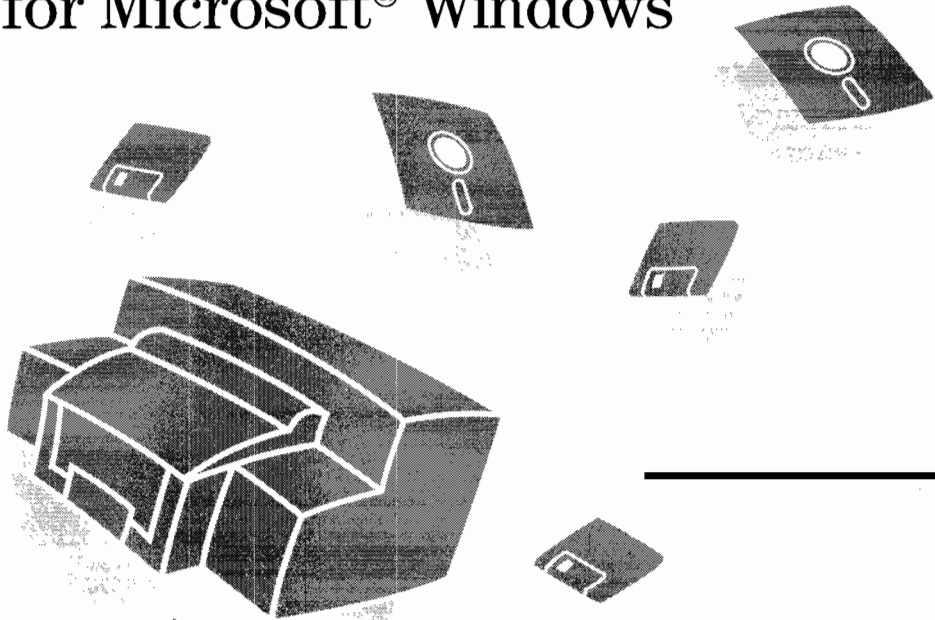English

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HP DeskJet 500 Series
Printer Software Guide
for Microsoft® Windows™

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Introduction

This guide describes how to do the following tasks:

- Install the HP DeskJet 500 Series Printer Driver for Microsoft® Windows™ 3.1

- Install TrueType fonts from the printer driver installation disk

- Access printer driver settings

- Choose other printers connected to your computer

- Solve installation problems

When installation is complete, review the README.TXT on your HP DeskJet 500 Series Software Installation disk with the Notepad accessory for late-breaking information and application notes.

NOTE

If the printer software is damaged or missing from the package, contact your authorized Hewlett-Packard dealer. If you cannot contact an authorized HP dealer, contact HP CPO Customer Support Center at (208) 323-2551. This phone service is available at no charge during the printer warranty period.

About the HP DeskJet 500 Series Printer Software

The printer driver is a software program that controls the printer and allows your software applications to access the printer's features. The printer driver allows you to select printout modes, print quality, orientation, media type, and media size.

Printer Driver Features

The HP DeskJet 500 Series printer driver offers the following features:

- Laser-quality text and graphics printing in portrait and landscape orientations

- HP's ColorSmart technology for HP DeskJet color printers to make high-quality color printing simple

- TrueType and Adobe™ ATM scalable typeface support

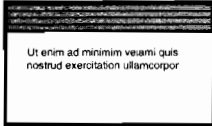- 14 TrueType fonts included with the printer software

ColorSmart

The HP DeskJet 500 Series printer driver uses HP's ColorSmart technology to select the best printer settings for your documents when using color printer models. ColorSmart analyzes the document you are printing and automatically selects the halftoning, intensity, and color control settings to provide the best quality printout of your document. ColorSmart is enabled when you select Automatic Printout mode. Automatic is the default Printout mode for color printer models.

Use Automatic Printout mode to get the best quality printing for both graphics and text. This is the recommended setting for all documents.

Using On-line Help

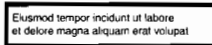The HP DeskJet 500 Series printer software offers two types of on-line help.

Windows Help

Click the Help button in the installer and printer setup dialog boxes to open a new window containing information about:

- Printer software installation

- Printer setup

- Printing options

- Problem solving

The first help window displays an index of underlined topics (green on a color monitor). *Definitions* are green and dash-underlined. Click topics or definitions to display more information. Click **Print Topic** in the File menu of the Help window to print the help information to your printer.

Context Sensitive Help

Whenever you click on a setting in the Printer Setup and Printer Options dialog boxes, a short description of the setting will be displayed in the box at the bottom of the dialog box.

Before You Start

This section describes:

- System requirements

- Printers supported by the HP DeskJet 500 Series printer driver

- Microsoft Windows requirements

- Backing up your software

System Requirements

To install your HP DeskJet 500 Series printer software, you need:

- 2 MB of RAM in your computer system. More memory will improve printing performance

- Microsoft Windows 3.1 or later

The printer driver works with recommended Microsoft Windows system configurations. See the Microsoft Windows user documentation for recommended configurations.

Supported Printers

The HP DeskJet 500 Series printer driver supports the following printers:

HP DeskJet 560C printer	HP DeskJet 510 printer
HP DeskJet 550C printer	HP DeskJet 500 printer
HP DeskJet 500C printer	HP DeskJet PLUS printer
HP DeskJet 520 printer	HP DeskJet printer

Microsoft Windows 3.0 and earlier versions

This version of the HP DeskJet 500 Series printer driver does not work with Microsoft Windows 3.0 or earlier versions.

Before installing this printer driver, you must upgrade to Microsoft Windows 3.1.

If you cannot upgrade your Windows software, you may use an earlier version of the HP DeskJet Series Printer Driver. Follow the instructions in "*Updating Your Printer Software*" in the back of this booklet to order Version 3.10 of the HP DeskJet Series Printer Driver.

NOTE

Version 3.10 of the HP DeskJet Series Printer Driver does not provide all the features available in the HP DeskJet 500 Series Printer Driver provided with your printer. See the README.TXT file on your HP DeskJet 500 Series Printer Software installation disk for a description of the differences between this printer driver and previous versions.
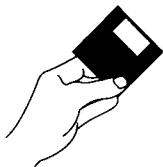
Backing Up Your Printer Software

Before you install your printer software, make a working copy of the Installation Disk. Use the working copy for installation and keep the original disk in a safe place.

Refer to your computer user's guide for instructions on making backup copies of disks.

Your disk was locked when you received it. Make sure the tab in the upper right corner of the disk is open to protect your master disk from accidental erasure or overwriting.

NOTE

If the printer software is damaged or missing, contact your authorized Hewlett-Packard dealer. If you cannot contact an authorized HP dealer, contact HP CPO Customer Support Center at (208) 323-2551. This phone service is available at no charge during the printer warranty period.

Installing the Printer Driver

NOTE

If your computer is connected to a network, see "*Installing the Printer Driver on a Network*" at the end of this section before installing the driver.

1. Start Microsoft Windows and ensure that no Windows applications are running.

2. Click **File** in the **Program Manager** window menu.

3. Click **Run** in the File menu.

4. Insert the Installation Disk into your computer's disk drive.

5. Type your computer's disk drive (for example **A:**), followed by **HPSETUP**, in the Command Line box. Then click **OK**.

6. Click **Continue Installation.**

7. Select your printer from the **Printer** drop-down list.

8. Check the port setting; LPT1 is the default setting. If you connect your printer to another port, select that port from the **Port** drop-down list. LPT ports are parallel ports. COM ports are serial ports.
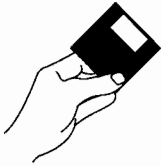
    The HP DeskJet 510, 520, and 560C printers do not have a serial port. Always select an LPT port for these printers. If you have an active printer installed, its port is the default. Use LPT1 if no other printers are installed.

9. Uncheck the Default Printer checkbox if you do not want this printer to be the default printer. If you have multiple printers connected to your system, most applications print to the printer that you have selected as Default.

10. Click **Continue Installation**.

    Installation can take several minutes. As it progresses, a status bar displays the percentage complete. You can cancel installation at any time during the process.

11. When installation is complete, review the README.TXT file with the Notepad accessory for late-breaking information and application notes.

12. Restart Windows and then remove the Installation Disk from your computer's disk drive. You can now print from your Windows applications. Click Help in the printer dialog boxes for information on printing settings and options.

Installing the Printer Driver on a Network

HP DeskJet 500 Series printers do not support network configurations where the printers are used as shared devices. However, installing the HP DeskJet 500 Series printer driver to a Windows network is supported when the printer is connected to your local computer. If your computer is connected to a network, two types of network installations are possible:
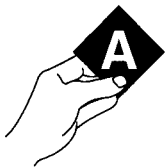
- Central installation
- Local installation

Central installation is the default mode. The HP Setup install program copies driver files to the Windows system directory on the network server. If the Windows system directory is on a write–protected network drive, an error message recommending local installation appears on your screen. See your system administrator for help.

To select local installation, follow the instructions in "*Installing the Printer Driver*" with one change. In step 5, type:

HPSETUP /L

instead of HPSETUP.

Installing TrueType Fonts

The following TrueType Fonts are provided on your HP DeskJet 500 Series Printer Software installation disk:

Arial® Black

PL Benguiat Frisky

GILL SAN® SHADOW

CG Goudy Old Style

CG Goudy Old Style Bold

CG Goudy Old Style Italic

Graphite Light

Graphite Light Narrow

Lucida® Casual

Lucida® Casual Italic

Milestones™ 🖼🔳🔳🌑

Phyllis

CG Poster Bodoni

Signet Roundhand

To install the TrueType fonts, follow these steps:

1. Open the **Main** group window.

2. Open the **Control Panel** icon.

3. Open the **Fonts** icon.

4. Choose **Add.**

5. Select your computer's disk drive (for example **A:**) containing the driver installation disk.

6. Choose **Select All**.

7. Choose **OK.**

8. After the fonts have finished installing, choose **Close**.

Accessing the
Printer Driver Settings

You can access the Printer Setup dialog box from your Windows applications or through the Windows Control Panel. To access the Printer Setup dialog box through the Windows Control Panel, follow these steps:

1. Open the **Main** group window.

2. Open the **Control Panel** icon.

3. Open the **Printers** icon.

4. If you have more than one printer connected to your computer, make sure the HP DeskJet 500 Series printer driver for your printer model is selected in the Installed Printer list.

5. Click the **Setup** button.

Changing Default Printers

If more than one printer is connected to your computer, follow these steps to change default printers:

1. Open the **Main** group window.
2. Open the **Control Panel** icon.
3. Open the **Printers** icon.
4. Click the name of the printer you wish to use from the **Installed Printers** box.
5. Click **Set As Default Printer**.
6. Click **Close** to close the Printers dialog box.
7. Close the **Control Panel**.

Updating Your Printer Software

Updates to the HP DeskJet 500 Series Printer Software occur periodically. Your authorized Hewlett-Packard dealer can tell you if a new version is available.

If you are unable to contact an authorized Hewlett-Packard dealer, call HP CPO Customer Support Center at (208) 323-2551. This phone service is available at no charge during the printer warranty period.

The HP Forum on CompuServe is the fastest way to get updated printer drivers. As soon as the printer drivers are available, they are uploaded to the HP Peripherals Forum for access by CompuServe members. Type: GO HPPER to access the HP Peripherals Forum.

You may also contact the HP Driver Distribution Center. You can order drivers by calling (303) 339-7009, Monday through Saturday, 24 hours a day, Mountain Time. There is a charge to cover media and handling costs.

Printer Driver Problems

If you have problems during installation or printing, you have several sources for information. For most printer driver problems, alert boxes appear on your screen to explain the problem and the action you can take. If you have other problems, see the online Help, the README.TXT file on your HP DeskJet 500 Series Printer Software installation disk, the printer documentation, the documentation for Windows, or the documentation for the application you are using.

The following table offers suggestions on printer driver installation problems.

NOTE

The Problem Solving Topic in the Printer Setup dialog box help window lists printing problems you may encounter and provides solutions for the most common causes of printing problems.

Symptom	Cause	Solution
Printer driver name does not appear in the Installed Printers list box.	Printer driver installation is not successful.	Reinstall the printer driver using the installation instructions in this guide.
Printed output is illegible.	Incorrect printer model selected.	Make sure the appropriate printer is selected as the default. If necessary, reinstall the printer driver using installation instructions in this guide. Also see the documentation that came with your printer for more information.
Unsuccessful printer driver installation.	Memory constraints from other applications that are open during installation.	Close any screen saver or other software applications that are open and running in the background. Reinstall the printer driver using the HP Printer Setup Program.

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