

User's Guide



About Your Printer

Printing

Copying

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Understanding Your Software

Printer Maintenance

Troubleshooting

Appendix

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 icon on your desktop.



2. Visit Dell's website: www.dell.com/supplies.
3. Order Dell printer supplies by phone. Refer to the *Owner's Manual* for the correct phone number for your country.

For the best service, make sure you have the Dell printer Service Tag available. 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.



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.

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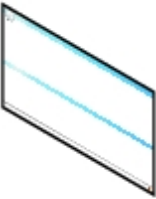
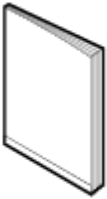
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Model Dell™ Photo All-In-One Printer 928

May 2007 P/N JP517 Rev. A00



Finding Information

| What are you looking for? | Find it here |
|--|---|
| <ul style="list-style-type: none"> • Drivers for my printer • My <i>User's Guide</i> | <p><i>Drivers and Utilities CD</i></p>  <p>If you purchased your Dell computer and printer at the same time, documentation and drivers for your printer are already installed on your computer. You can use the CD to uninstall/reinstall drivers or access your documentation.</p> <p>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.</p> |
| <p>How to set up my printer</p> | <p><i>Setting Up Your Printer</i> poster</p>  |
| <ul style="list-style-type: none"> • Safety information • How to set up and use my printer • Warranty information | <p><i>Owner's Manual</i></p>  |
| <ul style="list-style-type: none"> • Latest drivers for my printer • Answers to technical service and support | <p>Dell Support Website</p> <p>The Dell Support website provides several online tools, including:</p> <ul style="list-style-type: none"> • Solutions — Troubleshooting hints and tips, articles from technicians, and online courses • Upgrades — Upgrade information for components, such as memory |

| | |
|---|---|
| <p>questions</p> <ul style="list-style-type: none">• Documentation for my printer | <ul style="list-style-type: none">• Customer Care — Contact information, order status, warranty, and repair information• Downloads — Drivers• Reference — Printer documentation and product specifications |
| <ul style="list-style-type: none">• How to use Windows 2000/XP/Vista• Documentation for my printer | <p>Windows 2000/XP/Vista Help and Support Center</p> <ol style="list-style-type: none">1. Click Start® Help and Support.2. Type a word or phrase that describes your problem, and then click the arrow icon.3. Click the topic that describes your problem.4. Follow the instructions shown on the screen. |



About Your Printer

Your Dell™ Photo All-In-One Printer 928 printer provides high quality ink-jet printing and scanning capabilities, enabling you to print, scan and copy documents and photos in black and white and in colour.

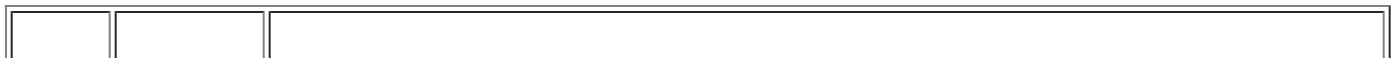
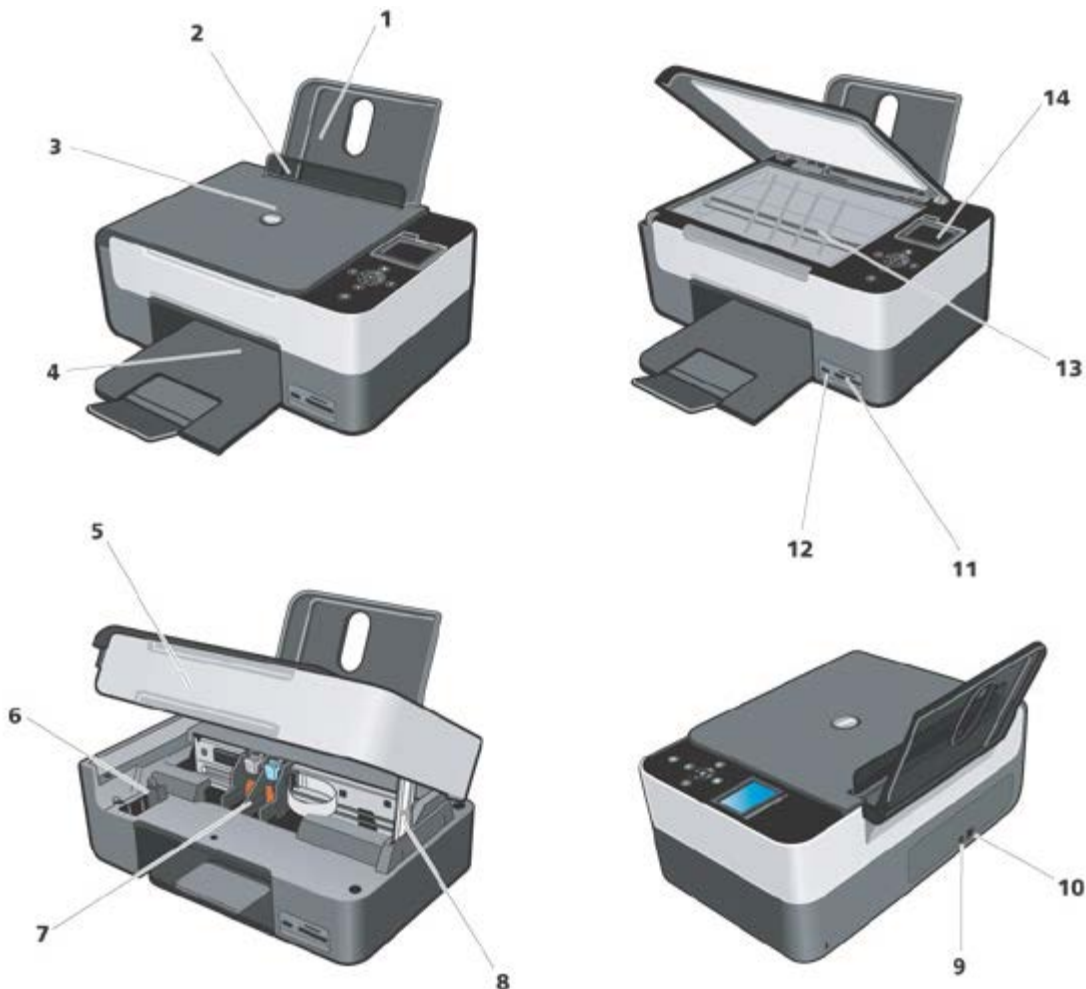
For regular printing, use Dell black and colour ink cartridges. If you require an even higher print quality, replace the black ink cartridge with a photo cartridge (sold separately).




The *Drivers and Utilities* CD is provided with your printer. Use this CD to install the software for connecting the printer to your personal computer, and to install a handy application called the **Dell All-In-One (AIO) Center** that allows you to access all the printer functions rapidly. This CD also contains bundled software that you can install to explore digital photography.

You can even use your AIO printer without connection to a computer. Directly copy a document placed on the scanner glass, or print from a PictBridge-enabled digital camera connected to the printer's USB interface, or from a memory card or memory pen inserted in the printer's USB slot.


Your AIO printer is also equipped with a mechanical blocking device that, if used, prevents unauthorised displacement of the printer. This security system is based on an optional password-protected device (sold separately) that can be attached to the back of the printer to prevent it from being removed from its place.

Understanding the Printer Parts



| Number | Part | Description |
|--------|------------------------------|---|
| 1 | Paper feeder | Part that supports the loaded paper. |
| 2 | Paper guide | Guide that helps the paper feed into the printer properly. |
| 3 | Top cover | Upper cover of printer that holds your document or photograph in place while you scan it. |
| 4 | Paper output tray | Tray that holds the paper output by the printer.  NOTE: To extend the paper output tray, pull the tray out and flip out the extender. |
| 5 | Scanner unit | Unit you lift to gain access to the ink cartridges. |
| 6 | Ink cartridge storage garage | Unit you use to store an unused black or photo ink cartridge. |
| 7 | Ink cartridge carrier | Carrier that holds two ink cartridges, one colour and the other black or photo. For more information on your cartridges, see " Replacing Ink Cartridges ". |
| 8 | Scanner support | Part under the scanner unit that keeps the printer open while you change ink cartridges.  NOTE: To close the printer and resume normal operations, lift the scanner unit, push the scanner support towards the front of the printer, then lower the scanner unit until it rests on the main body of the printer. |
| 9 | Power connector | Slot into which you plug the power cable.  NOTE: Insert the power cable into the printer before connecting the power cable to the wall socket. |
| 10 | USB connector | Slot into which you plug the USB cable (sold separately). The other end of the USB cable is connected to your computer. |
| 11 | Memory card slots | Slots for inserting media cards containing digital pictures. |
| 12 | USB port or PictBridge port | Slot for plugging a USB memory pen or USB cable (sold separately) that connects your printer to a PictBridge-enabled camera. For more information, see " Printing Photos from a PictBridge-Enabled Camera ". |
| 13 | Scanner glass | Surface on which to place your document or photo face downwards for copying or scanning. |
| 14 | Operator panel | Panel on the printer for controlling copying, printing and scanning. For more information, see " Using the Operator Panel ". |

Setting Up Your Printer




 **NOTE:** The following operating systems are supported: Windows 2000 with Service Pack 4, 32-bit Windows XP with Service Pack 2, 64-bit Windows XP with Service Pack 1, 32-bit Windows Vista™ and 64-bit Windows Vista™.

Follow the instructions in the *Setting Up Your Printer* diagram to install the hardware and software. If you encounter problems, see "[Installation Problems](#)".







Setting the Language

Follow these instructions to set the language on your printer:

- When you first power on your printer, press the **Arrow** buttons   on the operator panel to highlight the **Setup** option in the **Main** menu, then press the **Select** button . The **Setup** sub menu is displayed.
- Press the **Arrow** buttons   to highlight **Language**.

3. Use the **Arrow** buttons   to display your language and select it by pressing **Select** .


4. You can now:

- Save your settings and return to the **Main** menu by pressing the  button.
- Exit without saving your settings by pressing the **Cancel** button . A prompt appears asking for confirmation. Press  again to confirm. If you decide to save your changes, highlight **Yes** using the **Arrow** buttons   and then press **Select** .


Resetting the Language

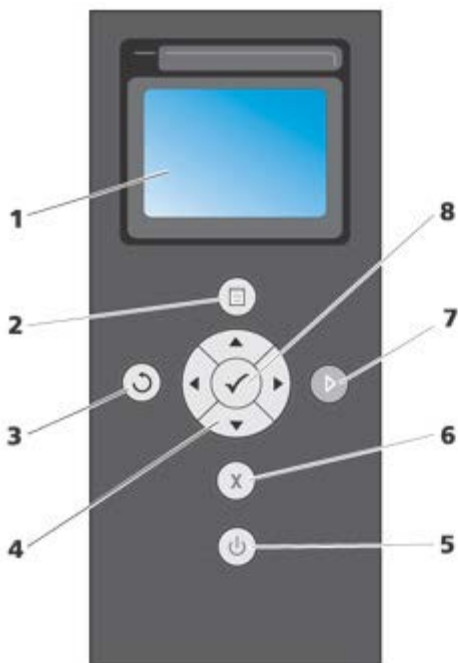
If you need to change the default language used on the operator panel, repeat the procedure in "Setting the Language" described above.

Resetting Factory Defaults








If you need to restore the factory default settings, in the **Main** menu press and hold down the **Menu** button  for at least 10 seconds, until a message appears confirming the successful reset operation: "Restoring factory default settings".

Using the Operator Panel


The operator panel buttons allow you to scan, copy and customise documents. The printer is on when the power button  is illuminated.






| Number | Part | | Description |
|--------|------------------------------|--|---|
| 1 | Liquid Crystal Display (LCD) | | Displays scanning, copying and printing options as well as status and error messages. |

| | | | |
|---|---------------|---|---|
| 2 | Menu button |  | Restores default settings if pressed for 10 seconds from Main menu. |
| 3 | Back button |  | Return to the previous menu or screen, saving your changes. |
| 4 | Arrow buttons |  | <ul style="list-style-type: none"> o Navigate menus and menu items. o Increase or decrease the number of copies. o Change the selected mode. o Navigate photos on a photo card or digital camera. |
| 5 | Power button |  | Switch your printer on or off. |
| 6 | Cancel button |  | <ul style="list-style-type: none"> o Cancel a scan, print or copy job in progress. o Cancel a copy job (when using only the printer), with paper ejection. o Exit from a menu without saving the changes made. |
| 7 | Start button |  | Start a copy or scan operation. |
| 8 | Select button |  | <ul style="list-style-type: none"> o Select a menu item. o Select an image to print (in Photo mode). o Start paper feeding by holding down the button for three seconds. |

Operator Panel Menus

Press the **Menu** button  on the operator panel at any time to display the Main menu.




In the Main menu, you can use the **Arrow** buttons   to scroll through the options available. As you position on an option it is highlighted to indicate that it is now the current option and can be selected by pressing the **Select** .







The printer can operate in a number of **modes** which are activated from the **Main Menu**:

- Copy

- Photo
- Print Files
- Scan
- Setup
- Maintenance

To set values for an option in any of these submenus, highlight the option, then press the **Arrow** buttons   to scroll through the values available for it. Press **Select**  when the value you want to set is displayed.

- o To save your changes and return to the previous menu, press the  button.
- o To return to the previous menu without saving your changes by pressing the **Cancel**  button. If changes have been made, you are asked for confirmation. In **Copy** mode, the prompt appears: "Do you want to save temporary copy settings?". Press **Cancel**  again to exit without saving, or save by highlighting **Yes** and then pressing **Select** .


Copy Mode







| Copy Menu Item | Settings |
|----------------|--|
| Colour | <ul style="list-style-type: none"> o Colour o Black and white |
| Copies | 1- 99 |
| Zoom | <ul style="list-style-type: none"> o 100% (Default factory setting) o Customisable percentage (select custom zoom percentage from 25 percent to 400 percent) o Fit to page o 2x2 Poster o 3x3 Poster o 4x4 Poster o 50% reduction |
| Quality | <ul style="list-style-type: none"> o Normal (Default factory setting) o Photo o Draft |
| Contrast | <ul style="list-style-type: none"> o Dark/light variation in three steps |
| | <ul style="list-style-type: none"> o A4 o 3x5 o 4x6 o 5x7 o 8.5x11 o 8.5x14 |

| | |
|------------|---|
| Paper Size | <ul style="list-style-type: none"> o Hagaki o L o 2L o A6 o 10x15 o A5 o 13x18 o B5 |
| Paper Type | <ul style="list-style-type: none"> o Plain o Coated o Photo o Transparency |
| N-up | <ul style="list-style-type: none"> o 1-up o 2-up o 4-up (vertical positioning) |
| Layout | <p>Auto: to perform a copy with the same characteristics as the original without modifying dimensions or position.</p> <ul style="list-style-type: none"> o 1 x page o 4 x page o 9 x page o 16 x page |
| Content | <ul style="list-style-type: none"> o Mixed (Default factory setting) o Photo o Text |
| Default | Using the submenu for this item you can set new default values. All values set using the Copy menu can be changed, however it is always possible to restore the default factory settings. |

Photo Mode

When a memory card or USB memory pen is inserted into the printer slot, **Photo** mode options can be selected.

| Photo Menu Item | Settings |
|-----------------|---|
| Proof Sheet | To create an A4 format index containing all the photos saved on the device connected to the printer (USB memory card or digital camera). The photographs are printed in miniature form, with four lines each containing five minatures. |
| Slide Show | To view the photos as a slide show. The following modes are available: Fast, Moderate and Slow. Press Select  to start the slide show display. |

| | |
|------------------|--|
| Browse | To view the memory card photos on the display, starting with the first. You can use the Arrow buttons   to move backwards and forwards through the photos. |
| Print All | Press the Select button  to print all the photos on the memory card. For more details see " Printing Photos from a Memory Card or USB Pen ". |
| Save Photos | Press the Select button  to save the photos on the computer. For more details, see " Printing Photos from a Memory Card or USB Pen ". |
| Default Settings | To specify how the photos selected are to be printed. On terminating the procedure the settings are saved as the defaults for printing photos. Use the Arrow buttons   to set the options: <ul style="list-style-type: none"> ◦ Borders: set printing with or without borders. ◦ Layout: 1 per page, 4 per page, 9 per page, 16 per page. ◦ Quality: Normal (Default factory setting), Photo, Draft. ◦ Paper Type: Plain, Coated, Photo, Transparency. |

Print Files Mode


The files stored on a memory card can be printed by using the computer connected to the printer. By selecting the **Print files** mode, the stored files are printed via the computer without needing to be opened by an application.

The file types supported are those recognised by the applications installed on the computer, and depend on the association files present.

Scan Mode

The **Scan** mode sub menu is displayed only if the printer is connected to a computer. The list of applications on the computer is automatically downloaded.

In the **Scan** sub menu on the operator panel, these settings can be defined:

| Scan Menu Item | Setting |
|----------------|---|
| Scan to | You can choose the destination to which to send the scanned document or image. Choose the destination and press Select  . Possible destinations are: <ul style="list-style-type: none"> ◦ File: Save the image or document obtained from the scan in a file in the default folder on your computer. ◦ Email: Send the image or document obtained from the scan as an attachment in an e-mail message. ◦ Application: Send the image or document obtained from the scan to one of the applications installed on your computer (see "Compatible applications"). |
| Colour | <ul style="list-style-type: none"> ◦ Colour ◦ Black and White |
| Quality | <ul style="list-style-type: none"> ◦ Draft ◦ Normal |

| | |
|------------------|---|
| | Photo |
| Content | <ul style="list-style-type: none"> o Mixed o Photo o Text |
| Default Settings | Specify the default settings to be used in scan operations for destination, colour and quality. |

Applications Supported

| | |
|---------------------------|---|
| - Corel Snapfire | - Paintshop Pro |
| - Microsoft Photo Editor | - PMS Photo Draw 2000 |
| - Adobe® Illustrator® 8.0 | - Wordpad |
| - Adobe Illustrator 9.0 | - Adobe Photo Delux Home Edition |
| - Adobe Photoshop® 5.5 | - Corel Photo Paint |
| - Corel Draw | - Microsoft Picture It! |
| - Kodak Imaging | - Adobe Photoshop 7.0 |
| - Microsoft Paint | - Dell Image Expert (dellix.exe) |
| - Microsoft PowerPoint® | - Word Perfect Office X3 (Presentations X3) |
| - Microsoft Word | - Word Perfect Office X3 (QuattroPro X3) |
| - Microsoft Works | - WordPerfect Office 11 |
| - Notepad | - Adobe Photoshop Element |

Setup Mode


The **Setup** mode sub menu allows you to set preferences for the **All-In-One (AIO) Center** program, including the settings you want applied to all print and copy operations.

| Setup Menu Item | Setting |
|-----------------|--|
| Language | Select the language you want to use from those available: <ul style="list-style-type: none"> o Danish o English o Finnish o French o Italian o Norwegian o Dutch o Spanish |

| | |
|---------------------|---|
| | <ul style="list-style-type: none"> o Swedish o German |
| Power Save | <p>Set the inactivity time after which the printer is automatically switched off: 10 mins, 30 mins, 60 mins or now.</p> <p>When the printer is set up for energy saving mode (for any of the operator panel settings: 10 mins, 30 mins, 60 mins or now), you can restore it to normal operating mode by pressing one of the operator panel buttons, or by sending a print, copy or scan operation from the computer.</p> <p>The printer remains in energy saving mode even if a device is connected to the PictBridge USB connector, or a compatible memory card is inserted. In this case, to use the printer again, the user must press any button on the operator panel.</p> <p>If a device is connected to the PictBridge USB connector or a compatible memory card is inserted, the printer remains on and energy saving mode is disabled.</p> |
| Bluetooth Settings | <ul style="list-style-type: none"> o Bluetooth o Discovery Mode o Security o Passkey o Device Name o Device Address o Paper Type |
| PictBridge Settings | <p>Render mode: Colour, B/W, sepia.</p> <p>Border: Borderless, Bordered.</p> <p>Layout: 1/page, 4/page, 9/page, 16/page.</p> <p>Quality: Normal, Photo, Draft.</p> <p>Paper Type: Plain, Coated, Photo, Transparency.</p> <p>Brightness: 10 levels of brightness can be set.</p> <p>Enhance: On, Off.</p> <p>Red eyes: On, Off.</p> |
| Print All Settings | Prints a listing of the current settings for Setup mode. |

Changing Bluetooth Default Settings

To print from an external Bluetooth-enabled device you must set up the printer for Bluetooth connectivity. You can select, modify and display Bluetooth settings on your printer as follows:

1. In **Setup** mode, use the **Arrow** buttons   to highlight **Bluetooth Default Settings**.
2. Press the **Select** button  to display the **Bluetooth** sub menu.

| Bluetooth Sub Menu Item | Settings |
|-------------------------|--|
| Bluetooth | <p>Enabled (default), Disabled.</p> <p>When Bluetooth is Enabled, the printer accepts Bluetooth connections and allows the USB Bluetooth adapter to communicate with other Bluetooth-enabled devices.</p> |
| | Enabled (default), Disabled. |

| | |
|----------------|---|
| Discovery Mode | Set this mode to Enabled if you want other Bluetooth-enabled devices to be able to detect the USB Bluetooth adapter connected to your printer. |
| Security | Set the security level for the printer on the Bluetooth network. <ul style="list-style-type: none"> ▪ Low (default) ▪ High |
| Passkey | Specify the passkey. This is the password that must be entered by any external Bluetooth-enabled device before sending a print request, so that the printer accepts the request. The default password is 0000. |
| Device Name | The name assigned to the USB Bluetooth adapter. When printing from a Bluetooth-enabled device, you must specify either the Device Name or the Device Address . |
| Device Address | Address of the USB Bluetooth adapter. When printing from a Bluetooth-enabled device, you must modify to select either the Device Name or the Device Address . The address of a device cannot be modified. |
| Paper Type | Type of paper: Plain, Coated, Photo, Transparency. |

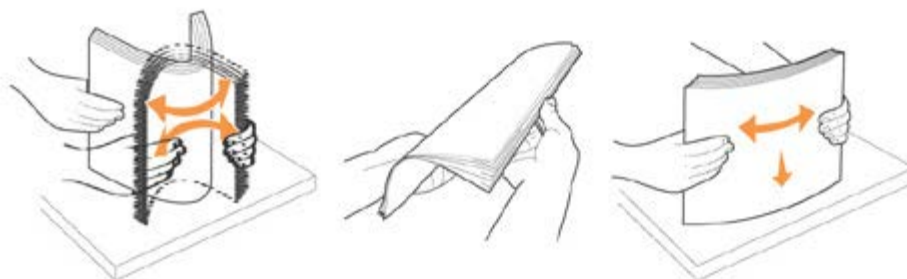
See "[Printing from a Bluetooth-Enabled Device](#)" for more details.

Maintenance Mode

| Maintenance Menu Item | Action |
|-------------------------|---|
| Ink Levels | Displays the percentage of ink left in the cartridges. |
| Clean Cartridge | Cleans the cartridges and prints a test page. This operation takes a couple of minutes. |
| Align Cartridges | Aligns the cartridges while printing a test page. This operation takes a few minutes. It is not possible to interrupt the operation until it completes. |
| Change Print Cartridges | The printer display shows the sequence of actions to be performed to change ink cartridges. |
| Print Demo Page | Prints a demo page so that the print quality can be checked. |
| Reset Defaults | Restores the factory default settings. |

Loading Paper

1. Fan out the paper.



2. Insert the paper into the paper feeder, aligned on the right.

3. Adjust the paper guide so that it rests against the left edge of the paper.


 **NOTE:** Do not force the paper into the paper feeder. The paper should be placed flat on the paper support surface, with the guide pressed against the edge so that the sheets are fed in straight.




Photo paper should be loaded short-edge first with the glossy/photo side facing upwards.



Placing an Original on the Scanner Glass

1. Lift the top cover.

2. Place the document or photo to be scanned on the scanner glass with the side to be scanned face downward


 **NOTE:** Align the upper left corner of the document with the arrow on the printer.

3. Lower the top cover.

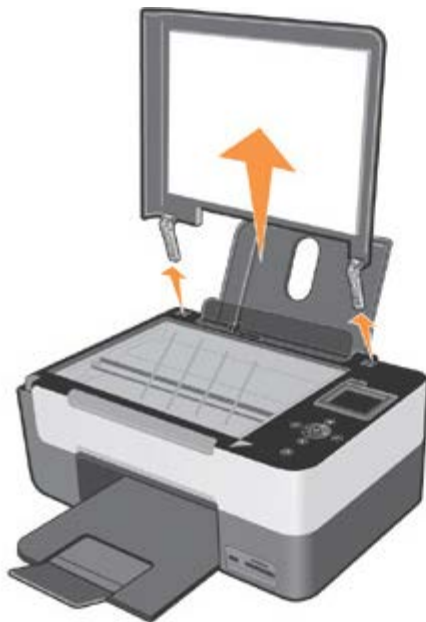


Placing a Thick Document on the Scanner Glass

1. To copy a thick document such as a book, remove the cover by pressing its securing tabs and lift it upwards until it comes free.
2. Place the document or photo you want to scan on the scanner glass with the side to be scanned face downwards.

 **NOTE:** Align the upper left corner of the document with the arrow on the printer.

3. When scanning is terminated, put the top cover back into place by sliding its hinges back into their slots on the printer.
4. Lower the cover.



Using the Printer Mechanical Security System

A mechanical blocking device is available for the printer to prevent theft.

The security system is based on an optional, password-protected device that can be attached to the back of the printer to prevent it from being removed from its place.



Printing

Printing a Document

1. Switch on the computer and printer and ensure that they are connected.
2. Load the paper with the print side face up. For more information, see "[Loading Paper](#)".




3. On your computer, open the document to print and click **File** **Print**.
4. To customise your print settings:
 - a Click **Preferences, Properties, Options** or **Setup** (depending on your program or operating system). The **Printing Preferences** dialogue box opens.
 - b In the **Paper/Quality** tab, select the settings you want for: **quality** and **print speed, paper size, black and white** or **colour** printing, printing **with** or **without borders, paper orientation** and **number of copies**.
 - c After making your changes in the **Printing Preferences** dialogue box, click **OK** at the bottom of the screen to return to the **Print** dialogue box.
5. Click **OK** or **Print** (depending on your program or operating system).

Printing Photos


1. Load the photo paper with the print (glossy) side face up. For more information, see "[Loading Paper](#)".



2. To print photos it is recommended that you use a colour cartridge with a photo cartridge. For more information, see "[Replacing Ink Cartridges](#)".
3. On your computer, open the document to print and click **File > Print**.
4. Click **Preferences, Properties, Options** or **Setup** (depending on your program or operating system) to customise the print settings.
The **Printing Preferences** dialogue box opens.
5. In the **Paper/Quality** tab, select **Photo** for paper type, **Photo** quality and if you want printing with or without borders.
6. Select **paper size, orientation** and the **number of copies**.

 **NOTE:** Use Dell Premium photo paper for best results.

7. When you have finished customising your print settings, click **OK**.
8. Click **OK** or **Print** (depending on your program or operating system).
9. Remove each photo immediately after it is output to the paper tray to prevent photos from sticking together or smudging.

 **NOTE:** Before placing your photos in a non-adhesive photo album or frame, allow sufficient time for them to dry (from 12 to 24 hours depending on environmental conditions). This maximises the life of your prints.

Printing Borderless Photos



1. To obtain the best results, load photo/glossy paper ensuring that the print (glossy) side is face up. For more information, see "[Loading Paper](#)".



2. To print photos it is recommended that you use both a colour cartridge and a photo cartridge. For more information, see "[Replacing Ink Cartridges](#)".
3. On your computer, open the document to print and click **Fileg Print**.
4. Click **Preferences, Properties, Options** or **Setup** (depending on your program or operating system) to customise the print settings.
The **Printing Preferences** dialogue box opens.
5. In the **Paper/Quality** tab, select **Photo** paper and **Photo** quality.
6. Select the **Borderless** check box, the orientation you want for your photos and the number of copies.
7. In **Paper/Quality**, select the borderless paper format from the pull-down list and click **OK**.
8. Depending on your program or operating system, click **OK** or **Print**.

Printing Envelopes

1. Switch on the computer and the printer and ensure that they are connected together.
2. Load up to 10 envelopes into the feeder, ensuring that the stamp is in the upper left corner.

 **NOTE:** You can load a single envelope into the paper support without needing to remove the blank paper.



3. On your computer, open the document to print and click **Fileg Print**.
4. Depending on the program or operating system you are using, click on **Preferences, Properties, Options** or **Settings**.
The **Printing Preferences** dialogue box opens.
5. In the **Paper/Quality** tab, select the **quality, print speed, paper size, black and white** or **colour printing, orientation**

and **number of copies**.


6. After having made the changes you require in the **Printing Preferences** dialogue box, click **OK** in the lower part of the screen to return to the **Print** dialogue.
7. Depending on the program or operating system you are using, click either **OK** or **Print**.

Printing from a Bluetooth-Enabled Device

If you are sending a print job to your printer from an external Bluetooth-enabled device, you need to make sure that the printer is set up to accept connection of a USB Bluetooth adapter through which you can send your print request to the printer.

You only need to perform this procedure:

- The first time you send a print request to the printer from an external Bluetooth-enabled device.
- If the printer settings have been restored to their default factory settings since the last time you used this functionality.
- If the Security level or the Passkey have been changed for the USB Bluetooth adapter.
- If the USB Bluetooth adapter connected to the printer has been changed.

 **NOTE:** A separate connection must be set up for every Bluetooth-enabled device that needs to connect to the printer via the USB Bluetooth adapter. For more information, see the documentation of the Bluetooth-enabled device.

Listed below are the Bluetooth-enabled devices:

- D-link DBT-120
- Acer BU2.

For more information contact Dell technical support.


Compatibility Information


This printer is compatible with Bluetooth 1.2 specifications, and supports the following profiles:

- Serial Port Profile (SPP): allows you to synchronise Bluetooth Pocket PC with the information stored on the computer, such as contacts and e-mail.
- Object Push Profile (OPP): allows you to transfer files such as documents, images and music between devices communicating over a wireless connection.

You must ensure that:

- Your Bluetooth device (telephone, mobile phone, PDA or other) conforms to, and is compatible with, these specifications.
- You are using the latest firmware version for your Bluetooth device.



 **NOTE:** To print Microsoft documents from the Windows Mobile/Pocket PDA operating system, you must install additional third-party software.


 **NOTICE:** Before contacting Dell technical support, ensure that you have followed carefully the procedures in this section. You can also refer to the Dell Internet site for the latest information: support.dell.com.


Setting Up Your Printer for Bluetooth Connectivity

To set up a connection between the external Bluetooth-enabled device and the USB Bluetooth adapter:

1. Activate Bluetooth on the device. Refer to the device documentation for more information.
2. Switch on your printer.
3. Insert the USB Bluetooth adapter into the PictBridge USB port on the printer.

4. In **Setup** mode, use the **Arrow** buttons   to highlight **Bluetooth Default Settings** and press **Select** . The **Bluetooth** sub menu is displayed.
5. To enable **Bluetooth** connectivity, use the **Arrow** buttons   to highlight **Bluetooth** then use the **Arrow** buttons   to highlight **Enabled** and press **Select** .
6. To enable **Discovery Mode**, use the **Arrow** buttons   to highlight **Discovery Mode** in the menu, then use the **Arrow** buttons   to highlight **Enabled** and press **Select** .
7. To set the **Security** level, use the **Arrow** buttons   to highlight **Security** in the menu, then use the **Arrow** buttons   to select the security level you want.

 **NOTE:** If you select **High** for the Security level, you must also specify the **Passkey** option which is the password that must be entered on the device to access the USB Bluetooth adapter, and therefore the printer's Bluetooth connectivity, and printing functions.

8. Press the **Back** button  to save your settings and return to the previous menu. The printer is now ready to accept print requests from Bluetooth-enabled devices.

Setting Up a Bluetooth-Enabled Device to Send Print Requests

To set up a Bluetooth-enabled device to connect to the printer refer to the device's documentation. In particular, you must set the **Device Name** or the **Device Address** of the USB Bluetooth adapter connected to the printer. As not all devices display this information automatically, you can access these settings on your printer from the **Bluetooth** menu, by selecting **Bluetooth Default Settings** in **Setup** mode, and then either **Device Name** or the **Device Address**.

After completing the set up procedures, you can send a print request following the instructions in your device's documentation.

Enter Passkey



If a passkey has been set (that is, the **Security** level has been set to **High**), you must enter the passkey on your Bluetooth device before the printer accepts print requests from your device. This is 0000 by default. You can view and modify the passkey by selecting **Passkey** in the **Bluetooth** sub menu. For more information, see "Changing Default Bluetooth Settings".

 **NOTE:** During printing operations, do not remove the USB Bluetooth adapter from the printer or move the printer, as either action could cause data to become corrupted.

Even if low **Security is Chosen**, certain client systems such as Windows XP (in SPP mode) may impose a passkey exchange, therefore you need to be prepared to use the passkey in any case.

Interrupting a Print Operation

To interrupt a print operation, you can:

- Press the **Cancel** button  on the printer. This cancels the current printing operation.
- Press the **Power** button  on the printer. This cancels the current printing operation, terminates the Bluetooth connection and switches off the printer.


Setting Up Bluetooth Printing on Your Computer

To print using a Bluetooth on your computer:

1. Perform a complete USB installation on your computer.
2. Activate Bluetooth connectivity on the printer. See "[Setting Up Your Printer for Bluetooth Connectivity](#)".
3. Activate Bluetooth on your computer.

Activating Bluetooth on Your Computer

Bluetooth connectivity can be provided either as an integrated functionality of the computer, or by a Bluetooth-enabled device (such as a USB Bluetooth pen), connected to the computer.


 **NOTE:** For how to activate Bluetooth connectivity on the computer, refer to the documentation related to the type of device installed.


When setting up Bluetooth printing on your computer, you can either add a Bluetooth printer, maintaining the possibility to print over the USB connection (see "[Set Up for USB and Bluetooth Printing](#)"), or you can replace USB printing with Bluetooth printing (see "[Set Up for Bluetooth Printing Only](#)").

Set Up for USB and Bluetooth Printing


When you install the Bluetooth printer it is added to the list of printers installed.

This type of installation allows you to add a Bluetooth printer to your system, while retaining the possibility to continue printing over the existing USB connection.

1. Switch on the printer.
2. Perform USB installation of the Dell Photo All-In-One Printer 928.
3. Activate Bluetooth connectivity on your printer. See "[Setting Up Your Printer for Bluetooth Connectivity](#)".
4. Activate Bluetooth connectivity on the computer by selecting the icon  in the Application bar.

 **NOTE:** If the Bluetooth icon is not present in the Windows Application bar, select **Start > Control Panel > Bluetooth**.


5. Perform a search for Bluetooth devices installed on the computer and wait for them to be detected.
6. Select the **Dell Photo AIO 928** printer and make a note of the COM port that Windows has assigned to the printer's Bluetooth channel.
7. Open the **Printers** folder and click **Add Printer**.
8. Follow the instructions to add a printer specifying if it is a local or network printer, and the printer name **Dell Photo All-In-One Printer 928**. When asked to specify the printer port, specify the **COM** port associated with the printer's Bluetooth channel noted previously.

 **NOTE:** If a message appears to the effect that the printer driver already exists, retain the existing driver by selecting **Maintain existing driver**. For more information on how to add a printer, refer to your operating system's documentation.

9. The printer is added to the list of printers available on the system and can now operate in a Bluetooth environment.


Set Up for Bluetooth Printing Only

In this type of installation, the Bluetooth printer replaces printing over the USB connection.


1. Switch on the printer.
2. Perform the USB installation of the **Dell Photo All-In-One Printer 928** printer.
3. Enable Bluetooth connectivity on your printer. See "[Setting Up Your Printer for Bluetooth Connectivity](#)".
4. Activate Bluetooth connectivity on the computer (depending on the type of Bluetooth device installed), by selecting the icon  in the Application bar.

 **NOTE:** If the Bluetooth icon is not present in the Windows Application bar, select **Start > Control Panel > Bluetooth**.

5. Perform a search for Bluetooth devices installed and wait for them to be detected.
6. Select the **Dell Photo AIO 928** printer and make a note of the **COM** port that Windows has assigned to the printer's Bluetooth channel.
7. Open the **Printers** folder and select **Dell Photo AIO 928**.
8. Select **Set Printer Properties** and then **Port**.
9. Select the **COM** port (associated with the Bluetooth connectivity of the printer) that you noted previously.

 **NOTE:** For more information, on adding and replacing a printer on the system, refer to the documentation of the operating system used.

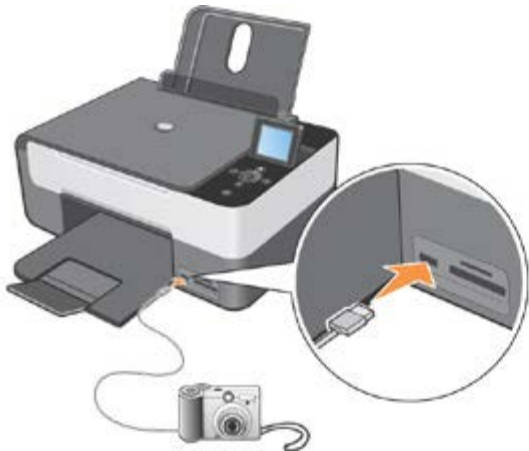
10. The **Dell Photo All-In-One Printer 928** printer can now operate in a Bluetooth environment.


 **NOTE:** The USB connection of the printer is no longer available.

Printing Photos from a PictBridge-Enabled Camera


The printer supports PictBridge-compatible cameras.

1. Insert one end of the USB cable into the camera.
2. Insert the other end of the USB cable into the PictBridge port on the front of the printer.



 **NOTE:** When a PictBridge camera is connected to the printer but the printer is not connected to the computer, some button functions on the printer operator panel are not available. These functions become available again when you disconnect the PictBridge camera from the printer.

3. Switch on the digital camera. See the instructions provided with your camera on how to select the appropriate camera USB settings and PictBridge connection, as well as for usage information.

 **NOTE:** For many digital cameras there are two USB mode selections: computer and printer (or PTP). For PictBridge printing you should use the printer USB selection (or PTP). For more information, see the documentation included with your camera.


Printing Photos from a Memory Card or USB Pen

Most digital cameras use a memory card to store photos. The following types of digital media can be used with the printer:

- CompactFlash Type I
- CompactFlash Type II (MicroDrive)
- Memory Stick

- Memory Stick PRO, DUO, Magic Gate
- SmartMedia
- Secure Digital
- MultiMedia Card
- xD-Picture Card

Memory cards must be inserted with their label upwards. The card reader is provided with two slots to connect this type of device as well as a small LED that flashes to signal when data is being read or transmitted.

 **NOTE:** Ensure the LED is off before inserting a memory card.






 **NOTICE:** Do not remove the card while it is being read as the data could be damaged.

The connector used for the PictBridge can also be used to access information stored on a USB memory pen.



When you insert a memory card or USB memory pen, the **Photo** mode menu is displayed.


 **NOTE:** Do not insert more than one memory card or USB pen at the same time.

 **NOTE:** If the memory card is not recognised, an error message appears on the printer LCD. Press the  button to return to the **Main** menu and insert a compatible memory card.

The following sub menu is used to perform operations on the photos present on the memory card:



When the sub menu is displayed, general information on the contents of the memory card is displayed at the top of

the screen. You can press the **Start** button  to activate the slide show.

The **Photo** menu items are:


- Proof Sheet
- Slide Show
- Browse
- Print All
- Save Photos
- Default Settings

Creating a Proof Sheet

The Proof Sheet allows you to create an index containing all the photos saved on the device connected to the printer (USB memory card or digital camera). The photos are printed in miniature size on four lines each containing four miniatures.


To print a Proof Sheet of the photos contained on the memory card or USB memory pen:

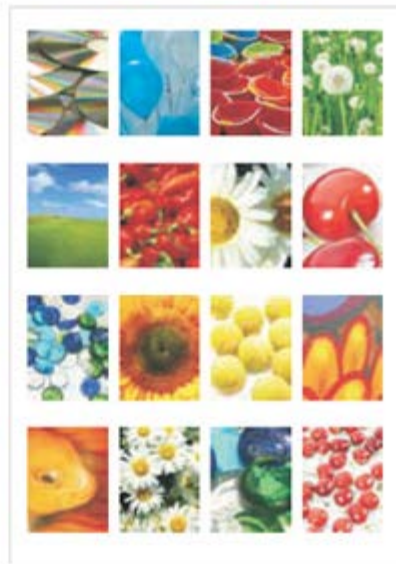
1. Insert a memory card or USB memory pen with photos into the printer slot.
2. Wait for the printer to recognise the newly connected memory device.

 **NOTE:** If the **Photo** menu is not displayed, proceed as follows:

In the **Main** menu on the operator panel, use the **Arrow** buttons   to highlight **Photo**, then press the **Select** button .

3. Proof Sheet is the first line of the **Photo** menu.







Press the **Select** button  and the printer generates and prints the Proof Sheet similar to the ones shown below according to the settings made in **Default Settings** of the **Photo** menu.



Viewing Photos as a Slide Show


Slide Show allows you to view in sequence the photos present on a memory card or USB pen in sequence on the printer LCD display.



The photos are displayed sequentially and you can set the display speed choosing between: **Fast**, **Moderate** and **Slow**.

1. Insert a memory card or USB memory pen with photos into the printer slot.
2. In the **Main** menu, press the **Arrow** buttons   to highlight **Photo** then press the **Select** button .
3. Use the **Arrow** buttons   to highlight **Slide Show** then press the **Select** button .
4. Select the display speed for the slide show, choosing between: **Fast**, **Moderate**, **Slow**.













| Item | Description |
|---|-------------------------------------|
| Liquid Crystal Display (LCD) | Area in which photos are displayed. |
|  | Current photos/total photos counter |

 **NOTE:** When all the saved photos have been viewed on the display, a prompt appears allowing you to view them all again or print them all.








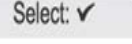





Press  to print all photos
Press  to view all photos again

Browsing Your Photos



When you select the Browse option from the **Photo** menu, the first image on the memory card is displayed. Using the **Arrow** buttons   you can browse all the photos present on the card, moving from one to the other. After selecting a photo, you can modify it or perform operations on it using the **Options** sub menu.



1. Insert a memory card or USB memory pen with the photos into the printer slot.
2. In the **Main** menu, use the **Arrow** buttons   to highlight **Photo** then press the **Select** button .
3. Use the **Arrow** buttons   to highlight **Browse**, then press the **Select** button .
4. You can now use the **Arrow** buttons   to browse through all the photos on the card.




| Item | Setting |
|---|---|
| Liquid Crystal Display (LCD) | Area in which photos are displayed. |
|  | Navigation arrows for displaying the next or previous photo. Use the Arrow buttons   to browse through the photos. |
|  | Photo counter: total number of photos on card, number of photos selected. |
|  | Number of copies of the selected photo. Use the Arrow buttons   to set the value you require. |
|  | Photo selection indicator. |
|  | Press the Start button to print the current photo, or all the photos selected. |
|  | Yellow border that appears around a photo to indicate that it is selected. |
|  | Press the Menu button  to access the Options sub menu for the selected photo.  NOTE: The Options sub menu is available for the photo only after you specify the number of copies. |

5. To select the photo shown on the display, press the **Select** button . A yellow border appears around the photo to confirm selection.

 **NOTE:** Press the Select button  again to cancel selection of the photo shown on the display.

6. Set the values that can be defined for each of the photos selected using the **Arrow** buttons  , such as the number of copies. At the bottom of the display, information is provided on the photos, the functions available and the total number of photos selected.

Options for Modifying Your Photos from the Browse Menu

When viewing a photo on the printer display, you can press the **Menu** button  to access the **Options** sub menu. **Options** is a sub menu of **Browse** that contains these options:

- Edit

- Enhance
- Red eyes
- Settings



| Option | Setting |
|----------|--|
| Edit | <p>Allows you to modify these characteristics of the selected photo:</p> <ul style="list-style-type: none"> ◦ Brightness: Allows you to set the brightness level from the seven levels available. Use the Arrow buttons to increase or decrease the level. ◦ Rotate: Apply an automatic rotation of 0° or 90°. The display shows the result of the operation that will be applied to the photo. ◦ Colour: Choose between Colour, B&W and Sepia. <p>Press the button to save the changes and exit.</p> |
| Enhance | <p>Press the Arrow buttons to select On or Off. If you choose On, automatic image correction is performed on the image brightness, contrast and definition. This operation does not damage the original photo in any way as it is only temporary and is not applied to the original.</p> |
| Red eyes | <p>Press the Arrow buttons to select On or Off. If you choose On, the Red Eyes correction filter is automatically applied.</p> |
| Settings | <p>From the Settings sub menu you can set Border, Layout, Quality and Paper Type. For more information, see "Defining the Photo Setup".</p> |

NOTE: The selections applied to the photo are not shown correctly on the display but can only be seen when the photo is printed. You must therefore print the photo to see the results of your modifications.

On exiting from the **Options** sub menu, you can save the changes made to the photo by pressing the **Back** button



NOTE: To cancel the changes made using in Edit mode, press the Cancel button.


Defining the Photo Setup













When browsing your photos, you can define the print settings you want used when a given photo is printed.

1. In **Photo** mode on the operator panel, use the **Arrow** buttons to highlight **Browse** then press the **Select** button












2. Press the **Arrow** buttons to scroll through the photos on the memory card or USB memory pen until you find the


photo you want to define, then press **Select** . The photo is highlighted by a yellow frame to indicate that it is selected.

3. Press the **Menu** button  to display the **Options** menu.
4. Now, using the **Arrow** buttons   highlight **Settings** and press **Select** .
5. Highlight the option you want to set using the **Arrow** buttons   and press **Select** .
6. For each option, you can scroll through the values available using the **Arrow** buttons  . Press **Select**  when the value you want is displayed. The values available are described below.
7. To save your settings and exit press . If you want to exit without saving, press the **Cancel** button  and confirm when prompted.




| Settings Menu Item | Settings |
|--------------------|--|
| Border | <ul style="list-style-type: none">o Bordero Borderless |
| Layout | <ul style="list-style-type: none">o 1 x pageo 4 x pageo 9 x pageo 16 x page |
| Quality | <ul style="list-style-type: none">o Normalo Photoo Draft |
| Paper Type | <ul style="list-style-type: none">o Plaino Coatedo Photoo Transparency |

Viewing or Printing Photos

1. In **Photo** mode on the operator panel, use the **Arrow** buttons   to highlight **Browse** then press the **Select** button .
2. Press the **Arrow** buttons   to scroll through the photos on the memory card or USB memory pen.
3. Press the **Select** button  to select a photo you want to print.
4. Press the **Arrow** buttons   to select the number of copies.
5. Press the **Start** button  to start printing.




 **NOTE:** Only images in JPEG format or certain TIFF formats can be printed directly from the memory card or the USB memory pen. To print photos in other formats, you must first transfer them to the computer.

Printing All Photos

In **Photo** mode on the operator panel, use the **Arrow** buttons   to highlight **Print All**, then press the **Select** button .

The printer prints all the photos present on the memory card or USB memory pen connected.

Saving Photos on Your Computer

In **Photo** mode on the operator panel, use the **Arrow** buttons   to highlight **Save Photos**, then press **Select** button .

All photos on the memory card or USB memory pen are transferred to the computer.



Copying







Copying Documents from the Operator Panel



1. Switch on your printer.
2. Load the paper. For more information, see "[Loading Paper](#)".





3. Open the top cover.
4. Place the document to copy face down on the scanner glass. Ensure that the upper left corner of the document is aligned with the arrow on the printer.



5. Close the top cover.
6. To modify copy settings, select **Copy** in the Main menu by pressing  when it is highlighted.
7. Scroll through the options available using the **Arrow** buttons   until the option you want to set is highlighted.
8. Now use the **Arrow** buttons   to scroll through the values. When the value you want to set is displayed, press  to select it. For more information, see "[Operator Panel Menus](#)".

9. Press the button  on the operator panel. The copy is performed using the settings you have selected (Colour or Black and White). The message **Copying...** is displayed on the printer LCD. You can interrupt the operation in course at any time by pressing the **Cancel**  button.

 **NOTE:** If you press the **Start** button  without specifying copy settings, the document is printed in colour by default.

Copying Documents from Your Computer

1. Switch on the computer and printer and ensure they are connected.
2. Load the paper. For more information, see "[Loading Paper](#)".



3. Open the top cover.
4. Place the document to copy face down on the scanner glass. Ensure that the upper left corner of the document is aligned with the arrow on the printer.



5. Close the top cover.
6. Click **Startg Programs** or **All Programsg Dell Printers g All-In-One Centerg All-In-One Center**. The **All-In-One Center** opens. The **AIO Center** opens.
7. Click the **Photocopier** icon.
8. You can now:

- select the number of copies
- select the colour setting
- select the copy quality
- select the paper type and size
- indicate the original document size
- lighten or darken the document
- reduce or enlarge the document.

12. When you finish customising your settings, click **Copy**.

Copying Photos from the Operator Panel

1. Switch on your printer.
2. Load photo paper with the print (glossy) side face up. For more information, see "[Loading Paper](#)".



3. Open the top cover.
4. Place the photo to copy face down on the scanner glass. Ensure that the upper left corner of the photo is aligned with the arrow on the printer.



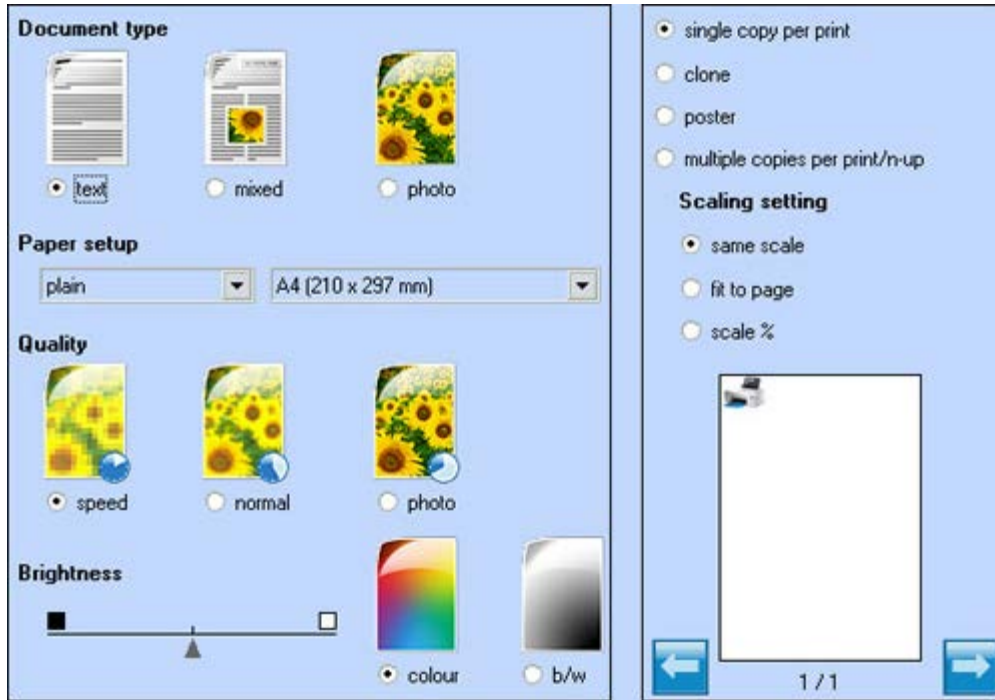
5. Close the top cover.
6. From the **Copy** sub menu, select **Quality** and choose **Photo**. For more information, see "[Operator Panel Menus](#)".





7. Press the **Start** button

Specifying Copy Settings from Your Computer

The window for defining copy settings has the following aspect:



| Option | Setting |
|---------------|--|
| Document type | Define the characteristics of the document to copy. Select Text (only black text or graphics), Mixed (a combination of black text, colour graphics and photos) or Photo (colour photos only). |
| Paper setup | From the pull-down list, select the paper type and the paper size you want to use. Click Millimetres or Inches to view the width and length in millimetres or in inches, respectively. |
| Quality | Define the print quality. The settings available are: Speed (high print speed, low print resolution), Normal (medium speed and resolution) and Photo (low print speed, high resolution). |
| Brightness | If necessary, you can adjust the brightness of the document or photo you want to copy by moving the cursor on the screen. To darken the image, move the cursor towards the black square, to lighten it, move the cursor towards the white square. A central position corresponds to medium brightness. You can also set printing in Colour or b/w . By default Colour is set for full colour printing. Select b/w when you want to print in shades of grey. |
| | Select the layout you want to use for the copy and the number of copies you want to print without changing the image dimensions: Single copy per print <ul style="list-style-type: none"> The default selection, the printer prints the copy of the document or photo on a single sheet. Clone <ul style="list-style-type: none"> Allows you to set the number of copies you want without changing the image dimensions. |

| | |
|-------------------------|---|
| Layout/Copy area | <p>Poster</p> <ul style="list-style-type: none"> To print a single scanned image on more than one sheet of paper. When you select this option a pull-down list is displayed, Poster Copies, allowing you to set 2x2, 3x3 or 4x4 which indicates the number of sheets of paper to spread the image over. <p>Multiple copies per print/ n-up</p> <ul style="list-style-type: none"> To print the specified number of copies of the same image on a single sheet of paper and set printing order. When you select this option, the Print Format pull-down list is displayed and you can set the number of copies you want to a page from: 2, 3, 4 or 8. The Order pull-down list allows you to set the order in which to print the single sheets. Possible selections are: left to right down, right to left down, top to down right, top to down left; these depend on the number of pages specified. |
| Scaling setting | <p>You can enlarge or reduce the size of the copied image you want to obtain:</p> <p>Same scale</p> <ul style="list-style-type: none"> The default selection, the scale of the copied image remains unchanged. <p>Fit to page</p> <ul style="list-style-type: none"> Adjust automatically the size of the original to the size of the paper loaded. <p>Scale %</p> <ul style="list-style-type: none"> Indicate the desired scale. The default is 100 percent, while the range of values you can select is from 25 percent to 400 percent. When you choose a reduction, the copied image obtained is smaller than the maximum A4 size that can be selected, while if you choose enlargement, the copied image is larger than the A4 size. |
| Copy management options | <ul style="list-style-type: none"> Click the Cancel button to return to the previous screen. Select the number of copies you want by clicking the Arrow buttons   until the number is displayed. Click the Preview button to view the image to be copied. Click the Copy button to start copying. |

Copying Photos from Your Computer

1. Switch on the computer and the printer and ensure they are connected.
2. Load the photo paper with the print (glossy) side face up. For more information, see "[Loading Paper](#)".






3. Open the top cover.
4. Place the photo to be copied face down on the scanner glass. Ensure that the upper left corner of the photo is aligned with the arrow on the printer.



5. Close the top cover.
6. Click **Start Programs** or **All Programs** **Dell Printers** **g All-In-One Center** **All-In-One Center**. The **AIO Center** opens.
7. Click the **Photocopier** icon.
8. Click **Preview**.
9. Move the dashed lines so as to delimit the area of the image you want to print.
10. Select the **Photo** option from the **Document type** tab and then specify if the photo is in **Colour** or **Black and White**.
11. You can also:
 - select the copy quality
 - select the paper size
 - indicate the original document size
 - lighten or darken document
 - reduce or enlarge document.
13. When you finish customising the settings, click **Copy**.

Changing Default Copy Settings

You can change the default settings for **Copy** mode from the operator panel.

To modify settings, highlight **Copy in** the Main menu using the **Arrow** buttons   and press the **Select**  button.

Next select **Default Settings**. For information on the options available, see "[Using the Operator Panel](#)".



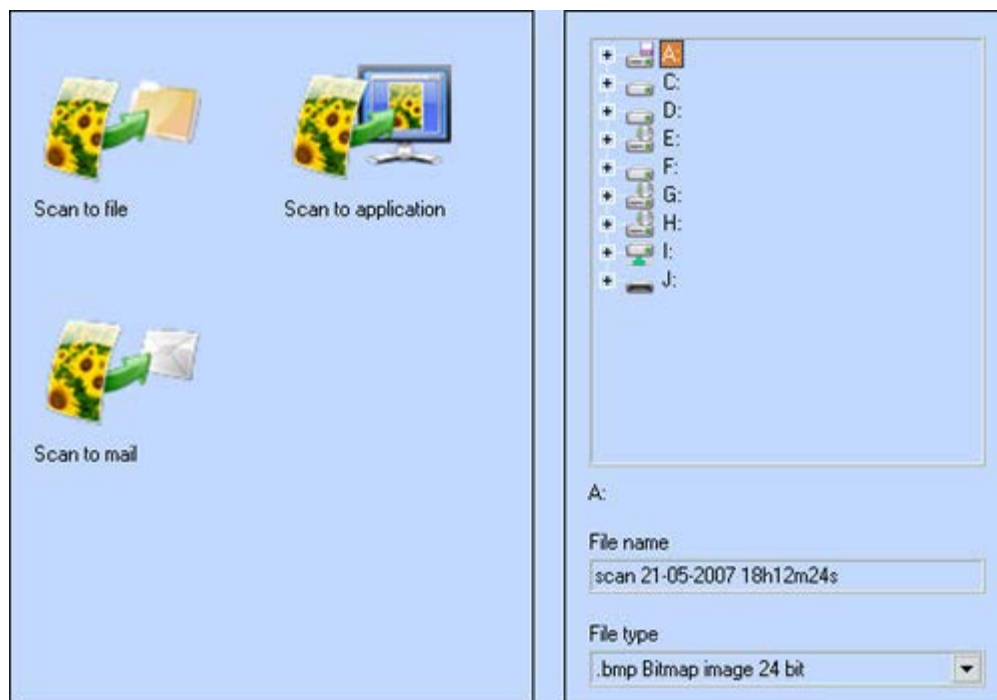
Scanning

Scan Destination Options


In **Scan** mode you can choose between a number of destinations for your scanned document:

- Scan to file
- Scan to application
- Scan to mail.

Each option can be activated by clicking its respective icon:

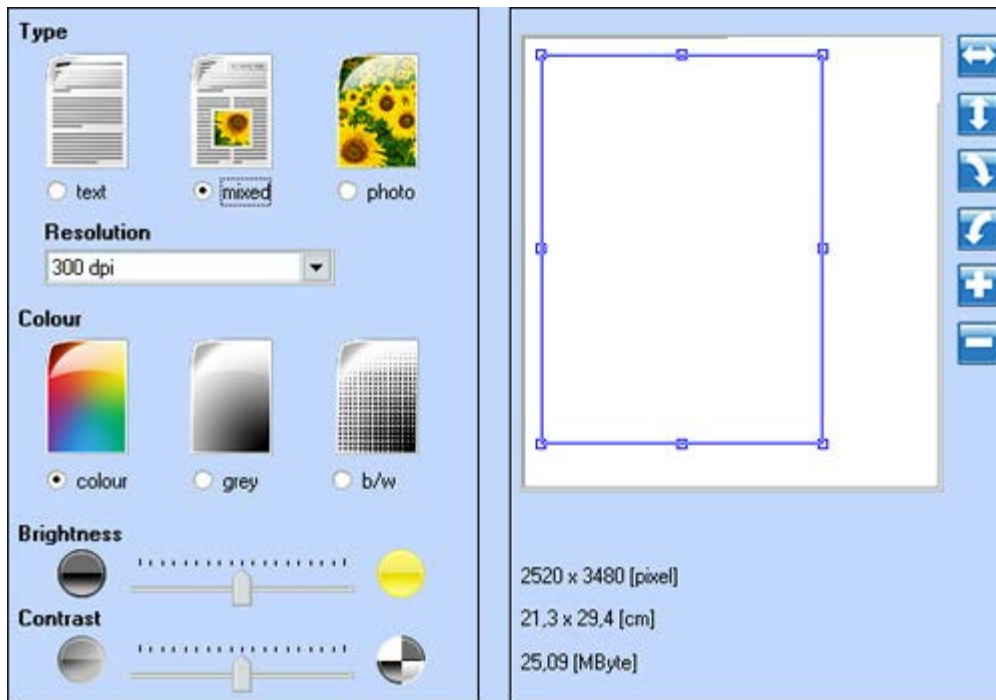


When you select **Scan to application**, all the applications supported by the **All-In-One (AIO) Center** are listed in the pane on the right side of the window.

 **NOTE:** The applications available depend on how your computer is configured, and the association files set in Microsoft® Windows®.

Setting Scan Options

You can set scan options from a single dialogue which contains all the main operations you need.



- **Modifying Preview Image**
Use the tools displayed on the right of the image preview window to obtain the type of view you want to scan: **flip image along horizontal or vertical axis, rotate clockwise or anti-clockwise, enlarge or reduce.**
- Customising Scan Settings
 - **Type**: select the type of document to be scanned by clicking on the corresponding button:
 - **Text** (only black text or graphics).
 - **Mixed** (a combination of black text, colour graphics and photos).
 - **Photo** (colour photos only).
 - **Resolution**: from the pull-down list, select the resolution for scanning. The following resolutions are available 150, 300, 600, 1200, 2400, 4800, and 9600 dpi.
 - **Colour**: select the colour scale of the document or photo to be scanned by clicking on the corresponding button:
 - **Colour** (full colour scanning).
 - **Grey** (scanning in shades of grey).
 - **B/W** (scanning in B/W).
 - **Brightness** and **Contrast** of the document or the photo to be scanned. Move the brightness cursor towards the right to lighten the image, or towards the left to darken it. Move the contrast cursor towards the right to increase the contrast or towards the left to lessen it. In both cases, the central position corresponds to an average value setting.

Compatible applications

| | |
|---------------------------|----------------------------------|
| - Corel Snapfire | - Paintshop Pro |
| - Microsoft Photo Editor | - PMS Photo Draw 2000 |
| - Adobe® Illustrator® 8.0 | - Wordpad |
| - Adobe Illustrator 9.0 | - Adobe Photo Delux Home Edition |
| - Adobe Photoshop® 5.5 | - Corel Photo Paint |
| | |

| | |
|-------------------------|---|
| - Corel Draw | - Microsoft Picture It! |
| - Kodak Imaging | - Adobe Photoshop 7.0 |
| - Microsoft Paint | - Dell™ Image Expert (dellix.exe) |
| - Microsoft PowerPoint® | - Word Perfect Office X3 (Presentations X3) |
| - Microsoft Word | - Word Perfect Office X3 (QuattroPro X3) |
| - Microsoft Works | - WordPerfect Office 11 |
| - Notepad | - Adobe Photoshop Element |

The scan parameters that can be set from the programs listed above are:

| | |
|--------|---|
| Type | <ul style="list-style-type: none"> • Text • Mixed • Photo |
| Colour | <ul style="list-style-type: none"> • Colour • Gray • B/W |
| Custom | <ul style="list-style-type: none"> • Resolution • Colour depth • Brightness • Contrast • Sepia • Descreen |


Scanning Documents

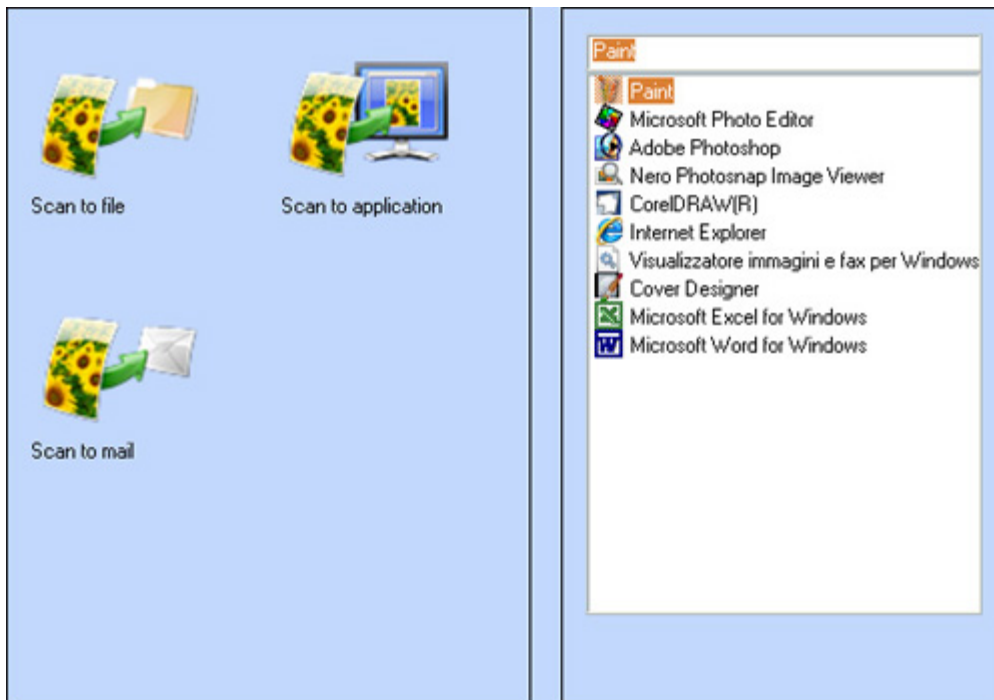
You can scan with your printer using either the printer operator panel or your computer.

1. Switch on your computer and printer, and ensure they are connected.
2. Open the top cover.
3. Place the document you want to scan face down on the scanner glass. Ensure that the upper left corner of the front of the document is aligned with the arrow on the printer.



4. Close the top cover.
5. Open the **AIO Center** by clicking **Startg Programs** or **All Programsg Dell Printersg All-In-One Centerg All-In-One Center**. The **AIO Center** opens.

 **NOTE:** You can also open the **AIO Center** from the operator panel on the printer. Select **Scan mode** from the printer LCD and press the **Start** button.



1. In the **Scan to** screen, select where you want to send the scanned image. For example, if you select **Scan to application** to scan an image and use it in an application installed on your computer, you can then select the program you want as the scan destination from the applications available.
2. Click the **Proceed** button to display the **Scan** dialogue.
 Select the type of document to be scanned.
 Select the scan quality and any other settings required.
3. Click **Scan** to complete your scan.

Scanning Photos

1. Switch on your computer and printer, and ensure that they are connected.

2. Open the top cover.
3. Place the photo you want to scan face down on the scanner glass. Ensure that the upper left corner of the front of the photo is aligned with the arrow on the printer.



4. Close the top cover.
5. Open the **AIO Center** by clicking **Startg Programs** or **All Programsg Dell Printersg All-In-One Centerg All-In-One Center**. The **AIO Center** opens.
6. Select **Scan to**.
7. Click the **Scan to application** icon.
8. From the programs listed, select the one you want to use.
9. Click the **Proceed** button. The **Scan** dialogue is displayed.
10. Select the type of document to be scanned, the scan quality, and any other settings required.
11. After you finish customising the image scanning parameters, click **Scan**.
12. When the document scanning completes, you are prompted if you want to scan another image. When you have finished scanning, select **No** to exit. At this point the application you selected is opened containing the scanned image.

Scanning Multiple Pages or Images


1. Switch on your computer and printer, and ensure that they are connected.
2. Open the top cover.
3. Place the first sheet of the document you want to scan face down on the scanner glass. Ensure that the upper left corner of the front of the sheet is aligned with the arrow on the printer.



4. Close the top cover.
5. Open the **AIO Center** by clicking **Startg Programs** or **All Programsg Dell Printersg All-In-One Centerg All-In-One Center**. The **AIO Center** opens.
6. Select **Scan to**.
7. Click the **Scan to file** icon.
8. Click the **Proceed** button. The **Scan** dialogue is displayed.
9. Select the type of document to scan, the scan quality, and any other settings required.
10. After you finish customising your image scanning parameters, click **Scan**. When document processing completes, the Explorer folder containing the saved image is opened.
11. Place the next sheet on the scanner glass, and click **Proceed**.
12. Repeat the same operations for all the pages you want to scan.

Converting Scanned Images Using Optical Character Recognition (OCR) Software


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

 **NOTE:** For Japanese and Chinese users, ensure that you have installed the OCR software on your computer. A copy of OCR software is provided with the printer and should have been installed at the same time as your printer drivers.


1. Open the top cover.
2. Place the document you want to scan face down on the scanner glass. Ensure that the upper left corner of the front of the document is aligned with the arrow on the printer.




3. Close the top cover.
4. Open the **AIO Center** by clicking **Startg Programs** or **All Programsg Dell Printersg All-In-One Centerg All-In-One Center**. The **AIO Center** opens.

 **NOTE:** You can also open the *Dell AIO Center* from the operator panel on your printer. When your printer is in **Scan** mode, press the **Start** button. The **AIO Center** opens on the computer screen.

5. Select **Scan to**.
6. Click the **Scan to application** icon.
7. Select the **ScanSoft OmniPage SE** program.

 **NOTE:** The ScanSoft OmniPage SE program provided on the Dell *Drivers and Utilities* CD must have been installed on your computer. If not installed, you can install it now by inserting the CD into your computer drive and following the instructions displayed on the screen.

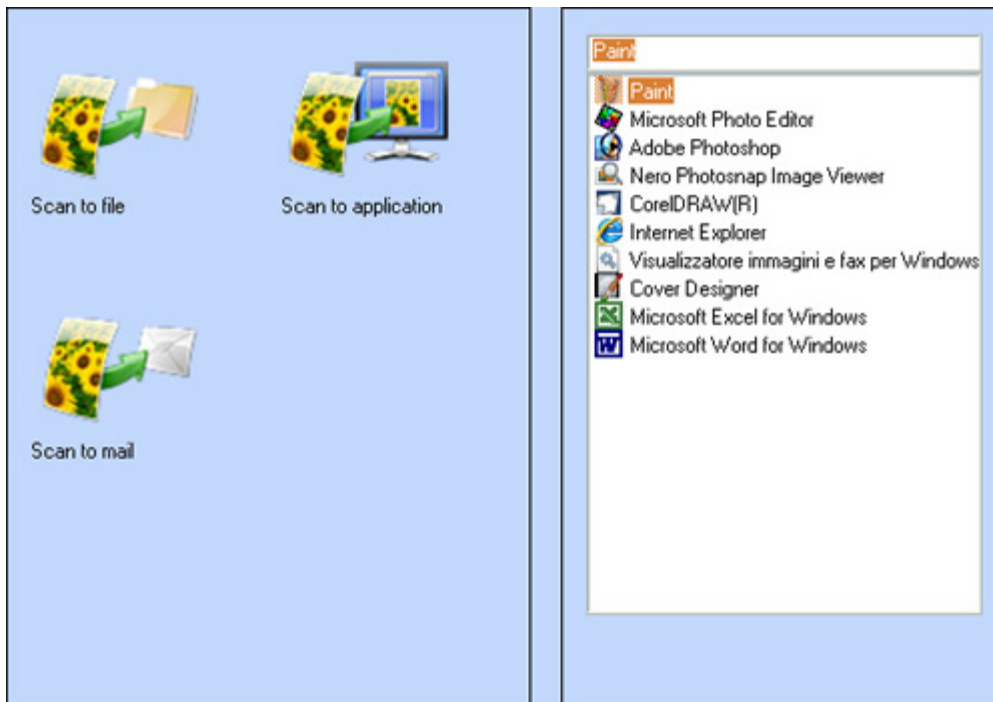
8. Click the **Proceed** button. The **Scan** dialogue opens on the computer screen.
9. Select **B/W** as the document type, and **300 dpi** as the resolution.

 **NOTE:** You can alter the document type and resolution settings to optimise the quality of the results that can be obtained, depending on the characteristics of the original.

10. After you finish customising the image scanning parameters, click **Scan**. When document processing finishes, the ScanSoft OmniPage SE program opens.
11. For instructions on how to use the ScanSoft OmniPage SE program, see the application guide provided with the software.

Saving an Image on Your Computer

1. Open the **AIO Center** by clicking **Startg Programs** or **All Programsg Dell Printersg All-In-One Centerg All-In-One Center**. The **AIO Center** opens.



2. Click the **Scan to file** icon.
3. Select the folder in which to store the scanned image.
4. Click the **Proceed** button. The **Scan** dialogue opens on your computer screen.
5. Select the type of document to scan, its quality, and any other settings required.
6. After you finish customising the image scanning parameters, click **Scan**. When document processing finishes, the Explorer folder containing the saved image opens.

E-Mailing a Scanned Image or Document

To send scanned images or documents by e-mail:


1. Open the top cover.
2. Place the document or photo face down on the scanner glass. Ensure that the upper left corner of the front of the item is aligned with the arrow on the printer.



3. Close the top cover.
4. Open the **AIO Center** by clicking **Startg Programs** or **All Programsg Dell Printersg All-In-One Centerg All-In-One**

Center. The **AIO Center** opens.

5. Click the **Scan to mail** icon.
6. Click the **Proceed** button. The **Scan** dialogue opens on your computer screen.
7. Select the type of document to scan, its quality, and any other settings required.
8. After you finish customising your image scanning parameters, click **Scan**. When document processing completes, you are asked if you want to scan another page or finish scanning.
9. To scan another page answer **Yes**, otherwise end the work session by answering **No**.
10. When the work session ends, your default e-mail program is run automatically. Add a note to accompany the photo to be sent as an attachment, and click **Send**.

 **NOTE:** If you have a query about how to attach a document to an e-mail, consult your e-mail program's Help information.

Enlarging or Reducing Images or Documents

You can enlarge or reduce your document in the range of 25 percent to 400 percent using the **AIO Center**.

1. Load the paper. For more information, see "[Loading Paper](#)".



2. Open the top cover.
3. Place the document or photo face down on the scanner glass. make sure that the upper left corner of the front of the item is aligned with the arrow on the printer.



4. Close the top cover.
5. Open the **AIO Center** by clicking **Startg Programs** or **All Programsg Dell Printersg All-In-One Centerg All-In-One Center**. The **AIO Center** opens.
6. Click the **Scan to file** icon.
7. Select the folder in which to store the image you are about to scan.
8. Click the **Proceed** button. The **Scan** dialogue opens on the computer screen.
9. Select the type of document to scan, its quality and any other settings required.
10. Use the buttons near the image preview frame to enlarge or reduce the image.
11. Follow the instructions on the screen to select the size of the new image.
12. After you finish customising the image scanning parameters, click **Scan**.



Understanding Your Software


The printer software includes:






- **All-In-One (AIO) Center:** a program for performing scan, copy and print operations on new, and previously saved, documents and images.
- **Printer driver:** a program allowing you to adjust the printer settings.
- **Status Monitor:** a program providing information on printer status and that advises when the ink cartridges are running out.
- **Corel Snapfire:** a program allowing you to manage, edit, display, print and convert photos and other types of image.
- **ScanSoft OmniPage SE:** a program providing optical character recognition (OCR).

Using the All-In-One (AIO) Center Program



The **AIO Center** is composed of simple-to-use forms and dialogue boxes that help you use the printer functions.

| Tab | Function: |
|---|--|
|  <p>Print photos</p> | <p>Define the characteristics of the document or photo to be printed.</p> <ul style="list-style-type: none"> • Select the type and size of the paper on which you want to print. • Define the quality required. • Lighten or darken document, and select black/white or colour. • Apply correction filters or processing filters. • Select the layout for the printed copy. • Automatically adjust the size to fit to the paper size selected. • Select the number of copies. |
| | <p>Define the characteristics of the document to copy.</p> <ul style="list-style-type: none"> • Select the paper type and size on which to print. |

| | |
|---|--|
|  <p>Photocopier</p> | <ul style="list-style-type: none"> • Define the copy quality. • Lighten or darken the copy, and select a B/W or colour copy. • Select the layout for the copy to be printed. • Enlarge or reduce the document or photo to copy, or automatically adjust its size to fit the paper format selected. • Select the number of copies. |
|  <p>Scan to</p> | <p>Set the destination for the scanned image, deciding whether to send it to an application, to a file or via e-mail. You can also access productivity tools.</p> |
|  <p>Mass storage file transfer</p> | <p>Search the hard disk or memory of the non-PictBridge/DPOF digital camera connected to the computer for folders containing photos to print.</p> |
|  <p>Order ink</p> | <p>Connect to the internet, or receive information on how to obtain printer consumables.</p> |
|  <p>Settings</p> | <p>Set default parameter values for the functions provided by the program: Print photos, Photocopier, Scan to.</p> |
| <p>Solutions and Assistance</p> | <p>Access information on problem solving and maintenance.</p> <ul style="list-style-type: none"> • Cleaning and checking ink cartridges. • Automatically aligning ink cartridges. See "Aligning Ink Cartridges". • Purchasing new ink cartridges from Dell™. |
| <p>Help</p> | <p>Consult the online help for information on how to use the software.</p> <p>The online help is contextual and explains in detail how to complete the parameter settings that appear in dialogue boxes.</p> <p>To activate, click the Help button.</p> |

To access the **AIO Center**:

- Click **Startg Programs** or **All Programsg Dell Printersg All-In-One Centerg All-In-One Center**.
The **AIO Center** opens.

The **AIO Center** provides access to all the printer functions that can be activated by clicking on the related icons.

How to Set Parameters to Improve Photo Print Quality

1. From the **AIO Center**, select **Print photos**.
Using this window you can print rapidly the photos saved on the computer, or apply correction filters before printing.
2. Select the photos to print after applying a correction filter.
3. Apply the correction filter you want by clicking on its associated check box.

The filters available are:


- contrast enhancement
- border sharpening

- white balance
- recovering old images (old photos with faded colours can be scanned and then processed by this filter)
- printing with sepia tonality
- red eyes correction

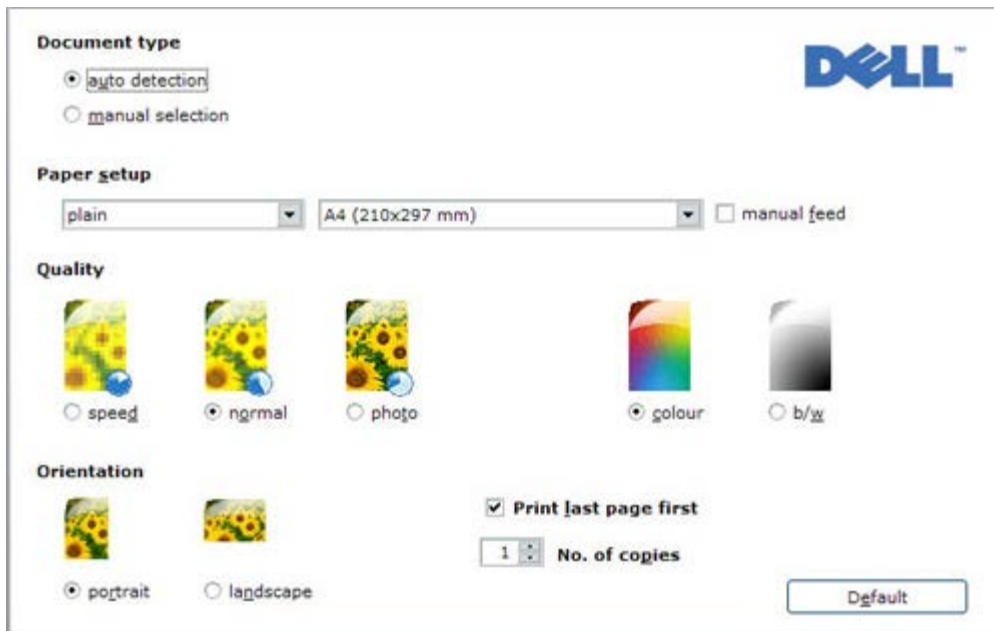
A preview of the result is displayed in the **Image preview** frame on the screen.

4. To print the modified photos, select **Print** to open the dialogue for choosing the print quality, layout, paper type and size.

5. The images are printed, applying the settings indicated.

 **NOTE:** The original photos are not modified, the result of the operation is only visible in the Preview frame and when printed.

Using Printing Preferences



To access the **Printing Preferences** dialogue when a document is open:

1. Click **Fileg Print**. The **Print** dialogue opens.
2. Depending on the program or operating system you are using, in the **Print** dialogue click **Preferences, Properties, Options** or **Setup**.
The **Printing Preferences** dialogue opens.

To access **Printing Preferences** when no document is open:

1. On Windows® XP, click **StartgControl Panelg Printers and other hardwareg Printers and Faxes**.
On Windows 2000, click **Startg Settingsg Printers**.
On Windows Vista™, click **StartgControl Panelg Printers**.
2. Right-click the printer icon and select **Printing Preferences**.

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

Tabs available in the **Printing Preferences** dialogue:

| Tab | Option |
|-----|--------|
| | |

| | |
|---------------|---|
| Paper/Quality | <ul style="list-style-type: none"> • Select manually the composition of the document to print: Only black text or graphics, a combination of black text, colour graphics and photos, or photos only. You can also set automatic detection of the original as a combination of black text, colour graphics and photos. • Select the type and size of the paper you want to use. • Define the size of the custom paper you want to use in inches or in millimetres. • Set printing without borders for: coated paper, glossy paper, postcard format. • Set manual paper loading remembering that if you load a paper size smaller than that selected, the printer will expel the paper and display a message asking you to load paper of the size selected. • Set the print quality you require. • Choose to print photos in real colour (photo quality) when photo paper is loaded and Photo is selected as the document type. • Choose whether to print in black/white or in colour, depending on the original document. • Define the number of copies to print and whether to start with the last page first. • Restore the settings to their default values, or save the settings so that they can be used for the next print operation. |
| Layout | <ul style="list-style-type: none"> • Choose to print single pages of the document, or photo, on a single sheet of paper. • Choose to print multiple pages on a single sheet, inserting 2, 3, 4, or 8 pages of the document or photo onto a single sheet. • Define the order in which multiple pages are to be inserted onto a single sheet of paper and indicate if there should be a border around each image printed. • Choose to print multiple pages in poster format, expanding the contents of a single page over one or more sheets of paper. • Define the number of sheets on which to print the poster image, and if a border should be inserted around each image making up the poster. • Restore the settings to their related default values, or save the settings so they can be used for the next print operation. |
| Ink Level | <ul style="list-style-type: none"> • Display the estimated amount of ink left in the black and colour ink cartridges. • Link directly to the printer maintenance screen displaying information on maintenance and troubleshooting. • Purchase new ink cartridges from Dell. |

Printer Status Monitor

The printer **Status Monitor** is installed with the software and provides information on the current printer status.

The program is displayed automatically at the beginning of a print or copy operation and provides:

- State of progress, with a graphical representation of the percentage of the print or copy operation completed.
- The number of pages already printed or copied in relation to the total number to be processed.
- A graphical representation of the estimated amount of ink still present in the black and colour cartridges, expressed as percentages.
- The possibility of cancelling a print or copy operation.



NOTE: The Status Monitor closes automatically at the end of a print or copy operation. You can open it again by clicking

on the Status Monitor icon in the Windows task bar.

If the Status Monitor is closed during print and copy operations, it is automatically displayed again in the following circumstances:

- When the printer is in the nearly out-of-ink, or out-of-ink, condition. A coloured exclamation mark indicates the low ink level condition (colour, black or both), and their relative percentages. Pop-up windows appear displaying the Dell web site address where you can access information on purchasing new ink cartridges.

The printer Status Monitor also displays error pop-up windows when:

- The printer runs out of paper.
- The paper is jammed.
- An incorrect paper size is detected.
- The printer is busy with another application.
- The printer is not recognised.
- The ink cartridge carrier is jammed.
- The printer is not working (system error).

For all the above error conditions you can decide whether to continue printing, or cancel the operation by clicking on the corresponding button on the screen.

Ink Reserve Tank

During a printing operation, the Dell Status monitor displays a window indicating the progress of the print job, the amount of ink left and the approximate number of pages that still can be printed.

When the level of ink remaining in the cartridges is insufficient and a print job is requested, a **Low ink level** warning is displayed. This message is displayed for every print operation executed until a new ink cartridge is installed. For further information on cartridge replacement, see Replacing Ink Cartridges.

When one or both ink cartridges are empty and a print operation is attempted, the **Reserve Tank** window is displayed. If you continue printing, the print result may not be satisfactory.

If the ink in the black cartridge has run out, you can print using the colour cartridge by selecting **Complete-A-Print** but not clicking on the **Continue printing** button.

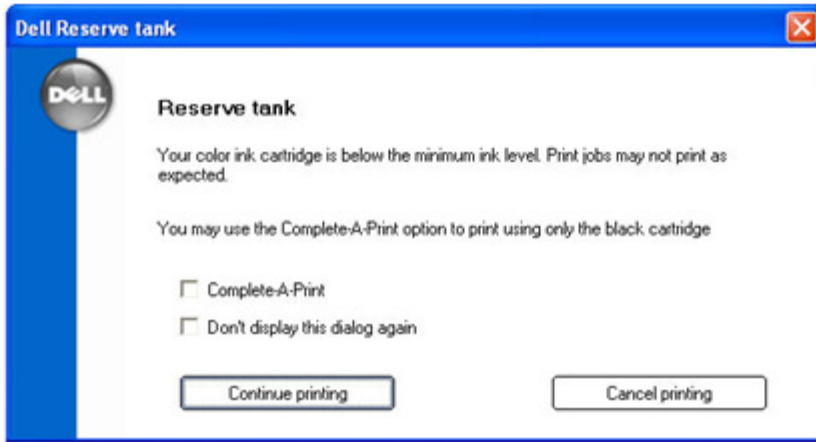
If you select **Complete-A-Print** and then click on **Continue printing**, black ink processing will be used for all black and white printing until the black cartridge is replaced. After replacement, the **Reserve tank** window is no longer displayed.

When you install a new or different cartridge, the **Complete-A-Print** check box is automatically deselected.

If the ink in the black cartridge has run out, you can print using the colour cartridge (black ink processing) by selecting **Complete-A-Print** and then clicking on the **Continue printing** button. If you select **Complete-A-Print** and then click on **Continue printing**, all colour documents are printed in black and white until the colour cartridge is replaced.

After replacing the cartridge with the low ink level, the **Reserve tank** window is no longer displayed. When a new or different cartridge is installed, the **Complete-A-Print** check box is automatically deselected.

If a photo cartridge is installed but the ink has run out, printing cannot continue: you must either replace the photo cartridge or, if one is not available, cancel printing.



Using Corel Snapfire

Using the Corel Snapfire application you can display digital photos and learn how to organise, create and print digital photos and videos. You can apply special sophisticated effects when correcting and organising photos and videos.


The application is installed from the *Drivers and Utilities* CD included in the package, and can be activated from the list of programs on your computer.

Click on **Startg Programs** or **All programsg Corel Applicationg Corel Snapfire**.

 **NOTE:** Some programs may not be available for the operating system you are using.

Editing Scanned Text Using ScanSoft OmniPage SE

The OCR software, ScanSoft OmniPage SE, allows you to convert a scanned image into modifiable text using a text processing program.

 **NOTE:** Ensure you have the OCR software installed on your computer. A copy of the OCR software is provided with your printer and should have been installed at the same time as your printer drivers.

1. Open the top cover.
2. Place the document you want to scan face down on the scanner glass. Ensure that the upper left corner of the front of the document is aligned with the arrow on the printer.



3. Close the top cover.
4. Open the **AIO Center** by clicking **Startg Programs** or **All Programsg Dell Printersg All-In-One Centerg All-In-One Center**.

The **AIO Center** opens.

- When the printer is in **Scan** mode, click the **Scan to application** icon.
- Select the ScanSoft OmniPage SE application to activate optical character recognition.
- Click the **Proceed** button.
The scan parameters that can be customised are displayed on the computer screen.
- Select the settings you require and click **Scan**. For more information on scan settings, see "[Scanning](#)".
- The printer performs the scan. On completion, the ScanSoft OmniPage SE program is activated and displays the scanned image.
- Follow the instructions displayed on the screen by the **ScanSoft OmniPage SE** program to execute optical character recognition.
- At the end, save the processing results in a format which is compatible with the screen writing program you intend using.

Before Installing the Software

Before installing the software:

- For USB installations, ensure that your printer is **NOT** connected to the computer. You should connect the printer to the computer using the USB cable **ONLY** when the software instructs you to do so.



NOTICE: If you attempt to install the CD software with the printer connected to the computer via USB cable, Windows displays the message "Found New Hardware Wizard", followed by another message telling you to disconnect your printer and cancel the Hardware Wizard. Power off the printer, unplug the USB cable from the computer and then restart the installation procedure.

- Ensure that your computer is running:
 - Windows 2000 with Service Pack 4, 32-bit Windows XP with Service Pack 2, 64-bit Windows XP with Service Pack 1 (minimum memory requirement: 256MB, 512MB suggested)
 - 32-bit Windows Vista™ and 64-bit Windows Vista™ (minimum memory requirement: 512MB, 1GB suggested).
- If you press the **Cancel** button during software installation, the process stops and the installation is cancelled. A message is displayed indicating the current status and informing you what to do next.
- Any software updates to the printer drivers can also be successively installed. In this case you will be guided by the **InstallShield Wizard** to update the software currently installed on the computer.

Installing the Software and Connecting the Printer to Your Computer Using a USB Cable

- With the computer powered on and the printer **NOT** connected using a USB cable (not included), insert the *Drivers and Utilities* CD into the computer drive with its printed label facing upwards. The Installation program's start-up screen is displayed.



NOTICE: If the start-up screen is **NOT** displayed, the auto-run feature is disabled on your computer. Remove and re-insert the CD, select **Startg Rung Browse**, find the CD identifier and click **Open**. Select **Setup** and click **Open**; the **setup.exe** file is displayed in the dialogue box. Click **OK**.

- Follow the instructions on the screen.
- When instructed by the software, switch on your printer and physically connect it to your computer by means of a USB cable. Plug one end of the USB cable that you purchased separately into the USB connector at the rear of your printer and the other end into the USB connector on your computer.



NOTE: If at any point you want to interrupt the software installation, click the **Cancel** button and then click the **Finish** button to exit the InstallShield Wizard.




NOTE: The USB cable is not included with the printer.

Checking Correct Printer Installation and Computer Connection

To ensure that you have installed the printer software correctly:

1. Click **Start g Programs** or **All Programs g Dell Printers g All-In-One Center g All-In-One Center**. The **AIO Center** opens.
2. On Windows 2000, select **Start g Settings g Printers and Faxes**. Check that your printer is present in the list and that its status is Ready.
On Windows XP, select **Start g Printers and Faxes**.
On Windows Vista, select **Start g Control Panel g Printers**.

 **NOTE:** If your printer icon or AIO icon is not present in your Windows Application bar, see "[Removing and Repairing the Software](#)" and "[Printer-related errors](#)".

Removing, Repairing, and Reinstalling the Software

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

1. Click **Start g Programs** or **All Programs g Dell Printers g All-In-One Center g Uninstall All-In-One Center**. Follow the instructions on the screen.
2. Restart your computer.
3. Insert the *Drivers and Utilities* CD, and follow the instructions on the screen.

If you want to reinstall after removing the software, and the installation screen does not appear:

- a On Windows XP, click **Start g My Computer**.
On Windows 2000, double-click **My Computer** from your desktop.
On Windows Vista, **Start g My Computer**.
- b Double-click the CD or DVD drive icon.
- c When the printer software installation screen appears, click **Install**.
- d Follow the instructions on your screen to complete the installation.

Removing and Repairing the Software

From Windows 2000, select **Start g Settings g Control Panel g Add/Remove Programs** (depending on your operating system) and highlight your printer or the **AIO Center**.

From Windows XP/Vista, select **Start g Control Panel g Programs**.

Click the **Add/Remove** button to remove or repair the software installation.

Using the AIO Center Solutions and Assistance Facility

Clicking the **Solutions and Assistance** link displays the Maintenance screen where you can:

- Launch basic printer maintenance routines for correcting the causes of poor quality printouts. See "[Printer Maintenance](#)".
- Consult troubleshooting information that could help you solve possible printer malfunctions. See also "[Troubleshooting](#)".
- Find the Dell web site address where you can access the information required to buy new ink cartridges.

Firmware and Software Updater

The Firmware and Software Updater can be run from the AIO Center when an Internet connection is active.

1. Run the AIO Center, and select **Settings**. The system searches for the versions of the software (AIO Center, Dell Device

Service and Firmware) installed on the computer, and displays them in the panes on the right. The directory where scanned images are to be stored by default is shown in the Image Directory pane.


2. Select **System properties** and click the **Updater** button that appears below the Firmware pane. The system searches for all the Dell printers installed on your computer and displays them in a pull-down list.
3. Click on the name **Dell Photo AIO 928** and click **Next**. The system automatically connects to the Dell web site and checks to see if any newer software versions are available for the Printer and Scanner drivers, Printer firmware or Dell All-In-One Center Software Tools.
4. If updates are found they are displayed in a list, and you can select the check box of the ones you want to download. Click **Next** to continue, or **Cancel** to exit without updating.
5. If you choose to update the Printer firmware, the Status Monitor appears displaying the percentage of the operation completed in real-time.
6. If you choose to update the Printer or Scanner drivers, the InstallShield Wizard opens and guides you through the various installation phases.
7. If you choose to update the Dell All-In-One Center Software Tools, the InstallShield Wizard opens and guides you through the various installation phases.
8. At the end, a window is displayed showing the operations performed and their outcome.
9. Click **Exit** to finish updating.



Printer Maintenance

Replacing Ink Cartridges

It is recommended that you use only original ink cartridges on your printer. Warranty coverage is not provided for problems caused by accessories, parts or components that are not supplied by Dell™.

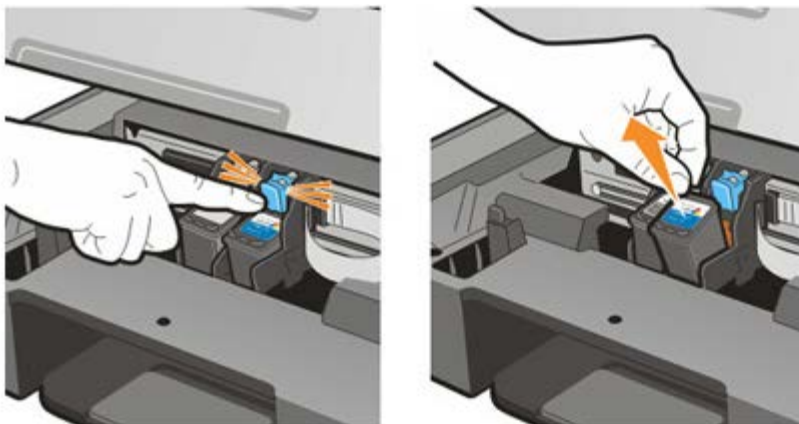
 **CAUTION:** before performing any of the procedures listed in this section, read and follow the safety information in the section entitled "CAUTION: General Safety Instructions" in this Owner's Manual.

1. Switch on your printer.
2. Lift the scanner unit and position the scanner support between the tabs to hold it open.




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

3. Press the ink cartridge securing tab to release the old ink cartridge. Remove the cartridge.




4. If the cartridge is going to be reused, place it in the integrated garage. For more information, see "[Using the Garage for Storing Black and Photo Cartridges](#)".
5. If you are installing a new ink cartridge, remove the nozzle protection tape from the cartridge.

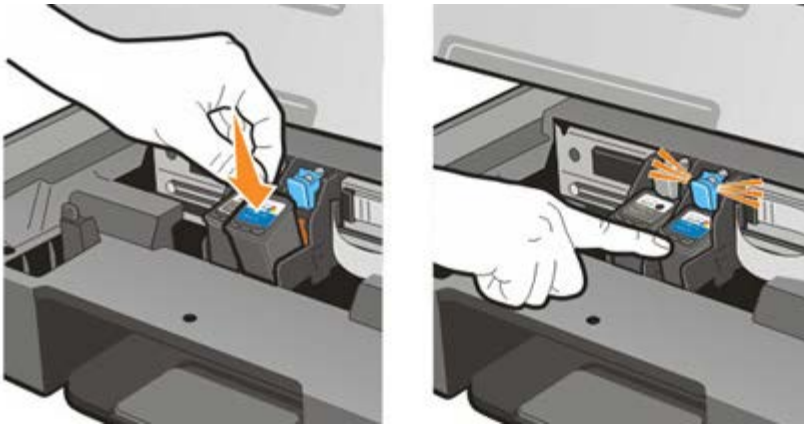


 **NOTE:** The illustration above shows a colour ink cartridge. The replacement procedure is the same for black and photo cartridges.

6. Insert the new ink cartridge.

 **CAUTION:** Ensure that the black or photo ink cartridge is fixed securely in the left ink cartridge carrier, and the colour ink cartridge fixed securely in the right carrier.

7. Press the new ink cartridge in until it is locked in place by the securing tab.



8. Raise the scanner unit and move the support arm forward. Lower the unit carefully until it is completely closed.



Aligning Ink Cartridges







The ink cartridges are aligned automatically by the printer every time a new cartridge is installed. However you may

need to execute manual alignment if the printed characters are not formed properly or aligned at the left margin, or when vertical or straight lines appear wavy.

Printing a Test Page

To check print quality you can print a test page either from the operator panel or from the **AIO Center**.

From the operator panel:

1. In the **Main** menu, press the **Arrow** buttons   to highlight **Maintenance**.
2. Press the **Select**  button.
3. Press the **Arrow** buttons   to highlight **Print Demo Page**.
4. Press the **Select** button .

From the **AIO Center**:

1. Select the **Solutions and assistance** facility.
2. Activate **Print Test Page**.

The message **Printing Demo Page** is displayed on the LCD as the test page is printed.

The cartridges are aligned when the edges of the characters and images are sharp and well-defined.

Aligning Ink Cartridges Manually

If you notice that the edges of the printed characters are poorly defined, or that straight lines appear wavy, even after cleaning the nozzles on the ink cartridges, you can align the ink cartridges manually.

From the operator panel:

1. In the **Main** menu, press the **Arrow** buttons   to highlight **Maintenance**.
2. Press the **Select**  button.
3. Press the **Arrow** buttons   to highlight **Align Cartridges**.
4. Press the **Select** button .

From the **AIO Center**:

1. Select the **Solutions and assistance** facility.
2. Activate **Print the Alignment Page**.

The message "**The printer is aligning while printing**" is displayed on the LCD as alignment is performed.

The alignment page contains a series of lines that indicates the automatic alignment of the cartridges.







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.
- Colours fade, do not print, or print partially.
- Vertical lines appear jagged, or edges appear rough.

The ink cartridge nozzles can be cleaned either from the operator panel or from the **AIO Center**.

From the operator panel:

1. In the **Main** menu, press the **Arrow** buttons   to highlight **Maintenance**.
2. Press the **Select**  button.
3. Press the **Arrow** buttons   to highlight **Clean Cartridges**.
4. Press the **Select** button .


From the **AIO Center**:

1. Select the **Solutions and assistance** facility.
2. Activate **Clean the Nozzles**.

The message **Cleaning Cartridges** appears on the LCD as the cartridges are cleaned, and a test page is printed.

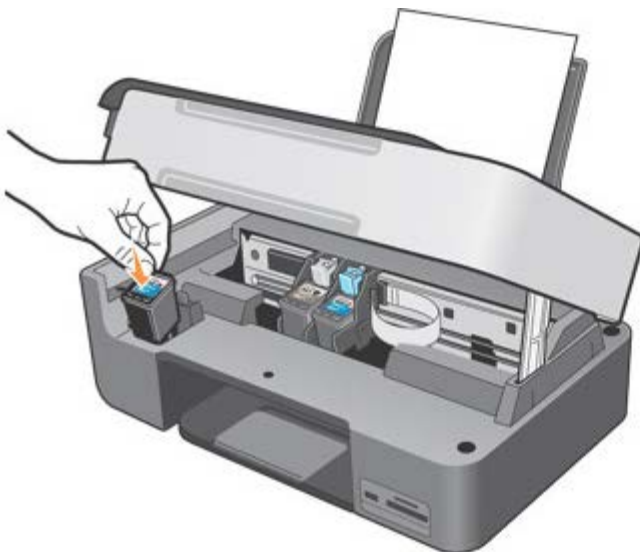
Using the Garage for Storing Black and Photo Cartridges

The printer provides an integrated garage for storing black and photo cartridges when they are not in use. The photo cartridge is normally used together with the colour cartridge to obtain the best results possible when printing photos, however, for normal B/W and colour printing the black and colour cartridges are usually used.

 **NOTE:** When using the black cartridge, place the unused photo cartridge in the integrated garage, and vice versa.

To replace ink cartridges, proceed as follows:

1. Open the scanner unit of the printer.
2. Remove the ink cartridge you want to store in the garage.
3. Place the cartridge in the garage, pressing lightly on the lever.
4. Insert the new cartridge into the ink cartridge carrier.
For more information, see "[Replacing Ink Cartridges](#)".
5. Raise the scanner unit slightly and move the support arm forward. Lower the unit carefully until it is completely closed.





Troubleshooting

Follow these guidelines to solve problems related to your printer:

- If your printer is not working, ensure that it is properly connected to the power supply and, if used in connection with a computer, that this connection also is correctly made.
- If an error message appears on the display of the operator panel, remember to make a note of it.

Installation Problems

Computer-related errors

CHECK THAT THE PRINTER IS COMPATIBLE WITH THE COMPUTER.

The Dell™ Photo All-In-One Printer 928 printer supports Microsoft® Windows® 2000, Windows XP and Windows Vista™.

ENSURE THAT BOTH THE PRINTER AND COMPUTER ARE SWITCHED ON.

CHECK THE USB CABLE.

- Ensure that the USB cable plug is inserted firmly into the printer and computer sockets.
- Switch off the computer, reconnect the USB cable as illustrated in the *Setting Up Your Printer* diagram, then restart the computer.

IF THE SOFTWARE INSTALLATION SCREEN IS NOT DISPLAYED AUTOMATICALLY, START SOFTWARE INSTALLATION MANUALLY.

- 1 Insert the Drivers and Utilities CD.
- 2 On Windows XP, click **Startg Computer Resources**.
On Windows 2000, double click **Computer Resources** on the desktop
On Windows Vista, click **Startg Computer Resources**.
- 3 Double click the icon for the CD drive, and double click the file **setup.exe**.
- 4 When you see the software installation screen for the printer, click **Install** or **Install Now**.
- 5 To complete the installation, follow the instructions on the screen.

ENSURE THAT PRINTER SOFTWARE IS INSTALLED.

- 1 Click on **Startg Programs** or **All Programsg Dell Printersg Dell Photo AIO 928**. If the Dell Photo AIO 928 printer is not displayed in the list of programs, the printer software is not installed.
 - 2 Install the printer software.
- For more information, see chapter "[Removing, Repairing, and Reinstalling the Software](#)".

RESOLVING COMMUNICATIONS PROBLEMS BETWEEN PRINTER AND COMPUTER.

- 1 Remove the USB cable plug from the printer and the computer, and reconnect both again.
- 2 Switch off the printer.
- 3 Disconnect the printer power supply cable from the electrical outlet.
- 4 Reconnect the power supply cable to the electrical outlet and switch on the printer again.
- 5 Restart the computer.

SET PRINTER AS DEFAULT.

- 1 On Windows XP, click **Startg Control Panelg Printers and other hardwareg Printers and Faxes**.
On Windows 2000, click **Startg Settingsg Printers**.
On Windows Vista, click **Startg Control Panelg Printers**.
- 2 Right-click **Dell Photo AIO 928**, and select **Set as Default**.

PRINTER NOT WORKING AND PRINT JOBS BLOCKED IN PRINT QUEUE.

Ensure that only one instance of the printer is installed:

- 1 On Windows XP, click **Startg Control Panelg Printers and other hardwareg Printers and Faxes**.
On Windows 2000, click **Startg Settingsg Printers**.
On Windows Vista, click **Startg Control Panelg Printers**.
- 2 Check if more than one Dell printer is present, in general printer instances have names in the format:
Dell Photo All-In-One Printer 928, Dell Photo All-In-One Printer 928 (Copy 1), Dell Photo All-In-One Printer 928 (Copy 2)
and so on.
- 3 Send a print operation to each of the printer instances present to check which is active.
- 4 Set one of the active printers as the default printer by right-clicking the printer name and selecting **Set as Default**.
- 5 Delete the unwanted printer instances by clicking the printer name and then clicking **Fileg Delete**.

To avoid creating more than one instance of the Dell printer in the **Printers** folder, when you disconnect and reconnect the printer to the computer always insert the USB cable into the same USB port that you used originally when connecting the Dell printer; also install the Dell printer only once from the printer CD.

Printer-related errors

ENSURE THAT THE PRINTER POWER SUPPLY CABLE IS CONNECTED CORRECTLY TO THE PRINTER AND TO THE ELECTRICAL OUTLET.

CHECK THAT THE PRINTER IS NOT IN A WAIT OR PAUSED STATE.

- 1 On Windows XP, click **Startg Control Panelg Printers and other hardwareg Printers and Faxes**.
On Windows 2000, click **Startg Settingsg Printers**.
On Windows Vista, click **Startg Control Panelg Printers**.
- 2 Double click **Dell Photo AIO 928**, then click **printer**.
- 3 Ensure that the **Suspend printing** check box is not selected. If it is, click the option to deselect and reactivate printing.

CHECK FOR FLASHING LEDs ON PRINTER.

For more information, see "[Error Messages and LEDs](#)".

ENSURE THAT THE INK CARTRIDGES ARE INSTALLED CORRECTLY AND THAT THE TAPE HAS BEEN REMOVED FROM THE NOZZLES OF ALL CARTRIDGES.

CHECK THAT PAPER IS LOADED CORRECTLY.

For more information, see "[Loading Paper](#)".

CHECK THAT THE PRINTER IS NOT CONNECTED TO A PICTBRIDGE CAMERA.

For more information, see "[Printing Photos from a PictBridge-Enabled Camera](#)".

General Problems

Paper-related errors

CHECK THAT THE PAPER HAS BEEN LOADED CORRECTLY.

For more information, see "[Loading Paper](#)".

USE ONLY THE TYPE OF PAPER RECOMMENDED FOR THE PRINTER.

For more information, see chapter "[Loading Paper](#)".

USE LESS PAPER WHEN PRINTING MANY PAGES.

For more information, see chapter "[Loading Paper](#)".

ENSURE THAT THE LOADED PAPER IS NOT FOLDED, TORN OR DAMAGED.

ENSURE THAT THE PAPER IS ALIGNED WITH THE RIGHT SIDE OF THE PAPER SUPPORT, AND THAT THE PAPER GUIDE RESTS AGAINST THE LEFT EDGE OF THE PAPER.

ENSURE THAT THERE IS NO PAPER JAM.

If you are using the printer in connection with a computer:

- Follow the instructions displayed on the screen to remove the paper jam.

If you are using the printer standalone, and:

- Paper is jammed in the paper support:
 - 1 Switch off the printer.
 - 2 Take hold of the paper and pull it carefully out of the printer.
 - 3 Switch on the printer and print the document again.
- Paper is jammed in a hidden place:
 - 1 Switch off the printer.
 - 2 Lift the scanner unit and position the scanner support in a way that it maintains the scanner in the open position.






- 3 Pull the paper out of the printer carefully, including any remaining bits.
- 4 Close the scanner unit, switch the printer on and print the document again.

Error Messages and LEDs

The following error messages are displayed on the computer screen or on the operator panel display.

| Error Message | Description | Solution |
|---|---|--|
| Alignment error Check that the tape has been removed from the cartridges. | The tape has not been removed from the ink cartridge nozzles before they were installed in the printer. | Remove the tape from the ink cartridges. For more information, see " Replacing Ink Cartridges ". |

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| Press Select to try alignment again. | | |
| Card Format Memory card formatting not correct. Format card in digital camera. | The memory card inserted in the printer is not formatted correctly. | Reformat the memory card. For more information, see the documentation supplied with the digital camera. |
| Support jammed 1 Remove support jam 2 Press Select to continue. | A jam has occurred in the ink cartridge support. | Remove the support jam, then press the Select button  . |
| Cartridge Error Insert cartridges in correct positions: Left: Black or Photo Right: Colour | The ink cartridges are installed in the wrong positions. | Remove the ink cartridges and reinstall them in their correct positions. For more information, see " Replacing Ink Cartridges ". |
| Cartridge missing Install the black or photo cartridge on the left. | The photo or black cartridge is missing. | Insert the black or photo cartridge into the carrier on the left side. For more information, see " Replacing Ink Cartridges ". |
| Cartridge missing Install a colour cartridge on the right. | The colour cartridge is missing. | Insert a colour cartridge into the carrier on the right side. For more information, see " Replacing Ink Cartridges ". |
| Error XXXX | If the LCD displays Error followed by a 4-digit number, a more serious error has occurred. | Contact Customer Services. For more information, visit our web site support.dell.com or see " Error Messages Listing ". |
| No computer Check that the computer is connected and switched on. | The Start button was pressed when the printer was in Scan mode, but a computer was not found connected to the printer. | Ensure that the printer is correctly connected to the computer. |
| Paper Jam 1 Remove paper jam. 2 Press Select to continue. | A paper jam has occurred on the printer. | Remove the paper which has caused the jam. For more information, see "Checking for Paper Jams". |
| Paper Out 1 Add paper. 2 Press Select to continue. | The printer has run out of paper. | Load paper into the printer paper feeder, then press the Select button  to continue printing. For more information, see "Loading Paper". |
| Photo Mode No image in a supported format is present on the memory card. | The card inserted in the printer does not contain any images in a supported format. | Remove the memory card. |
| PictBridge Port PictBridge or the peripheral connected not supported. Disconnect the peripheral. | The type of peripheral connected is not supported, or the USB mode set for the PictBridge digital camera is not correct. | Disconnect the peripheral or check the USB mode setting. For more information, see the documentation supplied with the digital camera. |
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|---|---|--|
| Size Warning The size of the paper inserted is less than that selected. Press Select to continue or press Cancel to go back and retry operation. | The size of the paper in the printer is less than that selected. | Modify the paper size so that it corresponds with the size of the paper loaded in the printer, or press the Select button  to continue printing. |
| Ink level error | The cartridge is low on ink. This type of message is displayed when the level of ink remaining in the cartridges reaches: 15 percent, 10 percent and 5 percent. | Replace the ink cartridge. For more information, see " Replacing Ink Cartridges ". |
| Only one peripheral or memory card allowed. Remove all the others. | More than one memory card or memory device has been inserted into the printer. | Remove all the memory cards or devices. |

Improving Print Quality

If the print quality of the documents is not satisfactory, there are various ways of improving it.

- Use an appropriate type of paper. For example, if you are printing photos using a photo cartridge, use Dell Premium photo paper.
- Use thicker, white or coated paper. For printing photos, use Dell Premium photo paper.
- Select a higher print quality level.

If there is no improvement in print quality, try:

- Cleaning the ink cartridges. For more details see "[Cleaning the Ink Cartridge Nozzles](#)".
- Aligning the ink cartridges. For more details see "[Aligning Ink Cartridges](#)".
- Setting a higher print quality level.

Setting a Higher Print Quality Level

To select a higher print quality level:

1. With the document open, click on **File > Print**
The **Print** dialogue is displayed.
2. Depending on the program or operating system you are using, click on **Preferences**, **Properties** or **Options**.
3. In the **Paper/Quality** tab, select the highest quality level.
4. Print the document again.

For more solutions, visit the Dell support web site at support.dell.com.


Error Messages Listing

The following table describes the possible error messages that can appear on the printer display or on the computer screen.

| Error Code | Operator Display Message | Description | Solution |
|------------|--------------------------|---|-------------------------------|
| 302 | Memory Error. Call Dell. | Error detected in reading or writing NVRAM. | Call the Dell Support Center. |
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|-------------|---|---|---|
| 303 | Memory Error. Call Dell. | Unable to initialise memory. | Call the Dell Support Center. |
| 305 | Memory Error. Call Dell. | Corrupted ROM. | Call the Dell Support Center. |
| 306 | Paper feed Error. Call Dell. | Failure occurred when initialising DC paper feed system. | Call the Dell Support Center. |
| 120A | Printer Error. Restart Printer. | Microprocessor encountered an abort or undefined instruction. | Switch the printer off and on again. |
| 120B | Memory Error. Restart Printer. | Attempt to access invalid address space. | Switch the printer off and on again. |
| 120C | Memory Error. Restart Printer. | Error detected reading or writing NVRAM. | Switch the printer off and on again. |
| 120D | Memory Error. Restart Printer. | Stack over or under flow, code variable used in switch / case logic out of acceptable range in hardware control code. | Switch the printer off and on again. |
| 1209 | Flash memory programming error. | An attempt made at programming the Flash memory has caused an error. | Switch the printer off and then on again. Try to reprogram the Flash memory with different firmware versions. Contact Dell technical support. |
| 1210 | Invalid print mode selected. Change print mode. | Invalid print mode selected in print command e.g. kind of error to look for. | Switch the printer off and on again. |
| 1211 | USB Error detected. Restart Printer. | Error in USB hardware detected, or invalid result occurred in USB mode. | Switch the printer off and on again. |
| 1212 | Watchdog error. Restart Printer. | Indicates printer system reset by Watchdog timer - Subsystem stall failure. | Switch the printer off and on again. |
| 1213 | Memory error. Restart Printer. | Attempt to load from, or store in, an invalid address. | Switch the printer off and on again. |
| 1214 | Printer Error. Restart Printer. | Indicates that the processor was in an incorrect mode to perform the requested operation. | Switch the printer off and on again. |
| 1215 | Printer Error. Restart Printer. | Problem doing maths, such as divide by zero. | Switch the printer off and on again. |
| 1218 | Printer Error. Restart Printer. | Invalid parameters have been passed to ReadFLASHPage. | Switch the printer off and on again. |
| 1219 | Printer Error. Restart Printer. | Microprocessor encountered a bad signal (other than an abort, illegal instruction or arithmetic exception). | Switch the printer off and on again. |
| 121A | Printer Error. Restart Printer. | Error detected that a while loop, or similar, timed out before the event it was waiting for finished. | Switch the printer off and on again. |
| 121B | Printer Error. Restart Printer. | Indicates that the Control Section of NVRAM is corrupted. | Switch the printer off and on again. |
| 2200 | Printer Error. Restart Printer. | The scan carrier has stalled. | Switch the printer off and on again. |
| 41B7 | Undetected Bluetooth device. | The Bluetooth device has not been detected. | Use a compatible Bluetooth device. See "Printing from a Bluetooth-Enabled Device". |

| Error Code | Operator Display and/or Computer Monitor Message | Description | Solution |
|------------|--|---|---|
| 1100 | Paper Jam in Input tray. (windows pop-up error message) | Paper jam or feed roller stalled. | Clear jam and press the Select button to continue. |
| 1101 | Out of Paper. Refill Paper. (windows pop-up error message) | Paper Out. | Load paper and press the Select button to continue. |
| 1102 | Invalid Ink Cartridge - Reload Dell Ink Cartridge. (windows pop-up error message) | Ink cartridge ID is not valid. | Lift the scanner unit and swap ink cartridges. |
| 1103 | Black or colour cartridge not inserted. (windows pop-up error message) | The ink cartridge is missing. | Raise the scanner unit and insert the ink cartridge. |
| 1104 | The cartridge is not loaded correctly. Swap cartridges. (windows pop-up error message) | Ink cartridge order is not supported. | Lift the scanner unit and swap ink cartridges. |
| 1105 | Auto alignment failed. (windows pop-up error message) | Automatic Alignment failed. | Retry operation. If it still fails, contact technical support. |
| 4100 | Wrong card Media Slot used. Insert in write media slot (windows pop-up error message) | The card media inserted is not valid for the slot. | Insert the correct type of memory card into the slot and ensure that the card is operational. |
| 4101 | Card Read/Write Error. Change media card. (windows pop-up error message) | Problem reading or writing to the media card. | Insert the correct type of memory card into the slot and ensure that the card is operational. |
| 0200 | Unable to program Flash Memory. Call Dell. (windows pop-up error message) | Unable to program flash memory. | Switch the printer off and on again. |
| 1200 | Printer carriage stalled. Clear carrier jam. (windows pop-up error message) | The ink cartridge carrier has stalled. | Clear carrier jam and press the Select  button to continue. |
| 1201 | Print Incomplete. Carrier stall. Clear carrier jam. (windows pop-up error message) | The print carrier stopped before all the data was used. | Clear carrier jam and press the Select  button to continue. |
| 1202 | Incorrect data sent to printer. Restart printer & resend print job. (windows pop up error message) | Incorrect data has been sent from the host PC to the AIO. | Switch the printer off and on again. |
| | Ink cartridge shorted. Replace ink cartridge. | Short test detected short-circuit in the ink | Lift the scanner unit and replace the ink |

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| 1203 | (windows pop-up error message) | cartridge. | cartridge. |
| 1204 | Unable to program cartridge ID. Replace cartridge. (windows pop up error message) | Unable to program pseudo-random ink cartridge ID. | Lift the scanner unit and replace the ink cartridge. |
| 1205 | Ink Cartridge Error. Replace ink cartridge. (windows pop up error message) | Problem in mono TSR circuit, cannot determine ink cartridge temperature. | Lift the scanner unit and replace the ink cartridge. |
| 1206 | Ink Cartridge Error. Replace ink cartridge. (windows pop up error message) | Problem in colour TSR circuit, cannot determine ink cartridge temperature. | Lift the scanner unit and replace the ink cartridge. |
| 1207 | Paper Control system error. Restart printer. (windows pop up error message) | Paper system control failure detected | Switch the printer off and on again. |
| 1208 | Incorrect home position. Clear carrier jam. (windows pop up error message) | AIO unable to locate cartridge home position. | Clear carrier jam and press the Select  button to continue. |





Appendix

[Dell Technical Support Policy](#)

[Contacting Dell](#)

[Warranty and Return Policy](#)

Dell Technical Support 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.dell.com/jp/ (for Japan 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 email 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.jp.dell.com/jp/jp/tech/email/ (for Japan only)
support.euro.dell.com (for Europe only)
- Electronic Quote Service
apmarketing@dell.com (for Asian/Pacific countries only)

Warranty and Return Policy

Dell Inc. ("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 the *Owner's Manual*.

