

1 HP Deskjet 3740 series printer

To find an answer to a question, select one of the following topics:

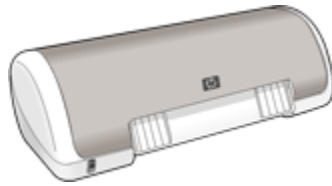


- [Notices](#)
- [Special features](#)
- [Getting started](#)
- [Connecting to the printer](#)
- [Printing photos](#)
- [Printing other documents](#)
- [Printing tips](#)
- [Printer software](#)
- [Maintenance](#)
- [Troubleshooting](#)
- [Specifications](#)
- [Supplies](#)

2 Special features

Congratulations! You have purchased an HP Deskjet printer that is equipped with several exciting features:

- **User friendly:** Easy to install and operate.
- **Borderless printing:** Print 4 x 6 inch photos to the edges of the paper by using the [borderless printing](#) feature.
- **Print cancel:** Save paper and ink by cancelling print jobs quickly and easily with the onscreen [print cancel](#) feature.
- **Ink level indicator:** Know the approximate ink level of each print cartridge with the onscreen [ink level indicator](#).
- **Ink-backup mode:** Use [Ink-backup mode](#) to continue printing with one print cartridge when the other print cartridge has run out of ink.



3 Getting started



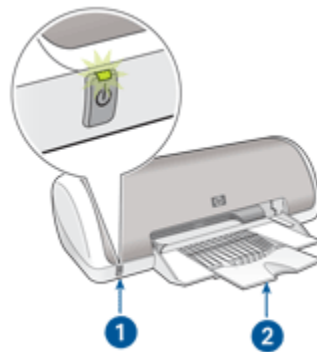
For an overview of the printer features, see the [printer features](#) page.

Click the appropriate topic below for a description of a printer feature:

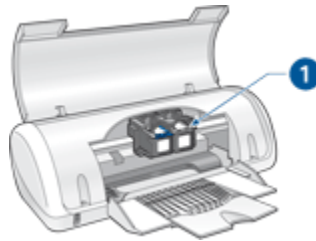
- [Power button and light](#)
- [Paper tray](#)
- [Print cartridges](#)
- [Ink-backup mode](#)

3.1 Printer features

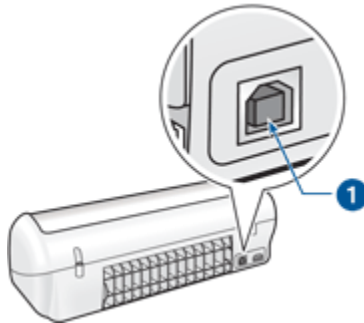
The printer has several features to make printing easier and more efficient.



1. [Power button and light](#)
2. [Paper tray](#)



1. Print cartridges



1. USB port

3.2 Power button and light

The Power button turns the printer on and off. It can take a few seconds for the printer to turn on after you press the Power button. The light on the Power button flashes when the printer is processing a job.



1. Power button and light



Caution: Always use the Power button to turn the printer on and off. Using a power strip, a surge protector, or a wall-mounted switch to turn the printer on and off can cause printer failure.

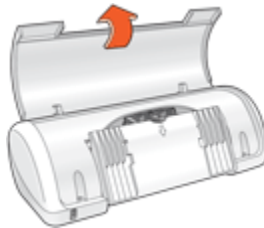
3.3 Paper tray

The fold-out paper tray holds paper and other media to be printed. Unfold the paper tray before printing.

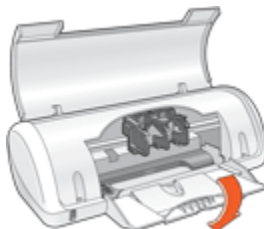
Unfolding the paper tray

Follow these steps to unfold the paper tray:

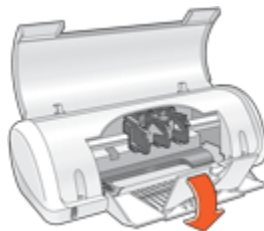
1. Raise the printer cover.



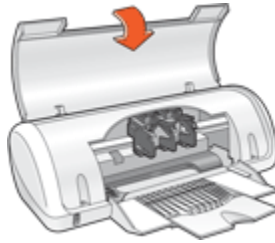
2. Lower the paper tray.



3. Fold out the tray extension.

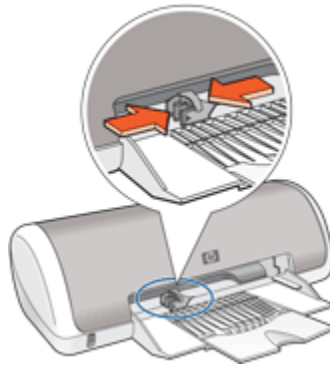


4. Lower the printer cover.



Using the paper tray

Print different sizes of media by sliding the paper guide to the right or left. The printer deposits printed pages on the top of the paper tray.



Note: The [print cartridges](#) must be installed before printing.

3.4 Print cartridges

Two print cartridges are available for use with the printer.



1. Tri-color print cartridge
2. Black print cartridge

Replacing print cartridges

When buying print cartridges, look for the print cartridge selection number.

You can find the selection number in three places:

- Selection number label: Look at the label on the print cartridge that you are replacing.



1. Selection number label

- Printer documentation: For a list of print cartridge selection numbers, see the reference guide that came with the printer.
- Print Cartridge Ordering Information dialog box: For a list of print cartridge selection numbers, open the printer [Toolbox](#), click the **Estimated Ink Level** tab, and then click the **Print Cartridge Ordering Information** button.

If a print cartridge runs out of ink, the printer can operate in the [ink-backup mode](#).

For information about installing a print cartridge, see the [print cartridge installation page](#).

3.5 Ink-backup mode

In the ink-backup mode, the printer operates by using only one print cartridge. The ink-backup mode is initiated when a print cartridge is removed from the print cartridge cradle.

For instructions about removing a print cartridge, see the [print cartridge installation page](#).

Ink-backup mode output

Printing in ink-backup mode slows the printer and affects the quality of printouts.

| Installed print cartridge | Result |
|----------------------------|---|
| Black print cartridge. | Colors are printed as grayscale. |
| Tri-color print cartridge. | Colors print but black is grayed and is not a true black. |

Exiting ink-backup mode

Install two print cartridges in the printer to exit the ink-backup mode.

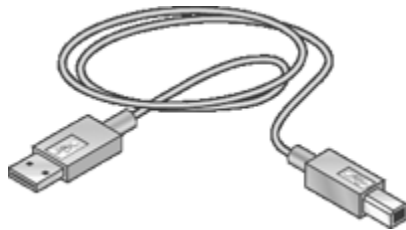
For instructions about installing a print cartridge, see the [print cartridge installation page](#).

4 Connecting to the printer

- USB

4.1 USB

The printer connects to the computer with a universal serial bus (USB) cable. The computer must be running Windows 98 or later to use a USB cable.



For instructions about connecting the printer with a USB cable, see the setup poster that came with the printer.

5 Printing photos

Select the type of photograph that you want to print:



Large photo
with a white border



Small photo
with a white border



Borderless photo

Enhancing your photos

Learn how to enhance your photographs by using the printer's [photo printing features](#).

5.1 Enhancing your photos

The printer software offers several features to make printing digital photos easier and improve photo quality:

- Get the best combination of speed and quality by using [PhotoREt](#).
- Use the [HP digital photography options](#) to touch up photos.
- Achieve the highest resolution with [Maximum dpi](#).
- Print an [Exif-formatted](#) photo if you have Exif-enabled software.
- Use [HP Everyday Photo Paper, Semi-gloss](#) to save money and ink when printing photos.

Learn how to add professional touches to your digital photographs:

- Print [black-and-white photos](#).
- Print to the edges of the photo paper with [borderless photo printing](#).

To prevent photo paper from curling, follow the [photo paper storage guidelines](#).

5.2 PhotoREt

PhotoREt offers the best combination of print speed and quality for your image.

Follow these steps to print with PhotoREt technology:

1. Open the [Printer Properties](#) dialog box.
2. Click the **Printing Shortcuts** tab or the **Paper/Quality** tab.

3. Click **Best** in the **Print quality** drop-down list.
4. Select any other print settings that you want, and then click **OK**.

5.3 HP digital photography options

The printer has several features to enhance the quality of digital photographs.

Opening the HP digital photography options dialog box

Follow these steps to open the **HP digital photography options** dialog box:

1. Open the **Printer Properties** dialog box.
2. Click the **Printing Shortcuts** tab or the **Paper/Quality** tab, and then click the **HP digital photography** button.

Using the HP digital photography options dialog box

Use the **HP digital photography options** dialog box to set these options:



1. **Red eye removal**: Click **On** to remove or reduce red-eye in the photograph.
2. **Contrast enhancement**: Adjust the contrast to your preference. Click **Automatic** to allow the printer driver to automatically balance the contrast.
3. **Digital flash**: Adjust the exposure in dark areas of photos to bring out detail. Click **Automatic** to allow the printer driver to automatically balance lightness and darkness.

4. **SmartFocus**: Enhance the image quality and clarity. Click **On** to allow the printer driver to automatically focus the image.
5. **Sharpness**: Adjust the image sharpness to your preference. Click **Automatic** to allow the printer driver to automatically set the level of sharpening for the image.
6. **Smoothing**: Soften an image. Click **Automatic** to allow the printer driver to automatically set the level of smoothing for the image.

5.4 Maximum dpi

The **Maximum dpi** print quality setting offers 4800 x 1200 optimized dpi printing.

The 4800 x 1200 optimized dpi is the highest quality resolution for this printer. When 4800 x 1200 optimized dpi is selected in the printer driver, the tri-color print cartridge prints in the 4800 x 1200 optimized dpi mode (up to 4800 x 1200 optimized dpi color and 1200-input dpi).

Follow these steps to print in the 4800 x 1200 optimized dpi mode:

1. Open the [Printer Properties](#) dialog box.
2. Click the **Printing Shortcuts** tab or the **Paper/Quality** tab.

Note: On the **Printing Shortcuts** tab, select either **Photo printing-borderless** or **Photo printing-with white borders**.

3. Find the appropriate drop-down list:

| Tab | Drop-down list |
|---------------------------|-------------------|
| Printing Shortcuts | Paper type |
| Paper/Quality | Type is |

Note: You do not need to set the print quality on both tabs.

4. Select the appropriate photo paper type from the drop-down list.
5. Click **Maximum dpi** in the **Print quality** drop-down list.

Note: The **Maximum dpi** setting temporarily uses a lot of disk space and will print slowly.

6. Select any other print settings that you want, and then click **OK**.

5.5 Exif Print

Exif Print (Exchangeable Image File Format 2.2) is an international digital imaging standard that simplifies digital photography and enhances printed photographs. When a photograph is taken with an Exif Print-enabled digital camera, Exif Print captures information such as exposure time, type of flash, and color saturation, and stores it in the image file. The HP Deskjet printer software then uses this information to automatically perform image-specific enhancements, to create outstanding photographs.

Printing Exif Print-enhanced photos requires the following equipment:

- A digital camera that supports Exif Print
- Exif Print-enabled photo software

Follow these steps to print Exif Print-enhanced photos:

1. Open the file that you want the Exif Print-enabled photo software to print.
2. Open the [Printer Properties](#) dialog box.
3. Click the **Printing Shortcuts** tab or the **Paper/Quality** tab.

Note: On the **Printing Shortcuts** tab, select either **Photo printing-borderless** or **Photo printing-with white borders**.

4. Click **Normal** or **Best** in the **Print quality** drop-down list.
5. Select any other print settings that you want, and then click **OK**.

The printer software automatically optimizes the printed image.

5.6 Printing black-and-white photos

You can perform the following tasks with the printer:

- [Print a black-and-white photo](#)
- [Print a color photo in black-and-white](#)

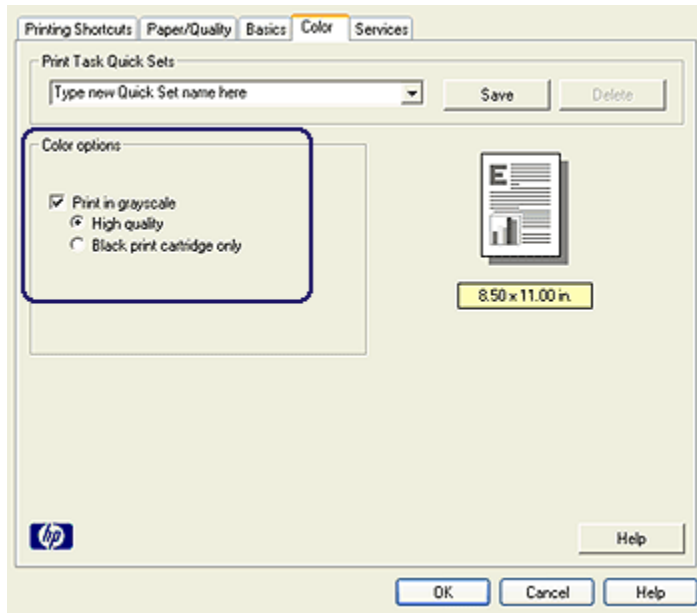
Printing a black-and-white photo

To print a photo that is already black-and-white, simply follow the instructions for the [type and size of photo](#) that you want to print.

Printing a color photo in black-and-white

Follow these steps to print a color photo in black-and-white:

1. Open the [Printer Properties](#) dialog box.
2. Click the **Color** tab.



3. Click **Print in grayscale**.
4. Select one of the following options:
 - **High quality**: Use this option for photos and other high-quality printouts.
 - **Black print cartridge only**: Use this option for fast, economical printing.
5. Select any other print settings that you want, and then click **OK**.

5.7 Storing and handling photo paper

Follow these instructions to maintain the quality of your HP brand photo paper.

Storage

- Keep unused photo paper in a resealable plastic bag, in the box in which it was originally packaged. Store the packaged photo paper on a flat surface in a cool place.
- When you are ready to print, remove only the paper that you plan to use immediately from the plastic bag. When you have finished printing, return any unused photo paper to the plastic bag.
- Do not leave unused photo paper in the printer paper tray. The paper might start to curl, which can reduce the quality of your photographs.

Handling

- Always hold photo paper by its edges. Fingerprints on photo paper can reduce print quality.
- Verify that the photo paper is not curled. If the photo paper is curled, place the paper in a plastic bag and gently bend it the opposite direction of the curl until the paper lies flat. If the problem persists, use photo paper that is not curled.

5.8 Saving money when printing photos

HP Everyday Photo Paper

To save money and ink when printing photos, use **HP Everyday Photo Paper, Semi-gloss** and set the **Print quality** to **Normal**.

HP Everyday Photo Paper, Semi-gloss is designed to create quality photos with less ink.

Note: For higher-quality photos, use HP Premium Plus Photo paper and set the **Print quality** to **Best** or **Maximum dpi**.

5.9 Large photos with a white border

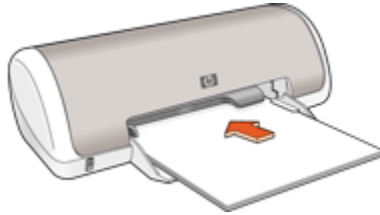
Guidelines

- To learn how to use the photo printing features, see the [photo enhancing](#) page.
- Use [HP Everyday Photo Paper, Semi-gloss](#) to save money and ink when printing photos.
- Verify that the photo paper that you are using is flat. For information about preventing photo paper from curling, see the [photo paper storage instructions](#).
- Do not exceed the paper tray capacity: Up to 15 sheets.

Preparing to print

1. Slide the paper guide to the left.
2. Place the paper with the side to be printed on facing down in the tray, and then push it into the printer until it stops.

The paper will extend over the edge of the tray.



3. Slide the paper guide firmly against the edge of the paper.

Printing

Note: If your software program includes a photo printing feature, follow the instructions that are provided with the software program. Otherwise, follow these instructions.

1. Open the [Printer Properties](#) dialog box.
2. On the **Printing Shortcuts** tab, select **Photo printing-with white borders** as the type of document, and then select the following options:
 - **Print quality:** **Normal**, **Best**, or **Max dpi**
 - **Paper type:** The appropriate photo paper type
 - **Paper size:** The appropriate photo paper size
 - **Orientation:** **Portrait** or **Landscape**
3. Click **OK** to print the photographs.

Use the [What's This? help](#) to learn about the features that you see in the **Printer Properties** dialog box.

5.10 Small photos with a white border

Guidelines

- To learn how to use the photo printing features, see the [photo enhancing](#) page.
- Use [HP Everyday Photo Paper, Semi-gloss](#) to save money and ink when printing photos.
- Verify that the photo paper that you are using is flat. For information about preventing photo paper from curling, see the [photo paper storage instructions](#).
- Do not exceed the paper tray capacity: Up to 15 sheets.

Preparing to print

1. Slide the paper guide to the left.

2. Place the photo paper, with the side to be printed on facing down and the short edge pointing towards the printer, in the right side of the tray. Push the paper into the printer until it stops.



3. Slide the paper guide firmly against the edge of the paper.

Printing

Note: If your software program includes a photo printing feature, follow the instructions that are provided with the software program. Otherwise, follow these instructions.

1. Open the [Printer Properties](#) dialog box.
2. On the **Printing Shortcuts** tab, select **Photo printing-with white borders** as the type of document, and then select the following options:
 - **Print quality:** Normal, Best, or Max dpi
 - **Paper type:** The appropriate photo paper type
 - **Paper size:** The appropriate photo paper size
 - **Orientation:** Portrait or Landscape
3. Click **OK** to print the photographs.

Use the [What's This? help](#) to learn about the features that you see in the **Printer Properties** dialog box.

5.11 Borderless photos

Guidelines

- The printer prints borderless photos measuring 4 x 6 inches or less.
- To learn how to use the photo printing features, see the [photo enhancing](#) page.
- Use [HP Everyday Photo Paper, Semi-gloss](#) to save money and ink when printing photos.
- Verify that the photo paper that you are using is flat. For information about preventing photo paper from curling, see the [photo paper storage instructions](#).

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- Do not print borderless photos in **ink-backup mode**. Always have two print cartridges installed in the printer.
- Do not exceed the paper tray capacity: Up to 15 sheets.

Preparing to print

1. Slide the paper guide to the left.
2. Place the photo paper, with the side to be printed on facing down and the short edge pointing towards the printer, in the right side of the tray. If you are using photo paper that has a tear-off tab, verify that the tab is pointing away from the printer. Push the paper into the printer until it stops.



3. Slide the paper guide firmly against the edge of the paper.

Printing

Note: If your software program includes a photo printing feature, follow the instructions that are provided with the software program. Otherwise, follow these instructions.

1. Open the **Printer Properties** dialog box.
2. On the **Printing Shortcuts** tab, select **Photo printing-borderless** as the type of document, and then select the following options:
 - **Print quality:** **Normal**, **Best**, or **Max dpi**
 - **Paper type:** The appropriate photo paper type
 - **Paper size:** The appropriate photo paper size
 - **Orientation:** **Portrait** or **Landscape**
3. Click **OK** to print the photographs.

When you print on 4 x 6 inch photo paper with tear-off tabs, the printout is completely borderless after the tear-off strip is removed.

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When you print on 4 x 6 inch photo paper without tear-off tabs, the printout is borderless on three sides and has a border on the bottom.



Use the [What's This? help](#) to learn about the features that you see in the **Printer Properties** dialog box.

6 Printing other documents



E-mail



Letters



Documents



Envelopes



Labels



Brochures



Greeting cards



Transparencies



Index cards



Iron-on transfers

Printing tips

Minimize your cost and effort while maximizing the quality of your printouts using these [printing tips](#).

Printer software

Learn about the [printer software](#).

6.1 E-mail

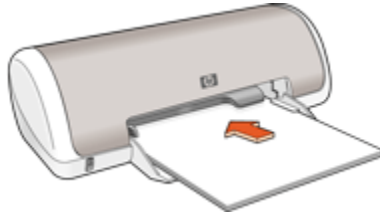
Guidelines

Do not exceed the paper tray capacity: Up to 80 sheets.

Preparing to print

1. Slide the paper guide to the left.
2. Place the paper with the side to be printed on facing down in the tray, and then push it into the printer until it stops.

The paper will extend over the edge of the tray.



3. Slide the paper guide firmly against the edge of the paper.

Printing

1. Open the [Printer Properties](#) dialog box.
2. On the **Printing Shortcuts** tab, click **General everyday printing** or **Fast/economical printing**, and then specify the following print settings:
 - **Paper size:** The appropriate paper size
 - **Paper type: Plain paper**
 - Select the [print quality](#) setting as appropriate.
3. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that you see in the **Printer Properties** dialog box.

6.2 Letters

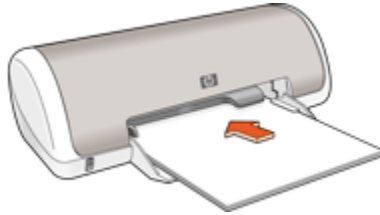
Guidelines

- For help printing an envelope, see the [envelopes](#) page.
- Do not exceed the paper tray capacity: Up to 80 sheets.

Preparing to print

1. Slide the paper guide to the left.
2. Place the paper with the side to be printed on facing down in the tray, and then push it into the printer until it stops.

The paper will extend over the edge of the tray.



3. Slide the paper guide firmly against the edge of the paper.

Printing

1. Open the [Printer Properties](#) dialog box.
2. On the **Printing Shortcuts** tab, click **General everyday printing**, and then specify the following print settings:
 - **Paper size:** The appropriate paper size
 - **Paper type:** **Plain paper**
 - Select the [print quality](#) setting as appropriate.
3. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that you see in the **Printer Properties** dialog box.

6.3 Documents

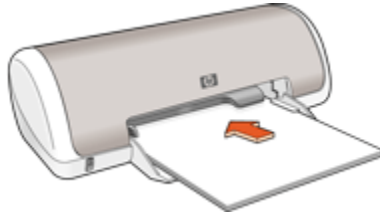
Guidelines

- For draft documents, use [Fast/economical printing](#).
- Do not exceed the paper tray capacity: Up to 80 sheets.

Preparing to print

1. Slide the paper guide to the left.
2. Place the paper with the side to be printed on facing down in the tray, and then push it into the printer until it stops.

The paper will extend over the edge of the tray.



3. Slide the paper guide firmly against the edge of the paper.

Printing

1. Open the [Printer Properties](#) dialog box.
2. On the **Printing Shortcuts** tab, click **General everyday printing**, and then specify the following print settings:
 - **Paper size:** The appropriate paper size
 - **Paper type: Plain paper**
 - Select the [print quality](#) setting as appropriate.
3. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that you see in the **Printer Properties** dialog box.

6.4 Envelopes

Guidelines

- Avoid using envelopes that have the following features:
 - Have clasps or windows
 - Have thick, irregular, or curled edges
 - Are shiny or embossed
 - Are wrinkled, torn, or otherwise damaged
- Align the envelope edges before inserting them in the paper tray.
- Do not exceed the paper tray capacity: Up to 10 envelopes.

Preparing to print

1. Slide the paper guide to the left.
2. Place the envelopes, with the side to be printed on facing down and the flap to the left, in the paper tray and to the right. Push the envelopes into the printer until they stop.



3. Slide the paper guide firmly against the edge of the envelopes.

Printing

1. Open the [Printer Properties](#) dialog box.
2. Click the **Paper/Quality** tab, and then select the following print settings:
 - **Size is:** The appropriate envelope size
 - **Type is: Plain paper**
3. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that you see in the **Printer Properties** dialog box.

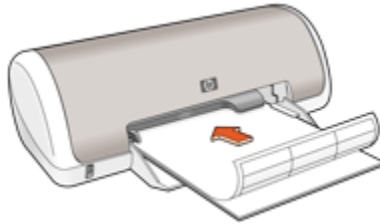
6.5 Labels

Guidelines

- Use only labels that are designed specifically for inkjet printers.
- Use only full sheets of labels.
- Verify that the labels are not sticky, wrinkled, or pulling away from the protective backing.
- Do not exceed the paper tray capacity: Up to 15 sheets of labels (use only letter-size or A4-size sheets).

Preparing to print

1. Slide the paper guide to the left.
2. Fan the edges of the label sheets to separate them, and then align the edges.
3. Place the label sheets with the label side facing down in the tray, and then push the sheets into the printer until they stop.



4. Slide the paper guide firmly against the edge of the sheets.

Printing

1. Open the [Printer Properties](#) dialog box.
2. On the **Printing Shortcuts** tab, click **General everyday printing** or **Fast/economical printing**, and then specify the following print settings:
 - **Paper size:** The appropriate paper size
 - **Paper type:** **Plain paper**
 - Select the [print quality](#) setting as appropriate.
3. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that you see in the **Printer Properties** dialog box.

6.6 Brochures

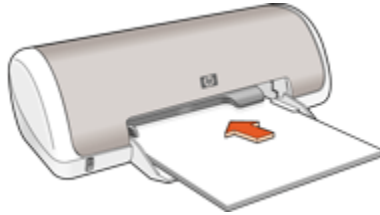
Guidelines

- For great results, use HP Brochure & Flyer Paper.
- Do not exceed the paper tray capacity: Up to 30 sheets.

Preparing to print

1. Slide the paper guide to the left.
2. Place the paper with the side to be printed on facing down in the tray, and then push it into the printer until it stops.

The paper will extend over the edge of the tray.



3. Slide the paper guide firmly against the edge of the paper.

Printing

1. Open the [Printer Properties](#) dialog box.
2. On the **Printing Shortcuts** tab, click **General everyday printing**, and then specify the following print settings:
 - **Paper size:** The appropriate paper size
 - **Paper type:** The appropriate brochure paper type
 - Select the [print quality](#) setting as appropriate.
3. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that you see in the **Printer Properties** dialog box.

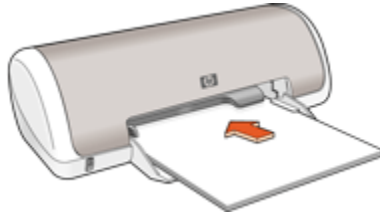
6.7 Greeting cards

Guidelines

- Unfold prefolded cards, and then place them in the paper tray.
- For great results, use HP Greeting Card Paper.
- Do not exceed the paper tray capacity: Up to 20 cards.

Preparing to print

1. Slide the paper guide to the left.
2. Fan the edges of the greeting cards to separate them, and then align the edges.
3. Place the greeting cards, with the side to be printed on facing down, in the paper tray. Push the cards into the printer until they stop.



4. Slide the paper guide firmly against the edge of the paper.

Printing

Note: If your software program includes a greeting card printing feature, follow the instructions that are provided with the software program. Otherwise, follow the instructions below.

1. Open the [Printer Properties](#) dialog box.
2. Click the **Paper/Quality** tab, and then specify the following print settings:
 - **Size is:** The appropriate card size
 - **Type is:** The appropriate card type
 - Select the [print quality](#) setting as appropriate.
3. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that you see in the **Printer Properties** dialog box.

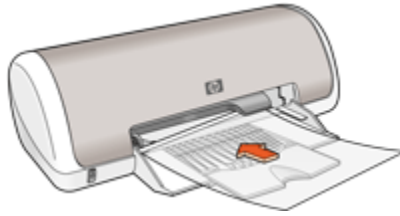
6.8 Transparencies

Guidelines

- For great results, use HP Premium Inkjet Transparency Film.
- Do not exceed the paper tray capacity: Up to 20 transparencies.

Preparing to print

1. Slide the paper guide to the left.
2. Place the transparencies, with the side to be printed on facing down and the adhesive strip toward the printer, in the tray.



3. Carefully push the transparencies into the printer until they stop so that none of the adhesive strips catch on one another.
4. Slide the paper guide firmly against the edge of the transparencies.

Printing

1. Open the [Printer Properties](#) dialog box.
2. On the **Printing Shortcuts** tab, click **General everyday printing**, and then specify the following print settings:
 - **Paper size:** The appropriate paper size
 - **Paper type:** The appropriate transparency film
 - Select the [print quality](#) setting as appropriate.
3. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that you see in the **Printer Properties** dialog box.

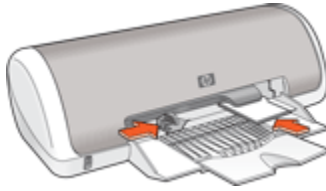
6.9 Index cards and other small media

Guidelines

- Use only cards and small media that meet the printer's paper-size specifications. For specifications, see the reference guide that came with the printer.
- Do not exceed the paper tray capacity: Up to 20 cards.

Preparing to print

1. Slide the paper guide to the left.
2. Place the cards, with the side to be printed on facing down and the short edge pointing towards the printer, in the tray and to the right. Push the cards into the printer until they stop.



3. Slide the paper guide firmly against the edge of the paper.

Printing

1. Open the [Printer Properties](#) dialog box.
2. Click the **Paper/Quality** tab, and then specify the following print settings:
 - **Size is:** The appropriate paper size
 - **Type is:** The appropriate paper type
 - Select the [print quality](#) setting as appropriate.
3. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that you see in the **Printer Properties** dialog box.

6.10 Iron-on transfers

Guidelines

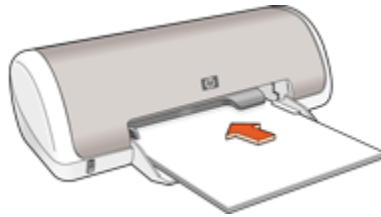
- Use HP Iron-on Transfers for great results.
- When printing a mirror image, the text and the pictures are horizontally reversed from what appears on the computer screen.



- Do not exceed the paper tray capacity: Up to 10 iron-on transfer papers.

Preparing to print

1. Slide the paper guide to the left.
2. Place iron-on transfer paper with the side to be printed on facing down in the paper tray, pushing the paper into the printer until it stops.
The paper will extend over the edge of the tray.



3. Slide the paper guide firmly against the edge of the paper.

Printing

Note: If your software program includes an iron-on transfer printing feature, follow the instructions that are provided with the software program. Otherwise, follow the instructions below.

1. Open the [Printer Properties](#) dialog box, and then select the following:
2. Click the **Paper/Quality** tab, and then specify the following print settings:
 - **Size is:** The appropriate paper size
 - **Type is:** Plain paper
 - **Print quality:** Normal or Best
3. Click the **Basics** tab, and then specify the following print setting:
 - **Orientation:** Mirror image
4. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that you see in the **Printer Properties** dialog box.

7 Printing tips

Save time

- Use the [Printing Shortcuts](#) tab.
- Create [print task quick sets](#) for documents that you print often.
- Set the [printer default settings](#) for options that you use often.
- Print from [front to back](#).

Save money

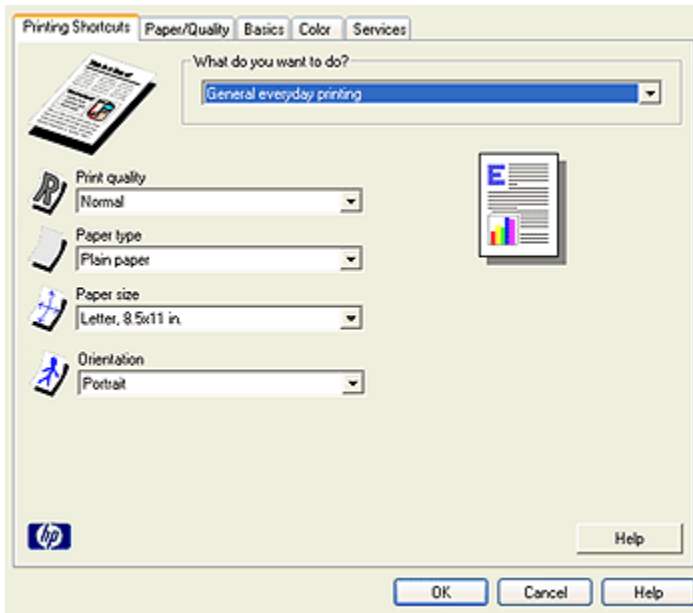
- Use [Fast/economical printing](#).
- Use [HP Everyday Photo Paper](#) to save money and ink when printing photos.

Enhance the quality of printouts

- [Preview](#) the document before printing it.
- Select the right [paper type](#).
- Select the right [print quality](#).
- Print on a [custom paper size](#).

7.1 Printing shortcuts

The **Printing Shortcuts** tab makes it easy to set the printing options for the documents that you want to print.



Use the **Printing Shortcuts** tab for the following print tasks:

- General everyday printing
- Printing borderless photos
- Printing photos with white borders
- Fast/economical printing

7.1.1 General everyday printing

Use **General everyday printing** to print quickly.

- Documents
- E-mail

7.2 Fast/economical printing

Use Fast/economical printing to produce draft-quality printouts quickly.

Follow these steps to use Fast/economical printing:

1. Open the [Printer Properties](#) dialog box.
2. On the **Printing Shortcuts** tab, select **Fast/economical printing** from the drop-down list.

3. Specify the printing settings that you want to use.
4. After specifying the print settings, click **OK**

Use the [What's This? help](#) to learn about the features that you see in the **Printer Properties** dialog box.

7.3 Print task quick sets

Use print task quick sets to print with or save print settings that you use often.

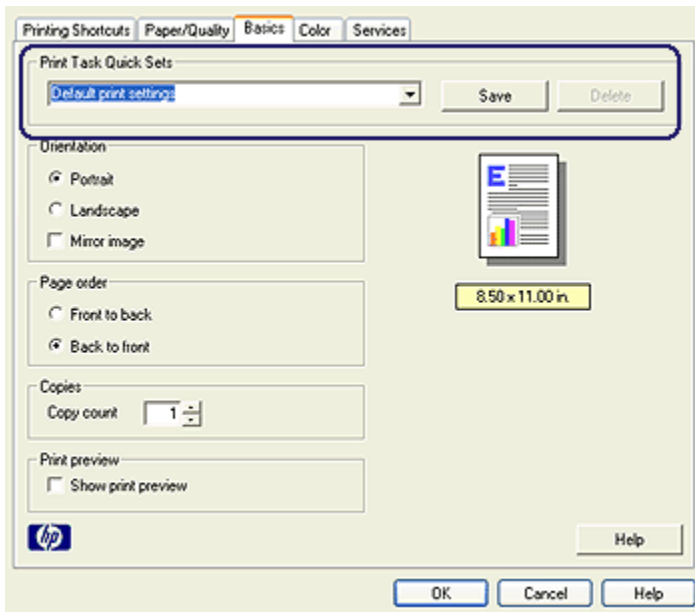
For example, if you frequently print on envelopes, you can create a print task that contains the paper size, print quality, and orientation setting that you normally use for envelopes. After creating the print task, simply select it when printing on envelopes rather than setting each of the print settings separately.

Create your own print task or use the specially designed print tasks that are available in the **Print Task Quick Sets** drop-down list.

Using a print task quick set

Follow these steps to use a print task quick set:

1. Open the [Printer Properties](#) dialog box.
2. Select the print task that you want to use from the drop-down list.



3. Click **OK**.

Note: To restore default print settings, click **Default print settings** in the **Print Task Quick Sets** drop-down list, and click **OK**.

Creating a print task quick set

Follow these steps to create a print task quick set:

Note: The printer software can save up to 25 print task quick sets.

1. Open the [Printer Properties](#) dialog box.
2. Select the options that you want to include in the new print task.
3. Type a name for the new print task in the **Print Task Quick Sets** drop-down list, and then click **Save**.

The print task quick set is added to the drop-down list.

Note: If you add more options to the print task, you must rename the print task, and then click **OK**.

Deleting a print task quick set

Follow these steps to delete a print task quick set:

1. Open the [Printer Properties](#) dialog box.
2. Select the print task that you want to delete from the drop-down list, and then click **Delete**.

Note: Some print task quick sets cannot be deleted.

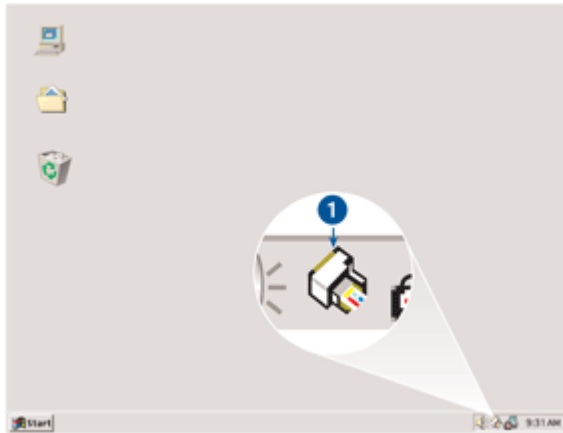
7.4 Setting the printer default settings

The printer uses the default settings for all documents unless you open the [Printer Properties](#) dialog box and specify other settings.

To save time when printing, set the printer default settings to options that you use often. That way, you do not have to specify the options every time you use the printer.

Follow these steps to change the printer default settings:

1. Click the printer task tray icon.



1. Printer task tray icon

The **Printer Properties** dialog box appears.

2. Select the options that you want to use as the default settings.
3. Click **OK**.

A dialog box appears stating that the new settings will be used every time you print. If you do not want to see this dialog box again, select **Don't show me this message again**.

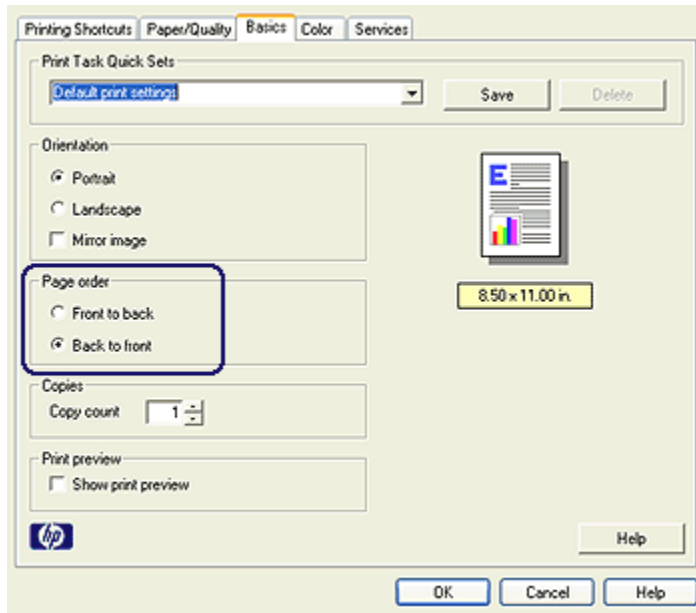
4. Click **OK** to save the new default print settings.

7.5 Setting the page order

Setting the page order determines the order in which your document will be printed. Often when it is complete, it is convenient to have the first page of a document printed last so that the complete document is lying face-up.

Follow these step to set the page order:

1. Open the **Printer Properties** dialog box.
2. Click the **Basics** tab.



3. Select one of the following options:

- **Back to front:** Prints the last page of the document first. Saves time when printing because you do not have to reorder the printed pages. This is the appropriate setting for most print jobs.
- **Front to back:** Prints the first page of the document first.

4. Select any other print settings that you want, and then click **OK**.

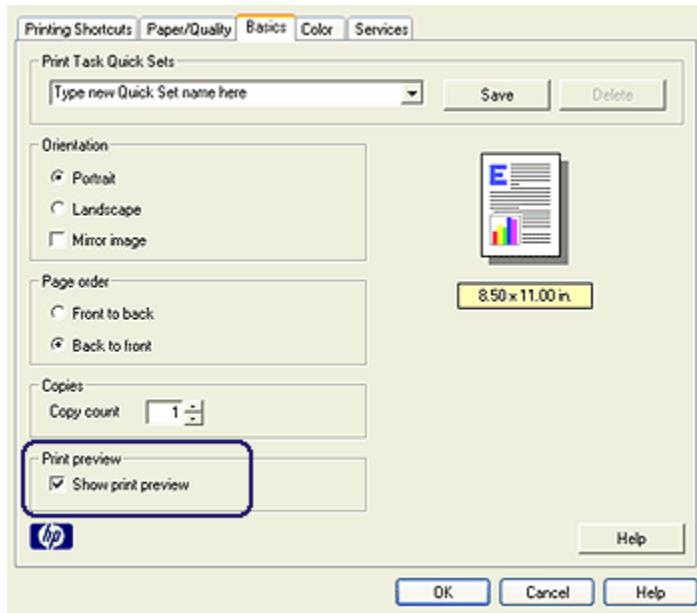
Use the [What's This? help](#) to learn about the features that you see in the **Printer Properties** dialog box.

7.6 Print preview

To save time and money when printing, preview the document on your computer before printing it. If the print preview does not look the way that you want it to, close the preview window and make the necessary adjustments to your document.

Follow these steps view a preview of a document:

1. Open the [Printer Properties](#) dialog box.
2. Click the **Basics** tab.



3. Select the **Show print preview** check box.
4. Select any other print settings that you want, and then click **OK**.
Before the document prints, a preview appears.
5. Do one of the following:
 - Click **File**, and then click **Print to HP Deskjet** to print the document.
 - Click **File**, and then click **Cancel Printing** to cancel the print job. Adjust the print settings as needed before trying to print the document again.

7.7 Selecting a paper type

Follow these steps to select a specific paper type:

1. Open the [Printer Properties](#) dialog box.
2. Click the **Printing Shortcuts** tab or the **Paper/Quality** tab.
3. Find the appropriate drop-down list:

| Tab | Drop-down list |
|---------------------------|-------------------|
| Printing Shortcuts | Paper type |
| Paper/Quality | Type is |

Note: You do not need to set the paper type on both tabs.

4. Click the paper type in the drop-down list.
5. Select any other print settings that you want, and then click **OK**.

7.8 Selecting a print quality

Follow these steps to select a print quality:

1. Open the **Printer Properties** dialog box.
2. Click the **Printing Shortcuts** tab or the **Paper/Quality** tab.
3. Select one of the following from the **Print quality** drop-down list:

Note: The print quality options available on the **Printing Shortcuts** tab vary depending on the type of document you are printing.

- **FastDraft**: Prints at the fastest printing speed while using the least amount of ink.
- **Fast Normal**: Prints more quickly than Normal mode and at a higher print quality than FastDraft.
- **Normal**: Provides the best balance between print quality and speed. This is the appropriate setting for most documents.
- **Best**: Provides high-quality printing.
- **Maximum dpi**: Provides the highest quality printing but takes longer to print than Best mode and requires a large amount of disk space.

7.9 Setting a custom paper size

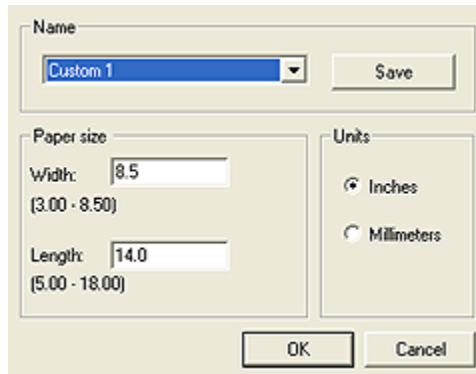
Use the **Custom paper size** dialog box to print on a special paper size.

Defining a custom paper size

Follow these steps to define a custom paper size:

1. Open the **Printer Properties** dialog box.
2. Click the **Paper/Quality** tab.
3. Click the **Custom** button.

The **Custom paper size** dialog box appears.



4. Click a custom paper size name in the **Name** drop-down list.
5. Type the paper dimensions in the **Width** and **Length** boxes.
The minimum and maximum paper dimensions appear beneath each of the boxes.
6. Click the unit of measurement: **Inches** or **Millimeters**.
7. Click **Save** to save the custom paper size.
8. Click **OK** to exit the **Custom paper size** dialog box.

8 Printer software

Learn how to use these software features:

- Use the [Printer Properties](#) dialog box to select printing options.
- Use the [Printing Shortcuts](#) tab to specify print settings quickly.
- Use the [What's This? help](#) to learn more about specific printing options.
- Use the [Device Status window](#) to view useful information.

8.1 Printer Properties dialog box

The printer is controlled by software that is installed on your computer. Use the printer software, also known as the *printer driver*, to change the print settings for a document.

To change the print settings, open the **Printer Properties** dialog box.

Printer Preferences dialog box

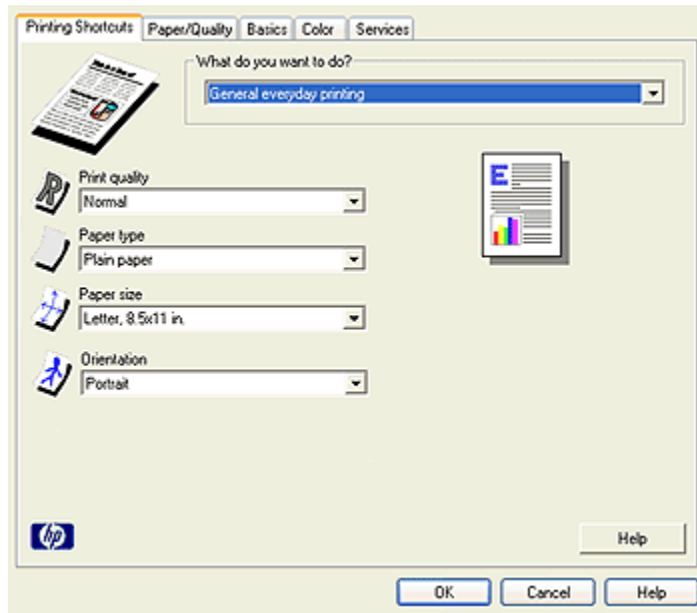
The **Printer Properties** dialog box is also referred to as the **Printing Preferences** dialog box.

Opening the Printer Properties dialog box

Follow these steps to open the **Printer Properties** dialog box:

1. Open the file that you want to print.
2. Click **File**, click **Print**, and then click **Properties** or **Preferences**.

The **Printer Properties** dialog box appears.



What's This? help

Use the [What's This? help](#) to learn about the features you see in the **Printer Properties** dialog box.

8.2 Using What's This? help

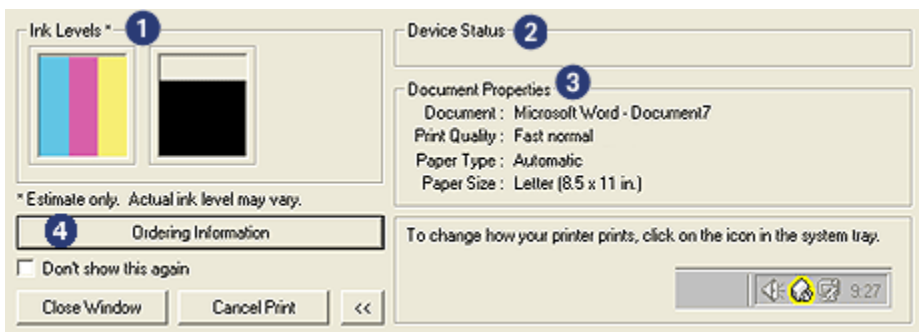
Use **What's This? help** to learn more about the available printing options.

1. Move the cursor over the feature that you want to learn more about.
2. Click the right mouse button.
The **What's This?** box appears.
3. Move the cursor over the **What's This?** box, and then click the left mouse button.
An explanation of the feature appears.



8.3 Device Status window

The **Device Status window** appears each time the printer prints a file.



The following items appear in the **Device Status window**:

1. **Ink levels**: Approximate ink level of each print cartridge.
2. **Device status**: The status of the printer. For example, **Spooling** or **Printing**.
3. **Document properties**: Information about the current print job:
 - **Document**: Name of the document that is currently printing
 - **Print quality**: Print quality setting that is being used

HP Deskjet 3740 series printer

- **Paper type:** Type of paper in use
 - **Paper size:** Size of paper in use
4. **Ordering information:** Link to the HP Web site for ordering printer supplies and accessories.

If you do not want to see the **Device Status window** every time you print, select the **Don't show this again** check box.

To cancel a print job, click **Cancel print**.

To close the **Device Status window**, click **Close window**.

9 Maintenance

- Installing print cartridges
- Aligning print cartridges
- Automatically cleaning print cartridges
- Manually cleaning print cartridges
- Printing a test page
- View estimated ink levels
- Removing ink from skin and clothing
- Maintaining print cartridges
- Maintaining the printer body
- Printer toolbox

9.1 Installing print cartridges

Print cartridges

Always install the tri-color print cartridge in the *left* print cartridge cradle compartment.

Install the black print cartridge in the *right* print cartridge cradle compartment.

Selection numbers

Before buying replacement print cartridges, verify the correct selection numbers in the reference guide that came with the printer.

You can also find the selection number on the print cartridge you are replacing.



1. Selection number label

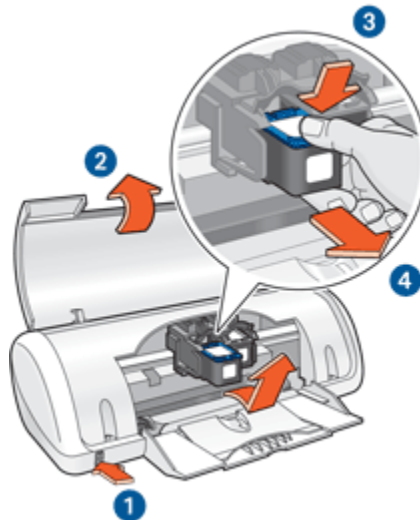
Ink back-up mode

The printer can operate with only one print cartridge installed. For more information, see the [ink back-up mode](#) page.

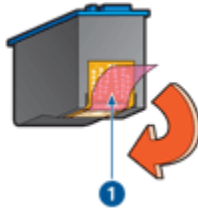
Installation instructions

To install a print cartridge:

1. Press the **Power** button to turn on the printer.
2. Open the printer cover.
The cradle moves to the center of the printer.
3. Push down on the print cartridge and slide it out of the print cartridge cradle.



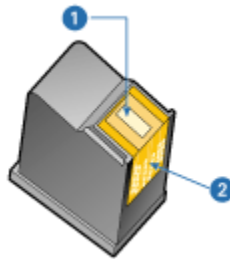
1. Press power button
 2. Lift printer cover
 3. Push down on print cartridge
 4. Slide print cartridge out of cradle
4. Remove the replacement print cartridge from its packaging and carefully remove the plastic tape. Hold the print cartridge so that the copper strip is on the bottom and facing toward the printer.



1. Remove the pink tape only

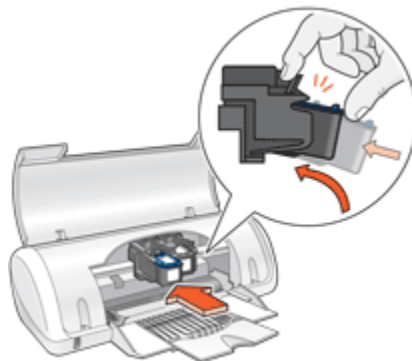


Caution: Do not touch the print cartridge ink nozzles or copper contacts. Touching these parts will result in clogs, ink failure, and bad electrical connections. Do not remove the copper strips. They are required electrical contacts.



- 1. Ink nozzles
- 2. Copper contacts

5. Slide the print cartridge firmly into the cradle at a slight upward angle until you feel resistance.



6. Push the cartridge into the cradle.

You hear a snap when the print cartridge is correctly positioned.

7. Close the printer cover.
8. [Calibrate](#) the printer for optimum print quality.

For information about storing print cartridges, see the [print cartridge storage](#) page.

For information about recycling empty print cartridges, see the [print cartridge recovery](#) page.



Warning: Keep both new and used print cartridges out of the reach of children.

9.2 Aligning print cartridges

After installing a print cartridge, calibrate the print cartridges to ensure the best print quality.

To calibrate print cartridges:

1. Load plain white paper in the paper tray.
2. Open the printer [Toolbox](#).
3. Click **Align the Printer**.
4. Click **Align**, and then follow the onscreen instructions.

9.3 Automatically cleaning print cartridges

If your printed pages are missing lines or dots, or if they contain ink streaks, the print cartridges might be [low on ink](#) or might need to be cleaned.

If the print cartridges are not low on ink, follow these steps to clean the print cartridges automatically:

1. Open the printer [Toolbox](#).
2. Click **Clean the Print Cartridges**.
3. Click **Clean**, and then follow the onscreen instructions.

If your documents are still missing lines or dots after cleaning, [replace](#) the print cartridges.



Caution: Clean print cartridges only when necessary. Unnecessary cleaning wastes ink and shortens the life of the cartridge.

9.4 Manually cleaning print cartridges

If the printer is used in a dusty environment, a small amount of debris might accumulate inside the case. This debris can include dust, hair, carpet, or clothing fibers. When debris gets on the print cartridges and cradle, ink streaks and smudges might appear on printed pages. Ink streaking is easily corrected by manually cleaning the cartridges and cradle.

Gathering cleaning supplies

You will need the following items to clean the print cartridges and cradle.

- Distilled water
- Cotton swabs or other soft, lint-free material that will not stick to the cartridges

Be careful not to get ink on your hands or clothing as you clean.

Preparing to clean

1. Press the **Power** button to turn on the printer, and then raise the printer cover. The cradle moves to the center of the printer.
2. Disconnect the power cord from the back of the printer.
3. Remove the print cartridges and place them on a piece of paper with the nozzle plate facing up.



1. Nozzle plate




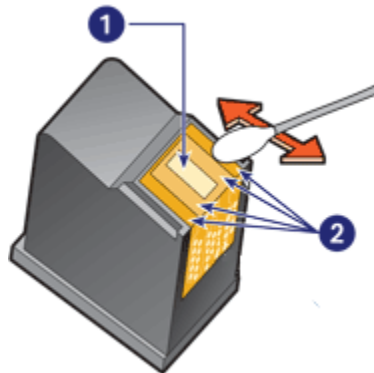
Caution: Do not leave the print cartridges outside the printer for more than 30 minutes.

Cleaning instructions

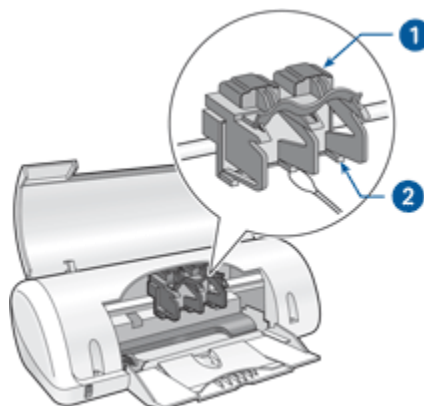
1. Lightly moisten a cotton swab with distilled water and squeeze any excess water from the swab.

2. Wipe the face and edges of the first print cartridge with the cotton swab.

 Caution: Do not wipe the nozzle plate. Touching the ink nozzles will result in clogs, ink failure, and bad electrical connections.



1. Nozzle plate
2. Face and edges of print cartridge
3. Inspect the face and edges of the print cartridge for fibers.
Repeat steps 1 and 2 if fibers are still present.
4. Repeat steps 1 through 3 for the second cartridge.
5. Wipe the underside of the print cartridge cradle walls with clean, moistened cotton swabs.
Repeat this process until no ink residue or dust appears on a clean swab.



1. Print cartridge cradle
2. Print cartridge cradle walls
6. Insert the print cartridges in the printer, and then close the printer cover.
7. Connect the power cord to the back of the printer.
8. Print a [test page](#).
9. Repeat the cleaning procedure if ink streaks continue to appear on printed pages.

9.5 Printing a test page

Follow these steps to print a test page:

1. Open the printer [Toolbox](#).
2. Click the **Print a Test Page** button, and then follow the onscreen instructions.

9.6 View estimated ink levels

Follow these steps to view the estimated ink levels of the print cartridges that are installed in the printer:

1. Open the printer [Toolbox](#).
2. Click the **Estimated Ink Level** tab.

9.7 Removing ink from skin and clothing

Follow these instructions to remove ink from skin and clothing:

| Surface | Remedy |
|--------------|---|
| Skin | Wash the area with an abrasive soap. |
| White fabric | Wash the fabric in cold water and use chlorine bleach. |
| Color fabric | Wash the fabric in cold water and use sudsy ammonia. |



Caution: Always use cold water to remove ink from fabric. Warm or hot water can set the ink into the fabric.

9.8 Maintaining print cartridges

The following tips will help maintain HP print cartridges and ensure consistent print quality:

- Keep all print cartridges in their sealed packages until they are needed. Print cartridges should be stored at room temperature (15 to 35 degrees C or 59 to 95 degrees F).
- Do not remove the plastic tape covering the ink nozzles until you are ready to install the print cartridge in the printer. If the plastic tape has been removed from the print cartridge, do not attempt to reattach it. Reattaching the tape damages the print cartridge.

9.9 Maintaining the printer body

Because the printer ejects ink onto the paper in a fine mist, ink smudges will eventually appear on the printer case and adjacent surfaces. To remove smudges, stains, or dried ink from the exterior of the printer, use a soft cloth moistened with water.

When cleaning your printer, keep these tips in mind:

- Do not clean the interior of the printer. Keep all fluids away from the interior.
- Do not use household cleaners or detergent. In the event that a household cleaner or detergent is used on the printer, wipe the printer's exterior surfaces with a soft cloth that has been moistened with water.
- Do not lubricate the support rod that the print cartridge cradle uses to slide back and forth. Noise is normal when the cradle moves back and forth.

9.10 Printer toolbox

The printer Toolbox contains a number of useful tools to enhance the printer performance.

Use the printer tools to perform the following tasks:

- [Clean the print cartridges](#)
- [Align the print cartridges](#)
- [Print a test page](#)
- [View estimated ink levels](#)

To use the tools, open the [Printer Properties](#) dialog box, click the **Services** tab, and then click the **Service this device** button.

10 Troubleshooting

- Printer is not printing
- Paper jam
- Paper problems
- Print quality is poor
- Document is misprinted
- Photos are not printing correctly
- Borderless printing problems
- Error messages
- Power light is flashing
- Document prints slowly
- If you continue to have problems

10.1 Printer is not printing

Verify the following

- The printer is connected to the power source.
- The cable connections are secure.
- The printer is turned on.
- The print cartridges are [correctly installed](#).
- The paper or other media is correctly loaded in the paper tray.
- The printer cover is closed.
- The rear access door is attached.

Check the power light

If the Power light is flashing, there might exist an error.

See [Power light is flashing](#) for more information.

Check the printer cable connection

If the printer cable is attached to a USB hub, a printing conflict might exist. Use one of these methods for solving the conflict:

- Attach the printer USB cable directly to your computer.
- When printing, do not use other USB devices that are attached to the hub.

If the printer does not turn on

The printer might have drawn too much power.

1. Disconnect the power cord from the electrical outlet.
2. Wait approximately 10 seconds.
3. Reconnect the power cord.
4. Press the **Power** button to turn on the printer.

If the printer still does not turn on, try the following solutions:

- Plug the printer into a different electrical outlet.
- Plug the printer directly into an electrical outlet rather than into a surge protector.

If the printer still does not print

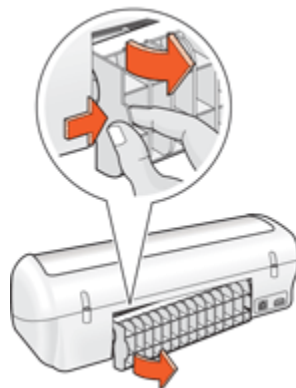
Select the topic below that best describes the problem:

- [Paper jam](#)
- [Out of paper message](#)

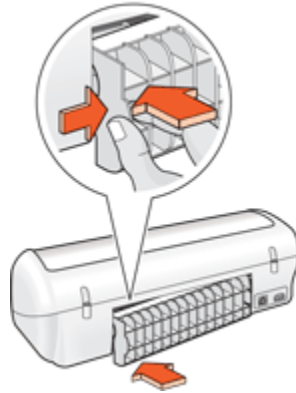
10.2 Paper jam

Follow each of these steps until the paper jam is cleared.

1. Remove the paper from the paper tray.
2. If you are printing labels, verify that a label did not become detached from the label sheet while passing through the printer.
3. Remove the rear access door. Press the handle to the right, and then pull out the door.



4. Remove the paper jam from the back of the printer, and then replace the rear access door.



5. Reload paper in the paper tray.
6. Reprint the document.

10.3 Paper problems

Printer prints on multiple sheets at once

Paper weight

The printer might print on multiple sheets of paper at once if the paper is under the recommended paper weight. Use paper that meets the recommended paper weight. For paper weight specifications, see the reference guide that came with the printer.

Paper is loaded improperly

The printer might print on multiple sheets of paper at once if the paper is loaded too far toward the back of the printer. Reload paper into the paper tray, pushing the paper until you feel resistance.

The printer also might print on multiple sheets if different paper types are loaded in the printer. For example, photo paper might be mixed with plain paper. Empty the paper tray and load only the paper type that is appropriate for the document that you are printing.

Other paper problems

- For information on clearing a paper jam, see the [paper jam](#) page.
- If an out of paper message appears, see the [error messages](#) page.

10.4 Print quality is poor

Streaks and missing lines

If your printed pages are missing lines or dots, or if streaks appear, the print cartridges might be **low on ink** or might need to be **cleaned**.

Print is faded

- Verify that neither of the print cartridges is **low on ink**.

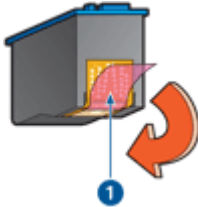
If a print cartridge is low on ink, consider **replacing the print cartridge** when the print quality lessens.

If the print cartridge is not low on ink, **clean the print cartridge**.

- Verify that a black print cartridge is installed.

If the black text and images on your printouts are faded, you might be printing with only the tri-color print cartridge. Insert a black print cartridge, in addition to the tri-color print cartridge, for optimal black print quality.

- Verify that the protective piece of plastic tape has been removed from the print cartridges.



1. Plastic tape

- Consider selecting a higher print quality.

Blank pages print

- The protective piece of plastic tape might still be attached to the print cartridges. Verify that the plastic tape has been removed from the print cartridges.
- The print cartridges might be **out of ink**. Replace one or both empty print cartridges.

10.5 Document is misprinted

Text and images are misaligned

If the text and images on your printouts are misaligned, then [align](#) the print cartridges.

Document is printed off-center or at an angle

1. Verify that only one type of paper is placed in the paper tray, and that the paper has been placed in the tray correctly.
2. Verify that the paper guide fits firmly against the paper.
3. Reprint the document.

Envelope is printed at an angle

1. Slide the flap inside the envelope before loading it in the paper tray.
2. Confirm that the paper guide fits firmly against the envelope.
3. Reprint the envelope.

Parts of the document are missing or printed in the wrong place

Open the [Printer Properties](#) and confirm the following options:

| Tab | Setting |
|----------------------|---|
| Basics | Orientation: The appropriate orientation |
| Paper/Quality | Size is: The appropriate paper size |

Document does not reflect the new print settings

The printer default settings might differ from the software-program print settings. Select the appropriate print settings within the software program.

10.6 Photos are not printing correctly

Check the paper tray

1. Verify that the photo paper is placed in the paper tray with the side to be printed on facing down.
2. Slide the paper forward until it stops.
3. Slide the paper guide firmly against the paper.

Check the printer properties

Open the [Printer Properties](#) dialog box and verify the following options:

| Tab | Setting |
|----------------------|--|
| | Size is: The appropriate size |
| Paper/Quality | Type is: The appropriate photo paper type |
| | Print quality: Best |

10.7 Borderless printing problems

- Verify that the paper size that is specified in the **Paper size** drop-down list on the **Printing Shortcuts** tab matches the size of the paper that is loaded in the paper tray.
- Select the appropriate paper type in the **Paper type** drop-down list on the **Printing Shortcuts** tab.
- If printing in grayscale, select **High quality** under **Print in grayscale** on the **Color** tab.
- Do not print borderless documents in [ink-backup mode](#). Always have two print cartridges installed in the printer.

Edge of the photograph is faded



Verify that the photo paper is not curled. If the photo paper is curled, place the paper in a plastic bag and gently bend it the opposite direction of the curl until the paper lies flat. If the problem persists, use photo paper that is not curled.

For instructions about preventing photo paper from curling, see the [photo paper storage](#) page.

Image is printed at an angle



Follow these steps if the image is printed at an angle:

1. Remove all paper from the paper tray.
2. Load the photo paper correctly in the paper tray.
3. Verify that the paper guide fits firmly against the edge of the paper.

Printout has an unwanted border

The following conditions can create an unwanted border.

For small photo paper



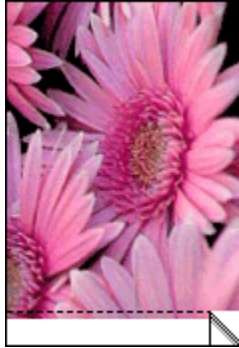
If the printout has an unwanted border, try the following solutions:

- [Align the print cartridges](#)
- Open the **Printer Properties** dialog box, click the **Paper/Quality** tab, and verify that the selected paper size matches both the paper size that the photo is formatted for and the size of the paper that is loaded in the printer.
- Open the **Printer Properties** dialog box, click the **Paper/Quality** tab, and then select the **Borderless auto fit** check box.

- Verify that the software application you are using supports borderless printing.

For small photo paper with a tear-off tab

If the border appears below the tear-off tab, then remove the tab.



If the border appears above the tear-off tab, then [align the print cartridges](#).



10.8 Error messages

Out of paper message

Follow the appropriate steps for the condition that exists.

If the paper tray is loaded

1. Verify the following:
 - A sufficient amount of paper is loaded in the paper tray (at least ten sheets).
 - The paper tray is not overly full.
 - The paper stack is touching the back of the paper tray.

2. Slide the paper guide so that it fits firmly against the edge of the paper.
3. Click **Continue** to resume printing.

If the paper tray is empty

1. Load paper in the paper tray.
2. Push the paper forward until it stops.
3. Slide the paper guide so that it fits firmly against the edge of the paper.
4. Click **Continue** to resume printing.

An error message appears while the Power light is flashing

Read the error message explaining the problem and its solution.

For more information, see [Power light is flashing](#).

The error message 'there was an error writing to USB port' appears

The printer might not be receiving correct data from another USB device or USB hub. Connect the printer directly to the USB port on the computer.

The error message 'there was an error writing to LPT1' appears

The printer is connected to the computer with a USB cable but the cable may not have been attached before installing the software.

Uninstall, and then reinstall, the software.

The error message 'two-way communication cannot be established' or 'printer not responding' appears

The printer might not be able to communicate with the computer if the USB cable is too long.

If you receive this error message, ensure the USB cable is not greater than five meters (approximately 16 feet, 5 inches) in length. Connect the printer directly to the USB port on the computer and not to a USB hub.

10.9 Power light is flashing

- If the Power light is **on**, the printer is either printing or ready to print.
- If the Power light is **off**, the printer is off.
- If the Power light is **flashing**, see below.



1. Power light

What the flashing light means

The Power light can flash for several reasons:

- The printer cover is open.
- The printer is out of paper.
- A problem exists with the printer, such as a [paper jam](#) or a problem with a print cartridge.

If an error message appears

Read the error message that explains the problem and its solution.

If no error message appears

Check the status of the printer by using the printer tools. To gain access to the tools, open the [Printer Properties](#) dialog box, click the **Services** tab, and then click the **Service this device** button.

Use the printer tools to perform the following tasks:

- View estimated ink levels.
- Clean the print cartridges.
- Calibrate the printer.
- Print a test page.
- Perform other functions as needed.

10.10 Document prints slowly

Several variables can slow the printer's performance.

Multiple software applications are open

The computer does not have sufficient resources for the printer to print at its optimum speed.

To increase printer speed, close all unnecessary software programs when printing.

Best or maximum dpi print mode is selected

The printer prints more slowly when **Best** or **Maximum dpi** is selected as the print quality. To increase the printer speed, select a different print-quality mode.

Printer driver is outdated

An outdated printer driver might be installed.

For information about updating the printer driver, visit the HP Web site www.hp.com/support.

Computer does not meet system requirements

If your computer does not have enough RAM or does not have a large amount of free space on the hard drive, the printer processing time will be longer.

1. Verify that the computer hard disk space, RAM, and processor speed meet the system requirements.

For the system requirements, see the reference guide that came with the printer.

2. Make space available on the hard drive by deleting unneeded files.

Printer is in ink-backup mode

The printer might print more slowly if it is in [ink-backup mode](#).

To increase the print speed, use two print cartridges in the printer.

10.11 If you continue to have problems

If you continue to have problems after investigating the troubleshooting topics, turn off and then restart your computer.

If you still have problems after restarting your computer, go to HP customer support at www.hp.com/support.

11 Supplies

- Paper
- USB cables
- Print cartridges

Note: The availability of supplies and accessories varies by country/region.

11.1 Paper supplies

This list is subject to change. For an updated list, go to HP customer support at www.hp.com/support.

Note: The availability of supplies varies by country/region.

HP Bright White Inkjet Paper

HPB250 Letter, 250 sheets

HPB1124 Letter, 500 sheets

C5977B A4, 250 sheets

C1825A A4, 500 sheets (Europe/Asia)

HP Premium Paper

51634Y Letter, 200 sheets

51634Z A4, 200 sheets

HP Brochure & Flyer Paper, Matte

C5445A Letter, 100 sheets

HP Brochure & Flyer Paper, Gloss

C6817A Letter, 50 sheets

C6818A A4, 50 sheets

HP Tri-Fold Brochure Paper, Gloss

C7020A Letter, 100 sheets

Q2525A A4, 50 sheets

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HP Tri-Fold Brochure Paper, Matte

Q5543A Letter, 100 sheets

HP Premium Inkjet Transparency Film

C3828A Letter, 20 sheets

C3834A Letter, 50 sheets

C3832A A4, 20 sheets

C3835A A4, 50 sheets

HP Premium Plus Photo Paper, Glossy

Q2502A 4x6 in, 60 sheets (U.S.)

Q2502AC 4x6 in, 60 sheets (Canada)

Q2503A 10x15 cm, 20 sheets (Europe)

Q2504A 10x15 cm, 20 sheets (Asia Pacific)

C6831A Letter, 20 sheets (U.S.)

Q1785A Letter, 50 sheets (U.S.)

Q5493A Letter, 100 sheets (U.S.)

C6831AC Letter, 20 sheets (Canada)

C6832A A4, 20 sheets (Europe)

Q1786A A4, 50 sheets (Europe)

Q1951A A4, 20 sheets (Asia Pacific)

Q1933A A4, 20 sheets (Japan)

HP Premium Plus Photo Paper (with tear-off tab)

Q1977A 4x6 in, 20 sheets (U.S.)

Q1978A 4x6 in, 60 sheets (U.S.)

Q5431A 4x6 in, 100 sheets (U.S.)

Q1977AC 4x6 in, 20 sheets (Canada)

Q1978AC 4x6 in, 60 sheets (Canada)

Q1979A 10x15 cm, 20 sheets (Europe)

Q1980A 10x15 cm, 60 sheets (Europe)

Q1952A 10x15 cm, 20 sheets (Asia Pacific)

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Q1935A 10x15 cm, 20 sheets (Japan)

HP Premium Plus Photo Paper, Matte

Q2506A 4x6 in, 60 sheets (U.S.)

Q2507A 10x15 cm, 20 sheets (Europe)

Q2508A 10x15 cm, 60 sheets (Europe)

C6950A Letter 20 sheets (U.S.)

Q5450A Letter, 50 sheets (U.S.)

C6950AC Letter, 20 sheets (Canada)

C6951A A4, 20 sheets (Europe)

Q1934A A4, 20 sheets (Japan)

HP Photo Paper, Glossy (with tear-off tab)

C7890A 4x6 in, 20 sheets (North America)

C7893A 4x6 in, 60 sheets (North America)

Q7891A 10x15 cm, 20 sheets (Europe)

Q7894A 10x15 cm, 60 sheets (Europe)

HP Photo Paper, Glossy

C1846A Letter, 25 sheets (U.S.)

C7896A Letter, 50 sheets (U.S.)

Q5437A A4, 25 sheets (Europe)

Q7897A A4, 50 sheets (Europe)

C6765A A4, 20 sheets (Asia Pacific)

C7898A A4, 20 sheets (Japan)

HP Premium Photo Paper, Glossy

Q5477A 4x6 in, 60 sheets (U.S.)

Q5477A 5x7 in, 20 sheets (U.S.)

Q5479A 10x15 cm, 20 sheets (Europe)

Q5480A 13x18 cm, 20 sheets (Europe)

C6039A Letter, 15 sheets (U.S.)

C6979A Letter, 50 sheets (U.S.)

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Q5494A Letter, 100 sheets (U.S.)

Q5447A Letter, 120 sheets (U.S.)

C6039AC Letter, 15 sheets (Canada)

C6979AC Letter, 50 sheets (Canada)

Q2519A A4, 20 sheets (Europe)

C7040A A4, 50 sheets (Europe)

HP Premium Photo Paper, Glossy (with tear-off tab)

Q1988A 4x6 in, 20 sheets (U.S.)

Q1989A 4x6 in, 60 sheets (U.S.)

Q1990A 4x6 in, 100 sheets (U.S.)

Q1988AC 4x6 in, 20 sheets (Canada)

Q1989AC 4x6 in, 60 sheets (Canada)

Q1991A 10x15 cm, 20 sheets (Europe)

Q1992A 10x15 cm, 60 sheets (Europe)

HP Premium Photo Paper, Matte (with tear-off tab)

Q5435A 4x6 in, 60 sheets (U.S.)

Q5436A 10x15 cm, 20 sheets (Europe)

HP Premium Photo Paper, Matte

Q1993A Letter, 15 sheets (U.S.)

Q1994A Letter, 50 sheets (U.S.)

Q5433A A4, 20 sheets (Europe)

C5434A A4, 50 sheets (Europe)

HP Premium High Gloss Film

Q1973A Letter, 20 sheets (U.S.)

C3836A Letter, 50 sheets (U.S.)

C3836AC Letter, 50 sheets (Canada)

Q1981A Letter, 20 sheets (Europe)

C3837A Letter, 50 sheets (Europe)

Q1958A A4, 10 sheets (Japan)

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HP Everyday Photo Paper, Semi-gloss (with tear-off tab)

Q5440A 4x6 in, 100 sheets (U.S.)

Q5440AC 4x6 in, 100 sheets (Canada)

Q5441A 10x15 cm, 100 sheets (Europe)

Q5442A 10x15 cm, 100 sheets (Asia Pacific)

HP Everyday Photo Paper, Semi-gloss

Q5498A Letter, 25 sheets (U.S.)

Q2509A Letter, 100 sheets (U.S.)

Q2509AC Letter, 100 sheets (Canada)

Q5451A A4, 25 sheets (Europe)

Q2510A A4, 100 sheets (Europe)

Q2511A A4, 100 sheets (Asia Pacific)

HP Advanced Photo Paper, Glossy

Q5461A 4x6 in, 60 sheets (U.S.)

Q5454A Letter, 25 sheets (U.S.)

Q5510A Letter, 50 sheets (U.S.)

HP Advanced Photo Paper, Glossy (with tear-off tab)

Q5508A 4x6 in, 20 sheets (U.S.)

Q5509A 4x6 in, 60 sheets (U.S.)

HP Matte Greeting Cards, White, Quarter-Fold

C6042A A4, 20 sheets (Europe)

HP Matte Greeting Cards, White, Half-Fold

C7018A Letter, 20 sheets (U.S.)

HP Photo Greeting Cards, Half-Fold

C6044A Letter, 10 sheets (U.S.)

C6045A A4, 10 sheets (Europe)

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HP Textured Greeting Cards, Ivory, Half-Fold

C6828A 20 sheets

HP Textured Greeting Cards, Cream, Half-Fold

C6829A 20 sheets

HP Textured Greeting Cards, White, Half-Fold

C7019A 20 sheets

HP Linen Greeting Cards, White, Half-Fold

C1788A 20 sheets

HP Linen Greeting Cards, Ivory, Half-Fold

C1787A 20 sheets

HP Iron-On Transfers (for white fabrics)

C6049A Letter, 12 sheets (U.S.)

C6050A A4, 12 sheets (Europe)

C6055A A4, 12 sheets (Asia Pacific)

C7917A A4, 12 sheets (Japan)

HP Iron-On Transfers for Dark Fabric

C1974A 6 sheets

HP Matte Photo and Project Paper

Q5499A Letter, 50 sets

11.2 USB cables

Note: The availability of supplies varies by country/region.

C6518A HP USB A-B 2 M cable

12 Specifications

- [Printer specifications](#)
- [Environmental statement](#)
- [Print cartridge recovery](#)

12.1 Printer specifications

See the reference guide that came with your printer for complete printer specifications, including the following information:

- Types, sizes, and weights of paper and other printing media that can be used with your printer
- Print speeds and resolutions
- Power requirements

12.2 Environmental statement

Hewlett-Packard continuously improves the design processes of its deskjet printers to minimize the negative impact on the office environment and on the communities where printers are manufactured, shipped, and used.

Reduction and elimination

Paper use: This equipment is suitable for using recycled paper (in accordance with EN 12281:2002).

Recycled paper: All paper documentation for this printer is printed on recycled paper.

Ozone: Ozone-depleting chemicals such as CFCs have been eliminated from Hewlett-Packard's manufacturing processes.

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 to gain access to 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 HP Deskjet printer assists in minimizing both packaging materials and damage rates.

Plastic parts: All major plastics and plastic parts are marked according to international standards. All plastic parts used in the printer housing and chassis are technically recyclable and all use a single polymer.

Product longevity: To ensure the longevity of your HP Deskjet printer, HP provides the following:

- **Extended warranty:** Details can be found in the reference guide that came with your printer.
- **Product take-back:** To return this product to HP at the end of its useful life, go to www.hp.com/recycle. To return empty print cartridges to HP, see [print cartridge recovery](#).

Note: The extended warranty and product take-back options are not available in all countries/regions.

Energy consumption

Energy consumption in standby mode: See the reference guide for energy consumption specifications.

Energy consumption in off-mode: When the printer is off, an amount of energy is still being consumed. Energy consumption can be prevented by turning the printer power off, then disconnecting the end of the printer power cord from the electrical source.

12.3 Print cartridge recovery

Customers interested in recycling their genuine HP print cartridges can participate in HP's Planet Partner's Program for inkjet cartridges. HP offers this program in more countries/regions than any other inkjet cartridge manufacturer in the world. This program is provided as a free service to HP customers as an environmentally sound solution for these products at end-of-life.

To participate, simply follow the directions provided on the HP Web site at this address: www.hp.com/recycle. This service is not available in all countries/regions. Customers may be asked for their name, phone number, and address.

HP Deskjet 3740 series printer

Because HP's unique recycling processes are very sensitive to material contamination, we cannot take back and recycle cartridges from other manufacturers. The end products of the recycling process are used in the manufacture of new products, and HP must ensure the composition of the material is consistent. To do that, we recycle only HP original cartridges. This program does not extend to refilled cartridges.

Returned cartridges are separated for purification into raw materials for use in other industries to manufacture new products. Examples of products made from recycled HP print cartridge materials include automobile parts, trays used in microchip fabrication processes, copper wire, steel plates, and the precious materials used in electronics. Depending on the model, HP is able to recycle up to 65% of the print cartridge by weight. The remaining parts that cannot be recycled (ink, foam, and composite parts) are disposed of in an environmentally responsible manner.

13 Notices

- [Notices and acknowledgements](#)
- [Terms and conventions](#)

13.1 Notices and acknowledgements

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13.2 Terms and conventions

The following terms and conventions are used in this user's guide.

Terms

The HP Deskjet printer is also referred to as the **HP printer** or **printer**.

Cautions, warnings, and notes

A **Caution** indicates possible damage to the HP Deskjet printer or to other equipment. For example:



Caution: Do not touch the print cartridge ink nozzles or copper contacts. Touching these parts will result in clogs, ink failure, and bad electrical connections.

A **Warning** indicates possible harm to you or to others. For example:



Warning: Keep both new and used print cartridges out of the reach of children.

A **Note** indicates that additional information is provided. For example:

Note: For great results use HP products.