
hp business inkjet 2600/2600dn



service and
support
manual

(authorized service providers)



Tour the Product

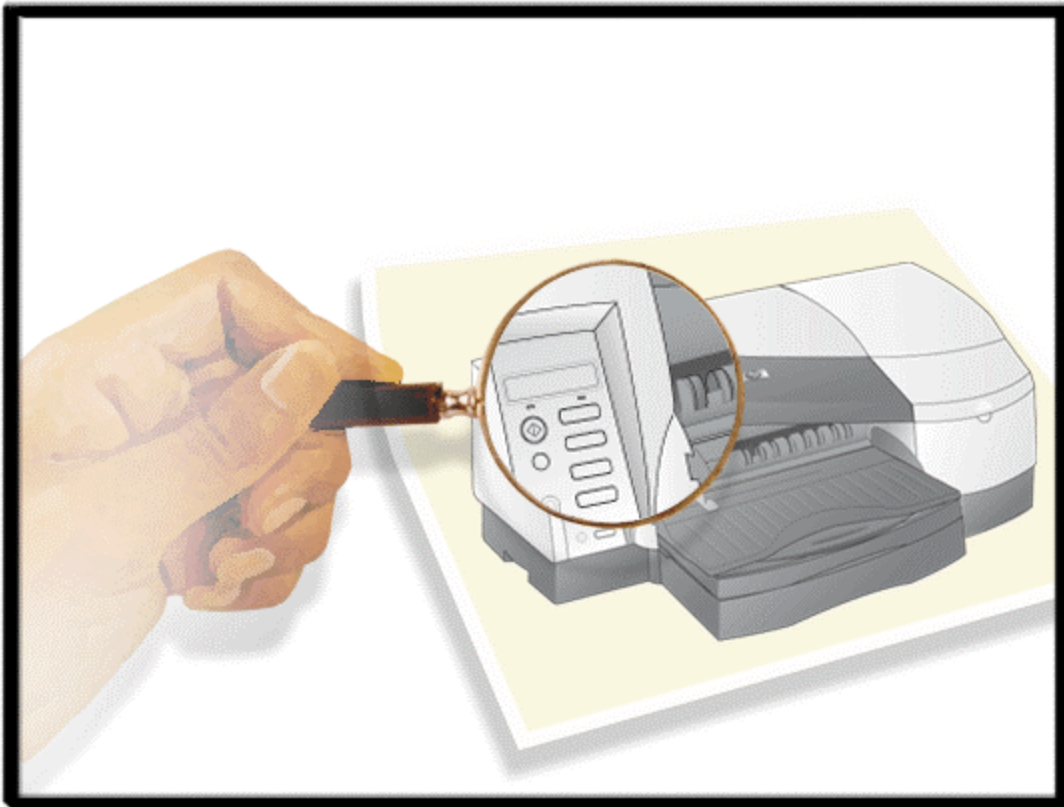


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product overview



- Product positioning: High-performance, wide-format business inkjet designed for workgroups
- Product features:
 - High speed color printing on any media up to 13 inches x 19 inches with uncompromised print quality
 - Robust network solutions with internet capabilities
 - Prints a lot more for a lot less
- Product price: US\$ 999 (Base) and US\$ 1399 (DN)

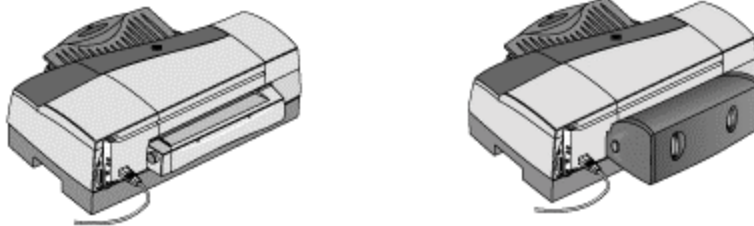
unique product features

- High-speed color printing:
 - Maximum of 15/11ppm draft and maximum of 8/6 ppm normal
 - HP PhotoREt III print quality
 - Low Total Cost of Ownership (TCO) with 2.2 cents mono cpp and 8.4 cents color cpp
- Superior network performance with support for:
 - HP PCL5C/Postscript 3 emulation
 - HP enhanced input/output (EIO) JetDirect (internal)
 - Built-in Universal Serial Bus (USB) and parallel ports
 - Embedded Web server
 - LaserJet compatible office drivers and installer
- Remote printer management using an embedded web server with:
 - Remote printer & supplies status
 - Remote printer configuration
 - Remote printer diagnostic/troubleshooting
 - Email/Alerts
 - Link to hp instant support
 - Usage information, such as amount of ink and number of pages
 - Event log
 - Ink supplies ordering
 - hp business store
- Support for accessories and consumables:
 - KCMY high-capacity individual ink cartridges
 - Auto-duplex unit for double-sided printing

product positioning statement

hp's high performance, wide format business inkjet designed for the workgroup

product placement



hp business inkjet 2600	hp business inkjet 2600dn
Base Unit	Comes with EIO 615N print server and auto-duplex unit
Part number: C8109A	Part number: C8110A
Street price: \$ 999	Street price: \$ 1399
Placement: worldwide	Placement: worldwide (except Japan, China, and Taiwan)

comparison between hp business inkjet 2600 and 2600dn

benefits

- Support for up to 13x19 inches paper
- Support for PCL5C/PS3 language
- Superior print quality with HP PhotoREt III
- Cost-efficient 4-pen operation
- Superior network performance and manageability
- Embedded Web server for remote printer management and e-services
- Auto-duplex printing
- High-quality and high-speed CAD checkplots
- Support for wide variety of paper
- AutoCAD ADI solutions (over the network)

Localization

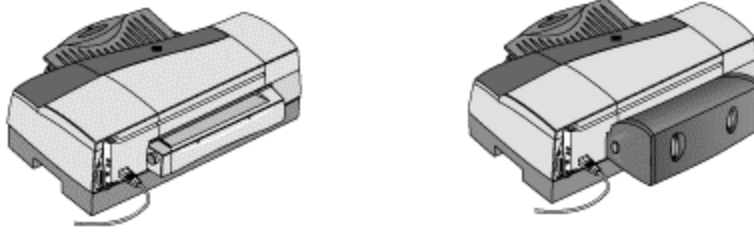
- Front Panel
- Packaging
- Manual
- PCL5C/PS3/ADI Driver

Items	Europe	NA/LAR	Asia-Pacific
Front Panel	WW - English, German, French, Portuguese, Italian, Dutch, Spanish, Norwegian, Finnish, Swedish, Danish, Czech, Polish, and Russian	WW - English, German, French, Portuguese, Italian, Dutch, Spanish, Norwegian, Finnish, Swedish, Danish, Czech, Polish, and Russian	WW - English, German, French, Portuguese, Italian, Dutch, Spanish, Norwegian, Finnish, Swedish, Danish, Czech, Polish, and Russian
Packaging	<ul style="list-style-type: none"> • UGFD/IPAS - English, German, French, Dutch, Italian, Portuguese, Arabic, and Spanish • NFSD/GRPC - Norwegian, Finnish, Swedish, Danish, Greek, Russian, Polish, and Czech 	UFPS - US English, Euro French, Portuguese, and Spanish	UTCK - US English, Traditional Chinese, and Korean

Manual	<ul style="list-style-type: none"> • UGFD - English, German, French, and Dutch • NFSD - Norwegian, Finnish, Swedish, and Danish • IPAS - Italian, Spanish, Portuguese, and Arabic • GRPC - Greek, Russian, Polish, and Czech 	<ul style="list-style-type: none"> • U - US English • UFPS - US English, Euro French, Portuguese, and Spanish 	<ul style="list-style-type: none"> • U - US English • UK - US English and Korean
PCL5C/PS3/ADI Driver	WW - English, German, French, Portuguese, Italian, Dutch, Spanish, Norwegian, Finnish, Swedish, Danish, Czech, Polish, Russian	WW - US English, German, French, Portuguese, Italian, Dutch, Spanish, Norwegian, Finnish, Swedish, Danish, Czech, Polish, Russian	WW- English, German, French, Portuguese, Italian, Dutch, Spanish, Norwegian, Finnish, Swedish, Danish, Czech, Polish, Russian

localization options

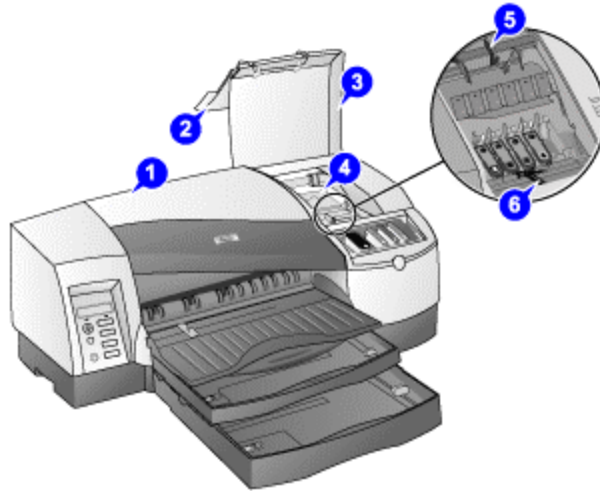
the printers



Dimension	hp business inkjet 2600	hp business inkjet 2600dn
Width	724 mm (28.5 inches)	724 mm (28.5 inches)
Height	283 mm (11.1 inches)	283 mm (11.1 inches)
Depth	568 mm (22.4 inches)	645 mm (25.4 inches)
Weight	18 kg (39.7 lb)	19.5 kg (43 lb)

printer comparison

top of the printer

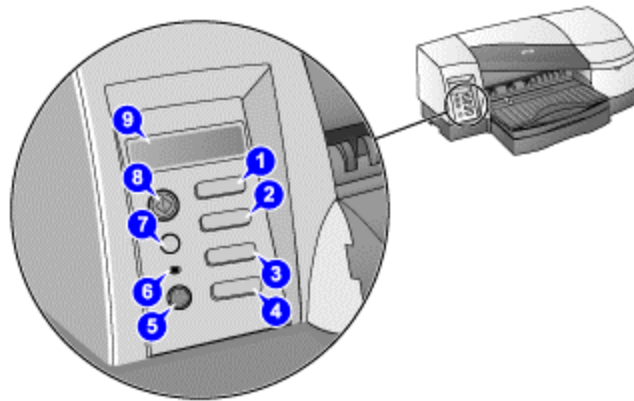


top of the printer

The components located at the top of the printer are:

1. Top cover - Provides access to the interior components of the printer.
2. Ink cartridge cover - Provides access to ink cartridges.
3. Printhead cover - Provides access to printheads.
4. Printhead access latch - Provides access to install or remove printheads from their respective color-coded sockets.
5. Hook - Connects to the carriage lock. It must be engaged for the printer to operate.
6. Carriage lock - Secures the printhead access latch.

controls



controls

The purpose of the LCD control panel:

- Configure printer settings.
- View printer status.
- View printer messages.
- Diagnose printer problems.

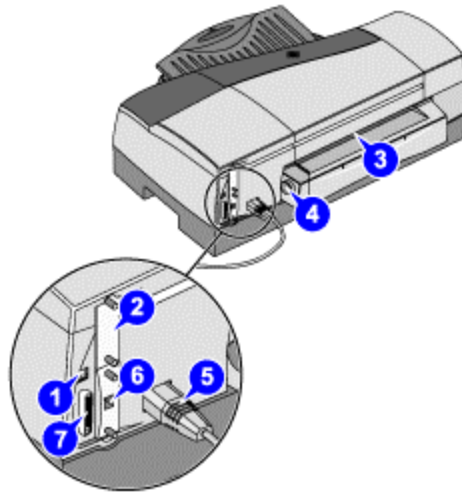
Note

Additional menu items can appear in the LCD control panel depending on the hardware modules installed in the printer.

The components located at the control panel are:

1. **MENU** - Displays the menu options available in the LCD control panel.
2. **ITEM** - Displays the menu items within a selected menu. Also moves the cursor within the VALUE character string.
3. **VALUE** - Displays the values available for the selected menu item. Also used to input numbers larger than 9. Use the ITEM key to change or move the cursor to the 10s and 100s column.
4. **SELECT** - Selects the value that is currently shown on the LCD display.
5. **POWER** - Turns the printer off or on.
6. **Indicator LED** - Indicates the printer status based on the color of the light displayed. The indicator lights up when a printer is online (green) and blinks when a printer is printing (green) or when an error occurs on the printer (amber). When the printer encounters a non-recoverable error, the LED turns off.
7. **CANCEL** - Cancels the current print job. Press this button only once to cancel a queued print job.
8. **RESUME** - Continues a print job that is kept waiting.
9. **LCD display** - Displays status messages and ink levels in ink cartridges.

rear of the printer

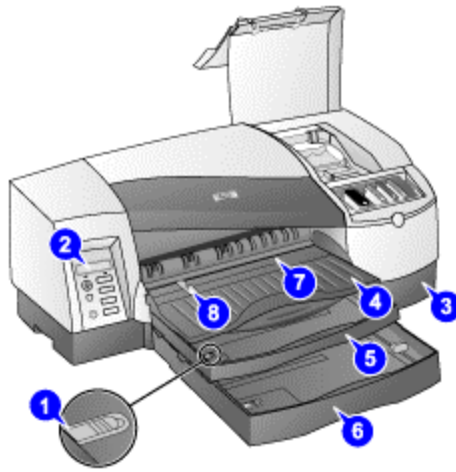


rear of the printer

The components located at the rear of the printer are:

1. USB port - Connect the USB cable to this port.
2. HP PCL 5C/PS3 Card - Install the printer memory.
3. Rear manual feed - Holds a single sheet of paper. It must be removed to install the auto-duplex unit.
4. Rear manual feed release button - Push the buttons to slide the rear manual feed into the printer or out of the printer.
5. Power input - Attach the power cord.
6. EIO slot - Install an HP JetDirect print server in this slot (comes by default with the hp business inkjet 2600dn).
7. Parallel port - Connect the parallel cable to this port.

front of the printer

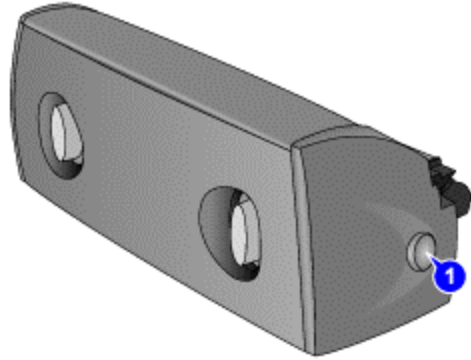


front of the printer

The components located at the front of the printer are:

1. Tray extension lock - Expands the tray to accommodate larger media sizes. Both trays 1 and 2 have tray extension locks.
2. LCD control panel - Configures printer settings and view printer messages.
3. Tray 2 base - Holds tray 2 and supports the printer.
4. Output tray - Collects the printed pages.
5. Tray 1 - Holds up to 150 sheets of paper or 80 transparencies. This is the default tray for A4.
6. Tray 2 - Holds up to 250 sheets of paper. This is the default tray for A3.
7. Front manual feed - Holds up to 10 sheets of paper or 3 transparencies.
8. Paper guides - Guides the paper into the printer.

auto-duplex unit



auto-duplex unit

The printer automatically prints on both sides of paper by using a printing accessory called the auto-duplex unit. The auto-duplex unit is attached at the rear of the printer.

The components of the auto-duplex unit are:

1. Buttons - Press to remove the auto-duplex unit from the printer.
2. Rear cover - Remove to clear a paper jam from the auto-duplex unit.
3. Handles - Press to remove the rear cover from the auto-duplex unit.

Note

The auto-duplex unit is a standard accessory provided with the hp business inkjet 2600dn.

specifications

Please refer to the datasheet for detailed information.
Datasheet

hardware accessories

Note HP recommends the last two part numbers in the above table for any Intel specified laptop memory of PC-100 SDRAM (64mb/128mb) capacity.

accessories	part number	street price
Auto-duplex unit	C8219A	US\$ 129
HP Jetdirect 615n EIO (10/100 Base-TX)	J6057A	TBD
HP JD 610N EIO [10/100]	J4169A	US\$ 335
HP JD 610N EIO [TR]	J4167A	US\$ 479
HP JD 600N EIO [10BT]	J3110A	US\$ 249
HP JD 600N EIO [BNC]	J3111A	US\$ 289
HP JD 300X [10/100]	J3263A	US\$ 255
HP JD 500X [TR]	J3264A	US\$ 530
HP JD 500X [10/100]	J3265A	US\$ 336
HP JD 175X [10BT]	J6035A	US\$ 199
HP JD170X [10BT]	J3258B	US\$ 144
64 MB SDRAM, PC-100 module	C2387A	
128MB SDRAM, PC-100 module	C2388A	
HP IEEE-1284 compliant A-B parallel cable, 2m	C2950A	
HP IEEE-1284 compliant A-B parallel cable, 3m	C2951A	
HP USB A-B, 2m	C6518A	

hardware accessories of hp business inkjet 2600

overview of user replaceable components

part name	description	relative replacement rate
C8109-67016	Second tray (with base) svc	3%
C8108-67036	Assy - Cleanout Trough SVC	5%
C8108-67044	Assy - Tray Main SVC	10%
C8108-67045	Assy - Output Tray SVC	10%
C4810A	HP No. 11 Black Printhead	
C4811A	HP No. 11 Cyan Printhead	
C4812A	HP No. 11 Magenta Printhead	
C4813A	HP No. 11 Yellow Printhead	
C4844A	HP No. 10 Black ink cartridge	
C4836A	HP No. 11 Cyan ink cartridge	
C4837A	HP No. 11 Magenta ink cartridge	
C4838A	HP No. 11 Yellow ink cartridge	

user replaceable components

compatible hp media types

Please refer to the datasheet for information on:

- Compatible hp media types and details
- Ordering information

Datasheet

upgrades

model upgrades

Purchase the auto duplex unit (part number C8219A) and the HP Jetdirect card to upgrade from hp business inkjet 2600 to hp business inkjet 2600dn.

firmware upgrades

The firmware will be 100% flashable throughout the life of the product.

software upgrades

Upgrade the printer software by using the following URL:

http://www.hp.com/support/hp_business_inkjet_2600/2600dn

CREW parts

The parts that can be removed or replaced by the user are called CREW parts. The following table lists the name and part number of the CREW parts of the hp business inkjet 2600/2600dn:

part name	part number	relative replacement rate
Diesel Printer Engine Svc	C8109-67001	10%
Assy Door access svc (Top cover)	C8109-67010	3%
Printhead door assy svc	C8109-67011	5%
Second tray (with base) svc	C8109-67016	3%
Sella Card Formatter PCA	C8109-67018	5%
Filter assy svc	C8109-67024	100%

CREW parts of hp business inkjet 2600/2600dn

consumable part numbers

printheads

name	part no.	ink capacity	list price (US \$)	street price (US\$)
HP No. 11 Black Printhead	C4810A	5 cc.	~ \$39	~ \$35
HP No. 11 Cyan Printhead	C4811A	5 cc.	~ \$39	~ \$35
HP No. 11 Magenta Printhead	C4812A	5 cc.	~ \$39	~ \$35
HP No. 11 Yellow Printhead	C4813A	5 cc.	~ \$39	~ \$35

consumable part numbers of printheads

ink cartridges

name	part no.	ink capacity	list price (US \$)	street price (US\$)	pages out
Black ink cartridge	C4840A	28cc	In-Box Only	In-Box Only	700
HP No. 10 Black ink cartridge	C4844A	69cc	\$38.99	~ \$34	1750
HP No. 11 Cyan ink cartridge	C4836A	28cc	\$38.99	~ \$34	1750
HP No. 11 Magenta ink cartridge	C4837A	28cc	\$38.99	~ \$34	1750
HP No. 11 Yellow ink cartridge	C4838A	28cc	\$38.99	~ \$34	1750

consumable part numbers of ink cartridges

date labels

- Install-by Date - This date is printed on the retail box for both ink cartridges and printheads. Install the ink cartridges and printheads before the Install-by date for optimized performance.
- Manufacture Date - This date is printed on the pouch for both ink cartridges and printheads. The number is in the following format: YYMMDDhhmm. For example, a printhead manufactured on November 19, 1999 at 1:12 pm has a Manufacture Date of 9911191312.
- End-of-Warranty Date - This date is printed directly on the ink cartridges and printheads. It is the date by when the warranty period for the ink cartridges and printheads will be over.

value added services

Embedded Web Server (EWS)

The hp business inkjet 2600/2600dn is equipped with an embedded web server that is actually a remote management tool. Using a standard Web browser, this remote management tool allows you to do the following:

- View the printer and ink supplies status
- View the usage and event log
- Send alerts notifications
- Configure printer, events, and security information
- Perform printer diagnostics

hp instant support web site

It is a Web site that hosts a set of dynamic Web resources for printers. These resources help in tracking the status and usage of the printer. In addition, the hp instant support Web site helps in managing the printer and planning the purchase of consumables.

Access the hp instant support Web site to view the following information:

- Printer usage pattern
- Error alerts
- On-line troubleshooting tips for error alerts

education and training

documentation/training	information	purpose
release notes	Includes installation and the latest printer information Includes last minute changes and software troubleshooting tips.	
reference guide	Procedures for setting up, maintaining, and troubleshooting the printer.	To set up the printer.
setup poster	Illustrated setup information. It is available on the Starter CD.	To set up the printer.
Printer Driver Online Help (Windows only)	Procedures for using the printer.	To use the printer.
HP Jetdirect Print Server Administrator's Guide	Procedures for configuring and troubleshooting the HP JetDirect print server.	To set up and troubleshoot the HP JetDirect print server.
Embedded Web Server	Provides configuration, status, and diagnostic information about the printer.	
<ul style="list-style-type: none"> • http://www.hp.com/support/businessinkjet2600 • http://www.hp.com 	Provides the latest printer software, product information and support information available for the printer.	
HP Business Inkjet 2600 NPI training	Training for authorized service providers, bench technicians, call centers, customer care centers, customer engineers, repair technicians, response centers, and software engineers.	To use the printer and troubleshoot the printer problems.

education and training available for the printer

service and support

HP offers various support services to troubleshoot and diagnose printer problems and provides instructions for service and repair. HP also provides documentation and online and telephone support for troubleshooting.

support

- Express Exchange or unit exchange by courier assist.
- Support Packs available
- Free repair during the 1-year warranty period

online support

HP provides several resources on the Web for troubleshooting. Access the URL <http://www.hp.com/go/support> for help regarding the following parameters:

- Setting up and using the printer
- Downloading printer drivers
- Solving a problem
- Ordering a product

Customers can also find product information on the following Web site:
<http://www.hp.com>

telephone support

- Available worldwide
- Available free during the warranty period

Representatives at Customer Care Center answer questions regarding the setup, configuration, installation, and operation of the printer. They also help troubleshoot and diagnose printer problems and provide instructions for service and repair. Before calling a Customer Care Center representative, the customer needs to provide information regarding:

- Results of a configuration page
- Brand and model of the computer
- Operating system of the computer
- Printer driver installed

telephone support

Before making a call, print a diagnostic page from the Toolbox utility or the LCD panel and then fill in the following information for the Customer Care Center representative.

- Printer model
- Serial number of the printer
- Brand and model of the computer
- Version of printer software
- Printer driver
- CPU speed
- RAM size

The telephone service at the HP Customer Care Center is available free of cost during the printer warranty period. Customer support representatives answer questions regarding the setup, configuration, installation, and operation of the printer. They also help troubleshoot and diagnose printer problems and provide instructions for service and repair.

region	phone number
Africa/Middle East	41 22 780 71 11
Argentina	<ul style="list-style-type: none">• Buenos Aires: 11 4778 8380• Outside Buenos Aires: 0810 555 5520
Australia	<ul style="list-style-type: none">• During warranty: 3 8877 8000• After warranty: If your product is not under warranty, you can call 613 8877 8000. A per-incident, out-of-warranty support fee of \$27.50(inc GST) will be charged to your credit card. You can also call 1902 910 910 (\$27.50 charged to your phone account) from 9:00 am to 5:00 PM, Monday to Friday. (Charges and support hours are subject to change without notice.)
Austria	0660 6386
Belgium	<ul style="list-style-type: none">• Dutch: 02 626 88 06• French: 02 626 88 07
Brazil	<ul style="list-style-type: none">• Sao Paulo: 11 3747 7799 or 11 4197 4998• Outside Sao Paulo: 0800 15 7751 or 0800 13 0999
Chile	800 36 0999
China	010 6564 5959 or 800 810 5959
Colombia	9 800 91 9477
Czech Republic	02 471 7327
Denmark	39 29 4099
Finland	0203 4 7 288
France	01 43 62 34 34
Germany	0180 52 58 143
Greece	01 6189890
Hong Kong	300 28555
Hungary	36 1 252 4505
India	9111 682 6035

Indonesia	21 350 3408
Ireland	01 662 5525
Italy	02 264 10350
Japan	0570 000511
Korea	<ul style="list-style-type: none"> • Seoul: 02 3270 0700 • Outside Seoul: 080 999 0700
Malaysia	03 295 2566
Mexico	<ul style="list-style-type: none"> • Mexico City: 5258 9922 • Outside Mexico City: 01 800 472 6684
New Zealand	09 356 6640
Norway	22 11 6299
Peru	0 800 10111
Philippines	2 867 3551
Poland	22 37 5065 or 22 37 5065
Portugal	1 441 7 199
Puerto Rico	1 877 232 0589
Russia	095 923 50 01
Singapore	272 5300
Spain	902 321 123
Sweden	8 619 2170
Switzerland	0 848 80 11 11
Taiwan	2 2717 0055
Thailand	2 6614000
The Netherlands	020 606 8751
Turkey	1 216 579 71 71
United Kingdom	0 207 512 5202
Venezuela	<ul style="list-style-type: none"> • Caracas: 207 8488 • Outside Caracas: 800 10111
Vietnam	8 823 4530

call center numbers

regional repair strategy

The regional repair strategy includes:

- US – Express Exchange
- Europe – next day unit exchange by courier assist
- AP – Return to bench (3-5 days)

The various support packs available are:

- H3676E HP Supportpack, 2-year, next-day, onsite, electronic pack (for US only)
- H3675A HP Supportpack, 3-year, next-day, onsite, physical pack (for US only)
- H3675E HP Supportpack, 3-year, next-day, onsite, electronic pack (for US only)
- H3679E HP Supportpack, 2-year, next-day, exchange, electronic pack (for US only)
- H3678A HP Supportpack, 3-year, next-day, exchange, physical pack (for US only)
- H3678E HP Supportpack, 3-year, next-day, exchange, electronic pack (for US only)
- H7708A HP Supportpack, 3-year, next-day exchange, physical pack (for Europe only)
- H7708E HP Supportpack, 3-year, next-day exchange, electronic pack (for Europe only)
- H7598A HP Supportpack, 3-year, return to HP, physical pack (for Europe only)
- H7598E HP Supportpack, 3-year, return to HP, electronic pack (for Europe only)
- H7615A HP Supportpack, 3-year, express repair, physical pack (for AP only)
- H7615E HP Supportpack, 3-year, express repair, electronic pack (for AP only)
- H7620A HP Supportpack, 1-unit, network install, physical pack
- H7620E HP Supportpack, 1-unit, network install, electronic pack

warranty period

hp product	duration of limited warranty
Printer software	90 days
Accessories	1 year (90 days if purchased separately)
Ink cartridges and printheads	End of warranty date
Printer peripheral hardware	1 year
Printer	1 year

duration of limited warranty of hp products

Warranty Strategy

By Default

- HP/Dealer Unit Exchange 4U
- HP send a refurbished unit to customer
- Customer sends defective unit back to HP
- Turnaround time of 2-3 days

Support Packs

Next-Day On-site

- 2 year - \$275
- 3 year - \$449

Next Day Exchange

- 2 year
- 3 year - \$170

Network Install (1 unit) - \$250

repair and warranty information

Hewlett-Packard warrants to the end-user customer that the HP product will be free from defects for the specified duration from the date of purchase. HP's limited warranty covers those defects that arise due to normal use.

hewlett-packard limited warranty statement

The limited warranty statement for the printer is available in the hp business inkjet 2600/2600dn, user guide.

Please refer to the document for detailed warranty information.

hp business inkjet 2600/2600dn user guide

Setup and Configure



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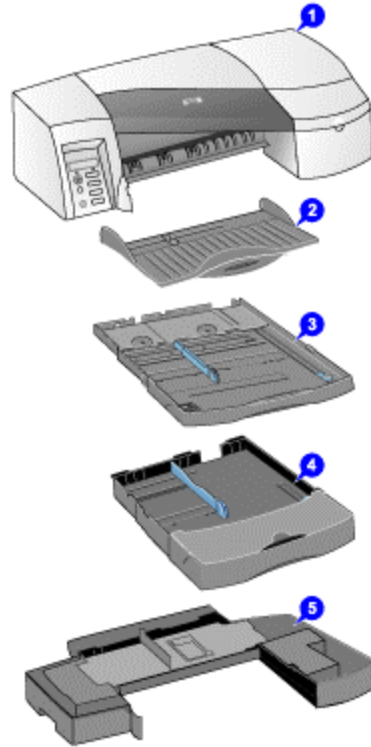
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hardware setup requirements

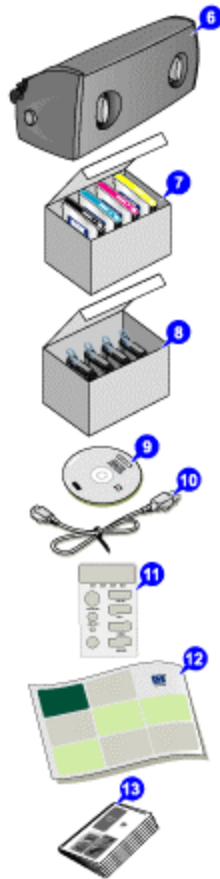
operating system	minimum operating system requirements	recommended operating system requirements
Windows 95 and Windows 98	<ul style="list-style-type: none">• 486DX-100 Mhz• 16-MB RAM• 30-MB free hard-disk space	<ul style="list-style-type: none">• Pentium 266 Mhz• 32-MB RAM• 40-MB free hard disk space
Windows Me	<ul style="list-style-type: none">• Pentium 166 Mhz• 32-MB RAM• 30-MB free hard disk space	<ul style="list-style-type: none">• Pentium 266 Mhz• 32-MB RAM• 40-MB free hard disk space
Windows XP	<ul style="list-style-type: none">• Pentium 233 MHz• 64-MB RAM• 30-MB free hard disk space	<ul style="list-style-type: none">• Pentium 300 MHz• 128-MB RAM• 40-MB free hard disk space
Windows NT 4.0	<ul style="list-style-type: none">• Pentium 100 Mhz• 32-MB RAM• 30-MB free hard disk space	<ul style="list-style-type: none">• Pentium 266 Mhz• 64-MB RAM• 40-MB free hard disk space
Windows 2000	<ul style="list-style-type: none">• Pentium 166 MHz• 64-MB RAM• 30-MB free hard disk space	<ul style="list-style-type: none">• Pentium 266 Mhz• 64-MB RAM• 40-MB free hard disk space
Mac OS 8.6 or later	16-MB RAM	32-MB RAM

minimum and recommended system requirements

contents of the box



content of the box - 1



content of the box - 2

The hp business inkjet 2600/2600dn is packaged with the following components:

- Output tray: It supports up to 100 sheets of paper.
- Tray 1: It supports the following types of media:
 - Paper: Up to 150 sheets
 - Transparencies: Up to 80 sheets
 - Envelopes: Up to 15 envelopes
 - Cards: Up to 60 cards
- Tray 2: It can support up to 250 sheets of plain paper and HP media.

Note

Tray 1 is the default tray for A4 size media and tray 2 is the default tray for A3 size media. To change the default tray setting use the Service menu.

- Tray 2 base: It supports tray 2 and is the base of the printer.
- Auto-duplex unit: It is an optional accessory for the hp business inkjet 2600 Base SKU. It is however available in the hp business inkjet 2600dn. The auto-duplex unit is used to print on both sides of a paper.

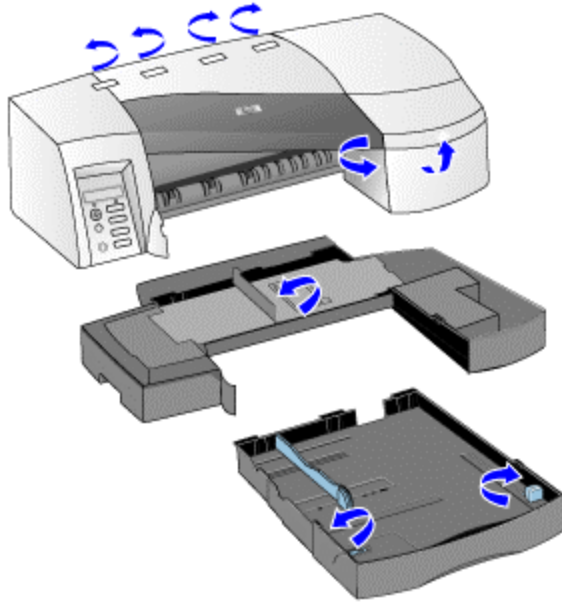
- Ink cartridges box: It includes four ink cartridges of the following colors:
 - Black No. 10
 - Cyan No. 11
 - Magenta No. 11
 - Yellow No. 11
- Printheads box: It includes four printheads of the following colors:
 - Black No. 11
 - Cyan No. 11
 - Magenta No. 11
 - Yellow No. 11
- Reference guide: It provides information to set up the printer.
- Setup poster: It provides illustrated setup information.
- Front panel label: It provides labels that identify the LCD control panel parts.
- Power cord: It connects the printer to a power outlet.
- Starter CD: It enables you to perform the following activities:
 - Install the printer software
 - Browse documentation
 - Register the product
 - Create a custom software installer
 - Install the optional software

unpacking the printer and printer components

unpacking the printer

The printer box consists of the following components on the basis of the types of SKUs:

- hp business inkjet 2600 Base SKU: Packaged with the base printer
- hp business inkjet 2600dn SKU: Packaged with the base printer, hp jetdirect 610n EIO internal print server, and the auto-duplex unit.



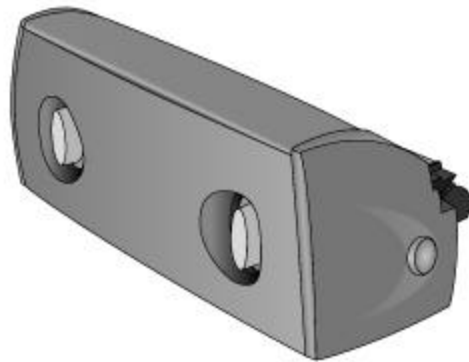
unpacking the printer

The steps to unpack the printer and its components are:

1. Unpack the printer.
2. Remove the packing tape and shipping foam.

unpacking the auto-duplex unit

To print on both sides of paper automatically use the auto-duplex unit. It is an optional accessory that is available with the hp business inkjet 2600dn SKU. The auto-duplex unit can be purchased separately for the hp business inkjet 2600 Base SKU.

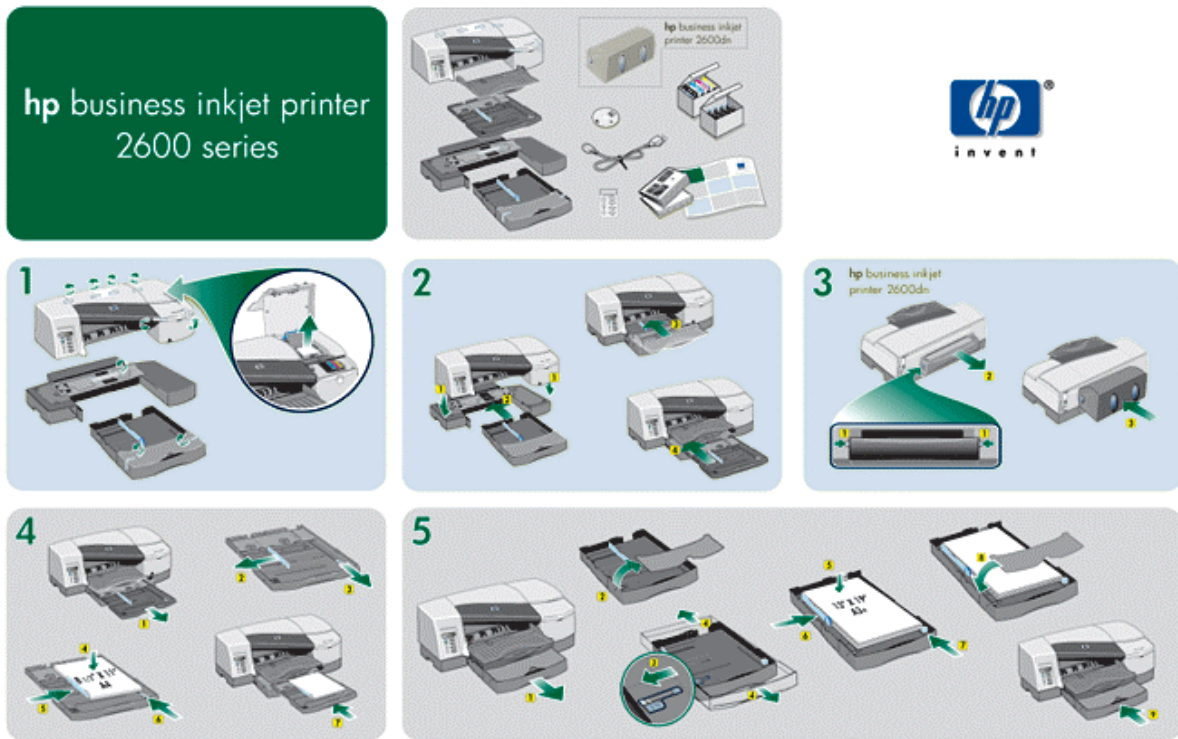


unpacking the auto-duplex unit

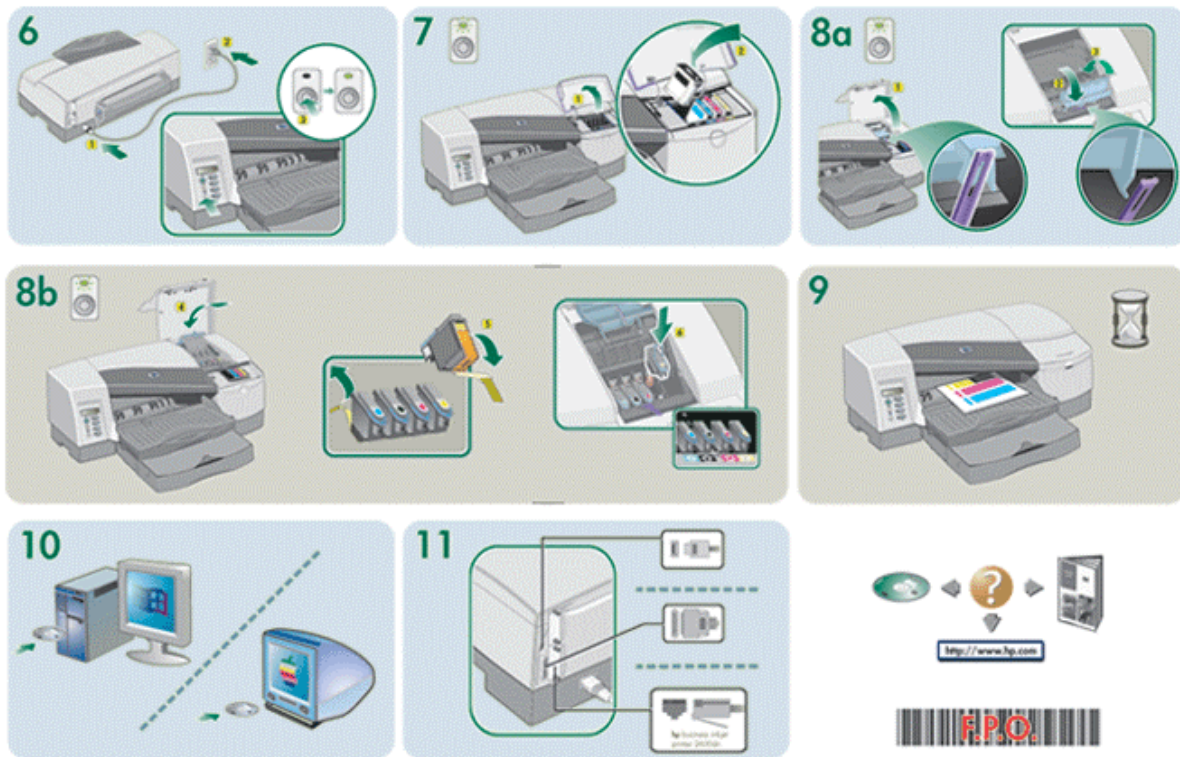
The steps to unpack the auto-duplex unit are:

1. Unpack the auto-duplex unit.
2. Remove the packing tape and shipping foam.

overall setup procedure



setup poster - 1



setup poster - 2

setup procedure	steps
Unpack the printer and its components	<ol style="list-style-type: none"> 1. Unpack the printer. 2. Remove the packing tape and shipping foam.
Install the printer trays	<p>Installing tray 2</p> <ol style="list-style-type: none"> 1. Position the tray 2 base in the location where you want to place the printer. 2. Lift the printer and align it with the tray 2 base and set the printer on top of the tray 2 base. 3. Place the tray 2 cover on the end of the tray. 4. Align tray 2 with the opening in the tray 2 base and slide the tray into the base until it snaps into place. <p>Installing the output tray</p> <ol style="list-style-type: none"> 1. Align the output tray with the slots above the tray 1 opening. 2. Slide the output tray firmly into the printer until it snaps into place. <p>Installing tray 1</p> <ol style="list-style-type: none"> 1. Slide tray 1 into the printer below the output tray until it snaps into place.

Install the auto-duplex unit	<ol style="list-style-type: none"> 1. Push the rear manual feed release buttons and slide the rear manual feed out of the printer, simultaneously. 2. Slide the auto-duplex unit into the printer.
Load paper and configure media sizes and types	<ol style="list-style-type: none"> 1. Pull the tray out of the printer. To load tray 2, remove the tray 2 cover. 2. Slide the paper length guide and paper width guide to their outermost positions. 3. To load paper larger than legal size, extend the tray. 4. Place paper into the tray: <ul style="list-style-type: none"> o Up to 150 sheets of paper or 80 sheets of transparencies into tray 1 o Up to 250 sheets of paper into tray 2 5. Slide the paper length guide and paper width guide until they fit against the media. 6. Replace the tray 2 cover if tray 2 is loaded. 7. Align the tray with the opening in the printer and slide it back into place. 8. In the LCD control panel, set the type and size of paper loaded in each tray.
Connect the power cord and turn on the printer	<ol style="list-style-type: none"> 1. Connect the power cord to the printer and an alternating current power outlet. 2. Turn on the printer.
Install ink cartridges	<ol style="list-style-type: none"> 1. Lift the ink cartridge cover and remove each ink cartridge from its package. 2. Align the colored arrows and insert each ink cartridge into its respective color-coded socket. 3. Press each ink cartridge to ensure proper contact.
Install and align the printheads	<ol style="list-style-type: none"> 1. Ensure that the printer is turned on. 2. Lift the printhead cover. 3. Pull the latch forward and down to release the hook from the carriage lock. Next, lift and push the latch toward the rear of the printer. 4. Remove each printhead from its package and remove the protective tape from each printhead. 5. Insert each printhead into its respective color-coded socket. 6. Press each printhead to ensure proper contact. 7. Lift the latch so that the hook catches the carriage lock. Next, push the latch towards the rear of the printer. 8. Close the printhead and ink cartridge covers. 9. Wait while the printer initializes printheads. When the initialization is complete, an alignment page prints.

Install the printer software and connect the interface cable	<p>Windows</p> <ul style="list-style-type: none">• Installing the printer driver if the USB cable is not connected• Installing the printer driver if the USB cable is connected• Installing the printer driver by using a parallel port• Installing the printer driver by using a network connection <p>Macintosh</p> <ul style="list-style-type: none">• Installing the printer software on Mac OS 8.6 to 9.1 using a USB cable• Installing the printer software on Mac OS 8.6 to 9.1 using a network connection• Installing the printer software on Mac OS X
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setting the LCD language

Configure the printer to display messages and print configuration pages in the required language.

Note

When the printer is turned on for the first time, you can set the language to display messages in a different language.

The steps to configure the LCD control panel language are:

1. Turn off the printer.
2. Turn on the printer while holding down the **VALUE** button on the LCD control panel simultaneously.
3. Press **VALUE** to scroll through the language list.
4. Press **SELECT** to confirm the language selection.

installing tray 2

The steps to install tray 2 are:

1. Remove the tape on the tray 2 base.
2. Position the tray 2 base in the location where you want to place the printer. The printer is designed to fit directly on top of the base.
3. Lift the printer and align it with the pin on the tray 2 base.

Note

Ensure that you remove the tape on the tray 2 base.

4. Set the printer on top of the tray 2 base.
5. Place the tray 2 cover towards the end of the tray.
6. Align tray 2 with the opening in the tray 2 base, and then slide the tray into the base until it snaps into place.

installing the auto-duplex unit

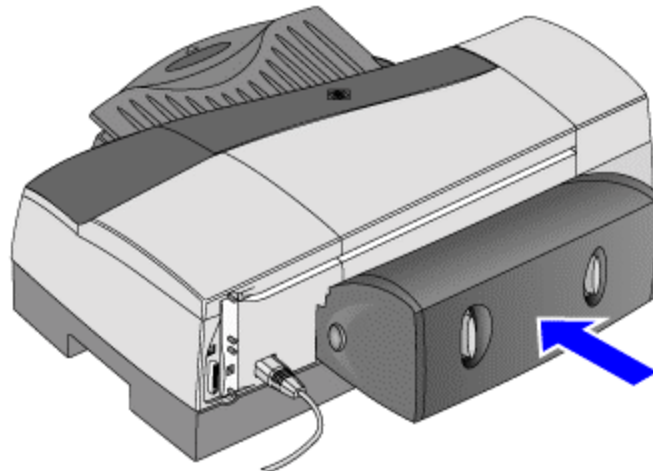
Use the auto-duplex unit to print on both sides of paper. The auto-duplex unit is packaged with the hp business inkjet 2600dn. It can be purchased separately for the hp business inkjet 2600. When printing on both sides of paper, the printer might require additional memory.

Note

When the auto-duplex unit is installed, the rear manual feed is unavailable.

The steps to install the auto-duplex unit in the printer are:

1. Slide the rear manual feed out of the printer by pushing the rear manual feed release buttons.
2. Slide the auto-duplex unit into the printer.



installing the auto-duplex unit

installing the hp jet direct EIO print server

HP Jetdirect external or internal print server. The HP Jetdirect printer server can be used in both client-server and peer-to-peer network configuration.

The hp business inkjet 2600dn has a preinstalled HP Jetdirect 615n (EIO) internal print server. If you have purchased an hp business inkjet 2600, purchase the internal HP Jetdirect print server separately.

Note

In case of an hp business inkjet 2600dn, do not install the HP JetDirect print server.

Caution

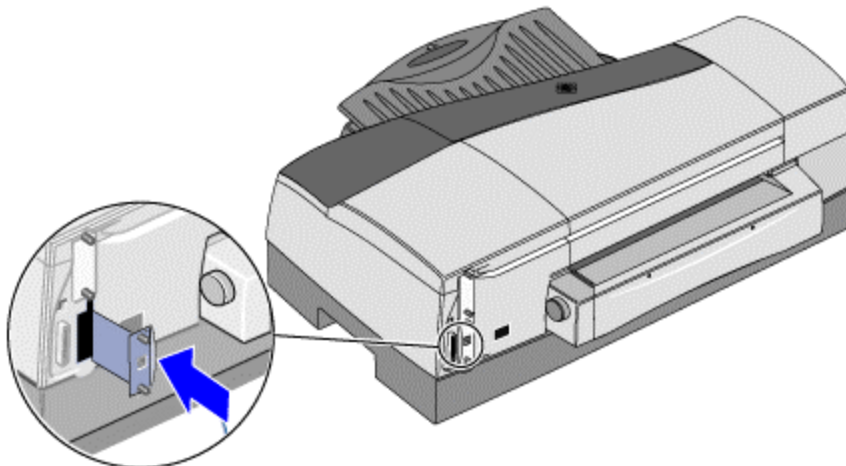
The HP Jetdirect EIO print server contains electronic components that can be damaged by static electricity. To prevent the build up of static electricity: Maintain contact with a bare sheet metal surface on the printer. Wear a grounding wrist strap. Handle the print server with caution. Avoid touching the electronic components or circuit paths.

Note

HP recommends users to buy the ID 615 for network connection.

The steps to install the HP Jetdirect EIO print server are:

1. Turn off the printer and unplug the power cord.
2. Unscrew and remove the metal plate at the rear of the printer.
3. Insert the print server by aligning it with the guide rails in the printer.
4. Press the print server into the slot.
5. Tighten each thumbscrew, alternatively, until both the screws are secure.
6. Connect the network cable to the print server.



installing the HP JetDirect EIO print server

installing additional memory

installing additional memory

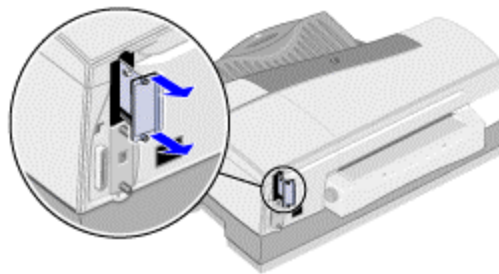
The printer has one Dual Inline Memory Module (DIMM) slot for upgrading printer memory. The DIMMs are available in 64MB & 128 MB for a maximum of 176 MB. Purchase additional memory as an accessory.

Note Any laptop memory, which is Intel specified PC-100 SDRAM (64mb/128mb) capacity will work with the printer. However, hp recommends the 2 part numbers C2387A & C2388A.

Caution Static electricity can damage DIMMs. Ensure that you wear an antistatic wrist strap. Alternatively, touch the surface of the antistatic package of the DIMM and the bare metal on the printer.

The steps to install additional printer memory are:

1. Print a configuration page to note the memory capacity of the printer before adding more memory.
2. Turn off the printer.
3. Unplug the power cord and disconnect all cables.
4. Remove the HP PCL 5C/PS3 Card from the rear of the printer by loosening the two thumbscrews.



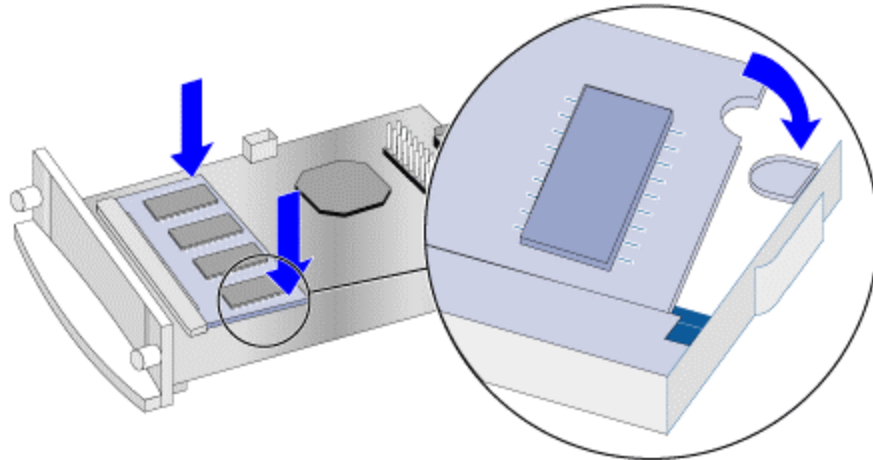
removing the HP PCL 5C/PS3 Card

5. Remove the DIMM from the antistatic package. Align the DIMM with the DIMM slot on the HP PCL 5C/PS3 Card.

Note

Ensure that the locks on either side of the DIMM slot are open or facing outward.

6. Press the DIMM into the slot at an angle until the locks on either side of the DIMM snap into place.



Pressing the DIMM

7. Press the DIMM further until it snaps against the card.
8. Replace the HP PCL 5C/PS3 Card and fasten the two thumbscrews.
9. Reattach the cables and power cord. Turn on the printer and test the DIMM.

testing the memory installation

After installing additional printer memory, test the memory installation.

The steps to test the memory installation are:

1. Ensure that READY appears on the LCD control panel when the printer is turned on.

Note

If an error message appears, the DIMM might be installed incorrectly.

2. Print a configuration page.
3. Compare the memory section of the configuration page with the configuration page printed before the DIMM installation.

If the amount of memory has not increased, perform the following checks:

- The DIMM might not be installed correctly. Reinstall the DIMM.
- The DIMM might be defective. Use a different DIMM.

installing ink cartridges

part number and ink capacity information

part number	name	ink capacity
C4840A	Black ink cartridge	28cc
C4844A	HP No. 10 Black ink cartridge	69cc
C4836A	HP No. 11 Cyan ink cartridge	28cc
C4837A	HP No. 11 Magenta ink cartridge	28cc
C4838A	HP No. 11 Yellow ink cartridge	28cc

ink cartridge specifications

expiration dates

- Install-by date: The Install-by date is printed on the retail box for ink cartridges. Install the ink cartridges before the date given in the Install-by date for optimized performance.
- End-of-Warranty date: The End-of-Warranty date is printed on the ink cartridges. The End-of-Warranty date specifies the date by which the warranty period for the ink cartridges end.

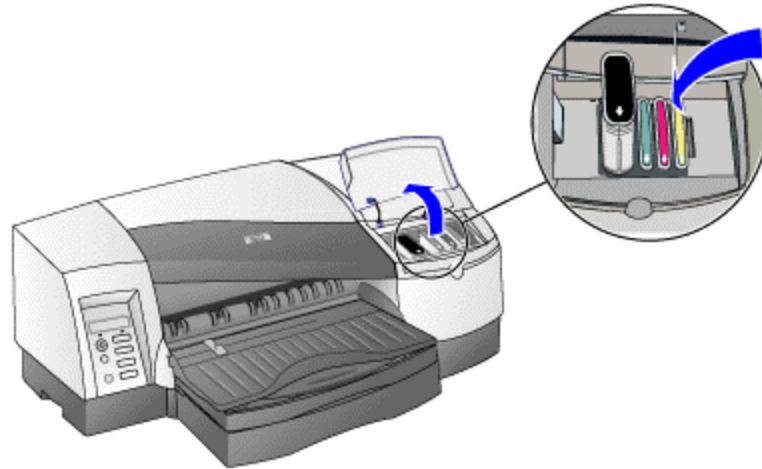
maintenance guidelines for ink cartridges

- Keep the ink cartridges sealed in the original packaging until ready to use.
- Keep the opened ink cartridges in the printer or sealed in a plastic bag.
- Store ink cartridges at room temperature.
- Use a first-in first-out inventory process to avoid having expired ink cartridges in stock.
- Power off the printer by pressing the Power button to return the Carriage to the Service Station. The Service Station caps the printhead ink nozzles to prevent them from drying.

install ink cartridges

The steps to install ink cartridges are:

1. Lift the ink cartridge cover and remove each ink cartridge from its package.
2. Align the colored arrows and insert each ink cartridge into its respective color-coded socket.
3. Press each ink cartridge to ensure proper contact.



installing ink cartridges

installing printheads

printhead part numbers

part number	name
C4810A	HP No. 11 Black Printhead
C4811A	HP No. 11 Cyan Printhead
C4812A	HP No. 11 Magenta Printhead
C4813A	HP No. 11 Yellow Printhead

printhead specifications

expiration dates

- Install-by date: The Install-by date is printed on the retail box for printheads. Install the printheads before the date given in the Install-by date for optimized performance.
- End-of-Warranty date: The End-of-Warranty date is printed on the printheads. The End-of-Warranty date specifies the date by which the warranty period for the printheads end.

power-on sequence

Perform the power-on sequence to unlock the carriage and uncap the pens. This must be done before the printheads can be changed. In a physical no power situation (no-power connection or power cord) undo the filter to unlock the carriage and uncap the printheads.

The steps to perform the power-on sequence are:

1. Insert the power cord into the power input slot.
2. Power on the printer.
3. Undo the filter in a no-power setting.

installing printheads

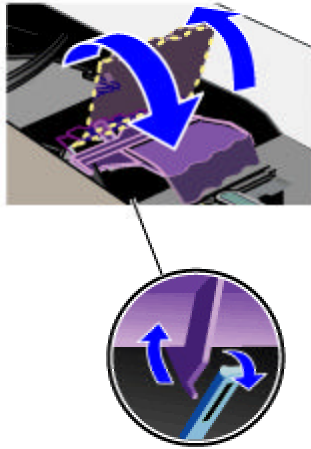
The steps to install printheads are:

1. Ensure that the printer is turned on and the ink cartridges are installed.
2. Lift the printhead cover.



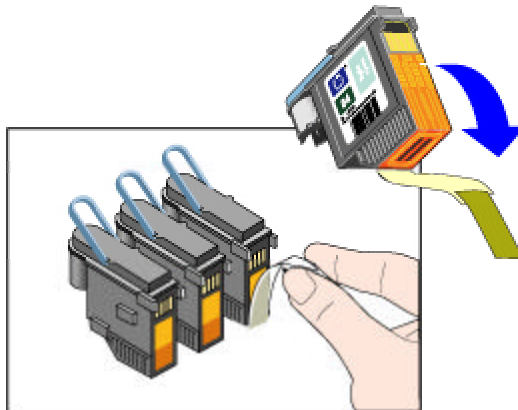
lifting the printhead cover

3. Pull the latch forward and down to release the hook from the carriage lock.



pulling the latch forward and down

4. Lift and push the latch toward the rear of the printer.
5. Remove each printhead from its package and remove the protective tape from each printhead.

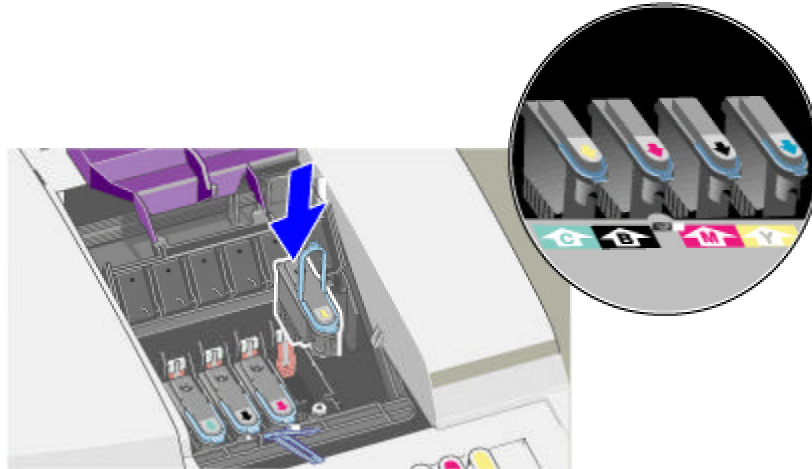


removing the protective tape from the printheads

6. Insert each printhead into its respective color-coded socket.

Note

The color sequence of printheads is different from the color sequence of ink cartridges.



inserting the printheads

7. Press each printhead to ensure proper contact.
8. Lift the latch so that the hook catches the carriage lock. Next, push the latch towards the rear of the printer.
9. Close the printhead and ink cartridge covers.
10. Ensure that there is paper in Tray 1.
11. Wait while the printer initializes printheads. When the initialization is complete, an alignment page prints.

maintenance guidelines for ink cartridges

- Keep the printheads sealed in the original packaging until ready to use.
- Keep the printheads that are open in the printer or sealed in a plastic bag.
- Store printheads at room temperature.
- Power off the printer by pressing the **POWER** button. Powering off with the **POWER** button returns the Carriage to the Service Station. The Service Station caps the printhead ink nozzles to prevent them from drying.

Note Turn on the power to install the print heads.

paper type matrix

media types	tray 1	tray 2	manual feed units	auto-duplex unit
Everyday paper (HP Office Paper/HP Office Recycled Paper/HP Multipurpose Paper)	Y	Y	Y	Y
Business communication paper (HP Bright White Inkjet/HP Professional Brochure and Flyer Paper /HP Premium Inkjet/Heavyweight Paper)	Y	N (Only Heavyweight Brochure and Bright White papers)	Y	Y
Presentation paper(HP Premium Inkjet Transparency Film/HP Premium Plus Inkjet/Transparency Film)	Y	N	Y	N
Photo paper (HP Premium Plus Photo Paper/HP Premium Photo Paper/HP Photo Paper/HP Colorfast Photo Paper/HP Photo Quality Paper)	Y	N	Y	N
Design paper (HP Design Glossy Paper/HP Design Heavyweight Paper)	Y	N	Y	N

paper types supported by hp business inkjet 2600/2600dn

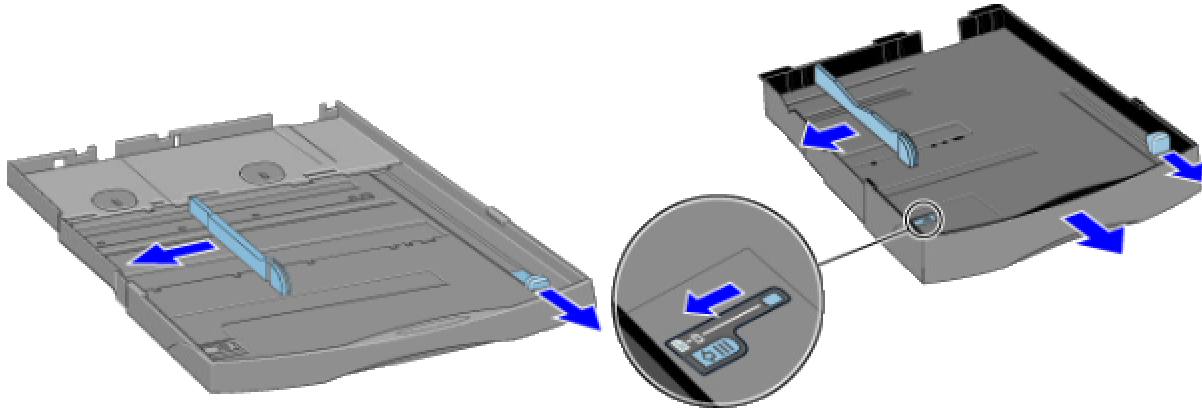
Caution *Some media, such as envelopes and cards, can only be used with tray 1 or the rear manual feed. Using this media in tray 2, the front manual feed, or the auto-duplex unit can cause jams and might damage the printer and auto-duplex unit.*

paper capacity and weight matrix

tray or bin	size or type of paper	weight	capacity
Tray 1	<ul style="list-style-type: none"> • Paper • Transparencies • Envelopes • Cards 	<ul style="list-style-type: none"> • 60 to 135 g/m2 • N.A. • 75 to 90 g/m2 • 110 to 199 g/m2 	<ul style="list-style-type: none"> • Up to 150 sheets • Up to 80 transparencies • Up to 15 envelopes • Up to 60 cards
Tray 2	Paper	60 to 135 g/m2	Up to 250 plain paper
Front manual feed	<ul style="list-style-type: none"> • Paper • Transparencies 	<ul style="list-style-type: none"> • 60 to 135 g/m2 • N.A. 	<ul style="list-style-type: none"> • Up to 10 sheets • Up to 3 sheets
Rear manual feed	<ul style="list-style-type: none"> • Paper • Transparencies • Envelopes • Cards 	<ul style="list-style-type: none"> • 60 to 270 g/m2 • N.A. • 75 to 90 g/m2 • 110 to 199 g/m2 	<ul style="list-style-type: none"> • Single sheet • N.A. • N.A. • N.A.
Auto-duplex unit	Paper	60 to 135 g/m2	N.A.

supported paper capacity and weight

guidelines for loading paper



The guidelines for loading paper are:

- Extend paper trays to print on paper larger than the legal size, such as 11x17 inches, Super B/A3+, A3, and B5.
- Insert paper in portrait orientation. To print in landscape orientation, make the appropriate selection through the software.
- Load only one type of paper at a time into the paper path to prevent jams. When using a different type of paper, remove the existing paper and realign it with new paper before loading.
- Use paper or transparency that conforms to printer specifications.
- Avoid using paper that is heavily textured or does not accept ink.
- Use paper whose margins match or exceed the minimum margin settings in portrait orientation.
- Change the paper settings in the printer to use a new type or size of paper in a tray. Settings in the printer driver and software application override LCD control panel settings.

printing a demo page

Print a demo page to check the printer setup.

You can print a demo page without connecting the printer to the computer. The demo page does not ensure that the computer and printer are properly connected because they are independent of each other. The steps to print a demo page by using the LCD control panel are:

1. Press the **MENU** button until **INFORMATION MENU** appears on the LCD.
2. Press the **ITEM** button until **PRINT DEMO** appears.
3. Press the **SELECT** button.



vivid expressions



hp business inkjet 2600

high performance, wide-format color
printer
designed for workgroups

impressive speed and size

fulfill your high speed color printing demands on
a wide variety of business media up to 13" x 19"

exquisite color reproduction

achieve true color photo quality on your professional
communications with HP PhotoREt III technology

superior networking capabilities

connect to all major networks and operating systems with
smart embedded web server for remote printer management

software installation requirements

specifications for operating system compatibility

- Windows 95
- Windows 98
- Windows Me
- Windows NT 4.0
- Windows 2000
- Windows XP
- Mac OS 8.6 and later (including Mac OS X)
- AutoCAD releases 13, 14, and AutoCAD 2000

specifications for network operating system compatibility

hp business inkjet 2600

- Windows 95/98/Me
- Windows NT 4.0/2000/XP

hp business inkjet 2600dn

- Windows 95/98/Me
- Windows NT 4.0/2000/XP
- Novell NetWare 4.x, 5.x, NDS, and NDPS
- HP-UX 10.20, 11.x
- Solaris 7, 8
- RedHat Linux 6.2
- SuSE Linux 6.4
- Mac OS 8.6 and later
- Networking solutions provided by the network operating system vendors
 - IBM OS/2 Warp 4.x, AIX 3.2.5 and later
 - MPE-iX
 - Artisoft LANtastic

contents of software CD ROM

Windows 9X/NT4/2000 users

- User-friendly CD shell
- Win 9X/Me/NT4/2000 PCL5C and PScript printer drivers and Installer
- Documentation:
 - Release Notes
 - User Guide
 - HP Jetdirect Administrators Guide
 - Diesel Web site
- Web Register
- Administrative Tools:
 - Embedded Web Server
- Optional software:
 - Make Disk Software
 - HP Web JetAdmin
 - PANTONE Color Palettes

WinOS/2 users

- User Guide
- Release Notes

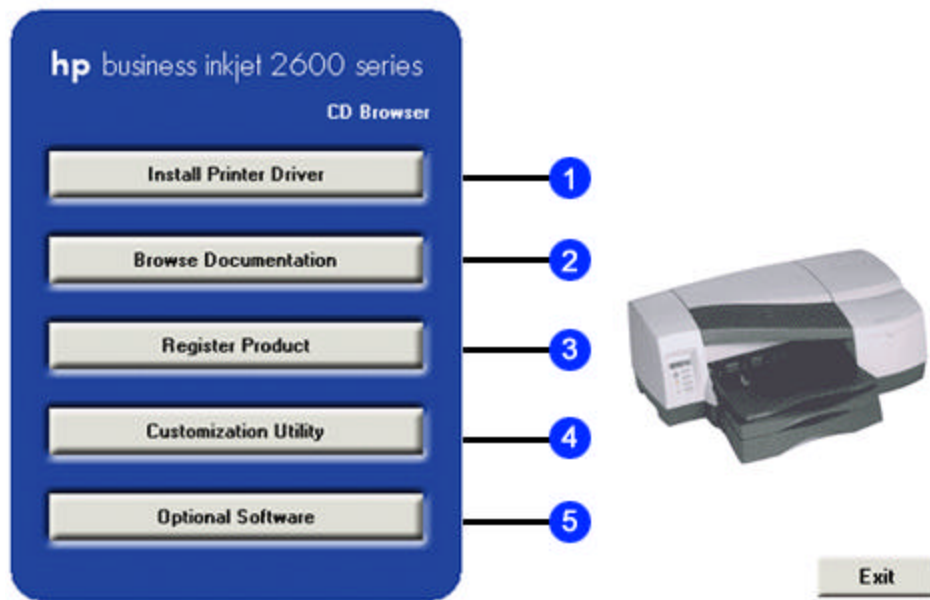
Macintosh users

- User Friendly CD Shell
- Apple PS LaserWriter printer driver, Diesel PPD, and Installer
- Web Register
- User Guide
- Diesel Web site
- Release Notes

OS2/Unix users

- Readme files in corresponding sub-directories
- Solutions available on IBM Website

startup page of CD browser



startup page of the CD browser

The startup page of the CD browser consists of the following options:

1. Printer driver: Install the necessary software from the computer or the network.
2. Browse documentation: Browse the latest documentation available for the printer.
3. Register product: Register the printer by using this option.
4. Customization utility: Create a custom software installer that can be copied to floppy disks, the local hard drive, or the network drive.
5. Optional software: Install various optional software that are available for the printer.

install the printer software

Install the printer software for local or network printing. For local printing, connect the printer by using a universal serial bus (USB) or a parallel cable.

Warning

Ensure not to connect the printer by using both the USB and parallel cable.

printer software components for Windows

The printer software includes:

- Printer drivers:
 - PCL 5C
 - PostScript
 - ADI, version 4.01, to support AutoCAD releases 13 and 14 and AutoCAD 2000
- HP Business Inkjet 2600 Series Toolbox
- Screen fonts
- Customization utility

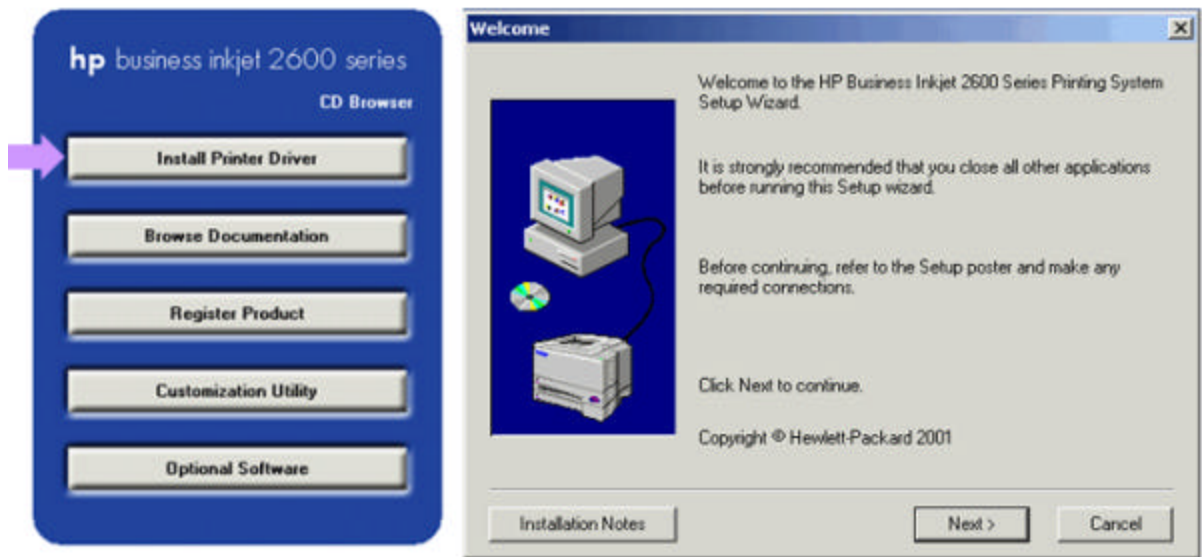
installing the printer driver if the USB cable is not connected

1. Start Windows and ensure that no other Windows applications are running.
2. Insert the Starter CD into the CD-ROM drive. The CD executes automatically.

Note

If the CD does not execute automatically, select the Start -> Run menu command. Type "<CD ROM drive>:\SETUP" in the command line box. For example, type "D:\SETUP" if the D: is the CD ROM drive.

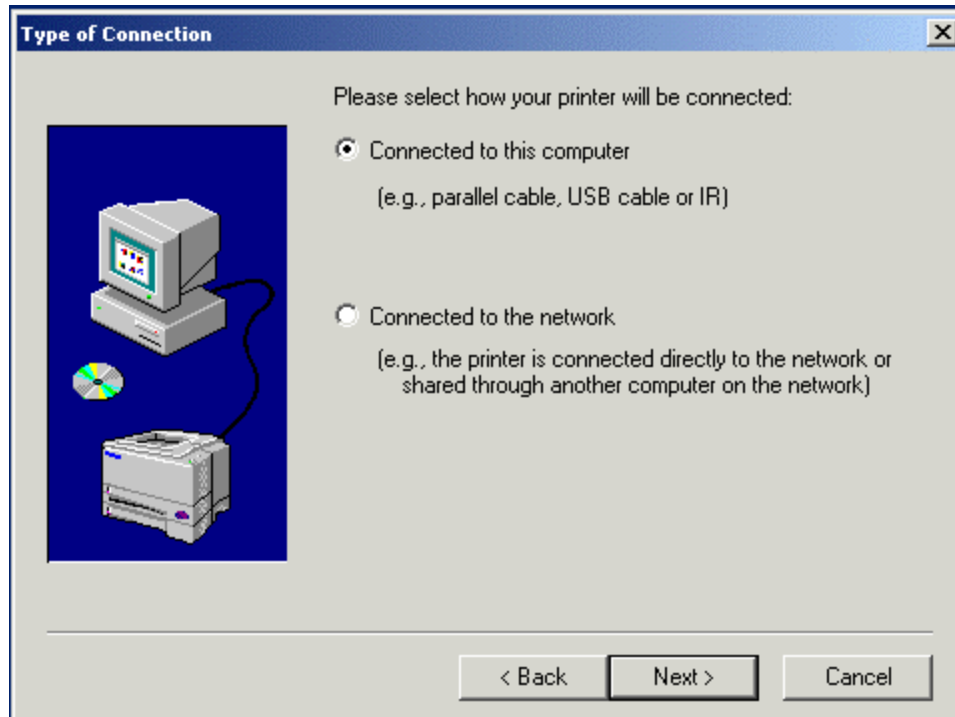
3. Click **Install Printer Driver** from the CD menu.



4. Choose the required language and click **OK** . Follow the instructions on the screen.

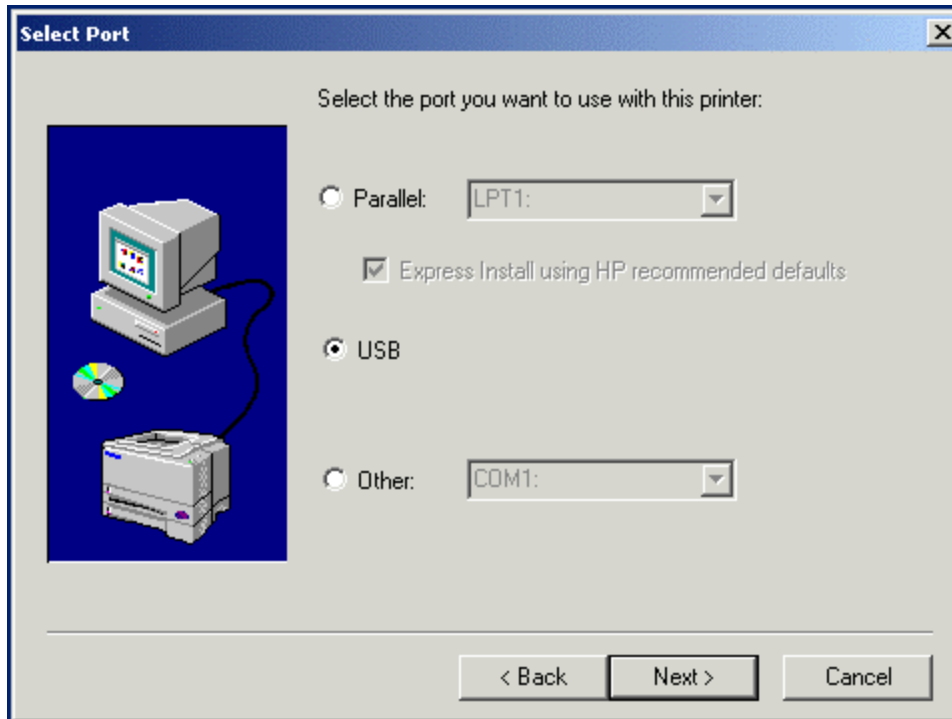


5. Click **Connected to this computer** and click **Next** .

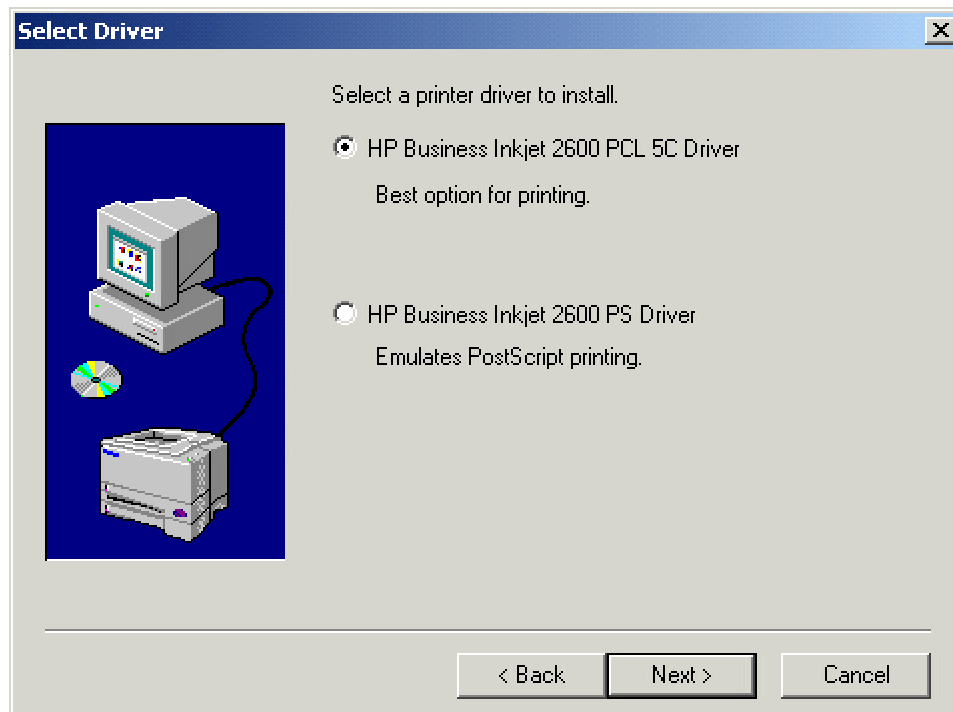


6. Click **USB** and then click **Next** . Follow the instructions on the screen to complete the installation.

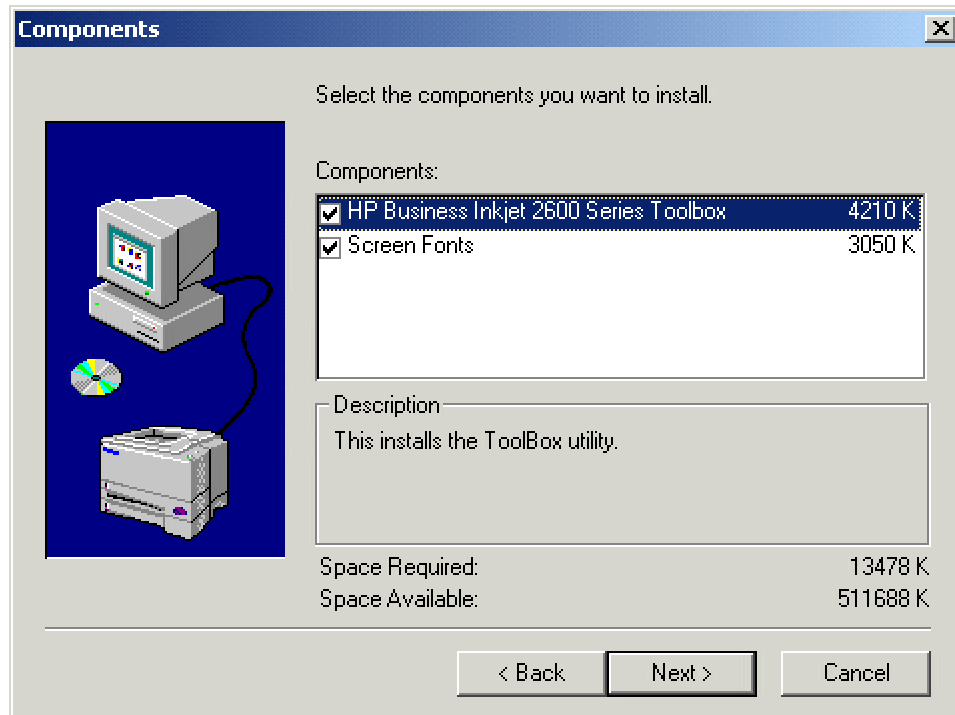
Note *Install only one printer driver if connecting the printer using a USB cable.*



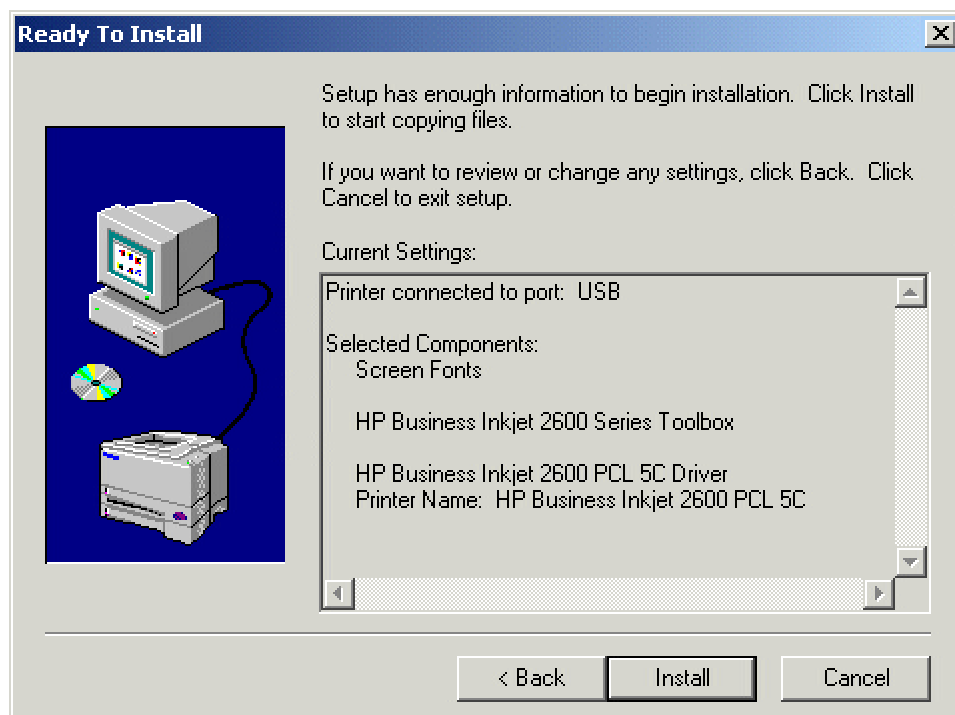
7. Select the required driver and click the **Next** button.



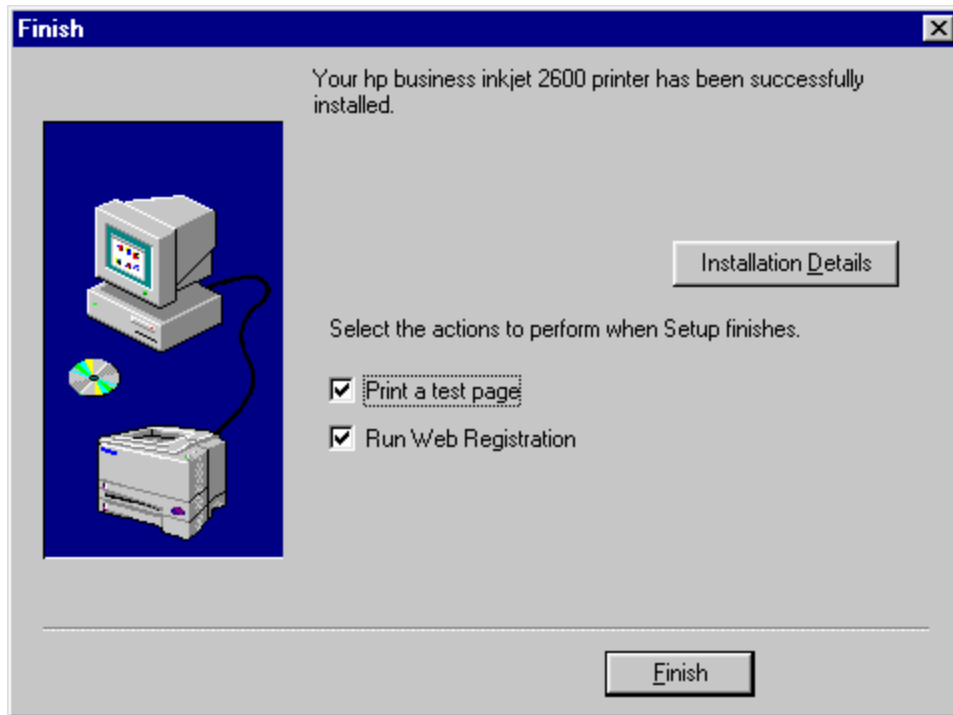
8. Select the required components and click the **Next** button.



9. Click the **Install** button.



10. Click the **Finish** button.



installing the printer driver if the USB cable is connected

If the USB cable is connected to the ports on the computer and the printer before installing the printer software, the Found New Hardware wizard appears on the computer screen.

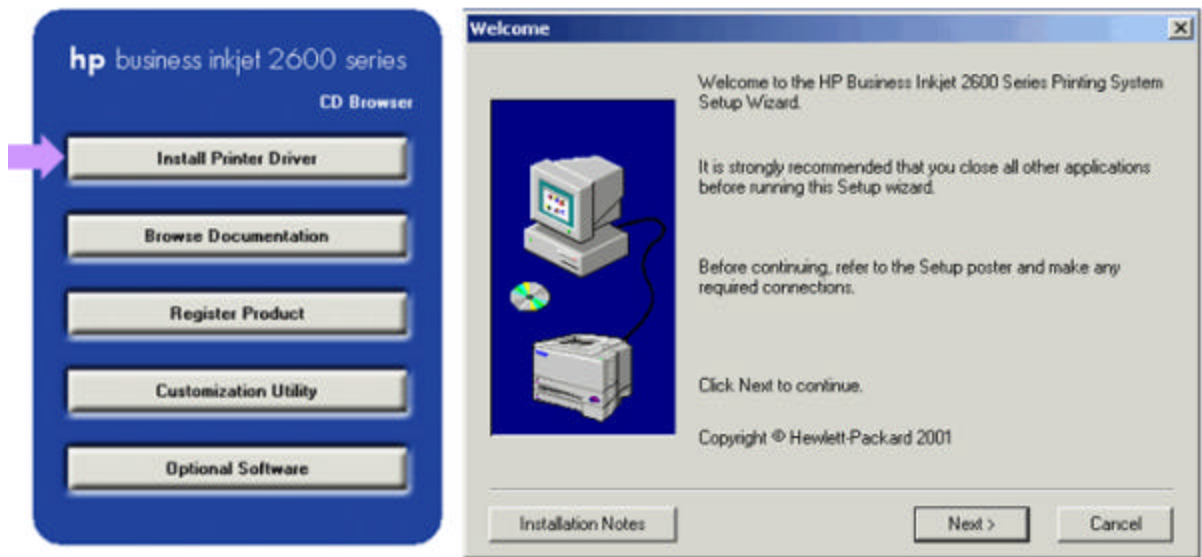
1. Click **Next** in the **Found New Hardware** wizard.
2. Click **Search** for the best driver for your device and click **Next**.
3. Insert the Starter CD into the CD-ROM drive. If the CD menu appears, click **Exit** twice to close the CD menu.
4. Select **Specify a location**. Click **Browse** to locate the installation files depending on the operating system and click **OK**.
5. Click **Next**. Follow the instructions on the screen.
6. Click **Next** and click **Finish**.
7. If using Windows 98 or Windows Millennium Edition, repeat steps 3 to 7 to complete the installation.

installing the printer driver by using a parallel port

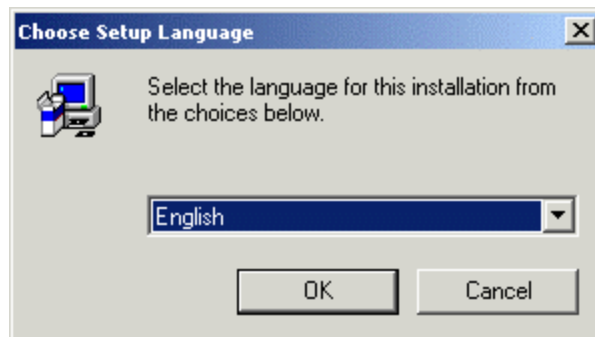
1. Start Windows and ensure that no other Windows applications are running.
2. Insert the Starter CD into the CD-ROM drive. The CD executes automatically.

Note If the CD menu does not execute automatically, select the Start -> Run menu command. Type "<CD ROM drive>:\SETUP". For example, type "D:\SETUP" if D is the CD ROM drive.

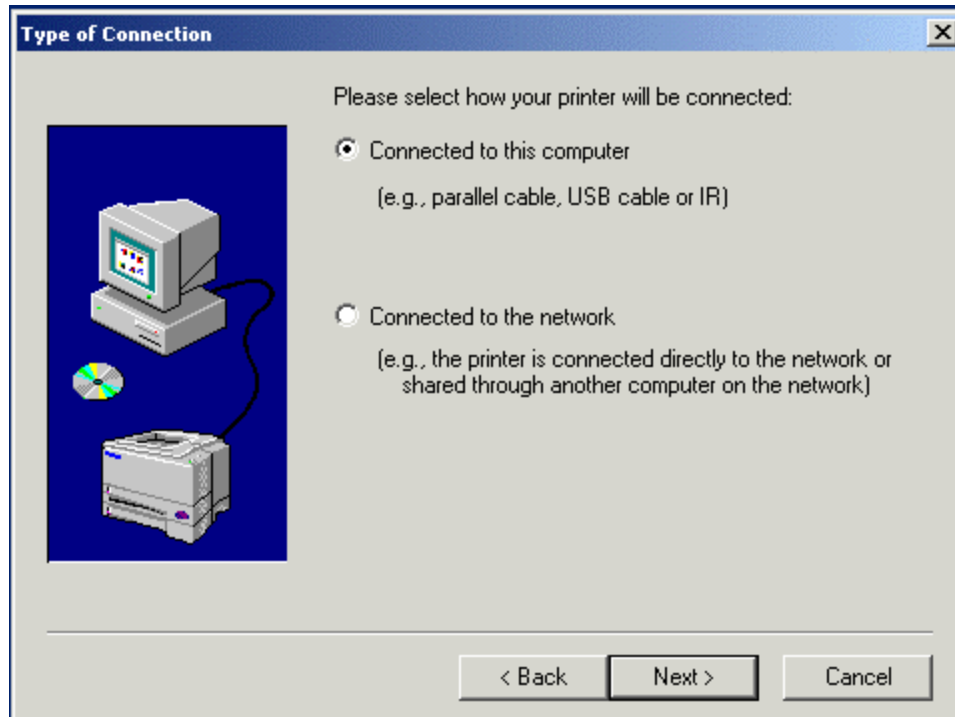
3. Click **Install Printer Driver** on the CD menu.



4. Choose the required language and click **OK** . Follow the instructions on the screen.

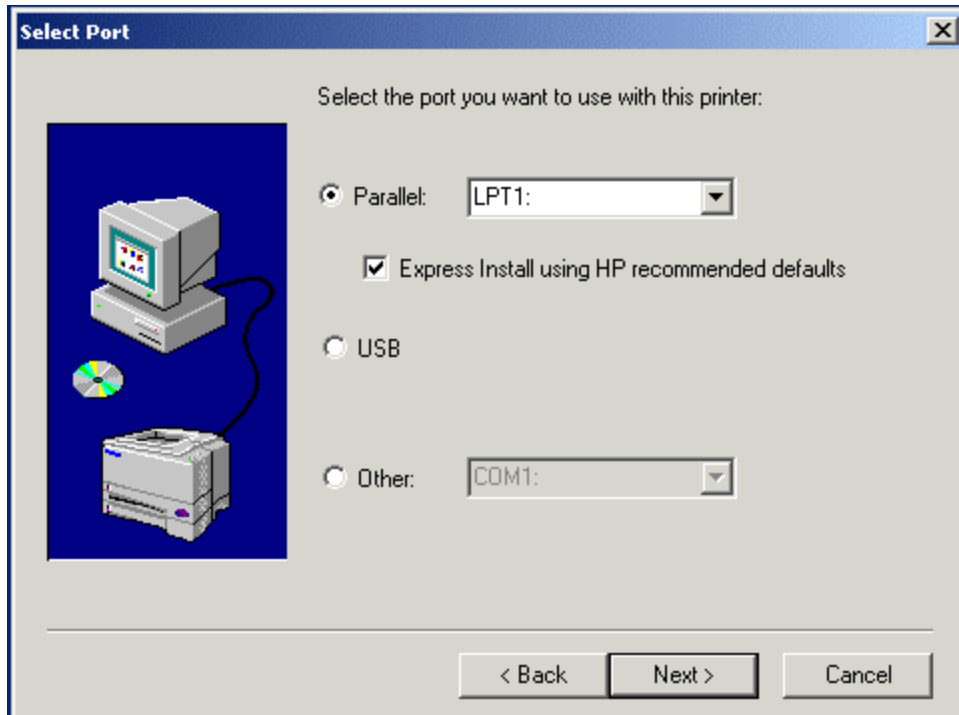


5. Click **Connected to this computer** and click **Next** .

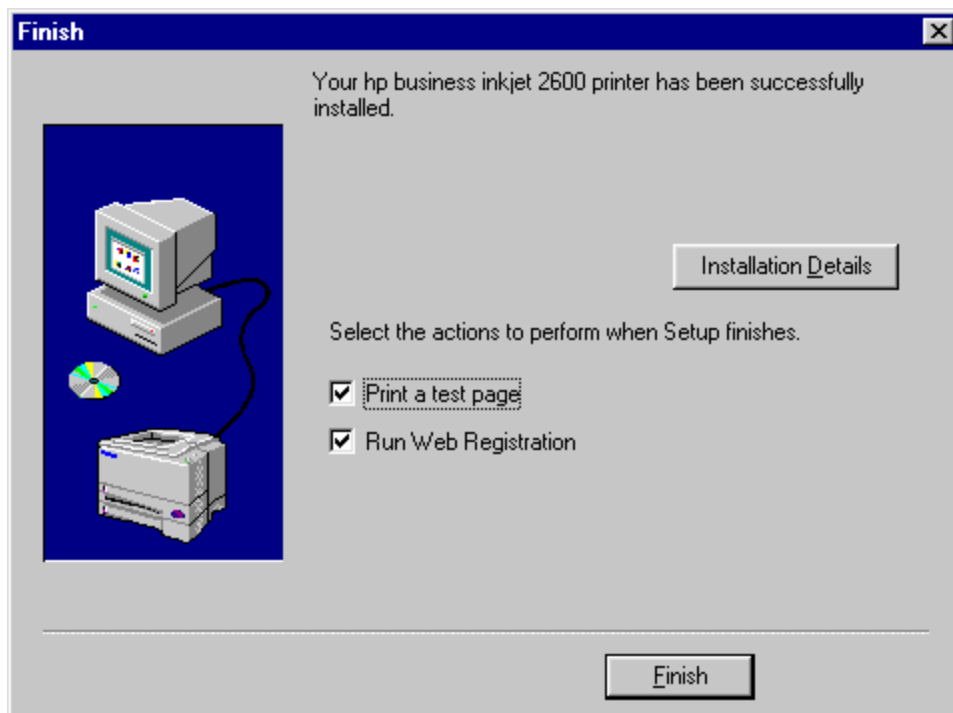


6. Click **Parallel** . Follow the instructions on the screen to complete the installation.

Note *If the Express Install using HP recommended defaults check box is selected, the installation program uses the default options. To specify installation options, clear this check box.*



7. Click the **Finish** button.

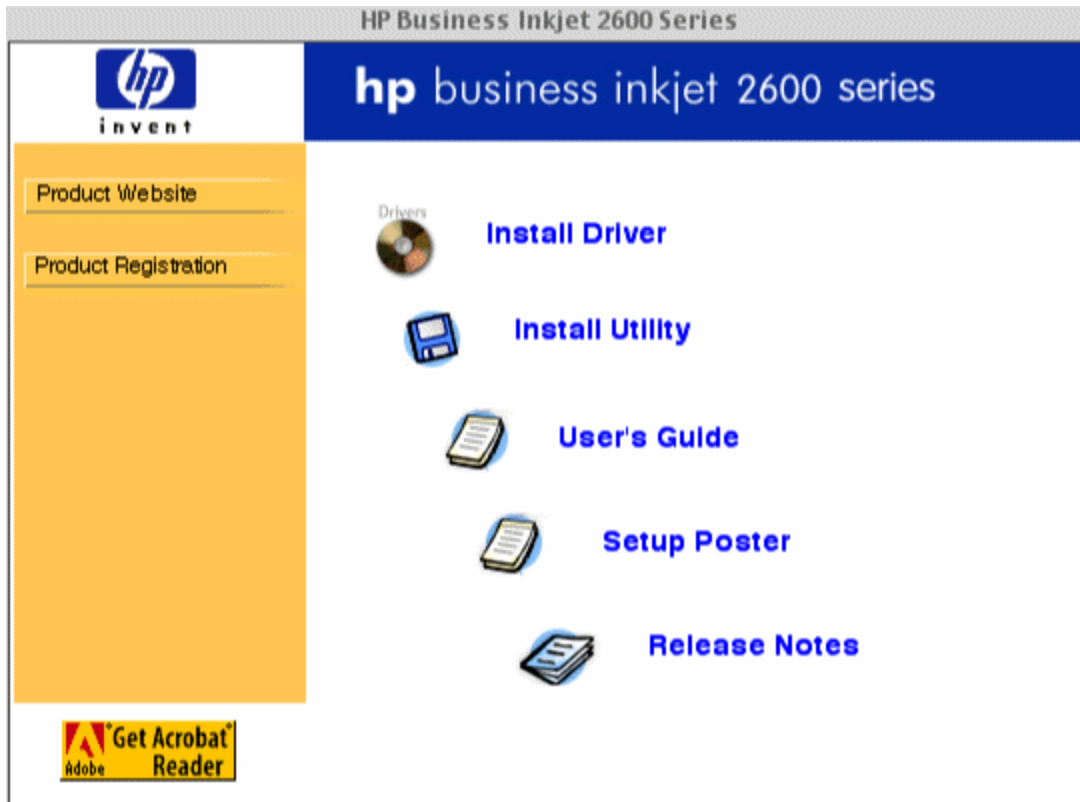


8. Connect the parallel cable to the computer and the printer.

installing the Macintosh printer software

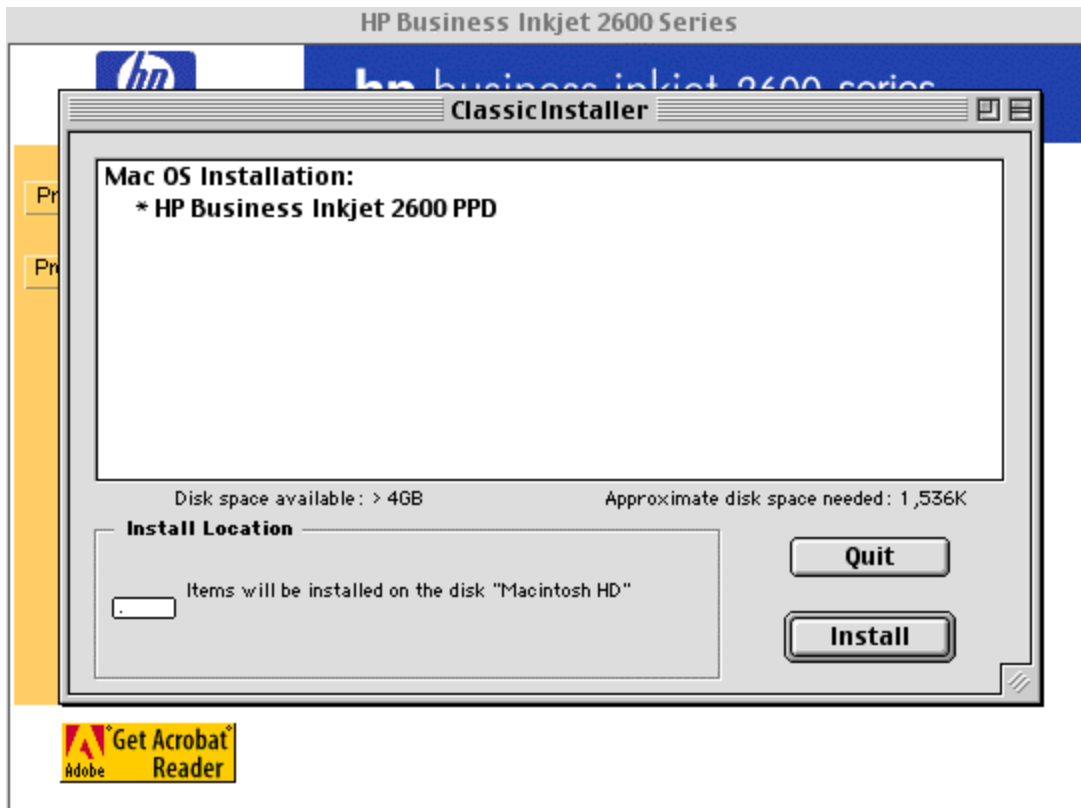
installing the printer driver by using the Starter CD

1. Insert the Starter CD into the CD-ROM drive. The CD menu runs automatically. Click Install Driver.



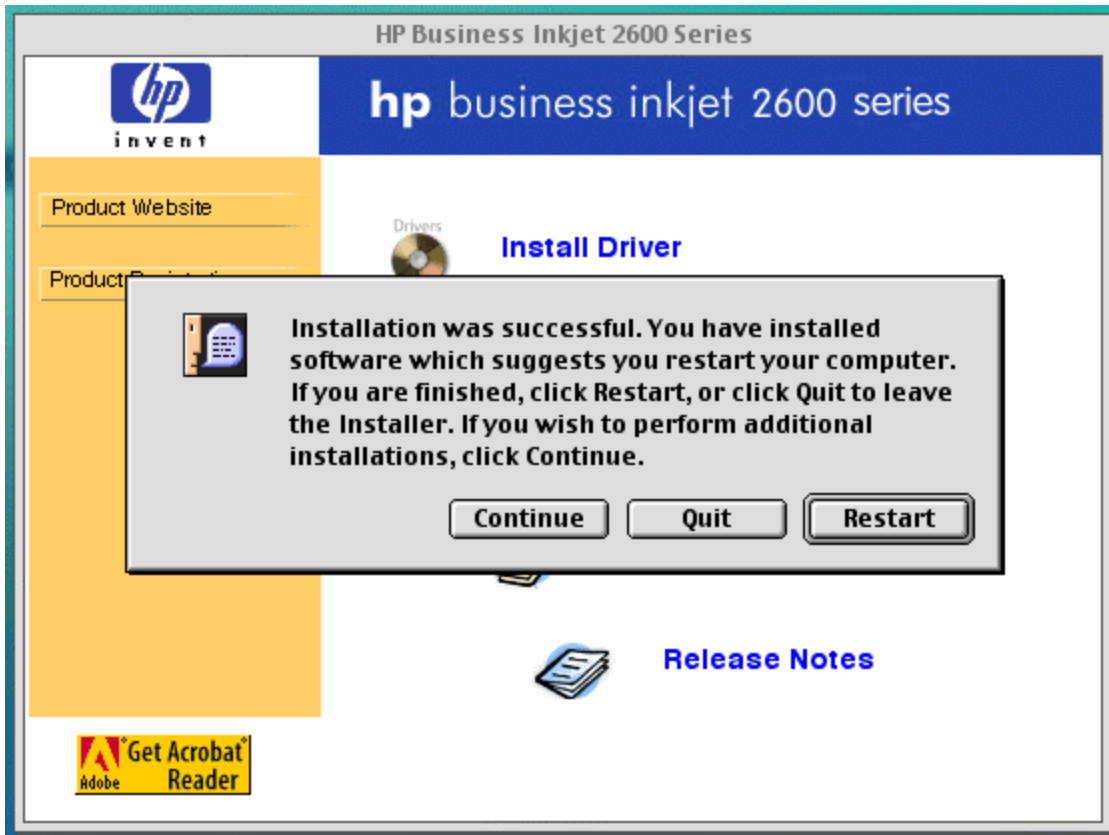
running the Starter CD

2. Click **Install** and follow the instructions on the screen.



clicking Install

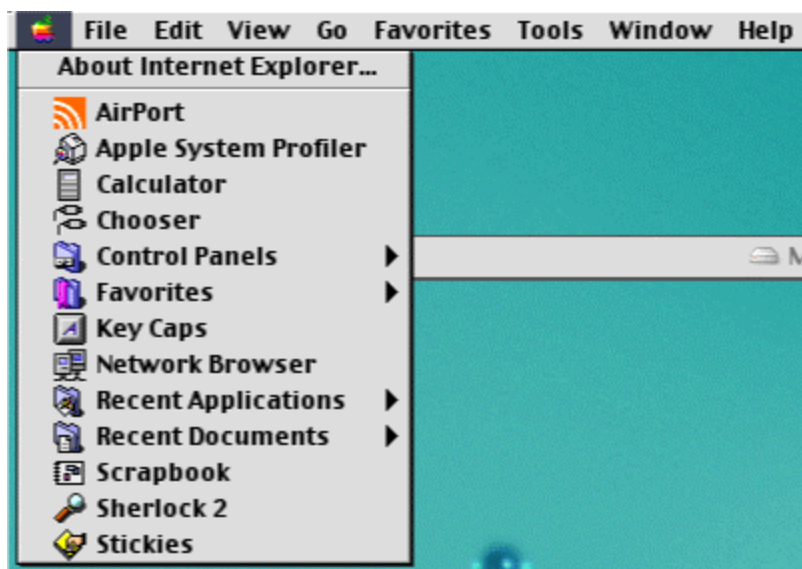
3. Click **Restart** to complete the installation.



clicking Restart

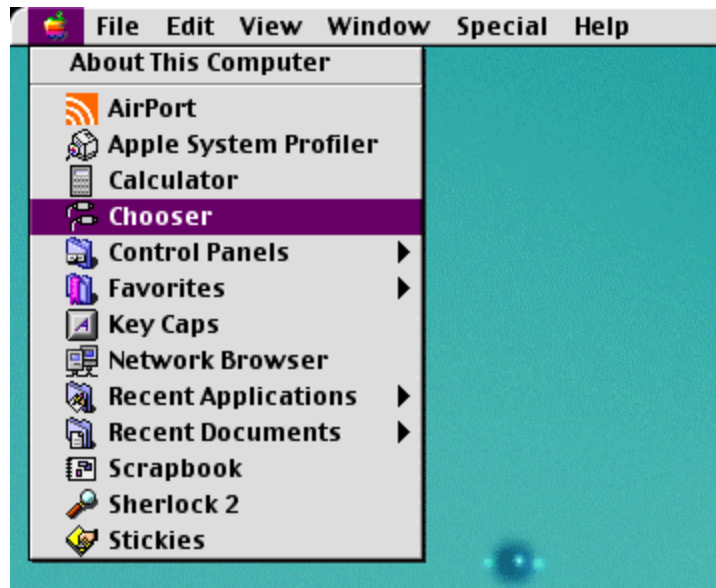
installing the printer driver by using the Chooser menu item in the Apple menu

1. Click the Apple menu on the Desktop.



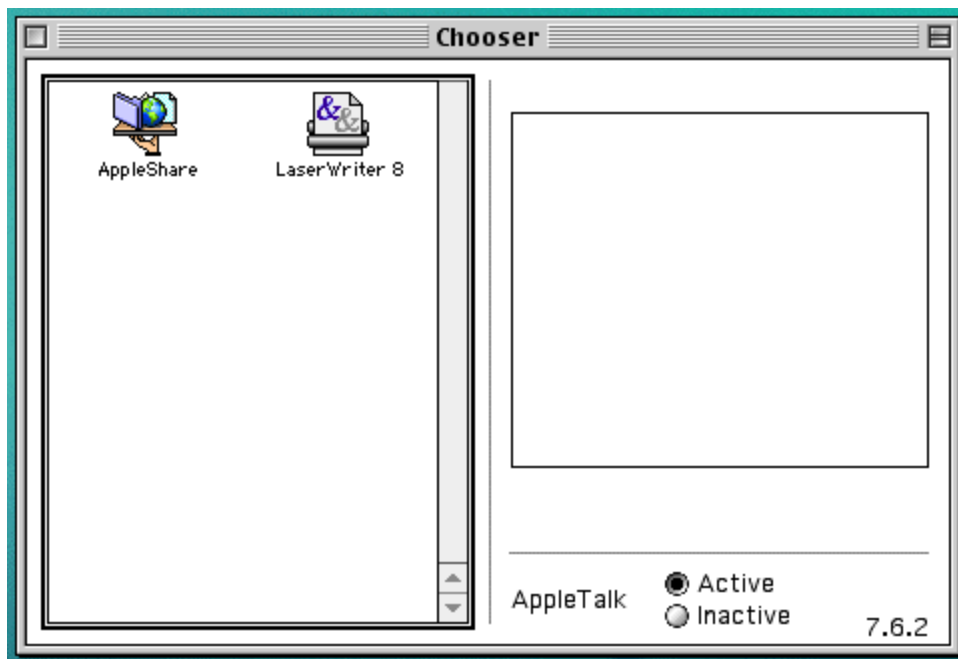
clicking the Apple menu

2. Click the **Chooser** menu item.



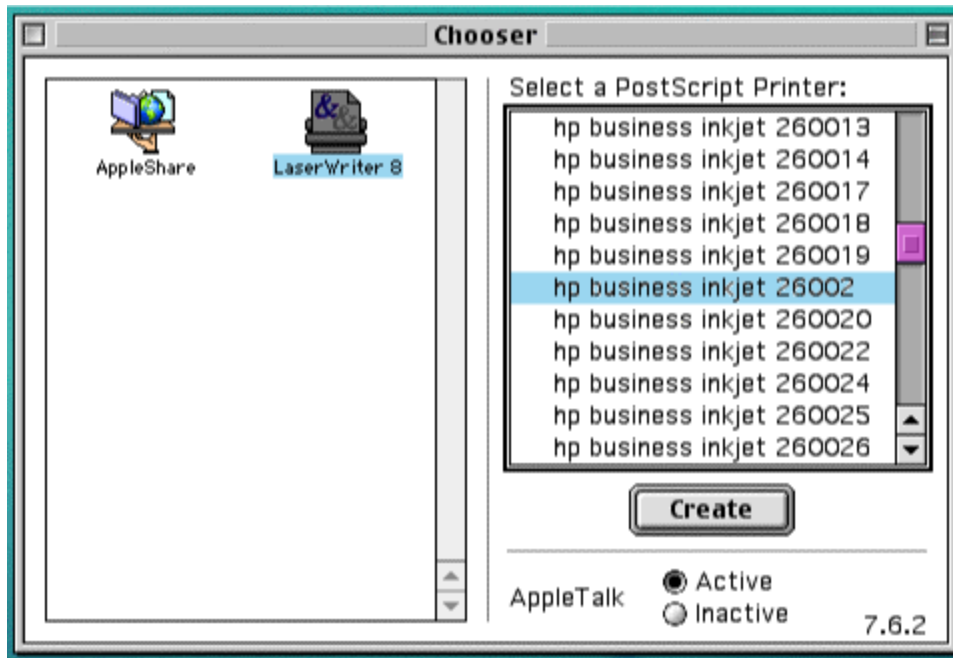
clicking the Chooser menu item

3. In the **Chooser** window, double-click LaserWriter 8 to display a list of PostScript printers.



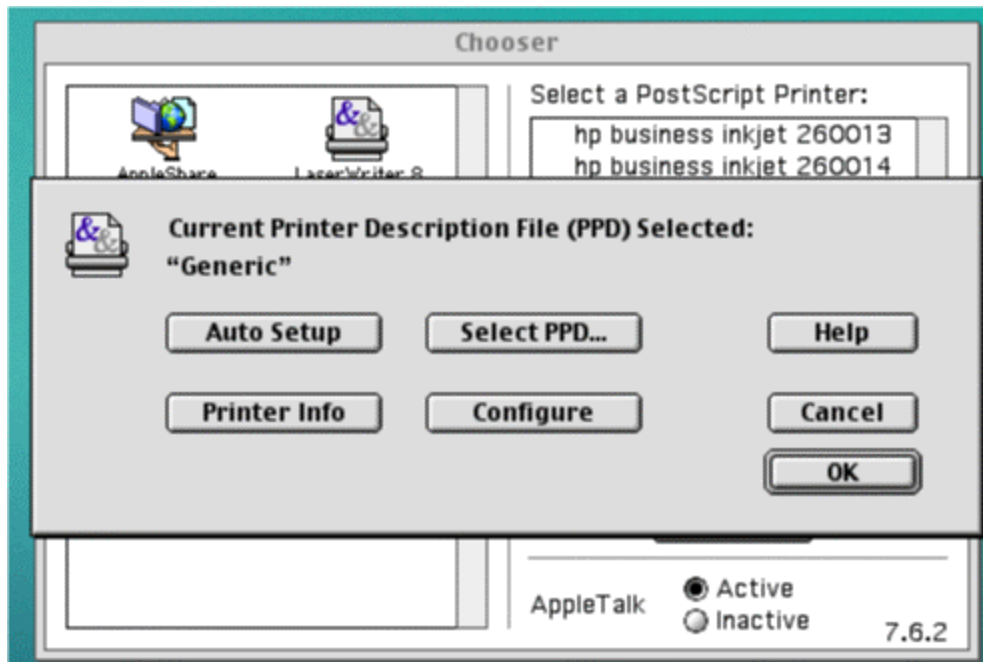
double-clicking LaserWriter 8

4. Select **hp business inkjet 26002** from the list of PostScript printers and click **Setup**.

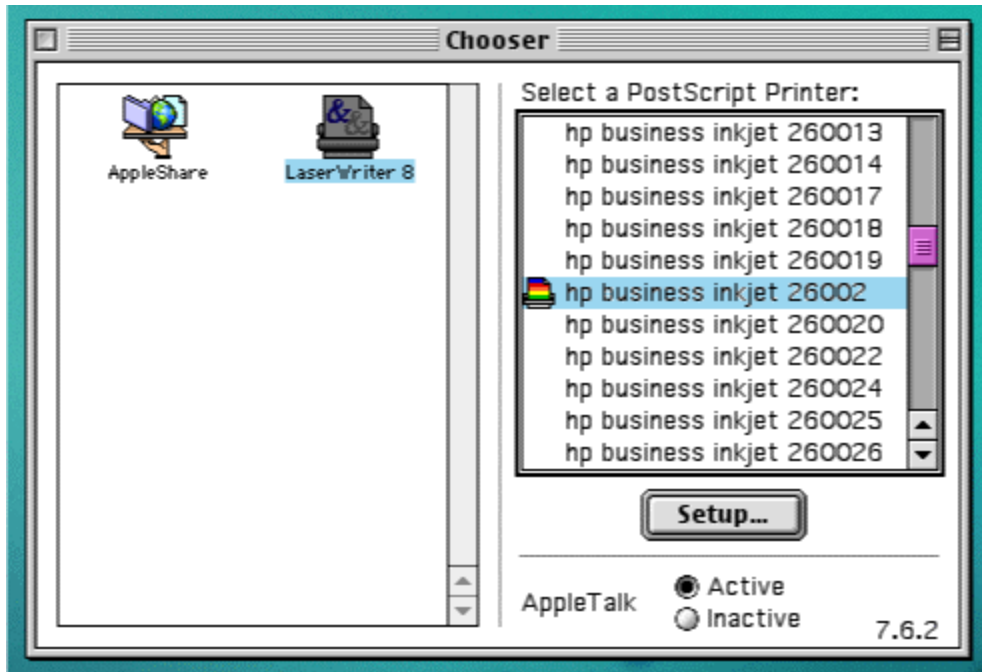


selecting hp business inkjet 2600

5. Click the **Auto Setup** button in the Setup dialog box to install the printer.



clicking the Auto Setup button



displaying the installed printer

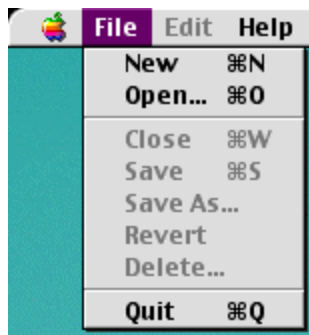
installing the printer driver for printers that use AppleTalk

1. Click the Desktop Printer Utility alias.



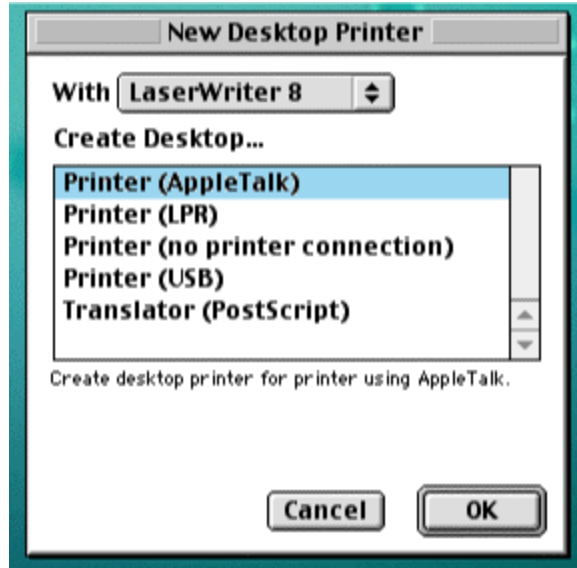
clicking the Desktop Printer Utility alias

2. Select **File -> New** .



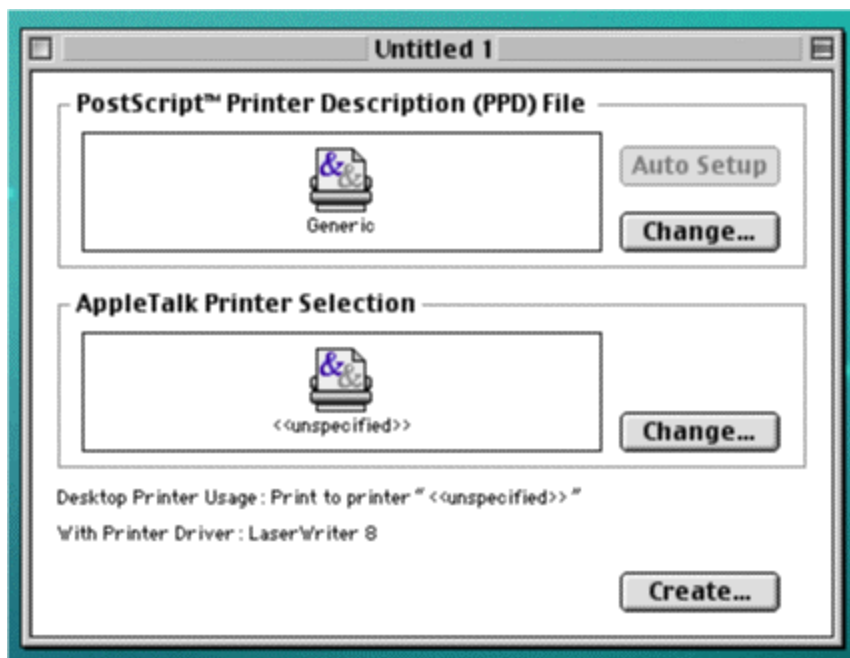
selecting File -> New

3. Select the **Printer (AppleTalk)** option from the **Create Desktop** list in the **New Desktop printer** window and click **OK** .



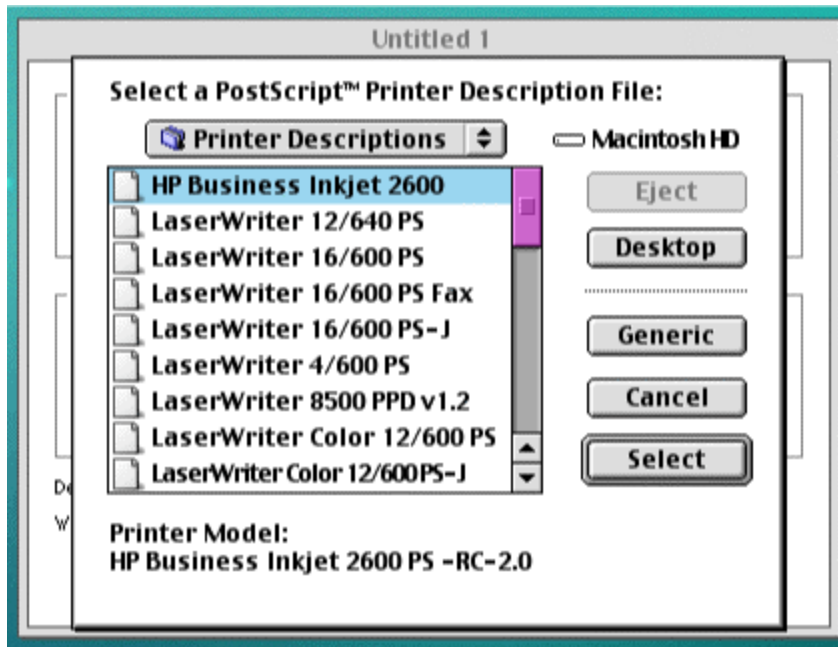
selecting the **Printer (AppleTalk)** option

4. Click the **Change** button in the **PostScript Printer Description (PPD) File** section.



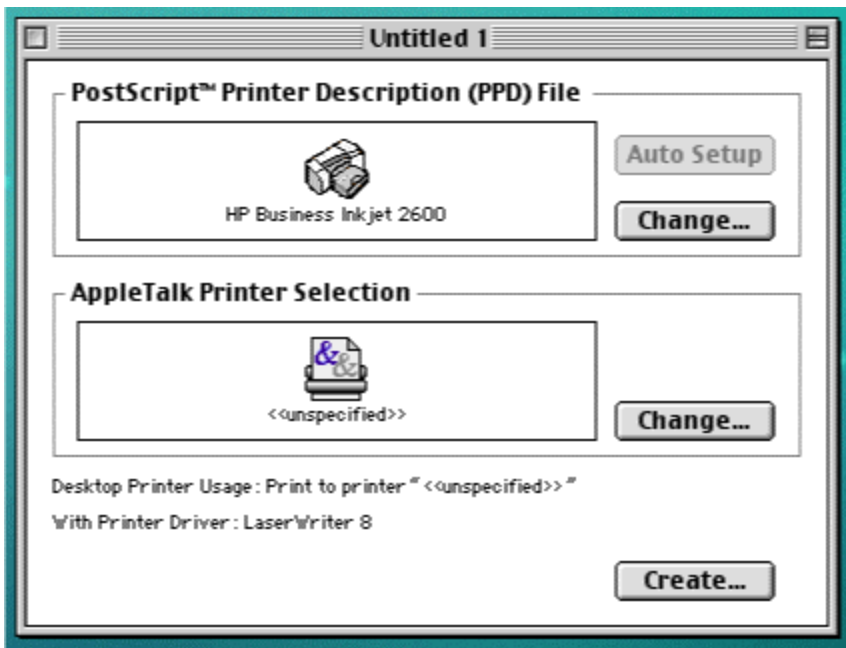
clicking the **Change** button

5. Select the **HP Business Inkjet 2600** option from the list of PPD file names and click **Select**.



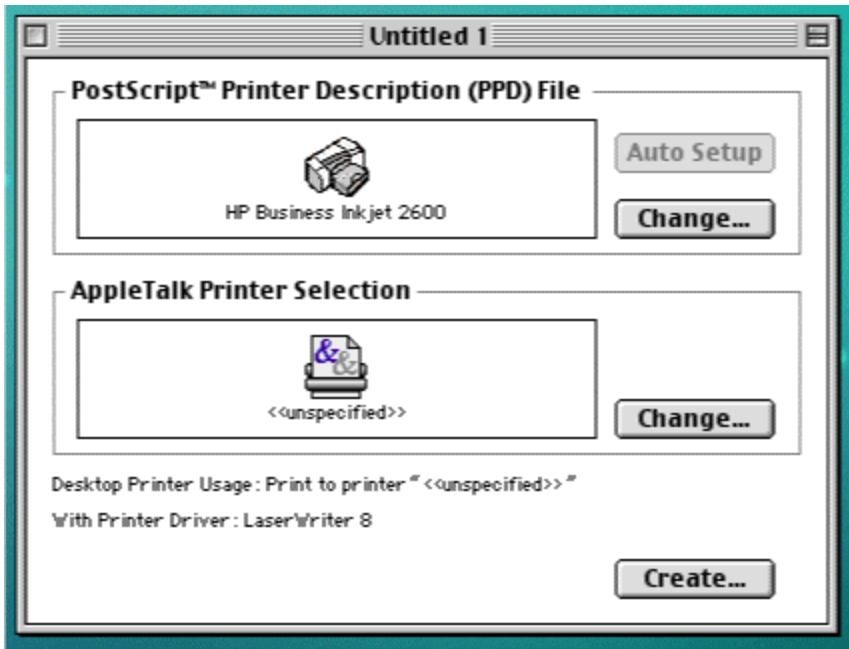
selecting the PPD file name

6. Click the **Change** button in the **AppleTalk Printer Selection** section.



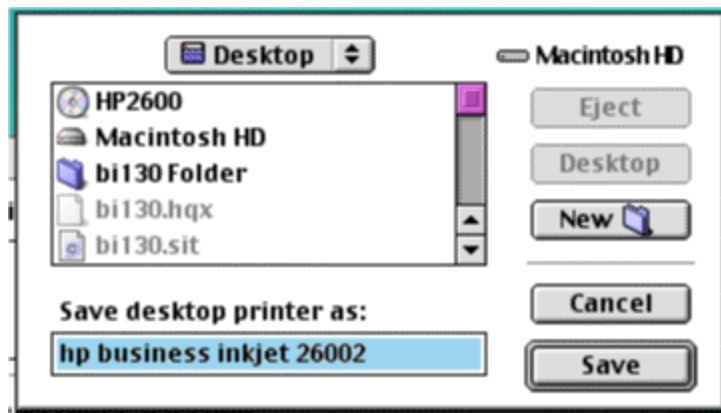
clicking the **Change** button in the **AppleTalk Printer Selection** section

7. Select the **hp business inkjet 26002** from the list of PostScript printers in the **AppleTalk Printer** window and click **OK** .

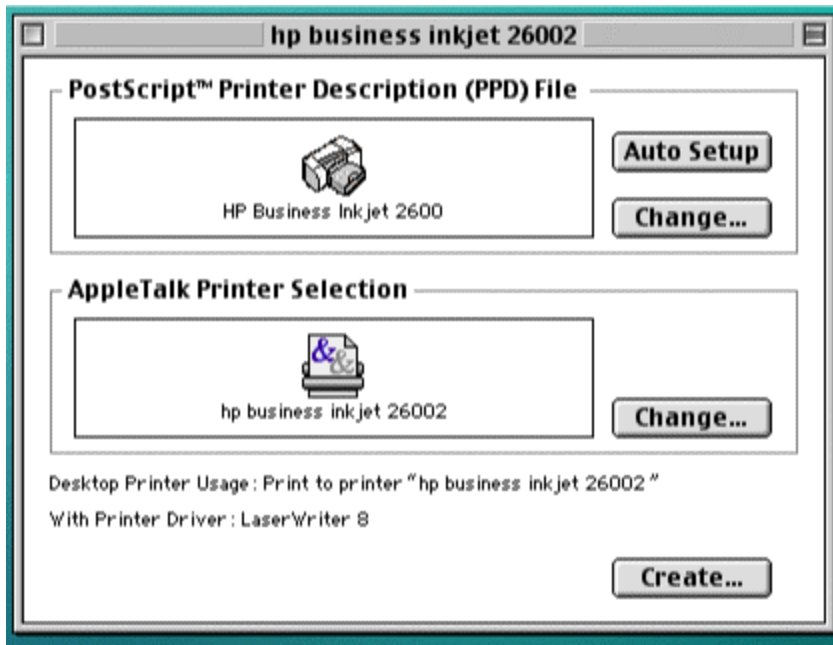


selecting the AppleTalk printer name

8. Specify a name for desktop printer in the **Save desktop printer as:** text box and click **Save** .



saving the desktop printer

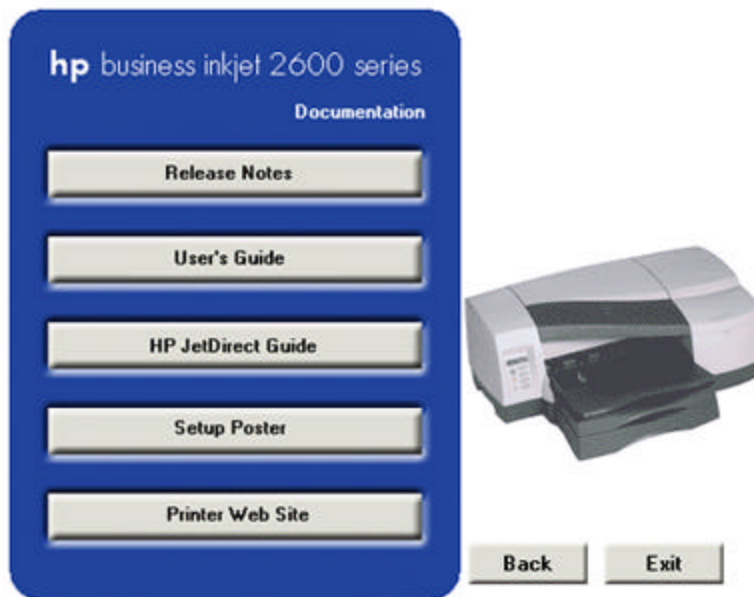


displaying the installed AppleTalk printer

installing the printer software on Mac OS X

1. To connect the printer to a network, install the HP Jetdirect print server on the printer and print a Configuration page.
2. Connect the network cable between the HP Jetdirect print server and a network port if using a network connection.
3. Insert the Starter CD into the CD-ROM drive. The CD menu executes automatically. Follow the instructions on the screen.
4. To connect the printer by using a USB cable, connect the cable between the ports on the computer and the printer.
5. Open the Print Center (located in the Dock at the bottom of the screen), and then click **Add Printer**.
6. From the pop-up menu, select . **USB** .
7. Select **HP Business Inkjet 2600** from the list, and then click **Add** . A blue dot appears beside the printer name, indicating that the printer is now the default printer.

browsing documentation



browse documentation

Browse the latest documentation available for the printer by using the Browse Documentation option. Access the following documentation using the CD browser:

1. Release Notes - It includes installation and late-breaking information.
2. Users guide - It includes the information related to:
 - Setting up the printer
 - Installing the printer software
 - Troubleshooting the printer
 - Maintaining the printer
3. HP JetDirect Guide - It enables you to access the following information:
 - Configure the printer for network printing
 - Troubleshoot the HP JetDirect print server
4. Setup Poster - It is a graphical roadmap to set up the printer
5. Printer Web Site - It enables you to access the printer Web site for information related to the printer. Click the Printer Web site button to access the following Web site:
<http://www.hp.com/>.

registering the product

Register the printer by clicking the Register Product button. This button enables access to the following Web site:

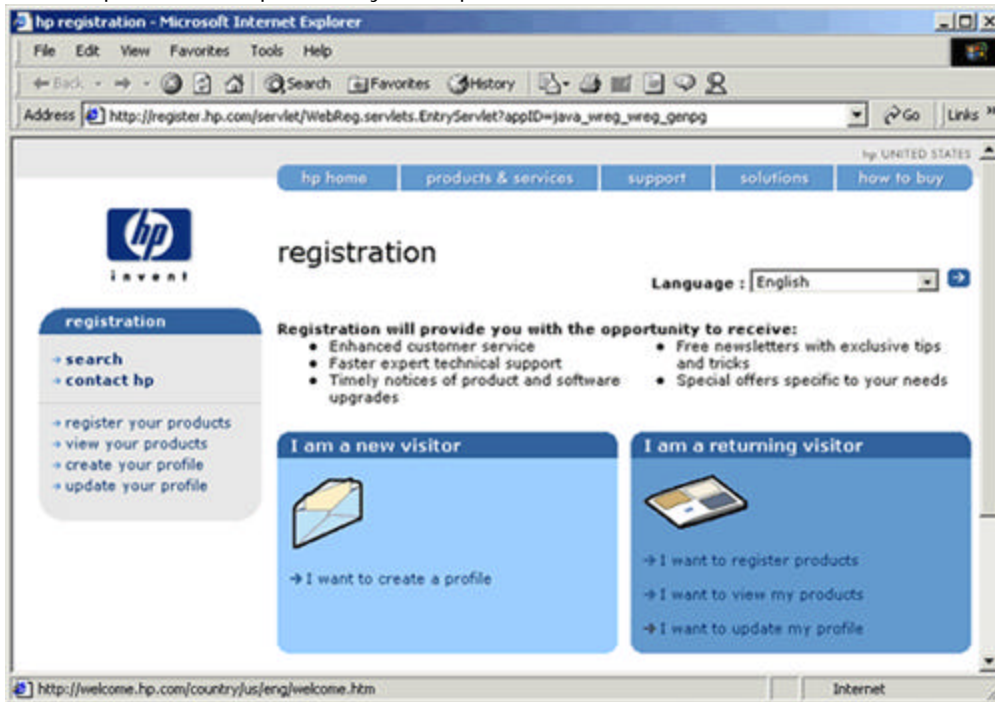
http://register.hp.com/servlet/WebReg.servlets.EntryServlet?applD=java_wreg_wreg_genpg

Perform the following activities by accessing the hp registration Web site:

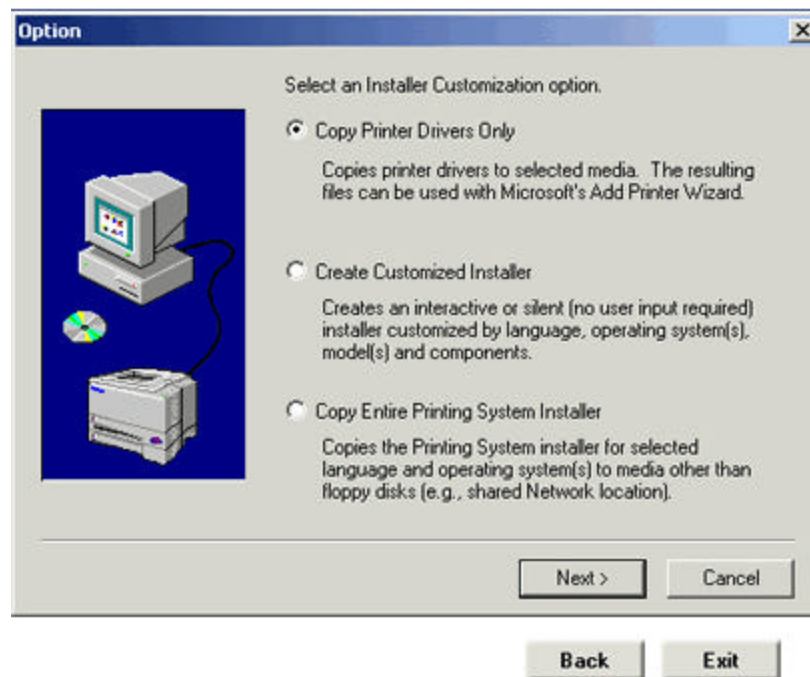
- Create a profile
- Update a profile

Acquire the following information by accessing the hp registration Web site:

- Enhanced customer service
- Fast expert technical support
- Timely notices of product and software upgrades
- Free newsletters with exclusive guidelines
- Special offers specific to your requirements



customization utility



customization utility

Create a custom software installer that can be copied to floppy disks, local hard drives, or network drives. Perform the following activities by accessing the customization utility option:

1. Copy printer drivers - Copy the printer driver to a selected media. The resulting files can be used with Add Printer Wizard of Microsoft.
2. Create customized utility - Create an interactive installer customized by language, operating system, model, and components.
3. Copy Entire Printing System Installer - Copy the printing system installer for the selected language and operating system to media other than floppy disks, for example shared network location.

optional software

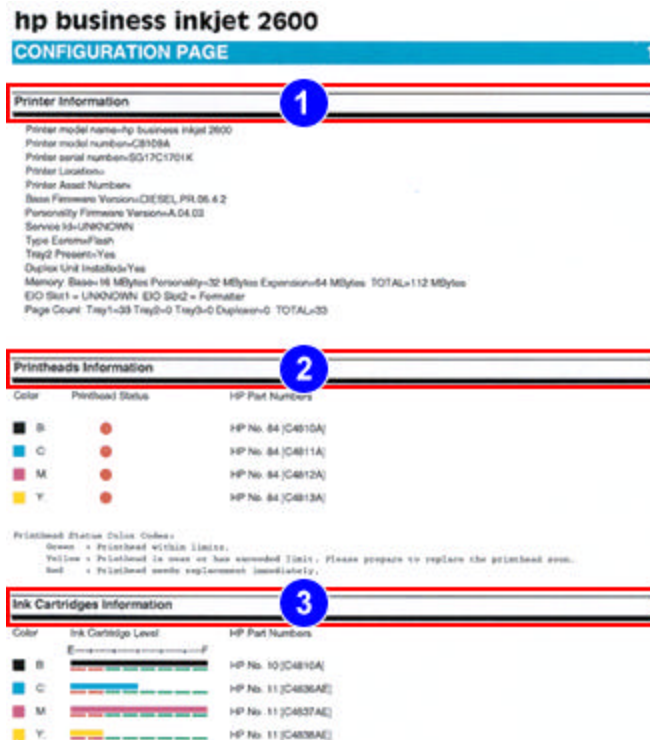


optional software

The various optional software that are available for the printer are:

1. HP WebJet Admin - Download HP WebJet Admin from the Internet for a network printer management tool that is Web browser-based. Download HP WebJet Admin from the following URL:
http://pandi.itrc.hp.com/pdi/t3/CDA/SeriesDisplay/0,1953,27905,00.html?product_type_oid=13037&currCatID=Print+Servers+and+Network+Software%21Installation+%26+Management+Software&sidebarLayId=79&sidebarLayId=62
2. Install AutoCAD driver - Install the AutoCAD driver for AutoCAD Release 13/14.
3. PANTONE Color Palletes - Download PANTONE color palletes.

testing the software installation



configuration page

Verify the working condition of the printer by printing a configuration page.

Print a configuration page to diagnose printer problems.

The configuration page provides information to the user about printer identification and firmware versions, hardware configuration in terms of trays, RAM, installable options (personalities, expansion RAM, EIO cards), networking, and consumables status.

The steps to print a configuration page are:

1. Press **MENU** on the LCD control panel until **INFORMATION MENU** appears.
2. Press **ITEM** until **PRINT CONFIGURATION** appears.
3. Press **SELECT** to print the Configuration page.

uninstalling the printer software

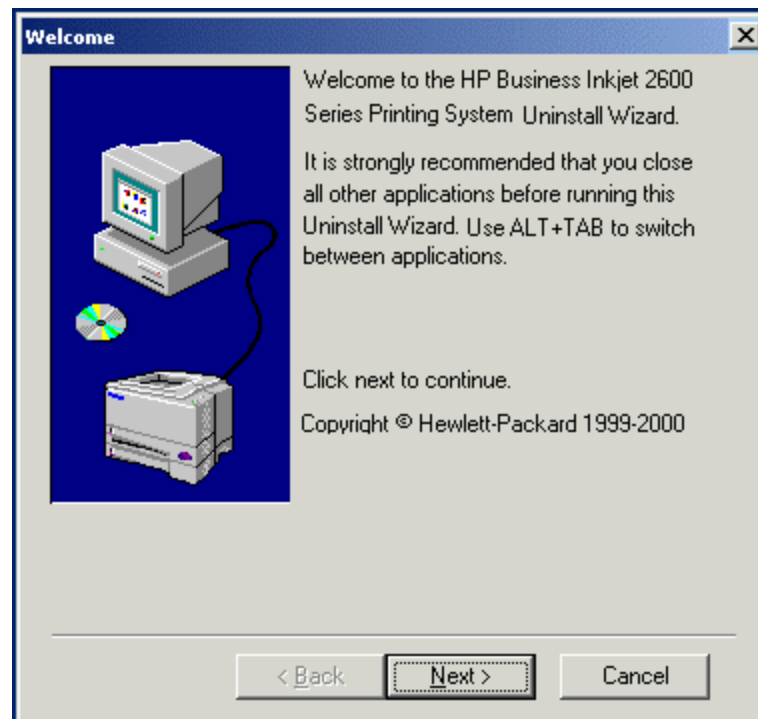
The steps to uninstall the printer software are:

1. Select **Programs** -> **hp business inkjet printer 2600 series** -> **HP Business Inkjet 2600 Series Uninstaller** menu command.



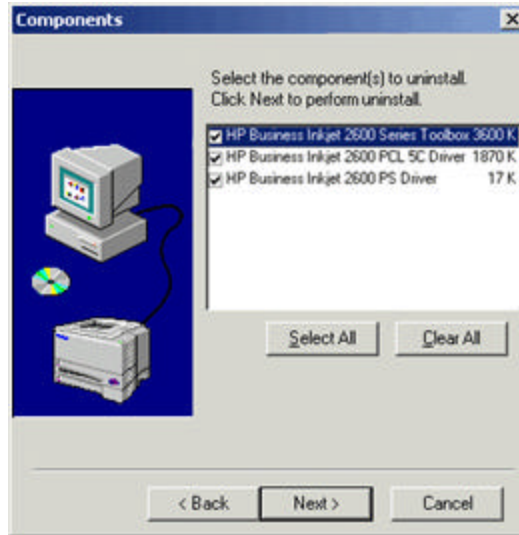
uninstalling printer software - step 1

2. Click the **Next** button on the Welcome screen.



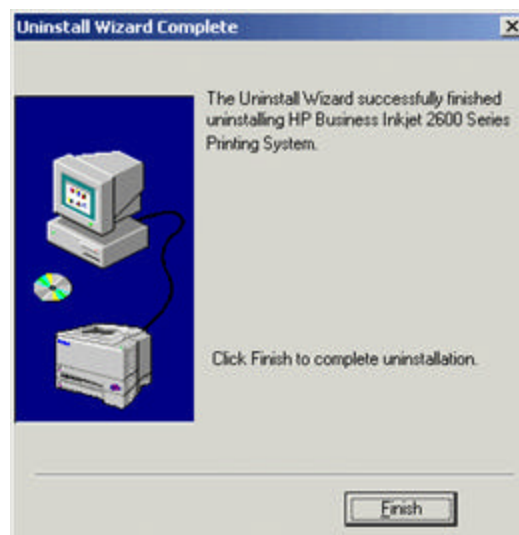
clicking the Next button.

3. Select the components that are to be uninstalled in the **Components** dialog box.



uninstalling printer software - step 2

4. Click **Finish** to uninstall the required components.



uninstalling printer software - step 3

installing toolbox

You can install the Toolbox only from the Starter CD. The steps to install the Toolbox are:

1. Start Windows and ensure that no other Windows applications are running.
2. Insert the Starter CD into the CD-ROM drive. The CD executes automatically.
3. Click **Install Printer Driver** in the CD menu.
4. Choose the required language and click **OK** .
5. Click the **Next** button in the Welcome screen.
6. Click the **Yes** button in the **HP Software License Agreement** dialog box.
7. Click **Connected to the network** , and click **Next** .
8. Click the **Client Setup** radio button in the **Network Setup** dialog box and click the **Next** button.
9. Specify the network path of the printer in the **Specify Network Path** dialog box and click the **Next** button.
10. Select **Custom Installation** radio button in the **Installation Type** dialog box and click the **Next** button.
11. Select the **HP Business Inkjet 2600 Series Toolbox** check box in the **Components** dialog box and click the **Next** button.
12. Click the **Install** button in the **Ready To Install** dialog box to install the Toolbox.

web deployment of drivers

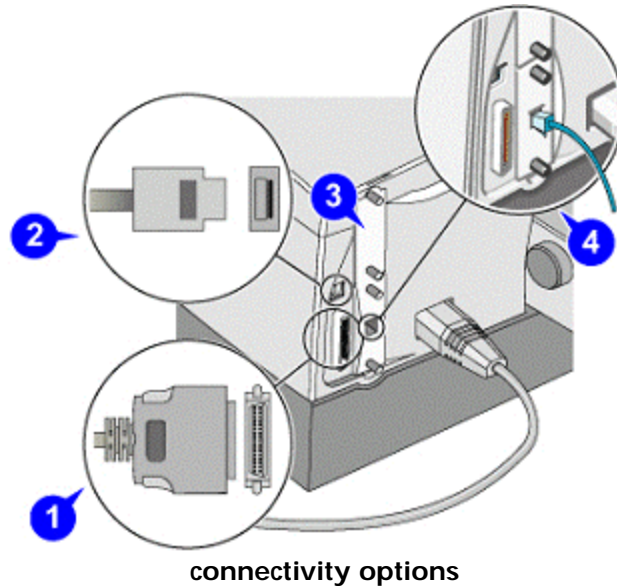
You can deploy the printer drivers from the Starter CD. In addition, you can deploy the following printer drivers from the HP Web site:

- Full Printing System
- PCL5 + USB Driver
- PCL5 Driver
- PS Driver
- PS + USB Driver
- PS Driver
- LJ Utility
- ADI Driver
- Pantone
- ICC Profiles (CMYK)
- JetAdmin 3.4 support
- Firmware download utility
- WebJetAdmin support
- PS model script

Personality	Driver Type
PCL5+PS	Full Printing System (Including the Toolbox)
PCL5	Add Printer (Lite) (Excluding the Toolbox)
PS	Add Printer (Lite) (Excluding the Toolbox)
PS	Printing Software
Mac LJ Utility	N.A.
HP-GL/2	ADI driver for AutoCAD R13/14
PS	Pantone Palettes
PS	ICC Profiles
JetAdmin 3.4 support	Device plug-in

printer driver available from the Web

connectivity options



USB cable

Use a USB cable, having a part number of C6518A, to connect the printer to the computer if the following two conditions are fulfilled:

- The computer has a USB port.
- The computer has any one of the following operating systems:
 - Windows 98
 - Windows Millennium Edition (Me)
 - Windows 2000
 - Windows XP

If the computer does not meet the specifications, use a parallel cable to connect the printer to the computer.

In most cases, after you install the printer software and connect the printer to the computer, install additional printers with USB cables without reinstalling the printer software. It is recommended to install the software before connecting the printer to the computer.

Warning *Ensure to connect the USB cable only when prompted by the computer.*

parallel cable

Use a parallel cable, having part numbers C2950A or C2951A, to connect the printer to the computer if the following two conditions are fulfilled:

- The computer has a parallel port.
- The computer has any one of the following operating systems:
 - Windows 95
 - Windows 98
 - Windows Millennium Edition

- Windows NT 4.0
- Windows 2000
- Windows XP

EIO

Install an HP Jetdirect print server in the EIO slot of the printer. By default, the hp business inkjet 2600dn includes a print server in this slot.

The printer is shared in a network environment by connecting it directly to the network with an HP Jetdirect external or internal print server. In addition, computers running in the Windows environment can share the printer when it is directly connected to a computer on the network. The HP Jetdirect printer server can be used in both client-server and peer-to-peer network configuration.

connectivity specifications

product name	specification
hp business inkjet 2600	<ul style="list-style-type: none"> • IEEE 1284-compliant bi-directional parallel • USB port • One open EIO slot • HP PCL5C and PostScript 3 Emulation Personalities Card in second EIO slot
hp business inkjet 2600dn	<ul style="list-style-type: none"> • IEEE 1284-compliant bi-directional parallel • USB port • HP PCL5C and PostScript 3 Emulation Personalities Card in first EIO slot • HP Jetdirect internal print server for Fast Ethernet 10/100Base-TX in second EIO slot

connectivity specifications of hp business inkjet 2600/2600dn

Note *EIO and personality cards can be swapped between slots.*

connecting to a network

The HP Jetdirect print server can be used in both client-server and peer-to-peer network configurations.

peer-to-peer network

In a peer-to-peer network, the printer software is installed on each computer, and the system is configured to send print jobs directly to the printer. Each individual computer manages its own print jobs. Peer-to-peer printing is more suitable for smaller networks.

client-server network

On a client-server network, client computers send print jobs to dedicated server computers that control the use of each printer. Client-server printing is normally used in small work groups where dedicated computer servers manage the printing needs of many users. Access the HP Jetdirect Print Server Administrator guide on the starter CD for information to set up the printer on a network.

The HP Jetdirect Print Server Administrator guide provides the following information:

- HP Software Solutions for HP Jetdirect print servers:
 - HP Web JetAdmin, a web-based tool for managing network peripherals
 - HP IP/IPX Printer Gateway for NDPS
 - HP LaserJet Utility to set up printers on AppleTalk networks
- TCP/IP Configurations

establishing a network connection using the EIO module

When setting up the printer by using a network connection, connect the printer to the network and then install the software.

1. Install the HP Jetdirect print server in the printer.

Note

The print server must be installed before installing the printer software.

2. Connect the network cable between the HP Jetdirect print server and a network port.
3. Start Windows and ensure that no other Windows applications are running.
4. Insert the Starter CD into the CD-ROM drive. The CD executes automatically.

Note

If the CD menu does not execute automatically, select the Start -> Run menu command. Type the <CD ROM drive>:\SETUP. For example, type D:\SETUP if the D: is the CD ROM drive.

5. Click **Install Printer Driver** in the CD menu.
6. Choose the required language and click **OK** .
7. Follow the instructions on the screen.
8. Click **Connected to the network** , and click **Next** .
9. Click **Basic Server or Peer-to-Peer Network Setup** and click **Next** . Follow the instructions on the screen to complete the installation procedure.

troubleshooting setup issues

symptom	cause	solution
Printer takes a long time to print	Cause 1: Incorrect configuration	<ul style="list-style-type: none"> • Solution 1: Check the computer configuration • Ensure that the computer meets the minimum operating system requirements for the printer.
	Cause 2: Inadequate hard disk space in the spool directory	Solution 2: Check the hard disk space. At least 50 MB of hard disk space should be available in the following cases: <ul style="list-style-type: none"> • To print on 11 x 17 inch or A3 paper • To print graphics-intensive files
	Cause 3: Incorrect configuration of hardware on the PC	Solution 3: Check the port settings. Ensure that the port settings configuration in the computer is set to ECP.
	Cause 4: Low ink supply	Check the status of the ink cartridges <ul style="list-style-type: none"> • Solution 3: Check the status of the ink cartridges from the Toolbox utility. • Replace any ink cartridges that are low on ink.
Indicator LED blinks amber	Cause 1: Hardware problem.	Solution 1: Restart the printer. Turn off the printer, wait for a few seconds, and then turn it on again. If the message persists, your printer might need servicing. Write down the error code and contact HP.
Indicator LED turns off while the printer is turned on	Cause 1: Unrecoverable error.	Solution 1: Turn off the printer, wait for a few seconds, and then turn it on again. If the message persists, your printer might need online help servicing. Write down the error code and contact HP.

troubleshooting usage-related problems

Note If the printer is connected to a network, use the embedded Web server in the printer to check the network setup.

troubleshooting power on issues

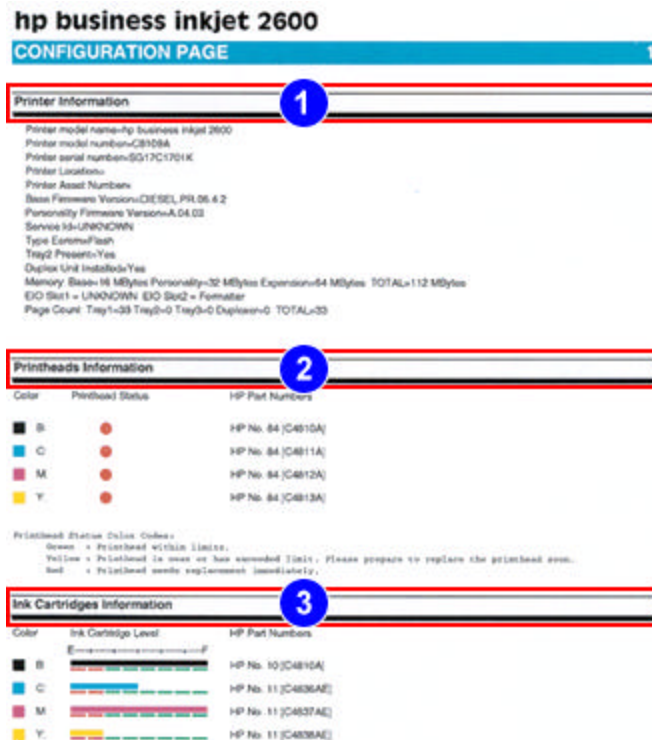
symptom	cause	solution
Power on and printer response issues	Cause 1: Access doors are open	<p>Solution 1: Check the Access Doors:</p> <ul style="list-style-type: none"> • Make sure the Top Cover and Carriage Access Cover are firmly closed. • If the LCD panel displays the message CLOSE ALL COVERS, open and close all access doors. <p>Check the vents: If the printer's vents are covered, and the printer overheats, it automatically turns off. Make sure the vents are not covered and the printer is in a cool and dry location.</p>
	Cause 2: Power cord incompatibilities	<p>Solution 2: Make sure the printer is connected to the power cord, that the power cord is plugged in, and that the power cord can handle 230V.</p> <p>To test the power cord:</p> <ol style="list-style-type: none"> 1. Power off the printer. 2. Unplug the power cord and replace it with a new power cord. 3. Power on the printer. If the printer now works, then the power cord was faulty.
	Cause 3: Verify voltage of Power Supply Assembly	<ol style="list-style-type: none"> 1. Solution 3: Disconnect the Power Supply Harness Assembly from the Power Supply PCA. 2. Use a multimeter to check the output voltage of the Power Supply Assembly. 3. It should measure +19V (B+). 4. Reconnect the Power Supply Harness Assembly when you are finished. 5. Turn the printer off and then power the printer on again. 6. It may also be an Opto-coupler failure or Power MOSFET failure. In either case you will need to replace the Power Supply Assembly. <p>Note <i>If PCA or power supply is replaced, hardware tests must be performed.</i></p>

	Cause 4: Measure voltage of Logic PCA	<ol style="list-style-type: none"> 1. Solution 4: Use a multimeter to check the output supply voltage of the Kayak ASIC on the Logic PCA. 2. Use a multimeter to check the input supply voltage of the Power Connector to the Logic PCA.
	Cause 5: Faulty main harness	Solution 5: Check that all connections to the Main Harness are solid and that all connectors are attached firmly to the wires. Ensure that none of the wire insulation is frayed or missing.

troubleshooting power-on problems

Note *If PCA / power supply is replaced, hardware tests must be performed. As of the current moment, all tests are not finalized. The division will communicate hardware tests at a date closer to NPI.*

testing the software installation



configuration page

Verify the working condition of the printer by printing a configuration page.

Print a configuration page to diagnose printer problems.

The configuration page provides information to the user about printer identification and firmware versions, hardware configuration in terms of trays, RAM, installable options (personalities, expansion RAM, EIO cards), networking, and consumables status.

The steps to print a configuration page are:

1. Press **MENU** on the LCD control panel until **INFORMATION MENU** appears.
2. Press **ITEM** until **PRINT CONFIGURATION** appears.
3. Press **SELECT** to print the Configuration page.

printing a diagnostic page

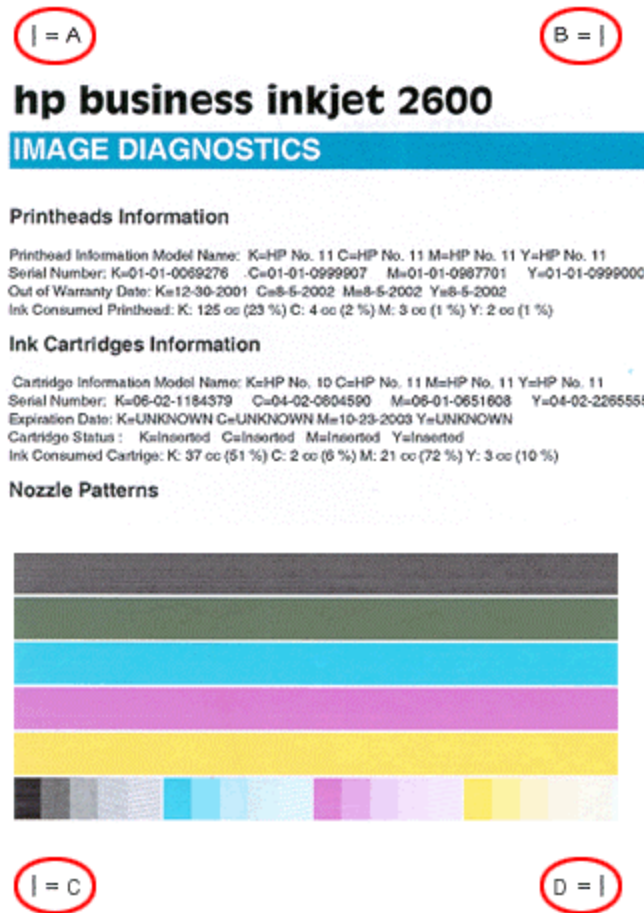


image diagnostics page

The Image Diagnostics page has the following sections:

1. Printheads Information: Displays technical information related to the printhead performance.
2. Ink cartridges Information: Displays technical information related to the ink cartridges, such as firmware version number and extra memory installed.
3. Nozzle patterns: Displays the nozzle pattern.

Note A Diagnostic page enables HP Customer Care Center to help you diagnose the printer problem.

The steps to print an Image Diagnostics page are:

1. Press **MENU** on the LCD control panel until **INFORMATION MENU** appears.
2. Press **ITEM** until **PRINT DIAGNOSTIC PAGE** appears.
3. Press **SELECT** to print the diagnostic page.

Use and Maintain

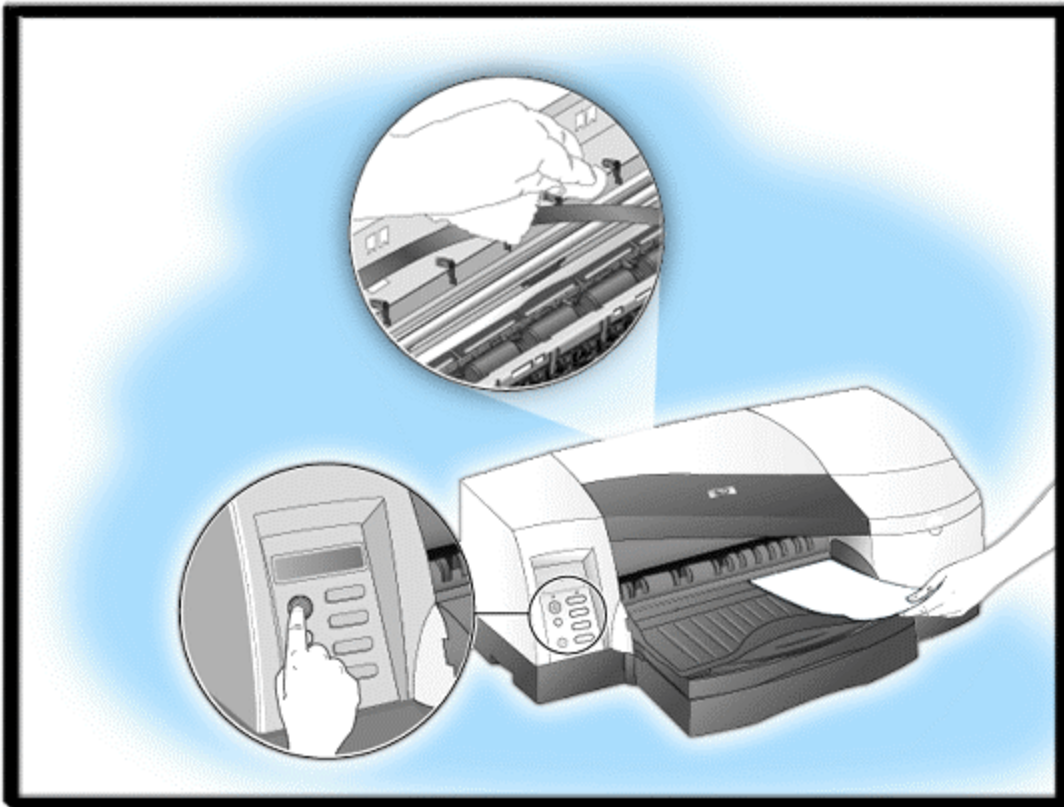


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printer features overview

The hardware components of the hp business inkjet 2600 are:

- LCD control panel
- paper input and output trays
- sensors
- auto-duplex unit (comes default with the hp business inkjet 2600dn)

LCD control panel

The control panel has an LCD (Liquid Crystal Display) that displays information on the current status of the printer. Use the control panel to navigate menus, items, values, and buttons to manipulate the printer controls.

paper input and output trays

The hp business inkjet 2600 contains different paper trays for handling different types of paper and media. The different types of paper trays are:

- **tray 1** : This tray holds 150 sheets of plain paper, regular and oversized.
- **tray 2** : This tray holds regular and oversized paper. Capacity: 250 sheets of plain paper.
- **front manual feed** : This tray holds paper and media that are manually fed into the printer. Capacity: 10 sheets of plain paper.
- **rear manual feed** : This tray holds cards and any special type of printable media. Capacity: 1 sheet at a time.
- **output tray** : This tray has a capacity of holding 100 sheets.

sensors

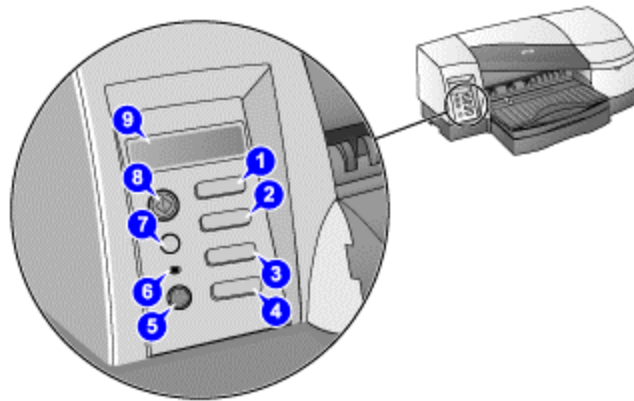
A few key hardware components of the printer are available with mechanical and/or electrical sensors. The sensors are used to monitor their status (open, closed, paper jam, exists). These status indicators indicate when the printer requires maintenance and help keep the printer in proper condition.

- **top-of-form sensor** : Also known as the OOPS (Out of Paper Sensor). When there is no paper in the printer, the OOPS flag interrupts the light path of the OOPS optical sensor (only for printhead access; ink cartridge door portion open/close is not detected.)
- **door sensor (combined top cover and right access door)** : The door sensor is a combined sensor for the top cover, printhead access cover, and ink cartridge cover.
- **rear manual feed sensor** : Detects paper insertion.
- **spot sensor** : Enables the printer to automatically switch to a transparency-printing mode.
- **line sensor** : The line sensor is used for pen alignment and for the linefeed sensor.
- **linefeed sensor** : The linefeed sensor provides linefeed position feedback by reading the encoder disk.

auto-duplex unit

This allows automatic printing on both sides of the paper.

LCD panel overview



controls

1. **MENU** - Displays the menu options available in the LCD control panel.
2. **ITEM** - Displays the menu items within a selected menu. Also moves the cursor within the VALUE character string.
3. **VALUE** - Displays the values available for the selected menu item. Also used to input numbers larger than 9. Use the ITEM key to change or move the cursor to the 10s and 100s column.
4. **SELECT** - Selects the value that is currently shown on the LCD display.
5. **POWER** - Turns the printer off or on.
6. Indicator LED - Indicates the printer status based on the color of the light displayed. The indicator lights up when a printer is online (green) and blinks when a printer is printing (green) or when an error occurs on the printer (amber). When the printer encounters a non-recoverable error, the LED turns off.
7. **CANCEL** - Cancels the current print job. Press this button only once to cancel a queued print job.
8. **RESUME** - Continues a print job that is kept waiting.
9. LCD display - Displays status messages and ink levels in ink cartridges.

menu map

hp business inkjet 2600



INFORMATION MENU PRINT MENU MAP PRINT CONFIGURATION PRINT PCL FONT LIST PRINT PS FONT LIST PRINT DEMO PRINT IMAGE DIAGNOSTICS PRINT SERVICE INFO PRINT EXTENDED SERVICE INFO SHOW EVENT LOG	INFORMATION MENU (CONTINUED) TEST PAPER PATH 1=1 TEST PAPER PATH 2=1 TEST DUPLEX PATH 1=1 TEST DUPLEX PATH 2=1	PAPER HANDLING MENU TRY OTHER TRAY IF EMPTY=NO TRAY1 SIZE=NOT SET TRAY1 TYPE=NOT SET TRAY2 SIZE=NOT SET TRAY2 TYPE=NOT SET TRANSPARENCY DETECT=ON	CONFIGURATION MENU LCD BACKLIGHT=5 MINS PERSONALITY= AUTO JOB MISMATCH TIMEOUT=1 HOUR PRINT PS ERRORS=OFF	PRINTING MENU NUMBER OF COPIES=1 QUALITY LEVEL= NORMAL PAPER SIZE= LETTER PAPER TYPE= PLAIN PAPER ORIENTATION= PORTRAIT PAGE LENGTH= 80 DUPLEX= OFF BINDING= LONGEDGE PCL FONT NUMBER= 0
PRINTING MENU (CONTINUED) PCL FONT PITCH= 10.00 USE FONTS= NO PCL SYMBOL SET= PC8 APPEND CR TO LF= NO PCL FONT POINT= SIZE=12.00	EIO MENU CFG NETWORK= NO	I/O MENU I/O TIMEOUT= 15 SEC	MAINTENANCE MENU CLEAN PRINTHEADS ALIGN PRINTHEADS SHOW PRINTHEAD HEALTH	RESETS MENU RESTORE FACTORY SETTINGS

The steps to print the menu map are as follows:

1. Press **MENU** on the LCD control panel repeatedly until **INFORMATION** appears.
2. Press **ITEM** repeatedly until **PRINT MENU MAP** appears.
3. Press **SELECT** to print the menu map.

The LCD control panel displays the following menus:

- information menu
- paper handling menu
- configuration menu
- printing menu
- EIO menu
- I/O menu
- maintenance menu
- reset menu

information menu

message	value	description
PRINT MENU MAP	N.A.	Prints a single page map of the menu structure of the printer.

PRINT CONFIGURATION	N.A.	Prints a single reference page describing the current configuration settings (firmware version, model, accessories installed, fonts installed, I/O support, cartridge, and printhead information). If an HP Jetdirect print server is installed, two pages will be printed.
PRINT PCL FONT LIST	N.A.	Prints the internal PCL 5C fonts.
PRINT PS FONT LIST	N.A.	Prints the internal PostScript fonts.
PRINT DEMO	N.A.	Prints a sample page. (This file might take a few minutes to print.)
PRINT IMAGE DIAGNOSTICS	N.A.	Prints patterns that help users or service technicians diagnose printhead health and alignment problems.
PRINT SERVICE INFO	N.A.	Prints service information, such as printer identification, printer status, and ink supplies status. To diagnose problems with the printer, service technicians can use this information.
PRINT EXTENDED SERVICE INFO	N.A.	Prints the nonvolatile memory (NVM) content of the printer.
SHOW EVENT LOG	N.A.	Shows, on the LCD control panel, the last five error events logged in the NVM of the printer.
TEST PAPER PATH 1	1 to 300	Tests the tray 1 paper feed mechanism. The value selected indicates the number of pages that the printer uses or the paper path test. Default = 1.
TEST PAPER PATH 2	1 to 300	Tests the tray 2 paper feed mechanism. The value selected indicates the number of pages that the printer uses for the paper path test. Default = 1.
TEST DUPLEX PATH 1	1 to 300	Tests the tray 1 duplex paper feed mechanism. The value selected indicates the number of pages that the printer uses for the paper path test. Default = 1.
TEST DUPLEX PATH 2	1 to 300	Tests the tray 2 duplex paper feed mechanism. The value selected indicates the number of pages that the printer uses for the paper path test. Default = 1.

information menu description

paper handling menu

message	value	description
TRAY1 SIZE	Set of options.	Select media size loaded in tray 1. Default = NOT SET.
TRAY1 TYPE	Set of options.	Select media type loaded in tray 1. Default = NOT SET.
TRAY2 SIZE	Set of options.	Select media size loaded in tray 2. Default = NOT SET.
TRAY2 TYPE	Set of options.	Select media type loaded in tray 2. Default = NOT SET.

PICK FROM OTHER TRAY IF EMPTY	YES/ NO	Allows Auto Select and non-Windows or non-Mac OS print jobs to use the other tray if a tray is out of media or contains the wrong size media. The tray size and type options on the LCD control panel must be set correctly to use this option. Default = NO.
TRANSPARENCY DETECT	ON/ OFF	Enables the printer to automatically switch to a transparency printing mode if the current sheet is detected to be a transparency. DEFAULT = ON.

paper handling menu description

configuration menu

message	value	description
LCD BACK LIGHT	OFF/ 1 MINUTE/ 5 MINUTES/ 10 MINUTES/ 15 MINUTES	Sets time the LCD backlight remains on after a period of LCD control panel inactivity. Default = 5 MINUTES.
PERSONALITY	AUTO/ PCL ONLY/ PS ONLY	Sets the personality used to process the job. Default = AUTO.
JOB MISMATCH/TIMEOUT	OFF/ 1 HR/ 4 HR/ 1 DAY/ 1 WEEK	Length of time before the printer recovers from a mismatch in the automatically selected page size or an empty paper tray. Default = 1 HR.
PRINT PS ERRORS	ON/ OFF	Select ON to print the PS error page when PS errors occur. Default = OFF.

configuration menu description

printing menu

message	value	description
NUMBER OF COPIES	1 - 999	Sets the number of copies to print. Default = 1.
QUALITY LEVEL	NORMAL/ BEST/ FAST	Sets the default print quality level. Default = NORMAL.
PAPER SIZE	Set of options.	Select media size loaded in tray 1. Default = LETTER.
PAPER TYPE	Set of options.	Select media type loaded in tray 2. Default = PLAIN PAPER.
ORIENTATION	PORTRAIT/ LANDSCAPE	Select the page orientation. Default = PORTRAIT.
PAGE LENGTH	5 - 128	Set the page length in terms of number of lines. Default = 60.
DUPLEX	ON/ OFF	This item appears only when an auto-duplex unit is installed. Set the value to ON to print on both sides (duplex) or OFF to print on one side (simplex) of a sheet of paper. Default = OFF.

BINDING	LONG EDGE/ SHORT EDGE	This item appears only when an auto-duplex unit is installed and the duplex option is turned on. Choose the binding edge when duplexing (printing on both sides of paper). Default = LONG EDGE.
PCL FONT NUMBER	0 - 79	Set the PCL 5C font for printing from MS-DOS or UNIX without defining the personality. The font number can be obtained by printing the PCL 5C font list. Default = 0.
PCL FONT PITCH	0.44 - 99.99	Set the font pitch. Default = 10.
ISE FONT	YES/ NO	This item enables the printer to include the ISE font in the available PCL 5C symbol sets. Default = NO.
PCL SYMBOL SET	Set of options.	Select the PCL 5C symbol set. Default = PC8.
APPEND CR TO LF	NO/ YES	Configure whether a carriage return (CR) is appended to each line feed (LF) encountered in a backward compatible PCL 5C job (pure text, no job control). Default = NO.
PCL FONT POINT SIZE	4.00 - 99.00	Set the font point size. Default = 12.

printing menu description

EIO menu

message	value	description
CFG NETWORK	NO/ YES	Change this option to YES to use the HP Jetdirect EIO menu.
IPX/SPX/ DLC/LLC/ TCP/IP/ ATALK	ON/ OFF	Use this option to enable or disable a protocol. Change it to OFF to disable a protocol.
CFG IPX/SPX	NO/ YES	Access this option to use the IPX/SPX menu and set the IPX/SPX protocol parameters. Use the IPX/SPX menu to specify the Frame Type parameter used on your network. <ul style="list-style-type: none"> The default is AUTO, which automatically sets and limits the frame type to the one detected. For Ethernet cards, frame type selections include EN_8023, EN_II, EN_8022, and EN_SNAP. For Token Ring cards, frame type selections include TR_8022 and TR_SNAP. <p>In the IPX/SPX menu for Token Ring cards, you can also specify NetWare Source Routing parameters, which include SRC RT= AUTO (default), OFF, SINGLE R, or ALL RT.</p>

CFG TCP/IP	NO/ YES	<p>Access this option to use the TCP/IP menu and set the TCP/IP protocol parameters. Specify BOOTP=YES or DHCP=YES to automatically configure TCP/IP parameters by a BootP or DHCP server when the printer is turned on. If you specify BOOTP=NO and DHCP=NO, you can manually set the following TCP/IP parameters from the LCD control panel:</p> <ul style="list-style-type: none"> • Each byte of the IP address (IP) • Subnet Mask (SM) • Syslog Server (LG) • Default Gateway (GW) • Idle Timeout period (default is 270 seconds; 0 disables the timeout) <p>When setting IP numbers, press VALUE to increase the number by 1. Press SELECT to make the selection.</p>
CFG LINK	NO/ YES	<p>Use this option to manually configure the HP Jetdirect 10/100Base-TX print server's network speed and communication mode. The HP Jetdirect settings must match the network. The default setting is NO, which bypasses the link configuration menu items. If you specify CFG LINK=YES, you can select one of the following link configuration menu items:</p> <ul style="list-style-type: none"> • AUTO (default): The print server automatically configures itself to match the link speed and communication mode of the network. • 10T HALF: 10 Mbps, half-duplex operation • 10T FULL: 10 Mbps, full-duplex operation • 100T HALF: 100 Mbps, half-duplex operation • 100T FULL: 100 Mbps, full-duplex operation

EIO menu description

I/O menu

message	value	description
I/O TIMEOUT	5 - 300	Sets the length of time (in seconds) that the printer waits for remaining data for a print job. After this time, the printer cancels the print job. Default = 15.

I/O menu description

maintenance menu

message	description
CLEAN PRINTHEADS	Initiates the printhead cleaning process.
ALIGN PRINTHEADS	Initiates the printhead alignment process.
SHOW PRINthead HEALTH	Displays the health of the printhead on the LCD control panel.

maintenance menu description

reset menu

message	description
RESTORE FACTORY SETTINGS	<p>Restores all values (except those for an HP Jetdirect print server) to the predetermined factory values of the printer.</p> <p>Warning <i>Use the restore option on this menu with caution. You can lose printer configuration settings when you select these items. Reset the printer only when you want to restore the printer's default settings or when the communication between the printer and computer has been interrupted.</i></p>

reset menu description

Warning *Use the restore option on this menu with caution. You can lose printer configuration settings when you select these items. Reset the printer only when you want to restore the printer's default settings or when the communication between the printer and computer has been interrupted.*

canceling a print job

There are two ways to cancel a current print job - either through the LCD control panel or through the printer icon on the desktop.

The step to cancel a currently processed print job by using the control panel is:

1. Press the **CANCEL** button on the printer to clear the currently processed job.

The steps to cancel a print job by using the printer icon on the desktop are:

1. Double-click the printer icon on the lower right corner of the computer screen.
2. Select the print job that you want to cancel in the printer window.
3. Click the **Document** -> **Cancel** menu command to cancel the print job.

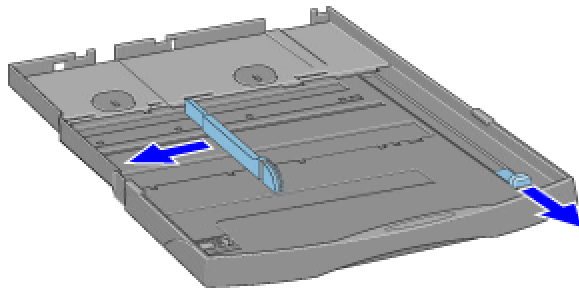
Note

Canceling a print job does not affect the jobs waiting to be processed.

extending tray 1 or tray 2

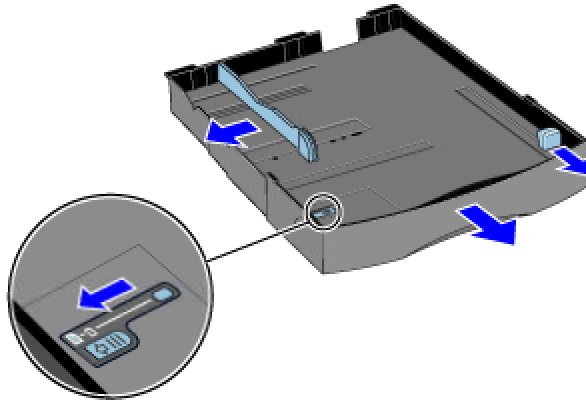
To load media that is larger than the legal size, extend the tray. The steps to extend tray 1 or tray 2 are:

1. Locate the tray extension lock on the front left of the tray.
2. Slide it to the left and then release it.



sliding the tray extension lock

3. Pull the tray out lengthwise until it clicks into place. This extends the tray to support media up to Super B-A3+ size.



pulling the tray

loading the front and rear manual feed units

loading the front manual feed

1. Slide the paper width guide on the output tray to its outermost position.
2. Insert the media along the right side of the front manual feed, print-side down. Push the media in until it reaches the maximum depth.
3. Slide the paper width guide to fit against the media.
4. In the printer driver, select **Manual Feed** as the media source, and then select the type of media.
5. When prompted, press **RESUME** on the LCD control panel.

loading the rear manual feed

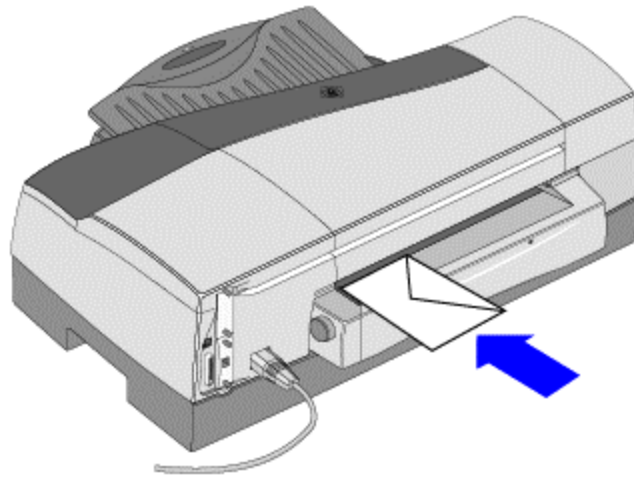
1. If an auto-duplex unit is installed in the printer, remove it and reinstall the rear manual feed.
2. Insert a single sheet of media in portrait orientation along the left side of the rear manual feed. The media should be print-side facing upwards.
3. Push the media into the printer. When the printer sensors detect the media, the printer will pull the media slightly farther into the printer.
4. In the printer driver, select **Manual Feed** as the media source, and then select the type of media.
5. When prompted, press **RESUME** on the LCD control panel.

printing on special media

You can print on special media such as:

- Envelopes and cards
- Transparencies
- Heavy paper
- Custom-sized paper

envelopes and cards

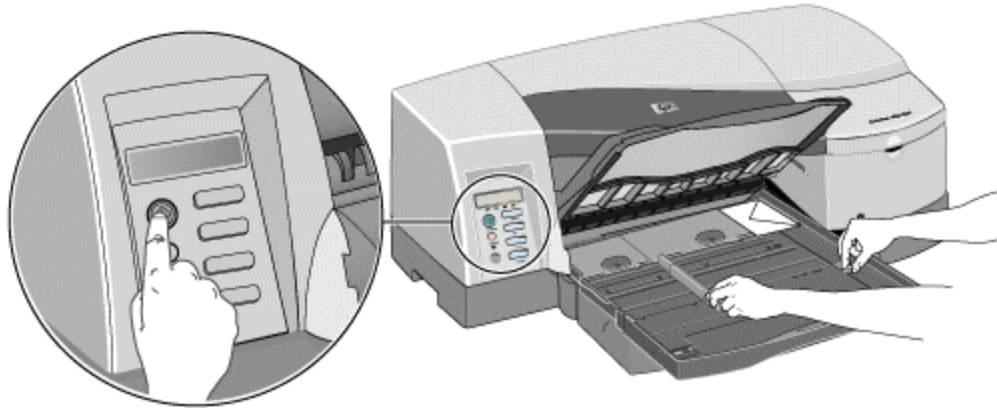


using the rear manual feed to print on envelopes

- Print envelopes and cards from tray 1 of the hp business inkjet 2600 series.
- Use the rear manual feed for printing a single envelope.
- Use tray 1, to load up to 15 envelopes or 60 cards (15 mm, or 0.59 inch, stacked).

The steps to print envelopes or cards by using the rear manual feed are:

1. In the printer driver, select Manual Feed as the media source and then select the envelope or card size.
2. Print the document.
3. When the indicator light on the LCD control panel blinks, insert one envelope (with the flap facing upwards) along the left edge of the rear manual feed.
4. Press **RESUME** on the LCD control panel.

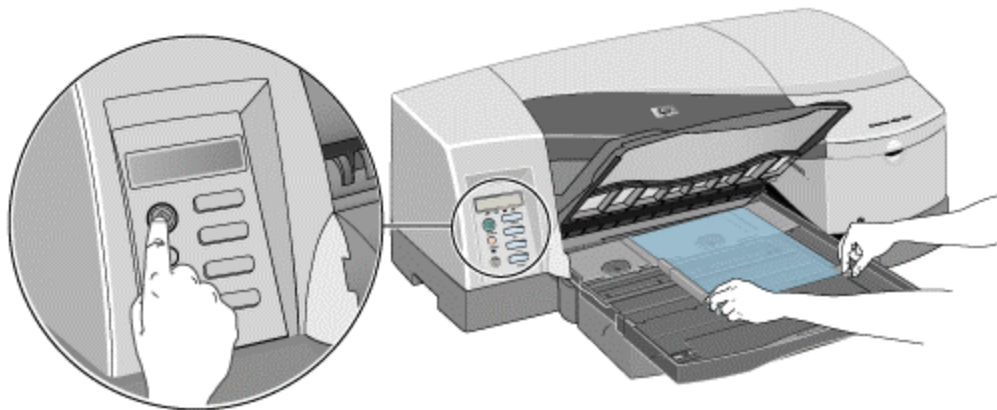


using tray 1 to print on envelopes

The steps to print multiple envelopes or cards using tray 1:

1. Load the envelopes or cards in tray 1.
2. In the printer driver, select Tray 1 as the media source.
3. Select the envelope or card size.
4. Print the document.

transparencies



using tray 1 to print on transparencies

To print on transparencies, use tray 1. The printer automatically detects that transparencies are loaded and optimizes the printing process to allow the transparencies to dry completely. You can load up to 80 HP Premium Transparencies in tray 1.

For printing on transparencies use HP Premium Plus Inkjet Transparency films.

The steps to print on transparencies are:

1. Remove paper from tray 1 of the printer.
2. Insert the transparencies with the rough side down and the adhesive strip pointing forward into the tray.
3. In the printer driver, select Tray 1 as the media source and HP Premium Transparency as the media type.
4. Print the document.

heavy paper

- Use the manual feed units when printing a single sheet of heavy paper.
- Use tray 1 or tray 2 when printing multiple sheets of paper.
- When printing on heavy paper (up to a 0.52 mm, or 0.02 inch thickness) use the manual feed units as they provide a straight-through paper path that allows the printer to handle heavy or thick paper.

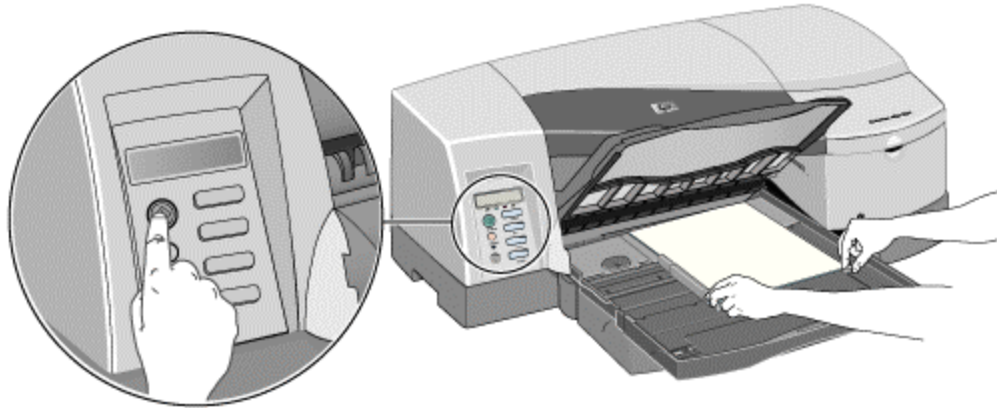
Caution Do not use paper that is heavier than the media specification recommended for this printer. Doing so can cause misfeeds, jams, reduced print quality, and excessive mechanical wear.



using the front manual feed to print on heavy paper

The steps to print on heavy paper using the front or rear manual feed are:

1. Select **Manual Feed** as the paper source.
2. Select the appropriate media type.
3. Print the document.
4. When the indicator light on the LCD control panel blinks, insert one sheet of paper into the front or rear manual feed.
5. If you are using the front manual feed, move the paper guide until it is flush against the paper.
6. Press **RESUME** on the LCD control panel.



using tray 1 to print on heavy paper

The steps for printing on heavy paper using tray 1 or tray 2 are:

1. Load the media into either tray.
2. In the printer driver, select Tray 1 or Tray 2 as the media source, and then select the appropriate media type.
3. Print the document.

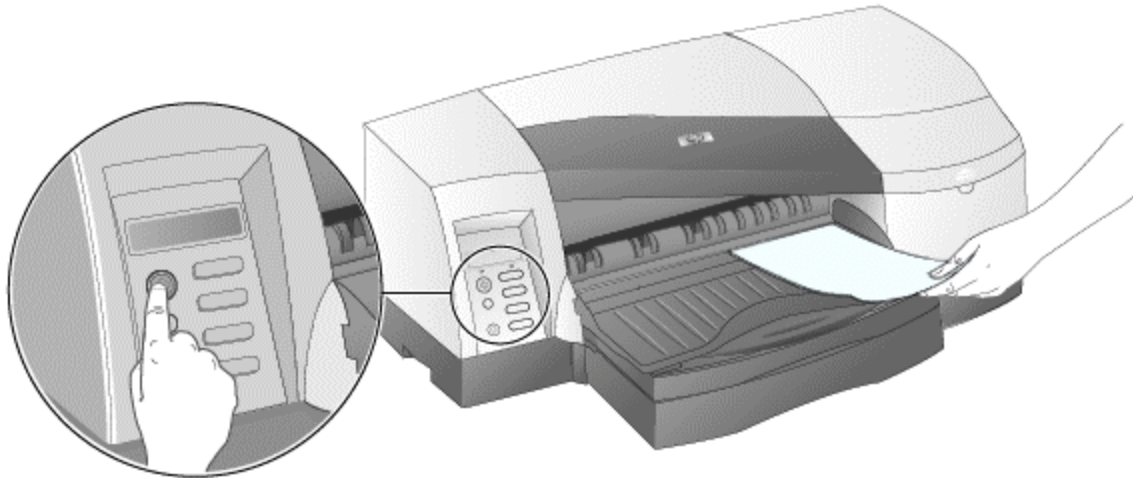
custom-size paper

You can use the manual feeds or any of the trays to print on custom-size paper. To print on custom-size paper use:

- the front manual feed for printing a single sheet of custom-sized or heavy paper that is 102 by 221 mm (4 by 8.7 inches) to 330 by 483 mm (13 by 19 inches).
- the rear manual feed or tray 1 when printing on paper that is 102 by 152 mm (4 by 6 inches) to 330 by 483 mm (13 by 19 inches).
- tray 2 when printing on paper that is 183 by 191 mm (7.2 by 7.5 inches) to 330 by 483 mm (13 by 19 inches).
- tray 1 or tray 2 when printing multiple sheets of paper.

Note

Set the paper size in the application before creating and printing the document. If your application does not support custom-sized paper, set the size in the printer driver, create the document, and then print it. (You might need to reformat existing documents to print them correctly on custom paper sizes.)



using the front manual feed to print on custom-size paper

The steps to print on custom-size paper using the front or rear manual feed are:

1. In the printer driver, select **Manual Feed** as the media source and then either select or create a custom size.
2. Print the document.
3. When the indicator light on the LCD control panel blinks, insert one sheet of paper into the front or rear manual feed.
4. If you are using the front manual feed, move the paper guide until it is flush against the paper.
5. Press **RESUME** on the LCD panel. If you are printing more than one page, insert another sheet of paper when prompted by the printer, and then press **RESUME** on the LCD control panel.

Note *If you press RESUME when the front manual feed is out of paper and paper is still loaded in tray 1, the printer will draw paper from tray 1. If you begin printing from the rear manual feed and you are prompted to load media, you can switch to the front manual feed by inserting a sheet of paper into the front manual feed and pressing RESUME.*

media and tray compatibility

supported paper and transparency type

The following table lists the types of media that are compatible with the printer and shows which media can be used with the printer's paper trays and accessories.

paper and transparency type	tray 1	tray 2	front manual feed	rear manual feed	auto-duplex unit
Plain paper	Y	Y	Y	Y	Y
Inkjet paper	Y		Y	Y	Y
Coated paper	Y		Y	Y	
Heavy coated paper	Y	Y	Y	Y	
Transparency film	Y		Y	Y	
Photo paper	Y		Y	Y	
Brochure paper	Y	Y			

media and tray compatibility

capacity of the trays and accessories

The following table lists the capacity of the printer's paper trays and accessories.

tray or bin	size or type of paper	weight	capacity
tray 1	<ul style="list-style-type: none">• Paper• Transparencies• Envelopes• Cards	<ul style="list-style-type: none">• 16 -36 lb Bond• -• 20-24 lb Bond envelope• 61-110lb Index	<ul style="list-style-type: none">• up to 150 sheets• up to 80• up to 15• up to 60
tray 2	<ul style="list-style-type: none">• Paper• Heavy coated paper• Brochures	16 -36 lb Bond	up to 250 sheets
front manual feed	Paper	16 -36 lb Bond	up to 10 sheets
rear manual feed	<ul style="list-style-type: none">• Paper• Envelopes• Cards	<ul style="list-style-type: none">• 16-72 lb bond• 20 - 24lb bond envelopes• 61 - 110lb Index	Holds one sheet

auto- duplex unit	Paper	16-36 lb bond	NA
Output tray	all supported media		Up to 100 sheets plain paper (text printing)

capacity of paper trays and accessories

upgrading

accessories	part number	street price
Auto-duplex unit	C8219A	US\$ 129
HP JD 610N EIO [10/100]	J4169A	US\$ 335
HP JD 610N EIO [TR]	J4167A	US\$ 479
HP JD 600N EIO [10BT]	J3110A	US\$ 249
HP JD 600N EIO [BNC]	J3111A	US\$ 289
HP JD 300X [10/100]	J3263A	US\$ 255
HP JD 500X [TR]	J3264A	US\$ 530
HP JD 500X [10/100]	J3265A	US\$ 336
HP JD 175X [10BT]	J6035A	US\$ 199
HP JD170X [10BT]	J3258B	US\$ 144
64 MB SDRAM, PC-100 module	C2387A	
128 MB SDRAM, PC-100 module	C2388A	
HP IEEE-1284 compliant A-B parallel cable, 2m	C2950A	
HP IEEE-1284 compliant A-B parallel cable, 3m	C2951A	
HP USB A-B, 2m	C6518A	

accessories required for upgrading

Any laptop memory which is Intel-specified PC-100 SDRAM (64 MB/128 MB) capacity will work. HP recommends the two mentioned above.

cleaning the printer

The hp business inkjet 2600 series does not require scheduled maintenance. However, you should clean the printer to keep it free of dust and debris. Cleaning enables maintaining the printer in a peak condition. Cleaning the printer makes the diagnosis of the printer problems easy.

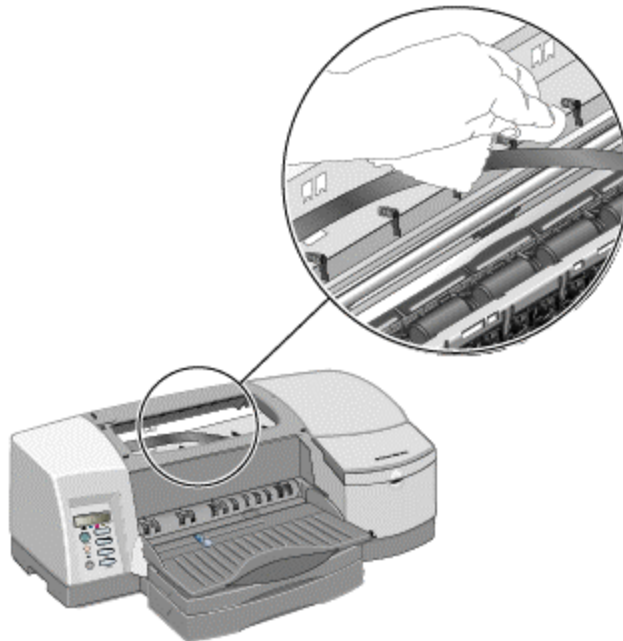
guidelines for cleaning the printer

The guidelines for cleaning the printer are:

- Use a soft cloth moistened with mild detergent and water to clean the printer case.
- Use a dry, lint free cloth to clean the inside of the printer.
- Do not touch the rollers as skin oil might result in poor print quality.

Warning *Using other cleaners, such as alcohol or alcohol-based cleaners, might damage the printer.*

steps to clean the printer



cleaning the printer

The steps to clean the printer are:

1. Turn the printer off.
2. Unplug the power cord.
3. Open the top cover of the printer.

Warning *Avoid reaching too far into the printer. The adjacent fusing area might be hot.*

4. Clean dust or dirt from the paper feed guides by using a dry, lint free cloth.
5. Close the top cover.
6. Plug in the power cord.
7. Turn on the printer.

cleaning and maintaining printheads

Printheads require little maintenance. The printer is designed to prevent nozzles from drying out when the printer is idle and when it is turned off using the POWER button on the printer.

Warning A printhead that is not used for long periods of time can also block the nozzle, resulting in a noticeable decrease in print quality. To unclog the nozzles, clean the printheads.

cleaning the printheads

Clean the printheads when lines or dots are missing from printed text or graphics. These defects occur when ink nozzles in the printheads are exposed to air for a prolonged period of time.

Note Ensure that you do not clean the printheads unnecessarily. The third level of printhead cleaning uses a large amount of ink. Do not use the third level of printhead cleaning often.

You need to perform basic maintenance tasks to improve print quality and the health of the affected printer parts.

You can perform various maintenance tasks using the LCD control panel.

message	description
CLEAN PRINTHEADS	Initiates the printhead cleaning process.
ALIGN PRINTHEADS	Initiates the alignment process.
SHOW PRINTHEAD HEALTH	Displays the health of the printhead on the LCD control panel.

maintenance tasks using the LCD control panel

The steps to clean the printheads are:

1. Press the **MENU** button until **MAINTENANCE MENU** appears.
2. Press the **ITEM** button until **CLEAN PRINTHEADS** appears.
3. Press the **RESUME** button.
4. Press **YES** or **NO** when prompted.

Note There are three levels of cleaning. Since the third level of cleaning uses a large amount of ink, do not use this cleaning level often.

aligning the printheads

The printheads are automatically aligned during installation. If the printouts appear as though the printheads are misaligned, align the printheads through the LCD control panel.

The steps to align the printheads are:

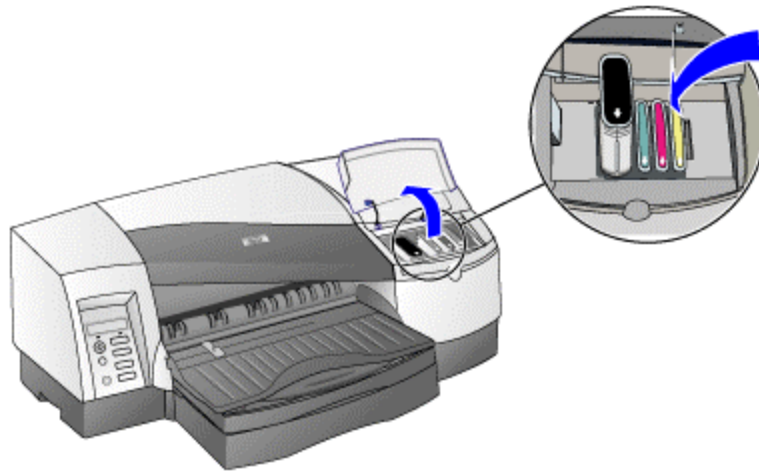
1. Press the **MENU** button until **MAINTENANCE MENU** appears.
2. Press the **ITEM** button until **ALIGN PRINTHEADS** appears.
3. Press the **RESUME** button. The printer prints a page with alignment patterns.

maintaining ink cartridges

Ink cartridges do not require maintenance. In addition, LCD displays a message when an ink cartridge is out of ink and needs to be replaced.

Note

You do not have to replace all four ink cartridges when one of them exhausts. Replace only the empty ink cartridge.



replacing an ink cartridge

The steps to replace an ink cartridge are:

1. Turn the printer on.
2. Lift the ink cartridge cover.
3. Remove the empty ink cartridge by holding it firmly between the thumb and the forefinger and pull it out.
4. Insert the new ink cartridge into the color-coded slot that matches the color of the ink cartridge.
5. Press the new cartridge firmly to ensure a proper contact after installation.
6. Close the ink cartridge cover.

changing default hardware settings

transparency sensing

After the printer has picked a sheet of media from a tray, the printer uses the spot sensor to detect if the sheet is a transparency from HP, a non-HP transparency, or if the sheet is opaque. If the sheet is a transparency, the printer automatically switches the print mode to the appropriate transparency print mode.

If the sheet is opaque, the printer uses the driver information to determine the appropriate print mode. If the driver information is not available, it uses the front panel media type setting for that tray. If front panel media type setting is not set, it uses the front panel default media type set in the Printing menu.

Transparency sensing can be turned OFF by using the Paper Handling Menu.

Select the TRANSPARENCY SENSE option and set the value to OFF.

changing the LCD control panel language

Configure the printer to display messages and print configuration pages in the preferred language. To configure the LCD control panel language:

1. Ensure that the printer is turned off.
2. Press and hold **VALUE** on the LCD control panel and turn on the printer.
3. Press **VALUE** to scroll through the language list.
4. Press **SELECT** to confirm the language selection.

Note *When the printer is turned on for the first time, set the language to display messages in different languages.*

upgrading the firmware

Verify the firmware version on the printer by using the configuration page before upgrading the firmware of the printer. The Printer Information section of the configuration page displays the base firmware version listed as **Base Firmware Version=DIESEL.PR.06.4.1** and the personality firmware version listed as **Personality Version=A.06.04**.

Then turn-on the printer into one of the three power-up modes:

- **normal mode** - used most often unless the printer has a problem.
- **emergency mode** - used only if the BASE firmware data in the chip has been corrupted and printer fails to start up at its early initialization phase.
- **manufacturing mode** - used primarily by production engineers, as the printer skips some hardware initialization and checking procedures, such as scan axis, service station, and ink delivery system.

The steps to power on the printer in the different power-on modes are listed in the following table.

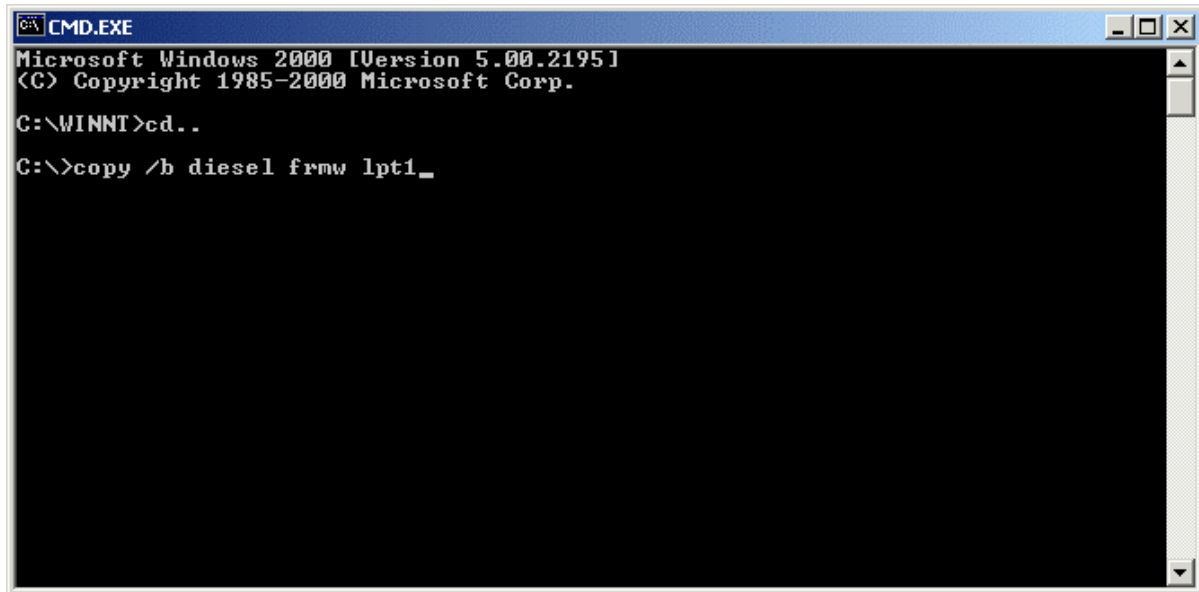
mode	power on sequence	remarks
Normal user mode	Switch on AC supply, press POWER button after the asterisks disappear on the control panel.	Power up into user mode whenever situation is allowed.
Emergency mode	Make sure the printer is turned off. Press the RESUME and CANCEL buttons, switch on AC supply, and then release buttons.	With minimum base services loaded, this mode can only be used for flashing base through parallel port.
Manufacturing mode	If printer is already turned on, soft power it off by pressing the POWER button first. If printer is already switched off, power on the printer in the normal mode, then soft power it off by pressing the POWER button. After asterisks disappear on the control panel, hold down the CANCEL button and press the POWER button once, followed by releasing the CANCEL button.	Do this without the ink cartridges and pens to skip some hardware initialization processes.

upgrading the firmware through DOS

updating personality card firmware

1. Invoke the DOS prompt
2. Change to the directory containing the personality firmware code
3. Type the command "**copy /b sella.fmw lpt1**" in DOS prompt and press Enter.
4. The update process will take approximately 5 minutes, the indicator LED will blink green and the control panel will display the message, PROCESSING JOB, during this period.
5. After flashing, printer will go to the READY state.

Warning Do not interrupt the firmware upgrade process. Severe printer damage might result if the printer is interrupted during the firmware upgrade process.



```
CMD.EXE
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.
C:\WINNT>cd..
C:\>copy /b diesel.fmw lpt1_
```

upgrading firmware through DOS

updating base firmware

1. Invoke the DOS prompt.
2. Change to the directory containing the base firmware code.
3. Type the command " **copy /b diesel.fmw lpt1** " in DOS prompt and press Enter.
4. The update process takes approximately 2 minutes, the indicator LED will blink green and the following messages will appear on the control panel during this period.
 - <READING HEADER>
 - <READING IMAGE x KILOBYTES READ>
 - <RECEIVED DATA>
 - <CHECKINGSUM DATA>
 - <REFLASH: ERASING SECTOR: x>
 - <REFLASH: PROGRAMMING BLOCK: x>
 - (X stands for decimal digits)
5. After flashing, printer will power cycle itself and go back to the READY state.

Warning Do not interrupt the firmware upgrade process. Severe printer damage might result if the printer is interrupted during the firmware upgrade process.

upgrading firmware using the HP Printer Firmware Upgrade Utility

updating base firmware

Note *The upgrade utility can be used only with Windows 9X, Windows NT 4.0, and Windows 2000.*

1. Switch on the printer and ensure it is in the READY state.
2. Run the application **PRINTDRT.exe** located in the directory where the firmware upgrade utility file is stored.
3. From the Flash File Properties group box, click **Browse** and select the Base Firmware file, **diesel.fmw** .
4. Click **Download** , and the process of flashing will begin. A progress bar will be displayed to indicate the progress of flashing.

Warning *Do not interrupt the firmware upgrade process. Severe printer damage might result if the printer is interrupted during the firmware upgrade process.*

While upgrading the base firmware, the LCD panel might display some messages like CHECK HEADER, READ DATA, and DATA ERASING. While upgrading the personality firmware, LCD will only display READY or PROCESSING JOB.

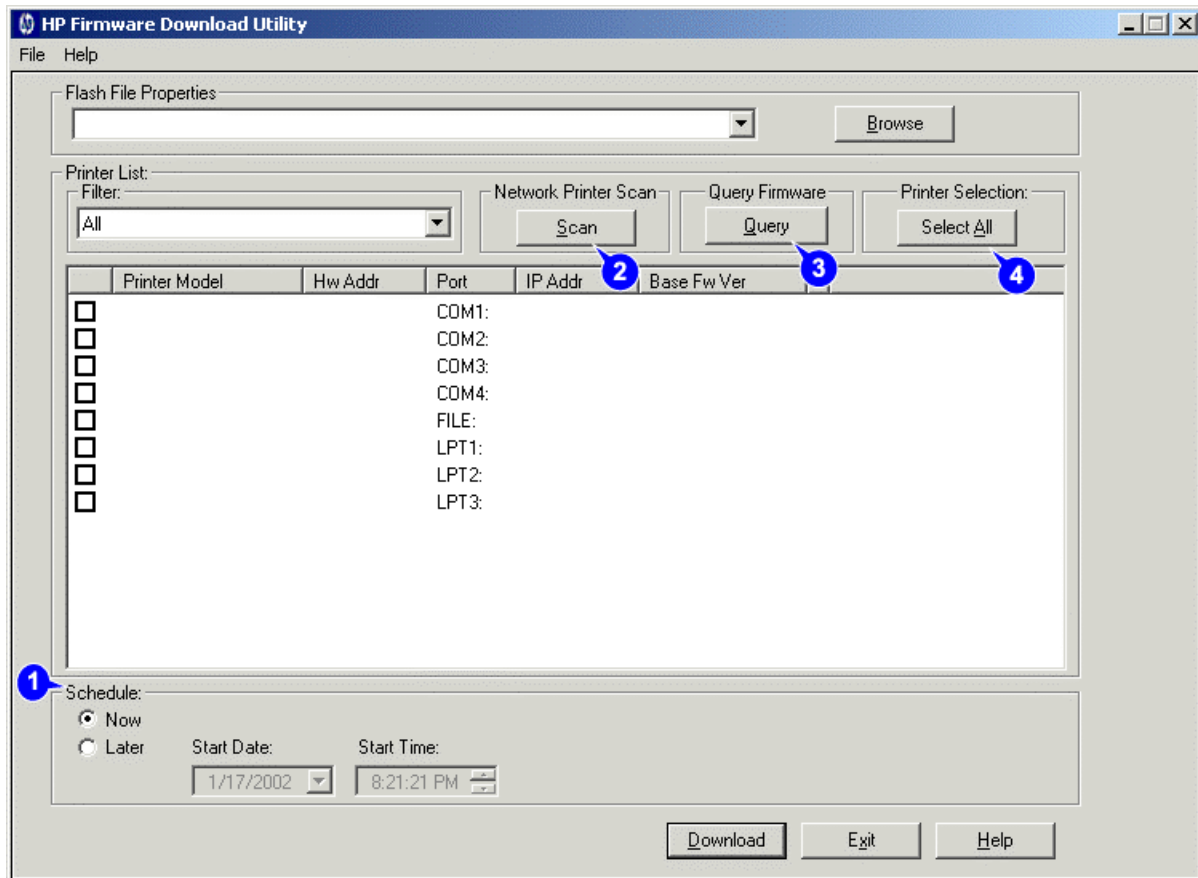
In addition, the base flashing process takes more than five minutes, while the personality firmware flashing will take about ten minutes to complete.

The utility supports upgrading a printer through a locally shared, Jet Direct, LPR or standard TCP/IP port. Scan the network if the connected printer cannot be found by the utility. The scanning process will vary in length, depending on the scale of the network.

When the base firmware upgrade process is completed, the printer will shut itself down and the LCD panel will display a series of asterisks.

updating personality card firmware

1. Switch on the printer again and ensure it is in the READY state.
2. Run the application **PRINTDRT.exe** located in the directory where the firmware upgrade utility file is stored.
3. From the Flash File Properties group box, click **Browse** and select the Personality Firmware file, **sella_06_03_20011015.fmw** .
4. Click **Download** , and the process of flashing will begin. A progress bar will be displayed to indicate the progress of flashing.



upgrading firmware through HP Printer Firmware Upgrade Utility

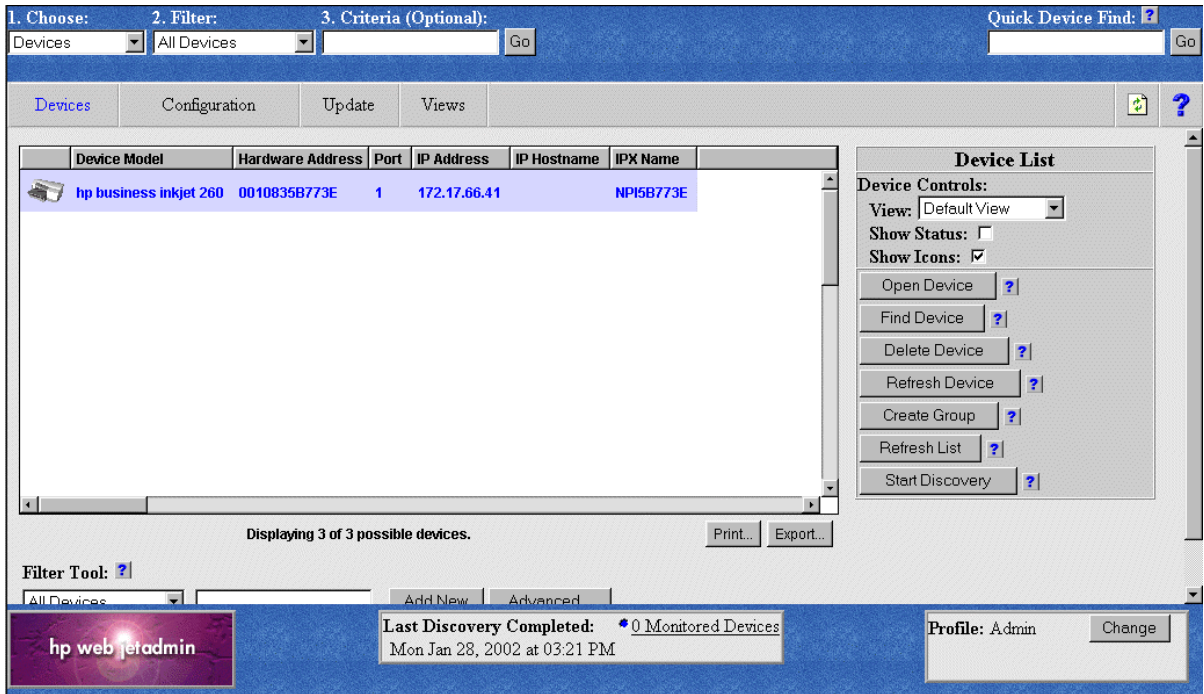
1. **Schedule** - use this option to specify the start date and time when the flashing should occur, for example during the night.
2. **Scan** - use this option to scan the network for all the printers.
3. **Query** - use this option to display the base firmware version of the connected printers.
4. **Select All** - use this option to select all the printers listed in the Printer List.

The indicator LED will blink green during the Personality Firmware upgrade process. When the upgrade process is completed, the printer will switch off by itself. Start the printer and verify the success of the firmware upgrade process by printing the configuration page.

upgrading firmware through Web JetAdmin

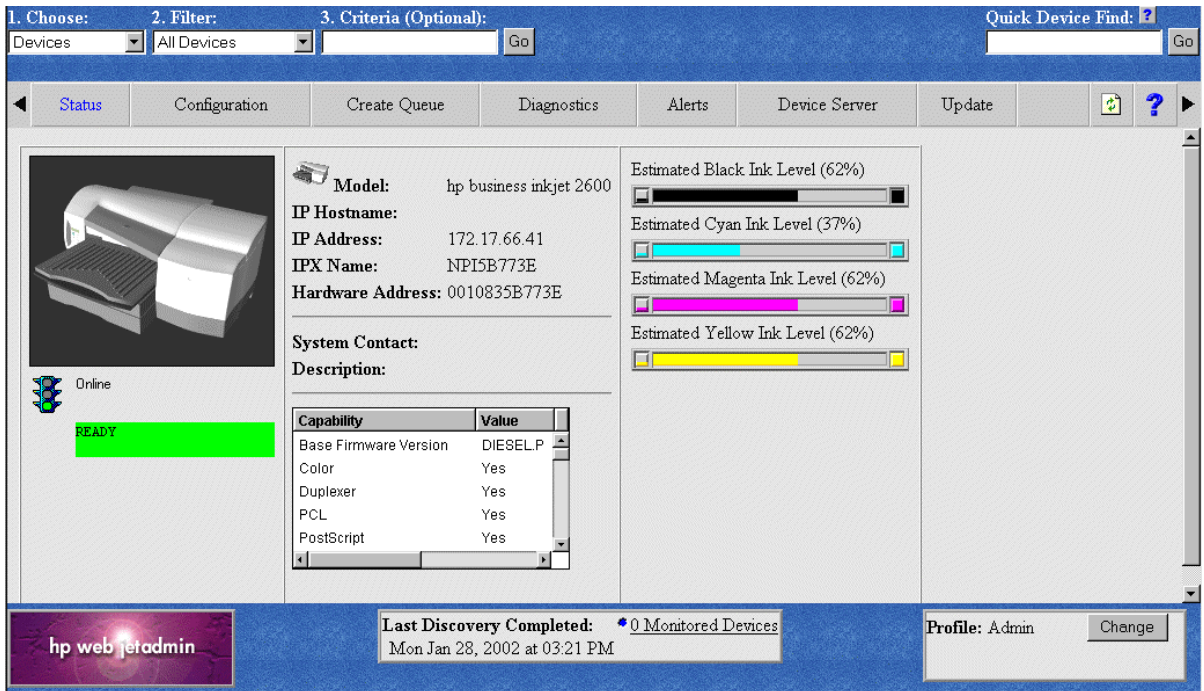
upgrading personality card firmware

1. Install the Web JetAdmin utility by double-clicking **hpwjnt_en.exe** and following the steps on the screen.
2. Note the URL displayed on the last installation screen and use the URL to access the Web JetAdmin framework from your browser.
3. Double-click the printer name.



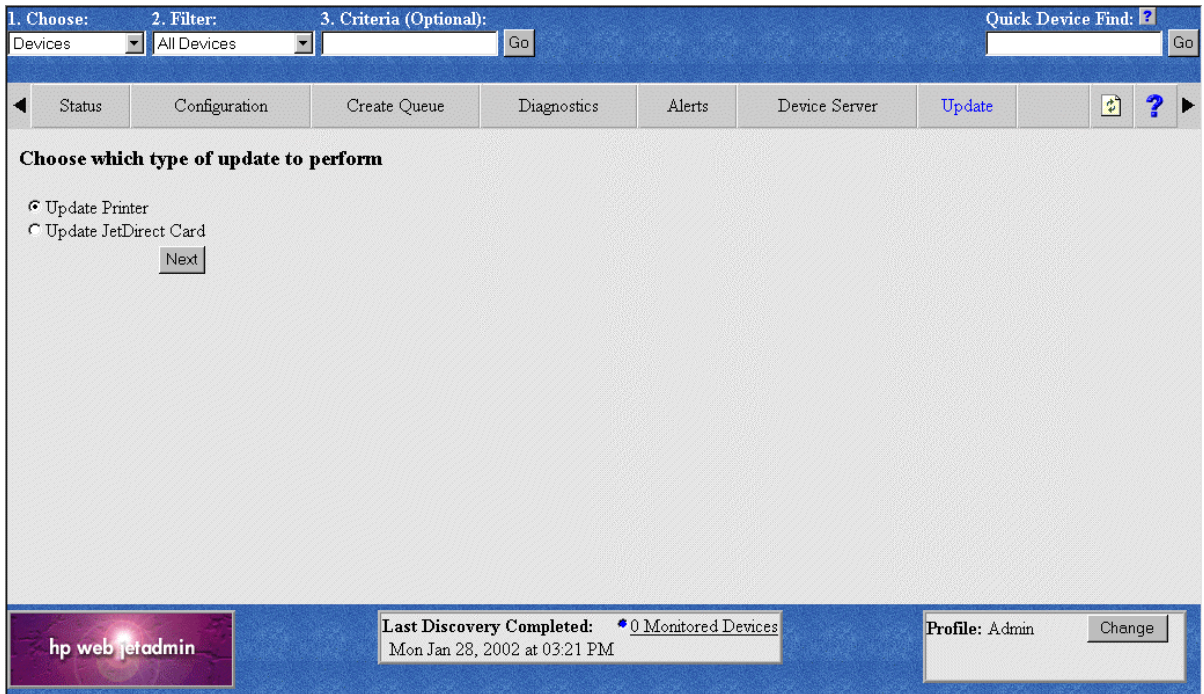
printer list

- The Status screen displays printer details such as the IP address and the hardware address. Click **Update** on this screen.



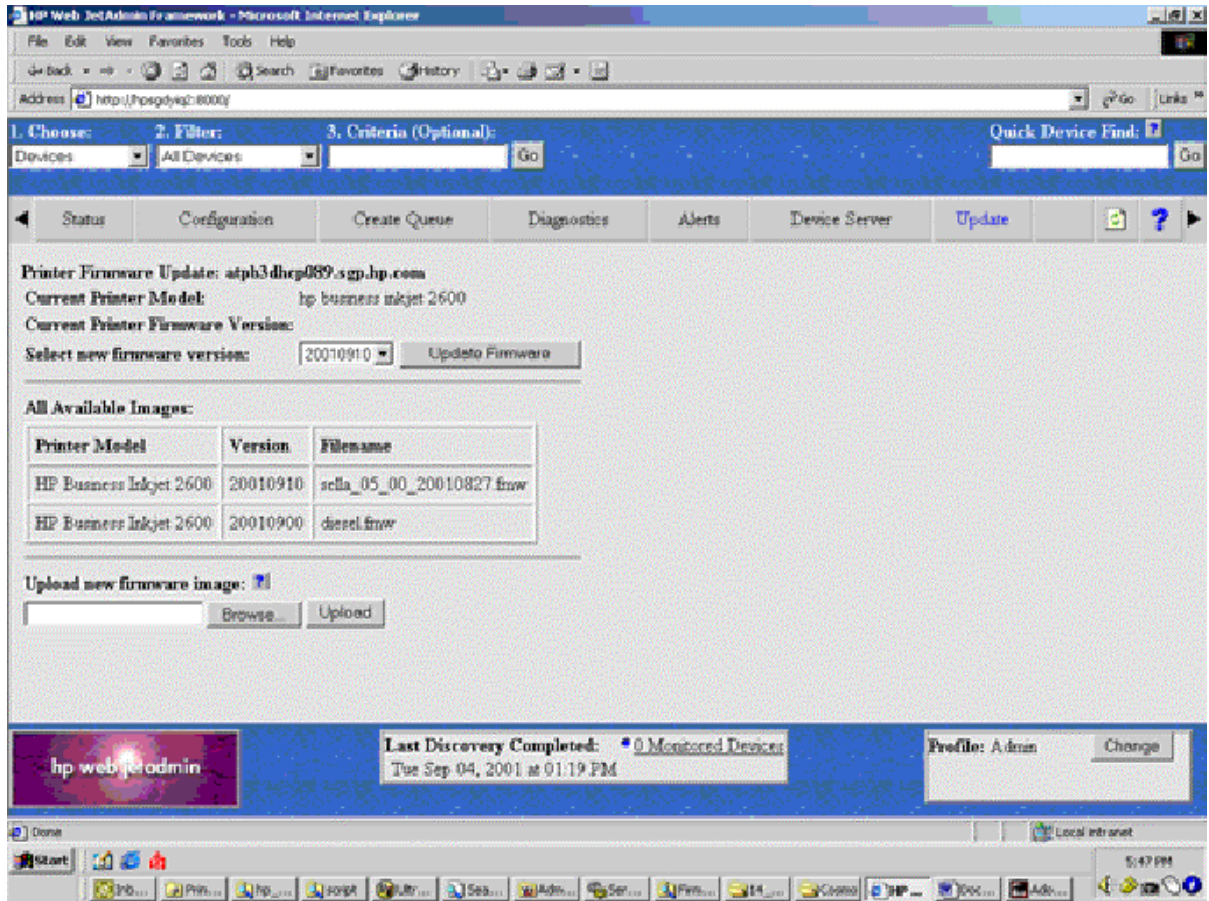
hp business inkjet 2600 printer Status screen

- The Update Printer radio button is selected by default. Click **Next** to continue.



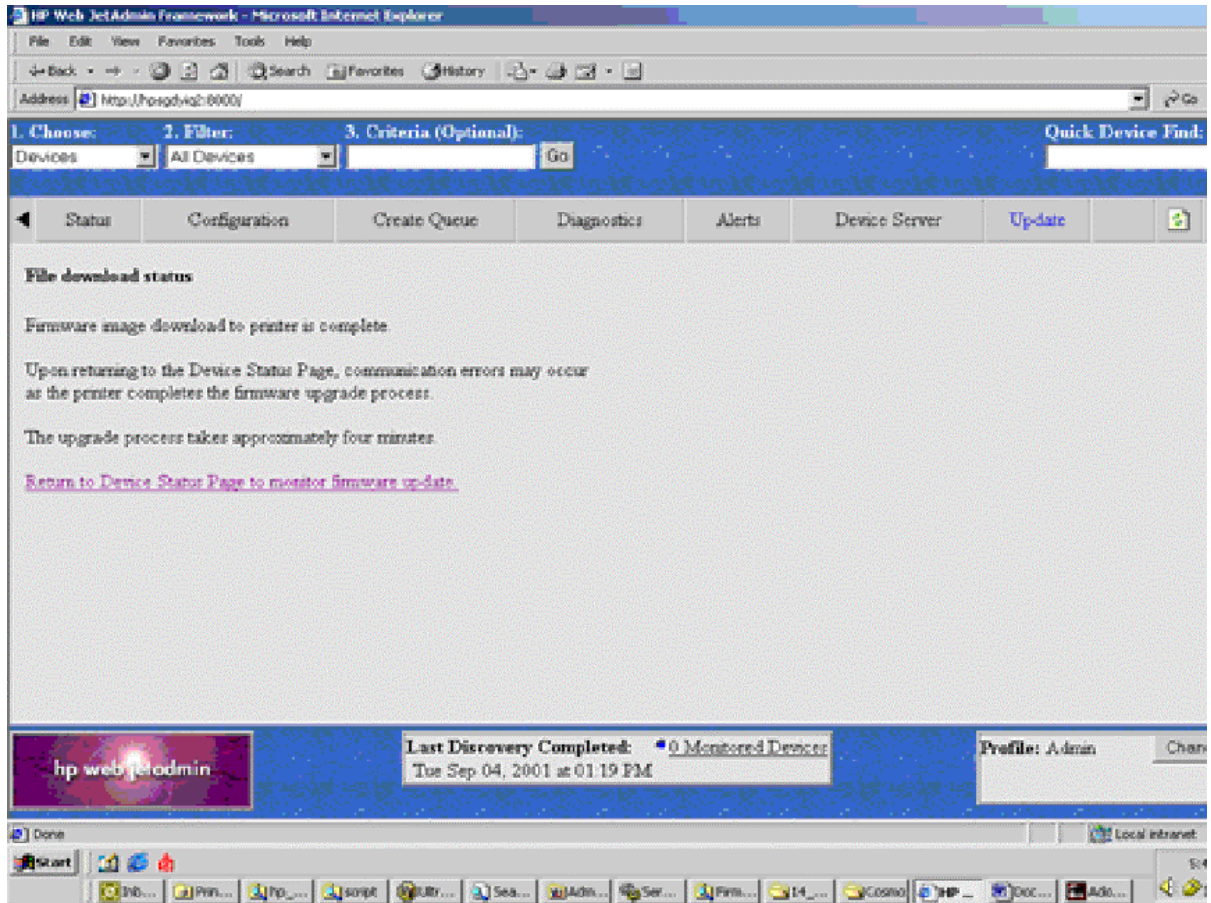
select the update option

6. Select the sella firmware version from the **Select new firmware version:** drop-down list box and click **Update Firmware** .



update the firmware

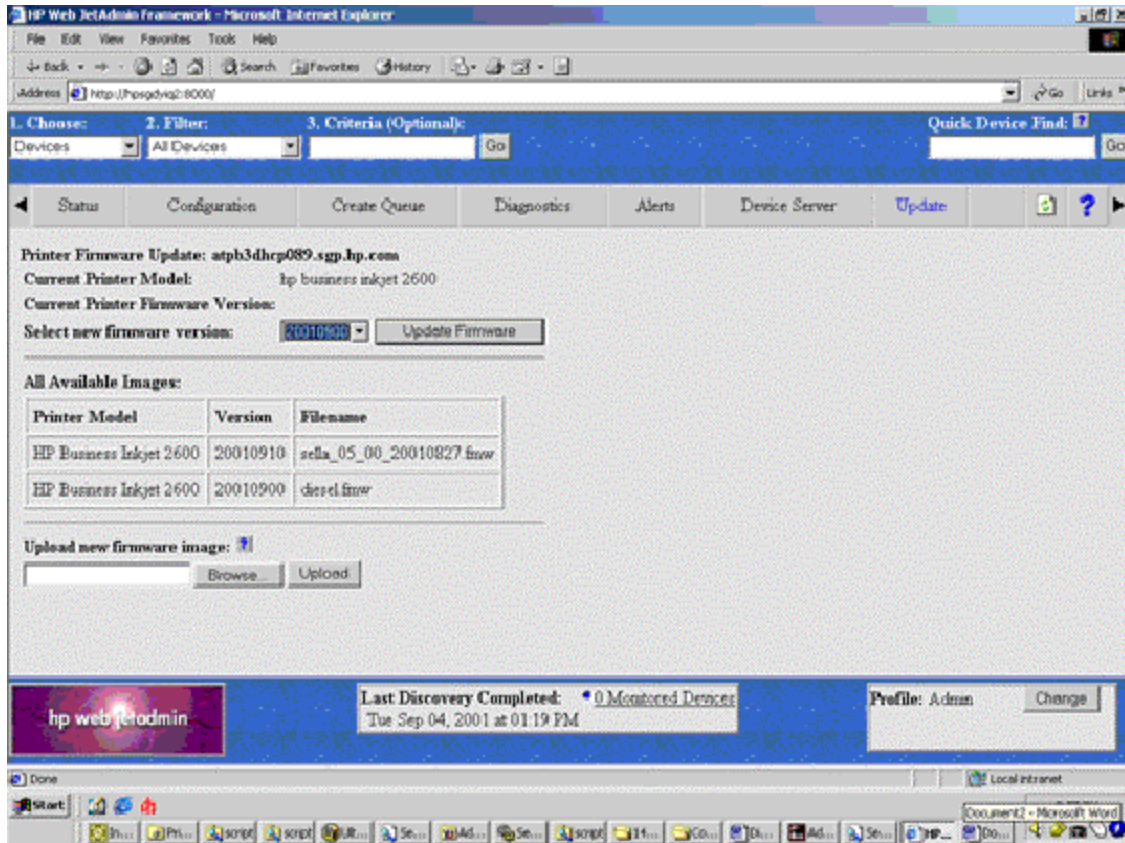
7. Click **Return to Device Status Page** to monitor firmware update .



file download status screen

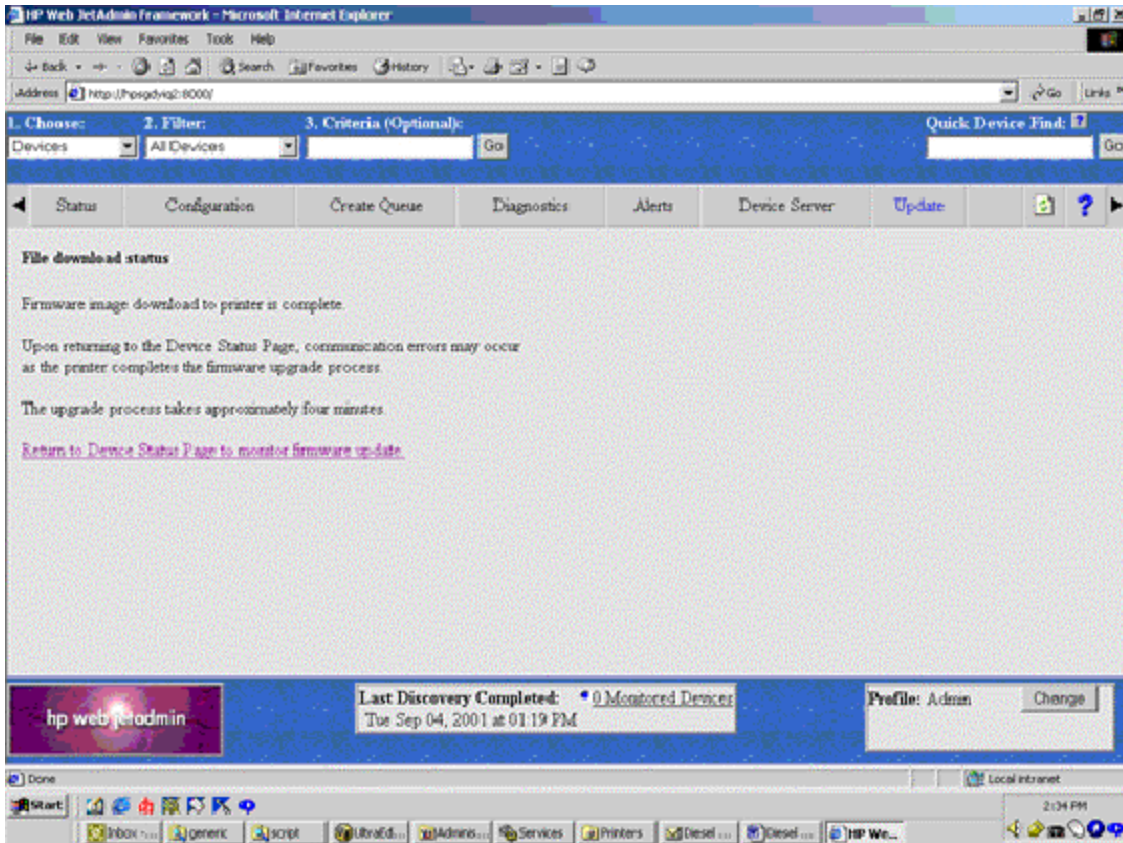
upgrading base firmware

1. Click Update from the Status screen and click **Next** to continue.
2. Select the base firmware version from the **Select new firmware version:** drop-down list box and click **Update Firmware** .



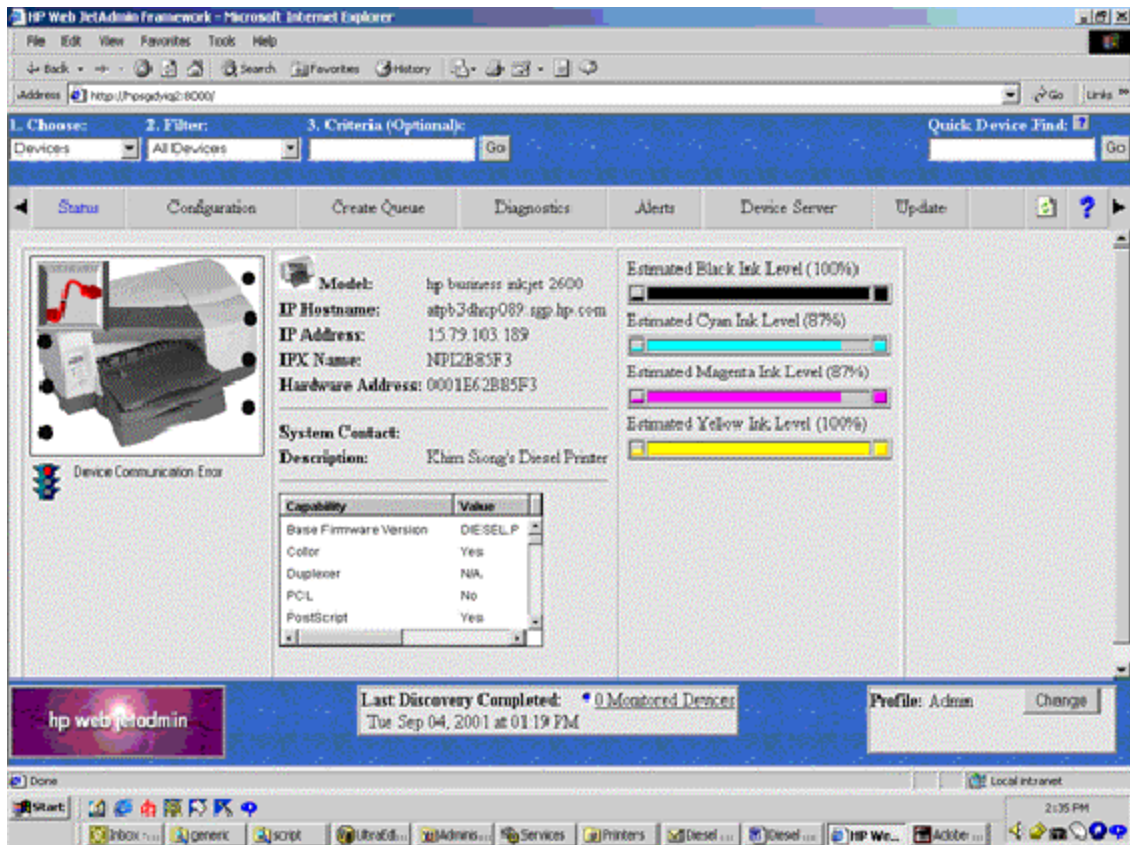
update the firmware

3. Click **Return to Device Status Page** to monitor firmware update .



file download status screen

4. Monitor the update status using the Status screen. Notice that when the base firmware update is complete the printer turns off and the status is displayed as red.

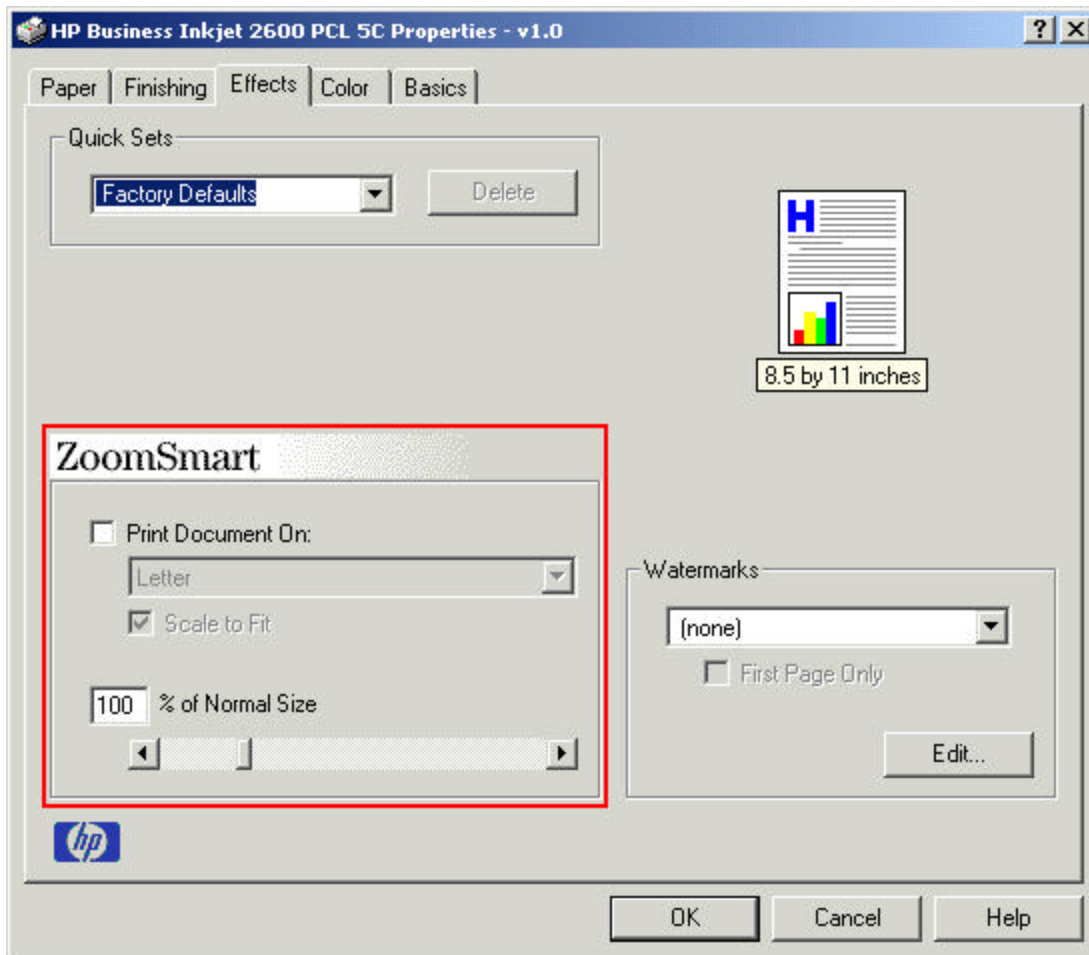


firmware update is complete

navigating the user interface

enlarge or reduce documents

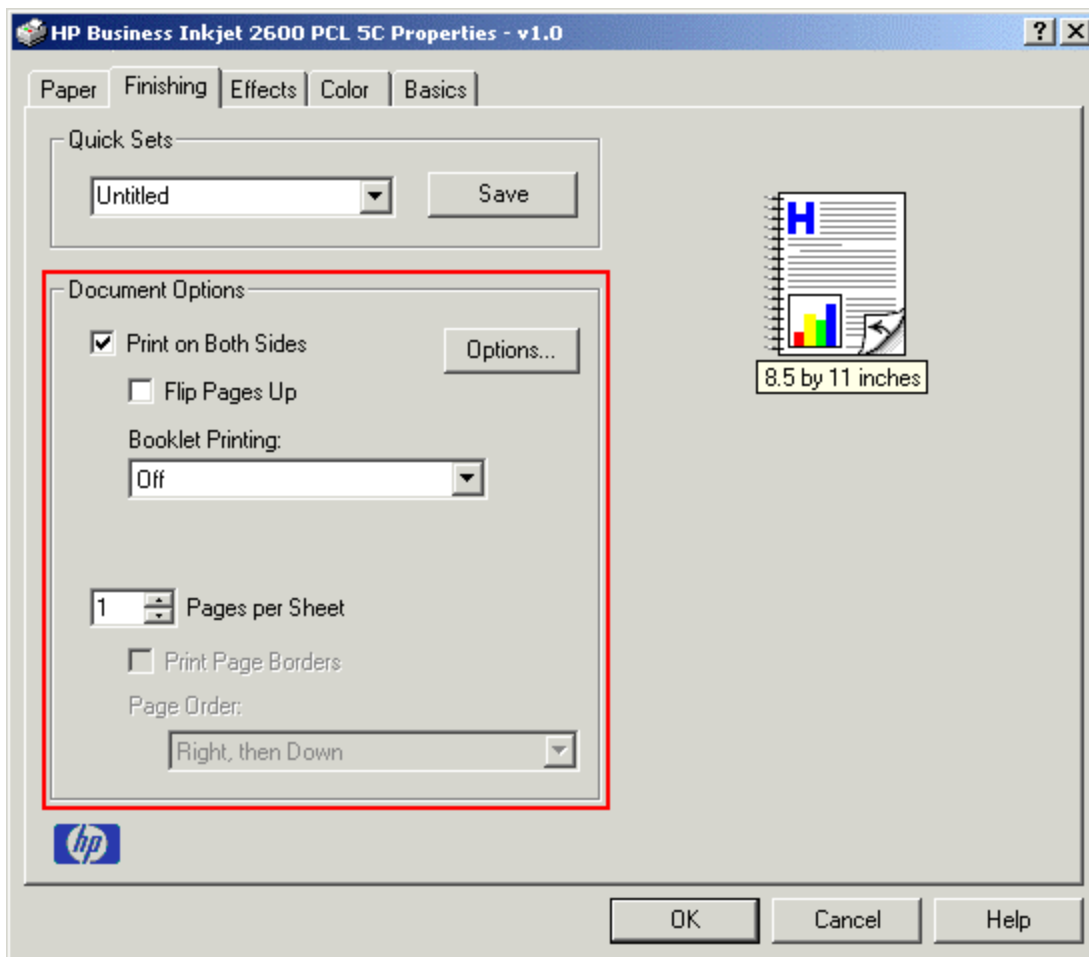
Enlarge or reduce document views by using the ZoomSmart feature of the hp business inkjet 2600 series.



using the ZoomSmart feature

To enlarge or reduce documents, click the **Effects** tab on the printer properties dialog box. Use the **Print document on** drop-down list box to specify the type of paper, such as Letter, Tabloid, or A4. Use the **% of Normal Size** slider to adjust or type the scaling percentage.

printing on both sides of the paper



printing on both sides of the paper

The printer can automatically print on both sides of paper with an optional HP auto-duplex unit. The printer detects the presence of the duplex printing accessory automatically. Specify the duplex options in the software application or in the printer driver. If the auto-duplex unit is not installed then perform duplexing manually.

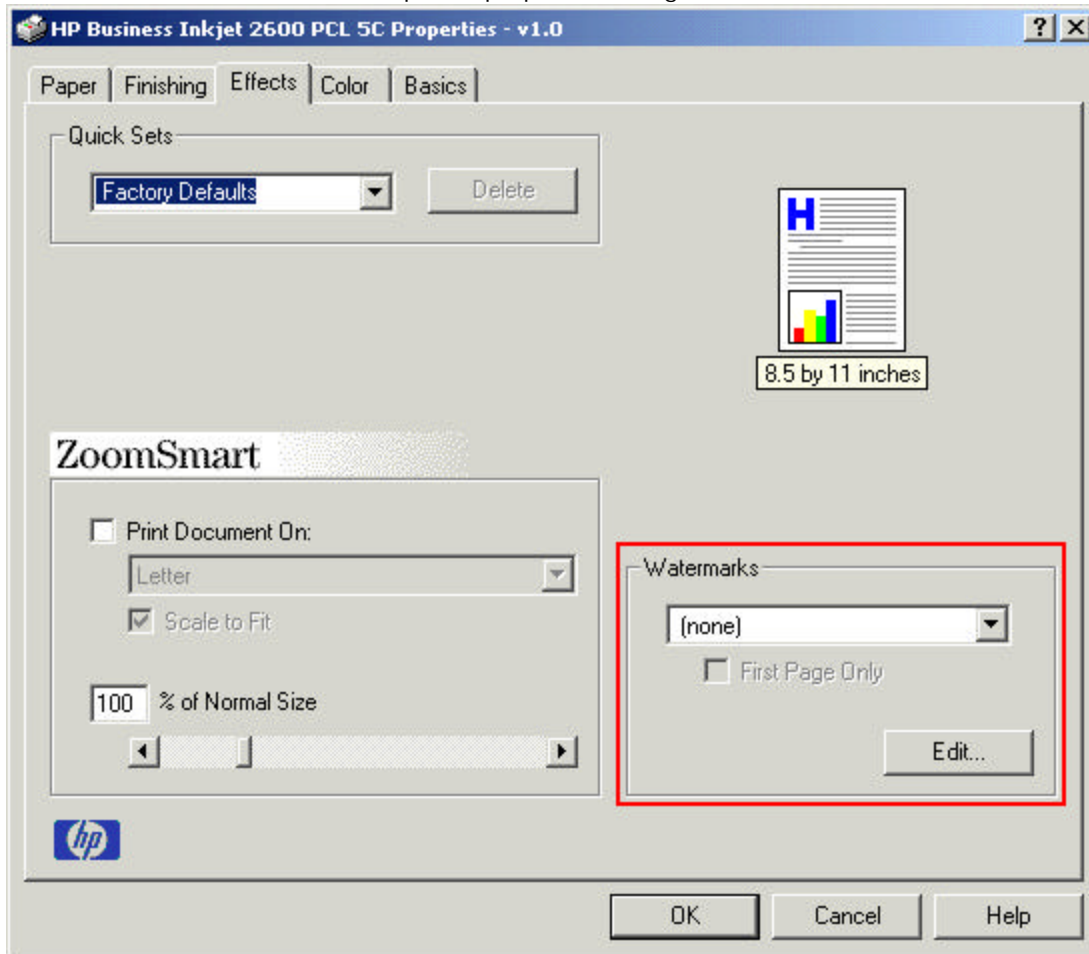
The guidelines for printing on both sides of paper are:

- Do not print on both sides of transparencies, envelopes, or paper heavier than 28 lb (105 g/m²). This type of media can cause paper jam.
- Configure the printer driver to recognize the duplexer if required.
- To print on both sides of paper, make the selection from the software or printer driver.
- If you do not use the printer driver that came with the printer, you might need to change the **Duplex** setting from the **Printing** menu in the LCD control panel to DUPLEX=ON. In the **Printing** menu, set Binding to long edge.

Note *When the duplexer is installed, the rear manual feed is unavailable.*

creating watermarks

Use the watermark feature of the hp business inkjet 2600 series to print watermarks on a document. To do this, select the required watermark option from the Watermarks drop-down box in the Effects tab of the printer properties dialog box.



creating watermarks

Use the Edit button in the Effects tab of the printer properties dialog box to edit or create a watermark. Specify the watermark details in the Watermark Details dialog box.

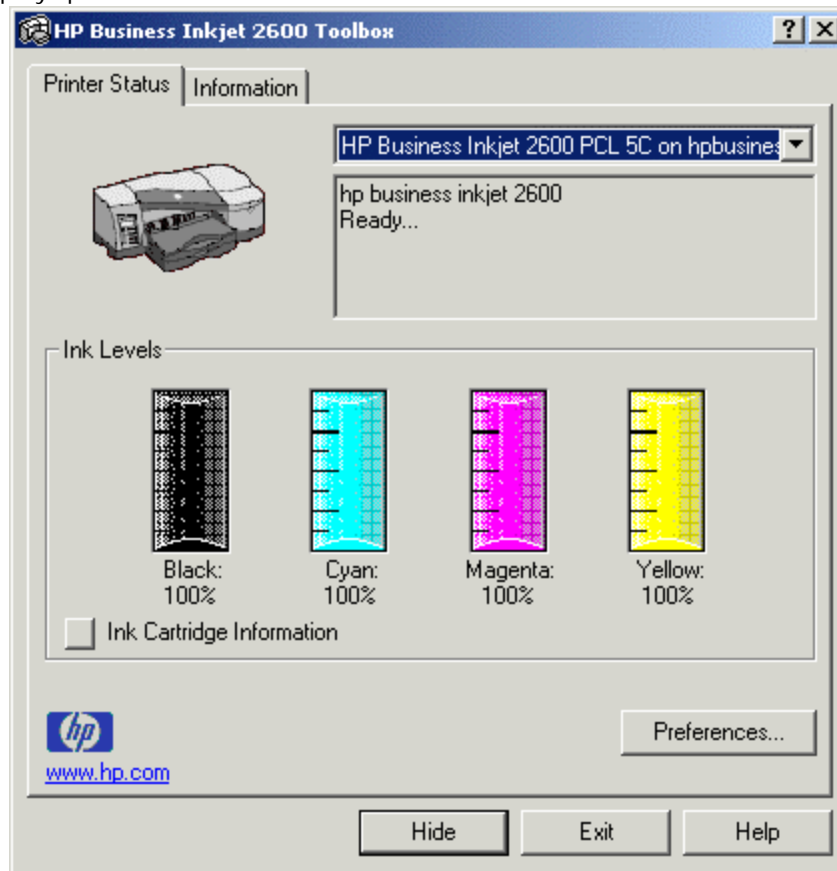
The **Watermark Details** dialog box contains the following:

- **Current Watermarks** list: Enables the user to view and select an available watermark.
- **New** button: Enables the user to add a new watermark to the list of existing watermarks.
- **Delete** button: Enables the user to delete an existing watermark.
- **Watermark Message** text box: Enables the user to specify the text of the watermark or modify the text of an existing watermark.
- **Message Angle** group box: Enables the user to specify the angle of the watermark text.
- **Preview** box: Displays a preview of the watermark.
- **Font Attributes** group box: Enables the user to specify the font attributes of the selected watermark.

overview of toolbox

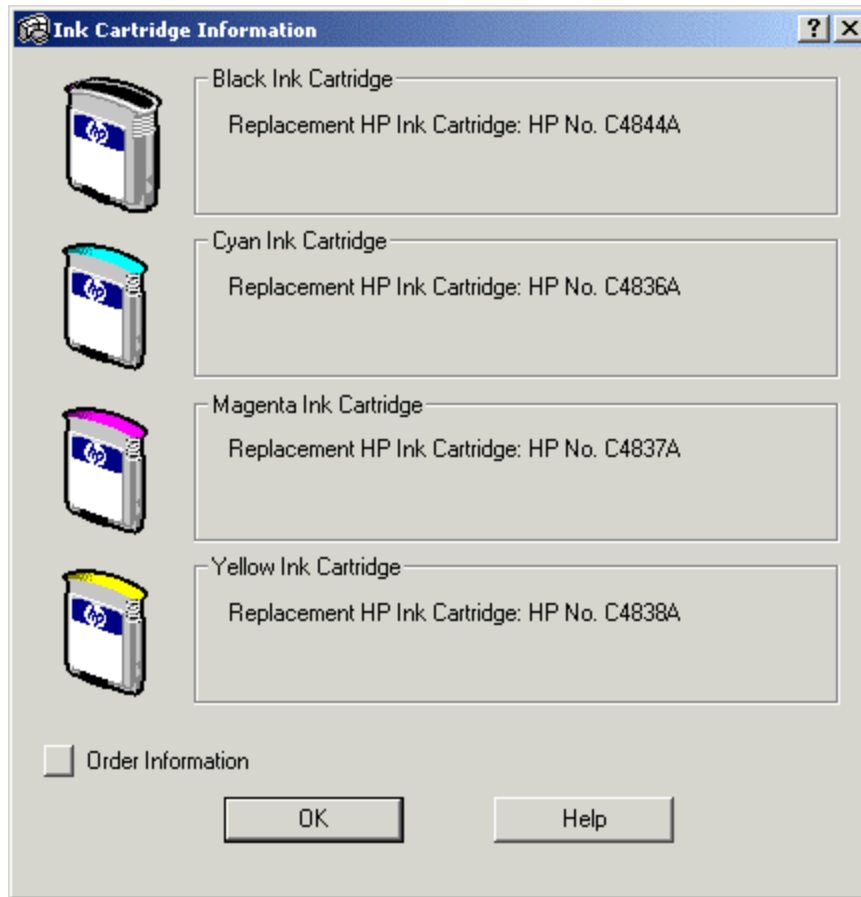
Printer status tab

Displays printer status and the ink level information.



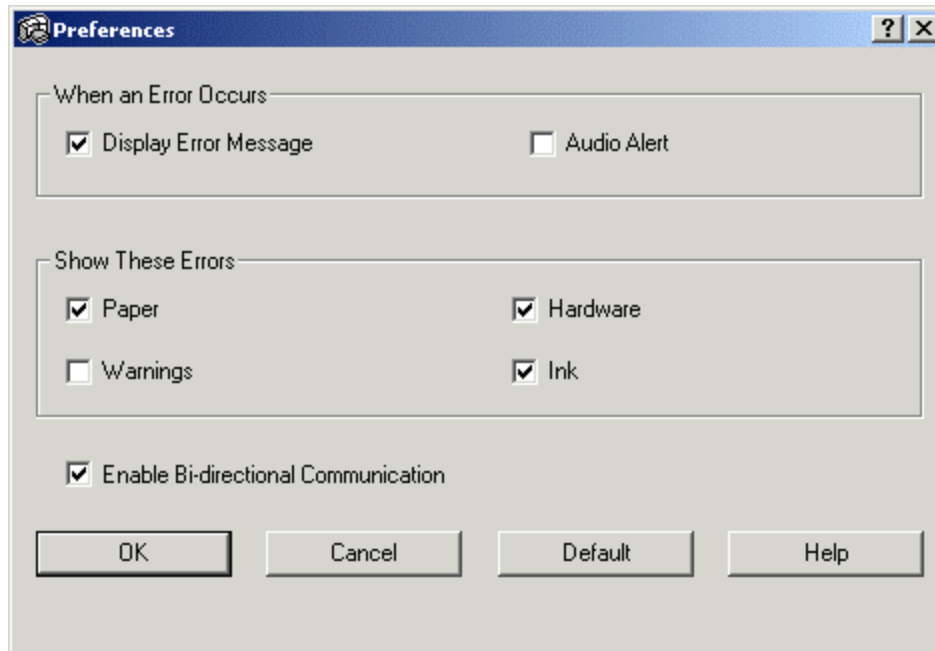
Ink cartridge information

Displays part number and status information about the installed cartridges. It also displays the level of ink available in the cartridges.



Preferences

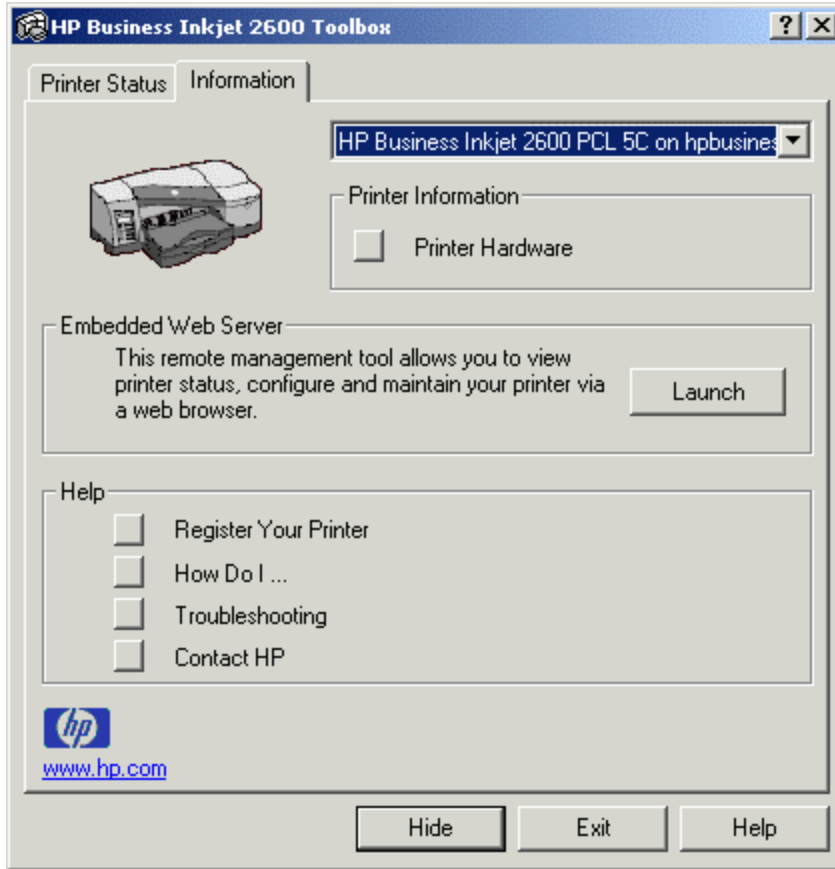
Allows you to select the Toolbox messages. You can specify whether you want to be notified by an audio alert when an error occurs and the types of error messages you want to see (such as those messages about media and hardware).



Information Tab

Allows you to launch EWS and get help on usage of printers. It displays the following options:

- Register Your Printer: registers the printer
- How Do I: displays instructions for completing printer tasks
- Troubleshooting: provides help regarding printer problems
- Contact HP: provides information for contacting hp
- Launch EWS: launch embedded web server to view printer status, configure, and maintain the printer
- Printer Information: provides hardware-related information



embedded Web server

The hp business inkjet 2600 is designed for workgroup printing and its embedded server enables network administrators, MIS personnel, and support staff to easily manage printers that are located in a wide area.

To use the embedded Web server (EWS), you must have a Web browser, and the printer must be connected to an IP-based network and Web browser (IPX/SPX networks are not supported). You cannot use the embedded Web server when the printer is connected directly to a computer.

steps to launch ews

Launch EWS from:

1. a Web browser by typing the IP address assigned to the printer in address bar of the Web browser.
2. the Information tab page of the Toolbox. Click the **Launch** button in the embedded Web server group box to access the EWS.

Note *If toolbox cannot resolve the port name of the current printer into an IP address, the Launch button will be disabled.*

The embedded Web server has the following three tabs that contain detailed information about the printer.

- **Information tab page** : provides a summary of the configuration and status of the printer and its supplies.
- **Settings tab page** : configure the printer from the computer. These pages can be password protected.
- **Networking tab page** : configure the HP Jetdirect card for the printer.

summary of features

Features	Description
Printer Status	Display of Printer Status
Ink Supplies Status	Display of Ink Cartridge Level and Printhead Health
Usage Page	Display of Ink, Paper, Media Type and Paper Size usage for the life of the printer.
Event Log	Display the last 5 error event that occurred in the printer
Alerts Notification	Configuration of email recipient address list, SMTP server and the events and timing that triggers the email alert.
Supplies Event Configuration	Configuration of Ink Cartridge and Printhead alert events.
Media Path Event Configuration	Configuration of Media Path and Other error events
AutoSend Settings	Configuration of AutoSend for myPrintMileage.
Printer Configuration	Configuration of Paper and Error Handling

Security Configuration	Configuration of Security Password
Information Configuration	Configuration of Printer Information
Diagnostic	Performs simple printer diagnostic for maintenance purposes

features of ews

supported OSs, browsers, and language

The Web Pages can be viewed on system with the following Operating Systems:

- Microsoft Windows 95
- Microsoft Windows 98
- Microsoft Windows NT - Service Pack 4.0 and above
- Microsoft Windows 2000 Professional
- Microsoft Windows Millennium
- Microsoft Windows XP Personal
- Macintosh 8.6 and above

The Web Pages are best viewed on system with the following Internet Browsers:

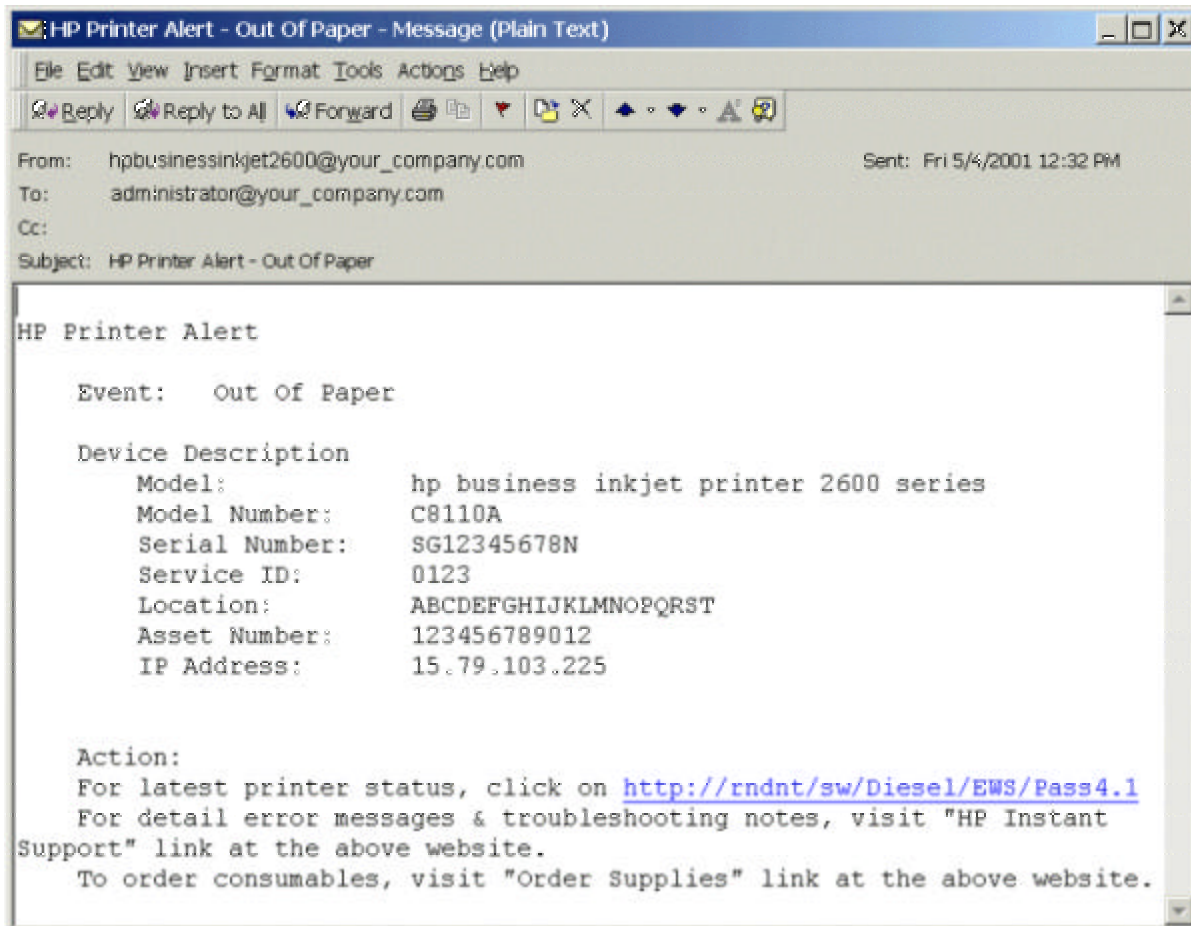
- Microsoft Internet Explorer
- Netscape Communicator

web pages categories

- Information
 - Printer
 - Ink Supplies
 - Usage
 - Event Log
- Settings
 - Alerts
 - Configuration
 - Maintenance
- Networking

email notification services

The Email Notification Services is an event driven process. When an event has occurred, for example, top cover open, the printer will send an email to the recipients as configured in the Email Notification Settings. To enable this feature, the printer administrator must set the local SMTP server.



The events that trigger the notification services are grouped into two types of events, Supplies and Media Path. The user can select the events that will trigger the notification services when that event happens. The user can also set the threshold limit on the events before the notification services sends an email out to the recipients. When an event happens, the EWS will send the recipient an email.

autosend (myprintmileage)

AutoSend

The AutoSend feature periodically sends your printer usage information to Hewlett-Packard. This allows you to accurately track your printer usage via the "hp instant support" link. Hewlett-Packard will treat this information in the manner set out in the [Hewlett-Packard Online Privacy Statement](#).

Enable AutoSend:

For AutoSend feature to work, [Email Server](#) must be configured.

Disclaimer

Apply

Cancel

Autosend feature

When a user clicks on the AutoSend checkbox, the printer will automatically send an email to HP on a regular basis with all the information on the printer usage. The user can check the printer's usage pattern by visiting *hp instant support* link. This link will bring the user to the HP website.

The AutoSend trigger mechanism is based pages printed and printer uptime. For pages printed, it will trigger at every 450 pages printed. For printer uptime, it will trigger at 400 hours.

hp instant support (PrinterNet)

PrinterNet



PrinterNet Web site

PrinterNet is an HP Web site that provides information for self-help resolution of printer problem, latest information on warranty, drivers, firmware, hardware, accessories, supplies and myPrintMileage, the Print Usage Program. To access this Web site, the user must click on hp instant support and a new browser window will open. A description of the feature and disclaimer is displayed. Following the new browser window, clicking on to "Send Information" will bring the user to PrinterNet Web site.

order supplies

hp UNITED STATES

hp home products & services support solutions how to buy

hp
invent

LaserJet supplies order

→ search
→ contact hp

→ LaserJet supplies order home



order supplies: HP business inkjet 0000

Select the supplies you want to order. Then click "BUY ONLINE FROM HP" or "BUY ONLINE FROM A RESELLER".

print cartridge information

	% life remaining	hp part #	order	quantity
<input checked="" type="checkbox"/> HP black cartridge	<input type="text"/> 0%	C4191A	<input checked="" type="checkbox"/>	<input type="text" value="1"/>
<input checked="" type="checkbox"/> HP cyan cartridge	<input type="text"/> 2%	C4192A	<input checked="" type="checkbox"/>	<input type="text" value="1"/>
<input checked="" type="checkbox"/> HP magenta cartridge	<input type="text"/> 0%	C4193A	<input checked="" type="checkbox"/>	<input type="text" value="1"/>
<input checked="" type="checkbox"/> HP yellow cartridge	<input type="text"/> 0%	C4194A	<input checked="" type="checkbox"/>	<input type="text" value="1"/>

other supplies information

	% life remaining	hp part #	order	quantity
HP drum kit	<input type="text"/> 88%	C4195A	<input type="checkbox"/>	<input type="text"/>
HP transfer kit	<input type="text"/> 100%	C4196A	<input type="checkbox"/>	<input type="text"/>
HP fuser kit 110v	<input type="text"/> 100%	C4197A	<input type="checkbox"/>	<input type="text"/>

[→ BUY ONLINE FROM HP](#)

order supplies

Order Supplies links the user to HP shopping Web site. Here the user is informed of the supplies that need to be replaced and the places to purchase these supplies.

order supplies

The screenshot displays the HP printer's web interface. At the top, the HP logo and 'invent' are on the left, and the IP address '15.79.255.255' and printer model 'hp business inkjet printer 2600 series' are on the right. Below this is a navigation bar with tabs for 'Location', 'Settings', and 'Ordering'. The 'Settings' tab is active, showing a left sidebar with categories: Alerts (Notification, AutoSend), Configuration (Asset Tracking, Media Handling, Security), and Maintenance. The 'Security' option is highlighted. The main content area shows 'Notification' and 'Email Server Settings' with input fields for SMTP Server and Domain Name. A note states: 'For Email Notification and *AutoSend* feature to work, Email Server must be configured.' A dialog box titled 'Enter Network Password' is overlaid, prompting for a user name and password. The dialog includes fields for Site (15.79.101.72), Realm (master), User Name (jsserjet), and Password, with a checkbox for 'Save this password in your password list' and 'OK' and 'Cancel' buttons.

Settings tab is password protected

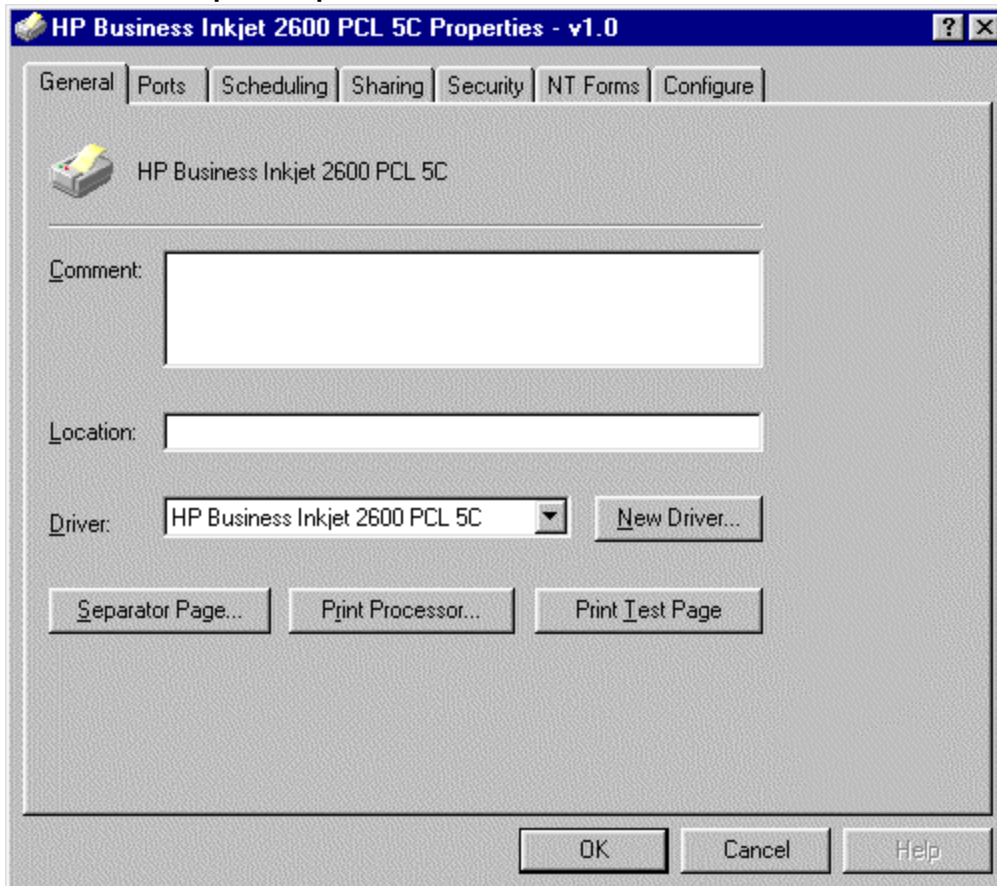
security

Security is a feature for administrators to lock the printer's configuration. Once the administrator has set a password, the entire "Settings" tab will be locked by this password. In the event that the password is lost, the user can reset the printer to factory default from the Front Panel.

changing default software settings

You can change printer settings from the LCD control panel, from the printer driver, and from an application. If you want printing options to be available only in a particular application, change the settings from this application. After you quit the application, the printer settings will return to the defaults configured in the printer driver.

To change printer settings from a software application, from the **File** menu, click **Print** , and then click **Setup** or **Properties** .



If you want common printing options for all applications on the computer, change the default settings in the printer driver. The steps to change settings from the printer driver are:

1. Click **Start** , point to **Settings** , and then click **Printers**
2. Right-click the printer icon, and then choose the option for your operating system:
 - For Windows 95, Windows 98, Windows Millennium Edition, and Windows XP, click Properties.
 - For Windows NT 4.0, click Document Defaults or Properties.
 - For Windows 2000, click Printing Preferences or Properties.
3. Change the desired settings, and then click **OK**

troubleshooting usage issues

Use the following troubleshooting checklist:

1. Check the printer setup
2. Check the computer setup
3. Check driver installation and the printers folder
4. Print a demo page
5. Check the self-diagnostic page

symptom	cause	solution
Printer takes a long time to print	Cause 1: Incorrect configuration	<ul style="list-style-type: none"> • Solution 1: Check the computer configuration • Ensure that the computer meets the minimum operating system requirements for the printer.
	Cause 2: Inadequate hard disk space in the spool directory	Solution 2: Check the hard disk space. At least 50 MB of hard disk space should be available in the following cases: <ul style="list-style-type: none"> • To print on 11 x 17 inch or A3 paper • To print graphics-intensive files
	Cause 3: Incorrect configuration of hardware on the PC	Solution 3: Check the port settings. Ensure that the port settings configuration in the computer is set to ECP.
	Cause 4: Low ink supply	Check the status of the ink cartridges <ul style="list-style-type: none"> • Solution 3: Check the status of the ink cartridges from the Toolbox utility. • Replace any ink cartridges that are low on ink.
Indicator LED blinks amber	Cause 1: Hardware problem.	Solution 1: Restart the printer. Turn off the printer, wait for a few seconds, and then turn it on again. If the message persists, your printer might need servicing. Write down the error code and contact HP.
Indicator LED turns off while the printer is turned on	Cause 1: Unrecoverable error.	Solution 1: Turn off the printer, wait for a few seconds, and then turn it on again. If the message persists, your printer might need online help servicing. Write down the error code and contact HP.

troubleshooting usage-related problems

troubleshooting paper-related problems

symptom	cause	solution
Paper feed problems	Cause 1: Print media is jammed in the printer	Solution 1: Check that there is no jam.
	Cause 2: Paper is not loaded correctly	Solution 2: Make sure the paper width and length adjusters fit snugly against the left and bottom edges of the paper stack. Also, make sure that the correct paper orientation is selected.
	Cause 3: An incorrect paper type is being used	Solution 3: Some paper types are not suitable for use with your printer.
Paper tray cannot be inserted	Cause 1: The tray was removed after a power failure or after a jam.	Solution 1: With the tray out, turn the printer off and then on again. Re-insert the tray.
	Cause 2: The tray is not aligned with the printer.	Solution 2: Make sure the tray is aligned with printer opening.
Paper is not picked up from a tray	Cause 1: The paper width adjuster is pressed too tightly against the paper stack.	Solution 1: Check that the paper width adjuster is snug, but not tight, against the paper stack.
	Cause 2: Photo paper is curled	Solution 2: If you are using photo paper, make sure the photo paper is not curled. Uncurl the paper by gently bending it in the opposite direction of the curl.
	Cause 3: The tray is locked	Solution 3: Check the LCD control panel to make sure the tray being used is unlocked.
Paper is not picked up from the manual feed units	Cause 1: The paper width adjuster in the front manual feed is pressed too tightly against the paper stack	Solution 1: Check that the paper width adjuster is snug, but not tight, against the paper stack.
	Cause 2: Too much media is loaded in the manual feed units	Solution 2: The front manual feed is designed to hold up to 10 sheets of paper. The rear manual feed is designed to hold a single sheet of media.

	Cause 3: Paper is wrinkled or bent	Solution 3: Make sure the paper is not wrinkled or bent. Leaving media in the manual feed units overnight can cause the media to bend, therefore remove media from the manual feed units after use.
	Cause 4: Paper in tray 1 is interfering with the front manual feed, causing more than one page to be fed.	Solution 4: Remove the media in tray 1.
Paper output problem	Cause 1: The output tray length adjuster is not extended, causing pages to fall off the printer.	Solution 1: Make sure that output tray length adjuster is extended.
	Cause 2: More than 150 sheets are on the output tray.	Solution 2: Remove the paper on the output tray.
Text or graphic is getting cut at the edges of a page	Cause 1: The orientation settings might be incorrect.	Solution 1: The page orientation selected might not be correct for the document you are printing.
	Cause 2: The margin settings might be incorrect.	Solution 2: Ensure that the margin settings for the document do not exceed the printable area of the printer. The document margins need to match or exceed minimum margin settings for the printer.
Content does not fit on a page	Cause 1: Incorrect paper size	<p>Solution 1a: Content that is cut off might be outside the printable area. The size of the document being printed could be larger than the paper size in the main tray. Check the paper size in the tray.</p> <p>Solution 1b: If the layout of the document being printed fits on a paper size supported by the printer, then load the correct paper size. Also ensure that the correct page orientation is selected.</p> <p>Alternatively, select Emulate LaserJet Margins in the printer driver to scale the document to fit the paper size currently selected.</p> <p>Note <i>Sometimes software applications also allow you to select this printmode.</i></p>

	Cause 2: The paper might not be loaded correctly	Solution 1: Ensure that the paper width and length adjusters fit tightly against the left and bottom edges of the paper stack. Ensure that the correct paper orientation is selected.
Wrong fonts are printed	Cause 1: Incorrect fonts	Solution 1: Ensure that chosen is correctly applied to the text. For example, in a paint application, place the words in the desired size. Do not enlarge by dragging and sizing. Solution 2: The font is not available on the computer <ul style="list-style-type: none"> • The fonts used in the document might not match the fonts currently available in the computer. • The type of font used might not be designed for printing. Ensure that the font is available in the font selection box for the software application. • Ensure that the font is a TrueType font.
	Cause 2: The wrong printer is selected	<ul style="list-style-type: none"> • Ensure that the printer is selected as the current or default printer. The default printer is the printer that is used if you choose the Print command without first specifying which printer you want to use with an application. • Click Start -> Settings -> Printers menu command to open the Printers window. Right-click the printer icon, and then select Set As Default from the popup menu.
Text is jagged at the edges	Cause 1: Incorrect font.	Solution 1: Some software applications offer custom fonts that have jagged edges when enlarged or printed. Ensure that the font used for printing is a TrueType font. While selecting a font, look for the TrueType icon.
	Cause 2: A bitmap image of text is printed.	Solution 2: If you are trying to print a bitmap image of text, it might have jagged edges when skewed, enlarged, or printed. Use TrueType fonts to ensure that the printer is able to print smooth fonts. While selecting a font, look for the TrueType icon.

	Cause 3: An incorrect paper type is used.	Solution 3: The printer is designed to work well with most office paper types or quality 25% cotton bond paper. Since it uses ink to produce an image, paper that accepts ink well produces the best results. Paper that is heavily textured or does not accept ink well can cause graphics and text to print poorly. It is best to test a variety of paper types before buying large quantities. Find a paper type that works well and is easy to purchase. HP Inkjet Media are designed for the best quality results. To determine if the paper type is the cause of the problem, try printing the same document on a paper type that has previously worked well with the printer.
Printout is slanted or skewed	Cause 1: The paper might not be loaded correctly.	Solution 1: If the paper twists as it feeds or margins appear crooked, the paper guides might not be pressed gently against the paper. Make sure that both the bottom and side paper guides are gently pressed against the paper.

Paper jams	<p>Cause 1: Skewed paper</p> <p>Cause 2: Curled paper</p> <p>Cause 3: Incorrectly stacked paper</p> <p>Cause 4: Paper too thick</p> <p>Cause 5: Usage of unsupported media</p>	<p>To clear a paper jam, first check the paper input paths. If the jammed paper is visible from one of the input trays or the front manual feed, carefully pull the jammed paper straight up and out of the printer. Select new paper and reload the printer with it.</p> <p>Note <i>Ensure that the paper is aligned to the right side of the tray. In addition, verify that the guides are adjusted tightly against the stack of paper and they do not wrinkle or bend the paper.</i></p> <p>The steps to clear a paper jam by opening the top cover of the printer are:</p> <ol style="list-style-type: none"> 1. Remove all paper from the output tray. 2. Open the top cover. The carriage should return to its position on the right of the printer 3. If the carriage does not return to the right of the printer, turn off the printer before removing the jammed paper. 4. Remove any wrinkled paper by pulling the paper through the top of the printer. <p>Caution <i>Do not place your hands in the printer when the printer is on or the carriage is stuck.</i></p> <p>After clearing the jam:</p> <ul style="list-style-type: none"> • Close all covers of the printer. • Press the RESUME button to continue the print job. <p>Note <i>The print job continues from the next page. Reprint the pages that were jammed in the printer.</i></p>
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Paper jam in tray 1	Cause 1: Skewed paper Cause 2: Curled paper Cause 3: Incorrectly stacked paper	<ol style="list-style-type: none"> 1. Pull out tray 1 from the printer. 2. Locate and remove the jammed paper from tray 1. 3. Lower the output tray. 4. Replace tray 1.
Paper jam in tray 2	Cause 1: Skewed paper Cause 2: Curled paper Cause 3: Incorrectly stacked paper	<ol style="list-style-type: none"> 1. Pull out tray 2 from the printer. 2. Locate and remove the jammed paper from tray 2. 3. If you cannot locate the jammed paper, turn off the printer and remove the power cord. 4. Lift the printer off tray 2. 5. Remove the jammed paper from the bottom of the printer. 6. Place the printer back on top of tray 2.
Paper jam in the rear access panel	Cause 1: Paper too thick Cause 2: Usage of unsupported media	<ol style="list-style-type: none"> 1. Push the buttons on either side of the rear access panel. 2. Pull the panel out of the printer. 3. Remove the jammed paper by pulling it out with both hands. 4. Place the rear access panel back in the printer.

troubleshooting paper-related problems

troubleshooting print quality related problems

symptom	cause	solution
Poor print quality	Cause 1: Ink supply issues	Solution 1: Check the printheads and ink cartridges <ul style="list-style-type: none"> • Replace clogged or worn printheads. • Replace low or empty ink cartridges.
	Cause 2: Printer needs cleaning	Solution 2: Clean the inside of the printer with a lint-free cloth.
Meaningless characters printed	Cause 1: Incorrect connectivity	Solution 1: Check the cable connection. Ensure that the cable connection at both ends is proper and the cable is securely fastened.
	Cause 2: Incorrect document settings	Solution 2: Check the document file <ul style="list-style-type: none"> • Check whether the printable document is damaged. • Print the document by using a backup copy.
Something on the page is missing or incorrect	Cause 1: The margin settings might be wrong	Solution 1: Ensure that the margin settings for the document do not exceed the printable area of the printer.
	Cause 2: Color print settings might be wrong	Solution 2: Ensure that Grayscale is not selected in the HP Print Settings dialog box.
	Cause 3: The wrong printer might be selected	Solution 3: Ensure that the correct printer is selected as the current or default printer.
	Cause 4: Symmetrical Margins option might be selected	Solution 4: Ensure that the Symmetrical Margins option is not selected. The Symmetrical Margins option makes the left and right margins equal and top and bottom margins equal.
Content on the page is missing or incorrect	Cause 1: Incorrect paper size	Solution 1: Check that the paper is wide enough <ul style="list-style-type: none"> • Ensure that the paper width matches the page specification in print settings.
	Cause 2: Incorrect margins for print job	<ul style="list-style-type: none"> • Solution 2: Check margin settings • Ensure that the margin settings for the document do not exceed the printable area of the printer.
	Cause 3: Specialized color settings printing	Solution 3: Check color print settings <ul style="list-style-type: none"> • Deselect the Grayscale option in the Print Settings dialog box.

	Cause 4: Firmware / driver incompatibility	Solution 4: Ensure that the correct firmware is flashed and is compatible with the driver used
Blank page printed	Cause 1: Printhead problems	<ul style="list-style-type: none"> • Check that the tape is removed from the printheads • Check each printhead and remove tape, if necessary. • Check for empty ink cartridges. • Ensure that the ink cartridges are not empty.
	Cause 2: Firmware compatibility issues	Solution 2: Ensure that the correct firmware is flashed and is compatible with the driver used
	Cause 3: Incorrect driver	Solution 3: Ensure that the correct firmware is flashed and is compatible with the driver used
	Cause 4: Media mispick issue	<p>Solution 4: Check that the paper is wide enough</p> <ul style="list-style-type: none"> • Ensure that the paper width matches the page specification in print settings.
Wrong fonts printed	Cause 1: Fonts in document are non-standard or customized	<p>Solution 1: Check the fonts used</p> <ul style="list-style-type: none"> • Ensure that the correct font is selected. • Do not enlarge the words by dragging and resizing them. <p>Check the available fonts</p> <ul style="list-style-type: none"> • Ensure that the fonts used in the document match with the fonts available in the Windows operating system. • Check whether the font that is incorrectly printed is a TrueType font.
Placement of text or graphics is incorrect	Cause 1: The paper size or orientation settings may be incorrect.	Solution 1: Ensure the paper size and page orientation selected in the software application match the settings in the HP Print Settings dialog box.
	Cause 2: The paper might not be loaded correctly.	Solution 2: If everything on the page is slanted or skewed, ensure that the paper width and length adjusters fit tightly against the left and bottom edges of the paper stack. Ensure that there are not more than 250 sheets of paper loaded in either of the paper trays.

	Cause 3: The margin settings may be wrong.	Solution 3: If the text or graphics are cut off at the edges of the page, ensure that the margin settings for the document do not exceed the printable area of the printer.
	Cause 4: Printable area is not set correctly for a LaserJet document.	Solution 4: While printing documents formatted for a LaserJet, pages in the document may get cropped, truncated or the content of the page may overflow. Set the Emulate LaserJet Margins option in the printer driver.

troubleshooting print quality related problems

low or excess use of ink in printouts

symptom	cause	solution
ink is smearing	Cause 1: The printout did not have time to dry.	<p>Solution 1: While printing documents that use a lot of ink, allow the document more time to dry before handling it. This is especially true for transparencies.</p> <ul style="list-style-type: none"> • Select Best mode in the printer driver to set a longer dry time for printing transparencies, if the print job is not being attended to personally. • The paper type might be causing the smearing. Some types of paper do not accept ink well, which causes the ink to dry more slowly and results in smearing.
	Cause 2: Too much ink on the page is causing wrinkling.	Solution 2: Color documents with rich, blended colors might use excess ink, which wrinkles the page during printing and causes smearing. Try using the Normal or Fast print quality setting to reduce ink or use HP Premium Paper designed for printing vivid color documents.
	Cause 3: Printhead problem	Solution 3: Align and clean the printheads.
ink is not filling the text or graphics completely	Cause 1: The ink cartridges have poor contact	Solution 1: Try removing and then reinstalling the ink cartridges. Ensure to snap them firmly into place.
	Cause 2: The ink cartridge is out of ink	Solution 2: The ink cartridge might be out of ink. Replace the empty ink cartridge.
	Cause 3: An incorrect paper type is being used	Solution 3: Some paper types are not suitable for use with the printer.
	Cause 4: The wrong print quality mode is being used	Solution 4: Try printing using Best print quality mode.

troubleshooting low or excess use of ink in printouts

troubleshooting incorrect color printouts

symptom	cause	solution
Printouts are faded or dull-colored	Cause 1: Fast print quality is selected.	Solution 1: The Fast mode option is good for printing drafts. To achieve better-colored printout, select Normal or Best print quality in the printer driver. Use the Fast mode to print at a faster rate.
	Cause 2: An incorrect paper type print setting is being used.	Solution 2: When printing on transparencies or other special paper types, select the corresponding paper type in HP's Print Settings dialog box. Use this dialog box to gain access to printer features from a software application, such as a word-processing and graphics application. Use the printer driver to select print quality, page orientation, paper type, and paper size.
	Cause 3: An incorrect paper type is being used.	Solution 3: Some paper types are not suitable for use with the printer.
	Cause 4: An ink cartridge is low on ink.	Solution 4: Check that all the lines are connected and printed properly. If the lines are broken, the ink cartridge is probably out of ink. Replace the ink cartridge with a new one. However, if the ink cartridge has been recently replaced, the cartridge is probably bad.
Colors are printing as black and white	Cause 1: The grayscale printing option is selected in the printer driver.	<p>Solution 1: The grayscale printing option is probably selected in the printer driver.</p> <ol style="list-style-type: none"> 1. Click Start, point to Settings, and then click Printers (Windows 95, Windows 98, Windows Millennium Edition, Windows NT 4.0, and Windows 2000) or Printers and Faxes (Windows XP). 2. Right-click the printer icon, and then click Properties (Windows 95, Windows 98, and Windows Millennium Edition), Document Defaults (Windows NT 4.0), or Printing Preferences (Windows 2000 and Windows XP). 3. For the PCL 5C printer driver, make sure the Print In Grayscale checkbox is cleared on the Color tab. 4. Click OK.

The wrong colors are printing	Cause 1: The Print in Grayscale option is selected in the printer driver.	<p>Solution 1: The grayscale printing option is probably selected in the printer driver.</p> <ol style="list-style-type: none"> 1. Click Start, point to Settings, and then click Printers (Windows 95, Windows 98, Windows Millennium Edition, Windows NT 4.0, and Windows 2000) or Printers and Faxes (Windows XP). 2. Right-click the printer icon, and then click Properties (Windows 95, Windows 98, and Windows Millennium Edition), Document Defaults (Windows NT 4.0), or Printing Preferences (Windows 2000 and Windows XP). 3. For the PCL 5C printer driver, make sure the Print In Grayscale checkbox is cleared on the Color tab. For the PostScript printer driver, make sure that Print Color as Gray is turned off in the Device Options tab (Windows 95, Windows 98, and Windows Millennium Edition); Monochrome is not selected on the Page Setup tab (Windows NT 4.0); or Black and White is not selected on the Paper/Quality tab (Windows 2000 and Windows XP). 4. Click OK.
	Cause 2: The color cartridge is empty.	Solution 2: When colors are completely wrong, the printer might have run out of one or more colors of ink.
	Cause 3: The printheads are clogged or need cleaning.	Solution 3: Whenever print quality noticeably decreases, it is a good idea to clean the printheads.
Bleeding colors in printout	Cause 1: The print setting is using too much ink.	Solution 1: Some paper type settings (such as transparency) and print quality settings (such as Best) require more ink than others. Choose different print settings in the printer driver. Also, make sure that the correct paper type is selected in the printer driver.
	Cause 2: An incorrect paper type is being used.	Solution 2: Some paper types are not suitable for use with the printer.

	Cause 3: The ink cartridges have been refilled.	Solution 3: HP does not guarantee or support refilled ink cartridges. Refilling processes and the use of incompatible inks might disrupt the intricate printing system, potentially resulting in reduced print quality and even printer damage.
Colors do not line up properly with each other	Cause 1: The printheads need to be aligned.	Solution 1: The printheads on the printer are automatically aligned when a printhead is replaced. However, print quality might improve by aligning the printheads.
	Cause 2: Graphics in the document are not placed properly.	Use the zoom or print preview feature of the software to check for gaps in the placement of graphics on the page.

troubleshooting incorrect color printouts

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printer interfaces

The hp business inkjet 2600 has an IEEE 1284-B parallel I/O Centronics interface port. Firmware in the printer supports the following modes of Centronics operation through the 1284 parallel interface port:

- **Compatibility:** Compatibility mode supports unidirectional data flow from the computer to the printer. This mode is also known as Centronics.
- **Nibble:** Nibble mode supports unidirectional mode data flow from the printer to the computer. Most computers can operate in Nibble mode. The computer can switch between Compatibility and Nibble modes to establish limited two-way (bi-directional) communication.
- **Extended Capabilities Port (ECP):** ECP mode provides true bi-directional communication between the printer and computer. Most computers can operate in ECP mode. ECP mode allows the computer to receive and display printer status information in Windows.

In addition, the printer offers the Enhanced Input/Output (EIO) interface, which is a general-purpose interface for Hewlett-Packard hardcopy peripherals that is used to expand the printer's capabilities with a network card or added memory. It replaces the MIO interface found on earlier printers. EIO is based on a high-performance 32-bit PCI bus that provides a substantial increase in IO bandwidth over the older 16-bit MIO interface.

EIO offers the following improvements over earlier interfaces:

- **Increased expendability-**the smaller size and lower power requirements of EIO make more slots available in HP hard copy peripherals.
- **Increased flexibility-**EIO allows the use of new categories of accessories, such as the new EIO disk drive.
- **Increased performance-**EIO ensures that HP products have the IO bus capable of handling the data-transmission requirements of increased graphics, higher dpi, and color. EIO can take advantage of increased throughput of high-speed LANS as well.

Note

The HP PCL 5C/PS3 Card slot and the EIO slot can be used interchangeably.

ink supply station

PCA	Function
Carriage PCA	The Carriage PCA maintains a minimum ink temperature for good print quality and provides Carriage position feedback by reading the Encoder Strip.
Linefeed/Encoder PCA	The Linefeed/Encoder PCA provides linefeed position feedback by reading the Encoder Disk.

PCAs and functions

service station

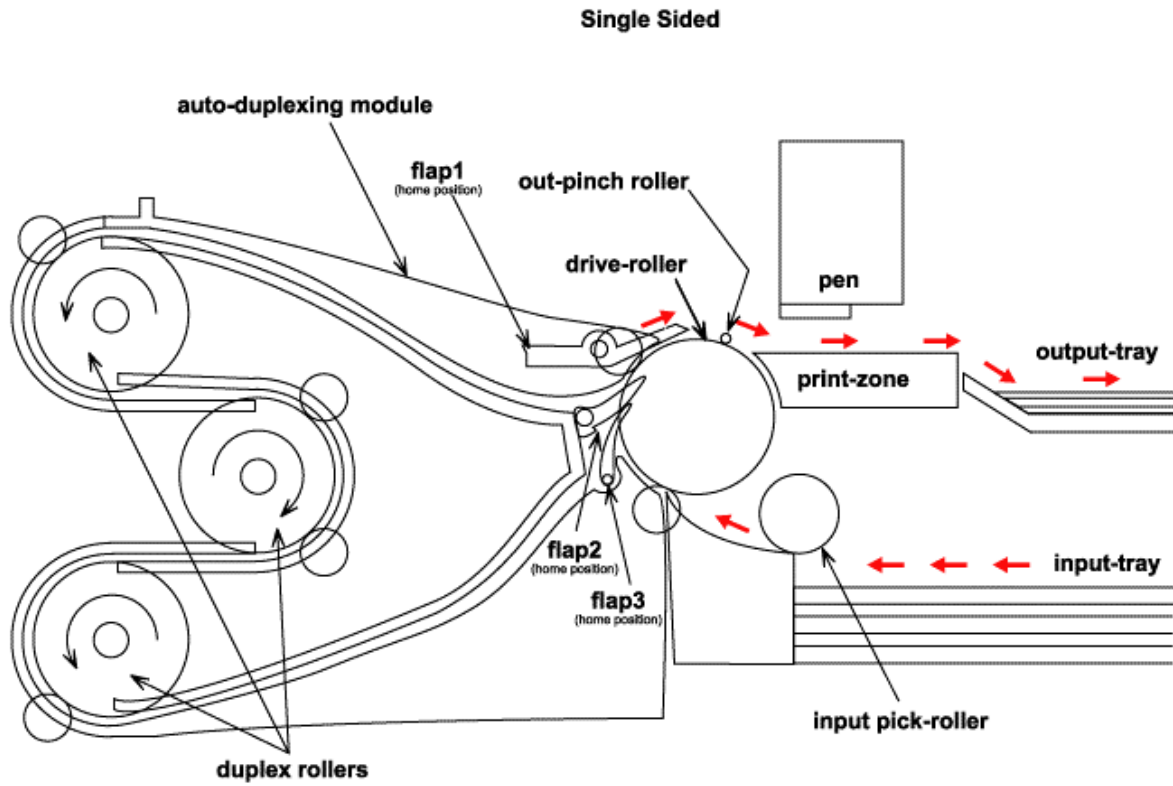
The Service Station Motor operates the Service Station Assembly that performs the functions such as, wiping and capping of printheads, to keep the printheads in top working condition.

Function	Description
Spitting	The printer spits ink into the spittoon, a large sponge, to help clear clogged nozzles and maintain print quality. Spitting always occurs when the printer is powered on.
Wiping	Wiping removes dust, dried ink, and foreign particles from the outside of the print nozzles.
Capping	The Service Station Motor rotates the Service Station Base to place the black and color caps under the nozzles of the corresponding black or color ink cartridge. A ramp translates further motor rotation into vertical motion, capping the printhead. This is called the "cap-up" position.

functions of the service station

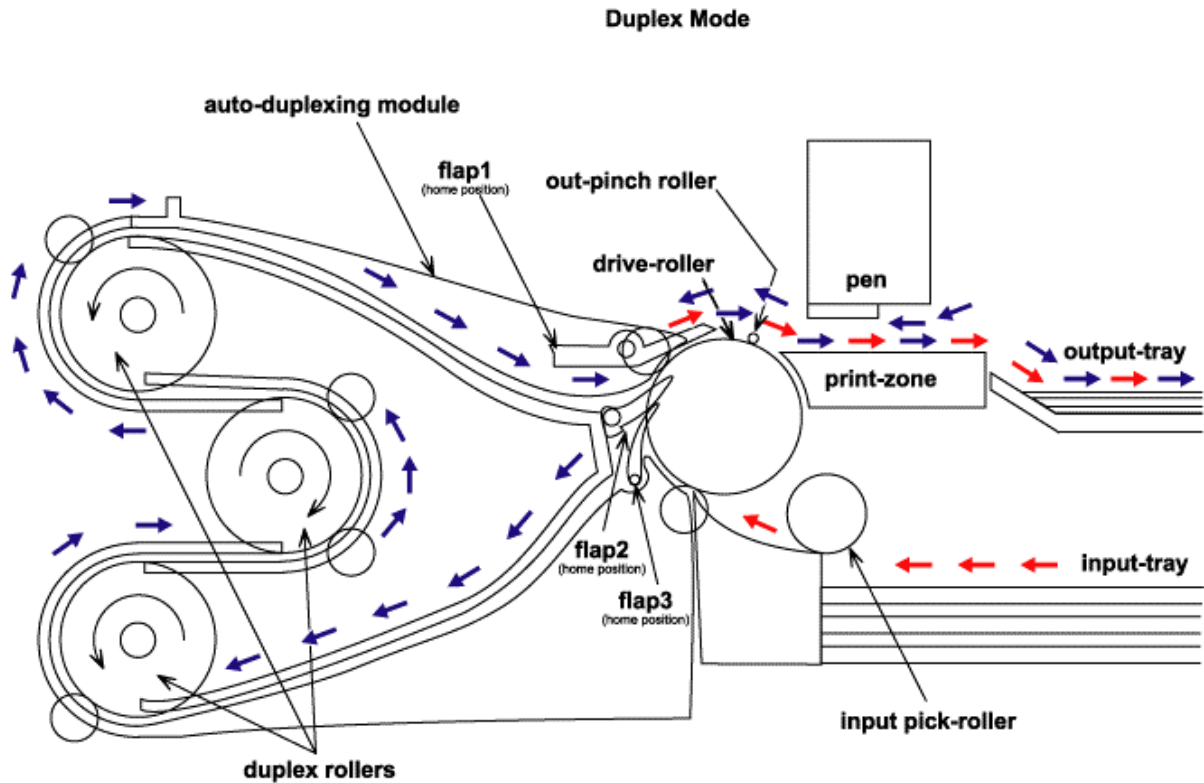
paper path

single-sided printing



paper path for single-sided printing

double-sided printing



paper path for double-sided printing

paper path - paper motor drive

The Paper Motor feeds media into the printer, moves it vertically while text and images are printed on the page, and ejects the media from the printer.

pulling paper into printer

The Pick System (separation and activation) provides:

- Optimum friction force between paper and roller
- Friction between paper and lifter plate
- Pick speed

The Paper Motor rotates the gears that cause the lifter plate on the Input Tray Assembly to rise. The paper is picked by the Pick Roller and driven through the paper path to ensure that it is properly aligned for printing. The Paper Motor moves the media into position for printing.

feeding paper through printer

The paper is fed through the print zone by a large set of rollers on the Drive Shaft/Pivot Assembly, powered by the paper motor. The Encoder Disk on the Drive Shaft/Pivot Assembly maintains linefeed accuracy. The Carriage moves out of its "home" position within the Service Station and ramps up to speed; the speed of the Carriage across the paper is determined by the print mode selected for a particular print job.

ejecting paper from printer

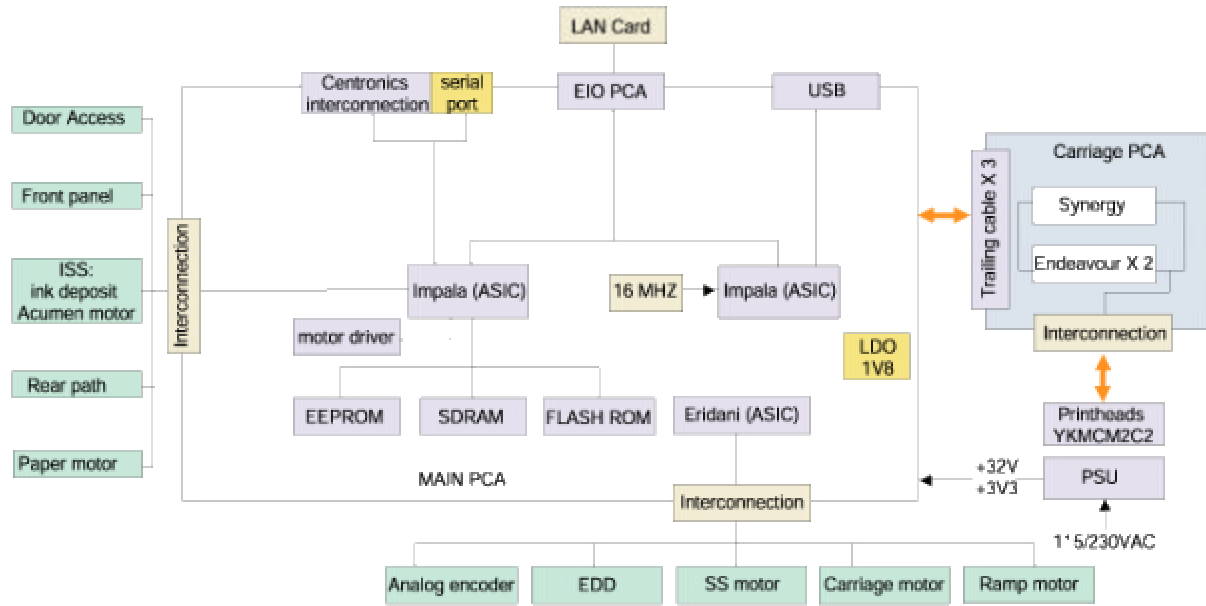
After printing, the media moves from the print zone to the Output Tray. The Wings hold the media above the previously printed page to minimize smudging and to allow for effective drying time.

electronics

PCA	Function
Carriage PCA	The Carriage PCA maintains a minimum ink temperature for good print quality and provides Carriage position feedback by reading the Encoder Strip.
Linefeed/Encoder PCA	The Linefeed/Encoder PCA provides linefeed position feedback by reading the Encoder Disk.

PCAs and functions

power PCA



Crystal clock	10 MHz	Crystal clock	8 MHz
Impala clock	320/80 MHz	Lan Card Clock	32 MHz
Isard clock	16/32 MHz	Carriage PCA ASIC	3 MHz
Memory bus clock	80 MHz	Carriage regulator	250MHz
Eridani clock	8 MHz	Printheads	2 MHz
Eridani regulator	200 MHz		

physical layout of power PCA

The power supply unit supplies the power required by the product to operate properly. It accepts any input voltage ranging from 90V to 269V and provides +32V and +3.3V to the different electronics subsystems.

carriage motor

The Carriage Motor moves the Carriage and the printheads horizontally in order to create printed images on the media.

driving carriage across page

- The Carriage Belt loops around the Carriage Motor Pulley and the Idler System Pulley. The Carriage Motor turns the Carriage Motor Pulley, which in turn, moves the Carriage Belt.
- The Carriage Assembly is attached to the Carriage Belt, so that it moves horizontally across the page when the Carriage Belt moves. Inside the Carriage are the printheads, which deliver ink to the page.
- The Carriage Assembly is also attached to the Encoder Strip. The Encoder Strip is an encoded, filmstrip that helps maintain the accuracy of the Carriage's position during printing. The Carriage PCA, part of the Carriage Assembly, reads the Encoder Strip and sends feedback on the Carriage's position to the Logic PCA.

sensors

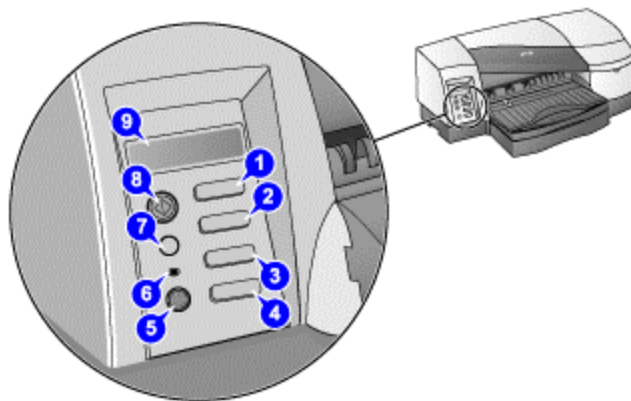
Sensor	Description
Paper encoder	Tracks the paper movement.
Paper index	Tracks the paper movement.
Top-of-Form Sensor	Also known as the OOPS (Out of Paper Sensor). When no paper is in the printer, the OOPS flag interrupts the light path of the OOPS optical sensor. When you put paper into the printer the paper moves the OOPS flag out of the light path of the optical sensor; this creates the OOPS signal.
Carriage encoder	Tracks the Carriage Movement.
2nd bin sensor	Tracks the presence of the 2nd bin (2nd tray).
Duplexer board	Tracks the presence of both the Duplexer and the Rear paper Trough. This sensor can differentiate between the two parts.
Rear paper sensor	Jam detection in the rear paper path is regulated through the use of this sensor.
Door sensor (combined top cover and right access door)	The Door Sensor is a combined sensor for the Top Cover, Printhead Access Cover, and Ink Cartridge Cover. Currently, the pen/ink access door sensor is common to the top cover sensor. Opening the Printhead Access Cover or Ink Cartridge Cover causes the carriage to move to its pen change position.
SS encoder	Tracks the service station movement.
Ink supply info	Tracks the level of the ink supplies.
Pump sensor	Tracks the pump movement.
Ink supply sensors	Tracks the presence of the ink supplies.
Pen info	Tracks the ink usage levels.
Spot sensor	Enables the printer to automatically switch to a transparency-printing mode.

LCD controls

The LCD control panel provides important information about the printer status. In addition, use the LCD control panel to configure printer settings, view common printer messages, and diagnose printer problems. Additional menu items can appear in the LCD control panel, depending on the hardware modules installed in the printer.

buttons on the control panel

There are seven buttons on the panel: POWER, RESUME, CANCEL, MENU+/-, ITEM+/-, VALUE+/-, and SELECT.



buttons on the control panel

Key	Single Key Function
RESUME	Dependent upon the status of the printer. Normally, pressing RESUME indicates to the printer a completion of configuration or user intervention, and hence places the printer in a ready-to-print state using current settings or resumes an interrupted printing process.
CANCEL	Terminates the job that is currently printing. After the user presses the cancel button, the printer ejects the current page and gets prepared for new job.
POWER	Direct control of the power supply to the printer. It acts as an input logic to the firmware when the power is on, and it's used to initiate a power down sequence instead of cutting of the power directly.
MENU+/-	Invokes the menu system and allows forward (MENU+) and backward (MENU-) traversal in the menu tree. It returns to the ready state when reaching the end of menu list.
ITEM+/-	Cycles through items in the selected menu, either forward (ITEM+) or backward (ITEM-).
VALUE+/-	Cycles through value choices for a particular menu item, either forward (VALUE+) or backward (VALUE-).
SELECT	Selects the value that is currently shown on the display, or activates a menu item.

control panel buttons

special printer operation modes

At power up, certain key combinations with the POWER button will result in special printer operation modes:

Key Combination	Combination Key Function
Printer Off -> Hold (VALUE+/-) + PressRelease(POWER)	Enter language selection menu
Printer Off -> Hold (MENU+/- + VALUE+/-) + PressRelease(POWER)	Show hidden service menu
Printer Off -> Hold (ITEM+/- + RESUME) + PressRelease(POWER)	Reset JetDirect card (not printer) to factory defaults
Printer Off -> Hold (RESUME) + PressRelease(POWER)	Reset to factory defaults (printer only, not JetDirect)

front panel display state

The six display states are of increasing priority levels:

- Normal operation (priority 0)
- Warning display (priority 1)
- Menu navigation (priority 2)
- Interactive process (priority 3)
- User intervention (priority 4)
- Unrecoverable error (priority 5)

Note

At any time, only the message that is of the highest priority state among all available messages is chosen to occupy the LCD display and display state is updated at the mean time. Priority 0 is the lowest priority.

button operations in different display states

Button	Normal Operation	Warning Display	Menu Navigation	Interactive Process	User Intervention	Unrecoverable Error
POWER	Turn power off	Turn power off	Turn power off	Turn power off	Turn power off	Turn power off
RESUME	Disabled	Clear the current warning	Exit the menu system	Process dependent	Indicate to the printer that the intervention is complete	Disabled
CANCEL	Cancels job	Cancels job	Disabled	Cancels process	Disabled	Disabled
MENU+/-	Enter menu system	Enter menu system	Select previous/next menu item	Process dependent	Disabled	Disabled

ITEM+/-	Disabled	Disabled	Select previous/next menu item	Process dependent	Disabled	Disabled
VALUE+/-	Disabled	Disabled	Adjust value if value is disabled, otherwise disabled	Process dependent	Disabled	Disabled
SELECT	Disabled	Disabled	Evoke a command or set a value item if a value is displayed, otherwise disabled	Process dependent	Disabled	Disabled

menu system

There are eight main menus in the display. The Service Menu requires the user to hold the MENU+/- button together with the VALUE+/- during power up to access the menu. The Service Menu consists of items that should not be easily accessed by the normal end user. The menu system is dynamic. This means that user settings are indicated (by a * next to the currently selected option), and that if two mutually exclusive settings exist, the appropriate option will be disabled. It will also reflect whether options are installed, example, the duplexing unit or the EIO network card. The eight menus are:

- Information Menu
- Paper handling menu
- Configuration menu
- Printing menu
- IO menu
- Maintenance menu
- Resets menu
- Service menu

LCD messages

Status Messages

Message	Message Type	Display State	Vertical Position	Trigger
ATTENTION	Status	Normal	Top Line	User intervention required
READY	Status	Normal	Top Line	Printer is ready to receive data
PROCESSING JOB	Status	Normal	Top Line	Printer is receiving data (normally prior to PRINTING)
INITIALIZING	Status	Normal	Top Line	At power up prior to the printer becoming ready
PRINTING	Status	Normal	Top Line	Print engine is printing
POWERING DOWN	Status	Normal	Top Line	Printer is powering down

status messages

Informational Messages

Message	Message Type	Display State	Vertical Position	Trigger
DO NOT TURN OFF PRINTER	Informational	Normal	Bottom Line	First customer power up
WAIT BE AS LONG AS XX MINUTES	Informational	Normal	Bottom Line	First customer power up; during lengthy servicing
NO JOB TO CANCEL	Informational	Normal	Bottom Line	When the CANCEL key is pressed when the printer is in a ready state
CANCELLING JOB	Informational	Normal	Bottom Line	When the CANCEL key is pressed when the printer is processing or printing a job
BLACK PRINTHEAD USAGE xx%	Informational	Normal	Bottom Line	After the SHOW PRINTHEAD HEALTH menu item is selected, these four messages are displayed
CYAN PRINTHEAD USAGE xx%	Informational	Normal	Bottom Line	

MAGENTA PRINthead USAGE xx%	Informational	Normal	Bottom Line	
YELLOW PRINthead USAGE xx%	Informational	Normal	Bottom Line	
PG=xxxxxx CODE=xxxxxx	Informational	Normal	Bottom Line	After the SHOW EVENT LOG menu item has been selected
NO EIO CARDS PRESENT	Informational	Normal	Bottom Line	In response to the EIO MENU item selected and no JetDirect EIO card is installed
AUTO- ALIGNMENT IN PROGRESS	Informational	Normal	Bottom Line	The printer is currently aligning the printheads
JETDIRECT RESET	Informational	Normal	Bottom Line	Power up with JetDirect reset option
COLD RESET	Informational	Normal	Bottom Line	Power up with printer cold reset option
LCD TEST OK	Informational	Normal	Bottom Line	(LCD TEST) CANCEL pressed
NO EVENTS LOGGED	Informational	Normal	Bottom Line	If there are no events logged and the SHOW EVENT LOG menu item is selected

informational messages

Interactive Messages

Message	Message Type	Display State	Vertical Position	Trigger
LIGHT PRINthead CLEANING IN PROGRESS	Interactive	Interactive	Top line	The user has initiated a printhead cleaning via the CLEAN PRINtheadS menu item.
MEDIUM PRINthead CLEANING IN PROGRESS	Interactive	Interactive	Top line	The user has decided that the first level cleaning is insufficient
HEAVY PRINthead CLEANING IN PROGRESS	Interactive	Interactive	Top line	The user has decided that the medium level cleaning is insufficient

LOAD MEDIA: <tray> <mediasize> <mediatype>. PRESS RESUME TO CONTINUE	Interactive	Interactive	Top line	<ul style="list-style-type: none"> • The printer has completed the clean cycle and is ready to print a confirmation plot. • <tray> is the current default tray • <mediatype> is PLAIN • <mediasize> is LETTER or A4 depending on the Cold Reset Paper setting in the Service Menu.
PRINTING CONFIRMATION PAGE	Interactive	Interactive	Top line	Indicates that the printer is printing a confirmation page after the clean is completed
CLEANING SATISFACTORY?	Interactive	Interactive	Top line	After each clean confirm page is completed, the printer prompts the user to decide whether the printhead cleaning is satisfactory
PRINthead REPLACEMENT ADVISED	Interactive	Interactive	Top line	If the last clean level is insufficient to recover the printheads, the user is advised to change the printheads.

LOAD MEDIA: <tray> <mediasize> <mediatype>. PRESS RESUME TO CONTINUE	Interactive	Interactive	Top line	<ul style="list-style-type: none"> The user has initiated an auto pen alignment using the ALIGN PRINTHEAD menu item <tray> is the current default tray <mediatype> is PLAIN <mediasize> is LETTER or A4 depending on the Cold Reset Paper setting in the Service Menu.
LANGUAGE	Interactive	Interactive	Top line	Power up with language selection option
PRESS RESUME	Interactive	Interactive	Top line	After LCD test displays the asterisks in the LCD keypad
PRESS MENU+	Interactive	Interactive	Top line	(LCD TEST) RESUME pressed
PRESS MENU-	Interactive	Interactive	Top line	(LCD TEST) MENU+ pressed
PRESS ITEM+	Interactive	Interactive	Top line	(LCD TEST) MENU- pressed
PRESS ITEM-	Interactive	Interactive	Top line	(LCD TEST) ITEM+ pressed
PRESS VALUE+	Interactive	Interactive	Top line	(LCD TEST) ITEM- pressed
PRESS VALUE-	Interactive	Interactive	Top line	(LCD TEST) VALUE+ pressed
PRESS CANCEL	Interactive	Interactive	Top line	(LCD TEST) VALUE- pressed

interactive messages

Warning Messages

Message	Message Type	Display State	Vertical Position	Trigger
BLACK INK IS LOW	Clearable Warning	Warning	Bottom line	If INK LOW WARNINGS=ON and black ink cartridge low ink threshold is reached for the first time

CYAN INK IS LOW	Clearable Warning	Warning	Bottom Line	If INK LOW WARNINGS=ON and cyan ink cartridge low ink threshold is reached for the first time
MAGENTA INK IS LOW	Clearable Warning	Warning	Bottom Line	If INK LOW WARNINGS=ON and magenta ink cartridge low ink threshold is reached for the first time
YELLOW INK IS LOW	Clearable Warning	Warning	Bottom Line	If INK LOW WARNINGS=ON and yellow ink cartridge low ink threshold is reached for the first time
PRINTED PAGE IS DRYING PRESS RESUME TO CONTINUE	Clearable Warning	Warning	Bottom Line	Dry time for the current page exceeds 15sec
INSUFFICIENT MEMORY	Clearable Warning	Warning	Bottom Line	PDL runs out of memory for the current page
AUTO-DUPLEX UNIT NOT FOUND	Clearable Warning	Warning	Bottom Line	If the TEST DUPLEX PATH1/2 menu item is selected and the AUTO-DUPLEX UNIT is not installed
DUPLEX NOT SUPPORTED: <mediasize><mediatype>	Clearable Warning	Warning	Bottom Line	If a print job was sent as a duplex job, but either the media type or size is wrong, the job will print as simplex but this warning will be displayed on the LCD.
AUTO-ALIGNMENT FAILED	Clearable Warning	Warning	Bottom line	The auto pen alignment failed to complete successfully
AUTO-ALIGNMENT CANCELLED BY USER	Clearable Warning	Warning	Bottom line	The auto pen alignment was cancelled by the user

LCD TEST FAILED	Clearable Warning	Warning	Bottom line	(LCD TEST) Expected key press not detected, timeout
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warning messages

Printer Status Messages

Message	Trigger
INITIALIZING	From power up to the time the printer is ready to receive print jobs
READY	To indicate that the printer is ready to accept print jobs
PROCESSING JOB	When the printer is receiving print job data but is not ready to start printing because insufficient information has been received
PRINTING	When the printer mechanism is in the process of printing
POWERING OFF	When the user presses the POWER button to power down the printer.

printer status messages

media ease of use strategy

media ease of use (meou) user settings

The hp business inkjet 2600 has the following user settings for MEOU:

user settings for MEOU	description
default tray	The default tray is used when an autoselect job is sent down from the driver. The default tray can be set by the user to Tray1 or Tray2
transparency sensing	After the printer has picked the sheet of media from a tray, the printer hardware is able to sense if the sheet and use the driver information to determine the appropriate print mode.
Pick from other tray if empty	When Pick From Other Tray Empty is set to OFF, it prevents the printer from attempting to use the other tray when the pick from the current tray fails. This pick failure can occur on the first attempt to pick, or midjob. A failure to pick occurs when the tray is out of media, or the sheet is the wrong size.
allow user to specify size and type of media	For the printer to make use of the size and type settings of a tray, both the size and type must be set. If only one of the size or type is set, the printer will ignore the setting.
job mismatch timeout	If a mismatch occurs because the printer does not have the correct media loaded in either trays to match the job, the printer will prompt the user to load the correct media.

MEOU user settings

meou rules

Driver Settings (Tray is Autoselect) - Size	Driver Settings (Tray is Autoselect) - Type	Tray 1 Front Panel Settings - Size	Tray 1 Front Panel Settings - Type	Tray 2 Front Panel Settings - Size	Tray 2 Front Panel Settings - Type	Pick from Tray - Default Tray = 1	Pick from Tray - Default Tray = 2	MEOU Rule Used To Select Tray
A4	Plain	Not Set	Not Set	Not Set	Not Set	1	1	Best guess
A3	Plain	Not Set	Not Set	Not Set	Not Set	2	2	Best guess
A4	Photo	Not Set	Not Set	Not Set	Not Set	1	1	Best guess
B6	Plain	Not Set	Not Set	Not Set	Not Set	1	1	Tray 2 size limitation

A4	Plain	M	M	M	M	1	2	Default tray setting
A4	Plain	M	M	N	N	1	1	Front panel setting matches
A4	Plain	Not Set	Not Set	M	M	2	2	Front panel setting matches
A4	Photo	M	Not Set	M	Not Set	1 w	1 w	Best guess
A4	Plain	M	N	M	M	2	2	Front panel setting matches
A4	Plain	M	N	N	M	1 r/c	1 r/c	Best guess
ENV	Plain	N	M	N	M	1 r/c	1 r/c	Tray 2 size limitation
A4	Photo	N	N	M	N	1 r/c	1 r/c	Best guess
A3	Plain	N	M	N	M	2 r/c	2 r/c	Best guess or default
A3	Photo	N	M	N	N	2 r/c	2 r/c	Best guess

rules for MEOU

Legend

- M - Job matches front panel setting.
- N - Job does not match front panel setting.
- W - The printer will warn the user that one of the settings is not set.
- r/c - Printer prompts that there is a job mismatch; if user presses RESUME, the printer picks from the tray (cropping if necessary), otherwise the user can press the CANCEL button to delete the job.

MEOU defines the printer behavior in these situations:

- Determining which tray to use for the first pick attempt
- If the first attempt to pick fails, then determining if the other tray should be tried
- How to recover if pick from both trays fail
- How to recover from mid-job pick failures (tray runs out)

In order of descending priority, the MEOU rules are:

- printer safety / protection
- driver tray selection

- hardware limitations (tray size, type constraints, etc.)
- front panel settings for tray size and media type
- Pick from Other Tray If Empty (formerly called lock tray)
- best guess based on media size / default tray setting

mapping media type ids to tray types

media ID (driver)	media name	tray type
0	Plain Paper	Plain paper
11	HP Bright White Inkjet Paper	Inkjet paper
2	HP Premium Inkjet Paper	Inkjet paper
9	HP Premium Inkjet HeavyWeight Paper	Inkjet paper
13	HP Design HeavyWeight Paper	Design paper
6	HP Premium Plus Transparency	Transparency
4	HP Premium Transparency	Transparency
12	HP Colorfast Photo Paper	Photo paper
14	HP Premium Plus Photo Paper Glossy	Photo paper
15	HP Premium Plus Photo Paper Matt	Photo paper
7	HP Premium Photo Paper	Photo paper
5	HP Design Glossy Paper	Photo paper
3	HP Photo Paper	Photo paper
8	HP Professional Brochure, Glossy	Brochure paper
10	HP Professional Brochure, Matt	Brochure paper

mapping of media type ids to tray types

As the end user may not necessarily know the exact media name to set the tray type, the tray type menu settings will be simplified to these types:

- Plain paper
- Transparency
- Photo paper
- Inkjet paper
- Brochure
- Design paper

common use scenario

- Media Size mismatch
- Out of Media
- Paper jam
- Wrong media type (Transparency detection only)
- Auto-duplexer
- Manual Feed

key driver improvements

- Compact PCL5 driver file size
- No EXE file in the printer driver
- No I/O contention problem between PCL5 and PS drivers
- Robust network status solution
- Support Novell printing configurations (NDPS and HP Gateway)
- Others
 - OK, Cancel, Ignore button in Media Constraints
 - NT Forms - Auto-Tray selection?
 - Quick Set - User Manual
- Printing Features
 - EMF Printing
 - PJI Comment – Driver name, version
 - PJI Date and Time Stamp

driver SKU matrix

The hp business inkjet 2600 offers 2 SKUs, the Business Inkjet 2600 (base) and Business Inkjet 2600dn. Both the 2600/2600dn versions have PDL - PCL5C and PS3 based personalities in the printer. They also have HP JetDirect EIO network card support and a rich set of Office Software Solutions, which gives customers laser-like compatibility and connectivity.

Driver	Printer	Features
PCL5C	<ul style="list-style-type: none">• hp business inkjet 2600• hp business inkjet 2600 dn	<ul style="list-style-type: none">• Object-based language• Designed to generate small print files ideal for printing over a network• Uses less memory and CPU time on the computer than HPA• Use to print from Unix or DOS• Works with Windows XP• Driver code base: Wizard
PS3	<ul style="list-style-type: none">• hp business inkjet 2600• hp business inkjet 2600 dn	<ul style="list-style-type: none">• PostScript language• Designed for compatibility with PostScript level 3 needs• Use to print from Macintosh computers

hp business inkjet 2600 drivers

windows XP statement

windows XP statement

Windows XP	Supports	Driver Available in	Driver Available By
32 bits	HP Driver PCL5 and PS	HP Inbox	18 Feb 2002
64 bits	Unidriver PCL5 and PS	Windows update	August 2002

Windows XP and Driver Matrix

troubleshooting process

check the printer setup

- Plug in and power on the printer.
- Check that the network cable is connected.
- Check that the USB or parallel cable between the printer and the computer or the HP JetDirect print server is connected securely and functioning properly.
- Ensure the printheads and ink cartridges are properly installed.
- Check the LCD control panel for an error message.
- Check that too many programs are not open when trying to perform a task.
- Close programs that are not in use, or restart the computer before attempting the task again.

check the computer

- Make sure the network is accessible from the computer.
- Ensure the driver settings are properly configured.
- Ensure the print job is not sent to a locked tray. Check the driver version. Visit the HP Web site to download the latest drivers.
- If the problem is that the printer prints a nonsense version of the document, updating the driver may solve the problem.

print a test page

- If the test page is printed the printer is working properly.
- Check the Configuration Page If the configuration page is printed with good print quality, then the printer is OK.

printer status issues

Symptom	Cause	Solution
unexpected printer shutdown	Cause 1: No power supply.	<ul style="list-style-type: none">• Check the power supply.• Ensure that the power cord is connected firmly to the printer and a working outlet.• Ensure that the printer is turned on and the color of the POWER light on the LCD panel of the printer is green.• Restart the printer.
	Cause 2: Printer overheated	<ul style="list-style-type: none">• Check the printer vents.• Ensure that the vents are not covered and the printer is in a cool, dry location. <p>Note <i>The printer vents are located on the left side of the printer. If the printer vents are covered and the printer overheats, the printer automatically turns off.</i></p>

troubleshooting unexpected printer shutdown

connectivity problems

Symptom	Cause	Solution
Problems printing over a network	Cause 1: System / network configuration issues	<ul style="list-style-type: none">• Check the system configuration.• There may be insufficient hard disk space in the system.• Increase the size of the system's virtual memory.• The port setting configuration in the system is not set to ECP (Windows 3.1x/95/98 only).
Uploading the printer software to a Novell server	Cause 1: System / network configuration issues	Before uploading the printer software from the Starter CD to the Novell server, copy the files to a temporary directory and remove the read-only attributes.
I/O Time-Outs for LPT Ports	Cause 1: System / network configuration issues	To suppress the display of this dialog, increase the time-out value in the Printer's Properties.
Time out Errors	Cause 1: System / network configuration issues	Adding extra memory to the printer may minimize the time-out occurrence.

troubleshooting connectivity problems

on-site parts dispatch

list of on-site parts

The following components belong to the category of on-site parts dispatch. These components are a part of the service parts:

service part name	exchange part name	unit exchange part number
Diesel Printer Engine SVC (no input/output tray)	DIESEL B GENERIC	C8109-69001
PCL5 card	Formater Sella PCA	C8109-69018
Electronics Module Assy. (with Main Logic PCA)	Electronics mod Assy	C8109-69019

on-site parts dispatch

crew/user-replaceable parts

The following parts are the user replaceable parts or CREW parts that can be fixed by the Customer Care Center:

part name	part number
Diesel Printer Engine SVC (no input/output tray)	C8109-67001
Assy. Door Access SVC	C8109-67010
Printhead Door Assy. SVC	C8109-67011
Second tray with base SVC	C8109-67016
PCL5 card	C8109-67018
Filter Assy.	C8109-67024
Assy. Cleanout Trough SVC	C8108-67036
Assy. Tray Main SVC	C8108-67044
Assy. Output Tray SVC	C8108-67045

crew parts

field replacement unit: customer replaceable parts

Remanufacturing requirements for exchange units

- Replace filter
- Replace Service Station
- Ink Supply Station rear foam replacement
 - if dirty: visual inspection of the foams
 - if used more than (TBD)
- Carriage motor and turnaround replacement
- Motor and turnaround replacement if more than 20% of usage
- Paper-axis parts replacements
 - TBD: feed-roller, pick-roller, output mech., star-wheels

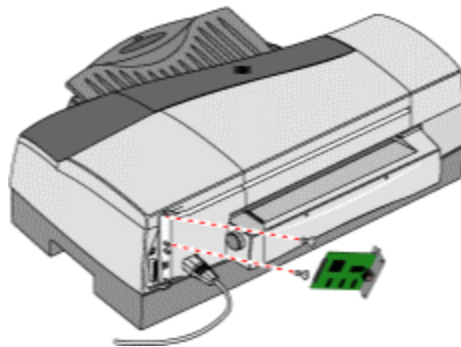
Considerations for transportation: Ink Tubes

This may depend on the way the transportation will be done. For aerial transportation tubes cannot be full.

Exchange units: Check cleanout presence

In case the exchanged unit does not have the cleanout, a new cleanout must be installed before returning to customers.

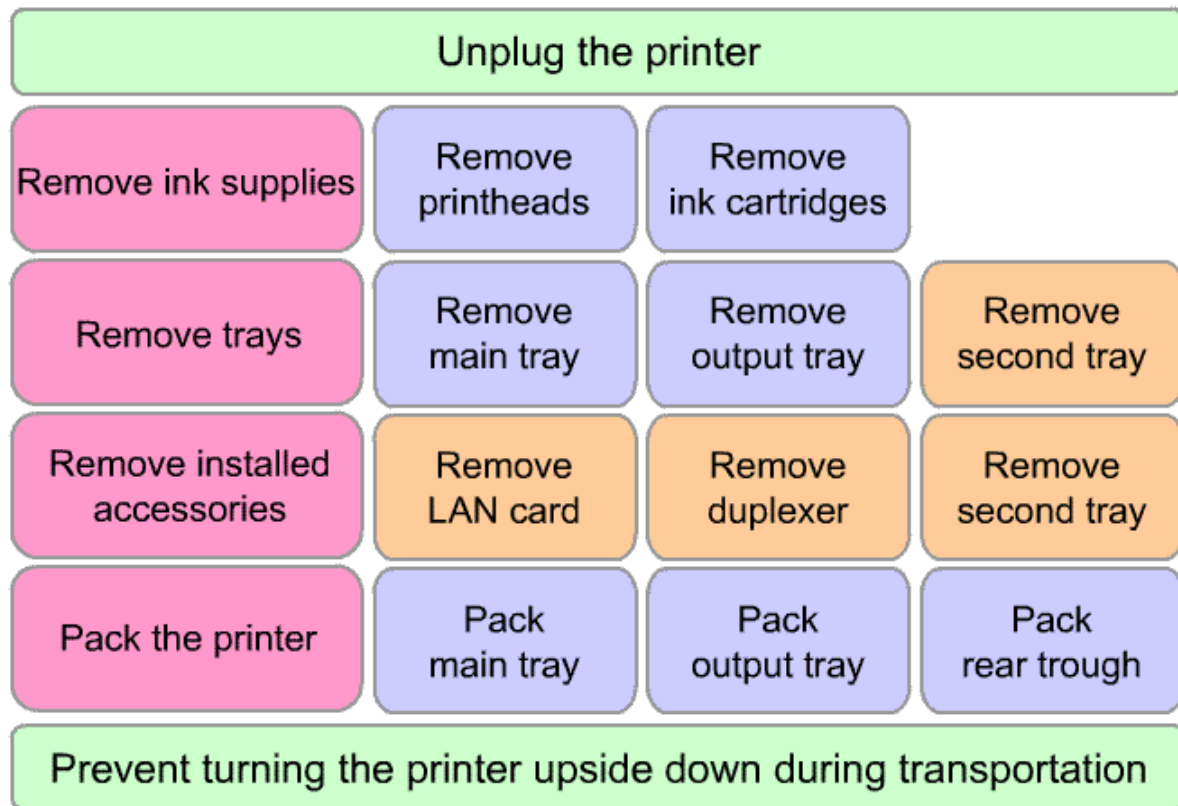
Check accessories presence



PCL5 card

In case the repaired unit had any accessories or ink supplies installed, they must be returned to the customer.

repackaging by customer to return to hp



The steps to remove the printheads when the printer does not power on are:

1. Lift the printhead cover.
2. Press the filter Assy and pull it outward.
3. Pull the latch forward and down to release the hook from the carriage lock. Next, lift and push the latch toward the rear of the printer.
4. Remove each printhead from its respective socket.
5. Lift the latch so that the hook catches the carriage lock. Next, push the latch towards the rear of the printer.
6. Close the printhead and ink cartridge covers.

repackaging kit: setup the exchanged unit

steps to setup the exchanged unit

The main steps to setup the exchanged unit are basically the same as that for a new printer:

1. Installing accessories (if any)
2. Installing trays
3. Powering on
4. Installing ink supplies

Lubricants

- Apply lubricant 6040-1109 every time the carriage is replaced.
- Apply lubricant 6040-0664 to the cover hole where the tube holder is inserted every time that cover is replaced (not too often)

Screws

- 0515-2597 Screw rail to hanger (PRS location) (usage: low)
- 0515-2598 Screw carriage rod (usage: low)
- 0515-2599 Screw rail to hanger (PRS adjustment); screws main PCA; screws power supply (usage: low-medium)
- 0515-2748 EIO caps (pending to confirm characteristics) (usage: medium)
- 0515-2675 tubes to carriage (usage: low-medium)
- 0515-2811 covers (usage: medium)
- 0515-2812 encoder holder, right cover to Ebox, ISS (usage: medium)

product escalation path by region

The following is the list of regions with the product escalation path offered by each region:

USA

Support Flow: End Customer->Call Center->Response Center->Division->

Escalation Flow: End Customer->Call Center->Response Center->Division->

Canada

Support Flow: End Customer->Call Center->Response Center->Division->

Escalation Flow: End Customer->Call Center->Response Center->Division->

Latin America

Support Flow: End Customer->Call Center->Response Center->Division->

Escalation Flow: End Customer->Call Center->Response Center->Division->

Europe

Support Flow: End Customer->Call Center->Response Center->Division->

Escalation Flow: End Customer->Call Center->Response Center->Division->

Asia Pacific

Support Flow: End Customer->Call Center->Response Center->Division->

Escalation Flow: End Customer->Call Center->Response Center->Division->

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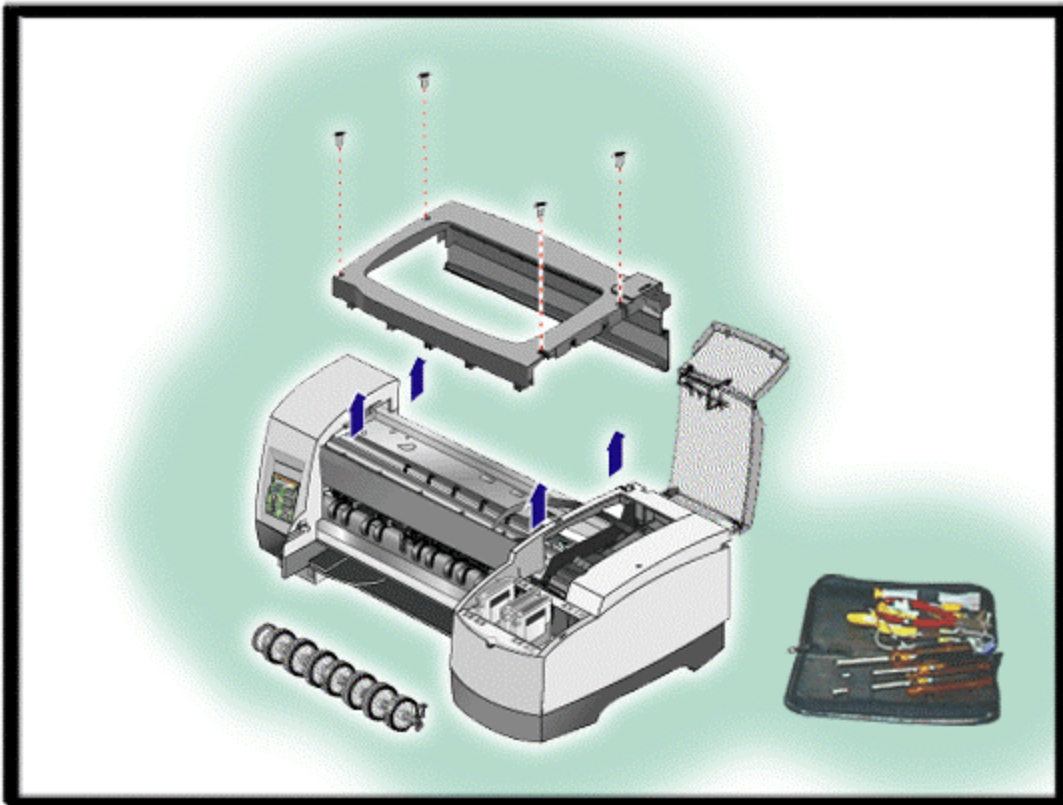


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motor harness.....	Error! Bookmark not defined.
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assy. support output SVC - step 2.....	Error! Bookmark not defined.
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disc encoder SVC.....	Error! Bookmark not defined.
assy. pin linkage SVC.....	Error! Bookmark not defined.
assy. feed roller SVC	Error! Bookmark not defined.
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menu map

hp business inkjet 2600




INFORMATION MENU	INFORMATION MENU (CONTINUED)	PAPER HANDLING MENU	CONFIGURATION MENU	PRINTING MENU
PRINT MENU/MAP	TEST PAPER PATH 1=1	TRY OTHER TRAY IF EMPTY=NO	LCD BACKLIGHT=5 MINS	NUMBER OF COPIES=1
PRINT CONFIGURATION	TEST PAPER PATH 2=1	TRAY1 SIZE-NOT SET	PERSONALITY=AUTO	QUALITY LEVEL=NORMAL
PRINT PCL FONT LIST	TEST DUPLEX PATH 1=1	TRAY1 TYPE-NOT SET	JOB MISMATCH TIMEOUT=1 HOUR	PAPER SIZE=LETTER
PRINT PS FONT LIST	TEST DUPLEX PATH 2=1	TRAY2 SIZE-NOT SET	PRINT PS ERRORS-OFF	PAPER TYPE=PLAIN PAPER
PRINT DEMO		TRAY2 TYPE-NOT SET		ORIENTATION=PORTRAIT
PRINT IMAGE DIAGNOSTICS		TRANSPARENCY DETECT=ON		PAGE LENGTH=80
PRINT SERVICE INFO				DUPLEX=OFF
PRINT EXTENDED SERVICE INFO				BINDING=LONGEDGE
SHOW EVENT LOG				PCL FONT NUMBER=0
PRINTING MENU (CONTINUED)	EIO MENU	I/O MENU	MAINTENANCE MENU	RESETS MENU
PCL FONT PITCH=10.00	CFG NETWORK=NO	I/O TIMEOUT=15 SEC	CLEAN PRINTHEADS	RESTORE FACTORY SETTINGS
ISE FONTS=NO			ALIGN PRINTHEADS	
PCL SYMBOL SET=PC8			SHOW PRINTHEAD HEALTH	
APPEND CR TO LF=NO				
PCL FONT POINT=SIZE=12.00				

menu map

The steps to print a menu map are:

1. Press **MENU** on the LCD control panel repeatedly until **INFORMATION** appears.
2. Press **ITEM** repeatedly until **PRINT MENU MAP** appears.
3. Press **SELECT** to print the menu map.

EIO configuration page

```
hp business inkjet 2600 
EIO CONFIGURATION PAGE 2

JetDirect Configuration Page
GENERAL INFORMATION
HP JETDIRECT          J3110A
FIRMWARE REVISION:   0.00.04
LAN HW ADDRESS:      0010835B773E
PORT SELECT:         RJ45
MFG ID:              39413941900702
DATE MANUFACTURED:   10/1999
I/O CARD READY

NETWORK STATISTICS
UNICAST PACKETS RCVD: 36220
TOTAL PACKETS RCVD:  69232
BAD PACKETS RCVD:    0
FRAMING ERRORS RCVD: 0
PACKETS TRANSMITTED: 13292
UNSEMIABLE PACKETS:  0
XMIT COLLISIONS:     3
XMIT LATE COLLISIONS: 0

PROTOCOL INFORMATION
SNMP SET CMY NAME:   NONE
TCP/IP STATUS:       READY
APPLETALK STATUS:    READY
ETALK NET: 65281 NODE: 006 P2
APPLETALK NAME:      hp business ink
jet 2600
ETALK ZONE: *

HOST NAME:           NOT SPECIFIED
CONFIG BY:           USER SPECIFIED
IP ADDRESS:          172.17.66.41
SUBNET MASK:         255.255.255.0
DEF. GATEWAY:        172.17.66.1
SYSLOG SERVER:       NOT SPECIFIED
IDLE TIMEOUT (SECONDS): 90
LTTALK ZONE:

DLC/LLC STATUS:     READY

IPX/SPX STATUS:     16
NOT CONFIGURED
MODE:                QUEUE SERVER
NODE NAME:           NP15B773E
NETWORK FRAME TYPE  RCVD
00000000  EN_802.2  3070
UNKNOWN   EN_SNAP   5
UNKNOWN   EN_II     5
UNKNOWN   EN_802.3  5
```

EIO configuration page

There are two configuration pages printed if the EIO card is installed. The second page that gets printed is the EIO Configuration page. The EIO Configuration page contains:

1. General Information: Contains details about the HP JetDirect card.
2. Protocol Information
3. TCP/IP status: Details about Host Name, IP Address, etc.
4. IPX/SPX Status
5. Network Statistics
6. Appletalk Status
7. Appletalk Name
8. LTalk Zone
9. DLC/LLC Status
10. IPX/SPX Retrans

demo page



vivid expressions

hp business inkjet 2600

high performance, wide-format color
printer
designed for workgroups

impressive speed and size

fulfill your high speed color printing demands on
a wide variety of business media up to 13" x 19"

exquisite color reproduction

achieve true color photo quality on your professional
communications with HP PhotoREt III technology

superior networking capabilities

connect to all major networks and operating systems with
smart embedded web server for remote printer management

demo page

The Demo page is also known as a sample page.

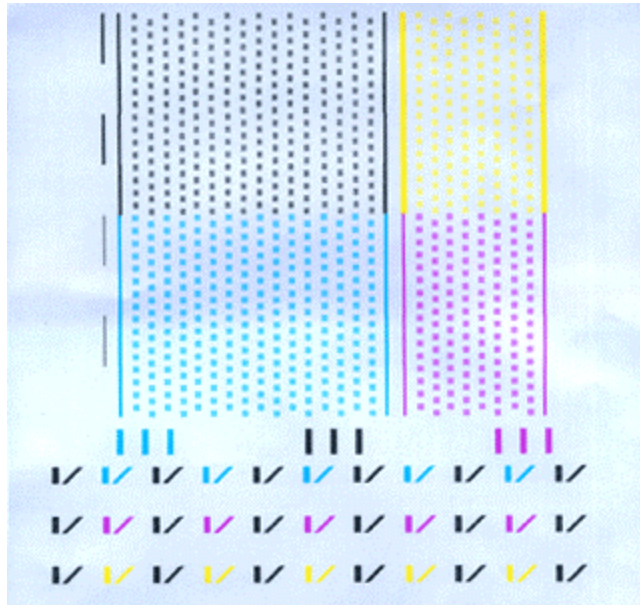
Note

The demo page does not ensure that the computer and printer are properly connected.

The steps to print a demo page by using the LCD control panel are:

1. Press **MENU** on the LCD control panel until **INFORMATION MENU** appears.
2. Press **ITEM** until **PRINT DEMO** appears.
3. Press **SELECT** to print the demo page.

align printheads test page



align printheads

Print the Align Printheads Page to initiate the printhead alignment process.

The message **AUTO-ALIGNMENT IN PROGRESS** is displayed on the LCD panel when the user initiates an auto printhead alignment process. If the auto alignment procedure is completed, the printer will return to the ready state. If the alignment is not successful, the warning **AUTO-ALIGNMENT FAILED** is displayed. If the auto alignment procedure was cancelled midway by the user, the message **AUTO-ALIGNMENT CANCELLED BY USER** is displayed.

The steps to print the Align Printheads page are:

1. Press **MENU** on the LCD control panel repeatedly until **MAINTENANCE** appears.
2. Press **ITEM** until **ALIGN PRINTHEADS** appears.
3. Press **SELECT** to print the Align Printheads page.

image diagnostics page

image diagnostics page

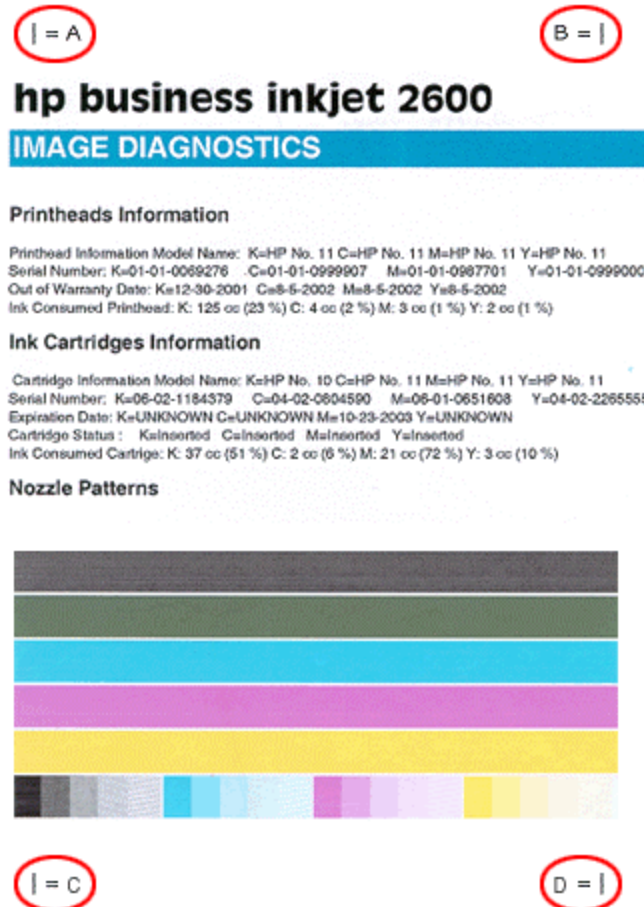


image diagnostics page

The Image Diagnostics page has the following sections:

1. Printheads Information: Displays technical information related to the printhead performance.
2. Ink cartridges Information: Displays technical information related to the ink cartridges, such as firmware version number and extra memory installed.
3. Nozzle patterns: Displays the nozzle pattern.

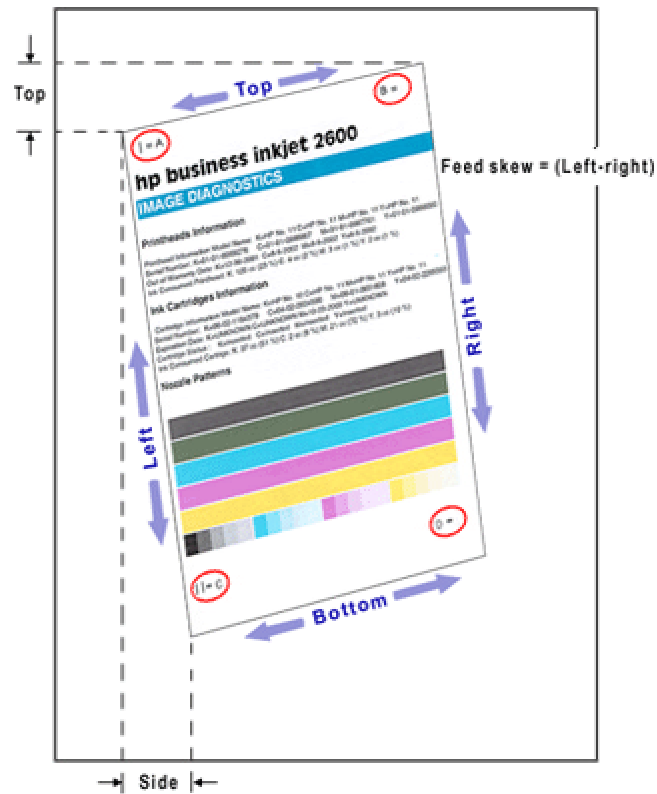
Note A Diagnostic page enables HP Customer Care Center to help you diagnose the printer problem.

The steps to print an Image Diagnostics page are:

1. Press **MENU** on the LCD control panel until **INFORMATION MENU** appears.
2. Press **ITEM** until **PRINT DIAGNOSTIC PAGE** appears.

3. Press **SELECT** to print the diagnostic page.

introduction to skew test

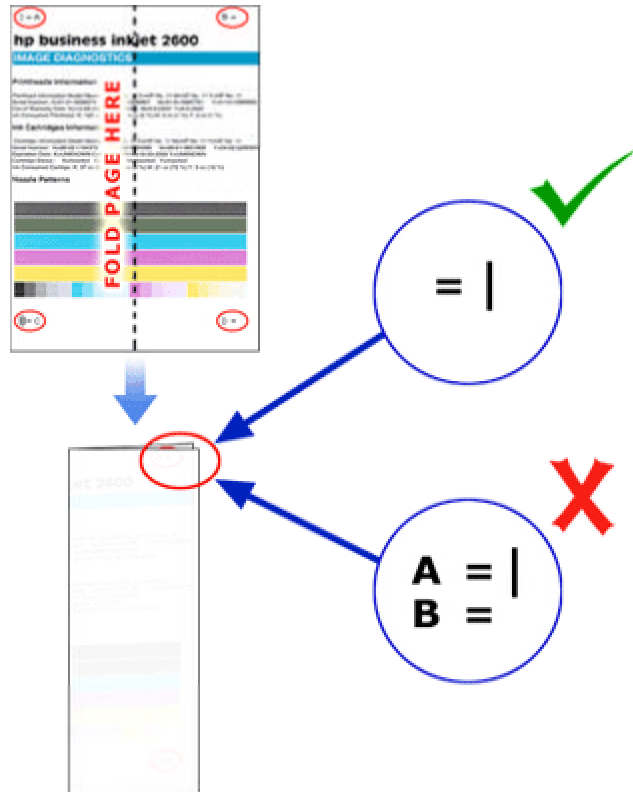


skew test

There are three kinds of tests to detect skew failure. These tests are:

- Top Skew
- Side Skew
- Feed Skew

top skew



top skew

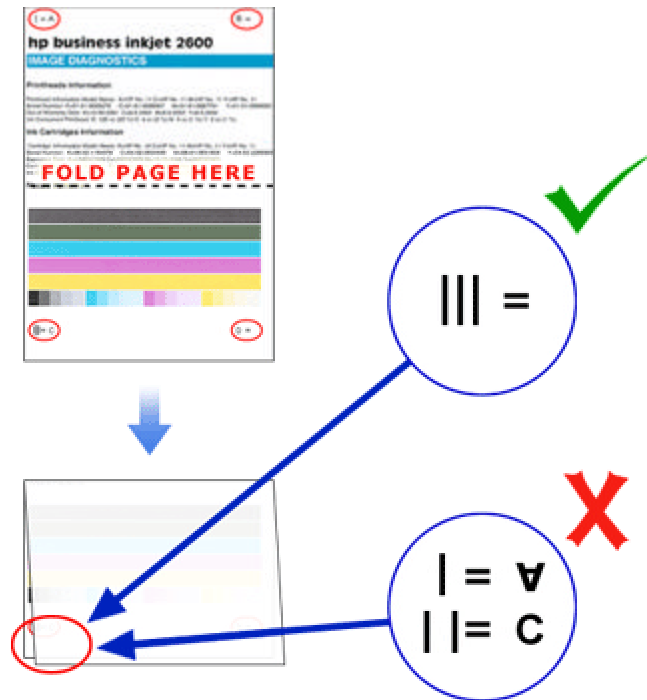
The steps to perform a top skew test are:

1. Fold the page horizontally such that the edges marked A and B coincides with each other.
2. Ensure that the top edges of the paper are aligned properly and the corners of the page coincide.
3. If the two sets of equal signs located on the top edge of the paper (A and B) fall in between each other, the printer does not have a skew problem.
4. If the two sets of equal signs located on the top edge of the paper (A and B) fall one above the other, the printer has a skew problem.

Note

To view the equal signs properly, hold the folded page in front of a light.

side skew



side skew

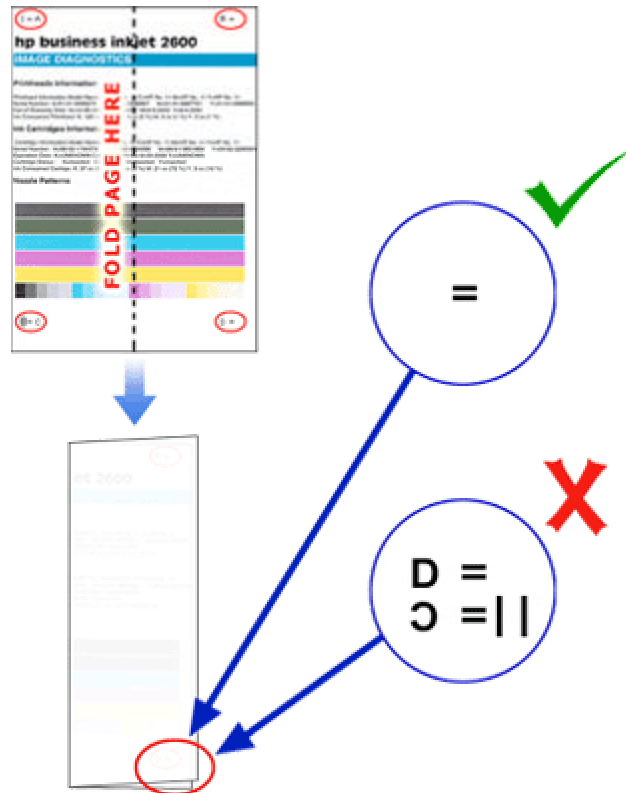
The steps to perform a side skew test are:

1. Fold the page vertically, such that the edges marked A and C coincides with each other.
2. Ensure that the two equal signs of the markers (A and C) are aligned.
3. If the vertical line at A falls between the two vertical lines of C, the printer does not have a skew problem.
4. If the vertical line at A does not fall between the two vertical lines of C, the printer has a skew problem.

Note

To view the equal signs properly, hold the folded page in front of a light.

feed skew



feed skew

The steps to perform a feed skew test are:

1. Fold the page horizontally such that the edges marked A and B coincides with each other. Ensure that the top edges of the paper are aligned properly.
2. Ensure that the two equal signs of the markers (A and B) are aligned such that they appear to be one equal sign.
3. Flatten out the folded edge of the paper, such that now the markers (C and D) coincide with each other.
4. If the equal to symbols at C and D come in between each other, the printer does not have a skew problem.
5. If the equal to symbols at C and D are one above the other, the printer has a skew problem.

Note

To view the equal signs properly, hold the folded page in front of a light.

PS font list

hp business inkjet 2600		hp
PS FONT LIST		1
Albertus Extra Bold	Albertus-ExtraBold	Internal 1
Albertus Medium	Albertus-Medium	Internal 2
Antique Olive	AntiqueOlive	Internal 3
Antique Olive Bold	AntiqueOlive-Bold	Internal 4
<i>Antique Olive Italic</i>	AntiqueOlive-Italic	Internal 5
Arial	Arial	Internal 6
Arial Bold	Arial-Bold	Internal 7
Arial Bold Italic	Arial-BoldItalic	Internal 8
<i>Arial Italic</i>	Arial-Italic	Internal 9
ITC Avant Garde Gothic Book	AvantGarde-Book	Internal 10
<i>ITC Avant Garde Gothic Book Oblique</i>	AvantGarde-BookOblique	Internal 11
ITC Avant Garde Gothic Demi	AvantGarde-Demi	Internal 12
<i>ITC Avant Garde Gothic Demi Oblique</i>	AvantGarde-DemiOblique	Internal 13
ITC Bookman Demi	Bookman-Demi	Internal 14
ITC Bookman Demi Italic	Bookman-DemiItalic	Internal 15
ITC Bookman Light	Bookman-Light	Internal 16
<i>ITC Bookman Light Italic</i>	Bookman-LightItalic	Internal 17
CG Omega	CGOmega	Internal 18
CG Omega Bold	CGOmega-Bold	Internal 19
CG Omega Bold Italic	CGOmega-BoldItalic	Internal 20
<i>CG Omega Italic</i>	CGOmega-Italic	Internal 21
CG Times	CGTimes	Internal 22
CG Times Bold	CGTimes-Bold	Internal 23
CG Times Bold Italic	CGTimes-BoldItalic	Internal 24
<i>CG Times Italic</i>	CGTimes-Italic	Internal 25
Clarendon Condensed Bold	Clarendon-Condensed Bold	Internal 26
<i>Coronet</i>	Coronet	Internal 27
CourierPS	Courier	Internal 28
CourierPS Bold	Courier-Bold	Internal 29
CourierPS Bold Oblique	Courier-BoldOblique	Internal 30
<i>CourierPS Oblique</i>	Courier-Oblique	Internal 31
Courier	Courier-P	Internal 32
Courier Bold	Courier-P-Bold	Internal 33
Courier Bold Italic	Courier-P-BoldItalic	Internal 34
<i>Courier Italic</i>	Courier-P-Italic	Internal 35
Garamond Antiqua	Garamond-Antiqua	Internal 36
Garamond Halbfett	Garamond-Halbfett	Internal 37
<i>Garamond Kursiv</i>	Garamond-Kursiv	Internal 38

PS font list

This page prints all the internal Postscript fonts enabled for the printer.

The steps to print a PS Font List page are:

1. Press **MENU** on the LCD control panel repeatedly until **INFORMATION** appears.
2. Press **ITEM** until **PRINT PS FONT LIST** appears.
3. Press **SELECT** to print the PS FONT LIST page.

PCL font list

font	Embed/Status	Escape Sequence	font_#	font_20
COURIER	Scalable	ESC+C ESC+Cdb ESC+Cdb0099	Internal 0	
CG Times	Scalable	ESC+C ESC+C'sp ESC+C'sp0101	Internal 1	
CG Times Bold	Scalable	ESC+C ESC+C'sp ESC+C'sp0101	Internal 2	
CG Times Italic	Scalable	ESC+C ESC+C'sp ESC+C'sp0101	Internal 3	
CG Times Bold Italic	Scalable	ESC+C ESC+C'sp ESC+C'sp0101	Internal 4	
CG Omega	Scalable	ESC+C ESC+C'sp ESC+C'sp0113	Internal 5	
CG Omega Bold	Scalable	ESC+C ESC+C'sp ESC+C'sp0113	Internal 6	
CG Omega Italic	Scalable	ESC+C ESC+C'sp ESC+C'sp0113	Internal 7	
CG Omega Bold Italic	Scalable	ESC+C ESC+C'sp ESC+C'sp0113	Internal 8	
Condensed	Scalable	ESC+C ESC+C'sp ESC+C'sp0161	Internal 9	
Clarendon Condensed	Scalable	ESC+C ESC+C'sp ESC+C'sp0161	Internal 10	
Univers Medium	Scalable	ESC+C ESC+C'sp ESC+C'sp0161	Internal 11	
Univers Bold	Scalable	ESC+C ESC+C'sp ESC+C'sp0161	Internal 12	
Univers Medium Italic	Scalable	ESC+C ESC+C'sp ESC+C'sp0161	Internal 13	
Univers Bold Italic	Scalable	ESC+C ESC+C'sp ESC+C'sp0161	Internal 14	
Univers Medium Condensed	Scalable	ESC+C ESC+C'sp ESC+C'sp0161	Internal 15	
Univers Bold Condensed	Scalable	ESC+C ESC+C'sp ESC+C'sp0161	Internal 16	
Univers Medium Condensed Italic	Scalable	ESC+C ESC+C'sp ESC+C'sp0161	Internal 17	
Univers Bold Condensed Italic	Scalable	ESC+C ESC+C'sp ESC+C'sp0161	Internal 18	
Antique Olive	Scalable	ESC+C ESC+C'sp ESC+C'sp0161	Internal 19	
Antique Olive Bold	Scalable	ESC+C ESC+C'sp ESC+C'sp0161	Internal 20	
Antique Olive Italic	Scalable	ESC+C ESC+C'sp ESC+C'sp0161	Internal 21	
Garamond Antiqua	Scalable	ESC+C ESC+C'sp ESC+C'sp0197	Internal 22	
Garamond Halbfett	Scalable	ESC+C ESC+C'sp ESC+C'sp0197	Internal 23	
Garamond Kursiv	Scalable	ESC+C ESC+C'sp ESC+C'sp0197	Internal 24	
Garamond Kursiv Halbfett	Scalable	ESC+C ESC+C'sp ESC+C'sp0197	Internal 25	
morgli	Scalable	ESC+C ESC+C'sp ESC+C'sp0297	Internal 26	
Albertus Medium	Scalable	ESC+C ESC+C'sp ESC+C'sp0329	Internal 27	
Albertus Extra Bold	Scalable	ESC+C ESC+C'sp ESC+C'sp0329	Internal 28	

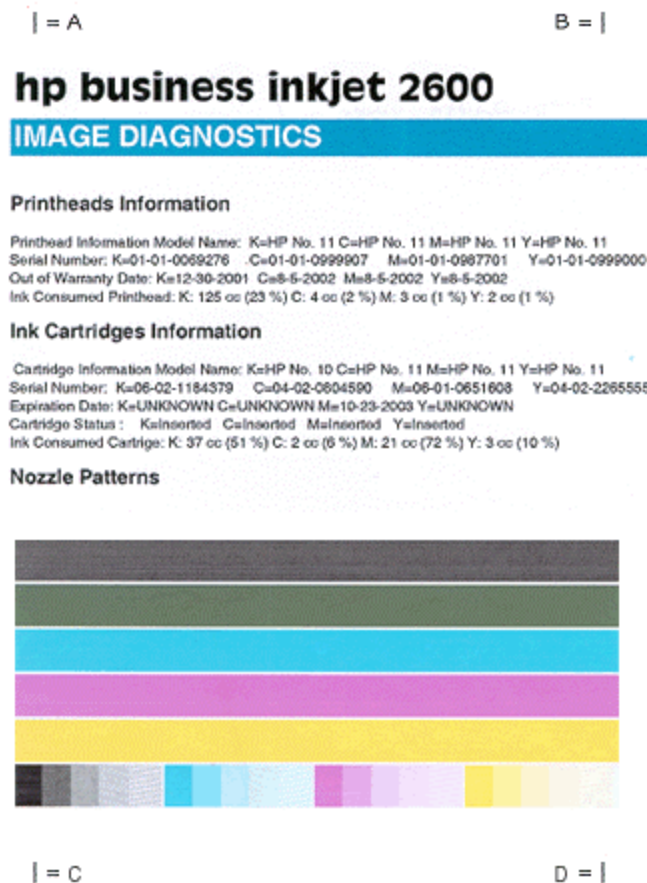
PCL font list

This page prints all the internal PCL 5C fonts enabled for the printer.

The steps to print a PCL Font List page are:

1. Press **MENU** on the LCD control panel repeatedly until **INFORMATION** appears.
2. Press **ITEM** until **PRINT PCL FONT LIST** appears.
3. Press **SELECT** to print the PCL FONT LIST page.

clean printheads test page



clean printheads

The Clean Printheads menu command initiates the printhead cleaning process.

The steps to print a clean printheads test page are:

1. Press **MENU** on the LCD control panel repeatedly until **MAINTENANCE** appears.
2. Press **ITEM** until **CLEAN PRINTHEADS** appears.
3. Press **SELECT** to start the cleaning process.

The cleaning process consists of three levels. The LCD panel displays the current cleaning process level.

1. **LIGHT PRINTHEAD CLEANING** : Press the **ITEM** button to select **NO**, if you are not satisfied with the current cleaning process level. You will be automatically taken to the next level of cleaning process.
2. **MEDIUM PRINTHEAD CLEANING** : Press the **ITEM** button to select **NO**, if you are not satisfied with the current cleaning process level. You will be automatically taken to the next level of cleaning process.
3. **HEAVY PRINTHEAD CLEANING** : This is the final level of the cleaning process.

show printhead health

The SHOW PRINthead HEALTH test displays the health of the printhead on the LCD control panel.

After the SELECT button is pressed, the LCD will show READY on the top line. The health of a printhead is displayed on the bottom line. The user can select which printhead health to view by using the VALUE+/- key. The menu item is exited when the user presses ITEM+/- or MENU+/-.

Note

There are no pages printed. Check the LCD display for messages.

The steps to display the Printhead health on the LCD display are:

1. Press **MENU** on the LCD control panel repeatedly until **MAINTENANCE** appears.
2. Press **ITEM** until **SHOW PRINthead HEALTH** appears.
3. Press **VALUE** to check printhead health for the printer.

customer service checklist

before you begin

Before you tear down or reconfigure a printer, record the following information about the printer. Recording this information is especially important if you anticipate replacing the Logic PCA, restoring the factory settings to the printer (RESET menu), or resetting the HP JetDirect EIO Print Server card.

1. Record the following information:
 - Go to the PAPER HANDLING menu and note down the following information:
 - PICK FROM OTHER TRAY IF EMPTY (Y/N): _____
 - TRAY1 SIZE: _____
 - TRAY1 TYPE: _____
 - TRAY2 SIZE: _____
 - TRAY2 TYPE: _____
 - TRANSPARENCY DETECT (ON/OFF): _____
2. EIO JetDirect card installed?: If yes, go to the EIO MENU and select CFG NETWORK and YES. Write down the following information:
 1. Protocols ON or OFF?
 - IPX/SPX:
 - DLC/LLC:
 - TCP/IP:
 - ETALK:
 2. Go to the CFG IPX/SPX menu and select YES. Note down the following information.
 - FRAME
 - CFG TCP/IP (Y/N):
 - CFG ETALK (Y/N):
 3. Go to the CFG TCP/IP menu and select YES.
 - BOOTP(Y/N)
 - If BOOTP=NO, then record the following:
 - IP BYTE 1 = _____
 - IP BYTE 2 = _____
 - IP BYTE 3 = _____
 - IP BYTE 4 = _____
 - SM BYTE 1 = _____
 - SM BYTE 2 = _____
 - SM BYTE 3 = _____
 - SM BYTE 4 = _____
 - LG BYTE 1 = _____
 - LG BYTE 2 = _____
 - LG BYTE 3 = _____
 - LG BYTE 4 = _____
 - GW BYTE 1 = _____
 - GW BYTE 2 = _____
 - GW BYTE 3 = _____
 - GW BYTE 4 = _____

- TIMEOUT =
4. Go to the CFG ETALK menu and select YES.
 - ETALK PHASE?
 2. Print a configuration page:
 1. The configuration page is a reference page describing current configuration settings (firmware version, model, accessories installed, cartridge and printhead information). You need to keep this page for your reference, especially during troubleshooting, and any subsequent reinstallation procedures that you may need to perform.

Note

You will need this to check the serial number of the NVMRAM during the final hardware test.

2. The customer may also require to have a copy of this page.

once the printer is fixed

1. After you fix the printer, reprogram it with the user's customized settings that you have already noted.
2. After you have reset all the customized settings, reprint a configuration page and check it against the original to ensure that all the settings are correct. Ensure that all the customized settings have been reset, before returning the printer to the customer.

service menu and extended service information

born-on date: current situation

Born-on Date is designed to provide an accurate warranty start date. This also helps minimize the use of manual proof of purchase or the grace period method. When a customer installs the printer driver the first time, the system date is downloaded to the printer's FW. This is not erasable in most cases. Therefore, the Born-on Date is the only electronic Proof of Purchase. Born-on Date will be displayed on the HP product in the front panel (under Utilities -> Statistics), in the Service Config. Plot and in the Web Server as **Service ID**.

Although a few divisions have reached an agreement to use the BOD format of YYDDD, there still are slight differences in the implementation. Therefore, there is a very small discrepancy in the BOD consistency on products that are already present in the market today.

APD, VPR, VCD and AiO (SDD & OPD) have agreed to a method of addressing the current consistency issue and to implement a standard for future firmware and product releases.

Currently the YYDDD format is used in the following manner:

- YY = actual year or Year since 1990 - For example: 1998 could be 98 or 08
- DDD = Julian date (the number of actual days since Jan. 1) or Pseudo Julian date (the number of days since Jan. 1 while assuming each month is 30 days)

For example:

- Julian Date for March 3rd = 62 (31+28+3)
- Pseudo Julian Date for March 3rd = 63 (30*2+3)
- Julian Date for December 31st = 365 (or 366 depending on if it is a leap year)
- Pseudo Julian Date for December 31st = 360 (12 * 30 days or 11*30 +30)

The discrepancy is extremely small and divisions are willing to allow each customer a 6-day grace period (considering the leap year).

By using the BOD, the actual warranty start date is the installation date. Additionally, customers will be given a grace period of 6 days. This design is not only more accurate; it is more equitable to customers.

calculating the service ID from a calendar date

The formula to calculate the service ID from a calendar date is:

YY = Calendar year - 1990

For example:

- 1998 = 1998 - 1990 = 08
- 2001 = 2001 - 1990 = 11

DDD = (Calendar month - 1) * 30 + Calendar day or 30 if the day is 31

For example:

- Oct.10 = 9 * 30 + 10 = 280
- Dec.31 = 11 * 30 + 30 = 360

converting the service ID into a calendar date

The formula to convert the service ID into a calendar date is:

Year = YY + 1990

For example: If

- YY = 08, then Year = 08 + 1990 = 1998
- If YY = 11 then Year = 11 + 1990 = 2001

Date = DDD divided by 30. If there is a remainder, the month equals the remainder plus one. The remainder is the date.

For example:

- DDD = 280 then $280/30 = 9$. Since, there is a remainder, month = $9 + 1 = 10$. Date = 10. The Date = October 10.
- DDD = 360 then $360/30 = 12$ (no remainder). The date = Dec. 30

pen to rib space calibration

The hp business inkjet 2600 hardware diagnostics and calibration tests have been leveraged off the hp DesignJet 10/20/50 printer. While most of the final test and other MR ramp-up procedures are not finalized as yet, the Pen-to Ribs calibration tests are very similar to those of the design jet 10 / 20/ 50. The final hardware diagnostic tests will be documented and shared with the field patterns at a later date.

parts of the tool

- Calibration stand
- Pen body
- Power Supply
- Display
- Serial card

connections to the computer ports

- Printer: COM 1
- Display: COM 2
- Power Supply: COM 3

countries in which PPR will be performed

- Japan
- Australia
- South Korea
- India
- China
- Singapore (centralizing Malaysia, Indonesia)
- US
- Canada
- Mexico
- Brazil
- Argentina

Refer to the following document for details:

- extcalibproc.doc
- line_cal-proc.doc

service page

```

A SERVICE PAGE A
Printer Configuration Section
Product Name: hp business inkjet 2600
Product Model Number: C0180A
Printer Serial Number: S01951794X
Service ID: 11200
Firmware Version: DIESEL.PK.06.7.1.5
Personality Version: 0.06.04
Duplex Unit: Not Installed
Memory: Base: 16 MBytes Personality: 32 MBytes Expansion: 64 MBytes TOTAL: 112 MBytes
ROM Type: Flash
Tray 2: Installed
EIO Slot 1: UNKNOWN
EIO Slot 2: Formatter

Printer Status Section
Date: UNKNOWN
Printer Status: OK
Printhead Alignment: Yes
Printer Latest Errors:
#0 Error Code: 7180 Filename: pkt_pos1.c Line: 223 Date: UNKNOWN Page Count: 566
#1 Error Code: 6881 Filename: arr_lageCtrl.c Line: 433 Date: UNKNOWN Page Count: 192
#2 Error Code: 7094 Filename: ReadD.c Line: 1748 Date: UNKNOWN Page Count: 11
#3 Error Code: 0 Filename: Line: 0 Date: UNKNOWN Page Count: 0
#4 Error Code: 0 Filename: Line: 0 Date: UNKNOWN Page Count: 0
#5 Error Code: 0 Filename: Line: 0 Date: UNKNOWN Page Count: 0
#6 Error Code: 0 Filename: Line: 0 Date: UNKNOWN Page Count: 0
#7 Error Code: 0 Filename: Line: 0 Date: UNKNOWN Page Count: 0
#8 Error Code: 0 Filename: Line: 0 Date: UNKNOWN Page Count: 0
#9 Error Code: 0 Filename: Line: 0 Date: UNKNOWN Page Count: 0
Printer Latest Warnings:
#0 Warning Code: 6005 Filename: adlignment.c Line: 1253 Date: UNKNOWN Page Count: 629
#1 Warning Code: 6501 Filename: FmrlUpgrade.c Line: 679 Date: UNKNOWN Page Count: 358
#2 Warning Code: 610 Filename: rrv_service.c Line: 515 Date: UNKNOWN Page Count: 10
#3 Warning Code: 7804 Filename: ps_utils.c Line: 698 Date: UNKNOWN Page Count: 0
#4 Warning Code: 6002 Filename: adlignment.c Line: 1361 Date: UNKNOWN Page Count: 11
#5 Warning Code: 0 Filename: Line: 0 Date: UNKNOWN Page Count: 0
#6 Warning Code: 0 Filename: Line: 0 Date: UNKNOWN Page Count: 0
#7 Warning Code: 0 Filename: Line: 0 Date: UNKNOWN Page Count: 0
#8 Warning Code: 0 Filename: Line: 0 Date: UNKNOWN Page Count: 0
#9 Warning Code: 0 Filename: Line: 0 Date: UNKNOWN Page Count: 0
Latest Print Job:
#0 "INTEGRATIONSTICP" PModel: plain, normal
#1 "INTEGRATIONSTICP" PModel: kobeat1repairnot
#2 "INTEGRATIONSTICP" PModel: plain, normal
#3 "DEFORMER" PModel: plain, normal
#4 "PCL5 FONT LIST" PModel: plain, normal
#5 "CONFIGURATIONPRO" PModel: plain, normal
#6 "HEBERP" PModel: plain, normal
#7 "" PModel: plain, fast, mono
#8 "" PModel: plain, fast, mono
#9 "" PModel: plain, fast, mono

Printer Usage Section
Total Ink Consumed: K=17 ml C=2 ml M=1 ml Y=1 ml
Printheads used by color: K=4 C=4 M=3 Y=3
Page Count: Tray1=539 Tray2=126 Manual Feed=0 Duplexer=23 TOTAL=688
Scan Axis Usage: 0% Paper Axis Usage: 0% Service Station Usage: 0%
Carriage Usage: 0% Tube Usage: 0%

```

service page

The service page contains a single page information about the printer for the user and/or the service personnel (on-site, call) to identify a hardware problem with the printer and correct the problem if possible.

The steps to print a Service Page are:

1. Press **MENU** on the LCD control panel repeatedly until **INFORMATION** appears.
2. Press **ITEM** until **PRINT SERVICE PAGE** appears.
3. Press **SELECT** to print the Service Page.

printer configuration information

- Product Name = hp business inkjet 2600
- Printer Model Number = C1234A
- Printer Serial Number = SG06C11005NN
- Service ID = 11272
- Firmware Version = 1.0.0
- Personality Version = 1.0.0
- Auto-duplex unit = Installed/Not Installed
- Memory:
 - Base = 16 MBytes
 - Personality = 32 MBytes
 - Expansion = 64 MBytes
 - Total = 112 MBytes

- ROM Type = Flash
- Tray 2 = Installed/Not Installed
- EIO Slot1 = Formater
- EIO Slot2 = HP JetDirect J1234A

printer status section

- Date:
- Printhead Status = OK
- Printhead Alignment = Yes/No
- Printer Event Log:
 - Show the 10 latest errors: Each error will have a line which contains the error index, the error code and the total page count at which the error occurred, and a text description of the error or the personality.
 - Show the latest 10 warning:
- Latest Print Jobs

printer usage section

- Total Ink Consumed:
 - K = 4 ml
 - C = 1 ml
 - M = 0 ml
 - Y = 1 ml
- Printheads used by color
 - K = 6
 - C = 6
 - M = 8
 - Y = 6
- Page Count
 - Tray 1 = 0
 - Tray 2 = 0
 - Manual Feed = 0
 - Auto-duplex unit = 0
 - Total = Tray1+Tray2+Manual+Auto-duplex unit
- Scan Axis Usage: 0%
Paper Axis Usage: 3%
Service Station Usage: 2%
- Carriage Usage: 1%
Tube Usage: 0%

For the trays, the page counts are successful picks from the trays, including manual feeds. For the duplex count, it is the number of sheets that enter the auto-duplex unit.

ink consumables identification section

For each printhead:

- Model Number: HP No. 11
- Serial Number: 01-01-1234567
- Out of Warranty Date: 7-15-2002

For each ink cartridge:

- Model Number: HP No. 10
- Serial Number: 01-11-1234556
- Expiration Date: 7-15-2002
- Cartridge Capacity: 50 ml

ink consumables status section

Printhead Status

- K = Inserted
- C = Inserted
- M = Inserted
- Y = Inserted

Scan Axis Shutdown

- K = No
- C = No
- M = No
- Y = No

Cartridge Status

- K = Inserted
- C = Inserted
- M = Inserted
- Y = Inserted

ink consumable usage section

Ink Consumed Printhead

- K = 5 ml
- C = 1 ml
- M = 5 ml
- Y = 1 ml

Usage Time Printhead

- K = 31 days
- C = 31 days
- M = 31 days
- Y = 31 days

Ink Consumed Cartridge

- K = 5 ml
- C = 1 ml
- M = 5 ml
- Y = 1 ml

Printhead History

For each color (K:, C:, M:, Y:)

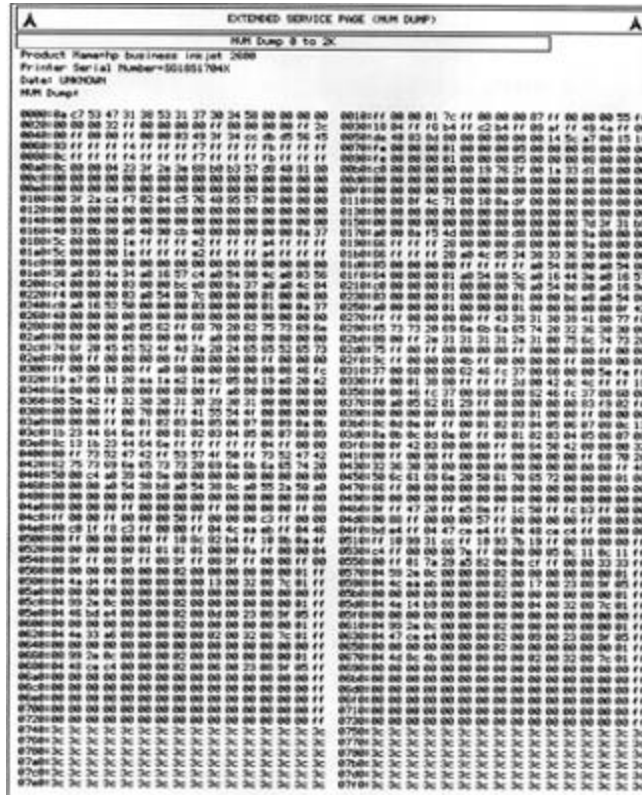
1. condition - 22 ml - 0 days - Max. Recovery Level 0

Conditions of printhead: worn out, inserted, missing, faulty or unknown

I/O section

Prints network card configuration page if network card is installed.

extended service page



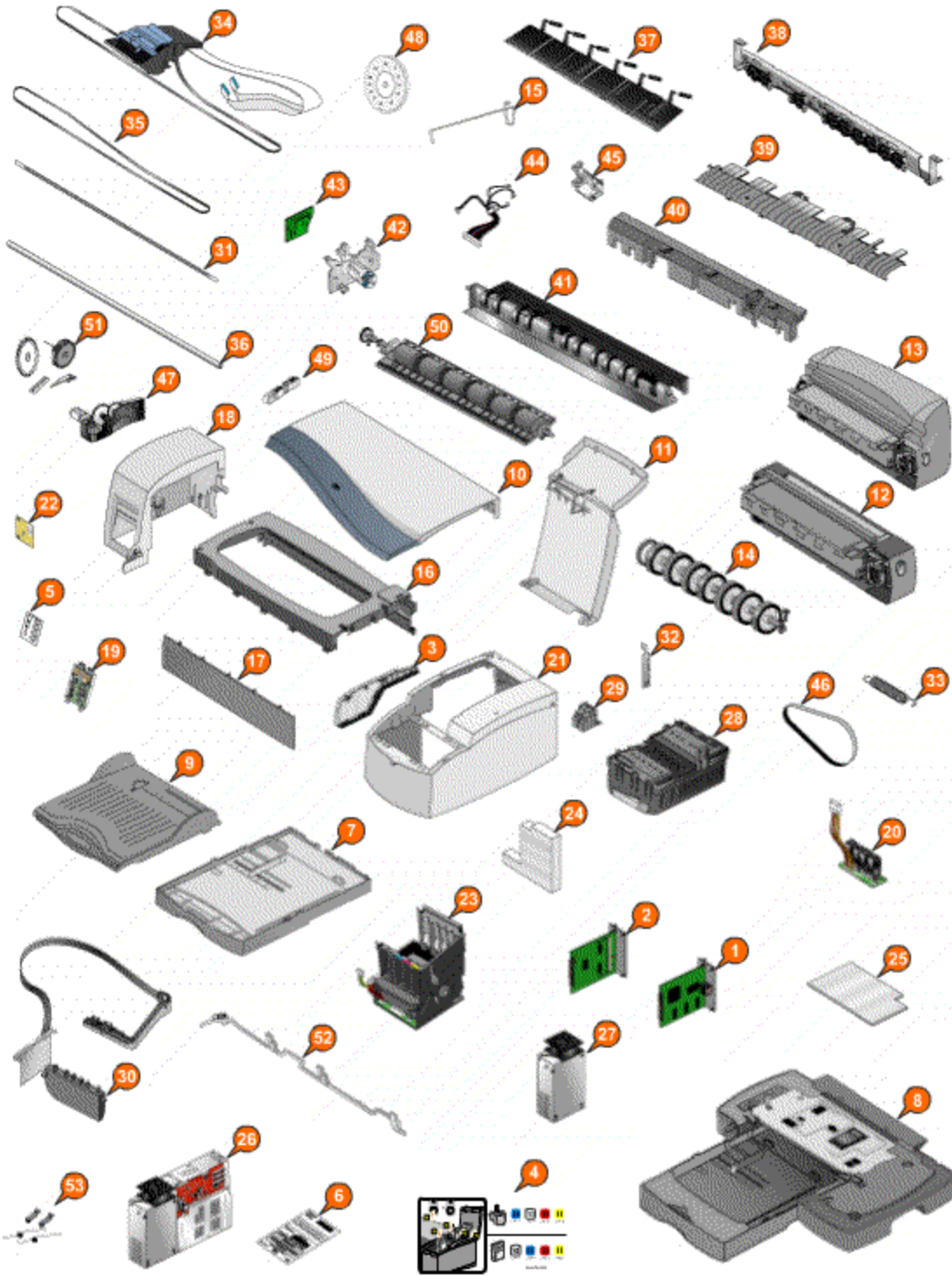
extended service page

The extended diagnostic page is meant to be used when diagnosing unanticipated hardware / firmware problems. The anticipated usage of this page is that the customer or the on-site repair person will transmit a copy of this page to the call center for division use. It is also likely to be used for manufacturing and R and D purposes. It is not put in the service menu so that the page is easily printed by the end-user.

This page contains:

- Hexadecimal dump of all acumen contents for all printheads and ink cartridges
- Hexadecimal dump of all base NVM contents
 1. Press **MENU** on the LCD control panel repeatedly until **INFORMATION** appears.
 2. Press **ITEM** until **PRINT EXTENDED SERVICE INFO** appears.
 3. Press **SELECT** to print the Extended Service page.

exploded view



exploded view

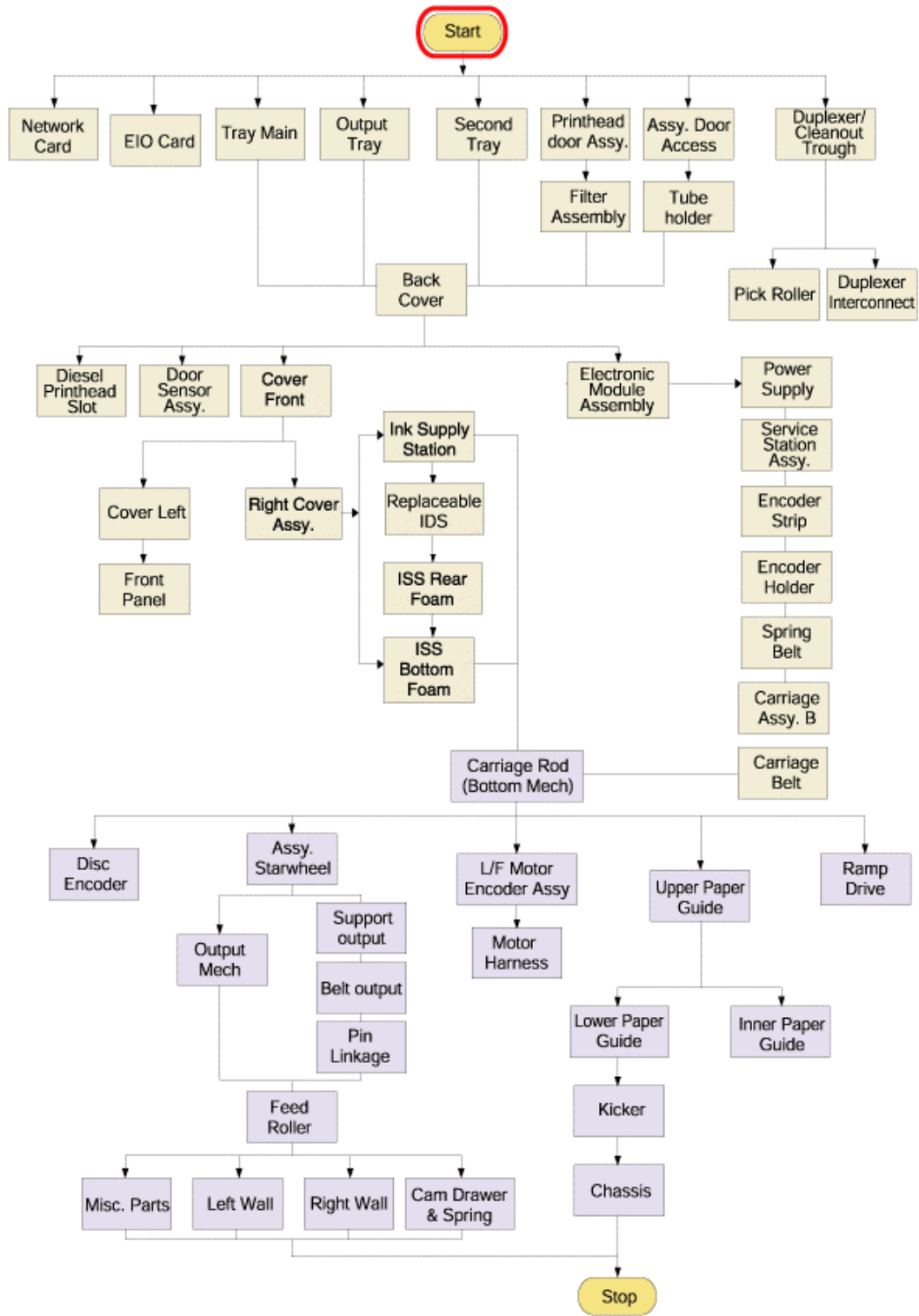
s. no.	part name	part number	service level	bar code
1.	PCL5 card	C8109-67018	NV	C8109-67018
2.	hp 610N EIO network card	J4169A (replacement part)	NV	J4169A
3.	Filter Assy.	C8109-67024	NV	C8109-67024
4.	Instruction label svc	C8109-67004	NV	C8109-67004
5.	Front Panel label SVC	C8109-67006	NV	C8109-67006
6.	Serial Label	C8109-67020	NV	C8109-67020
7.	Assy. Tray Main SVC	C8108-67044	NV	C8108-67044
8.	Second tray with base SVC	C8109-67016	NV	C8109-67016
9.	Assy. Output Tray SVC	C8108-67045	NV	C8108-67045
10.	Assy. Door Access SVC	C8109-67010	NV	C8109-67010
11.	Printhead Door Assy. SVC	C8109-67011	NV	C8109-67011
12.	Assy. Cleanout Trough SVC	C8108-67036	NV	C8108-67036
13.	Duplexer SVC	C8108-67053	NV	C8108-67053
14.	Assy. Pick Roller	C8108-67039	NV	C8108-67039
15.	Tube holder SVC	C7790-60124	NV	C7790-60124
16.	Back cover	C8109-67017	NV	C8109-67017
17.	Cover front SVC	C8109-67009	NV	C8109-67009
18.	Left cover Assy. SVC	C8109-67007	NV	C8109-67007
19.	Front Panel SVC	C8109-67021	NV	C8109-67021
20.	Door sensor Assy.	C7790-60119	NV	C7790-60119

21.	Right Cover Assy. SVC	C8109-67008	NV	C8109-67008
22.	PCA Duplexer Interconnect SVC	C8108-67031	NV	C8108-67031
23.	Ink Supply Station SVC	C8109-67014	NV	C8109-67014
24.	ISS Rear Foam SVC	C8109-67023	NV	C8109-67023
25.	ISS Bottom Foam SVC	C8109-67022	NV	C8109-67022
26.	Electronics Module Assy. (with Main Logic PCA)	C8109-67019	NV	C8109-67019
27.	Power Supply Assy.	C7790-60091	NV	C7790-60091
28.	Service Station Assy. SVC	C8109-67015	NV	C8109-67015
29.	Diesel Printhead Slot Cap SVC	C8109-67005	NV	C8109-67005
30.	Replaceable IDS	C8109-67012	NV	C8109-67012
31.	Encoder Strip	C7790-60099	NV	C7790-60099
32.	Encoder Holder	C7790-60104	NV	C7790-60104
33.	Spring Belt Tension	C7790-60125	NV	C7790-60125
34.	Carriage Assy. Base	C8109-67013	NV	C8109-67013
35.	Carriage Belt	C7790-60203	NV	C7790-60203
36.	Carriage Rod	C7790-60147	NV	C7790-60147
37.	Upper Paper Guide	C8108-67002	V	C8108-67002
38.	Starwheels	C8108-67033	V	C8108-67033
39.	Guide-Inner Paper SVC	C8108-67049	V	C8108-67049
40.	Assy. Guide lower paper SVC	C8108-67043	V	C8108-67043
41.	Output Mech	C8108-67041	V	C8108-67041

42.	Assy. LF Motor / Encoder SVC	C8108-67038	V	C8108-67038
43.	2nd PCBA	C7790-60200	V	C7790-60200
44.	Motor Harness	C7790-60120	V	C7790-60120
45.	Support Output	C8108-67042	V	C8108-67042
46.	Belt-Output SVC	C8108-67048	V	C8108-67048
47.	Assy. Ramp Drive SVC	C8108-67040	V	C8108-67040
48.	Disc Encoder	C8108-67051	V	C8108-67051
49.	Pin Linkage	C8108-67035	V	C8108-67035
50.	Feed Roller	C7790-60129	V	C7790-60129
51.	Misc. Plastic	C8108-67030	V	C8108-67030
52.	Assy. Kicker	C8108-67029	V	C8108-67029
53.	Cam Drawer and Spring	C8108-67050	V	C8108-67050

exploded view

repair flowchart



repair flowchart

shared service parts

hp business inkjet 2600/2600dn and the hp color inkjet printer cp1700

These parts can be used to repair both the hp business inkjet 2600/2600dn and the hp color inkjet printer cp1700.

part number	part name
C8108-67049	Guide-Inner Paper SVC
C8108-67035	Pin Linkage
C8108-67002	Upper Paper Guide
C8108-67030	Misc. Plastic
C8108-67048	Belt-Output SVC
C8108-67051	Disc Encoder
C8108-67036	Assy. Cleanout Trough SVC
C8108-67040	Assy. Ramp Drive SVC
C8108-67041	Output Mech
C8108-67042	Support Output
C8108-67038	Assy. LF Motor / Encoder SVC
C8108-67039	Assy. Pick Roller
C8108-67029	Assy. Kicker
C8108-67043	Assy. Guide lower paper SVC
C8108-67050	Cam Drawer and Spring
C8108-67044	Assy. Tray Main SVC
C8108-67045	Assy. Output Tray SVC
C8108-67031	PCA Duplexer Interconnect SVC
C8108-67033	Starwheels
C8108-67053	Duplexer SVC

hp business inkjet 2600/2600dn and the hp color inkjet printer cp1700

hp business inkjet 2600/2600dn and the hp DesignJet 10/20/50

These parts can be used to repair both the hp business inkjet 2600/2600dn and the hp DesignJet 10/20/50.

part number	part name
C7790-60099	Encoder Strip
C7790-60124	Tube holder SVC
C7790-60104	Encoder Holder
C8108-67039	Assy. Pick Roller
C7790-60203	Carriage Belt
C7790-60119	Door sensor Assy.
C8108-67042	Support Output
C7790-60110	Carriage Motor Assy.
C8109-67019	Electronics Module Assy. (with Main Logic PCA)
C8109-67021	Front Panel SVC

C7790-60121	Encoder harness
C7790-60122	Duplexer-OOP sensor harness
C7790-60120	Motor Harness
C7790-60147	Carriage Rod
C7790-60125	Spring Belt Tension
C8109-67018	PCL5 card
C8108-67002	Upper Paper Guide
C8108-67030	Misc. Plastic
C8108-67049	Guide-Inner Paper SVC

hp business inkjet 2600/2600dn and the hp DesignJet 10/20/50

tools for repair

removal and replacement tools

You will need the following tools to disassemble the printer:

- TORX™ screwdriver with T-10 and T-20 screw bits or T-10 and T-20 TORX™ screwdrivers. A screwdriver with a magnetized end would be helpful.
- Long-nosed pliers.
- Small flat head screwdriver.

before you begin

Before you begin to disassemble the printer:

1. Remove paper from the Input Tray.
2. Remove ink cartridges and printheads from the printer.

Note *To prevent ink from becoming encrusted on the print nozzles, place each printhead in a paper envelope and then seal it in a plastic bag.*

3. Power off the printer, remove the power cord, and wait for at least 5 seconds before you begin the disassembly process.

Warning *To avoid electrical shock, completely discharge the capacitors before handling the power supply components. To discharge the capacitors, power off the printer before you unplug the power cord. Wait for at least five seconds before disassembling the printer.*

tips for disassembling the printer

- Many parts of the printer use plastic snap-fit technology. Use care when removing the parts; excessive force could break the snaps off the parts.
- Use the correct screws while reassembling the printer.

Caution *Electrostatic discharge (ESD) from the body can damage the Printer Circuit Assemblies (PCAs). Before removing any PCA, ensure that the work area is static-free, wear ESD dissipative straps, use an ESD mat, or work at an ESD protected workstation.*

crew parts

The following parts can be removed or replaced by the user.

assy. door access SVC (top cover) - C8109-67010

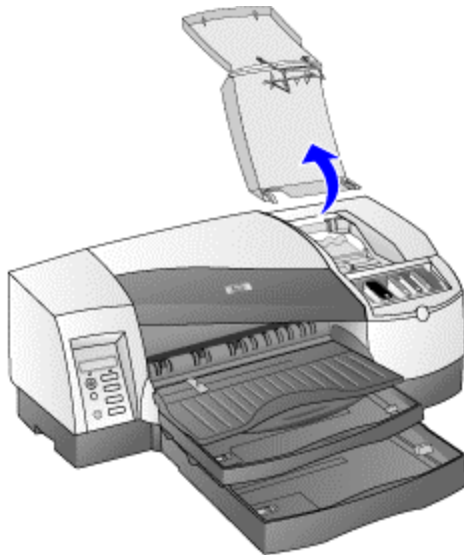


assy. door access SVC

To remove Assy. Door Access:

1. The door access is also the top cover of the printer. Lift the door.
2. Apply a little pressure to loosen the three locks located at the base of the door access and remove the door access.

printhead door Assy. SVC - C8109-67011

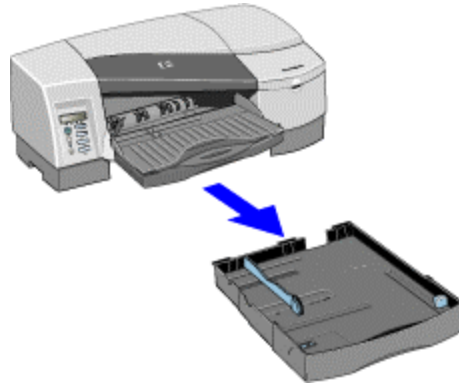


printhead door Assy. SVC

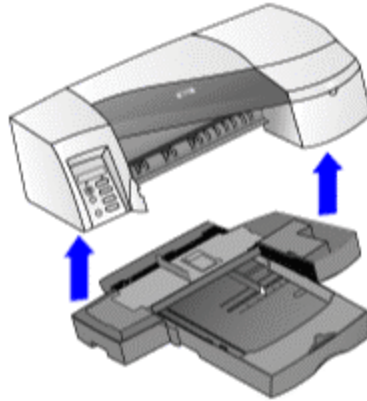
To remove Printhead Door Assy. SVC:

1. The printhead door is located at the right side of the printer. It covers the printheads and ink cartridges. Lift the printhead door.
2. Apply a little pressure at the two tabs located at the base of the printhead door access. Pull the cover sideways and then backwards to remove the printhead door.

second tray (with base) SVC - C8109-67016



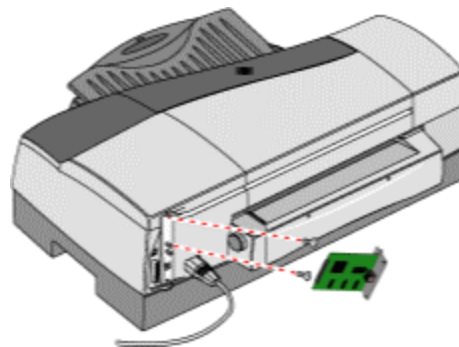
accessing only the paper holding tray



removing second tray with base

1. The second tray is located at the base of the printer. Lift the printer off the second tray and remove the second tray. To access just the paper-holding tray, you can slide it out.

PCL5 card - C8109-67018



PCL5 card

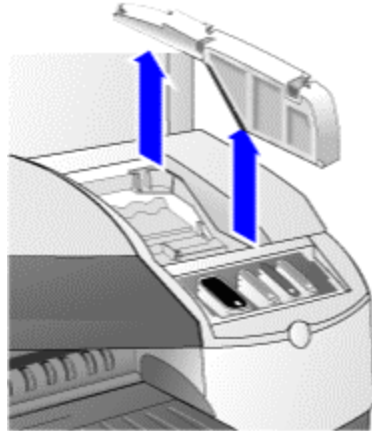
1. The PCL5 card is located at the back, on the right hand side of the printer. The slot for the PCL5 card is right next to the USB cable outlet.

2. Unscrew the 2 screws and remove the PCL5 card from its slot.

filter assy. SVC - C7790-60146

First remove the following:

1. Printhead Door Assy. SVC

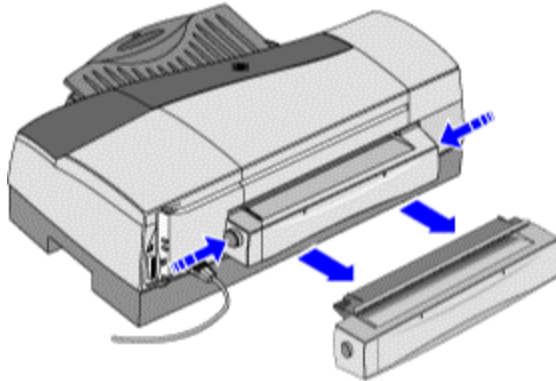


filter assy. SVC

To remove Filter Assy.:

1. The filter is located on the right side of the printer. This part is visible only after removing the printhead access door. Locate and loosen the two catches of the Filter and remove it from its slot.

assy. cleanout trough (with base) SVC - C8108-67036



assy. cleanout trough (with base) SVC

1. The cleanout trough is located at the rear of the printer. Locate the buttons on both sides of the cleanout trough.
2. Press the two buttons simultaneously to remove the Assy. Cleanout trough.

assy. tray main SVC - C8108-67044



assy. tray main

1. Lift the output tray. The output tray is located above the Tray Main.
2. Pull the Assy. Tray straight out.

assy. output tray SVC - C8108-67045

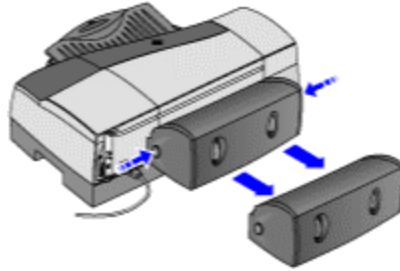


assy. output tray SVC

1. The output tray is located above the Assy. Tray Main. Apply a little pressure on the two locks located on both sides of the output tray and slide it out.

non V-coded parts

auto duplexer SVC - C8108-67053



assy. duplexer

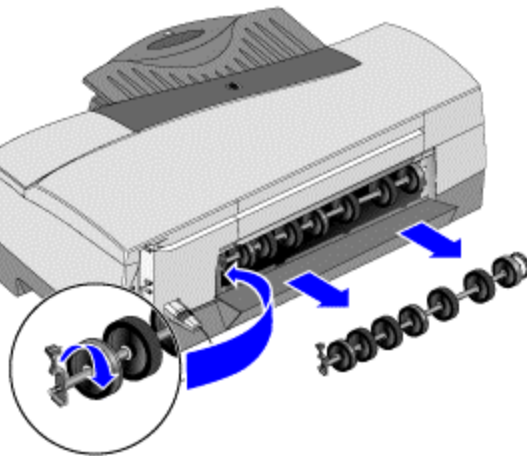
To remove the Duplexer:

1. The auto-duplex unit is located at the rear of the printer. Locate the buttons on both sides of the duplex unit.
2. Press the two buttons simultaneously to remove the Duplexer SVC.

assy. pick roller SVC - C8108-67039

First remove the following:

1. Assy. Pick Roller



assy. pick roller

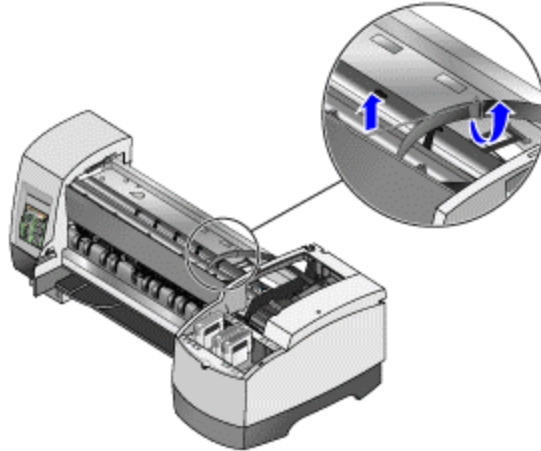
To remove the Pick Roller:

1. The Pick roller is located at the rear of the printer. Turn the printer in such a way that you can see the rear of the printer clearly. Use long-nosed pliers to turn the two black latches of the Pick Roller in the clockwise direction.
2. Remove the pick roller.

tube holder SVC - C7790-60124

First remove the following:

1. Assy. Door Access SVC



tube holder SVC

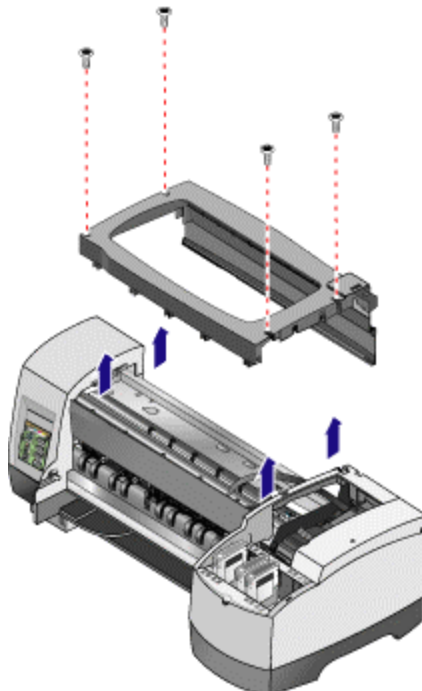
To remove Tube holder SVC:

1. The tube holder is located at the top of the printer. It is visible after you remove the top cover of the printer. Remove the holder raceway from its slot in the tube holder.
2. Remove the tube holder.

back cover SVC - C7790-60100

First remove the following:

1. Assy. Tray Main SVC
2. Second tray with base SVC
3. Assy. Output Tray SVC
4. Assy. Door Access SVC
5. Printhead Door Assy. SVC
6. Filter Assy.
7. Tube holder SVC



back cover SVC

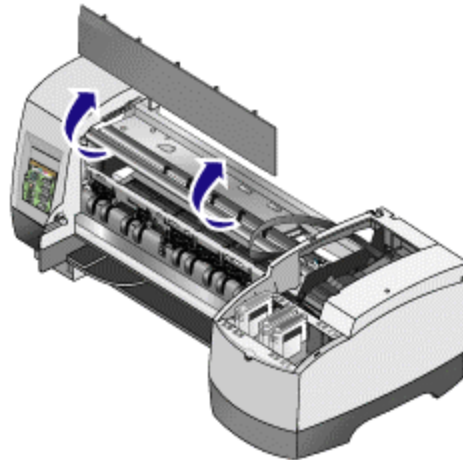
To remove Back cover:

1. The back cover is located below the top cover. Use a T-10 bit screwdriver to unscrew the four T10 screws that secures the back cover to the printer. Remove the holder raceway from its slot.
2. Lift to release the back cover from its five locks located at the base of the holder raceway. Remove the back cover.

cover front SVC - C8109-67009

First remove the following:

1. Assy. Tray Main SVC
2. Second tray with base SVC
3. Assy. Output Tray SVC
4. Assy. Door Access SVC
5. Printhead Door Assy. SVC
6. Filter Assy.
7. Tube holder SVC
8. Back cover



cover front SVC

To remove Cover Front:

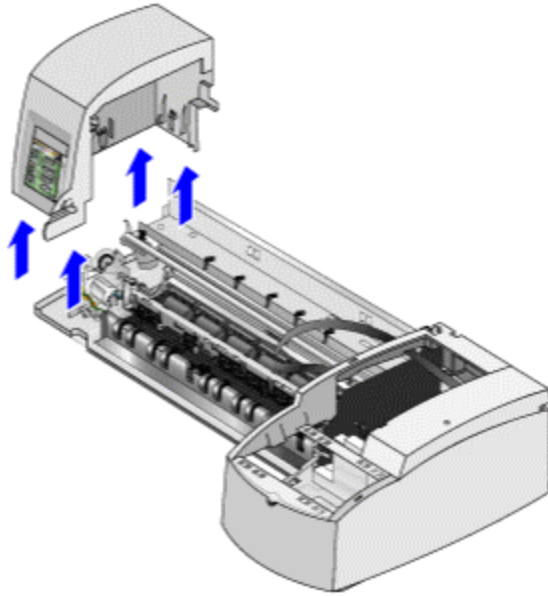
1. The cover front is located below the back cover. Apply a little pressure on the seven locks of the cover front to loosen it.
2. Remove the cover front.

left cover Assy. SVC - C8109-67007

First remove the following:

1. Assy. Tray Main SVC
2. Second tray with base SVC
3. Assy. Output Tray SVC
4. Assy. Door Access SVC
5. Printhead Door Assy. SVC
6. Filter Assy.
7. Tube holder SVC
8. Back cover

9. Cover front SVC



left cover assy. SVC

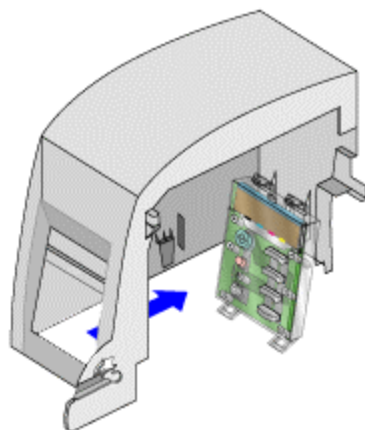
To remove Left Cover Assy. SVC:

1. Lift the printer and place it in such a way that you are able to see the bottom of the printer. Loosen the three catches at the bottom of the printer under the left cover assembly. Put the printer back in its original position.
2. Lift the left cover and pull out the harness that connects the left cover to the printer.
3. Remove the left cover assembly.

front panel SVC - C8109-67021

First remove the following:

1. Assy. Tray Main SVC
2. Second tray with base SVC
3. Assy. Output Tray SVC
4. Assy. Door Access SVC
5. Printhead Door Assy. SVC
6. Filter Assy.
7. Tube holder SVC
8. Back cover
9. Cover front SVC
10. Left cover Assy. SVC



front panel SVC

To remove front panel:

1. The front panel SVC is located inside the left cover of the printer. Hold the front panel and loosen the two catches that secure the front panel to the left cover.
2. Remove the front panel.

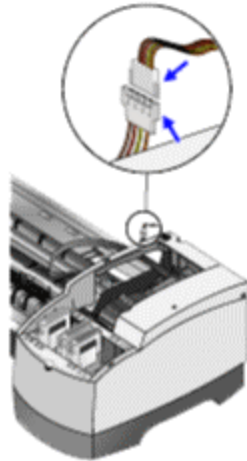
Note

There is a harness attached to the front panel.

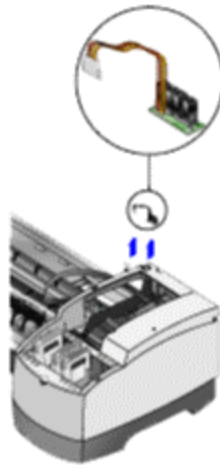
door sensor assy. - C7790-60119

First remove the following:

1. Assy. Tray Main SVC
2. Second tray with base SVC
3. Assy. Output Tray SVC
4. Assy. Door Access SVC
5. Printhead Door Assy. SVC
6. Filter Assy.
7. Tube holder SVC
8. Back cover
9. Cover front SVC



door sensor assy. - step 1



door sensor assy. - step 2

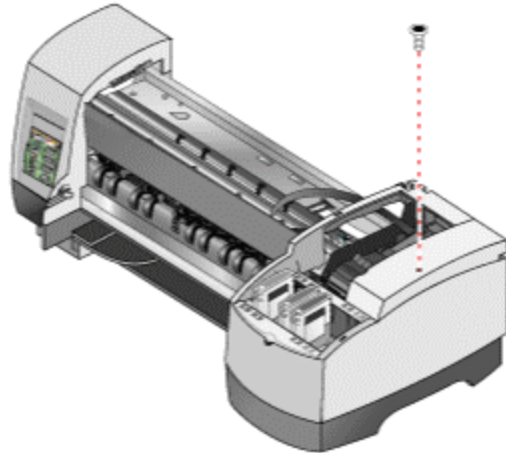
To remove Door Sensor Assy.:

1. The door sensor is located on top of the printhead door. Pull out the harness that secures the door sensor to the printer.
2. Remove the door sensor assy from its slot.

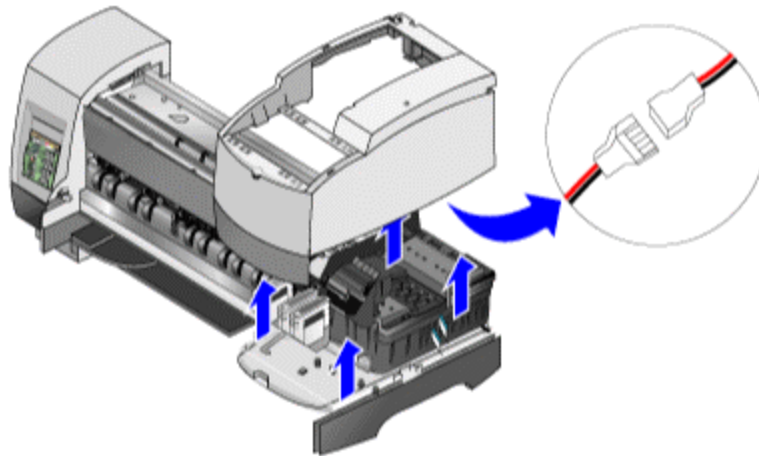
right cover assy. SVC - C8109-67008

First remove the following:

1. Assy. Tray Main SVC
2. Second tray with base SVC
3. Assy. Output Tray SVC
4. Assy. Door Access SVC
5. Printhead Door Assy. SVC
6. Filter Assy.
7. Tube holder SVC
8. Back cover
9. Cover front SVC



right cover assy. SVC - step 1



right cover assy. SVC - step 2

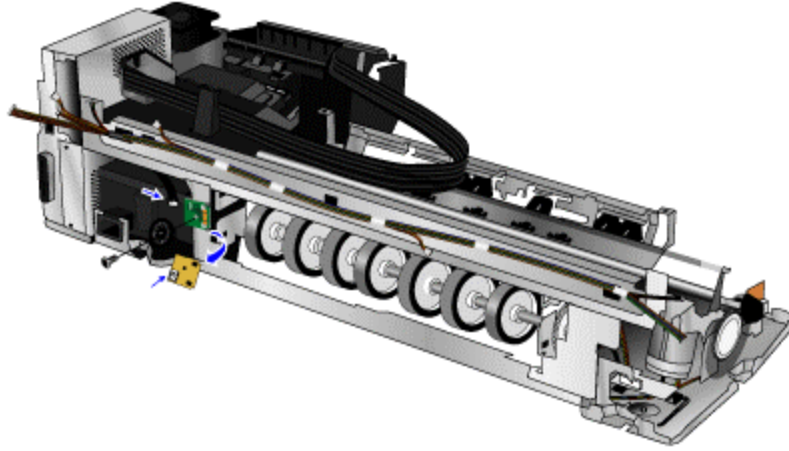
To remove Right Cover Assy. SVC:

1. Unscrew the T-10 screw located on the right cover. Lift and place the printer in such a way that you are able to see the three locks located under the right cover assy. Loosen the three locks and place the printer back in its original position.
2. Pull out the door sensor harness.
3. Lift to remove the right cover assy.

PCA duplexer interconnect - C8108-67031

First remove the following:

1. Duplexer SVC



PCA-duplexer interconnect

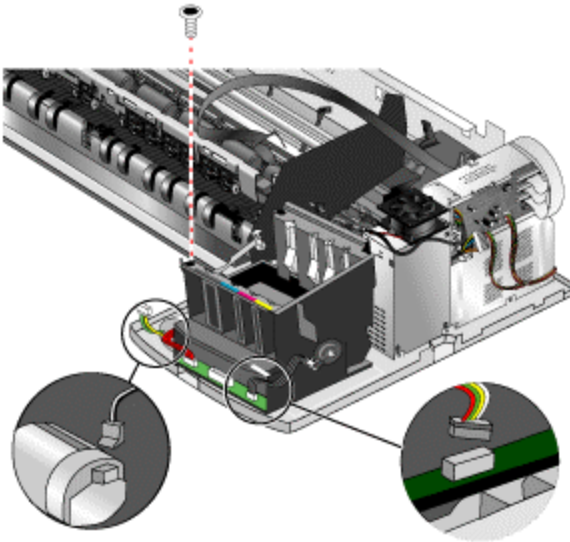
To remove PCA-Duplexer Interconnect:

1. The PCA Duplexer interconnect is located at the rear of the printer. It is visible after you remove the cleanout trough. Unscrew the T-10 screw located at the middle of the PCA duplexer chip.
2. Pull out the harness that connects the duplexer interconnect to the printer.
3. Remove the PCA Duplexer Interconnect.

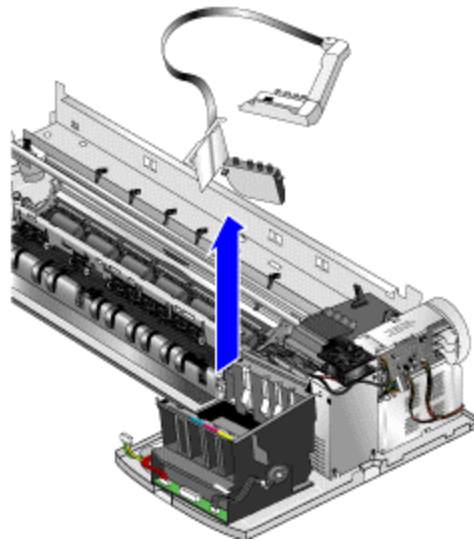
ink supply station SVC - C8109-67014

First remove the following:

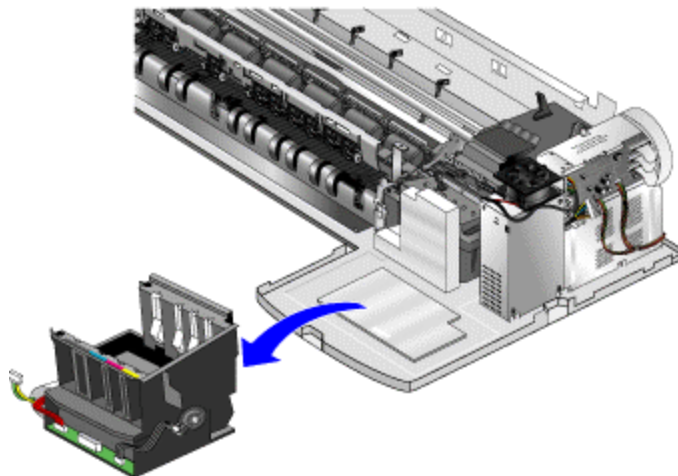
1. Assy. Tray Main SVC
2. Second tray with base SVC
3. Assy. Output Tray SVC
4. Assy. Door Access SVC
5. Printhead Door Assy. SVC
6. Filter Assy.
7. Tube holder SVC
8. Back cover
9. Cover front SVC
10. Right Cover Assy. SVC



ink supply station SVC - step 1



ink supply station SVC - step 2



ink supply station SVC - step 3

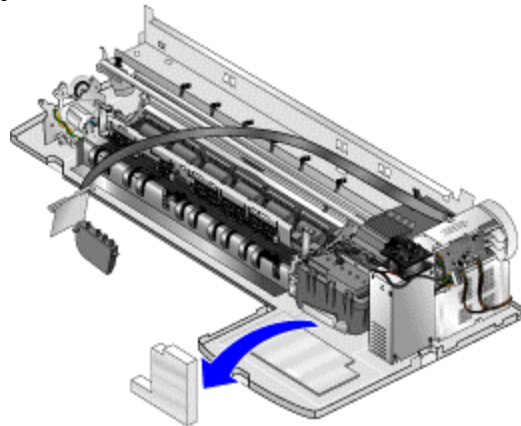
To remove Ink supply station SVC:

1. The holder raceway is located below the top cover of the printer. Remove the holder raceway belt from its slot in the ink supply station.
2. Unscrew the two T10 screws located on the cover on top of the Ink Supply Station.
3. Remove the top cover of the Ink Supply Station.
4. Remove the T10 screw from the base of the Ink Supply Station.
5. Pull out the two harnesses that secure the ink supply station to the motor and the carriage belt.
6. Remove the holder raceway.
7. Use a pair of tweezers to remove the clip of the ink supply harness. Free all harnesses that are secured to the ink supply station.
8. Remove the ink supply station.

ISS rear foam SVC - C8109-67023

First remove the following:

1. Assy. Tray Main SVC
2. Second tray with base SVC
3. Assy. Output Tray SVC
4. Assy. Door Access SVC
5. Printhead Door Assy. SVC
6. Filter Assy.
7. Tube holder SVC
8. Back cover
9. Cover front SVC
10. Right Cover Assy. SVC
11. Ink Supply Station SVC



ISS rear foam SVC

To remove ISS rear foam SVC:

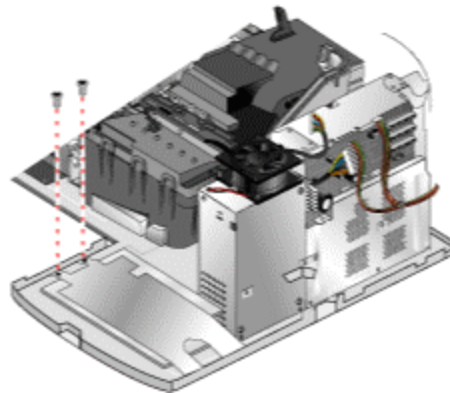
1. The ink supply station foam is located at the rear of the ink supply station. After removing the Ink supply station, remove the ISS Rear Foam.

ISS bottom foam SVC - C8109-67022

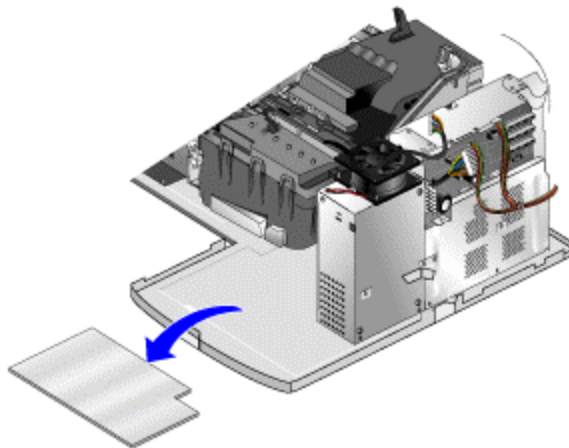
First remove the following:

1. Assy. Tray Main SVC
2. Second tray with base SVC

3. Assy. Output Tray SVC
4. Assy. Door Access SVC
5. Printhead Door Assy. SVC
6. Filter Assy.
7. Tube holder SVC
8. Back cover
9. Cover front SVC
10. Right Cover Assy. SVC
11. Ink Supply Station SVC
12. ISS Rear Foam SVC



ISS bottom foam SVC - step 1



ISS bottom foam SVC - step 2

To remove ISS bottom foam SVC:

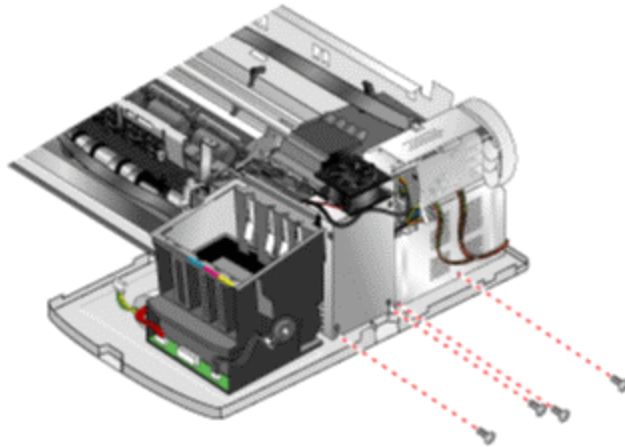
1. Unscrew the two T10 screws to remove the base metal plate that covers the bottom foam. Pull out the metal cover sideways and then up to remove it.
2. Remove the ISS Bottom Foam.

electronics module assy. (with Main Logic PCA) - C8109-67019

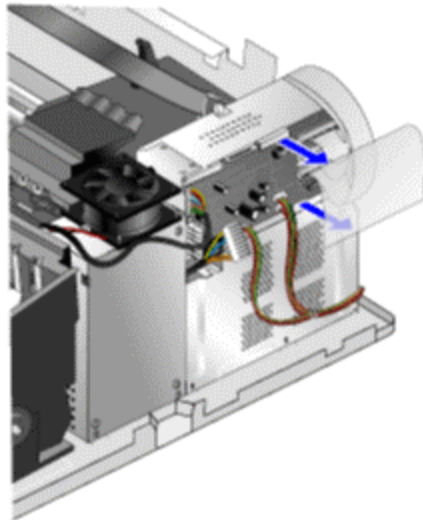
First remove the following:

1. Assy. Tray Main SVC
2. Second tray with base SVC
3. Assy. Output Tray SVC

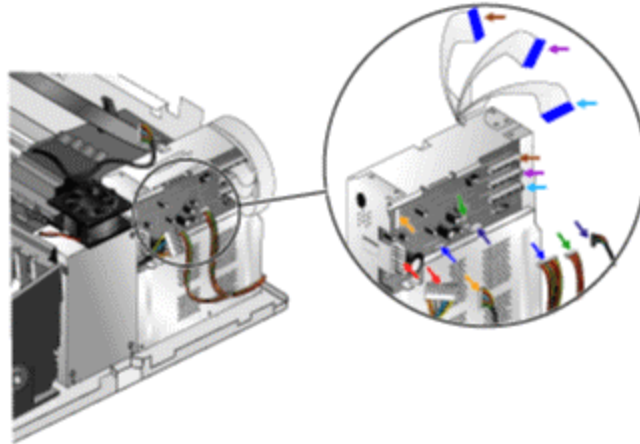
4. Assy. Door Access SVC
5. Printhead Door Assy. SVC
6. Filter Assy.
7. Tube holder SVC
8. Back cover



electronics module assy. (with Main Logic PCA) - step 1



electronics module assy. (with Main Logic PCA) - step 2



electronics module assy. (with Main Logic PCA) - step 3

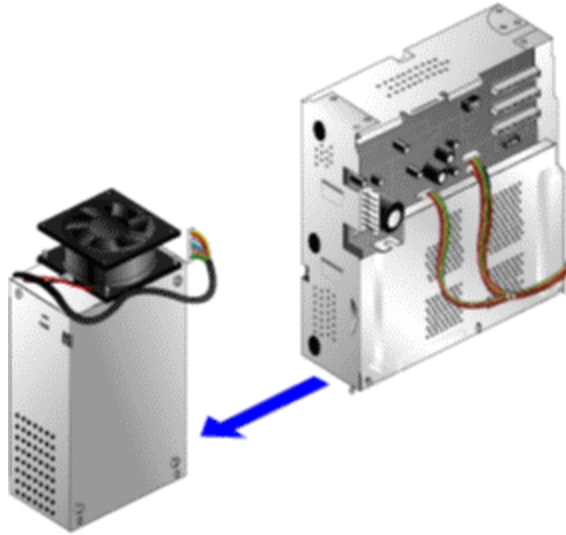
To remove Electronics Module Assy. (with Main Logic PCA):

1. The Electronics Module Assy. is located at the right of the printer. Unscrew the four T10 screws that secure the metal plate to the Electronics Module Assy.
2. Loosen and remove the plastic cover that covers the circuit of the Electronics Module.
3. Pull out the five harnesses that secure the Electronics Module to the printer.
4. Pull out the three flex cables located on the top right-hand corner of the Electronics Module Assy.
5. Remove the steel cover.
6. Remove the Electronics Module Assy. from the base.
7. Pull out all harnesses that connect the Electronics Module Assy. to the printer.
8. Remove the power socket from its slot.
9. Remove the T10 screw located above the PCA duplexer interconnect and then remove the Electronics Module Assy.

power supply assy. - C7790-60091

First remove the following:

1. Assy. Tray Main SVC
2. Second tray with base SVC
3. Assy. Output Tray SVC
4. Assy. Door Access SVC
5. Printhead Door Assy. SVC
6. Filter Assy.
7. Tube holder SVC
8. Back cover
9. Electronics Module Assy. (with Main Logic PCA)



power supply assy.

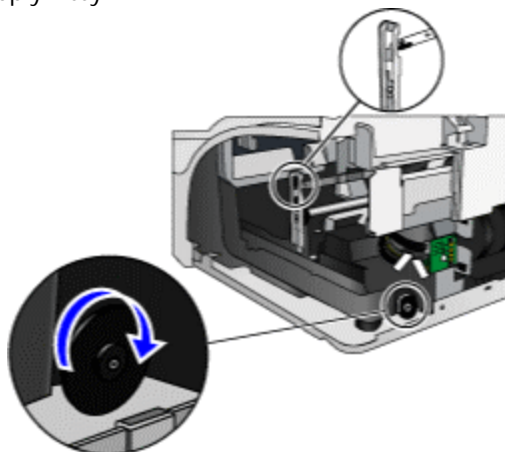
To remove Power supply assembly:

1. Separate the Power Supply Assembly from the Electronics Module Assy.

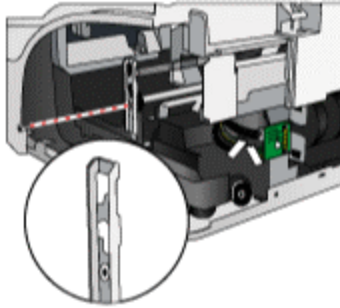
service station assy. SVC - C8109-67015

First remove the following:

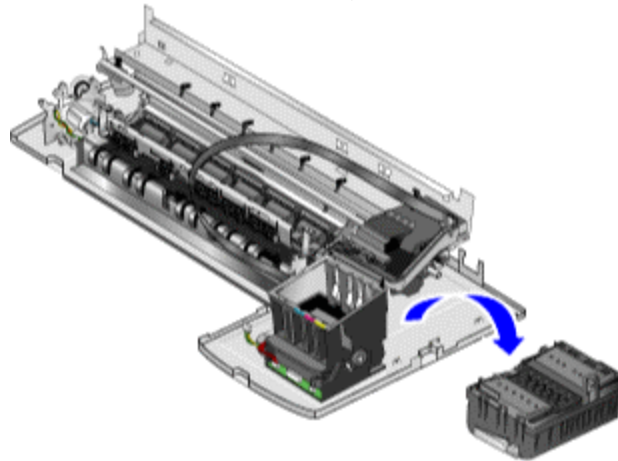
1. Assy. Tray Main SVC
2. Second tray with base SVC
3. Assy. Output Tray SVC
4. Assy. Door Access SVC
5. Printhead Door Assy. SVC
6. Filter Assy.
7. Tube holder SVC
8. Back cover
9. Electronics Module Assy. (with Main Logic PCA)
10. Power Supply Assy.



service station assy. SVC - step 1



service station assy. SVC - step 2



service station assy. SVC - step 3

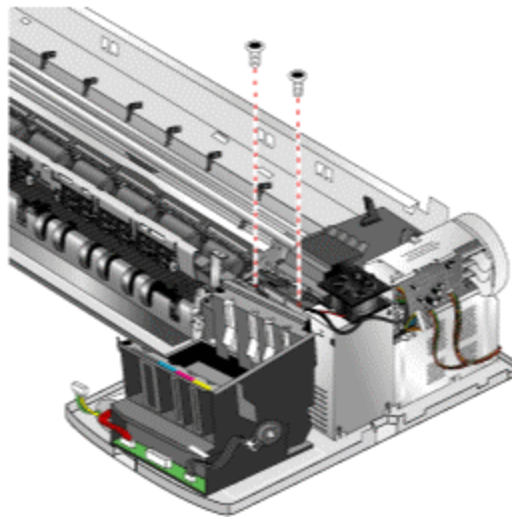
To remove Service station Assy. SVC:

1. Loosen the Carriage Assy. by gently shaking it.
2. Rotate the wheel at the base of the Service Station Assy. Use manual uncap, if necessary.
3. Slide the Carriage Assy. to the left so that you have a clear view of the encoder holder. The encoder holder holds the encoder strip.
4. Remove the Encoder strip from its slot in the encoder holder.
5. Unscrew the T10 screw of the Encoder holder.
6. Pull out all harnesses that secure the service station to the printer.
7. Hold the rear foam and slide out the Service Station Assy.

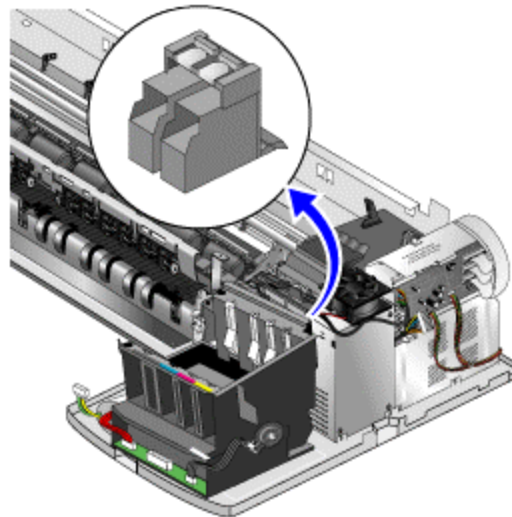
diesel printhead slot cap SVC - C8109-67005

First remove the following:

1. Assy. Tray Main SVC
2. Second tray with base SVC
3. Assy. Output Tray SVC
4. Assy. Door Access SVC
5. Printhead Door Assy. SVC
6. Filter Assy.
7. Tube holder SVC
8. Back cover
9. Cover front SVC



diesel printhead slot cap SVC - step 1



diesel printhead slot cap SVC - step 2

To remove Diesel printhead slot cap SVC:

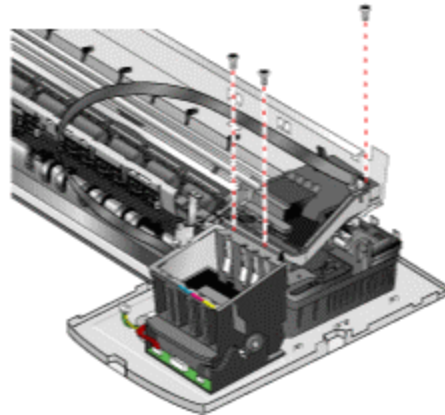
1. Unscrew the two T-10 screws located above the printhead holder.
2. Use the flathead of the screwdriver to pry out the Diesel Printhead Slot Cap.

replaceable ink delivery system SVC - C8109-67012

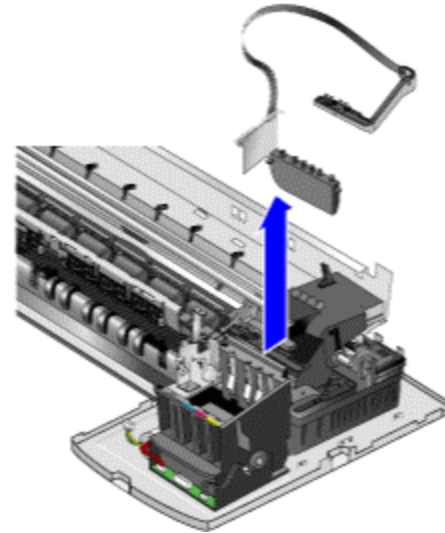
First remove the following:

1. Assy. Tray Main SVC
2. Second tray with base SVC
3. Assy. Output Tray SVC
4. Assy. Door Access SVC
5. Printhead Door Assy. SVC
6. Filter Assy.
7. Tube holder SVC
8. Back cover
9. Cover front SVC

10. Right Cover Assy. SVC



replaceable ink delivery system SVC - step 1



replaceable ink delivery system SVC - step 2

To remove Replaceable ink delivery system SVC:

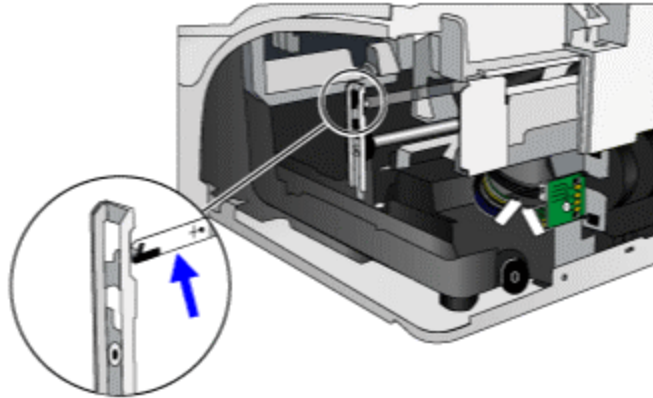
1. Unscrew the three T10 screws that connect the IDS to the printer.
2. Pull up the printhead access latch.
3. Use the flathead of the screwdriver to pry out and loosen the Replaceable Ink Delivery System.

encoder strip - C7790-60099

First remove the following:

1. Assy. Tray Main SVC
2. Second tray with base SVC
3. Assy. Output Tray SVC
4. Assy. Door Access SVC
5. Printhead Door Assy. SVC
6. Filter Assy.
7. Tube holder SVC
8. Back cover
9. Electronics Module Assy. (with Main Logic PCA)

10. Power Supply Assy.
11. Service Station Assy. SVC



encoder strip

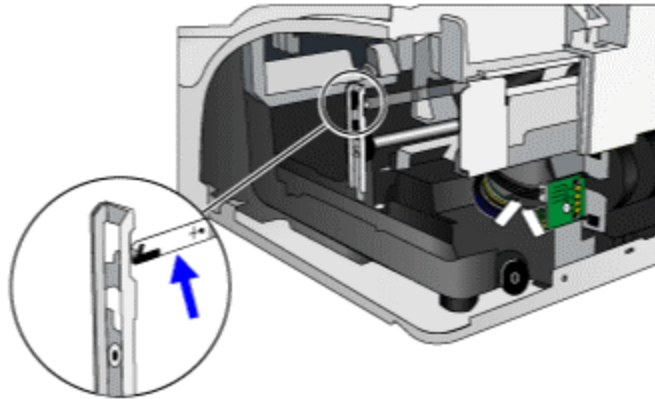
To remove Encoder strip:

1. Release the hook on the right end of the Encoder strip. Push the strip gently from the left hand corner to release it from the left hook of the encoder holder. Slide out the Encoder strip.

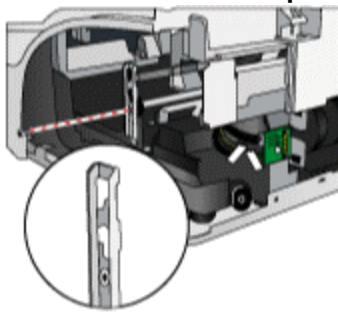
encoder holder - C7790-60104

First remove the following:

1. Assy. Tray Main SVC
2. Second tray with base SVC
3. Assy. Output Tray SVC
4. Assy. Door Access SVC
5. Printhead Door Assy. SVC
6. Filter Assy.
7. Tube holder SVC
8. Back cover
9. Electronics Module Assy. (with Main Logic PCA)
10. Power Supply Assy.
11. Service Station Assy. SVC
12. Encoder Strip



encoder holder - step 1



encoder holder - step 2

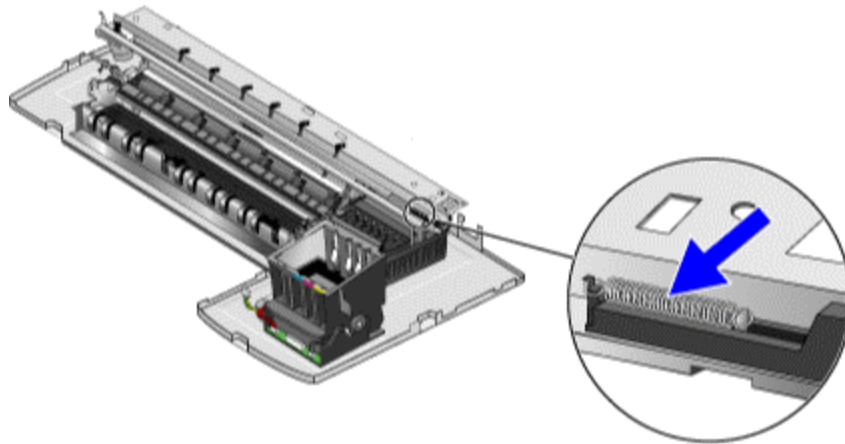
To remove Encoder holder:

1. Slide out the encoder strip from its holder. Unscrew the T10 screw located on the right side of the printer that secures the encoder holder to the printer.
2. Remove the encoder holder.

spring-belt tension SVC - C7790-60125

First remove the following:

1. Assy. Tray Main SVC
2. Second tray with base SVC
3. Assy. Output Tray SVC
4. Assy. Door Access SVC
5. Printhead Door Assy. SVC
6. Filter Assy.
7. Tube holder SVC
8. Back cover
9. Electronics Module Assy. (with Main Logic PCA)
10. Power Supply Assy.
11. Service Station Assy. SVC
12. Encoder Strip
13. Encoder Holder



spring-belt SVC

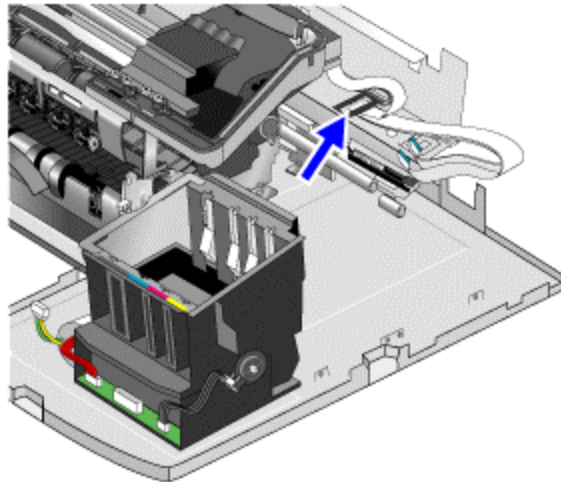
To remove Spring-belt tension SVC:

1. Push in the carriage belt to loosen it. Remove the belt from its slot from both ends of the printer.
2. Use long-nosed pliers to pry the spring belt from its slot.

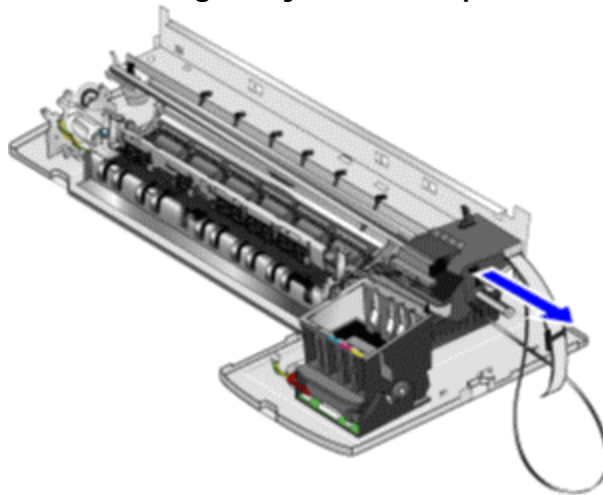
carriage assy. B SVC - C8109-67013

First remove the following:

1. Assy. Tray Main SVC
2. Second tray with base SVC
3. Assy. Output Tray SVC
4. Assy. Door Access SVC
5. Printhead Door Assy. SVC
6. Filter Assy.
7. Tube holder SVC
8. Back cover
9. Electronics Module Assy. (with Main Logic PCA)
10. Power Supply Assy.
11. Service Station Assy. SVC
12. Encoder Strip
13. Encoder Holder
14. Spring Belt Tension



carriage assy. B SVC - step 1



carriage assy. B SVC - step 2

To remove Carriage Assy. B SVC:

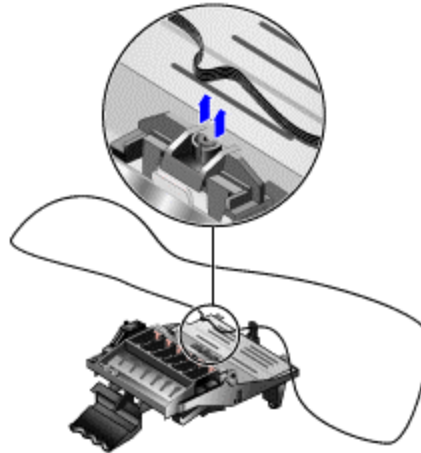
1. Push in the black spring part next to the carriage belt. Remove the flex cables by lifting them from its slot.
2. Push the carriage belt inside from both sides of the printer to remove it from its slot on both ends.
3. Slide out the Carriage Assy. to the right.

carriage belt - C7790-60203

First remove the following:

1. Assy. Tray Main SVC
2. Second tray with base SVC
3. Assy. Output Tray SVC
4. Assy. Door Access SVC
5. Printhead Door Assy. SVC
6. Filter Assy.
7. Tube holder SVC
8. Back cover
9. Electronics Module Assy. (with Main Logic PCA)

10. Power Supply Assy.
11. Service Station Assy. SVC
12. Encoder Strip
13. Encoder Holder
14. Spring Belt Tension
15. Carriage Assy. Base



carriage belt

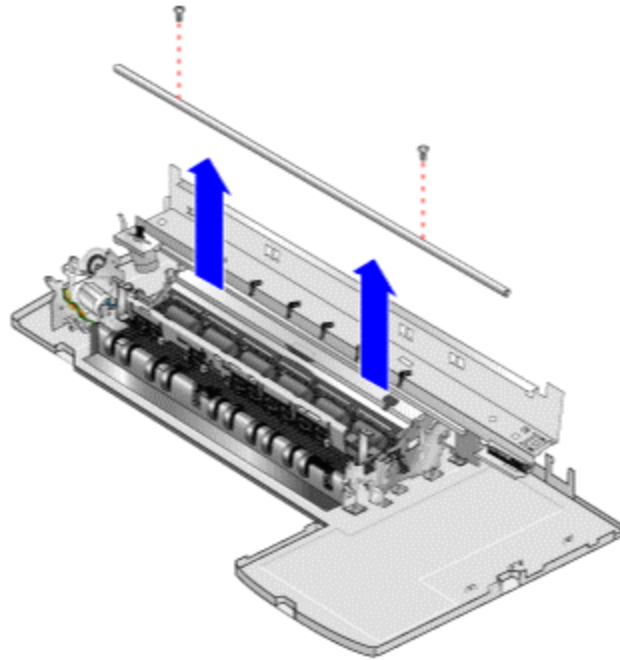
To remove Carriage belt:

1. Turn over the Carriage Assy.
2. Remove the Carriage Belt by unhooking it from its slot located at the back of the Carriage Assy.

carriage rod SVC - C7790-60147

First remove the following:

1. Assy. Tray Main SVC
2. Second tray with base SVC
3. Assy. Output Tray SVC
4. Assy. Door Access SVC
5. Printhead Door Assy. SVC
6. Filter Assy.
7. Tube holder SVC
8. Back cover
9. Electronics Module Assy. (with Main Logic PCA)
10. Power Supply Assy.
11. Service Station Assy. SVC
12. Encoder Strip
13. Encoder Holder
14. Spring Belt Tension
15. Carriage Assy. Base

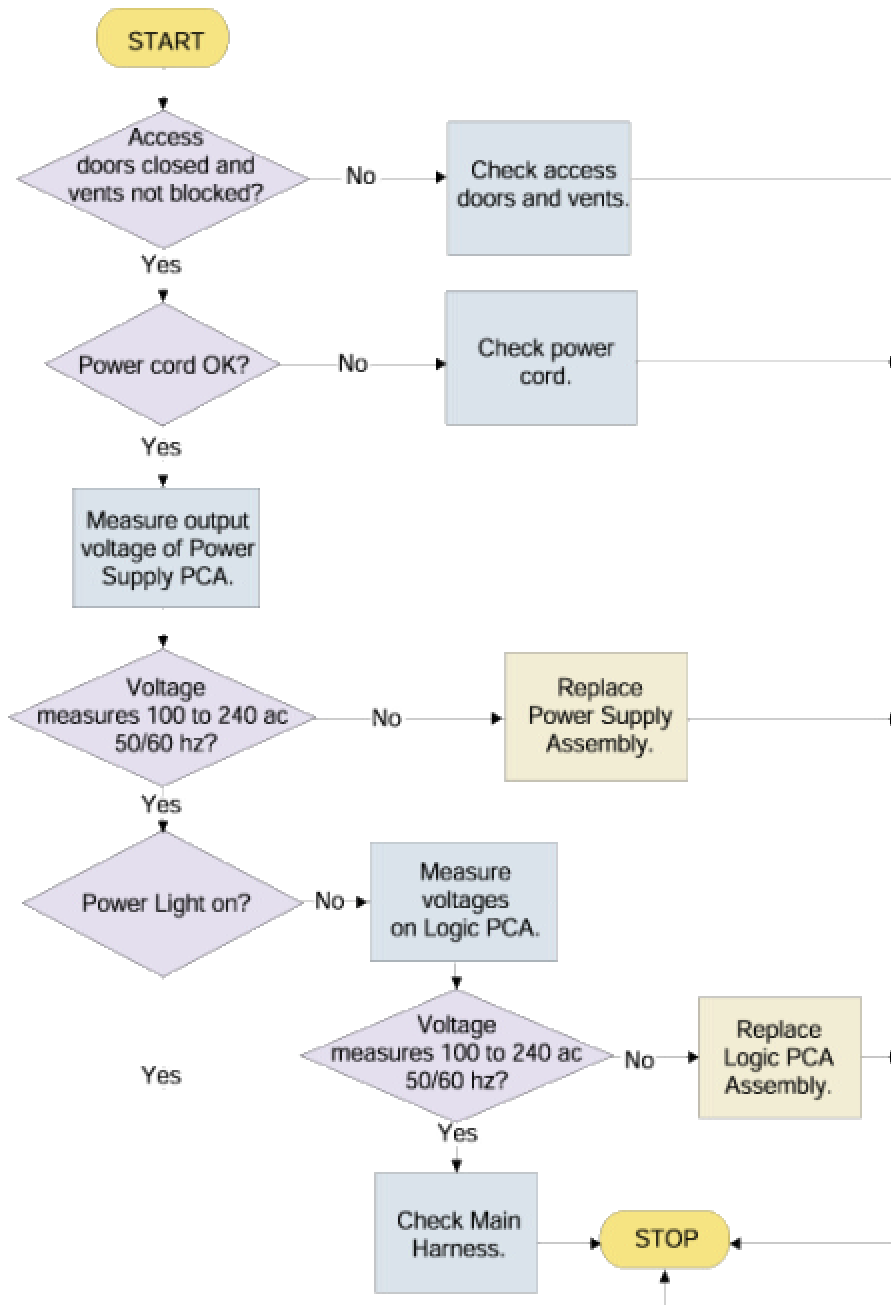


carriage rod SVC

To remove Carriage rod SVC:

1. Unscrew the two T-10 screws located on top of the carriage rod that secures it to the printer.
2. Lift the carriage rod from its slot to remove it

troubleshooting power on issues



troubleshooting power on problems

symptom	cause	solution
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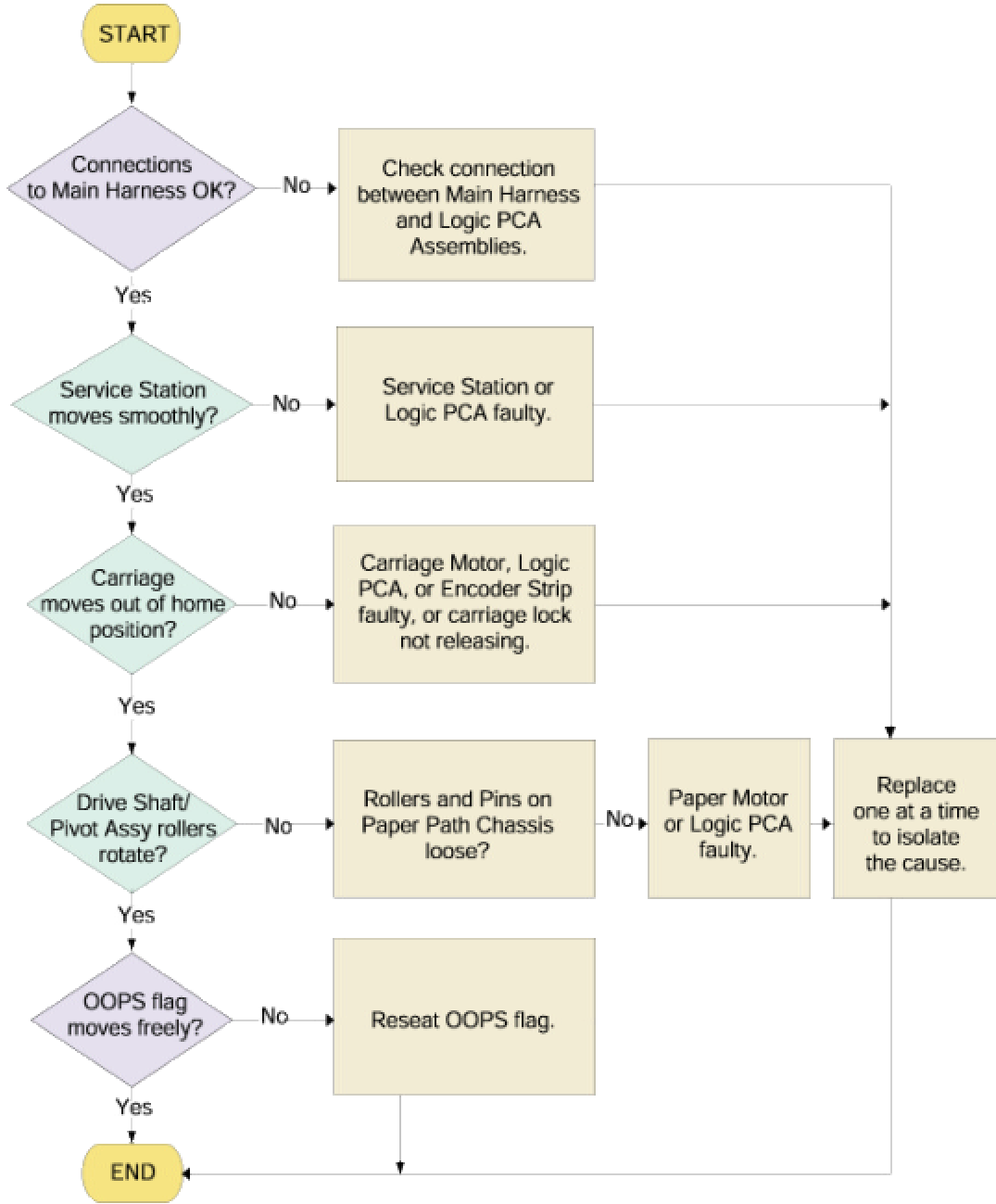
Power on and printer response issues	Cause 1: Access doors are open	<p>Solution 1: Check the Access Doors:</p> <ul style="list-style-type: none"> • Make sure the Top Cover and Carriage Access Cover are firmly closed. • If the LCD panel displays the message CLOSE ALL COVERS, open and close all access doors. <p>Check the vents: If the printer's vents are covered, and the printer overheats, it automatically turns off. Make sure the vents are not covered and the printer is in a cool and dry location.</p>
	Cause 2: Power cord incompatibilities	<p>Solution 2: Make sure the printer is connected to the power cord, that the power cord is plugged in, and that the power cord can handle 230V.</p> <p>To test the power cord:</p> <ol style="list-style-type: none"> 1. Power off the printer. 2. Unplug the power cord and replace it with a new power cord. 3. Power on the printer. If the printer now works, then the power cord was faulty.
	Cause 3: Verify voltage of Power Supply Assembly	<ol style="list-style-type: none"> 1. Solution 3: Disconnect the Power Supply Harness Assembly from the Power Supply PCA. 2. Use a multimeter to check the output voltage of the Power Supply Assembly. 3. It should measure +19V (B+). 4. Reconnect the Power Supply Harness Assembly when you are finished. 5. Turn the printer off and then power the printer on again. 6. It may also be an Opto-coupler failure or Power MOSFET failure. In either case you will need to replace the Power Supply Assembly. <p>Note <i>If PCA or power supply is replaced, hardware tests must be performed.</i></p>
	Cause 4: Measure voltage of Logic PCA	<ol style="list-style-type: none"> 1. Solution 4: Use a multimeter to check the output supply voltage of the Kayak ASIC on the Logic PCA. 2. Use a multimeter to check the input supply voltage of the Power Connector to the Logic PCA.
	Cause 5: Faulty main harness	<p>Solution 5: Check that all connections to the Main Harness are solid and that all connectors are attached firmly to the wires. Ensure that none of the wire insulation is frayed or missing.</p>

troubleshooting power-on problems

Note *If PCA / power supply is replaced, hardware tests must be performed. As of the current moment, all tests are not finalized. The division will communicate hardware tests at a date closer to NPI.*

troubleshooting printer initialization problems

troubleshooting printer initialization problems



troubleshooting printer initialization problems

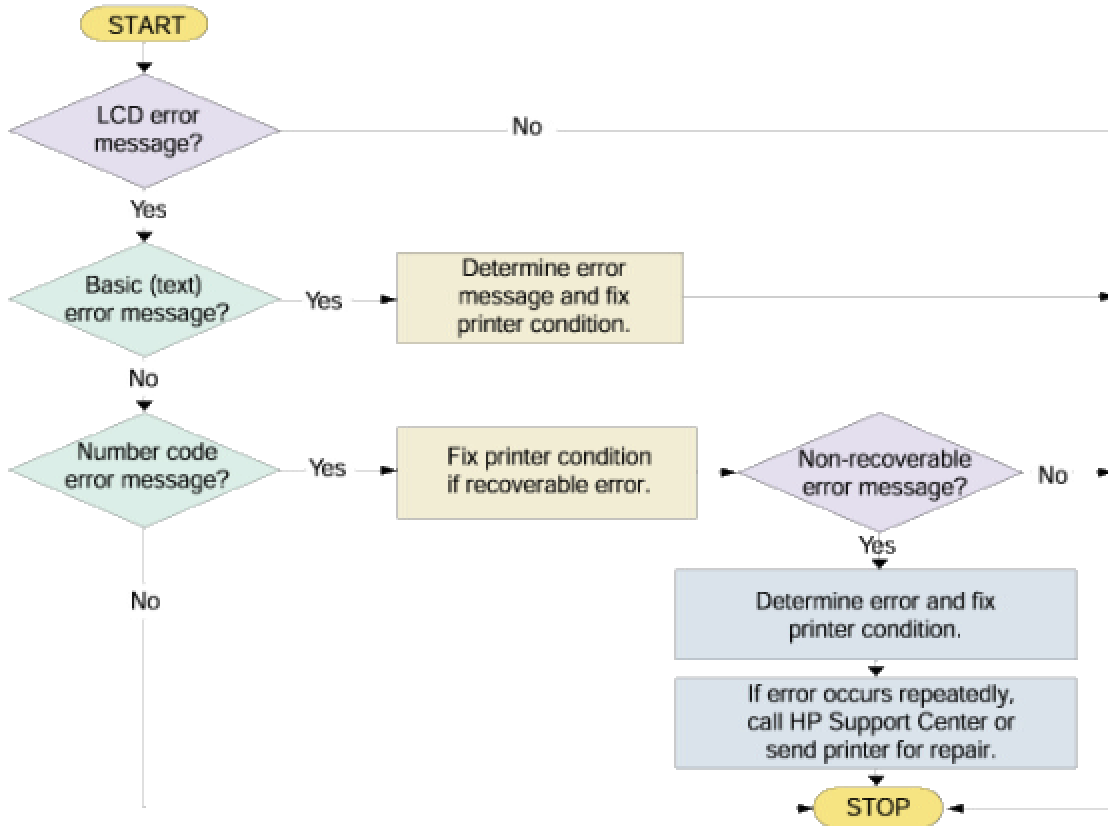
symptom	cause	solution
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Service station does not move freely	Cause 1: Faulty service station or Logic PCA	Rotate the gears of the Service Station Motor Assembly to make sure the Wiper Assembly can move freely within the Service Station Mechanism Assembly.
carriage assembly moves out of home position	Cause 1: Carriage Motor, Logic PCA, or Encoder strip faulty or Carriage lock not releasing.	<p>If the Carriage Lock is not releasing, check the Carriage Lock and check the Service Station for movement. If the Carriage Assembly does not move out of the home position or return to the home position, clean the electrical contacts on the printheads and print cradle.</p> <ol style="list-style-type: none"> 1. Remove the printheads from the printer. 2. Clean the electrical contacts on the print cradle with a dry cotton swab. 3. Clean the electrical contacts on the printheads with a dry, lint free cloth. 4. To prevent damage to the electrical contacts, you should wipe the contacts only once. Do not wipe the ink nozzles on the printheads. 5. Re-install the printheads.

troubleshooting printer initialization problems

troubleshooting LCD messages

troubleshooting LCD messages



troubleshooting LCD messages

System Error	Problem description	LCD messaging	Customer Corrective Actions	HP service center actions	EWS Event Log
0110	Electronics module failure	Printer error: please turn printer off and on again	Power cycle the printer else send back for repair	Replace the Electronics module	Printer Error
0112	Electronics module failed during the firmware upgrade or the Electronics module failed during initialization	Printer error: please turn printer off and on again	Power cycle the printer else send back for repair	NA	Printer Error

0210	Carriage failure	Printer error: please turn printer off and on again	Power cycle the printer else send back for repair	Replace carriage assembly	Printer Error
0811	Front panel cannot be detected	Printer error: please turn printer off and on again	Power cycle the printer else send back for repair	Power cycle else reconnect front panel	Printer Error
1110	Trailing cable failure	Printer error: please turn printer off and on again	Power cycle the printer else send back for repair	Replace the carriage assembly else the electronics module	Printer Error
1111	Trailing cable badly connected	Printer error: please turn printer off and on again	Power cycle the printer else send back for repair	Reconnect the trailing cable to the Electronics module else replace the Carriage assembly	Printer Error
2110	Service station failure	Printer error: please turn printer off and on again	Power cycle the printer else send back for repair	Replace the service station assembly	Printer Error
2210	Ink supply station failure	Printer error: please turn printer off and on again	Power cycle the printer else send back for repair	Replace the Ink supply station	Printer Error
4210	Carriage motor failure	Printer error: please turn printer off and on again	Power cycle the printer else send back for repair	Replace the carriage motor assembly	Printer Error
5610	Error during the calibration of the motor encoder system or a problem finding the zero position on the Encoder Disc	Printer error: please turn printer off and on again	Power cycle the printer else send back for repair	Replace the paper axis motor drive assembly or replace the encoder disc	Printer Error

6404	Firmware error (USB port)	Firmware error: press RESUME, or unplug power cable and restart printer again, or upgrade firmware	Power cycle the printer else upgrade firmware	NA	Firmware Error
6504	Firmware error (Communication failure)	Firmware error: press RESUME, or unplug power cable and restart printer again, or upgrade firmware	Power cycle the printer else upgrade firmware	NA	Firmware Error
7103	Firmware error (Out of memory)	Firmware error: press RESUME, or unplug power cable and restart printer again, or upgrade firmware	Unplug power cable and replug, power cycle. Else upgrade firmware.	NA	Firmware Error
7103	Firmware error (Out of memory)	Firmware error: press RESUME, or unplug power cable and restart printer again, or upgrade firmware	Unplug power cable and replug, power cycle. Else upgrade firmware.	NA	Firmware

7204	Firmware error (expected)	Firmware error: press RESUME, or unplug power cable and restart printer again, or upgrade firmware	Unplug power cable and replug, power cycle. Else upgrade firmware. Request for following info: Firmware release, filename and line (as found on the info page)	NA	Firmware Error
7904	Firmware error (unexpected)	Firmware error: press RESUME, or unplug power cable and restart printer again, or upgrade firmware	Unplug power cable and replug, power cycle. Else upgrade firmware. Request for following info: Firmware release, filename and line (as found on the info page)	NA	Firmware Error
8101	Paper axis shutdown - usually a paper jam caused by a blockage of the paper axis system	paper jam: open cover, check trays, rear access panel and clear paper	Power down printer and clear paper jam	Replace the paper axis motor drive assembly	Paper Jam

8310	Sheet feeding failure	Printer error: please turn printer off and on again	Power cycle the printer else send back for repair	Replace out of paper sensor else replace electronics module	Printer Error
8510	Paper axis encoder error	Printer error: please turn printer off and on again	Power cycle the printer else send back for repair	Make sure encoder sensor cable is connected correctly else replace paper axis motor drive or electronics module	Printer Error
8601	Paper axis shutdown - usually a paper jam caused by a blockage of the scan axis system	paper jam: open cover, check trays, rear access panel and clear paper	Power cycle the printer else send back for repair	Power down printer and clear paper jam else try lubricating the slider rod, or replacing the Service station assembly or replace the Carriage motor assembly	Paper Jam

8611	Scan axis shutdown during initialization. Typically, this error occurs when printer detects an incorrect length	paper jam: open cover, check trays, rear access panel and clear paper	Power cycle the printer else send back for repair	Unplug power cable and replug, power cycle. Else check that the paper axis drive motor assembly is correctly installed and that the bushing is correctly locked in place else replace the carriage assembly	Paper Jam
0111	Electronics module is incorrectly positioned	Printer error: please turn printer off and on again	Power cycle the printer else send back for repair	Reseat the electronics module by removing it from the printer and reinstalling it again at the correct position	Printer Error
3510	No cleanout assembly (or Duplexer, if installed) detected while loading media	Printer error: rear access panel or autoduplexer missing	Remove and reinstalled the rear access panel or autoduplexer	Remove and reinstalled the cleanout assembly, else replace duplexer interconnect PCA else replace cleanout assembly	Printer Error

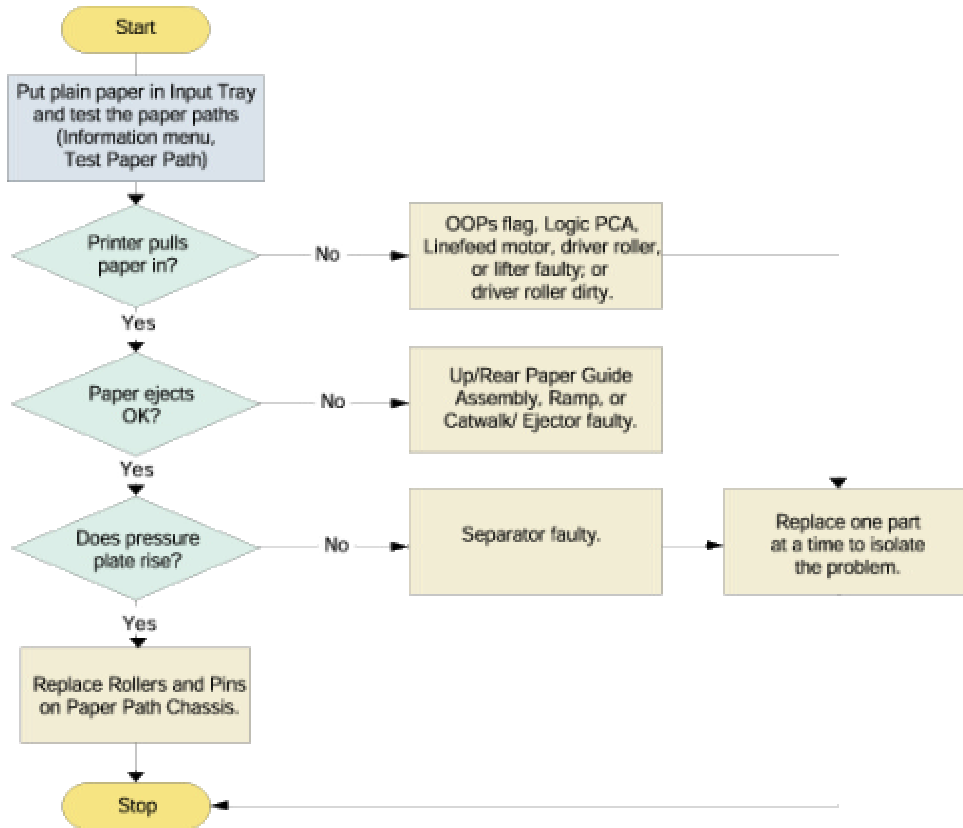
6510	Communication failure	Communication Error: Turn printer off and check connections	Unplug power cable and check cable connections (parallel, USB and Network cables). Power cycle printer.	NA	Communication Error
7114	Out of memory while trying to process firmware upgrade file. Probably this is a firmware bug, because the firmware should free up enough memory to perform upgrade process correctly.	Firmware error: press RESUME, or turn printer off and upgrade firmware.	Power down printer, Hold (Resume + Cancel) + PressRelease (Power). Upgrade firmware	Switch off printer, Hold (Resume + Cancel) + PressRelease (Power). Upgrade firmware	Firmware Error
7412	Firmware bug in the upgrade process	Firmware error: press RESUME, or turn printer off and upgrade firmware.	Download special file in order to update the Bootlog. Request for following info: Firmware release, printer serial number (as found on the info page)	Download special file in order to update the Bootlog. Request for following info: Firmware release, printer serial number (as found on the info page)	Firmware Error

9500	Printhead alignment failure - Printhead alignment cancelled	Printhead alignment failure - Printhead alignment cancelled	Clean the printhead indicated by the printer, else replace faulty printhead.	NA	Printhead Alignment Error
9502	Printhead alignment failure - Printhead alignment cancelled	Printhead alignment error: Clean printhead, or replace faulty printhead	Unplug power cable and replug, power cycle. Perform printhead alignment again. If there are incorrect prints with print defects, replace the faulty printhead of the color where the defect was noticeable.	NA	Printhead Alignment Error
9504	Firmware error (during printhead alignment)	Printhead alignment error: Clean printhead, or replace faulty printhead	Clean the printhead indicated by the printer, else replace faulty printhead.	NA	Printhead Alignment Error

system error codes

troubleshooting print media problems

troubleshooting print media problems



troubleshooting print media problems

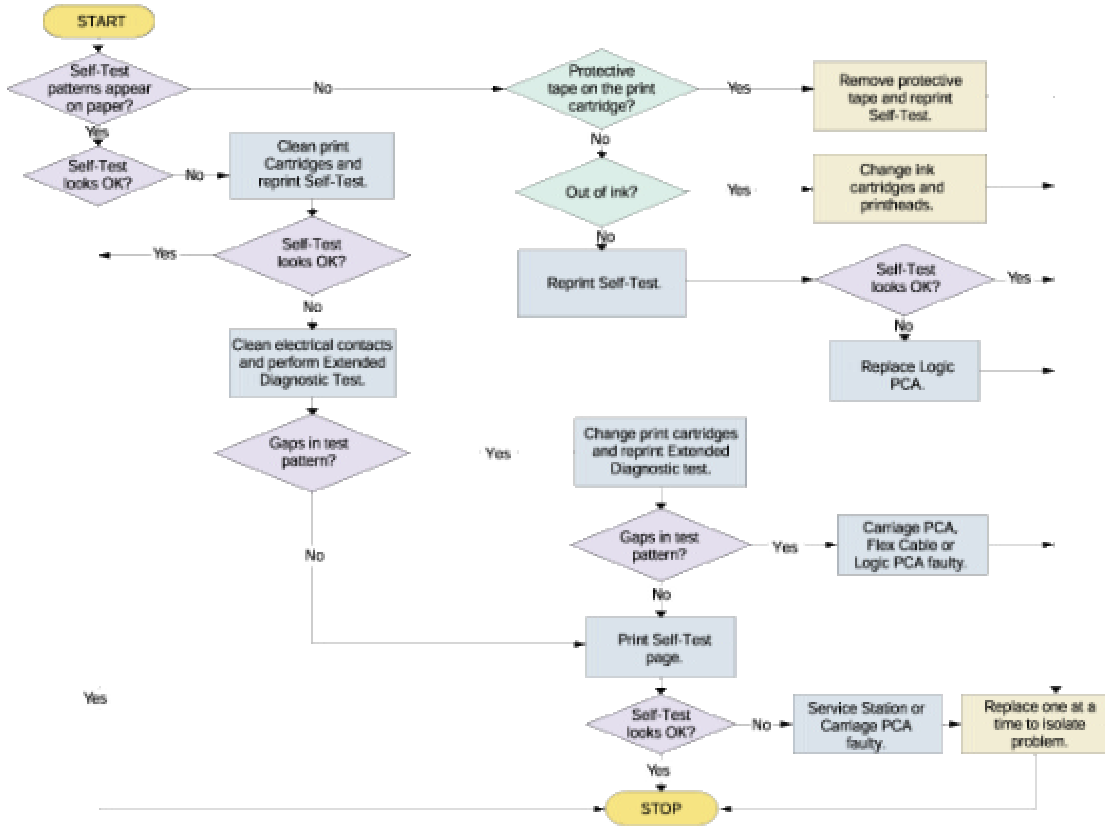
symptom	cause	solution
Special media does not pull in	Cause 1: Media is curled.	Uncurl and flatten media as much as possible by physically curling it in the opposite direction.
	Cause 2: Envelope Feed Width Adjuster is fitted too tight against envelope	Loosen Width Adjuster if necessary.
	Cause 3: Too many envelopes in Envelope Feed	The Envelope Feed only supports one envelope at a time. To print more than one envelope, use Tray 1.
Paper does not pull in	Cause 1: Left Width Adjuster	Check, if Left Width Adjuster is pressed too tightly against paper stack. Loosen it slightly.
	Cause 2: Paper stack height	Reduce paper stack height to level indicate by yellow sticker on right wall of Input Tray.

	Cause 3: Dirt accumulated on pick and drive rollers	Use the cleaning kit to clean the rollers. Replace Drive Shaft/Pivot Assembly if cleaning several times does not help.
	Cause 4: Paper Motor	Listen and look out for motor and roller movement. If no movement, use multimeter to probe contacts. If power is live, replace Paper Motor.
	Cause 5: Paper Motor power supply	Listen and look out for motor and roller movement. If no movement, use multimeter to probe contacts. If power is not live, the Paper Motor Power Supply has failed.
	Cause 6: Electrical contacts	Change Main Harness if necessary.

troubleshooting print media problems

troubleshooting self-test page

troubleshooting the self-test page



troubleshooting self-test page

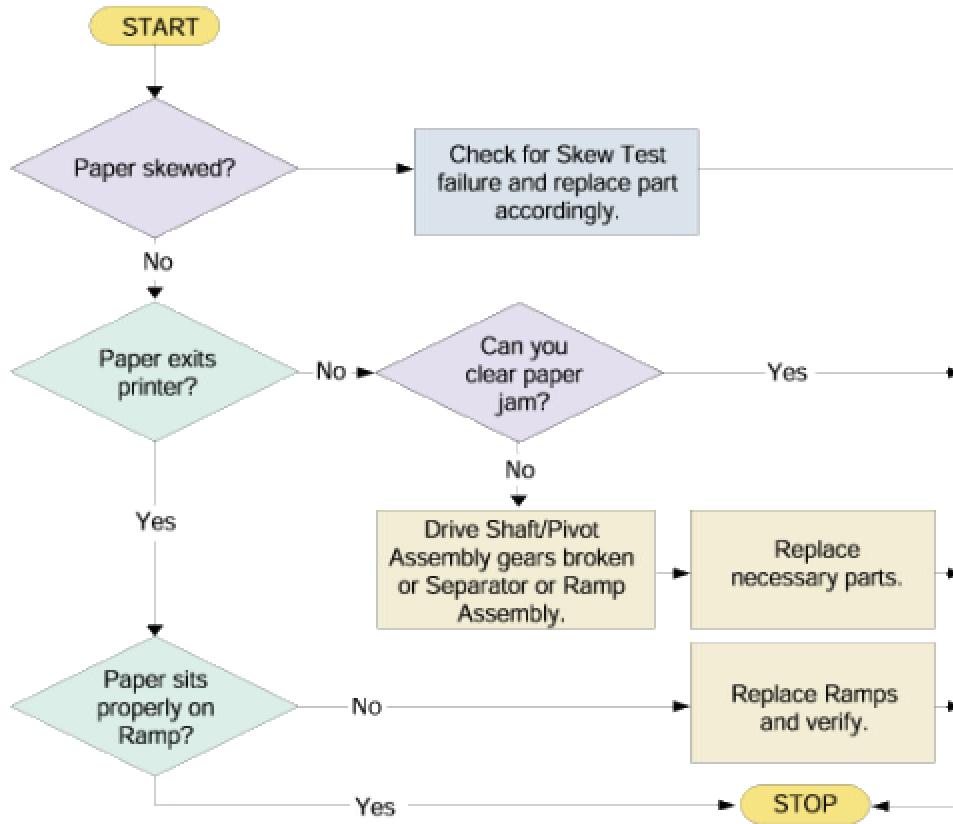
symptom	cause	solution
Self test patterns do not appear on paper	Cause 1: Protective tape on the print cartridge	Each new printhead is packaged with protective plastic tape covering the ink nozzles. Check each printhead and remove tape if necessary.
	Cause 2: Out of ink	If you are printing black text and a blank page prints, your black ink cartridge may be empty. Replace the black ink cartridge.
Self-test patterns do not appear on paper even after removing the protective tape and replacing the print cartridges.		<ol style="list-style-type: none"> 1. If cleaning printheads and changing print cartridges do not help, replace the Logic PCA. 2. Clean electrical contacts and perform Extended Diagnostic Test.

Gaps in test pattern	Cause 1: Ink cartridges out of ink	Change print cartridges and reprint Extended diagnostic test.
	Cause 2: Carriage PCA, Flex cable or Logic PCA faulty	The Carriage PCA or the Flex Cable or the Logic PCA could be faulty. Check each component and replace one at a time to isolate the problem.
Gaps in test pattern even after replacing the Carriage PCA, Flex cable, or Logic PCA	Cause 1: Service Station or Carriage PCA faulty	The Service station or the Carriage PCA could be faulty. Check each component and replace one at a time to isolate the problem.

troubleshooting: self-test page

troubleshooting paper eject problems

troubleshooting paper eject problems



troubleshooting paper eject problems

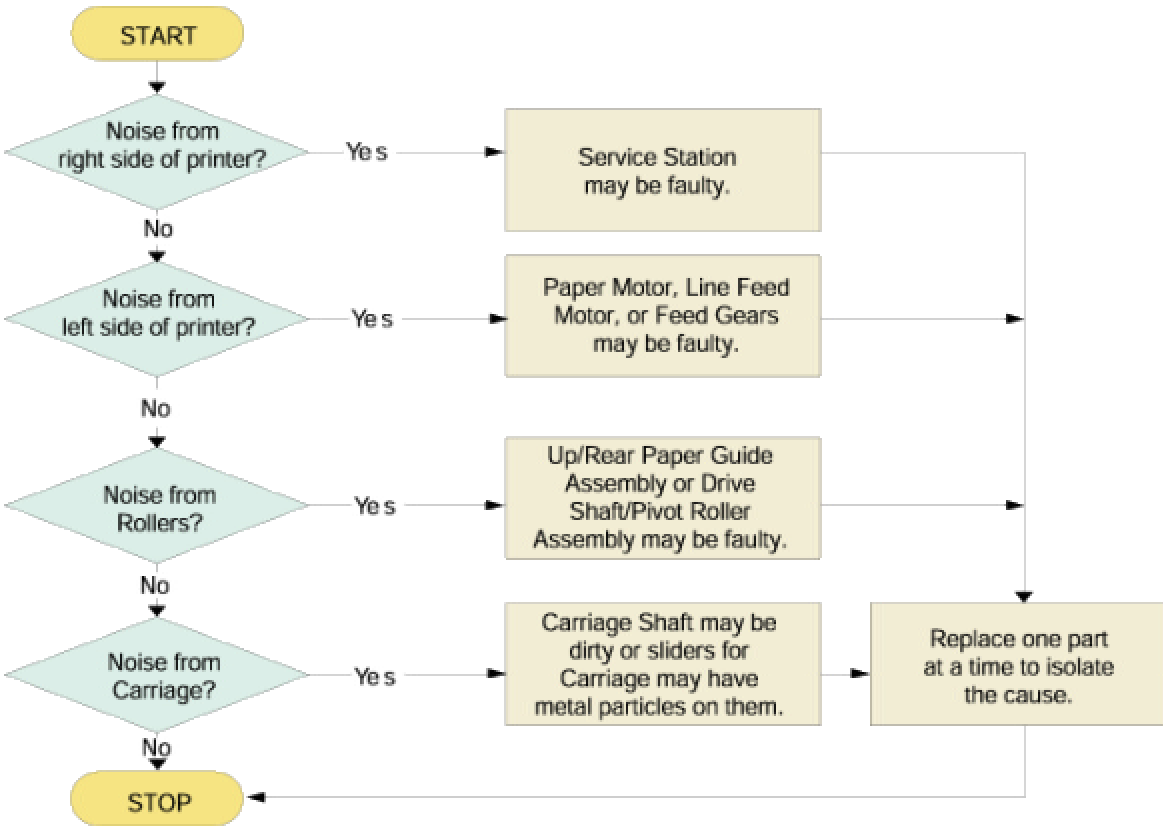
symptom	cause	solution
Skew Test Failure	Cause 1: Paper skew	To check for skew test failure, print a Diagnostic page. Fold the Diagnostic page in half and make sure the skew test symbols in each corner of the page line up correctly. For example, the lines associated with 1=A should fall between the 2 lines 1=C.
	Cause 2: Input Tray not inserted correctly.	Insert the Input Tray correctly.
	Cause 3: Paper stack not fitting	Ensure paper stack fits snugly against the right and front walls.
	Cause 4: Length and Width Adjusters too tight	Ensure length and Width Adjusters fit firmly against the paper stack or envelope.

	Cause 5: Paper stack height is below the indicator	Paper stack height is below yellow indication sticker on right wall of Input Tray.
	Cause 6: Dirt accumulates on Drive Rollers	Drive Rollers are feeding unevenly due to dirt. If so, use the cleaning kit or replace the Drive Shaft/Pivot Assembly if cleaning several times does not help. Glossy media are most prone to paper skew due to curling. To fix this problem: <ol style="list-style-type: none"> 1. Add side wall on Input Tray. 2. Add front bias spring on Width Adjuster. 3. Install additional stopper at corner of page.
Paper does not exit printer	Cause 1: Ramp maybe incorrectly assembled	The ramp maybe incorrectly assembled. Properly reassemble the ramp. Ensure the ramps are installed BEFORE the Pivot.
	Cause 2: Room for exiting paper	Clear the Output Tray to make room for exiting paper.
Paper forms a "U"	Cause 1: Up/Rear Paper Guide Assembly may be faulty	If paper forms a "U" on the Up/Rear Paper Guide Assembly, the assembly may be faulty. Replace the Up/Rear Paper Guide Assembly.

troubleshooting paper eject problems

troubleshooting unusual noises

troubleshooting unusual noises



troubleshooting unusual noises

symptom	cause	solution
Noise from the right side of the printer	Cause 1: Faulty Service Station Assembly	If the right side of the printer is making unusual noises, the Service Station Assembly or one of its parts may be faulty.
Noise from the left side of the printer	Cause 1: Faulty Paper Motor	If the left side of the printer is making unusual noises, the Paper Motor may be faulty.
Noise from the rollers	Cause 1: Drive Shaft/Pivot Assembly or the Up/Rear Paper Guide Assembly could be faulty.	The Drive Shaft/Pivot Assembly and the Up/Rear Paper Guide Assembly have rollers responsible for feeding the paper in to the printer. Replace the faulty components.
Noise from the carriage	Cause 1: Dirt particles on the Carriage Shaft	Check the Carriage Shaft for dirt particles. To check the sliders on the Carriage, you must remove the Carriage.

troubleshooting unusual noises

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C8109-67905