### Dell™ Personal ALO Printer A920 User's Guide

Click the links to the left for information on the features and operation of your printer. For information on other documentation included with your printer, see Finding information.

To order ink or supplies from Dell:

1. Double-click the Dell Printer Supplies-inkjet icon on your desktop.



2. Visit Dell's cartridge ordering website, or order Dell printer supplies by phone.

www.dell.com/supplies or www.dell.euro.com/supplies

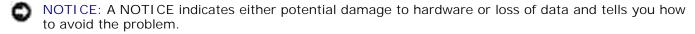
For best service, have your Dell printer Service Tag available.

For help locating your Service Tag number, see Express Service Code and Service Tag number.

#### Notes, Notices, and Cautions



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





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

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## Finding information

Refer to:	When you need help with:			
Setup diagram	This document contains complete setup information.			
Drivers and Utilities CD	The <i>Drivers and Utilities CD</i> contains drivers for your AIO printer, the Dell All-In-One Center, the Dell Printer Solution Center, the Dell Photo Editor, and the Dell Personal AIO Printer <i>User's Guide</i> .			
	Documentation and drivers are already installed on your printer when shipped from Dell. You can use the CD to uninstall/reinstall drivers or access your documentation.			
	Readme files may be included on your CD to provide last-minute updates about technical changes to your printer or advanced technical reference material for experienced users or technicians.			
Owner's Manual	This document contains information about:			
	<ul> <li>Basic usage</li> <li>Scanning, printing, copying, and faxing</li> <li>Creative projects</li> <li>Ink cartridge ordering information</li> <li>Setup troubleshooting</li> <li>General troubleshooting</li> <li>Safety information</li> </ul>			
Express Service Code	Express Service Code and Service Tag number			
and Service Tag number	This label is located on your printer.			

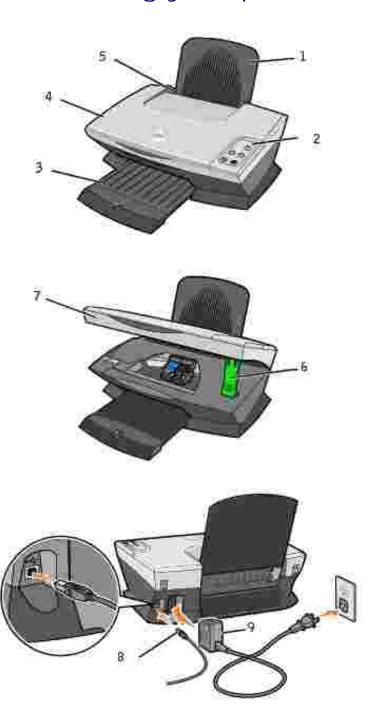
#### Dell Support website

The Dell Support website provides several online tools, including:

- Solutions Troubleshooting hints and tips, articles from technicians, and online courses
- Upgrades Upgrade information for components, such as memory
- Customer Care Contact information, order status, warranty, and repair information
- Downloads Drivers
- Reference Printer documentation and product specifications

You can access Dell Support at support.dell.com. Select your region on the WELCOME TO DELL SUPPORT page, and fill in the requested details to access help tools and information.

## Understanding your printer



	Use the:	When you want to:	
1	Paper support	Load paper in the All-In-One.	
2	Operator panel	Operate your All-In-One.	
3	Paper exit tray	Stack paper as it exits the All-In-One.	
4	Top cover	Place an item on or remove an item from the scanner glass.	
5	Paper guide	Make sure paper feeds correctly into the All-In-One.	
6	Scanner support	Keep the scanner unit open to insert and change cartridges.	
7	Printer (scanner unit)	Insert ink cartridges.	
		NOTE: Lift the scanner unit to insert ink cartridges.	
8	USB cable (sold separately)	Connect your All-In-One to a computer.	
9	Power supply	Supply power to the All-In-One.	

## Maintenance

- Ordering supplies
- Replacing the ink cartridges
- Aligning the ink cartridges
- Cleaning the ink cartridge nozzles

## Ordering supplies

Your Dell Personal AIO Printer A920 comes with software installed to detect the ink levels in the printer. During a print job, a screen appears on your computer to warn you if the ink levels are low. To order more ink, follow the instructions on the screen or visit the Dell website at www.dell.com/supplies or www.dell.euro.com/supplies.



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

Item:	Part number:
Black ink cartridge	T0529
Color ink cartridge	T0530

Refer to the setup documentation for help installing ink cartridges.

## Replacing the ink cartridges



🔼 CAUTION: Before performing any of the procedures listed in this section, read and follow the Safety Instructions in your Owner's Manual.

- 1. Make sure the printer is on.
- 2. Lift the printer (scanner unit) until the scanner support keeps it open.



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

3. Squeeze the tabs on the cartridge lids, and then lift the lids.



4. Remove the old cartridges. Store them in an air-tight container or dispose of them.



- 5. If you are installing new cartridges, remove the stickers and tape from the bottom of the cartridges. For help, refer to the setup documentation.
- NOTICE: Do *not* touch the gold contact area on the cartridges.
- 6. Insert the new cartridges. Make sure the color ink cartridge is secure in the left carrier and the black

ink cartridge is secure in the right carrier, and then *snap* the lids closed.

7. Lift the printer (scanner unit) and push the scanner support back while lowering the printer (scanner unit) until it is closed.

## Aligning the ink cartridges

There are two instances when you will align your ink cartridges.

- · After installing cartridges
- To improve print quality

#### To align the ink cartridges:

- 1. Load plain paper in the printer. For help, refer to your Owner's Manual.
- 2. Open the Dell Printer Solution Center. For help, refer to your Owner's Manual.
- 3. From the Maintenance tab, click Align to fix blurry edges.
- 4. Click Print.

An alignment page prints.

- 5. To manually align your cartridges, select the best alignment values from the alignment page.
  - a. Find the number under the darkest arrow for each alignment group.
  - b. Use the arrows in the Align Cartridges dialog box to select the number that matches the arrow you chose from the printed page.
  - c. Once you have selected a number for each of the alignment groups, click OK.



NOTE: If the alignment page does not print, make sure you have completely removed the stickers and transparent tape from both ink cartridges, and then try to align the cartridges again.

## Cleaning the ink cartridge nozzles

To improve print quality, you may need to clean the ink cartridge nozzles.

Clean the nozzles when:

- Characters are not printing completely.
- White dashes appear in graphics or printed text.
- Print is smudged or too dark.
- Colors on print jobs are faded or they differ from the colors on the screen.
- Vertical lines are jagged or edges are not smooth.

#### To clean the nozzles:

- 1. Load plain paper in the printer.
- 2. Open the Dell Printer Solution Center. For help, refer to your Owner's Manual.
- 3. From the Maintenance tab, click Clean to fix horizontal streaks.
- 4. Click Print.

A nozzle page prints, forcing ink through the nozzles to clean the clogged nozzles.

Print your document again to verify your print quality has improved.



NOTE: If print quality has not improved, try cleaning the ink cartridge nozzles up to two more times.

## Troubleshooting

- General troubleshooting
- Transparencies or glossy photo papers stick together
- Transparencies or photo papers contain white lines
- Printing troubleshooting
- Document prints poorly
- Scanning, copying, and faxing troubleshooting
- Auto-cropping of scanned image is unsatisfactory
- Edges of copied documents are cut off
- Copied objects appear in a different location on the page
- Removing and reinstalling the software
- Other help sources

If your All-In-One has a problem, make sure:

- Your All-In-One is on.
- You removed the stickers and tape from the bottom of the ink cartridges. For help, refer to the setup documentation.
- The paper is loaded correctly.
- You installed both of the ink cartridges. The Dell AIO Printer A920 will only work if you have both cartridges installed.

## General troubleshooting

#### Power light does not come on

- 1. Check the power supply connections.
- 2. Press Power on the operator panel.

#### Alignment page does not print

- 1. Make sure you remove the sticker and transparent tape from both ink cartridges. For help installing ink cartridges, refer to the setup documentation.
- 2. Make sure the color ink cartridge is secure in the left carrier and the black ink cartridge is secure in the right carrier.
- 3. Make sure you loaded the paper correctly and did not force the paper into the printer. For help, refer to your *Owner's Manual*.

#### When I insert the printer software CD, nothing happens

- 1. From the Desktop, double-click the My Computer icon
- 2. Right-click the CD ROM drive icon, and then select AutoPlay or AutoRun.

#### All-In-One is not communicating with the computer

- 1. Disconnect and reconnect both ends of the USB cable.
- 2. Unplug the printer from the electrical wall outlet, reconnect the power supply, and then press Power.
- 3. Restart the computer. If the problem continues, remove and then reinstall the software. For help, see Removing and reinstalling the software.

#### Installation appears incomplete

The software may not be installed properly. Try the following:

1. Right-click the My computer icon.

Microsoft® Windows® XP users, click Start to access the My computer icon.

- 2. Click Properties.
- 3. Select the Hardware tab, and then click the Device Manager button.
- 4. Look for the Other Devices category. If there are any Dell devices shown here, highlight them, and then press the Delete key.



NOTE: The Other Devices category displays only when unknown devices are present. Do not delete any Dell items unless they are present under the Other Devices category.

5. Insert the CD, and install the software again. Do not restart the computer. For help, refer to the setup documentation.

#### All-In-One has a paper jam

- 1. Follow the instructions on the screen for clearing the paper jam.
- 2. Make sure you are using paper designed for an inkjet printer. For a list of recommended papers, refer to your *Owner's Manual*.
- 3. Make sure you are correctly loading the paper. For help, refer to your Owner's Manual.

4. Make sure the paper guide is against the left edge of the paper.

## Transparencies or glossy photo papers stick together

- Remove each page as it exits the printer and let it dry completely before stacking.
- Use a transparency or photo paper designed for inkjet printers.

## Transparencies or photo papers contain white lines

Clean the nozzles. For help, see Cleaning the ink cartridge nozzles.

## Printing troubleshooting

#### Document prints slowly

- 1. Close all programs not in use. The memory resources may be low.
- 2. Make sure the Print Properties Quality/Speed setting is set on Normal or Quick Print. For help, refer to your *Owner's Manual*.
- 3. Try printing a smaller file. If the memory resources are too low, you may not be able to print larger files.
- NOTE: Photos or documents containing graphics may take longer to print than regular text.
- 4. Consider purchasing more RAM (Random Access Memory) for your computer.

## Document prints poorly

If your documents have any of the following problems, see the instructions to solve the problem.

#### Vertical lines are jagged or edges are not smooth

To improve the print quality of vertical, straight lines in tables, borders, and graphs:

- Select a higher quality from the Document/Quality tab of Print Properties, Preferences, or from the All-In-One Center:
  - a. Open the Dell All-In-One Center. For help, refer to your Owner's Manual.
  - b. From the Copy... section, click See More Copy Settings.
  - c. From the Copy quality area, select a higher print quality than what you are currently using.
- Test the cartridge alignment. For help, see <u>Aligning the ink cartridges</u>.
- Clean the nozzles. For help, see Cleaning the ink cartridge nozzles.

#### Print is too dark or smudged

#### Make sure:

- You let the ink dry completely before handling the paper.
- You select the correct paper type and size in Print Properties, Preferences, or in the All-In-One Center.
- The paper is straight and unwrinkled.
- You select the appropriate quality for the paper type. If you are printing on regular paper, select the Quick Copy setting from the Document/Quality tab of Print Properties, Preferences, or from the All-In-One Center.
- The nozzles are clean. For help, see Cleaning the ink cartridge nozzles.

#### White lines appear in graphics or solid black areas

Clean the ink cartridge nozzles. Going long periods without using the printer can cause the ink cartridge nozzles to become clogged. For help, see <u>Cleaning the ink cartridge nozzles</u>.

#### Print quality is poor at the edges of the page

Like other printers, your All-In-One cannot print in the extreme left, right, top, or bottom edges of a page. Use these minimum settings:

- Left and right margins:
  - o 6.35 mm (0.25 in.) each for all paper sizes except A4
  - o 3.37 mm (0.133 in.) each for A4 size paper
- Top margin:
  - o 1.7 mm (0.067 in.)

- Bottom margin:
  - o 16.51 mm (0.65 in.)

#### Colors are faded or not printing completely

- Use a different color setting.
- Use a different brand of paper. Every paper brand accepts ink differently and prints with slight color variations.
- Clean the nozzles. For help, see <u>Cleaning the ink cartridge nozzles</u>.
- · An ink cartridge may be out of or low on ink.

## Scanning, copying, and faxing troubleshooting

### Scanning was not successful

The software may not be installed properly. Follow the instructions for <u>Installation appears incomplete</u>.

# Scanning or using a scanned image with a software program takes a long time or freezes the computer

Lower the scanning resolution. Scanning resolution is different than printing resolution and is generally set much lower. To change the scanning resolution:

- 1. Open the Dell All-In-One Center. For help, refer to your Owner's Manual.
- 2. From the Scan section, click See More Scan Settings.
- 3. Click Display Advanced Scan Settings.
- 4. From the Scan tab of Advanced Scan Settings, enter a lower scan resolution.

#### Characters are missing or unexpected

Make sure the scanner glass is clean:

- 1. Dampen a clean, lint-free cloth.
- 2. Gently wipe the scanner glass.



NOTE: Make sure all ink or corrective fluid on the document is dry before placing the document on the scanner glass.

#### Edge of the copy does not print

- Make sure the original is properly oriented on the glass. For help, refer to your Owner's Manual.
- Make sure the area you want to copy is not larger than the printable area of the page. Apply the Fitto-page feature. To apply the Fit-to-page feature:
  - a. Open the Dell All-In-One Center. For help, see your Owner's Manual.
  - b. From the Copy section, click See More Copy Settings.
  - c. From the Reduce/Enlarge section, click the second button, and then select Fit to page from the corresponding drop-down menu.
  - d. Copy your document again.

#### Copy button on the operator panel does not work

- Make sure the computer is on. The computer must be on in order for the copy function to work.
- Make sure you properly installed the software. For help, refer to the setup documentation. The software must be installed for the copy function to work.

#### Fax function does not work

In order for faxing to function properly:

- o Your computer must be connected to a data/fax modem.
- o The data fax modem must be connected to an active analog phone line.
- o The printer must be connected to the computer with a USB cable.
- o The memory may be full. Wait until the faxes in memory have been sent, and then send the current fax again.

NOTE: You cannot fax with a DSL (digital subscriber line) or cable modem. See "Faxing" in your *Owner's Manual* for more information.

## Auto-cropping of scanned image is unsatisfactory

First, try cleaning the scanner glass. If that does not work, you can either turn the auto cropping feature off or adjust how the image is cropped.

#### To clean the scanner glass:

- 1. Dampen a clean, lint-free cloth.
- 2. Gently wipe the scanner glass.



NOTE: Make sure all ink or corrective fluid on the document is dry before placing the document on the scanner glass.

#### To turn the feature off for your next scan:

- 1. Open the Dell All-In-One Center. For help, refer to your *Owner's Manual*.
- 2. From the Scan... section, click See More Scan Settings.
- 3. From the What is being scanned? option, select anything but Photo.

Or

- 1. Open the Dell All-In-One Center. For help, refer to your Owner's Manual.
- 2. From the Scan... section, click See More Scan Settings.
- 3. Click Display Advanced Scan Settings.
- 4. Click the Scan tab.
- 5. Click Select area to be scanned, and then select a size from the drop-down menu.
- 6. Click OK.

#### To adjust the auto-cropping:

- 1. Open the Dell All-In-One Center. For help, refer to your Owner's Manual.
- 2. From the Scan... section, click See More Scan Settings.
- 3. Click Display Advanced Scan Settings.
- 4. Click the Scan tab.
- 5. Select Auto-crop the scanned item.
- 6. Slide the bar to the left to crop less or to the right to crop more.
- 7. Click OK.

#### To adjust cropping manually:

- 1. Open the Dell All-In-One Center. For help, refer to your Owner's Manual.
- 2. Click Preview Now to view your scanned image.
- 3. To resize and crop the image, drag the box around the image in the preview area until the size is satisfactory for your scan.

### Edges of copied documents are cut off

- 1. Move the document to a different place on the glass.
- 2. From the software, select a copy setting with autocrop on (Color Photo or Black and White Photo) to make sure that autocrop finds the object and prints it completely.



NOTE: When autocrop is on, the object (wherever it is placed on the glass) will be printed in the upper left corner of the page. This may make your copy look different from the original.

# Copied objects appear in a different location on the page

When the default for auto crop (Color Photo) is on for copying, any object found on the scanner glass will be positioned at the top left corner of the page.

#### To fix this:

- 1. Open the Dell All-In-One Center. For help, refer to your Owner's Manual.
- 2. From the Copy... section, select Color Document or Black and White Document (these settings have auto crop turned off).

## Removing and reinstalling the software

If the printer software is not functioning properly or a communications error message displays when you try to use the printer, you may need to remove, and then reinstall the printer software.

1. From the desktop, click Start → Programs → Dell Printers → Dell AIO Printer A920 → Uninstall Dell AIO Printer A920.



NOTE: If Uninstall is not an option on the menu, see Installation appears incomplete.

- 2. Follow the instructions on the computer screen to remove the printer software.
- 3. Restart the computer before reinstalling the software.
- 4. Insert the *Drivers and Utilities* CD and follow the instructions on the computer screen to install the software. For help, refer to the setup documentation.

## Other help sources

If the preceding printer solutions do not solve the problem with your printer:

- Refer to the Dell Printer Solution Center software for more troubleshooting information:
  - a. Click Start → Programs → Dell Printers → Dell AIO Printer A920 → Dell Printer Solution Center.
  - b. Click the Troubleshooting tab on the left side of the screen.
- Go to support.dell.com for help.
- Refer to your *Owner's Manual*, if you experience problems during setup.

## Printer specifications

- Overview
- Physical specifications
- Environmental specifications
- Power consumption and requirements
- Fax mode capabilities
- Printer and scan mode capabilities
- Operating system support
- Memory specifications and requirements
- Paper
- Cables

#### Overview

Base memory	128 KB print buffer	
	24 KB scan buffer	
Emulation	Host based data stream printing	
Connectivity	USB	
Duty cycle (maximum)	3,000 pages/month	
Printer life	36,000 pages or one year (Letter size 5% coverage)	

## Physical specifications

Physical dimensions	163 mm (H) x 445 mm (W) x 308 mm (D) 6.6 in. (H) x 17.5 in. (W) x 12.1 in. (D)
Weight	4.5 kg 9.0 lb

## Environmental specifications

## Temperature/Relative Humidity

The recommended temperature and relative marmanly for all conditions	The reco	mmended temperature and relative humidity for all conditions	61° to 90° F	40% to 70%
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Condition	Temperature	relative humidity (non-condensing)	
Operation	10° to 32° C 50° to 90° F	20% to 80%	
Storage	1° to 60° C 34° to 140° F	5% to 80%	
Shipping	-40° to 60° C -40° to 140° F	5 to 100%	

## Power consumption and requirements

Rated AC Input	100V-240V	
Rated Frequency	50/60 Hz	
Minimum AC input	100V AC	
Maximum AC input	240V AC	
Maximum input current	1.5A	
Average power consumption	15W (Standby mode) 35W (Operational mode)	

## Fax mode capabilities

When you scan to fax, your document will scan in at 100 dpi (dots per inch). You can fax both color and black and white documents. You can also fax multiple pages. For help, refer to the *Owner's Manual*.

In order for faxing to function properly:

- Your computer must be connected to a data/fax modem.
- The data fax modem must be connected to an active analog phone line.
- The printer must be connected to the computer with a USB cable.

NOTE: You cannot fax with a DSL (digital subscriber line) or cable modem.

## Printer and scan mode capabilities

Your Dell Personal AIO Printer A920 can scan from 50 to 19,200 dpi. Even though your All-In-One has this capability, we recommend using the preset resolutions.

Print and scan resolution	dpi	Equivalent print resolution
Quick	150 x 150	600 x 300 dpi
Normal	300 x 300	600 x 600 dpi
Better	600 x 600	1200 x 1200 dpi
Best	600 x 600	4800 x 1200 dpi

## Operating system support

The Dell Personal AIO Printer A920 supports:

Windows XP

Windows 2000

## Memory specifications and requirements

Your operating system must meet the minimum system requirements.

Operating system	Processor speed (Mhz)	RAM (MB)	Hard disk (MB)	Virtual memory (MB)
Windows XP	Pentium 300	128	500	286
Windows 2000	Pentium 200	128	286	286

## Paper

Refer to your *Owner's Manual* for information on what paper sizes and types are supported with your Dell Personal AIO Printer A920.

## Cables

Your Dell Personal AIO Printer A920 uses a Universal Serial Bus (USB) cable (sold separately).



## Dell technical support policy

- Contacting Dell
- Warranty and return policy

Technician-assisted technical support requires the cooperation and participation of the customer in the troubleshooting process and provides for restoration of the Operating System, application software and hardware drivers to the original default configuration as shipped from Dell, as well as the verification of appropriate functionality of the printer and all Dell-installed hardware. In addition to this technician assisted technical support, online technical support is available at Dell Support. Additional technical support options may be available for purchase.

Dell provides limited technical support for the printer and any Dell-installed software and peripherals. Support for third-party software and peripherals is provided by the original manufacturer, including those purchased and/or installed through Software & Peripherals (DellWare), ReadyWare, and Custom Factory Integration (CFI/DellPlus).

## **Contacting Dell**

You can access Dell Support at support.dell.com. Select your region on the WELCOME TO DELL SUPPORT page, and fill in the requested details to access help tools and information.

You can contact Dell electronically using the following addresses:

- World Wide Web www.dell.com/ www.dell.com/ap/ (for Asian/Pacific countries only) www.euro.dell.com (for Europe only) www.dell.com/la/ (for Latin American countries)
- Anonymous file transfer protocol (FTP) ftp.dell.com/
   Log in as user: anonymous, and use your e-mail address as your password.
- Electronic Support Service mobile\_support@us.dell.com support@us.dell.com apsupport@dell.com (for Asian/Pacific countries only) support.euro.dell.com (for Europe only)
- Electronic Quote Service sales@dell.com apmarketing@dell.com (for Asian/Pacific countries only)
- Electronic Information Service info@dell.com

## Warranty and return policy

Dell Computer corporation ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. For information about the Dell warranty for your printer, refer to your *Owner's Manual*.

## Regulatory notices

- Federal Communications Commission (FCC) compliance information statement
- Industry Canada compliance statement
- Avis de conformité aux normes d'Industrie Canada
- European Community (EC) directives conformity
- Noise emission levels
- The United Kingdom Telecommunications Act 1984
- ENERGY STAR

## Federal Communications Commission (FCC) compliance information statement

The Dell AIO Printer A920 has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult your point of purchase or service representative for additional suggestions.

The manufacturer is not responsible for any radio or television interference caused by using other than recommended cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.

To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

Any questions regarding this compliance information statement should be directed to:

## Industry Canada compliance statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

#### Avis de conformité aux normes d'Industrie Canada

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

## European Community (EC) directives conformity

A declaration of conformity with the requirements of the directives has been signed by the Director of Manufacturing and Technical Support, Lexmark International, S.A., Boigny, France.

This product satisfies the Class B limits of EN 55022 and safety requirements of EN 60950.

#### Noise emission levels

The following measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

1-meter average sound pressure, dBA			
Printing	44 dBA		
Scanning	38 dBA		
Copying	44 dBA		
Faxing	38 dBA		

## The United Kingdom Telecommunications Act 1984

This apparatus is approved under the approval number NS/G/1234/J/100003 for the indirect connections to the public telecommunications systems in the United Kingdom.

#### **ENERGY STAR**



The EPA ENERGY STAR Office Equipment program is a partnership effort with office equipment manufacturers to promote the introduction of energy-efficient products and to reduce air pollution caused by power generation.

Companies participating in this program introduce products that power down when they are not being used. This feature will cut the energy used by up to 50 percent. Dell is proud to be a participant in this program.

As an ENERGY STAR Partner, Dell Computer Corporation has determined that this product meets the ENERGY STAR guidelines for energy efficiency.