

**COMPAQ** *IJ750*  
Color Inkjet Printer

***User's Guide***

First Edition (April 1999)

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# Understanding your printer

## Chapter 1

Your printer is a general purpose color inkjet printer that provides high quality text and graphics.

For information about:	See page:
Using the parts of the printer	2
Using the buttons	4
Understanding the lights	5



### Glossary

#### Inkjet

A non-impact printing technology that creates characters and graphics with programmed patterns of ink.



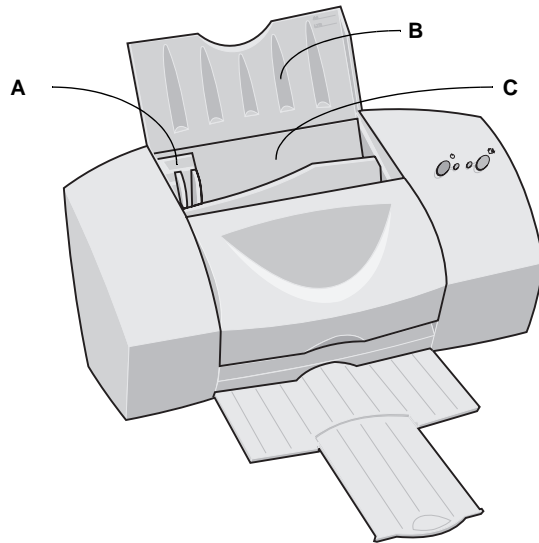
### Quick Fix

#### Printer has missing or damaged parts

Contact your point of purchase.

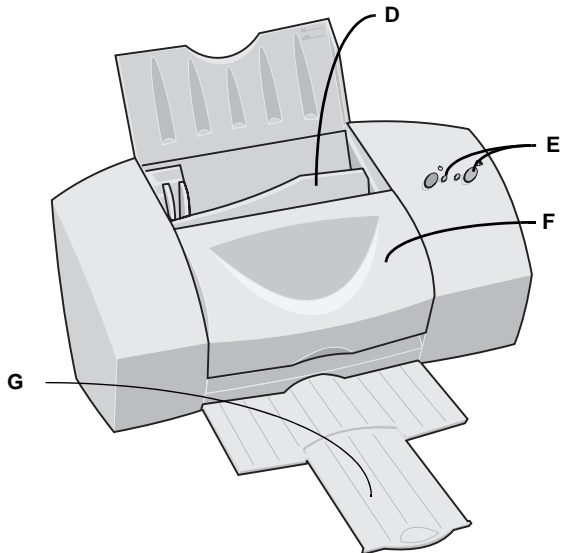
# Using the parts of the printer

This illustration shows the front of the printer and its parts.



Use the:	When you want to:
<b>A</b> Paper guide	Make sure paper feeds correctly into the printer.
<b>B</b> Paper support	Keep paper and specialty media straight in the automatic feeder.
<b>C</b> Automatic feeder	Automatically load paper and specialty media. The automatic feeder holds up to: <ul style="list-style-type: none"><li>• 100 sheets of paper</li><li>• 10 transparencies</li><li>• 25 sheets of photo paper or glossy film</li><li>• 25 iron-on transfers</li><li>• 25 sheets of labels</li><li>• 10 envelopes, greeting cards, postcards, or index cards</li></ul>

Use the:	When you want to:
<b>D</b> Manual feeder	<p>Manually load paper and specialty media one sheet at a time. You can also use the manual feeder when:</p> <ul style="list-style-type: none"> <li>You have one type of media already loaded in the automatic feeder, and you want to print one sheet of a different size or type.</li> </ul> <p>For example, you may have plain paper loaded in the automatic feeder, but you need to print an envelope or transparency.</p> <ul style="list-style-type: none"> <li>Paper feeds incorrectly from the automatic feeder.</li> </ul>
<b>E</b> Buttons and lights	<ul style="list-style-type: none"> <li>Check the printer status.</li> <li>Turn the printer on or off.</li> <li>Eject paper from the printer.</li> </ul> <p>For more information, see “Using the buttons” on page 5 and “Understanding the lights” on page 6.</p>
<b>F</b> Front cover	<ul style="list-style-type: none"> <li>Install or change print cartridges.</li> <li>Clear paper jams.</li> </ul>
<b>G</b> Paper exit tray	Stack paper after printing.



## Quick Fix

### Communications problems

If you are not using the correct parallel cable or the cable is not securely connected, you may experience problems communicating with your printer.

If you get a “Parallel cable interface problems” error, or if your printer stops and starts during a print job, you can access help information from an application by clicking:

- 1 File.
- 2 Print, Print Setup, or Printer Setup.
- 3 The Properties, Options, or Setup button.
- 4 The Help button.
- 5 Help Topics.
- 6 Troubleshooting.
- 7 Bidirectional communications problems.



## Glossary

### Interface

A device such as a parallel cable that allows communication between the printer and the computer.



## Quick Fix

### The Power light is on and the Paper Feed light is blinking

The printer may be out of paper or have a paper jam. Check your screen for any error messages.

If the printer is out of paper:

- 1 Load paper.
- 2 Press the Paper Feed button.

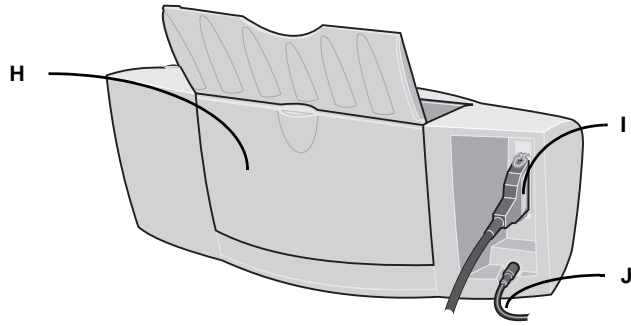
If the printer has a paper jam:

- 1 Press the Power button to turn the printer off.
- 2 Pull firmly on the paper to remove it. If you cannot reach the paper because it is too far inside the printer, raise the front cover and pull the paper out from the front of the printer.
- 3 Close the front cover.
- 4 Press the Power button to turn the printer back on.
- 5 Resend your document.

If the problem persists, you may be using the wrong cable or one that is damaged. For help, see “Bidirectional Communications problems” in the Printer Properties help. To access this from an application, click:

- 1 File.
- 2 Print (or Printer) Setup.
- 3 The Properties, Options, or Setup button.
- 4 The Help button.
- 5 Help Topics.
- 6 Troubleshooting.
- 7 Bidirectional communications problems.

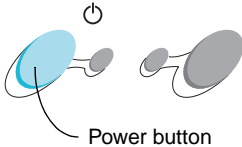
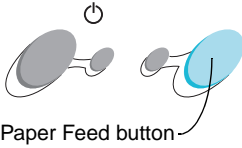
The following illustration shows the back parts of the printer:



Use the:	When you want to:
H Banner paper holder	Print on banner or continuous form paper.
I Parallel cable (not supplied)	Connect the printer to the computer for bidirectional communication. (For bidirectional communication, you must use an IEEE 1284 compliant cable.)
J Power supply	Supply power to the printer.

## Using the buttons

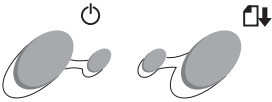




Your printer has a Power button and a Paper Feed button.

Use the:	When you want to:
 Power button	Turn the printer <b>on</b> or <b>off</b> .
 Paper Feed button	<ul style="list-style-type: none"><li>• Eject paper from the printer.</li><li>• Advance a sheet of paper into the automatic sheet feeder when the printer has run out of paper during a print job.</li></ul>



# Understanding the lights

Your printer has a Power light and a Paper Feed light.

If your printer lights look like this:	Then the printer:
 <p>Both lights are <b>Off</b></p>	Is <b>Off</b> .
 <p>Power light is <b>On</b> Paper Feed light is <b>Off</b></p>	Is <b>On</b> and ready to print.
 <p>Both lights are <b>On</b></p>	Is <b>printing</b> .
 <p>Power light is <b>On</b> Paper Feed light is <b>blinking</b></p>	May be out of paper or have a paper jam. For help, see the “Quick Fix” topics on this page.
 <p>Power light is <b>blinking</b> Paper Feed light <b>blinks twice</b></p>	Has an error. For help, see the “Quick Fix” topics on this page.



## Quick Fix

**The Power light is blinking and the Paper Feed light blinks twice**

The print cartridge carrier has stalled or you have a paper jam. Check your screen for any error messages.

If the print cartridge carrier has stalled:

- 1 Turn the printer off.
- 2 After waiting a few seconds, turn the printer back on.

If the printer has a paper jam:

- 1 Press the Power button to turn the printer off.
- 2 Pull firmly on the paper to remove it. If the paper is too far inside the printer, raise the front cover and pull the paper out from the front of the printer.
- 3 Close the front cover.
- 4 Press the Power button to turn the printer back on.
- 5 Resend your document.



## Quick Fix

**Both lights are on, but the printer is not printing**

If your paper is loaded, your cable connections may not be secure.

- 1 Unplug the power supply from the electrical outlet.
- 2 Make sure all cable connections are secure.
- 3 Reconnect the power supply.



# Using the printer software

## Chapter 2

---

This chapter describes how to use your printer software in Windows 95 and 98. For help using your printer software in Windows 3.1, 3.11 or NT 4.0, see the appendix, starting on page 41.

When you installed your printer, several software applications were installed on your computer. These applications allow you to perform printing tasks with the best printing results.

For information about using this application:	On this operating system:	See page:
Printer Properties	Windows 95, 98	8
Control Program	Windows 95, 98	11



### Glossary

#### Software application

Any program loaded on your computer used to perform a specific task, such as a word processor, spreadsheet, or database.



## Tip

To open the Printer Properties from a Windows application, click:

- 1 File.
- 2 Print, Print Setup, or Printer Setup.
- 3 The Properties, Options, or Setup button.



## Glossary

### Page orientation

Indicates the direction of print placement, and is identified as:

**Portrait** - The longer side of the paper is vertical.

**Landscape** - The longer side of the paper is horizontal.



## Glossary

### Reverse page order

Since printed pages emerge from the printer face up, this option allows you to print a document so that the first page is on top.



## Glossary

### Collate

Select this option when you are printing multiple copies of a document and want all the pages of one document to print before the next copy begins printing.

# Using the Printer Properties

The Printer Properties includes several tabs. You can use the Paper and Document/Quality tabs to change your printer settings. **For information on opening the Printer Properties, see the “Tip” in the margin.**

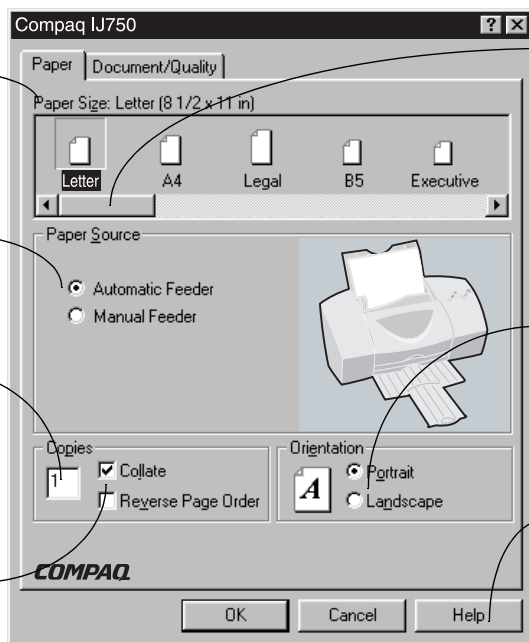
## The Paper tab

Choose your paper size.

Choose automatic or manual feeder.

Choose the number of copies.

You may also collate or reverse page order.



Move the slide bar to the left or right to view more paper sizes.

Choose a page orientation.

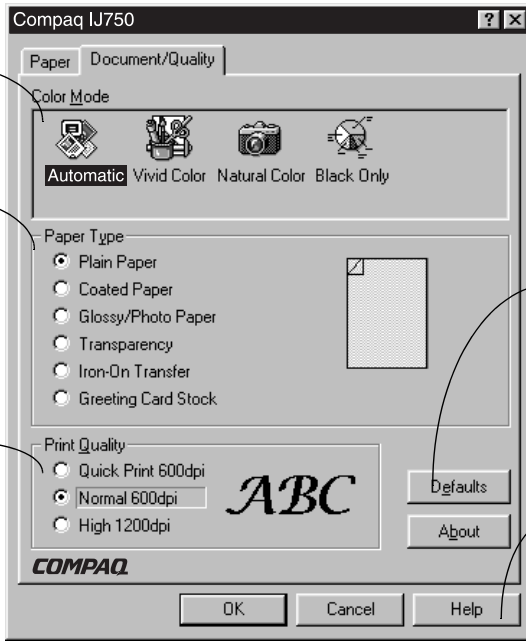
To learn more about printer setting options, click here.

# The Document/Quality tab

Change the color mode here.

Use this section to tell the printer what type of paper you're using.

Adjust your print quality and print speed here.



You can also reset your software to factory defaults.

Click here if you need any additional help.



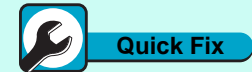
## Overrides

Some software applications may override the Paper Source, Paper Size, and Orientation settings in your printer software.



## Printer driver

A program that converts the data in a software application to a format used by the printer.



## Printer software settings not in effect

If the printer settings you chose in the printer software are not in effect, check the settings in the software application you are using.



## Windows 3.1 and 3.11

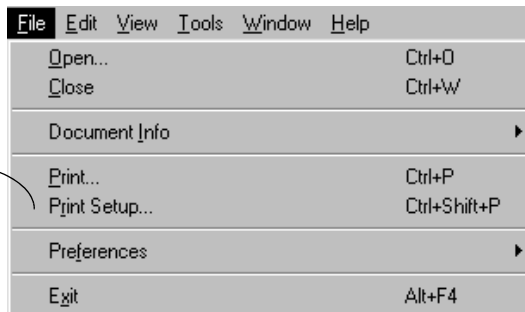
For information on opening the Printer Properties or using the Spool Manager from Windows 3.1 or 3.11, see the appendix.

## Opening Printer Properties from an application

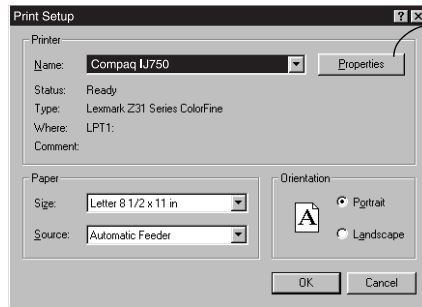
You can open the Printer Properties from almost any application. This allows you to change printer settings **ONLY** for the document you will be printing. To open the Printer Properties:

- 1 Open the application's File menu.
- 2 Select **Print**, **Print Setup** or **Printer Setup**. Your application may have a slightly different menu than the one shown below.

Click **Print Setup**.



- 3** In the Print Setup dialog box, click the **Properties**, **Options**, or **Setup** button (depending on the application). Your application may have a slightly different dialog box than the one shown below.



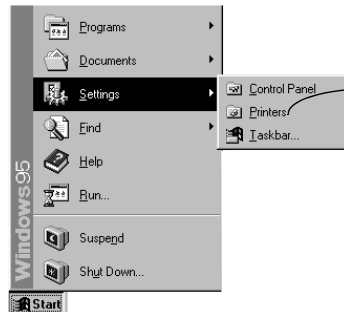
Click the **Properties** button.

- 4** Change settings as needed.

## Opening Printer Properties from Windows

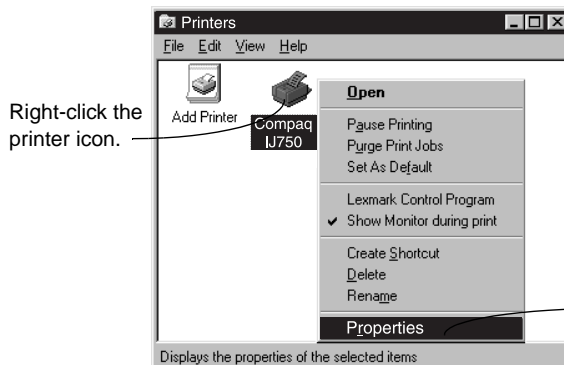
Opening the Printer Properties from the Windows 95 or 98 desktop allows you to make changes to your printer settings that will apply to **ALL** documents you print.

- 1** From the Start menu, select **Settings**, then select **Printers**.



Select **Printers**.

- 2** From the Printers folder, right-click the printer icon for your printer.



Right-click the printer icon.

Select **Properties** from the sidebar menu.

- 3 Select **Properties** from the sidebar menu.

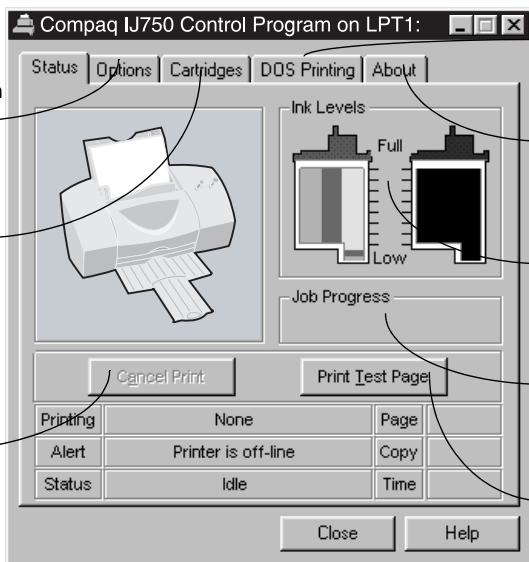
## Using the Control Program

The Control Program includes five tabs: Status, Options, Cartridges, DOS Printing, and About. Each tab contains settings relating to the operation of your printer and its software.

Control when and how the Control Program appears.

Change or care for print cartridges.

Cancel a print job.



Change settings for DOS printing.

View information about the software.

View print cartridge ink levels.

Monitor document print status.

Print a test page.



**Note**

### Windows 3.1 and 3.11

In Windows 3.1 or 3.11, the Control Program has a sixth tab for Windows printing. You can use this tab to open Printer Properties or Spool Manager.



**Glossary**

### Run minimized

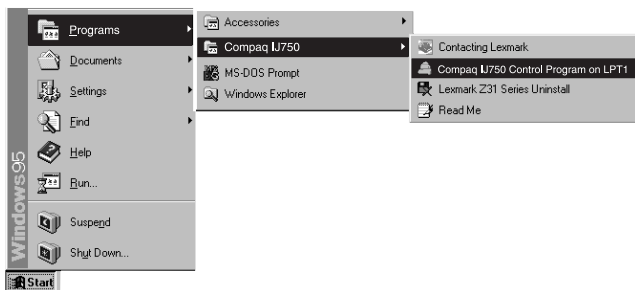
An option that allows the Control Program to run in the background rather than appearing on your screen each time you send a job to print.

To set the Control Program to run minimized:

- 1 Open the Control Program. (See instructions for opening the Control Program on this page.)
- 2 Click the Options tab.
- 3 Select Run Minimized.

## Opening the Control Program

- 1 From the Start menu, click **Programs**.
- 2 Click **Compaq IJ750 Series**.
- 3 Click **Compaq IJ750 Control Program on LPTx**.



**Note**

### Windows 3.1 and 3.11

See the appendix for information about opening the Control Program in Windows 3.1 or 3.11.





# Printing on paper and other media

## Chapter 3

### Printing on plain paper

Printing with your Compaq IJ750 Color Inkjet Printer is as simple as:

**One - Loading your print media**

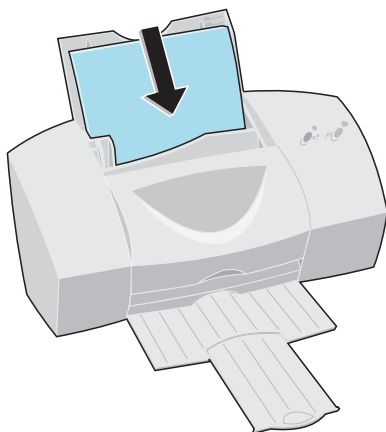
**Two - Selecting printer settings**

**Three - Sending your document to print**

#### ***Step One - Loading your print media***

You can load up to 100 sheets of print media (depending on thickness and media type) into the printer. To load regular paper:

- 1 Place the paper against the right side of the automatic feeder, with the print side facing you.



#### Quick Fix

**Automatic feeder loads multiple sheets at one time**

- Make sure the paper is aligned against the right side of the automatic feeder.
- Make sure the media guide is against the left edge of the paper.



#### Quick Fix

**Paper fails to feed**

- 1 Align the paper against the right side of the automatic feeder.
- 2 Make sure no more than 100 sheets of plain paper are loaded in the automatic feeder.
- 3 Slide the paper guide against the left edge of the paper.
- 4 Raise the front cover.
- 5 Remove any obstructions from inside the printer.
- 6 Close the front cover.
- 7 Press the Paper Feed button.



#### Glossary

##### **Print media**

General term for anything you can print with your Compaq IJ750 Color Inkjet Printer. This includes paper, envelopes, iron-on transfers, glossy or photo paper, cardstock, and transparencies.



### Quick Fix

#### Paper jams

- 1 Press the Power button to turn the printer off.
- 2 Pull firmly on the paper to remove it. If you cannot reach the paper because it is too far inside the printer, raise the front cover and pull the paper out from the front of the printer.
- 3 Close the front cover.
- 4 Press the Power button to turn the printer on.
- 5 Resend your document.

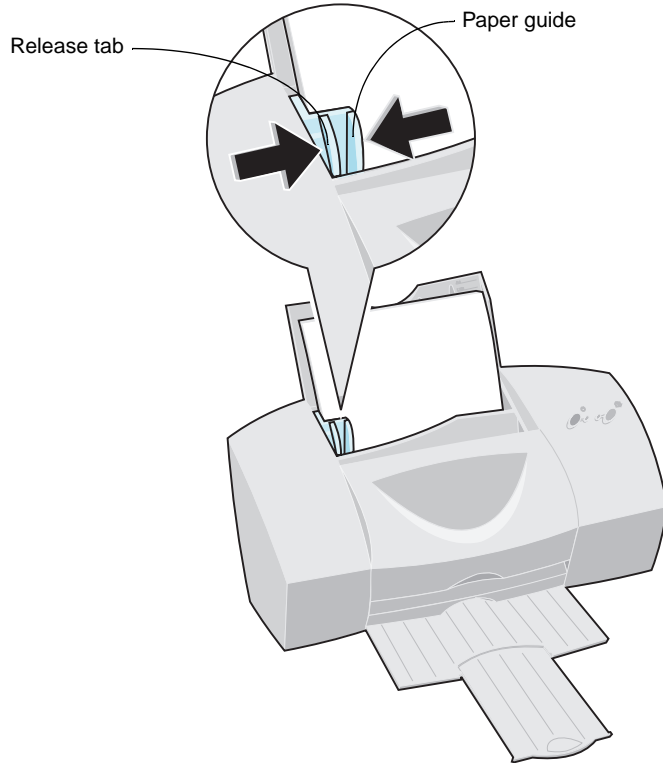


### Tip

#### Printer settings

When you change the printer settings from your applications, the settings only apply to that document. To make your changes apply to all documents, see “Opening Printer Properties from Windows” on page 10.

- 2 Squeeze the release tab and the paper guide together and slide the paper guide to the edge of the paper.



## Step Two - Selecting printer settings

If you are using plain, letter-sized paper, and you want normal print quality and speed, no adjustment to printer settings is necessary. The printer software is already set for this type of document.

To change paper size or to print on specialty media (such as photo paper, transparencies, or iron-on transfers) adjust the printer settings for maximum performance.

To check your printer settings each time you print:

- 1 Open your application's **File** menu.
- 2 Choose **Print**, **Print Setup** or **Printer Setup**.
- 3 In the Printer Setup dialog box, click the **Properties**, **Options**, or **Setup** button (depending on the application).
- 4 Change setting(s) as needed.

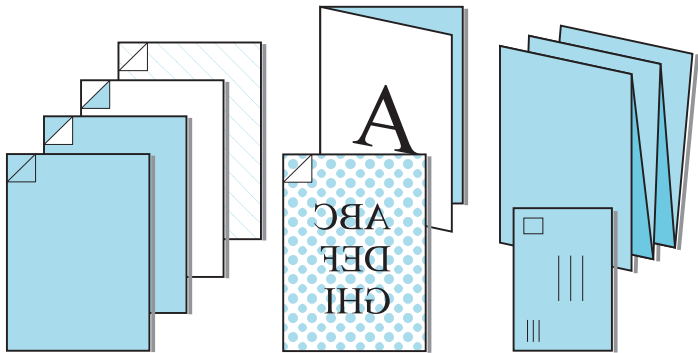
# Step Three - Sending a document to print

To print your document:

- 1 Open your application's **File** menu.
- 2 Choose **Print**.
- 3 When the **Print Document** dialog box appears, click the **Print** button.

## Printing on specialty media

In addition to printing on regular paper, you can also print on a variety of specialty media, such as envelopes, photo paper, transparencies, iron-on transfers, and greeting cards.



Here's where you'll find step-by-step information for your specialized printing needs:

For information about printing:	See page:
Transparencies	16
Envelopes, index cards, or postcards	17
On customized paper sizes	18
Greeting cards	20
Iron-on transfers	21
Banners	22
Photos	24
Specialty media from the manual feeder	28



### Glossary

#### Specialty media

Print media that, because of size or type, requires temporary modification to your printer settings. This would include, for example, envelopes, glossy/photo paper, and banner paper.



### Quick Fix

#### Transparencies stick together

To keep transparencies from sticking together:

- Remove each transparency as it exits the printer and allow it to dry before stacking.
- Use a transparency designed for an inkjet printer.
- Make sure the print side faces up.



### Tip

To open the Printer Properties from an application, click:

- 1 File.
- 2 Print, Print Setup or Printer Setup.
- 3 The Properties, Options or Setup button.



### Quick Fix

#### Solid black areas contain white streaks

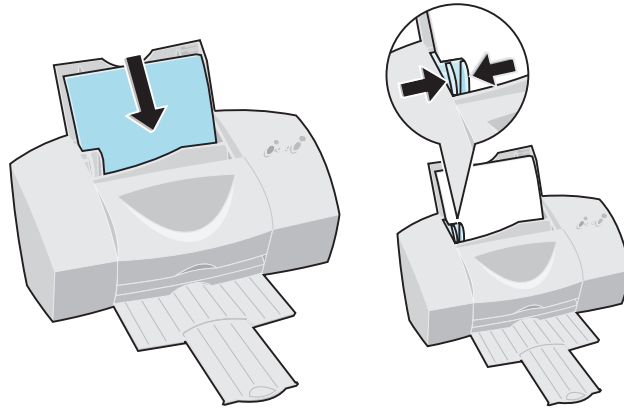
- Try using a different fill pattern in your software application.
- Open Printer Properties and select High 1200dpi from the Document/Quality tab.

# Printing transparencies

- 1 Load up to 25 transparencies against the right side of the automatic feeder.

Insert transparencies with the print side facing up (the removable stripe away from you and pointing down).

Squeeze the release tab and the media guide together, and slide the media guide to the edge of the transparencies.



- 2 Customize the Printer Properties for printing transparencies. For instructions on opening the Printer Properties, see the “Tip” in the margin.

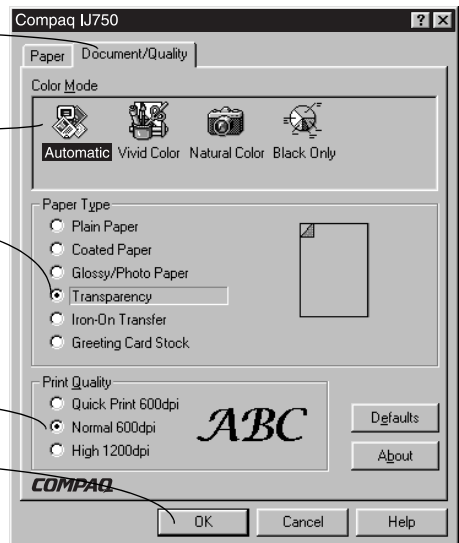
Click the **Document/Quality** tab.

Select **Automatic**.

Select **Transparency**.

Select **Normal 600dpi**.

Click **OK**.



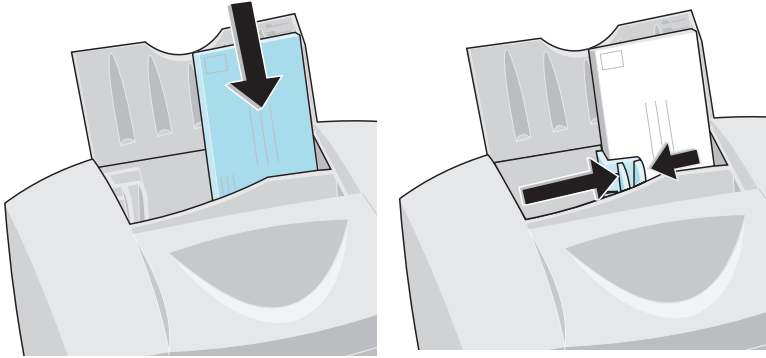
- 3 Print your transparencies.

# Printing envelopes or card stock

- 1 Load up to 10 envelopes, index cards, or postcards vertically against the right side of the automatic feeder.

Insert the envelopes, index cards, or postcards with print side facing you and stamp location in the upper left corner.

Squeeze the release tab and the media guide together, and slide the media guide to the edge of the envelopes, index cards, or postcards.



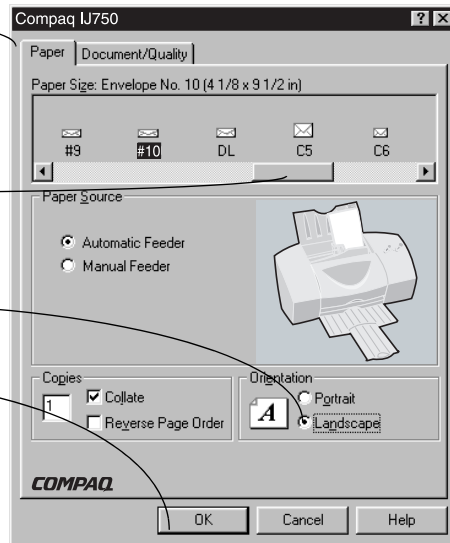
- 2 Customize the Printer Properties for printing envelopes or card stock. For information on opening the Printer Properties, see the “Tip” in the margin.

Click the **Paper** tab.

Use the scroll bar to select the correct envelope or card size.

Select **Landscape** when printing envelopes.

Click **OK**.



## Note

### DOS Printing

When printing envelopes from a DOS application, the recommended envelope orientation is reversed. In DOS, the envelope should be positioned so that the stamp is in the lower right corner.



## Tip

### Envelope settings

For best print quality near envelope edges, use these minimum margin settings in your application for all envelope sizes:

- Set the **left margin** to at least 1.7mm (0.067 in.).
- Set the **right margin** to at least 19.05mm (0.75 in.).
- Set the **top margin** to at least 1.7mm (0.067 in.).
- Set the **bottom margin** to at least 3.37mm (0.133 in.).



## Tip

To open the **Printer Properties** from an application, click:

- 1 File.
- 2 Print, Print Setup or Printer Setup.
- 3 The Properties, Options, or Setup button.

- 3 Print your envelopes, index cards, or postcards.



## Tip

### Printing near paper edges

For the best print quality near paper edges, use these minimum margin settings in your application:

- Set the **left and right margin** settings to at least 6.35mm (0.25 in.) each for all paper sizes except A4.
- For A4 paper sizes, set the **left and right margin** settings to at least 3.37mm (0.133 in.) each.
- Set the **top margin** to at least 1.7mm (0.067 in.).
- Set the **bottom margin** for all paper sizes to 12.7mm (0.5 in.) for black printing and 19.5mm (0.75 in.) for color printing.



## Tip

### Paper dimensions

You can use any paper size that fits within these dimensions:

#### Width

76.2 mm - 215.9 mm

3.0 inches - 8.5 inches

#### Height

127.0 mm - 431.8 mm

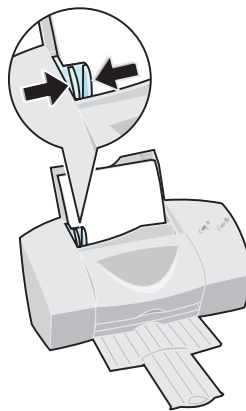
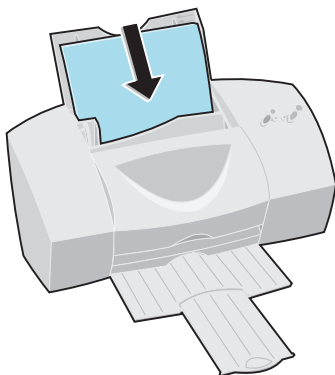
5.0 inches - 17.0 inches

# Printing on customized paper sizes

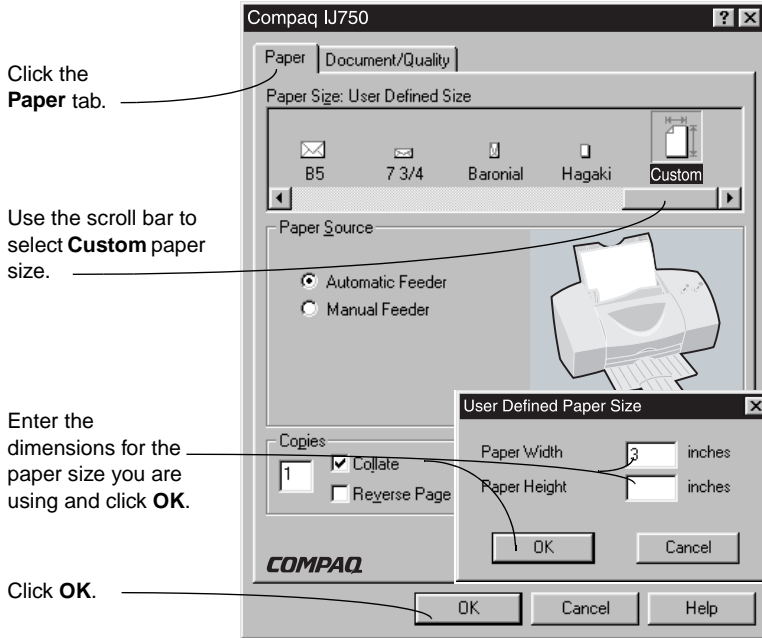
- 1 Load up to 25 sheets of specialty media or up to 100 sheets of plain paper against the right side of the automatic feeder.

Load the specialty media or plain paper with the print side facing you.

Squeeze the release tab and the paper guide together, and slide the paper guide to the edge of the paper.



- 2** Customize the Printer Properties for printing special paper sizes. For information on opening the Printer Properties, see the “Tip” in the margin.



To open **Printer Properties** from an application, click:

- 1 File.
- 2 Print, Print Setup, or Printer Setup.
- 3 The Properties, Options, or Setup button.



### Letter/A4

Letter size refers to a sheet of paper measuring 216mm x 279.4mm (8.5 in. x 11 in.).

A4 is a standard paper size and refers to a sheet of paper measuring 210mm x 297mm (8.25 in. x 11.7 in.).

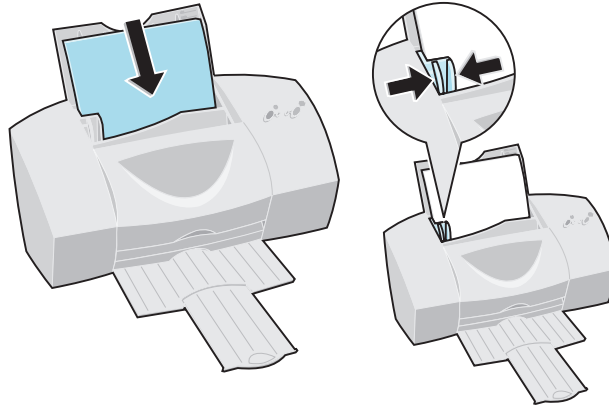
- 3** Print your customized document.

# Printing greeting cards

- 1 Load up to 10 greeting cards against the right side of the automatic feeder.

Insert greeting cards with the print side facing you.

Squeeze the release tab and the paper guide together, and slide the paper guide to the edge of the greeting cards.



- 2 Customize the Printer Properties to print greeting cards. **For information on opening Printer Properties, see the “Tip” in the margin.**



## Tip

To open the Printer Properties from an application, click:

- 1 File.
- 2 Print, Print Setup, or Printer Setup.
- 3 The Properties, Options, or Setup button.



## Note

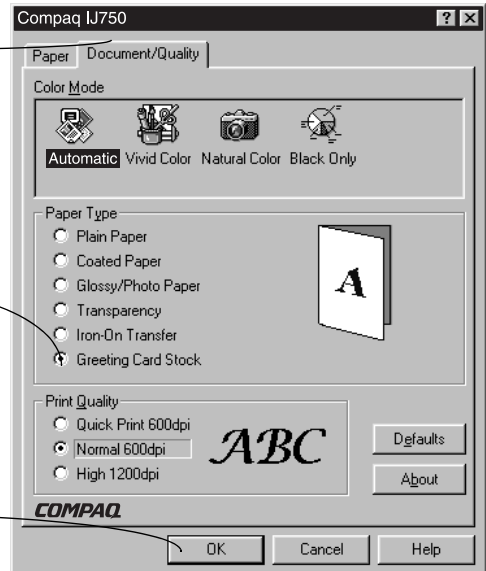
### Software settings override

The settings in your greeting card application may override the printer software settings. Check the documentation that came with your application for more information.

Click the **Document/Quality** tab.

Select **Greeting Card Stock**.

Click **OK**.



- 3 Print your greeting card.

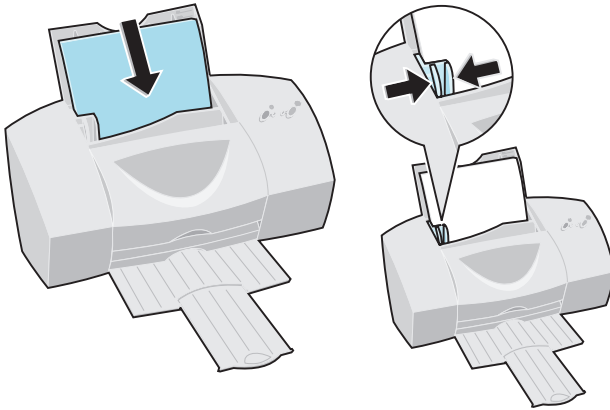


# Printing iron-on transfers

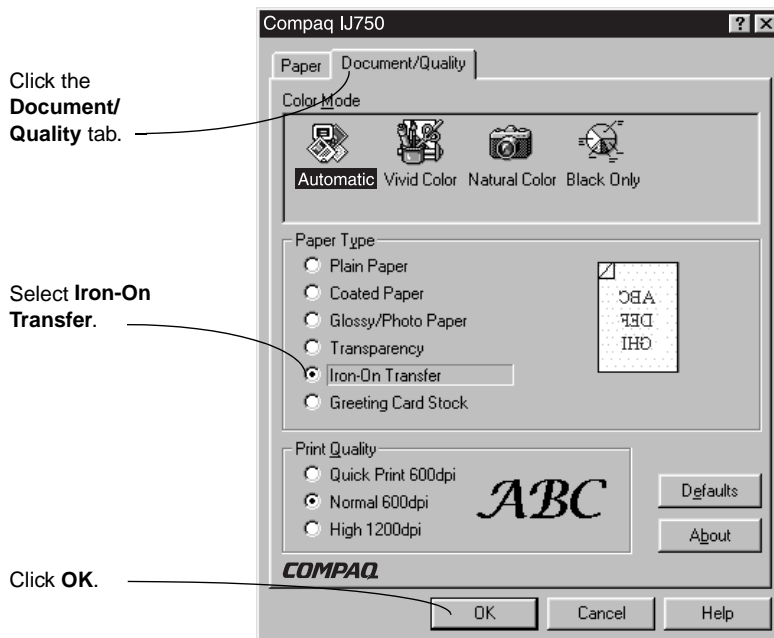
- 1 Load up to 10 transfers against the right side of the automatic feeder.

Insert the iron-on transfers with the print side facing you (blank side facing up).

Squeeze the release tab and the paper guide together, and slide the paper guide to the edge of the iron-on transfers.



- 2 Customize the Printer Properties to print iron-on transfers. For information on opening Printer Properties, see the “Tip” in the margin.



- 3 Print your iron-on transfer.



**Tip**

## Print a sample first

Many software applications create iron-on transfers differently. We recommend printing a sample on plain paper before printing it on an iron-on transfer. When the document prints to your satisfaction, load the iron-on transfer(s) into the automatic feeder.



**Tip**

## To open the Printer Properties from an application, click:

- 1 File.
- 2 Print, Print Setup or Printer Setup.
- 3 The Properties, Options, or Setup button.



**Note**

## Image reversal

Some software applications allow you to reverse the image you intend to print. Since your printer driver automatically reverses the image when printing iron-on transfers, you do not need to select this option in your application.

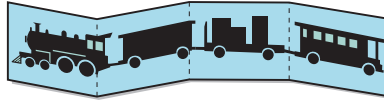


## Tip

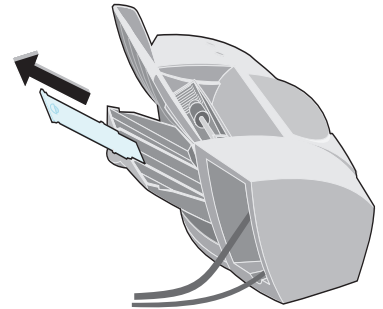
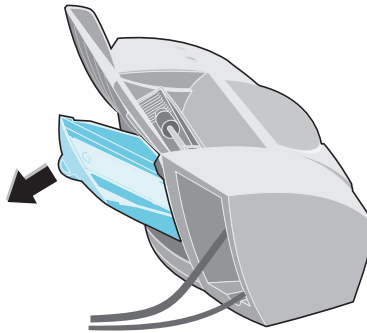
### Inkjet banner paper

Use banner paper recommended for inkjets. We do not recommend using the type of continuous form paper intended for dot matrix printers. This kind of continuous form paper is designed for use with a different kind of ink.

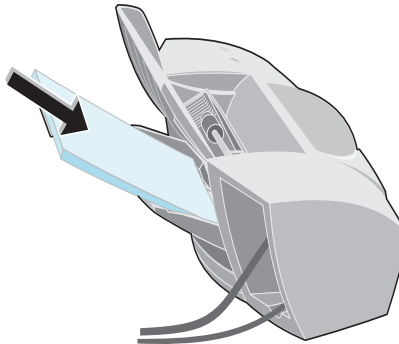
# Printing banners



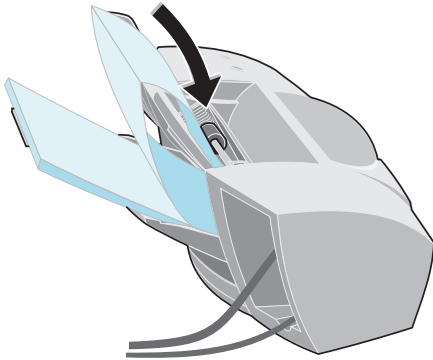
- 1** Remove any paper from the automatic feeder.
- 2** Load the number of sheets required to print your banner (up to 20).
  - a** Open the banner paper holder on the back of the printer.
  - b** Pull the banner paper support up.



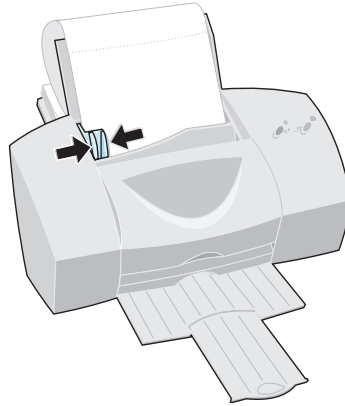
- c** Insert banner paper into the banner paper holder.



**d** Insert the unattached edge of the first page into the automatic feeder.



**e** Squeeze the release tab and the paper guide together and slide the paper guide to the edge of the banner.

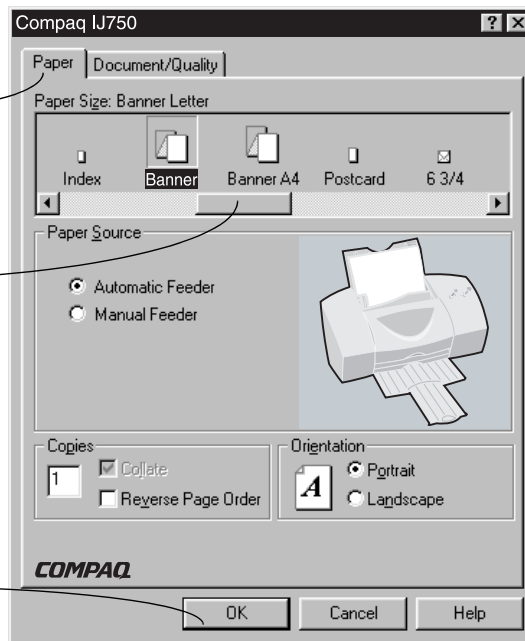


**3** Customize the Printer Properties for printing banners. For information on opening the Printer Properties, see the “Tip” in the margin.

Click the **Paper** tab.

Use the scroll bar to select **Banner** or **Banner A4** paper size.

Click **OK**.



**4** Print your banner.



**Tip**

To open the Printer Properties from an application, click:

- 1 File.
- 2 Print, Print Setup, or Printer Setup.
- 3 The Properties, Options, or Setup button.



**Tip**

**Removing extra banner paper**

If you loaded more paper than you needed:

- 1 Tear off your banner.
- 2 Press the Paper Feed button to remove extra paper from the automatic feeder.



### Quick Fix

#### Photo papers stick together

- Use a glossy/photo paper designed for an inkjet printer.
- Remove each sheet of glossy/photo paper as it exits the printer.



### Quick Fix

#### White streaks appear in photos

Clean the print cartridge nozzles. For help, see “Cleaning print nozzles” on page 35.



### Quick Fix

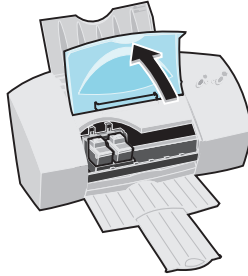
#### Printer appears to be printing, but nothing appears on the page

Remove sticker and tape from the gold contact area of the cartridge.

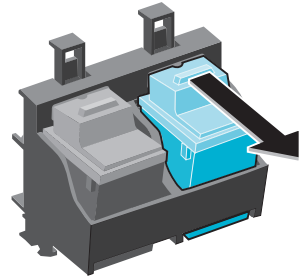
# Printing photos

- 1 To print high-quality photos, you will need to replace the black cartridge in your printer with a photo cartridge.

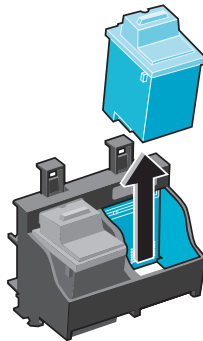
- a Raise the front cover. The print cartridge carrier moves to the loading position (unless printer is busy).



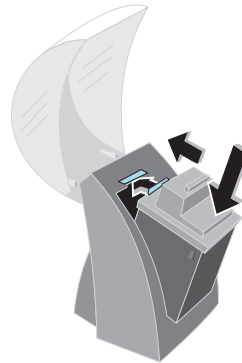
- b Snap the black cartridge out of place.



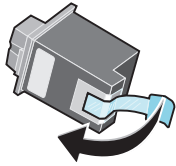
- c Remove the black cartridge from the cartridge carrier.



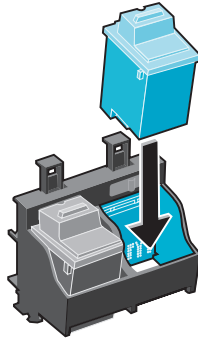
- d Store the black cartridge temporarily in the print cartridge storage unit that came with your photo cartridge.



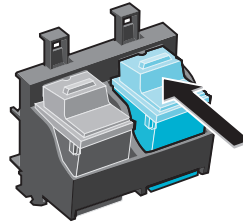
- e** Remove the sticker and tape covering the gold contact area of the photo print cartridge.



- f** Insert the photo cartridge.



- g** Snap the photo cartridge into place.



## Warning

### Cartridge handling

Do NOT touch the gold contact area on the print cartridge! Microscopic particles may clog the print nozzles.



## Supplies

### Photo cartridge

P/N 337711-001



## Tip

### To open the Control Program, click:

- 1 Start.
- 2 Programs.
- 3 Compaq IJ750 Series.
- 4 Compaq IJ750 Control Program on LPTx.



## Tip

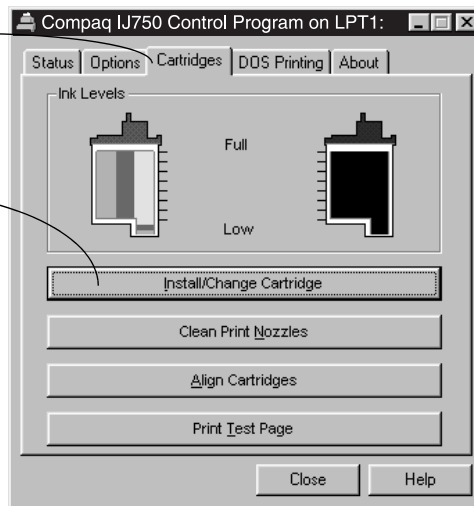
### Photo paper

Although you can use plain paper to print photos, for the best print quality, we recommend using photo paper designed for inkjet printers.

- 2** Complete the cartridge installation by updating the control program.  
**For information on opening the Control Program, see the “Tip” in the margin.**

Click the **Cartridges** tab.

Click **Install/Change Cartridge**.



- 3** Follow the instructions on the Change Cartridge screen to install a new or an old photo cartridge.
- 4** If your printer software prompts you to align your cartridges, insert a sheet of plain paper into the automatic feeder and follow the instructions on your screen.
- 5** Place up to 25 sheets of photo paper against the right side of the automatic feeder.



### Tip

#### 4x6 photo paper

If you're printing on 4x6 photo cards, you will need to insert the cards into the printer vertically. For help, see "Printing envelopes or card stock" on page 17.



### Tip

#### Allow photos to dry

Remove each sheet as it exits the printer and allow it to dry before stacking.



### Tip

#### To open the Printer Properties from an application, click:

- 1 File.
- 2 Print, Print Setup, or Printer Setup.
- 3 The Properties, Options, or Setup button.

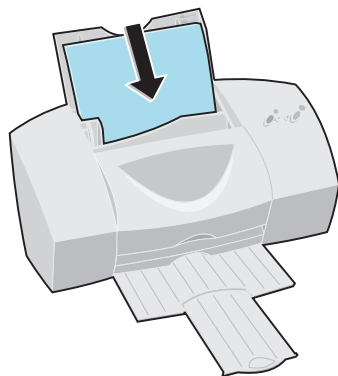


### Tip

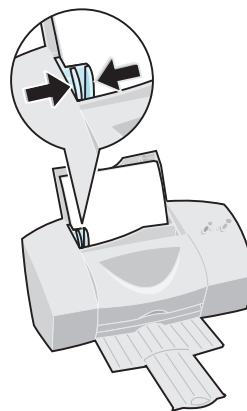
#### After printing photos

For best results, remember to replace the photo cartridge with a black cartridge before you print text files. For help, see "Installing or changing a print cartridge" on page 30.

Insert the photo paper with the print side facing you.



Squeeze the release tab and the paper guide together, and slide the paper guide to the edge of the photo paper.



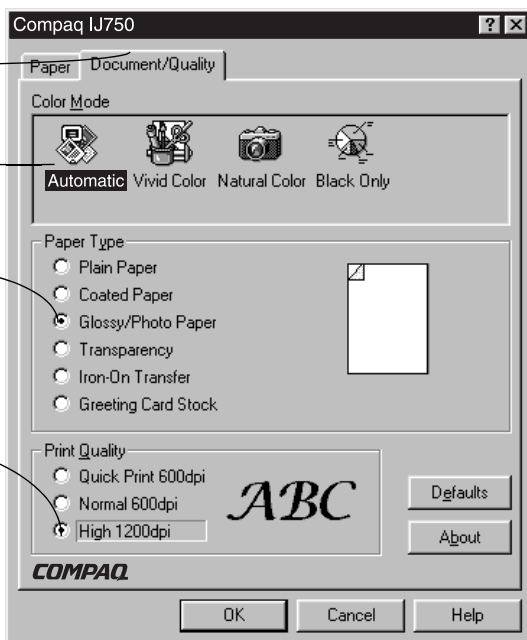
## 6 Customize the Printer Properties for printing photos. For information on opening the Printer Properties, see the "Tip" in the margin.

Click the **Document/Quality** tab.

Select **Automatic**.

Select **Glossy/Photo Paper**.

Select **High 1200dpi**.

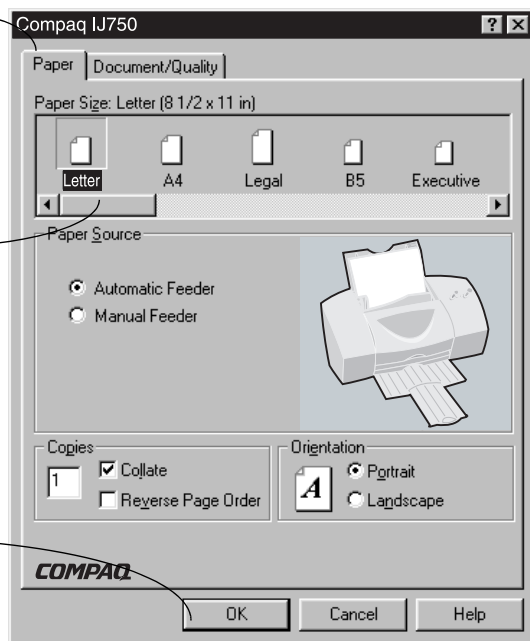


- 7** Click the paper tab and use the scroll bar to select the correct size of photo paper. **For information on opening the Printer Properties, see the “Tip” in the margin.**

Click the **Paper** tab.

Use the scroll bar to select the correct size of photo paper.

Click **OK**.



- 8** Print your photo.

Replace the photo cartridge with the black cartridge before you print text files. For help, see “Installing or Changing a Print Cartridge” on page 30.



#### Tip

**To open the Printer Properties from an application, click:**

- 1 File.
- 2 Print, Print Setup, or Printer Setup.
- 3 The Properties, Options, or Setup button.



#### Quick Fix

**Printer prints slowly**

- Decrease the print quality.
- If you are printing a text document, make sure you are using a black print cartridge and not a photo cartridge.
- Consider purchasing more memory (RAM) for your computer.
- Check the document you are printing. If you are using several graphics, it may take longer to print than regular text.



## Glossary

### Specialty media

Print media that, because of size or type, requires temporary modification to your printer settings. This would include, for example, envelopes, glossy/photo paper, and banner paper.



## Tip

### Load envelopes or card stock

Load an envelope or card stock **vertically** against the right side of the manual feeder.

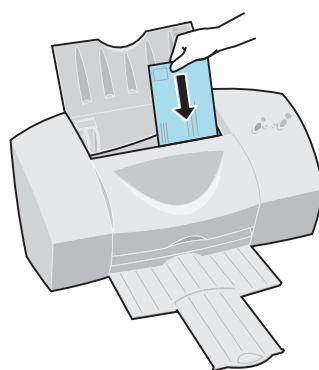
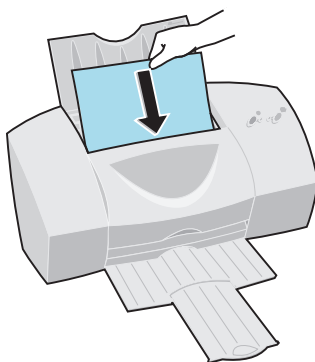
# Printing specialty media from the manual feeder

You can load only **one** sheet of specialty media into the manual feeder. To load specialty media:

- 1 Place the specialty media against the right side of the manual feeder, with the print side facing you.

When printing large media, load one sheet at a time, making sure your paper rests against the right side of the manual feeder.

When printing envelopes or card stock, make sure your envelope or card is inserted vertically as shown, and rests against the right side of the manual feeder.



- 2 Push the specialty media down until the printer automatically loads it.



# Caring for your print cartridges

## Chapter 4

This chapter describes how to install, replace, and care for your print cartridges.

For information about:	See page:
Installing or replacing print cartridges	30
Removing a print cartridge from the printer	30
Installing or changing a print cartridge	30
Completing the cartridge installation	31
Improving print quality	32
Aligning print cartridges	32
Cleaning print nozzles	35
Wiping print nozzles and contacts	37
Cleaning print cartridge carrier contacts	39
Preserving print cartridges	40



### Glossary

#### Print cartridge

The ink reservoir and printhead unit.



## Supplies

### Black cartridge

337709-001

### Color cartridge

337710-001

### Photo cartridge

337711-001



## Note

### Storing an extra print cartridge

Use the print cartridge storage unit that came with your photo cartridge to keep your extra print cartridge fresh when you are not using it.



## Note

### Cartridge disposal

Do not shake a used print cartridge. The remaining ink can leak. Before discarding the used print cartridge, place it in a leak-proof bag.



## Warning

### Cartridge Handling

Do NOT touch the gold contact area on the print cartridge. Microscopic particles may clog the print nozzle.

# Installing or replacing print cartridges

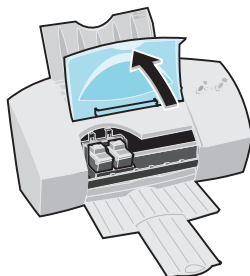
If you are replacing a print cartridge, begin with “Removing a print cartridge from the printer.”

If you are installing a print cartridge for the first time, see “Installing or changing a print cartridge.”

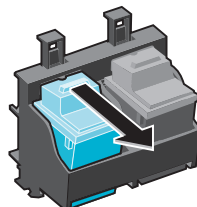
## Removing a print cartridge from the printer

- 1 Make sure the Power light is on.
- 2 If you need to remove a print cartridge before you install a different one, follow these steps:

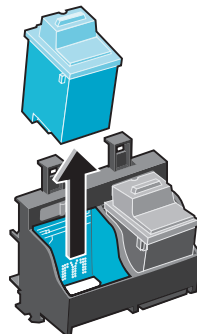
**a** Raise the front cover. The print cartridge carrier moves to the loading position unless the printer is busy.



**b** Pull the handle of the print cartridge you are replacing toward you until you hear a snap.



**c** Remove the print cartridge by lifting it up and out of the printer.



- 3 Store or dispose of the print cartridge you remove.
- 4 Continue with “Installing or changing a print cartridge.”

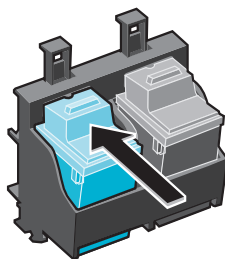
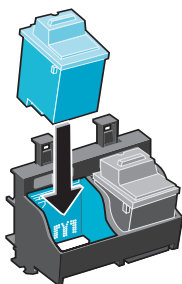
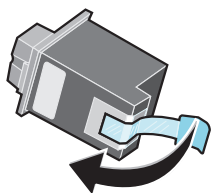
## Installing or changing a print cartridge

For the best print quality, you must install the print cartridge in the printer *and* update the printer software to reflect the changes you made.

If necessary, follow the steps for “Removing a print cartridge from the printer” on page 30 before proceeding.

## 1 To install the cartridge in the printer:

- a If you are installing a new cartridge, remove the sticker and tape covering the gold contact area of the print cartridge.
- b Insert the replacement print cartridge into the print cartridge carrier.
- c Push **back** firmly on the cartridge until it **snaps** securely into place.



## 2 Close the front cover.

## 3 **IMPORTANT:** Continue with “Completing the cartridge installation.”

# Completing the cartridge installation

To complete your cartridge installation, you must update your printer software by indicating the cartridge change you made in the printer. Updating the printer software ensures the best print quality and an updated ink level image in the Control Program.



## Quick Fix

### Print cartridge is loose

If the print cartridge seems loose and moves freely in its carrier, it is not locked into place. Make sure the cartridge snaps into place and is properly secured.



## Note

### Ink Low message

If the Ink Low message appears, you may want to install a new print cartridge to avoid diminished print quality during a printing job.



### Tip

**To open the Control Program, click:**

- 1 Start.
- 2 Programs.
- 3 Compaq IJ750 Series.
- 4 Compaq IJ750 Control Program on LPTx.



### Tip

#### Text printing

For normal text printing, make sure you have a black cartridge installed instead of a photo cartridge.



### Tip

#### Ink levels

To view ink levels, check the Cartridges tab. The ink level image shows you how much ink is left in your print cartridges.



### Tip

#### Cartridges in correct positions?

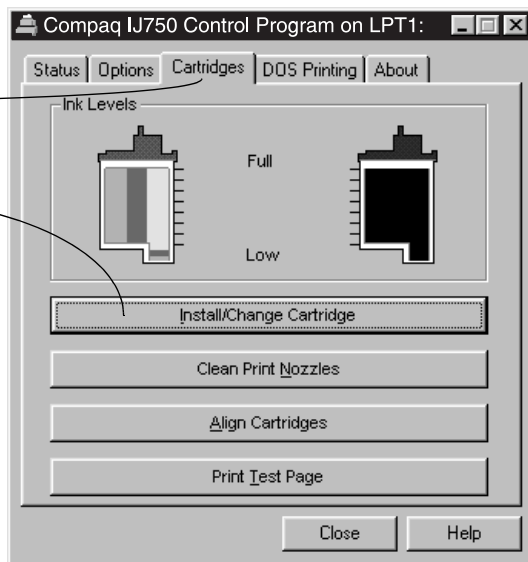
Make sure your print cartridges are in their correct positions and snapped into place. The black cartridge goes in the right carrier position and the color cartridge goes in the left.

To complete the cartridge installation:

- 1 Use the Control Program to update the printer software. **For information on opening the Control Program, see the “Tip” in the margin.**

Click the **Cartridges** tab.

Click **Install/Change Cartridge**.



- 2 Follow the instructions on the Change Cartridge screen to install a new standard or high yield cartridge or an old cartridge.

Make sure the print cartridges are installed correctly. For help, see “Installing or changing a print cartridge” on page 30.

- 3 If you installed a new print cartridge, align the print cartridges for the best print quality. For help, see “Aligning print cartridges.”

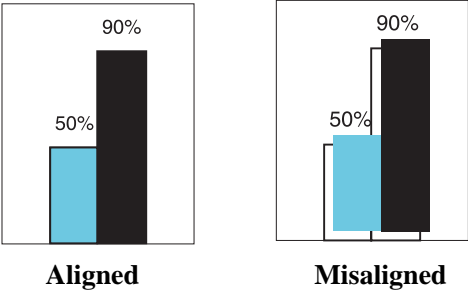
## Improving print quality

You can improve print quality through periodic cartridge maintenance. A simple cartridge alignment may improve your print quality. However, if your printer still is not printing to your satisfaction, you may need to clean the print nozzles.

### *Aligning print cartridges*

Normally, you only align the print cartridges after you have installed a new print cartridge. However, if the black portions of a graphic or text do not align properly with the color portions, you need to realign the print cartridges.

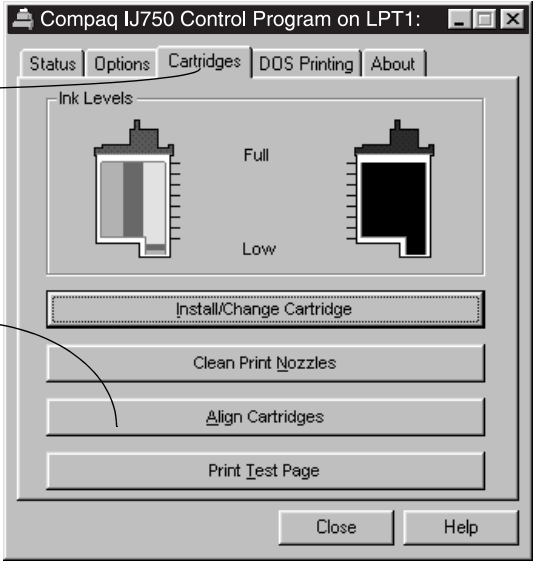
The following illustrations show a sample result of aligned and misaligned print cartridges:



- 1** Use the Control Program to begin alignment. **For information on opening the Control Program, see the “Tip” in the margin.**

Click the **Cartridges** tab.

Select the **Align Cartridges** button.



**Tip**

### Cartridge alignment

Align the print cartridges when:

- Characters are not aligned correctly at left margin.
- The black portions of a graphic or text do not align properly with the color portions.
- Vertical lines appear “wavy.”



**Tip**

### To open the Control Program, click:

- 1 Start.
- 2 Programs.
- 3 Compaq IJ750 Series.
- 4 Compaq IJ750 Control Program on LPTx.



### Note

## Alignment page

The alignment page that you print may look different from the example shown here.



### Tip

## Print quality suggestions

- Make sure you are using a paper designed especially for inkjet printing.
- If you are using specialty media, make sure the print side is facing you.



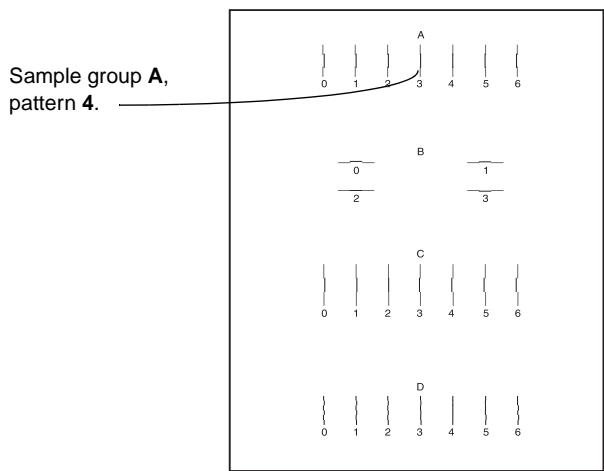
### Quick Fix

## If print is smudged or too dark:

- Make sure the Paper Type setting in the printer software matches the paper type loaded in the printer.
- Make sure the paper is straight and in good condition.
- Let the ink dry before handling the paper.
- Clean the print cartridge nozzles. For help, see "Cleaning print nozzles" on page 35.

The Align Cartridge dialog box appears on your screen. Depending on the cartridge combination you have installed in your printer, a test page with one or more alignment patterns is printed. Each pattern has a number under it.

The test page looks similar to the one shown:



- 2 From each alignment group on the test page, locate the number under the alignment pattern that comes closest to forming a perfectly straight line.

For example, select **4** from Group **A**, since it comes closest to forming a straight line.

- 3 In the Align Cartridges dialog box, enter the numbers from the printed test page of the appropriate alignment settings.

Compaq IJ750

Please wait for the alignment page to finish printing.

For each section below, enter the number of the printed alignment pattern which comes closest to forming a straight line.

Row	Example	Closest Number
A		4
B		8
C		15
D		15

Ok Help

For example, select **4** from **A** Horizontal.

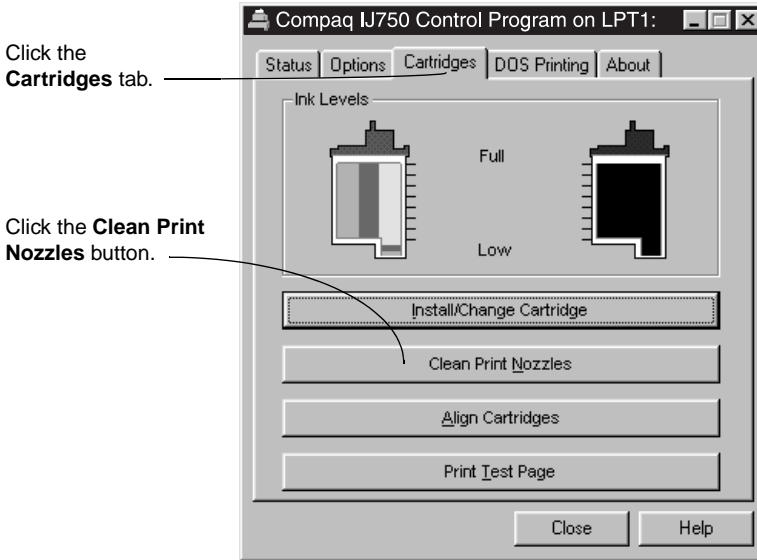
- 4 After you have entered a number for all of the patterns, click **OK**.

# Cleaning print nozzles

The print cartridge nozzle test helps you pinpoint any clogged nozzles. The nozzle test also cleans the print cartridge by cleaning the nozzles. A test line prints so you can see if the cleaning process was successful.

Clean the print nozzles when you suspect the nozzles are clogged or when characters are not printing completely.

- 1 Make sure plain paper is loaded in the printer.
- 2 Use the Control Program to run the nozzle test. **For information on opening the Control Program, see the “Tip” in the margin.**

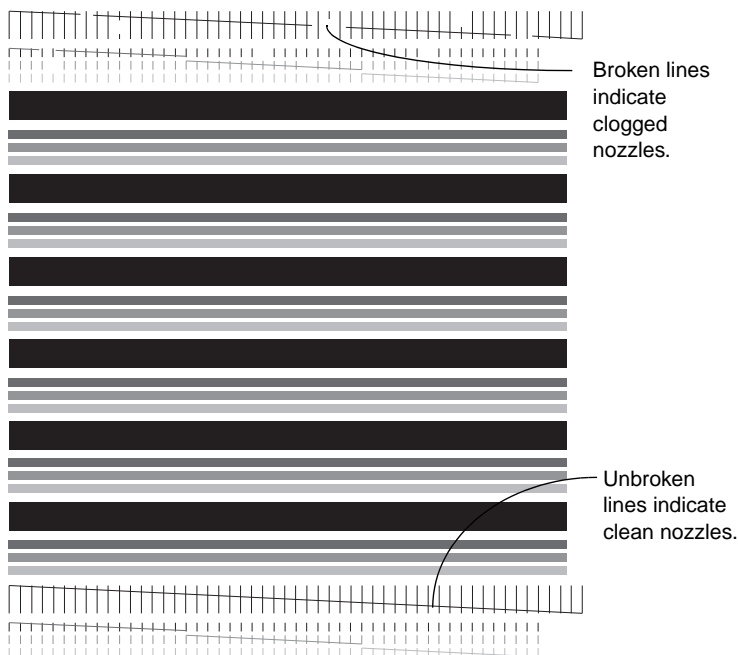


**Tip**

**To open the Control Program, click:**

- 1 Start.
- 2 Programs.
- 3 Compaq IJ750 Series.
- 4 Compaq IJ750 Control Program on LPTx.

The printer feeds a sheet of paper and prints a nozzle test pattern, similar to the one shown:



#### Note

#### Clean the print nozzles when:

- Characters are not printing completely.
- Characters print with white lines.
- White dashes appear in graphics.
- Print is smudged or too dark.



#### Quick Fix

#### Poor print quality

Make sure you have installed your cartridges in their appropriate positions. The black cartridge goes in the right carrier position and the color cartridge goes in the left.

- 3 Examine the test pattern.
- 4 Compare the diagonal lines above the printed bars to the diagonal lines below the printed bars.  
Look for breaks in the diagonal lines above the printed bars. Broken lines indicate clogged nozzles.
  - If the bottom line still has breaks, run the test two more times. If the print quality is satisfactory after running the test three times, the print nozzles are clean. You do not need to complete the remaining steps.
  - If the print quality of both lines is not satisfactory after running the test three times, go to step 5.
- 5 Remove and reinstall the print cartridge.
- 6 Repeat the nozzle test.
- 7 If the lines are still broken, wipe the print cartridge nozzles. For help, see “Wiping print nozzles and contacts” on page 37.



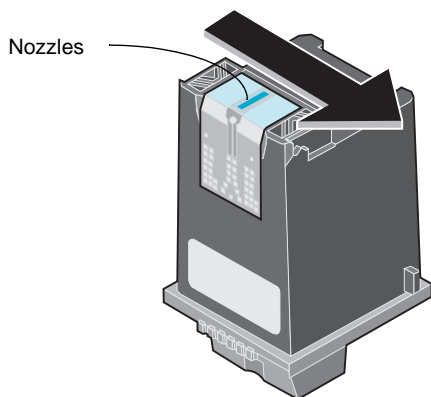
## Wiping print nozzles and contacts

If print quality does not improve after cleaning the print nozzles (see “Cleaning print nozzles” on page 35), the problem may be caused by dried ink on the print cartridge nozzles.

### 1 Wipe the print cartridge nozzles:

- a** Remove the print cartridge from the printer. For help, see “Removing a print cartridge from the printer” on page 30.
- b** Dampen a clean cloth with water and gently wipe the entire gold-colored area, including the nozzles.

When cleaning the color cartridge, wipe the nozzles in one direction so the colors do not mix.



- c** To dissolve dried ink, hold the damp cloth against the nozzles for about three seconds. Gently blot and wipe dry.

### 2 Allow the gold-colored area to dry.



#### Quick Fix

### Printer prints unexpected or missing characters

- Make sure your Compaq Color Inkjet printer driver is set as the default printer.
- Your printer may have bidirectional communication problems. For help, see Bidirectional communications problems in the Printer Properties Help. To open Help from inside an application, click:

- 1 File.
- 2 Print, Print Setup or Printer Setup.
- 3 The Properties, Options, or Setup button.
- 4 The Help button.
- 5 Help Topics.
- 6 Troubleshooting.
- 7 Bidirectional communications problems.



#### Warning

### Cartridge handling

Do NOT wipe the nozzles and contacts with the same section of cloth. Microscopic particles may clog the print nozzles.



### Warning

#### Cartridge handling

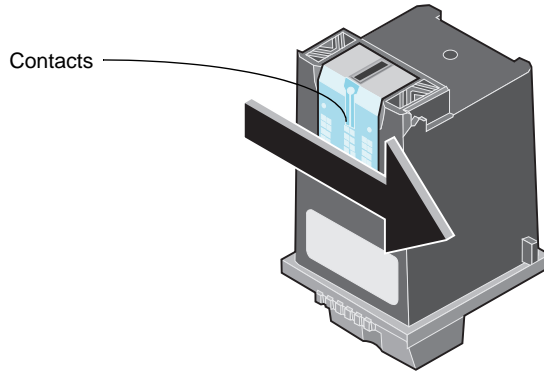
Do NOT wipe the nozzles and contacts with the same section of cloth.

Microscopic particles may clog the print nozzles.

### 3 Wipe the print cartridge contacts:

- a** Dampen another section of clean cloth with water and gently wipe the entire gold-colored area, including the contacts.

When cleaning the color cartridge, wipe the contacts in one direction.



- b** To dissolve dried ink, hold the damp cloth against the contacts for about three seconds. Gently blot and wipe dry.

### 4 Allow the gold-colored area to dry.

### 5 Reinstall the print cartridge and repeat the nozzle test. For help, see “Cleaning print nozzles” on page 35.

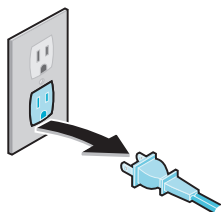
### 6 If the nozzle test line is still broken, clean the print cartridge carrier contacts. For help, see “Cleaning print cartridge carrier contacts” on page 39.

## Cleaning print cartridge carrier contacts

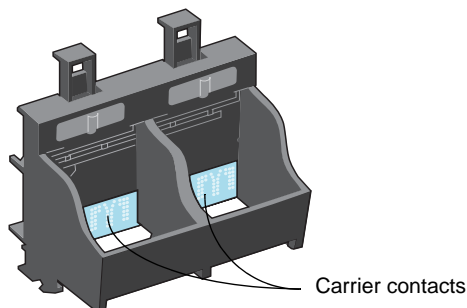
Clean the print cartridge carrier contacts only if you have cleaned and wiped the print nozzles and print quality is still unsatisfactory.

To clean the print cartridge carrier contacts:

- 1 Remove both print cartridges. For help, see “Removing a print cartridge from the printer” on page 30.
- 2 Unplug the power supply from the electrical outlet.



- 3 Use a clean, dry cloth to clean the cartridge carrier contacts inside the printer.



- 4 Replace the print cartridges. For help, see “Installing or changing a print cartridge” on page 30.
- 5 Close the front cover.
- 6 Plug the printer power supply into an electrical outlet.

If the print quality has not improved after this cleaning process, replace your print cartridge. If print quality still does not improve, your printer may require service.



### Note

#### Cartridge carrier positioning

Unplugging the power supply forces the cartridge carrier to remain in the loading position.



### Quick Fix

#### Ink smears on the page

- If the ink on a page is smeared by the next page exiting the printer, the ink may still be damp when a page finishes printing. Remove the pages as they exit the printer and allow them to dry before stacking.
- Select a higher print quality setting from the Document/Quality tab in the Printer Properties.
- Select the Natural Color setting from the Document/Quality tab in the Printer Properties.

## ***Preserving print cartridges***

To ensure the longest life from your print cartridge and optimum performance from your printer:

- Keep a print cartridge in its packaging until you are ready to install it.
- Do not remove a print cartridge from the printer except to replace, clean, or store it in a print cartridge storage unit. The print cartridge will not print correctly if removed from the printer and left exposed for an extended period of time.
- If a print cartridge runs out of ink, leave the empty cartridge in the printer until you are ready to replace it. Printing with one of the print cartridge carriers empty may cause printer problems.
- Do not refill print cartridges. Refilling empty print cartridges may invalidate your warranty. Incompatible inks can cause damage to the printhead or to the printer. For best results, use Compaq supplies with the printer.

In this section, you can find information about:

- Installing the printer software
- Printing from Windows 3.1, 3.11, or NT 4.0
- Printing from DOS
- Limited Warranty Statement
- Federal Communications Commission (FCC) Compliance Information Statement
- Notices
- Safety information

## Installing the printer software

You can obtain the printer software from the CD-ROM, diskettes, or World Wide Web.

### Using the CD-ROM

If your computer has a CD-ROM drive, follow the steps in the *Getting Started* booklet to install your printer software.

If your computer does not have a CD-ROM drive, you can create driver diskettes using another computer with a CD-ROM drive.

### Using diskettes

Follow the instructions for your operating system to install the printer software from diskettes.

### Windows 95 or 98

**IMPORTANT:** If Windows displays a message indicating your printer has been found, select **Cancel**. If the update Device Driver Wizard appears, select **Cancel**.

- 1 Make sure your computer is on and Windows is running.
- 2 Insert **Setup Disk 1** into your disk drive.
- 3 From the **Start** menu, choose **Run**.
- 4 In the command-line text box, type the letter of your disk drive, followed by **: \setup** (for example, **a: \setup**), and then click **OK**.
- 5 When prompted by the printer software, insert the appropriate disks into your disk drive and click **OK**.
- 6 Follow the instructions on the screen.

### Windows 3.1 or 3.11

- 1 Make sure your computer is on and Windows is running.
- 2 Insert **Setup Disk 1** into your disk drive.
- 3 From the Windows Program Manager menu bar, choose **File**, and then choose **Run**.
- 4 In the command-line text box, type the letter of your disk drive, followed by **: \setup** (for example, **a: \setup**), and then click **OK**.
- 5 When prompted by the printer software, insert the appropriate disks into your disk drive and click **OK**.
- 6 Follow the instructions on the screen.

### Using a downloaded printer driver

If your computer does not have a CD-ROM drive, you can download a driver from Compaq's World Wide Web site at [www.compaq.com/athome](http://www.compaq.com/athome).

- 1 From Compaq's web page, select the appropriate driver for your operating system.
- 2 Select **Save to Disk**.
- 3 Select a location on your hard disk drive.
- 4 Double-click the executable (.exe) file to open it.  
  
The WinZip Self-Extractor window opens.
- 5 Follow the instructions on your screen.

## Printing from Windows 3.1 or 3.11

When you installed the software for your printer, several applications were installed on your computer. The printer software applications allow you to perform printing tasks with the best printing results. You can also use the printer software to care for your printer.

### Using the Control Program

Use the Control Program when you want to:

- Align print cartridges for best print quality
- Clean print nozzles

- Change settings for DOS printing
- Control when and how the Control Program appears
- Install or replace print cartridges
- Monitor print jobs and print cartridge ink levels
- Print a test page
- Cancel a print job

## Opening the Control Program

From the Compaq IJ750 program group, double-click the Control Program icon.

## Using the Printer Properties

Use the Printer Properties when you want to:

- Adjust print quality / print speed
- Choose different sizes and types of media
- Choose page orientation
- Reset document defaults

## Opening the Printer Properties from your application

You can open the Printer Properties from almost any application. This allows you to change printer settings for each document you print. To open the Printer Properties from your application:

- 1 Open the application's **File** menu.
- 2 Choose **Print** (or **Printer**) **Setup**.
- 3 In the Printer Setup dialog box, click the **Properties**, **Options** or **Setup** button (depending on the application).
- 4 Change settings as needed.

## Opening Printer Properties from Windows

To make your changes apply to all documents, open the Printer Properties from Windows.

- 1 Open the Compaq IJ750 Control Program.
- 2 Click the **Windows Printing** tab.
- 3 Click the **Windows Driver Setup** button.

## Using the Spool Manager in Windows 3.1 or 3.11

The Spool Manager automatically runs each time you send a document to print through Windows. To open the Spool Manager from the Control Program:

- 1 From the Compaq IJ750 program group, double-click the **Control Program** icon.
- 2 Click the **Windows Printing** tab.
- 3 Click the **Spool Manager** button.

## Printing from Windows NT 4.0

### Using the Control Program

The Control Program appears each time you send a job to print. Use the Control Program when you want to:

- Cancel a print job
- Enable Control Program options
- Monitor print jobs and print cartridge ink levels
- View the job progress.
- Align print cartridges
- Clean print nozzles
- Print a test page
- Install or replace print cartridges

## Opening the Control Program

- 1 From the Start menu, click **Programs**.
- 2 Click the Compaq IJ750 program group
- 3 Click **Control Program**.

## Using the Printer Properties.

Use the Printer Properties when you want to:

- Adjust the quality of print jobs
- Change document settings
- Choose different sizes and types of media
- Choose page orientation

## Opening the Printer Properties

When you open the Printer Properties from an application, the settings apply **only** to the document you are currently creating.

To open the Printer Properties:

- 1 Open the application's **File** menu.
- 2 Choose **Print**, **Print Setup** or **Printer Setup** (depending on the application).
- 3 In the Printer Setup dialog box, click the **Properties**, **Options** or **Setup** button (depending on the application).
- 4 Change settings as needed.

You can also open Printer Properties from the Windows NT 4.0 desktop and adjust the settings to apply to **all** documents.

To open Printer Properties from the Windows NT 4.0 desktop:

- 1 From the Start menu, click **Settings**.
- 2 Click **Printers**.

- 3 Right-click on the Compaq IJ750 printer icon.
- 4 A sidebar menu appears. Click **Document Defaults**.
- 5 Change settings as needed.

### **Learn more about your printer software**

To learn more about the printer setting options, click the **Help** button at the bottom of each tab in the printer software.

## **Printing from DOS**

You must install the following before you can print from DOS applications:

- Compaq IJ750 printer software
- PCL 3 printer driver for each DOS application

Appropriate drivers in order of preference are:

- HP DeskJet 500C
- HP DeskJet 500

You must use the HP DeskJet 500C for color print jobs. If your application does not include drivers for the HP DeskJet 500C or the HP DeskJet 500, contact the software manufacturer for a compatible driver replacement.

### **Printing from a DOS application in Windows**

Use these instructions only if your application runs from the DOS prompt in Windows.

When you print from a DOS application, your printer uses PCL 3 emulation. You must install a printer driver for PCL 3 emulation in each DOS application.

In Windows 3.1 or 3.11, avoid switching from your DOS application to another application

while your job is printing. See the Readme file for your Compaq printer for more information.

Follow the steps to enable DOS printing:

- 1 Make sure you are in Windows, not native DOS.
- 2 From the Control Program, click the **Options** tab.
- 3 For help opening the Control Program, see “Using the Printer Properties” on page 8.
- 4 Make sure **Disable DOS Printing** is **not** checked.
- 5 Start your application from DOS.
- 6 For help, see your Windows documentation.
- 7 Install the HP DeskJet 500C as the current printer in the DOS application from which you are printing.

Some applications offer a color or black (mono) version of the HP DeskJet 500C driver. Choose the black (mono) version if you are printing in black only. Choose the color version if you are printing in color and black.

### **Changing print settings for DOS applications**

If possible, use options in your DOS application to change printer settings. Use the following steps only if you want to change a printer setting that does not exist in your DOS application. Settings in your DOS application override settings in the driver.

- 1 From the Control Program, click the **DOS Printing** tab.

For help opening the Control Program, see “Using the Printer Properties” on page 8.

- 2 Change settings as needed.

**Note:** When you make changes on the DOS Printing tab, they apply to DOS print jobs only. When you make changes on other tabs, they apply to all print jobs.

### **Printing to a file**

To print a document that has been processed by the driver and stored in a file (that is, printed to file):

- 1 Make sure you are in Windows, not native DOS.
- 2 Start your application from DOS.
- 3 For help, see your Windows documentation.
- 4 Create a print file using the “Print to File” function of your application. For help on printing to a file, see your application’s user’s documentation.
- 5 Use this DOS command to copy the print file to the port where the printer is connected:

**copy filename lptn /b**

In the command example:

- **copy** is the DOS copy command.
- **filename** is the name of the print file you created.
- **lptn** is the port where your printer is connected. For example, **lpt1** or **lpt2**.
- **/b** instructs the computer to send the data in binary form.

**Note:** Avoid using the DOS **Print** command to send a job to the printer port. The Print command causes printing delays.

## Printing from non-Windows DOS applications

Follow these steps if your application runs from the native DOS prompt, but does not run from the DOS prompt in Windows.

- 1 From the printer's Control Program, click the **Options** tab.

For help opening the Control Program, see "Using the Printer Properties" on page 8.

- 2 Make sure **Disable DOS Printing** is **not** checked.
- 3 Exit Windows.
- 4 Start your DOS application.
- 5 Install the HP DeskJet 500C as the current printer in the DOS application from which you are printing.

Some applications offer a color or black (mono) version of the HP DeskJet 500C driver. Choose the black (mono) version if you are printing in black only. Choose the color version if you are printing in color and black.

If your application does not offer the HP DeskJet 500C printer driver, install the HP DeskJet 500 printer driver. You will not be able to print in color with the HP DeskJet 500 printer driver.

For help installing a printer, see your application user's documentation.

- 6 Create a print file using the "Print To File" function of your application. For help on printing to a file, see your application's documentation.
- 7 Exit the DOS application.

- 8 Start Windows.
- 9 Double-click the MS-DOS icon in the Main group of Windows.
- 10 Use this DOS command to copy the print file to the port where the printer is connected:

**copy filename lptn /b**

In the command example:

- **copy** is the DOS copy command.
- **filename** is the name of the print file you created.
- **lptn** is the port where your printer is connected. For example, **lpt1** or **lpt2**.
- **/b** instructs the computer to send the data in binary form.

**Note:** Avoid using the DOS **Print** command to send a job to the printer port. The **Print** command causes printing delays and may corrupt the print job.

### Quick fixes for DOS printing problems

#### Problem: DOS print job takes too long to print

##### What to do...

- If you attempt to print a DOS file by sending it to the port to which the printer is connected, use the DOS Copy command.
- Avoid using the DOS Print command. It causes print delays.

#### Problem: DOS print job does not print

##### What to do...

Check the following items:

- Make sure the Power light is on.
- Follow the steps for your operating system to make sure you select the DOS Printing option:

- 1 From the printer's Control Program, click the Options tab.
- 2 Make sure **Disable DOS Printing** is **not** checked.

## Limited Warranty Statement

### What is the warranty for my Compaq Inkjet Printer?

Your Compaq Inkjet Printer is covered by a Compaq One Year Limited Warranty. You are entitled to warranty service if a hardware repair is required on your Compaq Inkjet Printer within the warranty period. This limited warranty is valid only within the United States or Canada, and only within the country in which it was purchased.

### What are the terms of this limited warranty?

Compaq warrants that the printer you have purchased from Compaq or from a Compaq authorized reseller is free from defects in materials or workmanship under normal use during the warranty period. The warranty period commences on the date of purchase. Your dated sales receipt is your proof of the date of purchase. This warranty extends only to you, the original purchaser. You cannot transfer the warranty to anyone who purchases the product from you.

### How do I obtain warranty service?

Call Compaq's Technical Support Center at 1-281-927-5272. Compaq's highly trained technicians will first try to resolve the problem by phone. If your problems cannot be resolved by phone, Compaq will ship an exchange printer to you. Upon



receipt of the exchange printer, pack the defective printer (in the carton which contained the exchange printer) and make it available for pickup by a Compaq representative. If you fail to return the defective printer within 5 business days, you will be responsible for the full amount of the replacement printer.

### ***How do I obtain online support?***

Compaq offers free technical support via the Internet at <http://www.compaq.com/athome/> web site. You may also visit our technical support chat site at [forum.compaq.com](http://forum.compaq.com) and quickly receive answers to your Compaq Inkjet Printer questions.

### ***What is not covered by this limited warranty?***

- Product purchased from anyone other than Compaq or a Compaq authorized reseller
- Product purchased outside the United States or Canada
- Software products except for obligations specified in the software program license agreement
- Routine cleaning, or normal cosmetic and mechanical wear
- Damage from misuse, abuse, or neglect
- Damage from use outside the product's usage parameters
- Damage from use of parts not manufactured or sold by Compaq
- Damage from modification or incorporation into other products
- Damage from repair or replacement of warranted parts by other than a Compaq authorized service provider

- Damage to or loss of any programs or data
- Damage resulting from an act of God

### ***Hardware Products Covered and Duration of Warranty***

This Limited Warranty applies in the United States and Canada to Hardware Products manufactured or distributed by Compaq Computer Corporation (Compaq) under the Compaq brand name. A Compaq Hardware Product is defined as Compaq IJ200, IJ700, IJ900, IJ300, IJ750 Inkjet Printer.

Contact your Compaq authorized reseller or Compaq if you have any questions about this Limited Warranty.

Compaq's obligations with respect to Software distributed by Compaq under the Compaq brand name are set forth in the applicable end-user license agreement. Compaq has no other obligation to repair or replace software under this limited warranty. Non-Compaq Hardware and Software Products are provided on an "AS IS" basis. However, non-Compaq manufacturers, suppliers, or publishers may provide their own warranties.

### ***Terms of the Warranty***

Compaq warrants that the Hardware Product you have purchased from Compaq or from a Compaq authorized reseller is free from defects in materials or workmanship under normal use during the warranty period. The warranty period commences on the date of purchase. Your sales receipt, showing the date of purchase of the Hardware Product, is your proof of the date of purchase. This warranty extends only to you, the original

Purchaser. It is not transferable to anyone who subsequently purchases the Hardware Product from you. It excludes expendable parts.

During the warranty period, Compaq will, at no additional charge, replace defective IJ300 printers with new, or at the option of Compaq, refurbished printers that are equivalent or superior to new parts in performance.

All exchanged Products replaced under this warranty will become the property of Compaq. If, after repeated efforts, Compaq is unable to restore the Product to good working order, you are entitled to a refund of the purchase price.

If the Hardware Product is replaced by Compaq, and you fail to return the defective Hardware Product within 5 business days, you will be responsible for the full amount of the replacement printer.

This Limited Warranty is valid only within the United States or Canada, and within the country in which the Hardware Product was purchased.

This Limited Warranty extends only to Products purchased from Compaq or from a Compaq authorized reseller. This Limited Warranty also does not extend to any Product that has been damaged or rendered defective (a) as a result of accident, misuse, or abuse; (b) as a result of an act of God; (c) by operation outside the usage parameters stated in the Product's User's Guide; (d) by the use of parts not manufactured or sold by Compaq; (e) by modification of the Product; or (f) as a result of service by anyone other than Compaq, a Compaq authorized reseller, or a Compaq authorized service provider. Compaq is not responsible for damage to or loss of any programs or data. Contact your local Compaq authorized service

provider for geographic restrictions, proof-of-purchase requirements, response time commitments and other specific on-site service requirements.

EXCEPT AS EXPRESSLY SET FORTH IN THIS WARRANTY, COMPAQ MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. COMPAQ EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED TO THE TERMS OF THIS EXPRESS LIMITED WARRANTY.

### ***Limitation of Remedy***

Compaq is not liable for any damages caused by the Product or the failure of the Product to perform, including any lost profits, lost savings, incidental damages, or consequential damages. Compaq is not liable for any claim made by a third party or made by you for a third party. This limitation applies whether damages are sought, or a claim made, under this warranty or as a tort claim (including negligence and strict product liability), a contract claim, or any other claim. This limitation cannot be waived or amended by any person.

This limitation of liability will be effective even if Compaq or an authorized representative of Compaq has been advised by you of the possibility of any such damages. This limitation of liability, however, will not apply to claims for personal injury.

## ***U.S.A. State Laws***

Some states do not allow limitation on how long an implied warranty lasts. In such states, the limitations or exclusions of this Limited Warranty may not apply to you.

Some states do not allow the exclusion or limitation in incidental or consequential damages for consumer products. In such states, the exclusion or limitation of this Limited Warranty may not apply to you. This Limited Warranty gives you specific legal rights. You may also have other rights that may vary from state to state. You are advised to consult applicable state laws for a full determination of your rights.

## **Federal Communications Commission (FCC) Compliance Information Statement**

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. 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.

The FCC Class B 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, may 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 receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult your point of purchase or service representative for additional suggestions.

The manufacturer is not responsible for any radio or television interference caused by using other than recommended cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.

To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

Any questions regarding this compliance information statement should be directed to:

Compaq Computer Corporation  
P. O. Box 692000, Mail Stop 510101  
Houston, Texas 77269-2000

Or, call (281) 514-3333

## Notices

### ***Industry Canada Compliance Statement***

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

### ***Avis de conformité aux normes d'Industrie Canada***

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

### ***Industry Canada Compliance Statement***

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


### ***Avis de conformité aux normes d'Industrie Canada***

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

## **Power supply replacement**

If your power supply fails, replace it with the Compaq replacement part or other UL LISTED Direct Plug-In Power Unit marked "Class 2" and rated 30 Vdc at 500 mA to 830mA.

## **Safety information**

- If your product is NOT marked with this symbol , it MUST be connected to an electrical outlet that is properly grounded.
- The power supply must be connected to an electrical outlet that

is near the product and easily accessible.

- Refer service or repairs, other than those described in the operating instructions, to a professional service person.
- This product is designed, tested and approved to meet strict global safety standards with the use of specific authorized components. The safety features of some parts may not always be obvious. The printer manufacturer is not responsible for the use of other replacement parts.



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