 50933, Caracas 1050
Elsewhere in the world		Hewlett-Packard Company Intercontinental Headquarters 3495 Deer Creek Road, Palo Alto, CA 94304, U.S.A.

NOTES:

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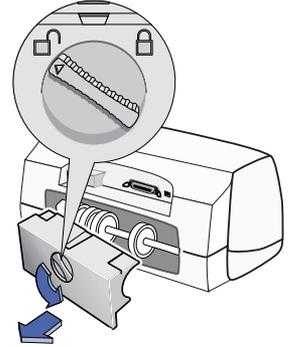
Setup Instructions



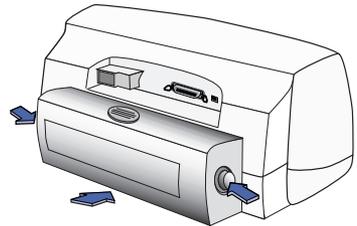
Using a Parallel Cable

1 Attach Automatic Two-Sided Printing Module.

- a Turn knob on printer's Rear Access Door counter-clockwise and remove door.

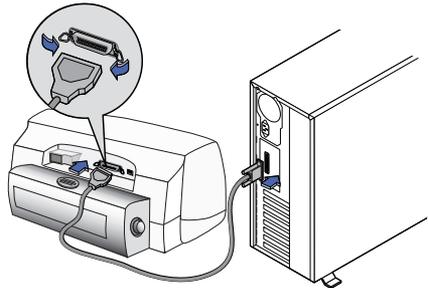


- b Press button on each side of Automatic Two-Sided Printing Module, then insert module into back of printer.

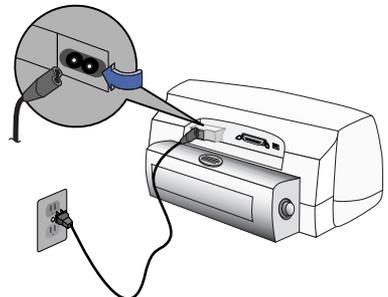


2 Connect Parallel Cable

If you want to connect your 970C Series printer to a network, refer to the *HP DeskJet 970C Series Printer Network Guide for Windows* for instructions.



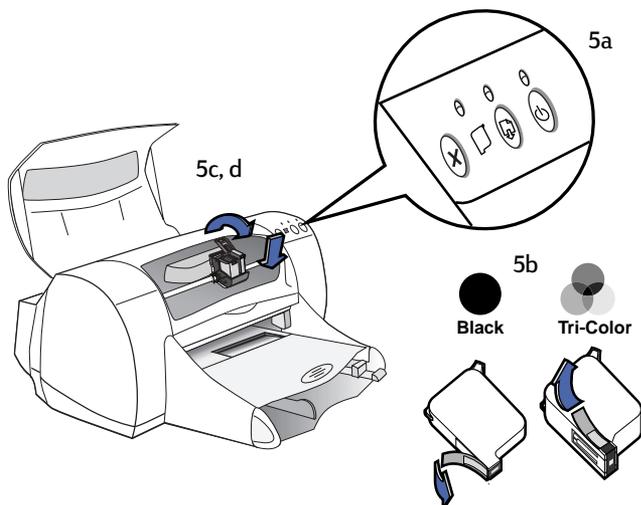
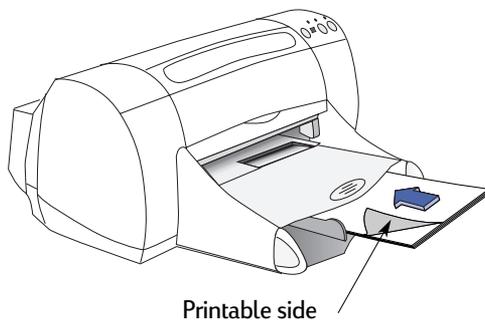
3 Plug in Electrical Power Cord.



4 Load White Paper.

5 Insert Print Cartridges.

- a Press Power Button  to turn on printer.
- b Remove vinyl tape from print cartridges.
Do NOT touch or remove copper strip on print cartridges.
- c Open top cover, then insert print cartridges.
- d Close top cover.
Printer will print a calibration page.



6 Install Printer Software.

Windows 95, 98, and NT 4.0:

- a Insert the HP Printer Software CD into your CD-ROM drive.
If a New Hardware Found dialog box appears, click **Cancel**.
- b Select **Start** → **Run**.



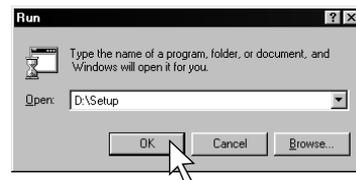
- c Click **Browse** in the **Run** dialog box.



- d **Browse** to **Setup** on the CD, then click **Open**.



- e **Setup.exe** file appears in the **Run** dialog box. Click **OK**.



- f Follow on-screen instructions to install your printer software.

Windows 3.1x:

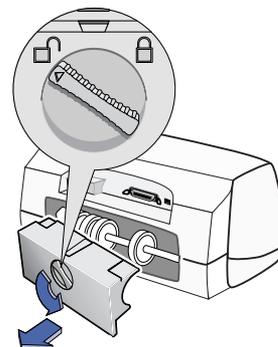
- a In **Program Manager**, select **File** → **Run**.
- b Type the letter of the computer's CD-ROM drive, followed by **setup.exe** (for example, if you are installing from your CD in drive D, type **D:\setup.exe**) then click **OK**.
- c Follow on-screen instructions to install your printer software.

Using a USB Cable

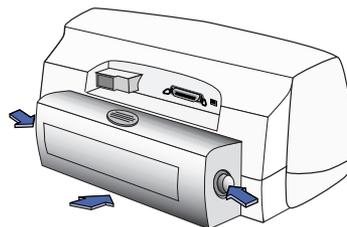
(Requires Windows 98 or Windows 2000 Professional. If you use Windows 2000 Professional, visit <http://www.hp.com/cposupport/eschome.html> for more information.)

1 Attach Automatic Two-Sided Printing Module.

- a Turn knob on printer's Rear Access Door counter-clockwise and remove door.

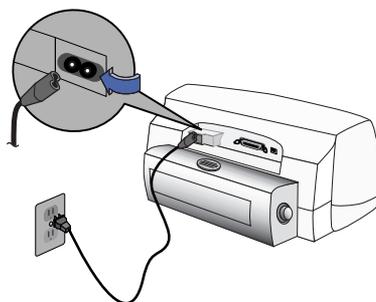


- b Press button on each side of Automatic Two-Sided Printing Module, then insert module into back of printer.

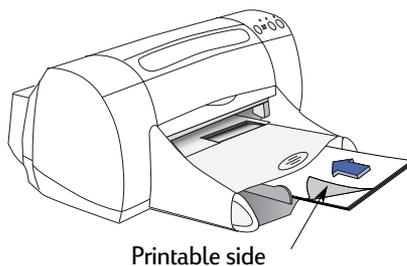


2 Plug in Electrical Power Cord.

Do NOT plug in USB cable yet.

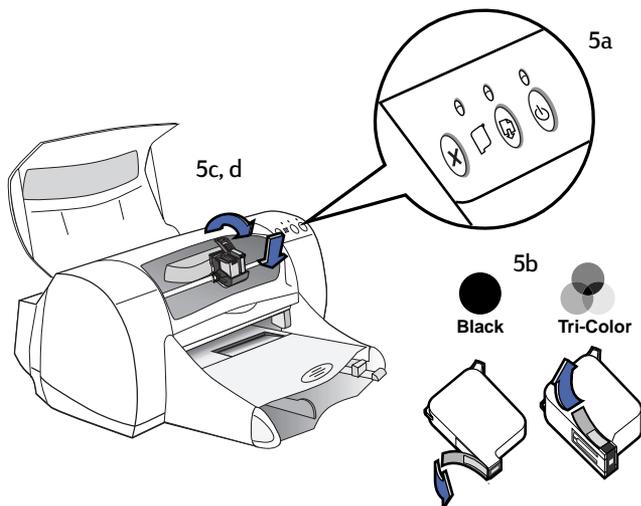


3 Load White Paper.



4 Insert Print Cartridges.

- a Press Power Button  to turn on printer.
- b Remove vinyl tape from print cartridges.
Do NOT touch or remove copper strip on print cartridges.
- c Open top cover, then insert print cartridges.
- d Close top cover.
Printer will print a calibration page.



5 Insert Printer Software.

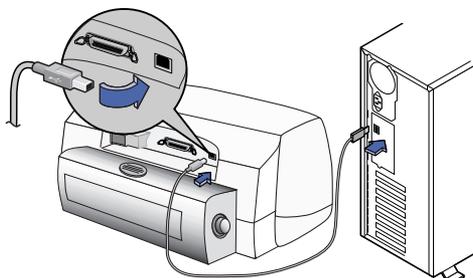
- a Turn on your computer and wait for Windows 98 or Windows 2000 Professional to start.
- b Insert the HP Printer Software CD into your CD-ROM drive.

Note: Your printer software will not start until after you have connected the USB cable.



6 Connect USB Cable.

- You can connect to any USB port.
- If the New Hardware Found Wizard dialog box does not appear after you plug in the USB cable, see “Frequently Asked Questions About USB (Universal Serial Bus)” on page 67.
- A USB cable, such as an HP USB-Compliant Interface Cable (part number C6518A), should be purchased separately



7 Install USB Software.

a Click Next.

The on-screen DeskJet printer model number will match the model number of the DeskJet printer that you are installing.



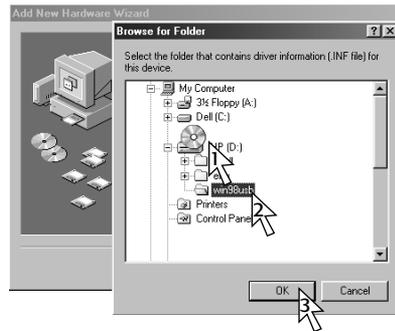
b Click Next.



- c Check **Specify a Location**, then click **Browse**.



- d Double-click on the CD icon, then click on the **win98usb** folder, then click **OK**.



- e Click **Next**.
The drive letter may be different on your system.



- f Click **Next**.



g Click **Finish**

USB is now enabled on your computer. Proceed to Step 8 to install your printer software.



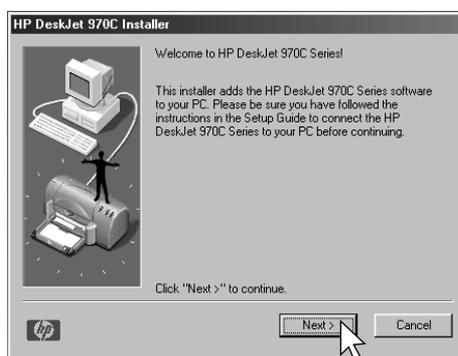
USB Problem?

- If Windows was unable to locate a driver, click **Back** and repeat steps 7c through 7g.
- If Add New Hardware Wizard screen disappears before completing the USB software installation, detach and reattach the USB cable. Repeat step 7.
- See “Frequently Asked Questions About USB (Universal Serial Bus)” on page 67.

8 Install Printer Software.

a Click **Next**.

b Follow on-screen instructions to install your printer software.



Note: The on-screen DeskJet printer model number will match the model number on the DeskJet printer that you are installing.

B

Printing in Windows 3.1x and DOS

Use your printer software to control how and what you print. Print quality, paper size and type, and Two-Sided Printing are just a few of the options available to you in the HP Printer Properties dialog box.

- If you are using DOS, information can be found in a text document (*dosread.txt*). This document is on the printer software CD in the `<language code>\djcp\` directory. For example, “enu” is the language code for English, so *dosread.txt* is located in the `\enu\djcp` directory. For a list of language codes, see page 66. If you have diskettes, the file is located on the HP DeskJet Control Panel for DOS diskette.
- If you are a Windows 3.1x user, see the instructions below.

HP DeskJet 970C Printer Properties Dialog Box

- 1 Click **File** → **Print** from the software program you are using.
Your software program opens a Print dialog box.
- 2 From the **Print** dialog box, click **Properties**.
The HP DeskJet 970C Printer Properties dialog box opens.

HP DeskJet 970C Dialog Box Tabs

The four tabs located in the HP DeskJet 970C dialog box are:

- **Setup** (see “Setup Tab” on page 60)
- **Features** (see “Features Tab” on page 60)
- **Color** (see “Color Tab” on page 61)
- **Services** (see “Services Tab” on page 61)

Simply click a tab, then choose your options.

The standard buttons at the bottom of the HP DeskJet 970C dialog box are:

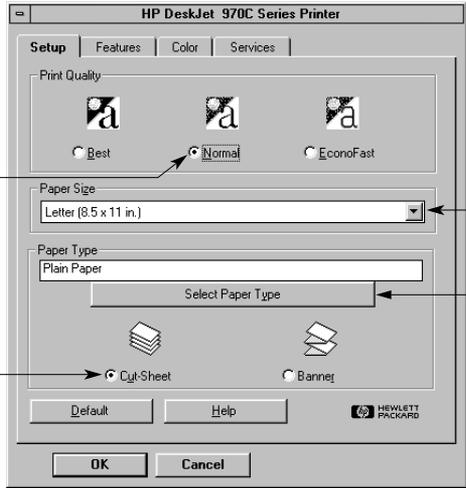
- **Default** – Returns all of the tab settings to the factory defaults.
- **OK** – Accepts your changes and closes the dialog box.
- **Cancel** – Cancels your changes and closes the dialog box.
- **Help** – Displays help information.

Setup Tab

Print Quality

- **Draft** - Quick printing
- **Normal** - Every day printing
- **Best** - Highest quality printing

Click **Cut Sheet** for separated pieces of paper or **Banner** for connected pages



Choose a paper size from the menu

Click **Select Paper Type** to select from a wide range of paper types.

Features Tab

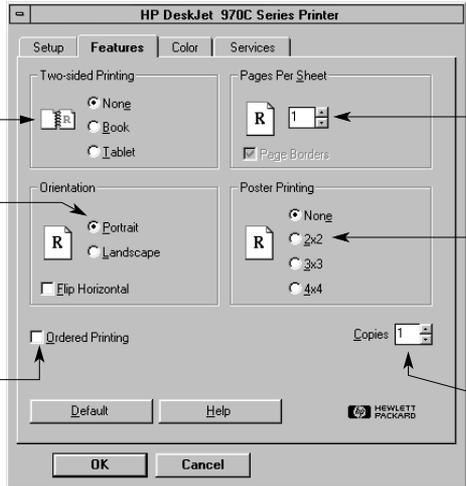
Check here and choose:

- **None** for single-sided printing (default)
- **Book** for binding on the side
- **Tablet** for binding on the top

Choose:

- **Portrait** -
- **Landscape** -
- **Flip Horizontal** - Reverses the printed image.

Check here to print the last page of your document first, or leave unchecked to print the first page first.



Click here to choose:

- Number of pages printed per sheet.
- Border on each page on the sheet.

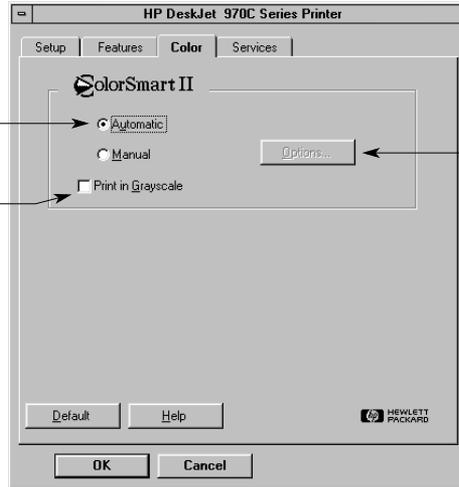
Choose the size of your poster by selecting the number of pages across and down.

Choose the number of copies to print.

Color Tab

Choose **Automatic** to use the system's default ColorSmart II settings.

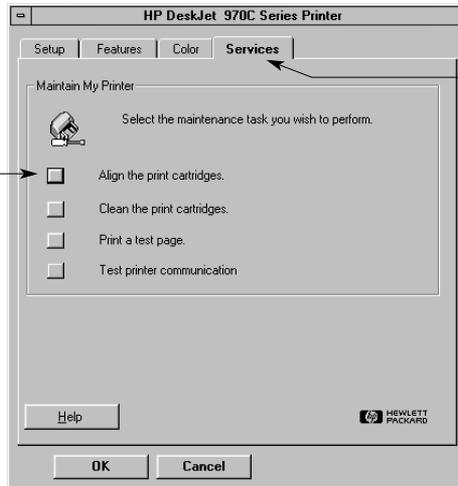
Check here to print in shades of gray.



Choose **Manual**, then **Options** to adjust color intensity.

Services Tab

Click the button related to the task you want to do.



Use the **Services** tab to perform routine printer maintenance.

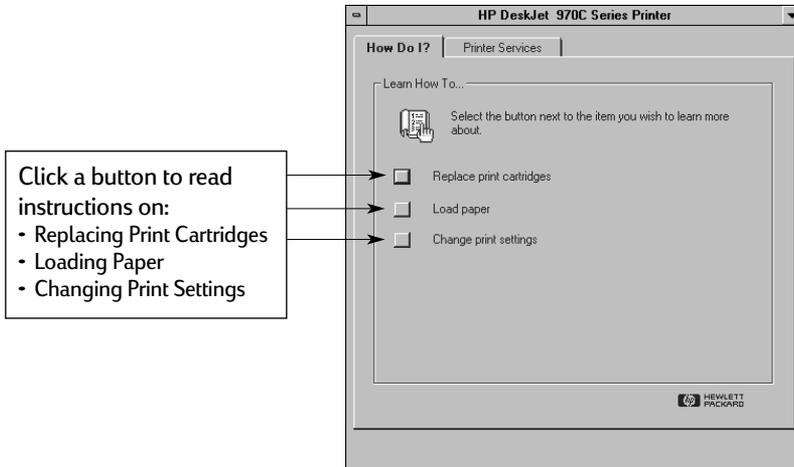
HP DeskJet Toolbox

Use the **HP DeskJet Toolbox** for finding information and maintaining your printer. The HP DeskJet Toolbox is installed in the HP DeskJet Utilities group in the Program Manager. The Toolbox has two tabs:

- **How Do I?** (see “How Do I? Tab” on page 62)
- **Printer Services** (see “Services Tab” on page 61)

Simply click a tab, then choose an option.

How Do I? Tab



Consult the *Release Notes* file in the HP DeskJet 970C Series program group for information about hardware and software compatibility. To access the *Release Notes*, click on **Start** → **Programs** → **HP DeskJet 970C Series**.

C Specifications

DeskJet 970Cxi model no. C6429A
DeskJet 970Cse model no. C6429B

Black Text Print Speed*

Draft: 12 pages per min.

Mixed Text with Color Graphics Print Speed*

Draft: 10 pages per min.

Duty Cycle

5,000 pages per month

Black TrueType™ Text Resolution (depends on paper type)

Draft: 300 x 600 dpi
Normal: 600 x 600 dpi
Best: 600 x 600 dpi

Color Resolution (depends on paper type)

Draft: 300 x 600 dpi
Normal: PhotoREt
Best: PhotoREt

Photo Paper Printing Resolution

PhotoREt
2400 x 1200 dpi

Print Technology

Drop-on-demand thermal inkjet printing

Software Compatibility

MS Windows compatible (3.1x, 95, 98, and NT 4.0)
MS-DOS software programs

Memory

4 MB built-in RAM

Buttons/Lights

Cancel Button
Print Cartridge Status Light
Resume Button and Light
Power Button and Light

I/O Interface

Centronics Parallel, IEEE 1284-Compliant with
1284-B receptacle
Universal Serial Bus

Dimensions

With Automatic Two-Sided Printing Module:
440 mm wide x 196 mm high x 430 mm deep
17.32 in wide x 7.72 in high x 16.93 in deep

Without Automatic Two-Sided Printing Module:
440 mm wide x 196 mm high x 370 mm deep
17.32 in wide x 7.72 in high x 14.56 in deep

Weight

With Automatic Two-Sided Printing Module
6.8 kg (15 lb) without print cartridges

Without Automatic Two-Sided Printing Module
5.9 kg (12.9 lb) without print cartridges

Operating Environment

Maximum operating temperature:
41 to 104 °F, 5 to 40 °C

Humidity: 15 to 80% RH noncondensing

Recommended operating conditions for best print
quality:

59 to 95°F or 15 to 35°C

20 to 80% RH noncondensing

Storage temperature: -40 to 140°F, -40 to 60°C

Power Consumption

2 watts maximum when off

4 watts average non-printing

25 watts average when printing

Power Requirements

Input Voltage: 100 to 240 VAC (±10%)

Input Frequency: 50/60 Hz (+3 Hz)

Automatically accommodates the world-wide
range of AC line voltages and frequencies.

* Approximate figures. Exact speed will vary depending on the system configuration, software program, and document complexity

Declared noise emissions in accordance with ISO 9296

Sound power level, LWAd (1B=10dB): 5.9 B in Normal mode.

Sound pressure level, LpAm (bystander positions): 46 dB in Normal mode.

Media Weight

Paper:

U.S. Letter 60 to 90 gsm (16 to 24 lb)

Legal 75 to 90 gsm (20 to 24 lb)

Envelopes: 75 to 90 gsm (20 to 24 lb)

Cards: 110 to 200 gsm (110 lb index max)

Banner Paper: 60 to 90 gsm (16 to 24 lb)

Media Handling

Sheets: up to 150

Banners: up to 20 sheets

Envelopes: up to 15

Cards: up to 45

Transparencies: up to 30

Labels: up to 20 sheets of labels (use only U.S. letter- or A4-sized sheets)

OUT tray capacity: up to 50 sheets

Alignment

Vertical: +/- .058 mm (.002 in) in normal mode

Skew: +/- .152 mm (.006 in) on plain paper
 +/- .254 mm (.010 in) on HP transparency films

Media Size*

Paper:

U.S. Letter 216 x 279 mm (8.5 x 11 in)

Legal 216 x 356 mm (8.5 x 14 in)

Executive 184 x 279 mm (7.25 x 10.5 in)

A4 210 x 297 mm

A5 148 x 210 mm

B5-JIS 182 x 257 mm

User Defined Size:

Width 77 to 216 mm (3.0 to 8.5 in)

Length 77 to 356 mm (3.0 to 14 in)

Banner:

U.S. Letter 216 x 279 mm (8.5 x 11 in)

A4 210 x 297 mm

Envelopes:

U.S. No. 10 105 x 241 mm (4.3 x 9.5 in)

Invitation A2 111 x 146 mm (4.37 x 5.75 in)

DL 220x110 mm

C6 114x162 mm

Index Cards: 76 x 127 mm (3 x 5 in)

102 x 152 mm (4 x 6 in)

127 x 203 mm (5 x 8 in)

A6: 105 x 148.5 mm

Hagaki: 100 x 148 mm

Labels:

U.S. Letter 216 x 279 mm (8.5 x 11 in)

A4 210 x 297 mm

Transparencies:

U.S. Letter 216 x 279 mm (8.5 x 11 in)

A4 210 x 297 mm

* The Automatic Two-Sided Printing Module does not support all paper sizes.

Minimum Printing Margins

The printer cannot print outside a certain area of the page, so you must make sure the contents of your document fall within the printable area.

When you use nonstandard paper sizes and select the **User Defined Paper Size** setting from the **Setup** tab on the HP Printer Properties dialog box, the paper width must be between 3 and 8.5 inches (77 and 215 mm) and the paper length must be between 5 and 14 inches (127 and 356 mm).

These margins do not apply when you are using the Automatic Two-Sided Printing Module.

Letter, Legal, and Executive Paper

Left:	6.4 mm (0.25 in)
Right:	6.4 mm (0.25 in)
Top:	1.8 mm (0.07 in)
Bottom:	11.7 mm (0.46 in)

A4 Paper

Left:	3.4 mm (0.134 in)
Right:	3.4 mm (0.134 in)
Top:	1.8 mm (0.07 in)
Bottom:	11.7 mm (0.46 in)

A5, B5, and User Defined Paper Size

Left:	3.2 mm (0.125 in)
Right:	3.2 mm (0.125 in)
Top:	1.8 mm (0.07 in)
Bottom:	11.7 mm (0.46 in)

Cards (3 x 5, 4 x 6, 5 x 8, and A6)

Left:	3.2 mm (0.125 in)
Right:	3.2 mm (0.125 in)
Top:	1.8 mm (0.07 in)
Bottom:	11.7 mm (0.46 in)

Hagaki Postcards

Left:	3.2 mm (0.125 in)
Right:	3.2 mm (0.125 in)
Top:	1.8 mm (0.07 in)
Bottom:	11.7 mm (0.46 in)

Envelopes

Left:	3.2 mm (0.125 in)
Right:	3.2 mm (0.125 in)
Top:	1.8 mm (0.07 in)
Bottom:	11.7 mm (0.46 in)

Banners, A4 (210 x 297 mm, 8.27 x 11.7 in)

Left:	3.4 mm (0.134 in)
Right:	3.4 mm (0.134 in)
Top:	0.0 mm (0.00 in)
Bottom:	0.0 mm (0.00 in)

Banners, Letter (8.5 x 11 in)

Left:	6.4 mm (0.25 in)
Right:	6.4 mm (0.25 in)
Top:	0.0 mm (0.00 in)
Bottom:	0.0 mm (0.00 in)

Photo with tear-off tab 112 x 152 mm (4 x 6.5 in)

Left:	3.2 mm (0.125 in)
Right:	3.2 mm (0.125 in)
Top:	3.2 mm (0.125 in)
Bottom:	3.2 mm (0.125 in)

DOS margins can vary. See the manual for your specific DOS program for more information.

System Requirements

Be sure your computer meets the following system requirements:

Operating System	Minimum Processor Speed	Required RAM	Required Free Hard-disk Space
Microsoft Windows NT 4.0	Pentium	32 MB	40 MB
Microsoft Windows 95 or 98	Pentium	16 MB	40 MB
Microsoft Windows 3.1x, Enhanced mode only	Pentium	8 MB	40 MB
MS-DOS Version 3.3 or greater	486	4 MB	5 MB

Language Codes

Language	Code
Chinese, Simplified	chs
Chinese, Traditional	cht
Czech	csy
Danish	dan
German	deu
English	enu
Spanish	esm
Finnish	fin
French	fra
Hungarian	hun
Italian	ita
Korean	kor
Dutch	nld
Norwegian	non
Polish	plk
Portuguese	ptb
Russian	rus
Swedish	svc
Thai	tha

D

Frequently Asked Questions About USB (Universal Serial Bus)

Note: If you are a Windows 2000 Professional user, visit HP's web site at <http://www.hp.com/cposupport/eschome.html> for more information.

What is the problem?	Possible cause	To solve the problem...
 During installation, when I connect a USB cable between the printer and my computer, the "New Hardware Wizard" message did not appear.	You may not be using Windows 98.	Make sure Windows 98 is running and your computer is connected using a USB cable. If you do not have Windows 98, you need to use a parallel cable.
	You may not have USB enabled.	<ol style="list-style-type: none"> 1 In Windows 98, click Start → Settings → Control Panel. 2 Double-click the System icon. 3 Click the Device Manager tab. 4 Click the plus (+) icon next to the Universal Serial Bus Controller option. If you see a USB host controller and a USB root hub listed, USB is probably enabled. If you do not see these devices listed, refer to your computer's documentation or contact the manufacturer for more information on enabling and setting up USB. 5 If you cannot enable USB, you can always use a parallel cable to connect your printer to your computer.
	Your USB cable may not be connected properly.	<ol style="list-style-type: none"> 1 Disconnect and then reconnect the USB cable from your printer. 2 Make sure that it is securely attached.
 During installation, when I connect a USB cable between the printer and my computer, an "Unknown device" message appears.	<ul style="list-style-type: none"> - Static electricity has built up in the cable between your computer and printer. <p><i>OR</i></p> <ul style="list-style-type: none"> - You may have a defective USB cable. 	<ol style="list-style-type: none"> 1 Disconnect the USB cable from your printer. 2 Unplug the printer from its power cable. 3 Wait approximately 30 seconds. 4 Plug the power back into the printer. 5 Plug the USB cable back into the printer. 6 If "Unknown device" continues to appear in the "New hardware found" dialog, replace the USB cable or use a parallel cable.

What is the problem?	Possible cause	To solve the problem...
<p> During installation, when I connect a USB cable between the printer and my computer, the “New Hardware Wizard” message appeared once, but the printer did not install, and now “New Hardware Wizard” will not appear again.</p>	<p>Installation was cancelled or had an error.</p>	<ol style="list-style-type: none"> 1 Select Start → Settings → Printers. 2 Double-click on Add Printer. 3 Click Next. 4 Click Next. 5 Click Have Disk. 6 Click Browse, then browse to the printer software CD. 7 Browse to the language code folder. For a list of language codes, see page 66. 8 Double-click 9xinf folder, then click OK. 9 Click OK. 10 Click Next. 11 In the list of ports you want to use with this printer, select USB/DeskJet 970C/⟨printer serial number⟩. 12 Click Next. 13 Click Next. 14 Click Finish.
<p> My printer is connected with a USB cable through another USB device or a hub and when I try to print I get a message saying “There was an error writing to ⟨name of USB port⟩.”</p>	<p>Your printer may not be getting good data from the other device or hub.</p>	<p>Connect the printer directly to the USB port on the computer.</p>
<p> I have a USB cable, and when I try to print I get a message saying “There was an error writing to LPT1.”</p>	<p>You may not have plugged your USB cable in before installing the software.</p>	<ol style="list-style-type: none"> 1 Disconnect the USB cable from your printer. 2 Insert the printer software CD (or Disk 1 if you have diskettes) into your computer. 3 Click Start → Run. 4 Browse the CD, select Setup, then click Open. 5 The setup.exe file will appear in the dialog box. Click OK. 6 Select the Remove HP DeskJet 970C Series software option to remove the software. 7 Connect the USB cable to your printer again. The USB installation screen should appear again. 8 Repeat the “Install USB Software” step. See your <i>Quick Start Poster</i> or page 56 in this <i>User’s Guide</i>.
<p>The printer is really slow</p>	<p> You may be using a USB cable and other USB devices are in use.</p>	<ol style="list-style-type: none"> 1 Attach the printer’s USB cable directly to the computer, rather than at the end of a daisy chain. 2 Avoid using other devices in the daisy chain while printing.

E Legal Information

Regulatory Notices

Hewlett-Packard Company
Models C6429A, C6429B

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by Hewlett-Packard Company may cause harmful interference, and void your authority to operate this equipment. Use of a shielded data cable is required to comply with the Class B limits of Part 15 of the FCC Rules.

For further information, contact:

Hewlett-Packard Company
Manager of Corporate Product Regulations
3000 Hanover Street
Palo Alto, Ca 94304
(415) 857-1501

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, can cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

LED Indicator Statement

The display LEDs meet the requirements of EN 60825-1.

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。

取り扱い説明書に従って正しい取り扱いをして下さい。

사용자 안내문 (B급 기기)

이 기기는 비업무용으로 전자파장해검정을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 없습니다.

Limited Warranty Statement

HP Product	Duration of Limited Warranty
Software	90 Days
Ink cartridges	90 Days
Printer	1 Year

A. Extent of Limited Warranty

- Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer. Customer is responsible for maintaining proof of date of purchase.
- For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.
- HP's limited warranty covers only those defects which arise as a result of normal use of the product, and do not apply to any:
 - Improper or inadequate maintenance or modification;
 - Software, interfacing, media, parts, or supplies not provided or supported by HP; or
 - Operation outside the product's specifications.
- For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
- If HP receives, during the applicable warranty period, notice of a defect in any software, media, or ink cartridge product which is covered by HP's warranty, HP shall replace the defective product. If HP receives, during the applicable warranty period, notice of a defect in any hardware product which is covered by HP's warranty, HP shall either repair or replace the defective product, at HP's option.
- If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
- HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
- Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
- HP's limited warranty is valid in any country where the covered HP product is distributed by HP except for the Middle-East, Africa, Argentina, Brazil, Mexico, Venezuela, and France's "Departements D'Outre-Mer"; for those excepted areas, the warranty is valid only in the country of purchase. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility where the product is distributed by HP or by an authorized importer.

B. Limitations of Warranty

- TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKE ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO

THE HP PRODUCTS, AND SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

C. Limitations of Liability

- To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
- TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

D. Local Law

- This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
- To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
 - Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
 - Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
 - Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or not allow limitations on the duration of implied warranties.
- FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF HP PRODUCTS TO SUCH CUSTOMERS.

HP Year 2000 Warranty

Subject to all of the terms and limitations of the HP Limited Warranty Statement stated above, HP warrants that this HP Product will be able to accurately process date data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, and the years 1999 and 2000, including leap year calculations, when used in accordance with the Product documentation provided by HP (including any instructions for installing patches or upgrades), provided that all other products (e.g. hardware, software, firmware) used in combination with such HP Product(s) properly exchange date data with it. The duration of the Year 2000 warranty extends through January 31, 2001.



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Environmental Statement

Hewlett-Packard continuously improves the design processes of HP DeskJet printers to minimize the negative impact on the office environment and on the communities where printers are manufactured, shipped, and used. Hewlett-Packard has also developed processes to minimize the negative impact of the disposal of the printer at the end of printing life.

Reduction and Elimination

Paper Use: The printer's automatic/manual two-sided printing capability reduces paper usage and the resulting demands on natural resources. This printer is suited for the use of recycled papers according to DIN 19 309.

Ozone: Ozone-depleting chemicals such as CFCs have been eliminated from Hewlett-Packard manufacturing processes.

Recycling

Design for recycling has been incorporated into this printer. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair. Plastic parts have been primarily designed in no more than two colors to enhance recycling options. A few small parts are colored specifically to highlight customer access points.

Printer Packaging: The packaging materials for this printer have been selected to provide maximum protection for the least cost possible, while attempting to minimize environmental impact and facilitate recycling. The rugged design of the HP DeskJet printer assists in minimizing both packaging materials and damage rates.

Plastic parts: All major plastics and plastic parts are marked according to international standards. All plastic parts used in the printer housing and chassis are technically recyclable and all use a single polymer.

Product Longevity: To ensure the longevity of your DeskJet Printer, HP provides the following:

- Extended Warranty - HP SupportPack provides coverage for the HP hardware and product and all HP supplied internal components. HP SupportPack must be purchased by the customer within 30 days of purchase. Contact the nearest HP dealer about this service.
- Spare Parts and Consumables are available for five years after production has stopped.
- Product Take-back - To return this product and ink cartridges to HP at the end of its useful life, call your local HP Sales or Service Office for instructions.

Energy Consumption

This printer was designed with energy conservation in mind. This printer averages 4 watts in stand-by mode. Not only does this save natural resources, but it also saves money without affecting the high performance of this printer. This product qualifies for the ENERGY STAR Program (U.S. and Japan). ENERGY STAR is a voluntary program established to encourage the development of energy-efficient office products. ENERGY STAR is a US registered service mark of the US EPA. As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR Guidelines for energy efficiency.



Energy consumption in off-mode: When the printer is off, a minimal amount of energy is still being consumed. Energy consumption can be prevented by turning the printer power off, then disconnecting the end of the printer power cord from the electrical source.