

# System Maintenance Utility

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## Introduction

The System Maintenance Utility is designed to assist the customer with common maintenance tasks for the printer and also to resolve common problems that they may encounter.

**Print jobs must not be sent to the printer while the system maintenance utility is in use.**

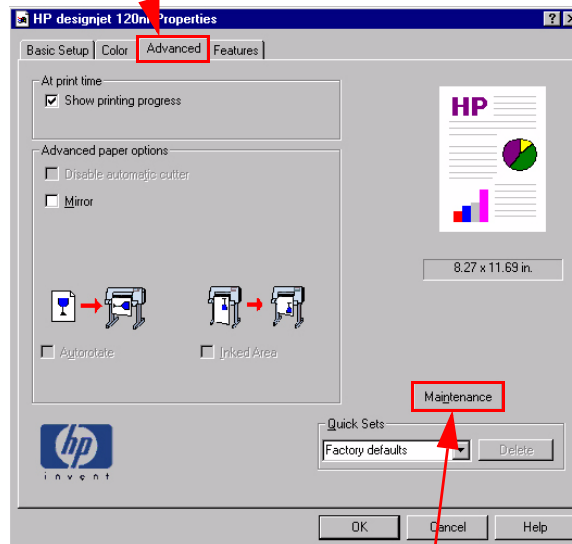
Since the design of the System Maintenance Tool is different between the Designjet 120/120nr and Designjet 130/130, this chapter will explain how to use the tool for each product separately:

- Explanation on how to use the System Maintenance Utility for the Designjet 120/120nr is found on Page 4.
- Explanation on how to use the System Maintenance Utility for the Designjet 130/130nr is found on Page 14.

## Launching the System Maintenance Utility (Designjet 120/120nr)

The System Maintenance Utility is launched via the hp printer driver.

**Step 1** - Click on the "Advanced" tab



**Step 2** - Click on the "Maintenance" box

**When you finish using the System Maintenance Utility, you must click on exit on the left hand column before closing the browser.**

## Launching the System Maintenance Utility (Designjet 90/90r/130/130nr)

There are two ways of launching the System Maintenance Utility.

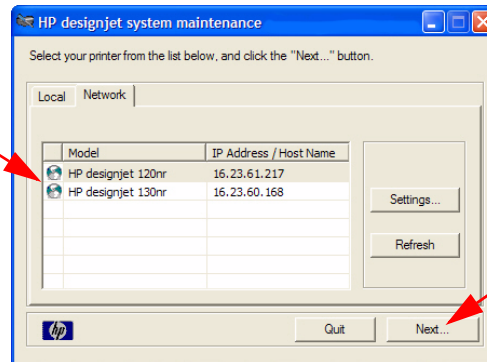
### From your computer's desktop (Windows, Mac OS 9 and X)

- 1 Double click the *hp designjet system maintenance* icon on the desktop.



- 2 A printer selector window opens - select your printer from the list.

**Step 1 - Select Printer**

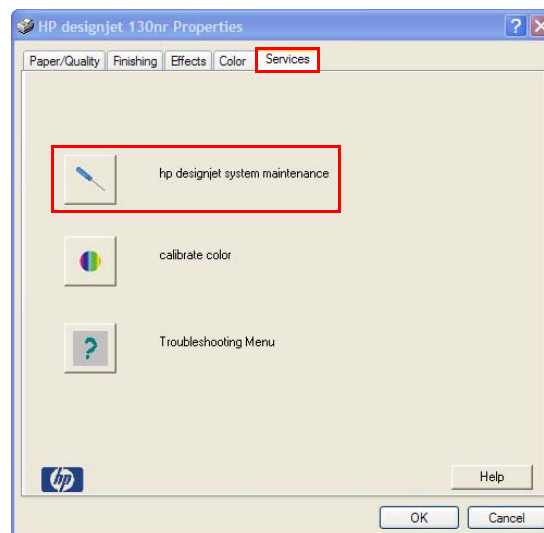


**Step 2 - Click on next**

- 3 Click **Next** (in Windows) or **Configure** (in Mac OS).

### From the Printer Driver (Windows, Mac OS X)

In the Windows driver click the *hp designjet system maintenance* icon in the **Services** tab. In Mac OS X, select the Printer in the *Print Center* or *Print Setup Utility* and click **configure**.



**When you finish using the System Maintenance Utility, you must click on exit on the left hand column before closing the browser.**

## System Maintenance Utility (HP Designjet 120/120nr)

### Color Calibration

**The Color Calibration should ONLY be performed by the user when required.**

#### Why calibrate color?

**Calibrate color** performs a maintenance function to ensure color consistency. If you calibrate correctly, the colors printed on printers with different printheads will look very similar.



This picture shows an exaggerated example of how a printout could look like before and after color calibration.

#### When do I calibrate color?

It is recommended that you **calibrate color** every time you replace a printhead or when you perceive color degradation on the printouts. There is no need to perform this operation each time you print. The results of the color calibration will be applied to all print jobs that follow, even if you power off the printer.

Perform color calibration if you print with the regular hp designjet 120 printer driver, which was included with the printer or which you downloaded from the Web. If you use a PostScript driver such as Adobe PS or LaserWriter to print through a PostScript RIP provided by HP or another third-party company, the results of **calibrate color** will not be applied to your print jobs. In this case, refer to your PostScript RIP documentation for information on how to perform color calibration.

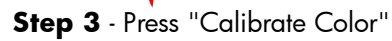
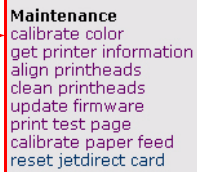
#### How do I calibrate color?

You have to **calibrate color** for every Paper Type that requires color consistency. For example, if you require consistent colors on glossy paper and on heavy weight coated paper, you must perform one color calibration for the former and another for the latter Paper Type.

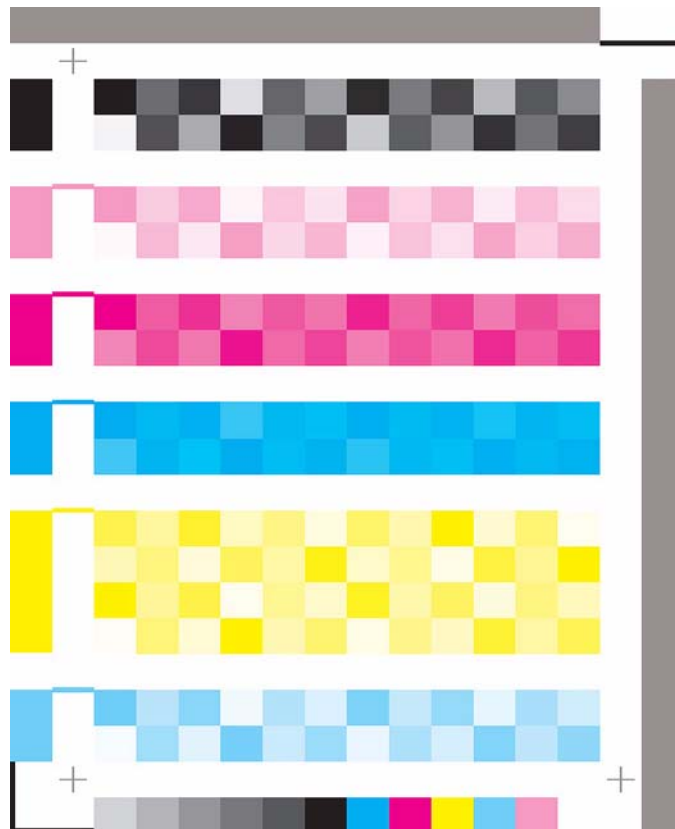
When you want to calibrate color, remember to select the Print Quality option that you are going to use to print. For example, if you want to print with the High Resolution option, select High Resolution before performing the color calibration.

**If the Color calibration fails, print the information page and check the list of warnings under the printer status section.**

### Step 1 - Select "calibrate color"



### Sample of the Color Calibration Print



## Get Printer Information

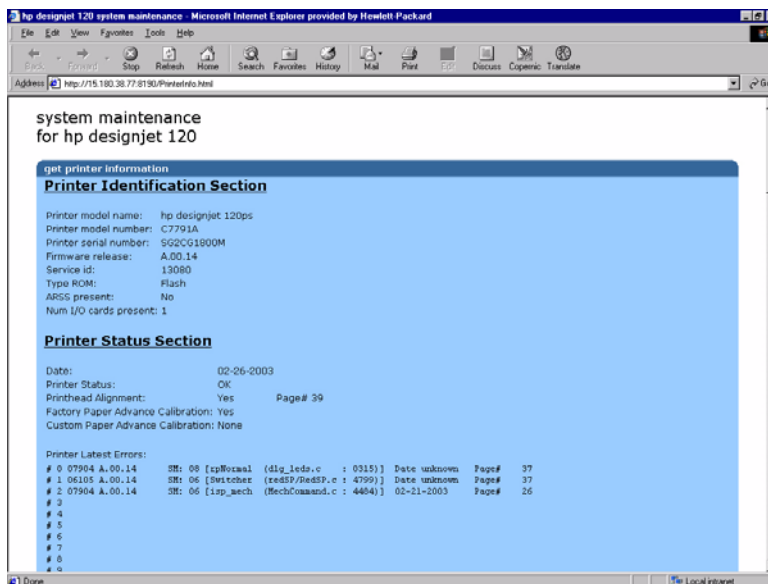
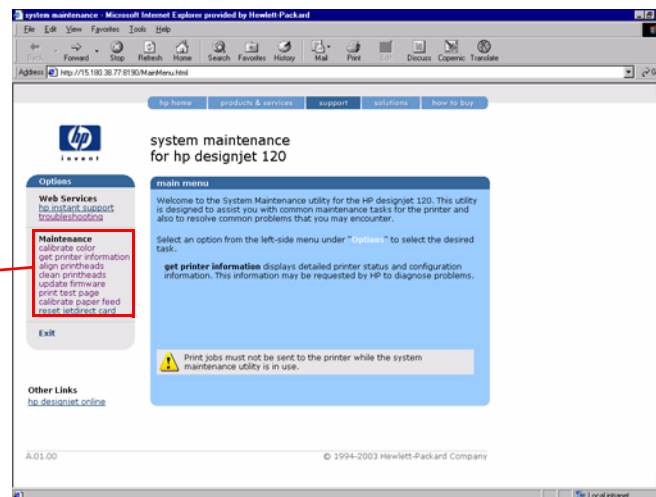
This option allows you to view all the information available on the Printer:

- Printer Identification.
- Printer Status.
- Printer Job Queue.
- Printer Errors and Warnings.
- Printer Usage.
- Ink Consumable Identification.
- Ink Consumable Status.
- Ink Consumable Usage.
- Network Card Information.

Refer to the **Test Prints** chapter for explanations on each section.

**Step 1** - Select "Get  
Printer Information"

Maintenance  
calibrate color  
get printer information  
align printheads  
clean printheads  
update firmware  
print test page  
calibrate paper feed  
reset jetdirect card



**Sample of the  
information page**

## Align Printheads

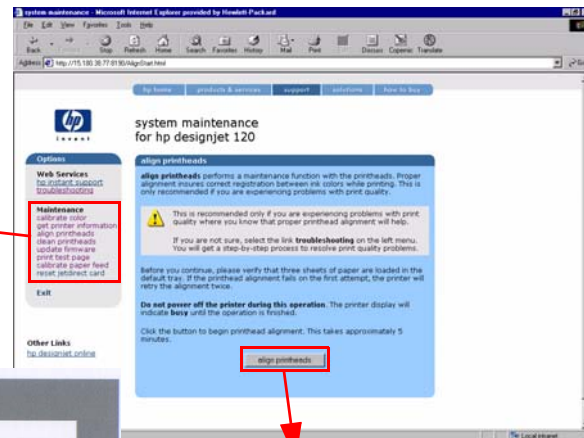
**Align printheads** performs a maintenance function with the printheads. Proper alignment insures correct registration between ink colors while printing. This is only recommended if you are experiencing problems with print quality.

Before you continue, please verify that three sheets of paper are loaded in the default tray. If the printhead alignment fails on the first attempt, the printer will retry the alignment twice.

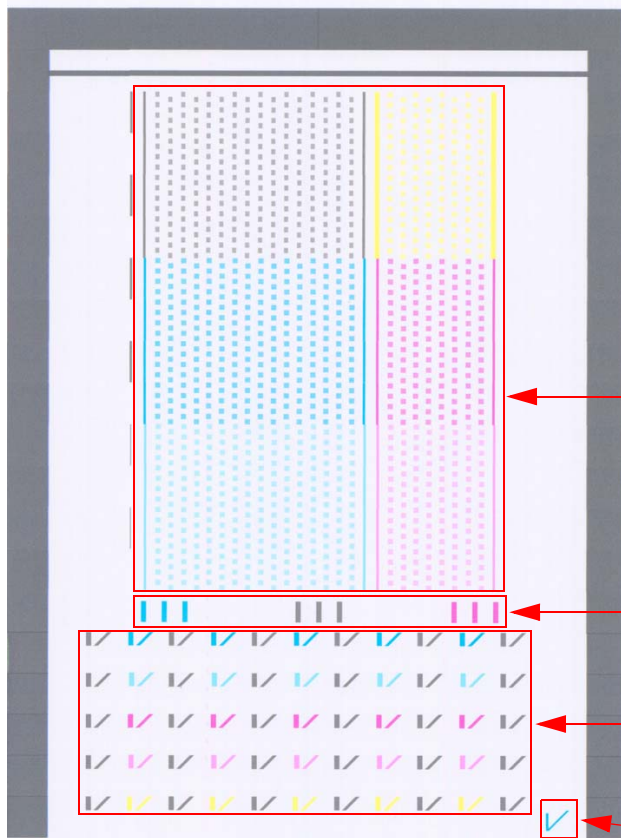
**Do not power off the printer during this operation. The printer display will indicate busy until the operation is finished.**

### Step 1 - Select "align printheads"

Maintenance  
calibrate color  
get printer information  
align printheads  
clean printheads  
update firmware  
print test page  
calibrate paper feed  
reset jetdirect card



### Step 2 - Press "align printheads"



**Sample of the Printhead Alignment Page**

**Pattern for Bidirectional  
compensation and  
directionality on Scan-Axis**

**To calibrate the sensors**

**Pattern for directionality  
on Paper-Axis**

**Test Result**

✓ Pass

✗ Fail

## Clean Printheads

**Clean printheads** helps maintain proper operation of all nozzles in the printheads. This is only recommended if you are experiencing problems with print quality such as banding.

Three levels of cleaning are available: soft, medium and hard. As a first step, the soft cleaning should be used. If you still experience the same image problems, then select medium. Hard cleaning should only be used as a last resort.

**Do not power off the printer during this operation. The printer display will indicate busy until the operation is finished.**

Before cleaning the printheads, first check the maximum recovery level already performed on the printheads. If hard level (Recovery Level 3) has already been performed, then do not try performing hard level again. The Maximum Recovery Level can be seen on the Printer Information page in the "Printhead History" section.

**Ink Consumable Usage Section**

Ink Consumed Printhead:	K= 0 cc ( 0 % )	C= 0 cc ( 0 % )	M= 0 cc ( 0 % )	Y= 0 cc ( 0 % )	LC= 1 cc ( 0 % )	LM= 1 cc ( 0 % )
Usage Time Printhead:	K= 6 days	C= 6 days	M= 6 days	Y= 6 days	LC= 6 days	LM= 6 days
Ink Consumed Cartridge:	K= 2 cc ( 2 % )	C= 1 cc ( 3 % )	M= 1 cc ( 3 % )	Y= 1 cc ( 1 % )	LC= 1 cc ( 1 % )	LM= 1 cc ( 1 % )

**Printhead history:**

K:	#1 - Inserted - 0 cc ( 0 % ) - 6 days -	Max. Recovery Level 1
C:	#1 - Inserted - 0 cc ( 0 % ) - 6 days -	Max. Recovery Level 1
M:	#1 - Inserted - 0 cc ( 0 % ) - 6 days -	Max. Recovery Level 1
Y:	#1 - Inserted - 0 cc ( 0 % ) - 6 days -	Max. Recovery Level 1
LC:	#1 - Inserted - 1 cc ( 0 % ) - 6 days -	Max. Recovery Level 1
LM:	#1 - Inserted - 1 cc ( 0 % ) - 6 days -	Max. Recovery Level 1

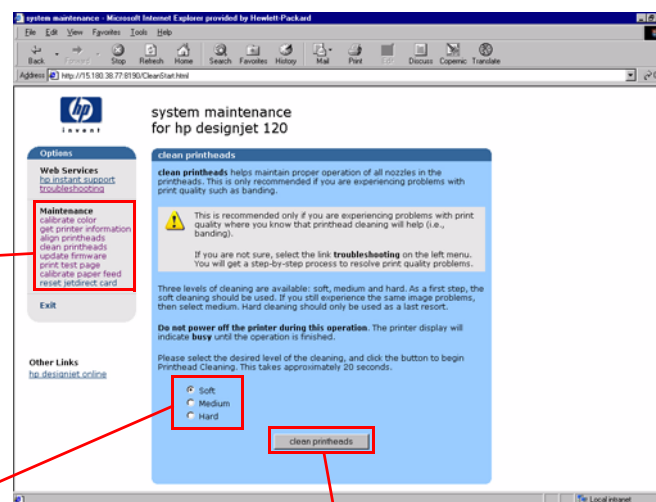
Maximum Recovery Level  
already performed

**Step 1 - Select "clean printheads"**

**Maintenance**  
calibrate color  
get printer information  
align printheads  
clean printheads  
update firmware  
print test page  
calibrate paper feed  
reset jetdirect card

☒ Soft  
☐ Medium  
☐ Hard

**Step 2 - Select the recovery level to be performed**



**Step 3 - Press "clean printheads"**

## Update Firmware

**Update firmware** updates the built-in software of the printer. The update process will check the printer's version with the latest version available from HP. Before trying this utility, first make sure that you have an internet connection.

**Do not power off the printer during this operation. The printer display will indicate busy until the operation is finished.**

The first step will be to check if newer printer software is available. If newer software is available, then follow the instructions in the window in order to upgrade the printer software.

**Step 1 - Select "update firmware"**



**Step 2 - Click on this link**

### System Software (firmware)

#### System Software (firmware)

Your printer already has the latest firmware. No need to download.

Click [here](#) to return to the System Maintenance main menu.

If newer printer software is not available, then this message will be displayed

## Print Test Page

**Print test page** provides two diagnostic pages for printing. The following test pages are available:

- Image Quality Diagnostic page.
- Skew Diagnostic page.

These commands only print the diagnostic pages and do not provide analysis of the results. A full troubleshooting process is available using the **troubleshooting** command under the **Web Services** option.

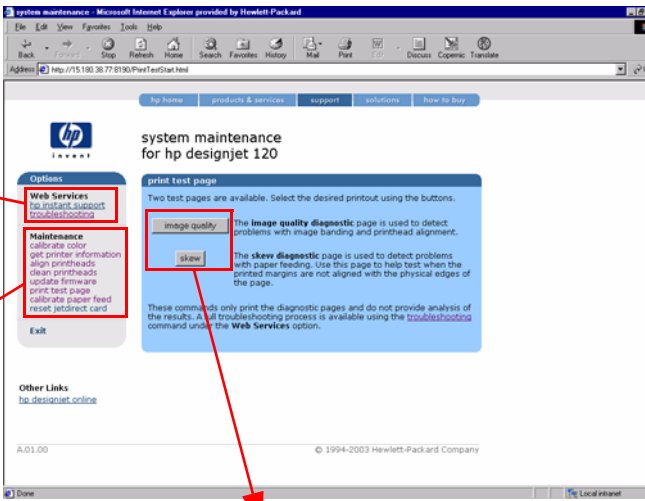
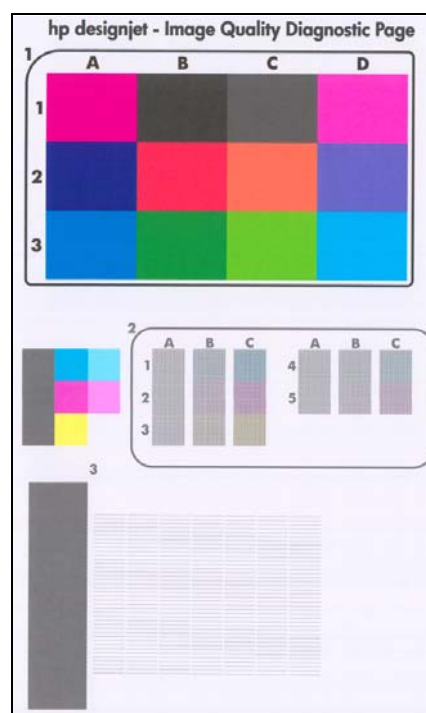
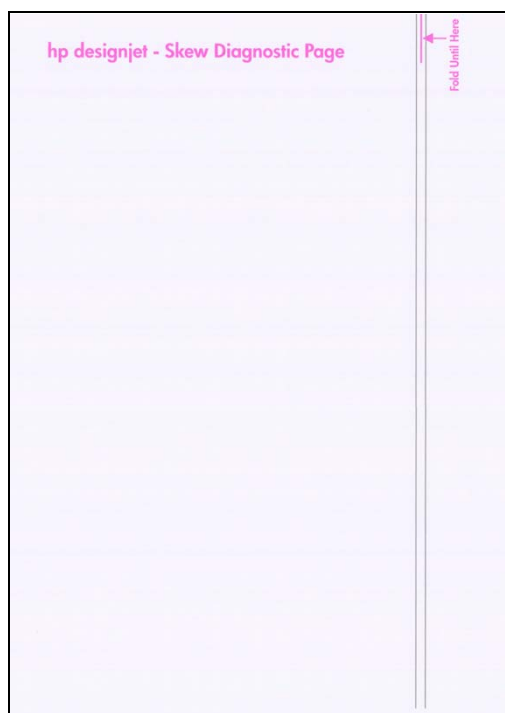
Select "troubleshooting" for the analysis of the test pages

**Web Services**  
hp instant support  
troubleshooting

**Maintenance**  
calibrate color  
get printer information  
align printheads  
clean printheads  
update firmware  
print test page  
calibrate paper feed  
reset jetdirect card

**Step 1 - Select "print test page"**

**Step 2 - Click on "Image Quality" or "Skew"**

## Calibrate Paper Feed

Calibrate paper feed is used to adjust the printer parameters for use with different types of print media. This only affects the physical movement of paper and does not affect the color calibration profiles.

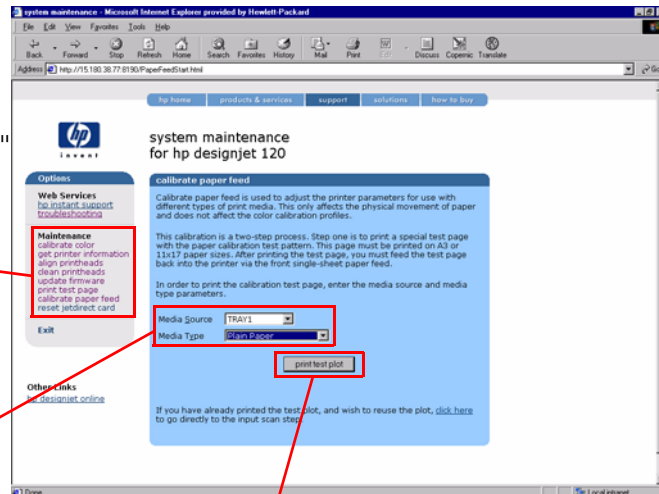
This calibration is a two-step process. Step one is to print a special test page with the paper calibration test pattern. This page must be printed on A3 or 11x17 paper sizes. After printing the test page, you must feed the test page back into the printer via the front single-sheet paper feed.

### Step 1 - Select "calibrate paper feed"

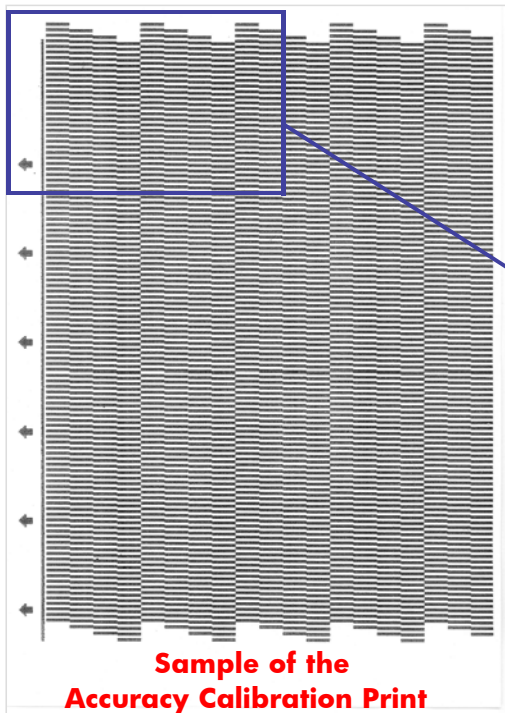
**Maintenance**  
calibrate color  
get printer information  
align printheads  
clean printheads  
update firmware  
print test page  
calibrate paper feed  
reset jetdirect card

Media Source: TRAY1  
Media Type: Plain Paper

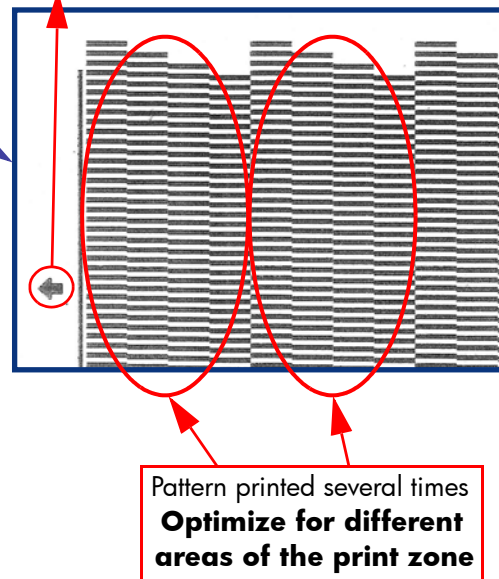
### Step 2 - Select Media Source and Media Type



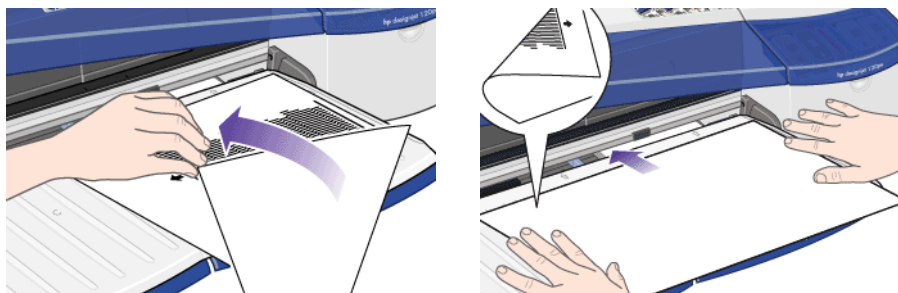
### Step 3 - Press "print test plot"



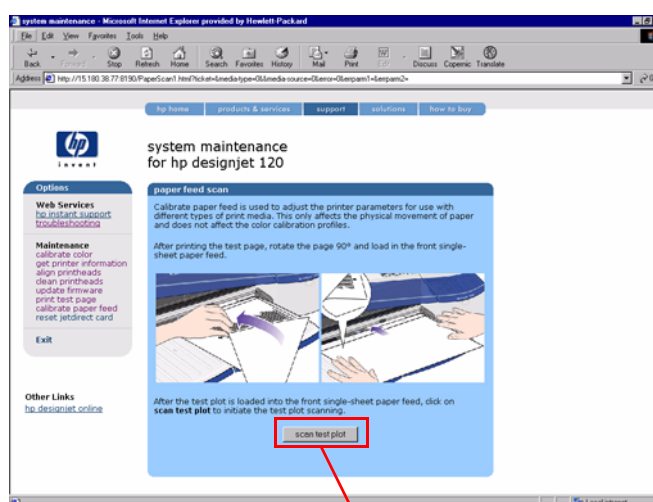
Indication that tells you how to load the paper to scan the pattern



Once the Accuracy Calibration has been printed, rotate the page and reload it upside down (image facing down).



**Step 1** - Rotate the page and reload it upside down (image facing down)



**Step 2** - Press "scan test plot"

## Reset Jetdirect Card

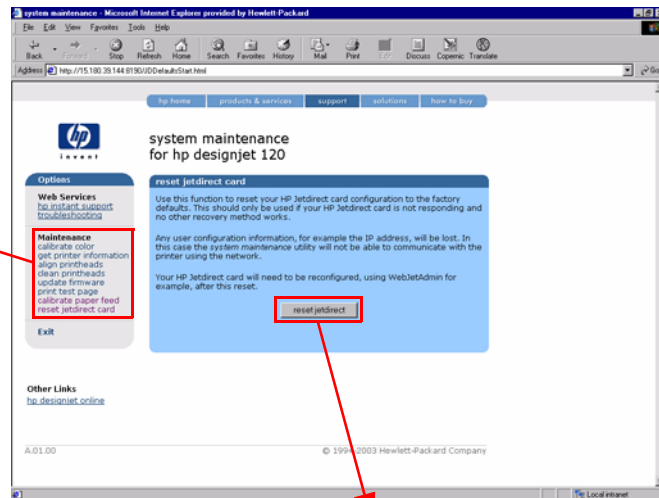
Use this function to reset the HP Jetdirect card configuration to the factory defaults. This should only be used if the HP Jetdirect card is not responding and no other recovery method works.

Any user configuration information, for example the IP address, will be lost. In this case the *system maintenance* utility will not be able to communicate with the printer using the network.

The HP Jetdirect card will need to be reconfigured, using WebJetAdmin for example, after this reset.

### Step 1 - Select "reset jetdirect card"

Maintenance  
calibrate color  
get printer information  
align printheads  
clean printheads  
update firmware  
print test page  
calibrate paper feed  
reset jetdirect card



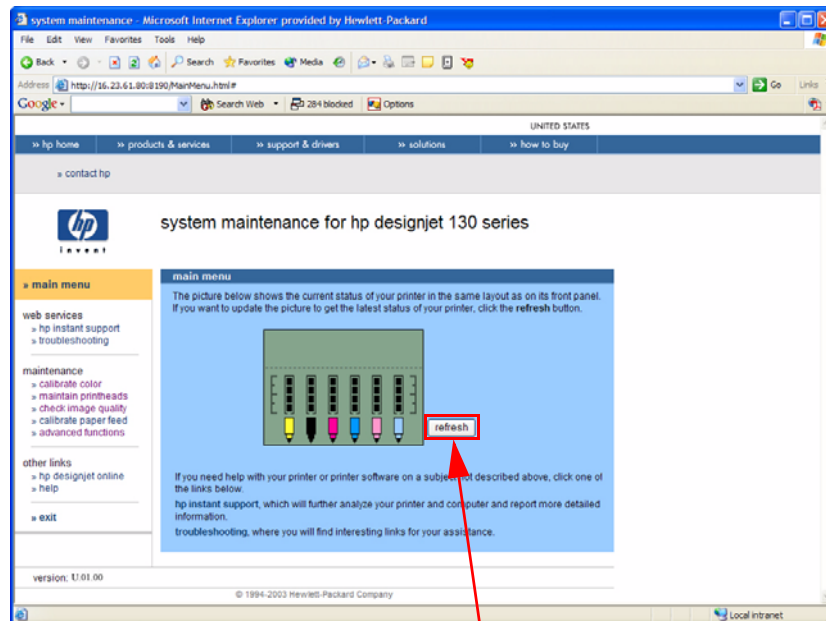
### Step 2 - Press "reset jetdirect"

## System Maintenance Utility (Designjet 90/90r/130/130nr)

### Main Menu - Printer Front Panel Replication

The main page of the System Maintenance Utility includes a replica of the Printer's Front Panel showing the status of the Printer.

**The replica Front Panel does not show the real-time status. It is a snapshot which can be refreshed by pressing the refresh button either on the web browser toolbar or in the actual replica window.**



**Click to refresh status of Front Panel**

## Color Calibration

**The Color Calibration should ONLY be performed by the user when required.**

### Why calibrate color?

**Calibrate color** performs a maintenance function to ensure color consistency. If you calibrate correctly, the colors printed on printers with different printheads will look very similar.



This picture shows an exaggerated example of how a printout could look like before and after color calibration.

### When do I calibrate color?

It is recommended that you **calibrate color** every time you replace a printhead or when you perceive color degradation on the printouts. There is no need to perform this operation each time you print. The results of the color calibration will be applied to all print jobs that follow, even if you power off the printer.

Perform color calibration if you print with the regular hp designjet 120 printer driver, which was included with the printer or which you downloaded from the Web. If you use a PostScript driver such as Adobe PS or LaserWriter to print through a PostScript RIP provided by HP or another third-party company, the results of **calibrate color** will not be applied to your print jobs. In this case, refer to your PostScript RIP documentation for information on how to perform color calibration.

### How do I calibrate color?

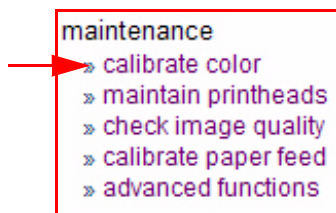
You have to **calibrate color** for every Paper Type that requires color consistency. For example, if you require consistent colors on glossy paper and on heavy weight coated paper, you must perform one color calibration for the former and another for the latter Paper Type.

When you want to calibrate color, remember to select the Print Quality option that you are going to use to print. For example, if you want to print with the High Resolution option, select High Resolution before performing the color calibration.

**If the Color calibration fails, print the information page and check the list of warnings under the printer status section.**

## Performing the Color Calibration (HP DesignJet 130/130nr)

### Step 1 - Select "calibrate color"



OR

Double click on the  
"calibrate color" icon  
on the computer desktop



### Step 2 - Select Paper Type and Print Quality

Color Calibration Paper Type: HeavyWeight Coated Paper  
Print Quality: Best  
Paper Source: Automatic

system maintenance for hp designjet 130 series



main menu  
web services  
» hp instant support  
» troubleshooting  
maintenance  
» calibrate color  
» maintain printheads  
» check image quality  
» calibrate paper feed  
» advanced functions  
other links  
» hp designjet online  
» help  
» exit

#### calibrate color



calibrate color only if you are using the regular HP printer driver to print. If you are using a PostScript driver and a PostScript RIP instead, refer to your RIP documentation. For more information about color calibration, click here.

The table below tells you the color calibration status for every possible combination of Color Calibration Paper Type and Print Quality. Please check this table to decide which combination you want to calibrate for.

For deleting a Color Calibration Profile for a combination of Color Calibration Paper Type and Print Quality, select it from the following table and click on **delete calibration profile** button.

Color Calibration Paper Type	Print Quality			
	Best	Delete	Maximum DPI	Delete
Coated Paper	OK	<input checked="" type="checkbox"/>	Not calibrated	<input type="checkbox"/>
Heavyweight Coated Paper	Not calibrated	<input type="checkbox"/>	Not calibrated	<input type="checkbox"/>
Photo Matte	Not calibrated	<input type="checkbox"/>	Not calibrated	<input type="checkbox"/>
Photo Paper	Not calibrated	<input type="checkbox"/>	Not calibrated	<input type="checkbox"/>
Photo Satin	Not calibrated	<input type="checkbox"/>	Not calibrated	<input type="checkbox"/>
Proofing Semi-Gloss	Not calibrated	<input type="checkbox"/>	Not calibrated	<input type="checkbox"/>

select all clear all delete calibration profile

Select the Color Calibration Paper Type and the Print Quality you want to calibrate for consistent color. The calibration will be applied only for the combination you select. For example, if a calibration is done for Photo Paper and Best Print Quality, color calibration will be applied only for print jobs with Photo Paper and Best Print Quality. For other combinations, you must perform separate color calibrations.

If you need more information about color calibration, including when and how to do it, click here.

To find out which paper belongs to which Color Calibration Paper Type, click here.

Make sure a sheet of the selected Color Calibration Paper Type is loaded into the paper source you choose.

Color Calibration Paper Type: HeavyWeight Coated Paper  
Print Quality: Best  
Paper Source: Automatic

Click the **calibrate color** button to begin color calibration. This operation takes about 15 minutes.

calibrate color

### Step 3 - Press "Calibrate Color"

This table gives you the color calibration status for each type of paper and print quality. You can also use this table to delete color calibration profiles that you don't need.

Color Calibration Paper Type	Print Quality			
	Best	Delete	Maximum DPI	Delete
Coated Paper	OK	<input checked="" type="checkbox"/>	Not calibrated	<input type="checkbox"/>
Heavyweight Coated Paper	Not calibrated	<input type="checkbox"/>	Not calibrated	<input type="checkbox"/>
Photo Matte	Not calibrated	<input type="checkbox"/>	Not calibrated	<input type="checkbox"/>
Photo Paper	Not calibrated	<input type="checkbox"/>	Not calibrated	<input type="checkbox"/>
Photo Satin	Not calibrated	<input type="checkbox"/>	Not calibrated	<input type="checkbox"/>
Proofing Semi-Gloss	Not calibrated	<input type="checkbox"/>	Not calibrated	<input type="checkbox"/>

select all clear all delete calibration profile

### Step 1 - Select color calibration profile

### Step 2 - Press "delete calibration profile"

## Performing the Color Calibration (HP DesignJet 90/90r)



Launch system maintenance tool via the hp driver

OR

Double click on the "calibrate color" icon on the computer desktop



### Step 1 - Select "calibrate color"

maintenance  
 » calibrate color  
 » maintain printheads  
 » check image quality  
 » calibrate paper feed  
 » advanced functions

maintenance  
 » calibrate color  
 » maintain printheads  
 » check image quality  
 » calibrate paper feed  
 » advanced functions

### Step 2 - Select Paper Type and Print Quality

Color Calibration Paper Type: Photo Gloss/Semi-Gloss / Proofing Gloss  
 Print Quality: Best ☐ Maximum Detail  
 Paper Source: Automatic

main menu  
 web services  
 » hp instant support  
 » troubleshooting  
 maintenance  
 » calibrate color  
 » maintain printheads  
 » check image quality  
 » calibrate paper feed  
 » advanced functions  
 other links  
 » hp designjet online  
 » help  
 » exit

**Calibrate Color**  
 Calibrate Color only if you are using the regular HP printer driver to print. If you are using a PostScript driver and a PostScript RIP instead, refer to your RIP documentation. For more information about color calibration, click here.  
 Select the Color Calibration Paper Type and the Print Quality you want to calibrate for consistent color. The calibration will be applied only for the combination you select. For example, if a calibration is done for Photo Paper and Best Print Quality, color calibration will be applied only for print jobs with Photo Paper and Best Print Quality. For other combinations, you must perform separate color calibrations.  
 Make sure a sheet of the selected Color Calibration Paper Type is loaded into the paper source you choose.  
 Color Calibration Paper Type: Photo Gloss/Semi-Gloss / Proofing Gloss  
 Print Quality: Best ☐ Maximum Detail  
 Paper Source: Automatic  
 Click the **calibrate color** button to begin color calibration. This operation takes about 15 minutes.  
 The table below tells you the color calibration status for every possible combination of Color Calibration Paper Type and Print Quality. Please check this table to decide which combination you want to calibrate for. For resetting a Color Calibration Profile for a combination of Color Calibration Paper Type and Print Quality to its factory defaults, select it from the following table and click on the **Reset Calibration Profile** button.  

Color Calibration Paper Type	Best	Reset	Maximum Detail	Reset
Photo Gloss/Semi-Gloss / Proofing Gloss	OK (27-09-2004)	<input type="checkbox"/>	Not calibrated	<input type="checkbox"/>
Photo Satin	Not calibrated	<input type="checkbox"/>	Not calibrated	<input type="checkbox"/>

Color Calibration Paper Type	Normal	Reset	Best	Reset
Photo Matte	Not calibrated	<input type="checkbox"/>	Not calibrated	<input type="checkbox"/>
Proofing Semi-Gloss	Not calibrated	<input type="checkbox"/>	Not calibrated	<input type="checkbox"/>
Coated	Not calibrated	<input type="checkbox"/>	Not calibrated	<input type="checkbox"/>
Heavyweight Coated / Proofing Matte	Not calibrated	<input type="checkbox"/>	OK (09-04-2004)	<input type="checkbox"/>

 Select All Clear All Reset Calibration Profile  
 If you need more information about color calibration, including when and how to do it, click here. To find out which paper belongs to which Color Calibration Paper Type, click here.

### Step 3 - Press "Calibrate Color"

This table gives you the color calibration status for each type of paper and print quality. You can also use this table to delete color calibration profiles that you don't need.

### Step 1 - Select color calibration profile

### Step 2 - Press "delete calibration profile"

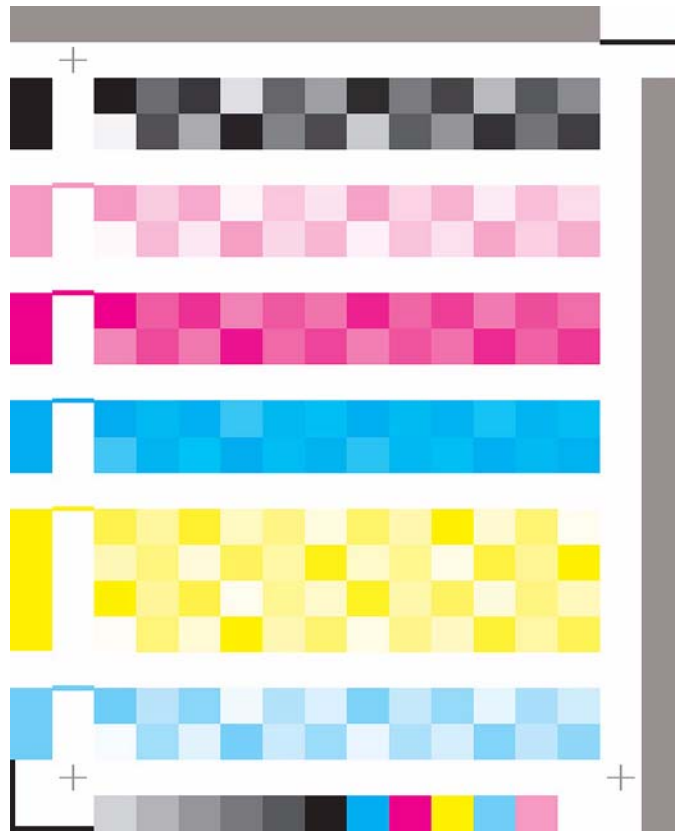
Color Calibration Paper Type	Best	Reset	Maximum Detail	Reset
Photo Gloss/Semi-Gloss / Proofing Gloss	OK (27-09-2004)	<input type="checkbox"/>	Not calibrated	<input type="checkbox"/>
Photo Satin	Not calibrated	<input type="checkbox"/>	Not calibrated	<input type="checkbox"/>

Color Calibration Paper Type	Normal	Reset	Best	Reset
Photo Matte	Not calibrated	<input type="checkbox"/>	Not calibrated	<input type="checkbox"/>
Proofing Semi-Gloss	Not calibrated	<input type="checkbox"/>	Not calibrated	<input type="checkbox"/>
Coated	Not calibrated	<input type="checkbox"/>	Not calibrated	<input type="checkbox"/>
Heavyweight Coated / Proofing Matte	Not calibrated	<input type="checkbox"/>	OK (09-04-2004)	<input type="checkbox"/>

Select All Clear All Reset Calibration Profile

Sample of the Color Calibration Print:



## Align Printheads

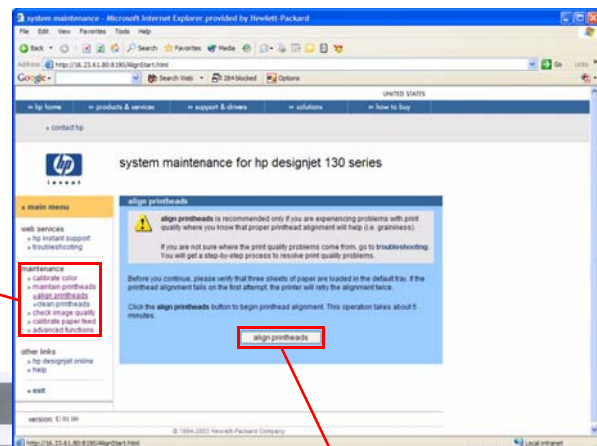
**Align printheads** performs a maintenance function with the printheads. Proper alignment insures correct registration between ink colors while printing. This is only recommended if you are experiencing problems with print quality.

Before you continue, please verify that three sheets of paper are loaded in the default tray. If the printhead alignment fails on the first attempt, the printer will retry the alignment twice.

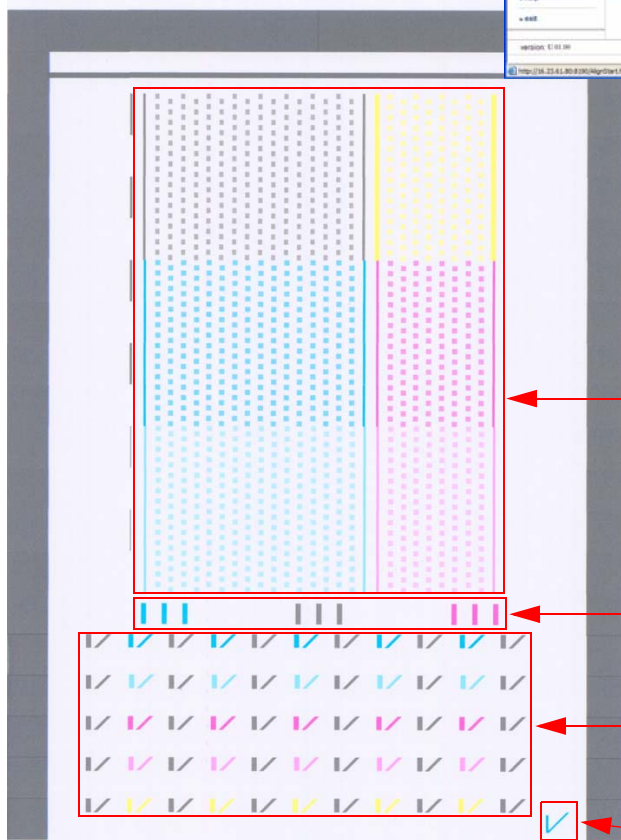
**Do not power off the printer during this operation. The printer display will indicate busy until the operation is finished.**

**Step 1** - Select "maintain printheads" and then "align printheads"

maintenance  
» calibrate color  
» maintain printheads  
» align printheads  
» clean printheads  
» check image quality  
» calibrate paper feed  
» advanced functions



**Step 2** - Press "align printheads"



**Sample of the Printhead Alignment Page**

**Pattern for Bidirectional compensation and directionality on Scan-Axis**

**To calibrate the sensors**

**Pattern for directionality on Paper-Axis**

**Test Result**

✓ Pass

✗ Fail

## Clean Printheads

**Clean printheads** helps maintain proper operation of all nozzles in the printheads. This is only recommended if you are experiencing problems with print quality such as banding.

Three levels of cleaning are available: soft, medium and hard. As a first step, the soft cleaning should be used. If you still experience the same image problems, then select medium. Hard cleaning should only be used as a last resort.

**Do not power off the printer during this operation. The printer display will indicate busy until the operation is finished.**

Before cleaning the printheads, first check the maximum recovery level already performed on the printheads. If hard level (Recovery Level 3) has already been performed, then do not try performing hard level again. The Maximum Recovery Level can be seen on the Printer Information page in the "Printhead History" section.

**Ink Consumable Usage Section**

Ink Consumed Printhead:	K= 0 cc ( 0 % )	C= 0 cc ( 0 % )	M= 0 cc ( 0 % )	Y= 0 cc ( 0 % )	LC= 1 cc ( 0 % )	LM= 1 cc ( 0 % )
Usage Time Printhead:	K= 6 days	C= 6 days	M= 6 days	Y= 6 days	LC= 6 days	LM= 6 days
Ink Consumed Cartridge:	K= 2 cc ( 2 % )	C= 1 cc ( 3 % )	M= 1 cc ( 3 % )	Y= 1 cc ( 1 % )	LC= 1 cc ( 1 % )	LM= 1 cc ( 1 % )

Printhead history:

K:	#1 - Inserted - 0 cc ( 0 % ) - 6 days -	Max. Recovery Level 1
C:	#1 - Inserted - 0 cc ( 0 % ) - 6 days -	Max. Recovery Level 1
M:	#1 - Inserted - 0 cc ( 0 % ) - 6 days -	Max. Recovery Level 1
Y:	#1 - Inserted - 0 cc ( 0 % ) - 6 days -	Max. Recovery Level 1
LC:	#1 - Inserted - 1 cc ( 0 % ) - 6 days -	Max. Recovery Level 1
LM:	#1 - Inserted - 1 cc ( 0 % ) - 6 days -	Max. Recovery Level 1

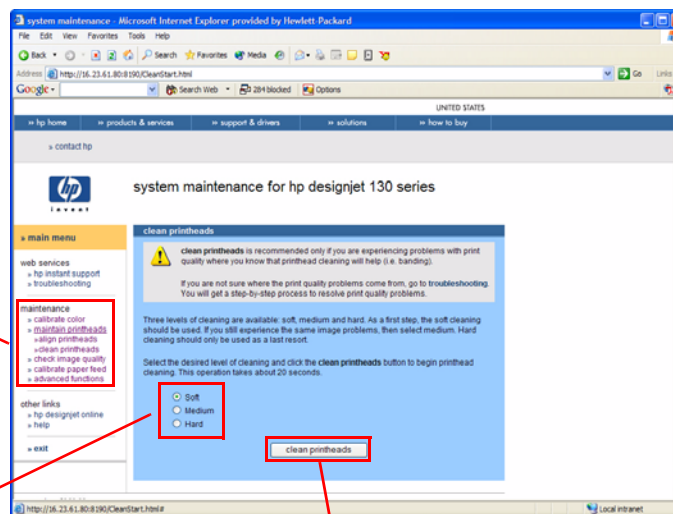
Maximum Recovery Level  
already performed

**Step 1** - Select "maintain printheads" and then "clean printheads"

maintenance  
 » calibrate color  
 » maintain printheads  
 » align printheads  
 » clean printheads  
 » check image quality  
 » calibrate paper feed  
 » advanced functions

☒ Soft  
☐ Medium  
☐ Hard

**Step 2** - Select the recovery level to be performed



**Step 3** - Press "clean printheads"

## Check Image Quality

**Check image quality** provides two diagnostic pages for printing. The following test pages are available:

- Image Quality Diagnostic page.
- Skew Diagnostic page.

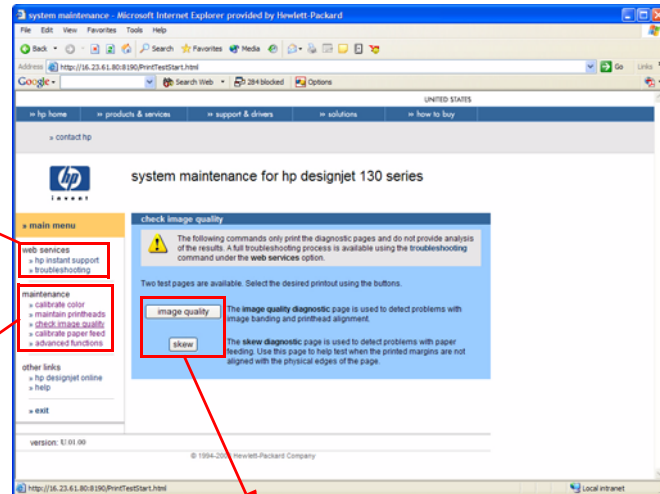
These commands only print the diagnostic pages and do not provide analysis of the results. A full troubleshooting process is available using the **troubleshooting** command under the **Web Services** option.

Select "troubleshooting" for the analysis of the test pages

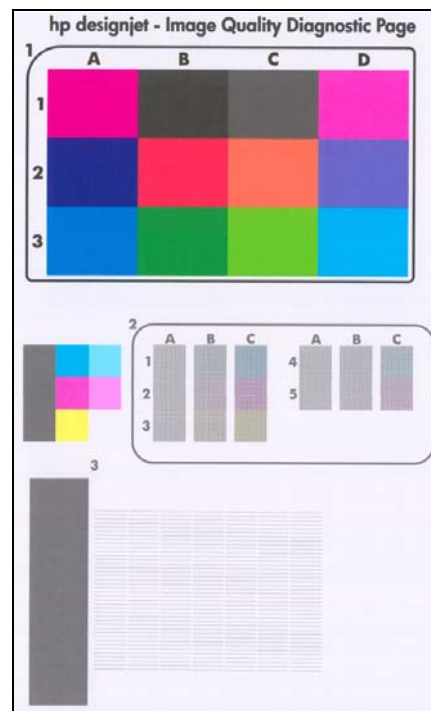
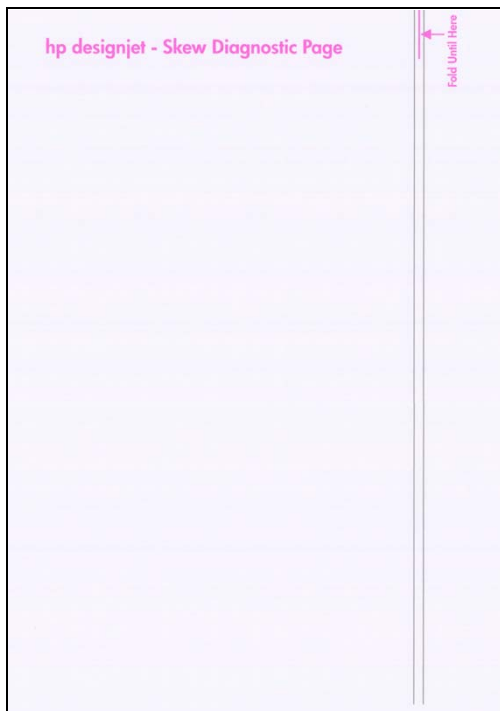
web services  
» hp instant support  
» troubleshooting

**Step 1** - Select "check image quality"

maintenance  
» calibrate color  
» maintain printheads  
» check image quality  
» calibrate paper feed  
» advanced functions



**Step 2** - Click on "Image Quality" or "Skew"

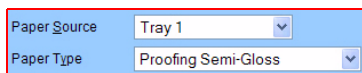
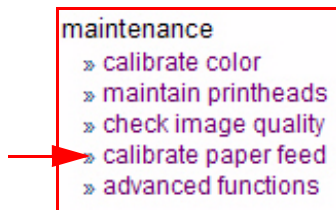


## Calibrate Paper Feed

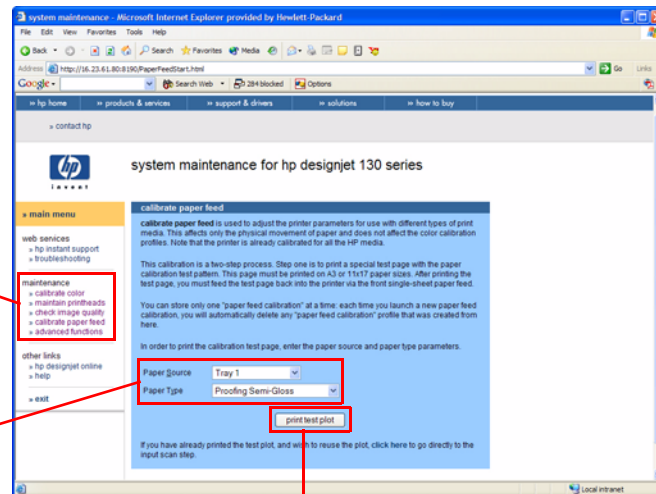
Calibrate paper feed is used to adjust the printer parameters for use with different types of print media. This only affects the physical movement of paper and does not affect the color calibration profiles.

This calibration is a two-step process. Step one is to print a special test page with the paper calibration test pattern. This page must be printed on A3 or 11x17 paper sizes. After printing the test page, you must feed the test page back into the printer via the front single-sheet paper feed.

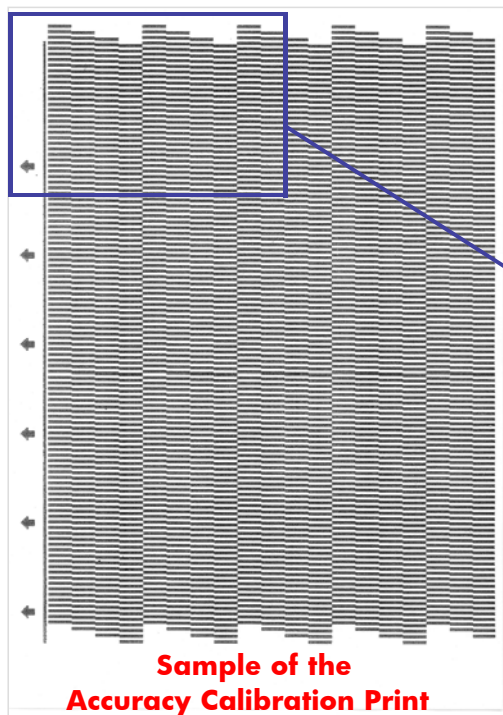
### Step 1 - Select "calibrate paper feed"



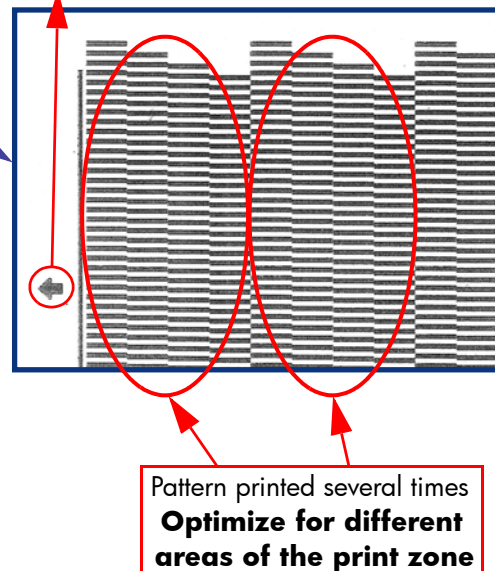
### Step 2 - Select Media Source and Media Type



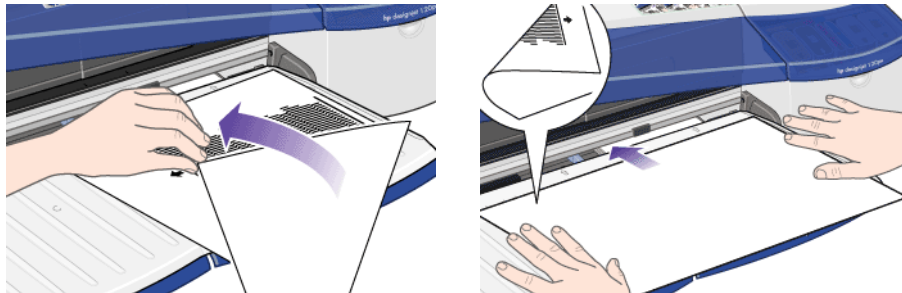
### Step 3 - Press "print test plot"



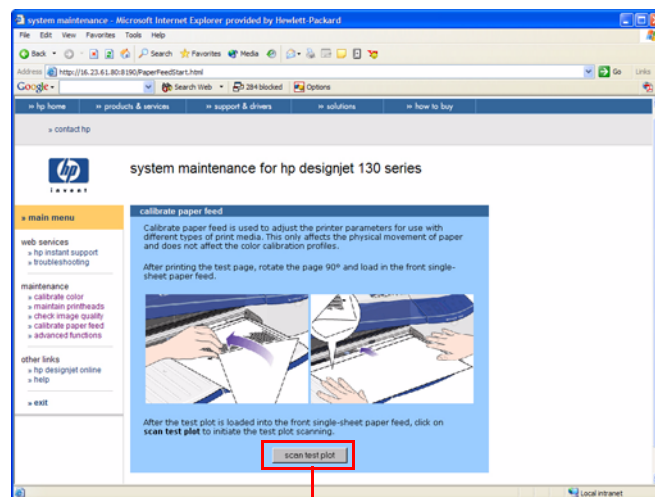
Indication that tells you how to load the paper to scan the pattern



Once the Accuracy Calibration has been printed, rotate the page and reload it upside down (image facing down).



**Step 1** - Rotate the page and reload it upside down (image facing down)



**Step 2** - Press "scan test plot"

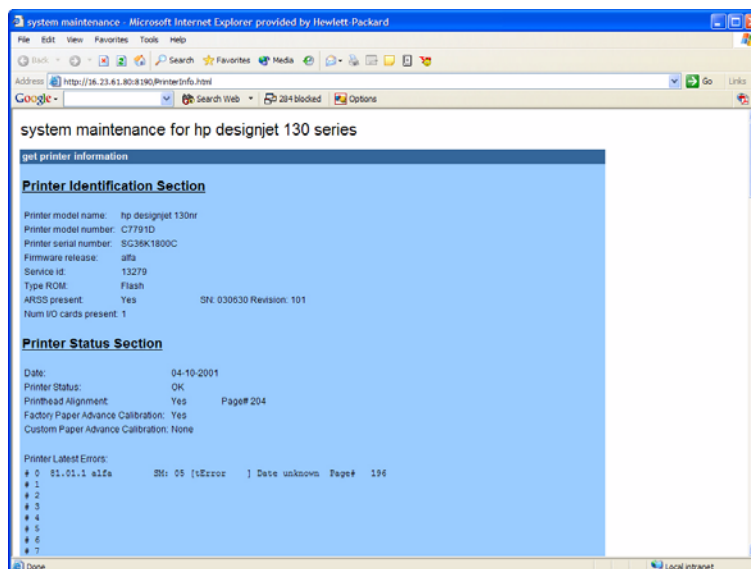
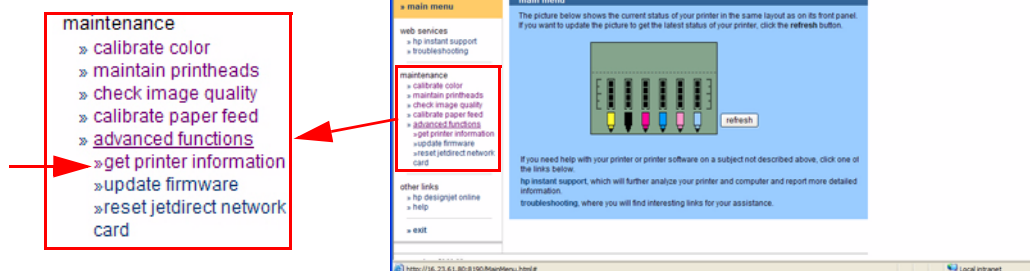
## Get Printer Information

This option allows you to view all the information available on the Printer:

- Printer Identification.
- Printer Status.
- Printer Job Queue.
- Printer Errors and Warnings.
- Printer Usage.
- Ink Consumable Identification.
- Ink Consumable Status.
- Ink Consumable Usage.
- Network Card Information.

Refer to the **Test Prints** chapter for explanations on each section.

**Step 1** - Select "advanced functions" and then "get printer information"



**Sample of the information page**

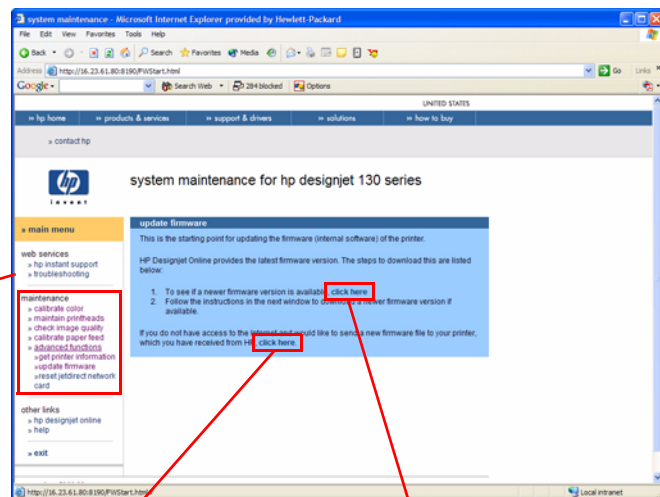
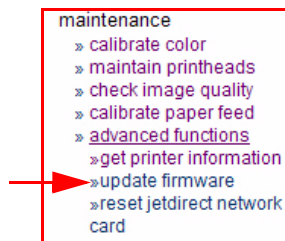
## Update Firmware

**Update firmware** updates the built-in software of the printer. The update process will check the printer's version with the latest version available from HP. Before trying this utility, first make sure that you have an internet connection.

**Do not power off the printer during this operation. The printer display will indicate busy until the operation is finished.**

The first step will be to check if newer printer software is available. If newer software is available, then follow the instructions in the window in order to upgrade the printer software.

**Step 1** - Select "advanced functions" and then "update firmware"



**Step 2** - Click on this link

If you do not have Internet access, you can still send a new firmware file (which you have received on CD from HP) from your computer to the Printer.

### System Software (firmware)

#### System Software (firmware)

Your printer already has the latest firmware. No need to download.

Click [here](#) to return to the System Maintenance main menu.

If newer printer software is not available, then this message will be displayed

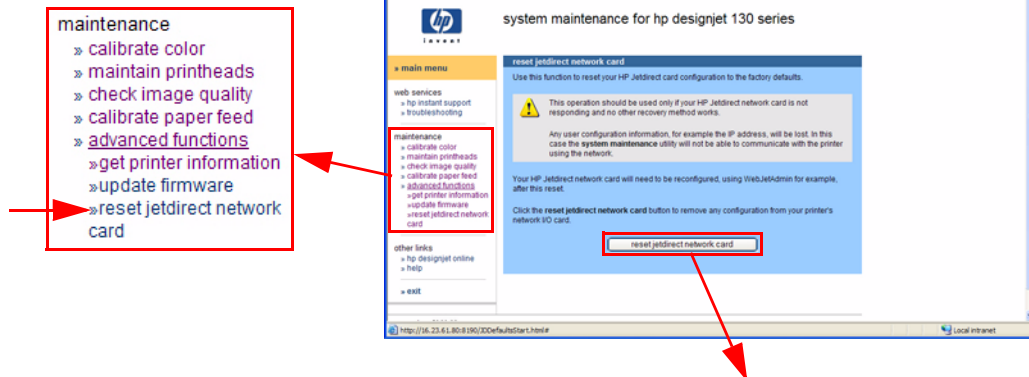
## Reset Jetdirect Network Card

Use this function to reset the HP Jetdirect Network card configuration to the factory defaults. This should only be used if the HP Jetdirect Network card is not responding and no other recovery method works.

Any user configuration information, for example the IP address, will be lost. In this case the *system maintenance* utility will not be able to communicate with the printer using the network.

The HP Jetdirect Network card will need to be reconfigured, using WebJetAdmin for example, after this reset.

**Step 1** - Select "advanced functions" and then "reset jetdirect network card"



**Step 2** - Press "reset jetdirect network card"