

HP Deskjet 460 Mobile Printer



User's Guide



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Contents

1 Getting started	
Finding other resources for the product	10
Understanding the printer parts	11
Front view	11
Back and side view	12
Bottom view	13
Travel tips	14
2 Installing and using accessories	
Installing and using the battery	15
Battery safety	15
Understanding the battery	16
Charging and using the battery	16
Installing and using 802.11 and Bluetooth accessories.	18
Installing the 802.11 or Bluetooth wireless printer card	18
Installing a Bluetooth USB adapter	18
802.11 and Bluetooth wireless printing	19
3 Using the printer	
Selecting print media	21
Tips for selecting and using print media	21
Understanding specifications for supported print media	23
Loading media	26
Changing print settings.	27
Canceling a print job	27
Printing on both sides (duplexing, Windows).	28
Printing on special and custom-sized media	29
Printing from mobile devices	30
Printing digital photographs	30
Printing from mobile phones	32
Printing from Pocket PC devices	33
Printing from Palm OS devices	35
Using memory devices	37
Printing from memory cards and USB Flash drives.	37
4 Managing and configuring the printer	
Managing the printer	39
Understanding device information pages	47
Printing device information pages from the control panel	47
Printing device information pages from the software	48
Configuring the printer	49
Direct connection	49
802.11 wireless connection	53
Bluetooth wireless connection	61

5 Maintaining and troubleshooting

Maintaining the printer	69
Cleaning the printer	69
Cleaning the print cartridges	70
Replacing the print cartridges	72
Aligning the print cartridges	74
Printing with a single print cartridge	75
Calibrating color	75
Replacing the ink service module	76
Troubleshooting tips and resources	77
General troubleshooting tips	77
Resolving printing problems	79
Printer shuts down unexpectedly	79
All printer lights are blinking	79
Printer is not responding (nothing prints)	79
Printer does not accept print cartridge	80
Printer takes a long time to print	80
Blank page is printed	81
Something on the page is missing or incorrect	81
Placement of the text or graphics is wrong	82
Poor print quality and unexpected printouts	83
Meaningless characters print	84
Ink is smearing	85
Ink is not filling the text or graphics completely	85
Output is faded or dull colored	86
Colors are printing as black and white	86
Wrong colors are printing	87
Printout shows bleeding colors	87
Colors do not line up properly	88
Lines or dots are missing from text or graphics	88
Resolving paper-feed problems	89
Media is not picked up from the input tray	89
Paper skew	89
Paper output problem	89
Clearing jams	89
Troubleshooting installation issues	91
Problems printing an alignment page	91
Problems installing software	91
Problems setting up 802.11 or Bluetooth wireless communication	92

A Printer lights reference

Printer buttons and lights	95
Printer light patterns	96

B HP supplies and accessories

Ordering printing supplies online	99
Accessories	99
Supplies	100
Print cartridges	100
HP media	100

C Support and warranty

Obtaining electronic support	111
Obtaining HP telephone support	111
Before you call	111
Telephone support numbers	112
Hewlett-Packard limited warranty statement	116

D Regulatory information

FCC statement	119
EMI statement (Korea)	119
VCCI statement (Japan)	120
Regulatory model number	120
Power cord statement	120
LED classification	120
Environmental sustainability program	121
Reduction and elimination	121
Power consumption	121
Hazardous materials	122
Material safety data sheets	122
Recycling	123
Declaration of Conformity	124

E Printer specifications

Index

1 Getting started

This printer provides quick, professional mobile printing. You can print from notebooks and desktop computers through a cable or wireless connection. The printer also works with other wireless devices such as:

- Personal digital assistants (PDAs) running Microsoft® Pocket PC, Windows® CE, or Palm OS
- Digital cameras using a USB cable or a supported memory card
- Mobile phones with Bluetooth or 802.11 connectivity

From any of these devices, the printer provides high-quality output with vibrant colors on media up to 216 mm by 356 mm (8.5 in by 14 in).

Finding other resources for the product

You can obtain product information and further troubleshooting resources that are not included in this guide from the following resources:

Setup Poster	Provides illustrated setup information.	A printed version of this document comes with the printer. An electronic version is available as an Adobe® Acrobat® Portable Document Format (PDF) file on the Starter CD.
Getting Started Guide	Includes information about setting up the printer and installing the software.	A printed version of this document comes with the printer.
Onscreen User's Guide	Provides information about setting up and completing basic tasks with the printer and solving printer problems.	This guide is available as a PDF file and a Microsoft HTML Help (CHM) file on the Starter CD and as a CHM file and an Apple Help file on the computer after software installation. To view the CHM file, your computer must be running Microsoft Windows and Internet Explorer version 4.01 or later. To view the Apple Help file in the Mac OS, use the Mac Help viewer. If your computer does not meet these requirements, use the PDF version.
Toolbox (Windows)	Provides status and maintenance information about the printer, such as ink levels and battery charge level, and provides links to this onscreen User's Guide for help in performing basic printing tasks and solving problems. It also provides links to HP Instant Support and the myPrintMileage website, which keeps track of printer usage information. You can also configure 802.11 and Bluetooth wireless settings for wireless printing. See Toolbox (Windows) for more information.	The Toolbox is normally installed with the printer software.
Toolbox software for PDAs (Pocket PC and Palm OS)	Provides status and maintenance information about the printer. You can view ink levels and battery charge level, understand printer lights, align print cartridges, and also configure 802.11 and Bluetooth wireless settings for wireless printing.	See Toolbox software for PDAs (Pocket PC and Palm OS) for more information.
HP Printer Utility (Mac OS)	The HP Printer Utility contains tools to configure print settings, calibrate the printer, clean the print cartridges, print configuration and test pages, order supplies online, and find website support information. You can also configure 802.11 and Bluetooth wireless settings for wireless printing. See HP Printer Utility (Mac OS) for more information.	The HP Printer Utility is normally installed with the printer software.
Online Help (Windows)	Provides information about using the printer driver and the Toolbox.	The online help is installed with the printer driver and the Toolbox.
HP Instant Support (Windows)	A web-based tool that provides self-help and troubleshooting tips to diagnose and solve your printer problems. It also includes printer usage information, which helps you understand your printing patterns.	This e-service can be accessed through the Toolbox. See HP Instant Support (Windows) for more information.
World Wide Web	Provides the latest printer information.	Visit http://www.hp.com/support/dj460 .

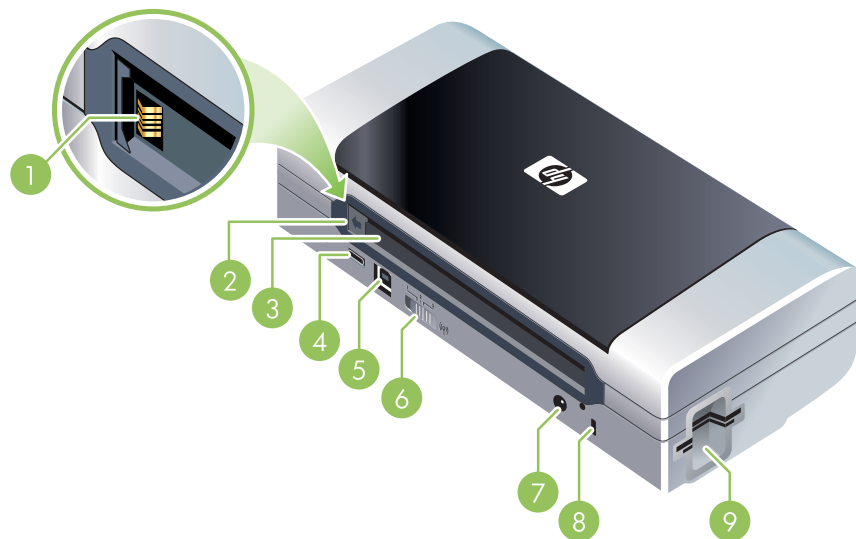
Understanding the printer parts

Front view



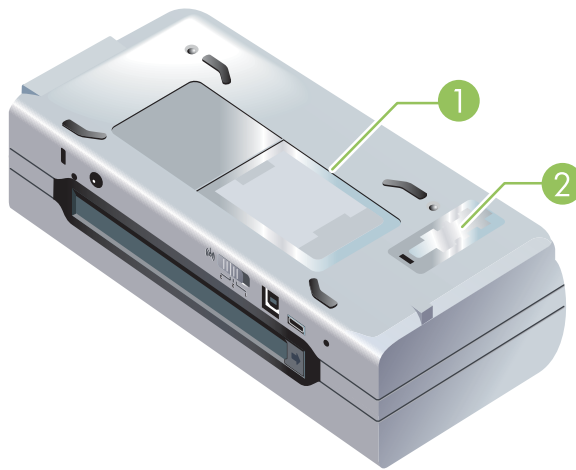
- 1. Input tray extension (not included in models for some countries/regions)** – Slides up to support legal-size print media. This prevents possible media feed problems.
- 2. Input tray** – Holds the media. Remove media and close this tray when the printer is not in use.
- 3. Wide media paper guide** – Letter, legal, and A4 are loaded flush against this guide.
- 4. Media width guide** – Adjusts to accommodate different media sizes. Slide to the right to accommodate narrow media. This automatically slides the narrow media guide to the left to ensure that media is aligned for correct print margins.
- 5. Narrow media guide** – When you move the media width guide to the right, this guide automatically slides to the left to accommodate narrower media.
- 6. Print cartridge latches** – Lift these latches for easy removal and insertion of print cartridges.
- 7. Print cartridge cradle compartments** – Holds the print cartridges.
- 8. Front access cover** – Provides access to the print cartridges and for clearing paper jams. This cover must be closed before printing can begin.
- 9. Output slot** – Media exits the printer from here.
- 10. Output door** – Drops open automatically when the printer is turned on. Allows media to exit the printer.

Back and side view



- 1. Battery contacts** – Provides contact for power from the optional battery. (See [HP supplies and accessories](#).)
- 2. Battery contact cover** – Covers the battery contacts when the optional battery is not installed.
- 3. Battery slot** – Battery installs here.
- 4. PictBridge/USB Host Port** – Connects a PictBridge device, such as a digital camera, a USB Flash drive, or a Bluetooth USB device.
- 5. USB port** – Connect a USB cable here.
- 6. Wireless profile switch** – Store settings for up to three 802.11 computers or networks. This allows you to easily move the printer from home to the office or between any three wireless network environments.
- 7. Power connector** – Connect the power cord here.
- 8. Security lock slot** – Connect a security lock here.
- 9. CF, SD, MMC slots** – Top slot accepts a Type I CompactFlash (CF) card for printing digital images or an 802.11 or Bluetooth wireless printing accessory. Bottom slot accepts a Secure Digital (SD) card or Multimedia Card (MMC) for printing digital images.


Bottom view



- 1. Card holder** – Holds a name card or business card.
- 2. Cover of replaceable ink service module** – Provides access to the ink service module. (See [Replacing the ink service module.](#))

Travel tips

The following tips will help you prepare for traveling with your printer:

- If you are bringing an extra black or photo print cartridge, follow these guidelines: For a partially used black print cartridge or a partially used or full photo print cartridge, store it in the travel holder to prevent ink leakage (see [HP supplies and accessories](#)). A newly opened black print cartridge will leak slightly at high altitudes (such as in airplanes). To avoid this, wait to install new black cartridges until you reach your destination. Until then, keep them in their original, taped packaging.
- You can bring the printer in a carrying case. (See [HP supplies and accessories](#).) The carrying case has compartments for both your notebook and the printer. The compartments also detach if you want to carry the notebook and printer separately.
- Turn off the printer using  (Power button). This ensures that the print cartridges return to the home position at the left side of the printer and lock in place.
- Disconnect the printer cable and power adapter from the printer. Slide down the input tray extension and close the input tray.
- If you are traveling to another country/region, bring the necessary plug adapter with you.
- If you need to buy print cartridges while traveling to another country/region, see the online help called "Traveling with your HP Mobile Printer" for regional cartridge compatibility information. This help is available through the Toolbox (Windows), HP Printer Utility (Mac OS), or Toolbox software for PDAs (Pocket PC and Palm OS).
- Use only the power adapter that is supplied with the printer. Do not use any other voltage transformer or converter. The power adapter can be used with AC power sources of 100 to 240 volts, 50 or 60 Hz.
- Remove the battery if you will not be using the printer for more than a month.
- When traveling with photo paper, pack it flat so it doesn't warp or curl. Photo paper should be flat before printing. If the corners of the photo paper curl more than 10 mm (3/8 inch), flatten the paper by putting it in the resealable storage bag, then rolling the bag on a table edge until the paper is flat.

2 Installing and using accessories

This chapter provides information on optional accessories such as the battery and wireless printer cards that are included with certain printer models. To order accessories, see [Accessories](#).

Installing and using the battery

The lithium-ion rechargeable battery comes with the HP Deskjet 460cb, 460wf, and 460wbt printers. It is also available for purchase as an optional accessory. See [HP supplies and accessories](#).

Battery safety

- Use only the battery designed specifically for the printer. See [HP supplies and accessories](#) and [Printer specifications](#).
- When discarding a battery, contact your local waste disposal provider regarding local restrictions on the disposal or recycling of batteries. Though the lithium-ion rechargeable battery is mercury-free, it might require recycling or proper disposal at end-of-life. See [Recycling](#) for more information.
- Battery might explode if incorrectly replaced or disposed of in fire. Do not short-circuit.
- To purchase a replacement battery, contact your local dealer or HP sales office. See [HP supplies and accessories](#).
- To avoid risk of fire, burns, or damage to your battery, do not allow a metal object to touch the battery contacts.
- Do not disassemble the battery. There are no serviceable parts inside.
- Handle a damaged or leaking battery with extreme care. If you come in contact with the electrolyte, wash the exposed area with soap and water. If it contacts the eye, flush the eye with water for 15 minutes and seek medical attention.
- Do not expose the battery to storage temperatures above 50°C (122°F) or below -20°C (4°F).

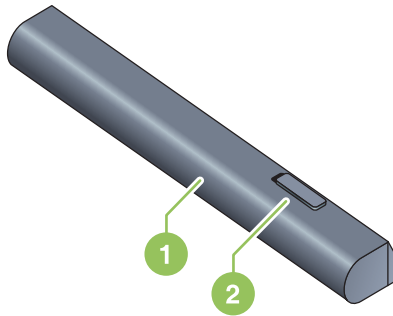
Important notes

Take note of the following when charging or using the battery:

- Charge the battery for 4 hours before using the battery for the first time. For subsequent charges, it takes approximately 2 hours to fully charge the battery.
- The battery charge light is green when the battery is charging. If it is red, the battery might be faulty and need to be replaced.
- The Power light is green when the battery is 41-100% charged, amber when 10-40% charged, and red when less than 10% charged. Charge the battery when the Power light turns amber. If it turns red, charge the battery as soon as possible. The battery status is also displayed on the Printer Status tab in the Toolbox (Windows) and the Power Management panel in the HP Printer Utility (Mac OS). If you are using a Pocket PC or Palm OS device, you can use the Toolbox software for PDAs. See [Toolbox software for PDAs \(Pocket PC and Palm OS\)](#).

- If your battery is running low, either plug in the AC adapter to charge it or replace the battery with one that is charged.
- A fully charged battery can print up to approximately 450 pages, depending on the complexity of print jobs.
- By default, if the printer is using battery power and left idle for 15 minutes, it will turn off to conserve the battery power. You can configure this feature in the Toolbox (Windows), the HP Printer Utility (Mac OS), or the Toolbox software for PDAs (Pocket PC and Palm OS). See [Toolbox software for PDAs \(Pocket PC and Palm OS\)](#).
- Prior to long-term storage, fully charge the battery. Do not leave the battery in a discharged (empty) state for more than 6 months.
- To maximize battery life and capacity, observe the following temperature guidelines:
 - Charging: 0° to 40°C (32° to 104°F)
 - Using and storing: -20° to 50°C (-4° to 122°F)

Understanding the battery



- 1 **Battery** – Supplies power to the printer.
- 2 **Battery release slider** – Slides to release the battery.

Charging and using the battery



WARNING! Charge the battery for 4 hours before using the battery for the first time. Because the battery is normally warm while it is charging, do not charge it in a briefcase or other confined space as this might cause the battery to overheat.



NOTE: The AC adapter is normally warm to the touch when plugged into an AC outlet.

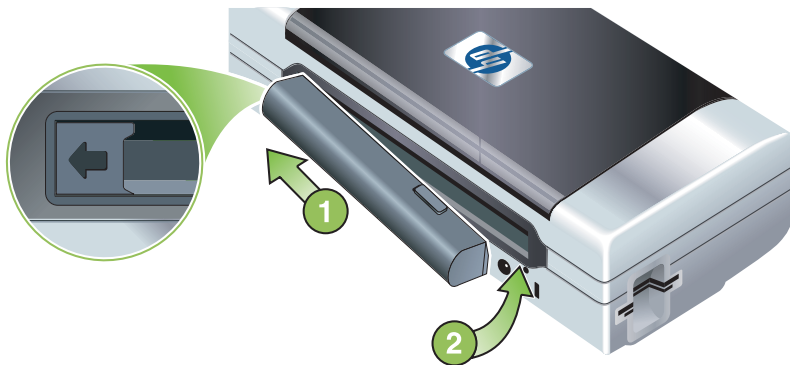


NOTE: Wireless printing uses more battery power than wired printing. See [Installing and using the battery](#) for information on checking the battery charge level.

To install the battery

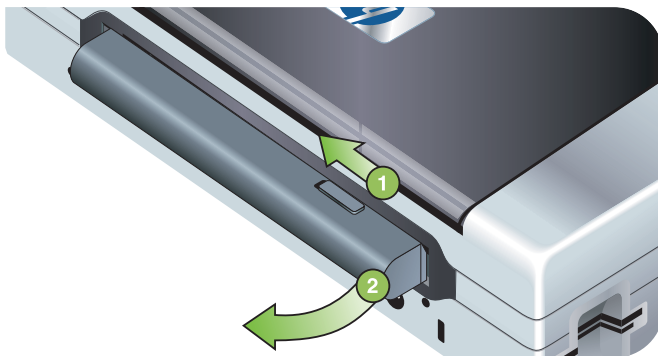


NOTE: You can install the battery with the printer turned on or off.



1. Slide the battery into the battery slot at an angle, until the contacts on the battery are flush with the contacts in the battery slot. The battery contact cover slides open.
2. Push the battery into the battery slot until the battery clicks into place.
3. Plug in the AC adapter and turn on the printer. Allow the battery to charge for four hours before using the battery for the first time. Subsequently, the battery charge light is green when the battery is charging, and turns off when the battery is fully charged.
4. After the battery is fully charged, you can use the printer without connecting to the AC power supply.

To remove the battery



1. Slide the battery release slider in the direction of the arrow.
2. Remove the battery.

Installing and using 802.11 and Bluetooth accessories

The HP Deskjet 460wf includes an HP 802.11 wireless printer card and the HP Deskjet 460wbt includes a Bluetooth wireless printer card. The printer also supports Bluetooth USB accessories.

See <http://www.hp.com/support/dj460> to learn more about supported wireless accessories.

Installing the 802.11 or Bluetooth wireless printer card



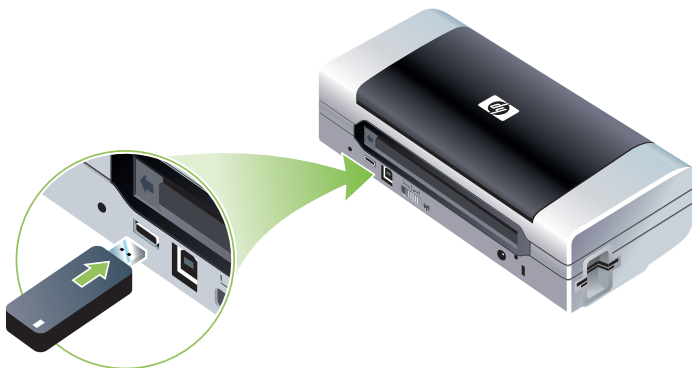
- Insert the HP 802.11 or Bluetooth wireless printer card, with the lights facing up, into the CF card slot. The 802.11 card has two lights: left is blue, right is orange. When the card is plugged in, the left blue light will be on; when there is 802.11 data communication, the right orange light will be blinking. The Bluetooth card has one light with two colors: when the card is plugged in, the green light will be on; when there is Bluetooth data communication, the orange light will be blinking.



NOTE: Make sure that your Bluetooth host device and operating system are supported by the printer. For more information, visit <http://www.hp.com/support/dj460>.

Installing a Bluetooth USB adapter

The printer supports Bluetooth accessories that connect to the USB/Pictbridge port. To install a USB Bluetooth adapter, connect it to the USB/Pictbridge port on the back of the printer.



802.11 and Bluetooth wireless printing

The 802.11 and Bluetooth features in this printer allow you to print wirelessly. 802.11 printing allows wireless printing up to 100 meters (300 feet). Bluetooth printing allows wireless printing up to 10 meters (30 feet).

For instructions on wireless printing from mobile devices, see [Printing from mobile devices](#).



NOTE: Wireless communication is available through wireless printer cards that are included with certain printer models. Also, the sending device must have built-in wireless capability or a wireless card installed.



NOTE: Wireless printing uses more battery power than wired printing. See [Installing and using the battery](#) for information on checking the battery charge level.

About 802.11

802.11 wireless technology allows you to wirelessly connect to your printer by setting up “ad hoc” communication between your computer and the printer. 802.11 does not require a direct line of sight between the sending device and the receiving device.

When you set up ad hoc communication between your computer and the printer, you are creating a network of two devices. This is the recommended setup for 802.11 printing to this mobile printer.

802.11 also lets you set up the printer on an existing “infrastructure” network. Setting it up on an infrastructure network puts the printer directly onto a local area network (LAN) using a wireless connection to an 802.11 wireless access point (WAP). Once the printer is successfully connected to the network wirelessly, then all the computers on the same subnet can use the printer.

Before setting up the printer, it is recommended that you temporarily connect the printer to the computer with a USB cable to set up the wireless connection. Once the wireless connection is established, you will remove the cable and print wirelessly. You can also set up the printer without using a USB cable.

To set up and configure the printer for 802.11 wireless printing, see [802.11 wireless connection](#).

About Bluetooth

Bluetooth wireless technology allows you to wirelessly connect to your printer using radio waves in the 2.4 GHz spectrum. Bluetooth is typically used for short distances (up to 10 meters or 30 feet) and does not require a direct line of sight between the sending device and the receiving device.

Different Bluetooth profiles emulate different types of standard cable connections and have different capabilities. See [Bluetooth wireless profiles](#) for more information about Bluetooth profiles.

When your printer is directly connected to your computer (either by cable or Bluetooth), it is possible to share it on a network using “printer sharing”. However, your computer has to be connected to the network for others to use the printer.

To set up and configure the printer for Bluetooth wireless printing, see [Bluetooth wireless connection](#).



NOTE: To configure Bluetooth settings or monitor printer status (such as ink levels) using the Toolbox, you must connect the printer to your computer with a USB cable.

3 Using the printer

This chapter provides information on media usage for the printer, changing print settings, and performing basic printing tasks.

Selecting print media

The printer is designed to work well with most types of office paper. It is best to test a variety of print media types before buying large quantities. Use HP media for optimum print quality. See [HP supplies and accessories](#).

Tips for selecting and using print media

For the best results, observe the following guidelines.

- Always use media that conforms to the printer specifications. See [Understanding specifications for supported print media](#).
- Load only one type of media at a time. On models that have an input tray extension, make sure the input tray extension is fully extended.
- Load media print-side up and aligned squarely against the alignment guides. See [Loading media](#).
- Do not overload the input tray. See [Understanding specifications for supported print media](#).
- To prevent jams, poor print quality and other printer problems, avoid the following media:
 - Multipart forms
 - Media that is damaged, curled, or wrinkled
 - Media with cutouts or perforations
 - Media that is heavily textured, embossed, or does not accept ink well
 - Media that is too lightweight or stretches easily
- For quick access to the printer settings, use the **Printing Shortcuts** tab (Windows only). (Open the printer driver, select the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.)
- Do not leave media in the input tray overnight. This might cause it to bend.
- Remove each sheet of media as it prints and set aside to dry. Allowing wet media to stack up might cause smearing.
- For instructions on calibrating color, see [Calibrating color](#).

Cards and envelopes

- Always load envelopes into the printer with the flap facing the back of the printer and the stamp position oriented according to the envelope icon.



- Avoid envelopes that have a very slick finish, self-stick adhesives, clasps, or windows. Also avoid cards and envelopes with thick, irregular, or curled edges, or areas that are wrinkled, torn, or otherwise damaged.
- Use tightly constructed envelopes, and make sure the folds are sharply creased.

Photo paper

- Use Best mode to print photographs. This mode provides longer drying time and ensures that the ink dries completely before the next page is printed. In this mode, printing takes longer and more memory is required from your computer.

You can also select **Maximum dpi** for optimum print quality for photographs. See [Printing digital photographs](#).

- Remove each sheet as it prints and set it aside to dry. Allowing wet media to stack up might cause smearing.
- Photo paper should be flat before printing. If the corners of the photo paper curl more than 10 mm (3/8 inch), flatten the paper by putting it in the resealable storage bag, then rolling the bag on a table edge until the paper is flat.

Transparencies

- Use Best mode to print transparencies. This mode provides longer drying time and ensures that the ink dries completely before the next page is printed. In this mode, printing takes longer and more memory is required from your computer.
- Load transparencies print-side up and the adhesive strip pointing towards the front of the printer. The print side of the transparencies is the rougher side.
- Remove each sheet as it prints and set it aside to dry. Allowing wet media to stack up might cause smearing.

Custom-sized media

- Use only custom-sized media supported by the printer.
- If your application supports custom-sized media, set the media size in the application before printing the document. If not, set the size in the printer driver. You might need to reformat existing documents to print them correctly on custom-sized media.

Understanding specifications for supported print media

This section provides information regarding the sizes, types, and weights of media that the printer supports. It also provides information on the tray capacity. Use HP media for optimum print quality. See [HP supplies and accessories](#).



NOTE: Borderless printing is available only with photo media that is L-size (89 by 127 mm; 3.5 by 5 inches); 102 by 152 mm; and 4 by 6 inches.

Understanding supported media sizes

Media size

Standard paper sizes

U.S. Letter (216 by 279 mm; 8.5 by 11 inches)*

U.S. Legal (216 by 356 mm; 8.5 by 14 inches)*

A4 (210 by 297 mm; 8.3 by 11.7 inches)*

U.S. Executive (184 by 267 mm; 7.25 by 10.5 inches)*

U.S. Statement (140 by 216 mm; 5.5 by 8.5 inches)*

JIS B5 (182 by 257 mm; 7.2 by 10.1 inches)*

A5 (148 by 210 mm; 5.8 by 8.3 inches)*

Envelopes

U.S. #10 Envelope (105 by 241 mm; 4.12 by 9.5 inches)

Monarch Envelope (98 by 191 mm; 3.88 by 7.5 inches)

HP Greeting Card Envelope (111 by 152 mm; 4.38 by 6 inches)

A2 Envelope (111 by 146 mm; 4.37 by 5.75 inches)

DL Envelope (110 by 220 mm; 4.3 by 8.7 inches)

C5 Envelope (162 by 229 mm; 6.4 by 9 inches)

C6 Envelope (114 by 162 mm; 4.5 by 6.4 inches)

Cards

Index card (76.2 by 127 mm; 3 by 5 inches)*

Index card (102 by 152 mm; 4 by 6 inches)*

Index card (127 by 203 mm; 5 by 8 inches)*

A6 card (105 by 149 mm; 4.13 by 5.83 inches)*

Media size

Photo media

Photo (101.6 by 152.4 mm; 4 by 6 inches)

Photo with tab (101.6 by 152.4 mm; 4 by 6 inches)

Photo (127 by 177.8 mm; 5 by 7 inches)

Photo (203.2 by 254 mm; 8 by 10 inches)

Photo 10 by 15 cm (100 by 150 mm; 4 by 6 inches)

Photo 10 by 15 cm with tab (100 by 150 mm; 4 by 6 inches)

Borderless Photo (101.6 by 152.4 mm; 4 by 6 inches)

Borderless Photo with tab (101.6 by 152.4 mm; 4 by 6 inches)

Borderless Photo 10 by 15 cm (100 by 150 mm; 3.93 x 5.9 inches)

Borderless Photo 10 by 15 cm with tab (100 by 150 mm; 3.93 x 5.9 inches)

Photo L (89 by 127 mm; 3.5 by 5 inches)

Photo L with tear-off tab (89 by 127 mm; 3.5 by 5 inches)

Photo 2L (178 by 127 mm; 7 by 5 inches)

Photo 2L with tear-off tab (178 by 127 mm; 7 by 5 inches)

Borderless Photo L (89 by 127 mm; 3.5 by 5 inches)

Borderless Photo L with tear-off tab (89 by 127 mm; 3.5 by 5 inches)

Photo media sizes between 89 by 127 mm (3.5 by 5 inches) and 216 by 279 mm (8.5 by 11 inches)

Other media

L (89 by 127 mm; 3.5 by 5 inches)

L with tab (89 by 127 mm; 3.5 by 5 inches)

2L (178 by 127 mm; 5 by 7 inches)

2L with tab (178 by 127 mm; 5 by 7 inches)

Custom-sized media between 76.2 to 216 mm wide and 102 to 356 mm long (3 to 8.5 inches wide and 4 to 14 inches long)*

* These media sizes support manual duplex printing. See [Printing on both sides \(duplexing, Windows\)](#).

Understanding supported media types and weights

Type	Weight	Capacity
Paper	64 to 90 g/m ² (16 to 24 lb bond)	Up to 50 sheets of plain paper (5 mm or 0.2 inch stacked)
Photo paper	5 to 12 mils	Up to 10 sheets
Transparencies		Up to 20 sheets
Labels		Up to 20 sheets
Cards	Up to 162 g/m ² (90 lb index)	Up to 5 sheets
Envelopes	75 to 200 g/m ² (20 to 53 lb bond)	Up to 5 envelopes

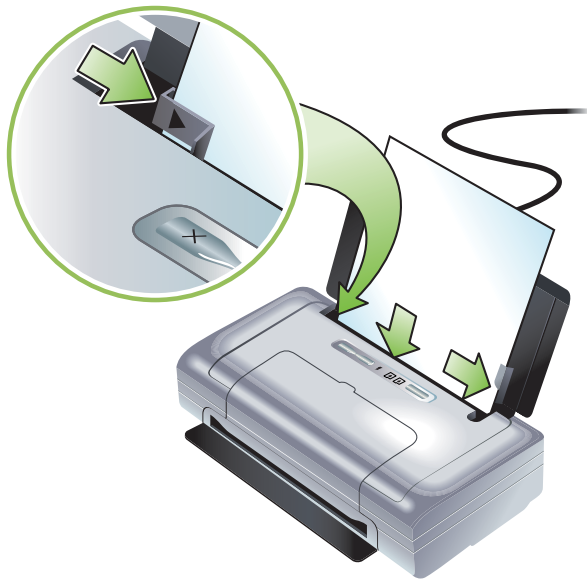
Loading media



NOTE: To print on special and custom-sized media you can use the **Printing Shortcuts** tab (Windows only). (Open the printer driver, select the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.)

To load media

1. Remove all media from the input tray.
2. Insert the media print-side up and align it squarely against the media paper guide. Adjust the media width guide so it fits snugly against the sides of the media.



3. If printing on legal media, extend the input tray extension, if available on your model.
4. Set desired software options:

Windows:

- a. Open the printer driver (typically on the **File** menu, click **Print**, and then click **Properties**).
- b. Select the media size from the **Paper Size** menu.
- c. Under **Paper/Quality**, select the paper type you are using from the **Paper Type** menu.

Mac OS:

- a. On the **File** menu, click **Page Setup**, and then select the media size from the **Paper Size** menu.
 - b. Open the printer driver (on the **File** menu, click **Print**).
 - c. Under **Paper Type/Quality**, select the paper type you are using from the **Paper Type** menu.
5. Change any other print settings if necessary, then click **OK** to print.

Changing print settings

You can change print settings (such as media size or type) from an application or the printer driver. Changes made from an application take precedence over changes made from the printer driver. However, after the application is closed, the settings return to the defaults configured in the printer driver.



NOTE: To set print settings for all print jobs, change the print settings in the printer driver.

For more information about printer driver features in Windows, see the printer driver online help. For more information about printing from a specific application, see the documentation for that application.

To change settings from an application for current print jobs (Windows)

1. Open the document you want to print.
2. On the **File** menu, click **Print**, and then click **Setup** or **Properties**. (Specific options might vary depending on the application you are using.)
3. Change any desired settings and click **OK**, **Print**, or a similar command.

To change default settings for all future print jobs (Windows)

1. Click the **Start** button, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
2. Right-click the printer icon, and then choose **Properties**, **Document Defaults**, or **Printing Preferences**.
3. Change any desired settings and click **OK**.

To change settings (Mac OS)

1. On the **File** menu, click **Page Setup**.
2. Change any desired settings and click **OK**.
3. On the **File** menu, click **Print**.
4. Change any desired settings and click **Print**.

Canceling a print job

You can cancel a print job using one of the following methods:

- **Control panel**

Press \times (Cancel button). This will clear the current print job. It does not affect print jobs waiting to be processed.

- **Windows**

Double-click the printer icon that appears in the task bar. Select the print job, and then press the **Delete** key on the keyboard.

- **Mac OS**

Double-click the printer in the **Printer Setup Utility** or **Print Center**. Select the print job you want to cancel and click **Delete**.

Printing on both sides (duplexing, Windows)

You can print on both sides manually using the Windows printer software.

Guidelines for printing on both sides of a page

To print on both sides of a page, you must specify duplex options in your software application or in the printer driver.

- Always use media that conforms to the printer specifications. See [Understanding specifications for supported print media](#).
- Specify duplex options in your application or in the printer driver.
- Do not print on both sides of transparencies.
- Do not print on both sides of envelopes or on media lighter than 75 g/m² (18 lb). Jams might occur with these media types.
- Do not print on both sides of photo paper or glossy media unless specifically designed for two-sided printing.
- Several kinds of media require a specific orientation when you print on both sides of a page, such as letterhead, preprinted paper, and paper with watermarks and prepunched holes. When you print from a computer running Windows, the printer prints the odd pages of the print job first. Load the media with the print side facing the front of the printer.

To perform duplexing (Windows)

1. Load the appropriate media. See [Guidelines for printing on both sides of a page](#) and [Loading media](#).
2. With a document open, on the **File** menu, click **Print**, and then click **Properties**.
3. Click the **Finishing** tab.
4. Select the **Print on Both Sides** check box.
5. To automatically resize each page to match the document's onscreen layout, ensure **Preserve Layout** is selected. Clearing this option might result in unwanted page breaks.
6. Select or clear the **Flip Pages Up** check box to match the way you want the binding. See the graphics in the printer driver for examples.
7. Change any other desired settings and click **OK**.
8. Print your document.
9. After the first side of the document is printed, follow the onscreen instructions and reload the paper into the tray to complete printing.
10. After reloading the paper, click **Continue** in the onscreen instructions to continue the print job.

Printing on special and custom-sized media

This section provides information on how to print on media such as envelopes, photo paper, postcards, transparencies, and custom-sized media.

To print on special and custom-sized media (Windows)

1. Load the appropriate media. See [Loading media](#).
2. With a document open, on the **File** menu, click **Print**, and then click **Setup** or **Properties**.
3. Click the **Paper/Quality** tab.
4. Select the media type from the **Type is** drop-down list.
5. Select the media size from the **Size is** drop-down list.

-Or-

Click **Custom**, enter the dimensions of the media, and then click **OK**.

6. Change any other desired settings and click **OK**.
7. Print your document.

To print on special and custom-sized media (Mac OS)

1. Load the appropriate media. See [Loading media](#).
2. On the **File** menu, click **Page Setup**.
3. Select the media size.
4. To set a custom media size, complete the following steps:
 - a. Click **Custom Paper Size** in the **Settings** drop-down menu.
 - b. Click **New**, and then type a name for the size in the **Paper Size Name** box.
 - c. In the **Width** and **Height** boxes, type the dimensions, and set the margins.
 - d. Click **OK**.
 - e. Click **Save**.
5. On the **File** menu, click **Page Setup** and select the new custom size.
6. Click **OK**.
7. On the **File** menu, click **Print**.
8. Open the **Paper Type/Quality** panel.
9. Click the **Paper** tab and select the media type.
10. Change any other desired settings and click **Print**.

Printing from mobile devices

The printer supports printing from a variety of mobile devices and memory cards, such as:

- Cameras
- Mobile phones
- PDAs

Printing digital photographs

You can print photographs directly from a digital camera or directly from a memory card, or you can transfer the photos from the card or camera to your computer and print them from a software application, such as HP Photo Printing Software. Also, you can print photos directly from a PictBridge-compatible camera.

If your digital camera uses a Type I CompactFlash™ (CF) card, SD card, or MMC, you can insert the card into the printer to print your photos. Your camera must support Digital Print Order Format (DPOF) version 1 or 1.1 in order to print directly from the card to the printer. DPOF files also automatically print directly from a USB Flash drive that is connected to the USB port of the printer.

See [Printing from memory cards and USB Flash drives](#) for more information.

To print with six-ink color

Your printer can print with six-ink color to enhance the quality of printed photographs. Print high-quality grayscale photographs by using a black print cartridge and a tri-color print cartridge, or by using a gray photo print cartridge and a tri-color print cartridge. To perform six-ink color printing, a photo and a tri-color print cartridge must be installed together.



NOTE: You can print high-quality black-and-white photographs using a gray photo print cartridge, combined with the tri-color print cartridge.

Guidelines for printing photographs

- For the best results when printing photographs and images, choose Best mode and select an HP photo paper in the printer driver. Best mode uses HP's unique PhotoREt IV color-layering technology and ColorSmart III color optimization technology to create realistic photo images, vivid color output, and extremely sharp text. With PhotoREt IV, a greater range of colors, lighter tones, and smoother gradations between tones can be achieved, ensuring the best photo and image print quality.

Alternatively, select **Maximum dpi**, which provides up to 4800 x 1200 optimized dpi* for optimum print quality.

*Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print more slowly. Photo cartridge, if present, further enhances the print quality.

- It is recommended to remove each sheet of paper as it prints and set it aside to dry.
- If the printed colors visibly shift towards yellow, cyan or magenta, or there is a tinge of color in the gray shades, you need to calibrate the color. See [Calibrating color](#).

- If you install photo print cartridges, align the print cartridges for best possible print quality. You do not need to align the print cartridges every time you install a photo print cartridge, only when necessary. See [Aligning the print cartridges](#).
- To store a print cartridge, see [Travel tips](#).
- Always hold photo paper by the edges. Fingerprints on photo paper reduce print quality.
- Photo paper should be flat before printing. If the corners of the photo paper curl more than 10 mm (3/8 inch), flatten the paper by putting it in the resealable storage bag, then rolling the bag on a table edge until the paper is flat.

To print from a PictBridge-compatible camera

The printer supports standard PictBridge-compliant features. See your digital camera documentation for more information about using its PictBridge features.

1. Connect the camera to the printer with the USB cable provided with the camera. The printer and camera compare features, and the compatible features are displayed on the camera.
2. Navigate through the camera menus to execute the desired photo-printing features.

To transfer photos to your computer



NOTE: The printer driver lets your computer read memory cards inserted into the printer as physical disk drives when you are connected with a USB cable. You can then access your photo files and print them with the software of your choice. (See [Installing the printer software and sharing the printer \(Windows\)](#).)

1. Insert the memory card into the correct card slot on the printer. Make sure the side of the card with the connecting pins or holes is placed into the printer first.
2. Press \times (Cancel button) to cancel direct printing from the card. If your computer is connected to the printer with a USB cable, the card then appears as a drive in Windows Explorer or on the Mac OS desktop. You can then transfer the photo files to another drive on the computer or open and print your photographs with the software application of your choice.

Printing from mobile phones

If you have a mobile phone that supports Bluetooth and you have installed a Bluetooth wireless printer card in your printer, you can print from your phone.

Some phones have HP's Mobile Printing Application software installed, which can increase the quality of the output. Visit <http://www.hp.com/support/dj460> to download this application if it is available for your phone and not preinstalled. Other printing applications might be available from your phone manufacturer that support this printer.



NOTE: HP Mobile Printing Application version 2.0 and later are supported. You can download the latest version from <http://www.hp.com/support/dj460> or from your phone manufacturer's website.

See the documentation for your phone's printing application for information on printing items such as:

- Images
- Messages: Email, short message service (SMS), and multimedia messaging system (MMS)
- Contacts
- Calendar
- Notes

To install the Mobile Printing Application on the phone

Use the following steps to install the Mobile Printing Application on your phone if it is not already installed. For help using these steps, see your mobile phone documentation or visit the manufacturer's support website.

1. Download the Mobile Printing Application to a computer from <http://www.hp.com/support/dj460> or from your phone manufacturer's website.

In this example, the name of the downloaded file is print.sis.

2. Transfer the print.sis file from the computer to the phone using one of the following methods.
 - Email: Attach the print.sis file to an email, send the email to your email address, then open the email on your phone.
 - Bluetooth: If your computer has Bluetooth, use your computer's Bluetooth utility to discover the phone, then send the print.sis file from the computer to the phone.
 - Infrared: Align the phone's infrared lens with the computer's infrared lens. Use the Wireless Link feature in Windows to send the print.sis file to the phone.
3. Open the print.sis file on your phone.
4. Follow the onscreen instructions to install the application.
5. Verify that the Mobile Printing Application has been installed by scrolling through the phone's main menu to find the **Print** icon.

If you don't see the **Print** icon, then repeat steps 3-5.

To print from a mobile phone

Print a file using one of the following methods, or see the documentation for your phone's printing application for information about printing.



NOTE: The printer ships with built-in fonts for Bluetooth printing. Certain models include Asian fonts for printing from mobile phones. The fonts included depend on the country/region where the printer was purchased. See [Printer specifications](#).

- Mobile Printing Application
- Bluetooth Send

Printing from Pocket PC devices

Certain Pocket PC models support 802.11 and Bluetooth wireless printing. Some Pocket PC devices come with wireless integrated and some require you to install a separate wireless card in your device to enable 802.11 or Bluetooth printing.



NOTE: 802.11 and Bluetooth wireless printing are available through wireless printer cards that are included with certain printer models. For a description and illustration of the wireless printer cards, see [Installing and using 802.11 and Bluetooth accessories](#).

You can install a Pocket PC printer driver to print wirelessly from your Pocket PC, if it is not already preinstalled. Visit <http://www.hp.com/support/dj460> for more information and to download this application to a computer running Windows.

If you are using a Pocket PC or Palm OS device, you can use the Toolbox software for PDAs to configure 802.11 and Bluetooth wireless settings for wireless printing. See [Toolbox software for PDAs \(Pocket PC and Palm OS\)](#).

For printing instructions, see [To print from Pocket PC devices](#).

For an overview of 802.11 and Bluetooth printing, see [802.11 and Bluetooth wireless printing](#).

For detailed information about setting up and configuring wireless settings for the printer, see [802.11 wireless connection](#) and [Bluetooth wireless connection](#).

To install the Pocket PC printer driver

Install the Pocket PC printer driver from a desktop or notebook computer to a Pocket PC, such as an HP iPAQ, through Microsoft ActiveSync.

1. Download the installer program from <http://www.hp.com/support/dj460t> to a computer running Windows.
2. Save the installer program.
3. Connect the Pocket PC to the computer.

If you need help connecting with ActiveSync, see the Pocket PC user's guide.

4. Double-click the executable file you downloaded on the computer.

The installer program copies the necessary files to the Pocket PC.

To print from Pocket PC devices

The instructions in this section assume you have established a wireless connection with the printer using the Toolbox software for PDAs. See [Toolbox software for PDAs \(Pocket PC and Palm OS\)](#).

If your PDA does not have wireless integrated, then install an 802.11 or Bluetooth wireless card in your PDA according to the manufacturer's instructions.



NOTE: Printing instructions for Pocket PCs vary according to the third-party printing application used. See the documentation that came with the third-party printing application for printing instructions.

Printing from Palm OS devices

You can print from Palm OS devices using an 802.11 or Bluetooth wireless connection and the Printboy utility. Some Palm OS devices come with wireless integrated and some require you to install a separate wireless card in your device to enable 802.11 or Bluetooth printing.



NOTE: 802.11 and Bluetooth wireless printing are available through wireless printer cards that are included with certain printer models. For a description and illustration of the wireless printer cards, see [Installing and using 802.11 and Bluetooth accessories](#).

The Printboy utility enhances the formatting for documents printed from standard Palm OS applications such as the Address, Memo Pad, To Do List, Date Book, and Mail options. It also allows you to print using Documents To Go. For more information, visit <http://www.hp.com/support/dj460>.

Documents To Go enables you to print MS Word and MS Excel files. Find Documents To Go on the CD that came with your Palm OS device or visit the DataViz website at <http://www.dataviz.com>.

For an overview of 802.11 and Bluetooth printing, see [802.11 and Bluetooth wireless printing](#).

For detailed information about setting up and configuring wireless settings on the printer, see [802.11 wireless connection](#) and [Bluetooth wireless connection](#).

To install Printboy

For information on downloading and installing Printboy on Windows or the Mac OS, visit <http://www.hp.com/support/dj460>.

For information on using Printboy, see the documentation that came with the software.

To install a wireless card



CAUTION: You must install the wireless card software files before inserting the card in the Palm OS device. Otherwise, the card will not function properly.

If your Palm OS device does not come with wireless integrated, then install an 802.11 or Bluetooth wireless card in your device according to the manufacturer's instructions, or visit Palm's website at <http://www.palm.com>.

To print using standard Palm OS applications

For instructions on using Printboy to print from standard Palm OS applications, see the documentation that came with the Printboy utility or that came with your Palm OS device.

If you are using a Pocket PC or Palm OS device, you can use the Toolbox software for PDAs to configure 802.11 and Bluetooth wireless settings for wireless printing. See [Toolbox software for PDAs \(Pocket PC and Palm OS\)](#).



NOTE: Printing instructions for Palm OS devices vary according to the third-party printing application used. See the documentation that came with the third-party printing application for printing instructions.

To choose default printer (optional)

You can select a default printer to use for all your printing. For instructions on selecting the HP Deskjet 460 printer as the default printer, see the documentation that came with the Printboy software.

To print using Documents To Go

For instructions on printing using Documents To Go, see the documentation that came with the software, or visit the DataViz website at <http://www.dataviz.com> for more information.

Using memory devices

The following section provides information on printing from memory cards and USB Flash drives.

Printing from memory cards and USB Flash drives

If your digital camera uses a Type I CF card, SD card, or MMC, you can insert the card into the printer to print your photos. Your camera must support Digital Print Order Format (DPOF) version 1 or 1.1 in order to print directly from the card to the printer. See your digital camera documentation to see if it supports DPOF files and for additional instructions on printing photos.

DPOF files are files created by digital cameras. They are stored on the camera's memory card and contain information such as which images are selected to print and how many of each image are to be printed or saved. The printer can read a DPOF file from the memory card so you do not have to use the printer software to reselect the images to print or save.

DPOF files also automatically print directly from a USB Flash drive that is connected to the USB port of the printer.

You can also transfer photos from a memory card or a USB Flash drive onto your computer's hard disk and print them from a software application such as HP Photo Printing Software.

For information on loading photo paper, see [Loading media](#).

To print from a memory card

1. Select the images you want to print by creating a DPOF file while the memory card is still in your digital camera. The settings you can specify (such as number of copies) are specific to your camera. See your digital camera's documentation for more information.
2. Turn on the printer.
3. Load the appropriate media. See [Loading media](#).
4. Configure your desired print settings:
 - Windows: Open the Toolbox (see [Toolbox \(Windows\)](#)). Click the **Printer Services** tab, and then click **Print Settings**. In the dialog box specify paper type, size, and print quality.
 - Mac OS: Open the HP Printer Utility (see [HP Printer Utility \(Mac OS\)](#)). Click **Direct Print Settings**, and then in the dialog box specify paper type, size, and print quality.



NOTE: If you do not have the Toolbox or HP Printer Utility installed, print a configuration page to check printer media settings for direct printing. This information will verify whether you are loading the correct media size and type before printing. See [Understanding device information pages](#).



5. Insert the card containing the DPOF file into the correct card slot on the printer. Make sure the side of the card with the connecting pins or holes is placed into the printer first.



CAUTION: If you do not insert the edge with card connector into the printer first, you can damage the card, the printer, or both.



The Resume light will blink after a few seconds if there is a DPOF file on the card.

6. Press  (Resume button) to print the images. The printer will automatically recognize the DPOF file on the memory card and print the images according to the specifications you set in the file. If it is a large file, the printer might take some time to print after you press  (Resume button).



CAUTION: Do not remove the memory card until the print job is completed. Otherwise the print job will be canceled.



NOTE: Printing might take several minutes, depending on print settings and the complexity of the image.

4 Managing and configuring the printer

This chapter describes tools to manage the printer, such as the Toolbox (Windows), HP Printer Utility (Mac OS), and Toolbox software for PDAs (Pocket PC and Palm OS). Other topics describe how to print configuration and diagnostic pages, connect the printer directly to your computer using a USB cable, and how to connect to the printer using an 802.11 or Bluetooth wireless connection.

Managing the printer

The following sections provide information on printer management tasks and tools.

Overview of printer management tasks

The following table lists the tools that can be used to manage the printer.



NOTE: The following table lists the most common tools that are used for administrator functions. Specific procedures might include other methods.

If you want to...	...use these tools.				
	Toolbox (Windows)	Toolbox software for PDAs (Pocket PC and Palm OS)	Windows printer driver (see Changing print settings)	HP Printer Utility (Mac OS)	HP Deskjet 460 Network Setup Tool (Mac OS)
To monitor the printer					
Media and supplies usage	✓				
View battery status	✓	✓		✓	
View print cartridge status (ink levels)	✓	✓		✓	
Understand printer lights	✓	✓	✓		
To administer the printer					
Printer maintenance	✓		✓		
Configure power settings	✓				
Configure wireless settings	✓	✓			✓
Set up alerts and notifications	✓				

Toolbox (Windows)

The Toolbox provides status and maintenance information about the printer. It also provides links to this guide for help in performing basic printing tasks and solving problems. You can also configure 802.11 and Bluetooth wireless settings for wireless printing.



NOTE: If the Toolbox was not installed with the other printer software components, you can install it using the installation program on the Starter CD.



NOTE: To configure Bluetooth settings or monitor printer status (such as ink levels) using the Toolbox, you must connect the printer to your computer with a USB cable.



NOTE: If you are using a Pocket PC or Palm OS device, you can use the Toolbox software for PDAs. See [Toolbox software for PDAs \(Pocket PC and Palm OS\)](#).

To open the Toolbox

1. Click the **Start** button, and then point to **Programs**.
2. Point to **HP Deskjet 460 Series**, and then click **HP Deskjet 460 Series Toolbox**.

Toolbox tabs

The Toolbox contains tabs where you can view product information and change configuration settings.

For more detailed information about the options on these tabs, right-click each option in the Toolbox window and select **What's This?**

Tabs	Contents
Printer Status	<ul style="list-style-type: none"><li data-bbox="435 170 1465 233">• Selected printer Displays a list of installed printers that are supported by the Toolbox.<li data-bbox="435 243 1465 306">• Ink level information Shows estimated ink levels for each cartridge.<li data-bbox="435 317 1465 401">• Power Status Displays power source (AC or battery) and percentage of battery charge remaining if the battery is installed.<li data-bbox="435 411 1465 474">• Wireless Strength Shows the signal strength of the wireless connection between the printer and the computer.<li data-bbox="435 485 1465 548">• Supplies information Provides access to website where you can order printer supplies and accessories online.<li data-bbox="435 558 1465 621">• Cartridge information Shows order numbers for the installed print cartridges.<li data-bbox="435 632 1465 842">• Preferences Allows you to set advanced Toolbox settings. You can select which printer error messages appear, specify whether you want to be notified by an audio alert when an error occurs, and specify the types of error messages that you want to see. Also, you can turn on myPrintMileage AutoSend, a service that HP provides to help you keep track of your device usage to help you forecast and plan the purchase of supplies. See myPrintMileage (Windows) for more information.

Tabs	Contents
Information	<p data-bbox="384 159 584 191">Printer Information</p> <ul style="list-style-type: none"> <li data-bbox="384 201 1410 321">• myPrintMileage Provides access to the myPrintMileage website where you can view the printer hardware and print cartridge health information. You can also use this service to obtain information about accumulated ink and media use. See myPrintMileage (Windows) for more information. <li data-bbox="384 331 1374 422">• Printer hardware Displays detailed printer information such as model, firmware version, service ID, and other hardware-related information. <li data-bbox="384 432 1150 495">• Traveling information Provides information about purchasing print cartridges while traveling. <li data-bbox="384 506 1410 596">• HP Instant Support Provides access to the HP Instant Support website for support services and troubleshooting tips. See HP Instant Support (Windows) for more information. <li data-bbox="384 606 719 669">• Register your printer Registers your printer online. <li data-bbox="384 680 831 743">• How Do I... Displays help for common printer tasks. <li data-bbox="384 753 1134 816">• Troubleshooting Displays step-by-step instructions to help you solve printing problems. <li data-bbox="384 827 871 890">• Contact HP Provides information on how to contact HP.
Printer Services	<ul style="list-style-type: none"> <li data-bbox="384 909 1270 972">• Align print cartridges Aligns the print cartridges. See Aligning the print cartridges for more information. <li data-bbox="384 982 1286 1045">• Clean print cartridges Cleans the print cartridges. See Cleaning the print cartridges for more information. <li data-bbox="384 1056 1270 1119">• Calibrate color Balances color tints on printed pages. See Calibrating color for more information. <li data-bbox="384 1129 1410 1220">• Print a demo page Sends a demo page to the printer to verify that the printer is connected to the computer correctly and is working properly. See Understanding device information pages for more information. <li data-bbox="384 1230 1410 1293">• Print settings Prints a configuration page. See Understanding device information pages for more information. <li data-bbox="384 1304 1398 1367">• Bluetooth settings Configures Bluetooth wireless settings. See Bluetooth wireless connection for more information. <li data-bbox="384 1377 1390 1440">• Power settings Sets the waiting time for the printer to automatically turn off while operating in battery mode. <li data-bbox="384 1451 1366 1514">• Wireless profiles Configures 802.11 wireless settings. See 802.11 wireless connection for more information.

HP Printer Utility (Mac OS)

The HP Printer Utility contains tools to configure print settings, calibrate the printer, clean the print cartridges, print configuration and test pages, order supplies online, and find website support information.

To open the HP Printer Utility

1. Double-click the Macintosh HD icon on the desktop.
2. Select **Library**, and then select **Printers**.
3. Select **hp**, select **Utilities**, and then select **HP Printer Selector**.
4. Select the printer, and then click **Launch Utility**.

HP Printer Utility panels

The following options are available on the HP Printer Utility:

Panel	Contents
Information And Support	<ul style="list-style-type: none">• Supplies Status Displays ink levels and information for the print cartridges.• WOW! Prints a sample page to view the print output quality.• HP Support Provides access to the HP website where you can register the printer, find support for the printer, and find information about returning and recycling used printing supplies.• Clean Cleans the print cartridges.• Device Information Prints a configuration page that provides information about the printer.• Travel Info Provides information about purchasing print cartridges while traveling.• Align Aligns the print cartridges for best possible print quality.• Test Prints a test page to help identify printing problems.• Calibrate Color Adjusts color to correct problems with tint.
Printer Settings	<ul style="list-style-type: none">• Direct Print Settings Specifies paper type, size, and print quality for Digital Print Order Format (DPOF) and personal digital assistant (PDA) printing.• Power Management Displays battery charge level and provides setting to turn off the battery after a specified period of time.• Network Settings Configures IP settings for network connectivity.• Bluetooth Settings Configures Bluetooth settings for wireless printing (only available when a USB cable is connected).

HP Deskjet 460 Network Setup Tool (Mac OS)

The HP Deskjet 460 Network Setup Tool allows you to configure network settings for the printer. You can configure wireless settings such as network location name and wireless mode, and wired settings such as TCP/IP address, router, and subnet mask.

To open the HP Deskjet 460 Network Setup Tool

1. Double-click the Macintosh HD icon on the desktop.
2. Select **Library**, and then select **Printers**.
3. Select **hp**, select **Utilities**, and then select **HP Deskjet 460 Network Setup Tool**.
4. Follow the onscreen instructions to configure network settings for the printer.

Toolbox software for PDAs (Pocket PC and Palm OS)

The Toolbox software for PDAs running Pocket PC or Palm OS allows you to view status and maintenance information about the printer. You can view ink levels and battery charge level, understand printer lights, align the print cartridges, and also configure 802.11 and Bluetooth wireless settings for wireless printing.

See the Toolbox software documentation for more information on using the Toolbox, or visit <http://www.hp.com/support/dj460>.

HP Instant Support (Windows)

HP Instant Support is a suite of Web-based troubleshooting tools. HP Instant Support helps you quickly identify, diagnose, and resolve printing problems.

HP Instant Support provides the following information about your device:

- **Easy access to troubleshooting tips**

Provides tips that are customized for your device.

- **Resolution of specific device errors**

Provides immediate access to information that can help you resolve error messages specific to your device.

To see a description of the problem, as well as recommendations for solving or preventing the problem, click the link within the message. To see a list of past device errors, click **Alerts** on the left side of the HP Instant Support page.

- **Notification of device driver and firmware updates**

Alerts you when there is a firmware or driver update with a message that appears on the HP Instant Support homepage. Click the link within the message to go directly to the download section of the HP website.

- **Obtaining support services**

Provides a list of the support services that are available for your device.

- **Managing ink and media usage (myPrintMileage)**

Helps you manage and forecast printer supplies usage.

- **Self diagnostic testing for your device**

Runs a diagnostic test of your device. Select **Printer** on the Self Help menu on the Instant Support page to start diagnosing the devices. HP Instant Support checks the computer, and a list of configured devices appears. When you select the device that you want to diagnose, HP Instant Support helps you with tasks such as making sure that you have the latest device driver available and gaining access to reports about the device status and detailed device-diagnostic information.

If any errors are detected during this process, you are given the option to perform updates to the device drivers or to perform detailed diagnostic tests on the device.

- **HP expert help online (Active Chat)**

Personalized help from an HP support expert is available over the Web at any time. Simply submit a question or a description of your problem. Your recent device history, system configuration, and any actions that you have attempted are automatically forwarded to HP (upon your approval) so that you will not need to describe the problem again. An HP support expert will respond online to solve your problem through a real-time Web chat.

- **Knowledge database**

Use the HP knowledge database to quickly find answers to your questions.

Security and privacy

When you use HP Instant Support, detailed device information, such as the serial number, error conditions, and status, is sent to HP. HP respects your privacy and manages this information according to the guidelines that are outlined in the HP Online Privacy Statement (<http://www.hp.com/country/us/eng/privacy.htm>).



NOTE: To view all of the data that is sent to HP, select **Source** (for Internet Explorer) or **Page Source** (for Netscape) from the View menu in your Web browser.

To access HP Instant Support

Toolbox (Windows)

- Open the Toolbox (see [Toolbox \(Windows\)](#)). Click the **Information** tab, and then click **HP Instant Support**.



NOTE: Do not bookmark the Web pages that are used to open HP Instant Support. If you bookmark the site and connect to it by using the bookmark, the pages will not contain the current information.

myPrintMileage (Windows)

myPrintMileage is a service that HP provides for tracking your device usage. This service helps you forecast device usage and plan the purchase of supplies. It consists of two parts:

- myPrintMileage website
- myPrintMileage AutoSend, a utility that periodically updates the device usage information on the myPrintMileage website

To use myPrintMileage, you must have the following:

- Toolbox (Windows) installed
- Internet connection
- Device connected



NOTE: HP recommends that you enable myPrintMileage to send data for three to six months to allow a meaningful amount of data to accumulate on the myPrintMileage website.

On the myPrintMileage website, you can view a print analysis that includes:

- The amount of ink you have used.
- Which inks you use the most.
- The estimated number of pages you can print with the remaining ink.

To access myPrintMileage

Toolbox (Windows)

- Open the Toolbox (see [Toolbox \(Windows\)](#)). Click the **Information** tab, click **myPrintMileage**, and then follow the onscreen instructions.

Windows taskbar

- Right-click the Toolbox icon in the Windows taskbar, click **myPrintMileage**, and then select **View my print usage**.



NOTE: Do not bookmark the Web pages that are used to open myPrintMileage. If you bookmark the site and connect to it by using the bookmark, the pages will not contain the current information.

Understanding device information pages

The device information pages contain detailed printer information, including firmware version number, serial number, service ID, print cartridge information, default page settings, and printer media settings.

The wireless configuration page contains 802.11 and Bluetooth connectivity information.





NOTE: The printer must not be processing any print jobs while you print the configuration and diagnostic pages.

If you need to call HP, it is useful to print diagnostic and configuration pages before calling.



Printing device information pages from the control panel

You can print the following device information pages from the control panel on the printer, without being connected to the printer.

To print a diagnostic page

Hold down  (Power button) and press  (Resume button) 4 times.

To print a configuration page

Hold down  (Power button) and press  (Cancel button) 4 times.



Use the configuration page to view current printer settings, ink supply status, print cartridge health, and to troubleshoot printer problems.

To print a wireless configuration page

Hold down  (Cancel button) for more than 2 seconds.

Use the wireless configuration page to view 802.11 information such as 802.11 settings for different wireless profiles, and Bluetooth information such as Bluetooth device name.

To print a demo page

Hold down  (Power button) and press  (Resume button) once.

You can print a demo page to verify that your printer is working. However, if you want to verify that the printer is connected to the computer correctly, or that the printer software is working correctly, print a test page from the **General** tab in the **Printer Properties** dialog box (Windows) or the configuration page from the **Device Information** panel in the HP Printer Utility (Mac OS).

Printing device information pages from the software

You can connect to the printer to print the following device information pages from the printer software.

To print a test page from the Toolbox (Windows)

1. Open the Toolbox. See [Toolbox \(Windows\)](#).
2. Click the **Printer Services** tab.
3. Click **Print a Demo Page**.



NOTE: If you are using a Pocket PC or Palm OS device, you can use the Toolbox software for PDAs. See [Toolbox software for PDAs \(Pocket PC and Palm OS\)](#).

To print a configuration page from the printer driver (Windows)

1. Open the printer driver. See [Changing print settings](#).
2. Click **Properties**.
3. Click the **Services** tab.
4. Click **Print Configuration Page**.

To print a test page from the HP Printer Utility (Mac OS)

1. Open the HP Printer Utility. See [HP Printer Utility \(Mac OS\)](#).
2. On the Test panel, click **Print Test Page**.

Configuring the printer

This section describes connecting to the printer and sharing the printer with other computers that are on the same network.



NOTE: If you are connecting the printer to a computer running Windows XP (64-bit), download the printer software from <http://www.hp.com/support/dj460> and install using Add Printer from the Printers or Printers and Faxes folder.



NOTE: You must have administrator privileges to install a printer driver in Windows 2000 and later.

Direct connection

Connect the printer directly to your computer with a USB cable. For information about connecting the printer wirelessly, see [802.11 wireless connection](#) or [Bluetooth wireless connection](#).



NOTE: If you install the printer software and connect a printer to a computer running Windows, you can connect additional printers to the same computer with USB cables without reinstalling the printer software.

Installing the printer software and sharing the printer (Windows)

When setting up the printer, HP recommends that you connect the printer after you install the software because the installation program is designed to provide you with the easiest setup experience.

To install the software before connecting the printer (recommended)

It is recommended to install the Toolbox, which provides status and maintenance information about your printer. It also provides access to documentation and online help tools for solving printer problems. If you do not install the Toolbox you will not see printer error messages on your computer screen and will not have access to the myPrintMileage website. See [Toolbox \(Windows\)](#) for more information.

1. Close any running applications.
2. Insert the Starter CD into the CD drive. The CD menu runs automatically.
If the CD menu does not start automatically, double-click the **Setup** icon on the Starter CD.
3. On the CD menu, click **Install Printer Driver**.
4. Follow the onscreen instructions to complete the software installation.
5. When prompted, turn on the printer and connect the printer to your computer with a USB cable.

The **Found New Hardware** wizard appears on the computer screen and the printer icon is created in the **Printers** folder.



NOTE: You can also share the printer with other computers using a simple form of networking known as locally shared networking. See [To share the printer on a local network](#).

To connect the printer before the installing software

If you connected the printer to the computer before installing the printer software, the **Found New Hardware** wizard appeared on the computer screen.



NOTE: If you have turned on the printer, do not turn off the printer or unplug the cable from the printer while the installation program is running. If you do, the installation program will not finish.

1. In the **Found New Hardware** dialog box that provides the option for selecting a method to locate the driver, select the advanced option and click **Next**.



NOTE: Do not allow the Found New Hardware wizard to perform an automatic search for the driver.

2. Select the check box for specifying the driver location, and ensure that the other check boxes are clear.
3. Insert the Starter CD into the CD drive. If the CD menu appears, close the CD menu.
4. Browse to locate the root directory on the Starter CD (for example, D:), and then click **OK**.
5. Click **Next**, and then follow the onscreen instructions.
6. Click **Finish** to close the **Found New Hardware** wizard.

The wizard automatically starts the installation program (this might take a short while). For Windows 98 and Windows Me, you must complete the installation program at this point if you want to install a non-English driver.

7. Complete the installation process.



NOTE: The setup program provides options to install non-driver components such as the Toolbox, which is recommended to install. For instructions about installing these components, follow the steps outlined in [To install the software before connecting the printer \(recommended\)](#).

You can also share the printer with other computers using a simple form of networking known as locally shared networking. See [To share the printer on a locally shared network](#).

To share the printer on a locally shared network

In a locally shared network, the printer is connected directly to the USB port of one computer (known as the server) and is shared by other computers (clients) on the same network.



NOTE: When sharing a directly connected printer, use the computer with the newest operating system as the server. For example, if you have a computer running Windows 2000 and another computer running an older version of Windows, use the computer running Windows 2000 as the server.

Use this configuration only in small groups or when usage is low. The computer that is connected to the printer is slowed down when many users print to the printer.

1. From the Windows desktop, click the **Start** button, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
2. Right-click the printer icon, click **Properties**, and then click the **Sharing** tab.
3. Click the option to share the printer, and give the printer a share name.
4. If you are sharing the printer with client computers that use other versions of Windows, you can click **Additional Drivers** to install their drivers as a convenience to them. This optional step requires you to have the Starter CD in your CD drive.

Installing the printer software and sharing the printer (Mac OS)

You can connect the printer directly to Macintosh computers running Mac OS X (10.2 and 10.3). You can also share the printer on a local network.

To install the software

1. Connect the printer to your computer with a USB cable.
2. Close any running applications.
3. Insert the Starter CD into the CD drive. The CD menu runs automatically.
If the CD menu does not start automatically, double-click the **Setup** icon on the Starter CD.
4. Click **Install Driver** and follow the onscreen instructions.
5. Open the Printer Setup Utility or Print Center, which is located in the Applications\Utilities folder.
6. Click **Add**.
7. Select **USB** from the menu.
8. Select the printer from the printer list, and then click **Add**. A mark appears beside the printer name, indicating that this printer is now the default printer.
9. Close the Print Center.

To share the printer on a local network

When you connect the printer directly, you can still share the printer with other computers using a simple form of networking known as locally shared networking. Use this configuration only in small groups or when usage is low. The computer that is connected to the printer is slowed down when many users print to the printer.

Basic requirements for sharing in a Macintosh environment include the following items:

- The Macintosh computers must be communicating on the network using TCP/IP, and the Macintosh computers must have IP addresses. (AppleTalk is not supported.)
- The printer that is being shared must be connected to a built-in USB port on the host Macintosh computer.
- Both the host Macintosh computer and the client Macintosh computers that are using the shared printer must have printer-sharing software installed and the printer driver or PPD for the printer that is installed. (You can run the Installer program to install the printer sharing software and associated Help files.)
- The client Macintosh computers should have the appropriate HP printer drivers installed.
- The client Macintosh computers must be PowerMac computers.

For more information about USB printer sharing, see the support information that is available on the Apple website (<http://www.apple.com>) or the Mac Help on the computer.

Use the following steps to share the printer among Macintosh computers running Mac OS X (10.2 and 10.3):

1. Open **System Preferences**, click **Sharing**, click **Services**, and then select the **Printer Sharing** check box.
2. To print from the other Macintosh computers (clients) on the network, preselect the printer in **Sharing**. Then, choose the neighborhood where the printer is shared and select the printer.

Uninstalling the printer software

To uninstall the printer software (Windows)

If you are using Windows 2000 or later, you must have administrator privileges to uninstall the printer software.

1. If the printer is connected directly to the computer with a USB cable, disconnect the printer.
2. Close any running applications.
3. Click the **Start** button, point to **Settings**, and then click **Control Panel**.
4. Double-click **Add/Remove Programs**.
5. Select the printer software that you want to remove.
6. Click the button for adding or removing the software.
7. Follow the onscreen instructions to complete the removal of the printer software.



NOTE: If the uninstallation process fails, restart the computer and repeat the previous steps to uninstall the software.

If the software was not successfully installed or the uninstaller could not be found, complete the following steps to run the scrubber utility.

8. Disconnect the printer from the computer.
9. On the computer, restart Windows.
10. Insert the Starter CD into the CD drive. If the CD menu appears, exit the CD menu.
11. Locate the scrubber utility on the Starter CD and run the utility.
 - For Windows 98 and Windows Me, use the scrub9x.exe file located in the Utils\Scrubber\Win9x_Me folder.
 - For Windows 2000 and later, use the scrub2k.exe file located in the Utils\Scrubber\Win2k_XP folder.

To uninstall the printer software (Mac OS)

1. If the printer is connected directly to the computer with a USB cable, disconnect the printer.
2. Close any running applications.
3. Insert the Starter CD into the CD drive. The CD menu runs automatically.
If the CD menu does not start automatically, double-click the **Setup** icon on the Starter CD.
4. Click **Install Driver**.
5. When the Main Installation dialog box appears, select **Uninstall** from the drop-down list located in the upper-left part of the dialog box.

802.11 wireless connection

This section describes how to set up and configure the printer for an 802.11 wireless connection. The recommended method for setting up this mobile printer for wireless communication with a single computer is using an “ad hoc” network. However, you might want to set it up on an existing “infrastructure” network that uses a wireless access point (WAP). For an overview of 802.11 wireless printing, see [About 802.11](#).



NOTE: 802.11 printing is available through 802.11 wireless printer cards that are included with certain printer models. For a description and illustration of the 802.11 wireless printer card, see [Installing and using 802.11 and Bluetooth accessories](#). Also, the sending device must have built-in 802.11 capability or an 802.11 wireless card installed.

About the wireless profile switch

The printer includes an 802.11 wireless profile switch so you can store settings for up to three 802.11 computers or networks. This allows you to easily move the printer from home to office or between any three wireless network environments.

When you install the printer driver from the Starter CD and select Wireless for the connection type, the 802.11 wireless profile settings are stored in the current position of the wireless profile switch. Once you have installed the software using a wireless connection, you can configure the three wireless profile settings to match the wireless networks you want to use.

The wireless profile settings used by each switch position (1, 2, and 3) can be configured using the following tools:

- Toolbox (Windows)

When the Toolbox is communicating with the printer, you can use it to configure wireless profiles.



NOTE: If you are using a Pocket PC or Palm OS device, you can use the Toolbox software for PDAs. See [Toolbox software for PDAs \(Pocket PC and Palm OS\)](#).

- Wireless Profile Configuration Utility (Windows)

You can use this tool to set up multiple printers at one time using a USB Flash drive. See [To configure multiple printers for 802.11 \(Windows\)](#).

- HP Deskjet 460 Network Setup Tool (Mac OS).

This tool automatically launches during installation, or you can use it later to configure 802.11 wireless profiles. See [HP Deskjet 460 Network Setup Tool \(Mac OS\)](#).

For instructions on configuring 802.11 wireless profiles after software installation, see [Configuring and using 802.11 wireless profiles](#).

About 802.11 wireless network settings

In order to connect to an 802.11 wireless network, you need to know the network settings. If you do not know the settings for a network, you will need to get this information from a network administrator.

You can configure the following 802.11 options for each profile:

Wireless Network Name (SSID)

By default, the printer looks for an ad hoc network called "hpsetup". This is the wireless network name, or SSID. Your network may have a different SSID.

Communication mode

There are two communication mode options for an 802.11 connection:

- Ad hoc (recommended)

On an ad hoc network, the printer is set to ad hoc communication mode and communicates directly with other wireless devices without the use of a wireless access point (WAP).

- Infrastructure

On an infrastructure network, the printer is set to infrastructure communication mode and communicates with other devices on the network, whether the devices are wired or wireless, through a WAP. WAPs commonly act as routers or gateways on small networks.

Wireless security settings

- Network authentication: The printer's factory default setting is Open network. The network does not require security for authorization or encryption.
- Data encryption: Wired Equivalent Privacy (WEP) provides security by encrypting data sent over radio waves from one wireless device to another wireless device. Devices on a WEP-enabled network use WEP keys to encode data. If your network uses WEP, you must know the WEP key(s) it uses.

If you set Data encryption to disabled, the printer will attempt to detect and automatically associate to open wireless network named "hpsetup".

All devices on the ad hoc network must:

- Be 802.11-compatible
- Have ad hoc as the communication mode
- Have the same network name SSID
- Be on the same subnet
- Be on the same channel
- Have the same 802.11 security settings

Setting up for 802.11 using factory defaults

The factory default wireless network settings are:

- Communication mode: **ad hoc**
- Network name (SSID): **hpsetup**
- Security (encryption): **disabled**



NOTE: On the Mac OS, an ad hoc network is referred to as a computer to computer network.

To set up using ad hoc mode and factory defaults with a USB cable (Windows and Mac OS)

You can set up your printer on a wireless ad hoc network (Windows) or computer to computer network (Mac OS) using the default settings if you have a USB cable nearby for a temporary connection. Follow these steps to connect to the printer using its factory default ad hoc network settings:

1. Close any running applications.
2. Insert the Starter CD into the CD drive. The CD menu runs automatically.
If the CD menu does not start automatically, double-click the **Setup** icon on the Starter CD.
3. On the CD menu, click **Install Printer Driver** (Windows) or **Install Driver** (Mac OS).
4. Follow the onscreen instructions to complete the software installation, temporarily connecting a USB cable when prompted. Mac OS only: Complete the installation using the HP Deskjet 460 Network Setup Tool, which launches automatically during setup.



NOTE: When new 802.11 settings are sent to the printer to configure one of the wireless profiles, the printer will turn off and then back on again (power cycle) to enable the settings.

To configure additional 802.11 wireless profiles after you have set up the printer, see [Configuring and using 802.11 wireless profiles](#).

To set up using ad hoc mode and factory defaults with no USB cable (Windows)

You can set up your printer on a wireless ad hoc network using the default settings even if you have no USB cable. Follow these steps to connect to the printer using its factory default ad hoc network settings:

1. Open the configuration utility for your computer's wireless network card, then do the following:
 - a. Create a new wireless profile with the following values:
 - Communication mode: **ad hoc**
 - Network name (SSID): **hpsetup**
 - Security (encryption): **disabled**
 - b. Activate the profile.
2. Wait two minutes for the printer to obtain an IP address, then print a wireless configuration page by holding down (Cancel button) for more than two seconds.
3. On the configuration page, verify the following for the printer's network settings:
 - Communication mode: **ad hoc**
 - Network name (SSID): **hpsetup**
 - The IP address is **not 0.0.0.0**

If one of the previous conditions is not true, then repeat the preceding steps.

4. Close any running applications.
5. Insert the Starter CD into the CD drive. The CD menu runs automatically.
If the CD menu does not start automatically, double-click the **Setup** icon on the Starter CD.
6. On the CD menu, click **Install Printer Driver**.
7. On the Connection Type screen, select **Wireless**, and then click **Next**.
8. Follow the onscreen instructions to complete the software installation.



NOTE: When new 802.11 settings are sent to the printer to configure one of the wireless profiles, the printer will turn off and then back on again (power cycle) to enable the settings.

To configure additional 802.11 wireless profiles after you have set up the printer, see [Configuring and using 802.11 wireless profiles](#).

To set up a computer to computer (ad hoc) connection using factory defaults with no USB cable (Mac OS)

You can set up your printer on a wireless computer to computer (ad hoc) network using the default settings even if you have no USB cable. Follow these steps to connect to the printer using the factory default settings:

1. Print a wireless configuration page by holding down \times (Cancel button) for more than 2 seconds.
2. Open the AirPort Setup Assistant, and then follow the onscreen instructions for joining an existing wireless network. Use **hpsetup** as the existing network to join.
3. Insert the Starter CD into the CD drive. The CD menu runs automatically.
If the CD menu does not start automatically, double-click the **Setup** icon on the Starter CD.
4. On the CD menu, click **Install Driver**.
5. On the Connection Type screen, select **Wireless Network**, and then click **Done**.
6. On the Welcome screen, click **Continue**.
7. Select **Wireless** from the printer list drop-down menu.
8. Select the printer in the printer name list, and then click **Continue**.
If the printer does not appear in the list, wait for a minute and then click **Rescan**.
9. Enter **hpsetup** as the network name, and then click **Apply**.
10. Select **None** for wireless security, and then click **OK**.
11. Click **Send Settings** to send the settings to the printer.



NOTE: When new 802.11 settings are sent to the printer to configure one of the wireless profiles, the printer will turn off and then back on again (power cycle) to enable the settings.

To configure additional 802.11 wireless profiles after you have set up the printer, see [Configuring and using 802.11 wireless profiles](#).



NOTE: The HP Deskjet 460 does not support the Mac OS classic environment.

Setting up for 802.11 on existing (non-default) networks

If you want to connect to an existing network with settings other than the factory defaults (for example an infrastructure network), and are already connected wirelessly using the factory defaults, you can simply enter the network settings for one of the three positions of the wireless profile switch using the Toolbox (Windows) or HP Deskjet 460 Network Setup Tool (Mac OS). See [Configuring and using 802.11 wireless profiles](#).



NOTE: To use the printer with any wireless connection, you must run Setup at least once from the Starter CD and create a wireless connection. After performing one wireless setup, you can connect the printer to additional wireless networks by configuring new wireless profiles in the wireless profile switch.

To set up on an existing network with a USB cable (Windows or Mac OS)

You can set up your printer on any wireless network if you have a USB cable nearby to use for a temporary connection. Follow these steps to create a wireless connection to the printer:

1. Get all of the necessary settings for the wireless network. See [About 802.11 wireless network settings](#).
2. Close any running applications.
3. Insert the Starter CD into the CD drive. The CD menu runs automatically.
If the CD menu does not start automatically, double-click the **Setup** icon on the Starter CD.
4. On the CD menu, click **Install Printer Driver** (Windows) or **Install Driver** (Mac OS).
5. Follow the onscreen instructions to complete the software installation.
 - a. Enter the wireless network settings in the dialogs.
 - b. Temporarily connect a USB cable when prompted.
 - c. Mac OS only: Complete the installation using the HP Deskjet 460 Network Setup Tool, which launches automatically during setup.



NOTE: When new 802.11 settings are sent to the printer to configure one of the wireless profiles, the printer will turn off and then back on again (power cycle) to enable the settings.

To configure additional 802.11 wireless profiles after you have set up the printer, see [Configuring and using 802.11 wireless profiles](#).

To set up on an existing network with no USB cable

This section describes connecting to an existing network with settings other than the factory defaults, or setting up a new ad hoc (Windows) or computer to computer (Mac OS) network that does not use the factory defaults, when all of the following conditions are true:

- You have a computer with 802.11.
- You do not have a USB cable.
- You have never set up the printer to connect wirelessly.

If all of the above are true, then you will need to do the following:

1. Set up the printer with a wireless connection using the factory defaults. See [Setting up for 802.11 using factory defaults](#).
2. Configure one of the three positions of the wireless profile switch with the desired network settings using the Toolbox (Windows) or HP Deskjet 460 Network Setup Tool (Mac OS). See [Configuring and using 802.11 wireless profiles](#).

Configuring and using 802.11 wireless profiles

The printer includes an 802.11 wireless profile switch so you can store settings for up to three 802.11 computers or networks. This allows you to easily move the printer from home to office or between any three wireless network environments.



You can modify these wireless profiles using the Toolbox (Windows) or the HP Deskjet 460 Network Setup Tool (Mac OS). See [Toolbox \(Windows\)](#) and [HP Deskjet 460 Network Setup Tool \(Mac OS\)](#).



NOTE: If you are using a Pocket PC or Palm OS device, you can use the Toolbox software for PDAs. See [Toolbox software for PDAs \(Pocket PC and Palm OS\)](#).

After configuring a wireless profile, you can print a wireless configuration page to get a list of the profile settings and to ensure they have been properly set. See [To print a wireless configuration page](#).

After you have configured more than one of the wireless profiles, you can use the wireless profile switch on the printer to switch between the different profiles. See [To use the wireless profile switch](#).

The Wireless Profile Configuration Utility (Windows) allows you to configure several printers with the same settings. See [To configure multiple printers for 802.11 \(Windows\)](#).

To configure 802.11 wireless profiles (Windows)

This section assumes that the Toolbox is communicating with the printer.



NOTE: To use the printer with any wireless connection, you must run Setup at least once from the Starter CD and create a wireless connection. After performing one setup to create a wireless connection, you can connect the printer to additional networks by configuring new wireless profiles and changing the wireless profile switch position.



NOTE: If you can see the ink levels in the Toolbox, the Toolbox is communicating with the printer.



NOTE: When new 802.11 settings are sent to the printer to configure one of the wireless profiles, the printer will turn off and then back on again (power cycle) to enable the settings.

1. Open the Toolbox. See [Toolbox \(Windows\)](#).
2. Click the **Printer Services** tab.
3. Click **Wireless Profiles**.

4. Click the **Edit Profile** button (current, 1, 2, or 3) for the profile you want to edit.
The “current” profile is the current position (1, 2, or 3) of the wireless profile switch on the printer.
5. Enter the wireless profile information for the network that you want to connect to, and then click **Save Profile**.

To configure 802.11 wireless profiles (Mac OS)



NOTE: When new 802.11 settings are sent to the printer to configure one of the wireless profiles, the printer will turn off and then back on again (power cycle) to enable the settings.

1. Select the profile to configure using the wireless profile switch on the printer. See [To use the wireless profile switch](#).
2. Double-click the Macintosh HD icon on the desktop.
3. Select **Library**, and then select **Printers**.
4. Select **hp**, select **Utilities**, and then select **HP Deskjet 460 Network Setup Tool**.
5. On the Welcome screen, click **Continue**.
6. Select **Wireless** from the printer list drop-down menu or USB if the printer is currently connected via a USB cable.
7. Select the printer in the printer name list, and then click **Continue**.
If the printer does not appear in the list, wait for a minute and then click **Rescan**.
8. Enter the wireless profile information, and then click **Apply**.
9. Click **Send Settings** to send the settings to the printer.

To use the wireless profile switch

Each profile you configure in the software (1, 2, and 3) corresponds to a wireless profile switch position (1, 2, and 3) on the printer. The “current” profile is the current position (1, 2, or 3) of the wireless profile switch.



NOTE: You can print a wireless configuration page to get a list of the profile settings and to ensure they have been properly set. See [To print a wireless configuration page](#).

To print on a specific set profile

1. Change the number on the wireless profile switch to that specific profile.
2. Change the wireless network on your computer to be in that specific profile.
3. Send a print job using the installed printer driver.

After you have configured more than one of the wireless profiles, you can use the wireless profile switch on the printer to switch between the different profiles.



For example, if you configured profile 1 for printing in an infrastructure environment (for example, the office) and configured profile 2 for printing in an ad hoc environment (for example, away from the office or on the road), you only have to move the switch between 1 and 2 to switch between those profiles.



Make sure the switch is in the appropriate position (1, 2, or 3) to match the profile you are using before sending a print job. For example, if you are on the road and had previously configured switch position 2 for ad hoc wireless printing on the road, move the switch to position 2 before sending a print job.






NOTE: After switching from one wireless profile to another, the first print job takes 10 seconds or so before it starts to print.

To reset 802.11 wireless profiles to factory defaults

To reset the active profile (the current position of the wireless profile switch)

- Hold down  (Power button) and press  (Cancel button) 8 times.

To reset all three 802.11 wireless profiles

- Hold down  (Power button), press  (Cancel button) twice, and then press  (Resume button) 8 times.

To configure multiple printers for 802.11 (Windows)

You can use the Wireless Profile Configuration Utility to conveniently set up multiple printers for wireless connection. This utility exports the printer's wireless profile settings to a USB Flash drive. You can then configure other printers with these settings by inserting the flash drive into another printer's USB host port.



NOTE: The Wireless Profile Configuration Utility is supported on the following operating systems: Windows 2000, and Windows XP.

To use the Wireless Profile Configuration Utility

1. Insert the 802.11 wireless printer card into the every printers' CF card slot.
2. Connect the USB Flash drive to one printer's USB host port. For the location of this port, see [Back and side view](#).

When the USB Flash drive is inserted, the 802.11 wireless printer card lights will turn off. The lights will turn on again after the 802.11 settings have been configured on the USB Flash drive.

3. Close any running applications.
4. Insert the Starter CD into the CD drive. The CD menu runs automatically.
If the CD menu does not start automatically, double-click the **Setup** icon on the Starter CD.
5. On the CD menu, click **Enterprise Solutions**, and then click **Wireless Profile Configuration Utility**.
6. Follow the onscreen instructions to export the printer's wireless profile settings to a USB Flash drive and then configure the other printers by moving the USB Flash drive to the USB host port of each printer.

Bluetooth wireless connection

This section describes how to set up and configure the printer for a Bluetooth wireless connection. For an overview of Bluetooth, see [About Bluetooth](#).

You can configure Bluetooth wireless settings during software installation (setup), or you can configure settings later using the Toolbox (Windows) or HP Printer Utility (Mac OS). See [Configuring Bluetooth wireless settings](#).



NOTE: If you are using a Pocket PC or Palm OS device, you can use the Toolbox software for PDAs. See [Toolbox software for PDAs \(Pocket PC and Palm OS\)](#).



NOTE: To configure Bluetooth settings or monitor printer status (such as ink levels) using the Toolbox (Windows), you must connect the printer to your computer with a USB cable.



NOTE: Bluetooth printing is available through Bluetooth wireless printer cards that are included with certain printer models. For a description and illustration of the Bluetooth wireless printer card, see [Installing and using 802.11 and Bluetooth accessories](#). Also, the sending device must have built-in Bluetooth capability or a Bluetooth wireless card installed.

Setting up a Bluetooth wireless connection

The following sections describe how to set up a Bluetooth wireless connection.

To set up a Bluetooth wireless connection (Windows)

1. Close any running applications.
2. Insert the Starter CD into the CD drive. The CD menu runs automatically.
If the CD menu does not start automatically, double-click the **Setup** icon on the Starter CD.
3. On the CD menu, click **Install Printer Driver**.
4. Select **Other Port** when prompted for the port.
5. Select **Skip** when prompted to connect the printer.
6. Follow the onscreen instructions to complete the software installation.
7. Using the host Bluetooth software on your computer, locate the COM port number for the Bluetooth Client assigned to your Bluetooth device. For example, if you are using a 3Com Bluetooth adapter on your computer, open the Bluetooth Connection Manager, select COM Ports from the Tools menu, and take note of the COM port number of the 3Com Bluetooth Serial Client port.
8. From the Windows desktop, click the **Start** button, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
9. Right-click the printer icon, and then click **Properties**.
10. Click the **Ports** tab and select the COM port as identified in step 6.
11. Click **Apply**, and then click **OK**.

To configure Bluetooth wireless settings after you have set up the printer, see [Configuring Bluetooth wireless settings](#).

To set up a Bluetooth wireless connection (Mac OS)

1. Connect the printer to your computer with a USB cable.
2. Open System Preferences, and from the Hardware list click **Bluetooth**. Make sure Bluetooth is turned on.
3. Insert the Starter CD into the CD drive.
Double-click the CD icon on the desktop, and then double-click the **Setup** icon. Also, you can locate the Installer folder on the Starter CD.
4. Click **Install Driver** and follow the onscreen instructions.
5. Open the Printer Setup Utility or Print Center, which is located in the Applications\Utilities folder.
6. Click **Add**.
7. Select **Bluetooth** from the menu.
8. Select the printer from the printer list, and then click **Add**. A mark appears beside the printer name, indicating that this printer is now the default printer.
9. Close the Print Center.

To configure Bluetooth wireless settings after you have set up the printer, see [Configuring Bluetooth wireless settings](#).

Configuring Bluetooth wireless settings

You can use the Toolbox (Windows), HP Printer Utility (Mac OS), or the Toolbox software for PDAs (Pocket PC and Palm OS) to configure Bluetooth wireless settings.



NOTE: In order to change the printer's Bluetooth settings you must connect the printer to your computer with a USB cable.

To configure Bluetooth wireless settings (Windows)

1. Connect the printer to your computer with a USB cable.
2. Insert the Bluetooth wireless printer card into the CF slot in the printer. (See [Installing the 802.11 or Bluetooth wireless printer card](#).)
3. Open the Toolbox. See [Toolbox \(Windows\)](#).
4. Click the **Printer Services** tab.
5. Click **Bluetooth Settings**.
6. Set the Bluetooth wireless options you want.
For descriptions of the Bluetooth wireless options, see [Bluetooth wireless settings options](#).
7. After you have set the options you want, click **OK**.
A warning dialog box appears.
8. Click **OK** to close the warning dialog box.
9. In the Toolbox, select the **HP Deskjet 460 Series Bluetooth** driver in the drop-down menu.
10. Close the Toolbox.

The printer ignores any other device that tries to establish a connection. The device must wait until the original connection is closed before it can establish a new connection.

To configure Bluetooth wireless settings (Mac OS)

Bluetooth connections are supported in Mac OS X (10.3 and later), provided Bluetooth hardware is included or installed in your computer.

1. Connect the printer to your computer with a USB cable.
2. Insert the Bluetooth wireless printer card into the CF slot in the printer. (See [Installing the 802.11 or Bluetooth wireless printer card.](#))
3. Open the HP Printer Utility. See [HP Printer Utility \(Mac OS\)](#).
4. Select the printer and click **Launch Utility**.
5. Click the **Bluetooth Settings** panel.
6. Set the Bluetooth wireless options you want.
For descriptions of the Bluetooth wireless options, see [Bluetooth wireless settings options](#).
7. Click **Apply Now**.

The printer ignores any other device that tries to establish a connection. The device must wait until the original connection is closed before it can establish a new connection.

Bluetooth wireless settings options



NOTE: In order to change the printer's Bluetooth settings you must connect the printer to your computer with a USB cable.

To see the Bluetooth-specific information for your printer, print a wireless configuration page. See [To print a wireless configuration page](#).

Bluetooth device address

This is the address by which Bluetooth devices identify the printer. You cannot change the printer's Bluetooth device address.

Bluetooth device name

When a device discovers the printer, it displays the printer's Bluetooth device name. The printer ships with a default Bluetooth device name: HP Deskjet 460/[serial number].

This option allows you to change the printer's Bluetooth device name. In order to change the printer's name you must connect the printer to your computer with a USB cable.



NOTE: Up to 60 characters can be entered and saved for the Bluetooth printer name. You can print a wireless configuration page to see the full, 60-character name.



NOTE: The printer's Bluetooth device name appears in Bluetooth applications only. In the Windows Printers folder, the printer is identified as the HP Deskjet 460 series.

To change the printer's Bluetooth device name (Windows)

1. Connect the printer to your computer with a USB cable.
2. Open the Toolbox. See [Toolbox \(Windows\)](#).
3. Click the **Printer Services** tab.
4. Click **Bluetooth Settings**.
5. Enter a new printer name of up to 60 characters in the Printer Name box.
6. Click **OK**.

The printer's Bluetooth device name is changed.

To change the printer's Bluetooth device name (Mac OS)

1. Connect the printer to your computer with a USB cable.
2. Open the HP Printer Utility. See [HP Printer Utility \(Mac OS\)](#).
3. Click the **Bluetooth Settings** panel.
4. Enter a new printer name.
5. Click **Apply Now**.

The printer's Bluetooth device name is changed.

PIN code

This option allows you to change the printer's PIN code. When the printer is set to **Encryption required** (see [Encryption required](#)), devices attempting to use the printer are prompted for a PIN code.

In order to change the printer's PIN code you must connect the printer to your computer with a USB cable.

To change the printer's PIN code (Windows)

1. Connect the printer to your computer with a USB cable.
2. Open the Toolbox. See [Toolbox \(Windows\)](#).
3. Click the **Printer Services** tab.
4. Click **Bluetooth Settings**.
5. Click the **Change PIN Code** button.

The Change PIN Code dialog box appears.

6. Enter the new PIN Code. The default PIN Code is "0000" (four zeros).
7. Re-enter the new PIN code.
8. Click **OK**.

The PIN code is changed.

To change the printer's PIN code (Mac OS)

1. Connect the printer to your computer with a USB cable.
2. Open the HP Printer Utility. See [HP Printer Utility \(Mac OS\)](#).
3. Click the **Bluetooth Settings** panel.
4. Click the **Change PIN Code** button.

The Change PIN Code dialog box appears.

5. Enter the new PIN Code. The default PIN Code is "0000" (four zeros).
6. Re-enter the new PIN code.
7. Click **Apply Now**.

The PIN code is changed.

Reset device access

The following steps will clear all bonded devices from the printer's memory.

To reset device access (Windows)

1. Open the Toolbox. See [Toolbox \(Windows\)](#).
2. Click the **Printer Services** tab.
3. Click **Bluetooth Settings**.
4. Click the **Reset Device Access** button.

A warning dialog box appears.

5. Click **OK** to close the warning dialog box.

All bonded devices are removed from the printer's memory.

To reset device access (Mac OS)

1. Open the HP Printer Utility. See [HP Printer Utility \(Mac OS\)](#).
2. Click the **Bluetooth Settings** panel.
3. Click the **Reset Device Access** button.

A warning dialog box appears.

4. Click **OK** to close the warning dialog box.

All bonded devices are removed from the printer's memory.

Access modes

Access modes determine the level of access that Bluetooth-enabled devices have to the printer.

The printer has three access modes:

Public mode

The printer can be discovered by all Bluetooth-enabled devices. See [Bluetooth discovery](#) for more information.

Private mode

The printer can be discovered only by devices that have stored the printer's address. See [Bluetooth discovery](#) for more information.

Encryption required

When the Encryption required checkbox is selected, all data sent to the printer is encrypted. This option also automatically sets authentication. The printer then requires the following:

- All data sent over a Bluetooth wireless connection must be encrypted.
- All users must enter a PIN code the first time they print. See [PIN code](#) for more information.



NOTE: All devices must send a PIN code the first time they print when Encryption required is selected. See [PIN code](#) for more information.

To reset to factory default settings



NOTE: Using the following instructions will reset only the printer's Bluetooth settings.

1. Press and hold down (Power button).
2. While holding down (Power button), press (Cancel button) 4 times, then press (Resume button) 6 times.
3. Release (Power button).

To turn off Bluetooth

To turn off Bluetooth printing, remove the Bluetooth wireless printer card from the printer.

Bluetooth discovery

Discovery is the process by which a Bluetooth-enabled device detects other Bluetooth-enabled devices that are within range.

When a device discovers the printer, it displays the printer's Bluetooth device name. See [Bluetooth device name](#) for more information.

The method of discovery varies according to the type of Bluetooth software used.

Bluetooth fonts

The printer ships with built-in fonts for Bluetooth printing. Certain models include Asian fonts for printing from mobile phones. The fonts included depend on the country/region where the printer was purchased. See [Printer specifications](#).

Wireless configuration page

The wireless configuration page shows 802.11 and Bluetooth information you need when using the printer. For more information and instructions on printing this page, see [Understanding device information pages](#).

Bonding

When a printer and a sending device bond, they store each other's Bluetooth device address. This allows the device to discover the printer in Private mode. See [Private mode](#) for more information.

The printer can bond to up to 31 devices. If you reach this limit and want to bond to an additional device, you must clear all the previously bonded devices from the printer's memory. See [Reset device access](#) for instructions.

Bluetooth wireless profiles

Serial port profile (SPP)

The Serial Port Profile is a wireless version of a serial port on the printer that can be used with notebook computers, Pocket PC devices such as HP iPAQs, and other PDA devices to print with Bluetooth wireless technology. The Serial Port Profile sends data as a series of bytes and does not support bi-directional communication.

Object push profile (OPP)

The Object Push Profile lets you print from devices that use the Object Exchange protocol (OBEX), such as mobile phones and personal digital assistants (PDAs) such as Pocket PC and Palm OS devices. Files that can be transferred over OBEX include vCard (stores business cards, addresses and phone numbers), vCalendar (supports event tracking and to-do lists), vMessage (supports simple messages and text), JPEG (for images), and ASCII text for mobile phones and PDAs such as Palm OS devices.

Basic printing profile (BPP)

The Basic Printing Profile extends the capabilities of OBEX so you can better control the printing from Bluetooth-enabled PDAs, mobile phones, and other devices. The Basic Printing Profile lets you set the printer, the number of copies to print, and other printing attributes, such as multiple per page sheet or handout printing.

The Basic Printing Profile is flexible, allowing for “driverless” printing, so any printer that supports the profile can print data from a device that also supports the profile. This profile is bi-directional, so it allows printer status information (the progress of the print job, or errors such as “out of paper” or “paper jam”) to be sent back to the computer to be displayed.

Basic imaging profile (BIP)

The Basic Imaging Profile lets you print images from a compatible digital camera or other mobile device with Bluetooth wireless technology.

Hardcopy cable replacement profile (HCRP)

The Hardcopy Cable Replacement Profile lets you print with the same features, quality and speed as printing with a cable. The Hardcopy Cable Replacement Profile provides the same basic functionality as the Serial Port Profile, with the addition of bi-directional communication (e.g., messages such as “out of paper”, “out of ink”, and job status). It also supports all of the functions offered with HP all-in-one devices, such as printing, scanning, faxing and copying.

Unlike the Basic Printing Profile, the Hardcopy Cable Replacement Profile requires you to have the printer driver installed on the computer you are printing from, so it is primarily useful for printing from a PC.

5 Maintaining and troubleshooting

This chapter explains basic printer maintenance and troubleshooting. You can find information about the state of the printer and the print cartridges from the Toolbox (Windows), the HP Printer Utility (Mac OS), and the Toolbox software for PDAs (Pocket PC and Palm OS) if you have one of these installed. You can also perform maintenance functions from these utilities.

Maintaining the printer

The printer does not require scheduled maintenance, except for replacing the ink service module. (See [Replacing the ink service module](#).) You should attempt, however, to keep the printer free of dust and debris. This cleaning keeps the printer in peak condition and might also make the diagnosis of problems easier.



WARNING! Turn off the printer and unplug the power cord before cleaning the printer. If using the optional battery, turn off the printer and remove the battery before cleaning.

Cleaning the printer

When you clean the printer, follow these guidelines:

- Clean the outside of the printer with a soft cloth moistened with mild detergent and water.



NOTE: Clean the printer only with water or water mixed with a mild detergent. Using other cleaners or alcohol can damage the printer.

- Clean the inside of the front access cover with a dry, lint-free cloth.



CAUTION: Be careful not to touch the rollers. Skin oils on the rollers can cause print quality problems.

Cleaning the print cartridges

If printed characters are incomplete, or if dots or lines are missing from the printouts, you might need to clean the print cartridges. These are symptoms of clogged ink nozzles, which can result from prolonged exposure to air.



NOTE: Before you clean the print cartridges, make sure the print cartridge ink levels are not low or empty. Low ink levels can also cause incomplete characters, missing lines, or dots on the printouts. Check the print cartridge lights to make sure they are not on. (See [Printer lights reference](#).) You can also check the status of the print cartridges from the Printer Status tab in the Toolbox (Windows) or HP Printer Utility (Mac OS). Replace any low or empty print cartridges. For instructions, see [Replacing the print cartridges](#).








If you are using a Pocket PC or Palm OS device, you can use the Toolbox software for PDAs. See [Toolbox software for PDAs \(Pocket PC and Palm OS\)](#).

To clean print cartridges automatically



NOTE: Clean the print cartridges only when necessary. Cleaning uses ink and shortens the life of the print cartridges. There are three levels of cleaning available. After one level of cleaning, perform the next level of cleaning only if the results are not satisfactory.

Control panel

1. Press and hold down  (Power button).
2. While holding down the button, do one of the following. Perform the next level of cleaning only if results from the previous level are not satisfactory.
 - a. For level 1 cleaning: Press  (Cancel button) twice.
 - b. For level 2 cleaning: Press  (Cancel button) twice and  (Resume button) once.
 - c. For level 3 cleaning: Press  (Cancel button) twice and  (Resume button) twice.
3. Release  (Power button).

The printer begins the cleaning process.
4. Print a configuration page. See [Understanding device information pages](#).

Toolbox (Windows)

1. Open the Toolbox. See [Toolbox \(Windows\)](#).
2. Click the **Printer Services** tab, click **Clean Print Cartridges**, and then follow the onscreen instructions.

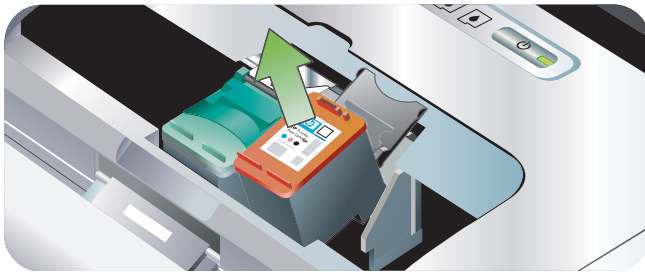
HP Printer Utility (Mac OS)

1. Open the HP Printer Utility. See [HP Printer Utility \(Mac OS\)](#).
2. Click **Clean** and follow the onscreen instructions.

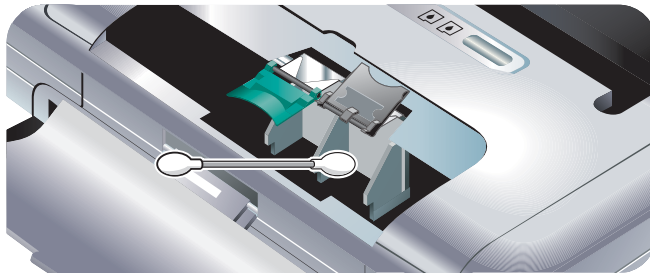
To clean print cartridges manually

Poor contact between the print cartridges and the print cartridge cradles can also affect the quality of the printout. When this occurs, try cleaning the electrical contacts on the print cartridges and print cartridge cradles.

1. Remove the print cartridge from the printer. (See [Replacing the print cartridges.](#))

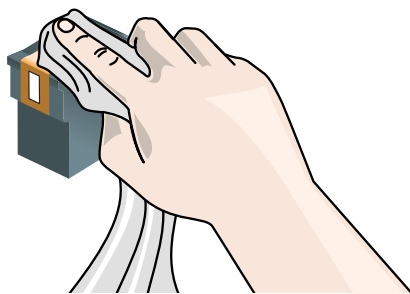


2. Clean the electrical contacts on the print cartridge cradle with a dry cotton swab.

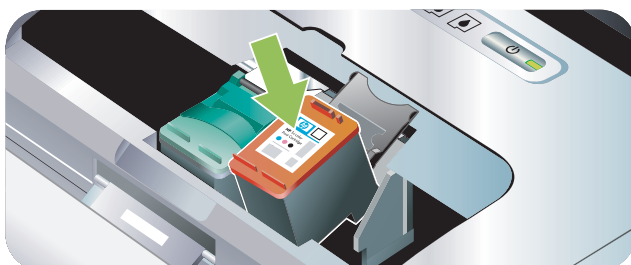


3. Carefully clean the electrical contacts on the print cartridge with a soft, dry, lint-free cloth.

CAUTION: To prevent damage to the electrical contacts, you should wipe the contacts only once. Do not wipe the ink nozzles on the print cartridges.



4. Reinstall the print cartridges.



Replacing the print cartridges

You can check the ink levels from the Toolbox (Windows), the HP Printer Utility (Mac OS), and the Toolbox software for PDAs (Pocket PC and Palm OS). For information about using these tools, see [Overview of printer management tasks](#).

After removing a print cartridge from its package, install it right away.

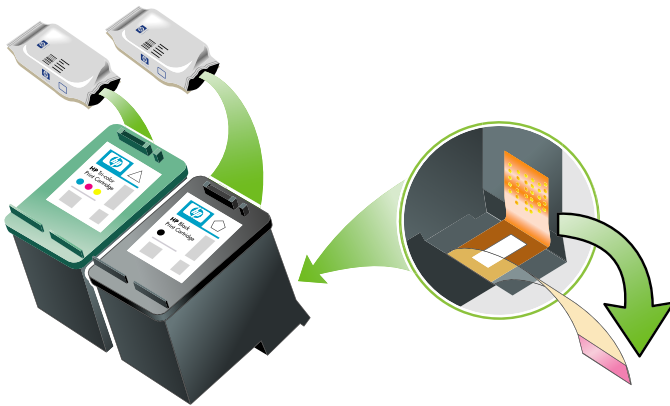
CAUTION: HP recognizes customer's choice, but cannot guarantee the quality or reliability of non-HP print cartridges. Printer services or repairs required as a result of using non-HP or refilled print cartridges are not covered under warranty.



NOTE: To find out which print cartridges work with your printer, see [HP supplies and accessories](#).

CAUTION: To prevent clogs, ink failure, and bad electrical connections, do not touch the print cartridge ink nozzles or copper contacts, and do not remove the copper strips.

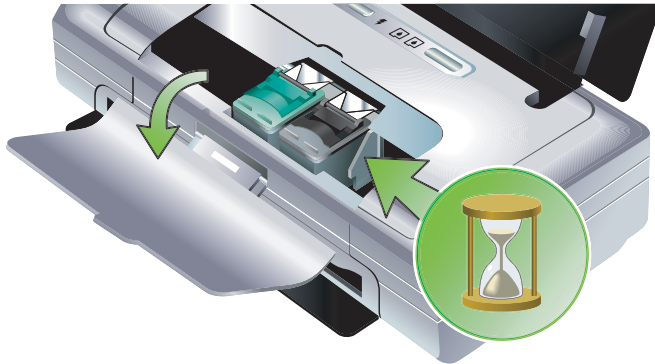
1. Remove the new print cartridge from its package and then pull the colored tab to remove the protective film from the cartridge.



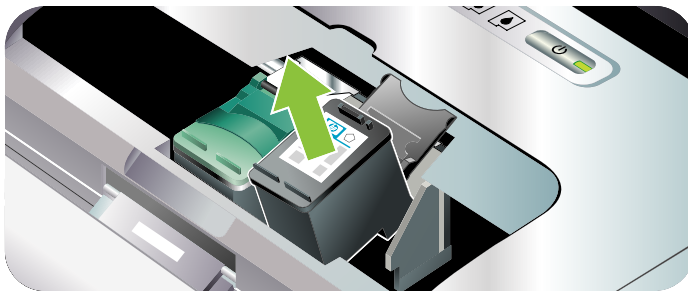
2. With the printer turned on, open the front access cover. Wait for the carriage to stop moving. This should take only a few seconds.



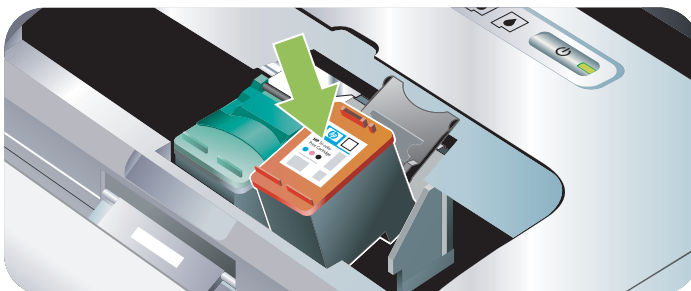
CAUTION: Only remove or install print cartridges when the print cartridge carriage stops moving.



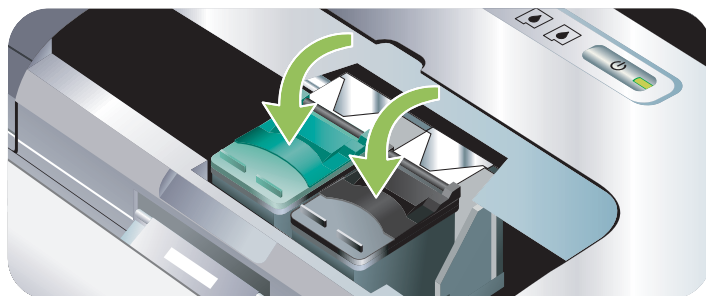
3. Lift the print cartridge latch open and gently remove the print cartridge from its cradle compartment.



4. Insert the new print cartridge into its cradle compartment at the same angle at which you removed the old print cartridge. Check the number on the latch against the number on the print cartridge to make sure you are inserting the correct print cartridge.



5. Close the print cartridge latch. If the cartridge is inserted correctly, closing the latch gently pushes the cartridge into its cradle compartment. Press the latch to make sure it is seated flat on the cartridge.



6. Close the front access cover.
7. Wait for the carriage to complete the print cartridge initialization routine and return to the home position at the left side of the printer before using the printer.



NOTE: Do not open the front access cover until the print cartridge initialization is complete.

Aligning the print cartridges

Whenever you install a new print cartridge, you should align the print cartridges for the best possible print quality. If your printout is grainy, has stray dots, jagged edges, or the ink is bleeding into another color, you can re-align them through the Toolbox or printer driver (Windows), the HP Printer Utility (Mac OS), or the Toolbox software for PDAs (Pocket PC and Palm OS). For information about using these tools, see [Overview of printer management tasks](#).

To align the print cartridges



NOTE: Load plain paper into the paper tray before aligning the print cartridges. An alignment page is printed during the alignment process.

Toolbox (Windows)

1. Open the Toolbox. See [Toolbox \(Windows\)](#).
2. Click the **Printer Services** tab, click **Align Print Cartridges**, and then follow the onscreen instructions.

HP Printer Utility (Mac OS)

1. Open the HP Printer Utility. See [HP Printer Utility \(Mac OS\)](#).
2. Click **Align** and follow the onscreen instructions.

Printing with a single print cartridge

If one of the print cartridges runs out of ink before you can replace it, you can still print with a single print cartridge.

Empty cartridge	Cartridges used	Output
Black	Prints with only the tri-color print cartridge	Color and grayscale
Tri-color	Prints with only the black or photo print cartridge	All documents will print in grayscale
Photo	Prints with only the tri-color print cartridge	Color and grayscale



NOTE: Printing with one print cartridge might be slower and the print quality might be affected. It is recommended to print with both print cartridges. For borderless printing, the tri-color print cartridge must be installed.

Calibrating color

If you are not satisfied with the appearance of the colors, you can calibrate colors manually to ensure the best print quality



NOTE: Calibrate the color only when the tri-color and photo print cartridges are installed together. The photo print cartridge is available for purchase as an optional accessory. See [HP supplies and accessories](#).



NOTE: If you are using a Pocket PC or Palm OS device, you can calibrate the color using the Toolbox software for PDAs. See [Toolbox software for PDAs \(Pocket PC and Palm OS\)](#).

Color calibration balances color tints on printed pages. It is only necessary if:

- Printed colors have visibly shifted toward yellow, cyan or magenta.
- There is a color tinge in the gray shades.

Low ink levels in the print cartridges might also produce incorrect colors.

To calibrate color

Toolbox (Windows)

1. Open the Toolbox. See [Toolbox \(Windows\)](#).
2. Click the **Printer Services** tab, click **Calibrate Color**, and then follow the onscreen instructions.

HP Printer Utility (Mac OS)

1. Open the HP Printer Utility.
2. Click **Calibrate Color** and follow the onscreen instructions.

Replacing the ink service module

The replaceable ink service module holds waste ink from the black print cartridge. When it is almost full, the printer lights will prompt you to replace it. See [Printer light patterns](#).

When the ink service module is full, the printer will stop printing. If you have a new ink service module, install it immediately by following the instructions that come with it.

Otherwise, visit <http://www.hp.com/support/dj460> or see [Support and warranty](#) to get a replacement. In the meantime, remove the black print cartridge to continue printing. The printer can print using only the tri-color print cartridge but the color results and print speed will be affected. See [Printing with a single print cartridge](#).



CAUTION: Allowing the ink service module to fill completely can result in black ink spillage. Take care to avoid spilling the ink in the ink service module. Ink can permanently stain fabric and other materials.



NOTE: If you have installed the Toolbox (Windows), you can choose to display error messages on your screen when there is a problem with your printer. See [Installing the printer software and sharing the printer \(Windows\)](#).

Troubleshooting tips and resources

Use the following sections to resolve printing problems:

- For printing problems, see [Resolving printing problems](#).
- For paper jam and paper-feed problems, see [Resolving paper-feed problems](#).
- For installation problems, see [Troubleshooting installation issues](#).

If these sections do not resolve the problem, see [General troubleshooting tips](#) and check the items in that section. If your problem is still not resolved, see [Support and warranty](#) for information on contacting HP.

General troubleshooting tips

If the suggestions in [Resolving printing problems](#), [Resolving paper-feed problems](#), or [Troubleshooting installation issues](#) do not resolve the problem, try the following general troubleshooting tips.

Check the printer

Verify the following:

- Power cord and other cables are working and firmly connected to the printer. Make sure the printer is connected firmly to a functioning alternating current (AC) power outlet and is turned on. See [Printer specifications](#) for voltage requirements.
- The printer is connected directly to the USB port if using a USB connection. Do not share the port with other devices, such as a Zip drive. Make sure the cable is connected firmly to the printer and computer.
- All packing tapes and materials are removed from the printer.
- Print cartridges are properly installed in their correct cradle compartments. Verify that you have removed the tape from each cartridge.
- Print cartridge latches and all covers are closed.
- Media is loaded correctly in the tray and is not jammed in the printer.
- If using battery power, confirm that the battery power is not low. See [Charging and using the battery](#).
- Power light is on and not blinking. When the printer is first turned on, it takes approximately 45 seconds to warm up.
- Printer is in the Ready state. If lights are on or blinking, see [Printer lights reference](#).
- Printer can print a configuration page. See [Understanding device information pages](#).

Check the software

Verify the following:

- The printer is set as the current or default printer. See [Changing print settings](#).
- No error messages appear on the computer screen.
- **Pause Printing** is not selected if you are using Windows.
- The status **Stopped** does not appear in the Printer Setup Utility or Print Center in the Mac OS.
- The **Use Printer Offline** option is not checked in Windows 2000 and Windows XP.
- The **Print to file** option is not checked in the **Print** dialog box. For Windows, try checking **Print directly to the printer** from the **Advanced** tab in the **Printer Properties** dialog box.
- The print settings (such as paper type, paper size, margins, and color) in the printer driver are correct. See [Changing print settings](#).

- You are not running too many programs when performing a print job. Close programs that you are not using or restart the computer before attempting the print job again.
- Any necessary software, such as Printboy for Palm OS users, is installed in the host device if using a Bluetooth connection. Make sure your Bluetooth settings are correct. See [Bluetooth wireless connection](#).
- Your wireless network settings are correct if using an 802.11 connection. See [802.11 wireless connection](#).
- You created a DPOF file on your digital camera memory card, if you are trying to print directly from the card. See [Printing from memory cards and USB Flash drives](#).

Resolving printing problems

This section provides solutions to common printing problems.

Printer shuts down unexpectedly

Check the power and power connections

Make sure the printer is connected firmly to a functioning alternating current (AC) power outlet. See [Printer specifications](#) for voltage requirements.

All printer lights are blinking

A non-recoverable error has occurred

Turn the printer off and turn it back on. If the printer does not turn off or on, unplug the power connector from the back of the printer, wait a few seconds, and then plug it in again. If the problem persists, contact HP. See [Support and warranty](#).

Printer is not responding (nothing prints)

Check the printer

See [General troubleshooting tips](#).

Check the printer software installation

If the printer is turned off when printing, an alert message should appear on your computer screen; if no message appears, the printer software might not be installed correctly. To resolve this, uninstall the software completely, and then reinstall the printer software. See [Uninstalling the printer software](#).

Check the cable

Make sure both ends of the USB cable are secure.

Check the wireless connection

- Printing larger files using a Bluetooth wireless connection can sometimes cause the print job to fail. Try printing a smaller file.
- See also [Problems setting up 802.11 or Bluetooth wireless communication](#).

Printer does not accept print cartridge

Check the print cartridge

Remove the print cartridge and make sure the protective tape has been removed completely from the print cartridge. See [Cleaning the print cartridges](#).

Clean the print cartridge

Complete the print cartridge cleaning procedure. See [Cleaning the print cartridges](#).

Turn off the printer after removing the print cartridge

After removing the print cartridge, turn off the printer, and then turn on the printer without the print cartridge installed. After the printer has restarted, reinsert the print cartridge.

Printer takes a long time to print

Check the system configuration

Make sure the computer meets the minimum system requirements for the printer. See [Printer specifications](#).

Check the print settings

The printer prints slower when **Best** or **Maximum dpi** is selected as the print quality. To increase the print speed, select different print settings in the printer driver. See [Changing print settings](#).

Check for radio interference

If the printer is connected using wireless communication and is printing slowly, then the radio signal might be weak. See [Problems setting up 802.11](#) or [Bluetooth wireless communication](#).

Check the wireless connection

- Printing larger files using a Bluetooth wireless connection can sometimes cause the print job to fail. Try printing a smaller file.
- After switching from one 802.11 wireless profile to another, the first print job takes 10 seconds or so before it starts to print.
- See also [Problems setting up 802.11](#) or [Bluetooth wireless communication](#).

Blank page is printed

Check for empty print cartridges

Check the printer lights to see which cartridge is low. The Toolbox (Windows), HP Printer Utility (Mac OS), and Toolbox software for PDAs (Pocket PC and Palm OS) provides print cartridge information. If you are printing black text and a blank page prints, the black print cartridge might be empty. See [Replacing the print cartridges](#).

Check the printer setup

See [General troubleshooting tips](#).

Check the wireless connection

- Printing larger files using a Bluetooth wireless connection can sometimes cause the print job to fail. Try printing a smaller file.
- See also [Problems setting up 802.11 or Bluetooth wireless communication](#).

Something on the page is missing or incorrect

Check the margin settings

Make sure the margin settings for the document do not exceed the printable area of the printer. See [Changing print settings](#).

Check the print settings

Make sure **Print in Grayscale** is not selected in the printer driver. See [Changing print settings](#).

Check the print cartridges

Check to make sure that both cartridges are installed and functioning correctly. Print cartridges might need to be cleaned. See [Cleaning the print cartridges](#). Print cartridges might have run out of ink. Replace any empty cartridge. Try removing and reinstalling the cartridges, making sure they snap firmly into place. See [Replacing the print cartridges](#).

Check the printer location and length of the USB cable

High electromagnetic fields (such as those generated by USB cables) can sometimes slightly distort printouts. Move the printer away from the source of the electromagnetic fields. Also, it is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields.

Check the PictBridge settings

If printing using a PictBridge device, make sure the media settings in the device are correct or are defaulting to the current printer settings. If defaulting to the current printer settings, then check the Toolbox (Windows), HP Printer Utility (Mac OS), or Toolbox software for PDAs (Pocket PC and Palm OS) to make sure the current printer settings are correct.

Check the DPOF settings

If printing a DPOF file from a memory card, make sure the DPOF file was set up correctly in the device that created it. Please see the documentation that came with the device. Always load the media for portrait printing.

Check the borderless print settings

If printing using a PictBridge device, make sure the media settings in the device are correct or are defaulting to the current printer settings.

Check the wireless connection

- Printing larger files using a Bluetooth wireless connection can sometimes cause the print job to fail. Try printing a smaller file.
- See also [Problems setting up 802.11 or Bluetooth wireless communication](#).

Check the mobile phone font

Boxes might appear when trying to print Asian fonts from a mobile phone on printers purchased outside Asia. Asian fonts for Bluetooth mobile phone printing are supported by models purchased in Asia.

Placement of the text or graphics is wrong

Check the page-orientation setting

The page orientation selected might not be correct for the document you are printing. Make sure the media size and page orientation selected in the software program match the settings in the printer driver. See [Changing print settings](#)

Check the paper size

- Make sure the paper size selected in the printer driver matches the paper size loaded in the printer.
- The size of the document you are printing might be larger than the media in the tray, so that content outside the printable area is cut off.

If the layout of the document you are trying to print will fit on a media size supported by the printer, then load the correct media size. Make sure to select the correct page orientation.

Alternatively, in Windows you can open the printer driver and select **Scale to fit** to scale the document to fit the media size currently selected. See [Changing print settings](#).

- Print a configuration page to check printer media settings for direct printing. This information will verify that you are loading the correct media size and type before printing.

If you have the Toolbox (Windows), HP Printer Utility (Mac OS), or Toolbox software for PDAs (Pocket PC and Palm OS) installed, see [Printing device information pages from the software](#).

If you do not have one of these utilities installed, see [Printing device information pages from the control panel](#).

Check the margin settings

- Make sure the margin settings for the document do not exceed the printable area of your printer. For information about margin settings, see [Changing print settings](#).
- If the text or graphics are cut off at the edges of the page, make sure the margin settings for the document do not exceed the printable area of your printer.

For information about margin settings, see [Changing print settings](#).

Check the print mode

- When you print documents that use more ink, allow more time for the pages to dry before handling or stacking the printouts. This is especially true for transparencies and photo papers. In the printer driver, select **Best** mode, and also increase the ink drying time and reduce the ink saturation using the ink volume control under the advanced color features (Windows) or ink features (Mac OS). However, note that decreasing ink saturation might give printouts a “washed-out” quality.
- Color documents that have rich, blended colors can wrinkle or smear when printed using **Best** mode. Try using **Normal** or **Fast Normal** mode to reduce ink, or use HP Premium Paper designed for printing vivid color documents.

Check the media type print setting

Check that the correct media type is selected in the printer driver.

Check the graphics placement

Use the zoom or print preview feature of your software to check for gaps in the placement of graphics on the page.

Poor print quality and unexpected printouts

Check the print cartridges

- Check to make sure that both cartridges are installed and functioning correctly. Print cartridges might need to be cleaned. See [Cleaning the print cartridges](#). Print cartridges might have run out of ink. Replace any empty cartridge. Try removing and reinstalling the cartridges, making sure they snap firmly into place. See [Replacing the print cartridges](#).
- Whenever you install a new print cartridge, you should align the print cartridges for the best possible print quality. If your printout is grainy, has stray dots, jagged edges, or the ink is bleeding into another color, you can re-align them through the Toolbox or printer driver (Windows), HP Printer Utility (Mac OS), or Toolbox software for PDAs (Pocket PC and Palm OS). See [Aligning the print cartridges](#).
- Dropping or subjecting the print cartridges to impact might cause temporary missing nozzles in the print cartridge. To resolve this problem, leave the print cartridge in the printer for 2 to 24 hours.
- Use the appropriate print cartridge for the project. For best results, use the HP black print cartridge to print text documents and use the HP photo or gray photo print cartridges to print color or black and white photos.

Check the paper quality

The paper might be too moist or too rough. Make sure the media used meets HP specifications and try to print again. See [Selecting print media](#).

Check the type of media loaded in the printer

- Make sure the tray supports the type of media you have loaded. See [Understanding supported media types and weights](#).
- Make sure you have selected the tray in the printer driver that contains the media you want to use. See [Transparencies](#).

Check the rollers in the printer

- The rollers in the printer might be dirty, causing lines or smudges to appear on your printout. Turn off the printer, disconnect the power cord, clean the output rollers in the printer with isopropyl alcohol on a lint-free cloth, and then try to print again.

Check the printer location and length of the USB cable

High electromagnetic fields (such as those generated by USB cables) can sometimes slightly distort printouts. Move the printer away from the source of the electromagnetic fields. Also, it is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields.

Check the wireless connection

- Printing larger files using a Bluetooth wireless connection can sometimes cause the print job to fail. Try printing a smaller file.
- See also [Problems setting up 802.11](#) or [Bluetooth wireless communication](#).

Check the mobile phone font

Boxes might appear when trying to print Asian fonts from a mobile phone on printers purchased outside Asia. Asian fonts for Bluetooth mobile phone printing are supported by models purchased in Asia.

Meaningless characters print

If an interruption occurs to a job that is printing, the printer might not recognize the rest of the job.

Cancel the print job and wait for the printer to return to the ready state. If the printer does not return to the ready state, cancel all jobs, and wait again. When the printer is ready, resend the job. If prompted by the computer to retry the job, click **Cancel**.

Check the document file

The document file might be damaged. If you can print other documents from the same application, try printing a backup copy of your document, if available.

Check the wireless connection

- Printing larger files using a Bluetooth wireless connection can sometimes cause the print job to fail. Try printing a smaller file.
- See also [Problems setting up 802.11](#) or [Bluetooth wireless communication](#).

Check the mobile phone font

Boxes might appear when trying to print Asian fonts from a mobile phone on printers purchased outside Asia. Asian fonts for Bluetooth mobile phone printing are supported by models purchased in Asia.

Ink is smearing

Check the print settings

- When you print documents that use more ink, allow more time for the pages to dry before handling or stacking the printouts. This is especially true for transparencies and photo papers. In the printer driver, select **Best** mode, and also increase the ink drying time and reduce the ink saturation using the ink volume control under the advanced color features (Windows) or ink features (Mac OS). However, note that decreasing ink saturation might give printouts a “washed-out” quality.
- Color documents that have rich, blended colors can wrinkle or smear when printed using **Best** mode. Try using **Normal** or **Fast Normal** mode to reduce ink, or use HP Premium Paper designed for printing vivid color documents.
- Check that the correct media type is selected in the printer driver.
- For Windows, try adjusting the **Saturation**, **Brightness** and **Color Tone** in the printer driver. For the Mac OS, adjust these settings from the **Color Options** panel under **Paper Type/Quality**, in the **Print** dialog box.

Check the ink service module

- Remove the ink service module and check to see if it is full. If it is not full, reinstall the module. If it is full, replace it with a new one. For information on removing and replacing the ink service module, see [Replacing the ink service module](#).

Check the media size and type

- Do not allow the printer to print media that is smaller than the print job. If you are doing borderless printing, make sure the correct media size is loaded. If you are using the incorrect size, ink smears might appear on the bottom of subsequent pages.
- Some types of media do not accept ink well; ink will dry more slowly and smearing might occur. See [Selecting print media](#).

Ink is not filling the text or graphics completely

Check the print cartridges

Check to make sure that both print cartridges are installed and functioning correctly. Print cartridges might need to be cleaned. See [Cleaning the print cartridges](#). Print cartridges might have run out of ink. Replace any empty cartridge. Try removing and reinstalling the cartridges, making sure they snap firmly into place. See [Replacing the print cartridges](#).

Check the media type

Some media types are not suitable for use with the printer. See [Selecting print media](#).

Output is faded or dull colored

Check the print mode

The Fast Normal and Fast Draft modes in the printer driver allow you to print at a faster rate and are good for printing drafts. For better results, select **Normal** or **Best** mode.

Check the paper type setting

When printing on transparencies or other special media, select the corresponding media type in the printer driver. See [Printing on special and custom-sized media](#).

Check the print cartridges

Check to make sure that both print cartridges are installed and functioning correctly. Print cartridges might need to be cleaned. See [Cleaning the print cartridges](#). Print cartridges might have run out of ink. Replace any empty cartridge. Or try removing and reinstalling the cartridges, making sure they snap firmly into place. See [Replacing the print cartridges](#).

Check the print settings

For Windows, try adjusting the **Saturation**, **Brightness** and **Color Tone** in the printer driver. For the Mac OS, adjust these settings from the **Color Options** panel under **Paper Type/Quality**, in the **Print** dialog box.

Colors are printing as black and white

Check the print cartridges

Check to make sure that both print cartridges are installed and functioning correctly. Print cartridges might need to be cleaned. See [Cleaning the print cartridges](#). Print cartridges might have run out of ink. Replace any empty cartridge. Or try removing and reinstalling the cartridges, making sure they snap firmly into place. See [Replacing the print cartridges](#).

Check the print settings

Make sure **Print in Grayscale** is not selected in the printer driver. See [Changing print settings](#).

Wrong colors are printing

Check the print settings

- Make sure **Print in Grayscale** is not selected in the printer driver. See [Changing print settings](#).
- For Windows, try adjusting the **Saturation**, **Brightness** and **Color Tone** in the printer driver. For the Mac OS, adjust these settings from the **Color Options** panel under **Paper Type/Quality**, in the **Print** dialog box.

Check the print cartridges

Check to make sure that both cartridges are installed and functioning correctly. Print cartridges might need to be cleaned. See [Cleaning the print cartridges](#). Print cartridges might have run out of ink. Replace any empty cartridge. Try removing and reinstalling the cartridges, making sure they snap firmly into place. See [Replacing the print cartridges](#).

Printout shows bleeding colors

Check the print settings

- When you print documents that use more ink, allow more time for the pages to dry before handling or stacking the printouts. This is especially true for transparencies and photo papers. In the printer driver, select **Best** mode, and also increase the ink drying time and reduce the ink saturation using the ink volume control under the advanced color features (Windows) or ink features (Mac OS). However, note that decreasing ink saturation might give printouts a “washed-out” quality.
- Color documents that have rich, blended colors can wrinkle or smear when printed using **Best** mode. Try using **Normal** or **Fast Normal** mode to reduce ink, or use HP Premium Paper designed for printing vivid color documents.
- Check that the correct media type is selected in the printer driver.
- For Windows, try adjusting the **Saturation**, **Brightness** and **Color Tone** in the printer driver. For the Mac OS, adjust these settings from the **Color Options** panel under **Paper Type/Quality**, in the **Print** dialog box.

Check the print cartridges

Check to make sure that both cartridges are installed and functioning correctly. Print cartridges might need to be cleaned. See [Cleaning the print cartridges](#). Print cartridges might have run out of ink. Replace any empty cartridge. Try removing and reinstalling the cartridges, making sure they snap firmly into place. See [Replacing the print cartridges](#).

Colors do not line up properly

Check the print cartridges

- Check to make sure that both cartridges are installed and functioning correctly. Print cartridges might need to be cleaned. See [Cleaning the print cartridges](#). Print cartridges might have run out of ink. Replace any empty cartridge. Try removing and reinstalling the cartridges, making sure they snap firmly into place. See [Replacing the print cartridges](#).
- Whenever you install a new print cartridge, you should align the print cartridges for the best possible print quality. If your printout is grainy, has stray dots, jagged edges, or the ink is bleeding into another color, you can re-align them through the Toolbox or printer driver (Windows), HP Printer Utility (Mac OS), or Toolbox software for PDAs (Pocket PC and Palm OS). See [Aligning the print cartridges](#).

Lines or dots are missing from text or graphics

Check the print cartridges

Check to make sure that both cartridges are installed and functioning correctly. Print cartridges might need to be cleaned. See [Cleaning the print cartridges](#). Print cartridges might have run out of ink. Replace any empty cartridge. Try removing and reinstalling the cartridges, making sure they snap firmly into place. See [Replacing the print cartridges](#).

Resolving paper-feed problems

This section provides solutions to common paper-feed problems.

Media is not picked up from the input tray

- Remove the media, straighten it, and reload.
 - Make sure you are using a supported size and type of media. See [Selecting print media](#).
 - Make sure to fully extend the input tray extension if your printer model has an extension.
-

Paper skew

- Make sure the media is squarely against the alignment guide and that the media width guide is snug, but not tight, against the media. Adjust the left paper guide until it fits snugly against the edge of the media.
 - Remove the media, straighten it, and reload.
 - Make sure the media you are using is not wrinkled, bent or curled. Uncurl paper by bending it in the opposite direction of the curl. Do not leave media in the input tray overnight. This can cause it to bend.
 - Make sure to fully extend the input tray extension if your printer model has an extension.
-

Paper output problem

Remove excess media from the output area. If printed media stacks up outside the output slot, it can prevent media from properly exiting the printer.

Clearing jams

If print media is jammed in the printer, follow these instructions to clear the jam.

To clear a jam

1. Turn off the printer.
 2. Unplug the printer from the power source.
 3. Remove media that is not jammed from the input tray and the output slot.
-



NOTE: Do not put your hands inside the input tray. Use tweezers instead and be careful not to scratch the inside of the printer.

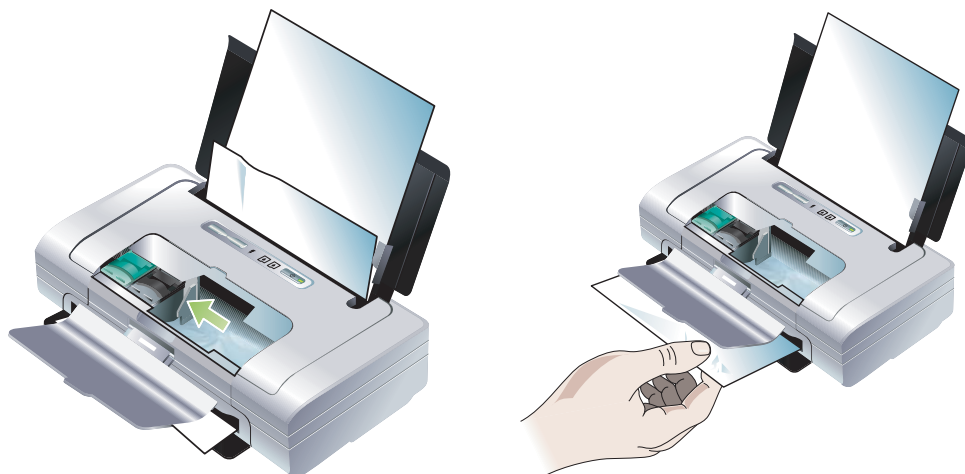
4. Locate the media jam.


5. If the media is visible from the output slot, gently pull it out from the slot. If the media is not visible, open the front access cover and clear jammed media.



NOTE: Remove jammed media slowly and steadily to prevent media tear.

6. If the print carriage is obstructing the jam, gently push it to one side and then remove the media.



7. If the jammed media is not visible in the print area located inside the printer, remove what is visible in the input tray.
8. After you clear the jam, close the front access cover, turn on the printer, and then press  (Resume button) to continue the print job.

The printer will continue the print job on the next page. You will need to resend the page or pages that were jammed in the printer.

To avoid jams

- To prevent jams, avoid the following media:
 - Multipart forms
 - Media that is damaged, curled, or wrinkled
 - Media with cutouts or perforations
 - Media that is heavily textured, embossed, or does not accept ink well
 - Media that is too lightweight or stretches easily
- Make sure the paper path is not blocked.
- Do not overload the input tray. The input tray holds up to 50 sheets of plain paper (HP Multipurpose Paper) or other print media measuring 5 mm (0.2 in) in thickness.
- Load paper properly, making sure the paper is squarely against the alignment guide and that the media width guide is snug, but not tight, against the paper. Adjust the left paper guide until it fits snugly against the edge of the media.
- Use paper that conforms with the media types/sizes and media weights listed in [Printer specifications](#). See [HP supplies and accessories](#) for a list of HP-recommended media.
- Stack paper neatly when printing on both sides of the page (two-sided printing).

Troubleshooting installation issues

If you had trouble installing the printer, check the following items.

Problems printing an alignment page

Whenever you install a new print cartridge, you should align the print cartridges for the best possible print quality. You can discard the alignment page after it is printed. If the printer does not print the page, see [General troubleshooting tips](#).

Problems installing software

Check the computer requirements

Make sure the computer meets the system requirements. See [Printer specifications](#).

Check the installation preliminaries

- Before installing software on a Windows computer, make sure all other programs are closed.
- If the computer does not recognize the path to the CD drive that you type, verify that you are specifying the correct drive letter.
- If the computer cannot recognize the Starter CD in the CD drive, inspect the CD for damage. You can download the printer driver from <http://www.hp.com/support/dj460>.
- In the Windows device manager, make sure that the USB drivers have not been disabled.

Reinstall the printer software

If you are using Windows and the computer cannot detect the printer, run the Scrubber utility (located in the Utils\Scrubber folder on the Starter CD) to perform a clean printer driver uninstallation. Restart your computer, and then reinstall the printer driver. See [Uninstalling the printer software](#).

Problems setting up 802.11 or Bluetooth wireless communication

If you have problems printing using an 802.11 or Bluetooth wireless connection, try the following suggestions. For more information on configuring wireless settings, see [802.11 wireless connection](#) and [Bluetooth wireless connection](#).



NOTE: To enable 802.11 wireless communication, you must complete the wireless installation by running the installer program on the Starter CD. You can set the wireless communication settings from the Toolbox (Windows) if you are connected using a USB cable, but until you run the installer and set up the printer for wireless communication, you cannot print using an 802.11 wireless connection.

Follow these general steps and use the information in the following sections to troubleshoot wireless connection problems:

Windows

1. Check the wireless printer card. See [Check the wireless printer card](#).
2. Check the wireless settings. See [Check the wireless settings](#).
3. Manually assign the IP address for the printer in the **Ports** tab of the printer properties.
4. PING the printer. See [Check the network communication](#).

Mac OS

1. Check the wireless printer card. See [Check the wireless printer card](#).
2. Delete and re-add the printer in the Print Center (Mac OS).
3. PING the printer. See [Check the network communication](#).

Check the wireless printer card

- Make sure the wireless printer card is inserted properly. See [Installing the 802.11 or Bluetooth wireless printer card](#).
- Make sure you inserted the wireless printer card before or after, and not during, printer initialization.
- If the light on the wireless printer card is not on, do the following:
 - a. Remove the wireless printer card.
 - b. Turn off the printer, wait a few seconds, and then turn it back on again.
 - c. Reinsert the card when the printer is in the Ready state. If there is no response, repeat this procedure a few times. If there is still no response, contact HP. See [Support and warranty](#).
- To see if wireless printer card is working, try printing using another wireless device. If you still cannot print, the wireless printer card might be faulty. Replace the card if necessary.

Check the wireless settings

- Make sure the wireless profile switch on the back of the printer is switched to the correct wireless profile you are using. Make sure you are using a profile that was configured during installation. See [802.11 wireless connection](#).
- If you cannot communicate with the printer after completing the software installation and removing the USB cable, then one or more of the following wireless settings might be incorrect:
 - Network name (SSID)
 - Communication mode (infrastructure or ad hoc)
 - Channel (ad hoc networks only)
 - Security settings (such as Authentication Type and Encryption)

For more information on configuring wireless settings, see [802.11 wireless connection](#) and [Bluetooth wireless connection](#).

- To configure Bluetooth settings or monitor printer status (such as ink levels) using the Toolbox (Windows), you must connect the printer to your computer with a USB cable.

Check the network communication

PING is a basic program that sends a series of packets over a network or the Internet to a specific device in order to generate a response from that device. The other device responds with an acknowledgment that it received the packets. PING verifies whether a specific device on a network or the Internet exists and is connected.

To PING the printer:

1. Print a wireless configuration page. See [To print a wireless configuration page](#).
2. Using the IP address on the configuration page, PING the printer to verify network communication. In this example, the IP address is 169.254.110.107.
 - a. Open the MS-DOS command prompt window (Windows) or Terminal (Mac OS).
 - b. At the command prompt, type the IP address of the printer, and then press **Enter**.
 - For example: ping 169.254.110.107

If the command is successful, the PING utility will return results similar to the following. The exact information returned will vary depending on your operating system. Regardless of the operating system, the results will show the IP address of the device, the round-trip time in milliseconds for each packet, the number of packets sent and received, and the number and percentage of how many packets got lost.

Pinging 169.254.110.107 with 32 bytes of data:

Reply from 169.254.110.107: bytes=32 time<10ms TTL=128

Reply from 169.254.110.107: bytes=32 time<10ms TTL=128

Reply from 169.254.110.107: bytes=32 time<10ms TTL=128

Reply from 169.254.110.107: bytes=32 time<10ms TTL=128

If the command is unsuccessful, the PING utility will return results similar to the following:

Pinging 169.254.110.107 with 32 bytes of data:

Request timed out.

Request timed out.

Request timed out.

Request timed out.

Check the wireless signal

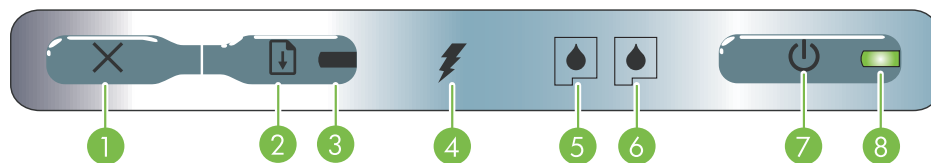
Wireless communication can be interrupted or unavailable if there is signal interference, distance or signal strength problems, or if the printer is not ready for some reason.

- Make sure the printer is within range of the 802.11 or Bluetooth sending device. 802.11 printing allows wireless printing up to 100 meters (300 feet). Bluetooth printing allows wireless printing up to 10 meters (30 feet).
- If a document doesn't print, there could be signal interruption. If a message appears on the computer explaining that there is a signal problem, cancel the print job and then resend it from the computer.

A Printer lights reference

The printer lights indicate printer status and are useful for diagnosing printing problems. This chapter provides a list of printer status light combinations, what they indicate, and how to solve the problem.

Printer buttons and lights



1. ✕ (Cancel button) – Cancels the current print job. The time it takes to cancel depends on the size of the print job. Press this button only once to cancel a queued print job.
2. 🖨️ (Resume button) – Resumes a print job that is waiting or after temporary interruption (for example, when adding print media to the printer).
3. **Resume light** – Lights up in amber when a print job is waiting, and blinks or turns on to relay status or a need for intervention.
4. **Battery charging light** – Lights up in green when the battery is charging.
5. **Left print cartridge light** – Blinks when the left print cartridge is absent or improperly functioning. Turns on solid when the ink is low or empty.
6. **Right print cartridge light** – Blinks when the right print cartridge is absent or improperly functioning. Turns on solid when the ink is low or empty.
7. ⏻ (Power button) – Turns the printer off or on.
8. **Power light** – Lights up in green when the printer is turned on using the AC adapter or a 41-100% charged battery. When powered by battery, lights up in amber when battery is 10-40% charged, and red when battery is below 10% charged. Blinks during printing.

Printer light patterns

Light description and light pattern

Explanation and recommended action

Power light is green.



If using AC power: Printer is turned on and idle.
 If using battery power: Battery is 41-100% charged and printer is turned on and idle.

- No action required.

Power light is amber.



Battery is 10-40% charged and printer is turned on and idle.

- Plug in the power adapter to begin recharging the battery. See [Charging and using the battery](#).

Power light is red.



Battery is less than 10% charged and printer is turned on and idle.

- Plug in the power adapter to begin recharging the battery. See [Charging and using the battery](#).

Battery charge light is green.



Battery is charging.

- No action required.

Battery charge light is red.



Battery is faulty.

- Replace the battery. See [HP supplies and accessories](#).

Power light blinks.



Printer is printing.

- No action required.

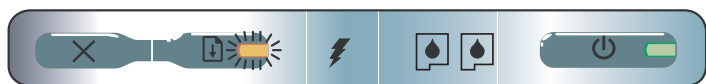
Power, resume, left and right print cartridge lights cycle.



Printer is powering on.

- No action required.

Power light is green and Resume light blinks.



Printer is paused either to wait for media to dry, out of paper, or processing Digital Print Order Format (DPOF) printing.

- If out of paper, load paper. Press (Resume button) to continue the print job.

Left print cartridge light blinks.



The tri-color print cartridge needs attention.

- Reinstall the print cartridge and try to print. If the error persists, replace the cartridge. See [Replacing the print cartridges](#).

Light description and light pattern**Explanation and recommended action**

Right print cartridge light blinks.



The right print cartridge needs attention.

- Reinstall the print cartridge and try to print. If the error persists, replace the cartridge. See [Replacing the print cartridges](#).

Right and left print cartridge lights blink.



Tri-color and right print cartridges need attention.

- Reinstall the print cartridges and try to print. If the error persists, replace the cartridges. See [Replacing the print cartridges](#).

Left print cartridge light on.



Tri-color print cartridge is low on ink.

- Replace the print cartridge. See [Replacing the print cartridges](#).

Right print cartridge light on.



Right print cartridge is low on ink.

- Replace the print cartridge. See [Replacing the print cartridges](#).

Right and left print cartridge lights on.




Tri-color and right print cartridges are low on ink.


- Replace the print cartridges. See [Replacing the print cartridges](#).

Power light off, resume light blinks.



Media jam or paper motor stall.


- Clear the jammed paper. See [Troubleshooting installation issues](#). After clearing the jam, press  (Resume button) to continue the print job.


If no paper jam exists, press  (Resume button). If this does not work, try turning the printer off and then on again, and resend the print job.

Power light blinks, resume light blinks.



Media jam or carriage stall.


- Clear the jammed paper. See [Troubleshooting installation issues](#). After clearing the jam, press  (Resume button) to continue the print job.


If no paper jam exists, press  (Resume button). If this does not work, try turning the printer off and then on again, and resend the print job.

Power light blinks, resume light blinks, left and right print cartridge lights on.



Media jam or service station stall.

- Clear the jammed paper. See [Troubleshooting installation issues](#). After clearing the jam, press  (Resume button) to continue the print job.

If no paper jam exists, press  (Resume button). If this does not work, try turning the printer off and then on again, and resend the print job.

Light description and light pattern**Explanation and recommended action**

Resume light blinks, left and right print cartridge lights on.



Media jam or pick motor stall.

- Clear the jammed paper. See [Troubleshooting installation issues](#). After clearing the jam, press (Resume button) to continue the print job.

If no paper jam exists, press (Resume button). If this does not work, try turning the printer off and then on again, and resend the print job.

Resume light blinks, left and right print cartridge lights cycle.



Media jam or switch motor stall.

- Clear the jammed paper. See [Troubleshooting installation issues](#). After clearing the jam, press (Resume button) to continue the print job.

If no paper jam exists, press (Resume button). If this does not work, try turning the printer off and then on again, and resend the print job.

Power light on, resume light blinks, right print cartridge light turns on twice as long as off.



Ink service module almost full.

- If you have a replacement for the ink service module, replace it immediately by following the instructions that came with it.
- Otherwise, visit: <http://www.hp.com/support/dj460> or contact Customer Support to get a replacement. See [Support and warranty](#).

In the meantime, you can press (Resume button) to continue printing, but this light error state will remain until the ink service module is replaced. When the ink service module is full, the printer will stop printing.

Power light on, resume light on, right print cartridge light turns on twice as long as off.



Ink service module full.

- If you have a replacement for the ink service module, replace it immediately by following the instructions that come with it.
- Otherwise, visit: <http://www.hp.com/support/dj460> or call Customer Support to get a replacement.

In the meantime, you can remove the black print cartridge and print using only the tri-color print cartridge. The color results and print speed may be affected. See [Printing with a single print cartridge](#).

Power light, resume light, left and right print cartridge lights blink.



Printer error.

- Press (Resume button) to print the error code. Press (Power button) to reset the printer.

B HP supplies and accessories

This chapter provides information on HP supplies and accessories, as well as ordering information.

Ordering printing supplies online

You can order HP supplies and accessories from the HP website.

Visit [hpshopping.com](http://www.hpshopping.com) (<http://www.hpshopping.com>) for more information.

Accessories

HP Bluetooth wireless printer card	C8249A
HP 802.11 wireless printer card	C8264A
Lithium-ion rechargeable battery	C8263A
Travel holder for black/photo print cartridge	C8233A
Carrying case for printer and notebook	C8232A or C8242A
24 V auto adapter (for cars and trucks; Europe only)	F2297A
12 V auto/airline adapter (not for trucks)	F1455A
USB cable (2 m)	C6518A

Supplies



NOTE: The availability of printer supplies varies by country/region.

Print cartridges

HP black print cartridge (11 ml)

HP tri-color print cartridge (14 ml)

HP tri-color print cartridge (7 ml)

HP photo print cartridge

HP gray photo print cartridge

HP media

Plain papers

Media	Size	Quantity	Availability	Part number
HP Bright White Paper	A4 210 by 297 mm (8.27 by 11.69 inches)	500 sheets	Europe	C1825A
HP Bright White Paper	A4 210 by 297 mm (8.27 by 11.69 inches)	250 sheets	Europe	C5977B
HP Bright White Paper	A 215.9 by 279.4 mm (8.5 by 11 inches)	500 sheets	Europe	HPB1124
HP Bright White Paper	A 215.9 by 279.4 mm (8.5 by 11 inches)	250 sheets	Europe	HPB250

Inkjet papers

Media	Size	Quantity	Availability	Part number
HP Premium Paper	A4 210 by 297 mm (8.27 by 11.69 inches)	200 sheets	Europe	51634Z
HP Premium Presentation Paper	A 215.9 by 279.4 mm (8.5 by 11 inches)	150 sheets	North America	Q5449A
HP Photo and Project Paper, Matte	A 215.9 by 279.4 mm (8.5 by 11 inches)	50 sheets	North America	Q5499A

Photo papers

Media	Size	Quantity	Availability	Part number
HP Premium Photo Paper	10 by 15 cm (4 by 6 inches) borderless	20 sheets	Europe	Q5479A
HP Premium Photo Paper	210 by 297 mm (8.27 by 11.69 inches) A4, satin matte	20 sheets	Europe	Q5433A
HP Premium Photo Paper	10 by 15 cm (4 by 6 inches) borderless	60 sheets	Europe	Q6601A
HP Premium Photo Paper	210 by 297 mm (8.27 by 11.69 inches) A4, satin matte	20 sheets	Europe	Q5433A
HP Premium Photo Paper	210 by 297 mm (8.27 by 11.69 inches) A4, satin matte	50 sheets	Europe	Q5434A
HP Premium Photo Paper	210 by 297 mm (8.27 by 11.69 inches) A4, glossy	50 sheets	Europe	C7040A

Media	Size	Quantity	Availability	Part number
HP Premium Photo Paper	210 by 297 mm (8.27 by 11.69 inches) A4, glossy	20 sheets	Europe	Q2519A
HP Premium Photo Paper	10 by 15 cm (4 by 6 inches) with tab, satin matte	20 sheets	Europe	Q5436A
HP Premium Photo Paper	10 by 15 cm (4 by 6 inches) with tab	20 sheets	Europe	Q1991A
HP Premium Photo Paper	10 by 15 cm (4 by 6 inches) with tab	60 sheets	Europe	Q1992A
HP Premium Photo Paper	10 by 15 cm (4 by 6 inches) with tab	20 sheets	China	Q1988AC
HP Premium Photo Paper	10 by 15 cm (4 by 6 inches) with tab	60 sheets	China	Q1989AC
HP Premium Photo Paper	10 by 15 cm (4 by 6 inches) with tab	100 sheets	China	A1990AC
HP Premium Photo Paper	A 215.9 by 279.4 mm (8.5 by 11 inches)	20 sheets	China	C6039AC
HP Photo Paper, Glossy	A4 210 by 297 mm (8.27 by 11.69 inches)	20 sheets	Asia Pacific	C6765A
HP Photo Paper, Glossy	A 215.9 by 279.4 mm (8.5 by 11 inches)	25 sheets	China	C1846AC

Media	Size	Quantity	Availability	Part number
HP Photo Paper, Glossy	10 by 15 cm (4 by 6 inches) with tab	20 sheets	Europe	C7891A
HP Photo Paper, Glossy	10 by 15 cm (4 by 6 inches) with tab	60 sheets	Europe	C7894A
HP Photo Paper, Glossy	A4 210 by 297 mm (8.27 by 11.69 inches)	50 sheets	Europe	C7897A
HP Photo Paper, Glossy	A4 210 by 297 mm (8.27 by 11.69 inches)	25 sheets	Europe	Q5437A
HP Everyday Photo Paper, Semi-Gloss	10 by 15 cm (4 by 6 inches) with tab	100 sheets	China	Q5440A
HP Everyday Photo Paper, Semi-Gloss	A 215.9 by 279.4 mm (8.5 by 11 inches)	100 sheets	China	Q2509AC
HP Everyday Photo Paper, Semi-Gloss	10 by 15 cm (4 by 6 inches) with tab	100 sheets	Asia Pacific	Q5442A
HP Everyday Photo Paper, Semi-Gloss	10 by 15 cm (4 by 6 inches) with tab	40 sheets	Asia Pacific	Y2144A
HP Everyday Photo Paper, Semi-Gloss	A4 210 by 297 mm (8.27 by 11.69 inches)	100 sheets	Asia Pacific	Q2511A
HP Everyday Photo Paper, Semi-Gloss	A4 210 by 297 mm (8.27 by 11.69 inches)	40 sheets	Asia Pacific	Y2143A

Media	Size	Quantity	Availability	Part number
HP Everyday Photo Paper, Matte	A 215.9 by 279.4 mm (8.5 by 11 inches)	100 sheets	China	C7007AC
HP Premium High-Gloss Film	A 215.9 by 279.4 mm (8.5 by 11 inches)	50 sheets	China	C3836AC
HP Premium High-Gloss Film	A4 210 by 297 mm (8.27 by 11.69 inches)	20 sheets	Europe	Q1981A
HP Premium High-Gloss Film	A4 210 by 297 mm (8.27 by 11.69 inches)	50 sheets	Europe	C3837A
HP Premium Plus Photo	10 by 15 cm (4 by 6 inches) borderless	20 sheets	Asia Pacific	Q2504A
HP Premium Plus Photo	A4 210 by 297 mm (8.27 by 11.69 inches)	20 sheets	Asia Pacific	Q1951A
HP Premium Plus Photo	10 by 15 cm (4 by 6 inches) with tab	20 sheets	Asia Pacific	Q1952A
HP Premium Plus Photo	10 by 30 cm (4 by 12 inches)	20 sheets	Asia Pacific	Q6602A
HP Premium Plus Photo	10 by 15 cm (4 by 6 inches) borderless	60 sheets	China	Q2502AC
HP Premium Plus Photo	A 215.9 by 279.4 mm (8.5 by 11 inches)	20 sheets	China	Q6950AC
HP Premium Plus Photo	A 215.9 by 279.4 mm (8.5 by 11 inches)	25 sheets	China	Q6569AC

Media	Size	Quantity	Availability	Part number
HP Premium Plus Photo	A 215.9 by 279.4 mm (8.5 by 11 inches)	50 sheets	China	Q1785AC
HP Premium Plus Photo	10 by 15 cm (4 by 6 inches) with tab	20 sheets	China	Q1977AC
HP Premium Plus Photo	10 by 15 cm (4 by 6 inches) with tab	60 sheets	China	Q1978AC
HP Premium Plus Photo	A 215.9 by 279.4 mm (8.5 by 11 inches)	20 sheets	China	C6831AC
HP Premium Plus Photo	A 215.9 by 279.4 mm (8.5 by 11 inches)	20 sheets	China	Q6568AC
HP Premium Plus Photo	10 by 15 cm (4 by 6 inches) with tab	100 sheets	China	Q5431AC
HP Premium Plus Photo	10 by 15 cm (4 by 6 inches) borderless	20 sheets	Europe	Q2503A
HP Premium Plus Photo	A4 210 by 297 mm (8.27 by 11.69 inches)	20 sheets	Europe	C6832A
HP Premium Plus Photo	A4 210 by 297 mm (8.27 by 11.69 inches)	20 sheets	Europe	C6951A
HP Premium Plus Photo	A4 210 by 297 mm (8.27 by 11.69 inches)	50 sheets	Europe	Q1786A

Media	Size	Quantity	Availability	Part number
HP Premium Plus Photo	10 by 15 cm (4 by 6 inches) with tab	20 sheets	Europe	Q1979A
HP Premium Plus Photo	10 by 15 cm (4 by 6 inches) with tab	60 sheets	Europe	Q1980A
HP Premium Plus Photo	10 by 15 cm (4 by 6 inches) with tab	20 sheets	Europe	Q2507A
HP Premium Plus Photo	10 by 15 cm (4 by 6 inches) with tab	60 sheets	Europe	Q2508A
HP Premium Plus Photo	13 by 18 cm (5 by 7 inches) borderless	20 sheets	Europe	Q6572A
HP Colorfast Photo Paper, Glossy	A 215.9 by 279.4 mm (8.5 by 11 inches)	20 sheets	North America	C7013A
HP Colorfast Photo Paper, Glossy	A4 210 by 297 mm (8.27 by 11.69 inches)	20 sheets	Europe and Asia Pacific	C7014A
HP Advanced Photo Paper, Glossy	A 215.9 by 279.4 mm (8.5 by 11 inches)	25 sheets		C1846A
HP Advanced Photo Paper, Glossy	210 by 297 mm (8.27 by 11.69 inches)	20 sheets		C6765A

Transparency films

Media	Size	Quantity	Availability	Part number
HP Premium Inkjet Transparency Film	A4 210 by 297 mm (8.27 by 11.69 inches)	20 sheets	Europe	C3832A
HP Premium Inkjet Transparency Film	A4 210 by 297 mm (8.27 by 11.69 inches)	50 sheets	Europe	C3835A
HP Premium Plus Inkjet Transparency Film	A4 210 by 297 mm (8.27 by 11.69 inches)	50 sheets	Europe	C7029A
HP Premium Plus Inkjet Transparency Film	A4 210 by 297 mm (8.27 by 11.69 inches)	20 sheets	Europe	C7031A

Specialty papers

Media	Size	Quantity	Availability	Part number
HP Full-Sheet Labels	A 215.9 by 279.4 mm (8.5 by 11 inches)	25 sheets	Europe	Q2550A
HP Full-Sheet Labels	A 215.9 by 279.4 mm (8.5 by 11 inches)	100 sheets	Europe	Q2551A
HP Address Labels, 33.86 by 101.6 mm (1 1/3 by 4 inches)	A 215.9 by 279.4 mm (8.5 by 11 inches)	25 sheets	Europe	Q2589A
HP Address Labels, 33.86 by 101.6 mm (1 1/3 by 4 inches)	A 215.9 by 279.4 mm (8.5 by 11 inches)	100 sheets	Europe	Q2590A
HP Address Labels, 25.4 by 66.67 mm (1 by 2 5/8 inches)	A 215.9 by 279.4 mm (8.5 by 11 inches)	25 sheets	Europe	Q2587A

Media	Size	Quantity	Availability	Part number
HP Address Labels,	A	100 sheets	Europe	Q2588A
25.4 by 66.67 mm (1 by 2 5/8 inches)	215.9 by 279.4 mm (8.5 by 11 inches)			
HP Shipping Labels,	A	25 sheets	Europe	Q2591A
50.8 by 101.6 mm (2 by 4 inches)	215.9 by 279.4 mm (8.5 by 11 inches)			
HP Shipping Labels,	A	100 sheets	Europe	Q2592A
50.8 by 101.6 mm (2 by 4 inches)	215.9 by 279.4 mm (8.5 by 11 inches)			
HP Shipping Labels,	A	100 sheets	Europe	Q2594A
84.66 by 101.6 mm (3 1/3 by 4 inches)	215.9 by 279.4 mm (8.5 by 11 inches)			

Greeting cards

Media	Size	Quantity	Availability	Part number
HP Photo Greeting Cards, 1/2 fold	A	10 sets	North America	C6044A
	215.9 by 279.4 mm (8.5 by 11 inches)			
HP Photo Greeting Cards, Glossy, 1/2 fold	A4	10 sets	Europe	C6045A
	210 by 297 mm (8.27 by 11.69 inches)			
HP Textured Greeting Cards, White, 1/2 fold	A	20 sets	North America	C7019A
	215.9 by 279.4 mm (8.5 by 11 inches)			
HP Textured Greeting Cards, Cream, 1/2 fold	A4	20 sets	Europe	C6829A
	210 by 297 mm (8.27 by 11.69 inches)			

Media	Size	Quantity	Availability	Part number
HP Matte Greeting Cards, White, 1/4 fold	A 215.9 by 279.4 mm (8.5 by 11 inches)	20 sets		C1812A
HP Matte Greeting Cards, White, 1/4 fold	A4 210 by 297 mm (8.27 by 11.69 inches)	20 sets		C6042A

Brochure papers

Media	Size	Quantity	Availability	Part number
HP Brochure & Flyer Paper, Gloss	A 215.9 by 279.4 mm (8.5 by 11 inches)	150 sheets	China	Q1987AC
HP Brochure & Flyer Paper, two-sided, glossy	A 215.9 by 279.4 mm (8.5 by 11 inches)	50 sheets		C6817A
HP Brochure & Flyer Paper, two-sided, glossy	A4 210 by 297 mm (8.27 by 11.69 inches)	50 sheets		C6818A
HP Brochure & Flyer Paper, Matte	A 215.9 by 279.4 mm (8.5 by 11 inches)	50 sheets		C6955A
HP Matte Tri-fold Brochure Paper	A 215.9 by 279.4 mm (8.5 by 11 inches)	100 sheets	North America	Q5443A
HP Matte Tri-fold Brochure Paper, two-sided, glossy	A 215.9 by 279.4 mm (8.5 by 11 inches)	100 sheets		C7020A

C Support and warranty

The information in the troubleshooting sections suggest solutions to common problems. If your printer is not operating properly and those suggestions did not solve your problem, try using one of the following support services to obtain assistance.

Obtaining electronic support

You can obtain support from HP from the following electronic sources:

- **Web**

Visit the printer website on [hp.com](http://www.hp.com) for the latest software, product, operating system, and support information:

<http://www.hp.com/support/dj460>

- **Toolbox (Windows)**

The Toolbox provides easy, step-by-step solutions to common printing problems. See [Toolbox \(Windows\)](#).

Obtaining HP telephone support

During the warranty period, you can obtain assistance from the HP Customer Care Center.

Before you call

To assist our Customer Care Center representatives to serve you better, prepare the following information before calling.

1. Print the printer configuration page. See [Understanding device information pages](#) for instructions on how to print this page.
2. If the printer does not print, get the following information ready.
 - a. Product name.
 - b. Serial number. (Check the back of the printer.)
3. Check the operating system that you are using, such as Windows XP.
4. Note how the printer is connected to your system: USB, Bluetooth, or 802.11.
5. Obtain the printer driver and version number of the printer software, such as HP Deskjet 460 Series Version: 2.325.0.0. (To find the printer driver version number, open the printer settings or properties dialog box and click the HP logo in the dialog box. See [Changing print settings](#).)
6. If you have a problem printing from a particular application, note the application and version number.

Telephone support numbers

In many location, HP provides toll free telephone support during the warranty period. However, some of the support numbers listed below might not be toll free.

For the most current list of telephone support numbers, see <http://www.hp.com/support>.

Country/Region	Telephone number
Albania	*
Algeria	+33 1 4993 9230
Anguilla	1-800-711-2884
Antigua and Barbuda	1-800-711-2884
Argentina	0-800- 555-5000 Capital Federal (Buenos Aires): 54-11-4708-1600
Aruba	800-8000 / 800-711-2884
Australia	1300 721 147 1902 910 910 (out-of-warranty)
Austria	www.hp.com/support
Bahamas	1-800-711-2884
Bahrain	17212049
Barbados	1-800-711-2884
Belgium	www.hp.com/support
Belize	811 / 800-711-2884
Bermuda	1-800-711-2884
Bolivia	0-800-100-293
Bosnia-Hercogovina	*
Brazil	0-800-709-7751 Sao Paulo: 55-11-4004-7751
British Virgin Islands	1-800-711-2884
Bulgaria	*
Canada	1-800-474-6836 Mississauga Area: (905) 206-4663
Cayman Islands	1-800-711-2884
Chile	800-360-999
China	10-68687980 8008103888
Colombia	01-8000-51-4746-8368 Bogota: 571-606-9191
Costa Rica	0800-011-1046
Croatia	*
Cyprus	800 9 2654
Czech Republic	810 222 222

Country/Region	Telephone number
Denmark	www.hp.com/support
Dominica	1-800-711-2884
Dominican Republic	1-800-711-2884
Ecuador	1-999-119 / 800-711-2884 (Andinatel) 1-800-225-528 / 800-711-2884 (Pacifitel)
Egypt	(02) 6910602
El Salvador	800-6160
Finland	www.hp.com/support
France	www.hp.com/support
French Guiana	0-800-990-011 / 800-711-2884
Germany	www.hp.com/support
	HP bietet während der Gewährleistungsfrist vielerorts gebührenfreien telefonischen Support an. Die nachfolgend aufgelisteten Rufnummern sind jedoch unter Umständen nicht gebührenfrei. Zur weiteren Klärung oder um zusätzliche Information zu erhalten, können Sie Kontakt mit der Online-Kundenbetreuung von HP (http://www.hp.com/cpsosupport/guide/psd/csceamea.html) aufnehmen.
Greece	International: +30 210 6073603 In-country: 801 11 75400
Grenada	1-800-711-2884
Guadeloupe	0-800-990-011 / 800-711-2884
Guatemala	1-800-711-2884
Guyana	159 / 800-711-2884
Haiti	183 / 800-711-2884
Honduras	800-0-123 / 800-711-2884
Hong Kong S.A.R.	85 (2) 2802 4098
Hungary	06 40 200 629
India	+91-80-2852-6900 or 1 600 425-7737 Support in Hindi and English
Indonesia	+62 (21) 350 3408
Ireland	www.hp.com/support
Israel	1-700-503-048
Italy	www.hp.com/support
Jamaica	1-800-711-2884
Japan	0570-000511 (Navi Dial, Japan Domestic Only) 03-3335-9800
Jordan	0 800 222 47
Kazakhstan	*
Korea, Republic of	1588 3003
Kuwait	+971 4 366 2020

Country/Region	Telephone number
Lebanon	+971 4 224 9189
Luxembourg	www.hp.com/support
Macedonia	*
Malaysia	1800 888588
Malta	*
Mexico	Mexico City: 55-5258-9922 Outside Mexico City: 01-800-472-68368
Moldova	*
Morocco	+33 1 4993 9230
Netherlands	www.hp.com/support
Netherlands Antilles	001-800-872-2881 / 800-711-2884
New Zealand	0800 441 147
Nicaragua	1-800-0164 / 800-711-2884
Nigeria	*
Norway	www.hp.com/support
Oman	24791773
Panama	1-800-711-2884
Paraguay	(009) 800-541-0006
Peru	0-800-10111
Philippines	(2) 867 3551
Poland	(22) 5666 000
Portugal	www.hp.com/support
Puerto Rico	1-877 232 0589
Qatar	+971 4 224 9189
Romania	0801 033 039
Russia	Moscow: 095 777 3284 St. Petersburg: 812 332 4240
Saint-Martin	1-800-711-2884
St. Kitts and Nevis	1-800-711-2884
St. Vincent and the Grenadines	1-800-711-2884
San Marino	www.hp.com/support
Saudi Arabia	800 897 1415
Singapore	6272 5300
Slovakia	0850 111 256
Slovenia	*
South Africa	International: +27 11 2589301 RSA: 086 0001030
Spain	www.hp.com/support
Suriname	156 / 800-711-2884
Sweden	www.hp.com/support
Switzerland	www.hp.com/support

Country/Region	Telephone number
Taiwan	02-8722 8000 0800 010 055
Thailand	(2) 353 9000
Trinidad and Tobago	1-800-711-2884
Tunisia	+33 1 4993 9230
Turkey	+90 (212) 291 38 65
Turks and Caicos Islands	01-800-711-2884
Ukraine	(044) 230-51-06
United Kingdom	www.hp.com/support
United Arab Emirates (UAE)	600 54 4747
United States	1-800-474-6836
Uruguay	0004-054-177
U.S. Virgin Islands	1-800-711-2884
Vatican City	www.hp.com/support
Venezuela	0-800-474-68368 Caracas: 58-212-278-8666
Vietnam	+84 (8) 823 4530
West Africa (English-speaking countries/regions)	*
West Africa (French-speaking countries/regions)	+33 1 4993 9230
Yemen	+971 4 224 9189

* For support information, call your HP service provider.

Hewlett-Packard limited warranty statement

HP product	Duration of Limited Warranty
Software	90 days
Accessories	90 days
Print cartridges*	Until the HP print cartridge has been depleted of HP ink, or until the "end of warranty" date printed on the cartridge, whichever occurs first.
Printer peripheral hardware (see below for details)	1 year

* For more detailed warranty information, see http://www.hp.com/support/inkjet_warranty.

Extent of limited warranty

1. Hewlett-Packard warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.
3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
 - a. Improper maintenance or modification;
 - b. Software, media, parts, or supplies not provided or supported by HP; or
 - c. Operation outside the product's specifications.
 - d. Unauthorized modification or misuse.
4. For HP printer products, the use of a non-HP print cartridge or a refilled print cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled print cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
8. Any replacement product may be either new or like new, provided that it has functionality at least equal to that of the product being replaced.
9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
10. HP's Limited Warranty Statement is valid in any country/region where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, are available from any authorized HP service facility in countries/regions where the product is distributed by HP or by an authorized importer.

Limitations of warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

Limitations of liability

1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Local law

1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country/region to country/region elsewhere in the world.
2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
 - a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a customer (e.g. the United Kingdom);
 - b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
 - c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
3. FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

D Regulatory information

FCC statement

The U.S. Federal Communications Commission (in 47 cfr 15.105) has specified that the following notices be brought to the attention of users of this product.

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Shielded cables

Use of a shielded data cable is required to comply with the Class B limits of Part 15 of the FCC Rules.

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by the Hewlett-Packard Company, may cause harmful interference and void the FCC authorization to operate this equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

EMI statement (Korea)

사용자 안내문 (B 급기기)

이 기기는 비업무용으로 전자파 장애검정을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

VCCI statement (Japan)

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。
取り扱い説明書に従って正しい取り扱いをして下さい。

Regulatory model number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRC-0502. The regulatory number should not be confused with the product name (HP Deskjet 460C, HP Deskjet 460CB, HP Deskjet 460wf, HP Deskjet 460wbt) or product number (C8150A, C8151A, C8152A, C8153A).

Power cord statement

The power cord cannot be repaired. If it is defective, it should be discarded or returned to the supplier.

製品には、同梱された電源コードをお使い下さい。
同梱された電源コードは、他の製品では使用出来ません。

LED classification

CLASS 1 LED PRODUCT
LED KLASSE 1
APPARECCHIO LED DI CLASSE 1
PRODUCT CLASY 1 Z DIODAMI (EWHECYCMILED)
Appareil à Diode Electriuminescente de Classe 1
ZARIZENI LED TRIY 1
KLASS 1 LED APPARAT
LUOKAN 1 LED

Environmental sustainability program

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. HP continuously improves the design processes of its printers to minimize the negative impact on the office environment and on the communities where printers are manufactured, shipped, and used. HP has also developed processes to minimize the negative impact of the disposal of the printer at the end of its printing life.

For more information about HP's environmental sustainability program, see <http://www.hp.com/hpinfo/globalcitizenship/environment/index.html>.

Reduction and elimination

Paper use

This product's two-sided (duplex) printing and N-up printing feature (which allows you to print multiple pages of a document on one sheet of paper) can reduce paper usage and the resulting demands on natural resources. See this guide for more information about using these features.

Ink use

This product's Fast mode uses less ink, which might extend the life of the cartridges. See the printer driver's online Help for more information.

Ozone-depleting chemicals

Ozone-depleting chemicals, such as CFCs, have been eliminated from HP manufacturing processes.

Power consumption

Power usage drops significantly while in PowerSave mode, which saves natural resources and saves money without affecting the high performance of this product.

Hazardous materials

This HP product contains the following materials that may require special handling at end-of-life:

- Lead in solder
- A lithium-ion rechargeable battery

Battery specifications

The following table provides specifications for the battery.

Specification	Value
Battery part number	C8263A
Battery material	Lithium-ion
Battery type	Cylindrical
Quantity per product	3
Weight	178 grams (6.3 ounces)
Lithium type	Gel
Battery manufacturer	Samsung, South Korea



NOTE: The lithium-ion rechargeable battery is mercury-free. The battery may require recycling or proper disposal at end-of-life.



Bij dit produkt zijn batterijen geleverd.
Wanneer deze leeg zijn, moet u ze niet weggooien maar inleveren als KCA.

Material safety data sheets

Material safety data sheets (MSDSs) can be obtained from the following HP website:

<http://www.hp.com/go/msds>.

Recycling

Design for recycling has been incorporated into this printer:

- The number of materials has been kept to a minimum while ensuring proper functionality and reliability.
- Dissimilar materials have been designed to separate easily.
- Fasteners and other connections are easy to locate, access, and remove using common tools.
- High-priority parts have been designed so that they can be accessed quickly for efficient disassembly and repair.

Printer packaging

The packaging materials for this printer have been selected to provide maximum protection for the least cost possible, while attempting to minimize environmental impact and facilitate recycling. The rugged design of the printer assists in minimizing both packaging materials and damage rates.

Disposal of waste equipment by users in private household in the European Union



This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

HP products and supplies

HP's Planet Partners™ recycling service provides an easy way to recycle any brand of computer equipment or HP printing supplies. HP's state-of-the-art processes ensure that your unwanted hardware or HP printing supply is recycled in a way that conserves resources.

For more information, see <http://www.hp.com/recycle>.

Declaration of Conformity

according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name: Hewlett-Packard Singapore (Pte) Ltd
Manufacturer's Address: Imaging and Printing Manufacturing Operations Singapore
60 Alexandra Terrace, #07-01, The Comtech, Singapore 118502

declares, that the product

Product Name: HP Deskjet 460C, HP Deskjet 460CB, HP Deskjet 460wf, HP Deskjet 460wbt
Product Number: C8150A, C8151A, C8152A, C8153A
Regulatory Model Number⁽¹⁾: SNPRC-0502
Product Accessory Number: C8263A Battery, C8264A Wifi Card, C8249A Bluetooth Card
Product Options: All

Conforms to the following Product Specifications:

Safety: IEC 60950-1: 2001 / EN 60950-1: 2001
EN 60825-1: 1994 + A1: 2002 / EN 60825-1: 1994 + A1: 2002 Class 1 for LEDs

EMC: CISPR 22: 1997 / EN 55022: 1998 Class B ⁽²⁾⁽³⁾⁽⁴⁾
CISPR 24 / A2: 2002 / EN 55024 / A1 + A2: 2003
IEC 61000-3-2: 2000 / EN 61000-3-2: 2000
IEC 61000-3-3: 1994 + A1: 2001 / EN 61000-3-3: 1995 + A1: 2001
FCC Title 47 CFR, Part 15 Class B / VCCI-2 ⁽²⁾⁽⁴⁾
ICES-003 Issue 4

Telecom: EN 300 328-2: 2001
EN 301 489-1: 2002
EN 301 489-17: 2002

Supplementary Information:

The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC, EMC Directive 89/336/EEC and the R&TTE Directive 99/5/EC, and carries the CE marking accordingly.

(1) This product is assigned a Regulatory model number that stays with the regulatory aspects of the design. The Regulatory Model Number is the main product identifier in the regulatory documentation and test reports, this number should not be confused with the marketing name or the product numbers.

(2) The product was tested in a typical configuration with Hewlett Packard personal computer systems.

(3) Excepting clause 9.5 which was not applied.

(4) This product exhibits Class A operation when connected to LAN cables using print server accessories.

Singapore, 16 February 2005

**ChanKum Yew,
Director, Quality**

Local Contact for regulatory topics only:

European Contact: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, Germany

USA Contact: Hewlett-Packard Company, HPCC, 20555 S.H. 249 Houston, Texas, 77070

Australia Contact: Hewlett Packard Australia Ltd, Product Regulations Manager, 31-41 Joseph Street, Blackburn, Victoria 3130, Australia.

E Printer specifications

For media and media specifications, see [Selecting print media](#).

Physical specifications

Available models and physical dimensions	Size (width by depth by height)	340.2 by 163.8 by 80.5 mm (19.9 by 6.45 by 3.15 inches) *These are the maximum dimensions.
	Weight	2.0 kg (4.2 lb) without print cartridges and battery 2.1 kg (4.63 lb) without print cartridges but with battery

Product features and capacities

Connectivity	<ul style="list-style-type: none">• USB 2.0 full-speed• PictBridge/USB Host Port• Type I CompactFlash (CF) card• Secure Digital (SD) card• Multimedia Card (MMC)• Bluetooth (through Type I CompactFlash card slot or USB Host Port)• 802.11 (through Type I CompactFlash card slot)
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Print method	Drop-on-demand thermal inkjet printing
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Black Resolution	Up to 1200 x 1200 dpi rendered black text on inkjet paper.
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Color Resolution	Up to 4800 x 1200 dpi
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Printer Languages	HP PCL3 enhanced
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Software Compatibility	Microsoft Windows 98, Me, 2000, Server 2003, XP; Mac OS X (10.2 and 10.3); Pocket PC 2003, 2003SE; Palm OS 5.x, 6
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Duty Cycle	Up to 500 pages/month
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Fonts	13 built-in fonts in portrait orientation. US fonts: CG Times, CG Times Italic, Universe, Universe Italic, Courier, Courier Italic, Letter Gothic, Letter Gothic Italic
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Fonts for Bluetooth printing*	US fonts: CG Times, CG Times Italic, Universe, Universe Italic, Courier, Courier Italic, Letter Gothic, Letter Gothic Italic Asian fonts**: Simplified Chinese, Traditional Chinese, Japanese, Korean *These fonts are also used for printing from mobile phones. **Included in models for some countries/regions.
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Memory specifications

Printer Memory	32 MB of built-in RAM
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Power and Environmental Specifications

Power Supply	Universal Power Supply	
Power Requirements	Power adapter	Input voltage: 100 - 240 AC, 50/60 Hz Output voltage: 18.5 VDC, 3.5 A
	Battery C8263A*	Lithium-ion ~2300 mAh (11.1 VDC)
	*Included with the HP Deskjet 460cb, 460wf, and 460wbt printers.	
Power Consumption	Less than 2 watts when off, 5 watts maximum non-printing, 25 watts maximum printing.	
Operating Environment	Recommended operating temperature: 15° to 35°C (59° to 95°F)	
	Operating temperature performance limits (short term): 0° to 55°C (32° to 131°F)	
	Storage temperature (long-term): 15 to 35°C (59° to 95°F)	
	Storage temperature limits (less than 2-weeks cumulative): -20 to 60°C (-4° to 140°F)	
	Relative humidity: 15 to 95% RH non-condensing (Recommended: 20 to 80% RH non-condensing)	
	Battery operating temperatures: Charging and using: 0° to 40°C (32° to 104°F); Storing: -20° to 50°C (-4° to 122°F)	
	Noise levels: 58 dBA	
Operating system specifications		
System Requirements for Windows and Mac OS	Minimum	
	Windows 98: Pentium® 90 MHz, 16 MB RAM, 145 MB free hard disk space	
	Windows Me: Pentium 150 MHz, 32 MB RAM, 145 MB free hard disk space	
	Windows 2000: Pentium 300 MHz, 64 MB RAM, 145 MB free hard disk space	
	Windows XP 32-bit edition: Pentium 300 MHz, 64 MB RAM, 180 MB free hard disk space	
	Windows XP Professional x64 edition: Pentium 1.8 GHz, 256 MB RAM, 100 MB free hard disk space	
	Windows Server 2003: Pentium 300 MHz, 128 MB RAM, 180 MB free hard disk space	
	Mac OS X (10.2 and 10.3): G3 (except original PowerBook G3), 128 MB RAM	
	Recommended	
	Windows 98 and Windows Me: Pentium 266 MHz, 32 MB RAM, 175 MB free hard disk space	
	Windows 2000: Pentium 300 MHz, 64 MB RAM, 190 MB free hard disk space	
	Windows XP 32-bit edition: Pentium 300 MHz, 128 MB RAM, 210 MB free hard disk space	
	Windows XP Professional x64 Edition: Pentium 1.8 GHz, 512 MB RAM, 100 MB free hard disk space	
Windows Server 2003: Pentium 550 MHz, 256 MB RAM, 210 MB free hard disk space		
Mac OS X (10.2 and 10.3): G4 800 MHz, 256 MB RAM		

Index

- 4800x1200 optimized dpi 30
- 802.11
 - accessories 18
 - ad hoc communication 19, 54
 - configuring wireless settings 58
 - infrastructure network 19, 54
 - overview 19
 - resetting wireless profiles 60
 - setting up a wireless connection 53
 - setting up factory defaults 55
 - SSID 54
 - troubleshooting 92
 - wireless configuration page 47
 - wireless network settings
 - description 54
 - wireless printer card lights 18
 - wireless printer card, installing 18
 - wireless profile configuration utility 60
 - wireless profile switch, using 53, 59
 - wireless profiles 58
 - wireless security settings 54
- A**
- access modes, Bluetooth 65
- accessories 99
 - 802.11 and Bluetooth 18
 - battery 15
 - installing 15
 - ordering 99
 - warranty 116
- ad hoc communication, 802.11 19, 54
- administrator
 - functions and tools 39
- alerts, configuring 41
- B**
- battery
 - charging and using 16
 - installing 16, 17
 - removing 17
 - safety 15
 - specifications 122
 - using 15
- Best mode 83
- black and white pages
 - troubleshooting 86
- blank pages
 - troubleshooting 81
- bleeding colors
 - troubleshooting 87
- Bluetooth
 - access modes 65
 - accessories 18
 - bonding 66
 - configuring wireless settings 62
 - device address 63
 - device name 63
 - discovery 66
 - encryption required 65
 - overview 19
 - private mode 65
 - public mode 65
 - setting up a wireless connection 61
 - troubleshooting 92
 - USB adapter, installing 18
 - wireless configuration page 47
 - wireless printer card lights 18
 - wireless printer card, installing 18
 - wireless profiles 67
 - wireless settings descriptions 63
- bonding, Bluetooth 66
- buttons, printer 95
- C**
- cables
 - regulatory compliance 119
- calibrating color 75
- cameras
 - printing digital photographs from 30
- canceling a print job 27
- capacities
 - tray 25
- cards
 - sizes supported 23
- CD, Starter 10
- CF card 12
- CFCs in product 121
- chlorofluorocarbons in product 121
- cleaning print cartridges 70
- cleaning the printer 69
- color
 - calibrating 75
 - troubleshooting 86, 87
- CompactFlash card 12
- configuration page, printing 47
- configuration page, wireless 47
- consumption
 - ink 121
 - paper 121
 - power 121
- custom-sized media
 - loading 22
 - printing on 29
 - sizes supported 24
- cut-off pages
 - troubleshooting 81
- D**
- declaration of conformity
- demo page
 - printing 47
- device address, Bluetooth 63
- device information pages 47
- device name, Bluetooth 63
- diagnostic page, printing 47
- digital photographs
 - printing 30
- Digital Print Order Format (DPOF)
 - printing 30, 37
- discover, Bluetooth 66
- Documents To Go 35
- dots per inch (dpi) 125
- dpi (dots per inch) 125
- DPOF. See Digital Print Order Format
- duplex printing. See two-sided (duplex) printing
- E**
- EMI statement (Korea) 119
- encryption required, Bluetooth 65
- energy consumption 126
- envelopes
 - sizes supported 23

- environmental specifications 126
- environmental sustainability program 121
- error messages
 - settings in Toolbox 41
- F**
 - Fast mode 83
 - FCC statement 119
 - fonts
 - included with printer 125
- G**
 - garbled text
 - troubleshooting 84
 - graphics
 - troubleshooting 85
- H**
 - hazardous materials in product 122
 - help
 - online help 10
 - HP PCL3 enhanced 125
 - HP Photo Printing Software 37
 - HP Printer Utility (Mac OS) 43
 - HP Supplies and Accessories
 - ordering information 99
 - hpshopping.com 99
 - humidity specifications 126
- I**
 - image quality
 - troubleshooting 83
 - information pages, printing 47
 - Information tab, Toolbox 42
 - infrastructure network, 802.11 19, 54
 - Ink level information window 41
 - ink service module, replacing 76
 - ink smears
 - troubleshooting 85
 - iPAQ
 - printing from 33
- J**
 - jams
 - clearing 89
 - preventing 90
 - Japanese VCCI statement 120
- K**
 - Korean EMI statement 119
- L**
 - LED classification statement 120
 - lights, printer 95
 - limited warranty statement 116
 - loading media 26
- M**
 - Mac OS
 - HP Deskjet 460 Network Setup Tool 44
 - HP Printer Utility 43
 - system requirements 126
 - maintenance
 - printer 69
 - Material Safety Data Sheets (MSDSs) 122
 - maximum dpi 30
 - media
 - cards, sizes supported 23
 - clearing jams 89
 - custom-sized 24
 - envelopes, sizes supported 23
 - media width guide 11
 - media width paper guide 11
 - media-feed problems 89
 - narrow media guide 11
 - ordering information 100
 - paper output problem 89
 - paper skew problem 89
 - sizes supported 23
 - special 29
 - specifications 21
 - tray capacities, specifications 25
 - memory card
 - as disk drive 31
 - printing from 31, 37
 - transferring to computer 31
 - memory card slots 12
 - memory devices
 - printing from 37
 - memory, included in printer 125
 - MMC 12
 - mobile devices, printing from 30
 - mobile phones, printing from 32
 - MSDSs (Material Safety Data Sheets) 122
 - Multimedia card (MMC) 12
 - myPrintMileage 41
- N**
 - network
 - connecting the printer 49
 - HP Deskjet 460 Network Setup Tool (Mac OS) 44
 - noise specifications 126
 - Normal mode 83
- O**
 - online help
 - sources of 10
 - operating environment
 - specifications 126
 - operating systems
 - system requirements 126
 - ordering information
 - supplies and accessories 99
 - ozone-depleting chemicals in product 121
- P**
 - Palm OS
 - Printboy instructions 35
 - Printboy utility 35
 - printing from 35
 - Palm OS device
 - install a wireless card 35
 - paper
 - clearing jams 89
 - paper-feed problems 89
 - See also media
 - special 29
 - specifications 21
 - PDA's
 - printing from 33, 35
 - Toolbox software for PDA's (Pocket PC and Palm OS) 44
 - phones
 - printing from 32
 - photo media
 - sizes supported 24
 - photo paper
 - sizes supported 24
 - photo print cartridge
 - ordering information 100
 - travel holder 99
 - photographs
 - 4800 x 1200 optimized dpi 22
 - guidelines for printing 30
 - HP Photo Printing Software 37
 - printing 30
 - six-ink color 30
 - transferring to computer 31
 - PictBridge 31
 - PictBridge compatible camera

- printing from 30
 - PIN code 64
 - Pocket PC
 - printing from 33
 - power
 - troubleshooting 79
 - power cord statement 120
 - power specifications 126
 - Preferences, Toolbox 41
 - print cartridges
 - aligning 74
 - calibrating color 75
 - cleaning 70
 - cradle compartment 11
 - handling 72
 - printing with single print cartridge 75
 - replacing 72
 - status 41
 - print quality
 - troubleshooting 83
 - print settings
 - changing 27
 - print speed 125
 - print speed slow
 - troubleshooting 80
 - Printboy
 - printing instructions 35
 - printer
 - buttons and lights 95
 - cleaning 69
 - documentation 10
 - installing software 49
 - specifications 125
 - printer driver
 - checking for updated 42
 - installing 49
 - See also software
 - system requirements 126
 - troubleshooting installation 91
 - warranty 116
 - printer language
 - HP PCL3 enhanced 125
 - printer memory 125
 - Printer Services tab, Toolbox 42
 - Printer Status tab, Toolbox 41
 - printing
 - canceling a print job 27
 - changing print settings 27
 - device information pages 47
 - digital photographs 30
 - DPOF files 30, 37
 - iPAQ 33
 - maximum dpi 30
 - memory card 37
 - memory devices 37
 - mobile devices 30
 - mobile phones 32
 - Palm OS 35
 - PictBridge 30
 - Pocket PC 33
 - six-ink color 30
 - special and custom-sized media 29
 - two-sided (duplex) 28
 - USB Flash drives 37
 - with a single print cartridge 75
 - private mode, Bluetooth 65
 - public mode, Bluetooth 65
- ## R
- radio interference
 - troubleshooting 80
 - recycling 123
 - registering printer 42
 - regulatory information 119
 - regulatory model number 120
 - relative humidity specifications 126
 - release notes 10
 - resolution
 - black 125
 - color 125
 - resources
 - administrator 39
 - printer management 39
- ## S
- SD card 12
 - Secure digital (SD) card 12
 - six-ink color 30
 - software
 - installing 49
 - See also printer driver
 - system requirements 126
 - Toolbox 40
 - troubleshooting installation 91
 - uninstalling 52
 - warranty 116
 - special media
 - printing on 29
 - specifications
 - battery 122
 - media 21
 - printer 125
 - Starter CD 10
 - status
 - supplies 41
 - storing printer 126
 - supplies
 - ordering 99
 - support
 - contact information, warranty 111
 - online 111
 - telephone 111
 - system requirements 126
- ## T
- temperature specifications 126
 - test pages
 - printing 47
 - text
 - troubleshooting 85
 - Toolbox
 - description 40
 - Information tab 42
 - installing 10, 49
 - opening 40
 - Printer Services tab 42
 - Printer Status tab 41
 - travel tips 14
 - tray
 - capacities, specifications 25
 - clearing jams 89
 - custom-sized media 24
 - sizes of media supported 23
 - troubleshooting
 - 802.11 92
 - all printer lights blinking 79
 - blank pages 81
 - Bluetooth 92
 - clearing jams 89
 - color problems, faded output 86
 - colors bleeding 87
 - colors not lining up properly 88
 - colors printing as black and white 86
 - cut-off pages, missing details, incorrect details 81
 - garbled text 84
 - HP Instant Support 10
 - ink smears 85
 - installation issues 91
 - media not picked up 89
 - paper feed problems 89
 - paper output problem 89
 - paper skew 89
 - placement of text or graphics wrong 82
 - power 79
 - print cartridges 80
 - print quality 83
 - printer light indications 96
 - printer not responding, nothing prints 79
 - printing demo page 47
 - printing device information pages 47

- radio interference 80
- resolving printing problems 79
- slow printing, speed of printer is slow 80
- software installation 91
- text and graphics 88
- text, graphics 85
- tips and resources 77
- wireless communication 92
- wrong colors printing 87
- two-sided (duplex) printing 28
- typefaces
 - included with printer 125

U

- uninstalling software 52
- USB Flash drive 37
- USB, Bluetooth adapter 18

V

- VCCI statement (Japan) 120
- voltage requirements 126

W

- warranty statement 116
- websites
 - HP supplies and accessories 99
 - hpshopping.com 99
 - online support 111
 - printer information 10
- Windows system requirements 126
- wireless communication
 - troubleshooting 92
- wireless configuration page 47
- wireless printing. See 802.11 and Bluetooth
- wireless profile configuration utility 60
- wireless profile switch, using 53, 59
- wireless profiles
 - 802.11 58
 - Bluetooth 67
- wireless security settings, 802.11 54

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