



DESIGNJET T120/T520 ePrinter Series

Introductory Information

What is it?

Your printer is a color inkjet printer designed for printing large, high-quality images.

This introductory document includes legal notices and safety instructions, describes the use of the front panel, introduces Web Services, and lists error messages that you may encounter.

Where is the user's guide?

A complete guide to your printer, *Using your printer*, is available on the DVD that comes with your printer.

Further information is available at HP's support Web site:

<http://www.hp.com/go/T120/support> or
<http://www.hp.com/go/T520/support>.

Legal notices

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North America: Hewlett Packard, MS POD, 11311 Chinden Blvd, Boise, ID 83714, USA.

Europe, Middle East, Africa: Hewlett-Packard, POD, Via G. Di Vittorio 9, 20063 Cernusco s/Naviglio (MI), Italy.

Asia, Pacific: Hewlett-Packard, POD, P.O. Box 200, Alexandra Post Office, Singapore 911507.

Please include your product number, warranty period (found on your serial number label), name and postal address.

Safety precautions

The following precautions ensure the proper use of the printer and prevent the printer from being damaged. Follow these precautions at all times.

- Use the power-supply voltage specified on the label. Avoid overloading the printer's electrical outlet with multiple devices.
- Do not disassemble or repair the printer yourself. Contact your local HP Service Representative for service.
- Use only the electrical cord supplied by HP with the printer. Do not damage, cut, or repair the power cord. A damaged power cord can cause fire or electric shock. Replace a damaged power cord with an HP-approved power cord.
- Do not allow metal or liquids (except those used in HP Cleaning Kits) to touch the internal parts of the printer. Doing so may cause fire, electric shock, or other serious hazards.
- Power off the printer and unplug the power cord from the power outlet in any of the following cases:
 - When placing your hands inside the printer
 - If there is smoke or an unusual smell coming from the printer
 - If the printer is making an unusual noise not heard during normal operation
 - If a piece of metal or a liquid (not part of cleaning and maintenance routines) touches internal parts of the printer
 - During an electrical (thunder/lightning) storm
 - During a power failure

The front panel

The front panel is a touch-sensitive screen with a graphical user interface; it is located on the front left of the printer. It gives you complete control of your printer: from the front panel, you can print, view information about the printer, change printer settings, perform calibrations and tests, and so on. The front panel also displays alerts (warning and error messages) when needed.



The front panel has a large central area to display dynamic information and icons. On the left and right sides you can see up to six fixed icons at different times. Normally they are not all displayed at the same time.

To the right of the front panel is the Power key, with which you can turn the printer on or off. The key is illuminated when the printer is on. It flashes when the printer is in transition between on and off.

Left and right fixed icons

	If the blue light is on, the wireless network is active.		
	Return to the home screen.		View help about the current screen.
	Go to the previous item.		Go to the next item.
	Go back to the previous screen without discarding changes.		Cancel the current process.

Home-screen dynamic icons

	View Web Services status and display your printer's email address.		Load, unload, or change options for roll paper.
	View information about network status, and configure the network (wireless or wired).		Change options for the multi-sheet tray, or activate it.
	View information about ink supplies.		Load, unload, or change options for single sheets.
	Change printer settings.		Access HP Designjet ePrint & Share.
			The white tick in a green circle indicates the active paper source: in this example, the multi-sheet tray.

If the printer is left idle for some time, it goes into sleep mode and switches off the front-panel display.

To change the time that elapses before sleep mode, press , then **Printer preferences > Sleep**. You can set a time between 5 and 240 minutes.

The printer wakes from sleep mode and switches on the front-panel display whenever there is some external interaction with it.

You can use the printer's auto-off feature to turn the printer off automatically. For example, setting it to 2 hours turns the printer off after 2 hours of inactivity. In this way, you can save more energy. However, the auto-off feature is automatically disabled when the printer is connected to the network, to avoid inconveniencing network users.

Web Services

Your eprinter can be connected to the Web, providing various benefits.

<p>Automatic firmware updates</p> <p>To keep the printer up to date effortlessly.</p>	<p>Printing by email (HP ePrint)</p> <p>If you can email it, you can print it. Simply attach a PDF or other print-ready file to an email message, and send it to your printer's dedicated address.</p>	<p>Online print history through ePrint & Share</p> <p>Securely save an online copy of each print, and reprint from everywhere, by Web or smartphone, using your private HP Designjet ePrint & Share account.</p>
<p>Print remotely through ePrint & Share</p> <p>For example, from home to office, or from a smartphone or laptop.</p>	<p>Print without a computer through ePrint & Share</p> <p>Access your HP Designjet ePrint & Share account from the front panel or from your mobile device to print your jobs.</p>	

Web Services setup

Before using Web Services, some setup is required on your printer and your computer.

- 1 Make sure that your printer is correctly connected to the Internet.
- 2 Enable Web Services during initial setup of the printer, or later by pressing  on the home screen and following the instructions on the front panel. The printer may need to restart if it has updated its firmware.
- 3 Install the printer software (drivers and other software to enhance your experience) in your computer from the HP Start-up Kit DVD, or from the Web. You can also find documentation and support information on the DVD and on the Web.
- 4 Create an HP Designjet ePrint & Share account when prompted, or later, at <http://www.hp.com/go/eprintandshare>. HP Designjet ePrint & Share saves copies of all your print jobs in the cloud so that you can reprint and share them from almost anywhere, even from smartphones and tablet computers.
- 5 Activate your account by clicking the activation link that you will receive by email. If you don't see the message, remember to check your junk email folder.
- 6 This is an optional step: If you are the printer administrator, log in at the HP ePrint Center (<http://www.hp.com/go/eprintcenter>) to customize your printer's email address or manage eprinter security for remote printing.

Congratulations, you now have completed Web Services setup. HP ePrint and HP Designjet ePrint & Share are ready to use.

For the latest information, support, and terms of use of the HP ePrint Center and HP Designjet ePrint & Share, see their respective websites, <http://www.hp.com/go/eprintcenter> and <http://www.hp.com/go/eprintandshare>.

Front-panel error messages

If you see an error message that does not appear here, and you feel in doubt about the correct response, or if the recommended action does not seem to solve the problem, contact HP Support.

Message or code	Recommendation
[Color] cartridge has expired	Replace the cartridge.
[Color] cartridge is low on ink	Ensure that you have a new cartridge of the same color ready.
[Color] cartridge is very low on ink	Ensure that you have a new cartridge of the same color ready.
Depleted cartridges must be replaced to resume printing	Replace the cartridges as needed.
One or more cartridges appear to be missing or damaged	Insert cartridges of the correct color as needed.
Paper jam	See the <i>User's Guide</i> .
Paper width is smaller than the minimum size supported by the selected paper source. Load cancelled.	Remove the paper and load paper of the correct size.
Loaded paper is too wide. Manual unload required.	Remove the paper manually and load paper of the correct size.
Paper too far from lateral load line. Please try again.	Remove and reload the paper.
Please manually unload roll paper and try again.	Rewind the roll manually.
Single sheet is loaded with too much skew. Press Eject to unload paper.	Remove and reload the paper.
The current job has been cancelled because the roll is out of paper. Load the roll and send the job again.	Load a new roll.
You are printing a multipage job. Load another sheet to continue printing or cancel the job.	Load another single sheet.
Multi-sheet tray is out of paper. Load paper in multi-sheet tray and press OK to continue printing or cancel the job.	Load paper into the multi-sheet tray.
End of roll has been reached. It is not possible to load the roll.	Load a new roll.
Missing or failed printhead	Remove and reinsert the same printhead, or try cleaning the electrical connections. If necessary, insert a new printhead. Note: The error message does not permit returning to the home screen to start the printhead replacement. Instead, press Show more .
Refilled or depleted cartridge detected	Check the cartridge.
Used cartridges might not have enough ink to complete startup. Open ink door to replace the cartridges.	A new printhead has been inserted without a new set of ink cartridges. Replace the cartridges not marked as new.
Wrong file format	The file format is incorrect or not supported. The printer cannot process the job, which will be discarded.
Out of memory	The printer cannot complete the job. Resend the job, selecting Send job as bitmap in the driver: go to the Advanced tab, then Document options > Printer features .

Message or code	Recommendation
01.1:10	Restart the printer.
02:10	There may be a paper or carriage jam. Check and clear the paper path if necessary.
03.0:10	The battery of the real-time clock has expired; contact HP Support.
08:10, 11:10, 17:10	Restart the printer.
21:10	There may be a paper or carriage jam. Check and clear the paper path if necessary.
21.1:10	Restart the printer.
41:10, 41.1:10, 42:10, 42.1:10, 45:10	There may be a paper or carriage jam. Check and clear the paper path if necessary.
51.1:10, 55:10	Restart the printer.
79:04	Restart the printer. If the problem persists, update the firmware.
85.1:10, 85.2:10	Restart the printer.
87:10	There may be a paper or carriage jam. Check and clear the paper path if necessary. Also clean the carriage encoder strip.