HEWLETT®
PACKARD

Expanding Possibilities

HP DeskJet 420 Series Printer

User's Guide

English

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Getting Started

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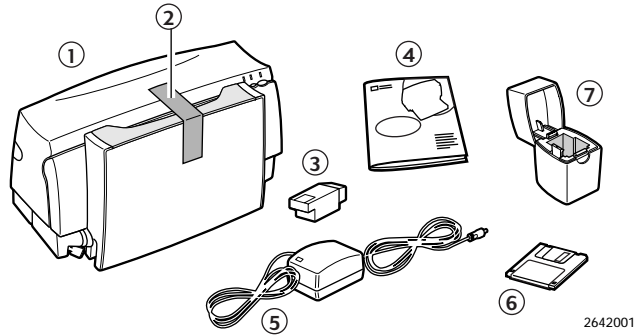
Printer Features

1. Power button ($\circlearrowleft$)
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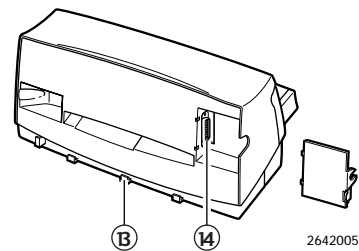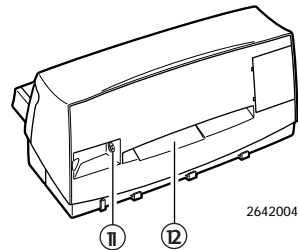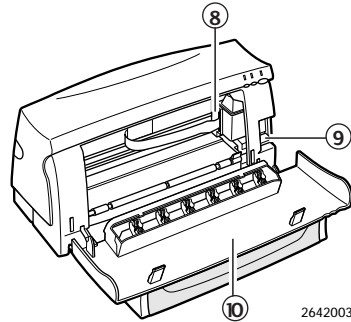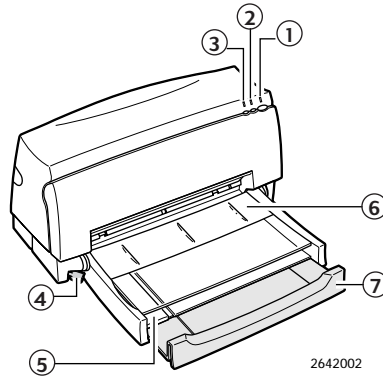
STEP 1: Connecting the Power Adapter

1. Plug the power adapter connector firmly into the printer's power socket.

2. Plug the other end of the power adapter cable into a grounded electrical outlet.

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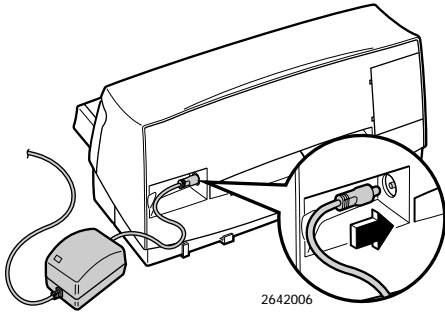
3. If the electrical outlet is on the same side as the parallel port on the printer, fit the power cable into the cable track so that the power cable is neatly housed in place.

2642007
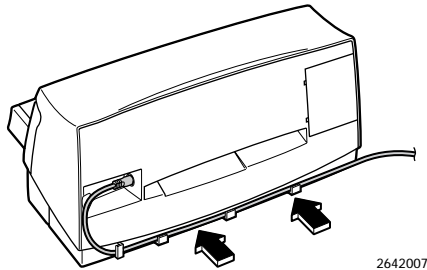
STEP 2: Connecting the Parallel Cable

1. You must purchase separately a parallel cable to connect your printer to your computer. Use any high-quality parallel printer cable, or order HP part no. C2950A or C2951A from your local HP dealer.

2. Make sure the printer and the computer are turned off.

3. Remove the parallel port cover from the printer.

4. Connect the printer end of the parallel cable firmly to the parallel port on the printer. (Refer to the user's guide for your computer to find the parallel port on your computer.)

5. Snap both clips into the notches on the connector.

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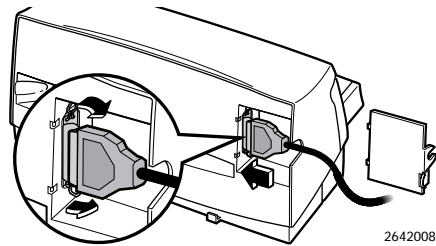
6. Replace the parallel port cover and align the cable in the notch.

7. Connect the computer end of the parallel cable to the parallel port on your computer and tighten the screws on the connector.

STEP 3: Loading Paper

The HP DeskJet 420 series printer prints on plain paper and other paper types. Most plain paper used for photocopying yields good results. See page 17, "Recommended Printable Weight," for information on other paper types you can use. See also page 6 for information on loading other size paper, envelopes, labels, and thick paper.

1. Remove the packing tape to release the paper tray.

2. Open the paper tray.

3. Extend the paper tray to the appropriate mark (US Letter or A4) for the paper size you are using.

4. Switch the paper size selector to match the paper you are using **(LTR** or **A4)**.

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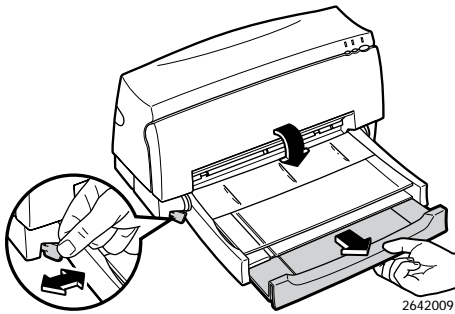
5. Insert a stack of paper squarely into the paper tray, print side down, until it can go no farther.

Note: *If you are loading letterheads or HP transparencies, insert them print side down, with the top of the page going into the printer first.*

6. Move the paper width guide so that it presses lightly against the paper stack.

2642010
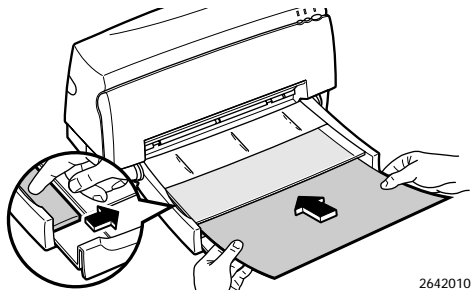
STEP 4: Installing an Inkjet Print Cartridge

Note: *Use one of the following inkjet print cartridges. You can use only one of these at one time.*

Tri-Color HP51625A (supplied with printer)

Large Black HP51626A (optional)

Black HP51626G (optional)

1. Press the Power button ($\circlearrowleft$) to turn the printer on.

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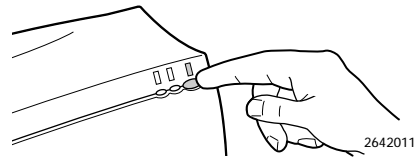
2. Open the printer door.

Sharp edges

2642012
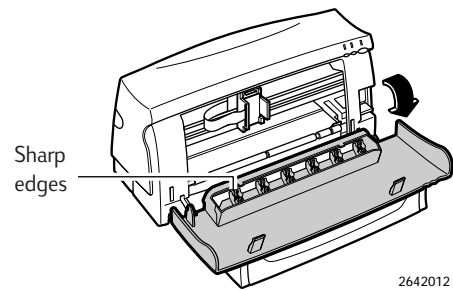
CAUTION: *The star wheels on the printer door have sharp edges. Make sure your hand does not come in contact with the star wheels.*

3. Remove the inkjet print cartridge from its box.

4. Gently remove the tape(s) covering the ink nozzles. Be careful not to touch the ink nozzles or the copper contacts.

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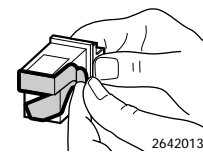
5. Insert the inkjet print cartridge into the holder at an angle such that the green top is tilted toward you.

The arrow on the top of the inkjet print cartridge should be pointing toward the inside of the printer.

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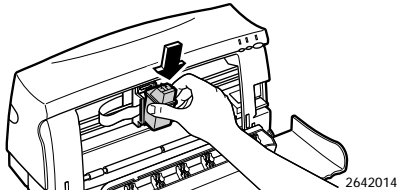
6. Push the green top in until the inkjet print cartridge snaps into place.

2642015
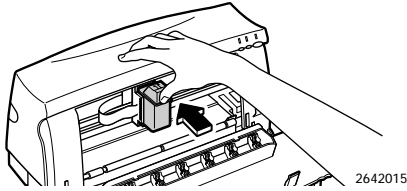
7. Close the printer door.

8. Press the Change Cartridge button (⊟).

Note: If you did not install a recommended inkjet print cartridge, the print cartridge holder will move back to the loading position, and the Change Cartridge light will continue to blink.

CAUTION: The ink in the inkjet print cartridge has been carefully formulated by Hewlett-Packard to ensure superior print quality and compatibility with your printer. Damage to the printer or the inkjet print cartridge resulting from modifying or refilling the inkjet print cartridge is not the responsibility of Hewlett-Packard.

STEP 5: Installing the Printer Software

In a Windows Environment

To install the printer software, first refer to page 17, "Hardware Compatibility" for hardware requirements.

Note: The HP DeskJet 420 series printer is not supported in network configuration.

Before you can use your printer, you must install the printer software.

1. Perform all procedures given earlier in this section.

2. Turn on the printer, then turn on the computer.

3. Close any screen saver or other software programs that are open and running in the background on your computer. To close software programs, follow these steps:

• For *Windows 95 or 98* – Right-click the software program's name or icon on the taskbar. Select Close. Repeat these steps for each open software program, except Windows Explorer.

• For *Windows 3.1x* – While holding down the **Alt** key, press the **Tab** key to locate an open software program. When you locate an open software program, release both keys. In the File menu, select **Exit**. Repeat these steps for each open software program, except Program Manager.

Windows 95 or 98:

To install the Windows 95 or 98 printer software, use the following procedure:

1. Start Microsoft Windows 95 or 98.

2. Windows should recognize the attached printer as a newly added piece of hardware and walk you through the installation instructions. If a screen with instructions does not appear, do the following:

3. Click on the **Start** button.

4. Choose **Settings** in the Start menu.

5. Click **Printers** in the Settings menu.

6. Double-click **Add Printer** in the Printers window.

7. Follow the Wizard instructions that appear on the screen.

8. Choose **Local Printer.**

9. Click **Have Disk.**

10. Insert the HP DeskJet Printer Software disk 1 into the disk drive of your computer.

11. Select the disk drive and click **OK.**

12. Click on the appropriate HP DeskJet 400 Series language and click **Next.**

13. Select the port to which the printer is attached and click **Next.**

14. Finish answering the install Wizard questions.

Note: You must restart Windows to initialize the printing software. Until Windows is restarted, the printer will not perform as expected.

Windows 3.1x:

To install the Windows 3.1x printer software, use the following procedure:

1. Start Microsoft Windows and ensure no Windows applications are running.

2. Double-click to open the **Main** program group in the Program Manager window.

3. Double-click the **Control Panel** icon.

4. Double-click the **Printers** icon.

5. In the Printers dialog box, click **Add**.

6. Make sure that **Install Unlisted or Updated Printer** is selected in the List of Printers area in the Printers dialog box.

7. Click **Install**.

8. Insert the HP DeskJet Printer Software disk 1 into the disk drive of your computer.

9. In the Install Driver dialog box, type **A:** and click OK.

10. In the Add Unlisted or Updated Printer dialog box, click the appropriate HP DeskJet 400 Series language.

11. Click **OK**.

Note: You must restart Windows to initialize the printing software. Until Windows 3.1x is restarted, the printer will not perform as expected.

DOS Printing

Note: You do not need to install the DJPMenu software if you are printing from your Windows applications.

Use the DJPMenu software to define or change the settings on the DeskJet 420 series printer if your DOS applications do not allow you to do so.

Note: The DJPMenu software requires that your printer is connected directly to the parallel port of your computer. Refer to page 17, "Hardware Compatibility" for hardware requirements.

1. Insert disk 1 the HP DeskJet Printer Software disk into drive A.

2. At the DOS prompt **(C:\>)**, type **A:\INSTALL** and press **ENTER**.

3. Follow the instructions on the screen.

4. To run the DJPMenu software, type **C:\DESKJET\DJPMENU** at the DOS prompt.

5. For more updated information on the DJPMenu software, please refer to the file **C:\DESKJET\DJPMENU.TXT** that you have just installed.

Selecting a printer software for the HP DeskJet 420 series printer in each DOS software program that you use ensures the best support for your printer. If the printer software for the HP DeskJet 420 series printer is not available within your program, select the printer software for the HP DeskJet 500C printer.

Finding the HP Printer Setup Box

You can control the printer through your software program and the printer software you installed on your computer. To find the HP Print Setup box:

From your software program, try this:

1. In the **File** menu, select Print.

2. Click **Properties**. (Clicking Options at this point won't get you there.)

3. If you still don't see the box, click **Setup** or **Options**.

Or try this:

1. If you don't see a **Print** option in the **File** menu, click **Printer Setup** or **Print Setup**.

2. Then click whichever button you see: **Setup** or **Options**.

Getting the Most Out of Your Printer

Loading Other Size Paper

Legal, Executive, and B5 size paper must be fed into the printer manually, one by one, from the back of the printer. See page 18, "Printable Paper Sizes" for the paper sizes that you can print.

Note: *If you are loading letterheads or HP transparencies from the back of the printer, insert them print side up, with the top of the page going into the printer first.*

1. Ensure that you have selected **Manual Feed** in the **Printer Setup** dialog box.

2. Open the paper tray.

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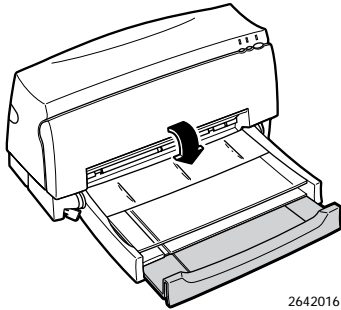
3. Align the paper against the molded line on the manual feed slot (on the back of the printer). Insert the paper until the printer pulls the paper in.

2642017
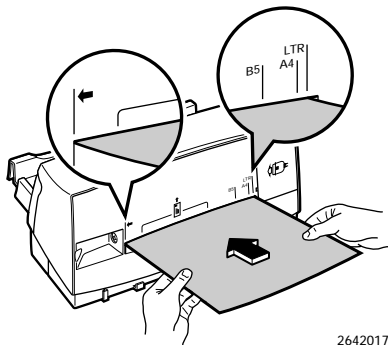
4. Select Print in the File menu and print your document.

Loading Envelopes, Labels, and Thick Paper

Envelopes, labels, and thick paper must be fed into the printer manually, one by one and print side up, from the back of the printer. See page 18, "Printable Paper Sizes" for the envelope sizes that you can print.

1. Ensure that you have selected **Manual Feed** in the **Printer Setup** dialog box. (See page 5, "Finding the HP Printer Setup Box.")

2. Open the paper tray.

3. Open the printer door and switch the envelope lever ( ) to Envelope ( ). Then close the printer door.

2642018
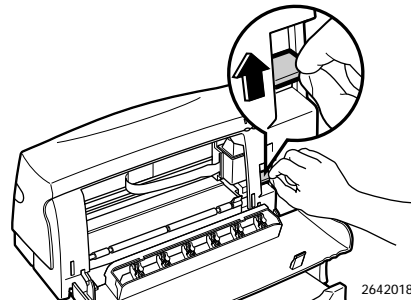
4. Align the envelope, label, or thick paper against the respective molded lines on the manual feed slot. Insert the envelope, label, or thick paper until the printer pulls it in.

2642019
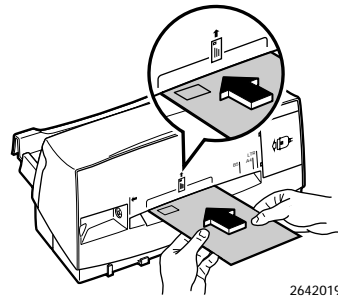
5. Select Print in the File menu and print your document.

Note: *Remember to switch the envelope lever to paper ( ) after you have finished printing envelopes, labels, or thick paper. For optimal print quality, ensure that the envelope lever is adjusted according to what you want to print.*

Changing Inkjet Print Cartridges

The HP DeskJet 420 series printer takes any one of the following inkjet print cartridges at a time:

- Tri-Color HP51625A (supplied with printer)
- Large Black HP51626A (optional)
- Black HP51626G (optional)

See your local HP dealer or office supply store to purchase replacement inkjet print cartridges.

1. Open the printer door.

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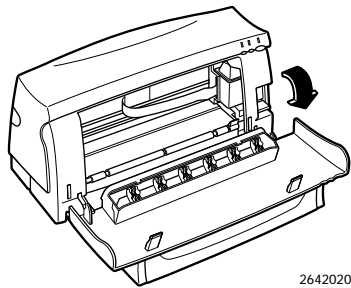
2. Press the Change Cartridge button (🖶) to move the print cartridge holder to the middle position.

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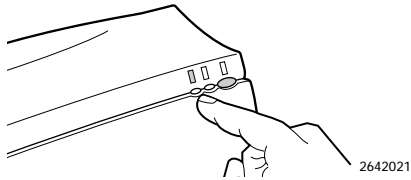
3. Remove the inkjet print cartridge by pulling it by its green top.

2642022
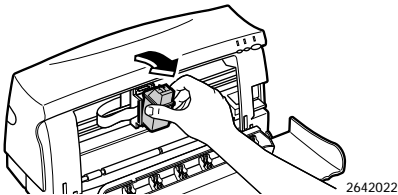
4. To install another inkjet print cartridge, follow steps 3 through 8 on page 3.

Using the Inkjet Print Cartridge Storage Container

You can use either the color inkjet print cartridge supplied with the printer (HP51625A), or either of the following black inkjet print cartridges, purchased separately: large black (HP51626A) or black (HP51626G). However, you can only use one of these inkjet print cartridges in the printer at one time.

Always store the inkjet print cartridge that is not currently being used in the storage container. The storage container protects the ink nozzles from damage and prevents the ink from drying out while the inkjet print cartridge is not in use. This prolongs the life of the inkjet print cartridge, protecting your investment.

1. Determine which inkjet cartridge you are storing:

   · To store the **black** inkjet print cartridge, make sure the arrow on the top of the black inkjet print cartridge points toward the cartridge clip on the left of the storage container.

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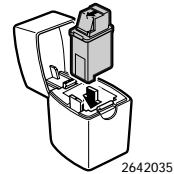
   · To store the **color** inkjet print cartridge, make sure the arrow on the top of the color inkjet print cartridge points toward the cartridge clip at the back of the storage container.

2642023
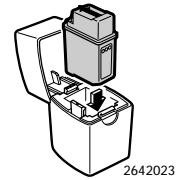
2. When removing an inkjet print cartridge from the storage container, be sure that the cartridge clip is disengaged, then lift the print cartridge out of the storage container.

Printing in Color and Grayscale

The HP DeskJet 420 series printer is designed to print in color using the color inkjet print cartridge supplied with the printer.

When printing with the color inkjet print cartridge, the black that appears, called "composite black," is a mixture of the cyan, yellow, and magenta inks. The darkness of the composite black depends on the intensity settings and the print quality mode selected through your printer software. (See page 5, "Finding the HP Printer Setup Box.") Use the darkest intensity and the highest print quality available to produce the "blackest" composite black.

Use the black inkjet print cartridge for better black text, and faster, more economical printing. For printing documents with the black inkjet cartridge, remove the color cartridge from the printer, store it in the storage container and insert the optional black inkjet print cartridge in the printer. If you are not using a bi-directional printer cable, select the black inkjet print cartridge in the **Setup** tab of the printer software. (See page 5, "Finding the HP Printer Setup Box.")

See your local HP dealer or office supply store to purchase one of these black inkjet print cartridges:

- Large Black HP51626A (optional)
- Black HP51626G (optional)

You can print grayscale drafts of your color documents with the black inkjet cartridge. Click **Print in Grayscale** in the printer software. (See page 5, "Finding the HP Printer Setup Box.") Your color documents will print in shades of gray until you change the setting and the inkjet print cartridge.

Solving Problems

If you encounter a problem with your printer, you can seek help from the following sources:

- **Online Help**
  If you see an error message on your screen, read the suggestions in the error message. Click the Help button in this window. Or you can also access online help in the following ways:

  Windows 95 and 98:
  1. Click **Start** in the taskbar.
  2. Select **Programs**, **HP400 Series Utilities**, and finally **HP400 Series Help**.

  Windows 3.1x:
  1. Open the **HP400 Series Utilities** program group.
  2. Double-click the **HP400 Series Help icon**.

- **User's Guide**
  Read the following tips to solve the problem.

- **HP Customer Care**
  If the problem cannot be solved by the help suggestions in the User's Guide, refer to page 14, "HP Customer Care" for a listing of resources available to you.

Frequently Asked Questions

What is the difference between LTR and A4 paper?

LTR paper is commonly used in North America. The size is 8.5 inches x 11 inches (216 mm x 279 mm). **A4** paper is commonly used in Europe, Australia, New Zealand, Asia, and South America. The size is 210 mm x 297 mm.

How should paper be loaded into the printer?

First, switch the paper size lever on the left bottom corner to the correct paper setting, either **LTR** or **A4.** Then insert the paper into the paper tray until it can go no further. Finally, move the paper width guide, located on the tray, so that it presses lightly against the paper stack.

Is the sound the printer makes when it starts working normal?

Yes, when the printer functions properly, a sound occurs when you turn the printer on and also when it picks up paper.

Which print cartridges can I use with the printer?

Use one of the following inkjet print cartridges:

- Tri-Color HP51625A (supplied with printer)
- Large Black HP51626A (optional)
- Black HP51626G (optional)

How do I print in color using Microsoft Windows software?

Use the HP color inkjet print cartridge (HP51625A) for color printing and the HP large black (HP51626A) or black (HP51626G) for black printing. If you print a color document in black, remember to check the **Print in Grayscale** setting in the **Printer Setup** menu. (See page 5, "Finding the HP Printer Setup Box.")

How can I get the best print quality?

To ensure the highest print quality from the HP DeskJet 420 series printer, use original HP inkjet print cartridges together with HP's Premium InkJet Paper or Bright White InkJet Paper.

The HP printer software gives you optimal results when you select the **Best** printing setting in the **Printer Setup** menu. (See page 5, "Finding the HP Printer Setup Box.")

How do I print envelopes, labels, or thick paper (heavier than 24 lb)?

You must feed envelopes, labels, and thick paper one sheet at a time from the back of the printer. Be sure that you have selected **Manual Feed** and the appropriate **Paper Size** in the **Printer Setup** menu. Then open the printer door and switch the envelope lever to Envelope (✉). Close the printer door and print one page.

What do I do if I get a paper jam?

To clear the paper jam:

1. Turn off the printer.
2. Remove the paper from the paper tray.
3. Remove the printer door by grasping it by its sides, then pulling the door toward you.
4. Carefully pull the paper out of the printer.

See page 11, "When Paper is Jammed in the Printer" for step-by-step illustrations. To avoid paper jams, be sure to set the paper size lever to the correct setting and to move the paper width guide so that it presses lightly against the paper stack. Also, be sure to feed paper that is heavier or lighter than 16 to 24 lb from the back of the printer manually.

When the Printer Does Not Print

The printer shows no response at all to the print command.

- The printer is not properly connected to the power source. Make sure the printer's power adapter is firmly plugged into the printer and into the wall power outlet.
- The printer is off. Press the Power button (⏻) until the Power LED lights up.
- The printer is not properly connected to the computer. Make sure the interface cable is firmly connected to the parallel port of the printer and the computer.
- You may be using a wrong parallel cable or the parallel cable may be defective. Use either of the following parallel cables: HP part no. C2950A or C2951A.
- Your printer is not selected as the current or default printer. Select your printer using the **Printer Setup** menu in your software program. Alternatively, set your printer as the default from **Printers** in the **Control Panel.**

The printer appears to be printing, but nothing prints on the paper.

- The ink nozzles of the inkjet print cartridge are covered by a sealing tape. Remove the tape(s). See page 3, "STEP 4: Installing an Inkjet Print Cartridge."
- The ink nozzles of the inkjet print cartridge are clogged with dried ink. See page 13, "When the Ink Nozzles Are Clogged."
- The inkjet print cartridge is out of ink. Use a new inkjet print cartridge.

The printed page looks incomplete or has odd-looking characters.

- Your printer is not selected as the current or default printer. Select your printer using the **Printer Setup** menu in your software program. Alternatively, set your printer as the default from **Printers** in the **Control Panel.**
- The printer is not properly connected to the computer. Make sure the interface cable is firmly connected to the parallel port of the printer and the computer.
- You may be using a wrong parallel cable or the parallel cable may be defective. Use either of the following parallel cables: HP part no. C2950A or C2951A.

When the Lights Blink

A. The Change Cartridge light is blinking.

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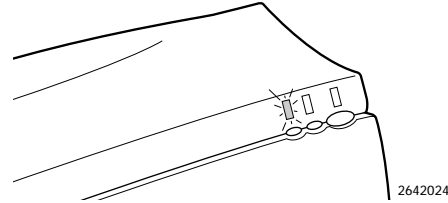
Note: *The Change Cartridge light blinks when the holder is in the middle position; this is NOT an error condition. In other cases, one of the following is true:*

- You may be printing a black document with a color inkjet print cartridge, or vice-versa. Change the inkjet print cartridge accordingly.
- No inkjet print cartridge has been loaded. Load an inkjet print cartridge. (See page 3, "STEP 4: Installing an Inkjet Print Cartridge".)
- The inkjet print cartridge is improperly installed in the printer. Remove the inkjet print cartridge and then re-load it.
- A wrong inkjet print cartridge has been loaded. See page 3, "STEP 4: Installing an Inkjet Print Cartridge" for a list of inkjet print cartridges you can use.

B. The Paper Feed light is blinking.

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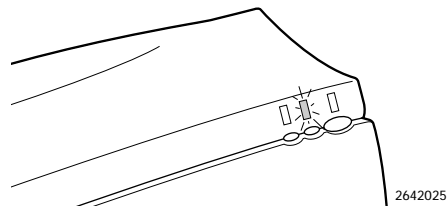
- No paper has been loaded or the printer is out of paper. To load paper, see page 3, "STEP 3: Loading Paper."
- Paper is not loading. See page 12, "When Paper Is Not Loading."
- After loading paper, press the Paper Feed button ( ) to continue printing.

C. All three lights are blinking.

2642026
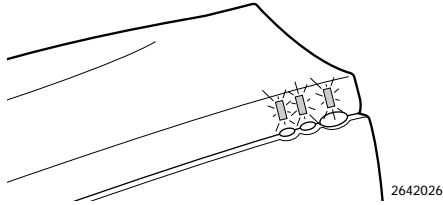
Paper is jammed in the printer. To clear the jam, see below, "When Paper Is Jammed in the Printer."

If there is no paper jam, turn the printer off and then on again. If the three lights still blink, call HP Customer Care.

When Paper Is Jammed in the Printer

To clear the paper jam, perform the following steps:

1. Turn off the printer.
2. Remove the paper from the paper tray.

2642027

3. Open the printer door.

2642028
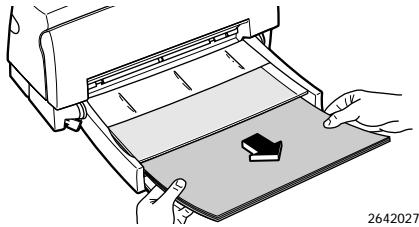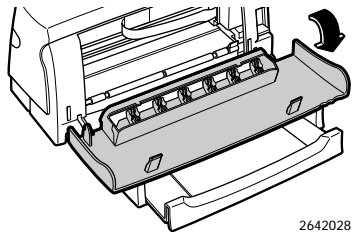
4. Remove the printer door by grasping it by its sides and then pulling the door toward you.

2642029
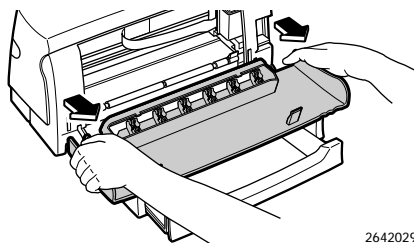
5. Open the paper separator (the flap that separates the printed pages from the blank sheets) by pulling it toward you. This gives you a better grip on the jammed paper.

2642030
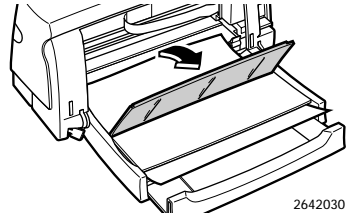
6. Grip the jammed paper firmly by its sides and pull it out slowly.

2642031
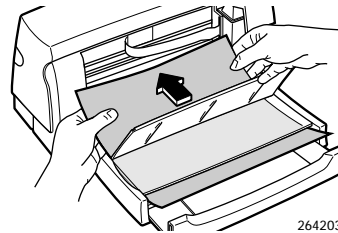
7. After clearing the paper jam, close the paper separator.

2642032
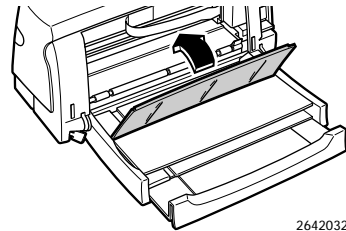
8. Re-attach the printer door by first placing the door flat on the paper tray. Then align the hinges on the printer door with the pins on the printer. Press the printer door in until the printer door clicks into place.

2642033
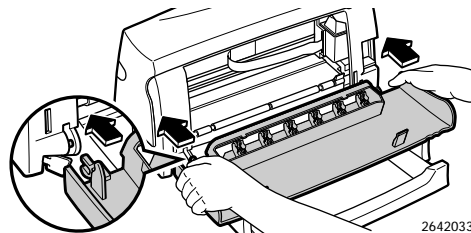
9. Close the printer door.
10. Load paper and try printing again.

When Paper Is Not Loading

Paper does not feed into the printer properly.

- Re-load the paper. See page 3, "STEP 3: Loading Paper."

- You are printing on a US Letter size paper, but the paper size selector **(A4/LTR)** is set to **A4**. Or you are printing on an **A4** size paper, but the paper size selector **(A4/LTR)** is set to **LTR** (US Letter). Adjust the paper size selector **(A4/LTR)** according to the paper size.

- Too many sheets of paper were loaded. Remove some paper.

- Paper is damaged, wrinkled, or curled. Replace paper with a new stack.

- Some paper in the stack may be of a different type, size, and weight. Make sure the paper in the stack are of the same type, size, and weight.

Paper does not eject from the printer.

- Paper is jammed in the printer. To clear the jam, see page 11, "When Paper Is Jammed in the Printer."

- The printer door is not closed properly.

- The computer was turned off while the printer was printing. Turn off the printer and turn on the computer. Then turn the printer on.

More than one sheet of paper are fed into the printer at a time.

- The sheets of paper are stuck together. Remove the paper stack, separate the sheets, and re-load the paper stack.

- Too many sheets are loaded in the paper tray. Remove some paper.

- Some paper in the stack may be of a different type, size, and weight. Make sure the paper in the stack are of the same type, size, and weight.

- Paper is not fed into the printer properly. Re-load the paper. See page 3, "STEP 3: Loading Paper."

Printing is slanted on the A4 size paper.

- You are printing on an A4 size paper, but the paper size selector **(A4/LTR)** is set to **LTR** (US Letter). Switch the paper size selector **(A4/LTR)** to **A4**.

- Paper is not fed into the printer properly. Reload the paper. See page 3, "STEP 3: Loading Paper."

Printing is slanted on the Legal size paper, envelope, label, or thick paper.

The Legal size paper, envelope, label, or thick paper is not fed into the printer properly. Push evenly the Legal size paper, the envelope, or the thick paper into the back of the printer until the printer pulls in the paper. See page 6, "Loading Other Size Paper."

Legal size paper, envelope, label, or thick paper does not advance into the printer.

Legal size paper, envelope, label, or thick paper should be loaded from the back of the printer, one at a time. Push evenly the Legal size paper, envelope, label, or thick paper into the back of the printer until the printer pulls in the paper. See page 6, "Loading Other Size Paper."

When the Print Quality Is Not Satisfactory

Ink is smearing or paper is wrinkling.

- You are printing on an envelope, label, or thick paper, but the envelope lever (✉·/◿·) behind the printer door is set to paper (◿·). Adjust the lever to envelope (✉·).

- You may have touched the printed page before the ink dried. Wait until the ink dries before you pick up the printed page.

The printed page looks faded.

- You are printing on paper, but the envelope lever (✉/📄) behind the printer door is set to envelope (✉). Adjust the lever to paper (📄).

- The ink nozzles are clogged. See "When the Ink Nozzles Are Clogged" on this page.

- The inkjet print cartridge is running out of ink. Use a new inkjet print cartridge.

Characters, dots, or lines are missing or are incomplete.

- The inkjet print cartridge is running out of ink. Use a new inkjet print cartridge.

- The ink nozzles of the inkjet print cartridge may be clogged. Clean the inkjet print cartridge. (See "When the Ink Nozzles Are Clogged" on this page.)

Ink coverage is inconsistent.

- The ink nozzles of the inkjet print cartridge may be clogged. Clean the inkjet print cartridge. (See "When the Ink Nozzles Are Clogged" on this page.)

- The paper may not be suitable for the printer. Try another paper type.

Too much ink on the printed page.

- The paper may not be suitable for the printer. Try another paper type.

Some colors are missing.

- The ink nozzles are clogged. Clean the inkjet print cartridge. (See "When the Ink Nozzles Are Clogged" below.)

- The color inkjet print cartridge has run out of one or more color ink. Use a new color inkjet print cartridge.

When the Ink Nozzles Are Clogged

Prolonged exposure to air may cause ink crust to form on the ink nozzles of the inkjet print cartridge. You can try to clear the crusted ink from the inkjet print cartridge, as follows:

Note: *Ink may stain your hands or clothing.*

1. Hold the inkjet print cartridge by its green top. Dip a clean cotton swab into distilled water and squeeze any excess water from the swab. Clean the face and edges of the inkjet print cartridge as shown. DO NOT wipe the nozzle plate. Hold the inkjet print cartridge up to the light to inspect for fibers on the face and edges. If fibers are still present, repeat this step.

Do not clean nozzle plate

Clean

2642034
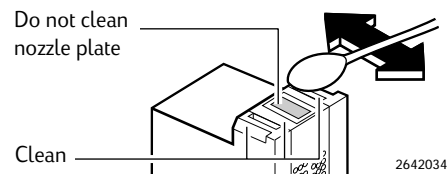
2. Install the inkjet print cartridge in the printer and load paper in the paper tray.

3. Turn off the printer.

4. While pressing the Change Cartridge button (🔁), press the Power button (⏻) to activate the cleaning process. A page will then be printed. If the print quality is unsatisfactory, the inkjet print cartridge may be out of ink. In this case, use a new inkjet print cartridge.

Appendices

HP Customer Care

HP DeskJet printers set the standard for quality and reliability, so you've 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, by fax, or by phone, you'll find the support you need—and you'll find it fast.

Electronic Support Information

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.

HP Customer Care Online

Click your way to a quick solution! A great place to go for answers to questions about HP products is HP Customer Care online at **http://www.hp.com/go/support**. 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.

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. You can access the user forums directly from the **http://www.hp.com/go/support**.

HP Customer Care by Fax

When you want the facts—and you want them fast—call HP FIRST, our automated faxback service. Dial (800) 333-1917 (U.S. only) from any touch-tone phone, listen to your choices, then select the support document that matches your specific need. You may request up to three documents per call, and we'll fax them to you right away. HP FIRST is a free service, so call anytime—24 hours a day, seven days a week.

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 upgrades for Windows 3.1x, 95, and NT 4.0. 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 HP's Web site (**http://www.hp.com/go/support**).

- If you are in the U.S., setting up your printer for the first time, and do not have a CD-ROM drive, you can order the printer software on 3.5-inch disks by calling the toll-free phone number listed on the printer software CD case. Disks are delivered to you the next day for no 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 upgrade, you can order by calling one of the following numbers:
  6/1/98-2/12/99: (805) 257-5565
  After 2/12/99: (661) 257-5565
  Software upgrades are available for the cost of the disks plus shipping.

- If you are outside the U.S. and cannot download the driver from HP's Web site, call the HP Customer Care number nearest you. See page 15.

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

When you want to talk to HP directly, highly trained service technicians at our HP Customer Care Center are ready to take your call. You pay for the call, but you won't be kept on hold long. That's because 95% of our calls are connected in under three minutes. In an industry that's known to keep customers waiting, we're proud of our quick response time. And because we connect you with a service technician who specializes in your product, 80% of all problems are resolved with a single phone call.

Ninety Days Free Phone Support

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

- You have checked your *User's Guide* and online troubleshooting for installation troubleshooting tips.

- You are seated in front of your computer with your printer nearby.

- You have the following information available:

  - 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 driver and software program (if applicable).

A Note About Letters

If you need help from a technical support person, we recommend that you call us while you're in front of your computer and printer, rather than writing a letter to us. That way we can help you with your questions immediately!

Africa/Middle East	41 22/780 41 11
Argentina	541781-4061/69
Australia	61 3 92728000
Austria	43 (0)660 6386
Belgium (Dutch)	32 (0)2 62688 06
Belgium (French)	32 (0)2 6268807
Brazil	55 11 709-1444
Canada	(905) 206-4663
China	86 10 6505 3888-5959
Czech Republic	42 (2) 471 7321
Denmark	45 (0)39 294099
Finland	385 (0)203 47288
France	33 (0) 143623434
Germany	49 (0) 180 5258 143
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 6 838 1155
Korea	82 2 3270 0700
Malaysia	03 2952566
Mexico D.F.	326 46 00
Mexico, Guadalajara	669 95 00
Mexico, Monterrey	378 42 40
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 37 50 65
Portugal	351 (0) 144 17 199
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	58 2 239 5664

After the Warranty

You can still get help from HP for a fee. Prices are subject to change without notice. (Online help 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 support 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 hardware warranty period, your phone charges will be reversed.

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 Hewlett-Packard directly and ask about our service agreement offering. In the U.S. call (800) 446-0522; in Canada call (800) 268-1221. For service agreements outside the U.S. and Canada, contact your local HP Sales Office.

HP Supplies

Description	HP Part No.
HP Premium InkJet Paper (US Letter, 200 sheets): 8.5 x 11 in. (216 x 279 mm)	51634Y
HP Premium InkJet Paper (A4, 200 sheets): 210 x 297 mm	51634Z
HP Premium Transparency (US Letter, 20 sheets): 8.5 x 11 in. (216 x 279 mm)	C3828A
HP Premium Transparency (A4, 20 sheets): 210 x 297 mm	C3832A
HP Premium Transparency (US Letter, 50 sheets): 8.5 x 11 in. (216 x 279 mm)	C3834A
HP Premium Transparency (A4, 50 sheets): 210 x 297 mm	C3835A
HP Premium InkJet Rapid-Dry Transparency (US Letter, 50 sheets): 8.5 x 11 in. (216 x 279 mm))	C6051A
HP Premium InkJet Rapid-Dry Transparency (A4, 50 sheets): 210 x 297 mm	C6053A
HP Premium InkJet Rapid-Dry Transparency —Asia (A4, 50 sheets): 210 x 297 mm	C6053A
HP Greeting Card Paper (US Letter, 20 sheets, 20 envelopes): 8.5 x 11 in. (216 x 279 mm)	C1812A
HP Greeting Card Paper (A4, 20 sheets, 20 envelopes): 210 x 297 mm	C6042A
HP Glossy Greeting Card Paper (US Letter, 10 sheets, 10 envelopes): 8.5 x 11 in. (216 x 279 mm)	C6044A
HP Glossy Greeting Card Paper (A4, 10 sheets, 10 envelopes): 210 x 297 mm	C6045A
HP Glossy Greeting Card Paper—Asia (A4, 10 sheets, 10 envelopes): 210 x 297 mm	C6768A
HP Bright White InkJet Paper (US Letter, 500 sheets): 8.5 x 11 in. (216 x 279 mm)	C1824A
HP Bright White InkJet Paper (A4, 500 sheets): 210 x 297 mm	C1825A
HP Bright White InkJet Paper (US Letter, 200 sheets): 8.5 x 11 in. (216 x 279 mm)	C5976A
HP Bright White InkJet Paper (A4, 200 sheets): 210 x 297 mm	C5977A
HP Premium Photo Paper (US Letter, 15 sheets): 8.5 x 11 in. (216 x 279 mm))	C6039A
HP Premium Photo Paper (A4, 15 sheets): 210 x 297 mm	C6040A
HP Premium Photo Paper—Asia (US Letter, 15 sheets): 8.5 x 11 in. (216 x 279 mm)	C6043A

Printer Specifications

Print Method

Plain paper drop-on-demand thermal inkjet printing

Color Print Speed

These are approximate figures. Exact speed will vary depending on the system configuration and software used. Full color graphics: 4-7 minutes per page

Black Print Speed

These are approximate figures. Exact speed will vary depending on the system configuration and software used.
Letter quality mode: 2 pages per minute
Draft quality mode: Up to 3 pages per minute

Mechanism Speed

Letter quality mode: 167 cps at 10 cpi
Draft quality mode: 330 cps at 10 cpi

Resolution

Letter quality mode: 600 x 300 dpi (black),
300 x 300 dpi (color)
Draft quality mode: 150 x 300 dpi

Graphics Resolution

Full-page 75, 100, 150, and 300 dpi, and 600 dpi in horizontal axis for black only

Printer Command Language

HP PCL Level 3

Character Set Support

HP Roman8, PC-8, PC-8 (D/N), ISO 7-bit languages (German, French, Italian, Norwegian, Portuguese, Swedish, Spanish, U.K.), PC-850, ASCII, ECMA-94 Latin 1, and HP Legal

Built-in (internal) Fonts

Courier (Portrait)

Pitch: 5, 10, 16.67, 20 cpi
Point size: 6 and 12 pt.
Style: Upright (italic: 5, 10, 20 cpi only)
Stroke weight: Normal, Bold

Courier (Landscape)

Pitch: 10, 16.67, 20 cpi
Point size: 6, 12, and 24 pt.
Style: Upright
Stroke weight: Normal, Bold

CG Times (Portrait)

Pitch: Proportional
Point size: 6 and 12 pt.
Style: Upright, Italic
Stroke weight: Normal, Bold

Letter Gothic (Portrait)

Pitch: 6 and 12, and 24 cpi
Point size: 6 and 12 pt.
Style: Upright, Italic
Stroke weight: Normal, Bold

Hardware Compatibility

Windows Environment

80386 processor and above
Windows 95, 98, or 3.1x
2 MB RAM minimum for monochrome imaging
4 MB RAM minimum for color imaging
10 MB of free hard disk space

DOS Environment

8088 processor and above
DOS 3.3 and above

Software Compatibility

Microsoft Windows 95, 98, or 3.1x
DOS (with HP DeskJet 500C driver compatible)

Recommended Printable Weight

Paper: [Auto feed] 16 to 24 lb (60 to 90 g/m^2)
[Manual feed] 16 to 36 lb (60 to 135 g/m^2)
Envelopes: 20 to 24 lb (75 to 90 g/m^2)
Cards: 110 lb Index max. (110 to 200 g/m^2):
8.5 pt max. thickness)

Printable Paper Sizes

US Letter: 216 x 279 mm (8.5 x 11 in.)
US Legal: 216 x 356 mm (8.5 x 14 in.)
Executive: 184 x 267 mm (7.25 x 10.5 in.)
A4: 210 x 297 mm
B5-JIS: 182 x 257 mm
US No. 10 envelope: 104.7 x 241.3 mm (4.12 x 9.5 in.)
DL envelope: 220 x 110 mm

Paper Handling

Paper tray (up to 50 sheets of 16 lb or 60 g/m² paper)
Manual feed (for paper, labels, postcards, and envelopes)

I/O Interface

Centronics parallel, IEEE 1284-Compliant with 1284-B receptacle

Printer Memory

16 Kbyte/48 Kbyte input buffer

Power Requirements

Depending on the power adapter ordered: 100 V (50/60 Hz), 120 V (60 Hz), 127 V (60 Hz), 220 V (50 Hz), 230 V (50 Hz), or 240 V (50 Hz). Each of the input AC voltages is subject to +6%, -10% tolerance. Each of the frequencies is subject to ±3 Hz tolerance.

Power Consumption

4.5 W when idle
12 W during printing

Print Cartridges

Tri-Color HP51625A

Large Black HP51626A

Black HP51626G

Operating Environment

Temperature

Maximum operating temperature: 41°F to 104°F (5°C to 40°C)
Humidity: 10–80% RH non-condensing
Recommended operating conditions for best print quality: 59°F to 95°F (15°C to 35°C), 20 to 80% RH non-condensing
Storage temperature: -40°F to 140°F (-40°C to 60°C)

Noise Levels per ISO 9296

Letter quality mode

Sound Power, LwAd: 6.1 B(A)
Sound Pressure, LpAm: 46 dB(A) [bystander position]

Draft quality mode

Sound Power, LwAd: 6.4 B(A)
Sound Pressure, LpAm: 49 dB(A) [bystander position]

Dimensions

14.5 x 7.02 in x 7.34 in

Weight

7.04 lb

Reliability

20,000 hours MTBF; 67 color and 416 total black pages per month

Product Certifications

Safety Certifications

Power Module:
UL, CSA, TÜV, SEMKO, KEMA, FIMKO, LCIE, SECV, PSB, DEMKO, SEV, NIQT, MITI, NOM1.

The socket-outlet shall be installed near the equipment and shall be easily accessible.

Printer with Power Module:
UL, CSA, TÜV, NOM1.

EMI Certifications

Printer with Power Module:
FCC Class B computing device (USA), EMC Directive 89/336/EEC (European Community), VCCI (Japan), SABS (South Africa), RRL (Korea)

Printing from DOS

What is a printer driver?

If you use DOS software programs (whether or not they are running within Microsoft Windows), you need a specific printer driver for each DOS program in order to print to your HP DeskJet 420 series printer.

A printer driver is software that allows you to access your printer's features from within your software program's print menus or selections.

Why do I need to contact the software manufacturer?

DOS software manufacturers provide and update printer drivers for their DOS software programs. In DOS, each program is developed independently under different development standards. Therefore, the software manufacturer is able to tailor the printer driver to work specifically with their software program. The software manufacturer uses HP's printer language, called PCL, to develop printer drivers for HP DeskJet printers. Therefore, you can sometimes use a different HP DeskJet printer driver to print. However, the best driver to use is the one designed specifically for the HP DeskJet 420 series printer. Some drivers are simply renamed from previous drivers.

Why isn't there a printer driver for my brand new printer?

The software industry is moving toward development of individual software programs under a common set of development standards. The most common standard is Microsoft Windows. HP uses this common development standard to supply a printer driver for use with all Microsoft Windows compatible software programs. This is the reason that fewer DOS printer drivers are being developed over time.

If there is not a DOS printer driver for my new printer, is there another printer driver I can use instead?

Selecting a printer driver for the HP DeskJet 420 series printer in each DOS software program that you use ensures the best support for your printer. If there is not a printer driver available within your program for the HP DeskJet 420 series printer, select one of the following drivers.

Printer Driver	Level of Support
HP DeskJet 500C/540	Most black or color printing features
HP DeskJet 340/320/310	Most black or color printing features
HP DeskJet 400	Most black or color printing features
HP DeskJet Portable	Most black printing features
HP DeskJet 520/510	Most black printing features
HP DeskJet 560C/550C	Most black printing features
HP DeskJet 500/PLUS/HP DeskJet	Some black printing features

How do I install DOS printer drivers?

To install the DOS drivers listed in this document, follow the instructions supplied by the software manufacturer. If you have questions or concerns about the performance of your printer when using one of these drivers, contact the software manufacturer.

Regulatory Notices

Potential for Radio/Television Interference (U.S.A. only)

The HP DeskJet 420 printer generates and uses radio frequency energy and may cause interference to radio and television reception. Your printer complies with the specifications in Subpart B of Part 15 of the Federal Communications Commission rules for a Class B computing device. These specifications provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If the printer does cause interference to radio or television reception, which can be determined by turning the printer off and on, you can try to eliminate the interference problem by doing one or more of the following:

- Re-orient the receiving antenna.
- Re-orient the position of the printer with respect to the receiver.
- Move the printer away from the receiver.
- Plug the printer into a different outlet so that the printer and receiver are on different branch circuits.

To comply with FCC rules Part 15B Class B computing device, use only shielded interface cables.

Compliance Statement (Canada)

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la class B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

Power adapter statement

The power adapter cannot be repaired. If it is defective it should be discarded or returned to the supplier.

Das Netzteil (einschließlich Kabel und Adapter) können nicht repariert werden. Falls ein Teil des Netzteiles defekt ist, die ganze Einheit wegwerfen und durch eine neue Einheit ersetzen.

電波障害について

この装置は、第二種情報装置（住宅地域またはその隣接した地域において使用されるべき情報装置）で住宅地域での電波障害防止を目的とした情報処理装置等電波障害自主規制協議会（VCCI）基準に適合しております。

しかし、本装置をラジオ、テレビジョン受信機に近接してご使用になると、受信障害の原因になることがあります。

取扱説明書に従って正しい取り扱いをしてください。

사용시 안내문 (A급 기기)

이 기기는 업무용으로 전자파장해검정을 받은 기기이오니, 만약 잘못 구입하셨을 때에는 구입한 곳에서 비업무용으로 교환하시기 바랍니다.

사용자 안내문 (B급 기기)

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

Hewlett-Packard Limited Warranty Statement

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

A. Extent of Limited Warranty

1. 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.

2. 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.

3. 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:

a. Improper or inadequate maintenance or modification;

b. Software, interfacing, media, parts, or supplies not provided or supported by HP; or

c. Operation outside the product's specifications.

4. 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.

5. 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.

6. 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.

7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.

8. 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.

9. 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

1. 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

1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.

2. 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

1. 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.

2. 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:

a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);

b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or

c. 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.

3. 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.

Your DeskJet Connection!*

Printing Possibilities:
http://www.deskjet.com

Information on more products:
http://www.hp.com

HP Customer Care:
http://www.hp.com/support/deskjet

*Information in these Web sites may only be available in English.

C2642-90066

HP Part Number C2642-90066

Energy Consumption

As an Energy Star Partner, Hewlett-Packard has determined that this product meets the Energy Star guidelines for energy efficiency.

E P A P O L L U T I O N P R E V E N T E R