

Dell™ Photo All-in-One Printer 962

# Owner's Manual

## Look Inside For:

- Ordering Supplies
- Getting Started
- Using Your Printer
- Understanding the Software
- Maintenance and Troubleshooting



# Ordering Ink Cartridges and Supplies

Your Dell™ Photo All-In-One Printer 962 includes software installed to detect the ink levels in the printer. During a print job, a screen appears on your computer to warn you of low ink levels. You can order ink online at [www.dell.com/supplies](http://www.dell.com/supplies) or by phone.

---

<b>United States</b>	877-INK-2YOU	<b>Netherlands</b>	020 - 674 4881
<b>Algeria</b>	Contact your local distributor	<b>Norway</b>	231622 64
<b>Argentina</b>	Contact your local distributor	<b>Oman</b>	Contact your local distributor
<b>Austria</b>	08 20 - 24 05 30 35	<b>Paraguay</b>	Contact your local distributor
<b>Belgium</b>	02.713 1590	<b>Peru</b>	Contact your local distributor
<b>Canada</b>	877-501-4803	<b>Poland</b>	022 579 59 65
<b>Caribbean Islands</b>	Contact your local distributor	<b>PRC</b>	800-858-0888
<b>Chile</b>	CTC number 800-202874 1230-020-3947	<b>Puerto Rico</b>	866 851 1760
<b>Colombia</b>	01800-9-155676	<b>Qatar</b>	Contact your local distributor
<b>Denmark</b>	3287 5215	<b>Russia</b>	Contact your local distributor
<b>Egypt</b>	Contact your local distributor	<b>Saudi Arabia</b>	Contact your local distributor
<b>Finland</b>	09 2533 1411	<b>Singapore</b>	1 800 394 7486
<b>France</b>	825387247	<b>South Africa</b>	Contact your local distributor
<b>Germany</b>	0800 2873355	<b>Spain</b>	902120385
<b>Ireland</b>	1850 707 407	<b>Sweden</b>	08 587 705 81
<b>Israel</b>	Contact your local distributor	<b>Switzerland</b>	0848 335 599
<b>Italy</b>	800602705	<b>Tunisia</b>	Contact your local distributor
<b>Jordan</b>	Contact your local distributor	<b>Turkey</b>	Contact your local distributor
<b>Kuwait</b>	Contact your local distributor	<b>UAE</b>	Contact your local distributor
<b>Lebanon</b>	Contact your local distributor	<b>UK</b>	0870 907 4574
<b>Luxembourg</b>	02.713 1590	<b>Uruguay</b>	Contact your local distributor
<b>Malaysia</b>	1800 88 0301	<b>Venezuela</b>	Contact your local distributor
<b>Mexico</b>	001 866 851 1754	<b>Yemen</b>	Contact your local distributor

---


Your printer has been designed to print using the following ink cartridges.


---

<b>Item:</b>	<b>Part number:</b>	<b>Item:</b>	<b>Part number:</b>
High capacity black ink cartridge	M4640	Standard capacity black ink cartridge	J5566
High capacity color ink cartridge	M4646	Standard capacity color ink cartridge	J5567
Photo ink cartridge	J4844		

---

# Notes, Notices, and Cautions

 **NOTE:** A NOTE indicates important information that helps you make better use of your printer.

 **NOTICE:** A NOTICE indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **CAUTION: A CAUTION indicates a potential for property damage, personal injury, or death.**

**Information in this document is subject to change without notice.**

**© 2004 Dell Inc. All rights reserved.**

Reproduction in any manner whatsoever without the written permission of Dell Inc. is strictly forbidden.

Trademarks used in this text: *Dell* and the *DELL* logo are trademarks of Dell Inc.; *Microsoft* and *Windows* are registered trademarks of Microsoft Corporation.

Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. Dell Inc. disclaims any proprietary interest in trademarks and trade names other than its own.

## **UNITED STATES GOVERNMENT RESTRICTED RIGHTS**

This software and documentation are provided with RESTRICTED RIGHTS. Use, duplication or disclosure by the Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 and in applicable FAR provisions: Dell Inc., One Dell Way, Round Rock, Texas, 78682, USA.



# Contents

## 1 Getting Started

<b>Understanding the Printer Parts</b> . . . . .	<b>11</b>
<b>Accessing Your <i>User's Guide</i></b> . . . . .	<b>14</b>
<b>Setting Up Your Printer</b> . . . . .	<b>14</b>
<b>Understanding the Operator Panel</b> . . . . .	<b>15</b>
Installing the Operator Panel . . . . .	15
Using the Operator Panel . . . . .	15
Operator Panel Menus . . . . .	18
<b>Understanding the Automatic Paper Type Sensor</b> . . . . .	<b>32</b>
<b>Loading Paper</b> . . . . .	<b>34</b>
Load Plain Paper Into the Paper Support . . . . .	34
Load an Original Document Into the ADF . . . . .	36
Placing Your Original Document on the Scanner Glass . . . . .	38

## 2 Using the Printer

<b>Printing</b> . . . . .	<b>39</b>
Printing a Document . . . . .	39
Printing Collated Copies of Your Document . . . . .	39
Printing Photos . . . . .	40
Printing More Than one Page on a Sheet of Paper . . . . .	41
Printing an Image as a Multi-page Poster . . . . .	42
Printing Last Page First . . . . .	42
Printing a Banner . . . . .	42
Printing Other Projects . . . . .	43

<b>Copying</b> . . . . .	<b>43</b>
Copying Documents Using the Operator Panel . . . . .	43
Copying Documents Using Your Computer . . . . .	43
Copying Photos Using the Operator Panel . . . . .	44
Copying Photos Using Your Computer . . . . .	44
Collating Copies Using the Operator Panel . . . . .	45
Changing Copy Settings . . . . .	45
<b>Scanning</b> . . . . .	<b>46</b>
Using the Operator Panel . . . . .	46
Using the Printer Software . . . . .	47
Scanning Photos . . . . .	47
Scanning to Your Computer Over a Network . . . . .	48
Scanning Multiple Pages or Images . . . . .	48
Editing Scanned Text Using Optical Character Recognition (OCR) . . . . .	49
Editing Scanned Images . . . . .	50
Saving an Image on Your Computer . . . . .	50
E-mailing a Scanned Image or Document . . . . .	50
Enlarging or Reducing Images or Documents . . . . .	51
<b>Faxing</b> . . . . .	<b>52</b>
Setting up the Printer With Equipment . . . . .	52
Faxing Using the Printer Operator Panel . . . . .	55
Sending a Fax From the Computer . . . . .	57
Speed Dial . . . . .	62
Manually Dialing a Fax While Listening to a Telephone Line (On Hook Dial) . . . . .	64
Broadcast Send . . . . .	64
Adding Fax Numbers From Which to Block Faxes . . . . .	65
Using Auto Fax Convert . . . . .	65

### 3 Understanding the Software

<b>Using the Dell Printer Solution Center</b> . . . . .	<b>67</b>
<b>Using the Dell All-In-One Center</b> . . . . .	<b>68</b>

	<b>Using Printing Preferences . . . . .</b>	<b>69</b>
	Printing Preferences Tabs . . . . .	70
	<b>Using Dell Picture Studio v2.0 . . . . .</b>	<b>70</b>
<b>4</b>	<b>Ink Cartridge Maintenance</b>	
	<b>Replacing Ink Cartridges . . . . .</b>	<b>71</b>
	<b>Aligning Ink Cartridges . . . . .</b>	<b>74</b>
	<b>Cleaning the Ink Cartridge Nozzles . . . . .</b>	<b>75</b>
<b>5</b>	<b>Troubleshooting</b>	
	<b>Setup Problems . . . . .</b>	<b>77</b>
	Computer Problems . . . . .	77
	Removing and Reinstalling Software . . . . .	78
	Printer Problems . . . . .	79
	<b>General Problems . . . . .</b>	<b>80</b>
	Fax Problems . . . . .	80
	Paper Problems . . . . .	81
	<b>Error Messages and Lights . . . . .</b>	<b>84</b>
	<b>Improving Print Quality . . . . .</b>	<b>86</b>
<b>6</b>	<b>Contacting Dell</b>	
	<b>Technical Assistance . . . . .</b>	<b>89</b>
	<b>Automated Order-Status Service . . . . .</b>	<b>90</b>
	<b>Contacting Dell . . . . .</b>	<b>90</b>

## 7 Appendix


<b>U.S. Terms and Conditions of Sale</b> . . . . .	<b>107</b>
<b>Limited Warranties and Return Policy</b> . . . . .	<b>110</b>
Limited Warranty for Dell-Branded Hardware Products (U.S. Only) . . . . .	110
Total Satisfaction Return Policy (U.S. Only) . . . . .	113
<b>Dell Inc. Ink and Toner Cartridges Limited Warranties</b> . . . . .	<b>114</b>
<b>Dell Software License Agreement</b> . . . . .	<b>114</b>
<b>Regulatory Notices</b> . . . . .	<b>116</b>
Index . . . . .	119



## **CAUTION: SAFETY INSTRUCTIONS**

Use the following safety guidelines to help ensure your own personal safety and to help protect your printer and working environment from potential damage.

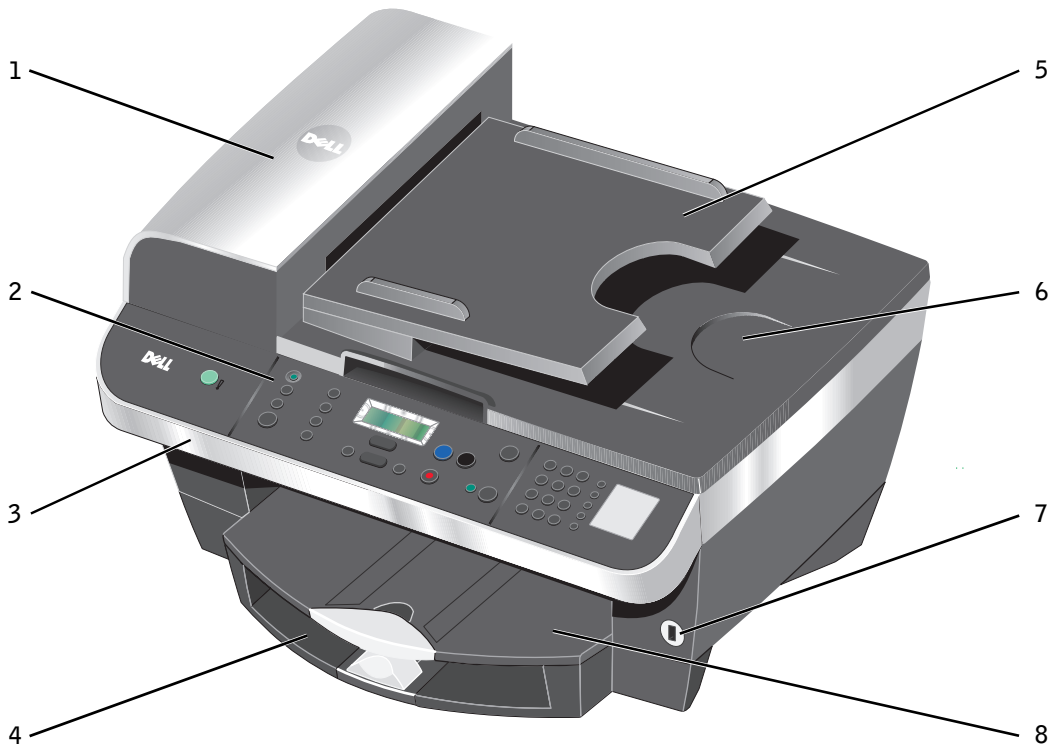
- Use only the power cable provided with this product or the manufacturer's authorized replacement power cable.
- Connect the power cable to an electrical outlet that is near the product and easily accessible.
- Refer service or repairs, other than those described in the user documentation, to a professional service person.

 **CAUTION: Do not use the fax feature during a lightning storm. Do not set up this product or make any electrical or cabling connections, such as the power cable or telephone, during a lightning storm.**



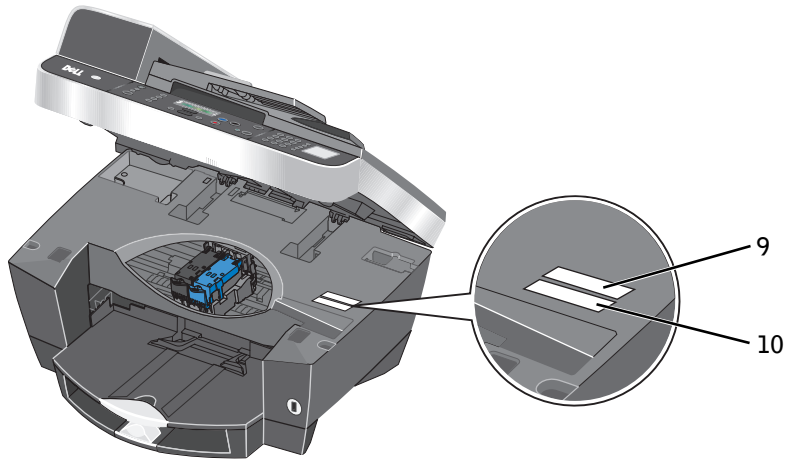
# Getting Started

## Understanding the Printer Parts

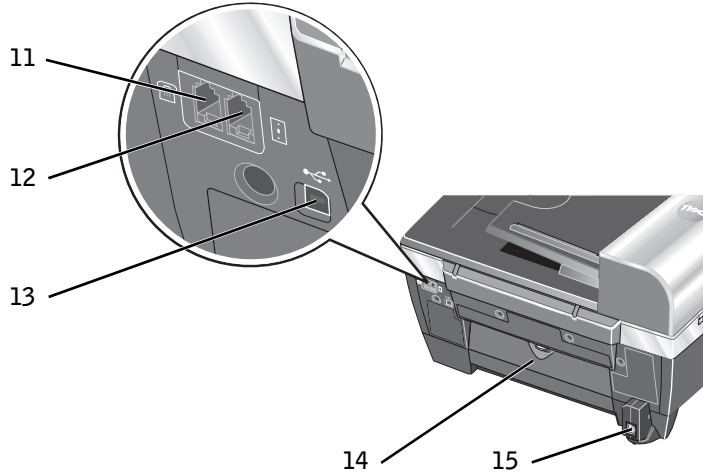


Number:	Part:	Description:
1	Automatic Document Feeder (ADF)	Scan, copy, or fax multiple page documents and/or legal sized documents.
2	Operator panel	Panel on the printer you use to control copying, scanning, faxing, and printing. For more information, see “Using the Operator Panel” on page 15.
3	Printer unit	Unit you lift to gain access to the ink cartridges.

Number:	Part:	Description:
4	Paper input tray	Where you load paper into the printer.
5	ADF input tray	Load original documents in the printer. Recommended for scanning, copying, or faxing multiple page documents.
6	Top cover with integrated ADF exit tray	Top of printer that holds your document or photo flat while you scan it. You can also pick up your original document after it has gone through the ADF here.
7	PictBridge connector	The connector you use to connect your PictBridge-compatible digital camera to your printer.
8	Paper exit tray	Tray that holds the paper as it exits the printer. <b>NOTE:</b> Pull the paper exit tray stop straight out to extend it.




9	Supplies Reorder Label	To order ink cartridges or paper, visit <a href="http://www.dell.com/supplies">www.dell.com/supplies</a> .
10	Express Service Code	<ul style="list-style-type: none"> <li>Identify your printer when you use <a href="http://support.dell.com">support.dell.com</a> or contact technical support.</li> <li>Enter the Express Service Code to direct your call when contacting technical support. The Express Code is not available in all countries.</li> </ul>




11	PHONE jack connector (☎ — left side connector)	Remove the plug to connect additional devices, such as a data/fax modem, telephone, or answering machine to your printer.
12	LINE connector (☎ — right side connector)	Connect your printer to an active telephone line to send and receive faxes. Your printer must be connected to this telephone line to receive incoming fax calls. <b>NOTE:</b> Do not connect additional devices to the LINE connector (☎ —right side connector) and do not connect a DSL (digital subscriber line) or ISDN (integrated services digital network) without using a digital line filter to the printer.
13	USB connector	Connects your printer to a computer.
14	Rear access door	Open to remove paper jams.
15	Power cord connector	Supplies power to the printer. <b>NOTE:</b> The power supply is removable. Also, if the power is off when you unplug your machine, the power will be off when you plug it back in. If the power is on when you unplug it, the power will resume as soon as you plug it back in.

## Accessing Your *User's Guide*


Click Start→Programs or All Programs→Dell Printers→Dell Photo AIO Printer 962→View Dell User's Guide.

 **NOTE:** You can also access the *User's Guide* on your *Drivers and Utilities* CD.

## Setting Up Your Printer


 **NOTE:** The Dell Photo All-In-One Printer 962 supports Microsoft® Windows® 2000 and Windows XP.

To setup your printer, follow the steps on your *Setting Up Your Printer* poster. If you encounter problems during setup, see "Troubleshooting" on page 77.

 **NOTE:** The Dell Photo AIO Printer 962 is an analog device that only works when directly connected to a wall jack. Other devices such as a telephone or answering machine can be attached to the PHONE jack connector to pass through the printer as described in the setup steps. If you have a digital connection such as ISDN, DSL, or ADSL, a digital line filter is required. Please contact your Internet Service Provider for details.

You can use the Dell Photo AIO Printer 962 to do a variety of things. A few important things to note:

- If your printer is connected to a computer, you can use either the printer operator panel or the printer software to produce quality documents quickly.
- You *do* need to connect your printer to a computer to print. However, printing photos from your digital camera using the Pictbridge connector does not require a computer.
- You *do not* need to connect your printer to a computer to make photocopies or send faxes.

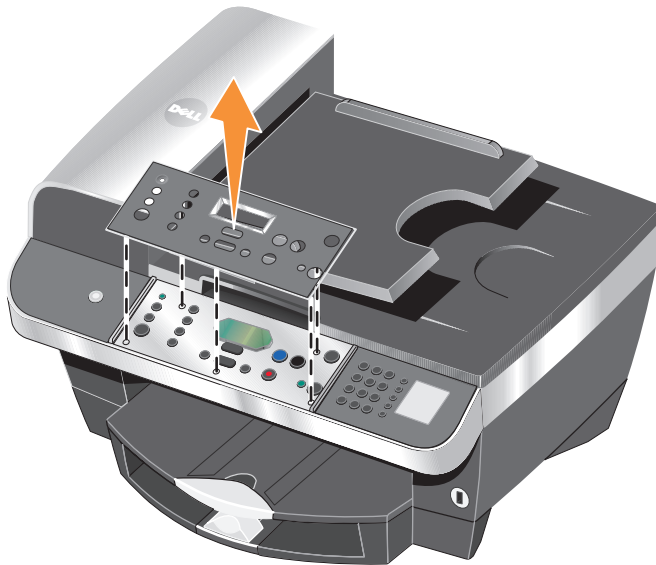
 **NOTE:** The printer (whether it is connected to a computer or not) must be connected to a telephone line before you can send a fax.

# Understanding the Operator Panel

## Installing the Operator Panel

The following instructions apply only if you received an additional language operator panel with your printer.

- 1 Remove the operator panel (if one is installed).



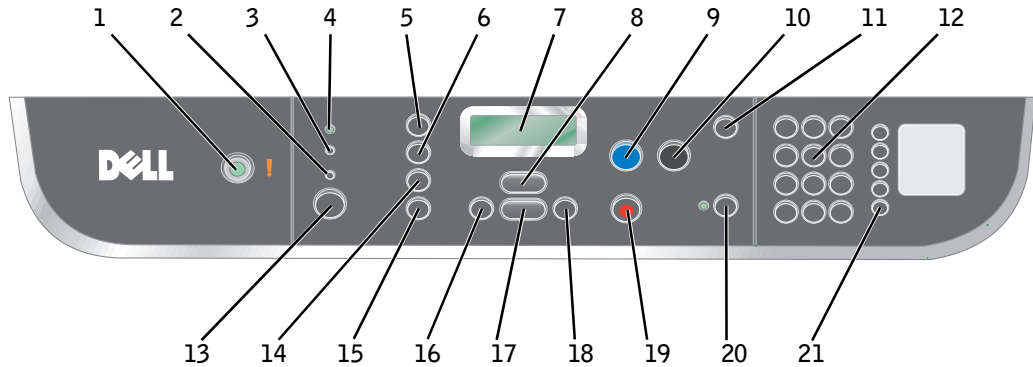
- 2 Choose the correct operator panel for your language.
- 3 Position the clips on the printer, and then press down.

## Using the Operator Panel

The operator panel buttons allow you to scan, copy, fax and customize documents without connecting to a computer. The printer is on when **Power** is illuminated. You can select a mode with the **Mode** button, which will illuminate an LED corresponding to the selected mode; change settings using the **Menu**, **Select**, and **< >** buttons; and initiate a scan, copy, or fax using one of the start buttons.

The display features:

- Printer status
- Messages
- Menus



Number	Part:	Purpose:
1	Power	To turn your printer on or off.
2	Fax LED	Illuminates when machine is in <b>Fax Mode</b> .
3	Scan LED	Illuminates when machine is in <b>Scan Mode</b> .
4	Copy LED	Illuminates when machine is in <b>Copy Mode</b> .
5	Number of Copies	Specify a number (1-99) of copies.
6	Reduce/Enlarge	Customize the size of your original document by a percentage, Fit to Page, or to poster size. <b>NOTE:</b> Fit to Page is not available when using the ADF.
7	LCD (Liquid Crystal Display)	To show options available to you.
8	Menu	Scroll through the available menus. Each time you press this button, the next item on the display appears.
9	Color	Start a color scan, copy, or fax job. <b>NOTE:</b> Make sure the correct mode is lit.
10	Black	Start a black and white scan, copy, or fax job. <b>NOTE:</b> Make sure the correct mode is lit.



<b>Number</b>	<b>Part:</b>	<b>Purpose:</b>
11	Redial/Pause	<ul style="list-style-type: none"> <li>Recall the last number entered.</li> <li>Insert a three-second pause in the number to be dialed to wait for an outside line or get through an automated answering system.</li> </ul> <p><b>NOTE:</b> Enter a pause only when you have already begun entering the number.</p>
12	A keypad number or symbol	<ul style="list-style-type: none"> <li>In fax mode: <ul style="list-style-type: none"> <li>Enter fax numbers.</li> <li>Select letters when creating a speed dial list.</li> <li>Type numbers to enter or edit the date and time shown on the printer display.</li> </ul> </li> <li>In copy mode: <ul style="list-style-type: none"> <li>Select the number of copies you want to make.</li> </ul> </li> </ul>
13	Mode	<p>To select a mode for your printer</p> <ul style="list-style-type: none"> <li><b>C</b>opy</li> <li><b>F</b>ax</li> <li><b>S</b>can</li> </ul> <p><b>NOTE:</b> The selected mode is lit.</p>
14	Quality	<p>You can:</p> <ul style="list-style-type: none"> <li>Select from the following copy qualities: <b>Draft</b>, <b>Normal</b>, or <b>Photo</b>.</li> <li>Select a fax resolution: <b>Standard</b>, <b>Fine</b>, <b>Superfine</b>, or <b>Ultrafine</b>.</li> <li>Select a scan resolution when the printer is connected to a computer.</li> </ul>
15	Lighter/Darker	To lighten or darken a copy or received fax.
16	Left arrow	<p>You can:</p> <ul style="list-style-type: none"> <li>Decrease a number on the display.</li> <li>Scroll through a list on the display.</li> </ul>
17	Select	Press to choose the option that appears on the display.
18	Right arrow	<p>You can:</p> <ul style="list-style-type: none"> <li>Increase a number on the display.</li> <li>Scroll through a list on the display.</li> </ul>

<b>Number</b>	<b>Part:</b>	<b>Purpose:</b>
19	Cancel	Press to: <ul style="list-style-type: none"> <li>• Cancel a scan, print, or copy job in progress.</li> <li>• Exit a menu.</li> <li>• Clear a fax number or end a fax transmission and return the display to the fax default.</li> <li>• Clear current settings and return to default settings.</li> </ul>
20	Auto Answer	Press to answer all incoming calls. The number of rings before the machine will answer incoming phone calls should be set in the <b>Answer Fax When</b> options menu.
21	Speed Dial buttons	Access any of the programmed Speed Dial numbers (1-99).

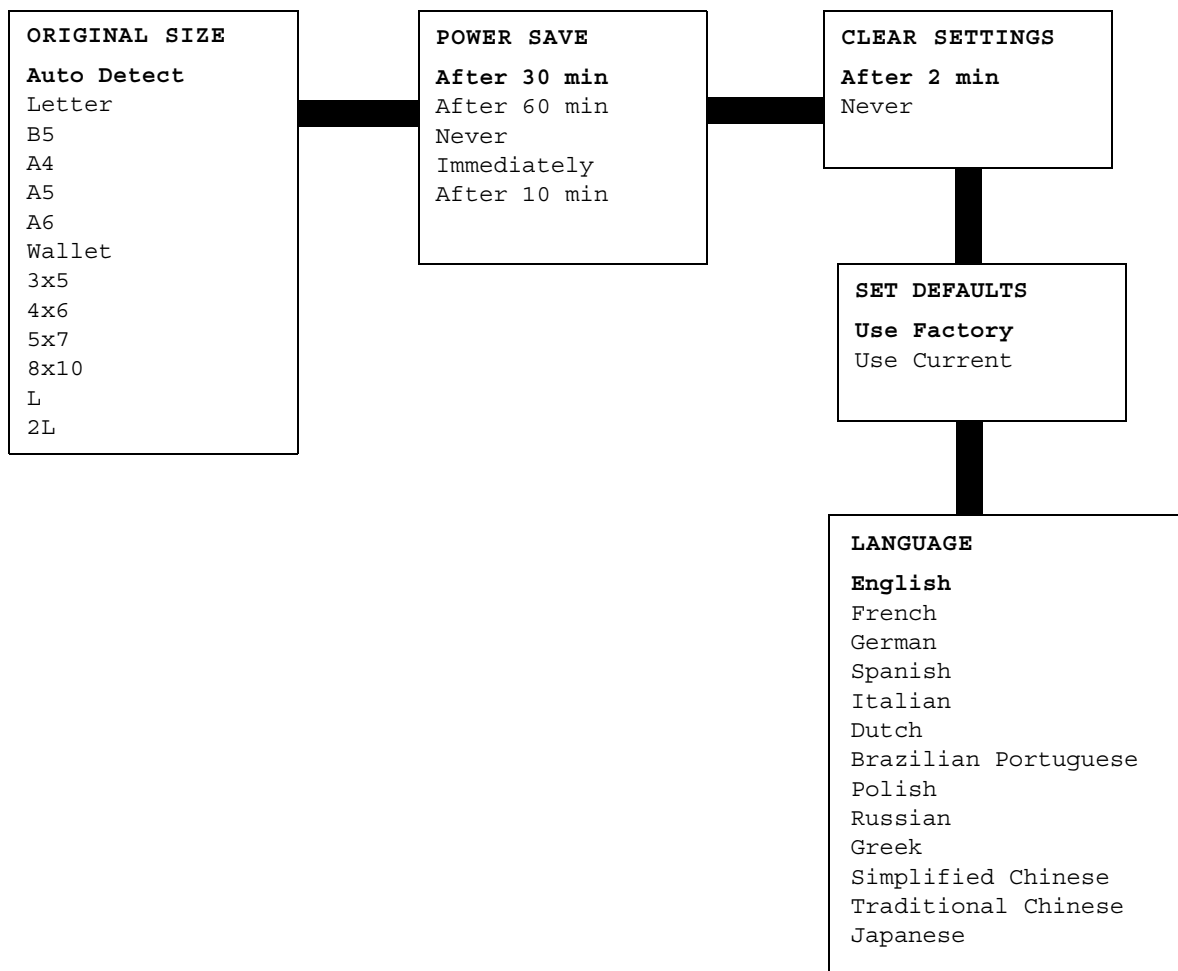
## Operator Panel Menus

See this section for help accessing the **Scan**, **Copy**, **Fax**, and **Advanced Fax** mode menu items.

### Selecting Scan Mode Menu Items

- 1 On the operator panel, press the **Mode** button repeatedly until **Scan** is selected.
- 2 Press **Menu** repeatedly until the menu heading you want appears on the display.
- 3 Press < or > to scroll through the available menu items.
- 4 Press **Select** when the menu item you want appears on the display to save the setting.

## Scan Mode Menu Items



---

**From this menu:****You can:**

Original Size

Specify the size of the document on the scanner glass.

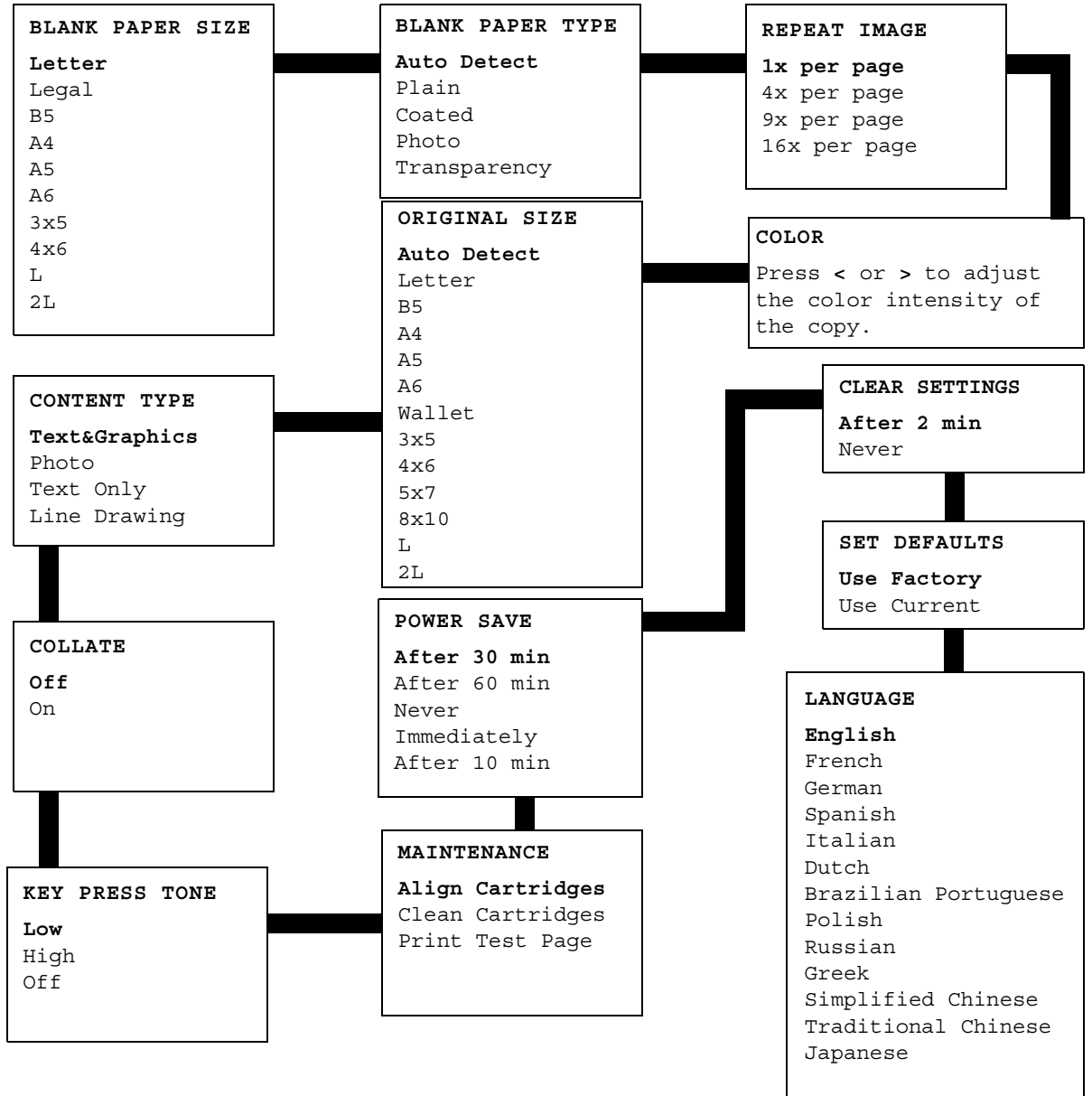
**NOTE:** Leave this on Auto Detect (default) unless the size of the document you printed is not satisfactory.

<b>From this menu:</b>	<b>You can:</b>
Power Save	Select a time to begin reducing power: <ul style="list-style-type: none"> <li>• After 30 min (default)</li> <li>• After 60 min</li> <li>• Never</li> <li>• Immediately</li> <li>• After 10 min</li> </ul>
Clear Settings	Select when you want your All-In-One to return to the default settings: <ul style="list-style-type: none"> <li>• After 2 min (default)</li> <li>• Never</li> </ul>
Set Defaults	Set your default settings to: <ul style="list-style-type: none"> <li>• Use Factory (default)</li> <li>• Use Current</li> </ul>
Language	Select a language for all display text.

### Selecting Copy Mode Menu Items

- 1 On the operator panel, press the **Mode** button repeatedly until **Copy** is selected.
- 2 Press **Menu** repeatedly until the menu heading you want appears on the display.
- 3 Press < or > to scroll through the available menu items.
- 4 Press **Select** when the menu item you want appears on the display to save the setting.

## Copy Mode Menu Items



<b>From this menu:</b>	<b>You can:</b>
Blank Paper Size	<p>Specify the size of the paper loaded in the paper tray:</p> <ul style="list-style-type: none"> <li>• Letter (default)</li> <li>• Legal</li> <li>• B5</li> <li>• A4</li> <li>• A5</li> <li>• A6</li> <li>• 3x5</li> <li>• 4x6</li> <li>• L</li> <li>• 2L</li> </ul> <p><b>NOTE:</b> For other specialty sizes, see the All-In-One Center.</p>
Blank Paper Type	<p>Specify the type of paper loaded in the paper tray:</p> <ul style="list-style-type: none"> <li>• Auto Detect (default)</li> <li>• Plain</li> <li>• Coated</li> <li>• Photo</li> <li>• Transparency</li> </ul> <p>Auto Detect optimizes the setting according to the type of paper loaded.</p> <p><b>NOTE:</b> For other specialty types, see the All-In-One Center.</p>
Repeat Image	<p>Specify how many copies of one image you want on one page:</p> <ul style="list-style-type: none"> <li>• 1x per page (default)</li> <li>• 4x per page</li> <li>• 9x per page</li> <li>• 16x per page</li> </ul>
Color	<p>Press &lt; or &gt; to adjust the color intensity of the copy.</p>
Original Size	<p>Specify the size of the document on the scanner glass. Auto Detect is the default.</p> <p><b>NOTE:</b> Specify an original size other than Auto Detect to confine the scan area to the size of the original selected.</p>
Content Type	<p>Specify the type of document on the scanner glass.</p> <ul style="list-style-type: none"> <li>• Text&amp;Graphics (default)</li> <li>• Photo</li> <li>• Text Only</li> <li>• Line Drawing</li> </ul>

<b>From this menu:</b>	<b>You can:</b>
Collate	Scan multiple pages to memory and print them out in reverse order. <ul style="list-style-type: none"> <li>• Off (default)</li> <li>• On</li> </ul>
Key Press Tone	Turn on or off the sound that is made when you press a control panel button. The options are: <ul style="list-style-type: none"> <li>• Low (default)</li> <li>• High</li> <li>• Off</li> </ul>
Maintenance	<ul style="list-style-type: none"> <li>• Align Cartridges</li> <li>• Clean Cartridges</li> <li>• Print Test Page</li> </ul>
Power Save	Select a time to begin reducing power: <ul style="list-style-type: none"> <li>• After 30 min (default)</li> <li>• After 60 min</li> <li>• Never</li> <li>• Immediately</li> <li>• After 10 min</li> </ul>
Clear Settings	Select when you want your All-In-One to return to the default settings: <ul style="list-style-type: none"> <li>• After 2 min (default)</li> <li>• Never</li> </ul>
Set Defaults	Set your default settings to: <ul style="list-style-type: none"> <li>• Use Factory (default)</li> <li>• Use Current</li> </ul>
Language	Select a language for all display text.

### Selecting Fax Mode Menu Items

Use the operator panel to customize your fax jobs.

- 1 On the operator panel, press the **Mode** button repeatedly until **Fax** is selected.
- 2 Press **Menu** repeatedly until the menu heading you want appears on the display.
- 3 Press < or > to scroll through the available menu items.
- 4 Press **Select** when the menu item you want appears on the display to save the setting.

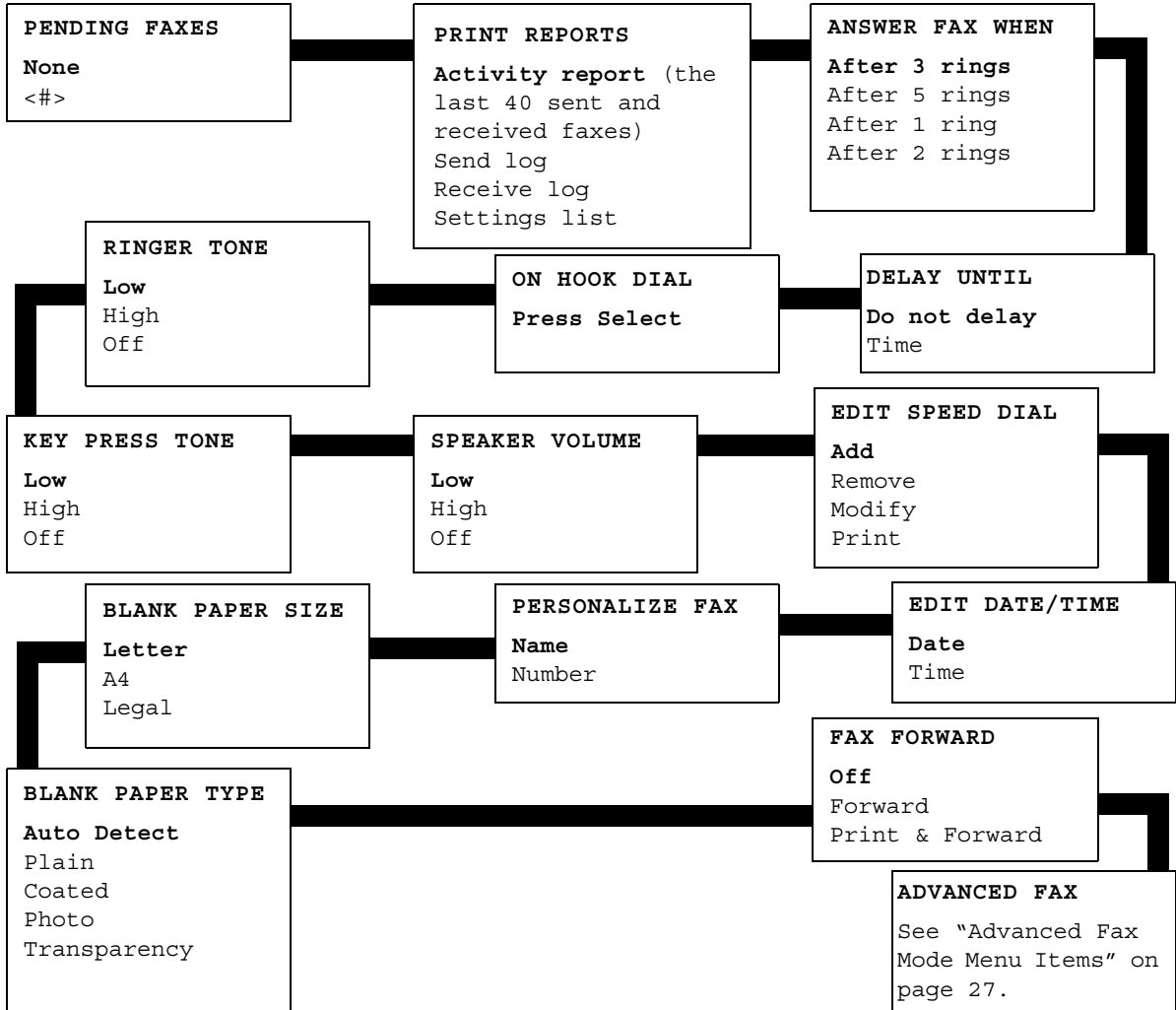
In order for faxing to function properly:

- The printer's LINE connector (☐ —right side connector) must be connected to an active phone line. See “Setting up the Printer With Equipment” on page 52 for setup details.

**NOTE:** You cannot fax with a DSL (digital subscriber line) or ISDN (integrated signature digital network) unless you purchase a digital line filter. Contact your Internet Service Provider for more details.

- If you are using fax software to fax, the printer must be connected to a computer with a USB cable.

### Fax Mode Menu Items





<b>From this menu:</b>	<b>You can:</b>
Pending Faxes	Cancel any faxes that have not been sent.
Print Reports	Print: <ul style="list-style-type: none"> <li>• An Activity Report (the last 40 sent and received faxes)</li> <li>• A Send log</li> <li>• A Receive log</li> <li>• A Settings list (lists settings such as ringer volume, fax quality, and redial attempts)</li> </ul>
Answer Fax When	Select how a fax is received.  When the <b>Auto Answer</b> light on the operator panel is on, the All-In-One will receive a fax automatically: <ul style="list-style-type: none"> <li>• After 1 ring</li> <li>• After 2 rings</li> <li>• After 3 rings (default)</li> <li>• After 5 rings</li> </ul> When the <b>Auto Answer</b> light is off, receive the fax manually by pressing <b>DELL# (3355#)</b> on the keypad.
Delay Until	Enter a specific time to send a fax. For help, see “Send a Delayed Broadcast Fax” on page 64.  <b>NOTE:</b> Make sure the date and time are entered correctly before you set a specific time to send a fax.
On Hook Dial	Press <b>Select</b> to use On Hook Dial and dial the number when you hear a dial tone.  For more information, see “Manually Dialing a Fax While Listening to a Telephone Line (On Hook Dial)” on page 64.
Ringer Tone	Choose a tone for incoming rings: <ul style="list-style-type: none"> <li>• Off</li> <li>• Low (default)</li> <li>• High</li> </ul>
Key Press Tone	Turn on or off the sound that is made when you press a control panel button. The options are: <ul style="list-style-type: none"> <li>• Off</li> <li>• Low (default)</li> <li>• High</li> </ul>
Speaker Volume	Turn the All-In-One speaker volume (affects All-In-One fax sounds) to: <ul style="list-style-type: none"> <li>• Off</li> <li>• Low (default)</li> <li>• High</li> </ul>

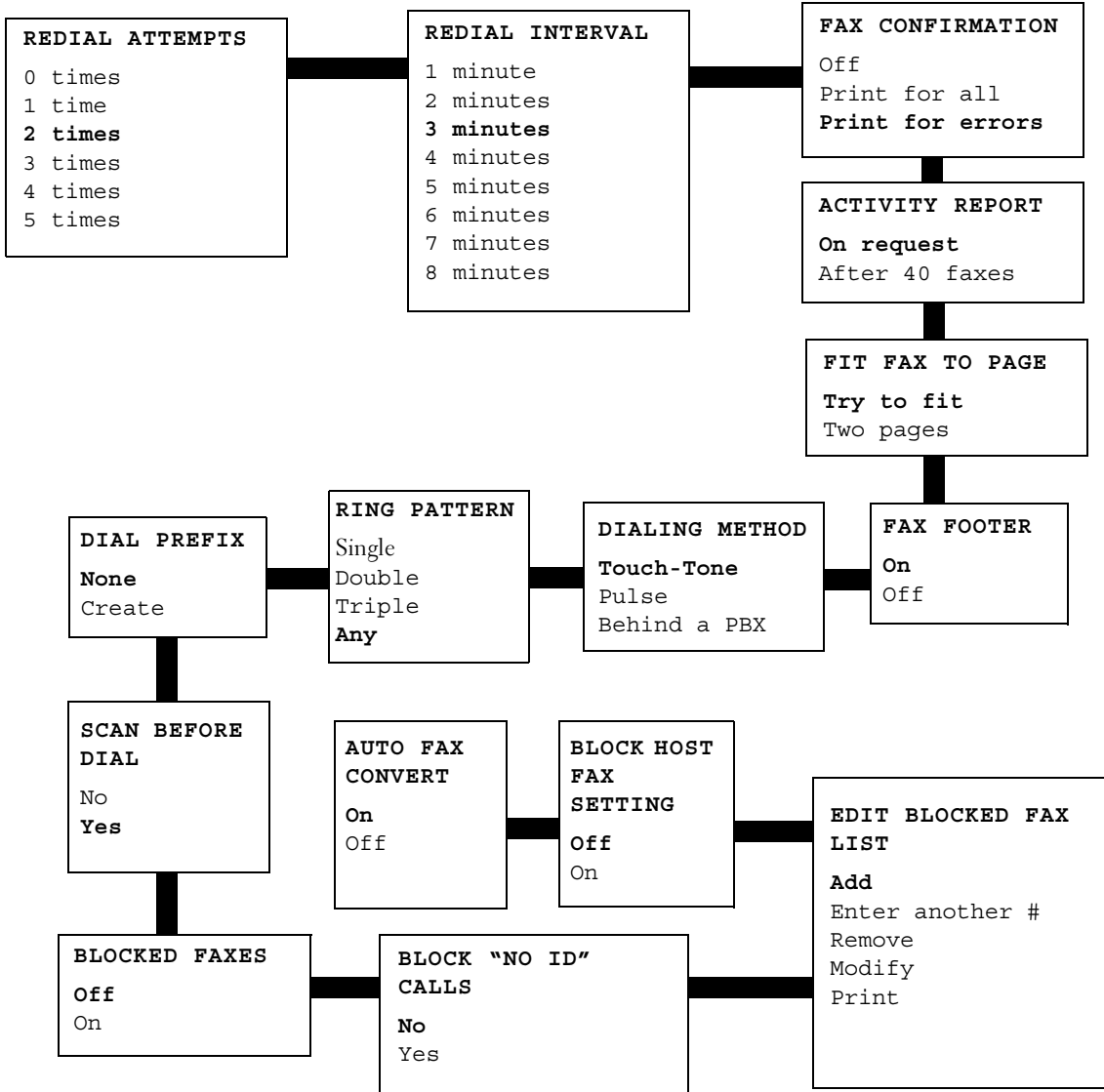
<b>From this menu:</b>	<b>You can:</b>
Edit Speed Dial	<p>Make the following changes to your speed dial list:</p> <ul style="list-style-type: none"> <li>• Add to it</li> <li>• Remove a number from it</li> <li>• Modify it</li> <li>• Print it</li> </ul> <p><b>NOTE:</b> For more information, see “Speed Dial” on page 62.</p>
Edit Date/Time	<p>Edit the date and time.</p> <p><b>NOTE:</b> Make sure you enter a number into each of the available spaces. For example, <b>01:00</b> for 1:00. Once you have entered the time, press <b>1</b> for AM, <b>2</b> for PM or <b>3</b> for 24-hour mode.</p>
Personalize Fax	<p>Enter your name or the name of your business and your number. This information appears as a heading to identify you and your fax machine to the fax recipient.</p> <p><b>NOTE:</b> Not available for double-byte languages.</p>
Blank Paper Size	<p>Specify the size of the paper loaded in the paper tray.</p> <ul style="list-style-type: none"> <li>• Letter</li> <li>• A4</li> <li>• Legal</li> </ul> <p><b>NOTE:</b> If no asterisk (*) is present, a paper size that is not supported by fax has been selected through the copy menu.</p>
Blank Paper Type	<p>Specify the type of paper loaded in the paper tray:</p> <ul style="list-style-type: none"> <li>• Auto Detect (default): optimizes the setting according to the type of paper loaded.</li> <li>• Plain</li> <li>• Coated</li> <li>• Photo</li> <li>• Transparency</li> </ul>
Fax Forward	<ul style="list-style-type: none"> <li>• Turn this feature Off (default).</li> <li>• Enter a number to Forward the fax to.</li> <li>• Print&amp;Forward the fax.</li> </ul>
Advanced Fax	<p>Press <b>Select</b> to see a menu of advanced fax options. For more information, see “Advanced Fax Mode Menu Items” on page 27.</p>

### Selecting Advanced Fax Menu Items

- 1 On the operator panel, press the **Mode** button repeatedly until **Fax** is selected.
- 2 Press **Menu** repeatedly until **Advanced Fax** appears on the display.
- 3 Press **Select**.

- 4 Press < or > to scroll through the available items.
- 5 Press Select when the menu item you want appears on the display to save the setting.

### Advanced Fax Mode Menu Items



<b>From this Advanced Fax option:</b>	<b>You can select:</b>
Redial Attempts	The number of times you want the machine to try again if your fax does not go through: <ul style="list-style-type: none"> <li>• 0 times</li> <li>• 1 time</li> <li>• 2 times (default)</li> <li>• 3 times</li> <li>• 4 times</li> <li>• 5 times</li> </ul>
Redial Interval	The time the machine waits before attempting a fax call again: <ul style="list-style-type: none"> <li>• 1 minute</li> <li>• 2 minutes</li> <li>• 3 minutes (default)</li> <li>• 4 minutes</li> <li>• 5 minutes</li> <li>• 6 minutes</li> <li>• 7 minutes</li> <li>• 8 minutes</li> </ul>
Fax Confirmation	<ul style="list-style-type: none"> <li>• Off — no status page is printed</li> <li>• Print for all — prints a status report after each fax you send, including jobs that have errors</li> <li>• Print for errors (default) — prints a status report only after jobs that did not send</li> </ul>
Activity Report Generation	<ul style="list-style-type: none"> <li>• On request (default) — you can ask for the report to print</li> <li>• After 40 faxes — report is automatically generated after 40 faxes print</li> </ul>
Fit Fax To Page	How the received fax will be printed. <ul style="list-style-type: none"> <li>• Try to fit (default)</li> <li>• Two pages</li> </ul>
Fax Footer	<ul style="list-style-type: none"> <li>• On (default) — the All-In-One automatically inserts the time, date, and page number at the bottom of each incoming fax</li> <li>• Off</li> </ul>
Dialing Method	<ul style="list-style-type: none"> <li>• Touch Tone (default)</li> <li>• Pulse</li> <li>• Behind a PBX (Dial tone detect off) — Send a fax without waiting for a dial tone.</li> </ul>

<b>From this Advanced Fax option:</b>	<b>You can select:</b>
Ring Pattern	<ul style="list-style-type: none"> <li>• Any (default)</li> <li>• Single</li> <li>• Double</li> <li>• Triple</li> </ul> <p><b>NOTE:</b> You can choose distinctive rings if they are available from your local telephone service. If they are not available, select <b>Any</b>.</p>
Dial Prefix	<ul style="list-style-type: none"> <li>• None (default)</li> <li>• Create — You can create an up to 8-character prefix to be added to the beginning of each number dialed.</li> </ul>
Scan Before Dial	<ul style="list-style-type: none"> <li>• No</li> <li>• Yes (default)</li> </ul>
Blocked Faxes	<ul style="list-style-type: none"> <li>• Off (default)</li> <li>• On</li> </ul> <p><b>NOTE:</b> You may enter up to 50 numbers from which to block faxes.</p>
Block “No ID” Calls	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No (default)</li> </ul>
Edit Blocked Fax List	<ul style="list-style-type: none"> <li>• Add</li> <li>• Remove</li> <li>• Modify</li> <li>• Print</li> </ul>
Block Host Fax Settings	<p>Avoid unwanted changes from users on the network.</p> <ul style="list-style-type: none"> <li>• Off (default)</li> <li>• On</li> </ul>
Auto Fax Convert	<p>To convert color faxes to mono or convert to a lower quality setting for faxes.</p> <ul style="list-style-type: none"> <li>• Off</li> <li>• On (default)</li> </ul> <p>For more information, see “Using Auto Fax Convert” on page 65.</p>

<b>From this Advanced Fax option:</b>	<b>You can select:</b>
Max Send Speed	A bps speed: <ul style="list-style-type: none"> <li>• 33,600 (default)</li> <li>• 31,200</li> <li>• 28,800</li> <li>• 26,400</li> <li>• 24,000</li> <li>• 21,600</li> <li>• 19,200</li> <li>• 16,800</li> <li>• 14,400</li> <li>• 12,000</li> <li>• 9,600</li> <li>• 7,200</li> <li>• 4,800</li> <li>• 2,400</li> </ul>
Error Correction	<ul style="list-style-type: none"> <li>• On (default)</li> <li>• Off</li> </ul> <p><b>NOTE:</b> Turn error correction off if you have trouble sending a fax to an older fax machine.</p>
Language	Select a language for all display text.
Country Code	<ul style="list-style-type: none"> <li>• Denmark</li> <li>• Ecuador</li> <li>• Egypt</li> <li>• Emirates (UAE)</li> <li>• Estonia</li> <li>• Finland</li> <li>• France</li> <li>• Germany</li> <li>• Greece</li> <li>• Guam</li> <li>• Hong Kong</li> <li>• Hungary</li> <li>• India</li> <li>• Indonesia</li> <li>• Ireland</li> <li>• Israel</li> <li>• Italy</li> </ul>

---

**From this Advanced Fax option:**      **You can select:**

---

Country Code  
(continued)

- Japan
- Jordan
- Korea
- Kuwait
- Latvia
- Lebanon
- Lithuania
- Luxembourg
- Malaysia
- Mexico
- Morocco
- Netherlands
- New Zealand
- Nigeria
- Norway
- Oman
- Paraguay
- Peru
- Philippines
- Poland
- Portugal
- Puerto Rico
- Qatar
- Romania
- Russia
- Saudi Arabia
- Serbia
- Singapore
- Slovakia
- Slovenia
- South Africa
- Spain
- Sri Lanka
- Sweden
- Switzerland
- Taiwan
- Thailand
- Tunisia

<b>From this Advanced Fax option:</b>	<b>You can select:</b>
Country Code (continued)	<ul style="list-style-type: none"> <li>• Turkey</li> <li>• UK</li> <li>• USA</li> <li>• Uruguay</li> <li>• US Virgin Islands</li> <li>• Venezuela</li> <li>• Vietnam</li> <li>• Yemen</li> </ul>
Call Diagnostics	<ul style="list-style-type: none"> <li>• Off (default)</li> <li>• Audio on</li> <li>• Print T.30 signals report</li> <li>• Both audio and report</li> </ul> <p><b>NOTE:</b> This feature is intended for advanced troubleshooting only.</p>


## Understanding the Automatic Paper Type Sensor

Your printer has an automatic paper type sensor that detects the following paper types:

- Plain
- Transparency
- Glossy/photo
- Coated

If you load one of these paper types, the printer detects the paper type and automatically adjusts the **Quality/Speed** settings.

<b>Paper type</b>	<b>Quality/Speed settings</b>	
	<b>Black and Color Cartridges Installed</b>	<b>Photo and Color Cartridges Installed</b>
<b>Plain</b>	Normal	Photo
<b>Transparency</b>	Normal	Photo
<b>Glossy/photo</b>	Photo	Photo
<b>Coated</b>	Normal	Photo

 **NOTE:** Your printer cannot detect the paper size.



To choose paper size:

- 1 With your document open, click **File→Print**.
- 2 In the **Print** dialog box, click **Preferences** or **Properties** (depending on your program or operating system).  
The **Printing Preferences** screen appears.
- 3 On the **Paper Setup** tab, select the paper size.
- 4 Click **OK**.

Unless you turn off the automatic paper type sensor, it always remains on. To turn off the automatic paper type sensor for a specific print job:

- 1 With your document open, click **File→Print**.
- 2 In the **Print** dialog box, click **Preferences** or **Properties** (depending on your program or operating system).  
The **Printing Preferences** screen appears.
- 3 Click the **Quality/Copies** tab.
- 4 Click the **Use my choice** button.
- 5 Select the paper type in the drop-down menu.
- 6 Click **OK**.


To turn off the automatic paper type sensor for all print jobs:

- 1 In *Windows XP*, click **Start→Control Panel→Printers and Other Hardware→Printers and Faxes**.  
In *Windows 2000*, click **Start→Settings→Printers**.
- 2 Right-click the printer icon.
- 3 Click **Printing Preferences**.
- 4 Click the **Quality/Copies** tab, and then click **Paper Type Sensor Options**.
- 5 Click the **Use my choice** button.
- 6 Select the paper type in the drop-down menu.
- 7 Click **OK**.

# Loading Paper

## Load Plain Paper Into the Paper Support

- 1 Lift the paper exit tray and extend the paper support.
- 2 Insert paper into the paper support.
- 3 Squeeze and slide the paper guides to rest against the left and right edges and bottom of the paper.
- 4 Lower the paper exit tray.
- 5 Extend the paper exit tray stop to catch paper as it exits the printer.

 **NOTE:** Do not force the paper into the printer.


## Print Media Guidelines for the Paper Support

Follow these guidelines when loading specialty print media in the paper support.

Load up to:	Make sure:
150 sheets of plain paper	<ul style="list-style-type: none"> <li>• The paper is centered in the paper support.</li> <li>• The paper guides rest against the right and left edges of the paper.</li> </ul> <p><b>NOTE:</b> Load letterhead paper with the front of the letterhead face down, and the top of the letterhead going into the printer first.</p> <ul style="list-style-type: none"> <li>• The paper guide rests against the bottom edge of the paper.</li> <li>• You select <b>Draft</b> (select <b>Photo</b> if a photo cartridge is installed), <b>Normal</b>, or <b>Photo</b> print quality.</li> </ul>
20 sheets of banner paper	<ul style="list-style-type: none"> <li>• You remove any paper from the paper support before inserting banner paper.</li> <li>• You place a stack of banner paper (20 sheets or less) on the top cover of the printer and feed in the first sheet.</li> </ul> <p><b>NOTE:</b> You must select <b>A4 Banner</b> or <b>Letter Banner</b> paper size in <b>Print Properties</b>. Failure to do so will cause a paper jam. See "Paper Problems" on page 81.</p> <ul style="list-style-type: none"> <li>• You load the leading edge of the banner paper into the printer against the right side of the paper support.</li> <li>• You squeeze and slide the paper guide to the left edge of the banner paper.</li> <li>• You use banner paper designed for inkjet printers.</li> </ul>


<b>Load up to:</b>	<b>Make sure:</b>
15 envelopes	<ul style="list-style-type: none"> <li>• The print side of the envelopes faces down.</li> <li>• The envelopes are centered in the paper support.</li> <li>• The stamp location is in the lower left corner.</li> <li>• The paper guides rest against the right and left edges of the envelopes.</li> <li>• The paper guide rests against the bottom edge of the paper.</li> <li>• You print the envelopes with <b>Landscape</b> orientation.</li> <li>• You select the correct envelope size. Select the next biggest size if the exact envelope size is not listed, and set the left and right margins so that your envelope text will be correctly positioned on the envelope.</li> </ul> <p><b>NOTE:</b> Only one envelope can be inserted in the top envelope feeder at a time. Insert multiple envelopes in the bottom paper feeder.</p>
35 greeting cards, index cards, postcards, or photo cards	<ul style="list-style-type: none"> <li>• The print side of the cards faces down.</li> <li>• The cards are centered in the paper support.</li> <li>• The paper guides rest against the right and left edges of the cards.</li> <li>• The paper guide rests against the bottom edge of the paper.</li> <li>• You select <b>Normal</b> or <b>Photo</b> print quality.</li> </ul>
75 sheets of photo, coated, or glossy paper	<ul style="list-style-type: none"> <li>• The glossy or coated side of the paper faces down.</li> <li>• The paper is centered in the paper support.</li> <li>• You select <b>Normal</b> or <b>Photo</b> print quality.</li> <li>• The paper guides rest against the right and left edges of the paper.</li> <li>• The paper guide rests against the bottom edge of the paper.</li> </ul>
25 iron-on transfer	<ul style="list-style-type: none"> <li>• You follow the loading instructions on the iron-on transfer packaging.</li> <li>• The print side of the transfer faces down.</li> <li>• The paper guides rest against the right and left edges of the paper.</li> <li>• The paper guide rests against the bottom edge of the paper.</li> <li>• The transfers are centered in the paper support.</li> <li>• You select <b>Normal</b> or <b>Photo</b> print quality.</li> </ul>
75 transparencies	<ul style="list-style-type: none"> <li>• The rough side of the transparencies faces down.</li> <li>• The paper guides rest against the right and left edges of the transparencies.</li> <li>• The paper guide rests against the bottom edge of the paper.</li> </ul> <p><b>NOTE:</b> You can load a single transparency into the paper support without removing plain paper.</p> <ul style="list-style-type: none"> <li>• You select <b>Normal</b> or <b>Photo</b> print quality.</li> <li>• The transparencies are centered in the paper support.</li> </ul>
35 sheets of labels	<ul style="list-style-type: none"> <li>• The print side of the labels faces down into the paper support.</li> <li>• The top of the labels feeds into the printer first.</li> <li>• The paper guides rest against the right and left edges of the paper.</li> <li>• The paper guide rests against the bottom edge of the paper.</li> </ul>


<b>Load up to:</b>	<b>Make sure:</b>
150 sheets of custom size paper	<ul style="list-style-type: none"> <li>• The print side of the paper faces down.</li> <li>• Your paper fits within these dimensions:               <ul style="list-style-type: none"> <li>Width                   <ul style="list-style-type: none"> <li>• 76-216 mm</li> <li>• 3.0-8.5 inches</li> </ul> </li> <li>Length                   <ul style="list-style-type: none"> <li>• 127-432 mm</li> <li>• 5.0-17.0 inches</li> </ul> </li> </ul> </li> <li>• The paper is centered in the paper support.</li> <li>• The paper guides rest against the right and left edges of the paper.</li> <li>• The paper guide rests against the bottom edge of the paper.</li> </ul>
150 sheets of letterhead paper	<ul style="list-style-type: none"> <li>• The front of the letterhead faces down.</li> <li>• The top of the letterhead feeds into the printer first.</li> <li>• The paper guides rest against the right and left edges of the paper.</li> <li>• The paper guide rests against the bottom edge of the paper.</li> </ul>

 **NOTE:** The paper exit tray can hold up to 50 sheets of paper.

## Load an Original Document Into the ADF

You can load up to 50 sheets of your original document (text side up) into the ADF for scanning, copying, and faxing. The ADF is recommended for loading multiple page documents.

 **NOTE:** Do not load postcards, photo cards, photo paper, or small images in the ADF. Place these items on the scanner glass.

 **NOTE:** The paper exit tray can hold up to 50 sheets of paper.

## Paper Guidelines for the ADF

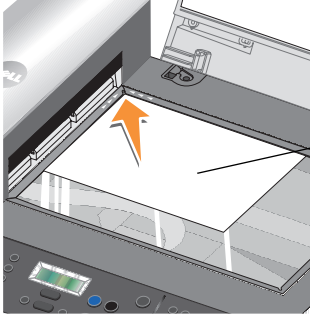
<b>Load up to:</b>	<b>Make sure:</b>
50 sheets of letter size paper	<ul style="list-style-type: none"> <li>• The document is loaded text side up</li> <li>• The paper guide is against the edge of the paper.</li> </ul>
50 sheets of A4 size paper	<ul style="list-style-type: none"> <li>• The document is loaded text side up.</li> <li>• The paper guide is against the edge of the paper.</li> </ul>
50 sheets of legal size paper	<ul style="list-style-type: none"> <li>• The document is loaded text side up.</li> <li>• The paper guide is against the edge of the paper.</li> </ul>

<b>Load up to:</b>	<b>Make sure:</b>
50 sheets of two-, three-, or four-hole pre-punched media	<ul style="list-style-type: none"> <li>• The document is loaded text side up.</li> <li>• The paper guide is against the edge of the paper.</li> <li>• Your paper size fits within the dimensions allowable.</li> </ul>
50 sheets of edge-reinforced three-hole copier media	<ul style="list-style-type: none"> <li>• The document is loaded text side up.</li> <li>• The paper guide is against the edge of the paper.</li> <li>• Your paper size fits within the dimensions allowable.</li> </ul>
50 sheets of preprinted forms and letterhead media	<ul style="list-style-type: none"> <li>• The document is loaded text side up.</li> <li>• The paper guide is against the edge of the paper.</li> <li>• Your paper size fits within the dimensions allowable.</li> <li>• You choose a media that absorbs ink well.</li> <li>• You allow the preprinted media to dry thoroughly before use in the ADF.</li> <li>• You do <i>not</i> use media printed with metallic ink particles in the ADF.</li> <li>• You avoid embossed designs.</li> </ul>
50 sheets of custom size paper	<ul style="list-style-type: none"> <li>• The document is loaded text side up.</li> <li>• The paper guide is against the edge of the paper.</li> <li>• Your paper size fits within these dimensions: <ul style="list-style-type: none"> <li>Width <ul style="list-style-type: none"> <li>• 210.0 mm - 215.9 mm</li> <li>• 8.27 in. - 8.5 in.</li> </ul> </li> <li>Length <ul style="list-style-type: none"> <li>• 279.4 mm - 355.6 mm</li> <li>• 11.0 in. - 14.0 in.</li> </ul> </li> </ul> </li> </ul>

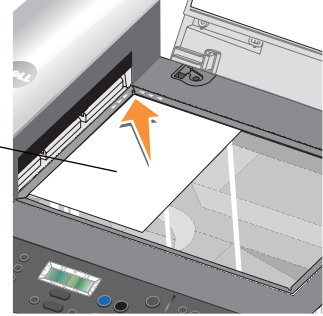
## Placing Your Original Document on the Scanner Glass

- 1 Open the top cover.
- 2 Place the original document face down on the scanner glass in the upper left corner.

**To get a copy with portrait (vertical) orientation**

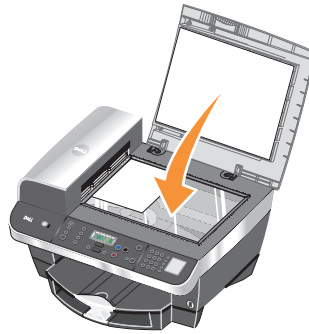


**To get a copy with landscape (horizontal) orientation**



top of your original

- 3 Close the top cover




# Using the Printer

## Printing

### Printing a Document

- 1 Turn on your computer and printer, and make sure they are connected.
  - 2 Load paper with the print side facing down. For more information, see "Loading Paper" on page 34.
  - 3 With your document open, click **File**→**Print**.
  - 4 Customize your print settings:
    - a Click **Preferences**, **Properties**, **Options**, or **Setup** (depending on the program or operating system).

The **Printing Preferences** dialog box appears.
    - b On the **Quality/Copies** tab, select a **Quality/Speed**, the paper type, the number of copies, and black and white or color printing.
    - c On the **Paper Setup** tab, select the paper size and orientation.
    - d On the **Print Layout** tab, select the layout and duplexing settings.
-  **NOTE:** To see details about a setting, right-click the setting on the screen, and then select **What's This?**.
- e After making the changes in **Printing Preferences**, click **OK** at the bottom of the screen to return to the **Print** dialog box.
- 5 Click **OK** or **Print** (depending on the program).

### Printing Collated Copies of Your Document

When your printer is attached to your computer, you can print black and white or color collated copies. To print collated copies:

- 1 Make sure you have paper loaded in the paper support.
- 2 With your document open, click **File**→**Print**.

- 3 Click **Properties, Options, Setup, or Preferences** (depending on the program or operating system).

The **Printing Preferences** dialog box appears along with the **I Want To** menu.

- 4 From the **Quality/Copies** tab, select the number of copies to print.
- 5 Activate the **Collate Copies** check box.
- 6 Click **OK** or **Print**.

## Printing Photos

### From Your Computer

- 1 Load the photo paper with the print (glossy) side facing down. For more information, see "Print Media Guidelines for the Paper Support" on page 34.
- 2 Make sure you have a color cartridge and a photo cartridge (sold separately) installed. For more information, see "Replacing Ink Cartridges" on page 71.
- 3 With your document open, click **File**→**Print**.
- 4 To customize your print settings, click **Preferences, Properties, Options, or Setup** (depending on the program or operating system).

The **Printing Preferences** dialog box appears.

- 5 On the **Quality/Copies** tab, select **Photo** and the paper type.



**NOTE:** Photo/glossy or coated paper is recommended for printing photos.

- 6 On the **Paper Setup** tab, select the paper size and orientation.
- 7 On the **Print Layout** tab, select the photo layout.
- 8 When finished customizing your photo, click **OK**.
- 9 Click **OK** or **Print** (depending on the program or operating system).
- 10 To prevent your photos from sticking together or smudging, remove each photo after it exits the printer.



**NOTE:** Before placing your prints in a nonadhesive photo album or frame, allow sufficient time for the prints to dry thoroughly (12 to 24 hours, depending on the ambient conditions). This maximizes the life of your prints.



### **From a PictBridge-Enabled Camera**

Your printer supports PictBridge-compatible cameras.

To use your printer with a digital camera:

- 1** Insert the rectangular end of the USB cable that came with your Pictbridge-compatible digital camera into the Pictbridge connector of the printer.
- 2** Insert the other end of the USB cable into the digital camera.
- 3** Refer to the instructions included with your camera for usage information.

### **Printing Borderless Photos**

- 1** For best results, load photo/glossy paper in the paper support and make sure the print side is facing down. For more information, see "Print Media Guidelines for the Paper Support" on page 34.
- 2** Make sure you have a color cartridge and a photo cartridge (sold separately) installed. For more information, see "Replacing Ink Cartridges" on page 71
- 3** With your document open, click **File**→**Print**.
- 4** To customize your print settings, click **Preferences**, **Properties**, **Options**, or **Setup** (depending on the program or operating system).  
The **Printing Preferences** dialog box appears.
- 5** On the **Print Layout** tab, click **Borderless**.
- 6** When finished customizing your photo, click **OK**.
- 7** Click **OK** or **Print** (depending on the program or operating system).

### **Printing More Than one Page on a Sheet of Paper**

- 1** Make sure you have paper loaded in the paper support. For help, see "Load Plain Paper Into the Paper Support" on page 34.
- 2** With your document open, click **File**→**Print**.
- 3** Click **Properties**, **Options**, **Setup**, or **Preferences** (depending on the program or operating system).  
The **Printing Preferences** screen displays along with the **I Want To** menu.
- 4** From the **Print Layout** tab, select **N-up**.
- 5** Select the number of pages to print on each page.

## Printing an Image as a Multi-page Poster

- 1 Make sure you have paper loaded in the paper support. For help, see "Load Plain Paper Into the Paper Support" on page 34.
- 2 With your image open, click **File**→**Print**.
- 3 Click **Properties**, **Options**, **Setup**, or **Preferences** (depending on the program or operating system).

The **Printing Preferences** screen displays along with the **I Want To** menu.

- 4 From the **Layout** tab, select **Poster**.
- 5 Click **OK** or **Print**.

## Printing Last Page First

- 1 Make sure you have paper loaded in the paper support. For help, see "Load Plain Paper Into the Paper Support" on page 34.
- 2 With your document open, click **File**→**Print**.
- 3 Click **Properties**, **Options**, **Setup**, or **Preferences** (depending on the program or operating system).
- 4 From the **Quality/Copies** tab, activate the **Print Last Page First** check box.
- 5 Click **OK**.
- 6 Click **OK** to print your document.

## Printing a Banner

- 1 Place a stack of banner paper (20 sheets or less) in front of the printer, and feed in the first sheet.
- 2 With your document open, click **File**→**Print**.
- 3 Click **Properties**.
- 4 From the **I Want To** menu, click **Print a banner**.
- 5 Follow the instructions on your screen.
- 6 Click **OK**.
- 7 Click **OK**.
- 8 Click **OK**.



**NOTE:** Once the printer begins printing, wait until you can see the leading edge of the banner exiting the printer, and then carefully unfold the paper down to the floor in front of the printer.

## Printing Other Projects

The **I Want To** menu provides wizards for creating projects. You may want to print on an envelope, create a booklet, or print a greeting card.

- 1 With your document open, click **File→Print**.
- 2 To customize print settings, click **Preferences, Properties, Options, or Setup** (depending on the program or operating system).

The **Printing Preferences** dialog box appears along with the **I Want To** menu.


- 3 Select one of the available projects or click **See more printing ideas**.
- 4 Follow the instructions on the screen to complete your project.

## Copying

To make copies, you can use the printer operator panel or your computer. For easy one-touch color or black and white copies, press **Color** or **Black** on the operator panel.

### Copying Documents Using the Operator Panel

- 1 Turn on your printer.
- 2 Load paper in the paper support. For more information, see "Loading Paper" on page 34.
- 3 Load your original document. For help, see "Load an Original Document Into the ADF" on page 36 or "Placing Your Original Document on the Scanner Glass" on page 38.
- 4 On the operator panel, press the **Mode Selector** repeatedly until **Copy** is selected.
- 5 To make more than one copy, press the numbers on the keypad that correspond with the number of copies you want to make.
- 6 From the **Start** area on the operator panel, press the **Color** button to create a color copy of a color image, or press the **Black** button to create a black and white copy. For more information, see "Operator Panel Menus" on page 18.

 **NOTE:** If you are using the Dell software on a computer instead of the operator panel buttons, see "Changing Copy Settings" on page 45.

Copying appears on the display.

### Copying Documents Using Your Computer

- 1 Turn on your computer and printer, and make sure they are connected.
- 2 Load the paper. For more information, see "Loading Paper" on page 34.

- 3 Open the top cover.
- 4 Place your document on the scanner glass. Make sure the upper left corner of the front of the item aligns with the arrow on the printer. For more information, see "Placing Your Original Document on the Scanner Glass" on page 38 or "Load an Original Document Into the ADF" on page 36.
- 5 Close the top cover.
- 6 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 962**→**Dell All-In-One Center**.  
The **Dell All-In-One Center** appears.
- 7 Select a copy quantity (1-99) and color.
- 8 Click **See More Copy Settings** to:
  - Choose a copy quality.
  - Select the blank paper size.
  - Select the original document size.
  - Lighten or darken your document.

### **Copying Photos Using the Operator Panel**

- 1 Load photo paper. For more information, see "Print Media Guidelines for the Paper Support" on page 34.
- 2 Open the top cover.
- 3 Place the photo on the glass.
- 4 Close the top cover.
- 5 Select the copy quality. For more information, see "Operator Panel Menus" on page 18.
- 6 Press the **Color** button.

### **Copying Photos Using Your Computer**

- 1 Turn on your computer and printer, and make sure they are connected.
- 2 Load photo paper with the print side facing up. For more information, see "Print Media Guidelines for the Paper Support" on page 34.
- 3 Place your document face down on the scanner glass. Make sure the upper left corner of the front of the item aligns with the arrow on the printer. For more information, see "Placing Your Original Document on the Scanner Glass" on page 38.

- 4 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 962**→**Dell All-In-One Center**.

The **Dell All-In-One Center** appears.

- 5 Click **Preview Now**.
- 6 Adjust the dotted lines to fit around the portion of the image you want to print.
- 7 In the **Copy** section, select **Photo**.
- 8 Select a copy quantity and color.
- 9 To customize your photo, click **See More Copy Settings**.
- 10 When you finish customizing your settings, click **Copy Now**.

## **Collating Copies Using the Operator Panel**

When you are using your printer without a computer, you can print collated copies:

- 1 Load paper in the paper support. For help, see "Load Plain Paper Into the Paper Support" on page 34.
- 2 Load your original document. For help, see "Load an Original Document Into the ADF" on page 36 or "Placing Your Original Document on the Scanner Glass" on page 38.
- 3 Press the **Mode Selector** button repeatedly until **Copy** is selected.
- 4 Press **Menu** repeatedly until **Collate** appears.
- 5 Press **>** to scroll to the amount of pages you want to collate.
- 6 Press **Select**.

## **Changing Copy Settings**

- 1 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 962**→**Dell All-In-One Center**.

The **Dell All-In-One Center** appears.

- 2 Select a copy quantity and color.
- 3 Click **See More Copy Settings** to:
  - Choose a copy quality.
  - Select the blank paper size.
  - Select the original document size.
  - Lighten or darken your document.
  - Reduce or enlarge your document.


- 4 Click the **Advanced** button to change options such as paper size and quality.
- 5 To make any changes, click the following tabs.

<b>Click this tab:</b>	<b>To:</b>
Print	<ul style="list-style-type: none"> <li>• Select the paper size and type.</li> <li>• Select borderless printing options.</li> <li>• Select the print quality.</li> </ul>
Scan	<ul style="list-style-type: none"> <li>• Select the color depth and scan resolution.</li> <li>• Auto-crop the scanned image.</li> </ul>
Image Enhancements	<ul style="list-style-type: none"> <li>• Sharpen your blurry images.</li> <li>• Adjust the brightness of your image.</li> <li>• Adjust the color correction curve (gamma) of your image.</li> </ul>
Image Patterns	<ul style="list-style-type: none"> <li>• Smooth the conversion of a gray image to a black and white dot pattern (dither).</li> <li>• Remove image patterns from magazines or newspapers (descreen). Select whether to process with <b>Best quality</b> or <b>Best speed</b>.</li> <li>• Reduce the background noise on your color document.</li> </ul>

- 6 When you finish customizing your copy settings, click **OK**, and then click **Copy Now**.

## Scanning


You can use your printer to scan using the operator panel or the printer software.

 **NOTE:** Scanning cannot be done on printers connected to a network.

### Using the Operator Panel

- 1 Turn on your computer and printer, and make sure they are connected.
- 2 Load your original document. For help, see "Load an Original Document Into the ADF" on page 36 or "Placing Your Original Document on the Scanner Glass" on page 38.
- 3 Press the **Mode Selector** on the operator panel repeatedly until **Scan** is selected.
- 4 Press **>** to scroll through the list of possible programs to which you can scan.
- 5 Press **Select** when the program to which you want to scan appears.
- 6 From the **Start** area on the operator panel, press **Black** to begin a black and white scan or **Color** to begin a color scan.

## Using the Printer Software


 **NOTE:** Some programs do not support multiple page scanning.

- 1 Turn on your computer and printer, and make sure they are connected.
- 2 Load your original document. For help, see "Load an Original Document Into the ADF" on page 36 or "Placing Your Original Document on the Scanner Glass" on page 38.

- 3 Press **Scan** on the operator panel.

The **Dell All-In-One Center** appears on your computer screen.

- 4 Click **Preview Now** to see your scanned image.

 **NOTE:** If the size of the scan (found in the lower right of the preview window) appears in red, you do not have the system resources available to perform the scan at the resolution or size you have selected. To correct this problem, either reduce your resolution or the size of your scan area.

- 5 Adjust the dotted lines to fit around the part of the image you want to print.
- 6 From the **Send scanned image to** drop-down menu, select your scan destination.
- 7 To further customize your scan job, click **See More Scan Settings**.
- 8 When you are finished customizing your image, click **Scan Now**.


## Scanning Photos

- 1 Turn on your computer and printer, and make sure they are connected.
- 2 Load your original document. For help, see "Placing Your Original Document on the Scanner Glass" on page 38.


- 3 Press **Scan** on the operator panel.

The **Dell All-In-One Center** appears.

- 4 Click **Preview Now** to view your scanned image.

 **NOTE:** If the size of the scan (found in the lower right of the preview window) appears in red, you do not have the system resources available to perform the scan at the resolution or size you have selected. To correct this problem, either reduce your resolution or the size of your scan area.

- 5 Adjust the dotted lines to fit around the portion of the photo you want to print.
- 6 In the **Send scanned image to:** drop-down menu, select the photo program you want to use.

 **NOTE:** If the program you want to use is not listed, select **Search for more...** in the drop-down menu. On the next screen, click **Add** to locate and add your program to the list.

- 7 To further customize your scan job, click **See More Scan Settings**.
- 8 Change any settings.
- 9 When you finish customizing your image, click **Scan Now**.

When your document has finished processing, it will open in the program you chose.

## Scanning to Your Computer Over a Network

- 1 Make sure your computer is attached to the network.
- 2 Make sure your computer and printer are on.
- 3 Load your original. For help, see "Load an Original Document Into the ADF" on page 36 or "Placing Your Original Document on the Scanner Glass" on page 38.
- 4 Press the **Mode Selector** repeatedly until **Scan** is selected.
- 5 Press **Menu** until **PC** appears on the display.
- 6 Press **>** to scroll through the list of possible computers to which you can scan.
- 7 When your **PC** name appears on the display, press **Select**.
- 8 Enter your four-digit PIN number.



**NOTE:** This can be found in the upper right corner of the All-In-One Main Page. For help, see "Using the Dell All-In-One Center" on page 68.

- 9 Press **Select**.
- 10 Press **Select**.

## Scanning Multiple Pages or Images



**NOTE:** This feature is only available when scanning from the flatbed scanner.

You can scan multiple images at once to save time:

- 1 Place the first sheet on the scanner glass. For more information, see "Placing Your Original Document on the Scanner Glass" on page 38.
- 2 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 962**→**Dell All-In-One Center**.  
The **Dell All-In-One Center** appears.
- 3 In the **Send scanned image to:** drop-down menu, select the program you want to use. For example, you might want to fax or e-mail multiple pages to someone.
- 4 In the **Scan** section, click **See More Scan Settings**.



- 5 Click the **Advanced** button.
- 6 Click **Display Advanced Scan Settings** to change advanced options.  
The **Advanced Scan Settings** dialog box appears.
- 7 On the **Scan** tab, click the **Scan multiple items before output** box.
- 8 Click **OK**.
- 9 When you finish customizing your settings, click **Scan Now**.  
After you scan the first page, a prompt appears requesting the next page.
- 10 Place the next sheet on the scanner glass and click **Yes**. Repeat until you finish scanning all pages.
- 11 When finished, click **No**. The program appears with the multiple pages scanned.

## **Editing Scanned Text Using Optical Character Recognition (OCR)**

Optical Character Recognition (OCR) is a software feature that converts a scanned image into editable text within a word processing program.

 **NOTE:** Japanese customers should use E-Typist OCR software. This software is located on a separate CD.

- 1 Load your original document. For help, see "Load an Original Document Into the ADF" on page 36 or "Placing Your Original Document on the Scanner Glass" on page 38.
- 2 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 962**→**Dell All-In-One Center**.  
The **Dell All-In-One Center** appears.
- 3 In the **Send scanned images to:** drop-down menu, select a word processing or text-editing program.
- 4 In the **How will the scan be used?** drop-down menu, select **To edit text (OCR and 300 DPI)**.
- 5 Click **Scan Now**.  
The scanned text appears.
- 6 Edit your document.
- 7 Save your document.

## Editing Scanned Images

With most graphics programs, you can customize your image.

- 1 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 962**→**Dell All-In-One Center**.

The **Dell All-In-One Center** appears.

- 2 From the **Send scanned image to** drop-down menu, select your scan destination.
- 3 Click **Scan Now**.

When the image has finished processing, it opens in the program you selected.

- 4 Edit the image using the tools available in your program.

You may be able to:

- Remove red eye
- Crop your image
- Add text to your image
- Adjust the brightness and contrast of your image

For help, see the documentation that came with your graphics program.

## Saving an Image on Your Computer

- 1 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 962**→**Dell All-In-One Center**.

The **Dell All-In-One Center** appears.

- 2 In the **Creative Tasks** section, click **Save an image on my computer**.
- 3 Follow the instructions on your computer screen to save an image on your computer.


## E-mailing a Scanned Image or Document

To send scanned photographs or documents through e-mail:


- 1 Load your original document. For help see, "Load an Original Document Into the ADF" on page 36 or "Placing Your Original Document on the Scanner Glass" on page 38.
- 2 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 962**→**Dell All-In-One Center**.

The **Dell All-In-One Center** appears.

- 3 Click **Preview Now**.

 **NOTE:** If the size of the scan (found in the lower right of the preview window) appears in red, you do not have the system resources available to perform the scan at the resolution or size you have selected. To correct this problem, either reduce your resolution or the size of your scan area.

- 4 In the **Creative Tasks** section, click **E-mail an image or document**.
- 5 In the **What is being scanned?** menu, make a selection.
- 6 Follow the instructions on the screen to prepare the photograph or document for e-mail.
- 7 Click **Attach Now**.
- 8 Write a note to accompany the attached photo, and then send it.

 **NOTE:** If you have questions about how to do this, consult the Help for your e-mail program.

## Enlarging or Reducing Images or Documents


If you are using your printer *with* a computer, you can enlarge or reduce your document between 25-400 percent using the Dell All-In-One Center.

If you are using your printer *without* a computer, you can enlarge or reduce your document by a percent and Fit-to options using the operator panel.

- 1 Load paper in the paper support. For help, see "Load Plain Paper Into the Paper Support" on page 34.
- 2 Load your original document. For help, see "Placing Your Original Document on the Scanner Glass" on page 38 or "Load an Original Document Into the ADF" on page 36.
- 3 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 962**→**Dell All-In-One Center**.

The **Dell All-In-One Center** appears.


- 4 Click **Preview Now**.

 **NOTE:** If the size of the scan (found in the lower right of the preview window) appears in red, you do not have the system resources available to perform the scan at the resolution or size you have selected. To correct this problem, either reduce your resolution or the size of your scan area.

- 5 In the **Creative Tasks** section, select **Enlarge or reduce an image**.
- 6 Follow the instructions on the screen to select the size of your new image.
- 7 When you finish customizing your image, click **Print Now**.


# Faxing

You do not need to connect your printer to a computer in order to fax. Use the printer operator panel for basic faxing. See “Faxing Using the Printer Operator Panel” on page 55.

 **NOTE:** For advanced faxing instructions using the computer software, see “Sending a Fax From the Computer” on page 57.

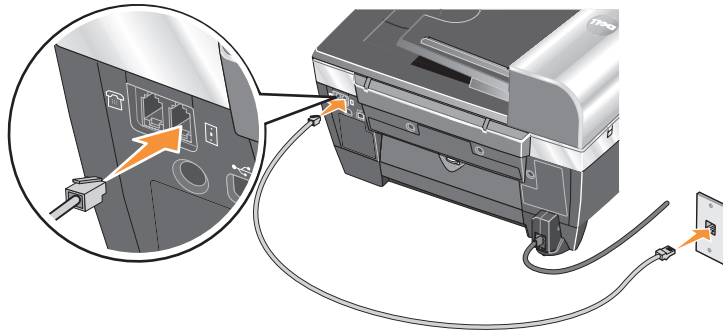
## Setting up the Printer With Equipment

Equipment	Benefits	See this section
<ul style="list-style-type: none"> <li>• printer</li> <li>• phone cord (provided)</li> </ul>	Make copies and send and receive faxes without the use of a computer.	"Connecting directly to a telephone wall jack" on page 53
<ul style="list-style-type: none"> <li>• printer</li> <li>• telephone</li> <li>• two phone cords (provided)</li> </ul>	<ul style="list-style-type: none"> <li>• Use the fax line as a normal telephone line.</li> <li>• Set up your printer wherever your telephone is.</li> <li>• Make copies and send and receive faxes without the use of a computer.</li> </ul>	"Connecting to a telephone" on page 53
<ul style="list-style-type: none"> <li>• printer</li> <li>• telephone</li> <li>• answering machine</li> <li>• three phone cords (provided)</li> </ul>	Receive both incoming voice messages and faxes.	"Connecting to an answering machine" on page 54
<ul style="list-style-type: none"> <li>• printer</li> <li>• telephone</li> <li>• computer modem</li> <li>• three phone cords (provided)</li> <li>• USB cable (sold separately)</li> </ul>	Increase the number of phone connection outlets.	"Connecting to a computer modem" on page 55

 **NOTE:** The phone cord (provided) must be plugged into the correct connector.

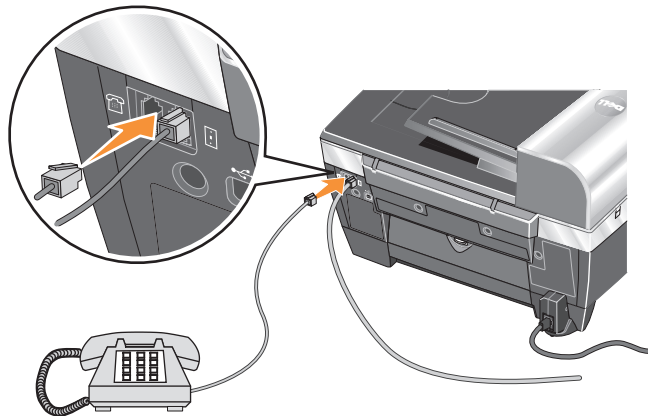
### Connecting directly to a telephone wall jack

Connect a phone cord from the LINE connector (☐ - right side connector) on the printer to the telephone wall jack.



- 1 Connect one end of the phone cord to the LINE connector (☐ - right side connector) of the printer.
- 2 Connect the other end of the phone cord to an active telephone wall jack.

### Connecting to a telephone

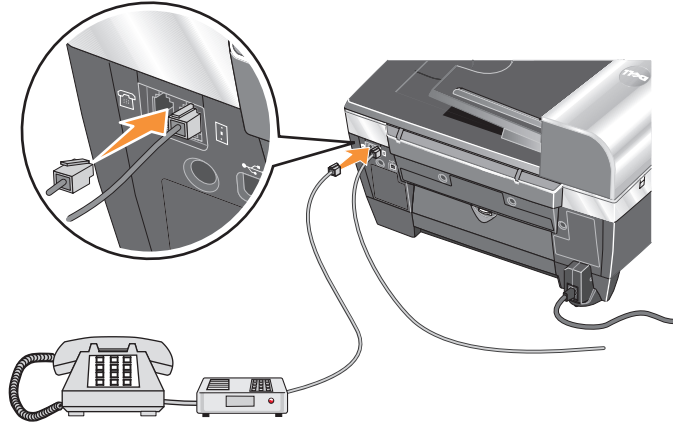


If your printer does not have a handset, you can connect a telephone to your printer to use the fax line as a normal telephone line.

- 1 Connect a phone cord from the LINE connector (☐ - right side connector) on the printer to the telephone wall jack.
- 2 Remove the protective plug from the PHONE jack connector (☐ - left side connector) on the back of the printer.

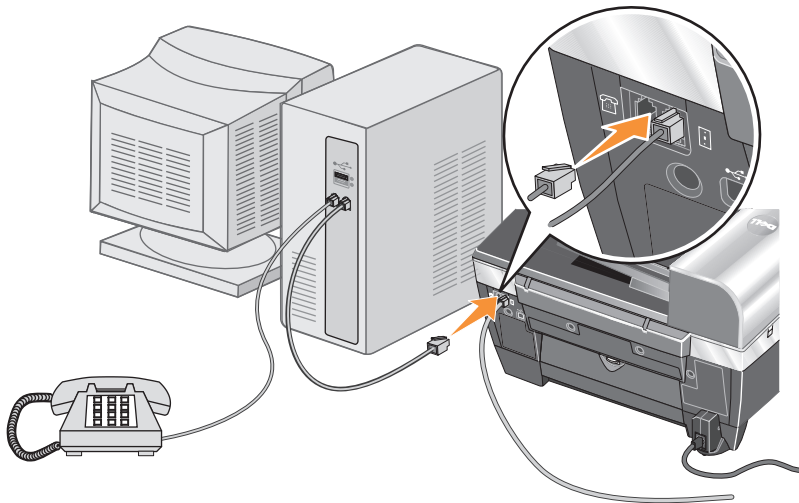
- 3 Connect a phone cord from the telephone to the PHONE jack connector (☎ - left side connector) on the printer.

### Connecting to an answering machine



- 1 Connect a phone cord from the LINE connector (☎ - right side connector) on the printer to the telephone wall jack.
- 2 Remove the protective plug from the PHONE jack connector (☎ - left side connector) on the back of the printer.
- 3 Connect a phone cord from the telephone to the answering machine.
- 4 Connect a phone cord from the answering machine to the PHONE jack connector (☎ - left side connector) on the printer.

## Connecting to a computer modem




- 1 Connect a phone cord from the LINE connector (☎ - right side connector) on the printer to the telephone wall jack.
- 2 Remove the protective plug from the PHONE jack connector (☎ - left side connector) on the back of the printer.
- 3 Connect a phone cord from the telephone to the computer modem.
- 4 Connect a phone cord from the computer modem to the PHONE jack connector (☎ - left side connector) on the printer.


## Faxing Using the Printer Operator Panel

### What if I Have a Digital Subscriber Line (DSL)?

DSL delivers digital data to a computer through a telephone line. Your Dell Photo AIO Printer 962 is designed to work with analog data. If you are faxing over a telephone line connected to a DSL modem, install a DSL filter to avoid interference with the analog fax modem signal.

- 1 Connect the DSL filter to an active telephone line.
- 2 Connect the printer directly to the output of the DSL filter.


 **NOTE:** Do not install any splitters between the DSL filter and the printer. Contact your DSL service provider if you need more help.

 **NOTE:** ISDN (integrated services digital network) and cable modems are not fax modems and are not supported for faxing.


### Send a Fax

- 1 Make sure your printer is on and an active telephone line is connected to the LINE connector (☒) on the printer.
- 2 Load your document on the scanner glass or into the ADF. For help, see “Placing Your Original Document on the Scanner Glass” on page 38 or “Load an Original Document Into the ADF” on page 36.
- 3 Press **Mode** until the **Fax LED** is lit.
- 4 Use the keypad numbers to enter the fax number.
- 5 Press **Black** or **Color**.

The printer scans your document and sends your fax to the number you entered.

 **NOTE:** In order to send a color fax, the machine to which you are sending the fax must also support color faxes.

### Receive a Fax Automatically

 **NOTE:** In order to receive a color fax, the machine from which you are receiving the fax must also support color faxes and send the fax as a color fax.

- 1 Make sure your printer is on and an active telephone line is connected to the LINE connector (☒ — right side connector) on the printer.
- 2 Press **Mode** until the **Fax LED** is lit.
- 3 Press **Auto Answer** until the **Auto Answer LED** is lit.
- 4 Press **Menu** until **Answer fax** when appears.
- 5 Press **>** to scroll through the available options (**After 1 ring**, **After 2 rings**, **After 3 rings**, or **After 5 rings**), and press **Select when the option you want appears**.

When the number of set rings is detected, the printer automatically receives the fax.

### Receive a Fax Manually

- 1 Make sure your printer is on and an active telephone line is connected to the LINE connector (☒ — right side connector) on the printer.
- 2 Make sure the **Auto Answer LED** is off.
- 3 When the printer rings, pick up a telephone and listen for the fax calling tone.



- 4 Press **DELL# (3355#)** on the printer operator panel.
- 5 Hang up the telephone, and the printer receives the fax.

### **Receive a Fax With an Answering Machine Connected to the Printer**


Make sure your printer is on, the answering machine is connected to the PHONE jack connector (☎ — left side connector) on the printer, and the **Auto Answer** LED is on. When a ring is detected, the answering machine picks up the call.

- If a fax is detected, the printer receives the fax and disconnects the answering machine.
- If a fax is *not* detected, the answering machine completes the call.

 **NOTE:** For more information, see “Advanced Fax Mode Menu Items” on page 27.

### **Sending a Fax From the Computer**


Send faxes from computer files through the printer modem or the computer modem. Any file that can be printed can be faxed.

 **NOTE:** You can send and receive color faxes using the printer operator panel only. See “Faxing Using the Printer Operator Panel” on page 55.

### **Connecting Cables**

- Connect the printer to the computer with a USB cable (sold separately) in order to scan documents to fax.
- *If you want to fax through the printer modem*, connect an active telephone line to the LINE connector (☎) on the printer.


*If you want to fax through the computer modem*, connect an active telephone line to the LINE connector (☎) on the computer’s fax modem.


 **NOTE:** If you want the ability to fax from both the printer modem and the computer modem at different times without reconnecting cables, Dell recommends purchasing a splitter in order to connect two phone lines to one wall jack.

### **What if I Have a Digital Subscriber Line (DSL)?**

DSL delivers digital data to a computer through a telephone line. Your Dell Photo AIO Printer 962 is designed to work with analog data. If you are faxing over a telephone line connected to a DSL modem, install a DSL filter to avoid interference with the analog fax modem signal.

- 1 Connect the DSL filter to an active telephone line.
- 2 Connect the printer directly to the output of the DSL filter.

 **NOTE:** Do not install any splitters between the DSL filter and the printer. Contact your DSL service provider if you need more help.

 **NOTE:** ISDN (integrated services digital network) and cable modems are not fax modems and are not supported for faxing.

## Faxing Through the Printer Modem

### Send a Fax Using the Dell All-In-One Center

- 1 Make sure the printer is on and that the printer is connected to the computer with a USB cable.
- 2 Load your document on the scanner glass or into the ADF. For help, see “Placing Your Original Document on the Scanner Glass” on page 38 or “Load an Original Document Into the ADF” on page 36.
- 3 Click **Start** → **All Programs** (or **Programs**) → **Dell Printers** → **Dell Photo AIO Printer 962** → **Dell All-In-One Center**.
- 4 Place the document you want to fax *face down* under the lid of the printer.
- 5 Select **Fax** from the **Scan** drop-down menu.
- 6 Click **Scan Now**.
- 7 Follow the instructions on the computer screen to send your fax.

### Receive a Fax

The Dell Photo AIO Printer 962 modem only receives hardcopy documents. See “Faxing Using the Printer Operator Panel” on page 55 for information about receiving a fax.

If you need to save soft copies of the faxes you receive, you must scan the received document to a file (see “Send a Fax Using the Dell All-In-One Center” on page 58), or receive faxes using your computer modem (see “” on page 59).

### Access the Printer Setup Utility

Access the Printer Setup Utility if you want to configure the printer modem for your specific faxing needs.

- 1 Click **Start** → **All Programs** (or **Programs**) → **Dell Printers** → **Dell Photo AIO Printer 962** → **Dell All-In-One Center**.
- 2 From the Dell All-In-One Center, click the **Maintain/Troubleshoot** tab, and then click **Display the Printer Setup Utility**.

## Printer Setup Utility Tabs

On this tab:	You can:
Send	<ul style="list-style-type: none"><li>• Enter your name and fax number.</li><li>• Select a maximum send speed and a print quality for outgoing faxes.</li><li>• Choose whether to scan the entire document before dialing the number.</li><li>• Choose whether to use error correction.</li><li>• Select when to print a fax usage report.</li><li>• Select when to print a fax activity report.</li></ul>
Receive	<ul style="list-style-type: none"><li>• Choose whether you want to print a footer (date, time, and page number) on each page.</li><li>• Automatically reduce an incoming fax to fit to the paper size loaded, or print it on two sheets of paper.</li><li>• Select whether you want to forward a fax or print it, and then forward it.</li></ul>
Connection/Dialing	<ul style="list-style-type: none"><li>• Select the number of times you want the machine to redial and the time between those attempts if the fax cannot be sent on the first try.</li><li>• Select the phone line format you want to use (Pulse, Touch-tone, Behind a PBX).</li><li>• Enter a dialing prefix.</li><li>• Choose how (manually, if fax tones are detected, or after a certain amount of rings) you want to answer incoming calls.</li><li>• Choose a distinctive ring if your phone line has distinctive ring service activated.</li></ul>
Speed Dial	Add to, create, or edit the speed dial list.
Group Speed Dial	Create a group number and name and add phone numbers to the group.

### Faxing Through the Computer Modem

If an active telephone line is connected to the LINE connector (☐) on your computer modem, use **Fax Console** (Windows XP Only) or **Fax Service Management** (Windows 2000 Only) to send and receive faxes:

- Use **Fax Console** or **Fax Service Management** to print and receive files as faxes, or
- Use the **Dell All-In-One Center** to first scan a document to a file, and then use **Fax Console** or **Fax Service Management** to print the file to fax.

### Install Fax Console (Windows XP Only)

- 1 Click **Start** → **Control Panel**.
- 2 Click **Add or Remove Programs**.
- 3 Click **Add/Remove Windows Components**.

4 Click to select **Fax Services**.

5 Click **Next**.

If prompted, insert the *Microsoft Windows XP* CD, and then click **OK**. Close the **Welcome to Microsoft Windows XP** window when it opens.

6 Click **Finish**.

7 Close the **Add/Remove Programs** window.

### **Configure Fax Console (Windows XP Only)**

1 Click **Start** → **All Programs** (or **Programs**) → **Accessories** → **Communications** → **Fax** → **Fax Console**.

The **Fax Configuration Wizard** appears.

2 Click **Next**.

3 Enter any appropriate information, and then click **Next**.

4 Select your data/fax modem in the drop-down menu under **Please select the fax device**.

5 Select the **Enable Receive** check box.



**NOTE:** Selecting the **Enable Receive** check box allows you to receive faxes but may cause the computer modem to answer all phone calls, in which case you may not receive voice mail.

a Select **Manual answer** or specify the number of rings, and click **Next**.

b Enter your TSID information, and click **Next**.

c Enter your CSID information, and click **Next**.

d Click to select **Print it on**. If you want to print all received faxes, Use the drop-down menu to the right of this field to select **Dell Photo AIO Printer 962**.

e To create an archive copy of each fax, click to select **Store a copy in a folder**, and then use the **Browse** button to select the desired archive location.

6 Click **Next**, confirm your settings, and click **Finish**.

### **Configure Fax Service Management (Windows 2000 Only)**

1 Click **Start** → **Programs** → **Accessories** → **Communications** → **Fax** → **Fax Service Management**.

The **Fax Configuration Wizard** appears.

2 Click **Next**.

3 Enter any appropriate information, and then click **Next**.

- 4 Select your data/fax modem from the drop-down menu.
- 5 Follow the instructions on your computer screen to complete the configuration.

### **Send an Electronic Copy Fax Using Fax Console or Fax Service Management**

- 1 Open your file to be faxed.
- 2 Click **File** → **Print**.
- 3 In the printer list, select **Fax**.
- 4 Click **Print**.
- 5 Follow the instructions on the computer screen to send your fax.


### **Send a Hardcopy Document Fax Using the Dell All-In-One Center**

- 1 Make sure the printer is on and that the printer is connected to the computer with a USB cable.
- 2 Load your document on the scanner glass or into the ADF. For help, see “Placing Your Original Document on the Scanner Glass” on page 38 or “Load an Original Document Into the ADF” on page 36.
- 3 Click **Start** → **All Programs** (or **Programs**) → **Dell Printers** → **Dell Photo AIO Printer 962** → **Dell All-In-One Center**.
- 4 Place the document you want to fax *face down* under the lid of the printer.
- 5 Select **File** from the **Scan** drop-down menu.
- 6 Save your file to a desired location.
- 7 Open the file you just scanned and saved.
- 8 Click **File** → **Print**.
- 9 In the printer list, select **Fax**.
- 10 Click **Print**.
- 11 Follow the instructions on the computer screen to send your fax.


### **Receive a Fax Using Fax Console or Fax Service Management**

- 1 Make sure that an active telephone line is connected to the LINE connector (☒) on the computer modem.
- 2 Click **Start** → **All Programs** (or **Programs**) → **Accessories** → **Communications** → **Fax**.
- 3 Click **Fax Console** or **Fax Service Management**.

If you selected the **Enable Receive** check box when configuring **Fax Console**, you are now ready to receive a fax.

 **NOTE:** Selecting the **Enable Receive** check box allows you to receive faxes but may cause the computer modem to answer all phone calls, in which case you may not receive voice mail.

### **View Sent and Received Faxes Using Fax Console or Fax Service Management**

 **NOTE:** Only faxes sent and received by **Fax Console** can be seen by **Fax Console**.

- 1 Click **Start** → **All Programs** (or **Programs**) → **Accessories** → **Communications** → **Fax**.
- 2 Click **Fax Console** or **Fax Service Management**.

View received faxes in the **Inbox**; view sent faxes in **Sent Items**.

### **View the Status of a Fax Using Fax Console or Fax Service Management**

- 1 Click **Start** → **All Programs** (or **Programs**) → **Accessories** → **Communications** → **Fax**.
- 2 Click **Fax Console** or **Fax Management Services**.
- 3 The following folders appear:
  - **Incoming** — faxes currently being received
  - **Inbox** — faxes that have been received
  - **Outbox** — faxes scheduled to be sent
  - **Sent Items** — faxes successfully sent
- 4 Click the folder of your choice.
- 5 Click the fax in the right pane for which you want to view the status, and then click **Preferences** or **Properties**.
- 6 Click the **General** tab and view the **Status** line.
- 7 Click **Close** when you are finished.


## **Speed Dial**

To make sending faxes easier, you can enter up to 99 speed dial numbers. Up to 79 individual fax numbers can be stored, or 20 groups that can hold up to five phone numbers each.

### **Create a Speed Dial List From the Operator Panel**

- 1 Press **Mode** until the **Fax** LED is lit.
- 2 Press **Menu** until you see **EDIT SPEED DIAL**.
- 3 If the current option is **Add**, press **Select**. Press **>** to scroll, if necessary.

- 4 Enter a two-digit speed dial number from 01 to 79, and then press **Select**.
- 5 Enter the fax number, and then press **Select**.
- 6 Enter the name using the keypad.
  - a Find the number button that corresponds to the letter you want to enter, and press it repeatedly until the correct letter appears.
  - b Press > to move to the next character space.

 **NOTE:** To enter a space between words, press > twice.

- c Repeat the previous steps until you are finished entering text.
- 7 Press **Select** when you are finished.  
Saved appears on the display.

### **Create a Speed Dial List From the Computer**

- 1 Click **Start** → **All Programs** (or **Programs**) → **Dell Printers** → **Dell Photo AIO Printer 962** → **Printer Setup Utility**.
- 2 Click the **Speed Dial** tab.
- 3 Follow the instructions on the **Speed Dial** tab to add a new number to your speed dial list.

### **Create a Group Dial List From the Operator Panel**

- 1 Press **Mode** until the **Fax** LED is lit.
- 2 Press **Menu** until you see **EDIT SPEED DIAL**.
- 3 If the current option is **Add**, press **Select**. Press > to scroll, if necessary.
- 4 Enter a two-digit speed dial number from 80 to 99, and then press **Select**.
- 5 Enter the first fax number, and then press **Select**.
- 6 Press **1** to enter another number.
- 7 Enter the next fax number, and then press **Select**.
- 8 After you have entered all of the group fax numbers (up to five), press **2** to enter the group list name.
- 9 Enter the name using the keypad.
  - a Find the number button that corresponds to the letter you want to enter and press it repeatedly until the correct letter appears.
  - b Press > to move to the next character space.

- 10 Press **Select** to save the list.

### **Use a Speed or Group Dial List**

- 1 Press **Speed Dial**, and then press **>** to scroll through the speed dial list to find the desired fax number. Press the keypad buttons to enter a two-digit speed dial number.
- 2 Press **Black** to send your fax as black and white, or press **Color** to send your fax as a color fax.

### **Manually Dialing a Fax While Listening to a Telephone Line (On Hook Dial)**

- 1 Press **Mode** until the **Fax LED** is lit.
- 2 Press **Menu** repeatedly until **On Hook Dial** appears.
- 3 Press **Select** to make the printer go off hook.
- 4 Enter the number to which you want to send a fax.
- 5 Press **Black** or **Color** when you are ready to send a fax.

### **Broadcast Send**

You can send a fax of up to 20 pages to as many as five people at once.

#### **Send a Broadcast Fax Immediately**


- 1 Load your original document. For help, see "Load an Original Document Into the ADF" on page 36.
- 2 On the operator panel, press **Mode** repeatedly until the **Fax LED** is lit.
- 3 Enter a fax number or press **Speed Dial** to select numbers from the speed dial list.
- 4 Press **Select** to enter another fax number.
- 5 Continue this procedure until all of the fax numbers (up to 5 numbers) have been entered.
- 6 Press **Black** or **Color** to send the fax to the numbers you entered.

#### **Send a Delayed Broadcast Fax**

- 1 On the operator panel, press **Mode** until the **Fax LED** is lit.
- 2 When the default screen appears, press **Menu** until **Delay Until** appears.
- 3 Press **>** to scroll to **Time**.
- 4 Press **Select**.
- 5 Enter the time you want your fax to send.



- 6 Press **Select**.
- 7 Press **1** for AM, **2** for PM, or **3** for 24 hour mode.
- 8 Enter the fax number.
- 9 Press **Black** or **Color** to send your fax to this number, or press **Select** to enter another fax number (you can do this up to five times and the delayed fax will be sent to as many numbers as you entered).

 **NOTE:** At the designated time, the fax numbers are dialed and the fax is transmitted to all of the designated fax numbers. If the fax transmission is unsuccessful to any of the numbers on the broadcast list, the unsuccessful numbers are tried again at the end of the list.

## Adding Fax Numbers From Which to Block Faxes

Fax Blocking helps you regulate who you receive faxes from.

To create a blocked fax list:

- 1 On the operator panel, press **Mode** repeatedly until **Fax** is selected.
- 2 Press **Menu** until **ADVANCED FAX** appears on the display, and then press **Select**.
- 3 Press **Menu** until **EDIT BLOCKED FAX LIST** appears on the display.
- 4 Press **>** until **Add** appears on the display, and then press **Select**.
- 5 Enter a two-digit number, and then press **Select**.
- 6 Enter a telephone number, and then press **Select**.
- 7 Enter a name, and then press **Select**.
- 8 If you would like to add another phone number to the list, press **1**. If you do not want to add another phone number, press **2**.
- 9 Press **Menu** until **BLOCKED FAXES** appears on the display.
- 10 Press **>** until **On** appears on the display, and then press **Select**.

Your printer will no longer accept faxes from the fax numbers you entered.

## Using Auto Fax Convert

If you are faxing a color document to a fax machine that can only print black and white, or if you are faxing high-resolution document to a fax machine that prints at a lower resolution, the Dell Photo AIO 962 can automatically adjust the fax you send.

To turn on **Auto Fax Convert**:

- 1 On the operator panel, press **Mode** repeatedly until **Fax** is selected.

- 2 Press **Menu** until **ADVANCED FAX** appears on the display, and then press **Select**.
- 3 Press **Menu** until **AUTO FAX CONVERT** appears on the display.
- 4 Press **>** until **On** appears on the display, and then press **Select**.

# Understanding the Software

The printer software includes:

- **Dell Printer Solution Center** (for troubleshooting, maintenance, and cartridge ordering information)
- **Dell All-In-One Center** (for scanning, copying, and faxing)
- **Printing Preferences** (for printing)
- **Dell Picture Studio v2.0** (for managing, editing, displaying, printing, and converting photos and other types of images)

## Using the Dell Printer Solution Center

Three tabs on the Dell Printer Solution Center provide you with a variety of printing options.

### Advanced tab

- **Printing Status** button - Click this button to see your options for displaying printing status information on your screen.
- **About** button - Click this button to view software version information.
- **Networking** button - Click this button to see your networking options.

### Maintenance tab

- **Use Color Cartridge for all Black printing** icon - Click this icon and follow the instructions on the screen to use your color cartridge for black printing.



**NOTE:** You cannot do this if a photo cartridge (sold separately) is installed.

### Contacts tab

- Customer support website - [www.support.dell.com](http://www.support.dell.com).
- Order ink or supplies - directs you to Dell's cartridge ordering website, [www.dell.com/supplies](http://www.dell.com/supplies).
- Dell Printer Service Tag number - displays your printer Service Tag number.

To access the Dell Printer Solution Center:

Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 962**→**Dell Printer Solution Center**.

## Using the Dell All-In-One Center

The Dell All-In-One Center allows you to:

- Scan, copy, fax, and perform creative tasks.
- Select where you want to send the scanned image.
- Select the quantity and color of your copies.
- Access troubleshooting and maintenance information.
- Preview images you want to print or copy.
- Manage photos (copy them to folders, print them, perform creative copying).

To access the Dell All-In-One Center:

Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 962**→**Dell All-In-One Center**.

The Dell All-In-One Center includes four main sections: **Scan or Fax**, **Creative Tasks**, and **Preview**.

<b>In this section:</b>	<b>You can:</b>
Scan or Fax	<ul style="list-style-type: none"> <li>• Select the program where you want to send the scanned image.</li> <li>• Select the type of image being scanned.</li> <li>• Select how you will use the scan.</li> <li>• Select <b>Fax Now</b>.</li> </ul> <p><b>NOTE:</b> Click <b>See More Scan Settings</b> to view all settings.</p>
Copy	<ul style="list-style-type: none"> <li>• Select the quantity and color of your copies.</li> <li>• Select a quality setting for your copies.</li> <li>• Adjust the size of the scanned area.</li> <li>• Lighten or darken your copies.</li> <li>• Enlarge or reduce your copies.</li> </ul> <p><b>NOTE:</b> Click <b>See More Copy Settings</b> to view all settings.</p>

<b>In this section:</b>	<b>You can:</b>
Creative Tasks	Select from a variety of creative ideas. <ul style="list-style-type: none"> <li>• Enlarge or reduce an image.</li> <li>• Repeat an image several times on one page.</li> <li>• Print an image as a multi-page poster.</li> <li>• E-mail an image.</li> <li>• Fax using your computer's modem.</li> <li>• Save an image on your computer.</li> <li>• Edit text found in a scanned document (Optical Character Recognition).</li> <li>• Modify an image with a photo editor.</li> </ul>
Preview	<ul style="list-style-type: none"> <li>• Select a portion of the preview image to scan.</li> <li>• View an image of what will be printed or copied.</li> </ul>

For more information about the **Dell All-In-One Center**, click **Help** in the Dell All-In-One Center.

## Using Printing Preferences


**Printing Preferences** allows you to change the various printer settings. You can change your printer settings in **Printing Preferences** depending on the type of project you want to create.

To access **Printing Preferences**:

- 1 With your document open, click **File**→**Print**.  
The **Print** dialog box appears.
- 2 In the **Print** dialog box, click **Preferences**, **Properties**, **Options**, or **Setup** (depending on the program or operating system).  
The **Printing Preferences** screen appears along with the **I Want To** menu.

To access **Printing Preferences** when a document is not open:

- 1 *In Windows XP*, click **Start**→**Control Panel**→**Printer and Other Hardware**→**Printers and Faxes**.  
*In Windows 2000*, click **Start**→**Settings**→**Printers**.
- 2 Right-click on the printer icon, and then select **Printing Preferences**.

 **NOTE:** Changes made to the printer settings from the **Printers** folder become the default settings for most programs.

## Printing Preferences Tabs

Printing Preferences includes three main tabs.

<b>From this tab:</b>	<b>You can change these settings:</b>
Quality/Copies	Quality/Speed — Select <b>Automatic</b> , <b>Draft</b> , <b>Normal</b> , or <b>Photo</b> depending on your desired output quality. <b>Draft</b> is the fastest option but should not be selected if you have a photo cartridge (sold separately) installed.
	Multiple Copies — Customize how the printer prints several photocopies of a single print job: <b>Collated</b> , <b>Normal</b> , or <b>Print Last Page First</b> .
	Print Color Images in Black and White — Print your color images in black and white to save the ink in your color ink cartridge. <b>NOTE:</b> You cannot select this setting if you have selected <b>Color Cartridge for all Black Printing</b> .
	Automatic Image Sharpening — Automatically select the best image sharpening level based on image content.
Paper Setup	Paper Size — Select the size and type of paper.
	Orientation — Select how the document is arranged on the printed page. You can print using portrait or landscape orientation.
Print Layout	Layout — Select <b>Normal</b> , <b>Banner</b> , <b>Borderless</b> , <b>Mirror</b> , <b>N-up</b> , <b>Poster</b> , or <b>Booklet</b> .
	Duplexing — Select this to print on both sides of the paper.

## Using Dell Picture Studio v2.0

In Dell Picture Studio v2.0, you can explore digital photography and learn how to organize, create, or print photos. There are three components to the Dell Picture Studio:

- Paint Shop Photo Album  
Click **Start**→**Programs**→**Dell Picture Studio v2.0**→**Paint Shop Photo Album 4**→**Paint Shop Photo Album**
- Dell Picture Studio Home  
Click **Start**→**Programs**→**Dell Picture Studio v2.0**→**Dell Picture Studio Home**
- Dell.Shutterfly.com - Online Print Service  
Click **Start**→**Programs**→**Dell Picture Studio v2.0**→**Dell.Shutterfly.com - Online Print Service**

# Ink Cartridge Maintenance

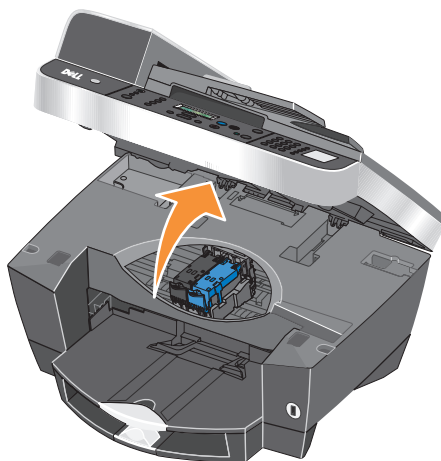
## Replacing Ink Cartridges

**⚠ CAUTION:** Before performing any of the procedures listed in this section, read and follow the "CAUTION: SAFETY INSTRUCTIONS" on page 9.

Dell ink cartridges are available only through Dell. You can order more ink online at [www.dell.com/supplies](http://www.dell.com/supplies) or by phone. To order by phone, see "Ordering Ink Cartridges and Supplies" on page 2.

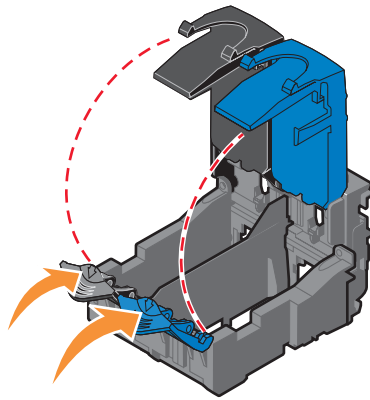
Dell recommends Dell ink cartridges for your printer. Dell does not provide warranty coverage for problems caused by using accessories, parts, or components not supplied by Dell.

- 1 Turn on your printer.
- 2 Lift the printer unit

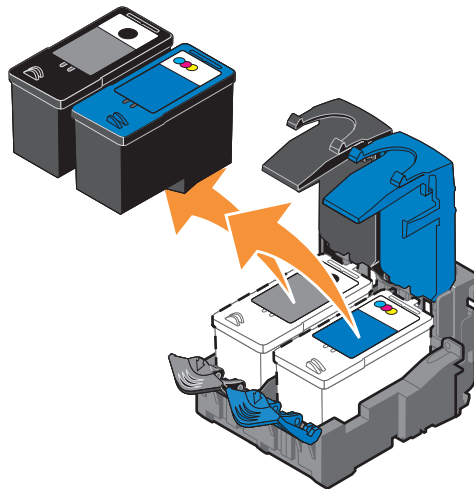


The ink cartridge carrier moves and stops at the loading position unless the printer is busy.

- 3 Press down on the ink cartridge lever to raise each ink cartridge lid.




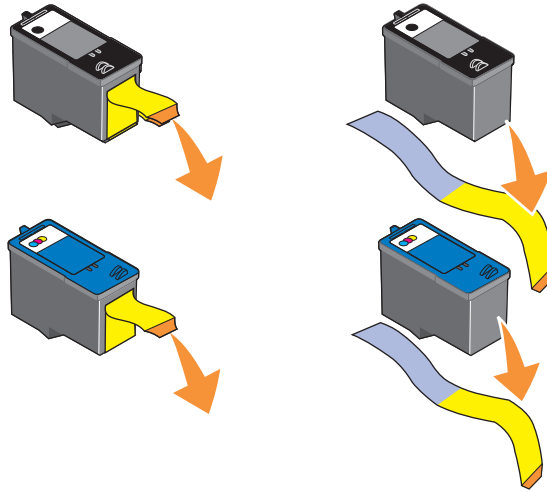
- 4 Remove the old ink cartridges.



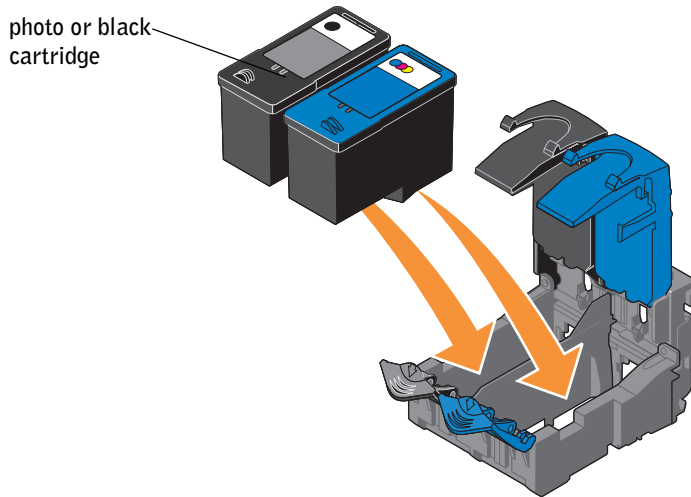
- 5 Store the cartridges in an air-tight container (one is included with each photo cartridge you purchase) or dispose of them.
- 6 If you are installing new ink cartridges, remove the sticker and transparent tape from the back and bottom of each ink cartridge.



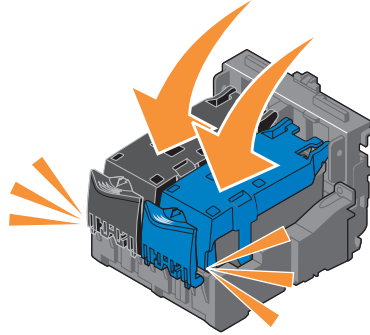
 **NOTE:** The illustration below shows a black cartridge and a color cartridge (use for normal printing). For photo printing, use a photo cartridge (sold separately) and a color cartridge.



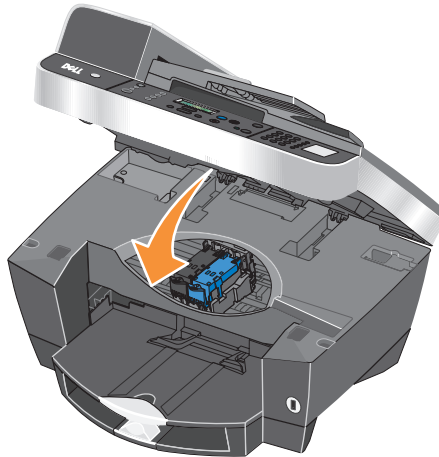
- 7 Insert the new ink cartridges. Make sure the black or photo ink cartridge is secure in the left ink cartridge carrier and the color ink cartridge is secure in the right ink cartridge carrier



- 8 Snap each lid closed.



- 9 Close the printer unit



An alignment page prints.

## Aligning Ink Cartridges

Your printer automatically aligns the ink cartridges when they are installed or replaced. To verify your ink cartridges are aligned, you can print an alignment page. After you close the printer unit, press the **Select** button. The alignment page begins printing. During printing, the operator panel display reads **Alignment Page Printing**. When complete, the message reads **Auto Alignment Complete**. Your ink cartridges are now aligned for optimal print quality.

You may also need to align ink cartridges when characters are not properly formed or are not aligned at the left margin, or when vertical or straight lines appear wavy.

To align the ink cartridges:

- 1 Load paper in the paper support. For more information, see "Loading Paper" on page 34.
- 2 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 962**→**Dell Printer Solution Center**.
- 3 Click the **Maintenance** tab
- 4 Click **Align to fix blurry edges**.
- 5 Click **Print**.

The ink cartridges align when the page prints.

## **Cleaning the Ink Cartridge Nozzles**

You may need to clean the nozzles when:

- White lines appear in graphics or solid black areas.
- Print appears smudged or too dark.
- Colors fade, do not print, or do not print completely.
- Vertical lines appear jagged or edges appear rough.

To clean the ink cartridge nozzles:

- 1 Load the paper. For more information, see "Loading Paper" on page 34.
- 2 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 962**→**Dell Printer Solution Center**.
- 3 Click the **Maintenance** tab.
- 4 Click **Clean to fix horizontal streaks**.
- 5 Click **Print**.

When the page prints it forces ink through the clogged nozzles to clean them.

- 6 Print your document again to verify the improved print quality.
- 7 If you are not satisfied with the print quality, wipe the ink cartridge nozzles, and then print your document again.



# Troubleshooting

Follow these tips when you troubleshoot your printer:

- If the printer does not work, ensure that the printer is properly connected to the electrical outlet and computer, if using a computer.
- If an error message appears on the operator panel display, write down the exact message.

## Setup Problems

### Computer Problems

**VERIFY THAT YOUR PRINTER IS COMPATIBLE WITH YOUR COMPUTER** — The Dell Photo AIO Printer 962 supports Windows 2000 and Windows XP.

**MAKE SURE YOU TURNED ON BOTH YOUR PRINTER AND YOUR COMPUTER.**

#### **CHECK THE USB CABLE** —

- Ensure that the USB cable is firmly connected to your printer and your computer.
- Shut down the computer, reconnect the USB cable as shown on the setup diagram for your printer, and then restart the computer.

#### **IF THE SOFTWARE INSTALLATION SCREEN DOES NOT APPEAR AUTOMATICALLY, INSTALL THE SOFTWARE MANUALLY** —

- 1** Insert the *Drivers and Utilities* CD.
- 2** In *Windows XP*, click **Start**→**My Computer**.  
In *Windows 2000*, double-click **My Computer** from your desktop.
- 3** Double-click the **CD-ROM drive** icon. If necessary, double-click **setup.exe**.
- 4** When the printer software screen appears, click **Install** or **Install Now**.
- 5** Follow the instructions on your screen to complete the installation.

**DETERMINE IF THE PRINTER SOFTWARE IS INSTALLED** — Click **Start**→**Programs** or **All Programs**→ **Dell Printers**→ **Dell Photo AIO Printer 962**. If the **Dell Photo AIO Printer 962** does not appear in the list of programs, the printer software is not installed. Install the printer software. For more information, see "Removing and Reinstalling Software" on page 78.

**CORRECT COMMUNICATION PROBLEMS BETWEEN THE PRINTER AND THE COMPUTER** —

- Remove the USB cable from your printer and your computer. Reconnect the USB cable to your printer and your computer.
- Turn off the printer. Unplug the printer power cable from the electrical outlet. Reconnect the printer power cable into the electrical outlet and turn on the printer.
- Restart your computer.

**SET YOUR PRINTER AS THE DEFAULT PRINTER** —

*Windows XP*

- 1 Click **Start**→**Control Panel**→**Printers and Other Hardware**→**Printers and Faxes**.
- 2 Right-click **Dell Photo AIO Printer 962** and select **Set as Default**.

*Windows 2000*

- 1 Click **Start**→**Settings**→**Printers**.
- 2 Right-click **Dell Photo AIO Printer 962** and select **Set as Default**.

## Removing and Reinstalling Software

If your printer does not function properly or communication error messages appear when using your printer, you can remove and reinstall the printer software.

- 1 Click **Start**→ **Programs** or **All Programs**→ **Dell Printers**→ **Dell Photo AIO Printer 962**→ **Uninstall Dell AIO Printer 962**.
- 2 Follow the instructions on the computer screen to remove the printer software.
- 3 Restart your computer before installing the software again.
- 4 Insert the *Drivers and Utilities* CD, and then follow the instructions on the computer screen to install the software.

If the installation screen does not appear:

- a In *Windows XP*, click **Start**→ **My Computer**.  
In *Windows 2000*, double-click **My Computer** from your desktop.
- b Double-click the **CD-ROM drive** icon. If necessary, double-click **setup.exe**.

- c When the printer software installation screen appears, click **Install** or **Install Now**.
- d Follow the instructions on your screen to complete the installation.

## Printer Problems

**ENSURE THAT THE PRINTER POWER CABLE IS FIRMLY CONNECTED TO THE PRINTER AND THE ELECTRICAL OUTLET.**

### **DETERMINE IF THE PRINTER HAS BEEN HELD OR PAUSED**

*Windows XP*

- 1 Click **Start**→ **Control Panels**→ **Printers and Other Hardware**→ **Printers and Faxes**.
- 2 Double-click **Dell Photo AIO Printer 962**, and then click **Printer**.
- 3 Make sure a check mark is not next to **Pause Printing**. If a check mark is next to **Pause Printing**, click it to deselect the option.

*Windows 2000*

- 1 Click **Start**→ **Settings**→ **Printers**.
- 2 Double-click **Dell Photo AIO Printer 962**, and then click **Printer**.
- 3 Make sure a check mark is not next to **Pause Printing**. If a check mark is next to **Pause Printing**, click **Pause Printing** to deselect it.

**CHECK FOR FLASHING LIGHTS ON THE PRINTER** — For more information, see "Error Messages and Lights" on page 84.

**ENSURE YOU INSTALLED THE INK CARTRIDGES CORRECTLY AND REMOVED THE STICKER AND TAPE FROM EACH CARTRIDGE.**

**MAKE SURE YOU LOADED THE PAPER CORRECTLY** — For more information, see "Loading Paper" on page 34.

**PRINTER WON'T PRINT AND PRINT JOBS ARE STUCK IN PRINT QUEUE** — Print jobs may be stuck in the print queue if you have multiple instances of your Dell printer installed on your computer. To check for multiple entries of the printer:

- 1 Click **Start**→**Settings**→**Printers and Faxes** and if you see multiple printer objects for your Dell printer - might be shown as Dell 962, Dell 962 (Copy 1), and Dell 962 (Copy 2), and so on.
- 2 Print a job to each one of these print objects to see which print object is active.
- 3 Set the active print object as the default printer. by right-clicking on it in the **Printers and Faxes** window.
- 4 Delete the other copies of the print object by left clicking on each and pressing the **Delete** button.

**NOTE:** Be careful not to delete any printers you still want to use. If you accidentally delete printer that you want to use, reinstall it using the CD or web drivers for that specific printer. To prevent multiple instances of your Dell printer in your **Printers and Faxes** folder, make sure when disconnecting and reconnecting the printer from your computer's USB connector that you always plug the USB cable back into the same USB connector that was originally used for the Dell printer. Also, do not install the Dell printer drivers multiple times from your printer CD.

## General Problems

### Fax Problems

When you have trouble sending or receiving faxes, try these things to fix the problem.

**MAKE SURE YOU TURNED ON BOTH YOUR PRINTER AND YOUR COMPUTER AND THE USB CABLE IS PROPERLY CONNECTED.**

**MAKE SURE AN ACTIVE TELEPHONE LINE IS CONNECTED TO THE LINE CONNECTOR (  ) ON THE BACK OF YOUR PRINTER.**

**MAKE SURE THE FAX NUMBER, COUNTRY CODE, AND DATE/TIME ARE SET CORRECTLY.**

**MAKE SURE THAT IF YOU ARE USING A DSL OR ISDN LINE, THAT YOU ARE USING A DIGITAL LINE FILTER ON THE TELEPHONE LINE CONNECTING YOUR WALL JACK TO THE WALL.**

**MAKE SURE THE TELEPHONE LINE IS NOT IN USE BY ANOTHER DEVICE SUCH AS A DIALUP MODEM INTERNET SERVICE. IF IT IS, WAIT UNTIL THE OTHER DEVICE IS FINISHED BEFORE SENDING YOUR FAX.**



**MAKE SURE THE ORIGINAL DOCUMENT IS LOADED CORRECTLY (FACE DOWN IN THE BACK LEFT CORNER OF THE SCANNER GLASS OR TEXT-SIDE UP ON THE ADF) AND THE PAPER IS LOADED CORRECTLY (FOR HELP, SEE "LOAD PLAIN PAPER INTO THE PAPER SUPPORT" ON PAGE 34).**

**MAKE SURE THE PRINTER DOESN'T HAVE A PAPER JAM. IF IT DOES, SEE "CHECK FOR A PAPER JAM" ON PAGE 82.**

**MAKE SURE THE MEMORY IS NOT FULL. DIAL THE RECEIVING NUMBER FIRST, AND THEN SCAN YOUR ORIGINAL DOCUMENT ONE PAGE AT A TIME.**

**MAKE SURE THE POWER SUPPLY, TELEPHONE, HANDSET, AND ANSWERING MACHINE CONNECTIONS ARE SECURE.**

**MAKE SURE THE SPEED DIAL IS SET CORRECTLY.**

**MAKE SURE THE PRINTER DETECTS THE DIAL TONE.**

## **Paper Problems**

**MAKE SURE YOU LOADED THE PAPER CORRECTLY** — For more information, see "Loading Paper" on page 34.

**USE ONLY PAPER RECOMMENDED FOR YOUR PRINTER** — For more information, see "Print Media Guidelines for the Paper Support" on page 34.

**USE A SMALLER AMOUNT OF PAPER WHEN PRINTING MULTIPLE PAGES** — For more information, see "Print Media Guidelines for the Paper Support" on page 34.

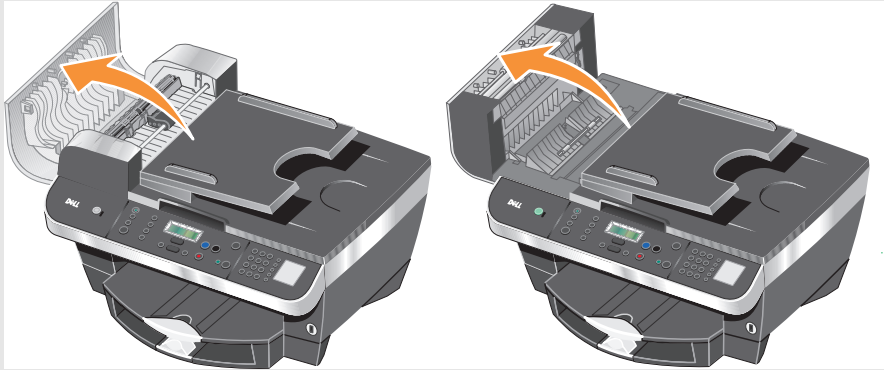
**MAKE SURE THE PAPER IS NOT WRINKLED, TORN OR DAMAGED.**

**MAKE SURE THE PAPER GUIDES REST AGAINST THE LEFT AND RIGHT EDGES AND BOTTOM OF THE PAPER.**

## CHECK FOR A PAPER JAM

Near the ADF

- 1 Lift the ADF cover or ADF unit located to the left of the ADF input tray.

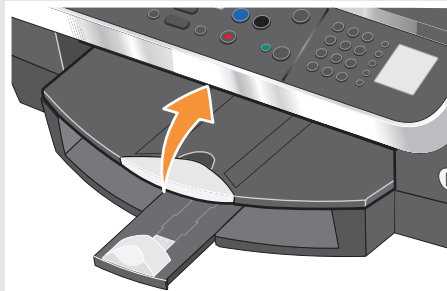


- 2 Pull firmly on the paper to remove it.
- 3 Close the ADF cover or unit.
- 4 Press the **Select** button.
- 5 Resend your print job to print any missing pages.

**NOTE:** To avoid paper jams, do not force paper into the All-In-One.

Near the paper input tray

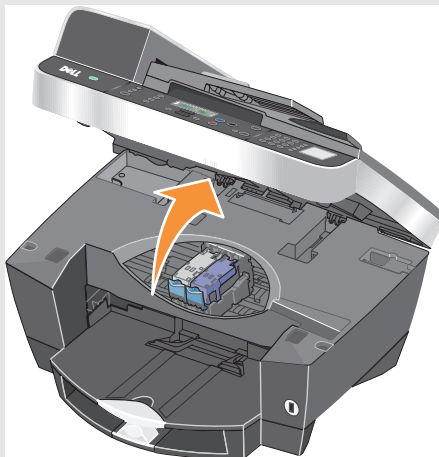
- 1 Lift the paper exit tray.



- 2 Pull firmly on the paper to remove it.
- 3 Lower the paper exit tray.
- 4 Press the **Select** button.
- 5 Resend your print job to print any missing pages.

*Near the paper exit tray*

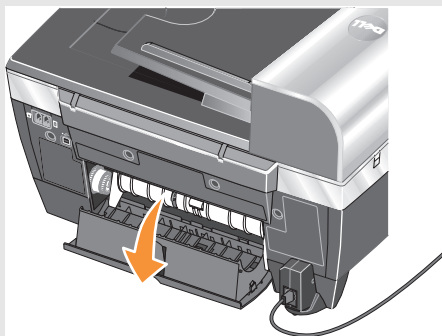
- 1** Raise the printer unit.



- 2** Pull firmly on the paper to remove it.
- 3** Close the printer unit.
- 4** Press the **Select** button.
- 5** Resend your print job to print any missing pages.

*Near the rear access door*

- 1** Open the rear access door.



- 2** Pull firmly on the paper to remove it.
- 3** Close the rear access door.
- 4** Press the **Select** button.
- 5** Resend your print job to print any missing pages.

**TO PREVENT JAMS AND MISFEEDS, MAKE SURE:**

- You use a paper recommended for inkjet printers.
- You do not force the paper into the printer.
- You do not load too much paper in the printer.
- The paper guide rests against the edges of the paper and does not cause the paper to bow in the paper support.
- You place the printer on a flat, level surface.
- You select the correct paper type and size.

If you are printing a banner, you select **Letter Banner** or **A4 Banner** in **Printing Preferences**.

## Error Messages and Lights

The following error messages can be found on your computer screen or operator panel display.

<b>Error Message:</b>	<b>What it indicates:</b>	<b>Solution:</b>
Black Ink Low Color Ink Low	An ink cartridge is running low on ink. The Low Ink warning occurs when your ink cartridges are about 25 percent full, 15 percent full, and 5 percent full.	Replace the ink cartridge. For more information, see “Replacing Ink Cartridges” on page 71.
Clear paper jam	A paper jam exists in the printer.	Clear the paper jam, and then press <b>Select</b> on the operator panel. For more information, see “Check for a paper jam” on page 82.
Clear ADF jam	A paper jam exists in the ADF.	Clear the paper jam, and then press <b>Select</b> on the operator panel. For more information, see “Check for a paper jam” on page 82.
Load Paper then Press Select	Your printer is out of paper.	Follow the instructions on the display to clear the message, and then print your document.
Left cartridge missing. Insert Black or Photo cartridge	The Black or Photo ink cartridge is missing.	Install a Black or Photo ink cartridge. For more information, see “Replacing Ink Cartridges” on page 71.

<b>Error Message:</b>	<b>What it indicates:</b>	<b>Solution:</b>
Right cartridge missing. Insert Color cartridge	The Color ink cartridge is missing.	Install a Color ink cartridge. For more information, see “Replacing Ink Cartridges” on page 71.
Left cartridge incorrect	The wrong ink cartridge is installed in the left cartridge carrier.	Remove the cartridge and install the correct Black or Photo cartridge for your printer. For more information, see “Replacing Ink Cartridges” on page 71.
Right cartridge incorrect	The wrong ink cartridge is installed in the right cartridge carrier.	Remove the cartridge and install the correct Color cartridge for your printer. For more information, see “Replacing Ink Cartridges” on page 71.
Cartridge error	There is a problem with the ink cartridges or the print heads.	<ul style="list-style-type: none"> <li>• Reinstall the ink cartridges. For more information, see “Replacing Ink Cartridges” on page 71.</li> <li>• Disconnect and then reconnect the printer power cable.</li> </ul>
Data error	Data error or incomplete data.	Press the <b>Power</b> button to reset, and then resend your print job.
Scan error	Scan carrier error.	Turn off the printer, wait a few seconds, and then turn on the printer.
Paper feed error	A paper feed error has occurred.	Check the paper paths for obstructions, and then press the <b>Power</b> button to reset. For more information, see “Check for a paper jam” on page 82.
Device Not Supported. Please Disconnect	The attached device is not supported, or the Pictbridge-enabled digital camera is not set to the correct USB mode.	Disconnect the device or check the USB mode setup. Refer to the documentation that came with your digital camera for more information.

<b>Error Message:</b>	<b>What it indicates:</b>	<b>Solution:</b>
Communications error message	The printer is not communicating with the computer.	<ul style="list-style-type: none"> <li>• Disconnect and then reconnect the USB cable.</li> <li>• Disconnect and then reconnect the printer power cable.</li> <li>• Restart the computer.</li> <li>• Remove and reinstall the printer software. See “Removing and Reinstalling Software” on page 78.</li> </ul>

## Improving Print Quality

If you are not satisfied with the print quality of your documents, there are several different ways to improve the print quality.

- Use the appropriate paper. For example, use Dell Premium Photo Paper if you are printing photos with a photo ink cartridge.
- Use paper that is a heavier weight, bright white, or coated. Use Dell Premium Photo Paper if you are printing photos.
- Select a higher print quality.

To select a higher print quality:

- 1** With your document open, click **File**→**Print**.

The **Print** dialog box appears.

- 2** From the Print dialog box, click **Preferences**, **Properties**, or **Options** (depending on your program or operating system).
- 3** From the **Quality/Speed** area, select a higher quality setting.
- 4** Print your document again.
- 5** If the print quality does not improve, try aligning or cleaning the ink cartridges. For more information on aligning, see "Aligning Ink Cartridges" on page 74. For more information on cleaning ink cartridges, see "Cleaning the Ink Cartridge Nozzles" on page 75.

For additional solutions, check your Dell Printer Solution Center or go to [support.dell.com](http://support.dell.com).

To access the Dell Printer Solution Center:

- 1** Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 962**→**Dell Printer Solution Center**.
- 2** Click the **Troubleshooting** tab.





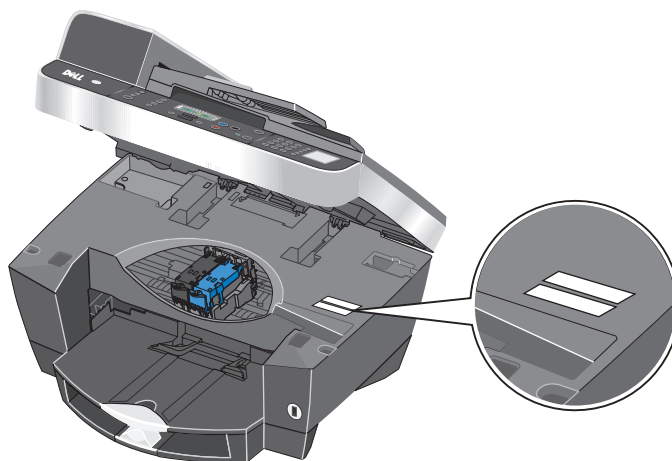
# Contacting Dell

## Technical Assistance

If you need help with a technical problem, Dell is ready to assist you.

- 1 Call technical support from a telephone near or at the printer so that technical support can assist you with any necessary procedures. When calling Dell, use your Express Service Code to help expedite the routing of your call to the proper support personnel.

The Express Service Code label is located on the right side on top of the cover.



**NOTE:** Dell's Express Service Code system may not be available in all countries.

- 2 In the U.S., Business customers should call 1-877-459-7298, and Consumer (Home and Home Office) customers should call 1-800-624-9896.

If you are calling from a different country or are in a different Service area, see "Contacting Dell" on page 90 for your local telephone number.

- 3 Follow the menu prompts in the automated telephone system to speak with a technical support representative.

## Automated Order-Status Service

To check on the status of any Dell products that you have ordered, you can go to [support.dell.com](http://support.dell.com), or you can call the automated order-status service. A recording prompts you for the information needed to locate and report on your order. See "Contacting Dell" on page 90 for the telephone number to call for your region.

## Contacting Dell

To contact Dell electronically, you can access the following websites:

- [www.dell.com](http://www.dell.com)
- [support.dell.com](http://support.dell.com) (technical support)
- [premiersupport.dell.com](http://premiersupport.dell.com) (technical support for educational, government, healthcare, and medium/large business customers, including Premier, Platinum, and Gold customers)

For specific web addresses for your country, find the appropriate country section in the table below.

**NOTE:** Toll-free numbers are for use within the country for which they are listed.

When you need to contact Dell, use the electronic addresses, telephone numbers, and codes provided in the following table. If you need assistance in determining which codes to use, contact a local or an international operator.

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
U.S.A. (Austin, Texas)	Automated Order-Status Service	toll-free: 1-800-433-9014
International Access Code: 011 Country Code: 1	AutoTech (portable and desktop computers)	toll-free: 1-800-247-9362
	<b>Consumer</b> (Home and Home Office)	
	Technical Support	toll-free: 1-800-624-9896
	Customer Service	toll-free: 1-800-624-9897
	DellNet™ Service and Support	toll-free: 1-877-Dellnet (1-877-335-5638)
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Financial Services website: <a href="http://www.dellfinancialservices.com">www.dellfinancialservices.com</a>	
	Financial Services (lease/loans)	toll-free: 1-877-577-3355
	Financial Services (Dell Preferred Accounts [DPA])	toll-free: 1-800-283-2210
	<b>Business</b>	
	Customer Service and Technical Support	toll-free: 1-877-459-7298
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Printers and Projectors Technical Support	toll-free: 1-877-459-7298
	<b>Public</b> (government, education, and healthcare)	
	Customer Service and Technical Support	toll-free: 1-800-456-3355
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-234-1490
	Dell Sales	toll-free: 1-800-289-3355 or toll-free: 1-800-879-3355
	Dell Outlet Store (Dell refurbished computers)	toll-free: 1-888-798-7561
	Software and Peripherals Sales	toll-free: 1-800-671-3355
	Spare Parts Sales	toll-free: 1-800-357-3355
	Extended Service and Warranty Sales	toll-free: 1-800-247-4618
	Fax	toll-free: 1-800-727-8320
	Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired	toll-free: 1-877-DELLTTY (1-877-335-5889)
Anguilla	General Support	toll-free: 800-335-0031
Antigua and Barbuda	General Support	1-800-805-5924

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Argentina (Buenos Aires)</b>	Website: <a href="http://www.dell.com.ar">www.dell.com.ar</a>	
International Access Code: 00	Tech Support and Customer Care	toll-free: 0-800-444-0733
Country Code: 54	Sales	0-810-444-3355
City Code: 11	Tech Support Fax	11 4515 7139
	Customer Care Fax	11 4515 7138
<b>Aruba</b>	General Support	toll-free: 800-1578
<b>Australia (Sydney)</b>	E-mail (Australia): <a href="mailto:au_tech_support@dell.com">au_tech_support@dell.com</a>	
International Access Code: 0011	E-mail (New Zealand): <a href="mailto:nz_tech_support@dell.com">nz_tech_support@dell.com</a>	
Country Code: 61	Home and Small Business	1-300-65-55-33
City Code: 2	Government and Business	toll-free: 1-800-633-559
	Preferred Accounts Division (PAD)	toll-free: 1-800-060-889
	Customer Care	toll-free: 1-800-819-339
	Corporate Sales	toll-free: 1-800-808-385
	Transaction Sales	toll-free: 1-800-808-312
	Fax	toll-free: 1-800-818-341
<b>Austria (Vienna)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 900	E-mail: <a href="mailto:tech_support_central_europe@dell.com">tech_support_central_europe@dell.com</a>	
Country Code: 43	Home/Small Business Sales	0820 240 530 00
City Code: 1	Home/Small Business Fax	0820 240 530 49
	Home/Small Business Customer Care	0820 240 530 14
	Preferred Accounts/Corporate Customer Care	0820 240 530 16
	Home/Small Business Technical Support	0820 240 530 14
	Preferred Accounts/Corporate Technical Support	0660 8779
	Switchboard	0820 240 530 00
<b>Bahamas</b>	General Support	toll-free: 1-866-278-6818
<b>Barbados</b>	General Support	1-800-534-3066

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Belgium (Brussels)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:tech_be@dell.com">tech_be@dell.com</a>	
Country Code: 32	E-mail for French Speaking Customers:	
City Code: 2	<a href="http://support.euro.dell.com/be/fr/emaildell/">support.euro.dell.com/be/fr/emaildell/</a>	
	Technical Support	02 481 92 88
	Customer Care	02 481 91 19
	Corporate Sales	02 481 91 00
	Fax	02 481 92 99
	Switchboard	02 481 91 00
<b>Bermuda</b>	General Support	1-800-342-0671
<b>Bolivia</b>	General Support	toll-free: 800-10-0238
<b>Brazil</b>	Website: <a href="http://www.dell.com/br">www.dell.com/br</a>	
International Access Code: 00	Customer Support, Technical Support	0800 90 3355
Country Code: 55	Tech Support Fax	51 481 5470
City Code: 51	Customer Care Fax	51 481 5480
	Sales	0800 90 3390
<b>British Virgin Islands</b>	General Support	toll-free: 1-866-278-6820
<b>Brunei</b>	Customer Technical Support (Penang, Malaysia)	604 633 4966
Country Code: 673	Customer Service (Penang, Malaysia)	604 633 4949
	Transaction Sales (Penang, Malaysia)	604 633 4955
<b>Canada (North York, Ontario)</b>	Online Order Status: <a href="http://www.dell.ca/ostatus">www.dell.ca/ostatus</a>	
International Access Code: 011	AutoTech (automated technical support)	toll-free: 1-800-247-9362
	TechFax	toll-free: 1-800-950-1329
	Customer Care (Home Sales/Small Business)	toll-free: 1-800-847-4096
	Customer Care (med./large business, government)	toll-free: 1-800-326-9463
	Technical Support (Home Sales/Small Business)	toll-free: 1-800-847-4096
	Technical Support (med./large bus., government)	toll-free: 1-800-387-5757
	Sales (Home Sales/Small Business)	toll-free: 1-800-387-5752
	Sales (med./large bus., government)	toll-free: 1-800-387-5755
	Spare Parts Sales & Extended Service Sales	1 866 440 3355
<b>Cayman Islands</b>	General Support	1-800-805-7541

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Chile (Santiago) Country Code: 56 City Code: 2	Sales, Customer Support, and Technical Support	toll-free: 1230-020-4823
China (Xiamen) Country Code: 86 City Code: 592	Tech Support website: <a href="http://support.ap.dell.com/china">support.ap.dell.com/china</a> Tech Support E-mail: <a href="mailto:cn_support@dell.com">cn_support@dell.com</a> Tech Support Fax Home and Small Business Technical Support Corporate Accounts Technical Support Tech Support (projectors, PDAs, printers, switches, routers, and so on) Customer Experience Home and Small Business Preferred Accounts Division Large Corporate Accounts GCP Large Corporate Accounts Key Accounts Large Corporate Accounts North Large Corporate Accounts North Government and Education Large Corporate Accounts East Large Corporate Accounts East Government and Education Large Corporate Accounts Queue Team Large Corporate Accounts South Large Corporate Accounts West Large Corporate Accounts Spare Parts	818 1350 toll-free: 800 858 2437 toll-free: 800 858 2333 toll-free: 800-858-2920 toll-free: 800 858 2060 toll-free: 800 858 2222 toll-free: 800 858 2557 toll-free: 800 858 2055 toll-free: 800 858 2628 toll-free: 800 858 2999 toll-free: 800 858 2955 toll-free: 800 858 2020 toll-free: 800 858 2669 toll-free: 800 858 2222 toll-free: 800 858 2355 toll-free: 800 858 2811 toll-free: 800 858 2621
Colombia	General Support	980-9-15-3978
Costa Rica	General Support	0800-012-0435

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Czech Republic (Prague)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:czech_dell@dell.com">czech_dell@dell.com</a>	
Country Code: 420	Technical Support	02 2186 27 27
City Code: 2	Customer Care	02 2186 27 11
	Fax	02 2186 27 14
	TechFax	02 2186 27 28
	Switchboard	02 2186 27 11
Denmark (Copenhagen)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail Support (portable computers): <a href="mailto:den_nbk_support@dell.com">den_nbk_support@dell.com</a>	
Country Code: 45	E-mail Support (desktop computers): <a href="mailto:den_support@dell.com">den_support@dell.com</a>	
	E-mail Support (servers): <a href="mailto:Nordic_server_support@dell.com">Nordic_server_support@dell.com</a>	
	Technical Support	7023 0182
	Customer Care (Relational)	7023 0184
	Home/Small Business Customer Care	3287 5505
	Switchboard (Relational)	3287 1200
	Fax Switchboard (Relational)	3287 1201
	Switchboard (Home/Small Business)	3287 5000
	Fax Switchboard (Home/Small Business)	3287 5001
Dominica	General Support	toll-free: 1-866-278-6821
Dominican Republic	General Support	1-800-148-0530
Ecuador	General Support	toll-free: 999-119
El Salvador	General Support	01-899-753-0777

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Finland (Helsinki)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 990	E-mail: <a href="mailto:fin_support@dell.com">fin_support@dell.com</a>	
Country Code: 358	E-mail Support (servers):	
City Code: 9	<a href="mailto:Nordic_support@dell.com">Nordic_support@dell.com</a>	
	Technical Support	09 253 313 60
	Technical Support Fax	09 253 313 81
	Relational Customer Care	09 253 313 38
	Home/Small Business Customer Care	09 693 791 94
	Fax	09 253 313 99
	Switchboard	09 253 313 00
<b>France (Paris) (Montpellier)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:support.euro.dell.com/fr/fr/emaildell/">support.euro.dell.com/fr/fr/emaildell/</a>	
Country Code: 33	<b>Home and Small Business</b>	
City Codes: (1) (4)	Technical Support	0825 387 270
	Customer Care	0825 823 833
	Switchboard	0825 004 700
	Switchboard (calls from outside of France)	04 99 75 40 00
	Sales	0825 004 700
	Fax	0825 004 701
	Fax (calls from outside of France)	04 99 75 40 01
	<b>Corporate</b>	
	Technical Support	0825 004 719
	Customer Care	0825 338 339
	Switchboard	01 55 94 71 00
	Sales	01 55 94 71 00
	Fax	01 55 94 71 01



<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Germany (Langen)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:tech_support_central_europe@dell.com">tech_support_central_europe@dell.com</a>	
Country Code: 49	Technical Support	06103 766-7200
City Code: 6103	Home/Small Business Customer Care	0180-5-224400
	Global Segment Customer Care	06103 766-9570
	Preferred Accounts Customer Care	06103 766-9420
	Large Accounts Customer Care	06103 766-9560
	Public Accounts Customer Care	06103 766-9555
	Switchboard	06103 766-7000
Greece	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:support.euro.dell.com/gr/en/emailldell/">support.euro.dell.com/gr/en/emailldell/</a>	
Country Code: 30	Technical Support	080044149518
	Gold Technical Support	08844140083
	Switchboard	2108129800
	Sales	2108129800
	Fax	2108129812
Grenada	General Support	toll-free: 1-866-540-3355
Guatemala	General Support	1-800-999-0136
Guyana	General Support	toll-free: 1-877-270-4609
Hong Kong	Website: <a href="http://support.ap.dell.com">support.ap.dell.com</a>	
International Access Code: 001	E-mail: <a href="mailto:ap_support@dell.com">ap_support@dell.com</a>	
Country Code: 852	Technical Support (Dimension™ and Inspiron™)	2969 3189
	Technical Support (OptiPlex™, Latitude™, and Dell Precision™)	2969 3191
	Technical Support (PowerApp™, PowerEdge™, PowerConnect™ and PowerVault™)	2969 3196
	Gold Queue EEC Hotline	2969 3187
	Customer Advocacy	3416 0910
	Large Corporate Accounts	3416 0907
	Global Customer Programs	3416 0908
	Medium Business Division	3416 0912
	Home and Small Business Division	2969 3105

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>India</b>	Technical Support	1600 33 8045
	Sales	1600 33 8044
<b>Ireland (Cherrywood)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 16	E-mail: <a href="mailto:dell_direct_support@dell.com">dell_direct_support@dell.com</a>	
Country Code: 353	Technical Support	1850 543 543
City Code: 1	U.K. Technical Support (dial within U.K. only)	0870 908 0800
	Home User Customer Care	01 204 4014
	Small Business Customer Care	01 204 4014
	U.K. Customer Care (dial within U.K. only)	0870 906 0010
	Corporate Customer Care	1850 200 982
	Corporate Customer Care (dial within U.K. only)	0870 907 4499
	Ireland Sales	01 204 4444
	U.K. Sales (dial within U.K. only)	0870 907 4000
	Fax/SalesFax	01 204 0103
	Switchboard	01 204 4444
<b>Italy (Milan)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="http://support.euro.dell.com/it/it/emaildell/">support.euro.dell.com/it/it/emaildell/</a>	
Country Code: 39	<b>Home and Small Business</b>	
City Code: 02	Technical Support	02 577 826 90
	Customer Care	02 696 821 14
	Fax	02 696 821 13
	Switchboard	02 696 821 12
	<b>Corporate</b>	
	Technical Support	02 577 826 90
	Customer Care	02 577 825 55
	Fax	02 575 035 30
	Switchboard	02 577 821
<b>Jamaica</b>	General Support (dial from within Jamaica only)	1-800-682-3639

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Japan (Kawasaki)</b>	Website: <a href="http://support.jp.dell.com">support.jp.dell.com</a>	
International Access Code: 001	Technical Support	toll-free: 0120-981-690
Country Code: 81	Technical Support outside of Japan	044-556-3468
City Code: 44	Customer Care	044-556-4240
<b>Korea (Seoul)</b>	Technical Support	toll-free: 080-200-3800
International Access Code: 001	Sales	toll-free: 080-200-3600
Country Code: 82	Customer Service (Seoul, Korea)	toll-free: 080-200-3800
City Code: 2	Customer Service (Penang, Malaysia)	604 633 4949
	Fax	2194-6202
	Switchboard	2194-6000
<b>Latin America</b>	Customer Technical Support (Austin, Texas, U.S.A.)	512 728-4093
	Customer Service (Austin, Texas, U.S.A.)	512 728-3619
	Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.)	512 728-3883
	Sales (Austin, Texas, U.S.A.)	512 728-4397
	SalesFax (Austin, Texas, U.S.A.)	512 728-4600
		or 512 728-3772
<b>Luxembourg</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:tech_be@dell.com">tech_be@dell.com</a>	
Country Code: 352	Technical Support (Brussels, Belgium)	3420808075
	Home/Small Business Sales (Brussels, Belgium)	toll-free: 080016884
	Corporate Sales (Brussels, Belgium)	02 481 91 00
	Customer Care (Brussels, Belgium)	02 481 91 19
	Fax (Brussels, Belgium)	02 481 92 99
	Switchboard (Brussels, Belgium)	02 481 91 00
<b>Macao</b>	Technical Support	toll-free: 0800 582
Country Code: 853	Customer Service (Penang, Malaysia)	604 633 4949
	Transaction Sales	toll-free: 0800 581

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Malaysia (Penang)	Technical Support	toll-free: 1 800 888 298
International Access Code: 00	Customer Service	04 633 4949
Country Code: 60	Transaction Sales	toll-free: 1 800 888 202
City Code: 4	Corporate Sales	toll-free: 1 800 888 213
Mexico	Customer Technical Support	001-877-384-8979
International Access Code: 00		or 001-877-269-3383
Country Code: 52	Sales	50-81-8800
		or 01-800-888-3355
	Customer Service	001-877-384-8979
		or 001-877-269-3383
	Main	50-81-8800
		or 01-800-888-3355
Montserrat	General Support	toll-free: 1-866-278-6822
Netherlands Antilles	General Support	001-800-882-1519

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Netherlands (Amsterdam) International Access Code: 00 Country Code: 31 City Code: 20	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail (Technical Support): (Enterprise): <a href="mailto:nl_server_support@dell.com">nl_server_support@dell.com</a> (Latitude): <a href="mailto:nl_latitude_support@dell.com">nl_latitude_support@dell.com</a> (Inspiron): <a href="mailto:nl_inspiron_support@dell.com">nl_inspiron_support@dell.com</a> (Dimension): <a href="mailto:nl_dimension_support@dell.com">nl_dimension_support@dell.com</a> (OptiPlex): <a href="mailto:nl_optiplex_support@dell.com">nl_optiplex_support@dell.com</a> (Dell Precision): <a href="mailto:nl_workstation_support@dell.com">nl_workstation_support@dell.com</a>	
	Technical Support	020 674 45 00
	Technical Support Fax	020 674 47 66
	Home/Small Business Customer Care	020 674 42 00
	Relational Customer Care	020 674 4325
	Home/Small Business Sales	020 674 55 00
	Relational Sales	020 674 50 00
	Home/Small Business Sales Fax	020 674 47 75
	Relational Sales Fax	020 674 47 50
	Switchboard	020 674 50 00
	Switchboard Fax	020 674 47 50
New Zealand International Access Code: 00 Country Code: 64	E-mail (New Zealand): <a href="mailto:nz_tech_support@dell.com">nz_tech_support@dell.com</a> E-mail (Australia): <a href="mailto:au_tech_support@dell.com">au_tech_support@dell.com</a> Home and Small Business Government and Business Sales Fax	0800 446 255 0800 444 617 0800 441 567 0800 441 566
Nicaragua	General Support	001-800-220-1006

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Norway (Lysaker)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail Support (portable computers):	
Country Code: 47	<a href="mailto:nor_nbk_support@dell.com">nor_nbk_support@dell.com</a>	
	E-mail Support (desktop computers):	
	<a href="mailto:nor_support@dell.com">nor_support@dell.com</a>	
	E-mail Support (servers):	
	<a href="mailto:nordic_server_support@dell.com">nordic_server_support@dell.com</a>	
	Technical Support	671 16882
	Relational Customer Care	671 17514
	Home/Small Business Customer Care	23162298
	Switchboard	671 16800
	Fax Switchboard	671 16865
<b>Panama</b>	General Support	001-800-507-0962
<b>Peru</b>	General Support	0800-50-669
<b>Poland (Warsaw)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 011	E-mail: <a href="mailto:pl_support_tech@dell.com">pl_support_tech@dell.com</a>	
Country Code: 48	Customer Service Phone	57 95 700
City Code: 22	Customer Care	57 95 999
	Sales	57 95 999
	Customer Service Fax	57 95 806
	Reception Desk Fax	57 95 998
	Switchboard	57 95 999
<b>Portugal</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:support.euro.dell.com/pt/en/emaildell/">support.euro.dell.com/pt/en/emaildell/</a>	
Country Code: 351	Technical Support	707200149
	Customer Care	800 300 413
	Sales	800 300 410 or 800 300 411 or 800 300 412 or 21 422 07 10
	Fax	21 424 01 12
<b>Puerto Rico</b>	General Support	1-800-805-7545
<b>St. Kitts and Nevis</b>	General Support	toll-free: 1-877-441-4731

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
St. Lucia	General Support	1-800-882-1521
St. Vincent and the Grenadines	General Support	toll-free: 1-877-270-4609
Singapore (Singapore)	Technical Support	toll-free: 800 6011 051
International Access Code: 005	Customer Service (Penang, Malaysia)	604 633 4949
Country Code: 65	Transaction Sales	toll-free: 800 6011 054
	Corporate Sales	toll-free: 800 6011 053
South Africa (Johannesburg)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 09/091	E-mail: <a href="mailto:dell_za_support@dell.com">dell_za_support@dell.com</a>	
Country Code: 27	Technical Support	011 709 7710
City Code: 11	Customer Care	011 709 7707
	Sales	011 709 7700
	Fax	011 706 0495
	Switchboard	011 709 7700
Southeast Asian and Pacific Countries	Customer Technical Support, Customer Service, and Sales (Penang, Malaysia)	604 633 4810
Spain (Madrid)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:support.euro.dell.com/es/es/emaildell/">support.euro.dell.com/es/es/emaildell/</a>	
Country Code: 34	<b>Home and Small Business</b>	
City Code: 91	Technical Support	902 100 130
	Customer Care	902 118 540
	Sales	902 118 541
	Switchboard	902 118 541
	Fax	902 118 539
	<b>Corporate</b>	
	Technical Support	902 100 130
	Customer Care	902 118 546
	Switchboard	91 722 92 00
	Fax	91 722 95 83

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Sweden (Upplands Vasby)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:swe_support@dell.com">swe_support@dell.com</a>	
Country Code: 46	E-mail Support for Latitude and Inspiron: <a href="mailto:Swe-nbk_kats@dell.com">Swe-nbk_kats@dell.com</a>	
City Code: 8	E-mail Support for OptiPlex: <a href="mailto:Swe_kats@dell.com">Swe_kats@dell.com</a>	
	E-mail Support for Servers: <a href="mailto:Nordic_server_support@dell.com">Nordic_server_support@dell.com</a>	
	Technical Support	08 590 05 199
	Relational Customer Care	08 590 05 642
	Home/Small Business Customer Care	08 587 70 527
	Employee Purchase Program (EPP) Support	20 140 14 44
	Fax Technical Support	08 590 05 594
	Sales	08 590 05 185
Switzerland (Geneva)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:tech_support_central_europe@dell.com">tech_support_central_europe@dell.com</a>	
Country Code: 41	E-mail for French-speaking HSB and Corporate Customers: <a href="http://support.euro.dell.com/ch/fr/emaildell/">support.euro.dell.com/ch/fr/emaildell/</a>	
City Code: 22	Technical Support (Home and Small Business)	0844 811 411
	Technical Support (Corporate)	0844 822 844
	Customer Care (Home and Small Business)	0848 802 202
	Customer Care (Corporate)	0848 821 721
	Fax	022 799 01 90
	Switchboard	022 799 01 01
Taiwan	Technical Support (portable and desktop computers)	toll-free: 00801 86 1011
International Access Code: 002	Technical Support (servers)	toll-free: 0080 60 1256
Country Code: 886	Transaction Sales	toll-free: 0080 651 228
	Corporate Sales	toll-free: 0080 651 227
Thailand	Technical Support	toll-free: 0880 060 07
International Access Code: 001	Customer Service (Penang, Malaysia)	604 633 4949
Country Code: 66	Sales	toll-free: 0880 060 09
Trinidad/Tobago	General Support	1-800-805-8035



<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Turks and Caicos Islands	General Support	toll-free: 1-866-540-3355
U.K. (Bracknell)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00 Country Code: 44 City Code: 1344	Customer Care website: <a href="http://support.euro.dell.com/uk/en/ECare/Form/Home.asp">support.euro.dell.com/uk/en/ECare/Form/Home.asp</a>  E-mail: <a href="mailto:dell_direct_support@dell.com">dell_direct_support@dell.com</a>	
	Technical Support (Corporate/Preferred Accounts/PAD [1000+ employees])	0870 908 0500
	Technical Support (direct/PAD and general)	0870 908 0800
	Global Accounts Customer Care	01344 373 186
	Home and Small Business Customer Care	0870 906 0010
	Corporate Customer Care	01344 373 185
	Preferred Accounts (500–5000 employees) Customer Care	0870 906 0010
	Central Government Customer Care	01344 373 193
	Local Government & Education Customer Care	01344 373 199
	Health Customer Care	01344 373 194
	Home and Small Business Sales	0870 907 4000
	Corporate/Public Sector Sales	01344 860 456
	Home and Small Business Fax	0870 907 4006
Uruguay	General Support	toll-free: 000-413-598-2521
U.S. Virgin Islands	General Support	1-877-673-3355
Venezuela	General Support	8001-3605



# Appendix

## U.S. Terms and Conditions of Sale

These terms and conditions ("Agreement") apply to your purchase of computer systems and/or related products and/or services and support sold in the United States ("Product") by the Dell entity named on the invoice or acknowledgement ("Dell") provided to you. By accepting delivery of the Product, you accept and are bound to the terms and conditions of this Agreement. If you do not wish to be bound by this Agreement, you must notify Dell immediately and return your purchase pursuant to Dell's Total Satisfaction Return Policy.

(See: <http://support.dell.com/ContactUs/ByPhone.aspx?c=us&l=en&s=gen> for our contact information.) If returned, Product(s) must remain in the boxes in which they were shipped. THIS AGREEMENT SHALL APPLY UNLESS (I) YOU HAVE A SEPARATE PURCHASE AGREEMENT WITH DELL, IN WHICH CASE THE SEPARATE AGREEMENT SHALL GOVERN; OR (II) OTHER DELL TERMS AND CONDITIONS APPLY TO THE TRANSACTION.

### 1 Other Documents.

This Agreement may NOT be altered, supplemented, or amended by the use of any other document(s) unless otherwise agreed to in a written agreement signed by both you and Dell. If you do not receive an invoice or acknowledgement in the mail, via e-mail, or with your Product, information about your purchase may be obtained at <https://support.dell.com/dellcare/Invoice.aspx> or by contacting your sales representative.

### 2 Payment Terms; Orders; Quotes; Interest.

Payment terms are within Dell's sole discretion, and, unless otherwise agreed to by Dell, payment must be made at the time of purchase. Payment for Product may be made by credit card, wire transfer, or some other prearranged payment method. Dell may invoice parts of an order separately. Your order is subject to cancellation by Dell, at Dell's sole discretion. Unless you and Dell have agreed to a different discount, Dell's standard pricing policy for Dell-branded systems, which include both hardware and services in one discounted price, allocates the discount off list price applicable to the service portion of the system to be equal to the overall calculated percentage discount off list price on the entire system. Dell is not responsible for pricing, typographical, or other errors, in any offer by Dell and reserves the right to cancel any orders resulting from such errors.

### 3 Shipping Charges; Taxes; Title; Risk of Loss.

Shipping and handling are additional unless otherwise expressly indicated at the time of sale. Loss or damage that occurs during shipping by a carrier selected by Dell is Dell's responsibility. Loss or damage that occurs during shipping by a carrier selected by you is your responsibility. You must notify Dell within 30 days of the date of your invoice or acknowledgement if you believe any part of your purchase is missing, wrong or damaged. Unless you provide Dell with a valid and correct tax exemption certificate applicable to your purchase of Product and the Product ship-to location, you are responsible for sales and other taxes associated with the order. Shipping dates are estimates only. Title to software will remain with the applicable licensor(s).

### 4 Warranties.

THE LIMITED WARRANTIES APPLICABLE TO DELL-BRANDED HARDWARE PRODUCT CAN BE FOUND AT <http://www.dell.com/policy/legal/warranty.htm> OR IN THE DOCUMENTATION DELL PROVIDES WITH THE PRODUCT. DELL MAKES NO WARRANTIES FOR SERVICE, SOFTWARE, OR NON-DELL BRANDED PRODUCT. SUCH PRODUCT IS PROVIDED BY DELL "AS IS." WARRANTY AND SERVICE FOR NON-DELL

BRANDED PRODUCT, IF ANY, IS PROVIDED BY THE ORIGINAL MANUFACTURER, NOT BY DELL. DELL MAKES NO EXPRESS WARRANTIES EXCEPT THOSE STATED IN DELL'S APPLICABLE WARRANTY STATEMENT IN EFFECT ON THE DATE OF THE INVOICE, PACKING SLIP OR ACKNOWLEDGEMENT. WARRANTIES AND SERVICE WILL BE EFFECTIVE, AND DELL WILL BE OBLIGATED TO HONOR ANY SUCH WARRANTIES AND SERVICES, ONLY UPON DELL'S RECEIPT OF PAYMENT IN FULL FOR THE ITEM TO BE WARRANTED OR SERVICED.

#### **5 Software.**

All software is provided subject to the license agreement that is part of the software package and you agree that you will be bound by such license agreement.

#### **6 Return Policies; Exchanges.**

New and refurbished Product that you purchase directly from Dell (and not a third party) you may return or exchange only in accordance with Dell's return policy in effect on the date of the invoice or acknowledgement. Any returns or exchanges will be made in accordance with Dell's exchange policies in effect on the date of the return or exchange. You must contact us directly before you attempt to return Product to obtain a Return Material Authorization Number for you to include with your return. You must return Product to us in their original or equivalent packaging. You are responsible for risk of loss, shipping and handling fees for returning or exchanging Product. Additional fees may apply. Dell's return policy for Dell-branded Product can be found at:

<http://www.dell.com/policy/legal/warranty.htm>. Non-Dell branded software and peripheral return policies can be found at: [http://rcommerce.us.dell.com/rcomm/include/dw\\_policies.htm](http://rcommerce.us.dell.com/rcomm/include/dw_policies.htm).

Refurbished Product return policies can be found at:

[http://www.dell.com/us/en/dfh/topics/segtopic\\_nav\\_info\\_002\\_info.htm](http://www.dell.com/us/en/dfh/topics/segtopic_nav_info_002_info.htm). If you fail to follow the return or exchange instructions and policies provided by Dell, Dell is not responsible whatsoever for Product that is lost, damaged, modified or otherwise processed for disposal or resale. If you are returning all components in an order, you will be credited the full amount paid for the order. At Dell's discretion, credit for partial returns may be less than invoice or individual component prices due to bundled or promotional pricing.

#### **7 Changed or Discontinued Product.**

Dell's policy is one of ongoing update and revision. Dell may revise and discontinue Product at any time without notice to you and this may affect information saved in your online "cart." Dell will ship Product that has the functionality and performance of the Product ordered, but changes between what is shipped and what is described in a specification sheet or catalog are possible. Parts used in repairing or servicing Product may be new, equivalent-to-new, or reconditioned.

#### **8 Service and Support.**

Service offerings may vary from Product to Product. If you purchase optional services and support from Dell, Dell and/or your third-party service provider will provide such service and support to you in the United States in accordance with the terms and conditions located at

[http://www.dell.com/us/en/gen/services/service\\_service\\_contracts.htm](http://www.dell.com/us/en/gen/services/service_service_contracts.htm) or as mailed to you. You may contact Dell for more information, see <http://www1.us.dell.com/content/topics/segtopic.aspx/contact/contact?c=us&l=en&s=gen> for contact information. Dell and/or the third-party service provider may at their discretion, revise their general and optional service and support programs and the terms and conditions that govern them without prior notice to you. Dell has no obligation to provide service or support until Dell has received full payment for the Product or service/support contract you purchased. Dell is not obligated to provide service or support you purchase through a third party and not Dell.

#### **9 Limitation of Liability.**

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH HEREIN, INCLUDING BUT NOT LIMITED TO ANY LIABILITY FOR PRODUCT NOT BEING AVAILABLE FOR USE, LOST PROFITS, LOSS OF BUSINESS OR FOR LOST OR CORRUPTED DATA OR SOFTWARE, OR THE PROVISION OF SERVICES AND SUPPORT. EXCEPT AS EXPRESSLY PROVIDED HEREIN, DELL WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, INDIRECT, OR PUNITIVE DAMAGES, EVEN IF ADVISED OF THE

POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY THIRD PARTY. YOU AGREE THAT FOR ANY LIABILITY RELATED TO THE PURCHASE OF PRODUCT, DELL IS NOT LIABLE OR RESPONSIBLE FOR ANY AMOUNT OF DAMAGES ABOVE THE AMOUNT INVOICED FOR THE APPLICABLE PRODUCT. NOTWITHSTANDING ANYTHING IN THIS AGREEMENT TO THE CONTRARY, THE REMEDIES SET FORTH IN THIS AGREEMENT SHALL APPLY EVEN IF SUCH REMEDIES FAIL THEIR ESSENTIAL PURPOSE. DELL IS NOT LIABLE TO YOU FOR WARRANTIES, SUPPORT, OR SERVICE MADE BY OR PURCHASED FROM A THIRD PARTY AND NOT DIRECTLY FROM DELL. DELL IS NOT RESPONSIBLE FOR REPRESENTATIONS OR OMISSIONS MADE BY A THIRD PARTY.

**10 Applicable Law; Not For Resale or Export.**

You agree to comply with all applicable laws and regulations of the various states and of the United States. You agree and represent that you are buying only for your own internal use only, and not for resale or export. Dell has separate terms and conditions governing resale of Product by third parties and transactions outside the United States. Terms and conditions for resale are located at: <http://www.dell.com/policy/legal/termsofsale.htm>.


**11 Governing Law.**

**THIS AGREEMENT AND ANY SALES THERE UNDER SHALL BE GOVERNED BY THE LAWS OF THE STATE OF TEXAS, WITHOUT REGARD TO CONFLICTS OF LAWS RULES.**

**12 Headings.**

The section headings used herein are for convenience of reference only and do not form a part of these terms and conditions, and no construction or inference shall be derived there from.

**13 Binding Arbitration.**

ANY CLAIM, DISPUTE, OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PREEXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, COMMON LAW, INTENTIONAL TORT AND EQUITABLE CLAIMS) BETWEEN CUSTOMER AND DELL, its agents, employees, principals, successors, assigns, affiliates (collectively for purposes of this paragraph, "Dell") arising from or relating to this Agreement, its interpretation, or the breach, termination or validity thereof, the relationships which result from this Agreement (including, to the full extent permitted by applicable law, relationships with third parties who are not signatories to this Agreement), Dell's advertising, or any related purchase SHALL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION ADMINISTERED BY THE NATIONAL ARBITRATION FORUM (NAF) under its Code of Procedure then in effect (available via the Internet at <http://www.arb-forum.com> , or via telephone at 1-800-474-2371). The arbitration will be limited solely to the dispute or controversy between customer and Dell. NEITHER CUSTOMER NOR DELL SHALL BE ENTITLED TO JOIN OR CONSOLIDATE CLAIMS BY OR AGAINST OTHER CUSTOMERS, OR ARBITRATE ANY CLAIM AS A REPRESENTATIVE OR CLASS ACTION OR IN A PRIVATE ATTORNEY GENERAL CAPACITY. This transaction involves interstate commerce, and this provision shall be governed by the Federal Arbitration Act 9 U.S.C. sec. 1-16 (FAA). Any award of the arbitrator(s) shall be final and binding on each of the parties, and may be entered as a judgment in any court of competent jurisdiction. Dell will be responsible for paying any arbitration filing fees and fees required to obtain a hearing to the extent such fees exceed the amount of the filing fee for initiating a claim in the court of general jurisdiction in the state in which you reside. Each party shall pay for its own costs and attorneys' fees, if any. However, if any party prevails on a statutory claim that affords the prevailing party attorneys' fees, or if there is a written agreement providing for fees, the Arbitrator may award reasonable fees to the prevailing party, under the standards for fee shifting provided by law. Information may be obtained and claims may be filed with the NAF at PO. Box 50191, Minneapolis, MN 55405. (REV 4/04)

# Limited Warranties and Return Policy

Dell-branded hardware products purchased in the U.S. or Canada come with either a 90-day, 1-year, 2-year, 3-year, or 4-year limited warranty depending on the product purchased. To determine which warranty came with your hardware product(s), see your packing slip or invoice. The following sections describe the limited warranties for the U.S., the limited warranties for Canada, the manufacturer guarantee for Latin America and the Caribbean, and the Intel® Pentium® and Celeron® warranty for the U.S. and Canada.

## Limited Warranty for Dell-Branded Hardware Products (U.S. Only)

### What is covered by this limited warranty?

This limited warranty covers defects in materials and workmanship in your—our end-user customer's—Dell-branded hardware products, including Dell-branded peripheral products.

### What is not covered by this limited warranty?

This limited warranty does not cover:

- Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, third-party software, or the reloading of software
- Non-Dell-branded and Solution Provider Direct products and accessories
- Problems that result from:
  - External causes such as accident, abuse, misuse, or problems with electrical power
  - Servicing not authorized by Dell
  - Usage that is not in accordance with product instructions
  - Failure to follow the product instructions or failure to perform preventive maintenance
  - Problems caused by using accessories, parts, or components not supplied by Dell
- Products with missing or altered Service Tags or serial numbers
- Products for which Dell has not received payment

**THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THE LIMITED WARRANTY PERIOD REFLECTED ON YOUR PACKING SLIP OR INVOICE. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU.**

**WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.**

**SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**

## How long does this limited warranty last?

This limited warranty lasts for the time period indicated on your packing slip or invoice, except for the following Dell-branded hardware:

- Portable computer batteries carry a 1-year limited warranty.
- Projector lamps carry a 90-day limited warranty.
- Memory carries a lifetime limited warranty.
- Monitors carry the longer of either a 3-year limited warranty or the remainder of the warranty for the Dell computer to which the monitor will be connected.
- PDAs, MP3 players, earphones, remote inline controls, and AC adapters carry a 1-year limited warranty.
- Other add-on hardware carries the longer of either a 1-year limited warranty for new parts and a 90-day limited warranty for reconditioned parts or, for both new and reconditioned parts, the remainder of the warranty for the Dell computer on which such parts are installed.

The limited warranty on all Dell-branded products begins on the date of the packing slip or invoice. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the availability of limited warranties, at its discretion, but any changes will not be retroactive.

## What do I do if I need warranty service?

Before the warranty expires, please call us at the relevant number listed in the following table. Please also have your Dell Service Tag or order number available.

Web Support	<a href="http://support.dell.com/ContactUs/ContactUsHome.aspx?c=us&amp;l=en&amp;s=gen">support.dell.com/ContactUs/ContactUsHome.aspx?c=us&amp;l=en&amp;s=gen</a>
Individual Home Consumers:	U.S. Only
Technical Support	1-800-624-9896
Customer Service	1-800-624-9897
Individual Home Consumers who purchased through an Employee Purchase Program:	
Technical Support and Customer Service	1-800-822-8965
Home and Small Business Commercial Customers:	
Technical Support and Customer Service	1-800-456-3355
Medium, Large, or Global Commercial Customers, Healthcare Customers, and Value-Added Resellers (VARs):	
Technical Support and Customer Service	1-877-459-7298
Government and Education Customers:	
Technical Support and Customer Service	1-877-459-7298
Dell-Branded Memory	1-888-363-5150

## What will Dell do?

**During the 90 days of the 90-day limited warranty and the first year of all other limited warranties:** During the 90 days of the 90-day limited warranty and the first year of all other limited warranties, we will repair any Dell-branded hardware products returned to us that prove to be defective in materials or workmanship. If we are not able to repair the product, we will replace it with a comparable product that is new or refurbished.

When you contact us, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the product to you freight collect.

If we determine that the product is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

**NOTE:** Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.

**During the remaining years:** For the remaining period of the limited warranty, we will replace any defective part with new or refurbished parts, if we agree that it needs to be replaced. When you contact us, we will require a valid credit card number at the time you request a replacement part, but we will not charge you for the replacement part as long as you return the original part to us within 30 days after we ship the replacement part to you. If we do not receive the original part within 30 days, we will charge to your credit card the then-current standard price for that part.

We will pay to ship the part to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the part freight collect. We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

**NOTE:** Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). We are not responsible for lost or corrupted data.

## What if I purchased a service contract?

If your service contract is with Dell, service will be provided to you under the terms of the service agreement. Please refer to that contract for details on how to obtain service.

If you purchased through us a service contract with one of our third-party service providers, please refer to that contract for details on how to obtain service.

## How will you fix my product?

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Dell, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the limited warranty for the product you bought. Dell owns all parts removed from repaired products.

## May I transfer the limited warranty?

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. The limited warranty on Dell-branded memory may not be transferred. You may record your transfer by going to Dell's website:

- If you are an Individual Home Consumer, go to [www.dell.com/us/en/dhs/topics/sbtopic\\_015\\_ccare.htm](http://www.dell.com/us/en/dhs/topics/sbtopic_015_ccare.htm)



- If you are a Home Office, Small, Medium, Large, or Global Commercial Customer, go to [www.dell.com/us/en/biz/topics/sbtopic\\_ccare\\_nav\\_015\\_ccare.htm](http://www.dell.com/us/en/biz/topics/sbtopic_ccare_nav_015_ccare.htm)
- If you are a Government, Education, or Healthcare Customer, or an Individual Home Consumer who purchased through an Employee Purchase Program, go to [www.dell.com/us/en/pub/topics/sbtopic\\_015\\_ccare.htm](http://www.dell.com/us/en/pub/topics/sbtopic_015_ccare.htm)

If you do not have Internet access, call your customer care representative or call 1-800-624-9897.

All requests to transfer ownership are at Dell's sole discretion. All such transfers will be subject to the terms and conditions of the original service or limited warranty agreement and Dell's terms and conditions of sale located at [www.dell.com](http://www.dell.com). Dell cannot guarantee the authenticity of the products, limited warranties, service or support, or the accuracy of the listings of products you purchase from a third party.

## Total Satisfaction Return Policy (U.S. Only)

We value our relationship with you and want to make sure that you are satisfied with your purchases. That is why we offer a Total Satisfaction return policy for most products that you, the end-user customer, purchase directly from Dell. Under this policy, you may return to Dell products that you purchased directly from Dell for a credit or a refund of the purchase price paid, less shipping and handling and applicable return fees as follows:

**New Hardware Products and Accessories** — Unless you have a separate agreement with Dell, all hardware, accessories, peripherals, parts, and unopened software still in its sealed package, excluding the products listed below, may be returned within twenty-one (21) days from the date on the packing slip or invoice. New Dell PowerEdge™, PowerConnect™, and PowerVault™ products may be returned within thirty (30) days from the date on the packing slip or invoice except that new PowerEdge SC servers and n series products purchased from the Small and Medium Business Sales Division may only be returned within fourteen (14) days from the date on the packing slip or invoice. To return applications software or an operating system that has been installed by Dell, you must return the entire computer. A different return policy applies to nondefective products purchased through Dell's Software and Peripherals division by customers of our Small and Medium Business divisions. Those products may be returned within twenty-one (21) days from the date on the packing slip or invoice, but a fifteen percent (15%) return fee will be deducted from any refund or credit. The Total Satisfaction Return Policy and Software and Peripherals division return policy are not available for Dell | EMC storage products, EMC-branded products, Unisys-branded products, PowerVault™, 160T tape libraries, enterprise software, non-Dell branded enterprise products, software and/or software licenses purchased under any type of volume purchase agreement or any non-Dell customized hardware and/or software product(s).

**Reconditioned or Refurbished Dell-Branded Hardware Products and Parts** — All reconditioned or refurbished PowerEdge, PowerConnect, and PowerVault products may be returned within thirty (30) days from the date on the packing slip or invoice. All other reconditioned or refurbished Dell-branded hardware products and parts may be returned within fourteen (14) days of the date on the packing slip or invoice.

**How to Return** — To return products, e-mail or call Dell customer service to receive a Credit Return Authorization Number within the return policy period applicable to the product you want to return. You must obtain a Credit Return Authorization Number in order to return the product. See "Contacting Dell" or "Getting Help" in your customer documentation (or go to [www.dell.com/us/en/gen/contact.htm](http://www.dell.com/us/en/gen/contact.htm)) to find the appropriate contact information for obtaining customer assistance.

You must ship the products to Dell within five (5) days of the date that Dell issues the Credit Return Authorization Number. You must also return the products to Dell in their original packaging, in as-new condition along with any media, documentation, and all other items that were included in the original shipment, prepaid shipping charges, and insure the shipment or accept the risk of loss or damage during shipment.

**NOTE:** Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.

## Dell Inc. Ink and Toner Cartridges Limited Warranties

Dell Inc. warrants to the original purchaser of genuine Dell-branded toner cartridges that they will be free from defects in material and workmanship for the life of the cartridge and that for genuine Dell-branded ink cartridges they will be free from defects in material and workmanship for two years beginning on the date of invoice. If this product proves defective in either material or workmanship, it will be replaced without charge during the limited warranty period if returned to Dell. You must first call our toll-free number to get your return authorization. In the U.S., call 1-800-822-8965; in Canada, call 1-800-387-5757. If we are not able to replace the product because it has been discontinued or is not available, we will either replace it with a comparable product or reimburse you for the cartridge purchase cost, at Dell's sole option. This limited warranty does not apply to ink or toner cartridges that have been refilled or improperly stored or due to problems resulting from misuse, abuse, accident, neglect, mishandling, incorrect environments, or wear from ordinary use.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. FOR CANADIAN CUSTOMERS, EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS WARRANTY STATEMENT, DELL DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, FOR THE PRODUCT. FOR U.S. CUSTOMERS, ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN TIME TO THE TERM OF THIS LIMITED WARRANTY. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN IMPLIED WARRANTIES OR CONDITIONS, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY COVERAGE TERMINATES IF YOU SELL OR OTHERWISE TRANSFER THIS PRODUCT TO ANOTHER PARTY.

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. DELL'S LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH DELL IS RESPONSIBLE.

SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

## Dell Software License Agreement

This is a legal agreement between you, the user, and Dell Products, L.P. ("Dell"). This agreement covers all software that is distributed with the Dell product, for which there is no separate license agreement between you and the manufacturer or owner of the software (collectively the "Software"). By opening or breaking the seal on the Software packet(s), installing or downloading the Software, or using the Software that has been preloaded or is embedded in your computer, you agree to be bound by the terms of this agreement. If you do not agree to these terms, promptly return all Software items (disks, written materials, and packaging) and delete any preloaded or embedded Software.

You may use one copy of the Software on only one computer at a time. If you have multiple licenses for the Software, you may use as many copies at any time as you have licenses. "Use" means loading the Software in temporary memory or permanent storage on the computer. Installation on a network server solely for distribution to other computers is not

"use" if (but only if) you have a separate license for each computer to which the Software is distributed. You must ensure that the number of persons using the Software installed on a network server does not exceed the number of licenses that you have. If the number of users of Software installed on a network server will exceed the number of licenses, you must purchase additional licenses until the number of licenses equals the number of users before allowing additional users to use the Software. If you are a commercial customer of Dell or a Dell affiliate, you hereby grant Dell, or an agent selected by Dell, the right to perform an audit of your use of the Software during normal business hours, you agree to cooperate with Dell in such audit, and you agree to provide Dell with all records reasonably related to your use of the Software. The audit will be limited to verification of your compliance with the terms of this agreement.

The Software is protected by United States copyright laws and international treaties. You may make one copy of the Software solely for backup or archival purposes or transfer it to a single hard disk provided you keep the original solely for backup or archival purposes. You may not rent or lease the Software or copy the written materials accompanying the Software, but you may transfer the Software and all accompanying materials on a permanent basis if you retain no copies and the recipient agrees to the terms hereof. Any transfer must include the most recent update and all prior versions. You may not reverse engineer, decompile or disassemble the Software. If the package accompanying your computer contains compact discs, 3.5" and/or 5.25" disks, you may use only the disks appropriate for your computer. You may not use the disks on another computer or network, or loan, rent, lease, or transfer them to another user except as permitted by this agreement.

## **Limited Warranty**

Dell warrants that the Software disks will be free from defects in materials and workmanship under normal use for ninety (90) days from the date you receive them. This warranty is limited to you and is not transferable. Any implied warranties are limited to ninety (90) days from the date you receive the Software. Some jurisdictions do not allow limits on the duration of an implied warranty, so this limitation may not apply to you. The entire liability of Dell and its suppliers, and your exclusive remedy, shall be (a) return of the price paid for the Software or (b) replacement of any disk not meeting this warranty that is sent with a return authorization number to Dell, at your cost and risk. This limited warranty is void if any disk damage has resulted from accident, abuse, misapplication, or service or modification by someone other than Dell. Any replacement disk is warranted for the remaining original warranty period or thirty (30) days, whichever is longer.

Dell does NOT warrant that the functions of the Software will meet your requirements or that operation of the Software will be uninterrupted or error free. You assume responsibility for selecting the Software to achieve your intended results and for the use and results obtained from the Software.

DELL, ON BEHALF OF ITSELF AND ITS SUPPLIERS, DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, FOR THE SOFTWARE AND ALL ACCOMPANYING WRITTEN MATERIALS. This limited warranty gives you specific legal rights; you may have others, which vary from jurisdiction to jurisdiction.

IN NO EVENT SHALL DELL OR ITS SUPPLIERS BE LIABLE FOR ANY DAMAGES WHATSOEVER (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, OR OTHER PECUNIARY LOSS) ARISING OUT OF USE OR INABILITY TO USE THE SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Because some jurisdictions do not allow an exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you.

## U.S. Government Restricted Rights

The software and documentation are "commercial items" as that term is defined at 48 C.F.R. 2.101, consisting of "commercial computer software" and "commercial computer software documentation" as such terms are used in 48 C.F.R. 12.212. Consistent with 48 C.F.R. 12.212 and 48 C.F.R. 227.7202-1 through 227.7202-4, all U.S. Government end users acquire the software and documentation with only those rights set forth herein. Contractor/manufacturer is Dell Products, L.P., One Dell Way, Round Rock, Texas 78682.

## General

This license is effective until terminated. It will terminate upon the conditions set forth above or if you fail to comply with any of its terms. Upon termination, you agree that the Software and accompanying materials, and all copies thereof, will be destroyed. This agreement is governed by the laws of the State of Texas. Each provision of this agreement is severable. If a provision is found to be unenforceable, this finding does not affect the enforceability of the remaining provisions, terms, or conditions of this agreement. This agreement is binding on successors and assigns. Dell agrees and you agree to waive, to the maximum extent permitted by law, any right to a jury trial with respect to the Software or this agreement. Because this waiver may not be effective in some jurisdictions, this waiver may not apply to you. You acknowledge that you have read this agreement, that you understand it, that you agree to be bound by its terms, and that this is the complete and exclusive statement of the agreement between you and Dell regarding the Software.

## Regulatory Notices

Electromagnetic Interference (EMI) is any signal or emission, radiated in free space or conducted along power or signal leads, that endangers the functioning of a radio navigation or other safety service or seriously degrades, obstructs, or repeatedly interrupts a licensed radio communications service. Radio communications services include but are not limited to AM/FM commercial broadcast, television, cellular services, radar, air-traffic control, pager, and Personal Communication Services (PCS). These licensed services, along with unintentional radiators such as digital devices, contribute to the electromagnetic environment.

Electromagnetic Compatibility (EMC) is the ability of items of electronic equipment to function properly together in the electronic environment. While this device has been designed and determined to be compliant with regulatory agency limits for EMI, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference with radio communications services, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Relocate the device with respect to the receiver.
- Move the device away from the receiver.
- Plug the device into a different outlet so that the device and the receiver are on different branch circuits.

If necessary, consult a Dell Technical Support representative or an experienced radio/television technician for additional suggestions.

For additional regulatory information, see the *User's Guide* on your CD.

## **FCC Notices (U.S. Only)**

Note that FCC regulations provide that changes or modifications not expressly approved by Dell could void your authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

## **Class B**

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 manufacturer's instruction manual, may cause interference with 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, you are 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 the 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/television technician for help.

## **FCC Identification Information**

The following information is provided on the device or devices covered in this document in compliance with FCC regulations:

- Model number: 962
- Company name:

Dell Inc.  
One Dell Way  
Round Rock, Texas 78682 USA  
512-338-4400

## **Fax Branding**

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use an electronic device, including fax machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent, identification of the business, other entity, or individual sending the message, and the telephone number of the sending machine or such business, other entity, or individual. The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.



# Index

## A

Advanced tab, 67  
aligning ink cartridges, 74  
Answer Fax When, 25

## B

banner printing, 42  
banner, loading paper, 34  
Black button, 16  
borderless printing, 41  
buttons, operator panel  
    Auto Answer, 18  
    Black, 16  
    Cancel, 18  
    Color, 16  
    Copy, 16  
    Fax, 16  
    keypad numbers and  
        symbols, 17  
    left arrow, 17  
    Lighter/Darker, 17  
    Menu, 16  
    Mode, 17  
    Number of Copies, 16  
    Power, 16  
    Quality, 17  
    Redial/Pause, 17  
    Reduce/Enlarge, 16

right arrow, 17  
Scan, 16  
Select, 17  
Speed Dial, 18

## C

Cancel button, 18  
cards  
    loading, 35  
cartridges, ink  
    aligning, 74  
    cleaning, 75  
    replacing, 71  
cleaning  
    ink cartridge nozzles, 75  
Color Copy button, 16  
connecting printer to  
    answering machine, 54  
    computer modem, 55  
    telephone, 53  
    telephone wall jack, 53  
copies, 43  
copying  
    operator panel, 43  
    software, 43

## D

Dell  
    contacting, 90  
Dell All-In-One Center  
    accessing, 68  
    Copy section, 68  
    Creative Tasks section, 69  
    Preview section, 69  
    Scan section, 68  
    using, 68  
Dell Picture Studio v2.0  
    using, 70  
Dell Printer Solution Center  
    accessing, 67  
    using, 67

## E

edit document text  
    (OCR), 49  
e-mail  
    document, 50  
    scanned image, 50  
envelopes  
    loading, 35  
error messages and flashing  
    lights, 84

- F**
- fax
    - group dial, 63
    - on hook dial, 64
    - receiving automatically, 56
    - receiving manually, 56
    - receiving with an answering machine connected to the printer, 57
    - speed dial, 62
  - faxing, 65
- G**
- general troubleshooting, 80
  - glossy paper
    - loading, 35
  - greeting cards
    - loading, 35
  - group dial list, 63
- I**
- index cards
    - loading, 35
  - ink cartridges
    - aligning, 74
    - cleaning, 75
    - replacing, 71
  - iron-on transfers
    - loading, 35
- L**
- left arrow button, 17
- M**
- loading
    - cards, 35
    - envelopes, 35
    - greeting cards, 35
    - index cards, 35
    - iron-on transfers, 35
    - paper, 34
    - photo cards, 35
    - photo paper, 35
    - postcards, 35
    - transparencies, 35
  - loading documents
    - ADF, 36
    - scanner glass, 38
  - multi-page poster, 42
  - multiple copies, 70
- N**
- nozzles, ink cartridge
    - cleaning, 75
- O**
- OCR, edit document text, 49
  - on hook dial, 64
  - operator panel
    - copying with, 43
    - using, 15
- P**
- Paper Setup tab, 70
  - paper type sensor, 32
    - turning off, 33
  - photo cards
    - loading, 35
  - photo paper
    - loading, 35
  - photos
    - printing, 40
  - postcards
    - loading, 35
  - poster, 42
  - print
    - activity log, 25
    - banner, 42
    - blocked fax list, 29
    - collated copies, 39
    - document, 39
    - multi-page poster, 42
    - receive log, 25
    - send log, 25
    - settings list, 25
    - speed dial list, 26
  - Print Layout tab, 70
  - Print Properties
    - Paper Setup tab, 70
    - Print Layout tab, 70
    - Quality/Copies tab, 70
  - problems
    - drives, 77



## **Q**

Quality/Copies tab, 70

## **R**

reinstalling software, 78

removing software, 78

replacing ink cartridges, 71

right arrow button, 17

## **S**

safety information, 9

setup troubleshooting, 77

software

    Dell All-In-One Center, 68

    Dell Printer Solution  
    Center, 67

    Print Properties, 69

    Printer Setup Utility, 58

    removing, 78

specialty media

    cards, 35

    envelopes, 35

    glossy, 35

    greeting cards, 35

    index cards, 35

    iron-on transfers, 35

    photo cards, 35

    photo paper, 35

    postcards, 35

    transparencies, 35

speed dial list, 62

    creating from the  
    computer, 63

    creating from the operator  
    panel, 62  
    using, 64

support

    contacting Dell, 90

## **T**

transparencies

    loading, 35

troubleshooting

    error messages and lights, 84

    general, 80

    setup, 77

## **W**

warranty, 110

