



# welcome to your hp designjet printer

## hp designjet 5500 series

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This guide gives you the information you need to make high-quality prints on a wide range of printing materials.

The information is organized into three main categories:

- [How do I ...](#) describes how to carry out routine procedures such as loading paper or changing an ink cartridge. Many procedures are illustrated with graphic animations.
- [Tell me about ...](#) gives background and reference information about the printer.
- [The problem is ...](#) helps you to solve any problems that may occur while printing.

In addition, there is a comprehensive [index](#) to the whole guide, and a [glossary](#) of technical terms.



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## how do I use rolls?

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## how do I use sheets?

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## how do I download media profiles?

Each supported printing material has its own characteristics; refer to [physical characteristics of printing materials](#). For optimum image quality the printer changes the way it prints onto each different printing material. For example, some may need more ink and some may require a longer drying time. So the printer must be given a description of the requirements of each printing material. This description is called the “media profile”. Existing media profiles for your printer are already installed in the printer's software.

However, you would find it inconvenient to scroll through a list of all HP printing materials, so your printer contains media profiles for only the most commonly used materials. If you buy an HP printing material for which your printer has no media profile, you will find that you cannot select that material in your printer driver, in WebAccess, or in your printer's front panel. In this case, you should use [webaccess](#) to download the correct media profile.



# how do I use non-hp printing materials?

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During the loading process, the front panel will ask you to select the vendor of your printing material. In the Media Selection menu, you can choose HP or Others. If you use UV inks, you can also choose 3M.

### hp or 3M

If you choose HP or 3M, you will be shown a list of printing materials. Whichever you select, a media profile is already available to define to the printer the precise characteristics of the material.

### others

If you choose Others, you are offered a selection of media profiles grouped by families (coated, photo, fine arts, textile, etc.). Choose the family that seems closest to the characteristics of your non-HP printing material.

After choosing a family, you have two different options:

- **Choose profile** to choose a specific media profile from the selected family.
- **Print sample** if you need help to decide which media profile to use. One sample will be printed for each media profile in the family; this takes some minutes, depending on the printing material and the print quality selected in the front panel.

When you have printed the samples, choose the media profile that gives the best results for your printing material. Remember which media profile you chose, so that you can use it again the next time you use the same printing material.

### RGB sample



### CMYK sample



Many of our customers prefer high-grammage printing materials (about 170 g/m<sup>2</sup>), and HP has provided a generic media profile best suited to such materials. Choose Heavyweight Coated, and then HW Coated 2. This profile is designed to give particularly good quality, especially in Production mode.

In some cases it may be possible to select Production mode although the non-HP printing material is not compatible with Production mode. In such cases the printer will print in Productivity mode.

**see also**

[printing materials and print speeds](#)

[how do I use rolls?](#)

[how do I use sheets?](#)





# how do I use the ink cartridges?

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# how do I use the printheads?

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# how do I use the printhead cleaners?

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[how do I remove printhead cleaners?](#)

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When you change a printhead, you should also change the corresponding printhead cleaner. Leaving the old printhead cleaner in the printer will shorten the new printhead's life and possibly damage the printer.



## how do I switch ink systems?

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There are three steps to perform when changing ink systems.

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# how do I print the internal prints?

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## how do I obtain information on the printing material?

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Choose the  icon, then Roll/Sheet Info.

You will see the following information displayed on the front panel:

- The manufacturer's name
- The type of printing material you have selected
- The total width of the roll in millimeters
- The maximum printable area available
- The media profile revision




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## how do I select the ink emulation mode?

The ink emulation mode can be set from WebAccess or from your printer driver.

To set it from the front panel, choose the  icon, then Internal RIP Settings > Ink Emulation.

The selection you have made will be indicated by the  $\surd$  symbol.

Watch the animation below.

For an explanation of the ink emulation mode, see [ink emulation mode](#).



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## how do I change the page size?

This example shows how to adjust the page size.

Make sure the front panel displays the printer setup menu icon. If it does not, press the Top key.

The selection you have made will be indicated by the  $\surd$  symbol.

Watch the animation below.



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## how do I change the print quality?

Your printer has four different print modes that determine the print quality and speed of printing. The four modes are called Max Quality, Productivity, Production, and Max Speed. For more information on these print modes, see [print resolution](#) and [printing materials and print speeds](#).

You can change from one print mode to another:

- using the printer driver from your software application,
- using WebAccess from your Web browser, or
- using the front panel.

If you would like to select Production mode, see [how do I select production mode?](#) for more detailed instructions.

### to change the print quality using the printer driver

Go to the Device Options tab (Windows) or the Printer Specific Options tab (Mac OS). You will see a Print Quality option that allows you to select the Max Quality, Productivity, or Max Speed print modes.

You will also see an Enhanced IQ check box. If you check this box, the effect is to increase the quality but decrease the speed of whichever print mode you have selected. The exact nature of the effect depends on the print mode selected (see [print resolution](#)).

### to change the print quality using webaccess

Choose Submit Job and you will see a Print Quality option. With this you can select the Max Quality, Productivity, Production, or Max Speed print modes.

### to change the print quality using the front panel

Press the Print Quality key repeatedly until the print mode you want is selected. A green light is shown beside the selected print mode. When Production mode is selected, two green lights are shown.

### notes

- The print mode set with the printer driver or with WebAccess overrides the print mode set with the front panel.
- You cannot change the print mode of pages that the printer is already receiving or has already received (even if they have not started to print yet).

how do I change the print quality?



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# how do I select production mode?

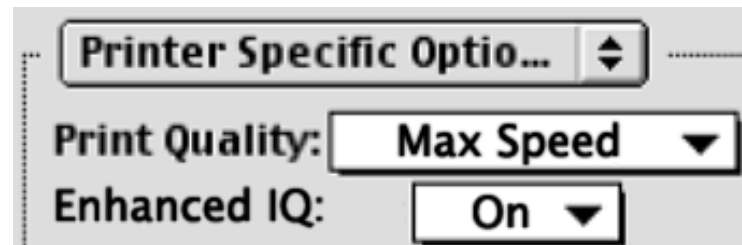
Production mode is a fast print mode that gives acceptable image quality for some purposes. It is available only with dye-based inks and certain specific HP paper types: Coated, Heavyweight Coated, Productivity Gloss, and Productivity Semi-Gloss. When one of these paper types is loaded, the front panel announces that Production mode is available.

If you decide to use a non-HP printing material, we recommend a high-grammage (160 to 170 gm) coated material. See [how do I use non-hp printing materials?](#)

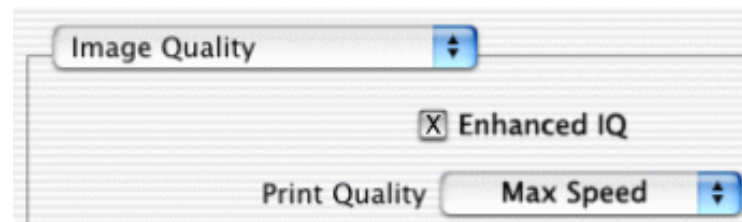
## to select production mode using the printer driver

To select Production mode in the printer driver, you must select the Max Speed mode with the Enhanced IQ option. The exact method of doing this depends on the driver; see the examples below.

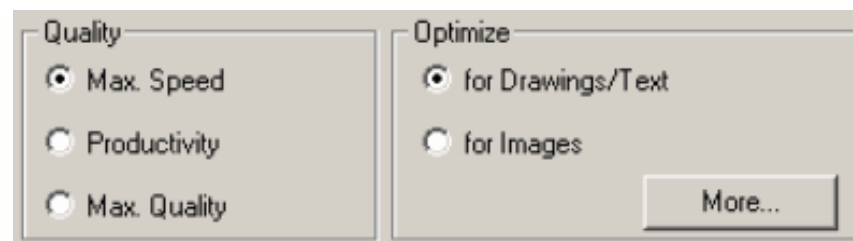
### Mac OS 8 or 9 driver



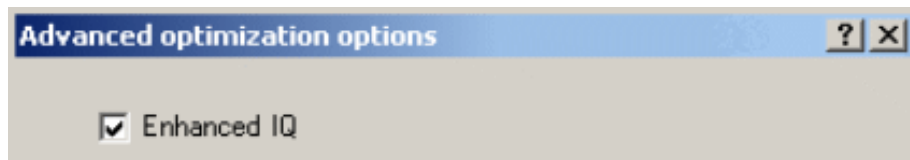
### Mac OS X driver



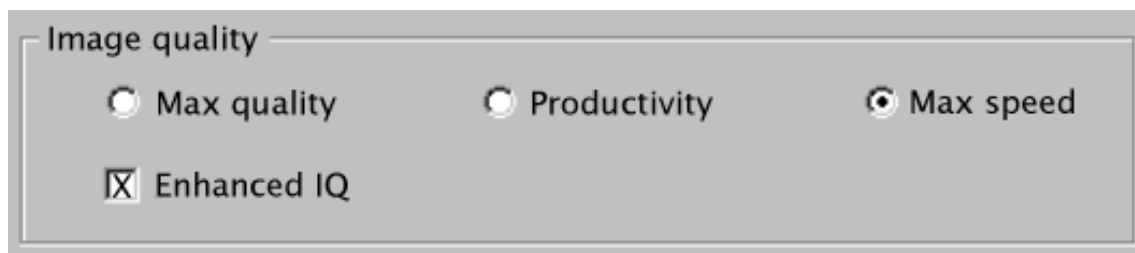
### Windows HP-GL/2 driver



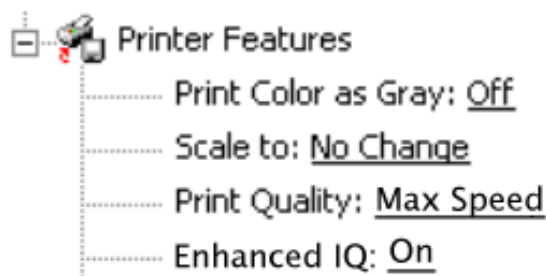
Click the More button above to obtain the Advanced Optimization Options box, below:



### Windows 9x or NT PostScript driver

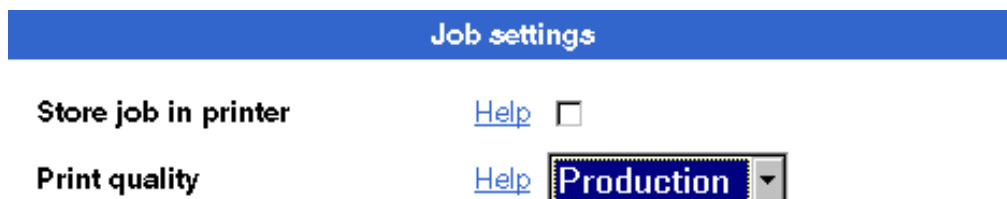


### Windows 2000 or XP PostScript driver



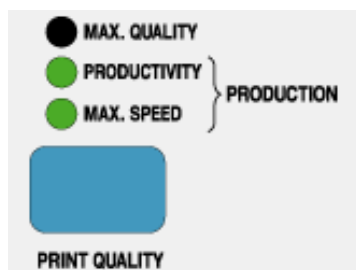
### to select production mode using webaccess

Choose Submit Job and you will see a Print Quality option. Select Production.



### to select production mode using the front panel

Press the Print Quality key repeatedly until you see two green lights, beside Productivity and Max Speed. The two lights indicate that Production mode is selected.



### image quality problems?

If you experience [banding](#) in Production mode, try [banding calibration](#).

### see also

[how do I select the print quality?](#)

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## how do I change the drying time?

You may wish to change the drying time setting to suit special printing conditions. For more details, see [tell me about drying time](#).

Choose the  icon, then Device Setup > Drying Time > Manual.

The selection you have made will be indicated by the ✓ symbol.

This is illustrated by the animation below.



# how do I set page format options?

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# how do I set image options from the front panel?

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# how do I use print management features?

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[canceling a page](#)

[canceling the drying time](#)

[managing the queue](#)

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**Note:** RTL and HP-GL/2 jobs are single pages, but PostScript jobs may consist of more than one page.



## how do I print the front-panel configuration?

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1. Make sure that some printing material is loaded (either a roll or a sheet).
2. Press the Top key on the front panel.
3. Press the ↑ and ↓ keys at the same time.

The animation below illustrates this procedure.




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# how do I change the graphics language setting?

Unless you are troubleshooting any of the problems listed under Comments in the table below, you should not need to change the default setting.

To change the graphics language setting, choose the  icon, then Device Setup > Lang, where the following options are available:

Language	Comments
Automatic	Choose Automatic to let the printer determine which type of file it is receiving. This setting works for most software applications.
HP-GL/2	Choose this setting if you are not working with PostScript files, and you have experienced image position problems or timing problems.
PostScript	Choose PostScript if you are printing only PostScript files and your PostScript jobs do not include PJI language switching commands.
TIFF, JPEG, PDF, CALS G4	Choose these options only if you are sending a file of the appropriate type directly to the printer without going through a printer driver. This is normally done only from WebAccess, in which case the language setting is done by WebAccess and you do not have to do it yourself.



## how do I change the language of the front panel?

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To change the language of the front-panel menus and messages, follow this procedure:

1. If your printer is switched on, switch it off using the switch at the rear of the printer.
2. Switch on the printer using the switch at the rear.
3. Hold down the ENTER key on the front panel until the printer makes an audible beep.
4. As soon as you hear the sound, release the ENTER key.
5. You should see a menu of alternative languages. Highlight the language you want using the ↑ and ↓ keys, and select it by pressing the ENTER key.

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## how do I perform accuracy calibration?

Your printer was calibrated at the factory to ensure that it operates with the greatest accuracy in normal environmental conditions. If you are operating under significantly different conditions, you should recalibrate the printer as explained here. You may also need to recalibrate the printer if you are using non-HP printing materials or if you are experiencing image quality problems for some other reason. Before recalibrating the printer, you should always use the [image quality print](#) to verify that you do actually have image quality problems caused by media advance problems.

**Note:** the accuracy calibration applies only to the media type currently selected in the front panel. Other media types will keep their original media advance settings.

See also [environmental specifications](#).

To perform accuracy calibration, watch the animation below.

### to restore the original calibration

If you notice after calibration that your image quality is worse than before, you can return to the original settings: choose Utilities > Calibrations > Accuracy > Restore Factory.



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## how do I perform banding calibration?

Banding calibration is intended to eliminate the problem of [banding](#), by optimizing the media advance settings to suit the printing material, and the environmental conditions such as humidity and temperature.

It is available only for paper types with short drying times: all HP coated papers, plus HP Bright White Inkjet Paper, HP Productivity Photo Gloss, and HP Productivity Photo Semi-Gloss.

Banding calibration is most likely to be useful in the faster print modes (Max Speed and Production).

To perform banding calibration:

1. At the printer's front panel, choose the  icon, then Utilities > Calibrations > Banding > Recalibrate. The printer will print the calibration print nine times using nine different media advance settings, in the print mode currently selected in the front panel. This takes about seven minutes, depending on the print mode and the printing material.
2. When prompted to select a print in the front panel, choose the print that shows the best image quality, in your opinion; or select Cancel to cancel the calibration.

You have now completed banding calibration for the selected printing material. Whenever you use the same printing material in future, the media advance settings that you chose will be used.

You can, if you like, repeat the process for another printing material.

If you decide after calibration that your image quality is worse than before, you can return to the original settings: choose Utilities > Calibrations > Banding > Restore Factory.




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# how do I calibrate color output?

Color calibration improves color consistency between prints, and from one printer to another. The printer calibrates the color by printing a “calibration strip” and then scanning the strip with a built-in optical sensor. The printer will then calculate the color correction required, which is then applied to all the subsequent prints.

Color calibration can be performed automatically or manually. To turn the automatic calibration on or off, choose the  icon, then Internal RIP Settings > Color Calibration.

On	An automatic calibration is performed whenever the current set of printheads and the current printing material have not previously been calibrated together.
Off	The printer uses a default color correction, different for each printing material and print quality setting.


A color calibration can be started manually at any time: choose the , then Utilities > Calibrations > Color Calibration.




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## how do I align the printheads?

The printer will normally perform an alignment automatically whenever any printhead is replaced. However, you can turn off this automatic alignment by choosing the  icon, then Internal RIP Settings > Align Calibration > Off.

You can also request a printhead alignment from the front panel at any time by choosing the  icon, then Utilities > Calibrations > Printhead Alignment. In this case the printer will align the printheads immediately; or, if an image is being printed, as soon as the current print job is finished. The alignment procedure requires a minimum paper size of A1/D-size (24 inches).

You can use this feature if the [image quality print](#) indicates an alignment error.

When the front panel displays Ready, you are ready to print.

Make sure the printer window and the right door are closed after you replace the HP supplies. The printer will not print while these are open.

Watch the animation below.

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## how do I start webaccess?

Start your Web browser and give the address of your printer, as follows:

`http://address/`

where *address* is the IP address of the printer. You can find out the IP address of the printer from the front panel, as follows:

1. Choose the  icon, then IO Setup > Card ID.
2. Under Card ID, find the line starting with IP=. The remainder of that line is the IP address of the printer.

As an alternative to the IP address, you may give the DNS name of the printer. However, you will not be able to find the DNS name in the front panel; ask your network administrator if you would like to use it.

### **see also**

[tell me about webaccess](#)



# how do I maintain my printer?

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## how do I upgrade my printer's firmware?

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Firmware, also known as system software, is the software that runs the functions of your printer.

### **firmware downloading**

From time to time there will be firmware upgrades available from Hewlett-Packard. These upgrades increase your printer's functionality and enhance the features that your printer already possesses. Firmware can be downloaded from the Internet and installed into your printer using the [WebAccess](#) maintenance menu.



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# loading roll guidelines

There are three steps to loading rolls into the printer.

1. Load the roll onto the spindle and install the loaded spindle into the printer.
2. Insert the printing material into the printer and set the media type in the front panel.
3. Attach the printing material to the take-up reel (if you have one).

When loading rolls there is information available from:

- The Pocket Guide installed at the back of the printer.
- The labels located on the printer and on the spindles.
- The front panel which will guide you through all the procedures step-by-step.

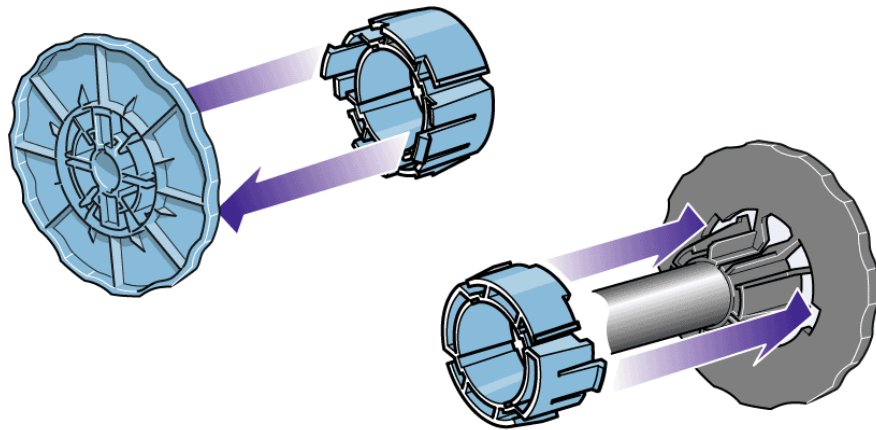
## into the printer

In the initial stages of loading a roll you may want to open the window, but this is optional. If you are an experienced user for example, you can leave the window closed, thus saving time.

Always start the procedure through the front panel.

When loading a roll into the printer check:

- The roll is wound onto the spindle tightly.
- Ensure the spindle is loaded correctly, with the spindle guides installed firmly onto the spindle.
- If you are using a three-inch cardboard core, make sure the core adaptors supplied with the printer have been installed. See below.



## the spindles

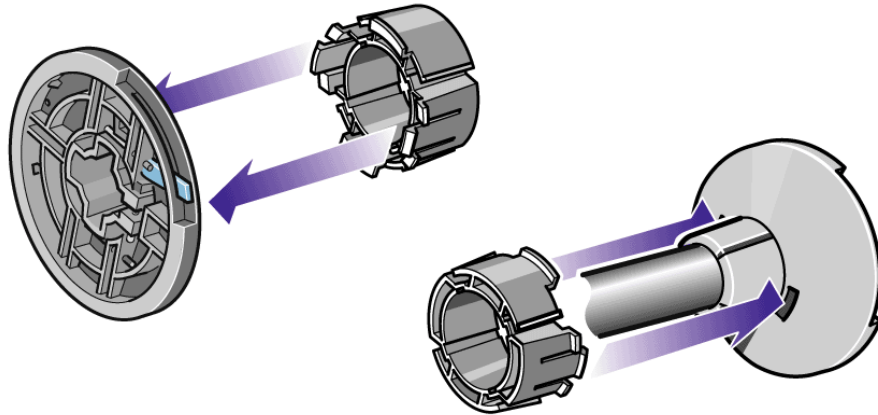
If you are a regular user of different types of printing material, you can change printing materials quicker if you have more than one spindle loaded. As follows:

- Pre-load the different types of printing materials onto the spindles.
- Remove and replace the spindle with the new type of printing material.
- Extra spindles are available from HP; see [ordering other accessories](#).

## the take-up reel

When attaching rolls to the take-up reel:

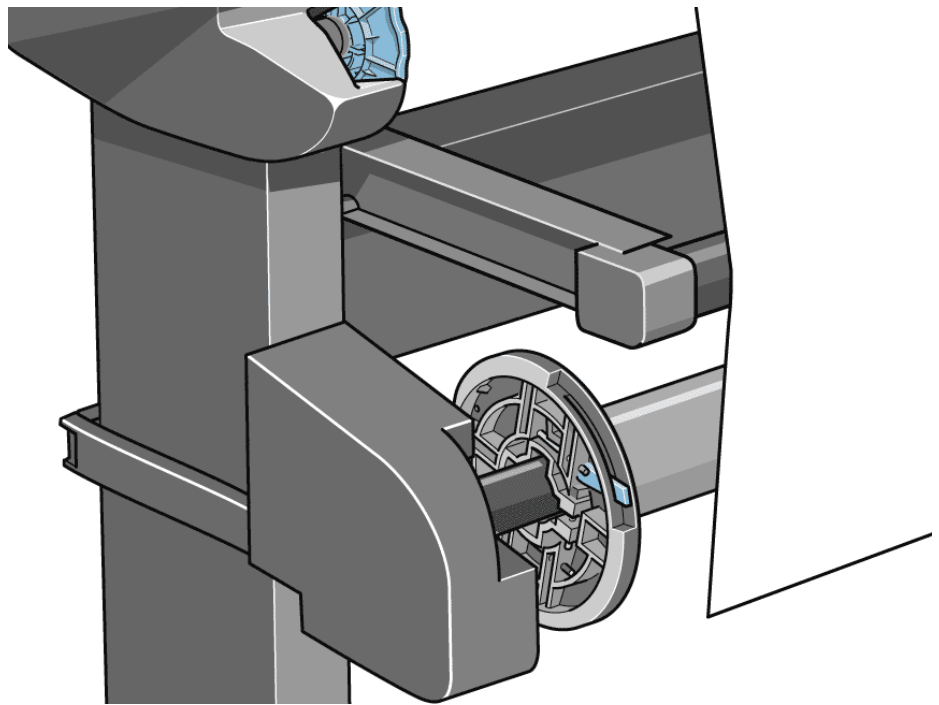
- Check the leading edge as it unwinds from the spool. If it is not evenly cut or if it is skewed, trim the printing material as shown in the animation.
- Check the printing material is straight when it is attached to the take-up reel, otherwise it will skew as it is wound onto the core.
- The core tube on the take-up reel must be the same width as the printing material you are using.
- Make sure the take-up core is pushed firmly into both spindle guides.
- If you need to feed more printing material from the printer and the Move Media screen is no longer displayed, go to the Media menu and press Enter. Then select Move Media.
- If you are using a three-inch cardboard core, make sure the core adaptors supplied with the printer have been installed.




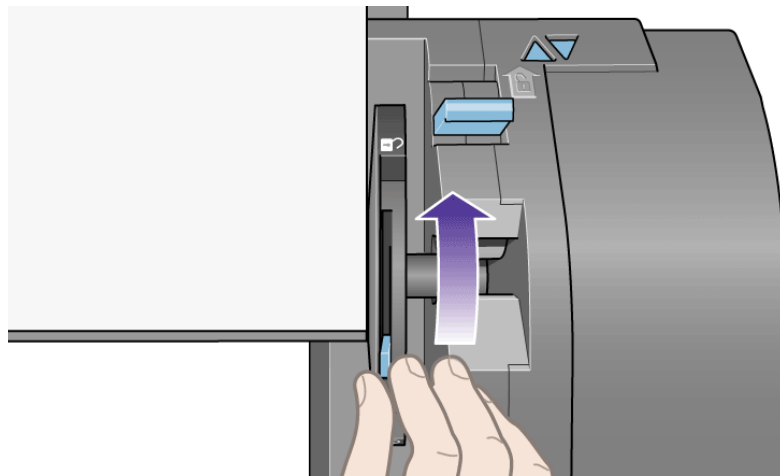
1. Use the ↓ key to move the leading edge of the printing material down until it is level with the centre of the core tube.



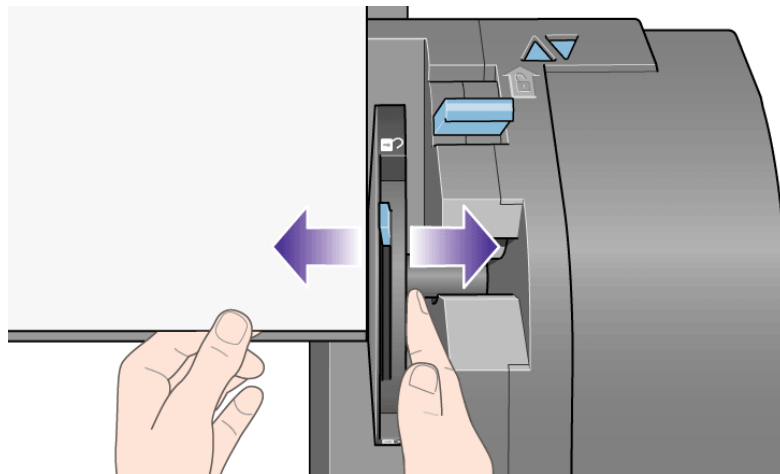
2. Make sure the printing material passes in front of the deflector, as shown below.




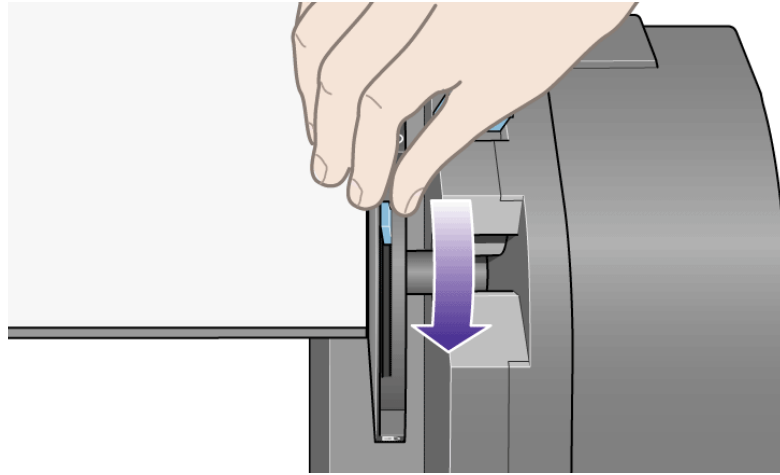
3. Move the adjustment levers on the left and right spindle guides to the unlocked  position.



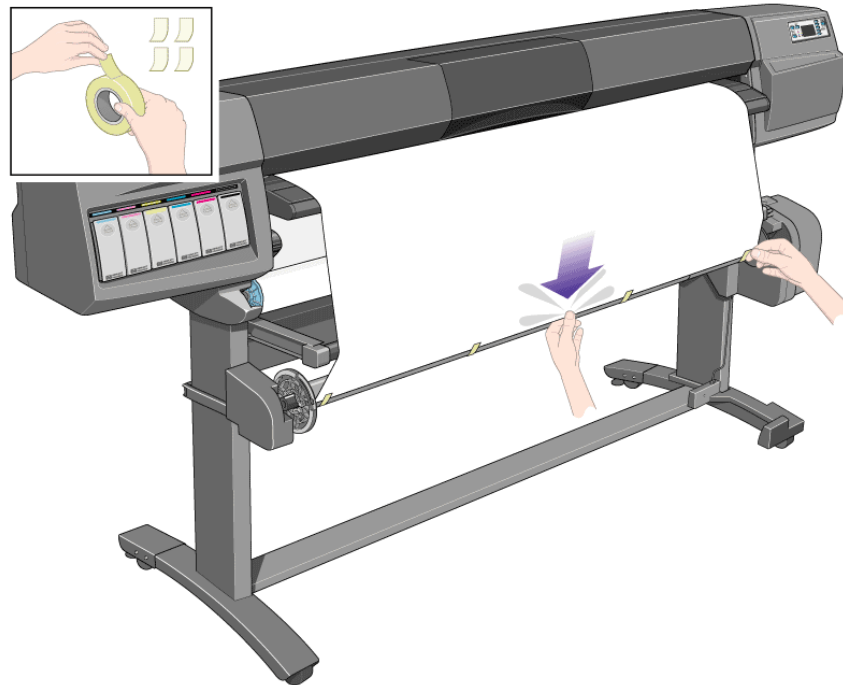
4. The two spindle guides and core must be positioned on the take-up reel spindle so that the printing material is in the center, between the spindle guides. Adjust the position of the core as shown below.



5. When you have adjusted the position of the core, pull the adjustment levers on both spindle guides to the locked  position.

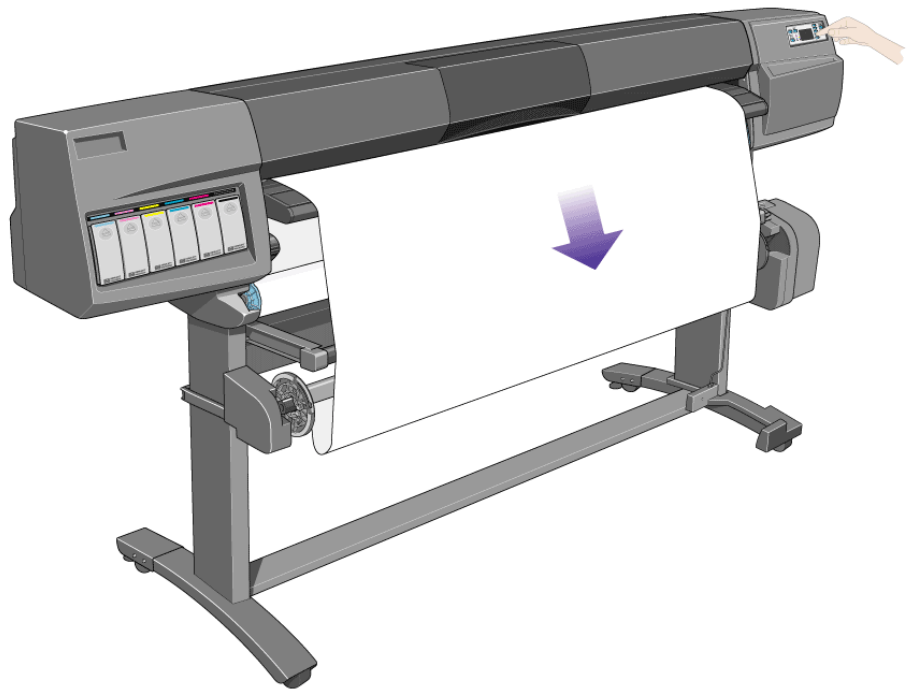


6. Pull the printing material taut to the position shown below. Do not attempt to pull more printing material out of the printer; if you need more material, use the front panel. Use tape to secure the printing material to the core tube.

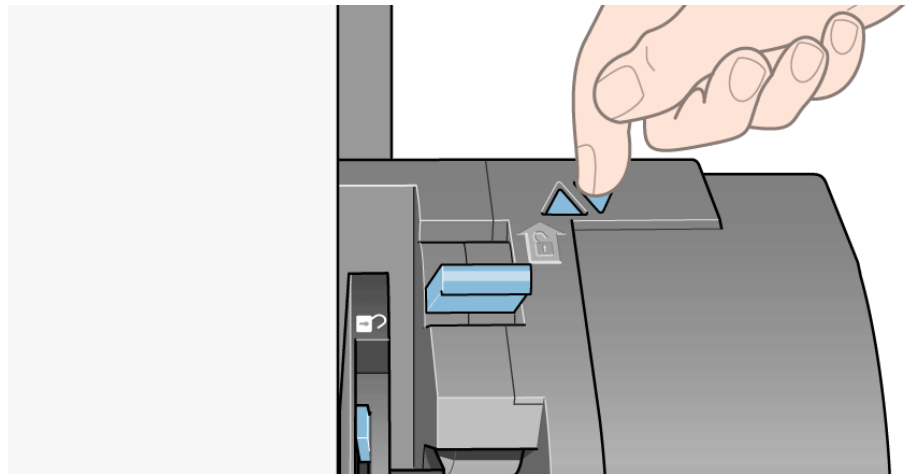


7. To avoid the printing material skewing as it is wound onto the core tube, ensure it is straight when it is attached.
8. Press the ↓ key on the front panel to advance the printing material. Enough should be advanced so that the printing material can wrap at least once around the core as shown below.



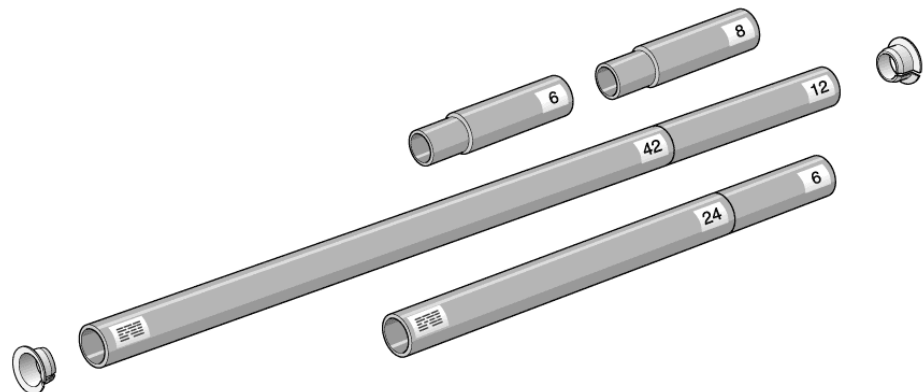


9. **Important:** Press the media wind button on the take-up reel panel indicated below to wind the printing material once around the core.

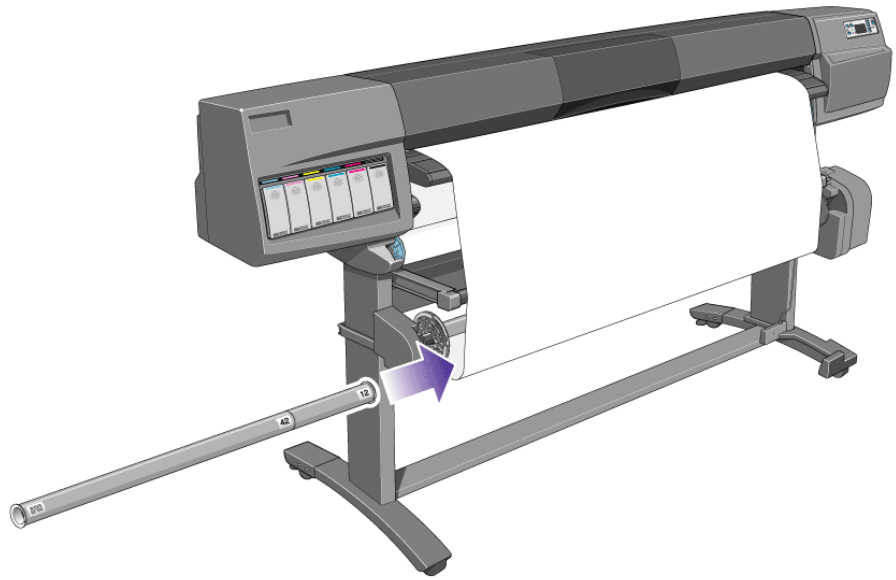


10. Press the ↓ button on the front panel again to advance some more printing material: enough to enable you to insert the media weight.

It is important that the media weight is the same width as the printing material you are using. By matching color coded lengths of plastic tube, you can make a media weight for different widths of standard paper sizes.



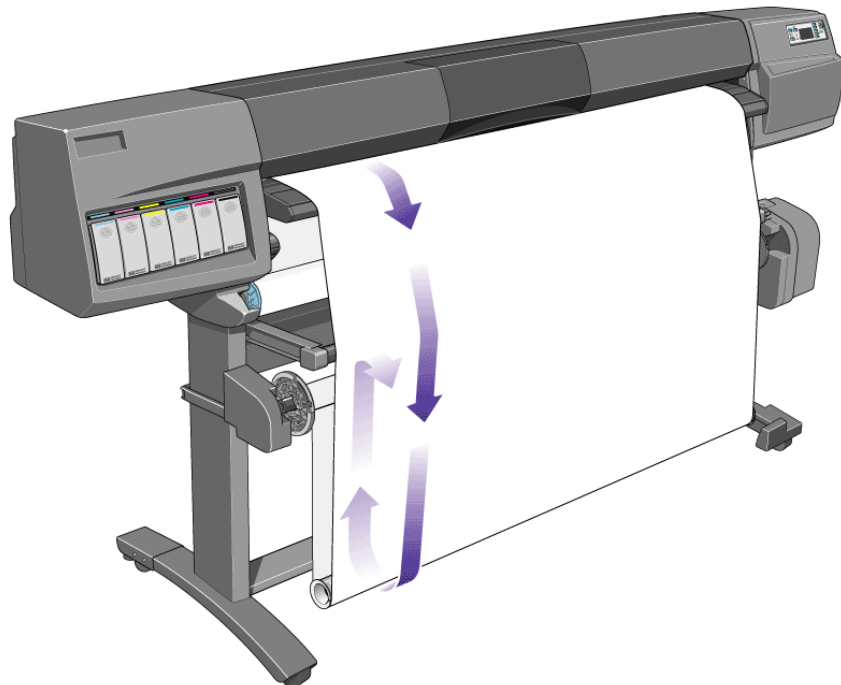
11. Carefully insert the media weight. Ensure that the end caps are installed and extend over the edges of the printing material.
12. It is important that the media weight is inserted. The take-up reel will not function properly without it.



13. Press Enter on the printer's front panel, which will then display the Ready message.

When the take-up reel is in operation it is important to ensure that the take-up reel sensor is not blocked.

14. Shown below is how the printer will look when it is in operation. As printing material is fed from the printer it drops down in a loop and up into the take-up reel spindle.







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# loading rolls onto the spindle

This procedure shows you how to load rolls onto the spindle and into the printer's spindle hubs.

Make sure the printer wheels are locked (the brake lever is pressed down) to prevent the printer from moving.

If the roll is very wide, rest the spindle horizontally on a table and load the roll on the table.

When adjusting the spindle guides, move them as close to the roll as you can, without applying excessive force.

The printing material should hang down from the roll exactly as shown.

Watch the animation below.



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# trimming the printing material

The knife used to trim the printing material is sharp. Keep fingers clear of the cutting path. Keep the knife away from children.

You can also trim the printing material automatically when you have loaded it. Go to the Media Setup menu/Form Feed & Cut.

Watch the animation below.

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## loading rolls into the printer

This procedure shows you how to load a roll into the printer. It includes references to the take-up reel. Front-panel messages that are applicable only if you have a take-up reel installed are highlighted in green.

If your printer is the HP Designjet 42 inch/1.07 m, the take-up reel is an optional accessory. See [ordering other accessories](#).

To start this procedure you need to have a roll loaded on the printer spindle. See [loading rolls onto the spindle](#).

When adjusting the spindle guides, move them as close to the roll as you can, without applying excessive force.

The animation shows the Media Length Tracking function turned On.

Watch the animation below.



## unloading rolls from the take-up reel

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Ensure that the ink is dry.

Watch the animation below.



## changing the core tube

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Watch the animation below.





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# unloading rolls

If you have a take-up reel, you must unload the roll from the take-up reel before performing this procedure. See [unloading rolls from the take-up reel](#).

If media length tracking is switched On, the printer will first print the remaining printing material onto the roll before the printer unloads.

Watch the animation below.




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# media length tracking

Media length tracking is a function that enables the printer to keep track of how much printing material remains on the roll.

The remaining length is displayed on the front panel and printed on the end of the roll whenever you unload the roll.

To turn on media length tracking, choose the  icon, then Utilities > Track Media Length > Yes.

Watch the animation below.



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## how do I load sheets?

The minimum size you can load is a A2/C size sheet in portrait orientation. To help a sheet of this size to load correctly, make sure its leading edge is as close as possible to the pinch wheels during loading.

Watch the animation below.

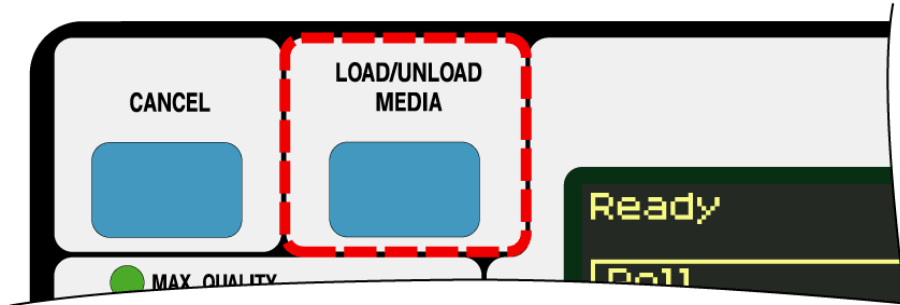


## how do I unload sheets?

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To unload a single sheet from the printer, press the Load/Unload Media key located on the front panel.



Watch the animation below.




## how do I obtain ink cartridge statistics?

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The information supplied is:

- The manufacturers of the ink cartridge (HP No. 81 or HP No. 83 is recommended).
- The percentage of ink remaining.
- Original capacity of the ink cartridge in milliliters.
- Re-order part number of the ink cartridge.
- The month and year that the ink cartridge was manufactured.

To obtain ink cartridge statistics, choose the  icon, then the name of the cartridge.

Watch the animation below.



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## how do I remove ink cartridges?

Remove an ink cartridge only if you are replacing it, and always use the front panel menu to replace the cartridge as shown.

There are two reasons for ink cartridge removal:

- The ink cartridge is very low and you want to replace the ink cartridge with a full one for unattended printing, with the view to replacing it again and using until empty.
- The ink cartridge is empty and the front panel tells you to replace the ink cartridge.

Watch the animation below.

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## how do I install ink cartridges?

Each ink cartridge slot has a colored label above it. This should match the colored label on the new ink cartridge.

The ink cartridge is designed to prevent you from inserting the wrong ink type or into the wrong color slot. If you have difficulty inserting the ink cartridge, do not attempt to force it. Check again that the color of the ink cartridge matches the color of the ink cartridge slot, also that the colored marker is at the top of the ink cartridge.

Avoid storing partially used ink cartridges on their ends.

If the front panel displays an error message, see [ink cartridge error messages](#).

### **to install ink cartridges...**

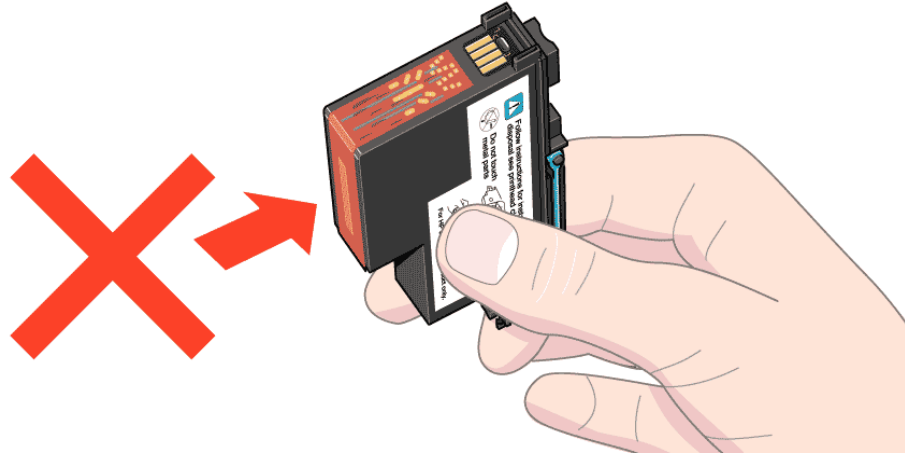
Click on this icon to run the animation sequence.

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## printhead precautions

Do not touch, wipe or attempt to clean the printhead nozzles. This can damage the printhead.



Handle the ink supplies with care, in particular the printhead, which is a high-precision device.

- Do not touch the printhead nozzles.
- Do not put the printhead down on the nozzles.
- Do not be rough when handling the printheads. Always set them down gently.
- Do not drop the printheads.






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## how do I obtain printhead statistics?

The information supplied is:

- The manufacturer and model of the ink cartridge (HP No. 81 or HP No. 83 is recommended).
- The printhead status.
- The printhead warranty status.
- The re-order part number.
- The amount of time the printhead has been in the printer and powered on.
- The amount of ink consumed.

To obtain printhead statistics, choose the  icon, then Printhead Info, then the name of the printhead.

Watch the animation below.



## how do I remove printheads?

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Printhead replacement must be performed with the printer switched on at the Power Isolation Switch which is located at the rear of the printer.

Watch the animation below.

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## how do I install printheads?

The printhead is designed to prevent you from accidentally inserting it into the wrong position. Check that the colored label on the printhead matches the colored label of the carriage assembly position that the printhead is to be inserted in. Do not confuse the light cyan printhead with the dark cyan position in the carriage.

- Before you install a printhead, it is recommended that you clean the carriage assembly. See [carriage interconnect wiper](#).
- If the front panel displays an error message, see [printhead error messages](#).

To install a printhead, watch the animation below.

After you install a printhead, the printer will automatically perform the alignment procedure.



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## how do I perform printhead recovery?

Recovering the printhead(s) means that the printer automatically cleans and tests the printhead(s).

If you are not sure which printhead to recover, select All Printheads.

To see how to perform printhead recovery, watch the animation below.

If a printhead requires repeated recoveries, it is probably out of warranty and nearing the end of its life. If you go to the front panel and choose the  icon, then Printhead Info, you can see whether your printhead is in warranty or out of warranty, and you can also see how much ink it has consumed.



## how do I remove printhead cleaners?

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Watch the animation below.

When removing the printhead cleaners:

- Be careful not to get ink on your hands. There may be ink on, around and inside the replaced printhead cleaner.
- Do not lay the replaced printhead cleaner on its side or turn it upside down, as ink may leak out.
- Always handle and store the replaced printhead cleaner upright to avoid spilling any ink.

When replacing a printhead always replace the corresponding printhead cleaner. Leaving the old printhead cleaner in the printer will seriously shorten the new printhead's life and possibly damage the printer.



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## how do I install printhead cleaners?

The printer needs all the ink cartridges, printheads and printhead cleaners installed before it can continue.

Watch the animation below.

If the front panel displays an error message, see [printhead cleaner error messages](#).

After you replace a printhead and printhead cleaner, the printer will:

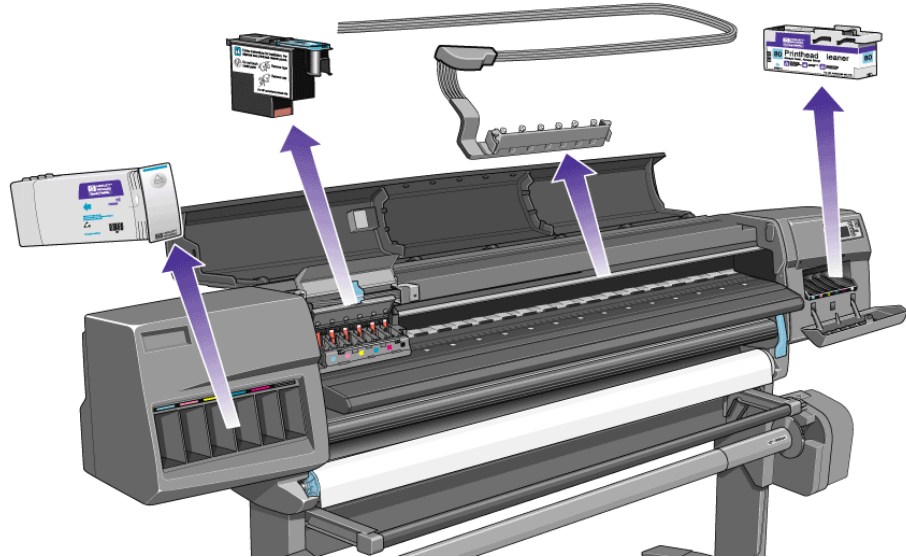
- Perform tests on the printhead nozzles to ensure correct operation.
- Align the printheads.



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## how do I remove the ink system?



To remove the ink system, first remove the ink supplies: the printheads, printhead cleaners, and ink cartridges. Watch the animation below.

Then remove the ink tubes. Watch the animation below.

how do I remove the ink system?

---

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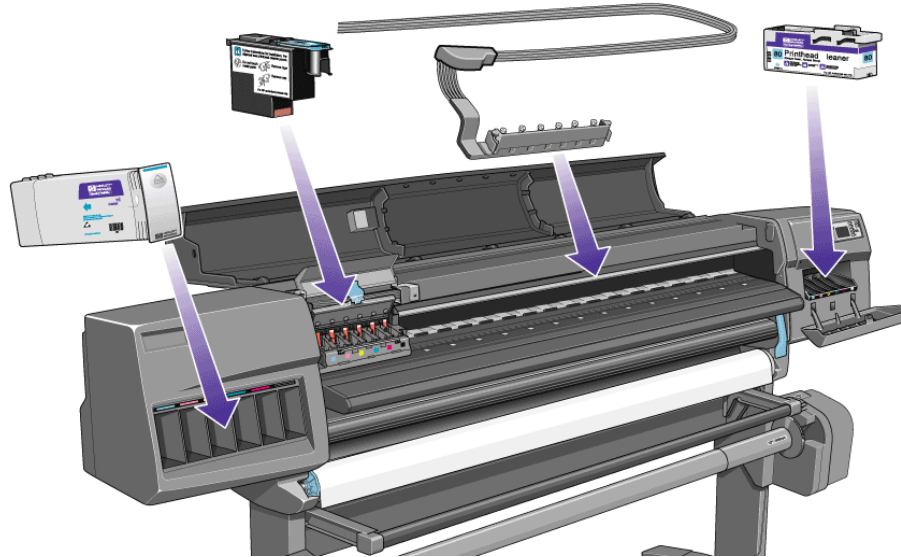




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## how do I install the ink system?



To install the ink system, first install the ink tubes. Watch the animation below.

Then install the ink supplies: the printheads, printhead cleaners, and ink cartridges. Watch the animation below.

how do I install the ink system?

---

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## how do I store the ink supplies and ink tubes?

Whenever you change the ink system you must store the ink tubes and ink supplies you have removed from the printer in their respective storage containers. The ink cartridges do not have a specific storage container, so they should be stored in accordance with instructions given on their packaging.

The following animation shows how to store the HP No. 81 or 83 ink supplies.

The following animation shows how to store the HP No. 81 or 83 ink tubes.

how do I store the ink supplies and ink tubes?

---

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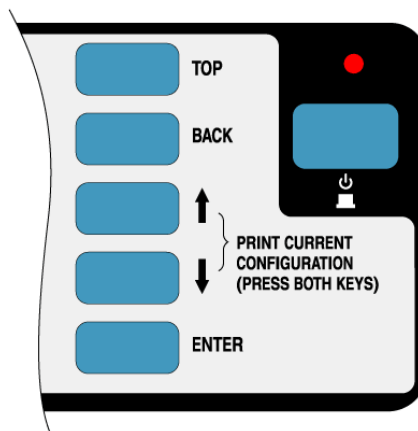
# configuration print

The Configuration Print shows all the current front panel settings. To request a Configuration Print from the front panel:

1. Make sure that printing material is loaded, either roll or sheet.
2. Press the TOP button to select the main menu on the front panel.
3. Make sure that the front panel displays the Ready message.



4. The printer will display the Receiving message shortly. It may take a few moments.
5. Press the ↑ and ↓ keys on the front panel simultaneously to print the Configuration Print.



6. The front panel displays the message Receiving while the file is being processed, and then Printing as the printer starts printing.

See also the animation below.






## menu print

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You can print out the complete menu structure available in the front panel by choosing the  icon and then Demos > Menu.

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## printer usage information

The Printer Usage Information includes the total number of prints, number of prints by type of printing material, number of prints by print mode, and total amount of ink used per color. The counts in this report are estimates.

To print the report, choose the  icon, then Utilities > Usage > Print Usage.

Alternatively, you can select View Usage to see a shortened form of the report in the front panel.






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# using the image quality print

The Image Quality Print helps you to determine whether you have image quality problems, and if you do, what is the cause of the problem and how to resolve it. The print contains patterns that are designed to highlight any image quality problems.

## printhead status check


Before printing and analyzing the Image Quality Print, it is recommended that you use the front panel to check the status of each printhead. Select the  icon, then Printhead Info, then the printhead color, and the front panel will display the printhead status.

- If the printhead needs replacing, see [how do I remove printheads?](#)
- If the printhead needs recovering, see [how do I perform printhead recovery?](#)

A printhead that needs recovering is probably out of warranty and approaching the end of its life. You do not need to replace it immediately, but you should at least make sure that you have a replacement printhead ready. See [ordering ink supplies](#).

## how to print the image quality print

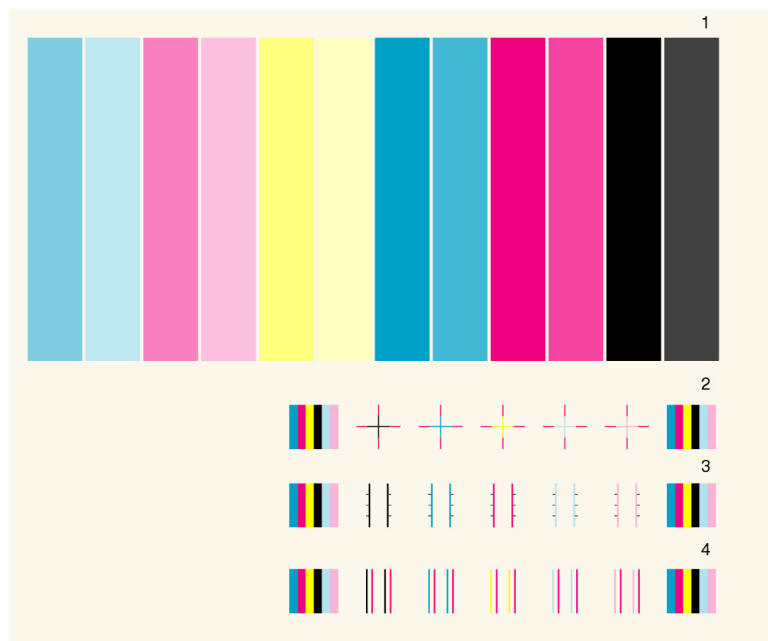
Before you print the Image Quality Print you must ensure that you have A2- or C-sized printing material (or larger) loaded into the printer.

To print the Image Quality Print, use the front panel. Choose the  icon, then Utilities > Test Prints > Image Quality Print > Page1, Page2, Page3, Page4 and press the **Enter** key.

## how to use the image quality print

1. Use the same media type and image quality setting as you were using when you discovered the image quality problem.
2. Study each of the test patterns in the order that they are shown; that is, 1 through 4.

The Image Quality Print should look like this:



## analyzing the image quality print

### test pattern 1: primary colors

The purpose of this particular part of the Image Quality Print is to test the overall quality of the document with regard to dense colors.

The colored stripes are in the same order as they appear on the printer as if you are facing it, that is, from light cyan on the left to black on the right.

Each pair of colors is printed by only one printhead. So it's easy to find the root cause of the image quality problem.

This array of colored stripes is designed to check for certain defects with the printer. It should not be used to check for color consistency or accuracy.



If your printer is functioning correctly, this part of the print will have no problems. There is no banding in any of the colors.

However, if you do see problems with this print and the image quality is not acceptable, you will need to perform some corrective action.

### **Banding**

Banding occurs when you see repetitive horizontal bands within the printed image. They can appear as light or dark bands.

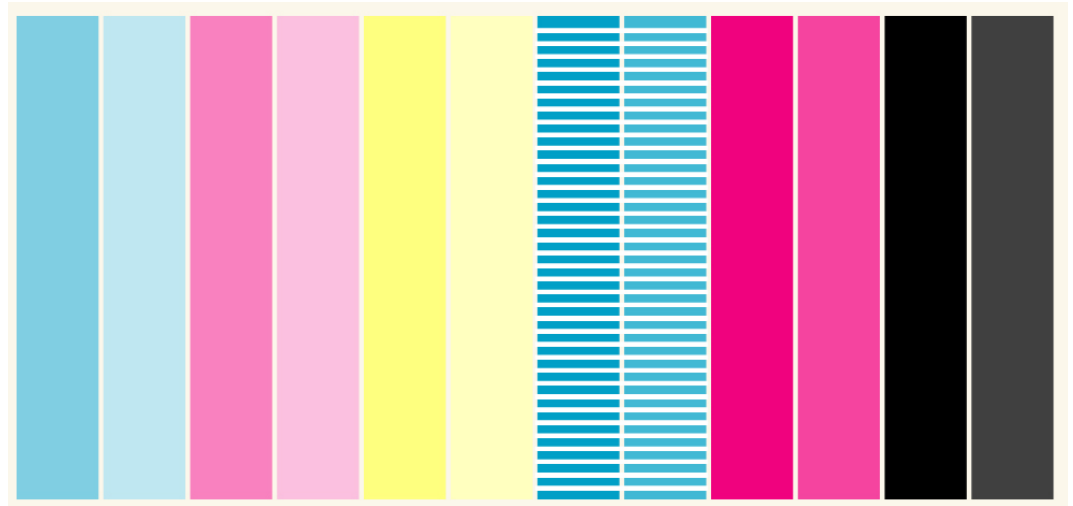
Banding is caused by problems with:

- the printheads
- media advance

### **Problems with the printheads**

Banding caused by problems with the printheads will be apparent in the Image Quality Print because the banding does not appear in all colors. In this case, the colored strip that has banding was caused by the printhead of the same color. The colored stripes are in the same order as they appear on the printer as if you are facing it; that is, from light cyan on the left to black on the right.

For example, the Image Quality Print shown below was printed with a printer that has a cyan printhead problem.



### **corrective action**

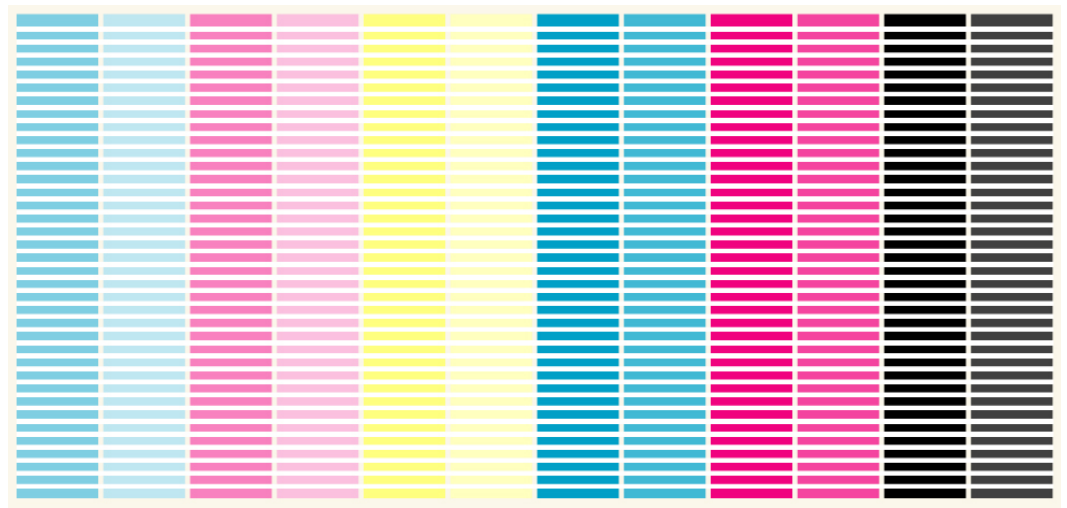
1. Perform [printhead recovery](#) if you have not already done so.
2. If there is no improvement in print quality, replace the printhead that causes the problem.

### **problems with media advance**

If the printer has media advance problems you will see banding in *all* the colors.

For example, the Image Quality Print shown below was printed by a printer that has a media advance problem.

**Note:** The bands appear light because the roller has advanced too much. Alternatively, the bands could appear dark because the printing material has not advanced sufficiently.



In high quality modes, media advance problems might not appear as lines of banding, they might appear grainy instead. The banding or graininess will appear in all the colors.

### **corrective action**

1. If the image is grainy, this could also be a symptom of problems with the bi-directional alignment. Refer to test pattern 3: bi-directional alignment (below). If this pattern is OK, go to step 2.
2. Perform the [accuracy calibration](#) with the same printing material with which you experienced unacceptable image quality.
3. Perform the [banding calibration](#) with the same printing material with which you experienced unacceptable image quality.
4. If there is no improvement in print quality, contact HP.

It is also possible that this kind of banding was caused because you were using printing material not supported by HP. In this case, try using HP-supported printing material and see whether the problem is solved.

### **test pattern 2: color-to-color alignment**

If the printer has color-to-color alignment problems then the Image Quality Print in test pattern 2 (shown below) will have misaligned colors.



### **corrective action**

1. Perform [printhead alignment](#) with the same printing material with which you experienced unacceptable image quality.
2. If there is no improvement in print quality, contact HP.

### **test pattern 3: bi-directional alignment**

If a printer has bi-directional alignment problems, lines are fuzzy or not straight. The pattern seen below is designed to highlight this kind of problem. Check the lines on this test pattern, if they have any defects like the ones described above, perform the corrective action.



### corrective action

1. Perform [printhead alignment](#) with the same printing material with which you experienced unacceptable image quality.
2. If there is no improvement in print quality, contact HP.

### test pattern 4: vertical line straightness

If a printer has vertical line straightness problems, lines are fuzzy or not straight. The pattern seen below is designed to highlight this kind of problem. Check the lines on this test pattern, if they have any defects like the ones described above, perform the corrective action.



### corrective action

1. Perform [printhead alignment](#) with the same printing material with which you experienced unacceptable image quality.
2. If there is no improvement in print quality, contact HP.

### no defects found in the image quality print

If the entire Image Quality Print contains no defects and you still experience image quality problems, listed below are some things to check:

- Perhaps the print mode in the printer is incorrect; see [how do I change the print quality?](#)
- Check the driver you are using to print. If it is a non-HP driver, go to <http://www.designjet.hp.com/> and click on **technical support** to find and download the correct HP driver.
- Perhaps the settings in the non-HP RIP are incorrect. Refer to the documentation which came with the RIP.
- Perhaps the software applications you are using have the wrong settings.

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## service configuration

The Service Configuration print provides information needed for the service engineer, such as the internal current configuration, operating conditions (temperature and humidity), ink levels, and other statistics about printer usage.

To print it, choose the  icon, then Utilities > Test Prints > Service Config.

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## hp-gl/2 palette

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Choose the  icon, then Demos > Palette. This print shows the color or grayscale definitions in the currently-selected color palette. See [tell me about pen widths and colors in the internal palettes](#).


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## samples

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Choose the  icon, then Demos > Samples. These prints are designed to show the capabilities of the printer.

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# how do I adjust the margins?

The printer margins determine the printable area of the page that can be used by your application.

There are three margin options that can be selected from the Page Format menu: Normal, Extended, and Smaller.

	Normal	Extended	Smaller
<b>Top margin</b>	17 mm (sheet) 7 mm (roll)	17 mm (sheet) 15 mm (roll)	5 mm
<b>Side margins</b>	7 mm	15 mm	5 mm
<b>Bottom margin</b>	35 mm	35 mm	5 mm

The Smaller margins option is recommended only for CAD line drawings. If this option is used for other purposes, there is a risk of a printhead crash, which may damage the printing material and perhaps also the printhead.

If you use Smaller margins, you will need to [clean the platen](#) more often.

## reduced margins

There is an additional Reduced margins option that may be selected from the Device Setup menu. This is available only if a take-up reel is installed and loaded with printing material.

Normally the white space between successive prints on a roll is the sum of the top and bottom margins. When Reduced margins are selected, the bottom margin is in effect eliminated, and the white space between successive prints is only the top margin (as set in the Page Format menu).

This option has no effect on the side margins, which remain as set in the Page Format menu.

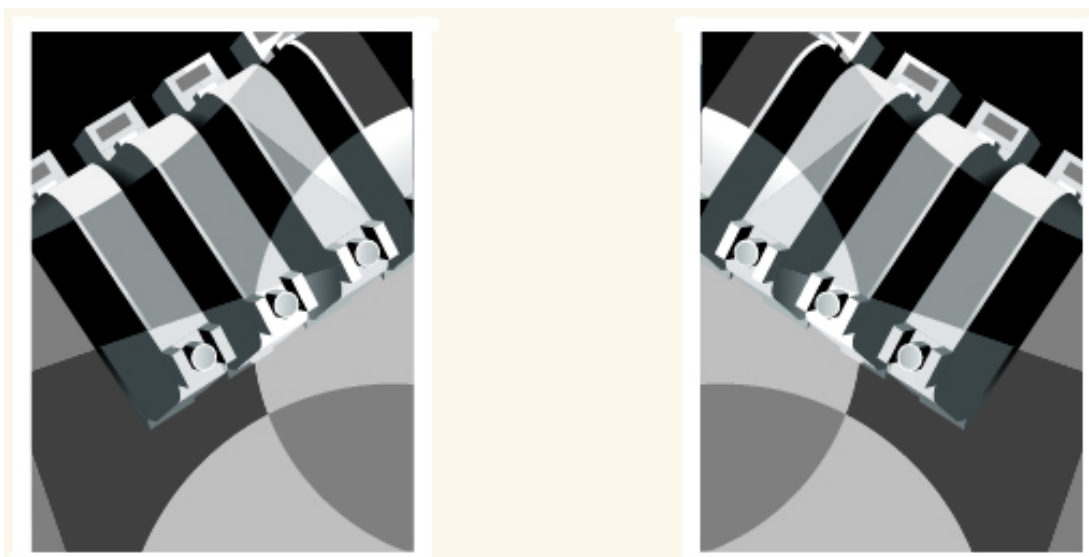


## how do I print a mirror image?

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If you are using clear imaging paper, sometimes called backlit, you may want to print a mirror image of your drawing, so that when the paper is lit from behind it is in the correct orientation. This can be done from the front panel's Page Format menu without changing the image in your software.



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## how do I rotate an image?

### rotating a job using the hp PostScript driver

By default, the jobs generated by any of the PostScript drivers provided with the 5500ps are printed in portrait orientation, even if the image viewed in your application is in landscape orientation. In order to save paper, you may need to rotate the job through the Postscript driver interface.

Rotating a job is controlled by a setting in the PostScript driver; it can be enabled or disabled. When you enable the rotation feature, both the page and the image are rotated 90 degrees counterclockwise.

Note that the HP driver will override the setting in the front panel.

Consult the PostScript driver documentation to find out where to set the rotation feature.

### page size and rotation

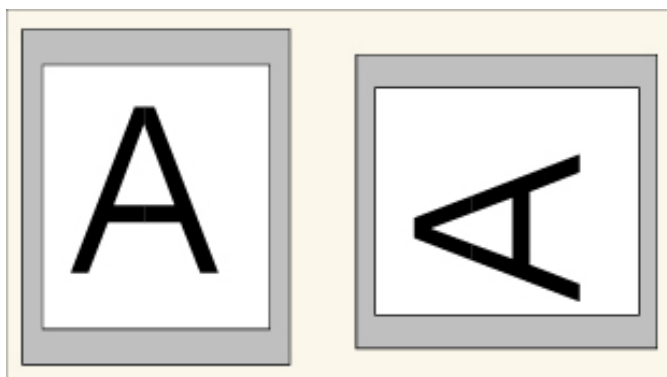
When you rotate a job, the page length may be increased to avoid clipping, because the top and bottom margins are usually larger than the side margins.

### rotating a job using a non-hp PostScript driver

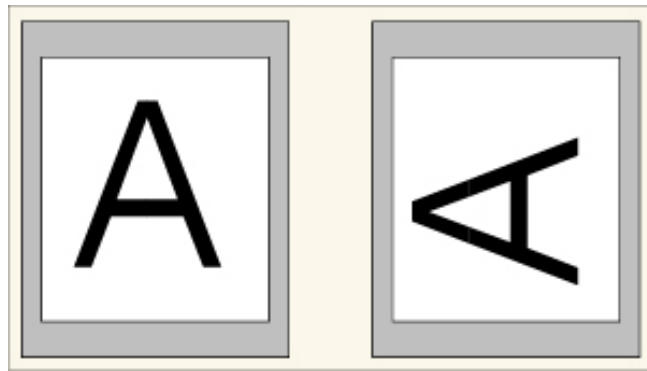
If you are using a non-HP PostScript driver, you can rotate the image using the Rotate setting in the front panel (Page Format > Rotate). For more information, consult the driver documentation.

### what on the page is rotated?

If the page size is specified in either the front panel or the application in which the image was made, then the page and the image are rotated, as shown below.



However, if the page size is unspecified, the page is not rotated, only the image.



To set rotation in the front panel, select Page Format > Rotate.


### **possibility of clipped images**

With either rolls or sheets, if you rotate an image to landscape whose original orientation was portrait, the printing material may not be wide enough for the image, and it may be clipped. For example, rotating a portrait D/A1-size image on D/A1-size paper by 90 degrees will probably result in a clipped image. If you are using WebAccess, the preview screen will confirm this with a warning triangle.

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## how do I scale the image?

You can enlarge your printed image from the printer's front panel by choosing the  icon, then Internal RIP Settings > Scale.

The Scale feature is useful:

- If your software does not support large formats.
- If your file is too large for the printer's memory. You can reduce the page size in your software and then scale it up again using the front panel option.

The Fit To Page setting adjusts the image size to the page size selected for your printer. For example, if you have selected ISO A2 as the page size and you print an A4-size image, it will be enlarged to fit the A2 page.

If ISO A3 page size is selected, the printer would reduce a larger image to fit the A3 size.

If you are printing to a sheet, you must ensure that the image can actually fit onto the page, otherwise clipping will occur.

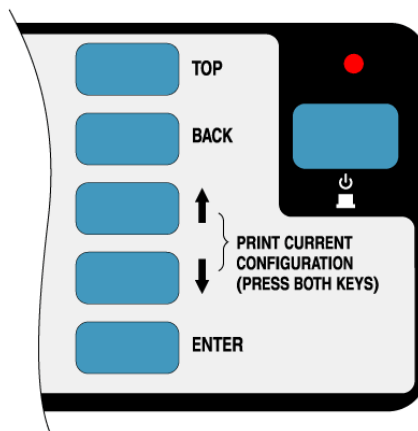


## viewing current configuration settings

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1. Make sure either a roll or a sheet is loaded.
2. Print the [current configuration print](#), by pressing the ↑ and ↓ keys simultaneously.



3. Notice on the Current Configuration Print that the 16 pens are numbered 0 through 15 and the 256 colors are numbered 0 through 255. These colors are specified in the [palette print](#).



## changing the palette settings

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You cannot change the Factory palette, but you can define Palettes A and B to be whatever you choose.

Item	Available Options	Defaults
Palettes	Factory, A, B.	Factory
Pens	0 through 15.	
Widths (mm)	0.13, 0.18, 0.25, 0.35, 0.50, 0.65, 0.70, 0.80, 0.90, 1.00, 1.40, 2.00, 3.00, 5.00, 8.00, 12.00. Note that 0.13 mm is a one-pixel line width at 300 dpi and three-pixels line width at 600 dpi	0.35mm
Colors	0 through 255.	As specified on the Palette Print.

**5500ps only:** these settings have no effect on PostScript files.

The following steps show how to define Palette A:

1. In the front-panel menu, go to the Define Palette selection and choose Palette A.
2. Scroll to the pen number you want to change and press Enter.
3. The current width assigned to this pen is displayed, for example Width=0.35mm. If you want to change it:
4. Press Enter.
5. Scroll to the width you want.
6. Then press Enter again.
7. Press Back to get to the previous menu: Color/Width.

Otherwise, scroll to Color.

1. The current color assigned to the pen is displayed, for example Color= 110. If you want to change it:
2. Press Enter.
3. Scroll to the color you want.
4. Then press Enter again.
5. Press Back to get to the previous menu.
6. When both width and color are correct, press Back.
7. Scroll to the next pen number you want to change, press Enter and then repeat steps 3 through 5 again.
8. When all pen definitions are correct, press Top to exit the menus.

### important

The palette you have just defined will take effect only when you select it to be the current palette, as explained in [how do I set image options from the front panel?](#).








## viewing the colors available for a palette

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Choose the  icon, then Demos > Palette.

In the Palette print, there are 256 squares, numbered 0 through 255, each showing one of the colors available for selection in the printer's internal palettes.

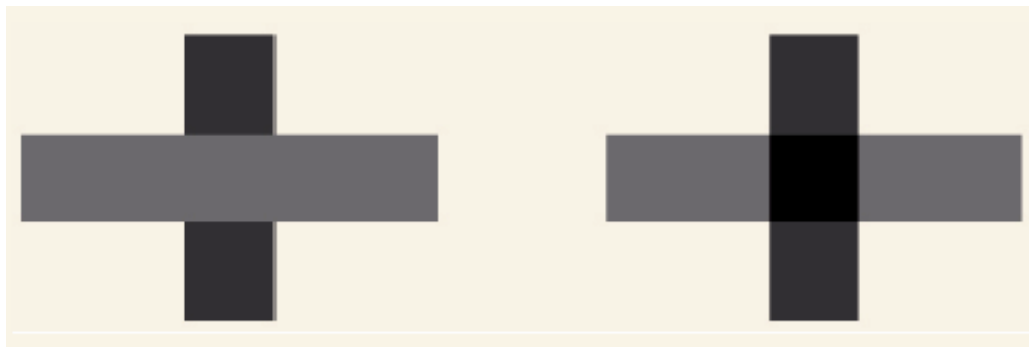



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# changing the treatment of overlapping lines (merge)

The Merge setting controls the overlapping lines in an image. There are two settings, Off and On. The following illustration shows the effect of each setting.



To turn Merge on, choose the  icon, then HP-GL/2 Settings > Merge > On. You can set the merge setting from your software in some applications. Settings in your software override the front-panel settings.

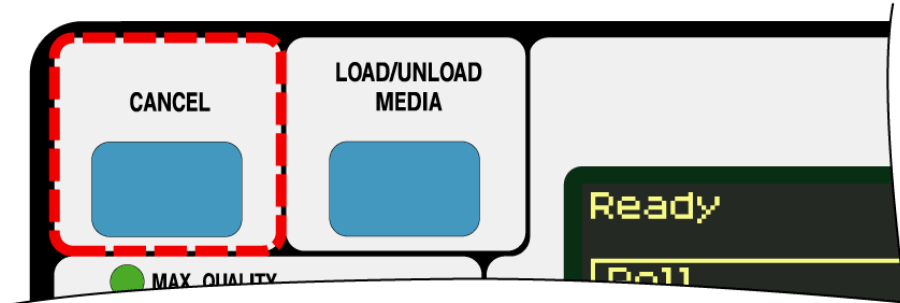
**5500ps only:** merge settings have no effect on PostScript files.

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## canceling a page

Press Cancel on the front panel.



The printer advances the printing material as though the print were finished. A multi-page job or a big file may take longer to stop printing than other files.

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# managing the queue

The information included here only applies if you are using HP drivers.

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[turning off the queue](#)

[the start printing options](#)

[starting to print a file that is waiting for a time-out](#)

[identifying a job in the queue](#)

[viewing the size of a page in the queue](#)

[prioritizing a job in the queue](#)

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[making copies of a job in the queue](#)

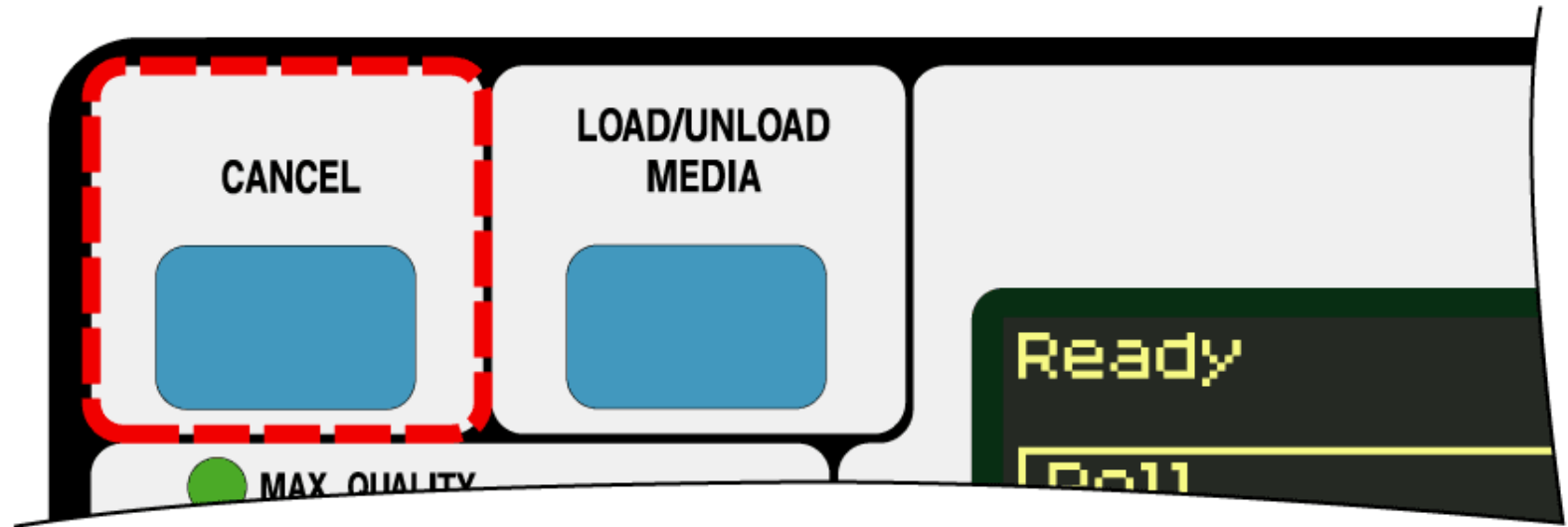
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## canceling the drying time

1. Press the Cancel or Enter key on the front panel.



Use with caution when performing this procedure as an image which has had insufficient time to dry can cause image quality problems.

### **pages printing or drying**

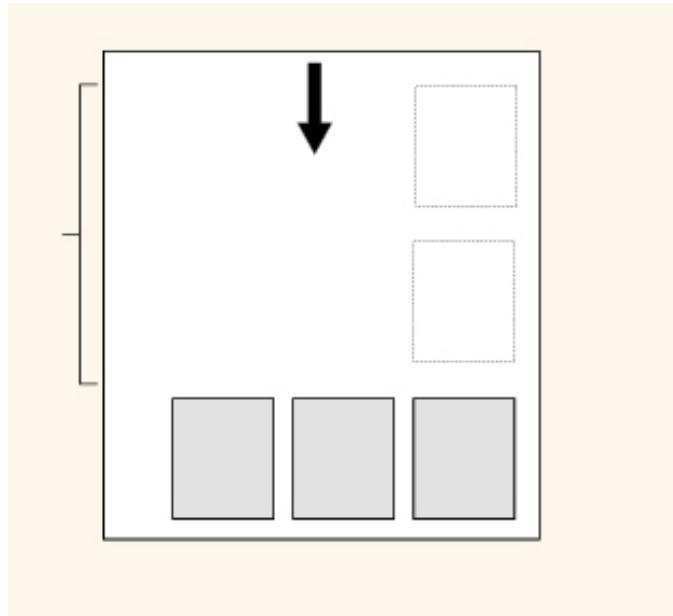
The terms job and page used here mean RTL and HP-GL/2 jobs are single page jobs. However, a single PostScript job may have more than one page. When we talk about the printing material, the term “page” means a single output page.

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## tell me about nesting pages

Nesting means placing pages side by side on the paper, rather than one after the other. This is done to avoid wasting paper.



[automatic rotation](#)

[which pages cannot be rotated?](#)

[when does the printer try to nest pages?](#)

[which pages qualify for nesting?](#)

[how long does the printer wait for another file?](#)



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# what is the queue?

Your printer can store pages in a queue at the same time as printing the current page. It stores them page by page.

When you look at the queue either from WebAccess or from the front panel, the queue is made up of “jobs”. A job may contain multiple pages.

The length of the queue depends mainly on the jobs that you have in the queue, however as an approximation the queue can contain about 30 jobs in A0/E-size in Max Quality mode. The queue stores processed output pages, not the input jobs. Remember that file size and memory usage are not the same thing, as explained in [file size and memory usage](#).



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## how do I turn off the queue?

To turn off the queue, choose the  icon, then Nesting > Queue > Off.

When Queue=Off, the Nest option will no longer appear in the Nesting menu.






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# the start printing options

The Start Printing Options do not apply for PostScript jobs.

You can select at what point you want to print the file you have in the printer's queue. Choose the  icon, then Internal RIP Settings > Start Printing. There are three options you can select:

**After processing:** when this is selected, the printer waits until the whole file has been processed, and then it starts to print. This is the slowest option but gives the best image quality.

**Immediately:** this prints the file as it is processed. This is the quickest option; however, the printer may stop halfway through a print to process data. This setting is not recommended for complex images with dense color.

**Optimized:** this option calculates the best time to begin printing the file. It is the best compromise between the After Processing and Immediately options, and is therefore the default option.

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## starting to print a file that is waiting for a time-out

If all is in order (printing material loaded, all ink components installed, and no file errors), there are still reasons why a file you have sent from your computer may not start printing when expected:


- The print file may lack a proper file terminator and the printer is therefore waiting for the specified I/O time-out period before assuming it is complete. See [tell me about the i/o time-out setting](#).
- Nesting may be on and the printer is waiting for the specified nest wait time-out period before calculating the appropriate nests. In this case, the printer display shows the remaining time for the nesting time-out. See [how long does the printer wait for another file?](#)
- You may have Wait For Preview selected in your printer driver. This is a function you can use to check that the preview image is the one you want. You can check the preview in the WebAccess tool, then select Start Print.



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# identifying a job in the queue

In the front panel, if you choose the  icon, then Queueing & Nesting > Queue Mgmt, you can scroll through the pages in the queue.

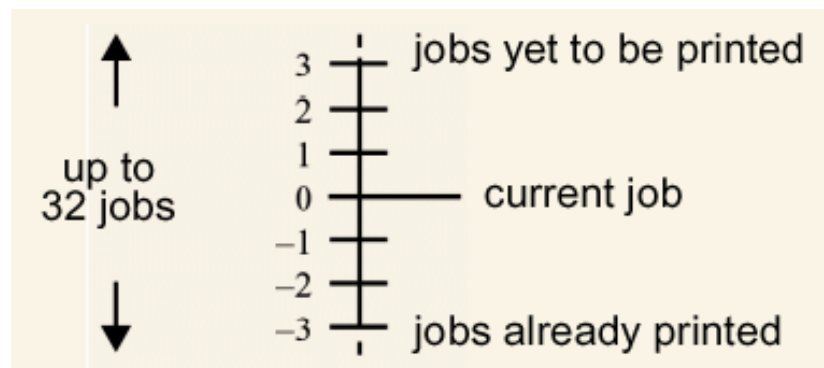
Each page has an identifier, consisting of:

<position in queue>: <image name>

### position in queue

The job currently being printed is in position 0. The next job to be printed is in position 1, the one after it in position 2, etc.

The previous job printed is in position -1, the one before that in position -2, etc.



You can also check the queue in [hp designjet webaccess](#), where you will find more detailed information.



## viewing the size of a page in the queue

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To view the size of any page in the queue, select it and choose Statistics.

Statistic	Comments
Width	The shorter side of the page, in millimeters.
Length	The longer side of the page, in millimeters.



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# deleting a job from the queue

Under normal circumstances, there is no need to delete a job from the queue after printing it, as it will just fall off the end of the queue as more files are sent. However, if you have sent a file in error and want to avoid any chance of it being reprinted, you can simply delete it, by selecting it and choosing Delete.

To remove a job that has not yet been printed, simply identify it by its position in the queue (see [identifying a job in the queue](#)) and delete it, by choosing Delete.

If the job is currently being printed (its queue position is 0), and you want both to cancel the job and to delete it, first press the Cancel key and then delete it from the queue.



## prioritizing a job in the queue

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To make any job in the queue the next one to be printed, select it and choose Move to top.

If nesting is turned on (see [what is nesting?](#)), the prioritized job may still be nested with others. If you really want this job to be printed next and on its own on the roll, then first turn nesting off and then use Move to top to move it the top of the queue.



## making copies of a job in the queue

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Has the job already been printed?	Do you want one copy or several?	What to do
Yes	One	Use Move to top (see <a href="#">prioritizing a job in the queue</a> ).
	Several	Use Copies (see below) and then use Move to top (see <a href="#">prioritizing a job in the queue</a> ).
No	One	Use Copies (see below).
	Several	Use Copies (see below)

In all cases, the job must be still in the queue.

Having selected the job and chosen Copies, use the scrolling keys to specify the number of copies required, and press Enter. The number you enter is the actual number of pages to be printed; for example, choosing 2 for a page not yet printed means you will get the one original and one copy. The maximum is 99.

The setting you specify in this option overrides any value set by your software.


Note that, if Rotate (see [rotating an image](#)) was on when you sent the file, every copy will be rotated.



## how long does the printer wait for another file?

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So that the printer can make the best nest possible, it waits after a file has been received to check whether a subsequent page will nest with it or with pages already in the queue. This waiting period is called the nest wait time; the default nest wait time is two minutes. This means that the printer waits for up to two minutes after the last file is received before printing the final nest. You can change this waiting time using the front panel: choose the  icon, then Queuing & Nesting > Nest > In Order. The available range is 1 to 99 minutes.

While the printer is waiting for nesting to time out, it displays the remaining time in the front-panel display. You can print the nest (cancel the nest wait) by pressing the Cancel key.



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## which pages qualify for nesting?

In order to be in the same nest, the individual pages must be compatible by the following criteria:

**Note:** turning the Nest option on overrides the [start printing](#) option.

- Either all pages are color or all are grayscale. Grayscale may include a color page rendered in grayscales; see [printing images in grayscale](#).
- All pages must have the same Print Quality setting (Max Quality, Productivity, Production, Max Speed).
- All pages must have the same Enhanced IQ setting.
- HP-GL/2 margin sizes must be the same for all pages (normal, extended).
- Either all pages are HP-GL/2 or all are PostScript.
- All pages must have the same Mirror setting.
- The Render Intent must be the same (HP-GL/2 only). PostScript can be mixed.
- Color Space must be the same (HP-GL/2 only). PostScript can be mixed.
- All pages must have the same Cutter setting.



## when does the printer try to nest pages?

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When both of these conditions are true:

- The printer is loaded with a roll.
- In the front panel's Queuing and Nesting menu, Nest is on.



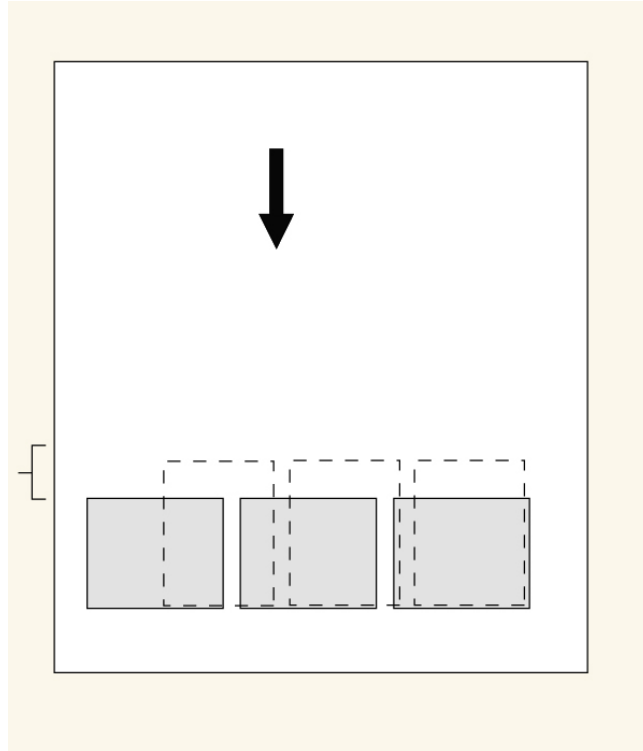
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# automatic rotation

The printer may automatically rotate a page in nesting, though only when the page is sent in HP-GL/2. It may do this even with a single page.

Since nesting may automatically rotate pages, the Rotate setting in the Page Format menu is ignored while nesting is on.





## which pages cannot be rotated?

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Apart from obvious physical limitations on the roll, any HP-GL/2 page containing raster data will not be rotated.




## tell me about webaccess

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WebAccess is the control center for remote management of your HP Designjet 5500 Series printer. From any computer, you can use an ordinary Web browser to contact your printer's internal Web server, which gives you the following facilities from the menu on the left hand side of the window:

 Please note that each WebAccess status display is static: it does not automatically update itself as time goes by. To update the display, click on the Update icon.

<b>Home</b>   Network	<b>JOB</b>	Provides access to the functions that allow you to control and manage all aspects of your print jobs.
<b>JOB</b> Pending Stored Accounting Submit job	<b>STATUS</b>	Reports on the status of your printer, this includes supplies (ink cartridges, printheads, cleaners, and paper), statistics about the usage of the printer, details about its configuration, e-mail warning control, and alert management.
<b>STATUS</b> Supplies Usage Configuration E-mail Alerts	<b>SECURITY</b>	Provides password facilities to protect certain functions of your printer.
<b>SECURITY</b> User password	<b>MAINTENANCE</b>	Allows you to access printer upgrade functions (Firmware and Media Profiles) and to obtain HP instant support.
<b>MAINTENANCE</b> Firmware upgrade Media profile update HP instant support	<b>HELP</b>	Access to this document and the About the Printer document that describes the use of your printer.
<b>HELP</b> About WebAccess About the printer	<b>HOW DO I...</b>	Provides examples of how to carry out specific tasks with WebAccess.

To start WebAccess, see [how do I start webaccess?](#)

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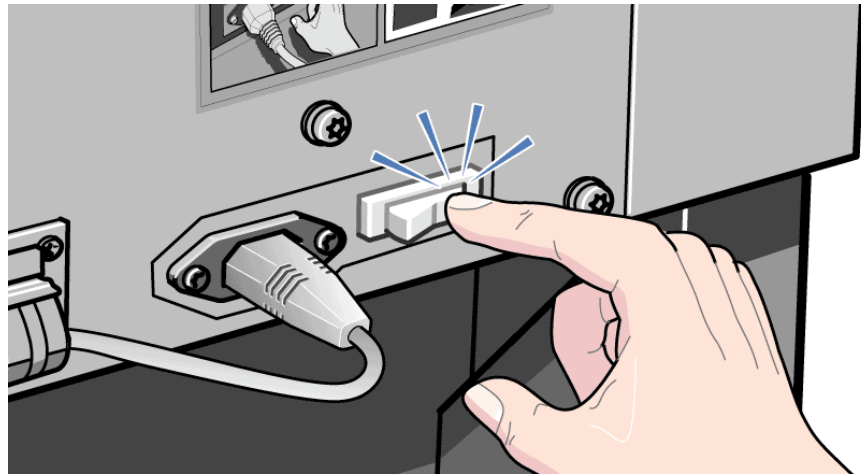
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## how do I store and move my printer?

If you need to move your printer or store it for an extended period of time, you need to prepare it properly to avoid possible damage to it. To prepare your printer, follow the instructions given below:

It is important that you do not remove the ink cartridges, printheads and printhead cleaners before moving or storing the printer. Make sure that:

1. No printing material is loaded
2. The printheads are stored in the service station
3. The front panel displays `Ready'
4. The power is switched off at the power isolator switch at the back of the printer.



5. Disconnect any cables connected to the printer.
6. Repack the printer in its' original packaging.
7. If you have to move your printer you will need the original packaging. If necessary you can order a kit of the packaging materials. Contact your HP representative and they will supply it to you. If necessary they will repackage the printer for you.



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## how do I clean the printer exterior?

To avoid an electric shock, make sure that the printer is switched OFF and unplugged before you clean it. Do not let water get inside the printer.

- Do not use abrasive cleaners on the printer.

### **to clean the printer exterior**


- Clean the outside of the printer as required with a damp sponge or a soft cloth and a mild household cleaner such as non-abrasive liquid soap.

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## service preventative maintenance

During the life of your printer, components that are used constantly can wear out with time and use.

To avoid these components being so worn that the printer breaks down, the printer keeps track of the number of cycles the printer carriage makes across the axis of the printer. The number of cycles can be seen by choosing the  icon, then Utilities > Statistics.

The printer uses this number to advise you of the need for preventative maintenance, displaying one of the following messages on the front panel:

- Printer Maintenance Advised
- (3) Printer Maintenance Advised
- Ink Tube Maintenance Advised

These messages mean that some components are nearing the end of their lives. You can continue printing for quite some time, depending on your use of the printer. However it is strongly recommended that you call your HP representative and arrange for a preventative maintenance on-site visit. The service engineer can then replace the worn parts, which will prolong the life of the printer for a further period.

The benefits of arranging a service engineer visit when the front panel displays these messages are two-fold:

- The printer components can be replaced at a time that is convenient for you and so will not disturb your daily workflow.
- When the service engineer performs a preventative maintenance visit he will replace several parts at once. This will avoid the need for repeat visits.





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# user maintenance kit

The printer uses liquid ink, which can form a mist inside the printer. The mist settles on the printer components and, after a while, depending on the amount of use the printer has, ink deposits form inside the printer. To avoid potential problems you can order a kit with all the parts you need to clean the printer. The kit contains:

- Lens covers kit (also provided with the printer; see [printer components](#))
- Carriage interconnect wiper kit
- Slider rods lubrication kit
- Roller lubrication kit
- Platen cleaning instructions

Use the contents of this kit to perform the following maintenance procedures with the frequency shown:

Recommended Cleaning Frequency	Procedure
When the front panel displays "Lens Maintenance Advice".	<a href="#">lens maintenance</a>
Every 3 million cycles, or every year, whichever comes first. The number of cycles can be seen by going to Printer Setup/Utilities/Statistics.	<a href="#">slider rods lubrication kit</a>
Every printhead replacement or when solving a printhead problem. See <a href="#">printhead error messages</a>	<a href="#">carriage interconnect wiper</a>
Use this kit if the rollers on the platen are making a squeaking noise.	<a href="#">roller lubrication kit</a>
Depends on the intensity of usage. Whenever you notice ink smears on the back of the printing material, or on the white overdrive wheels; or before changing to a larger size of printing material.	<a href="#">cleaning the platen</a>

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## the problem is ...

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[solving problems](#)

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## tell me about...

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## tell me about printer features

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Your printer is a color inkjet printer designed for printing high-quality maps and images. Some major features of the printer are shown below:

- Production speeds of up to 569 ft<sup>2</sup>/hour (52.86 m<sup>2</sup>/hour) using Coated Paper with the Max Speed setting
- Ultimate photographic quality using six inks and HP Color Layering Technology
- Unattended printing using big 680-cc ink cartridges and rolls of paper up to 300 ft (91 m) in length
- High productivity features such as queueing, nesting, and job previewing using the printer's internal [web server](#)
- Exact ink and printing material usage information available from the front panel and from the internal Web server
- Printing material and ink flexibility for any indoor or outdoor application
  - HP No. 81 dye-based ink for indoor use
  - HP No. 83 UV ink for outdoor use
- Accurate and consistent color reproduction features:
  - Internal [PANTONE®](#) calibration
  - Press emulations (SWOP, EuroScale, Toyo, JMPA, DIC)
  - ICC profiles for Macintosh and Windows
  - Automatic color calibration



# tell me about printer parts and locations

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# print resolution

You can choose between four print modes from the printer driver, from WebAccess, or from the printer's front panel (see [how do I select the print quality?](#)). Here is a summary of the characteristics of each print mode.

From the printer driver only, you can also select the Enhanced IQ option, which will in general give you some increase in quality (as shown below) and some decrease in speed.

Print mode	Speed	Quality	Resolution (dots per inch)	Resolution with Enhanced IQ
Max Quality	●	●●●●●	600 × 600	1200 × 600 (1)
Productivity	●●	●●●●	300 × 300	600 × 600
Production (2)	●●●●	●●	300 × 300	(not applicable)
Max Speed	●●●●●	●	300 × 300	(3)

## Notes

1. The highest printing resolution of 1200 × 600 dpi is available with glossy paper only.
2. Production mode is available only with dye-based inks and certain specific HP paper types (see [how do I select production mode?](#)).
3. If you select Max Speed and Enhanced IQ, Production mode will be used.

For more detailed information on printing speeds with different print modes and printing materials, see [printing materials and print speeds](#).





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## connections

Your printer comes with the HP Jetdirect 615n 10/100-TX print server for network connections, as well as a parallel interface for a direct connection to your computer. It is highly recommended that you use a network connection, which will enable you to obtain much higher data transfer speeds. See the *Setup Instructions* for information on connecting your printer to a computer or network.

To find the network socket on your printer, see [rear view of printer](#).

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## applications and drivers

To make sure that your printer prints exactly what you were expecting--in terms of size, position, orientation, color and quality--use the correct driver for the combination of your application software and your printer, and make sure that it is configured correctly.

### hp designjet 5500ps

Your printer comes supplied with:

- PostScript drivers for Macintosh
- PostScript drivers for Windows
- HP Designjet HP-GL/2 Raster driver for Windows

### hp designjet 5500

Your printer comes supplied with:

- HP Designjet HP-GL/2 Raster driver for Windows

Some printer functions behave differently when the printer receives a PostScript file as opposed to files formatted in other printer languages (HP-GL/2 or RTL). Throughout this manual, references to "PostScript files" mean files sent to the printer using the HP Designjet PostScript driver supplied with the printer and installed by you on your Macintosh or Windows PC.

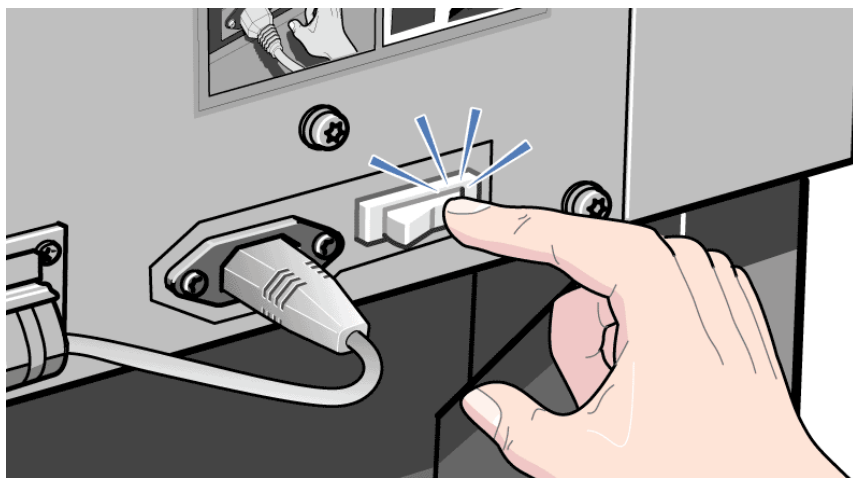
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## switching the printer on and off

When the printer has not been used for a certain period of time (30 minutes by default), it will save power by going into [sleep mode](#). It can be woken up from sleep mode and resume printing immediately.

If you are not planning to use the printer for a long time (for instance, a day or more), you can switch it off using the power switch at the back.



Whenever you switch it on again, it will take about ten minutes to reinitialize itself, after which it will be ready to print.



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# tell me about the heater

When the printing material emerges from the printer, it passes over a wide strip of metal that is gently warmed. This tends to improve image quality and helps the ink to dry.

## **see also**

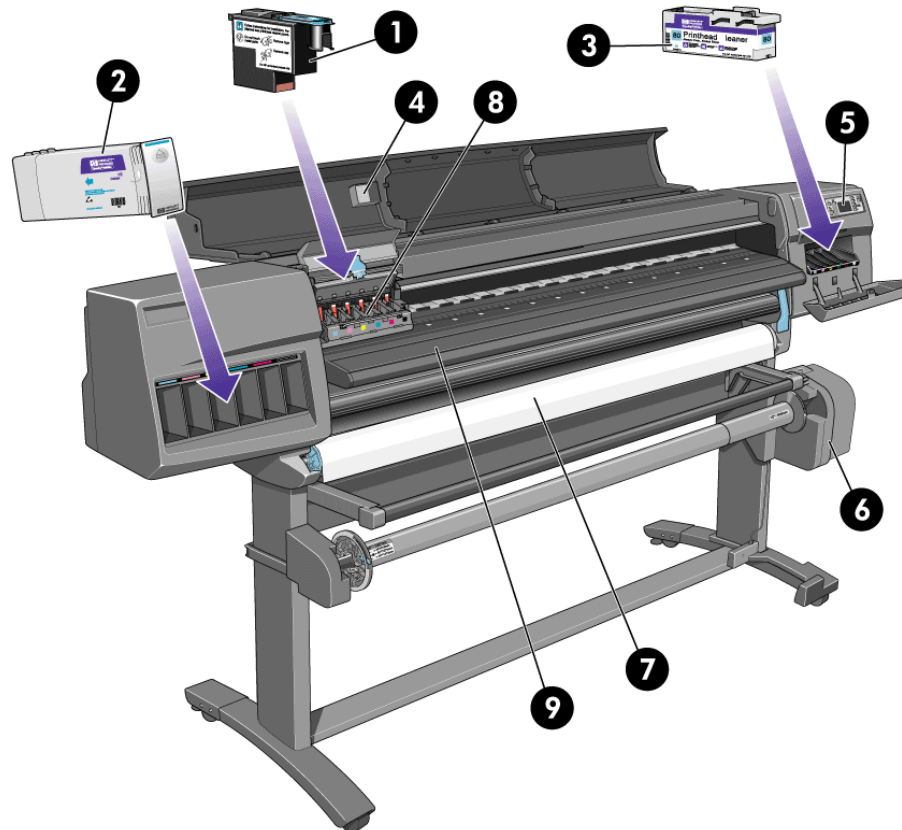
[how do I adjust the heater?](#)



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## printer with take-up reel



### printer components

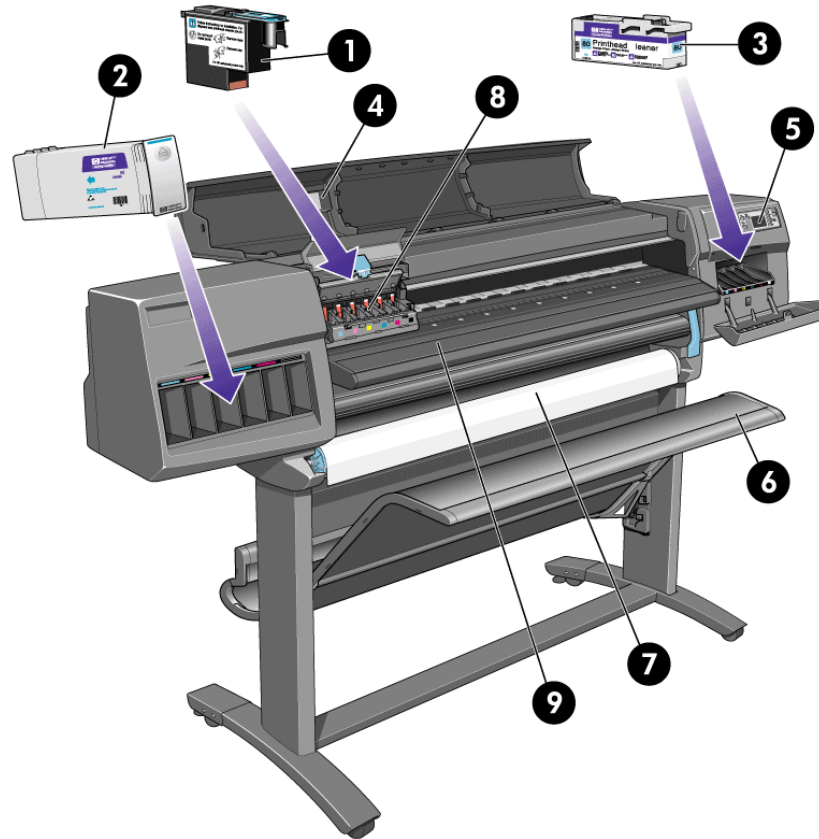
1. Printhead
2. Ink cartridge
3. Printhead cleaner
4. Spare lens covers
5. Front panel
6. Take-up reel
7. Roll of printing material loaded on spindle
8. Printhead carriage
9. Heater



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## printer with bin assembly



### printer components

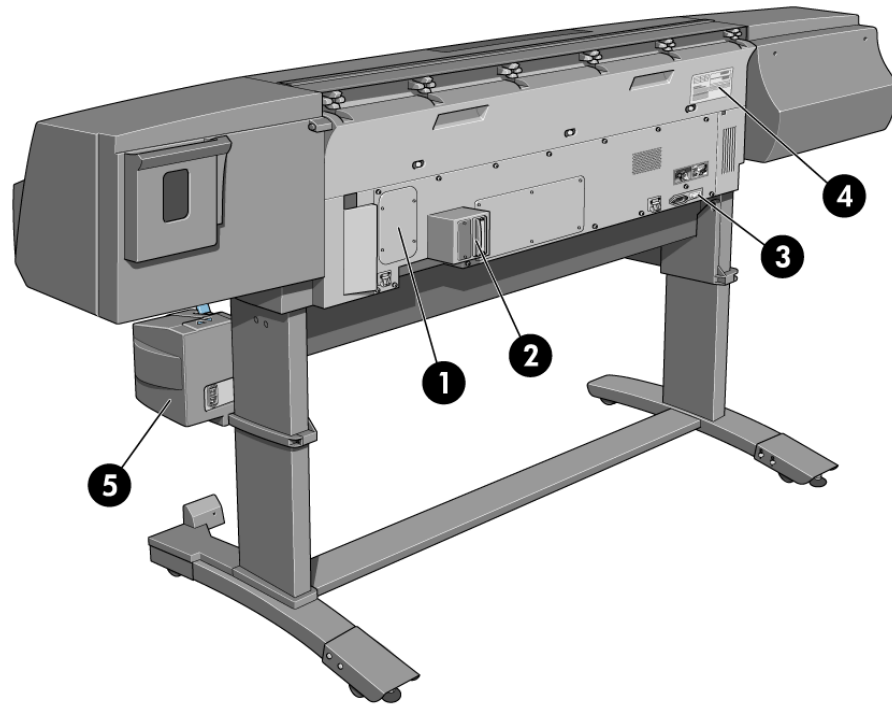
1. Printhead
2. Ink cartridge
3. Printhead cleaner
4. Spare lens covers
5. Front panel
6. Bin
7. Roll of printing material loaded on spindle
8. Printhead carriage
9. Heater



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## rear view of printer



### printer components

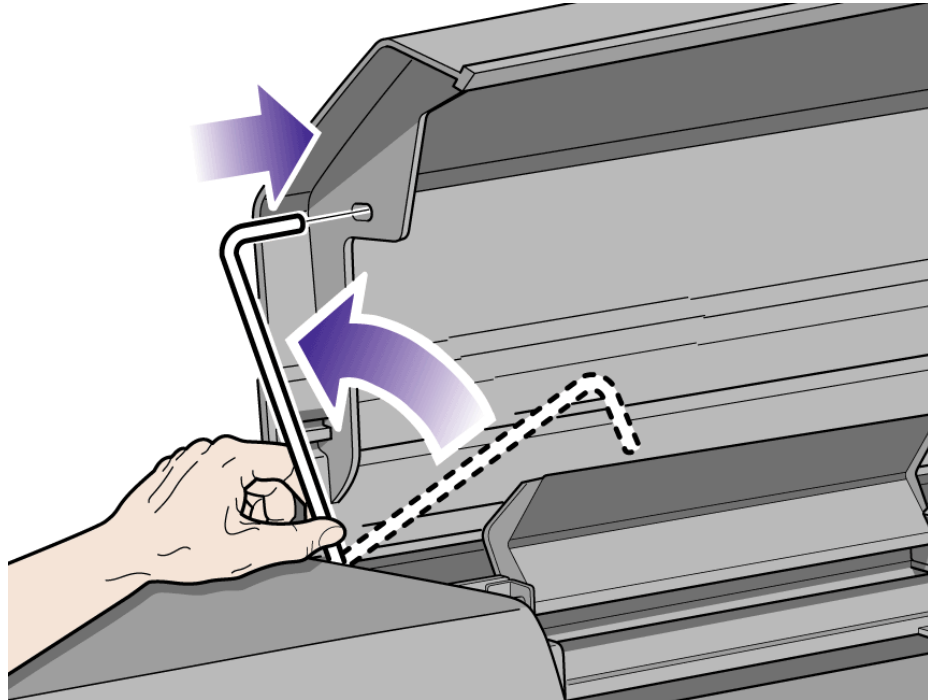
1. Memory slots (behind cover)
2. Network socket
3. Power on/off switch
4. Serial number label
5. Take-up reel

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## support bar

The support bar at the left side of the printer, shown below, is for use when you are working in a confined space and the window will not open fully.



### Safety warning

If the window is not fully open and the support bar is not used, there is a danger that the window will fall forward, possibly hurting your hands if you are working with the printer.



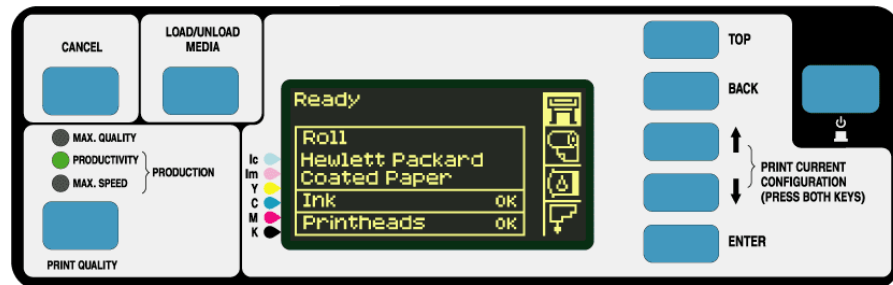


## tell me about using the front panel

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The printer's front panel is located on the front of the printer, at the right-hand side. It includes an easy-to-use interface with a display, giving you access to a comprehensive set of printer functions and to a number of useful internal prints. Information on your ink consumable items can be found here, as well as continually updated information on their status.



The front panel is made up of the following functional areas, from left to right:

- [action keys and associated status lights](#)
- A message display screen
- [navigation keys](#)
- [sleep mode key and status light](#)

### see also

[tell me about the front-panel menus](#)



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# tell me about the front-panel menus

## Printer Setup menu


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- [queuing & nesting](#)
- [hp-gl/2 settings](#)
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- [demos](#)

## [media menu](#)

## [ink cartridge menu](#)

## [printhead menu](#)

## restoring default settings

If for any reason you want to restore all configuration options to their default values, choose the  icon, then Utilities > Default Menu.

## see also

[tell me about using the front panel](#)

[tell me about the front-panel menu icons](#)



## tell me about front-panel messages

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See also [status codes and error messages](#).

Status	Description	Procedure
A factory media cannot be deleted.	You cannot delete this printing material because it is one of the HP-supported types that was added at the factory.	See <a href="#">how do I download media profiles?</a>
Calibrate error	The calibration the printer was performing has failed.	Note down the calibration error code that comes with this message, and which calibration failed, and contact your HP representative.
Calibration cancelled	The printer was performing a calibration and you pressed the Cancel key on the front panel.	If the printer was performing a calibration to correct an internal error, the correct functioning of the printer may be affected.
Calibration Error XXXX Press Enter to Continue	The printer was calibrating and failed to complete the calibration. The front panel shows an error code, represented here by XXXX.	Press Enter to continue. You can continue to print; but, if the printer was performing a calibration to correct an internal error, the correct functioning of the printer may be affected.
Cancelling firmware upgrade. Please wait.	You are downloading new firmware and the action has been canceled.	This may be because the firmware/software you are attempting to download is older than the version you already have, or the version is not compatible with your printer. See <a href="#">how do I upgrade my printer's software?</a>
Delete media profile?	You are about to delete the profile that you have in the printer for a specific printing material.	See <a href="#">how do I download media profiles?</a>

<p>Edge not found. Reload media.</p>	<p>The internal sensor on the carriage cannot see the edge of the printing material. This may be because the material is 100% transparent or because the lens cover is dirty.</p>	<p>Try to load a different printing material. If the same message is displayed, replace the lens cover. See <a href="#">user maintenance kit</a>.</p>
<p>Error processing job Flushing rest of job</p>	<p>There has been an error processing a PostScript image. The rest of the job will be canceled and the print will be deleted.</p>	<p>Check that the PostScript driver is correctly configured. Refer to the PostScript driver documentation for the driver you are using.</p>
<p>Full ink cartridges needed</p>	<p>The ink system startup must have full cartridges to enable the initialization of the complete ink system.</p>	<p>Remove the ink cartridges that are low on ink and replace with full ink cartridges.</p>
<p>Have ink tube replaced or risk printer damage Contact HP</p>	<p>The internal ink system tubes need replacing urgently.</p>	<p>The ink system tubes have reached the end of their useful life. Please replace them before they break and damage the printer.</p>
<p>HP is not responsible for damage from use of non-HP ink Select YES to replace</p>	<p>Use genuine HP components for excellent image quality from your printer. If you choose to continue printing with this ink supply you may not have a properly functioning or reliable ink level indicator. The solid bar showing the ink level will be replaced by a patterned bar. You may not know when the ink supply is running low or empty. Printing with an empty ink supply may seriously damage your printhead, ink tubes, and printer. Any damage resulting from use of this supply or non-HP ink is not covered under your printer warranty.</p>	<p>Select Yes to replace your cartridge with a genuine HP No. 81/83 cartridge, No to continue. For an animation of the cartridge removal procedure, see <a href="#">how do I remove ink cartridges?</a>. See also <a href="#">ordering ink supplies</a>.</p>
<p>Initializing printer Please wait. %</p>	<p>The printer needs about ten minutes to initialize the system completely.</p>	<p>You can put the printer into sleep mode, which will return to Ready status much quicker. See <a href="#">tell me about sleep mode</a>.</p>

Ink drying, please wait	Printing has finished, but the ink still needs some time to dry.	To adjust the drying time settings, see <a href="#">tell me about drying time</a> .
Ink tube maintenance advised	The internal ink system tubes need replacing.	The ink system tubes have reached the end of their useful life. Please replace them before they break and damage the printer.
Ink tube maintenance required now	The need to change the ink tubes may affect the performance of the printer.	The ink system tubes have reached the end of their useful life. Please replace them before they break and damage the printer.
Insert	There is no consumable installed.	Insert the correct printhead(s) into the carriage assembly. Check the interconnect to see if they need cleaning. See <a href="#">carriage interconnect wiper</a> .
Insert cleaner	The printhead cleaners are located on the right-hand side of the printer.	
Insert ink cartridges	This is an ink cartridge installation message.	For an animation showing the cartridge install procedure, see <a href="#">how do I install ink cartridges?</a>
Insert printhead	This message is prompting you to insert a printhead into the carriage assembly.	See <a href="#">how do I install printheads?</a>
Lift window to remove printheads	You have selected Replace Printhead and the front panel is guiding you through the procedure.	For an animation of the printhead installing procedure, see <a href="#">how do I install printheads?</a>
Lift window to replace SETUP printheads	The printer is prompting you to lift its window so that you can install 'normal' printheads. You must remove the setup printheads only after you have initialized the printer.	It is vital to the correct functioning of your printer that the setup procedure is performed correctly. Use the <i>Setup Instructions</i> that came with your printer to guide you through the steps.
Media loaded incorrectly. Remove media.	The printing material is mispositioned or mis-aligned.	Before the printer can continue, you must remove the printing material and reload it correctly. See <a href="#">loading rolls into the printer</a> .

Media misaligned. 1_ Lift lever 2_ Align Media with both edges of roll 3_ Lower lever	A roll has been loaded incorrectly.	For an animation of the roll loading procedure, see <a href="#">loading rolls into the printer</a> . Remember to align the printing material coming out of the printer with the edge of the roll. Do not align it with the blue marks on the printer.
Media misaligned. 1_ Lift lever 2_ Align right edge with blue line 3_ Lower lever	A sheet has been loaded incorrectly.	See <a href="#">how do I load sheets?</a> .
Media mispositioned. 1_ Lift lever 2_ Correct position 3_ Lower lever	The roll is mis-positioned in the printer. This may mean it is too far to the left on the platen.	For guidelines on loading rolls, see <a href="#">loading rolls into the printer</a> . Remember to align the printing material coming out of the printer with the edge of the roll. Do not align it with the blue marks on the printer.
Media too small	The printing material you are attempting to load is too small for the printer to print the file.	In the case of an internal calibration, remember to use at least a D-sized printing material.
Misalignment	This means that the printing material has not been fed into the printer straight.	Reload the printing material, making sure that the edges are parallel and that it is straight when you feed it in. Align the material coming out from the printer with the material going into the printer. See <a href="#">loading rolls into the printer</a> .
Misposition	The printing material is not positioned correctly in the printer. It may be too far to the left or the right.	Check that you have loaded the printing material correctly as shown in the procedure <a href="#">loading rolls into the printer</a> .
No media profile available	The printer cannot find the internal media profile.	Unload any printing material in the printer and switch the printer off using the switch at the back. Switch on again. If the problem persists, call your HP representative.

OK	The ink system is working correctly	None
Preparing printheads	Your printer is servicing the printheads to maintain optimum print quality.	See <a href="#">preparing printheads</a> .
Preventative maintenance advised	The printer has kept track of the number of cycles your printer has performed. This message means the printer needs maintenance to maintain its performance and to prevent printer down-time in the future.	Contact your local HP representative. Arrange a time that would be convenient for you, and he will service the printer. See <a href="#">service preventative maintenance</a> .
Printer temperature is out of the printer's operating range. Printer cannot function.	Under cold environmental conditions outside its operating range the printer will stop. It does this to protect the ink systems inside the printer.	Simply ensure the temperature is above 15°C and turn the printer off and on again.
Printing Low memory	The printer previously compressed a print file while receiving it, and it is now expanding the file.	Printing will continue after expanding the data, but it will be slower than usual.
Processing	The printer has received a print file and is processing the information before starting to print.	
Receiving	The printer is receiving a file.	If you have problems printing, see <a href="#">the problem is ...</a>
Receiving Low memory	While receiving a print file, the printer's memory has become low.	The printer will compress the file while it continues to receive the data.
XXXX Recover	There is a problem with one of the printheads you are using. To see which printhead has the problem, go to the printhead menu and press Enter.	See <a href="#">printhead error messages</a> .
Remove ink cartridge by pushing it in and up	This is an ink cartridge removal instruction.	For an animation showing the cartridge removal procedure, see <a href="#">how do I remove ink cartridges?</a> .
Remove media weight Wind excess media using TUR button Press ENTER	When you are unloading a roll from the printer, you must remove the media weight from the take-up reel before you can complete the procedure.	If you do not want to use the take-up reel, you can turn off the setting by going to Utilities > TUR installed > No.
XXXX Replace	A printhead needs to be replaced.	See <a href="#">printhead error messages</a> .

Replace cleaner	The printer is designed so that when you replace a printhead you must also replace the printhead cleaner. See <a href="#">component identification</a> for the location.	See <a href="#">how do I remove printhead cleaners</a> for an animation of this procedure.
Replace ink cartridge	This is an ink cartridge removal instruction.	For an animation of the cartridge removal procedure, see <a href="#">how do I remove ink cartridges?</a>
Reset Web Passwd	When this is displayed you are resetting your WebAccess password. See <a href="#">tell me about webaccess</a> .	
Setup	The setup message is displayed when new tubes have been installed into the printer and you have installed the correct setup printheads.	When the setting-up of the tube system is complete, the front panel will display a message asking you to remove the setup printheads and replace them with 'normal printheads'.
Sheet misaligned. Lift lever to align with blue line or to remove media.	The printing material has not been fed into the printer straight.	Reload the printing material making sure that the edges are parallel and that it is straight when you feed it in. Align the material coming out of the printer with the material going into the printer. See <a href="#">how do I load sheets?</a>
Sheet required for calibration	The printer is prompting you to load printing material (at least D-sized) so that it can perform a calibration.	For an animation on the loading procedure, see <a href="#">how do I load sheets?</a>
Switch power off Check media path	There is a media jam in the printer.	<a href="#">clearing a media jam</a>
Switch power off Check printhead path	There is a media jam in the printer.	Switch the printer off and clear the blockage. See <a href="#">clearing a media jam</a> .
Switch power off Restart printer startup with all ink cartridges	The ink system startup must have full cartridges installed to enable the initialization of the complete ink system.	Install the ink cartridges as shown in the <i>Setup Instructions</i> that came with your printer.



<p>System error XXXXXX Switch off/on If problem persists contact HP support</p>	<p>The printer has experienced an unusual error; it may disappear if you switch off and then on again.</p>	<p>Switch off the printer using the power switch located at the rear. Then switch on again. See <a href="#">switching your printer on and off</a>.</p>
<p>This media type supports Production PQ level. Press Enter to continue.</p>	<p>You may use the Production print mode with this printing material.</p>	<p>If you want to use the Production print mode, you can select it from your printer driver, from WebAccess, or from the front panel.</p>
<p>Waiting for nest</p>	<p>The printer is in the process of nesting.</p>	<p>See <a href="#">tell me about nesting pages</a>.</p>
<p>Warning! Ink cartridges are still functional. If you want to replace any, please select YES</p>	<p>The printer's ink cartridges are working correctly. You should remove them only if you are printing a large image unattended and there is insufficient ink remaining to finish the image.</p>	<p>See <a href="#">how do I remove ink cartridges?</a></p>
<p>Warning! ... supply ink level? (Error code 8x09) See user manual.</p>	<p>If you choose to continue printing with this ink supply you will not have an ink level indicator. You may not know when the ink supply is running low or empty. Printing with an empty ink supply may seriously damage your printhead, ink tubes, and printer. See below for a complete listing of features that will not be available with continued use of this ink supply. Any damage resulting from use of this supply or non-Hewlett-Packard ink is not covered under your printer warranty.</p> <p>The following features will not be available as a result of using this supply.</p> <p>In the Ink Cartridge menu:</p> <ul style="list-style-type: none"> <li>• Ink level indicator</li> <li>• Percentage of ink remaining</li> </ul> <p>In WebAccess:</p> <ul style="list-style-type: none"> <li>• Ink Cartridges status</li> </ul>	<p>Select Yes to replace it with a genuine HP No. 81/83 cartridge, No to continue. For an animation of the cartridge removal procedure, see <a href="#">how do I remove ink cartridges?</a> See also <a href="#">ordering ink supplies</a>.</p>

	& Ink Level	
Warning! Tubes System has reached its END OF LIFE. Contact HP Representative. Replace Tubes System.	The internal ink system inside your printer has reached the end of its life.	The ink system tubes have reached the end of their useful life. Please replace them before they break and damage the printer.
WARNING!!! You are going to reset the WebAccess Passwd.	You have a security password for the WebAccess tool. This is an optional setting. If you continue with this procedure, the password to gain access to WebAccess will be reset.	This setting is because you have forgotten, or do not know the password for entry into <a href="#">hp designjet webaccess</a> .
You need to cut this media manually	You have printing material loaded that is too thick or strong for the cutter to cut.	Use a knife or scissors to cut the printing material.



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# ink supplies

The HP No. 81 and HP No. 83 supplies are designed to work together with your HP Designjet 5500 or 5500ps printer. The type of supplies you receive with your printer depends on the type of ink system you specified: normal dye-based ink or pigment-based UV ink.

Ink supplies feature HP's JetExpress printhead technology, smart chips and six colors, with the speed, performance, and image quality advantages of these technologies.

Both ink systems consist of three components: printheads with their printhead cleaners and the ink cartridges. The printer uses six of each.

Each 600-dpi thermal inkjet printhead applies thousands of ink droplets onto the paper. The printer automatically refills the printhead as it prints, enabling continuous uninterrupted printing. The ink is supplied to each printhead from a separate large capacity ink cartridge. The colors are light cyan, light magenta, yellow, cyan, magenta, and black.

The printer uses printhead cleaners to clean and maintain the printheads, to ensure best possible image quality, and to seal the printheads when they are not in use to ensure long life.

Printhead life is warranted to 700 ml of ink consumed. However, on average the anticipated life expectancy of the printheads is two or three times this. This is provided that the printhead is used under normal operating conditions (using HP ink cartridges only) and its "install before date" has not lapsed. However results vary depending on the print mode setting you use.

For each of the six ink colors used in the printer, there are three separate components. The printhead and the printhead cleaner are supplied together, the ink cartridge is supplied separately.

Two types of ink supplies are available, dye-based ink and pigment-based UV ink. The components of the normal dye-based ink are called the HP No. 81 Supplies, and the components of the pigment-based UV ink are called the HP No. 83 UV Ink Supplies. The ink supplies are coded with an HP No. 81/HP No. 83 selection number to help you reorder the correct replacement supplies.

## hp no. 81 dye-based ink supplies



The HP No. 81 ink supplies, also referred to as imaging inks, are designed to deliver sharp brilliant images with ultimate image quality performance.

## hp no. 83 uv ink supplies



The HP No. 83 ink supplies, also referred to as UV pigmented inks, are designed to deliver bright and colorful outdoor light-fast signs and posters that are resistant to ultra-violet light. They are weather-durable outdoors and fade-resistant indoors for extended periods when used with selected printing material.

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# ink cartridges

The ink cartridges for your printer require no maintenance or cleaning. As long as each ink cartridge is inserted correctly into its slot, the ink will flow to the printheads. Because the printheads control the amount of ink transferred to the page, you will continue to see high-quality printing results, even when the ink levels are getting low.

The front panel notifies you when an ink cartridge's ink level is low. You can also check the ink levels of all the ink cartridges to determine whether an ink cartridge needs to be replaced. See [how do I obtain ink cartridge statistics?](#)

When an ink cartridge is empty, the printer stops printing.



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# printheads

The printheads are extremely durable and do not need to be replaced every time an ink cartridge is replaced. They are independent of the ink cartridges and will continue giving excellent image quality results even if the ink cartridges are low in ink.

To maintain optimum print quality, the printheads are automatically tested at regular intervals, and automatically serviced if necessary. See [preparing printheads](#).

If you notice a decline in print quality, see [the problem is ...](#)



## hp ink upgrade kit

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This accessory is available from your HP dealer. It is needed to switch from one ink system to the other. See [ordering other accessories](#).



## printhead cleaners

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The printhead cleaners keep the printheads in good condition and they prevent them from being damaged when the printer is not active. They service the printhead, making sure it is always ready to be used and prevent them from drying out when not in use.

Printhead cleaners come with the printheads when you purchase them. When you replace a printhead, always replace the printhead cleaner. Leaving the old printhead cleaner in the printer will shorten the new printhead's life and possibly damage the printer.





## hp printhead storage container

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This accessory is available from your HP dealer. It stores partially used ink system components when switching between ink systems. See [ordering other accessories](#).

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5500 series**

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## when to replace ink supplies

When to change your HP No. 81 or 83 supplies is mostly determined by you with guidance from the front panel. In conjunction with the messages displayed in the front panel and the message explanations in [status codes and error messages](#), you will be able to choose for yourself when is the right time (for your particular case) to change the HP No. 81 or 83 supplies.

The front panel displays the ink level and will tell you when your ink supply is low, very low or empty. This means you have constantly updated information about your HP No. 81 or 83 supplies.

Printhead life is warranted to 700 ml of ink consumed. However, on average the anticipated life expectancy of the printheads is two or three times this. This is provided that the printhead is used under normal operating conditions (using HP ink cartridges only) and its "install before date" has not lapsed. However, results vary depending on the print mode setting you use.

When you replace the printhead, always replace the corresponding printhead cleaner.

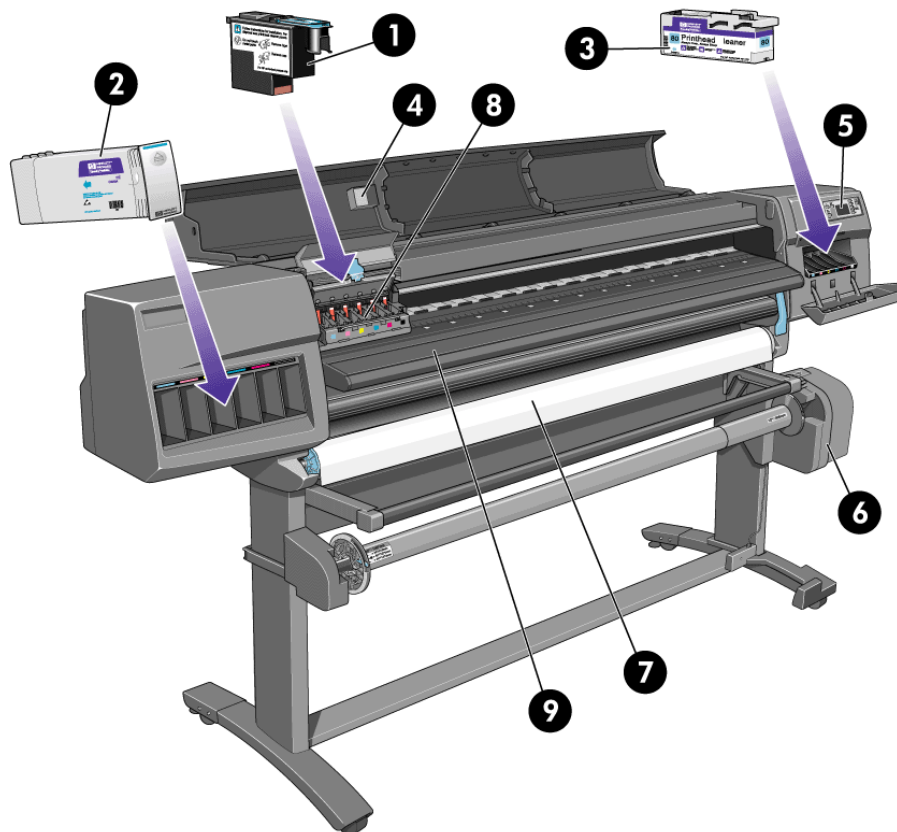


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## component identification

The following illustration will help you identify the components of the HP No. 81 and 83 supplies and where they are installed in the printer.



The selection number HP No. 81 or HP No. 83 on the ink cartridges, printheads and printhead cleaners makes it easy for you to find the correct HP printing supplies for your printer. Determine the color of the printhead or ink cartridge you need, then make sure you purchase or order an HP No. 81 or HP No. 83 printhead with printhead cleaner or ink cartridge. Each ink cartridge and printhead with printhead cleaner can be purchased separately from your usual HP retailer. See [ordering ink supplies](#).



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# ink supplies guidelines

For optimum results from your printer and the ink system, always follow these guidelines when handling the HP supplies:

- Install the ink cartridges, printheads and printhead cleaners before the install-by date, which is printed on the packaging.
- Install a new printhead cleaner every time you change a printhead.
- Allow the printer and printhead cleaners to clean the printheads automatically.
- Install ink cartridges, printheads, and printhead cleaners in their color-coded slots.
- Follow the instructions on the front panel during installation.
- Avoid unnecessary removal of the ink cartridges and printheads.
- When turning off your printer always use the Power Off button on the front panel. The printheads are then stored correctly, which prevents them from drying out.
- The ink cartridges should never be removed while the printer is printing. They should be removed only when the printer is ready for you to replace them. The front panel will guide you through the removal and installation procedure. See [how do I use the ink cartridges?](#)

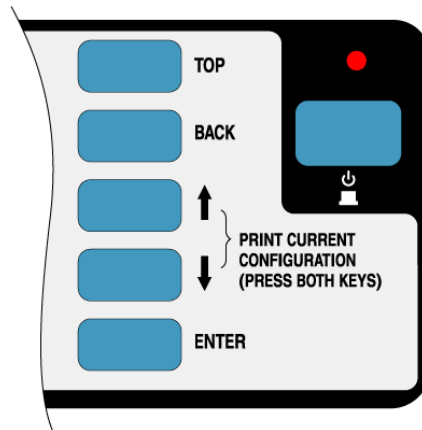
**Caution:** when you first received your printer it was supplied with a set of six setup printheads installed in the printhead carriage. These setup printheads are used for the priming of the tubes in the modular ink delivery system. Do not remove the setup printheads from the carriage without following the procedures in the *Setup Instructions*.

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5500 series**

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## tell me about the navigation keys

The navigation keys are on the right. You can use these keys to respond to [messages](#), and to navigate through the menu system by selecting items, which may be [menu icons](#) or [menu options](#).



The navigation keys have the following functions:

- The Top key takes you to the top of the menu system.
- The Back key takes you back to the previous menu.
- The ↑ key highlights the item above the current item.
- The ↓ key highlights the item below the current item.
- The Enter key selects the highlighted item.

If you press the ↑ and ↓ keys at the same time, the [configuration print](#) will be printed.

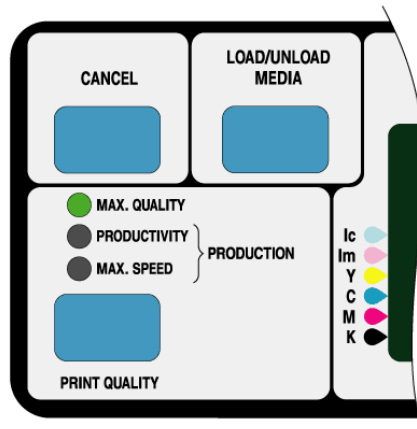


## tell me about the action keys and status lights

### hp designjet 5500 series

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The action portion of the front panel is on the left.



The action keys have the following functions:

- CANCEL: stop printing and loading while they are in progress, cancel dry time, and cancel nest waiting.
- LOAD/UNLOAD: load and unload printing material.
- PRINT QUALITY: select the print mode (Max Quality, Productivity, Production, or Max Speed).

A green status light indicates the print mode you have selected. Two green lights indicate that you have selected Production mode. Production mode is not available with all printing materials; see [how do I select production mode?](#)

**Note:** in most cases, settings in your application software or printer driver will override the settings you make on the front panel.

**hp designjet  
5500 series**

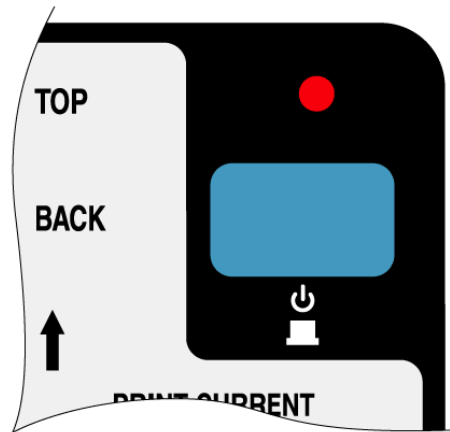
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## tell me about sleep mode

After a period of inactivity (30 minutes by default), the printer automatically goes into sleep mode, in which it uses less electricity.

By using the front panel, you can change the period of inactivity that initiates sleep mode. Choose the  icon, then Device Setup > Sleep Mode.

In sleep mode, the front-panel display and status indicators turn off, but the indicator light above the Sleep Mode key turns on.




The printer “wakes up” immediately when you press the Sleep Mode key (or any other key) on the front panel or when there is any I/O activity such as the receipt of a file.



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## i/o setup menu

Choose the  icon, then **I/O setup**.

This menu appears in Full Menu mode only.

1st level	2nd level	3rd level
No I/O card found		
<u>Card ID</u>		
Card setup →	Configuration	
	Advanced →	Reset card
<u>I/O timeout</u> →	0.5 to 30 min	






## page format menu

### hp designjet 5500 series

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- how do I ...
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Choose the  icon, then **Page format**.

1st level	2nd level	3rd level
<b>Size</b> →	<b>Inked area</b>	
	Extrawide →	1.0 × 1.4 m, 42 × 59 in, 44 × 62 in, 1.2 × 1.7 m, 52 × 73 in, 54 × 76 in, 60 × 100 in
	Oversize →	Over A2, Over A1
	Arch →	Best ARCH, ARCH A to E1
	JIS →	Best JIS B, JIS B4 to B1
	ANSI →	Best ANSI, ANSI A to E
	ISO →	Best ISO A, ISO A4 to A0
	Software	
<u>Rotate</u> →	0 to 270	
<u>Margins</u> →	Normal, Extended, Smaller	
Nest spacing →	Automatic	
	Manual →	0 to 30 mm
<u>Mirroring</u> →	On, Off	

### Key

Appears only in Full Menu mode

Always appears

@ : PostScript printers only



## hp-gl/2 settings menu

### hp designjet 5500 series

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Choose the  icon, then **HP-GL/2 settings**.

1st level	2nd level	3rd level	4th level	5th level
Palette →	Software, Factory, Palette A, Palette B			
<u>Define palette</u> →	Palette A, Palette B →	Pen no. 0 to 15 →	Width →	0.13 to 12.0 mm
	Factory →	Pen no. 0 to 15 →	Width →	0 to 255
<u>Merge</u> →	On, Off			

#### Key

Appears only in Full Menu mode

Always appears



# queuing and nesting menu

## hp designjet 5500 series

- welcome
- how do I ...
- tell me about ...
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Choose the  icon, then **Queueing & Nesting**.

1st level	2nd level	3rd level	4th level
<u>Queue mgmt</u> →	# ... →	Copies →	0 ... 99
		Move to top	
		Delete page	
<u>Queue</u> →	On, Off		
<u>Nest</u> →	Off		
	<u>In order</u> →	1 ... 99 min	


Key
Appears only if Queue= On
Always appears



## internal rip settings menu

### hp designjet 5500 series

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- how do I ...
- tell me about ...
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Choose the  icon, then **Internal RIP settings**.

1st level	2nd level	3rd level
<a href="#">Start printing</a> →	Optimized, Immediately, After processing	
<a href="#">Ink emulation</a> →	RGB →	Native, sRGB, Apple RGB, Adobe RGB, ColorMatch RGB
	CMYK →	Native, EuroScale, SWOP, Toyo, DIC, JMPA
<a href="#">Color calibration</a> →	Off, On	
<a href="#">Align calibration</a> →	On, Off	
Black replacement →	Off, On	
<a href="#">Scale</a> →	100 ... 419%, Fit to page	
PS encoding @ →	Software @, Binary @, ASCII @	

### Key

Appears only in Full Menu mode

Always appears

@ : PostScript printers only



# utilities menu

## hp designjet 5500 series

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- how do I ...
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Choose the  icon, then **Utilities**.

1st level	2nd level	3rd level	4th level
<a href="#">Replace ink system</a> →	No, Yes		
<a href="#">Track media length</a> →	Yes, No		
Usage →	Print usage, View usage		
Menu mode →	Short, Full		
Calibrations →	<a href="#">Printhead alignment</a>		
	<a href="#">Color calibration</a>		
	<a href="#">Accuracy</a> →	Restore factory	
		Recalibrate →	Create pattern, Measure pattern
	<a href="#">Banding</a> →	Restore factory	
		Recalibrate	
<a href="#">Reset WebAccess passwd</a>			
Test prints →	HP-GL/2 config, <a href="#">Service config</a> , Network card config, Usage report, <a href="#">Image quality print</a>		
Statistics →	RAM present, Hard disk, Code rev, PS code rev @, PS font code @, <a href="#">Service ID</a> , Num cycles, Boot ROM		
<a href="#">Default menu</a>			
Display contrast →	Up, Down		
<a href="#">Clean platen</a> →	Automatic clean →	On, Off	
	Clean now →	Automatic, Manual	
<a href="#">Lens maintenance</a>			

**Key**

Appears only in Full Menu mode

Always appears


@ : PostScript printers only



## device setup menu

### hp designjet 5500 series

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Choose the  icon, then **Device setup**.

1st level	2nd level	3rd level
TUR installed →	No, Yes	
Cutter →	On, Off	
<u>Reduced margins</u> →	On, Off	
<u>Lang</u> →	CALS/G4, HP-GL/2, PostScript @, PDF @, TIFF, JPEG, Automatic	
<u>Drying time</u> →	Automatic	
	None	
	Manual →	1 to 255 min
<u>Pen check</u> →	Optimized	
	Manual →	every 1 to 255 plots
	Next plot	
<u>Heater</u> →	Automatic	
	None	
	Manual →	10 to 100%
<u>Sleep mode</u> →	30, 60, 120, 150, 180, 210, 240 min	

### Key

Appears only in Full Menu mode

Always appears

Appears if TUR is not loaded

Appears if TUR is loaded

@ : PostScript printers only

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## hp designjet 5500 series

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# demos menu

Choose the  icon, then **Demos**.

## 1st level

[Samples](#)[PostScript fonts @](#)[Palette](#)[Menu](#)

## Key

Appears only in Full Menu mode

Always appears

@ : PostScript printers only





## media menu

### hp designjet 5500 series

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Choose the  icon.

This menu always appears.

1st level	2nd level	3rd level	4th level
<a href="#">Roll/sheet info</a> →	Vendor name, Type of media, Width, Length, Max XY, Profile revision		
<a href="#">Media selection</a> →	HP →	HW Coated, Coated Paper, Photo Imaging Gloss, Colorfast Vinyl, Paper Semi-Gloss, Poster Paper, Studio Canvas, More...	
	<a href="#">Others</a> →	Coated, HW Coated, Photo, Fine Arts, Vinyl/Film, → Backlit, Textile, Colored, CAD, More...	Choose profile, Print sample
<a href="#">Delete media</a> →	(list of downloaded media profiles; media profiles provided with the printer cannot be deleted)		
<a href="#">Move media</a>			
<a href="#">TUR loaded</a> →	Yes, No		
<a href="#">Form feed &amp; cut</a> →	Yes, No		



## ink cartridge menu

### hp designjet 5500 series

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Choose the  icon.

This menu always appears.

1st level	2nd level
<a href="#">Light cyan cart info,</a> <a href="#">Light magenta cart info,</a> → <a href="#">Yellow cart info,</a> <a href="#">Cyan cart info,</a> <a href="#">Magenta cart info,</a> <a href="#">Black cart info</a>	HP No. 81/83 ink cartridge, Ink level, Capacity, Part number, Mfg. month
<a href="#">Replace ink cartridge</a> →	Yes, No



# printhead menu

## hp designjet 5500 series

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Choose the  icon.

This menu always appears.

1st level	2nd level
<a href="#">Printhead info</a> →	Light cyan info, Light magenta info, Yellow info, Cyan info, Magenta info, Black info
<a href="#">Recover printheads</a> →	All printheads, Cyan, Magenta, Yellow, Black, Light C, Light M
<a href="#">Replace printhead</a> →	Yes, No



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# supported printing materials

The following printing materials are supported for your printer and the HP No. 81 and 83 ink supplies. For the dimensions and grammage of these materials, see [physical characteristics of printing materials](#). For part numbers and regional availability, see [ordering printing materials](#).

Names that appear in the front panel when the printer is delivered are indicated with a yellow background. If you would like to use any of the other printing materials, see [how do I download media profiles?](#)

## premium category

Product name	Front panel name	Ink supply	
HP Colorlucent Backlit UV	Colorlucent Bklt UV		83
HP Durable Image Gloss UV	Durable Gloss UV		83
HP Banners with Tyvek	Tyvek		83
HP Studio Canvas	Studio Canvas	81	83
HP Colorfast Adhesive Vinyl	Colorfast Vinyl	81	83
HP Photo Imaging Gloss	Photo Gloss	81	
HP Photo Imaging Satin	Photo Satin	81	
HP Coated Paper	Coated Paper	81	
HP Heavyweight Coated Paper	HWC Paper	81	83
HP Vellum	Vellum	81	
HP Translucent Bond	Trans. Bond	81	
HP Clear Film	Clear Film	81	
HP Bright White Inkjet Paper	Bright White	81	
HP YUPO Synthetic Paper	Yupo	81	83
HP Flame Retardant Cloth	Flame Retardant	81	83
HP Productivity Photo Gloss	Productivity Gloss	81	83
HP Productivity Photo Semi-Gloss	Produc Semi-Gloss	81	83

## premium category speciality materials

Product name	Front panel name	Ink supply	
HP Photo Paper RC Matte	Photo RC Matte	81	83
HP Outdoor Billboard Paper Blue Back	Billboard Paper	81	83
HP Proofing Paper RC Satin	Proofing RC Satin	81	
HP Polyester Film Opaque White Glossy	Polyester White	81	
HP Backlit Film Reverse Print Matte	Backlit Reverse	81	
HP Canvas Matte	Canvas Matte	81	83
HP Fine Art Paper Aquarella	Aquarella Paper	81	83
HP Fine Art Paper Vanilla	Vanilla Paper	81	83

HP Fine Art Paper Cream	Cream Paper	81	83
HP Fine Art Paper Ice-Blue	Ice-Blue Paper	81	83
HP Fine Art Paper Sahara	Sahara Paper	81	83
HP Canvas Paper 140 gram	Canvas 140	81	83
HP Embossed Paper 140 gram	Embossed 140	81	83
HP Canvas Paper 180 gram	Canvas 180	81	83
HP Outdoor Paper	Outdoor Paper	81	83
HP Indoor Paper Self-adhesive	Indoor Self-Adhesi	81	
HP Polyester Film White Matte	Polyester White Mat	81	
HP Heat Transfer Paper	Heat Transfer	81	83
HP Fabric Cotton Matte 190 gram	Cotton Matte 190	81	
HP Paper-Backed Fabric Polyester 110 gram	PB Fabric Polyester	81	83
HP Paper-backed Fabric Silk Satin	PB Silk Satin	81	
HP Coloured Paper Fluorescent Yellow	Fluorescent Yellow	81	
HP Coloured Paper Yellow	Coloured Paper	81	
HP Scrim Banner	Scrim Banner	81	83
HP Polypropylene	Polypropylene	81	83
HP Polypropylene - adhesive backed	Polypropylene AD	81	83
HP Two-view Cling	Two View Cling	81	
HP Paper-backed Fabric, Viscose	Viscose	81	83

### value category

Product name	Front panel name	Ink supply	
HP Basic Bond Paper		81	
HP Basic Coated Paper	Basic Coated Paper	81	
HP Basic Heavyweight Coated Paper	Basic HWC Paper	81	83
HP Basic Super Heavyweight Coated Paper	Basic Super HWC Pap.	81	83
HP Basic High-Gloss Photo Paper	Basic Photo Gloss	81	83
HP Basic Photo Satin Paper	Basic Photo Satin	81	83
HP Inkjet Bond Paper		81	
HP Coated Paper	Universal Coated Pap	81	
HP Heavyweight Coated Paper	Universal HWC	81	83
HP High-Gloss Photo Paper	High-Gloss Photo	81	83
HP Semi-Gloss Photo Paper	Semi-Gloss Photo	81	83

### non-hp materials

Product name	Front panel name	Ink supply	
3M Changeable Media	Changeable Media		83





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# important points about printing materials

“Printing material” is the paper, transparency, or other material on which you print. Printing materials are sometimes referred to as “media”, and you will see this word used in your printer's front panel.

- Choosing the correct printing material for your needs is an essential step in ensuring good image quality. For best printing results, use only genuine Hewlett-Packard printing materials, whose reliability and performance have been developed and thoroughly tested. All HP printing components (printer, ink system, and printing materials) have been designed to work together to give trouble-free performance and optimal image quality.
- Your printer supports many types of printing materials. However, the quality of some images may be reduced if you do not use the correct printing material for your image. See [printing materials and applications](#).
- Whenever you load a roll or a sheet, the printer's front-panel display prompts you to specify the media type you are loading. It is essential to specify this correctly for good image quality. If printing material is already loaded, you can verify the media type from the front panel. See [how do I obtain information on the printing material?](#)
- Make sure the appropriate print-quality setting (Max Quality, Productivity, Production, or Max Speed) is selected. You can set the print quality either from your software or from the printer's front panel. Software driver settings override any print-quality settings made on the front panel. The combination of media type and print-quality settings tells the printer how to place the ink on the printing material--for example, the ink density, halftoning method, and number of passes of the printheads.
- Handle film and glossy paper by the edges or wear cotton gloves. Skin oils can be transferred to the printing material leaving fingerprint marks.
- Although the ink systems supplied with this printer have good light-fastness, colors will eventually fade or change if exposed to sunlight over a long period of time.
- Rewrap partially used rolls if they are not being used; do not stack rolls.
- Always keep unused rolls wrapped in the plastic wrap to prevent discoloration.
- Keep the printing material tightly wound on the roll throughout the loading and unloading procedures. If it starts to unwind, it can become difficult to handle.

Further information is available via the Technical Support section of your printer's WebAccess tool. See [tell me about webaccess](#).







## physical characteristics of printing materials

### hp designjet 5500 series

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The following table lists the dimensions and weight of the HP printing materials. For front panel names and ink compatibility, see [supported printing materials](#). For part numbers and regional availability, see [ordering printing materials](#).

Always print on the image side with the special coating; the image side always faces outward on roll products from HP.

From time to time new HP printing materials will become available and the printer will not have their media profiles. If you want to use one of these new materials, you should obtain the correct profile and add it to the printer's software. See [how do I download media profiles?](#)

### premium category

Product name	Length	Width	Thickness	Grammage
	(m/feet)	(inches / mm)	(mil/microns)	(g/m <sup>2</sup> - lb)
HP Colorlucent Backlit UV	30.5 / 100	36 / 914	6 / 160	200 / -
		54 / 1372		
		60 / 1524		
HP Durable Image Gloss UV	22.9 / 75	36 / 914	8 / 208	200 / -
		54 / 1372		
	27 / 90	60 / 1524		
HP Banners with Tyvek	15.2 / 50	36 / 914	10 / 254	140 / -
		54 / 1372		
HP Studio Canvas	10.7 / 35	36 / 914	20 / 508	368 / -
		54 / 1372		
HP Colorfast Adhesive Vinyl	12.2 / 40	36 / 914	6 / 152	328 / -
		54 / 1372		
HP Photo Imaging Gloss	30.5 / 100	36 / 914	7 / 178	178 / -
		42 / 1067		
		60 / 1524		
HP Photo Imaging Satin	30.5 / 100	36 / 914	7 / 178	178 / -
		42 / 1067		
		60 / 1524		
		24 / 610		
		36 / 914		
		42 / 1067		
		54 / 1372		
		42 / 1067		

HP Coated Paper	45.7 / 150	54 / <b>1372</b>	-	98 / 26
		16.54 / <b>420 (A2)</b>		
		23.39 / <b>594 (A1)</b>		
		33.11 / <b>841 (A0)</b>		
HP Heavyweight Coated Paper	30.5 / 100	24 / 610	6.7 / 170	130 / 35
		36 / 914		
		42 / 1067		
		54 / 1372		
HP Vellum	45.7 / 150	60 / 1524	3 / 76	75 / -
		24 / 610		
		36 / 914		
		42 / 1067		
HP Translucent Bond	45.7 / 150	54 / 1372	3 / 76	67 / -
		60 / 1524		
HP Clear Film	22.9 / 75	24 / 610	4 / 101	174 / -
		36 / 914		
HP Bright White Inkjet Paper	45.7 / 150	24 / <b>610</b>	-	90 / 24
		36 / <b>914</b>		
		24 / 610		
		36 / 914		
		16.54 / <b>420 (A2)</b>		
		23.39 / <b>594 (A1)</b>		
HP YUPO Synthetic Paper	30.5 / 100	33.11 / <b>841 (A0)</b>	5 / 120	81 / -
		36 / 914		
HP Flame Retardant Cloth	20 / 65	54 / 1372	14 / 360	230 / -
		36 / 914		
HP Productivity Photo Gloss	30.5 / 100	36 / 914	9 / 230	245 / -
		42 / 1067		
		54 / 1372		
		60 / 1524		
HP Productivity Photo Semi-gloss	30.5 / 100	36 / 914	9 / 230	245
		42 / 1067		
		54 / 1372		
		60 / 1524		
HP Bright White Inkjet Paper (long rolls)	91 / 300	36 / 914	-	90 / 24
HP Coated Paper (long rolls)	91 / 300	36 / 914	-	98 / 26
HP Heavyweight Coated Paper (long	68.6 / 225	42 / 1067	6.7 / 170	130 / 35

rolls)		<b>60 / 1524</b>		
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### premium category speciality materials

Product name	Length	Width	Thickness	Grammage
	(m/feet)	(inches / cm)	(mil/microns)	(g/m <sup>2</sup> )
HP Photo Paper RC Matte	30.5 / 100	<b>36 / 914</b>	8 / 210	200
		<b>54 / 1372</b>		
HP Outdoor Billboard Paper Blue Back	30.5 / 100	<b>36 / 914</b>	7 / 155	140
		<b>54 / 1372</b>		
HP Proofing Paper RC Satin	22.9 / 75	<b>36 / 914</b>	8 / 165	200
		<b>54 / 1372</b>		
HP Polyester Film Opaque White Glossy	15.2 / 50	<b>24 / 610</b>	5 / 120	170
		<b>36 / 914</b>		
		<b>42 / 1067</b>		
		<b>54 / 1372</b>		
HP Backlit Film Reverse Print Matte	22.9 / 75	<b>36 / 914</b>	5 / 128	160
		<b>54 / 1372</b>		
		<b>60 / 1524</b>		
HP Canvas Matte	10.7 / 35	<b>24 / 610</b>	17.5 / 445	340
		<b>36 / 914</b>		
		<b>42 / 1067</b>		
		<b>54 / 1372</b>		
HP Fine Art Paper Aquarella	10.7 / 35	<b>36 / 914</b>	14 / 365	240
HP Fine Art Paper Vanilla	10.7 / 35	<b>36 / 914</b>	9 / 230	160
HP Fine Art Paper Cream	10.7 / 35	<b>36 / 914</b>	9 / 220	160
HP Fine Art Paper Ice-Blue	10.7 / 35	<b>36 / 914</b>	9.5 / 240	160
HP Fine Art Paper Sahara	10.7 / 35	<b>36 / 914</b>	9.5 / 240	160
HP Canvas Paper 140 gram	10.7 / 35	<b>36 / 914</b>	8 / 200	140
HP Embossed Paper 140 gram	10.7 / 35	<b>36 / 914</b>	8 / 200	140
HP Canvas Paper 180 gram	10.7 / 35	<b>36 / 914</b>	10 / 260	180
HP Outdoor Paper	30.5 / 100	<b>36 / 914</b>	7.5 / 190	140
		<b>54 / 1372</b>		
		<b>60 / 1524</b>		
HP Indoor Paper Self-adhesive	22.9 / 75	<b>36 / 914</b>	7 / 180	170
		<b>54 / 1372</b>		
		<b>60 / 1524</b>		

HP Polyester Film White Matte	15.2 / 50	<b>36</b> / 914	6.5 / 165	185
		<b>54</b> / 1372		
		<b>60</b> / 1524		
HP Heat Transfer Paper	30.5 / 100	<b>36</b> / 914	7 / 180	145
		<b>54</b> / 1372		
HP Fabric Cotton Matte 190 gram	10 / 33	<b>36</b> / 914	7.5 / 190	190
		<b>54</b> / 1372		
HP Paper-Backed Fabric Polyester 110 gram	10 / 33	<b>36</b> / 914	-	110 (no backing)
		<b>54</b> / 1372		
HP Paper-backed Fabric Silk Satin	10 / 33	<b>36</b> / 914	-	60 (no backing)
		<b>54</b> / 1372		
HP Coloured Paper Fluorescent Yellow	45.7 / 150	<b>36</b> / 914	5 / 130	100
HP Coloured Paper Yellow	45.7 / 150	<b>36</b> / 914	5 / 125	95
HP Scrim Banner	15.2 / 50	<b>36</b> / 914	15 / 380	480
		<b>42</b> / 1067		
		<b>54</b> / 1372		
		<b>60</b> / 1524		
HP Polypropylene	22.9 / 75	<b>36</b> / 914	7.5 / 190	130
		<b>42</b> / 1067		
		<b>54</b> / 1372		
		<b>60</b> / 1524		
HP Polypropylene - adhesive backed	21.3 / 70	<b>36</b> / 914	11 / 270	200 (with backing)
		<b>42</b> / 1067		
HP Two-view Cling	22.9 / 75	<b>36</b> / 914	9.5 / 240	240
		<b>42</b> / 1067		
HP Paper-backed Fabric, Viscose	10 / 33	<b>36</b> / 914	-	305 (with backing)
		<b>42</b> / 1067		
		<b>54</b> / 1372		

### value category

Product name	Length	Width	Thickness	Grammage
	(m/feet)	(inches / mm)	(mil/microns)	(g/m <sup>2</sup> - lb)
HP Basic Bond Paper	45.7 / 150	<b>24</b> / 610	4 / 104	80 / 21
		<b>36</b> / 914		
		<b>42</b> / 1067		
HP Basic Coated Paper	45.7 / 150	<b>24</b> / 610	5 / 127	95 / 26
		<b>36</b> / 914		
		<b>54</b> / 1372		
		<b>60</b> / 1524		
HP Basic		<b>24</b> / 610		
		<b>36</b> / 914		

Heavyweight Coated Paper	30.5 / 100	<b>42</b> / 1067	6 / 149	120 / 32
		<b>54</b> / 1372		
		<b>60</b> / 1524		
HP Basic Super Heavyweight Coated Paper	22.8 / 75	<b>24</b> / 610	7.5 / 191	160 / 42
		<b>36</b> / 914		
		<b>42</b> / 1067		
		<b>54</b> / 1372		
HP Basic High-Gloss Photo Paper	30.5 / 100	<b>60</b> / 1524	7 / 178	179 / 48
		<b>24</b> / 610		
		<b>36</b> / 914		
		<b>42</b> / 1067		
		<b>54</b> / 1372		
HP Basic Photo Satin Paper	30.5 / 100	<b>60</b> / 1524	7 / 178	179 / 48
		<b>24</b> / 610		
		<b>36</b> / 914		
		<b>42</b> / 1067		
		<b>54</b> / 1372		
HP Inkjet Bond Paper	45.7 / 150	<b>60</b> / 1524	4 / 104	80 / 21
		<b>24</b> / 610		
		<b>36</b> / 914		
HP Coated Paper	45.7 / 150	<b>42</b> / 1067	5 / 127	95 / 26
		<b>54</b> / 1372		
		<b>60</b> / 1524		
		<b>24</b> / 610		
		<b>36</b> / 914		
HP Heavyweight Coated Paper	30.5 / 100	<b>42</b> / 1067	6 / 149	120 / 32
		<b>54</b> / 1372		
		<b>60</b> / 1524		
		<b>24</b> / 610		
		<b>36</b> / 914		
HP High-Gloss Photo Paper	30.5 / 100	<b>42</b> / 1067	7 / 178	179 / 48
		<b>54</b> / 1372		
		<b>60</b> / 1524		
		<b>24</b> / 610		
		<b>36</b> / 914		
HP Semi-Gloss Photo Paper	30.5 / 100	<b>42</b> / 1067	7 / 178	179 / 48
		<b>54</b> / 1372		
		<b>60</b> / 1524		
		<b>24</b> / 610		
		<b>36</b> / 914		



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## tell me about drying time

With some printing materials and environmental conditions the ink needs some time to dry before the printing material is unloaded. The following settings are available.

**None:** with this setting, the printing material will be released from the printer as soon as printing has finished. It is the default setting and the quickest setting, but you must handle the printed image with care, as the image may not necessarily be ready for use.

**Manual:** in some cases with this setting the drying time may not be sufficient, the ink may not be dry, so care is needed when handling the printing material.

**Automatic:** the printer automatically determines the appropriate drying time, based on the printing material you have selected and the current temperature and humidity. If there is any drying time, a “drying time to go” countdown will be displayed on the front panel.

### see also

[drying times with hp tested printing materials](#)

[changing the drying time](#)



## printable area

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Printable area = paper size minus normal margins		Printing area (width × height) by image orientation			
		Paper size	Landscape (inches)	Portrait (inches)	Landscape (mm)
ANSI sizes	C	21.46 × 15.36	16.46 × 20.36	545 × 390	241 × 517
	D	33.46 × 20.36	21.46 × 32.36	845 × 517	545 × 821
	E	43.46 × 32.36	33.46 × 42.36	1100 × 821	850 × 517
ISO sizes	A2	22.86 × 14.86	15.96 × 21.76	580 × 377	405 × 553
	A1	32.56 × 21.76	22.86 × 31.46	827 × 552	580 × 799
	A0	46.26 × 31.46	32.56 × 45.16	1175 × 799	827 × 1147





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# printing materials and print speeds

The following tables show print speeds for a small selection of printing materials. For a full list of the available materials, see [supported printing materials](#).

The print speeds shown are for the 60-inch HP Designjet 5500ps, printing an image containing all colors, 59.4 × 128.9 in (1.51 × 3.27 m) in size.

See also [print resolution](#).

## dye inks (hp no. 81)

### imaging materials

Print Mode	Coated Paper	Heavyweight Coated Paper	Productivity Photo Gloss	Photo Imaging Gloss
Max Speed	569 ft <sup>2</sup> /hour 52.86 m <sup>2</sup> /hour	287 ft <sup>2</sup> /hour 26.66 m <sup>2</sup> /hour	147 ft <sup>2</sup> /hour 13.66 m <sup>2</sup> /hour	147 ft <sup>2</sup> /hour 13.66 m <sup>2</sup> /hour
Production	182 ft <sup>2</sup> /hour 16.91 m <sup>2</sup> /hour	122 ft <sup>2</sup> /hour 11.33 m <sup>2</sup> /hour	100 ft <sup>2</sup> /hour 9.29 m <sup>2</sup> /hour	Not available
Productivity	100 ft <sup>2</sup> /hour 9.29 m <sup>2</sup> /hour	76 ft <sup>2</sup> /hour 7.06 m <sup>2</sup> /hour	76 ft <sup>2</sup> /hour 7.06 m <sup>2</sup> /hour	76 ft <sup>2</sup> /hour 7.06 m <sup>2</sup> /hour
Max Quality	100 ft <sup>2</sup> /hour 9.29 m <sup>2</sup> /hour	60 ft <sup>2</sup> /hour 5.57 m <sup>2</sup> /hour	60 ft <sup>2</sup> /hour 5.57 m <sup>2</sup> /hour	60 ft <sup>2</sup> /hour 5.57 m <sup>2</sup> /hour

### CAD materials

Print Mode	Bright White Inkjet Paper	Vellum	Coated Paper CAD lines	Clear Film
Max Speed	569 ft <sup>2</sup> /hour 52.86 m <sup>2</sup> /hour	287 ft <sup>2</sup> /hour 26.66 m <sup>2</sup> /hour	391 ft <sup>2</sup> /hour 36.33 m <sup>2</sup> /hour	100 ft <sup>2</sup> /hour 9.29 m <sup>2</sup> /hour
Productivity	188 ft <sup>2</sup> /hour 17.47 m <sup>2</sup> /hour	119 ft <sup>2</sup> /hour 11.06 m <sup>2</sup> /hour	147 ft <sup>2</sup> /hour 13.66 m <sup>2</sup> /hour	76 ft <sup>2</sup> /hour 7.06 m <sup>2</sup> /hour
Max Quality	96 ft <sup>2</sup> /hour 8.92 m <sup>2</sup> /hour	70 ft <sup>2</sup> /hour 6.50 m <sup>2</sup> /hour	74 ft <sup>2</sup> /hour 6.87 m <sup>2</sup> /hour	40 ft <sup>2</sup> /hour 3.72 m <sup>2</sup> /hour

## pigment inks (hp no. 83)

### imaging materials

Print Mode	Heavyweight Coated Paper	Productivity Photo Gloss	Colorlucent Backlit UV
Max Speed	287 ft <sup>2</sup> /hour 26.66 m <sup>2</sup> /hour	100 ft <sup>2</sup> /hour 9.29 m <sup>2</sup> /hour	77 ft <sup>2</sup> /hour 7.15 m <sup>2</sup> /hour

<b>Productivity</b>	100 ft <sup>2</sup> /hour	76 ft <sup>2</sup> /hour	58 ft <sup>2</sup> /hour
	9.29 m <sup>2</sup> /hour	7.06 m <sup>2</sup> /hour	5.39 m <sup>2</sup> /hour
<b>Max Quality</b>	60 ft <sup>2</sup> /hour	50 ft <sup>2</sup> /hour	33 ft <sup>2</sup> /hour
	5.57 m <sup>2</sup> /hour	4.65 m <sup>2</sup> /hour	3.07 m <sup>2</sup> /hour



## printing materials and applications

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The following table describes the characteristics and uses of the printing materials you will find listed in the printer's front panel. There are many more printing materials available from HP; you can read about them here: <http://www.designjet.hp.com/media/>

Product name	Description
<b>HP Studio Canvas</b>	Capture the look and feel of original, hand-painted art with <i>HP Studio Canvas</i> . Use this textured, natural-colored, high-gloss printing material to create professional-quality reproductions of fine art paintings and photographs.
<b>HP ColorFast Adhesive Vinyl</b>	Make a big impression that sticks with <i>HP ColorFast Adhesive Vinyl</i> . This presentation-quality vinyl has pressure-sensitive adhesive that sticks where you want it, for as long as you need it, without cracking or peeling. The white-matte finish makes your colors snap and brings your photos to life.
<b>HP Photo Imaging Gloss</b>	Capture maximum depth and bold, rich colors. This paper gives ultimate photo-quality images and dries fast, making it an exceptionally productive material for indoor posters, displays, and signs with great durability (lightfastness).
<b>HP Photo Imaging Satin</b>	Ideal for giving your large-format prints a warm, rich look and feel. It is a fast-printing, low-glare material, which captures maximum color, depth, and intricate image details to deliver ultimate photo-quality images and lightfast durability.
<b>HP Coated Paper</b>	Generate color-accurate everyday prints, working comps, and design proofs with <i>HP Coated Paper</i> . This economical, bright white paper beautifully captures vivid, high-resolution color and dense black images. It's an ideal choice for printing color line drawings, illustrations, and graphics with light ink density. A special "HP Coated Paper - CAD lines" profile exists for line applications.

<p><b>HP Heavyweight Coated Paper</b></p>	<p>For low-cost, long-term applications such as signs and posters. This paper is extra resistant to cockling and produces prints that look crisp and smooth with high image quality and fast throughput. "HP Heavyweight coated paper - long roll" produces high-quality, economical prints and now lasts even longer. It comes in 225 feet (68m) rolls for longer periods of unattended printing.</p>
<p><b>HP Productivity Photo Gloss Photo paper</b></p>	<p>Produce high-quality glossy prints that dry instantly, reducing production time. This versatile paper is designed for optimum quality graphics and photo printing with most HP Designjet Series printers and some non-HP large-format printers.</p>
<p><b>HP Productivity Semi-Gloss Photo paper</b></p>	<p>Produce high-quality semi-gloss prints that dry instantly, reducing production time. This versatile paper is designed for optimum quality graphics and photo printing with most HP Designjet Series printers and some non-HP large-format printers.</p>
<p><b>HP Clear Film</b></p>	<p>For multiple overlays and transparent images. An optically clear film that provides excellent ink adhesion, superior bleed control, and bright vivid colors.</p>
<p><b>HP Bright White Inkjet Paper</b></p>	<p>For everyday black and color line drawings. The brightest, low-cost bond. Specially treated surface consistently produces crisp line resolution and high-contrast color prints.</p>
<p><b>HP Vellum</b></p>	<p>For reproducible final drawings. 100% cotton fiber offers crisp, archival line drawings, sharp text, and uniform solid areas. 75 g/m<sup>2</sup> weight provides excellent handling and durability.</p>
<p><b>HP Canvas Matte</b></p>	<p>It is a 17.5-mil inkjet coated stretchable canvas with a matte surface finish. A special ink-receptive coating makes the canvas resistant and protects the surface from cracking. When used with pigmented inks, images are brilliant and well saturated, making this canvas an ideal material for fine art reproduction.</p>
<p><b>HP Fine Art Vanilla</b></p>	<p>It is a single-side coated, matte and slightly structured, high-quality moul-made paper with a shade of eggshell for flamboyant full-color printouts.</p>

<p><b>HP Colorlucent Backling UV</b></p>	<p>Create long-lasting Duratrans-like images with HP Colorlucent Backlit. This durable, front-print film delivers sharp photo quality. Use exclusively with the HP Designjet ink systems UV inks supplied for brilliant images resistant to moisture, smears, scratches, and fading, which can be displayed for up to five years indoors or two years outdoors in a lightbox.</p>
<p><b>HP Durable Image Gloss UV</b></p>	<p>It is a durable photobase paper that creates brilliant, photo-quality images. It is the best product on the market for UV applications due to its superior color vibrancy and image quality, which rivals dye-based solutions. HP Durable Image Gloss UV and pigmented inks will last two hundred years indoors and at least two years outdoors, laminated.</p>
<p><b>HP Banners with Tyvek</b></p>	<p>Create brilliant, durable banners that last indoors and outdoors. This tough printing material resists tears, fading, and water damage. HP Banners with Tyvek is designed to be used specially with HP Designjet ink systems UV for outdoor and indoor durability to create waterfast and lightfast prints that last up to three months outdoors without lamination. Create finished, professional-looking banners that are easy to hang, grommet, and stitch.</p>
<p><b>HP Scrim Banner</b></p>	<p>It is a 350-µm, matte opaque PVC banner material. This product, designed for HP large-format inkjet printers, consists of a tear-resistant polyester fabric embedded between two white vinyl layers. It's ideal for indoor and outdoor applications, thanks to a special ink-receptive coating that makes it water-resistant while still allowing it to produce brilliant colors and edge definition.</p>

**HP Polypropylene**

It is a 180- $\mu\text{m}$ , matte polypropylene-film with a water-resistant coating. This film is ideal for indoor and outdoor applications, thanks to a special ink-receptive coating that makes it water-resistant while still allowing it to produce brilliant colors and edge definition. When used with dye inks, images are brilliant and well saturated, making this film ideal for full-color photographic printing. When used with pigmented inks, it is water-resistant without lamination.

**3M Changeable opaque imaging media**

For indoor and outdoor weatherable, superior image quality graphics with easy application onto and removal from flat or simple curved surfaces (with or without rivets), foamboard and other poster boards. Also ideal for fleet graphics.

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## drying times with hp tested printing materials

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Below is a table showing the typical automatic drying times for some selected HP-tested printing materials at approximately 23°C with 50% relative humidity. If you are using non-HP printing materials, you can use these figures as an approximate guide.

Drying time is related to the humidity of the air in the printer's environment. In a damp environment, more drying time will be required. In a dry environment, less time.

HP tested printing material	Drying time in minutes	
	Max image quality	Productivity, Production, Max speed
HP Productivity Photo Gloss	0	0
HP Productivity Photo Semi-Gloss	0	0
HP Banners with Tyvek	1	1
HP Colorfast Adhesive Vinyl	1	1
HP DuraImaging UV	1	1
HP Heavyweight Coated	1	1
HP Photo Imaging Gloss	4	2
3M Changeable Opaque Imaging Media	5	4
HP Studio Canvas	9	5
HP Colorlucent Backlit UV	40	9



# tell me about color management

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[hp designjet color concepts](#) (specific to HP Designjet printers)

[color-managed work flows](#) (for a range of popular applications)

[links to web sites](#)

[glossary of color terms](#)



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## tell me about printing images in grayscale

There are times when you may want to print a color image in grayscale because it is faster. Examples of this are:

- You want a draft in which color is not important, for example to check that the image is not going to be clipped.
- You want a version for photocopying in black and white.

Grayscale printing renders colors as grayscales rather than all colors as black. If you want all colors to be printed as black, then you should set all your colors to black in your software. For example, if supported in your software, use a pen number that is 100% black.

Alternatively, you could make one of the printer's internal palettes (A or B) all black, and then select this as the current palette (see [changing the palette settings](#)).

### notes

- The palette settings do not affect PostScript files (5500ps only).
- You cannot change the color/grayscale setting for pages already in the printer's queue.
- HP-GL/2 drivers may override this setting.

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# glossary of color terms

[5000°K](#)[absolute colorimetric -- see rendering intent](#)[additive color](#)[Adobe Gamma](#)[calibration](#)[chromaticity](#)[CIE](#)[CMM](#)[CMS](#)[CMYK](#)[color bar](#)[color management](#)[color profile](#)[color separation](#)[color space](#)[color temperature](#)[color working space](#)[colorant](#)[colorimeter](#)[ColorSync](#)[contract proof -- see proof](#)[D50 -- see 5000°K](#)[densitometer](#)[device-link profile](#)[dot gain](#)[gamut](#)

[halftone](#)

[halftone dot](#)

[hexachrome](#)

[ICC](#)

[ICM](#)

[ink](#)

[intent -- see rendering intent](#)

[ISO 3664](#)

[IT8](#)

[LAB](#)

[loose proof -- see proof](#)

[metamerism](#)



[perceptual -- see rendering intent](#)

[photomechanical proof](#)

[process color](#)

[profile](#)

[proof](#)

[relative colorimetric -- see rendering intent](#)

[rendering intent](#)

[RGB](#)

[saturation](#)

[saturation \(intent\) -- see rendering intent](#)

[scatter proof -- see proof](#)

[self-calibration](#)

[soft proof -- see proof](#)

[spectrophotometer](#)

[sRGB](#)

[stochastic](#)

[subtractive color](#)

[target](#)

[viewing booth](#)





# hp designjet color concepts

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## concepts specific to hp designjet printers

- [automatic black replacement](#)  
(using CMY for K)
- [self-calibration](#)  
(automatic color correction by the printer)
- [error-diffusion screening](#)  
(for accurate color reproduction)
- [RGB versus CMYK](#)  
(color spaces)
- [automatic PANTONE® calibration](#)  
(for spot colors)
- [printing material support](#)  
(use of printing materials and importance of selecting the correct 'Media Type')



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# color management concepts

## general concepts

- [color spaces](#)  
(RGB, LAB, CMYK)
- [color profiles](#)  
(descriptions of the color characteristics of a printer, proof printer or monitor)
- [color gamuts](#)  
(charts that depict the color range of a printer, proof printer or monitor)
- [rendering intents](#)  
(Perceptual, Relative colorimetric, Saturation, Absolute colorimetric)
- [PANTONE® and spot colors](#)  
(how the printer supports [PANTONE®](#) spot colors)
- [viewing conditions](#)  
(recommended viewing environments for your monitor)
- [metamerism](#)  
(colors that look different under different lighting conditions)

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## links to web sites

You may find the following Web sites of interest.

**Note:** HP takes no responsibility for the content of non-HP Web sites.

**Note:** All trademarks referenced herein are the properties of their respective owners.

### **color management resources**

There are a number of important players in the color management business.

As more and more software applications support color management, it will be important to know about these firms and their products. Below is an interactive list of color management software and hardware suppliers.

#### **ColorSync technology brief from Apple Computer**

A 30-page general description of color management with work flow diagrams in PDF format.

<http://www.apple.com/colorysync/pdf/colorysyncwhitepaper.pdf>

#### **densitometers, colorimeters, spectrophotometers**

X-Rite Inc.

<http://www.xrite.com>

GretagMacbeth, Inc.

<http://www.gretagmacbeth.com>

Color Savvy Systems

<http://www.colorsavvy.com>

#### **profiling and calibration software**

ColorBlind, MatchBox, and Prove it! software

<http://www.color.com>

Kodak ColorFlow software

<http://kodak.com>

Monaco EZ Profiler software

<http://www.monacosys.com>

Color Vision, makers of OptiCal monitor calibration software

<http://www.colorpar.com>

Agfa ColorTune software

<http://www.agfahome.com>

ColorOpen ICC (Scan, Print, ViewOpen products)

<http://www.heidelbergusa.com>

Compass Profile, Compass Pro XT, WiZiWYG software

<http://www.praxisoft.com>

Color Savvy software

<http://www.colorsavvy.com>

ProfileMaker Pro software

<http://www.gretagmacbeth.com>

Color Synergy software

<http://www.picto.com>







## hp designjet 5500 series

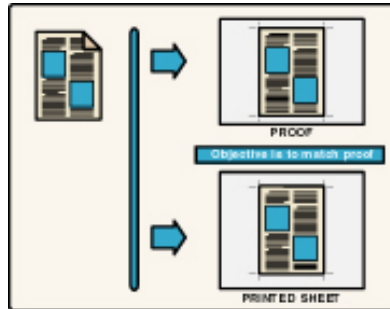
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# color-managed work flows

Three classes of work flows are described:

- [prepress work flows](#)
- [business graphics work flow](#)
- [Photoshop work flow](#)

## prepress work flows

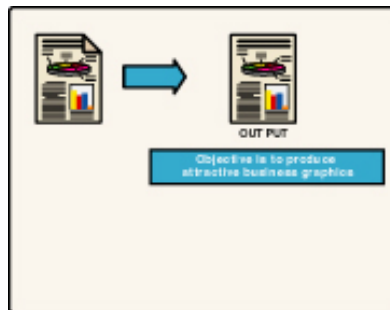


In these work flows, the printed sheet should match the proof.

- [QuarkXPress \(CMYK\)](#)
- [QuarkXPress \(mixed RGB/CMYK\)](#)
- [Adobe Illustrator](#)
- [Adobe PageMaker](#)
- [Adobe InDesign \(CMYK\)](#)
- [Adobe InDesign \(mixed RGB/CMYK\)](#)
- [Adobe Acrobat prepress](#)
- [Macromedia FreeHand](#)
- [CorelDRAW](#)



## business graphics work flow

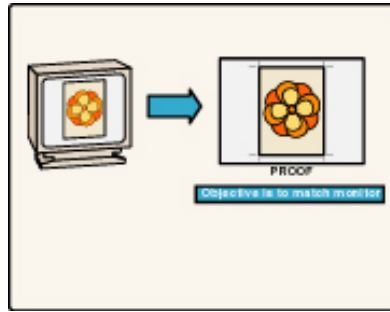


In this work flow, the aim is to produce attractive business graphics.

See [color management for business graphics](#).



## Photoshop work flow



In this work flow, the printed page should match the monitor.

See [color management for Photoshop](#).



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## color spaces

These color spaces are described:

- [RGB](#)
- [LAB](#)
- [CMYK](#)

### **RGB**

The additive color primaries are red, green and blue. Together they make 'white', which varies considerably with the type of illumination and the ratio of the primaries. Light behaves in an additive manner, as do computer monitors and other color displays.

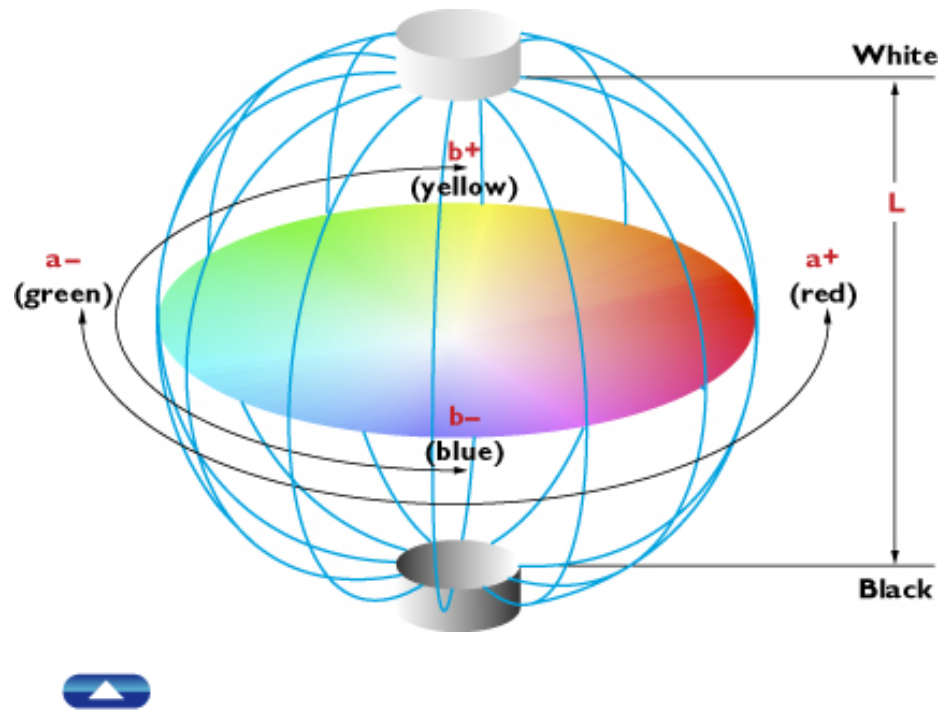
Scanners and digital cameras use red, green, and blue sensors to separate images into their component colors.

Additive color describes the color of light. Combined in pairs, the colors created are yellow, cyan and magenta. Combining the three primary colors creates white light.



### **LAB**

Short for CIELAB, this color space is used for color calculations in color management systems. CIELAB has the advantage of being 'perceptually uniform', which makes mathematical calculations more efficient. It is possible to convert and save images in LAB color, and some scanners produce images in LAB color.



## CMYK

An abbreviation for Cyan, Magenta, Yellow and black, this is the [process color](#) system that yields color images on printers and printing presses. CMYK is called 'subtractive' because the colorants (typically ink or dye) act as filters to white light, removing components of white light to create colors.

Subtractive color describes the color of inks. The complementary colors are red, green and blue. Combining the three primary colors creates a brown-black.

Some printing devices, including the HP Designjet printers, have an [extended-gamut](#) color set that includes two cyan colorants and two magenta colorants. These pairs of cyan and magenta colorant sets make possible smoother gradations and larger color gamut for simulating spot colors ([PANTONE®](#) colors, for example). The abbreviation CMYKcm is used.





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# viewing conditions

For a computer monitor to be most accurate, it is important that it be used in the proper viewing conditions. For monitors that are used for 'color-critical decisions', the monitor should be placed in an environment that is free from colors that prevent the monitor from displaying colors accurately.

The walls of the viewing area should be painted in neutral colors, and should be free of artwork and other reflective objects. Floors and furniture should also be of neutral colors.

Lighting should be 5,000°K [color temperature](#), and should be diffuse, and very low level. Operators should wear a neutral gray work jacket or smock when using the color-critical monitor.

Once the viewing conditions are correct, the monitor must be calibrated and profiled. The result should be effective for viewing images for 'soft proofing' in the computer work area.

See also [metamerism](#).

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## PANTONE® and spot colors

Hewlett-Packard printers use *process color inks* (cyan, magenta, yellow, black, and on some machines, light cyan and light magenta) to print color images. The [gamut of colors](#) that these inks can print is different from that of a computer monitor. It is also different from the gamut possible with many spot colors and [PANTONE®](#) spot color inks.

A special function in most Hewlett-Packard printers, called *Automatic PANTONE® Calibration*, will substitute colors outside the gamut of CMYK inks to print named PANTONE® spot colors when they are encountered in the print data stream. This Automatic PANTONE® Calibration function allows these special colors to be rendered with greater precision (relative to the real PANTONE® spot color) than is possible within the gamut available with only the process color inks.

Note that it is not possible to simulate all of the PANTONE® spot colors precisely with a CMYK or extended CMYKcm ink gamut.





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# rendering intent

Rendering Intent is a term to describe how colors both inside and outside the gamut of the printer are 'mapped' into the colors available on the printer (as described by the printer's ICC profile). The range of colors that a printer or monitor can show or that a scanner or digital camera can capture varies from device to device. It also varies with the whiteness of the paper, in the case of a printer.

The effect of these rendering intents can be subtle or nearly invisible on many images, as rendering has more impact on colors that fall outside the gamut of the target output device, and less on those colors inside the gamut. Rendering intent can have a profound effect on one image while having a more subtle (or invisible) effect on another image with different color content.

Compare these two poppies: the one on the left shows an original photograph with a full range of oranges and yellows; that on the right represents a possible rendering on a device with a much reduced [color gamut](#). Colors that cannot be represented faithfully are replaced by the closest match. Of course, the effect here is exaggerated. The result is that the image on the right has lost much of the subtle detail.



The International Color Consortium (ICC) has established four rendering intents for processing images in a color-managed work flow. The four rendering intents provide for proofing, reproduction of artwork, precision in color processing, and saturation for business graphics. Each rendering intent has a purpose.

The four rendering intents are:

- [perceptual](#)
- [saturation](#)
- [relative colorimetric](#)
- [absolute colorimetric](#)

## perceptual

All colors are mapped to points within the destination gamut. The source gamut is compressed linearly or nonlinearly to fit into the destination gamut. All colors are affected, not just out-of-gamut colors.

Perceptual rendering does not render colors as precisely as relative colorimetric rendering does. Instead, perceptual makes 'pleasing color' images from source to destination, possibly compromising hue, brightness



and saturation slightly in the process. Colors are mapped smoothly, avoiding the loss of distinction between similar shades, which other rendering intents may map to the same color.

It is a useful default rendering when the precision of color is not as important as the overall appearance, for example for photographic images.

## Perceptual rendering



### **relative colorimetric**

Relative Colorimetric rendering is designed to map out-of-gamut colors to their closest equivalent that is in-gamut, while sacrificing hue, lightness, and saturation as necessary. The effect of relative colorimetric rendering is more precise color rendering for in-gamut colors, as they remain unchanged. However, out-of-gamut colors may incur a heavy penalty in terms of accuracy where Perceptual rendering yields an image that 'looks good' both in terms of hue and saturation, Relative Colorimetric rendering will map the out-of-gamut colors to the closest in-gamut equivalent.

Relative Colorimetric renders the 'white' of an image to absolute (paper) white, making the resulting image appear as 'bright' as possible. In this respect, slight changes may occur to the lightness of all colors, as the lightness is 'stretched' or 'compressed' to fit the gamut of the printing material.

## Relative colorimetric rendering



### **absolute colorimetric**

Absolute Colorimetric rendering behaves the same as Relative Colorimetric rendering except that no compression or stretching of the lightness occurs to fit the gamut of the printing material. If the source image contains colors that are lighter than the printing material, they will be clipped to the color of the printing material. If the source image's white is darker than the printing material, it will be printed with some ink in order to simulate the input white as precisely as possible.

This means that the whitest 'white' mapped by the absolute method is the white of the printing material measured when the profile was made. Proofing for printing processes that use non-white printing materials (like newsprint) is more effective with Absolute Colorimetric rendering because the measured paper white is the 'whitest' color rendered in the resulting image.

The resulting proof is more representative of the actual printed product than any of the other rendering intents. It is the most effective rendering intent for spot colors, as long as they are within the printing material's gamut.

Due to the potential for clipping or printing image white, Relative colorimetric is preferred over Absolute colorimetric for comparable input and output white points.

## Absolute colorimetric rendering



### **saturation**

Saturation rendering has as its purpose the rendering of saturated color to the most saturated equivalent within the gamut of the output profile. Designed mostly for business graphics (illustrations, charts, graphs, etc.), saturation rendering maps out-of-gamut colors to the most saturated color, occasionally sacrificing the accuracy of the color in the process in order to maintain saturation. The saturation rendering intent is often used to process images where solids are favored by the software. Color precision is sacrificed for color saturation.

## Saturation rendering







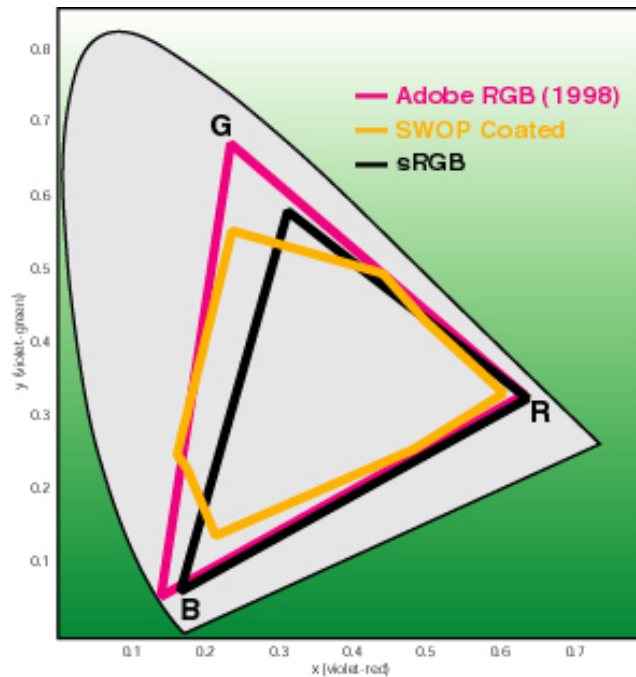
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## color gamuts

A gamut is the range of colors available on a device. Usually gamuts are represented on a two-dimensional chart, which is a variant of the CIE XYZ [chromaticity](#) chart. The chart below shows gamuts as a subset of the human-visible spectrum.

Color gamut charts depict the behavior of a monitor, a printer, or a proof printer. They show the outer extreme of the color spectrum for a particular device.



A benefit of a gamut chart is that it can show a comparison between two or more color profiles, allowing you to see if any colors in an original cannot be printed, or to see how different devices treat colors in an image.



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# color profiles

A color profile is a software tool that describes the color characteristics of a device. Profiles have the added function of providing mathematical instructions to the computer to aid in processing images. A scanner profile, for example, is both a descriptive and a corrective tool. Applying the scanner profile to an image will bring the image closer to the original in appearance.

Color management systems use a combination of input profiles and output profiles to produce proofs and prints that maximize the quality of the image being printed.

Color profiles are created by hardware, software or both. The method for producing a profile follows a common thread. In each case, the profiling software compares a known value with a measured value, and then calculates how the device must behave to generate the correct color on the next use.

For input profiles (scanners and digital cameras) a standard [target](#) (called an [IT8](#) target) is photographed or scanned, then the software compares the scanned image to the known values in the original target, to create a profile that can correct an image based on the measurements made.

Monitor profiles are created either by visual profiling methods, where the operator adjusts the color of the monitor until it appears neutral, or with a [colorimeter](#) and profiling software. Though visually-prepared profiles can be effective, they are not easily repeatable. An instrument is consistent and its effect repeatable.



Printer profiles are made by printing a unique target, then measuring that printed target with a spectral instrument. The measured values are compared with the known values sent to the printer when the target was printed, and a profile is generated that corrects for color error when that profile is set as the output profile in page layout applications.

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## metamerism

Colors that look different under different light sources are said to suffer from metamerism.

The printing industry has standardized worldwide on a 5,000°K lighting standard for proofing and checking production proofs in the graphic arts. Since lighting varies so much from office to office, plant to plant, a single color viewing standard is needed. Even where a product is intended for viewing in a known lighting condition, the proofing and color correction of that product should take place under 5,000°K lighting.



See [5000°K](#).







## printing materials and hp designjet printers

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Hewlett-Packard manufactures a variety of printing materials for use in HP Designjet printers (see [supported printing materials](#)). These materials are manufactured to print consistently and correctly with the Designjet series of machines.

It is very important that standard printing materials are *not* used in the Designjet printers, as they are not designed for ink-jet colorants, and will cause the resulting print to be unacceptable.

Selecting a printing material in the HP Printer dialog box not only sets the color characteristics of the material and printer, but establishes other important parameters for printing that affect the quality of the resulting print. These parameters include total ink coverage values, the number of passes of the print heads, and speed of travel for the ink head assembly.

Be sure that the printing material selection you are making is the correct one for the material being used.

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## RGB versus CMYK

Sending documents to an HP Designjet printer that contain images saved in red-green-blue (RGB) color will result in a successful print despite the fact that the printer uses only CMYK inks. The printer has the ability to convert the color of RGB images to CMYK for printing using color management profiles.

Even mixed source (images in RGB and CMYK color) documents can be printed successfully with HP Designjet printers.

However, for the best color quality of images, it's important to follow Hewlett-Packard's work-flow recommendations for specific applications.

See [color-managed work flows](#).

See also [color spaces](#).



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# error-diffusion screening

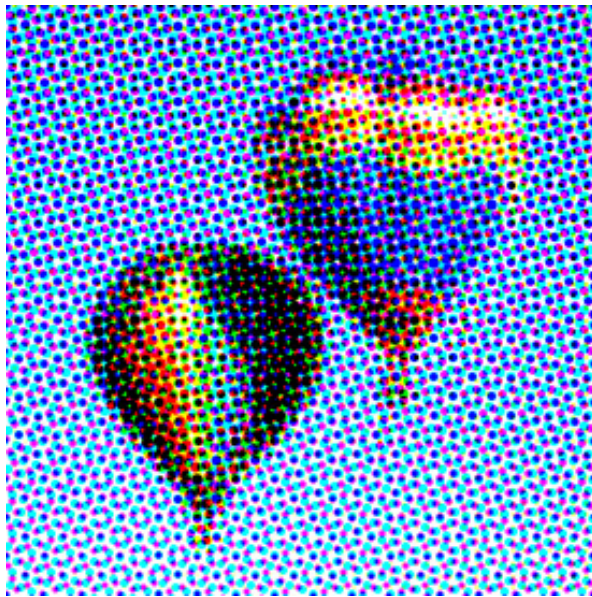
Conventional printing uses images whose tonality is created by variable-size dots (at fixed positions) called halftone dots. The HP Designjet printer uses a different method for creating tonality, with same-sized dots at randomized positions, called error diffusion.

Error-diffusion patterns are generated by the printer's internal circuitry. The benefit of error-diffusion printing is that the machine appears to generate 'continuous-tone' images while it is creating error-diffusion halftone images. If you look at a Designjet proof through a magnifier, you will see these error-diffusion patterns.

When properly calibrated, and when using an appropriate color management profile for the printer and printing material, an HP Designjet printer can match a print from a printing press or photographic process.



The original image is free of tonal patterns -- it is called a continuous-tone image.



The traditional halftone image (exaggerated here so you can see the dot patterns) shows clear evidence of the dots, their colors (cyan, magenta, yellow and black) at different printing angles.



The error-diffusion technique creates dither patterns that create tonality in an image. These patterns are exaggerated here so they can be seen. Error-diffusion images print well, and look great when generated on an HP Designjet printer.



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# self-calibration

The HP Designjet printer will [calibrate](#) itself by printing and then evaluating a page with a series of color gradients that allow analysis of the available colors on the printer to determine whether the machine is behaving to linear standards. The printer has a built-in colorimeter that is mounted on the ink system carriage. In its evaluation of the inks, the printer feeds the test print in and out of the printer several times to measure the patches that have been printed.

Six-color printers generate a six-color set of [targets](#). The purpose of these targets is to provide the machine with feedback as to its color printing performance.

### see also

[how do I calibrate color output?](#)



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# automatic black replacement

A six-color printer with light colorants (a CMYKcm configuration) is unbalanced in the sense that the darkest ink, K, does not have a light counterpart like the C and M inks. As a result, K ink must not be used in highlighted image areas, to prevent a grainy appearance. For printers with an RGB-only interface, the use of K inks can be controlled through the color map. For Graphic Arts printers that provide a device color CMYK interface this is not possible, since device colors do not pass through color maps and the input is pre-separated: that is, it already contains a K component. Automatic Black Replacement solves this problem by using a direct CMYK-to-CMYK transform inserted in the device color path. It substitutes color inks for black in the highlights and midtones, while maintaining pure device colors and not affecting any color that does not contain black.

If you use your HP Designjet printer in an environment where a sharp, black image is important (prepress proofing, for example), turn OFF the Automatic Black Replacement button, and the printer will use the black ink supply to image black.

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**automatic PANTONE® calibration**

Hewlett-Packard printers use [process color inks](#) (cyan, magenta, yellow, black, and on some machines, light cyan and light magenta) to print color images. The [gamut of colors](#) that these inks can print is different from that of a computer monitor. It is also different from the gamut possible with many spot colors and [PANTONE®](#) spot color inks.

A special function in most Hewlett-Packard printers, called *Automatic PANTONE® Calibration*, will substitute colors outside the gamut of CMYK inks to print named PANTONE® spot colors when they are encountered in the print data stream. This Automatic PANTONE® Calibration function allows these special colors to be rendered with greater precision (relative to the real PANTONE® spot color) than is possible within the gamut available with only the process color inks.

Note that it is not possible to simulate all of the PANTONE® spot colors precisely with a CMYK or extended CMYKcm ink gamut.







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## Adobe Illustrator work flow

The procedure is as follows:

- [save photos in Photoshop](#)
- [place photos in Illustrator](#)
- [turn Illustrator color management off](#)
- [set printing parameters](#)
- Print

### **save photos in Photoshop**

Take an image in RGB color from a scanner, digital camera, or other source.



[convert the image with Adobe® Photoshop® using press profile.](#)

Save the file in CMYK color in TIFF format.

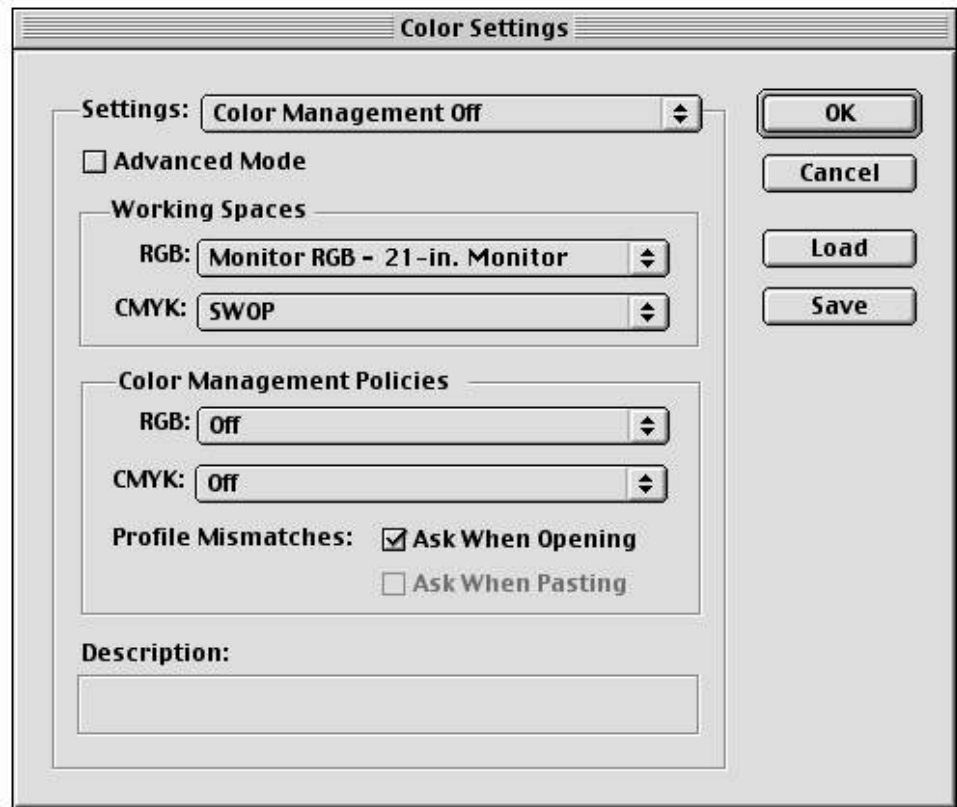
### **place photos in Illustrator**

Place images in Adobe® Illustrator®.



### **turn Illustrator color management off**

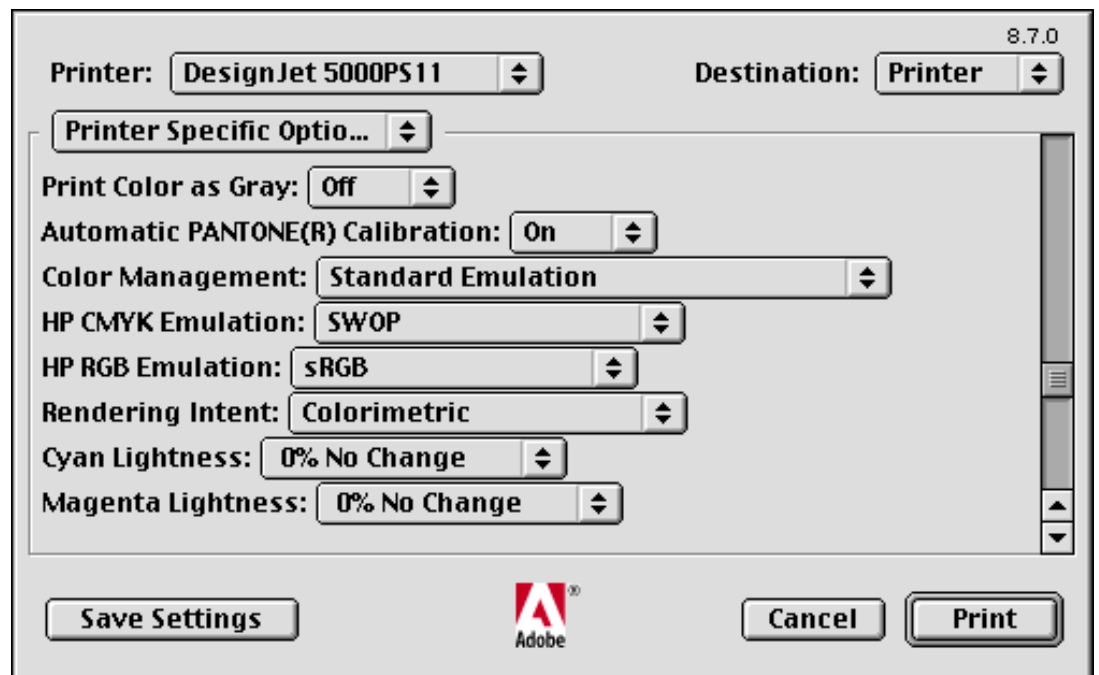
Turn color management OFF in Adobe Illustrator.



### set printing parameters

For the HP Designjet software, in the Print tab of the Default Settings dialog:

- Select Color Management: Standard Emulation.
- Set the appropriate Media type.
- Set the CMYK ICC input profile to the same profile that was used to convert to CMYK in Photoshop.
- (The output profile is selected automatically by the HP Designjet software.)
- Set the [rendering intent](#) to Colorimetric.







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# QuarkXPress mixed RGB/CMYK work flow

## who should use this work flow?

Scanners and digital cameras typically deliver color to the computer in RGB (red, green, blue) format. By leaving the color in the images in original RGB format, the images can then be converted on-the-fly by the application software at the time printing is done.

Images previously saved in CMYK format can also be processed in a mixed color work flow because color management also supports CMYK-to-CMYK conversions at print time.

Another advantage of working in mixed color mode is that the images, unharmed by color conversion, can be modified for reproduction on a variety of printing technologies and printing materials at print time. Printing on newsprint, then on gloss offset, then converting images for presentation on the Internet is typical of the way images are managed in production in the modern graphic arts world. Saving original RGB files is the best way to maintain as many options as possible for output.

QuarkXPress has effective (but incomplete) controls for managing color at print time. Though these controls provide effective color management, third-party XTensions (*Praxisoft Compass Pro XT*, for example) provide more complete control, including control over rendering intent for each image and color specification in an XPress document.

See also [QuarkXPress CMYK work flow](#).

## the work flow

The procedure is as follows:

- [save photos in Photoshop](#)
- [place photos into Quark document](#)
- [set Quark color management on](#)
- [set 'composite simulates separations printer'](#)
- [set hp color correction off](#)
- Print

## save photos in Photoshop

Take an image in RGB color from a scanner, digital camera, or other source.



Save the file in RGB color in TIFF format.

### **place photos into Quark document**

Place images into QuarkXPress® document.

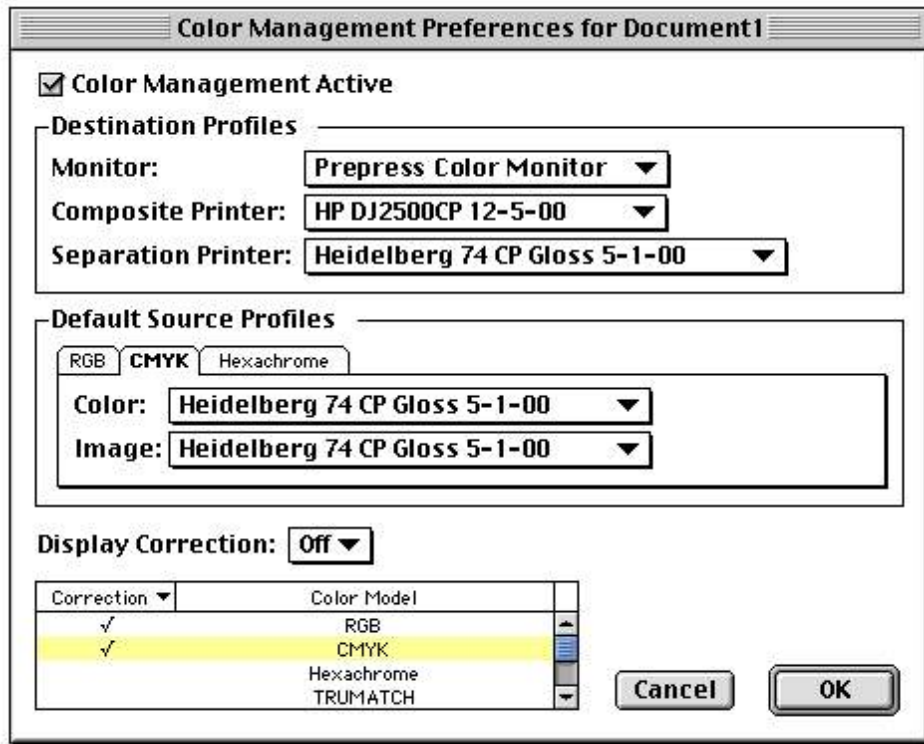


- Existing CMYK files ready for placement.
- Saved CMYK files from Photoshop.



### **set Quark color management on**

Turn QuarkXPress® color management ON.

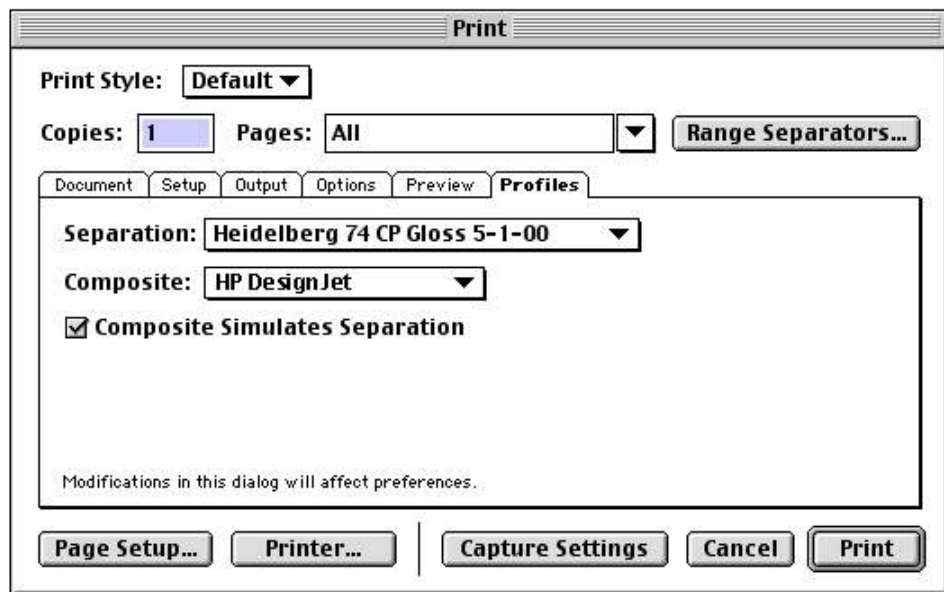


In the QuarkXPress Color Management System (CMS) dialog:

- Set Monitor to your monitor profile (optional).
- Set Composite Printer to HP profile for correct media type.
- Set Separations Printer profile to Press CMYK (same profile as used to convert RFB to CMYK in Photoshop).
- Set checkmark to operate on both RGB and CMYK.

**set 'composite simulates separations printer'**

Click on 'Composite simulates Separations printer' in the Print dialog box.

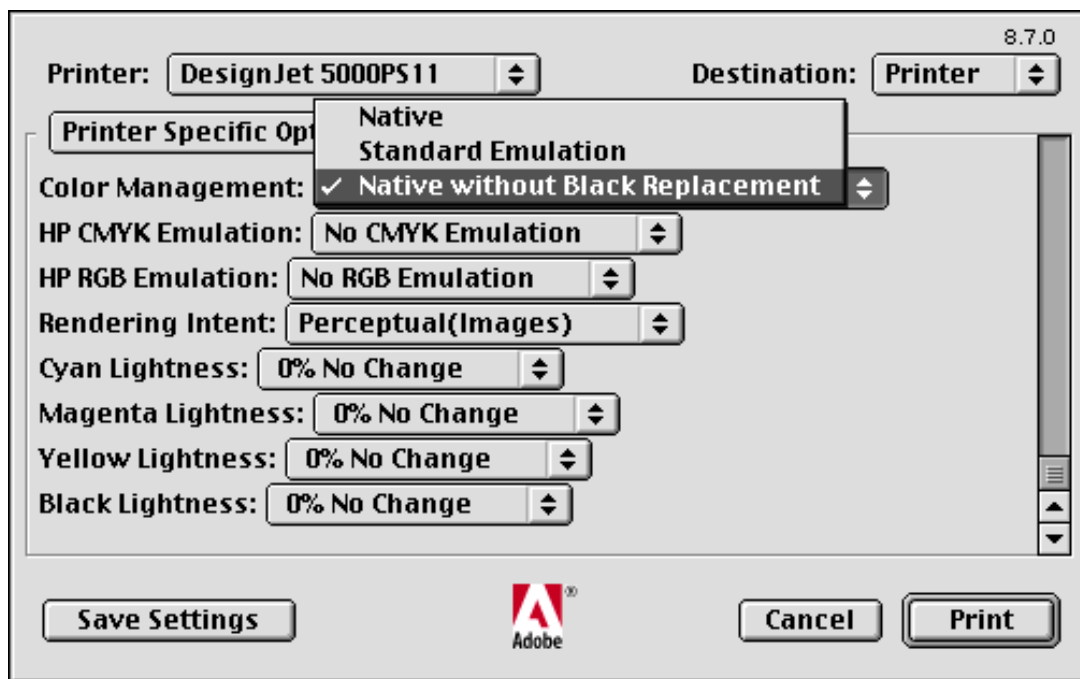


**set hp color correction off**

Set printing parameters.

For the HP Designjet software, in the Print tab of the Default Settings dialog:

- Select Color Management: Native without Black Replacement.
- Set the appropriate Media type.



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# Adobe PageMaker work flow

The procedure is as follows:

- [save photos in Photoshop](#)
- [place photos in PageMaker](#)
- [turn PageMaker color management off](#)
- [set printing parameters](#)
- Print

## save photos in Photoshop

Take an image in RGB color from a scanner, digital camera, or other source.



[convert the image with Adobe® Photoshop® using press profile.](#)

Save the file in CMYK color in TIFF format.

## place photos in PageMaker

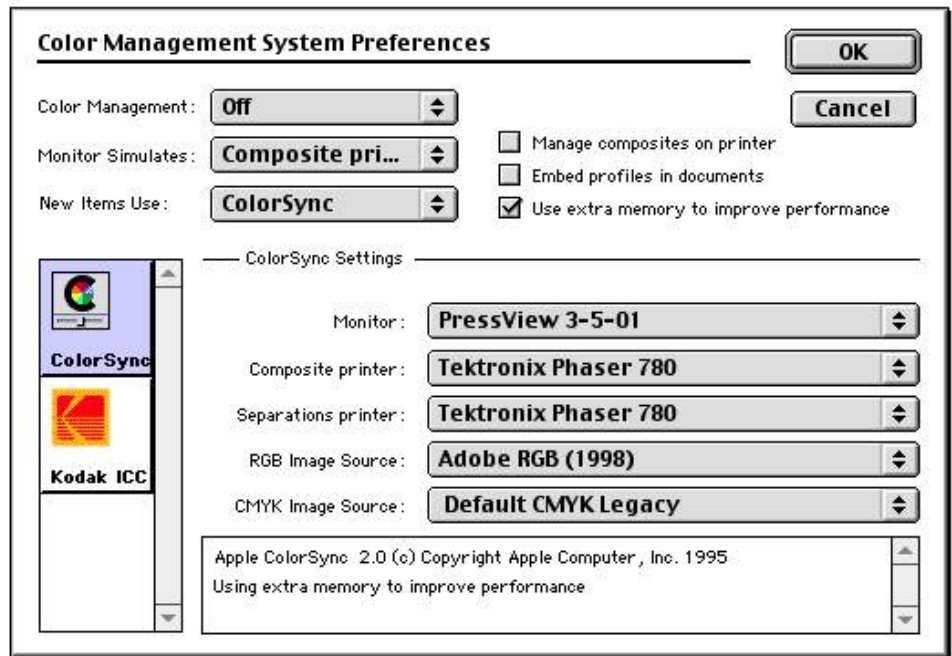
Place images in Adobe® PageMaker®.



## turn PageMaker color management off

Turn color management OFF in Adobe PageMaker.

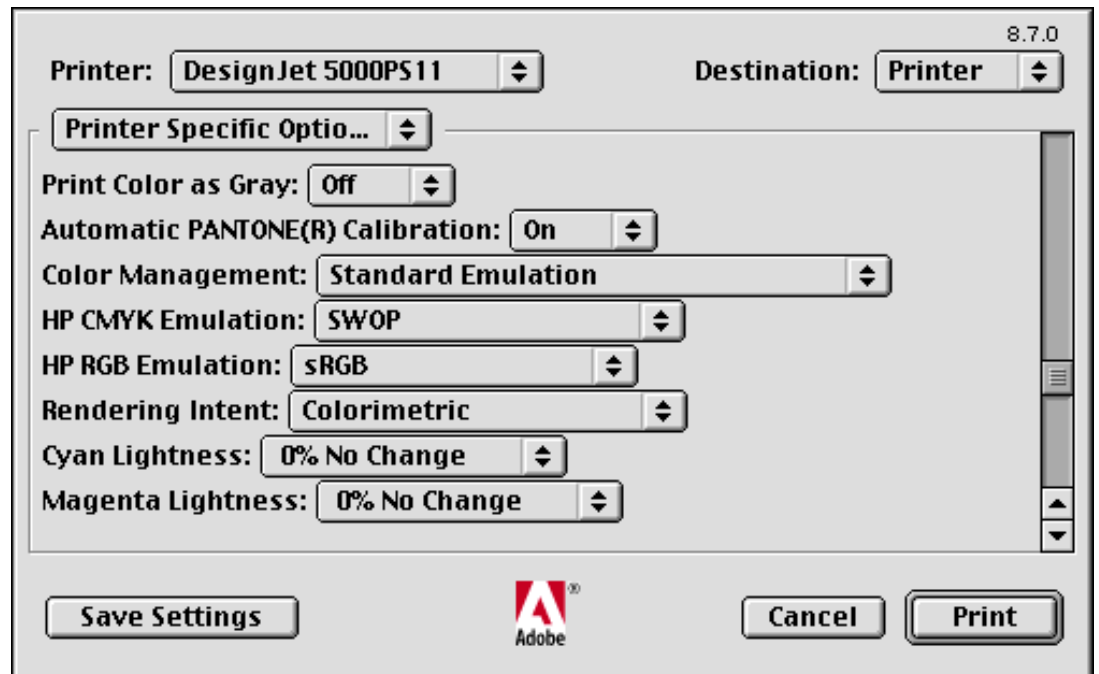




### set printing parameters

For the HP Designjet software, in the Print tab of the Default Settings dialog:

- Select Color Management: Standard Emulation.
- Set the appropriate Media type.
- Set the CMYK ICC input profile to the same profile that was used to convert to CMYK in Photoshop.
- (The output profile is selected automatically by the HP Designjet software.)
- Set the [rendering intent](#) to Colorimetric.







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# QuarkXPress CMYK work flow

## who should use this work flow?

A pre-separated CMYK work flow is recommended for those who want the confidence of making CMYK separations for a known printing process and printing material. Scanners and digital cameras typically deliver color to the computer in RGB (red, green, blue) format. Converting that original color into the colors needed for a printing process requires knowledge of the specific device and its type of printing material, as CMYK conversion are printer-paper specific.

If you know the printing device, its colorants and type of printing material, it is safe to convert files to CMYK early in production using either an ICC output (printer) profile, or another means (Photoshop separation tables, for example) to get CMYK from the original color files.

See [converting RGB to CMYK in Adobe Photoshop](#) for more information.

See also [QuarkXPress mixed RGB/CMYK work flow](#).

## the work flow

The procedure is as follows:

- [save photos in Photoshop](#)
- [place photos in Quark document](#)
- [turn Quark color correction off](#)
- [set printing parameters](#)
- Print

## save photos in Photoshop

Take an image in RGB color from a scanner, digital camera, or other source.



[convert the image with Adobe® Photoshop® using press profile.](#)

Save the file in CMYK color in TIFF format.

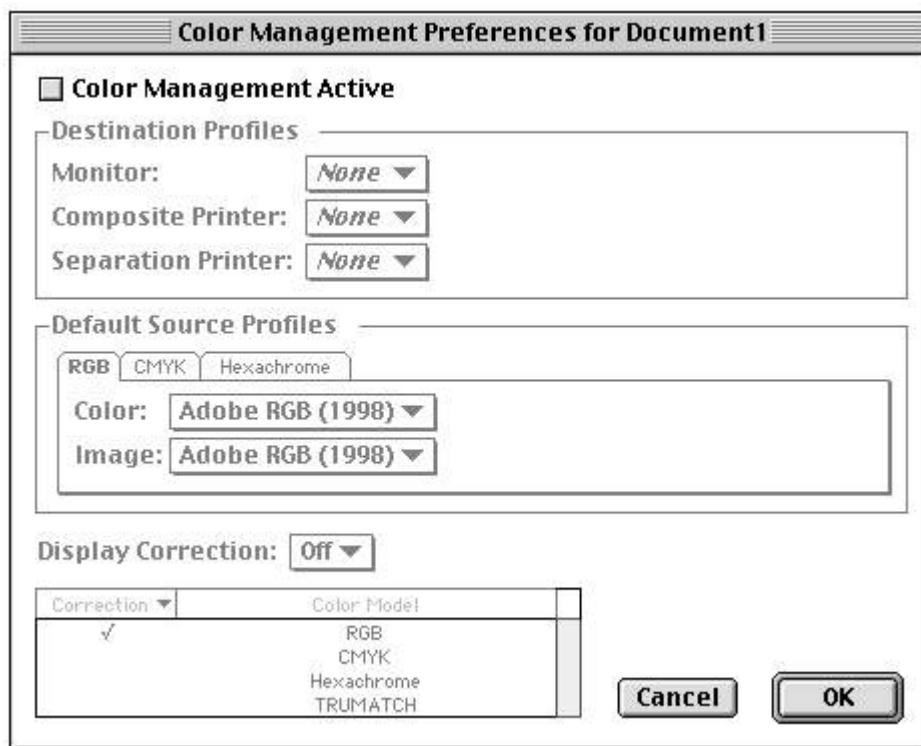
## place photos in Quark document

Place images in QuarkXPress®.



### turn Quark color correction off

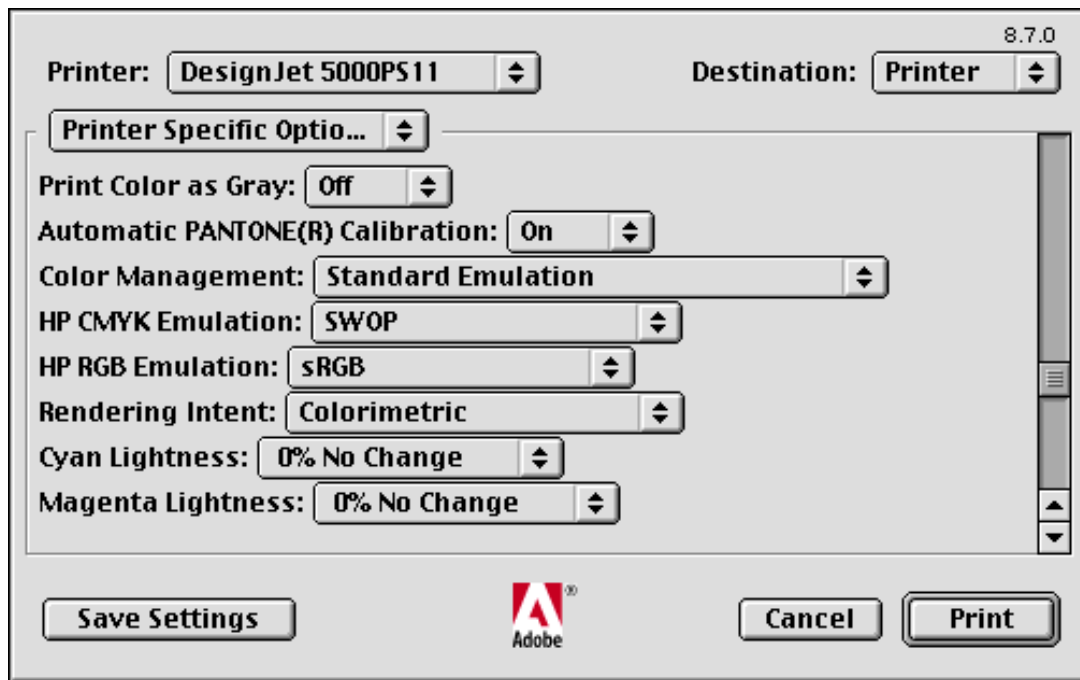
Turn QuarkXPress color management OFF.



### set printing parameters

For the HP Designjet software, in the Print tab of the Default Settings dialog:

- Select Color Management: Standard Emulation.
- Set the appropriate Media type.
- Set the CMYK ICC input profile to the same profile that was used to convert to CMYK in Photoshop.
- (The output profile is selected automatically by the HP Designjet software.)
- Set the [rendering intent](#) to Colorimetric.



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## CorelDRAW work flow

The procedure is as follows:

- [save photos in Photoshop](#)
- [place images in CorelDRAW](#)
- [set CorelDRAW color management off](#)
- [set printing parameters](#)
- Print

### **save photos in Photoshop**

Take an image in RGB color from a scanner, digital camera, or other source.



[convert the image with Adobe® Photoshop® using press profile.](#)

Save the file in CMYK color in TIFF format.

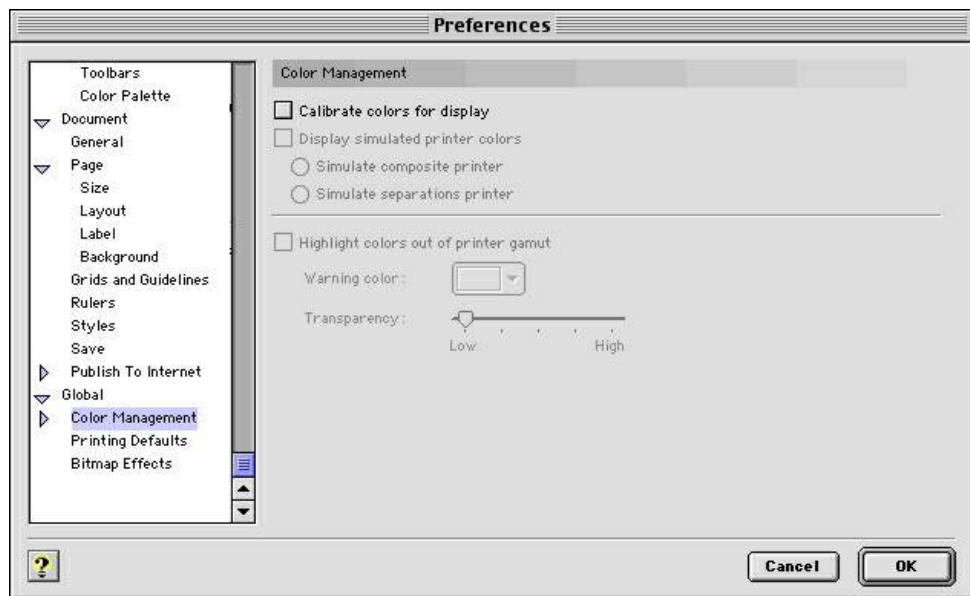
### **place images in CorelDRAW**

Place images in CorelDRAW.



### **set CorelDRAW color management off**

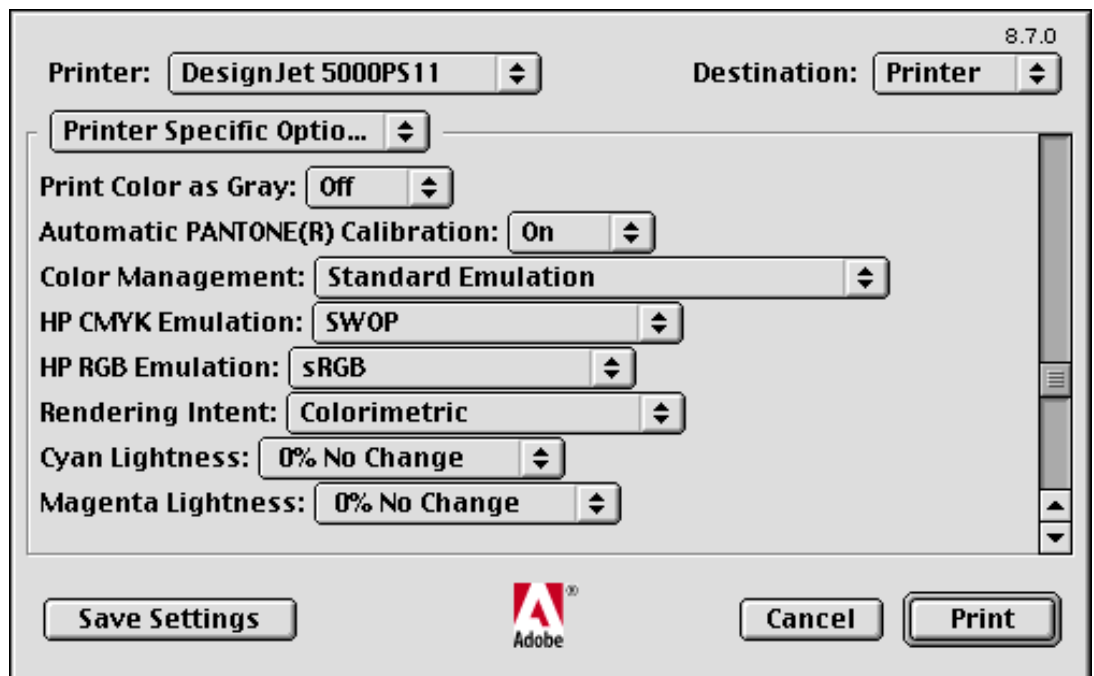
Turn CorelDRAW color management OFF.



## set printing parameters

For the HP Designjet software, in the Print tab of the Default Settings dialog:

- Select Color Management: Standard Emulation.
- Set the appropriate Media type.
- Set the CMYK ICC input profile to the same profile that was used to convert to CMYK in Photoshop.
- (The output profile is selected automatically by the HP Designjet software.)
- Set the [rendering intent](#) to Colorimetric.







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## Macromedia FreeHand work flow

The procedure is as follows:

- [save photos in Photoshop](#)
- [place photos in FreeHand](#)
- [set FreeHand color management off](#)
- [set printing parameters](#)
- Print

### **save photos in Photoshop**

Take an image in RGB color from a scanner, digital camera, or other source.



[convert the image with Adobe® Photoshop® using press profile.](#)

Save the file in CMYK color in TIFF format.

### **place photos in FreeHand**



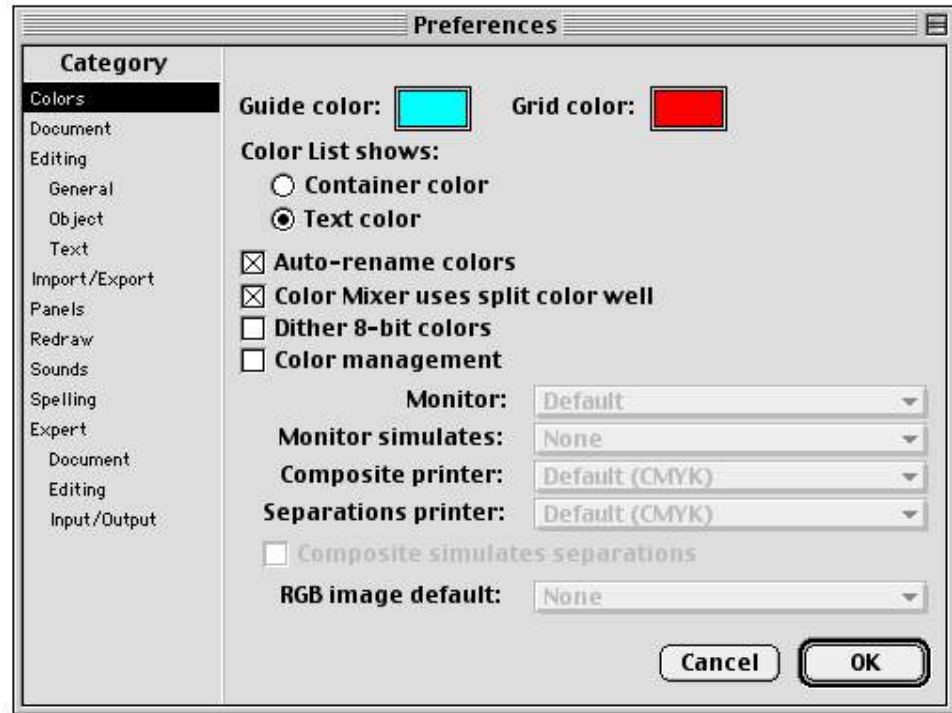
FreeHand 9

Place images in Macromedia® FreeHand™.



## set FreeHand color management off

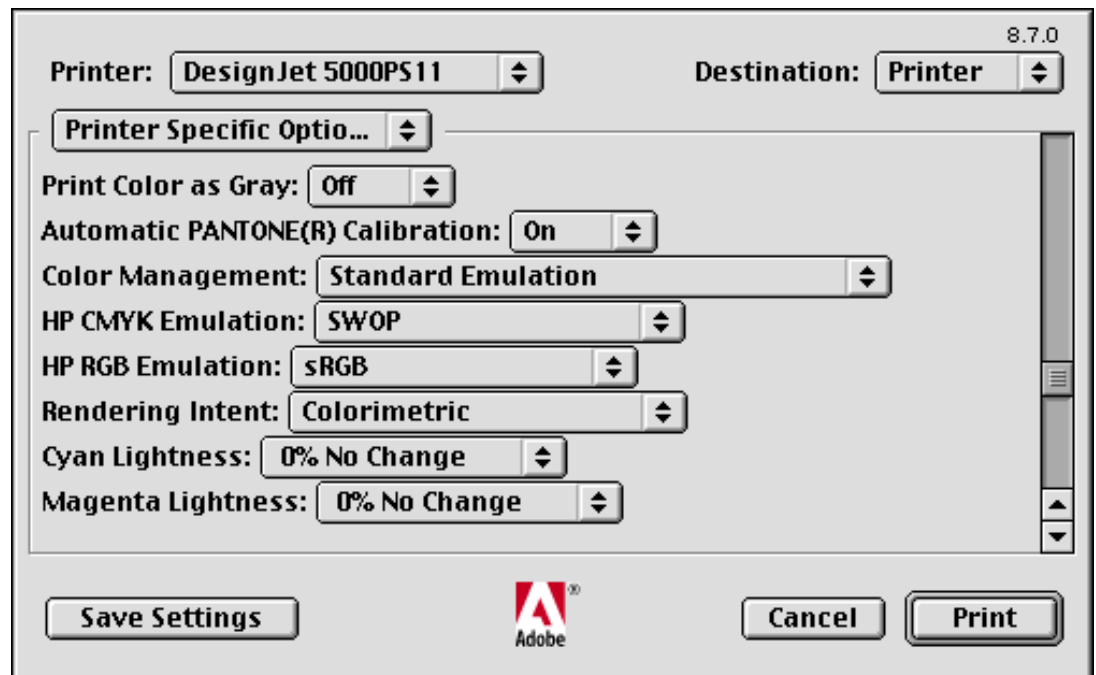
Turn Macromedia FreeHand color management OFF.



## set printing parameters

For the HP Designjet software, in the Print tab of the Default Settings dialog:

- Select Color Management: Standard Emulation.
- Set the appropriate Media type.
- Set the CMYK ICC input profile to the same profile that was used to convert to CMYK in Photoshop.
- (The output profile is selected automatically by the HP Designjet software.)
- Set the [rendering intent](#) to Colorimetric.





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# Adobe Acrobat prepress work flow

The procedure is as follows:

- [open Adobe Acrobat document](#)
- [set printing parameters](#)
- Print

## open Adobe Acrobat document



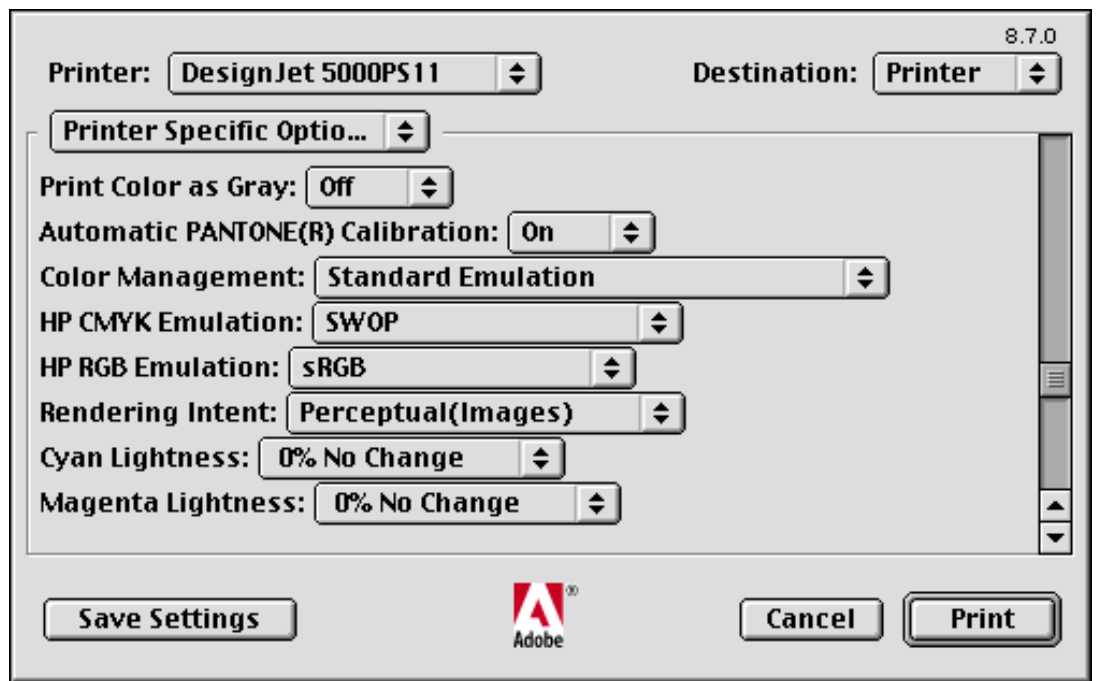
Acrobat™ 4.0



## set printing parameters

For the HP Designjet software, in the Print tab of the Default Settings dialog:

- Select Color Management: Standard Emulation.
- Set the appropriate Media type.
- Set the CMYK ICC input profile to the same profile that was used to convert to CMYK in Photoshop.
- (The output profile is selected automatically by the HP Designjet software.)
- Set the [rendering intent](#) to Perceptual (if all images in the document are CMYK, use Colorimetric instead).



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# Adobe InDesign CMYK work flow

## who should use this work flow?

A pre-separated CMYK work flow is recommended for those who want the confidence of making CMYK separations for a known printing process and printing material. Scanners and digital cameras typically deliver color to the computer in RGB (red, green, blue) format. Converting that original color into the colors needed for a printing process requires knowledge of the specific device and its printing material, as CMYK conversion are printer-paper specific.

If you know the printing device, its colorants and printing material, it is safe to convert files to CMYK early in production using either an ICC output (printer) profile, or another means (Photoshop separation tables, for example) to get CMYK from the original color files.

See [converting RGB to CMYK in Adobe Photoshop](#) for more information.

See also [Adobe InDesign mixed RGB/CMYK work flow](#).

## the work flow

The procedure is as follows:

- [save photos in Photoshop](#)
- [place photos in InDesign](#)
- [turn InDesign color management off](#)
- [set printing parameters](#)
- Print

## save photos in Photoshop

Take an image in RGB color from a scanner, digital camera, or other source.



[convert the image with Adobe® Photoshop® using press profile.](#)

Save the file in CMYK color in TIFF format.

## place photos in InDesign

Place images in Adobe® InDesign®.

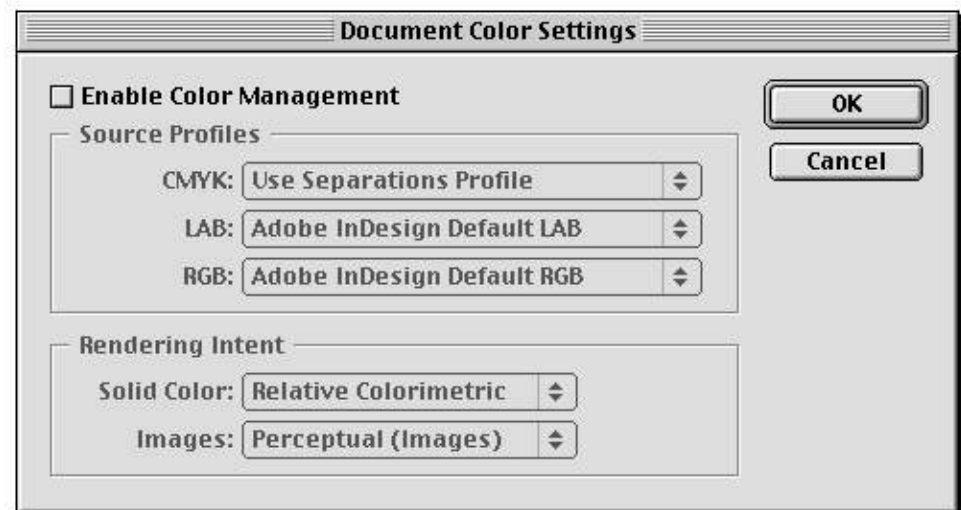


InDesign 1.5



### turn InDesign color management off

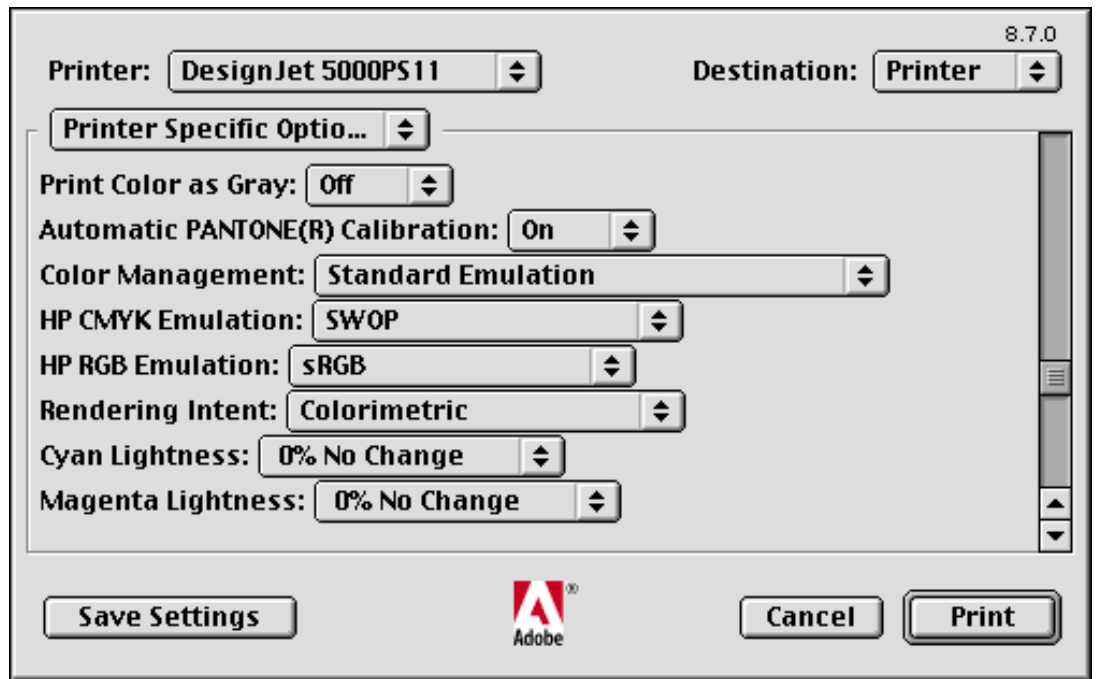
Turn color management OFF in Adobe InDesign.



### set printing parameters

For the HP Designjet software, in the Print tab of the Default Settings dialog:

- Select Color Management: Standard Emulation.
- Set the appropriate Media type.
- Set the CMYK ICC input profile to the same profile that was used to convert to CMYK in Photoshop.
- (The output profile is selected automatically by the HP Designjet software.)
- Set the rendering intent to Colorimetric.





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# Adobe InDesign mixed RGB/CMYK work flow

## who should use this work flow?

Scanners and digital cameras typically deliver color to the computer in RGB (red, green, blue) format. By leaving the color in the images in original RGB format, the images can then be converted on-the-fly by the application software at the time printing is done.

Images previously saved in CMYK format can also be processed in a mixed color work flow because color management also supports CMYK-to-CMYK conversions at print time.

Another advantage of working in mixed color mode is that the images, unharmed by color conversion, can be modified for reproduction on a variety of printing technologies and printing materials at print time. Printing on newsprint, then on gloss offset, then converting images for presentation on the Internet is typical of the way images are managed in production in the modern graphic arts world. Saving original RGB files is the best way to maintain as many options as possible for output.

Adobe InDesign has a sophisticated set of controls for the assignment of color profiles and rendering intents for a color-managed work flow.

See also [Adobe InDesign CMYK work flow](#).

## the work flow

The procedure is as follows:

- [save photos in Photoshop](#)
- [place photos in InDesign](#)
- [make application color management settings](#)
- [make document color settings](#)
- [set printing parameters](#)
- Print

## save photos in Photoshop

Take an image in RGB color from a scanner, digital camera, or other source.



Or take an image in CMYK color from a scanner or other source.

## place photos in InDesign

Place images in Adobe® InDesign®.

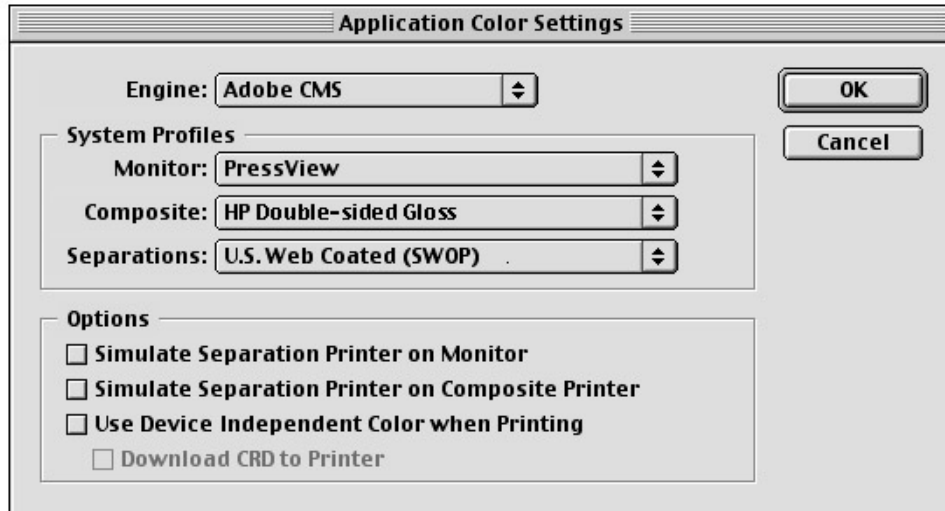


InDesign 1.5



## make application color management settings

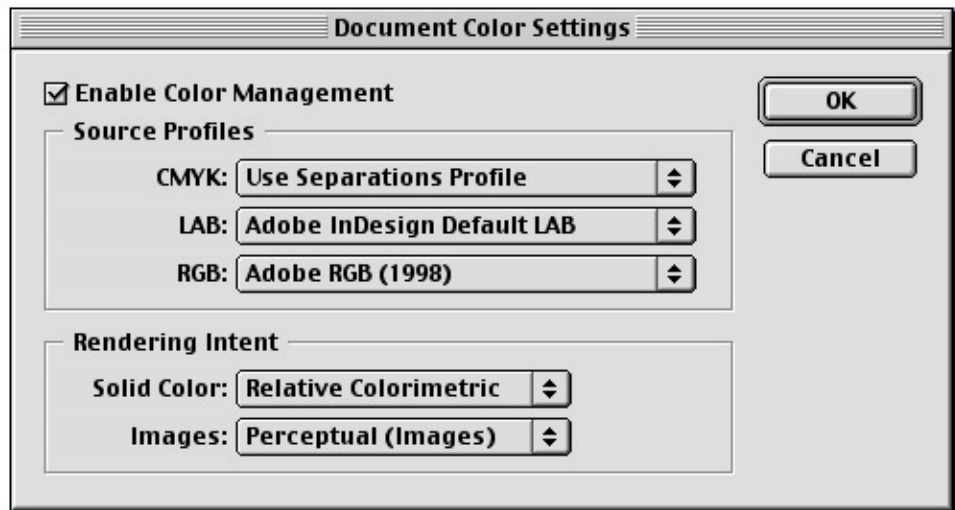
Set profiles for Monitor, Composite (HP printer) and Separations printers in Application Color Management dialog box.



## make document color settings

In Document Color Settings, Enable Color Management; set Source profiles.

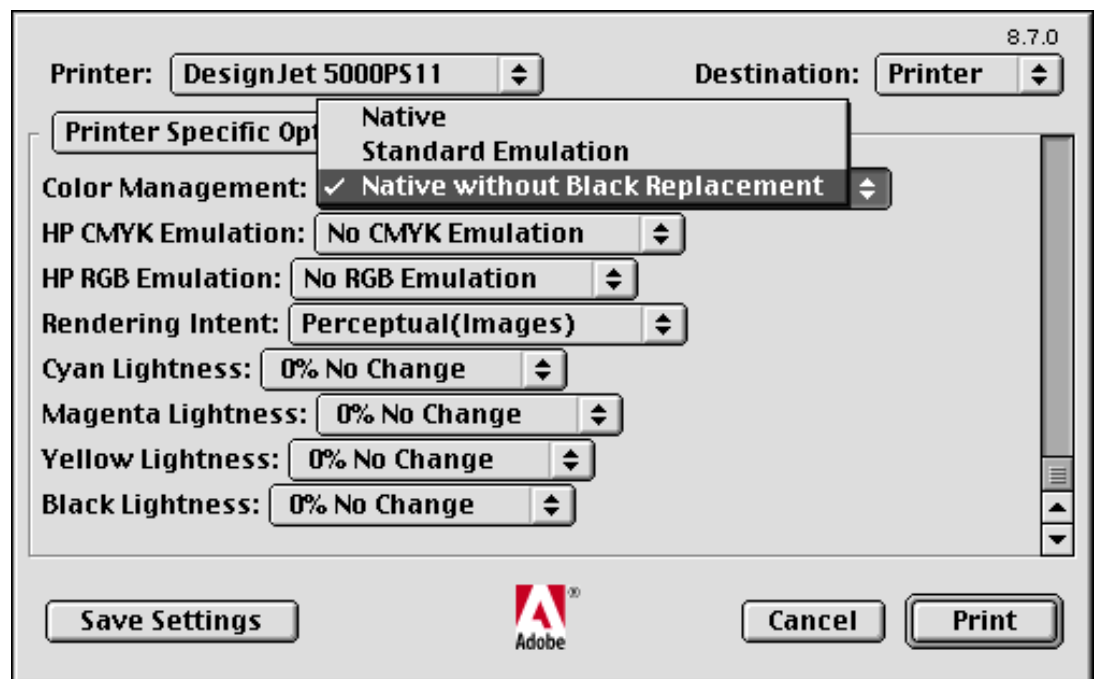
Set Rendering Intents: for solid color: Relative Colorimetric, or for images: Perceptual.



### set printing parameters

For the HP Designjet software, in the Print tab of the Default Settings dialog:

- Select Color Management: Native without Black Replacement.
- Set the appropriate Media type.





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# 5000°K

The Kelvin scale of [temperatures](#) is used to describe the color of light. In graphic arts and photography, an internationally recognized standard is observed for viewing images and printed products. That standard is 5000°K, which closely models midday sunlight in diffused conditions.

The 5000°K lighting standard is also called D50 by some color practitioners.

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## CMS

Color Management System.

Refers to a process of managing color quality through a production process.



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## CMM

### Color Management Method.

In a color management system are several component parts: a computer, a monitor, color profiles that describe the color reproduction capabilities of a device, and a software component that processes the colors as it 'manages' those colors.

The software that does the processing is called a Color Management Method or CMM.



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## CIE

Commission International de l'Eclairage.

This is an international standards body whose work involves setting standards for color measurement and analysis. The CIE is the storehouse for color standards like LAB (also called CIELAB) and others.



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# chromaticity

Chromaticity describes the purity of a selected color, as described by its principal wavelength.

Chromaticity is usually plotted on a Chromaticity Chart, which is a chart that allows visual comparison of a device against the human-visible color spectrum or another device.





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# calibration

Calibration of a device is synonymous with linearizing it, or returning it to a known state.

Computer monitors can be calibrated, as can printing devices.

Calibration usually precedes profiling, where a measurement of the color behavior takes place.



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# Adobe Gamma

This is a software product developed at Adobe Systems Incorporated that allows visual monitor calibration to be done on both Macintosh and Windows computers. Once the calibration is complete, the application will create and store an ICC profile of the monitor.

Though not as precise, nor as repeatable as an instrument-made profile, these profiles are a good starting point for accurate viewing of images on screen.

Adobe Gamma is installed as part of the Adobe® Photoshop® product.



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# additive color

Light works in an additive manner. The primaries of light -- red, green, and blue -- can be combined in any combination to make a broad array of colors.

Added together, red, green and blue become white.

Additive color describes the color of light. Combined in pairs, the colors created are yellow, cyan and magenta. Combining the three primary colors creates white light.



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## CMYK

The [process colors](#) most widely used to print 'full color' are the four inks in the subtractive color system -- cyan, magenta, yellow and black.

Subtractive color describes the color of inks. The complementary colors are red, green and blue. Combining the three primary colors creates a brown-black.

The HP Designjet printers also contain light shades of cyan and magenta ink, for a wider range of colors. This system is denoted by the letters CMYKcm.

See also [RGB](#).



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## color bar

A color bar is an array of squares of various colors that are printed on a printing device. The purpose of a color bar is to provide [targets](#) for measuring the performance of the device.

Color bars on printing press sheets provide target areas for the press operators to measure densities, slur, trap, and a variety of other press characteristics.



## device-link profile

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It is possible to build an ICC profile that combines the color characteristics of two or more devices, and processes images in one operation for the two or more selected devices.

An example of this might be a profile which allows a proof printer, like a Hewlett-Packard ink-jet printer, to behave like a printing press. The device-link profile adjusts colors to the [color gamut](#) of the ink-jet while creating a document that closely resembles the final printing machine.



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# densitometer

A densitometer is a device that reads:

- Ink film thickness on a printing machine
- Dot area

Density is a measurement of the amount of light that is absorbed by the colorants on the printing material.

Dot area is used where tonal values are printed with [halftone](#) or frequency-modulated patterns. Dot area is the ratio of tonal coverage to the area of the printing material measured as a percentage.

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## ColorSync

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ColorSync is the trademarked name given to the color management software developed by Apple Computer, Inc. of Cupertino, California.

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# colorimeter

A colorimeter is an instrument that measures colors by measuring their intensity through a set of separating filters.

Typical colorimeters have red, green and blue filters.

Colorimeters are most commonly used to calibrate and profile computer monitors.

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## colorant

Synonymous with ink.

A colorant might include non-ink methods of getting an image onto printing material, like toner or dye.



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## color working space

Adobe Systems created a 'parallel plane' working environment for Adobe Photoshop (beginning with version 5.0). This 'parallel plane' allows colors in a Photoshop document to occupy the color space of the image, or the scanner, without being converted to the monitor's color space, as was done in versions before 5.0.

The Color Working Space ultimately becomes an embedded profile in the image, which describes the source color of the image to applications that process it later in production.

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## color temperature

Lighting color is described by its temperature. Midday sunlight is about 6,500°K. The system is based on the Kelvin scale, which uses the temperature of the sun as the high point, and absolute zero as the lower extreme.

The international viewing standard for viewing reflective or transparent materials is 5,000°K. This color is a compromise between the ideal midday sunlight and artificially illuminated viewing conditions.

*Note:* Computer monitors are standardized for graphic arts and photographic viewing at 6,500°K.

See also [5000°K](#).



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# color separation

This is the process of extracting from an image the component colors needed for reproducing that image. In color printing, these components are cyan, magenta, yellow and black.

The separation process is usually done by scanning an image through red, green and blue filters (the complements of cyan, magenta and yellow).

Black is derived from the combined signal from the other three separation signals.



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# color management

The term color management describes the process of measuring and controlling color as it enters, passes through and completes a process of printing or other reproduction.

Color management is part of an overall system of quality control that must include standards, measurement and control, and quality checking.



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## dot gain

Dot gain is an event that occurs in nearly every type of imaging. Dots, or other patterns used to impart the illusion of tonality on an image, will grow when put onto printing materials, causing the visual effect of larger patterns.

The amount of change, measured in percent, is the dot gain. It is greatest in the mid-tones of an image, and is absent from both the shadow and the highlight end of the tonal scale.

To combat dot gain, printers use corrective curves, which compensate in advance of printing for the effect of dot gain.

Color profiles include compensation for dot gain.



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# halftone

A halftone is an image created with an array of tiny dots, each varying in size in proportion to the 'grayness' of the image the dot is meant to impart.

Halftones allow tonal printing to be done on devices that have one or more solid colors of ink (printing presses are a good example).

When viewed from the proper distance, a halftone will cause the human eye to be tricked into seeing tonality even though there is only solid color present.





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# LAB

LAB color is a mathematical 'mode' for handling color.

Short for CIELAB, the LAB color system uses three measurements to describe a color: L for luminance, and A-B for a two-axis geometric position for the color inside a theoretical spherical space.

LAB is useful to color management systems because its units of measure are perceptually equal, meaning that a 1-unit move in any direction within the sphere is visually equivalent to an equal move in any other direction.

Images can be saved in LAB color from some scanners, and from some imaging software.

Images saved in LAB require a preview file to be generated in RGB for the monitor, as LAB itself is not a visual model.

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## IT8

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The IT8 is an industry standard color [target](#). Subparts of the IT8 are used to calibrate and profile scanners, while the complete IT8 target is often used to test the performance of a printing press and paper combinations.

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## ISO 3664

An ISO standard for the graphic arts and photographic industries that establishes recommended standards for [color temperature](#), viewing conditions, lighting, and computer monitors.

**Note:** ISO (International Standards Organization) is a Geneva-based organization that develops and maintains measurement standards for various purposes. Among the many standards maintained by ISO is that for color viewing and reproduction called ISO 3664. In the USA, the ANSI standards organization is the country member of ISO, and is the source for this Standards document.

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## ink

Ink is a liquid material used to impart an image to a printing material. In common usage, ink can mean viscous liquid inks, fluid inks, and various other marking products including toner.

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## ICM

Internal Color Management.

ICM is the name given to color management implementations in the Microsoft Windows operating system.

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## ICC

International Color Consortium.

The ICC is an international standards body with representatives from companies whose technologies are used to define, acquire or reproduce color. The ICC is a voluntary organization, but its standards are accepted throughout the photographic and graphic arts industries.

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# Hexachrome

This is a six-color ink system developed and trademarked by Pantone, Inc.

Hexachrome printing uses cyan, magenta, yellow, black, orange and green colorants, and has a much larger [color gamut](#) than equivalent printing in the four standard [process colors](#) (CMYK).

It is possible to make a color separation for Hexachrome printing using an appropriate ICC profile.

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## halftone dot

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A halftone dot is one tiny element of a [halftone](#). Usually halftone dots are round, they vary in size, and they are arranged in straight rows to create patterns of tonality.

See also [stochastic pattern](#).



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# photomechanical proof

In the printing industry, proofs are made using photosensitive materials that can be used to make a composite color proof of a job in advance of production.

These proofs are quite accurate, but require considerable time and expense to make.

See also [proof](#).



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# process color

Printing with four or more colorants, typically cyan, magenta, yellow and black, allows for 'full-color' printing. The [gamut of colors](#) from process colorants is very broad and commercially acceptable.



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# stochastic

A pattern used to draw images to create the illusion of tonality. Comparable in effect to the halftone dot, a stochastic pattern uses random or pseudo-random patterns that are not aligned like halftone dots to create varying areas of solid ink.

When viewed from the proper distance, these patterns create images by virtue of their pattern densities and pattern distribution.

Most ink-jet printers use a form of stochastic pattern printing to create tonality in images.

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## sRGB

Microsoft Corporation and Hewlett-Packard developed the color space sRGB to support images and graphics for business applications.

sRGB has a relatively small [gamut](#), but one which is useful for creating or displaying images for the World Wide Web.

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# spectrophotometer

A spectrophotometer is an instrument that reads spectral energy from reflective or transmissive subjects.

Generally spectrophotometers are used to gather raw information about the characteristics of a device. That information can be used to build a profile that describes the corrective action needed for converting color from one device to another for precise results.



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# saturation

This describes the intensity of a color. A solid is fully saturated, while a tint of a color has less saturation.

Mathematical operators in many printers reduce or limit the saturation of images to control ink lay-down and drying characteristics.

In an image, saturation partly defines the 'contrast' quality of the image.

See [rendering intents](#).

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## RGB

Red, Green, Blue: the three primary colors of the additive color system, when combined, make white light.

Monitors work with red, green, and blue signals.

See [additive color](#).

See also [CMYK](#).



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# proof

A proof is a print, or other representation, of a final product.

Proofs are regularly made of files in preparation for printing on a printing press.

Various types of proofs exist:

- **Soft** proof, which is a rendering of a job on a computer monitor. While never precisely correct in color, soft proofs are used as an early indicator of how a job will look when printed.
- **Scatter**, or **loose** proofs are intended to represent images before they are included in a page layout.
- **Position** proofs are designed to show pages, text, and illustrations to ensure that the job is ready for production.
- **Blueline** proofs are monochromatic proofs that are effectively position proofs. They get their name from a self-developing photo product that creates a blue image when exposed to light.
- **Contract** proofs are designed to show with extreme accuracy how a job will look when printed. Though a form of legal agreement between the printer and his customer, small deviations in contract proofs are always accepted to compensate for the printing material and the technology used to produce the proof.

The only true 'contract' proof is a press proof; other contract proofs are made with [photomechanical](#) materials, ink-jet devices, and other printing technologies.





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# profile

A profile is a software file that describes the color reproduction characteristics of a particular device.

A profile for a printing device is unique to that machine, the printing material on which the image is printed, and the colorants being used for imaging.



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# subtractive color

Colors that are put down on various printing materials are called subtractive colors. Inks are an example of subtractive colors, as the inks act as filters, subtracting components of white light to create colors.

Subtractive color primaries are yellow, cyan and magenta. If mixed together, they are supposed to make black, but because of impurities in pigments usually make a muddy brown color.

To compensate for this failure, printing systems usually use black ink in addition to the subtractive primaries to complete their [gamut](#) of reproducible colors.

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## target

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A target is usually a pattern of color squares that are arranged in a manner that is known to the software that is meant to analyze the printed pattern.



## viewing booth

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A special table and lighting system setup for the proper viewing of color for evaluation.

See also [ISO 3664](#).



## printer working conditions

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Under cold environmental conditions outside its operating range, the printer will stop. It does this to protect the ink systems inside the printer. If this should happen, the printer will display the message “Printing temperature is out of operating range”. Simply ensure the temperature is above 15°C and turn the printer off and on again. For details on the operating temperature, see [environmental specifications](#).

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## acoustic specifications

Operating sound pressure	55 dB (A) (From a one-meter bystander position)
Idle sound pressure	< 35dB (A) (From a one-meter bystander position)
Operating sound power	70 dB(A)
Idle sound power	< 48dB (A)

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# environmental specifications

Printer operating ranges	Printing:	15°C to 35°C (59°F to 95°F) RH 20% to 80%
Printing material operating ranges	Optimal print quality for HP coated paper	15°C to 30°C (59°F to 86°F) RH 20% to 80%
	Optimal print quality for other HP printing materials (glossy, vinyl, etc.)	15°C to 30°C (59°F to 86°F) RH 20% to 70%
Non-operating ranges	-20°C to 55°C (-4°F to 131°F)	

If the printer temperature falls below its minimum operating temperature it may stop to protect its ink systems. See [printer working conditions](#).

With some printing materials there may be problems printing at altitudes of 3000 m and above.

For more printing material specifications, go to <http://www.designjet.hp.com/> and click on **printing materials** and then **product information**.



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# ecological specifications

Energy efficiency	Compliant with Energy Star Program EPA (US).
Green programs	Compliant with Japanese Green Law.
Manufacturing process	Free of ozone-depleting chemicals (Montreal Protocol).
Plastics	Free of brominated flame retardants (PBB and PBDE). All housing parts made of the same material: ABS. Parts marked according to ISO 11469 standard.
Metals	Enclosures made of electro-galvanized steel sheet.
Packaging	Cardboard (non-chlorine-bleached) and foam are 100% recyclable. Inks used for printing do not contain heavy metals.
User documentation	Majority provided in HTML format on CD-ROM.
Batteries	Not used.
Recyclability	Modular construction screws easy to find and disassembly done using universal tools.



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# printer power specifications

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Source	100-240 V ac $\pm$ 10% autoranging
Frequency	50-60 Hz
Current	5 amp maximum
Consumption	400 W maximum

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## memory specifications

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Printer type	Size	Memory (DRAM)	Hard disk
HP 5500	42 inch	128 MB	40 GB
HP 5500ps		256 MB	
HP 5500	60 inch	128 MB	
HP 5500ps		256 MB	

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## physical specifications

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### Physical specifications without packaging but with ink installed and printing material loaded

Type	Weight	Length	Depth	Height
42inch /1.07m size printer	100kg	1975mm	675mm	1280mm
60 inch/1.52m size printer	120kg	2433mm	675mm	1280mm



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# functional specifications

## hp no. 81 and 83 supplies

<b>Printheads: (15.0 kHz)</b>	Cyan, light cyan, magenta, light magenta, yellow and black.
<b>Printhead cleaners:</b>	Cyan, light cyan, magenta, light magenta, yellow and black.
<b>Ink cartridges:</b>	Cyan, light cyan, magenta, light magenta, yellow and black, each containing 680 cc of ink.

## paper sizes

	Width (carriage axis)		Length (paper axis)	
	Minimum	Maximum	Minimum	Maximum
<b>Roll</b>	610 mm	60 inch= 1.52 m 42 inch= 1.07 m		300 ft=91 m with Coated or Bright White Inkjet paper 225 ft=68.6 m with Heavyweight Coated paper
<b>Sheet</b>	210 mm	E/A0	22 in= 594 mm	63 in= 1.6 m

## hp supported printing materials

See [supported printing materials](#).

## print resolution

Print mode	Default	Enhanced IQ
Max Speed	300 × 300 dpi	(Production)
Production	300 × 300 dpi	
Productivity	300 × 300 dpi	600 × 600 dpi
Max Quality	600 × 600 dpi	1200 × 600 dpi (glossy paper only)

## margins

Description	Side	Leading edge	Trailing edge
Roll (normal)	7 mm	35 mm	7 mm
Roll (extended)	15 mm	35 mm	15 mm
Roll (smaller)	5 mm	5 mm	5 mm
Sheet (normal)	7 mm	35 mm	17 mm
Sheet (extended)	15 mm	35 mm	17 mm

## **accuracy**

±0.2% of the specified vector length at 23°C (73°F), 50-60% relative humidity, on A0 printing material in Max Quality or Productivity mode with HP special polyester film.

## **programming languages supported**

Designjet 5500 and 5500ps:

- HP-GL/2 (with kanji level 1 and 2 character sets)
- HP-RTL
- PJL, PML
- JPEG
- TIFF
- CALS CCITT Group 4 Type I Raster

Designjet 5500ps only:

- Adobe PostScript 3 (supports Asian fonts)
- PDF 1.3

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# parallel interface specifications

**Note:** you are recommended to avoid the parallel interface if feasible, and use instead the much faster network interface provided with your printer. If you need point-to-point communication, you could use a crossed RJ-45 network cable to create a private network between your computer and your printer.

However, a 36-pin female parallel connector is provided on the printer in case you feel a need to use it. Most existing parallel cables support IEEE-1284 compatible communication, but, for use with this printer, the cable must meet the specification in this table.

### Parallel (IEEE-1284 compatible/Centronics) Interface

Pin	Wire/Signal Name	Source
1	Strobe	computer
2 ... 9	D0 ... D7 (data lines)	both
10	Ack	printer
11	Busy	printer
12	PError	printer
13	Select (SelectOut)	printer
14	AutoFd	computer
16	GND	
19 ... 30	GND	
31	Init	computer
32	Fault	printer
36	SelectIn	computer



## ordering documentation

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### Setup Instructions

Language	HP part number
English	Q1251-90021
Korean	Q1251-90022
Traditional Chinese	Q1251-90023
German	Q1251-90024
French	Q1251-90025
Spanish	Q1251-90026
Italian	Q1251-90027
Japanese	Q1251-90028
Portuguese	Q1251-90029
Simplified Chinese	Q1251-90030
Greek	Q1251-60041
Turkish	Q1251-60042
Czech	Q1251-60043
Hungarian	Q1251-60044
Polish	Q1251-60045
Russian	Q1251-60046
Slovenian	Q1251-60047
Slovakian	Q1251-60048
Lithuanian	Q1251-60049

### Pocket Guide

Language	HP part number
English	Q1251-90041
Korean	Q1251-90042
Traditional Chinese	Q1251-90043
German	Q1251-90044
French	Q1251-90045
Spanish	Q1251-90046
Italian	Q1251-90047
Japanese	Q1251-90048
Portuguese	Q1251-90049
Simplified Chinese	Q1251-90050
Greek	Q1251-90051
Turkish	Q1251-90052
Czech	Q1251-90053
Hungarian	Q1251-90054

Polish	Q1251-90055
Russian	Q1251-90056
Slovenian	Q1251-90057
Slovakian	Q1251-90058
Lithuanian	Q1251-90059

### Using Your Printer CD

Language	HP part number
English	Q1251-60051
Korean	Q1251-60052
Traditional Chinese	Q1251-60053
German	Q1251-60054
French	Q1251-60055
Spanish	Q1251-60056
Italian	Q1251-60057
Japanese	Q1251-60058
Portuguese	Q1251-60059
Simplified Chinese	Q1251-60060

### Legal Information

Language	HP part number
Multilingual	Q1251-90040

### User Maintenance Kit

Language	HP part number
Multilingual	C6090-60313





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## ordering printing materials

The following table lists the different types of HP printing materials available for your printer.

For the dimensions and grammage of these materials, see [physical characteristics of printing materials](#). For front panel names and ink compatibility, see [support printing materials](#).

New types of HP printing materials are always being developed, so you should check for the latest printing materials on the Web:

<http://www.designjet.hp.com/media/>

### premium category

Product name	Width	Part #	Availability
	(inches / mm)		
HP Colorlucent Backlit UV	<b>36</b> / 914	C6778A	world-wide
	<b>54</b> / 1372	C6779A	
	<b>60</b> / 1524	C6780A	not Japan
HP Durable Image Gloss UV	<b>36</b> / 914	C6794A	world-wide
	<b>54</b> / 1372	C6795A	
	<b>60</b> / 1524	C6796A	
HP Banners with Tyvek	<b>36</b> / 914	C6787A	world-wide
	<b>54</b> / 1372	C6789A	
HP Studio Canvas	<b>36</b> / 914	C6771A	world-wide
	<b>54</b> / 1372	C6773A	
HP Colorfast Adhesive Vinyl	<b>36</b> / 914	C6775A	world-wide
	<b>54</b> / 1372	C6777A	
HP Photo Imaging Gloss	<b>36</b> / 914	C6963A	world-wide
	<b>42</b> / 1067	C6964A	
	<b>60</b> / 1524	C6965A	
HP Photo Imaging Satin	<b>36</b> / 914	C6959A	world-wide
	<b>42</b> / 1067	C6960A	
	<b>60</b> / 1524	C6961A	
HP Coated Paper	<b>24</b> / 610	C6019B	world-wide
	<b>36</b> / 914	C6020B	
	<b>42</b> / 1067	C6559B	Latin America & North America
	<b>54</b> / 1372	C6560B	
	42 / <b>1067</b>	C6567B	AP & Europe
	54 / <b>1372</b>	C6568B	
16.54 / <b>420 (A2)</b>	Q1443A		

	23.39 / <b>594 (A1)</b>	Q1442A	Japan only
	33.11 / <b>841 (A0)</b>	Q1441A	
HP Heavyweight Coated Paper	<b>24</b> / 610	C6029C	world-wide
	<b>36</b> / 914	C6030C	
	<b>42</b> / 1067	C6569C	
	<b>54</b> / 1372	C6570C	
	<b>60</b> / 1524	C6977C	
HP Vellum	<b>24</b> / 610	C3862A	world-wide
	<b>36</b> / 914	C3861A	
HP Translucent Bond	<b>24</b> / 610	C3860A	world-wide
	<b>36</b> / 914	C3859A	
HP Clear Film	<b>24</b> / 610	C3876A	world-wide
	<b>36</b> / 914	C3875A	
HP Bright White Inkjet Paper	24 / <b>610</b>	C1860A	Latin America & North America
	36 / <b>914</b>	C1861A	
	<b>24</b> / 610	C6035A	AP & Europe
	<b>36</b> / 914	C6036A	
	16.54 / <b>420 (A2)</b>	Q1446A	Japan only
	23.39 / <b>594 (A1)</b>	Q1445A	
	33.11 / <b>841 (A0)</b>	Q1444A	
HP YUPO Synthetic Paper	<b>36</b> / 914	Q1432A	Japan only
	<b>54</b> / 1372	Q1434A	
HP Flame Retardant Cloth	<b>36</b> / 914	Q1436A	Japan only
	<b>54</b> / 1372	Q1437A	
HP Productivity Photo Gloss	<b>36</b> / 914	Q1938A	world-wide
	<b>42</b> / 1067	Q1939A	not Japan
	<b>54</b> / 1372	Q1940A	world-wide
	<b>60</b> / 1524	Q1941A	world-wide
HP Productivity Photo Semi-gloss	<b>36</b> / 914	Q1943A	not Japan
	<b>42</b> / 1067	Q1944A	
	<b>54</b> / 1372	Q1945A	
	<b>60</b> / 1524	Q1946A	
HP Bright White Inkjet Paper (long rolls)	<b>36</b> / 914	C6810A	world-wide
HP Coated Paper (long rolls)	<b>36</b> / 914	C6980A	world-wide
HP Heavyweight Coated Paper (long rolls)	<b>42</b> / 1067	Q1956A	world-wide
	<b>60</b> / 1524	Q1957A	

### premium category speciality materials

Product name	Width	Part #	Availability
	(inches / cm)		
HP Photo Paper RC Matte	<b>36</b> / 914	C7946A	US & Europe
	<b>54</b> / 1372	C7947A	
HP Outdoor Billboard Paper Blue Back	<b>36</b> / 914	C7949A	US & Europe

	<b>54 / 1372</b>	C7950A	
HP Proofing Paper RC Satin	<b>36 / 914</b>	C7952A	US & Europe
	<b>54 / 1372</b>	C7953A	
HP Polyester Film Opaque White Glossy	<b>24 / 610</b>	C7955A	US & Europe
	<b>36 / 914</b>	C7956A	
	<b>42 / 1067</b>	C7957A	
	<b>54 / 1372</b>	C7958A	
HP Backlit Film Reverse Print Matte	<b>36 / 914</b>	C7960A	US & Europe
	<b>54 / 1372</b>	C7961A	
	<b>60 / 1524</b>	C7962A	
HP Canvas Matte	<b>24 / 610</b>	C7966A	US & Europe
	<b>36 / 914</b>	C7967A	
	<b>42 / 1067</b>	C7968A	
	<b>54 / 1372</b>	Q1696A	
HP Fine Art Paper Aquarella	<b>36 / 914</b>	Q1703A	US & Europe
HP Fine Art Paper Vanilla	<b>36 / 914</b>	Q1706A	US & Europe
HP Fine Art Paper Cream	<b>36 / 914</b>	Q1709A	US & Europe
HP Fine Art Paper Ice-Blue	<b>36 / 914</b>	Q1712A	US & Europe
HP Fine Art Paper Sahara	<b>36 / 914</b>	Q1715A	US & Europe
HP Canvas Paper 140 gram	<b>36 / 914</b>	Q1718A	US & Europe
HP Embossed Paper 140 gram	<b>36 / 914</b>	Q1721A	US & Europe
HP Canvas Paper 180 gram	<b>36 / 914</b>	Q1724A	US & Europe
HP Outdoor Paper	<b>36 / 914</b>	Q1730A	US & Europe
	<b>54 / 1372</b>	Q1731A	
	<b>60 / 1524</b>	Q1732A	
HP Indoor Paper Self-adhesive	<b>36 / 914</b>	Q1733A	US & Europe
	<b>54 / 1372</b>	Q1734A	
	<b>60 / 1524</b>	Q1735A	
HP Polyester Film White Matte	<b>36 / 914</b>	Q1736A	US & Europe
	<b>54 / 1372</b>	Q1737A	
	<b>60 / 1524</b>	Q1738A	
HP Heat Transfer Paper	<b>36 / 914</b>	Q1739A	US & Europe
	<b>54 / 1372</b>	Q1740A	
HP Fabric Cotton Matte 190 gram	<b>36 / 914</b>	Q1742A	US & Europe
	<b>54 / 1372</b>	Q1743A	
HP Paper-Backed Fabric Polyester 110 gram	<b>36 / 914</b>	Q1745A	US & Europe
	<b>54 / 1372</b>	Q1746A	
HP Paper-backed Fabric Silk Satin	<b>36 / 914</b>	Q1748A	US & Europe
	<b>54 / 1372</b>	Q1749A	
HP Coloured Paper Fluorescent Yellow	<b>36 / 914</b>	Q1757A	US & Europe
HP Coloured Paper Yellow	<b>36 / 914</b>	Q1760A	US & Europe
HP Scrim Banner	<b>36 / 914</b>	Q1898A	US & Europe
	<b>42 / 1067</b>	Q1899A	
	<b>54 / 1372</b>	Q1901A	
	<b>60 / 1524</b>	Q1902A	

HP Polypropylene	<b>36</b> / 914	Q1903A	US & Europe
	<b>42</b> / 1067	Q1904A	
	<b>54</b> / 1372	Q1906A	
	<b>60</b> / 1524	Q1907A	
HP Polypropylene - adhesive backed	<b>36</b> / 914	Q1908A	US & Europe
	<b>42</b> / 1067	Q1909A	
HP Two-view Cling	<b>36</b> / 914	Q1914A	US & Europe
	<b>42</b> / 1067	Q1915A	
HP Paper-backed Fabric, Viscose	<b>36</b> / 914	Q1918A	US & Europe
	<b>42</b> / 1067	Q1919A	
	<b>54</b> / 1372	Q1920A	

### value category

Product name	Width	Part #	Availability
	(inches / mm)		
HP Basic Bond Paper	<b>24</b> / 610	C7919A	US
	<b>36</b> / 914	C7921A	
	<b>42</b> / 1067	C7922A	
HP Basic Coated Paper	<b>24</b> / 610	C8281A	US & Asia Pacific
	<b>36</b> / 914	C8282A	
	<b>54</b> / 1372	C8284A	
	<b>60</b> / 1524	C8285A	
HP Basic Heavyweight Coated Paper	<b>24</b> / 610	C7923A	US
	<b>36</b> / 914	C7924A	
	<b>42</b> / 1067	C7925A	
	<b>54</b> / 1372	C7926A	
	<b>60</b> / 1524	C7927A	
HP Basic Super Heavyweight Coated Paper	<b>24</b> / 610	C7929A	US
	<b>36</b> / 914	C7930A	
	<b>42</b> / 1067	C7931A	
	<b>54</b> / 1372	C7932A	
	<b>60</b> / 1524	C7933A	
HP Basic High-Gloss Photo Paper	<b>24</b> / 610	C8315A	US & Asia Pacific
	<b>36</b> / 914	C8316A	
	<b>42</b> / 1067	C8317A	
	<b>54</b> / 1372	C8318A	
	<b>60</b> / 1524	C8319A	
HP Basic Photo Satin Paper	<b>24</b> / 610	C8310A	US & Asia Pacific
	<b>36</b> / 914	C8311A	
	<b>42</b> / 1067	C8312A	
	<b>54</b> / 1372	C8313A	
	<b>60</b> / 1524	C8314A	
HP Inkjet Bond Paper	<b>24</b> / 610	Q1396A	Europe
	<b>36</b> / 914	Q1397A	

	<b>42 / 1067</b>	Q1398A	
HP Coated Paper	<b>24 / 610</b>	Q1404A	Europe
	<b>36 / 914</b>	Q1405A	
	<b>42 / 1067</b>	Q1406A	
	<b>54 / 1372</b>	Q1407A	
	<b>60 / 1524</b>	Q1408A	
HP Heavyweight Coated Paper	<b>24 / 610</b>	Q1412A	Europe
	<b>36 / 914</b>	Q1413A	
	<b>42 / 1067</b>	Q1414A	
	<b>54 / 1372</b>	Q1415A	
	<b>60 / 1524</b>	Q1416A	
HP High-Gloss Photo Paper	<b>24 / 610</b>	Q1426A	Europe
	<b>36 / 914</b>	Q1427A	
	<b>42 / 1067</b>	Q1428A	
	<b>54 / 1372</b>	Q1429A	
	<b>60 / 1524</b>	Q1430A	
HP Semi-Gloss Photo Paper	<b>24 / 610</b>	Q1420A	Europe
	<b>36 / 914</b>	Q1421A	
	<b>42 / 1067</b>	Q1422A	
	<b>54 / 1372</b>	Q1423A	
	<b>60 / 1524</b>	Q1424A	

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## ordering ink supplies

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Ink consumable	Color	HP ink supplies part numbers	
		HP No 81 dye ink	HP No 83 UV ink
Ink cartridges	Black	C4930A	C4940A
	Cyan	C4931A	C4941A
	Magenta	C4932A	C4942A
	Yellow	C4933A	C4943A
	Light cyan	C4934A	C4944A
	Light magenta	C4935A	C4945A
Printheads and printhead cleaners kit	Black	C4950A	C4960A
	Cyan	C4951A	C4961A
	Magenta	C4952A	C4962A
	Yellow	C4953A	C4963A
	Light cyan	C4954A	C4964A
Value pack: printhead, printhead cleaner, ink cartridge	Light magenta	C4955A	C4965A
	Black	C4990A	C5000A
	Cyan	C4991A	C5001A
	Magenta	C4992A	C5002A
	Yellow	C4993A	C5003A
	Light cyan	C4994A	C5004A
	Light magenta	C4995A	C5005A

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## ordering other accessories

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Item	HP Designjet 42- inch/1.07m	HP Designjet 60- inch/1.52m	
Spindle Assembly	C2385A	C2386A	
HP Designjet 42inch/1.07m Take-Up Reel kit	C6087L	N/A	
HP Ink Upgrade Kit	To change from UV to dye- based inks (supplies included) (1)	Q1284A	Q1285A
	To change from dye-based to UV inks (supplies included) (2)	Q1286A	Q1287A
	To change from dye-based to UV inks (no supplies included) (3)	C2377A	C2379A
128-Mb memory module	C2382A		
HP Jetdirect 615n 10/100-TX network card	J6057A		
IEEE-compatible Centronics interface cable	C2951A		
HP Printhead Storage Container	C2383A		
HP Customer Maintenance Kit	Contact your HP Support representative		

(1) Available only in North America, the European Union, and Japan

(2) Not available in Latin America

(3) Available only in Asia Pacific and Latin America



# tell me about hp customer care

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As your strategic support partner, we make it our business to help keep your business running smoothly. HP Customer Care offers award-winning support to ensure you get the most from your HP Designjet.

HP Customer Care provides comprehensive, proven support expertise and leverages new technologies to give customers unique end-to-end support. Services include setup and installation, troubleshooting tools, warranty upgrades, repair and exchange services, phone and Web support, software updates, and self-maintenance services. To find out more about HP Customer Care, please visit us at:

<http://www.designjet.hp.com/>

or call the phone number in the HP Support Service booklet provided with your printer.

## what to do before you call

- Review the troubleshooting suggestions in this section.
- Review the relevant driver documentation supplied with this printer (for users sending PostScript files or those using Microsoft Windows).
- If you have installed third-party software drivers and RIPs, refer to their documentation.
- If the problem appears to be related to your software application, first contact your software vendor.
- If you still have difficulty, refer to the HP Support Services booklet provided with your printer. This document contains a comprehensive list of various support services available to help solve printer problems.
- If you call one of the Hewlett-Packard offices, please have the following information available to help us answer your questions more quickly:
  - The printer you are using (the product number and the serial number, found on the label at the back of the printer).
  - The Service ID number, go to Utilities > Statistics > Service ID.
  - If there is an error code on the front panel, note it down. See [status codes and error messages](#).
  - The computer you are using.
  - Any special equipment or software you are using (for example, spoolers, networks, switch-boxes, modems, or special software drivers).
  - The cable you are using (by part number) and where you purchased it.
  - The type of interface used on your printer (parallel, or network).
  - The software name and version you are currently using.
  - If the problem is a system error it will have a error number; record the error number and have it ready. See [file size and memory usage](#).
  - If possible print out the following reports and FAX them to the



support center helping you. See [how do I print the internal prints?](#)

- Usage report
- Service print
- Current Configuration

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## tell me about online help

<http://www.designjet.hp.com/>

Direct access to HP and the information you want, when you need it. Register now!

### **hp designjet online delivers you...**

HP Designjet Online is a free, Web-based “user club” exclusive to HP Designjet users. Having registered, the user has unrestricted access to a range of useful services, the emphasis being on “useful”, as this is definitely not a sales-oriented site.

Communication from HP to users includes:

- a quarterly newsletter focusing on usage tips, technical briefings and examples of HP Designjet applications around the world;
- full information on worldwide HP Customer Care contacts;
- an on-line HP Designjet Diagnosis troubleshooting tool;
- a calendar of HP Designjet-related events and programs;
- on-line access to training videos and selected user documents;
- and immediate information on new products.

Communication from the users to HP includes:

- feedback on HP Designjet features;
- automatic contact with HP Customer Care from the troubleshooting tool, for HP to follow up;
- and the chance to ask technical questions on large-format printing to industry experts.

And finally, communication from user to user includes the chance to win prizes by submitting HP Designjet success stories, as well as a user-to-user discussion forum where users can share best practices and ask for advice from their fellow professionals.

HP Designjet Online is available in English, German, French, Italian, Spanish, Portuguese, Japanese, Korean, Simplified Chinese, and Traditional Chinese.

See also [tell me about hp customer care](#).



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# general setup recommendations

Before attempting any diagnostic procedures to solve print quality problems, it is important to check that the printer is correctly set up to print what you want. Many problems concerned with print quality can be solved by correcting the way the printer or the printer driver is configured.

1. To achieve the best performance from your printer, use only genuine HP accessories and supplies, whose reliability and performance have been thoroughly tested to give trouble-free performance and best-quality prints. For details of HP printing materials, see [physical characteristics of printing materials](#). For the most up-to-date information, you can also visit the <http://www.designjet.hp.com/> Web page (then click on **printing materials**).
2. Make sure that the printing material selected in the front panel is the same type that is loaded into the printer. To check this go to the Roll or Sheet menu in the front panel and press Enter.
3. Make sure that the print mode (Max Quality, Productivity, Production, Max Speed) is correct. Check it in the front panel and the driver.
4. Select Max Quality print mode for maximum print quality.
5. For Non-HP drivers, set media settings to match the media type loaded in the printer. See the documentation that came with your software for information.
6. If your image quality problem is color accuracy related, for further configuration help see [the problem is color accuracy](#).



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# the problem is color accuracy

Here are some suggestions to bear in mind when troubleshooting a color accuracy problem.

- Some printing materials may discolor or change with age. Check that your printing material is fresh and has been stored correctly.
- Check to make sure that [color calibration](#) is turned on.
- If the environmental conditions in which you are printing change rapidly, you may see changes in color consistency. By reducing the time the print stays in extreme environmental conditions (especially very high humidity) after being printed, you can reduce color consistency problems.
- If you are not using PostScript, remember that your printer may be configured to use one of its internal pen palettes instead of your software's palette (which is the default). See [tell me about pen widths and colors in the internal palettes](#).

## checking your configuration

The configurations of the printer, the driver, and RIPs define how ink is applied to each type of printing material. Use the information in the following table to configure your printer and software for best color accuracy.

Location of setting	Setting description	Selection
Printer front panel menu	Select media type	Set to match the printing material loaded in the printer. See <a href="#">physical characteristics of printing materials</a> .
	<a href="#">ink emulation mode</a> RGB CMYK (PS printers only)	Set the type of colors that your software generates.
	<a href="#">calibrating the color output</a>	Set to ON.
Non-HP drivers (external software or hardware RIPs)	Paper type or equivalent	Set to match the printing material loaded in the printer. See the documentation that came with your software for information.
	Color correction or equivalent	Perform the color correction calibration if one is available.

The means of accurately managing the colors printed by your printer vary with the software application and driver being used. Refer to the online documentation of the drivers shipped with your printer.

## see also

PostScript printers only:

- [CMYK workflows](#)
- [RGB workflows](#)
- [PANTONE® workflows](#)
- [using ICC profiles](#)
- [creating ICC profiles](#)

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# the print is completely blank

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If the front-panel graphics language setting is Automatic (the default), try the other settings: PostScript for a PostScript file, HP-GL/2 for an HP-GL/2 file, etc. Then send the file again.



## pen settings seem to have no effect

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Here are some possible explanations:


- You have changed the settings in Pen settings > Define palette but forgotten to select that palette in Pen settings > Palette.
- You expected the software-driven pen settings, but in the front panel Pen settings > Palette is not set to Software.
- You changed the settings in the front panel but this has been ignored by the printer because the driver settings have not been changed.



## one image overlays another on the same sheet

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The I/O Time-out setting may be too long. From the front panel, decrease the setting and print again. Choose the  icon, then I/O Setup > I/O Timeout.





## the print is distorted or unintelligible

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- The interface cable connecting your printer to your network (or to your computer) could be faulty. Try another cable.
- If you have connected your computer to the parallel port on the printer, make sure you are using a genuine HP parallel interface cable.
- If the front-panel graphics language setting is Automatic (the default), try the other settings: PostScript for a PostScript file, HP-GL/2 for an HP-GL/2 file etc. Then send the file again.
- Depending on the software, drivers, and RIPs you are using with your printer, there will be different ways of solving this problem. Refer to the vendor's user documentation for details.



## the print is a mirror image of the original

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Check the front-panel Page format > Mirroring setting.



## the image is unexpectedly rotated

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- Check the front-panel Page format > Rotate setting.
- For non-PostScript files: if Nesting is ON, pages may be automatically rotated to save printing material.

See [how do I rotate an image?](#)




## the image is in one portion of the printing area

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- Is the page size configured in the software too small?
- Ensure that your software doesn't believe the image to be in one quadrant of the page.

Otherwise, this indicates an incompatibility between the software and the printer:

- Is your software configured for this printer? For general advice, see the *Setup Instructions*. For advice specific to your software, see the documentation supplied with the driver.
- If you still haven't found the solution, try changing the printer's Graphics Language setting at the front panel. Choose the  icon, then Device Setup > Lang.



## a long-axis print is clipped

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- Does your software support long-axis prints?
- Have you specified an appropriate paper size in your software?
- Unless it is a PostScript file, make sure that the printer's Page format > Size is set to Inked area.



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# the image is clipped


- This normally indicates a discrepancy between the actual printing area on the loaded printing material and the printing area as understood by your software. For general advice on printing areas and page size, see [how do I set page format options?](#).
- Check the actual printing area for the paper size you have loaded.  
*printing area = paper size - margins*  
For paper size and margins, see [printable area](#).
- Check what your software understands to be the printing area (which it may call "printable area" or "imageable area"). For example, some software applications assume standard printing areas that are larger than those used in this printer.
- Check that the orientation of the printing material is the same as that assumed by your software. The front-panel Page format > Rotate option changes both the orientation of a print and the orientation of the page. It is possible that a rotated image on a roll may be slightly clipped in order to retain the correct page size, as explained in [page size and clipped images](#).
- You may have asked to rotate the page from portrait to landscape on a paper size that is not wide enough.
- If necessary, change the printing area in your software.



## the output contains only a partial print

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- Did you press **Cancel** before all the data were received by the printer? If so, you have ended the data transmission and will have to print the page again.
- The I/O Time-out setting may be too short. From the front panel, you can increase the I/O Time-out setting to a longer period and then send the print again. Choose the  icon, then I/O Setup > I/O Timeout.
- There may be a communications problem between your computer and the printer. Check your interface cable.
- Check to make sure that your software settings are correct for your current page size (e.g. long-axis prints).
- If you are using network software, make sure it has not timed out.



## page format or rotate does not work

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- The printer cannot rotate raster images (except for PostScript files). If your non-PostScript file contains raster data (typically, images with heavy area fill and shading that you have scanned into your software) you will not be able to rotate the print.
- Your driver does not allow this to happen.



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## the problem is reseating the printhead

If you have inserted the printhead into the printhead carriage assembly and the printer does not beep, perform the following steps.

- Check that you have removed the protective tape from the printhead.
- Insert the printhead into the carriage assembly but this time close the cover using the latch.
- Clean the electrical contacts on both the printheads and the printhead carriage assembly using the [carriage interconnect wiper](#).
- Replace the printhead with a new one.

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## the problem is inserting the printhead

Do not touch, wipe or attempt to clean the printhead nozzles. This can damage the printhead and reduce print quality.

After waiting a few moments to allow both connectors to dry, replace the printhead into the carriage assembly. See [how do I install printheads?](#)

1. Ensure that you have the correct HP No. 81 or HP No. 83 printhead.
2. Ensure that you have removed the protective cap from the printhead.
3. Ensure that the printhead is the correct color for that slot.
4. Ensure that the printhead is the correct orientation.
5. If the front panel persistently displays the message RESEAT next to the printhead, try performing the procedure shown in [how do I install printheads?](#)

See also: [how do I maintain my printer?](#)



## the problem is inserting the ink cartridge

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1. Ensure that you have the correct HP No. 81 or HP No. 83 ink cartridge.
2. Ensure that the cartridge is the correct color for that slot.
3. Ensure that the cartridge is the correct orientation, with the color-coded label at the top.

**Caution:** Never clean inside the ink cartridge slots.



## the problem is inserting the printhead cleaner

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1. Ensure that you have the correct HP No. 81 or HP No. 83 printhead.
2. Ensure that the printhead cleaner is the correct color for that slot.
3. Ensure that the printhead cleaner is the correct orientation.

See: [how do I install printhead cleaners?](#)

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## carriage interconnect wiper

Whenever you replace a printhead, check the empty slots to see if they need cleaning. In some extreme cases it is possible that the printer will not recognize a printhead when it has been installed. This is due to the build-up of ink deposits on the electrical connections between the printhead and the printhead carriage.

Use the carriage interconnect wiper included with your printer to clean the electrical interconnects of both the printhead carriage and the printhead, as shown in the animation below.

After waiting a few moments to allow both connectors to dry, replace the printhead into the carriage assembly.

For the frequency with which this procedure should be performed, see the [user maintenance kit](#).

**Caution:** do not touch, wipe, or attempt to clean the printhead nozzles. This can damage the printhead and reduce print quality.



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# choosing printing materials

Always make sure that you are using the appropriate printing material for your image and that it is consistent with your software application.

To ensure color accuracy and print quality, use only printing materials that have been certified for your printer.

Use of non-HP printing materials, or HP printing materials not certified for your printer, may significantly reduce the quality of your printed images.

See [supported printing materials](#).



# the printing material cannot be loaded successfully

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### rolls

- The roll may be loaded the wrong way. The printing material should load over the roll toward you.
- The printing material may be crumpled or warped or may have irregular edges.
- The printing material may be loaded at an angle. The right-hand edge must be aligned with the edges of the roll.
- Ensure that the printing material is wound tightly on the roll.
- Check that the printing material is correctly loaded onto the spindle.

### sheets

- The sheet must be loaded with the right-hand edge against the blue perforated line on the printer.
- Align the sheet against the trailing edge coming out of the printer.
- The sheet may be crumpled or warped or may have irregular edges.
- If you are using a hand-cut sheet, the edges may not form a right angle or they may be rough. Do not use hand-cut sheets. Use only purchased sheets.

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# ink marks on the printing material

The printing material itself may be warped. This can happen if it has been used or stored in an extreme environment. See [environmental specifications](#).

## **blurred lines (ink bleeds from lines)**

Perhaps you have adjusted the drying time in the front-panel menu to speed up the printer output. Set Drying Time to Automatic. See [tell me about drying time](#).

## **marks or scratches on glossy paper**

Glossy paper may be extremely sensitive to the bin or anything that it comes into contact with directly after printing. This will depend on the amount of ink printed and the environmental conditions that are present at the time of printing. Avoid any contact with the paper and handle the print with care until quite some time has elapsed.

## **smears or scratching on the image**

This problem can appear on coated paper if a lot of ink was printed. The paper absorbs the ink quickly and expands. As the printheads move over the paper, the printheads and the paper come into contact with each other and the printed image is smeared.

1. Press the Cancel key on the front panel. If you continue to print, the paper may damage the printheads.
2. Cancel the print job from your computer application.

For better results, try the following:

- Use HP recommended printing materials.
- Use extended margins; see [how do I adjust the margins?](#).  
Alternatively, try to increase the print margins by relocating the image in the page from your software applications.
- If you are using Media Saving Options from the advanced section of the HP-GL/2 driver, try disabling one or both of the Auto-Rotate and Inked Area options.
- Use the take-up reel if you have one installed.
- If the problem occurs when you are using non-HP glossy paper or film, it may be caused by the effect of static electricity on the ink droplets. Try using an HP material, or a material with an anti-static back coating.
- If the problem occurs on the back of the printing material, try [cleaning the platen](#).

If the above fails to solve the problem of smears and scratching, you could consider changing to a non-paper-based printing material such as glossy film.





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## clearing a media jam

The Switch Power Off message is usually shown when there is a media jam. The printer must be cleared before the printer can operate again. There are two types of media jam:

- A jam that prevents the carriage from moving from one side of the printer to the other. This is called a printhead path jam. See [check printhead path](#).
- A jam that prevents the printing material from advancing into the printer correctly. This is called a media path jam. See [check media path](#).

### check printhead path

1. Switch the printer off at the rear of the printer and open the window.
2. Look in the area where the printer was printing at the time of the jam, this is where the printing material is most likely to be jammed.
3. Lift the media load lever.
4. Carefully remove any of the jammed printing material that you can lift up and out from the top of the printer.
5. Carefully pull the rest of the roll or sheet down and out of the printer.
6. If you are using a roll, trim the printing material with a knife as shown in [trimming the printing material](#).
7. Reload the printing material; see [loading rolls into the printer](#).

8. Switch the printer on.
9. If there is some printing material left behind in the media path, loading can become difficult. This can be cleared by loading a rigid printing material through the media path.
10. If you have image quality problems after a media jam, this could indicate that the printheads have been moved from their correct position in the carriage. To correct this, [align the printheads](#).

### **check media path**

1. Switch the printer off at the rear of the printer.
2. Check in case the roll has almost finished and is stuck to the empty cardboard core.
3. Load a new roll.

### **contact hp**

If the front panel displays the Switch Power Off message again after you have gone through the above procedures, make a note of the message with the error code and [contact HP](#).



## prints do not stack properly in the bin

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- The printer may be too close to the end of the roll. The natural curl near the end of the roll can cause stacking problems. Load a new roll or remove prints manually as they are completed.
- If you are mixing prints or nesting sets of several different sizes, you may have stacking problems because of the different sizes of printing materials in the bin.

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## communication problems

Symptoms are:

- The front-panel display does not show the “Receiving” message when you have sent an image to the printer.
- Your computer displays an error message when you are trying to print.
- Your computer or printer “hangs” (stays idle) while communication is taking place.
- Your printed output shows random or inexplicable errors (misplaced lines, partial graphics etc.)

### to solve a communication problem...

- Make sure you have selected the correct printer in your software.
- Make sure the printer works correctly when printing from other software.
- Remember that very large prints may take some time to receive, process, and print.
- If the printer is connected to a network, try using it when connected directly to your computer through a parallel cable.
- If your printer is connected to your computer through any other intermediate devices, such as switch boxes, buffer boxes, cable adapters, cable converters, etc., try using it when connected directly to your computer.
- Try another interface cable. For details of supported cables, see [interface specifications](#).
- Make sure the graphics language setting is correct. See [how do I change the graphics language setting?](#)

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## the printer does not print

- You may have a power problem. If there is no activity at all from the printer, the front panel does not respond, check that the power cable is connected correctly and that there is power available at the socket.
- If you are using a Macintosh and the print job does not print, ensure the printer language is set to Postscript or Automatic.
- You may have a problem with your application driver. Is your software configured for this printer? For general advice, see the *Setup instructions*. For advice specific to your software, see the documentation supplied with the driver.
- If you have connected your computer to the printer's parallel port and tried to print a binary-encoded PostScript file, it will not print. The parallel port will accept ASCII-encoded PostScript print files only. The front panel will display the message "Error processing job / Flushing rest of job". Connect your computer to the JetDirect Print Server and send the print file again.  
You could also connect your computer via the LAN connection of your printer and send the binary-encoded PostScript print file again.
- You are trying to send binary encoded data through the TCP/IP network to your printer.  
Select PS Encoding > Binary from the Internal RIP Settings menu and send the file again.

If you continue to have problems, see [tell me about online help](#) and [tell me about hp customer care](#).



## file size and memory usage

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There is no direct relationship between the size of a file in your computer and the amount of memory needed in the printer to print the file. In fact, because of file compression and other complicating factors it is often impossible to estimate how much memory will be needed. So it is possible that a print will fail for lack of memory even though you may have successfully printed larger files in the past. In this case you may need to consider adding more memory to your printer.

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## the printer seems slow

- Did you specify Max Quality print level on the front panel? Max Quality prints take longer.
- Did you specify the right media type when loading the printing material? For details of front-panel media types, see [physical characteristics of printing materials](#). To find out the printer's current media type setting see [how do I obtain information on the printing material?](#)
- If you have Enhanced resolution set to *On*, this could slow the printer down.
- Are you using the printer with the Appletalk serial port on Macintosh? It is normal for the Appletalk port to be slow. Consider using the Ethertalk interface to connect your printer to your Macintosh.
- Did you specify a Manual Dry Time in the front panel? Change the drying time to Automatic; see [tell me about drying time](#).





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# solving problems

- [troubleshooting](#)
- [help in solving problems](#)
- [finding the source of your problem](#)
- [other sources of information](#)

## troubleshooting

Much of the troubleshooting information contained in this section is provided to complement the printer's own internal checking features.

- Fault tolerant print modes
- Image quality consistency
- Continuous printing
- Color emulation
- Out-of-ink detection
- Printhead end-of-life detection

Troubleshooting should be an intuitive process, in which the printer either corrects its own faults or conveys a fault message via the front-panel display, prompting you to take corrective action. You should therefore need to refer to these procedures only if the printer does not correct the problem itself.

## help in solving problems

- To find the meaning of front-panel messages, see section [tell me about front-panel messages](#).
- If you know the problem is related to a certain task, first check the relevant section in this guide. You can use the index to find specific pages related to your problem.
- If the problem could be related to your software driver, and you are using an HP driver, refer to the driver's troubleshooting documentation and the online help in your application software.
- If the problem has no obvious cause, see [finding the source of your problem](#).
- If you still cannot solve the problem, see [tell me about hp customer care](#).


## finding the source of your problem

Look at the front-panel display for messages, and refer to the page [tell me about front-panel messages](#).

Then test the printer:

1. Switch the printer off with the power switch at the back of the printer.
2. Make sure that the power cord is firmly inserted in the printer and plugged in to an outlet that you know works.
3. If the front panel displays an error message while initializing, make a

note of the error message and refer to [status codes and error messages](#).

4. Switch the printer On. When it displays READY on the front panel, try to print a Demo Print. See [how do I print the internal prints?](#) If this prints correctly, the problem is not with the printer. Test your computer hardware and interface.
5. Make sure that you have the correct interface cable between the computer and the printer and that it is firmly connected to the correct ports.
6. Check that your printer's graphics language setting matches the requirements of your software. Choose the  icon, then Device Setup > Lang.
7. If you have changed your interface, switch the printer off and then on again before trying to print.

### **other sources of information**

If you don't find the solution to the problem here, consult the documentation supplied with the driver that you are using to manage the output from your software application to the printer.

For example, the online and printed documentation included in the following drivers supplied with your printer:

- PostScript drivers for Macintosh.
- PostScript drivers for Microsoft Windows 9x/NT 4.0/2000.
- HP Designjet Windows drivers 9x/NT 4.0/2000.
- HP developed drivers for AutoCAD.
- The HP-GL/2 driver documentation supplied with your application software.

There is also online documentation on the [WebAccess](#) tool.



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# how do i use webaccess?

This page provides examples of everyday tasks you might want to perform.

## submit a job

1. Open your browser.
2. Go to the [Submit job](#) page.
3. Browse your computer and select the file to print.
4. Set the job options.
5. Press the Print button.

## save a file in the permanent storage

1. Open your browser.
2. Go to the [Submit job](#) page.
3. Browse your computer and select the file to print.
4. In the job options, check the Store job in the printer option.
5. Set the the rest of the job options.
6. Press the Print button.

## print a file from the permanent storage

1. Open your browser.
2. Go to the [Submit job](#) page.
3. Press Browse printer and select the file to print.
4. Press the Print button in the Browse printer toolbar.
5. Set the the rest of the job options.
6. Press the Print button.

## check the ink and printing material usage for a job

1. Open your browser.
2. Go to the [Accounting](#) page.
3. The Accounting page shows you all the information regarding the jobs printed by the printer.

## check the status of the printer's supplies

1. Open your browser.
2. Go to the [Supplies](#) page.
3. The Supplies page shows you all the information regarding loaded printing material and ink levels.

## periodically track the usage of the printer

1. Open your browser.
2. Go to the [Usage](#) page.
3. Go to the [Historical](#) tab to see the accumulated usage of the printer

- since the first day.
4. Go to the [Snapshot](#) tab to save a record of the accumulated usage since the last snapshot, and reset the counters to zero.
  5. Go to the [Accumulated](#) tab to view the accumulated usage since the last snapshot.



## the webaccess help menu

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The HELP menu provides the following online help documents.

About Webaccess [this online document](#)

About the printer [the online reference guide to your printer](#)



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# the webaccess maintenance menu

The MAINTENANCE menu provides the following functions.

<a href="#">Firmware upgrade</a>	Allows you to upgrade your printer's firmware.
<a href="#">Media profile update</a>	Allows you to update the media profiles for your printer.
<a href="#">HP instant support</a>	Provides a link to HP Instant Support.

To obtain files from the HP Designjet Web site, you should click the link to technical support and then select the HP Designjet for which you want the file.

## firmware upgrade

The Firmware upgrade provides a method of upgrading your printer's firmware (also known as system software). You can download a new firmware file to your computer's hard disk via a link to a Web address. You then select the file you have downloaded and press the Upgrade button to upgrade your printer.

## Firmware upgrade

---

Enter the firmware file name you want to use or Browse to select it:

Please use this tool to upgrade your printer's firmware as follow:

1. Locate the appropriate file from the web and download it to your hard disk drive.

Latest firmware files located at

[http://www.designjet.hp.com/product\\_home.html](http://www.designjet.hp.com/product_home.html)

2. Use the BROWSE button to select the recently downloaded file.
3. Use the UPGRADE button to send the selected file to the printer.

When you upgrade your firmware, your printer will reboot after the upgrade.

If you have any problems during this process or want more information, click [here](#)



## media profile update

The Media profile update lets you update your printer's media profiles. You can download a new media profile file to your computer's hard disk via a link to a Web address. You then select the file you have downloaded and press the Update button to upgrade your printer. From then on, the new printing material whose media profile you have installed will be available for selection from the front panel.

## Media profile update

---

Type the name of the media profile file you want to update or browse to select the file

Please use this tool to update or add a media profile as follow:

1. Locate the appropriate file from the web and download it to your hard disk drive.

Latest media profile files located at

[http://www.designjet.hp.com/product\\_home.html](http://www.designjet.hp.com/product_home.html)

2. Use the BROWSE button to select the recently downloaded file.
3. Use the UPDATE button to send the selected file to the printer.

If you have any problems during this process or want more information, click [here](#).

---

### **hp instant support**

The HP Instant Support link connects you to a set of dynamic Web resources that help you track your printer.

You can conveniently view the following and more.

- Printer usage pattern (ink & printing material usage)
- Error alerts
- On-line troubleshooting tips to error alerts

The HP Instant Support Web site helps you to manage your printer and plan your purchase of consumables.

---

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## the webaccess security menu

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The SECURITY menu allows you to password-protect your printer.

### user password

The User Password window allows you to set or change your WebAccess password. If no password has been set you are prompted to set one when you access User password, but you are not obliged to do so. If a password has been set, clicking on User password will request the password.

### Password

User password:

Confirm password:

Password will be used to restrict permissions for job management and for setting the maximum number of logged jobs in Accounting.

The password can be used to restrict job management permissions and to change the printer's configuration.

If a password is set, you will be asked to enter it when you try to access the "User password" page. Once you have reached this page, you are allowed to change the password.

**Note:** If you forget your password, use the "Reset WebAccess password" command on the printer's front panel to reset it.







# the webaccess status menu

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The STATUS menu provides the following functions.

<a href="#">Supplies</a>	The Supplies window shows the status printer's supplies.
<a href="#">Usage</a>	Provides statistical details for each job printed.
<a href="#">Configuration</a>	Shows the current configuration of the printer and allows you to change this configuration.
<a href="#">E-mail</a>	Allows you to configure the printer to send e-mail alerts.
<a href="#">Alerts</a>	Allows you to configure how different types of alerts are sent via e-mail.

## supplies

The Supplies window shows the status of the ink cartridges, printheads, cleaners, and paper.



Ink cartridges			
Ink cartridge	Status	Ink Level	HP Order Information
Light cyan	OK	78%	<a href="#">HP83 (C4944A)</a>
Light magenta	OK	75%	<a href="#">HP83 (C4945A)</a>
Yellow	OK	57%	<a href="#">HP83 (C4943A)</a>
Cyan	OK	73%	<a href="#">HP83 (C4941A)</a>
Magenta	Low	18%	<a href="#">HP83 (C4942A)</a>
Black	OK	79%	<a href="#">HP83 (C4940A)</a>

Printheads and Cleaners		
Color	Printhead status	Cleaner status
Light cyan	OK	OK
Light magenta	OK	OK
Yellow	OK	OK
Cyan	OK	OK
Magenta	OK	OK
Black	OK	OK

Paper			
Paper	Type	Size	Remaining length
Roll	HW Coated Paper	1068mm wide	-

[Buy now](#)

The following information is displayed:

Cartridge status	Whether there is any problem with the cartridge.
Ink level	The level of ink in each cartridge, as a percentage (this is also displayed graphically at the top of the window).
HP order information	A link to the information needed to order a new cartridge.
Printhead status	Whether there are any problems with any of the printheads.
Cleaner status	Whether there is any problem with any of the cleaner.
Paper	Whether roll or sheet paper is loaded.
Paper type	The type of paper loaded.
Paper size	The size of paper loaded.
Remaining length	The length of the paper loaded (this information is not available if the paper loaded is sheet, or if "Media Length Tracking" is disabled in the front panel, or if you didn't enter the length of the roll when loading it).
Buy now	A link to HP Designjet Online to order supplies.

### usage


The Usage page provides printer information about the printer's usage of printing material and ink. From this page you can access three tabs: [Historical](#), [Snapshot](#), and [Accumulated](#).

For each tab the following information is displayed:

Printer identification	This section shows the printer's Serial number and its service identifier (Service ID).
Usage information for the relevant tab	The total: paper usage (sq/ft and sq/m), Dye ink usage (ml.), and UV ink usage (ml.)
Ink usage	Detail of the ink used per each cartridge, for dye and for UV ink.
Paper usage	Detail of the printing material used by type. Here appears the usage of all the different printing materials that have been loaded in the printer.

### historical tab

In the Historical page you can find information about the use of printing materials and ink since the printer printed the first job.

Historical		Snapshot		Accumulated	
<b>Usage information</b>					
Paper usage (sq/ft)	27.37				
Paper usage (sq/m)	2.54				
Dye ink usage (m l.)	15.19				
UV ink usage (m l.)	0.00				
 Update					
<b>Ink usage</b>					
Ink cartridge	Dye (ml.)	UV (ml.)			
Light cyan	2.47	0.00			
Light magenta	2.52	0.00			
Yellow	2.50	0.00			
Cyan	2.51	0.00			
Magenta	2.53	0.00			
Black	2.66	0.00			
<b>Paper usage</b>					
	Paper type	sq meters	sq feet		
HW Coated Paper	Hewlett-Packard	0	0		
Coated GIS	Hewlett-Packard	0	0		
Coated Paper	Hewlett-Packard	0	0		
Photo Imaging Gloss	Hewlett-Packard	2.54	27.96		
Photo Imaging Satin	Hewlett-Packard	0	0		
Studio Canvas	Hewlett-Packard	0	0		
HWC HT1	Sascha	0	0		
HW Coated Paper	Hewlett-Packard	0	0		
Clear Film	Dconesa	0	0		
Colorfast Vinyl	Hewlett-Packard	0	0		
Photo Imaging Gloss	Hewlett-Packard	0	0		
Prod Photo Semi Glos	Hewlett-Packard	0	0		
Studio Canvas	Hewlett-Packard	0	0		
Vellum Paper	Hewlett Packard	0	0		

### snapshot tab

The Snapshot page allows you to make a “photo” of the usage of the printer at a specific moment in time. This photo will be saved on the printer’s hard disk with a label (snapshot label), so you will be able to use this information to compare with other snapshots.

Once the snapshot is saved, all the counters will be reset to zero.

You give a name for the snapshot, to be able to identify it later. Once you have given a name, save the snapshot by clicking the Save button.

Historical
**Snapshot**
Accumulated

▶ Snapshot label:

Usage information	
<b>Paper usage (sq.ft)</b>	27.37
<b>Paper usage (sq.m)</b>	2.54
<b>Dye ink usage (m.l.)</b>	15.19
<b>UV ink usage (m.l.)</b>	0.00


Update

Ink usage		
Ink cartridge	Dye (ml.)	UV (ml.)
Light cyan	2.47	0.00
Light magenta	2.52	0.00
Yellow	2.50	0.00
Cyan	2.51	0.00
Magenta	2.53	0.00
Black	2.66	0.00

Paper usage			
Paper type		sq meters	sq feet
HW Coated Paper	Hewlett-Packard	0	0
Coated GIS	Hewlett-Packard	0	0
Coated Paper	Hewlett-Packard	0	0
Photo Imaging Gloss	Hewlett-Packard	2.54	27.36
Photo Imaging Satin	Hewlett-Packard	0	0
Studio Canvas	Hewlett-Packard	0	0
HWC HT1	Sascha	0	0
HW Coated Paper	Hewlett-Packard	0	0
Clear Film	Dconesa	0	0
Colorfast Vinyl	Hewlett-Packard	0	0
Photo Imaging Gloss	Hewlett-Packard	0	0
Prod Photo Semi Glos	Hewlett-Packard	0	0
Studio Canvas	Hewlett-Packard	0	0
Vellum Paper	Hewlett Packard	0	0

**accumulated tab**

The Accumulated page provide the accumulated values since the counters were set to zero when the snapshot was made.

Historical		Snapshot		Accumulated	
Snapshot label:			30/04/02		
<b>Usage information</b>					
 Update					
<b>Paper usage (sq.ft)</b>			0.00		
<b>Paper usage (sq.m)</b>			0		
<b>Dye ink usage (m.l.)</b>			0.00		
<b>UV ink usage (m.l.)</b>			0.00		
<b>Ink usage</b>					
Ink cartridge		Dye (ml.)		UV (ml.)	
Light cyan		0.00		0.00	
Light magenta		0.00		0.00	
Yellow		0.00		0.00	
Cyan		0.00		0.00	
Magenta		0.00		0.00	
Black		0.00		0.00	
<b>Paper usage</b>					
Paper type		sq meters		sq feet	
HW Coated Paper	Hewlett-Packard	0		0	
Coated Paper	Hewlett-Packard	0		0	
Photo Imaging Gloss	Hewlett-Packard	0		0	
Colorfast Vinyl	Hewlett-Packard	0		0	
Poster Paper	Hewlett-Packard	0		0	
Studio Canvas	Hewlett-Packard	0		0	
Photo Imaging Satin	Hewlett-Packard	0		0	
HWC HT1	Sascha	0		0	
HW Coated Paper	HP Production	0		0	
Coated Paper	HP Production	0		0	
Photo Imaging Gloss	Hewlett-Packard	0		0	
Paper Semi-Gloss	Others	0		0	
Photo Imaging Gloss	Hewlett-Packard	0		0	
Photo Imaging Gloss	Hewlett-Packard	0		0	
Colorfast Vinyl	Hewlett-Packard	0		0	

### configuration

The Configuration window details the printer's configuration.

Printer Configuration			
Max. number of logged jobs	<input type="text" value="500"/>	Graphics language	<input type="text" value="Automatic"/>
Unit selection	<input type="radio"/> inches <input checked="" type="radio"/> meters	Margins	<input type="text" value="Normal"/>
Disk capacity (Mbytes)	39083	Nesting	<input type="text" value="Off"/>
		Queueing	On

Image Quality			
RGB Ink emulation	<input type="text" value="sRGB"/>	Start printing	<input type="text" value="After processing"/>
CMYK Ink emulation	<input type="text" value="Native"/>	Color calibration	<input type="text" value="Off"/>

Device setup			
TUR installed	<input type="text" value="Off"/>	Cutter enabled	<input type="text" value="Off"/>

The following information is displayed, subject to change in most cases:

### printer configuration

All the settings on this page, apart from Max. number of logged jobs, are also available from the front panel of the printer. Changing the setting on the front panel will change the settings in WebAccess (and vice versa).

Max. number of logged jobs	The maximum number of jobs that are logged on the accounting page (you can change this number up to a maximum of 500).
Disk capacity (Mbytes)	The printers hard disk capacity.
Graphics language	The graphics language currently being used for print jobs .
Margins	Whether normal or expanded margins are being used
Nesting	Whether nesting is enabled. Note that if you enable nesting, "Start printing" will be set to "After processing".
Queueing	Whether queuing is enabled.

### image quality

RGB ink emulation	The type of RGB color emulation currently in use.
CMYK ink emulation	The type of CMYK color emulation currently in use.

Start printing	Whether the printer starts printing as soon as it receives the job (Immediately), after it has processed the whole job (After processing), or after it has processed part of the job (Optimized). If you choose "Immediately", the need to process the job while printing may cause the printer to pause at times. Note that, if you choose "Immediately" or "Optimized", nesting will be disabled.
Color calibration	Whether color calibration is enabled

### device setup

TUR installed	Whether a Take-Up Reel has been installed.
Cutter enabled	Whether the automatic paper cutter has been enabled.

### e-mail

The E-mail window allows you to configure your printer to send e-mail alerts.

Outgoing e-mail

SMTP server:  .  .  .

Domain name:

Printer e-mail address:

---

The following information is displayed:

SMTP	The address of the SMTP outgoing mail server.
Domain name	The domain name of the network to which your printer is connected.
Printer E-mail address:	The e-mail address of your printer.

### alerts

The Alerts window allows you to configure how different types of alerts are sent by e-mail to people or groups of people. The Alert interval can be set from zero to 20 minutes.



## Alerts

Notification recipients	
List1:	Printer_Tech@yourdomain.com <a href="#">Edit List1</a>
List2:	accounting@yourdomain.com <a href="#">Edit List2</a>
List3:	orders@yoursupplier.com <a href="#">Edit List3</a>
List4:	<a href="#">Edit List4</a>

[Verify e-mail settings are valid](#)

Select events				
Events	List1:	List2	List3	List4
<a href="#">Supplies</a>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<a href="#">Maintenance</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<a href="#">Paper path</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<a href="#">Miscellaneous</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Alert Interval

The following information is displayed.

### Notification recipients

Provides lists of e-mail recipients to whom the printer can send alerts. Each list can be edited to add or remove recipients. A link is also provided to test the validity of e-mail addresses.

## Alerts

**Recipients addresses List2**

printer\_technician@your\_domain.com

Remove

**Add recipient address**

**Change list name**

List2

[Back to alerts](#)

### Select events

Allows you to select different types of events that will generate e-mail alerts to recipients. You can select events concerned with: Supplies, Maintenance, Paper path, or Miscellaneous. The different alerts can be sent to different lists of recipients or groups of lists. The following example shows the Paper path alerts.

## Alerts

**Paper path events**

Select events:

Events	List1:	List2	List3	List4
Out of paper	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remove paper jam	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Close window	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lower lever	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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## the webaccess jobs menu

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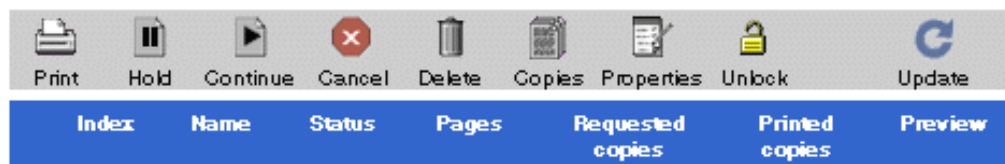
The JOBS menu provides the following functions.

<a href="#">Pending</a>	The list and control of the jobs waiting to be printed or currently being printed.
<a href="#">Stored</a>	The list and control of the jobs already printed and/or cancelled.
<a href="#">Accounting</a>	Provides statistical details for each job printed and/or cancelled.
<a href="#">Submit job</a>	Allows users to submit jobs to the printer to be printed and stored.

### pending

The Pending window shows a list of jobs waiting to be printed or currently being printed. Jobs will be moved to the Stored queue when they finish printing, or are cancelled.




Additional facilities are provided by icons near the top of the window.



The following information is displayed about each job:

Index	The physical location of the job in the queue.
Name	The name given to the job by the originating computer.
Status	The current status of the job.
Pages	The number of pages to be printed.
Requested Copies	The number of copies to be printed.
Printed Copies	The number of copies that have been printed.
Preview	PostScript jobs only: a small thumbnail preview of what the job will look like when printed (click on it to see a larger preview).

The following icons are available. Before clicking an icon, you must click a job to select it. The only exception to this is the Unlock icon, which you can click without selecting a job.

Print		Moves the job to the top of the print queue, so that it will be printed as soon as possible.
Hold		Holds the job. Printing will pause until you click Continue, Cancel, or Delete.
Continue		Continues printing a job that was paused using Hold.

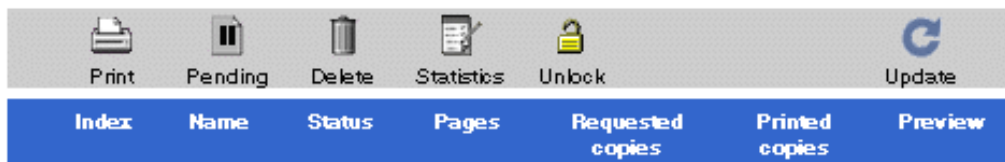
Cancel		Cancels the job and moves it to the Stored queue. The job will remain on the printer's hard disk, but will not be printed unless you select it and click Print or Pending -- in which case, it will be moved back to the Pending queue.
Delete		Deletes the job from the printer's hard disk.
Copies		Allows you to change the number of copies of all jobs to be printed. Any change you make will be remembered even if you click on Print, Hold, or Continue.
Properties		Displays the job's properties.
Unlock		Prompts you to identify yourself with a user name and corresponding password. It then unlocks the previews of all files that had their previews locked.

### stored

The Stored window shows a list of jobs already printed and are stored in a temporary queue. It operates similarly to the pending queue and will be deleted as soon as the printer is switched off or if you've first sent a job from one type of "File Family" and then send one from a different type. Jobs will be moved to the Pending queue if you click on Print or Pending. In this case, the number of requested copies will be incremented. The different types of file "File Family" are:

- Adobe PostScript and PDF
- HPGL/2, HP-RTL, TIFF, JPEG
- CALS/G4

Additional facilities are provided by icons near the top of the window.






The following information is displayed about each job:

Index	The physical location of the job in the queue.
Name	The name given to the job by the originating computer.
Status	The current status of the job.
Pages	The number of pages to be printed.
Requested Copies	The number of copies to be printed.
Printed Copies	The number of copies that have been printed.
Preview	PostScript jobs only: a small thumbnail preview of what the job will look like when printed (click on it to see a larger preview).

The following icons are available. Before clicking on an icon, you must click on a job to select it.

Print		Moves the job to the top of the print queue, so that it will be printed as soon as possible.
Pending		Holds the job. Printing will pause until you click Continue, Cancel, or Delete.

Delete		Deletes the job from the printer's hard disk.
Statistics		Displays the job's statistics.
Unlock		Allows you to unlock a stored file that has had its preview locked. You will be prompted to enter the password used to lock the file's preview.

## accounting

The Accounting window shows a list of jobs already printed. It also provides a link with details on how to export this data to Microsoft Excel.

[How to export accounting data to Excel](#)

<b>Status</b>	printed	<b>Pages</b>	1	<b>Copies</b>	1
<b>Paper type</b>	HW Coated Paper	<b>Paper used</b>	0.08 (m <sup>2</sup> )	<b>Printing time</b>	1'21"
<b>Ink type</b>	UV Ink (83)	<b>Ink used (ml.)</b>	0.2	<b>Print quality</b>	Productivity

The following information is displayed about each job:

Status	The current status of the job.
Paper type	The paper type used to print the job.
Ink type	Dyed or imaging ink.
Pages	The number of pages printed.
Paper used	The area of paper used.
Ink used (ml.)	The amount of ink used used to print the job.
Copies	The number of copies that were printed.
Printing time	The time taken to print the job.
Print quality	The print quality used for the job, Max speed, Production, Productivity or Max quality.

The data provided regarding the total ink consumption for the current plot are approximate. HP does not warrant the accuracy of such data. The average error in the total ink consumption for each plot is  $\pm 10\%$ , in about 95% of cases. The error percentage may be higher in the remaining 5% of cases. This is based on HP internal tests run in ambient conditions.

## submit job

The Job submitter is made up of the following different zones:

### [Job submitter](#)

This zone allows the user to select the the file to print. The selection can be made either from the user's computer or from files stored on the printer.

### [Job settings](#)

Once a job has been selected with the Job submitter the user can select the required settings to be applied to the job.

### [Print zone](#)

Once a job has been selected with the Job submitter and the required settings have been applied to the job, you can print it and optionally store it.

### job submitter

The Job submitter allows you to: enter the name of the file you want to print, browse your computer to select a file, or browse the printer to select a stored file. It also shows the free disk space available in the permanent storage area of the printer's hard disk

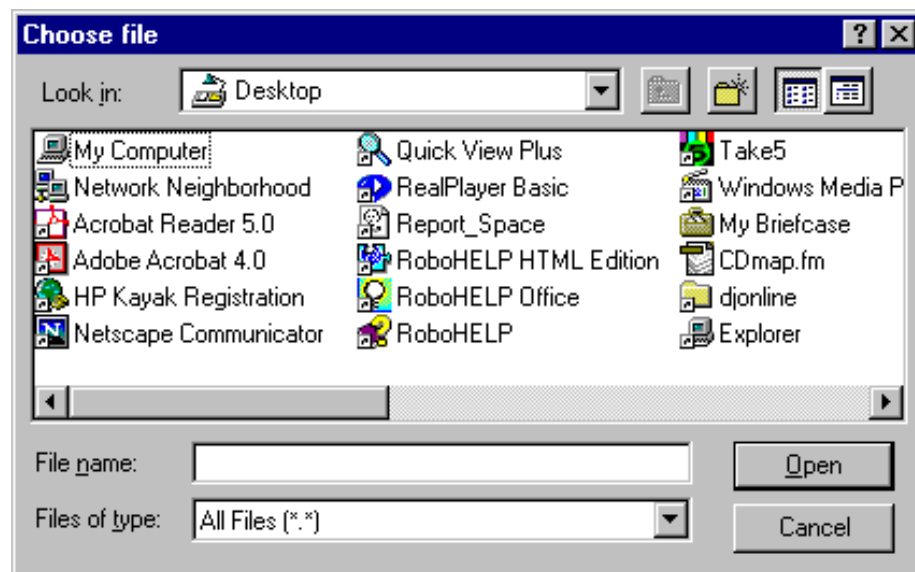
Enter the file name you want to submit:

Disk free space: 18802 MB





Each of the Browse buttons calls the requires window to select the file you want to print.

opens the standard Choose file window for the Operating System of your computer. The following example is for Windows NT.



opens the Browse printer window to allow you to select a file stored in the permanent storage area of the printer. The permanent storage is a part of the printer's hard disk where you can store files permanently. This storage zone is 19 GB. You can save files in PS, PDF, HPGL/2, HP-RTL, TIFF, JPEG, and CALS/G4 format, and the settings can be changed to reprint them.

## Browse printer

Index	Name	Size	Preview
1	Test03.pdf	24.89 MB	
2	snoopy.ps	10 KB	

Disk free space: 18802 MB



### job settings

Once a job has been selected with the [Job submitter](#), you can select the settings to be applied to the job. The settings you can select are the same as those found in a driver, but the differences with the traditional driver path to print are:

- You do not need to install anything on the host, as all the settings are selected directly with the Job Setting of the Submit job tool.
- You can select a specific value for the settings to be applied to the job, or the default value, in which case, these will be applied to the settings embedded in the file itself (if it is PS, HPGL/2 or HP-RTL), or the settings in the front panel of the printer (if the file is a CalsG4, TIFF, JPEG, or PDF).

Job settings

<b>Store job in printer</b>	<a href="#">Help</a>	<input type="checkbox"/>
<b>Print quality</b>	<a href="#">Help</a>	Default ▾
<b>Page size</b>	<a href="#">Help</a>	Default ▾
<input checked="" type="radio"/> Standard		
<input type="radio"/> Custom		<input type="text"/> Width <input type="text"/> Height <input type="text" value="inch"/> ▾
<b>Orientation</b>	<a href="#">Help</a>	Default ▾
Paper orientation		Default ▾
<b>Scaling</b>	<a href="#">Help</a>	Default ▾
<input checked="" type="radio"/> Scale to		
<input type="radio"/> Percent		<input type="text"/> %
<input type="radio"/> Custom		<input type="text"/> <input type="text" value="inch"/> ▾ <input type="text" value="Width"/> ▾
<b>Color management</b>	<a href="#">Help</a>	
Pantone automatic calibration		Default ▾
Standard emulation:		
CMYK emulation		Default ▾
RGB emulation		Default ▾
<b>Job control settings</b>	<a href="#">Help</a>	
Copies	<input type="text" value="1"/>	
Hold	Default ▾	
		<b>Miscellaneous settings</b> <a href="#">Help</a>
	Mirror image	Default ▾
	Inked area	Default ▾
	Small margins	Default ▾
	Rotate	Default ▾

The following settings are available (the default selections are those selected on the front panel of your printer):

<b>Store job in printer</b>	When you check this option, the job will be submitted to the printer to be printed, but also, it will be stored in the Permanent Storage of the printer, so you will be able to recover it and reprint (even changing the settings).
-----------------------------	--



Page size	You can select a Standard or a Custom page size. The checking the Standard selection allows you to select any of the standard paper sizes your printer supports. The Custom page size allows you to define the width and height of the page size (inches or cm).
Orientation	Allows you to select the paper orientation, Portrait or Landscape.
Scaling	Allows you to select if you want to scale to: a paper size, a percentage or custom value (width or height).
Color Management	Provides: Automatic <a href="#">PANTONE®</a> Calibration or Standard emulation (CMYK or RGB).
Job control settings	Allows you to select the number of Copies that will be printed and whether you want to Hold them (PostScript or PDF jobs only). When you select the Hold option, the job is submitted to the printer, but it's not printed. Instead it is just rasterized, and a preview is provided to check is everything is correct. This function is really useful if you want to make sure that what is going to be sent to print is correct, with the right paper size and orientation. Once you have seen in the preview that everything is correct, you can request the printer to print it. Because the job is already rasterized, the print will start printing immediately and without carriage stops.
Miscellaneous setting	These setting allow you to control: Mirror image, Inked area, Small margins, and Rotate.

### **print zone**

Once you have selected the file to print with the [Job submitter](#) and applied the required settings with the [Job settings](#), you just have to press the Print button and the file will be printed.

When the job is sent to print, a new Web page will appear in the [Job submitter](#). With this page you can check the status of the upload of the file to the printer.

## Job submitter

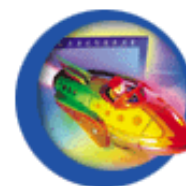
---

Enter the file name you want to submit:

Disk free space: 18802 MB



Status: 0



Once all the job has been uploaded to the printer, a new page will appear providing a link to the [Pending jobs](#) in queue to see if all the upload was correct, or to go back to the [Job submitter](#) page to upload another file to the printer.

## Job submitter

---

The printing is in progress

---

---

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## how do I start webaccess?

Start your Web browser and give the address of your printer, as follows:

`http://address/`

where *address* is the IP address of the printer. You can find out the IP address of the printer from the front panel, as follows:

1. Choose the  icon, then IO Setup > Card ID.
2. Under Card ID, find the line starting with IP=. The remainder of that line is the IP address of the printer.

As an alternative to the IP address, you may give the DNS name of the printer. However, you will not be able to find the DNS name in the front panel; ask your network administrator if you would like to use it.

### **see also**

[tell me about webaccess](#)



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# CMYK workflows

Traditional workflows define the color in the CMYK space. To obtain optimal results, CMYK must be adapted to the target printer that receives the data. Different printers will produce different color from the same CMYK data.

In some situations the CMYK data in your document will not be suited to your printer. Two typical situations are:

- The document was optimized for a certain printer, and now it will be printed with a different one.
- The document has been optimized for a printing press, but a proof will be printed with a cheaper printing device.

To process CMYK data not intended for the printer, HP Designjet printers provide color emulation modes. The emulation must be enabled in the PostScript driver, in the Printer Color Management dialog box.

Standard emulations:

- SWOP (United States)
- EuroScale (Europe)
- DIC (Japan)
- Toyo (Japan)
- JMPA (Japan)

CMYK data is frequently designed for these standards. If there is no information as to how the CMYK data was defined, these standards are a good assumption.

## emulating other printers

You can emulate any CMYK printer. You will need the ICC profile for the printer for which the CMYK data is intended. The ICC profile is a standard that defines which color would come out of that printer. The HP Designjet uses this information to produce the same color. ICC color profiles for other HP Designjets are provided with your printer.



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## using icc profiles

The International Color Consortium (ICC) color profiles provided with your printer driver are identical to the color profiles that the internal PostScript RIP uses, although the latter converts them to PostScript Color Rendering Dictionaries internally. To use the ICC profiles outside the internal PostScript RIP, the application and the driver must be configured correctly for good results.

- Make sure the ICC profile for the correct printer model, ink type (dye-based or UV), printing material, and print quality is selected in your application, and that it is being used to convert RGB or CIE Lab images to CMYK.
- Choose the correct rendering intent for your type of job: Perceptual for photographic type images, Colorimetric for logos and proofing, and Saturation for computer graphics images.
- Make sure the application is sending device CMYK colors to the printer, not calibrated color. For instance, when printing from Photoshop 5.x, select the profile and rendering intent in the CMYK setup, select CMYK as the output color space, and unselect the Postscript Color Management check box.
- In the printer driver, make sure that Automatic Black Replacement is disabled, and that no CMYK emulations are being used.

If all of these conditions are met, the results of using a provided ICC profile externally or internally will be very similar.

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## PANTONE® workflows

**PANTONE®** colors are identified by their name, and the appearance of the color is defined by Pantone. Pantone calibrates HP Designjet printers so that they can produce the best match for a PANTONE® color, and certifies that they can do so in several printing conditions.

When an application sends a PANTONE® color to the printer, it can use two methods.

- PANTONE® spot colors are defined by name.
- PANTONE® process colors are defined with a CMYK value.

Because CMYK values are device-dependent, the CMYK for the PANTONE® process color must be adapted to the target printer and printing conditions. The best way to do this is for the application to use PANTONE® spot colors and pass their names to the printer, letting the printer handle the conversion to CMYK. In this case, the printer's Automatic PANTONE® Calibration option must be on.

If you prefer to use PANTONE® process colors for some reason, you have two alternatives:

- You can download PANTONE® color palettes designed for your application from

<http://www.designjet.hp.com>

These color palettes will allow you to use CMYK colors in your applications and obtain the best PANTONE® color matching for your specific printing conditions. These palettes are accompanied by instructions for using them in your application.

- Most applications contain CMYK definitions of PANTONE® colors optimized for the SWOP or EuroScale standards. If the application does not support CMYK definitions of PANTONE® colors, or if the printer CMYK does not emulate these standards, the output will not match well with the PANTONE® colors.

HP Designjet printers reproduce PANTONE® Coated colors.



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# RGB workflows

RGB and CMYK are device-dependent definitions of color. RGB colors must be converted to CMYK colors in order to be used by your printer. And this transformation depends on the target printer.

The transformation from RGB to CMYK requires an ICC profile for the source device and an ICC profile for the printer. ICC profiles translate device-dependent RGB or CMYK colors to or from a device-independent color representation. Because the color that comes out of the printer depends on the printer setup--such as the printing material and the quality level--you must select the ICC profile for the intended printing conditions. HP Designjet printers come with ICC profiles for many different printing conditions.

There are a few frequently used types of RGB color such as sRGB, Apple RGB, Adobe RGB, or ColorMatch RGB.

Applications such as Adobe Photoshop and Illustrator allow you to use ICC profiles to convert RGB to CMYK.

If your design application does not support ICC profiles, it gives you no control over the conversion from RGB to CMYK. So, always convert data into CMYK before putting it into the application. Make sure that the CMYK has been optimized for the printer that will handle the data (see [CMYK workflows](#)).

Some applications send unidentified RGB data instead of CMYK. In such a case, the printer will carry out the conversion from RGB to CMYK. You must select the type of RGB data in the PostScript driver, in the Printer Color Management/RGB Emulation option. For applications such as Adobe PhotoShop that do identify the RGB they are using, this setting will have no effect.

Alternatively, you can use the WebAccess Submit Job facility to send the RGB data to the printer.



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# creating icc profiles

If you want to create your own ICC profiles for use with your printer (using any of the commercially available profiling software packages), the most important thing is to make sure that you use exactly the same configuration of application(s) and driver to print and measure the calibration target(s) as you will use later on when applying the profile. HP recommends using Native mode without Automatic Black Replacement (ABR), making sure that the application is sending device CMYK colors without any further conversions being applied.

Black generation is one of the most important aspects of printer profile generation, but differs considerably from one profiling tool to another. If possible, HP recommends using the following black generation parameters for your printer: K ink start 35%; maximum K ink 100%; GCR type curve; total area coverage 280%. Good results can also be obtained with other settings, depending on the profiling software used. Six-color printers (with light cyan and light magenta inks) generally require the start of K ink to be delayed compared with traditional four-color printers, in order to avoid the grainy appearance caused by black dots in highlights and midtones. Automatic Black Replacement will do this for colors defined as device CMYK, but should not be used in conjunction with a profile that is itself already defining K ink start and other black generation parameters. When using the internal profiles with ABR enabled, the internal PS RIP will not apply ABR to colors generated by the profile (defined by the application as RGB or CIELab), but will apply ABR to colors defined by the application as device CMYK. For externally applied profiles the internal RIP cannot make this distinction, hence ABR should be disabled in this case.





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## glossary

**ac**

Alternating current.

**ANSI size**

An American standard paper size; for example, D or E.

**application**

A substantial computer program, such as the program you use to create your drawings.

**banding**

A kind of printing defect. Your printed image suffers from banding if you see narrow horizontal lines across it. This can be caused by one or more faulty printheads, or by the printer advancing the printing material too much or too little between one pass of the printheads and the next.

**carriage assembly**

The carriage assembly is the assembly that travels across the printer platen. It contains the printheads.

**carriage interconnect**

The carriage interconnects are the flexible electrical contacts you see when you remove the printheads from the carriage.

**Centronics**

A standard for the parallel interface between computer and peripheral device.

**clipping**

Losing part of a drawing at the edges.

**CMYKcm**

Cyan, Magenta, Yellow, black, light cyan, light magenta. The colors of the printer's six inks.

**coated paper**

Paper coated on one side for inkjet printing.

**cycles**

The number of times the carriage moves across the printer and then back again to its original position.

**default**

A value or condition that is assumed if no other value or condition is specified.

**device**

An external item connected to the computer: printer, tape drive, etc.

**dpi**

Dots per inch, a measure of print resolution.

**driver**

The software that controls the communication between a computer and a device.

**front panel**

The control panel on the right of the printer.

**front-panel menus**

The structure of options in the front-panel display.

**graphics language**

A programming language telling a print device how to output graphical data.

**grayscale**

Shades of gray to represent colors.

**high-gloss photo**

A glossy, opaque photographic paper.

**HP-GL/2**

One of Hewlett-Packard's standard graphics languages for plotters and printers. It describes vector data.

**I/O**

Input/Output: the transmission of data between a computer and a device.

**ink cartridge**

The part of the HP No.81/83 supplies that stores all the ink used in the printer. Ink cartridges are installed into the printer on the left side.

**inked area**

The smallest rectangle that contains an entire printed image.

**ISO size**

An international standard paper size; for example, A1 or A2.

**JIS size**

A Japanese standard paper size.

**LAN**

Local Area Network.

**long-axis printing**

Printing a page when the length is longer than a standard page size.

**margin**

The space around the page added by the printer to separate one page from another and to avoid printing right to the edge of the printing material.

**media**

The plural form of the noun “medium” (one medium, two media). Sometimes used in a printing context to mean “printing materials”.

**nesting**

Placing two or more pages side-by-side on a roll of printing material to avoid waste.

**nozzles**

Located underneath the printhead. The nozzles direct the ink onto the page.

**palette**

A set of logical pens defined by color and width for use in HP-GL/2 drawings.

**paper axis**

The vertical axis in which the paper feed moves, as you look at the printer from the front.

**parallel interface**

A type of interface between computer and device.

**pen**

Even though the printer has no physical pens, the lines it draws match the attributes of a pen.

## **PJL**

Printer Job Language. A programming language that controls jobs going to a printer.

## **platen**

The exterior part of the printer on which the printing material rests before going into the printer.

## **PML**

Printer Management Language.

## **printhead**

The printhead is installed into the carriage assembly. It is the part that prints the ink onto the printing material.

## **printhead cleaner**

Part of the HP No.81/83 supplies that ensures that the printhead is ready for printing at all times. It makes sure the printheads do not dry out when they are not in use. There is one printhead cleaner for each printhead.

## **printing area**

The area of the page that can be printed on by the printer. In other words, the page size minus the margins.

## **printing material**

The paper, transparency, or other material on which you print. Printing materials are sometimes referred to as “media” (for instance, in the front panel, where brevity is useful).

## **PostScript**

A standard graphics language, commonly used by graphics and desktop publishing software applications.

## **queueing**

Placing each print received by the device into memory for processing with other prints.

## **raster**

A method of defining an image in terms of dots rather than lines. Raster data typically needs more memory than vector data.

## **reseating**

The action of removing the printhead from the printhead carriage and then inserting it again.

**RGB**

Red, Green, and Blue. A standard color model.

**RIP**

Raster Image Processor.

**RTL (Raster Transfer Language)**

One of Hewlett-Packard's standard graphics languages for plotters and printers. It describes raster data.

**scan axis**

The horizontal axis in which the print carriage moves, as you look at the printer from the front.

**service station**

The part of the printer that contains the printhead cleaners.

**short menu**

The setting in the front panel that allows you not to display parts of the menu structure that you do not want to see.

**spindle**

The rod that holds a roll of printing material.



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# Adobe Photoshop work flow

## hp designjet 5500 series

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The procedure is as follows:

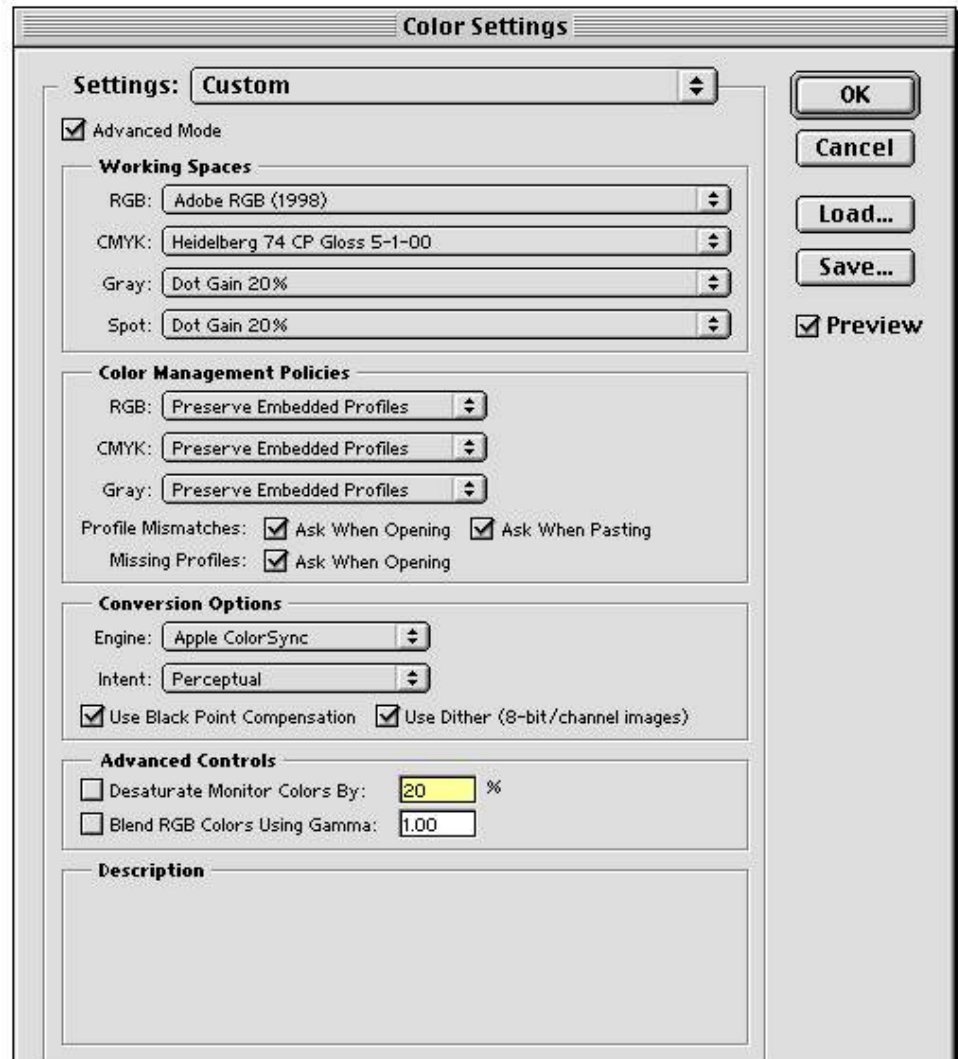
- [set color settings](#)
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- [printing CMYK directly from Photoshop](#)
- Print

## set color settings

*Before preparing for printing:* Set up the color settings in Adobe® Photoshop®.

- Color Working Space is the critical setting.
- Adobe RGB (1998) and ColorMatch RGB are each good for graphic arts.

Set to 'Ask when opening' for all profile mismatch situations.





## **save photos in Photoshop**

Take an image in RGB color from a scanner, digital camera, or other source.



In Adobe® Photoshop®, convert the image to CMYK profile by making a mode change from RGB to CMYK, with correct profiles set for monitor, Color Working Space, and CMYK profile (identified as a 'Working Space') in the Color Settings dialog.

File in CMYK color, save in TIFF format.

Save the file in CMYK color in TIFF format for use in other applications.



## **print directly from Photoshop (optional)**

To print from Photoshop, choose Print under the File menu, and print directly to the HP Designjet printer.

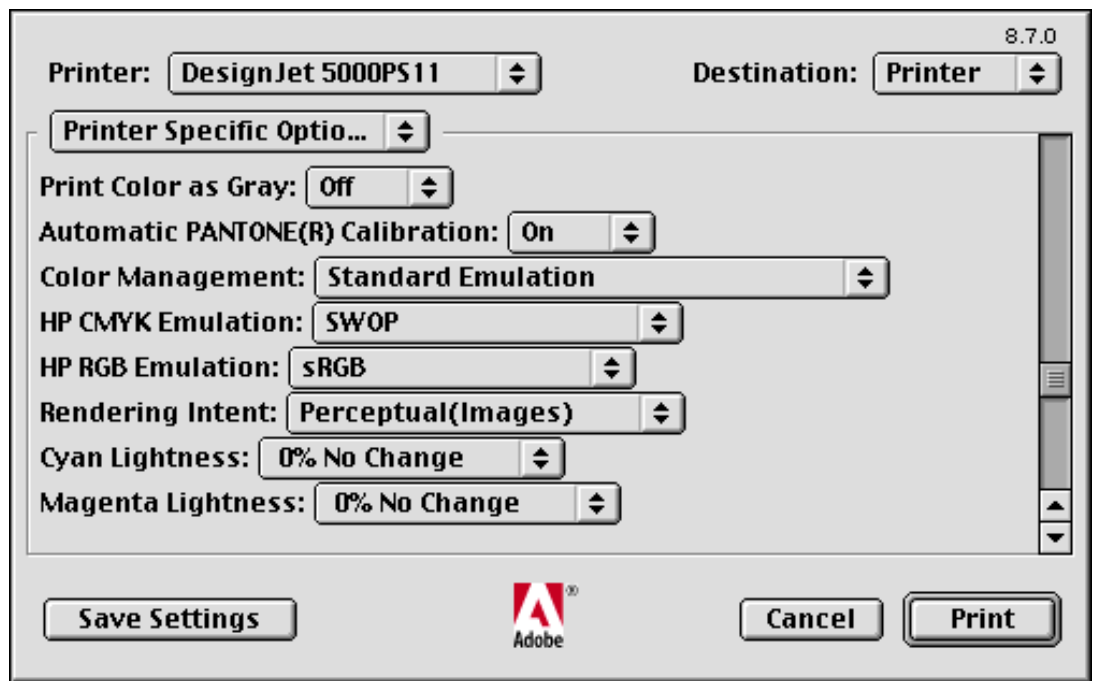
## **printing RGB directly from Photoshop**

Use Photoshop's PostScript™ color management.

Set printing parameters.

For the HP Designjet software, in the Print tab of the Default Settings dialog:

- Color management can be on (Standard Emulation) or off (Native).
- Set the appropriate Media type.
- Set the rendering intent to Perceptual.



## printing CMYK directly from Photoshop

*Either...*

Use Photoshop's PostScript™ color management.

Set printing parameters.

For the HP Designjet software, in the Print tab of the Default Settings dialog:

- Color management ('Perform color correction') can be on or off.
- Set the appropriate Media type.
- Set the [rendering intent](#) to Relative Colorimetric.

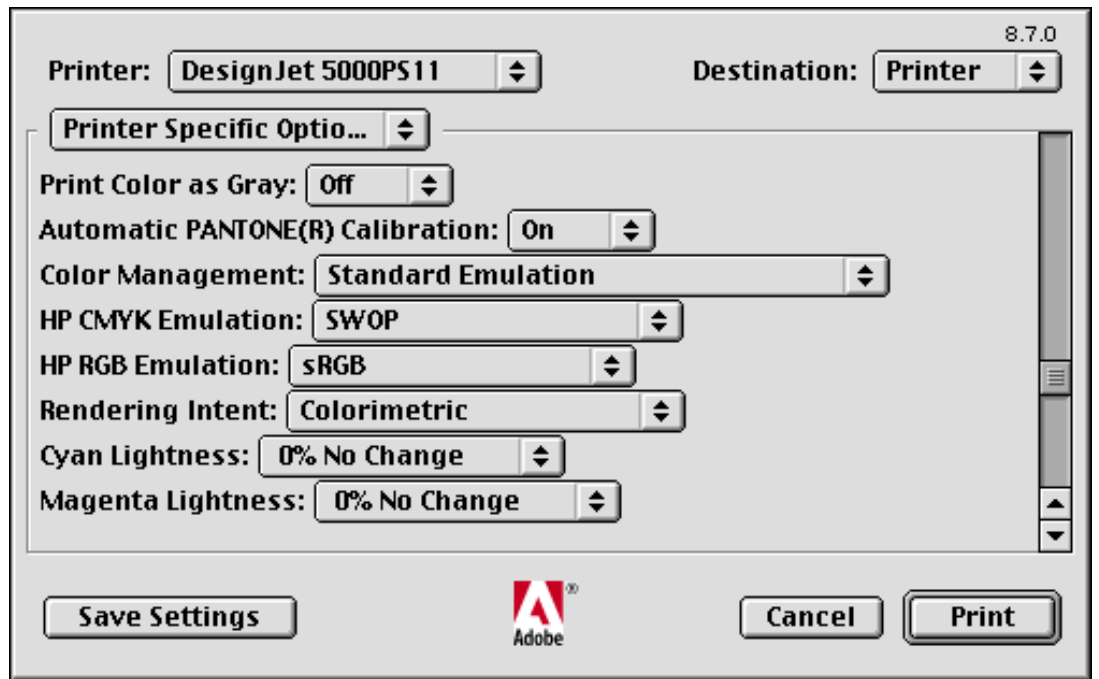
*Or...*

Do not use Photoshop's PostScript™ color management.

Set printing parameters.

For the HP Designjet software, in the Print tab of the Default Settings dialog:

- Select Color Management: Standard Emulation.
- Set the appropriate Media type.
- Set the CMYK ICC input profile to the same profile as the printing press profile.
- (The output profile is selected automatically by the HP Designjet software.)
- Set the [rendering intent](#) to Colorimetric.





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# business graphics work flow

The procedure is as follows:

- [open document](#)
- [set printing parameters](#)
- Print

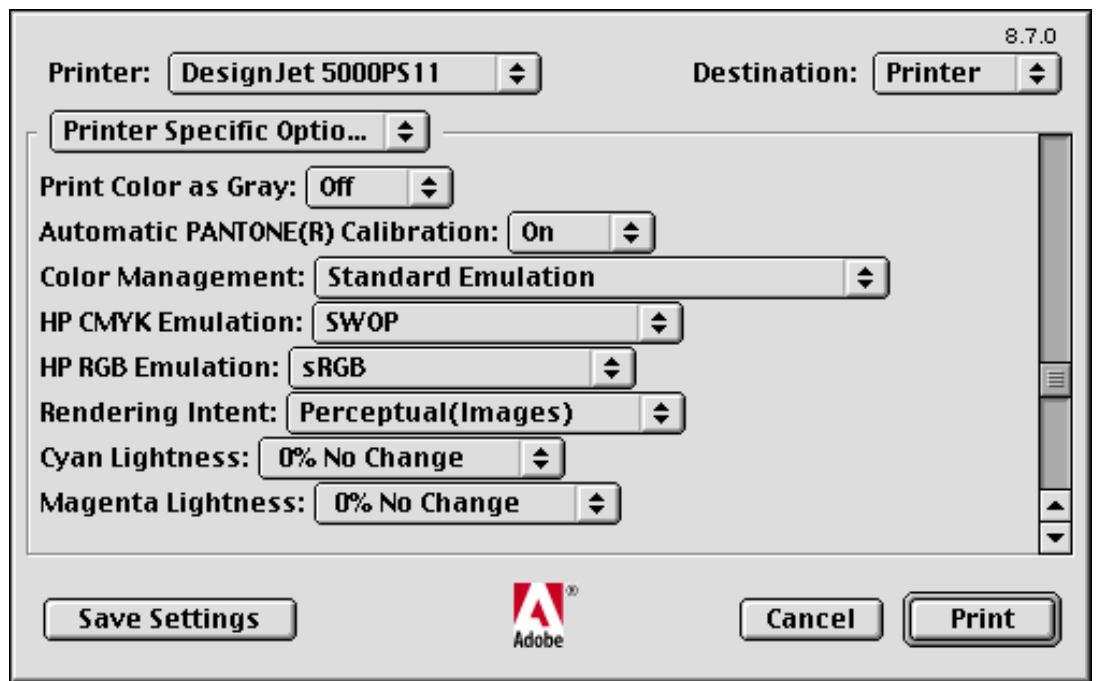
## open document



## set printing parameters

For the HP Designjet software, in the Print tab of the Default Settings dialog:

- Select Color Management: Standard Emulation.
- Set the appropriate Media type.
- Set the RGB ICC input profile to [sRGB](#).
- (The output profile is selected automatically by the HP Designjet software.)
- Set the [rendering intent](#) to Perceptual.





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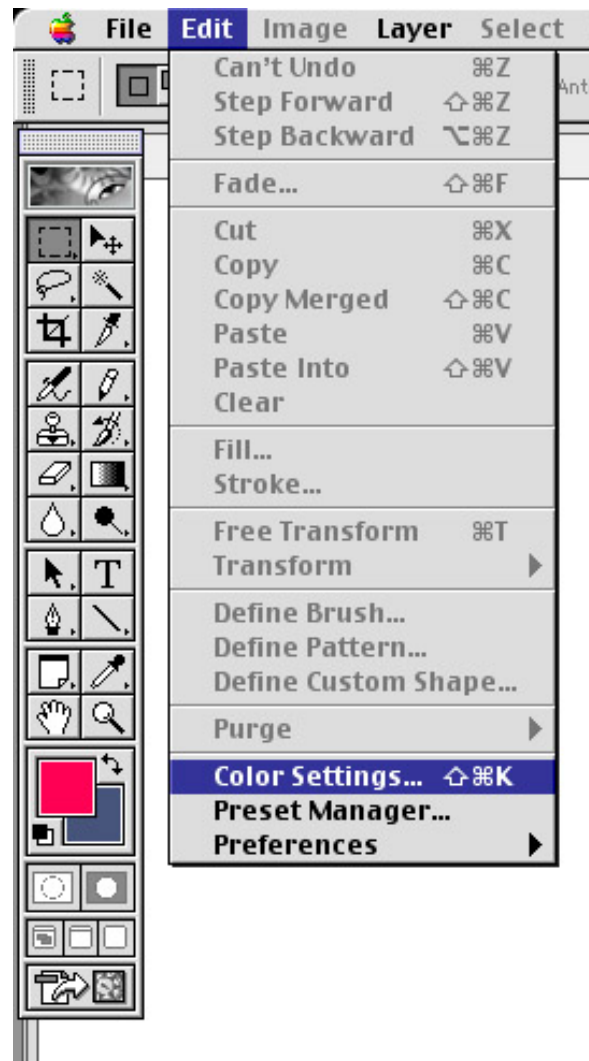
# converting RGB to CMYK using Adobe Photoshop

Changing an image from RGB or LAB color (for example, an image from a scanner or digital camera) requires a few important parameters in Adobe Photoshop.

The first of these is Color Settings.

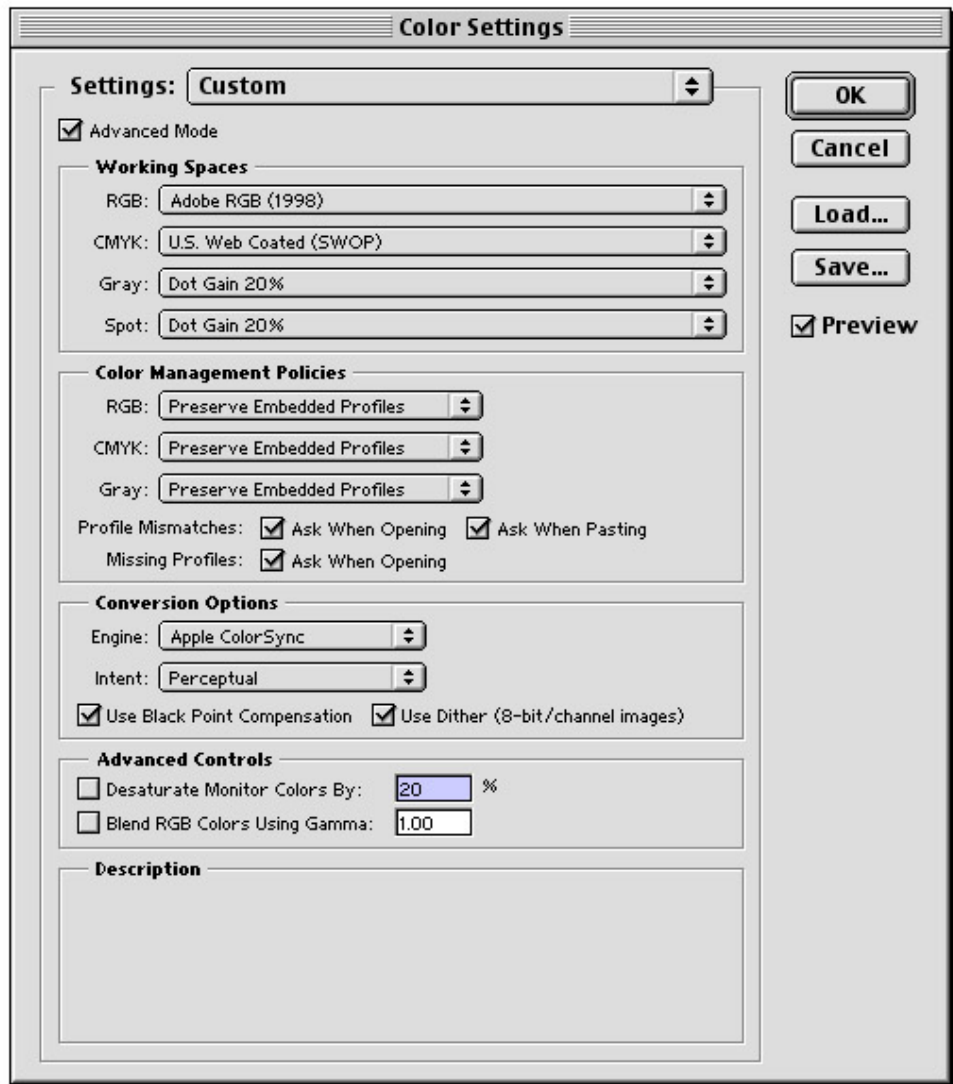
## color settings in Adobe Photoshop

In both Photoshop 5.x and 6.x, Color Settings are found in the Edit menu (Version 5.x uses two dialog boxes for these settings while version 6.x uses just one).



In the example shown (Photoshop 6.0) the Color Settings have been modified to use Adobe RGB (1998) as the Working Space for RGB while the CMYK Working Space has been changed to U.S. Web Coated (SWOP).





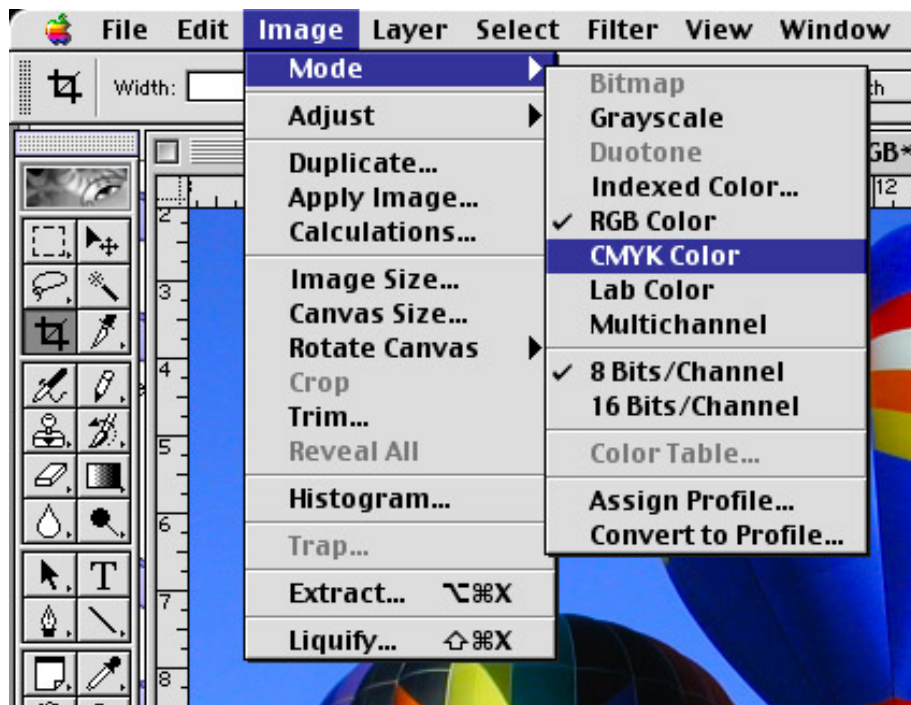
Adobe RGB (1998) is one of the standard color Working Space settings in Adobe Photoshop, and is well-suited to work destined for the printed page because its gamut of colors is large enough to accommodate the colors of a typical image, and adequate for conversion to the four-color CMYK space of the printing press.

If an ICC profile is available for your specific CMYK press, paper and ink combination, it is most practical to use that profile in the CMYK setting. Lacking a press-specific profile, the SWOP (Specifications Web Offset Publications) profile is good for printing in North America. Other regions have their own press profiles (Eurostandard, Japan Standard, etc.).

A variety of these CMYK and RGB Working Space settings can be stored and used by Photoshop.

### **converting to CMYK in Photoshop**

To convert to CMYK in Adobe Photoshop, simply change the Image>Mode from its current mode (typically RGB) to CMYK. The resulting image should then be saved to disk with a different name.




The Color Working Space in Adobe Photoshop is the space allocated to contain the document itself (the triangle on the right). The monitor space (triangle on the left) acts as a 'lens' through which the image is viewed on a particular monitor. The benefit of this Working Space concept is that the image can contain colors that the monitor may not be able to display, but any weakness of the monitor will not cause harm to the colors in the document. The color Working Space of Photoshop is set to one of several included Working Space settings, or to a custom Working Space can be created by the user, or downloaded from an Internet site.




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5500 series**

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## how do I align the printheads?

The printer will normally perform an alignment automatically whenever any printhead is replaced. However, you can turn off this automatic alignment by choosing the  icon, then Internal RIP Settings > Align Calibration > Off.

You can also request a printhead alignment from the front panel at any time by choosing the  icon, then Utilities > Calibrations > Printhead Alignment. In this case the printer will align the printheads immediately; or, if an image is being printed, as soon as the current print job is finished. The alignment procedure requires a minimum paper size of A1/D-size (24 inches).

You can use this feature if the [image quality print](#) indicates an alignment error.

When the front panel displays Ready, you are ready to print.

Make sure the printer window and the right door are closed after you replace the HP supplies. The printer will not print while these are open.

Watch the animation below.



# printhead cleaner error messages

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Status Numbers XX ranges from A0 to B5	Printhead Head Cleaner Message Description	Procedure
XX03 Replace	The printhead cleaner installed is not recognized by the printer.	This may mean that the line sensor is dirty, so perform the Lens Replacement procedure.
XX05 Replace	The printhead detects that the printhead cleaner does not match the rest of the ink system already installed.	Ensure that you have replaced the printhead cleaner together with the printhead.
XX06 Replace	The printer detects an incorrect printhead cleaner.	Ensure that all the printhead cleaners installed are genuine HP No. 81/83.

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## preparing printheads

Your printheads are of high quality and you can always rely on them to print without undesired banding effects. The key to this high performance is a suitable strategy for testing and preparing them to print. Before printing, the six printheads are tested and submitted to maintenance if required. This maintenance can take a few minutes, but it is essential to ensure that print quality and the printheads themselves do not degrade with time.

### frequency of testing

HP has optimized the frequency of printhead testing in the Designjet 5500 series, thus decreasing total print time. You can adjust the frequency of tests manually if you want, for example, to increase maintenance, or even to avoid maintenance to get higher throughput. See [how do I manage printhead testing?](#)

### frequency of maintenance

Maintenance may be more frequent when printheads are new, and when printheads are wearing out.


- When a printhead is new, shipping and storage conditions may require some extra time to prepare it to print. However, print quality will be optimal.
- At the end of a printhead's life, some nozzles may not work properly and specific front-panel messages may appear. See [printhead error messages](#).



# how do I manage printhead testing?

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To adjust the frequency of printhead testing, choose the  icon, then Device Setup > Pen Check.

<b>Optimized</b>	This is the default and recommended option. Testing frequency is set automatically.
<b>Next plot</b>	The printheads will be tested the next time a job is sent to the printer.
<b>Manual</b>	You can set the testing frequency yourself, from every job to once every 255 jobs.

For more information, see [preparing printheads](#).

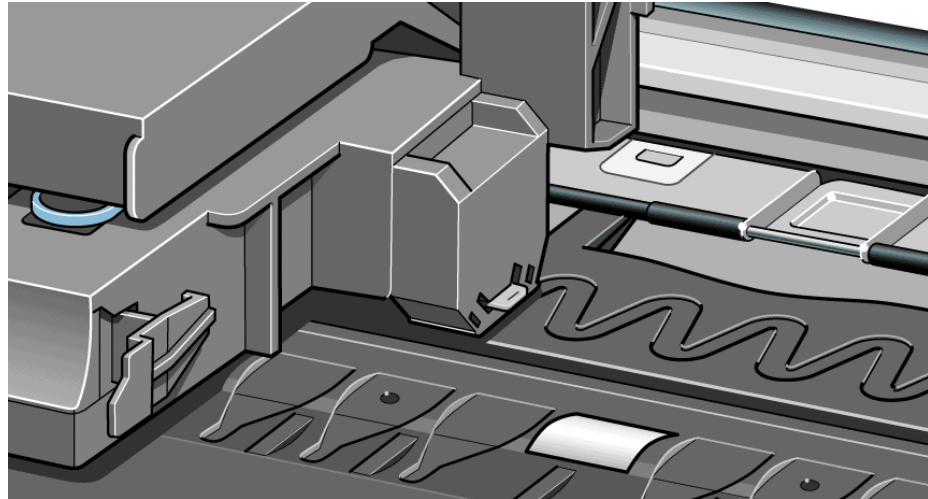


## hp designjet 5500 series

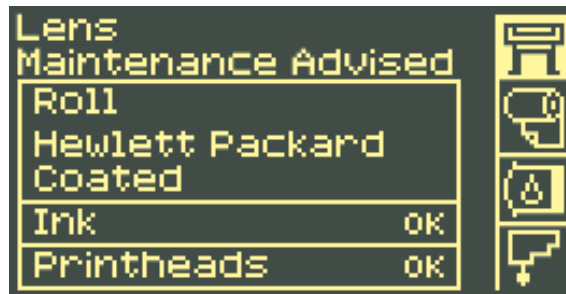
- welcome
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# lens maintenance

The optical sensor on the printhead carriage has a lens cover to protect it from ink mist and other contaminants. The lens cover is located on the lower right side of the carriage.



Over time, this lens cover will get dirty and will need to be replaced. When the printer detects that the lens cover is dirty, it will display the message:



You should replace the lens cover to prevent any problems with printer operations due to the optical sensor. See [how do I replace the lens cover?](#)

Replacement lens covers are provided with your printer and are stored inside the window of the printer. You may replace the lens cover immediately when you see the message or wait until the next time you need to replace a printhead.

You can continue to print if Lens Maintenance is displayed, but after a while the printer will not be able to continue and the front panel will display a [system error message](#).



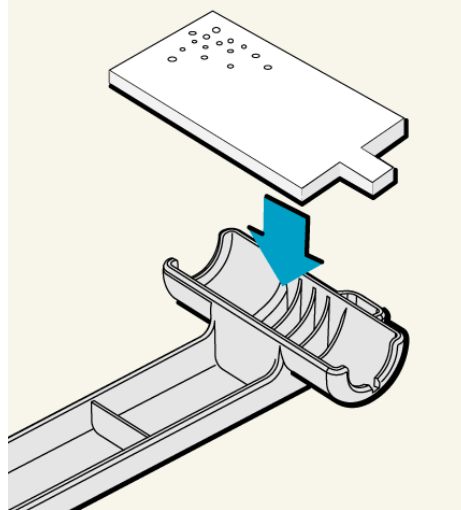


## how do I lubricate the slider rods?

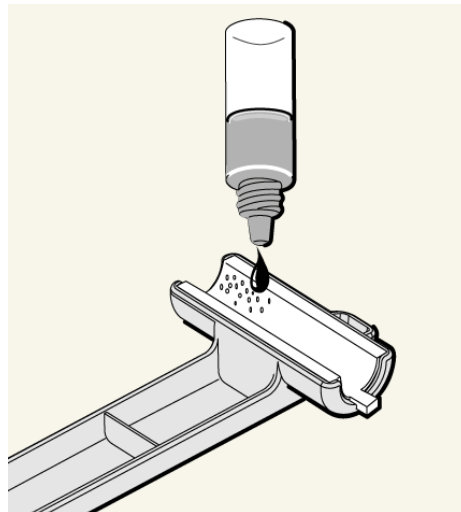
### hp designjet 5500 series

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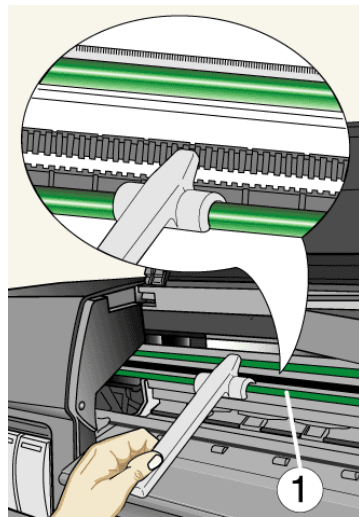
1. Install the pad into the rod wiper.



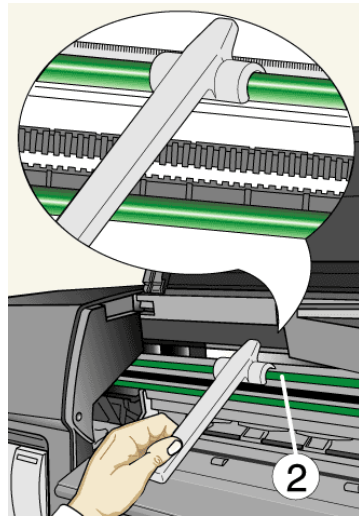
2. Apply oil (30 to 40 drops) onto the pad from the bottle of oil supplied with the kit.



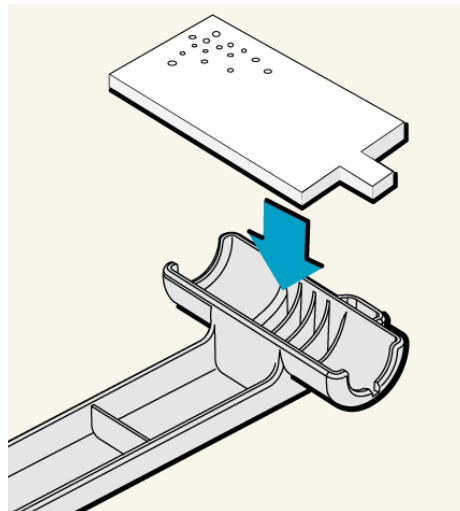
3. Open the window and wipe one of the carriage slider rods from left to right as shown below.



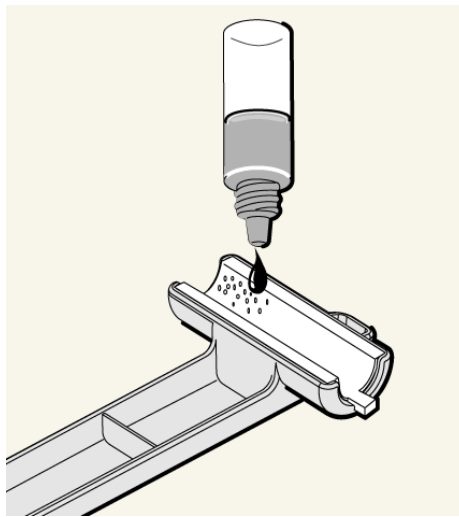
4. Remove the used pad from the rod wiper and discard.



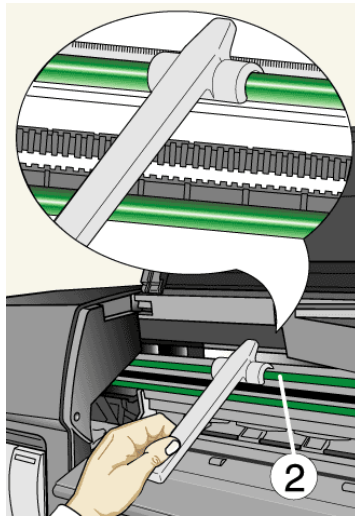
5. Install a new pad into the rod wiper.



6. Apply oil (30 to 40 drops) onto the pad from the bottle of oil supplied with the kit.



7. Wipe the other carriage slider rod from left to right as shown below.



8. Remove the used pad from the wiper and discard.
9. Close the window.




## hp designjet 5500 series

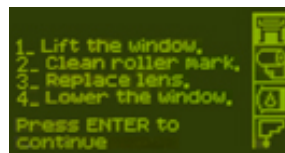
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# how do I replace the lens cover?

You can continue to print if the Lens Maintenance message is displayed, but after a while the printer will not be able to continue and the front panel will display a [system error message](#).

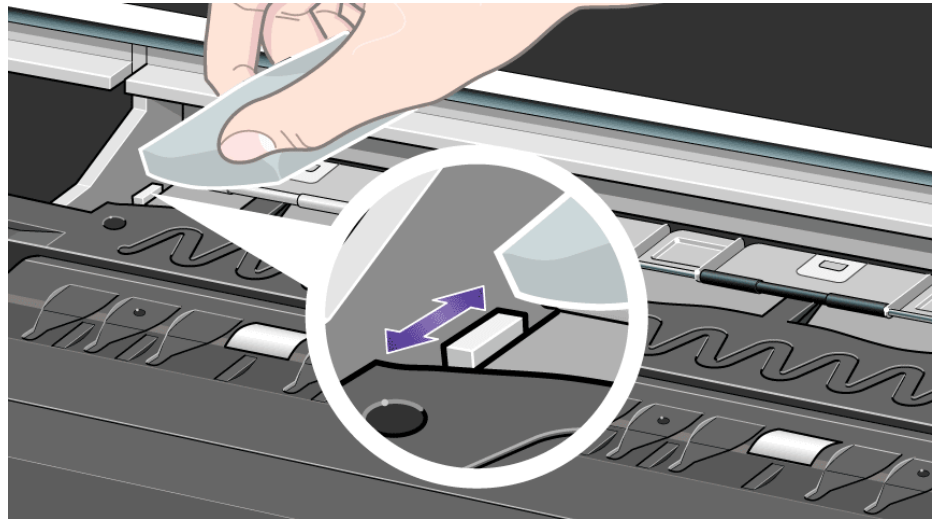
## to replace the lens cover

1. Choose the  icon, then Utilities > Lens Maintenance.
2. The printer will display the message:



Do not open the window before the above message is displayed.

3. You will find a small slotted white plastic insert on the left end of the roller. With a soft tissue carefully clean the top of the plastic insert.



4. Remove the dirty lens cover from the printhead carriage by pulling it straight out of the slot on the right side of the printhead carriage.



5. Take a new lens cover from inside the window of the printer. Lens covers are also available from the [user maintenance kit](#).
6. Making sure that you do not touch the glass portion of the lens cover, install the new lens cover into the slot. Make sure the lens cover is firmly in place.



7. Close the printer window and press the Enter key.

If the Lens Maintenance Advised message is displayed after you have replaced the lens cover with a new one, contact your HP representative.

For the frequency with which this procedure should be performed, see [user maintenance kit](#).

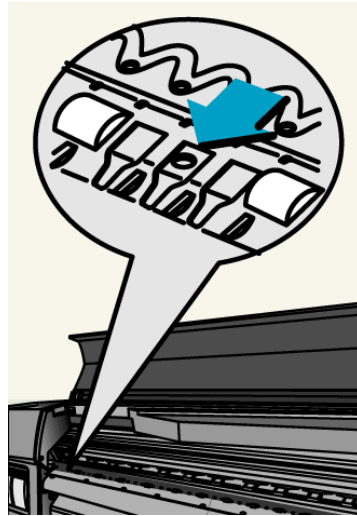
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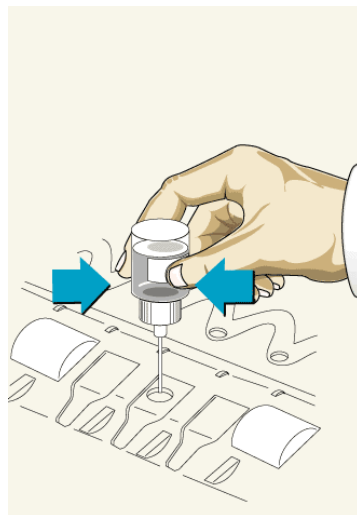
## how do I clean the platen rollers?

Use the roller lubrication kit if the rollers on the platen are making a squeaking noise.

1. Open the window.
2. Using the bottle of oil supplied with this kit, apply 10 drops of oil into the part of the platen shown below:

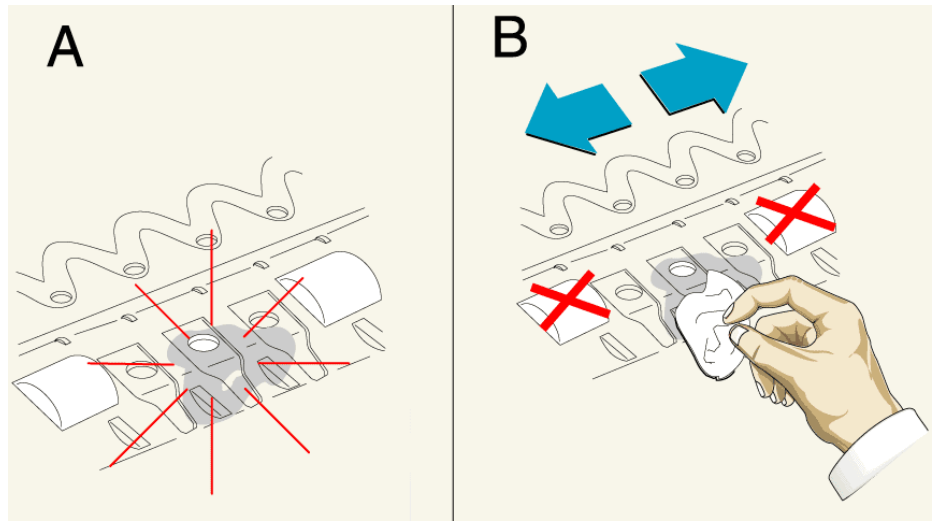


3. Repeat the process until all of the holes in the platen have had 10 drops of oil placed in them.



4. Be careful not to spill oil onto the platen. If there is excess oil on the platen, wipe it away with the cloth supplied with the kit and close the window.

how do I clean the platen rollers?



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# cleaning the platen

Marks underneath the printing material, or at the edges, can be caused by accumulated ink deposits on the platen transferring to the printing material. The ink deposits can be seen mostly in the areas where the edge of your printing material rests on the platen. The printer routinely removes these ink deposits every time you load a roll. However, depending on your printer usage, this is sometimes not sufficient. There are two procedures for cleaning the platen, [automatic](#) and [manual](#).

See [user maintenance kit](#) for the frequency of this procedure.





# printhead error messages

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Status Numbers XX ranges from 00 to 55	Printhead Message Description	Procedure
XX02 Reseat XX06 Reseat XX08 Reseat	The printhead may only be badly seated. This means there is a bad electrical connection between the printhead and the printer carriage.	Try these steps below. If the message returns to OK after performing the first step, do not continue. 1. Remove the printhead and insert the printhead again. 2. Remove the printhead and clean the interconnect; see <a href="#">carriage interconnect wiper</a> . 3. Replace the printhead.
XX10 Reseat	There is an electrical failure	Replace printhead
XX03 Replace	Printhead smartchip failure	Remove the used setup printhead(s) and replace with normal ones.
XX04 Replace XX05 Replace	You have installed a new tubes system and the printer is priming them. The printer has detected that the setup printheads are still installed.	Remove the printhead(s) and replace with setup printhead(s).
XX09 Replace	There is an electrical failure.	Remove the printhead(s).
XX11 Replace	You have installed a new tubes system and the printer is priming them. The printer has detected that "normal" printheads have been installed instead of the correct setup printheads.	Remove the printhead(s) and replace with setup printhead(s).
	The printer has detected that you have installed an incorrect type of printhead	Ensure that you have HP No. 81/83 printheads installed.
XX12 Replace	The printer detects that the printhead does not match the rest of the ink consumable items.	Ensure that all the ink consumable items are HP No. 81/83.
XX13 Replace	The smart chip inside the printhead contains incorrect information. The printer cannot print with this printhead	Replace printhead(s)
XX14 Replace	The printhead has an	


XX15 Replace	internal electrical failure.	
XX16 Replace	The printer was printing: Printhead temperature has reached an excessive level. It is possible to continue to print with this printhead, but it may void the printhead warranty if you continue for long periods.	
XX17 Replace		
XX18 Replace	The printhead smartchip detects an unsupported manufacturer.	
XX21 Replace	The printhead has reached a degradation level that prevents the printer producing acceptable image quality consistently.	<ol style="list-style-type: none"> <li>1. If the quality of your prints is fine, try a manual recovery and/or re-insertion. After this the printer may detect a recovery and will accept the printhead.</li> <li>2. If after a recovery the message persists, and the quality of your prints is unacceptable, replace the printhead(s).</li> <li>3. To continue printing press Enter.</li> </ol>
XX20 Recover	<p>The printhead is losing its capability to produce the best image quality consistently.</p> <p>The printhead is still able to produce good image quality. However this is the first symptom of an aging printhead.</p>	<p>If the image quality is acceptable, you will not need to take any action. Continue using the printhead until the "Replace" message is displayed.</p> <p>If the image quality is NOT acceptable:</p> <ol style="list-style-type: none"> <li>1. Try <a href="#">using the image quality print</a>.</li> <li>2. If, after you have performed the recovery procedure, the image quality is still not acceptable, see <a href="#">general setup recommendations</a></li> </ol>

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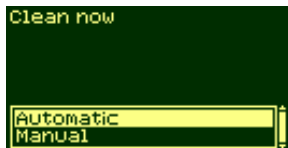
## automatic platen cleaning

The automatic cleaning process removes ink deposits from the platen using the printing material loaded in the printer, by moving it backwards and forwards over the platen.

To perform the automatic cleaning process every time you load printing material, choose the  icon, then Utilities > Clean Platen > Automatic Clean > On.



To perform the automatic cleaning process immediately, choose the  icon, then Utilities > Clean Platen > Clean now > Automatic.



See also: [manual platen cleaning](#).



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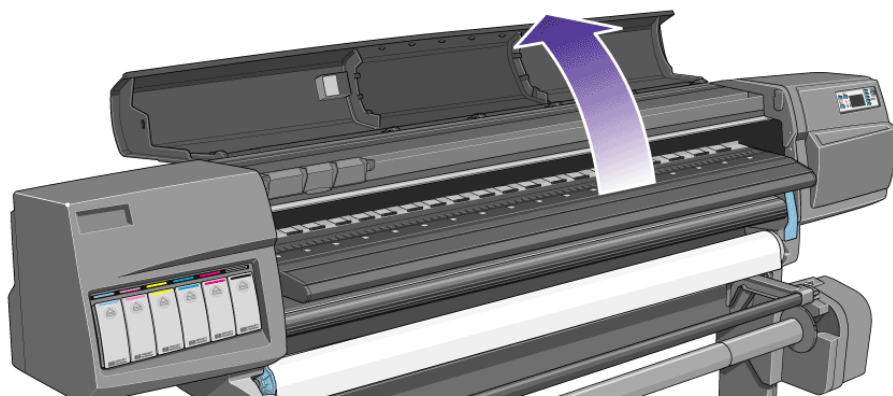
# manual platen cleaning

In the manual cleaning process, you remove ink deposits from the platen using a brush and a cloth.

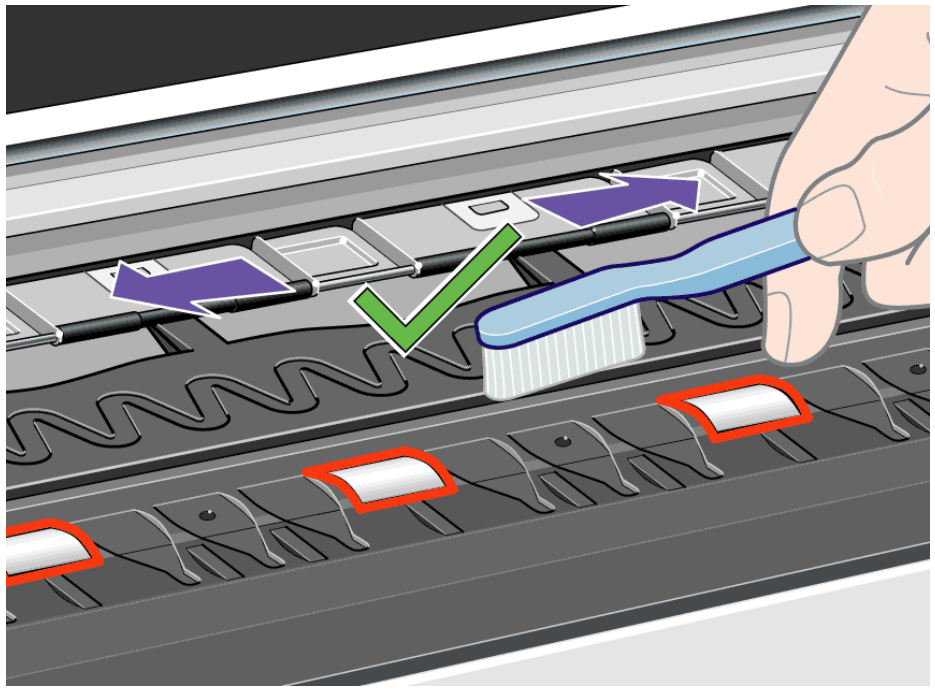
The process is shown in the following animation.

And here is a static description of the same process.

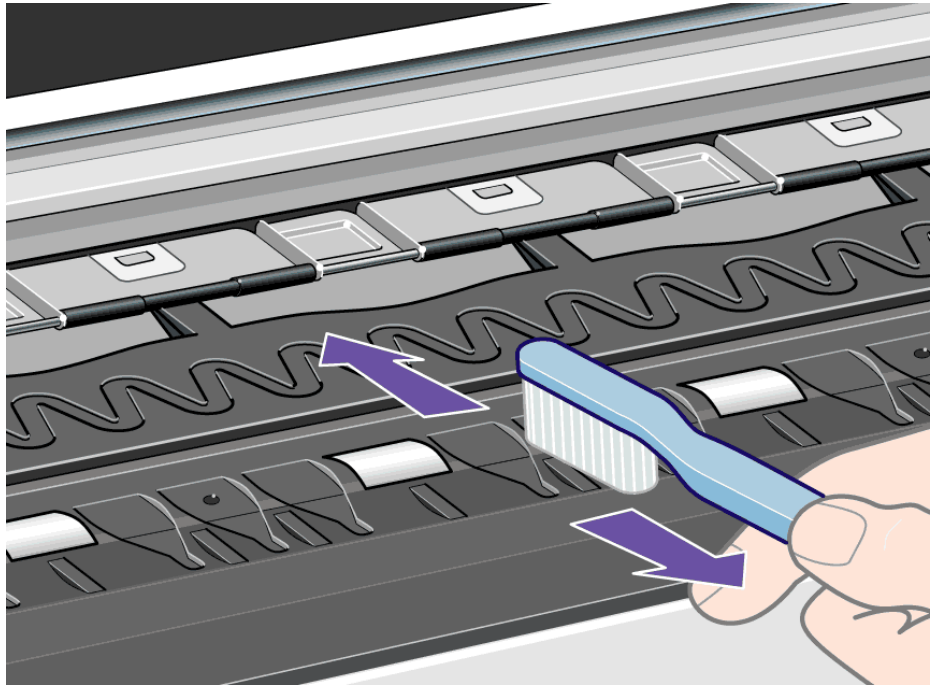
1. Unload any printing material that you have in the printer.
2. Open the window.



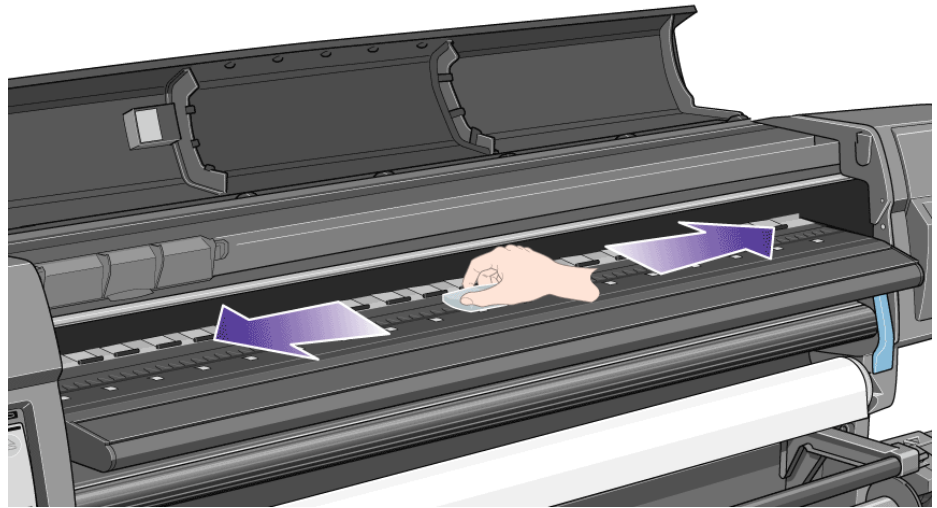
3. With a dry brush, remove the ink deposits from the cutter groove.



4. With the same brush, remove the ink deposits from the platen surface.



5. Use a clean slightly damp absorbent lint-free cloth to wipe off the loosened ink deposits from the platen. However, do not wipe the platen wheels with this cloth.

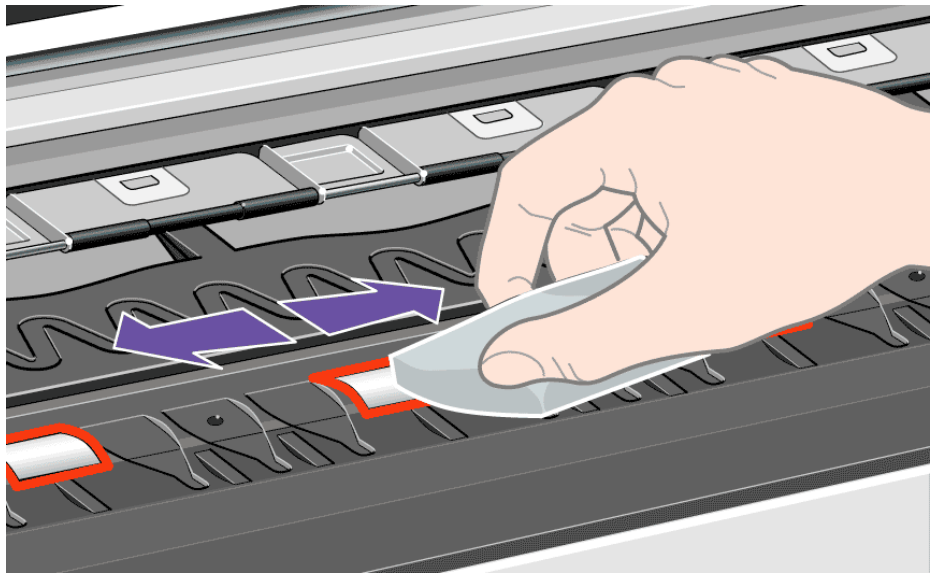


**Caution:** do not use commercial cleaners or abrasive cleaners. Do not wet the platen directly because you will leave too much moisture behind. Use Isopropyl alcohol to dampen the cloth.

6. Clean the cutter ramp as shown below with the damp cloth.



7. Clean the exposed part of the wheels as shown below with a slightly-damp absorbent lint-free cloth. It is important that the cloth is not too dirty, otherwise you will leave too much moisture behind and the wheels will not work well.



To turn the platen wheels so that you can clean the whole circumference, do as follows:

8. Close the window of the printer.
9. Select the Printer Setup menu in the front panel.
10. Select Utilities in the Printer Setup menu and press the Enter key.
11. Select Clean Platen in the Utilities menu and press the Enter key.
12. Select Clean Now in the Utilities menu and press the Enter key.
13. Select the Manual option and press the Enter key.
14. Open the printer window.
15. Use the ↓ and ↑ keys to move the wheels through a fifth of a turn.

**Warning:** do not touch the rotating wheels directly with your hands.

16. Clean the exposed part of the wheels.
17. Repeat steps 14 and 15 three more times to clean the whole circumference of the wheels.
18. Close the window.



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# system error messages

## what they mean

System errors are unusual printer malfunctions that may require an on-site visit from an HP representative. There are two types of messages displayed.

### continuable



You can continue printing, but the printer is not functioning properly, and image quality may well be affected. It is strongly recommended that you contact your HP representative and arrange an on-site visit; have the message and the system error code ready with you to quote.

### non-continuable



Turn the printer off and then on again, using the switch at the rear of the printer; the error may disappear. If the problem persists, contact your HP representative and arrange an on-site visit; have the message and the system error code ready with you to quote.




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## how do I adjust the heater?

By default, the heater is set to work automatically, varying the level of heat according to the type of printing material. In most cases, this automatic setting will give the best results.

However, you may want to adjust the heat manually in unusual atmospheric conditions, or if you are using a non-HP printing material. To do this, choose the  icon, then Device Setup > Heater > Manual, and then select from 10 to 100% of maximum heat.

Increasing the heat will tend to dry the ink faster, but note that too much heat can cause image quality defects.

You can also use the front panel to turn off the heat completely: choose the  icon, then Device Setup > Heater > None.

### see also

[tell me about the heater](#)



## PANTONE®

Pantone, Inc.'s check-standard trademark for color.

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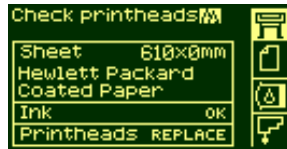


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# status codes and error messages

Status codes show the status numbers and an action message next to them. First perform the action indicated in the message. If this does not solve the problem, refer to the status numbers in the table and perform the relevant procedures.



In the example shown above, one or more of the printheads have a replace message displayed. To find out which printhead needs replacing, select the printhead icon. You will see the status of all the printheads at once.



After the status number there will be a brief action message. If the action is performed, the status should return to normal: that is, OK. Otherwise, see [consumable within warranty](#).

## Lists of messages with explanations

[printhead error messages](#)

[ink cartridge error messages](#)

[printhead cleaner error messages](#)

See also: [tell me about front-panel messages](#)

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## tell me about ink emulation mode

Your printer can emulate the color behavior of offset printing presses as well as the usual RGB monitors. To get accurate color for your proof, select the CMYK color emulation mode that matches your offset printing standards. The selections are:

### CMYK ink emulation

- Native: no CMYK emulation
- SWOP: U.S. Specification for Web Offset Printing
- Toyo: Japanese standard for offset press
- JMPA: Japanese standard for offset press
- EuroScale: European standard for offset press
- DIC: DAINIPPON Ink Company

**Note:** these settings have no effect if the application is defining its own CMYK space, known as calibrated CMYK or CIEBasedDEFG in PostScript terminology.

### RGB ink emulation

- Native
- sRGB
- Apple RGB
- Adobe RGB
- Colormatch RGB

**Note:** these settings have no effect if the application is defining its own RGB space, known as calibrated RGB or CIEBasedABC in PostScript terminology.

### See also

[how do I set the ink emulation mode?](#)



## ink cartridge error messages

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Status Numbers XX ranges from 60 to 85	Ink Cartridge Message Description	Procedure
XX02 Reseat	The ink cartridge may be badly seated. An electrical connection is faulty.	<ol style="list-style-type: none"> <li>1. Remove the ink cartridge and re-insert.</li> <li>2. Replace the ink cartridge.</li> </ol>
XX03 Replace	The ink cartridge has an air leak that prevents the ink pumping to the printer.	<ol style="list-style-type: none"> <li>1. Remove the ink cartridge and re-install.</li> <li>2. Replace the ink cartridge</li> </ol>
XX04 Replace	The smart chip inside the ink cartridge contains incorrect information. The error detected means that you cannot continue to use this ink cartridge.	
XX05 Replace	The printer has detected an incorrect ink cartridge	Ensure it is an HP No. 81/83 cartridge and that it is installed into the correct position.
XX06 Replace	The printer detects that the ink cartridge does not match the rest of the ink system already installed.	Ensure that the printheads and the ink cartridges are HP No. 81/83.
XX08 Unknown	Use genuine HP components for excellent image quality from your printer. If you choose to continue printing with this ink supply you may not have a properly functioning or reliable ink level indicator. The solid bar showing the ink level will be replaced by a patterned bar. You may not know when the ink supply is running low or empty. Printing with an empty ink supply may seriously damage your printhead, ink tubes, and printer. Any damage resulting from use of this supply or non-Hewlett-Packard ink is not covered under your printer warranty.	Select Yes to replace your cartridge with a genuine HP No. 81/83 cartridge, No to continue. For an animation of the cartridge removal procedure, see <a href="#">how do I remove ink cartridges?</a> . See also <a href="#">ordering ink supplies</a> .

**8X09 Supply Ink Level ?**

If you choose to continue printing with this ink supply you will not have an ink level indicator. You may not know when the ink supply is running low or empty. Printing with an empty ink supply may seriously damage your printhead, ink tubes, and printer. See below for a complete listing of features that will not be available with continued use of this ink supply. Any damage resulting from use of this supply or non-Hewlett-Packard ink is not covered under your printer warranty.

The following features will not be available as a result of using this supply.

In the Ink Cartridge menu:

- Ink level indicator
- Percentage of ink remaining

In WebAccess:

- Ink Cartridges status & Ink Level


Select Yes to replace it with a genuine HP No. 81/83 cartridge, No to continue. For an animation of the cartridge removal procedure, see [how do I remove ink cartridges?](#) See also [ordering ink supplies.](#)

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## tell me about the i/o time-out setting

Some programs do not write a file terminator at the end of a file. In this case, the printer does not know when the file is complete and will wait for more data until the end of the I/O time-out period.

By default, this period is 30 minutes; but you can change it to as little as 30 seconds from the front panel. Choose the  icon, then I/O Setup > I/O Timeout.



## page size and clipped images

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If you specify in your software application a page size that is larger than the paper size loaded in the printer, the printer will print what it can, but may clip your image.

If you are using WebAccess, the preview will warn you when the image will be clipped.





## configuration print

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The following table describes the information in the configuration print.

Item	Comments
Media	Media Format: tells you whether a sheet or a roll is loaded. Media: Tells you what type of printing material is loaded, see <a href="#">physical characteristics of printing materials</a> .
Ink Systems	This gives information on the status of the HP81/83 Ink Systems, how much ink is left, the status on the printhead etc.
Nesting	The current nesting settings in the front-panel menu
Page Format	Tells you information on the margins, media size in the front panel, mirroring status, the rotation setting, scaling selected
HP-GL/2 settings	Current Palette and Merge settings
Statistics	The code revision, DRAM present, information on the Hard disk, PostScript code rev., PostScript Font rev., what language the printer is set to, e.g. English.
I/O setup	Network card info (if installed): DNS name Applicable name IP address Hardware address
Device setup	Information on the graphics languages, drying time settings, cutter settings, take-up reel settings
Image quality	What the current settings are for Ink emulation, Color calibration, Automatic black replacement



## tell me about pen widths and colors in the internal palettes

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The “pens” discussed throughout this section are the conceptual pens in a software palette, rather than the printer’s physical printheads.


**Note:** these settings have no effect on PostScript files.

The printer has three pen palettes:

- Factory
- Palette A
- Palette B

The factory palette cannot be changed. You can, however, change the line width and color settings for each pen in the remaining two palettes (palette A and palette B). Initially, all three palettes are identical. Each palette has 16 pens which can include pens of different widths and any combination of the printer’s predefined 256 colors.

### to select a palette

To select a palette using the front panel, choose the  icon, then HP-GL/2 Settings > Define Palette, and select the palette you want. The following table describes the palette choices.

Palette	Comments
Software	The printer looks to your software for pen settings and ignores all three internal palettes.
Palette A	The printer assigns the attributes defined in Palette A to the pens defined in your software as 0 through 15.
Palette B	The printer assigns the attributes defined in Palette B to the pens defined in your software as 0 through 15.
Factory	The printer assigns the attributes defined in the Factory Palette to the pens defined in your software as 0 through 15.

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## consumable within warranty

If you have:

- performed the action described in the message
- looked up the status codes, and performed the procedures described there

but the error condition persists, and your consumable is still **WITHIN WARRANTY**, here is what to do:

Make a note of the whole status code and contact your HP representative. To check that your consumable is within warranty, refer to [how do I obtain printhead statistics?](#)

For detailed warranty information refer to the *HP Designjet 5500 Series Legal Information* document that came with your printer.



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# tell me about the front-panel menu icons

The front panel has four different menus, which can be selected using the ↑ and ↓ keys on the front panel. When one of the four menus is highlighted, the front panel displays the following information.

## printer setup menu

If the Printer Setup menu is selected, the front panel displays a brief overall description of the status of the ink consumable items. If there is no printing material loaded, then you will see a message about loading media. If you press Enter now, you will go to the [printer setup menu](#).



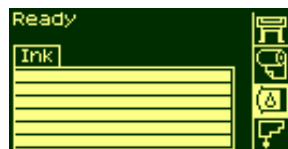
## media menu

If the Media menu is selected, and there is printing material loaded, the front panel displays information on the printing material you have loaded. If you press Enter now, you will go to the [media menu](#).



## ink cartridge menu

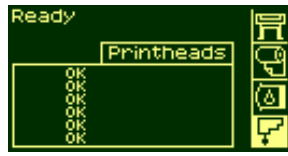
If the Ink cartridge menu is selected, the status of each of the ink cartridges is shown. If there is a problem with one or more of the ink cartridges, the front panel will display an action message or a error code; see Message Descriptions for more details. If you press Enter now, you will go to the [ink cartridge menu](#).



## printhead menu

If the Printhead menu is selected, the front panel displays the status of each of the printheads. If there is a problem with one or more of the printheads, the front panel will display an action message or a error code; see Message Descriptions for more details. If you press Enter now, you will go to the [printhead menu](#).

tell me about the front-panel menu icons



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