

# Utilities

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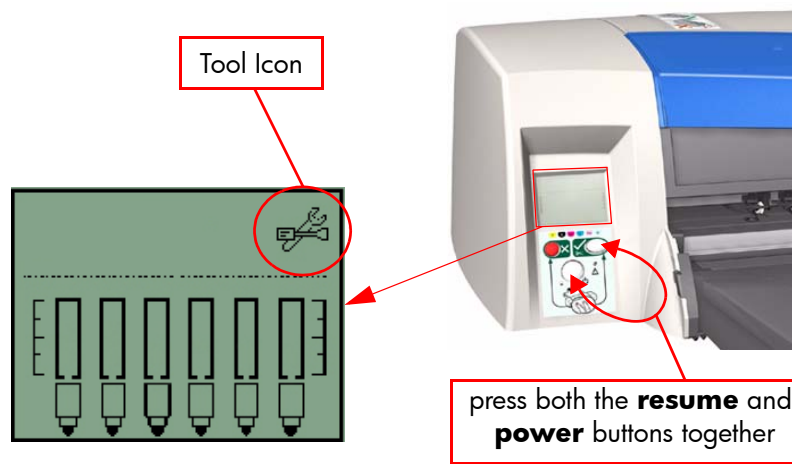
## Utilities

The following Utilities are available through the printer:

- 1** Enable/disable buzzer ⇒ Page 3  
This utility allows you to switch Off or On the internal buzzer.
- 2** Transport Position ⇒ Page 3.  
This utility allows you to put the printer in a stable condition before transporting it to another location.
- 3** Printhead Recovery ⇒ Page 4  
This utility 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.
- 4** Network Card Reset ⇒ Page 6.  
Use this utility 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.
- 5** Set to Factory Defaults ⇒ Page 6. **RESTRICTED ACCESS**  
Use this utility to return to the default settings that were set in the factory.
- 6** Hard EEPROM reset ⇒ Page 7. **RESTRICTED ACCESS**  
This utility allows you to reset the EEPROM inside the Printer.
- 7** Set Flag to Prime Tubes ⇒ Page 8. **RESTRICTED ACCESS**  
The purpose of this utility is to prime the Ink Supply Tubes after they have been replaced (or if a situation arises where you need to force the priming).

## How to Access Restricted Access Utilities

Some of the Service Utilities are restricted to hp qualified personnel only. To access these restricted service utilities, while the printer is switched OFF, press both the **resume** and **power** buttons together until the Tool icon appears on the front panel.



## Enable/Disable Buzzer

This utility allows you to switch Off or On the internal buzzer.

Switch Off or On the buzzer as follows:

- 1 Hold the power button down and press the cancel button **five times**.



**Hold Power Button**

**Press Resume button **five times****

- 2 Turn the Printer Off and then On again.

## Transport Position

This utility allows you to put the printer in a stable condition before transporting it to another location.

Place the Printer in Transport Position as follows:

- 1 Hold the power button down and press the cancel button **twice** and the resume button **three times**.



**Press Cancel  
button **twice****

**Hold Power Button**

**Press Resume button **three times****

## Printhead Recovery

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

Before recovering 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.

Perform the Printhead Recover as follows:

- 1 Depending on the Recovery level, hold the power button down and then press:
  - For level 1 (soft) - the cancel button **twice**.
  - For level 2 (medium) - the cancel button **twice** and the resume button **once**.
  - For level 3 (hard) - the cancel button **twice** and the resume button **twice**.

Some Light Magenta Printheads will show degradation after 150cc of usage. This results in certain shift to green. If both of these conditions, 150cc and up and shift to green are apparent, then the following Printhead Recovery has to be performed.

**Warning, this Printhead Recovery is quite strong and should only be executed when both of the above conditions occur. Also, before performing the Light Magenta Printhead Recovery, make sure that the Network, USB or Parallel cable is disconnected from the Printer.**

- For Light Magenta Printhead degradation (standard recovery) - the cancel button **twice** and the resume button **5 times**.

A less aggressive recovery can be performed as well, currently it is not in use:

- For Light Magenta Printhead degradation (light recovery) - the cancel button **twice** and the resume button **4 times**.

### 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

Press Cancel  
button **twice**

Hold Power Button



Press Resume button:  
**zero times** for level 1 (soft)  
**once** for level 2 (medium)  
**twice** for level 3 (hard)  
**4 times** for level 4 (light)  
**5 times** for level 5 (standard)

## Network Card Reset

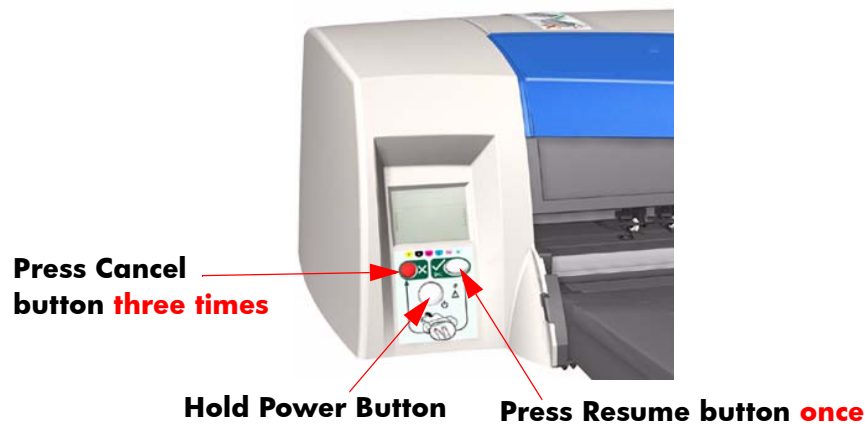
Use this utility to reset the HP Jetdirect card configuration to the factory defaults. This should only be used if the HP Jetdirect card is not responding and no other recovery method works.

Any user configuration information, for example the IP address, will be lost. In this case the computer 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.

Reset the Network Card as follows:

- 1 Hold the power button down and press the cancel button **three times** and the resume button **once**.



### Restricted Access

## Set to Factory Defaults

Use this utility to return to the default settings that were set in the factory.

Return to Factory Defaults as follows:

- 1 Hold the power button down and press the cancel button **three times** and the resume button **twice**.



### Restricted Access

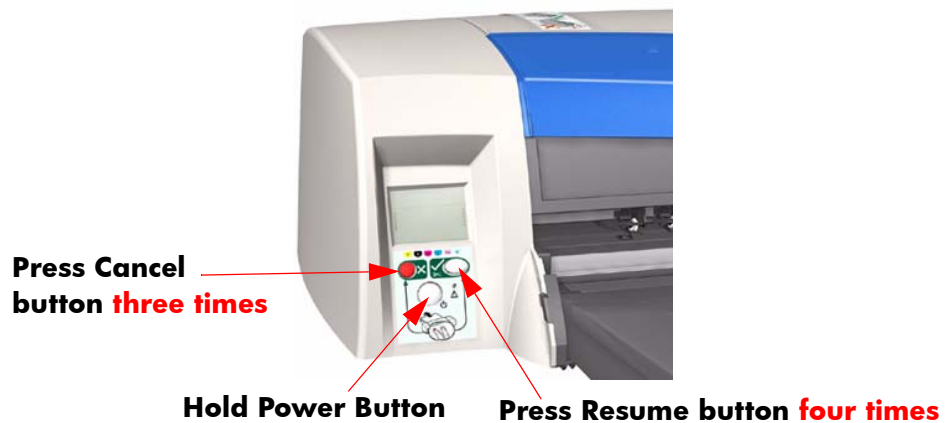
## Hard EEPROM reset

This utility allows you to reset the EEPROM inside the Printer. A hard EEPROM reset is **ONLY** recommended when you need to install a used Electronics Module in a different Printer. This is because there is a discrepancy between the values of the Carriage EEPROM and the Electronics Module EEPROM and since the values of the Electronics Module EEPROM are incorrect, a hard EEPROM reset will empty the Electronics Module EEPROM. This will then force the Electronics Module EEPROM to collect the values from the Carriage EEPROM when the Printer is next powered up.

**After a hard EEPROM reset, the Printer will act like a new Printer and try to prime the Ink Supply Tubes when the Printer is next powered up.**

Reset the EEPROM as follows:

- 1 Hold the power button down and press the cancel button **three times** and the resume button **four times**.



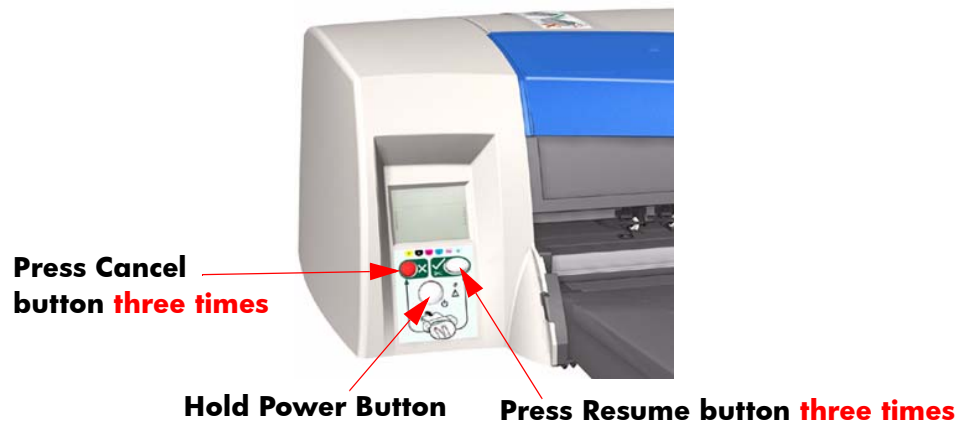
**Restricted  
Access****Set Flag to Prime Tubes**

The purpose of this utility is to prime the Ink Supply Tubes after they have been replaced (or if a situation arises where you need to force the priming procedure).

Prime the Ink Supply Tubes as follows:

**Make sure that you install Printheads that haven't had priming already done to them.**

- 1 Hold the power button down and press the cancel button **three times** and the resume button **three times**.



- 2 Switch Off the printer and then On again in order to start the priming of the Ink Supply Tubes.