Product: 2005 HP Business Inkjet 2600/2600DN Printer Service Repair Workshop Manual
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jet-26002600dn-printer-service-repair-workshop-manual/

hp business inkjet 2600/2600dn

invent

service and
support
manual

(authorized service providers)

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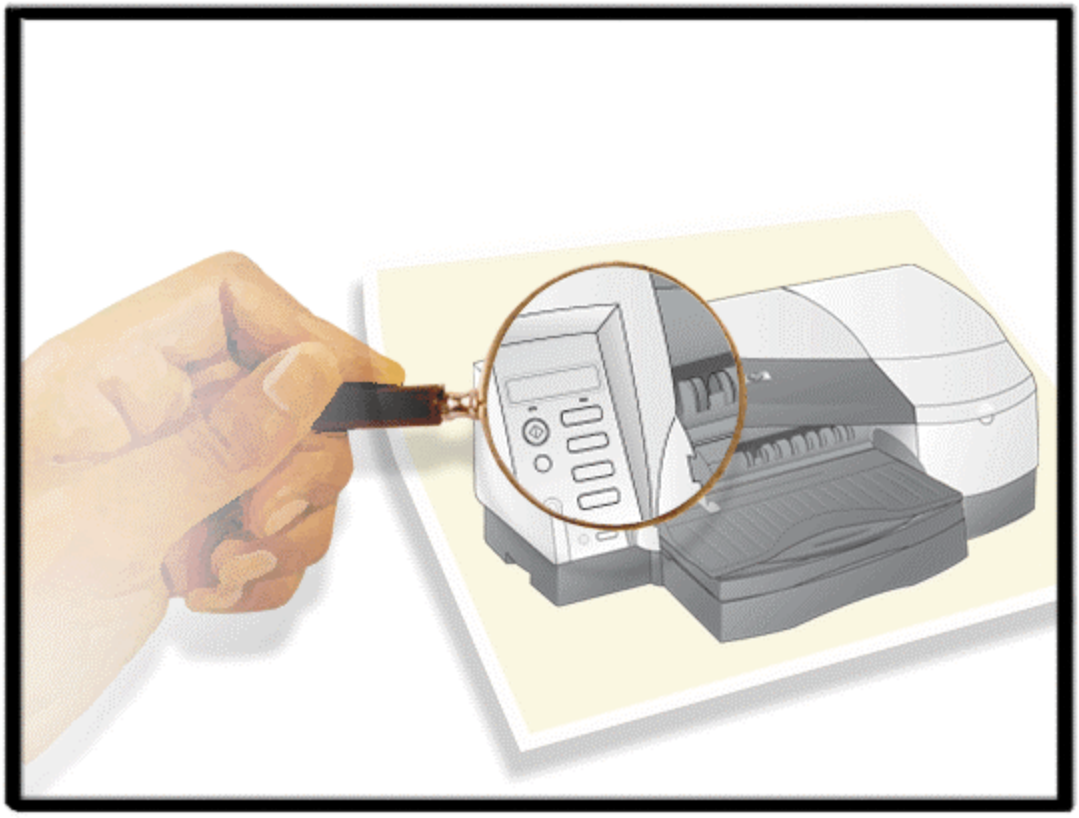
Module 1

Tour the Product



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product overview

- Product positioning: High-performance, wide-format business inkjet designed for workgroups
- Product features:
    - High speed color printing on any media up to 13 inches x 19 inches with uncompromised print quality
    - Robust network solutions with internet capabilities
    - Prints a lot more for a lot less
- Product price: US$ 999 (Base) and US$ 1399 (DN)

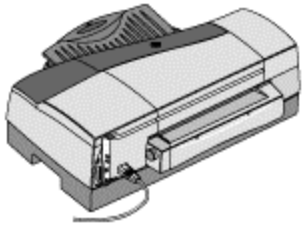
unique product features

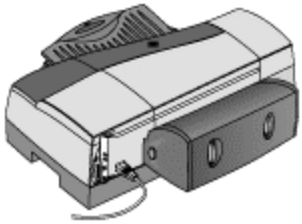
- High-speed color printing:
  - Maximum of 15/11ppm draft and maximum of 8/6 ppm normal
  - HP PhotoREt III print quality
  - Low Total Cost of Ownership (TCO) with 2.2 cents mono cpp and 8.4 cents color cpp
- Superior network performance with support for:
  - HP PCL5C/Postscript 3 emulation
  - HP enhanced input/output (EIO) JetDirect (internal)
  - Built-in Universal Serial Bus (USB) and parallel ports
  - Embedded Web server
  - LaserJet compatible office drivers and installer
- Remote printer management using an embedded web server with:
  - Remote printer & supplies status
  - Remote printer configuration
  - Remote printer diagnostic/troubleshooting
  - Email/Alerts
  - Link to hp instant support
  - Usage information, such as amount of ink and number of pages
  - Event log
  - Ink supplies ordering
  - hp business store
- Support for accessories and consumables:
  - KCMY high-capacity individual ink cartridges
  - Auto-duplex unit for double-sided printing

product positioning statement

hp's high performance, wide format business inkjet designed for the workgroup

product placement





hp business inkjet 2600	hp business inkjet 2600dn
Base Unit	Comes with EIO 615N print server and auto-duplex unit
Part number: C8109A	Part number: C8110A
Street price: $ 999	Street price: $ 1399
Placement: worldwide	Placement: worldwide (except Japan, China, and Taiwan)

comparison between hp business inkjet 2600 and 2600dn

benefits

- Support for up to 13x19 inches paper
- Support for PCL5C/PS3 language
- Superior print quality with HP PhotoREt III
- Cost-efficient 4-pen operation
- Superior network performance and manageability
- Embedded Web server for remote printer management and e-services
- Auto-duplex printing
- High-quality and high-speed CAD checkplots
- Support for wide variety of paper
- AutoCAD ADI solutions (over the network)

localization

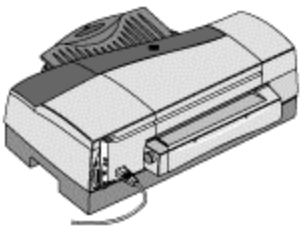
- Front Panel
- Packaging
- Manual
- PCL5C/PS3/ADI Driver

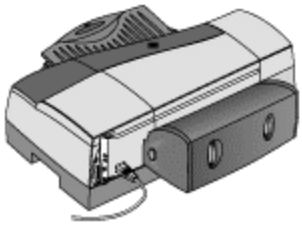
Items	Europe	NA/LAR	Asia-Pacific
Front Panel	WW - English, German, French, Portuguese, Italian, Dutch, Spanish, Norwegian, Finnish, Swedish, Danish, Czech, Polish, and Russian	WW - English, German, French, Portuguese, Italian, Dutch, Spanish, Norwegian, Finnish, Swedish, Danish, Czech, Polish, and Russian	WW - English, German, French, Portuguese, Italian, Dutch, Spanish, Norwegian, Finnish, Swedish, Danish, Czech, Polish, and Russian
Packaging	• UGFD/IPAS - English, German, French, Dutch, Italian, Portuguese, Arabic, and Spanish • NFSD/GRPC - Norwegian, Finnish, Swedish, Danish, Greek, Russian, Polish, and Czech	UFPS - US English, Euro French, Portuguese, and Spanish	UTCK - US English, Traditional Chinese, and Korean

Manual	• UGFD - English, German, French, and Dutch • NFSD - Norwegian, Finnish, Swedish, and Danish • IPAS - Italian, Spanish, Portuguese, and Arabic • GRPC - Greek, Russian, Polish, and Czech	• U - US English • UFPS - US English, Euro French, Portuguese, and Spanish	• U - US English • UK - US English and Korean
PCL5C/PS3/ADI Driver	WW - English, German, French, Portuguese, Italian, Dutch, Spanish, Norwegian, Finnish, Swedish, Danish, Czech, Polish, Russian	WW - US English, German, French, Portuguese, Italian, Dutch, Spanish, Norwegian, Finnish, Swedish, Danish, Czech, Polish, Russian	WW- English, German, French, Portuguese, Italian, Dutch, Spanish, Norwegian, Finnish, Swedish, Danish, Czech, Polish, Russian

localization options

the printers

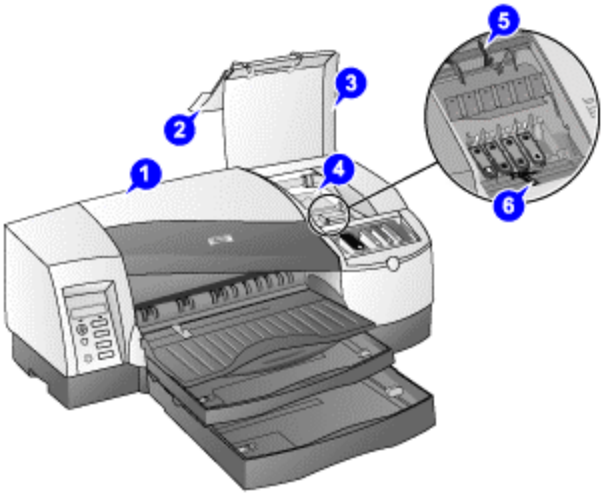




Dimension	hp business inkjet 2600	hp business inkjet 2600dn
Width	724 mm (28.5 inches)	724 mm (28.5 inches)
Height	283 mm (11.1 inches)	283 mm (11.1 inches)
Depth	568 mm (22.4 inches)	645 mm (25.4 inches)
Weight	18 kg (39.7 lb)	19.5 kg (43 lb)

printer comparison

top of the printer

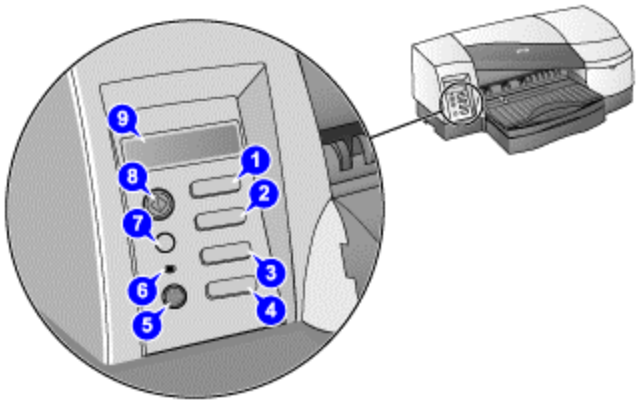


top of the printer

The components located at the top of the printer are:

1. Top cover - Provides access to the interior components of the printer.
2. Ink cartridge cover - Provides access to ink cartridges.
3. Printhead cover - Provides access to printheads.
4. Printhead access latch - Provides access to install or remove printheads from their respective color-coded sockets.
5. Hook - Connects to the carriage lock. It must be engaged for the printer to operate.
6. Carriage lock - Secures the printhead access latch.

controls



controls

The purpose of the LCD control panel:

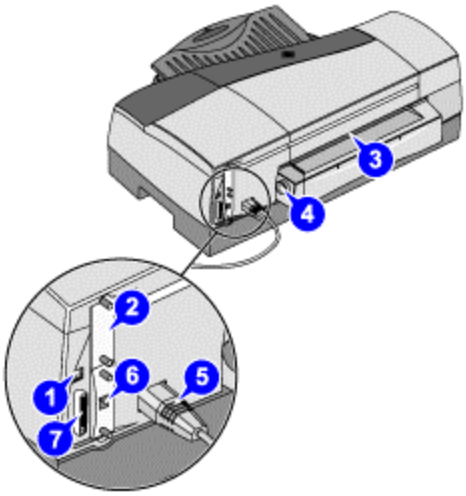
- Configure printer settings.
- View printer status.
- View printer messages.
- Diagnose printer problems.

Note *Additional menu items can appear in the LCD control panel depending on the hardware modules installed in the printer.*

The components located at the control panel are:

1. **MENU** - Displays the menu options available in the LCD control panel.
2. **ITEM** - Displays the menu items within a selected menu. Also moves the cursor within the VALUE character string.
3. **VALUE** - Displays the values available for the selected menu item. Also used to input numbers larger than 9. Use the ITEM key to change or move the cursor to the 10s and 100s column.
4. **SELECT** - Selects the value that is currently shown on the LCD display.
5. **POWER** - Turns the printer off or on.
6. Indicator LED - Indicates the printer status based on the color of the light displayed. The indicator lights up when a printer is online (green) and blinks when a printer is printing (green) or when an error occurs on the printer (amber). When the printer encounters a non-recoverable error, the LED turns off.
7. **CANCEL** - Cancels the current print job. Press this button only once to cancel a queued print job.
8. **RESUME** - Continues a print job that is kept waiting.
9. **LCD display** - Displays status messages and ink levels in ink cartridges.

rear of the printer

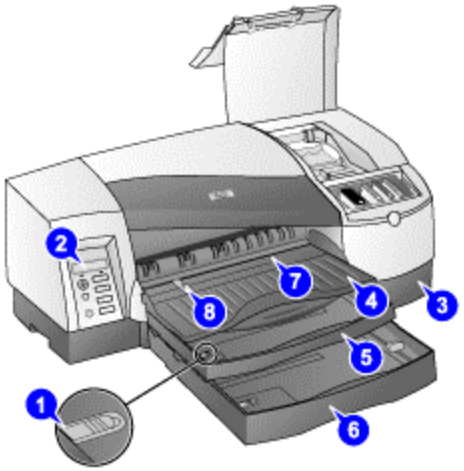


rear of the printer

The components located at the rear of the printer are:

1. USB port - Connect the USB cable to this port.
2. HP PCL 5C/PS3 Card - Install the printer memory.
3. Rear manual feed - Holds a single sheet of paper. It must be removed to install the auto-duplex unit.
4. Rear manual feed release button - Push the buttons to slide the rear manual feed into the printer or out of the printer.
5. Power input - Attach the power cord.
6. EIO slot - Install an HP JetDirect print server in this slot (comes by default with the hp business inkjet 2600dn).
7. Parallel port - Connect the parallel cable to this port.

front of the printer

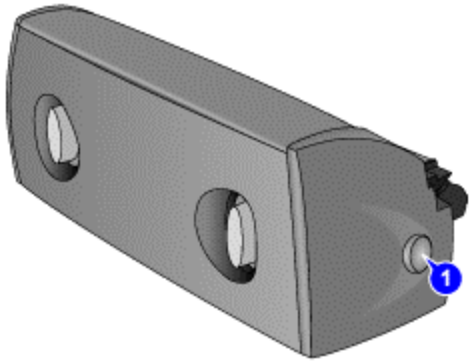


front of the printer

The components located at the front of the printer are:

1. Tray extension lock - Expands the tray to accommodate larger media sizes. Both trays 1 and 2 have tray extension locks.
2. LCD control panel - Configures printer settings and view printer messages.
3. Tray 2 base - Holds tray 2 and supports the printer.
4. Output tray - Collects the printed pages.
5. Tray 1 - Holds up to 150 sheets of paper or 80 transparencies. This is the default tray for A4.
6. Tray 2 - Holds up to 250 sheets of paper. This is the default tray for A3.
7. Front manual feed - Holds up to 10 sheets of paper or 3 transparencies.
8. Paper guides - Guides the paper into the printer.

auto-duplex unit



auto-duplex unit

The printer automatically prints on both sides of paper by using a printing accessory called the auto-duplex unit. The auto-duplex unit is attached at the rear of the printer.

The components of the auto-duplex unit are:

1. Buttons - Press to remove the auto-duplex unit from the printer.
2. Rear cover - Remove to clear a paper jam from the auto-duplex unit.
3. Handles - Press to remove the rear cover from the auto-duplex unit.

Note *The auto-duplex unit is a standard accessory provided with the hp business inkjet 2600dn.*

specifications

Please refer to the datasheet for detailed information.
Datasheet

hardware accessories

Note *HP recommends the last two part numbers in the above table for any Intel specified laptop memory of PC-100 SDRAM (64mb/128mb) capacity.*

accessories	part number	street price
Auto-duplex unit	C8219A	US$ 129
HP Jetdirect 615n EIO (10/100 Base-TX)	J6057A	TBD
HP JD 610N EIO [10/100]	J4169A	US$ 335
HP JD 610N EIO [TR]	J4167A	US$ 479
HP JD 600N EIO [10BT]	J3110A	US$ 249
HP JD 600N EIO [BNC]	J3111A	US$ 289
HP JD 300X [10/100]	J3263A	US$ 255
HP JD 500X [TR]	J3264A	US$ 530
HP JD 500X [10/100]	J3265A	US$ 336
HP JD 175X [10BT]	J6035A	US$ 199
HP JD170X [10BT]	J3258B	US$ 144
64 MB SDRAM, PC-100 module	C2387A	
128MB SDRAM, PC-100 module	C2388A	
HP IEEE-1284 compliant A-B parallel cable, 2m	C2950A	
HP IEEE-1284 compliant A-B parallel cable, 3m	C2951A	
HP USB A-B, 2m	C6518A	

hardware accessories of hp business inkjet 2600

overview of user replaceable components

part name	description	relative replacement rate
C8109-67016	Second tray (with base) svc	3%
C8108-67036	Assy - Cleanout Trough SVC	5%
C8108-67044	Assy - Tray Main SVC	10%
C8108-67045	Assy - Output Tray SVC	10%
C4810A	HP No. 11 Black Printhead	
C4811A	HP No. 11 Cyan Printhead	
C4812A	HP No. 11 Magenta Printhead	
C4813A	HP No. 11 Yellow Printhead	
C4844A	HP No. 10 Black ink cartridge	
C4836A	HP No. 11 Cyan ink cartridge	
C4837A	HP No. 11 Magenta ink cartridge	
C4838A	HP No. 11 Yellow ink cartridge	

user replaceable components

compatible hp media types

Please refer to the datasheet for information on:

- Compatible hp media types and details
- Ordering information

Datasheet

upgrades

model upgrades

Purchase the auto duplex unit (part number C8219A) and the HP Jetdirect card to upgrade from hp business inkjet 2600 to hp business inkjet 2600dn.

firmware upgrades

The firmware will be 100% flashable throughout the life of the product.

software upgrades

Upgrade the printer software by using the following URL:
http://www.hp.com/support/ hp business inkjet 2600/2600dn

CREW parts

The parts that can be removed or replaced by the user are called CREW parts. The following table lists the name and part number of the CREW parts of the hp business inkjet 2600/2600dn:

part name	part number	relative replacement rate
Diesel Printer Engine Svc	C8109-67001	10%
Assy Door access svc (Top cover)	C8109-67010	3%
Printhead door assy svc	C8109-67011	5%
Second tray (with base) svc	C8109-67016	3%
Sella Card Formatter PCA	C8109-67018	5%
Filter assy svc	C8109-67024	100%

CREW parts of hp business inkjet 2600/2600dn

consumable part numbers

printheads

name	part no.	ink capacity	list price (US$)	street price (US$)
HP No. 11 Black Printhead	C4810A	5 cc.	~ $39	~ $35
HP No. 11 Cyan Printhead	C4811A	5 cc.	~ $39	~ $35
HP No. 11 Magenta Printhead	C4812A	5 cc.	~ $39	~ $35
HP No. 11 Yellow Printhead	C4813A	5 cc.	~ $39	~ $35

consumable part numbers of printheads

ink cartridges

name	part no.	ink capacity	list price (US$)	street price (US$)	pages out
Black ink cartridge	C4840A	28cc	In-Box Only	In-Box Only	700
HP No. 10 Black ink cartridge	C4844A	69cc	$38.99	~ $34	1750
HP No. 11 Cyan ink cartridge	C4836A	28cc	$38.99	~ $34	1750
HP No. 11 Magenta ink cartridge	C4837A	28cc	$38.99	~ $34	1750
HP No. 11 Yellow ink cartridge	C4838A	28cc	$38.99	~ $34	1750

consumable part numbers of ink cartridges

date labels

- Install-by Date - This date is printed on the retail box for both ink cartridges and printheads. Install the ink cartridges and printheads before the Install-by date for optimized performance.
- Manufacture Date - This date is printed on the pouch for both ink cartridges and printheads. The number is in the following format: YYMMDDhhmm. For example, a printhead manufactured on November 19, 1999 at 1:12 pm has a Manufacture Date of 9911191312.
- End-of-Warranty Date - This date is printed directly on the ink cartridges and printheads. It is the date by when the warranty period for the ink cartridges and printheads will be over.

value added services

Embedded Web Server (EWS)

The hp business inkjet 2600/2600dn is equipped with an embedded web server that is actually a remote management tool. Using a standard Web browser, this remote management tool allows you to do the following:

- View the printer and ink supplies status
- View the usage and event log
- Send alerts notifications
- Configure printer, events, and security information
- Perform printer diagnostics

hp instant support web site

It is a Web site that hosts a set of dynamic Web resources for printers. These resources help in tracking the status and usage of the printer. In addition, the hp instant support Web site helps in managing the printer and planning the purchase of consumables.

Access the hp instant support Web site to view the following information:

- Printer usage pattern
- Error alerts
- On-line troubleshooting tips for error alerts

education and training

documentation/training	information	purpose
release notes	Includes installation and the latest printer information Includes last minute changes and software troubleshooting tips.	
reference guide	Procedures for setting up, maintaining, and troubleshooting the printer.	To set up the printer.
setup poster	Illustrated setup information. It is available on the Starter CD.	To set up the printer.
Printer Driver Online Help (Windows only)	Procedures for using the printer.	To use the printer.
HP Jetdirect Print Server Administrator's Guide	Procedures for configuring and troubleshooting the HP JetDirect print server.	To set up and troubleshoot the HP JetDirect print server.
Embedded Web Server	Provides configuration, status, and diagnostic information about the printer.	
• http://www.hp.com/support/businessinkjet2600 • http://www.hp.com	Provides the latest printer software, product information and support information available for the printer.	
HP Business Inkjet 2600 NPI training	Training for authorized service providers, bench technicians, call centers, customer care centers, customer engineers, repair technicians, response centers, and software engineers.	To use the printer and troubleshoot the printer problems.

education and training available for the printer

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service and support

HP offers various support services to troubleshoot and diagnose printer problems and provides instructions for service and repair. HP also provides documentation and online and telephone support for troubleshooting.

support

- Express Exchange or unit exchange by courier assist.
- Support Packs available
- Free repair during the 1-year warranty period

online support

HP provides several resources on the Web for troubleshooting. Access the URL http://www.hp.com/go/support for help regarding the following parameters:

- Setting up and using the printer
- Downloading printer drivers
- Solving a problem
- Ordering a product

Customers can also find product information on the following Web site: http://www.hp.com

telephone support

- Available worldwide
- Available free during the warranty period

Representatives at Customer Care Center answer questions regarding the setup, configuration, installation, and operation of the printer. They also help troubleshoot and diagnose printer problems and provide instructions for service and repair. Before calling a Customer Care Center representative, the customer needs to provide information regarding:

- Results of a configuration page
- Brand and model of the computer
- Operating system of the computer
- Printer driver installed

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