

Dell™ Photo All-In-One Printer 962 User's Guide

Click the links to the left for information on the features and operation of your printer. For information on other documentation included with your printer, see [Finding Information](#).

To order ink or supplies from Dell:

1. Double-click the icon on your desktop.






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

www.dell.com/supplies

For the best service, make sure you have the Dell printer Service Tag available. See [Express Service Code and Service Tag](#).

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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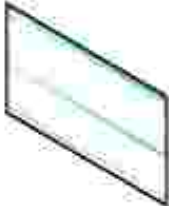

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Model 962

July 2004 SRV C7757 Rev. A00

Finding Information

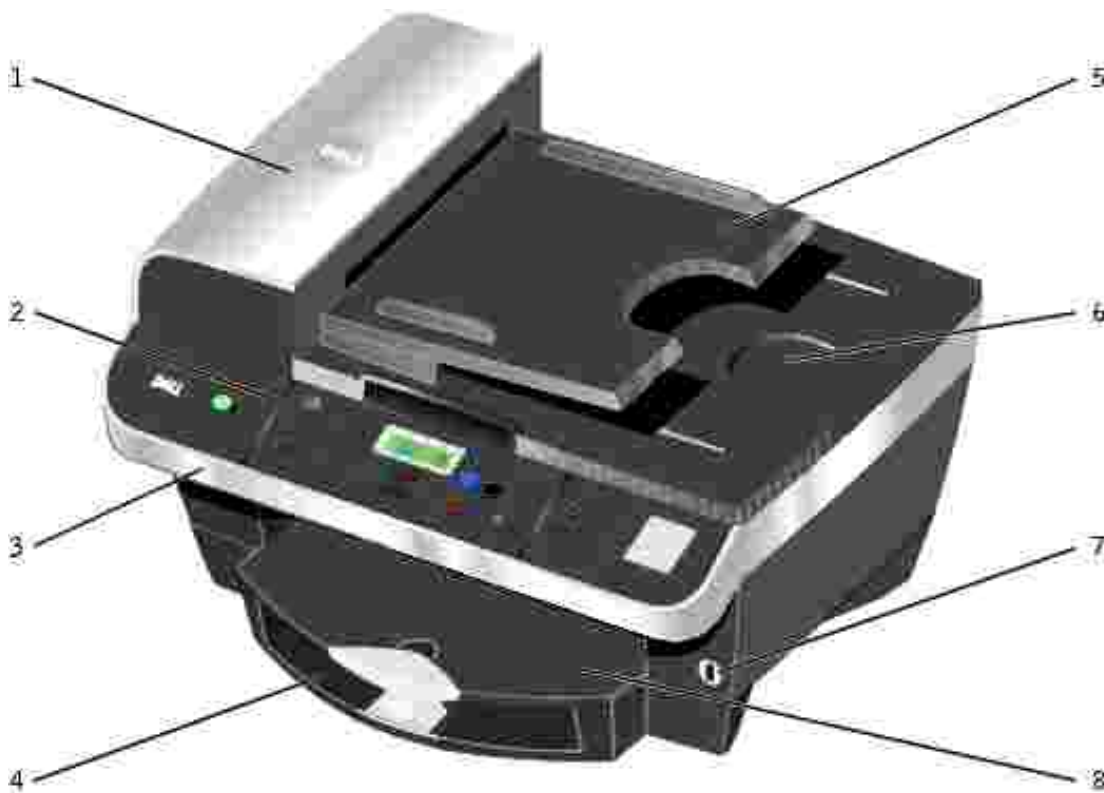
What are you looking for?	Find it here
<ul style="list-style-type: none">• Drivers for my printer• My <i>User's Guide</i>	<p><i>Drivers and Utilities</i> CD</p>  <p>Documentation and drivers are already installed on your computer when purchased from Dell at the same time as your printer. You can use 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>
<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">• How to set up my printer	<p>Setup diagram</p> 
Express Service Code and Service Tag number	<p>Express Service Code and Service Tag</p>  <p>This label is located under the printer unit. See Express Service Code.</p>

	<p>Use the Service Tag to identify your printer when you use support.dell.com or contact technical support.</p> <p>NOTE: The Express Service Code is not available in all countries.</p>
<ul style="list-style-type: none"> • Latest drivers for my printer • Answers to technical service and support questions • Documentation for my printer 	<p>Dell Support website - support.dell.com</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 • Community - Online discussion with other Dell customers • Upgrades - Upgrade information for components, such as memory • Customer Care - Contact information, order status, warranty, and repair information • Downloads - Drivers • Reference - Printer documentation and product specifications
<ul style="list-style-type: none"> • How to use Windows XP • Documentation for my printer 	<p>Windows XP 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 click the arrow icon. 3. Click the topic that describes your problem. 4. Follow the instructions on the screen.

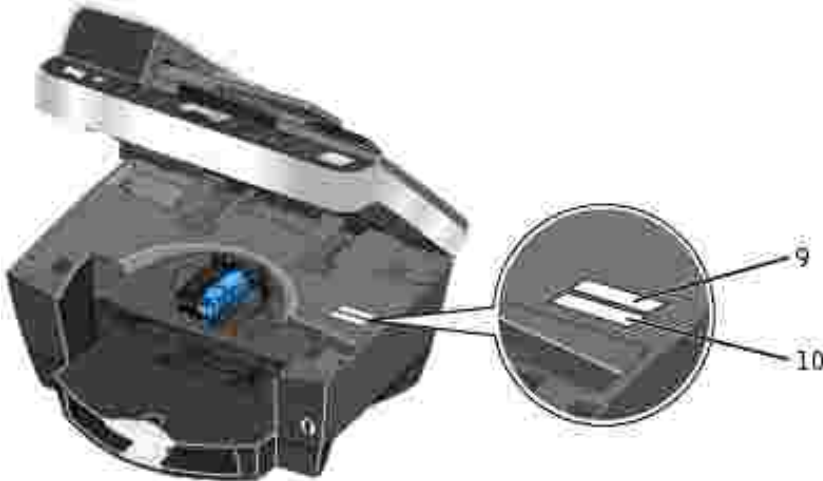
About Your Printer

- [Understanding the Printer Parts](#)
 - [Setting Up Your Printer](#)
 - [Understanding the Operator Panel](#)
 - [Understanding the Automatic Paper Type Sensor](#)
 - [Loading Paper](#)
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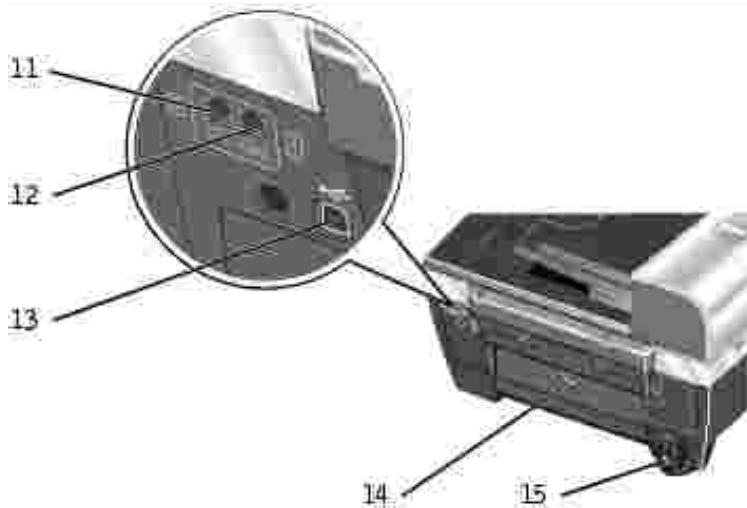
Understanding the Printer Parts



Number:	Part:	Description:
1	Automatic Document Feeder (ADF)	Scan, copy, or fax multiple page documents and/or legal sized documents.
2	Operator panel	Panel on the printer you use to control copying, scanning, faxing, and printing. For more information, see Using the Operator Panel .
3	Printer unit	Unit you lift to gain access to the ink cartridges.
4	Paper input tray	Where you load paper into the printer.
5	ADF input tray	Load original documents in the printer. Recommended for scanning, copying, or faxing multiple page documents.
6	Top cover with integrated ADF exit tray	Top of printer that holds your document or photo flat while you scan it. You can also pick up your original document after it has gone through the ADF here.
7	PictBridge connector	The connector you use to connect your PictBridge-compatible digital camera to your printer.
8	Paper exit tray	Tray that holds the paper as it exits the printer. NOTE: Pull the paper exit tray stop straight out to extend it.



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




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

Setting Up Your Printer


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

To set up your printer, follow the steps on your *Setting Up Your Printer* poster. If you encounter problems during setup, see [Troubleshooting](#).

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

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

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

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

Understanding the Operator Panel

Installing the Operator Panel

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

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



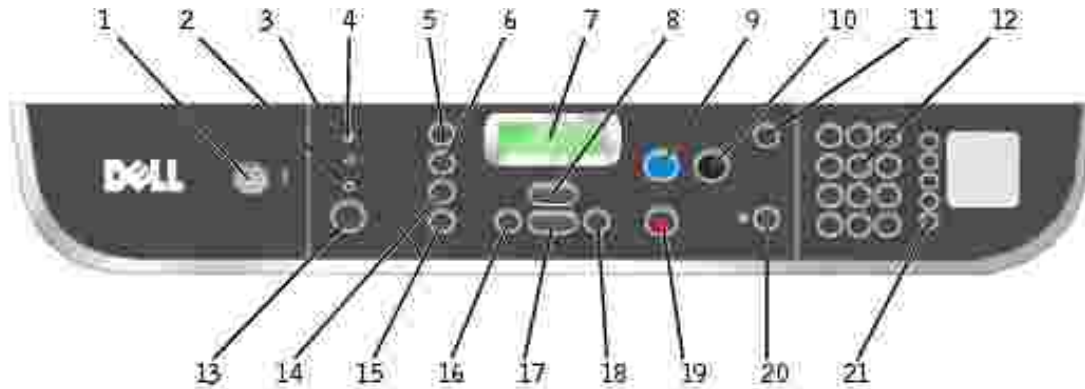
2. Choose the correct operator panel for your language.
3. Position the clips on the printer, and then press down.

Using the Operator Panel


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

The display features:

- Printer status
- Messages
- Menus



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

11	Redial/Pause	<ul style="list-style-type: none"> Recall the last number entered. Insert a three-second pause in the number to be dialed to wait for an outside line or get through an automated answering system. <p>NOTE: Enter a pause only when you have already begun entering the number.</p>
12	A keypad number or symbol	<ul style="list-style-type: none"> In fax mode: <ul style="list-style-type: none"> Enter fax numbers. Select letters when creating a speed dial list. Type numbers to enter or edit the date and time shown on the printer display. In copy mode, select the number of copies you want to make.
13	Mode	<p>Select a mode for your printer.</p> <ul style="list-style-type: none"> Copy Fax Scan <p> NOTE: The selected mode is lit.</p>
14	Quality	<p>You can:</p> <ul style="list-style-type: none"> Select from the following copy qualities: Draft, Normal, or Photo. Select a fax resolution: Standard, Fine, Superfine, or Ultrafine. Select a scan resolution when the printer is connected to a computer.
15	Lighter/Darker	To lighten or darken a copy or received fax.
16	Left arrow	<p>You can:</p> <ul style="list-style-type: none"> Decrease a number on the display. Scroll through a list on the display.
17	Select	Press to choose the option that appears on the display.
18	Right arrow	<p>You can:</p> <ul style="list-style-type: none"> Increase a number on the display. Scroll through a list on the display.
19	Cancel	<p>Press to:</p> <ul style="list-style-type: none"> Cancel a scan, print, or copy job in progress. Exit a menu. Clear a fax number or end a fax transmission and return the display to the fax default. Clear current settings and return to default settings.
20	Auto Answer	<p>Press to answer all incoming calls.</p> <p>The number of rings before the machine will answer incoming phone calls should be set in the Answer Fax When options menu.</p>
21	Speed Dial buttons	Access any of the programmed Speed Dial numbers (1–99).

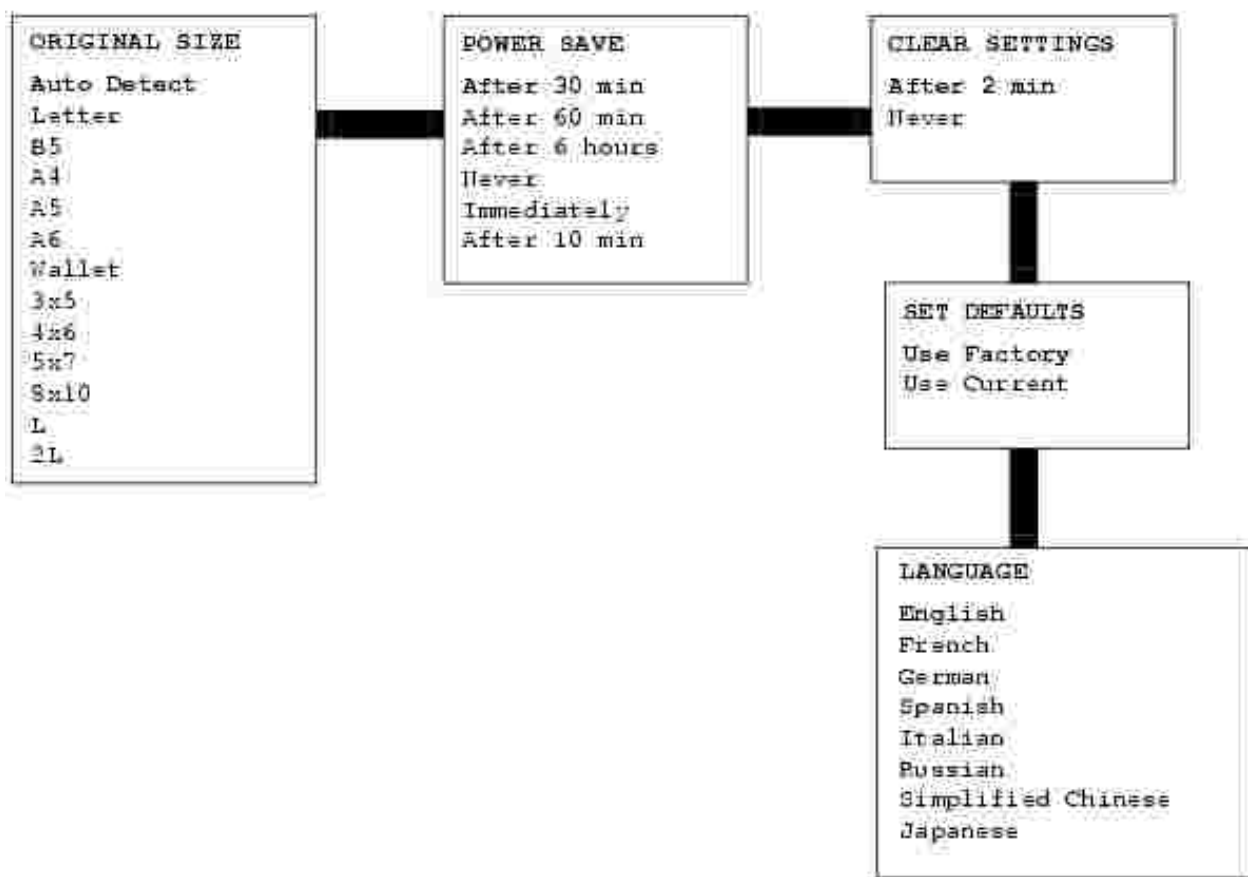
Operator Panel Menus

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

Selecting Scan Mode Menu Items

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

Scan Mode Menu Items

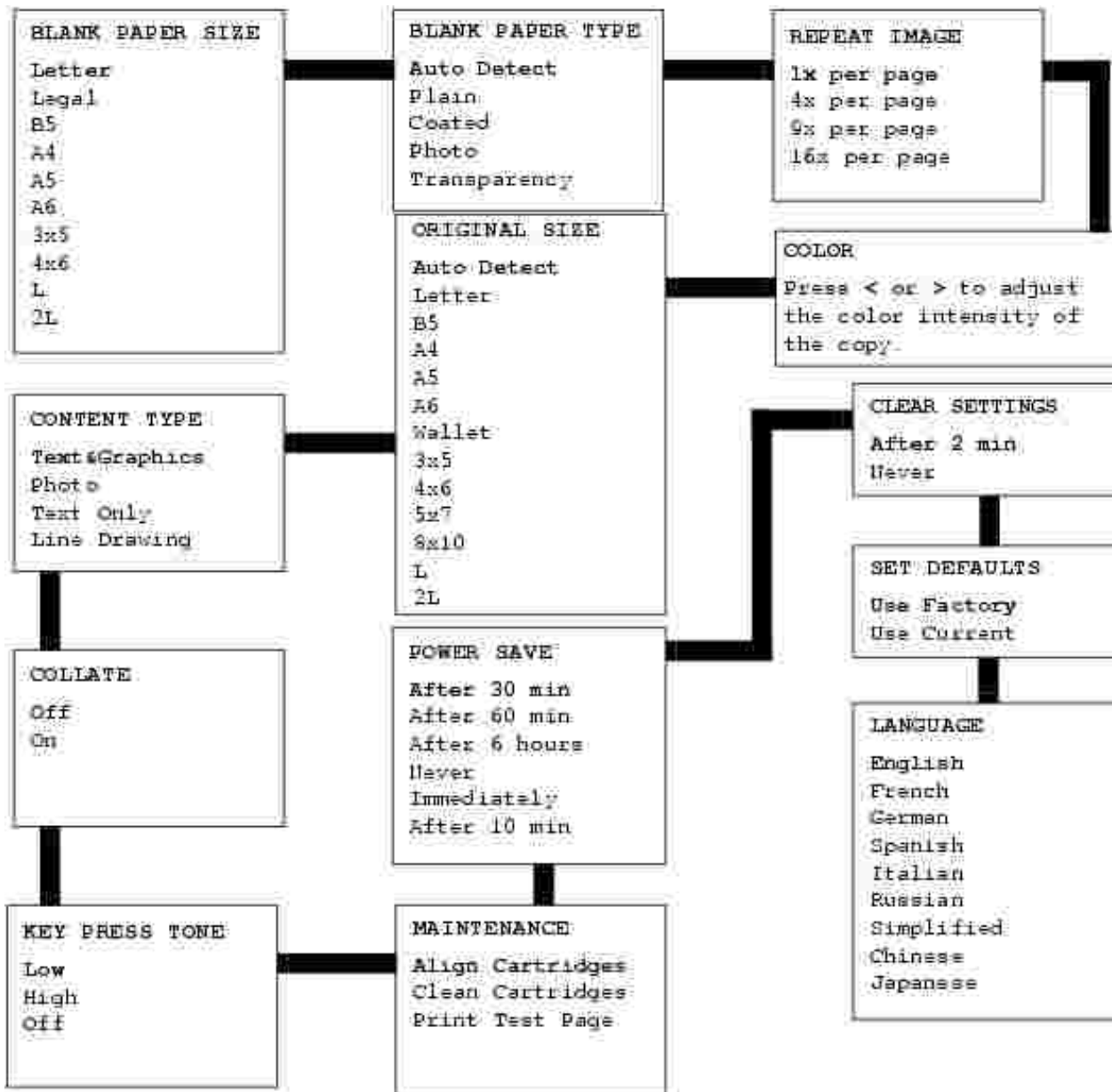


From this menu:	You can:
Original Size	Specify the size of the document on the scanner glass. NOTE: Leave this on Auto Detect (default) unless the size of the document you printed is not satisfactory.
Power Save	Select a time to begin reducing power: <ul style="list-style-type: none"> • After 30 min (default) • After 60 min • After 6 hours • Never • Immediately • After 10 min
Clear Settings	Select when you want your All-In-One to return to the default settings: <ul style="list-style-type: none"> • After 2 min (default) • Never
Set Defaults	Set your default settings to: <ul style="list-style-type: none"> • Use Factory (default) • Use Current
Language	Select a language for all display text.

Selecting Copy Mode Menu Items

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

Copy Mode Menu Items



From this menu:	You can:
Blank Paper Size	Specify the size of the paper loaded in the paper tray: <ul style="list-style-type: none"> • Letter (default) • Legal • B5 • A4 • A5 • A6 • 3x5 • 4x6 • L • 2L

	<p>NOTE: For other specialty sizes, see the Dell All-In-One Center.</p>
Blank Paper Type	<p>Specify the type of paper loaded in the paper tray:</p> <ul style="list-style-type: none"> ● Auto Detect (default) ● Plain ● Coated ● Photo ● Transparency <p>Auto Detect optimizes the setting according to the type of paper loaded.</p> <p>NOTE: For other specialty types, see the Dell All-In-One Center.</p>
Repeat Image	<p>Specify how many copies of one image you want on one page:</p> <ul style="list-style-type: none"> ● 1x per page (default) ● 4x per page ● 9x per page ● 16x per page
Color	<p>Press < or > to adjust the color intensity of the copy.</p>
Original Size	<p>Specify the size of the document on the scanner glass. Auto Detect is the default.</p> <p>NOTE: Specify an original size other than Auto Detect to confine the scan area to the size of the original selected.</p>
Content Type	<p>Specify the type of document on the scanner glass.</p> <ul style="list-style-type: none"> ● Text&Graphics (default) ● Photo ● Text Only ● Line Drawing
Collate	<p>Scan multiple pages to memory and print them out in reverse order.</p> <ul style="list-style-type: none"> ● Off (default) ● On
Key Press Tone	<p>Turn on or off the sound that is made when you press a control panel button. The options are:</p> <ul style="list-style-type: none"> ● Low (default) ● High ● Off
Maintenance	<ul style="list-style-type: none"> ● Align Cartridges ● Clean Cartridges ● Print Test Page
Power Save	<p>Select a time to begin reducing power:</p> <ul style="list-style-type: none"> ● After 30 min (default) ● After 60 min ● After 6 hours ● Never ● Immediately ● After 10 min


Clear Settings	Select when you want your All-In-One to return to the default settings: <ul style="list-style-type: none"> • After 2 min (default) • Never
Set Defaults	Set your default settings to: <ul style="list-style-type: none"> • Use Factory (default) • Use Current
Language	Select a language for all display text.


Selecting Fax Mode Menu Items

Use the operator panel to customize your fax jobs.

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

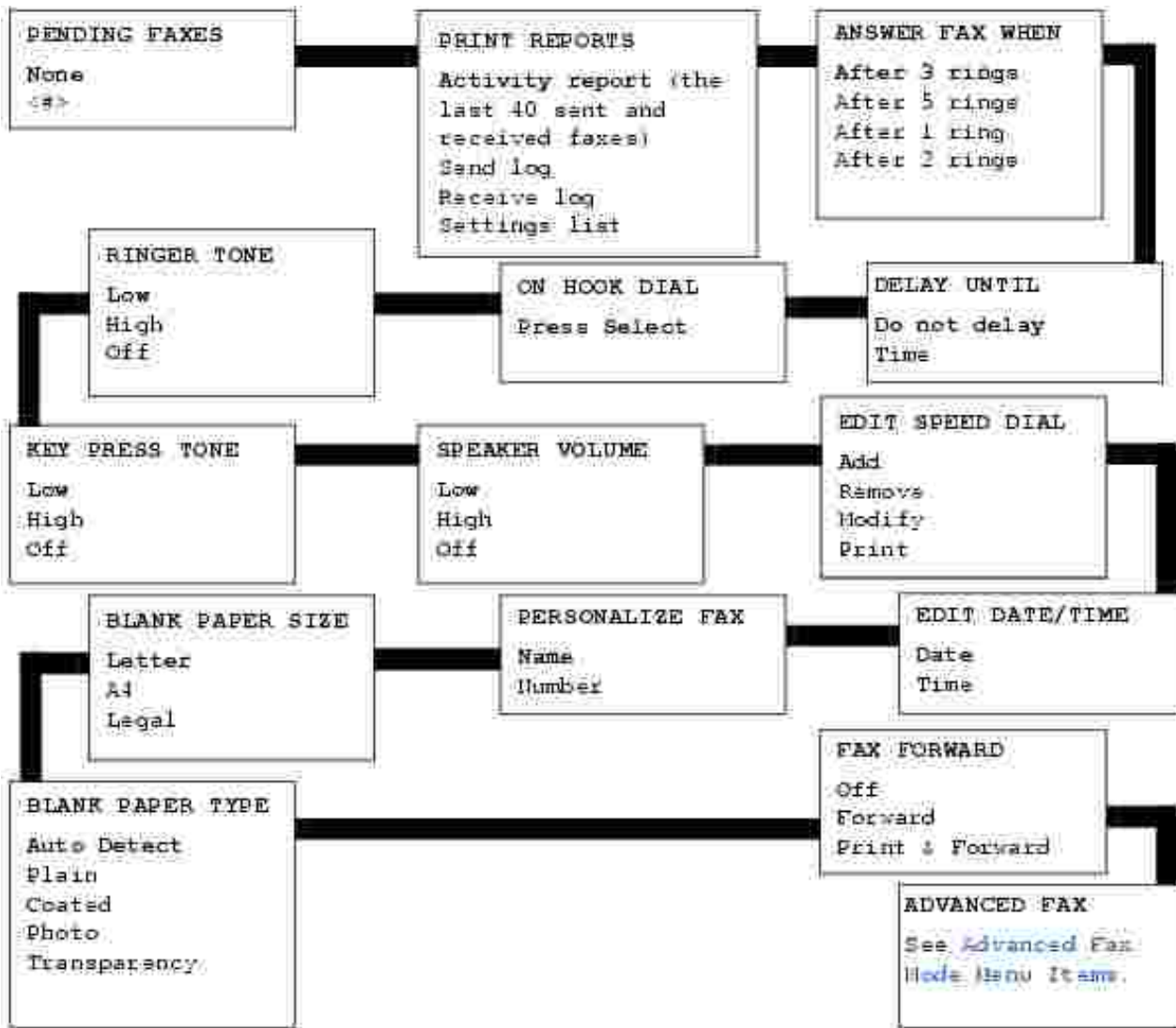
In order for faxing to function properly:

- The printer's LINE connector (-right side connector) must be connected to an active phone line. See [Setting Up the Printer With Equipment](#) for setup details.

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

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

Fax Mode Menu Items



From this menu:	You can:
Pending Faxes	Cancel any faxes that have not been sent.
Print Reports	Print: <ul style="list-style-type: none"> • An Activity Report (the last 40 sent and received faxes) • A Send log • A Receive log • A Settings list (lists settings such as ringer volume, fax quality, and redial attempts)
Answer Fax When	Select how a fax is received. When the Auto Answer light on the operator panel is on, the All-In-One will receive a fax automatically: <ul style="list-style-type: none"> • After 1 ring • After 2 rings • After 3 rings (default)

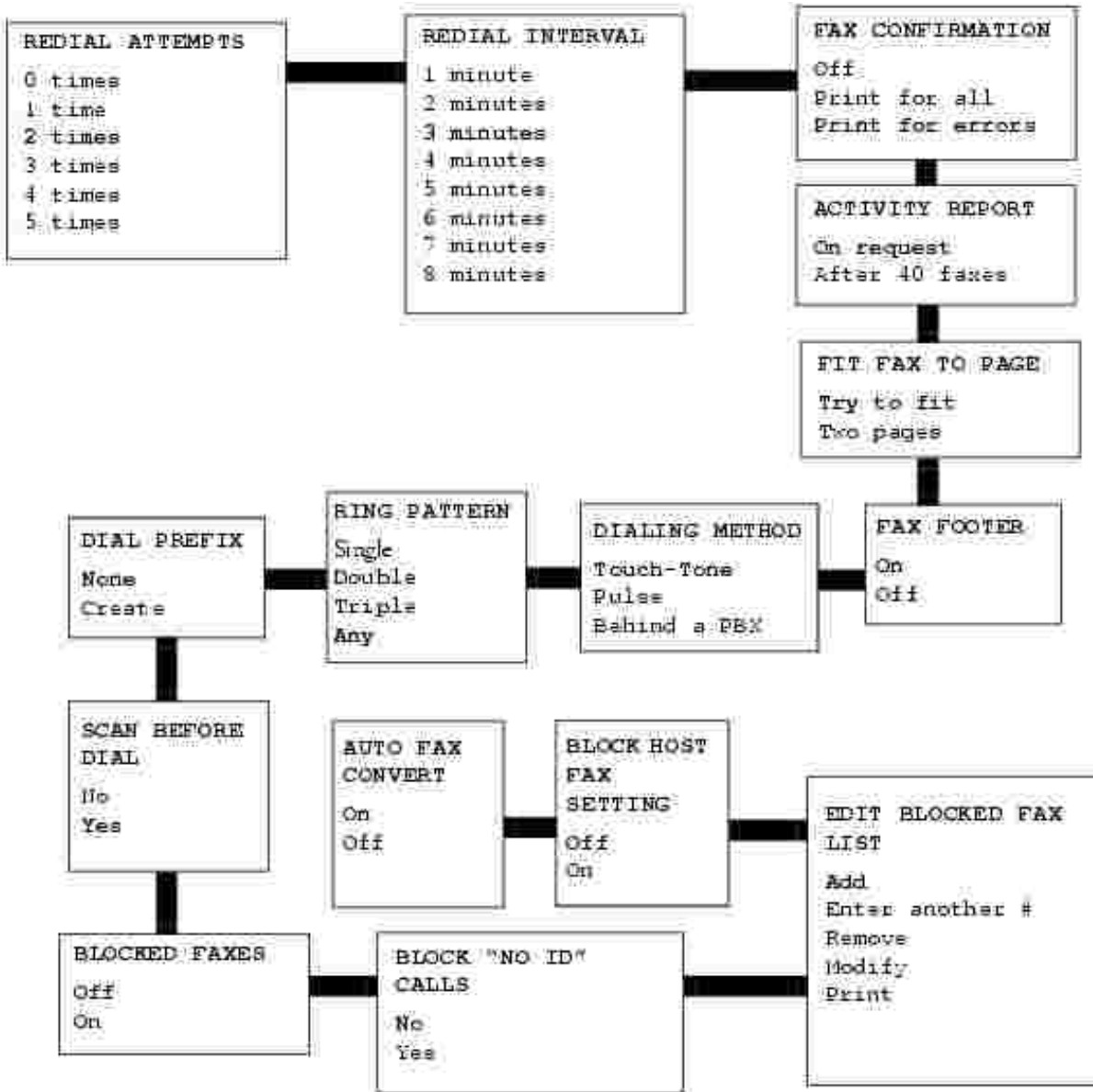
	<ul style="list-style-type: none"> • After 5 rings <p>When the Auto Answer light is off, receive the fax manually by pressing DELL# (3355#) on the keypad.</p>
Delay Until	<p>Enter a specific time to send a fax. For help, see Send a Delayed Broadcast Fax.</p> <p>NOTE: Make sure the date and time are entered correctly before you set a specific time to send a fax.</p>
On Hook Dial	<p>Press Select to use On Hook Dial and dial the number when you hear a dial tone.</p> <p>For more information, see Manually Dialing a Fax While Listening to a Telephone Line (On Hook Dial).</p>
Ringer Tone	<p>Choose a tone for incoming rings:</p> <ul style="list-style-type: none"> • Off • Low (default) • High
Key Press Tone	<p>Turn on or off the sound that is made when you press a control panel button. The options are:</p> <ul style="list-style-type: none"> • Off • Low (default) • High
Speaker Volume	<p>Turn the All-In-One speaker volume (affects All-In-One fax sounds) to:</p> <ul style="list-style-type: none"> • Off • Low (default) • High
Edit Speed Dial	<p>Make the following changes to your speed dial list:</p> <ul style="list-style-type: none"> • Add to it • Remove a number from it • Modify it • Print it <p>NOTE: For more information, see Speed Dial.</p>
Edit Date/Time	<p>Edit the date and time.</p> <p>NOTE: Make sure you enter a number into each of the available spaces. For example, 01:00 for 1:00. Once you have entered the time, press 1 for AM, 2 for PM or 3 for 24-hour mode.</p>
Personalize Fax	<p>Enter your name or the name of your business and your number. This information appears as a heading to identify you and your fax machine to the fax recipient.</p> <p>NOTE: Not available for double-byte languages.</p>
Blank Paper Size	<p>Specify the size of the paper loaded in the paper tray.</p> <ul style="list-style-type: none"> • Letter • A4 • Legal <p>NOTE: If no asterisk (*) is present, a paper size that is not supported by fax has been selected through the copy menu.</p>

Blank Paper Type	Specify the type of paper loaded in the paper tray: <ul style="list-style-type: none">• Auto Detect (default): optimizes the setting according to the type of paper loaded.• Plain• Coated• Photo• Transparency
Fax Forward	<ul style="list-style-type: none">• Turn this feature Off (default).• Enter a number to Forward the fax to.• Print&Forward the fax.
Advanced Fax	Press Select to see a menu of advanced fax options. For more information, see Advanced Fax Mode Menu Items .

Selecting Advanced Fax Menu Items

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

Advanced Fax Mode Menu Items



From this Advanced Fax option:	You can select:
Redial Attempts	<p>The number of times you want the machine to try again if your fax does not go through:</p> <ul style="list-style-type: none"> • 0 times • 1 time • 2 times (default) • 3 times • 4 times • 5 times
Redial Interval	<p>The time the machine waits before attempting a fax call again:</p> <ul style="list-style-type: none"> • 1 minute • 2 minutes

	<ul style="list-style-type: none"> • 3 minutes (default) • 4 minutes • 5 minutes • 6 minutes • 7 minutes • 8 minutes
Fax Confirmation	<ul style="list-style-type: none"> • Off - no status page is printed • Print for all - prints a status report after each fax you send, including jobs that have errors • Print for errors (default) - prints a status report only after jobs that did not send
Activity Report Generation	<ul style="list-style-type: none"> • On request (default) - you can ask for the report to print • After 40 faxes - report is automatically generated after 40 faxes print
Fit Fax To Page	<p>How the received fax will be printed.</p> <ul style="list-style-type: none"> • Try to fit (default) • Two pages
Fax Footer	<ul style="list-style-type: none"> • On (default) - the All-In-One automatically inserts the time, date, and page number at the bottom of each incoming fax • Off
Dialing Method	<ul style="list-style-type: none"> • Touch Tone (default) • Pulse • Behind a PBX (Dial tone detect off) - Send a fax without waiting for a dial tone.
Ring Pattern	<ul style="list-style-type: none"> • Any (default) • Single • Double • Triple <p>NOTE: You can choose distinctive rings if they are available from your local telephone service. If they are not available, select Any.</p>
Dial Prefix	<ul style="list-style-type: none"> • None (default) • Create - You can create an up to 8-character prefix to be added to the beginning of each number dialed.
Scan Before Dial	<ul style="list-style-type: none"> • No • Yes (default)
Blocked Faxes	<ul style="list-style-type: none"> • Off (default) • On <p>NOTE: You may enter up to 50 numbers from which to block faxes.</p>
Block "No ID" Calls	<ul style="list-style-type: none"> • Yes • No (default)
Edit Blocked Fax List	<ul style="list-style-type: none"> • Add • Remove • Modify • Print
Block Host Fax Settings	<p>Avoid unwanted changes from users on the network.</p> <ul style="list-style-type: none"> • Off (default) • On

Auto Fax Convert	<p>To convert color faxes to mono or convert to a lower quality setting for faxes.</p> <ul style="list-style-type: none"> • Off • On (default) <p>For more information, see Using Auto Fax Convert.</p>
Max Send Speed	<p>A bps speed:</p> <ul style="list-style-type: none"> • 33,600 (default) • 31,200 • 28,800 • 26,400 • 24,000 • 21,600 • 19,200 • 16,800 • 14,400 • 12,000 • 9,600 • 7,200 • 4,800 • 2,400
Error Correction	<ul style="list-style-type: none"> • On (default) • Off <p>NOTE: Turn error correction off if you have trouble sending a fax to an older fax machine.</p>
Language	<p>Select a language for all display text.</p>
Country Code	<ul style="list-style-type: none"> • Denmark • Ecuador • Egypt • Emirates (UAE) • Estonia • Finland • France • Germany • Greece • Guam • Hong Kong • Hungary • India • Indonesia • Ireland • Israel • Italy • Japan • Jordan • Korea • Kuwait • Latvia • Lebanon • Lithuania • Luxembourg • Malaysia • Mexico • Morocco

	<ul style="list-style-type: none"> • Netherlands • New Zealand • Nigeria • Norway • Oman • Paraguay • Peru • Philippines • Poland • Portugal • Puerto Rico • Qatar • Romania • Russia • Saudi Arabia • Serbia • Singapore • Slovakia • Slovenia • South Africa • Spain • Sri Lanka • Sweden • Switzerland • Taiwan • Thailand • Tunisia • Turkey • UK • USA • Uruguay • US Virgin Islands • Venezuela • Vietnam • Yemen
Call Diagnostics	<ul style="list-style-type: none"> • Off (default) • Audio on • Print T.30 signals report • Both audio and report <p>NOTE: This feature is intended for advanced troubleshooting only.</p>


Understanding the Automatic Paper Type Sensor

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

- Plain
- Transparency
- Glossy/photo
- Coated

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

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

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

To choose paper size:

1. With your document open, click File→ Print.
2. In the Print dialog box, click Preferences or Properties (depending on your program or operating system).

The Printing Preferences screen appears.

3. On the Paper Setup tab, select the paper size.
4. Click OK.

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

1. With your document open, click File→ Print.
2. In the Print dialog box, click Preferences or Properties (depending on your program or operating system).

The Printing Preferences screen appears.

3. Click the Quality/Copies tab.
4. Click the Use my choice button.
5. Select the paper type in the drop-down menu.
6. Click OK.

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

1. In *Windows XP*, click Start→ Control Panel→ Printers and Other Hardware→ Printers and Faxes.

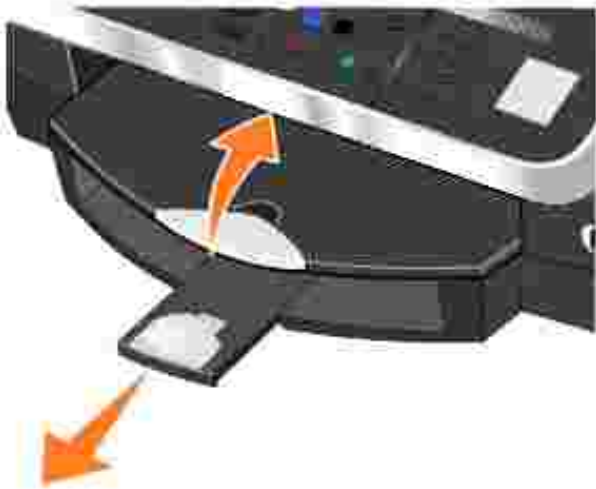
In *Windows 2000*, click Start→ Settings→Printers.

2. Right-click the printer icon.
 3. Click Printing Preferences.
 4. Click the Quality/Copies tab.
 5. Click the Use my choice button.
 6. Select the paper type in the drop-down menu.
 7. Click OK.
-

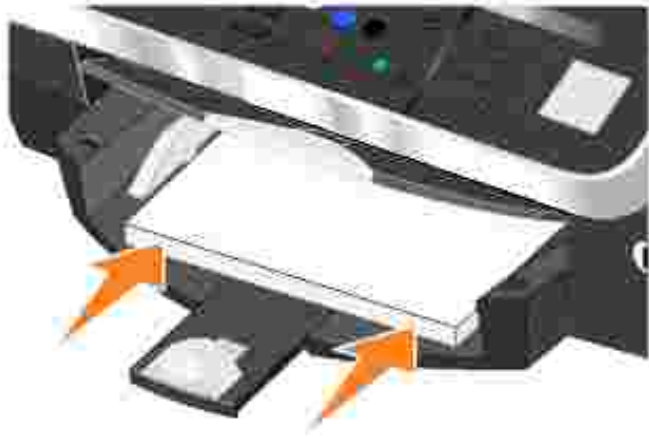
Loading Paper

Load Plain Paper Into the Paper Support


1. Lift the paper exit tray and extend the paper support.



2. Insert paper into the paper support.



3. Squeeze and slide the paper guides to rest against the left and right edges and bottom of the paper.


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



4. Lower the paper exit tray.



5. Extend the paper exit tray stop to catch paper as it exits the printer.


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



For information on print media guidelines, see [Print Media Guidelines for the Paper Support](#).

Load an Original Document Into the ADF

You can load up to 50 sheets of your original document (text side up) into the ADF for scanning, copying, and faxing. The ADF is recommended for loading multiple-page documents. For more information, see [Paper Guidelines for the ADF](#).

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

Placing Your Original Document on the Scanner Glass

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

To get a copy with portrait (vertical) orientation:



To get a copy with landscape (horizontal) orientation:



3. Close the top cover.



Using the Printer

- [Printing](#)
 - [Copying](#)
 - [Scanning](#)
 - [Faxing](#)
-


Printing

Printing a Document

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

The Printing Preferences dialog box appears.

- b. On the Quality/Copies tab, select a Quality/Speed, the paper type, the number of copies, and black and white or color printing.
- c. On the Paper Setup tab, select the paper size and orientation.
- d. On the Print Layout tab, select the layout and duplexing settings.

 **NOTE:** To see details about a setting, right-click the setting on the screen, and then select What's This?.

- e. After making the changes in Printing Preferences, click OK at the bottom of the screen to return to the Print dialog box.

5. Click OK or Print (depending on the program).

Printing Collated Copies of Your Document

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

1. Make sure you have paper loaded in the paper support.
2. With your document open, click File→ Print.
3. Click Properties, Options, Setup, or Preferences (depending on the program or operating system).

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

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

Printing Photos

From Your Computer


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

The Printing Preferences dialog box appears.

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

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

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

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

From a PictBridge-Enabled Camera

Your printer supports PictBridge-compatible cameras.

To use your printer with a digital camera:

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

Printing Borderless Photos

1. For best results, load photo/glossy paper in the paper support and make sure the print side is facing down. For more information, see [Print Media Guidelines for the Paper Support](#).
2. Make sure you have a color cartridge and a photo cartridge (sold separately) installed. For more information, see [Replacing Ink Cartridges](#)
3. With your document open, click File→ Print.
4. To customize your print settings, click Preferences, Properties, Options, or Setup (depending on the program or operating system).

The Printing Preferences dialog box appears.

5. On the Print Layout tab, click Borderless.
6. When finished customizing your photo, click OK.
7. Click OK or Print (depending on the program or operating system).

Printing More Than One Page on a Sheet of Paper

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

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

4. From the Print Layout tab, select N-up.
5. Select the number of pages to print on each page.

Printing an Image as a Multi-page Poster

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

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

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

Printing Last Page First

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

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

4. From the Quality/Copies tab, activate the Print Last Page First check box.
5. Click OK.
6. Click OK to print your document.


Printing a Banner

1. Place a stack of banner paper (20 sheets or less) in front of the printer, and feed in the first sheet.
2. With your document open, click File→ Print.
3. Click Properties, Options, Setup, or Preferences (depending on the program or operating system).

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

4. From the I Want To menu, click Print a banner.
5. Follow the instructions on your screen.
6. Click OK.

7. Click OK.
8. Click OK.

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

Printing Other Projects

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

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

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


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

Copying

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

Copying Documents Using the Operator Panel

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

 **NOTE:** If you are using the Dell software on a computer instead of the operator panel buttons, see [Changing Copy Settings](#).

Copying appears on the display.

Copying Documents Using Your Computer

1. Turn on your computer and printer, and make sure they are connected.
2. Load the paper. For more information, see [Loading Paper](#).
3. Open the top cover.
4. Place your document on the scanner glass. Make sure the upper left corner of the front of the item aligns with the arrow on the printer. For more information, see [Placing Your Original Document on the Scanner Glass](#) or [Load an Original Document Into the ADF](#).
5. Close the top cover.
6. Click Start→ Programs or All Programs→ Dell Printers→ Dell Photo AIO Printer 962→ Dell All-In-One Center.

The Dell All-In-One Center appears.

7. Select a copy quantity (1–99) and color.
8. Click See More Copy Settings to:
 - o Choose a copy quality.
 - o Select the blank paper size.
 - o Select the original document size.
 - o Lighten or darken your document.
 - o Reduce or enlarge your document.

Copying Photos Using the Operator Panel

1. Load photo paper. For more information, see [Print Media Guidelines for the Paper Support](#).
2. Open the top cover.
3. Place the photo on the glass.
4. Close the top cover.
5. Select the copy quality. For more information, see [Operator Panel Menus](#).
6. Press the Color button.

Copying Photos Using Your Computer

1. Turn on your computer and printer, and make sure they are connected.
2. Load photo paper with the print side facing up. For more information, see [Print Media Guidelines for the Paper Support](#).
3. Place your document face down on the scanner glass. Make sure the upper left corner of the front of the item aligns with the arrow on the printer. For more information, see [Placing Your Original Document on the Scanner Glass](#).
4. Click Start→ Programs or All Programs→ Dell Printers→ Dell Photo AIO Printer 962→ Dell All-In-One Center.

The Dell All-In-One Center appears.

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

Collating Copies Using the Operator Panel

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

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

Changing Copy Settings

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

The Dell All-In-One Center appears.

2. Select a copy quantity and color.
3. Click See More Copy Settings to:
 - o Choose a copy quality.
 - o Select the blank paper size.
 - o Select the original document size.
 - o Lighten or darken your document.
 - o Reduce or enlarge your document.
4. Click the Advanced button to change options such as paper size and quality.
5. To make any changes, click the following tabs.

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

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

Scanning


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

Using the Operator Panel

1. Turn on your computer and printer, and make sure they are connected.
2. Load your original document. For help, see [Load an Original Document Into the ADF](#) or [Placing Your Original Document on the Scanner Glass](#).
3. Press the Mode Selector button on the operator panel repeatedly until Scan is selected.

4. Press > to scroll through the list of possible programs to which you can scan.
5. Press Select when the program to which you want to scan appears.
6. From the Start area on the operator panel, press Black to begin a black and white scan or Color to begin a color scan.


Using the Printer Software

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

1. Turn on your computer and printer, and make sure they are connected.
2. Load your original document. For help, see [Load an Original Document Into the ADF](#) or [Placing Your Original Document on the Scanner Glass](#).
3. Press Scan on the operator panel.

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

4. Click Preview Now to see your scanned image.

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


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

Scanning Photos


1. Turn on your computer and printer, and make sure they are connected.
2. Load your original document. For help, see [Placing Your Original Document on the Scanner Glass](#).
3. Press Scan on the operator panel.

The Dell All-In-One Center appears.

4. Click Preview Now to view your scanned image.

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

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


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

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

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


Scanning to Your Computer Over a Network

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

 **NOTE:** This can be found in the upper right corner of the All-In-One Main Page. For help, see [Using the Dell All-In-One Center](#).

9. Press Select.
10. Press Select.

Scanning Multiple Pages or Images

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

You can scan multiple images at once to save time:

1. Place the first sheet on the scanner glass. For more information, see [Placing Your Original Document on the Scanner Glass](#).
2. Click Start→ Programs or All Programs→ Dell Printers→ Dell Photo AIO Printer 962→ Dell All-In-One Center.

The Dell All-In-One Center appears.

3. In the Send scanned image to: drop-down menu, select the program you want to use. For example, you might want to fax or e-mail multiple pages to someone.
4. In the Scan section, click See More Scan Settings.
5. Click the Advanced button.
6. Click Display Advanced Scan Settings to change advanced options.

The Advanced Scan Settings dialog box appears.


7. On the Scan tab, click the Scan multiple items before output box.
8. Click OK.
9. When you finish customizing your settings, click Scan Now.

After you scan the first page, a prompt appears requesting the next page.

10. Place the next sheet on the scanner glass and click Yes. Repeat until you finish scanning all pages.
11. When finished, click No. The program appears with the multiple pages scanned.

Editing Scanned Text Using Optical Character Recognition (OCR)

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

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

1. Load your original document. For help, see [Load an Original Document Into the ADF](#) or [Placing Your Original Document on the Scanner Glass](#).
2. Click Start→ Programs or All Programs→ Dell Printers→ Dell Photo AIO Printer 962→ Dell All-In-One Center.

The Dell All-In-One Center appears.

3. In the Send scanned images to: drop-down menu, select a word-processing or text-editing program.
4. In the How will the scan be used? drop-down menu, select To edit text (OCR and 300 DPI).
5. Click Scan Now.

The scanned text appears.

6. Edit your document.
7. Save your document.

Editing Scanned Images

With most graphics programs, you can customize your image.

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

The Dell All-In-One Center appears.

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

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

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

You may be able to:

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

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

Saving an Image on Your Computer

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

The Dell All-In-One Center appears.

2. In the Productivity Tools section, click Save an image on my computer.
3. Follow the instructions on your computer screen to save an image on your computer.


E-mailing a Scanned Image or Document

To send scanned photographs or documents through e-mail:


1. Load your original document. For help, see [Load an Original Document Into the ADF](#) or [Placing Your Original Document on the Scanner Glass](#).
2. Click Start→ Programs or All Programs→ Dell Printers→ Dell Photo AIO Printer 962→ Dell All-In-One Center.

The Dell All-In-One Center appears.

3. Click Preview Now.

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

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

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

Enlarging or Reducing Images or Documents

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


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

1. Load paper in the paper support. For help, see [Load Plain Paper Into the Paper Support](#).
2. Load your original document. For help, see [Placing Your Original Document on the Scanner Glass](#) or [Load an Original Document Into the ADF](#).

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

The Dell All-In-One Center appears.


4. Click Preview Now.

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

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

Faxing


You do not need to connect your printer to a computer in order to fax. Use the printer operator panel for basic faxing. See [Faxing Using the Printer Operator Panel](#).

 **NOTE:** For advanced faxing instructions using the computer software, see [Sending a Fax From the Computer](#).

Setting Up the Printer With Equipment

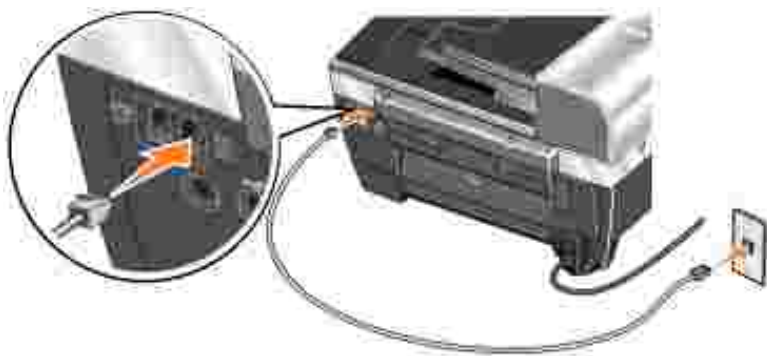
Equipment	Benefits	See this section
<ul style="list-style-type: none">• printer• phone cord (provided)	Make copies and send and receive faxes without the use of a computer.	Connecting directly to a telephone wall jack
<ul style="list-style-type: none">• printer• telephone• two phone cords (provided)	<ul style="list-style-type: none">• Use the fax line as a normal telephone line.• Set up your printer wherever your telephone is.	Connecting to a telephone

	<ul style="list-style-type: none"> • Make copies and send and receive faxes without the use of a computer. 	
<ul style="list-style-type: none"> • printer • telephone • answering machine • three phone cords (provided) 	Receive both incoming voice messages and faxes.	Connecting to an answering machine
<ul style="list-style-type: none"> • printer • telephone • computer modem • three phone cords (provided) • USB cable (sold separately) 	Increase the number of phone connection outlets.	Connecting to a computer modem

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

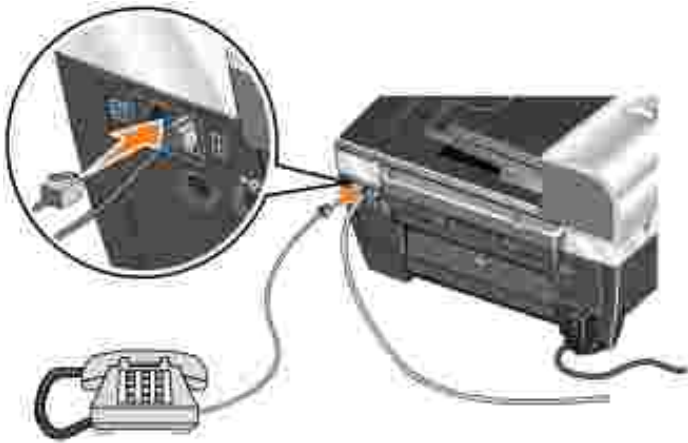
Connecting directly to a telephone wall jack

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



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

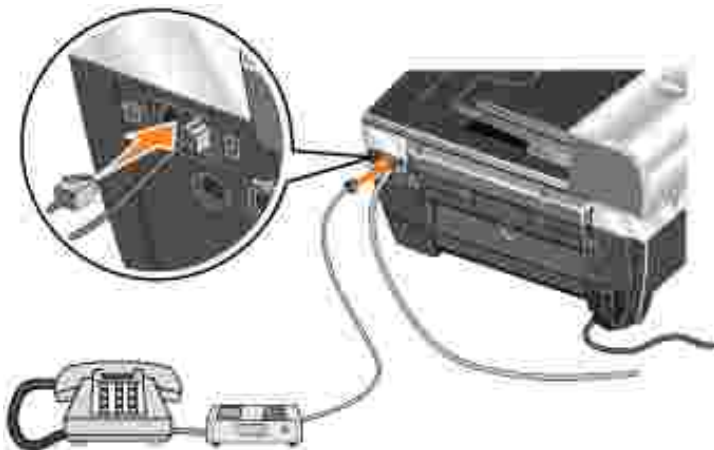
Connecting to a telephone



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

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

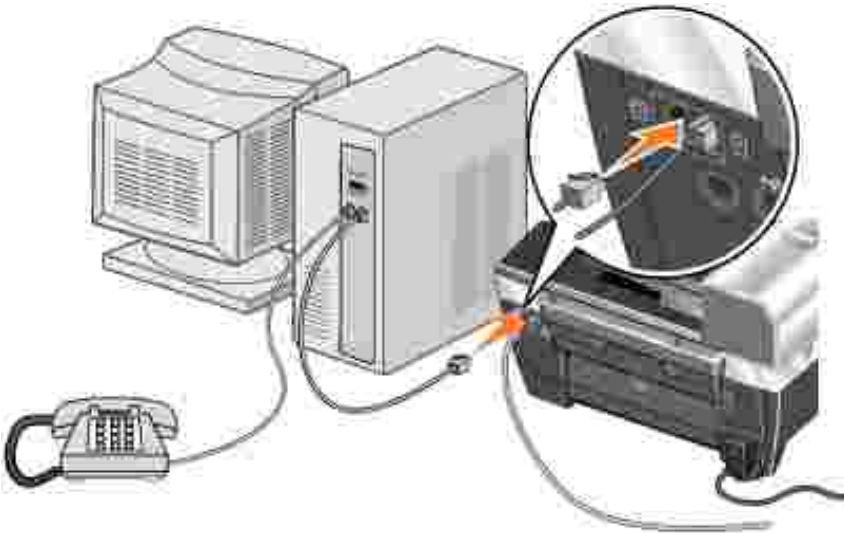
Connecting to an answering machine



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

4. Connect a phone cord from the answering machine to the PHONE jack connector (📞 - left side connector) on the printer.

Connecting to a computer modem



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


Faxing Using the Printer Operator Panel

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


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

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


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

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


Send a Fax


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

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

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


Receive a Fax Automatically

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

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


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

Receive a Fax Manually


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

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

Receive a Fax With an Answering Machine Connected to the Printer


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

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


 **NOTE:** For more information, see [Advanced Fax Mode Menu Items](#).


Sending a Fax From the Computer


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

 **NOTE:** You can send and receive color faxes using the printer operator panel only. See [Faxing Using the Printer Operator Panel](#).

Connecting Cables

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

If you want to fax through the computer modem, connect an active telephone line to the LINE connector ( - right side connector) on the computer's fax modem.


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

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

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

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

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

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

Faxing Through the Printer Modem

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

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

Receive a Fax

The Dell Photo AIO Printer 962 modem only receives hardcopy documents. See [Faxing Using the Printer Operator Panel](#) for information about receiving a fax.

If you need to save soft copies of the faxes you receive, you must scan the received document to a file (see [Send a Fax Using the Dell All-In-One Center](#)), or receive faxes using your computer modem (see [Faxing Through the Computer Modem](#)).

Access the Printer Setup Utility


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

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

Printer Setup Utility Tabs

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

Faxing Through the Computer Modem

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

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

Install Fax Console (Windows XP Only)

1. Click Start → Control Panel.
2. Click Add or Remove Programs.
3. Click Add/Remove Windows Components.
4. Click to select Fax Services.
5. Click Next.

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

6. Click Finish.
7. Close the Add/Remove Programs window.

Configure Fax Console (Windows XP Only)

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

The Fax Configuration Wizard appears.

2. Click Next.
3. Enter any appropriate information, and then click Next.
4. Select your data/fax modem in the drop-down menu under Please select the fax device.
5. Select the Enable Receive check box.



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

- a. Select Manual answer or specify the number of rings, and click Next.
 - b. Enter your TSID information, and click Next.
 - c. Enter your CSID information, and click Next.
 - d. Click to select Print it on. If you want to print all received faxes, Use the drop-down menu to the right of this field to select Dell Photo AIO Printer 962.
 - e. To create an archive copy of each fax, click to select Store a copy in a folder, and then use the Browse button to select the desired archive location.
6. Click Next, confirm your settings, and click Finish.

Configure Fax Service Management (Windows 2000 Only)

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

The Fax Configuration Wizard appears.

2. Click Next.
3. Enter any appropriate information, and then click Next.
4. Select your data/fax modem from the drop-down menu.

5. Follow the instructions on your computer screen to complete the configuration.


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

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


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

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

Receive a Fax Using Fax Console or Fax Service Management

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

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

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

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

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

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

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

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

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


Speed Dial

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

Create a Speed Dial List From the Operator Panel

1. Press Mode until the Fax LED is lit.
2. Press Menu until you see `EDIT SPEED DIAL`.

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

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

- c. Repeat the previous steps until you are finished entering text.
7. Press Select when you are finished.

Saved appears on the display.

Create a Speed Dial List From the Computer

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

Create a Group Dial List From the Operator Panel

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

until the correct letter appears.

b. Press > to move to the next character space.

10. Press Select to save the list.

Use a Speed or Group Dial List

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

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

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

Broadcast Send


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

Send a Broadcast Fax Immediately

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

Send a Delayed Broadcast Fax

1. On the operator panel, press Mode until the Fax LED is lit.
2. When the default screen appears, press Menu until Delay Until appears.
3. Press > to scroll to Time.
4. Press Select.
5. Enter the time you want your fax to send.
6. Press Select.
7. Press 1 for AM, 2 for PM, or 3 for 24 hour mode.
8. Enter the fax number.
9. Press Black or Color to send your fax to this number, or press Select to enter another fax number (you can do this up to five times and the delayed fax will be sent to as many numbers as you entered).

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

Adding Fax Numbers From Which to Block Faxes

Fax Blocking helps you regulate who you receive faxes from.

To create a blocked fax list:

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

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

Using Auto Fax Convert

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

To turn on Auto Fax Convert:

1. On the operator panel, press Mode repeatedly until Fax is selected.
2. Press Menu until `ADVANCED FAX` appears on the display, and then press Select.
3. Press Menu until `AUTO FAX CONVERT` appears on the display.
4. Press `>` until `on` appears on the display, and then press Select.

Understanding the Software

- [Using the Dell Printer Solution Center](#)
- [Using the Dell All-In-One Center](#)
- [Using Printing Preferences](#)
- [Using Dell Picture Studio v2.0](#)

The printer software includes:

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

Using the Dell Printer Solution Center

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

Advanced tab

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

Maintenance tab

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



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

Contacts tab

- Customer support website - www.support.dell.com.
- Order ink or supplies - directs you to Dell's cartridge ordering website, www.dell.com/supplies.

- Dell Printer Service Tag number - displays your printer Service Tag number.

To access the Dell Printer Solution Center:

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

Using the Dell All-In-One Center

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

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

To access the Dell All-In-One Center:

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

The Dell All-In-One Center includes four main sections: Scan or Fax, Copy, Productivity Tools, and Preview.

In this section:	You can:
Scan or Fax	<ul style="list-style-type: none"> • Select the program where you want to send the scanned image. • Select the type of image being scanned. • Select how you will use the scan. • Select Fax Now. <p>NOTE: Click See More Scan Settings to view all settings.</p>
Copy	<ul style="list-style-type: none"> • Select the quantity and color of your copies. • Select a quality setting for your copies. • Adjust the size of the scanned area. • Lighten or darken your copies. • Enlarge or reduce your copies. <p>NOTE: Click See More Copy Settings to view all settings.</p>
Productivity Tools	<p>Select from a variety of creative ideas.</p> <ul style="list-style-type: none"> • Enlarge or reduce an image. • Repeat an image several times on one page. • Print an image as a multi-page poster. • E-mail an image. • Fax using your computer's modem. • Save an image on your computer. • Edit text found in a scanned document (Optical Character Recognition). • Modify an image with a photo editor.
Preview	<ul style="list-style-type: none"> • Select a portion of the preview image to scan. • View an image of what will be printed or copied.

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

Using Printing Preferences

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

To access Printing Preferences:

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

The Print dialog box appears.

2. In the Print dialog box, click Preferences, Properties, Options, or Setup (depending on the program or operating system).


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

To access Printing Preferences when a document is not open:

1. *In Windows XP*, click Start→ Control Panel→ Printers and Other Hardware→ Printers and Faxes.

In Windows 2000, click Start→ Settings→ Printers.

2. Right-click the printer icon, and then select Printing Preferences.

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

Printing Preferences Tabs

Printing Preferences includes three main tabs.

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

Using Dell Picture Studio v2.0

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

- Paint Shop Pro

Click Start→ Programs→ Dell Picture Studio v2.0→Paint Shop Pro 8

- Paint Shop Photo Album

Click Start→ Programs→ Dell Picture Studio v2.0→Paint Shop Photo Album 4→ Paint Shop Photo Album

- Dell Picture Studio Home

Click Start→ Programs→ Dell Picture Studio v2.0→ Dell Picture Studio Home


- Dell.Shutterfly.com - Online Print Service

Click Start→ Programs→ Dell Picture Studio v2.0→ Dell.Shutterfly.com - Online Print Service

Ink Cartridge Maintenance

- [Replacing Ink Cartridges](#)
 - [Aligning Ink Cartridges](#)
 - [Cleaning the Ink Cartridge Nozzles](#)
-

Replacing Ink Cartridges

 **CAUTION:** Before performing any of the procedures listed in this section, read and follow the "CAUTION: SAFETY INSTRUCTIONS" in your *Owner's Manual*.

Dell ink cartridges are available only through Dell. You can order more ink online at www.dell.com/supplies or by phone. To order by phone, see "Ordering Ink Cartridges and Supplies" in your *Owner's Manual*.

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

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



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


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

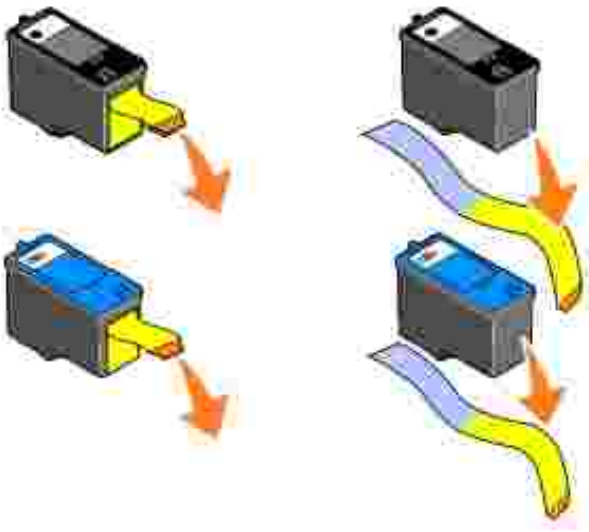


4. Remove the old ink cartridges.



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

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



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



8. Snap each lid closed.



9. Close the printer unit.



Press the Select button to print an alignment page.

Aligning Ink Cartridges

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

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

To align the ink cartridges:

1. Load paper in the paper support. For more information, see [Loading Paper](#).
2. Click Start→ Programs or All Programs→ Dell Printers→ Dell Photo AIO Printer 962→ Dell Printer Solution Center.
3. Click the Maintenance tab.
4. Click Align to fix blurry edges.
5. Click Print.

The ink cartridges align when the page prints.

Cleaning the Ink Cartridge Nozzles

You may need to clean the nozzles when:

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

To clean the ink cartridge nozzles:

1. Load the paper. For more information, see [Loading Paper](#).
2. Click Start→ Programs or All Programs→ Dell Printers→ Dell Photo AIO Printer 962→ Dell Printer Solution Center.
3. Click the Maintenance tab.
4. Click Clean to fix horizontal streaks.
5. Click Print.

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

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

Troubleshooting

- [Setup Problems](#)
- [General Problems](#)
- [Error Messages and Lights](#)
- [Improving Print Quality](#)

Follow these tips when you troubleshoot your printer:

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

Setup Problems

Computer Problems

Verify that your printer is compatible with your computer - The Dell Photo AIO Printer 962 supports Windows 2000 and Windows XP.

Make sure you turned on both your printer and your computer.

Check the USB cable -

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

If the software installation screen does not appear automatically, install the software manually -

1. Insert the *Drivers and Utilities* CD.
2. In *Windows XP*, click Start → My Computer.

In *Windows 2000*, double-click My Computer from your desktop.

3. Double-click the CD-ROM drive icon. If necessary, double-click setup.exe.
4. When the printer software screen appears, click I nstall or I nstall Now.
5. Follow the instructions on your screen to complete the installation.

Determine if the printer software is installed - Click Start→ Programs or All Programs→Dell Printers→Dell Photo AIO Printer 962. If the Dell Photo AIO Printer 962 does not appear in the list of programs, the printer software is not installed. Install the printer software. For more information, see [Removing and Reinstalling Software](#).

Correct communication problems between the printer and the computer -

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

Set your printer as the default printer -

Windows XP

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

Windows 2000

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

Removing and Reinstalling Software

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

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

If the installation screen does not appear:

- a. In *Windows XP*, click Start→My Computer.

In *Windows 2000*, double-click My Computer from your desktop.

- b. Double-click the CD-ROM drive icon. If necessary, double-click setup.exe.
- c. When the printer software installation screen appears, click I Install or I Install Now.

- d. Follow the instructions on your screen to complete the installation.

Printer Problems

Ensure that the printer power cable is firmly connected to the printer and the electrical outlet.

Determine if the printer has been held or paused -

Windows XP

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

Windows 2000

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

Check for flashing lights on the printer - For more information, see [Error Messages and Lights](#).

Ensure you installed the ink cartridges correctly and removed the sticker and tape from each cartridge.

Make sure you loaded the paper correctly - For more information, see [Loading Paper](#).

Printer won't print and print jobs are stuck in print queue - Print jobs may be stuck in the print queue if you have multiple instances of your Dell printer installed on your computer. To check for multiple entries of the printer:

1. In *Windows XP*, click Start→Control Panel→Printers and Other Hardware→ Printers and Faxes.

In *Windows 2000*, click Start→ Settings→ Printers.

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

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

General Problems

Fax Problems

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

Make sure you turned on both your printer and your computer, and the USB cable is properly connected.

Make sure an active telephone line is connected to the line connector (☎ -right side connector) on the back of your printer.

Make sure the fax number, country code, and date/time are set correctly.

Make sure that if you are using a DSL or ISDN line, you are using a digital line filter on the telephone line connecting your wall jack to the wall.

Make sure the telephone line is not in use by another device such as a dialup modem internet service. If it is, wait until the other device is finished before sending your fax.

Make sure the original document is loaded correctly (face down in the back left corner of the scanner glass or text-side up on the ADF) and the paper is loaded correctly (for help, see [Load Plain Paper Into the Paper Support](#)).

Make sure the printer doesn't have a paper jam. If it does, see [Check for a paper jam](#).

Make sure the memory is not full. Dial the receiving number first, and then scan your original document one page at a time.

Make sure the power supply, telephone, handset, and answering machine connections are secure.

Make sure the speed dial is set correctly.

Make sure the printer detects the dial tone.

Paper Problems

Make sure you loaded the paper correctly - For more information, see [Loading Paper](#).

Use only paper recommended for your printer - For more information, see [Print Media Guidelines for the Paper Support](#).

Use a smaller amount of paper when printing multiple pages - For more information, see [Print Media Guidelines for the Paper Support](#).

Make sure the paper is not wrinkled, torn or damaged.

Make sure the paper guides rest against the left and right edges and bottom of the paper.

Check for a paper jam -

Near the ADF

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



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

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

Near the paper input tray

1. Lift the paper exit tray.



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

Near the paper exit tray

1. Raise the printer unit.



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

Near the rear access door

1. Open the rear access door.



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

To prevent jams and misfeeds, make sure:

- You use a paper recommended for inkjet printers.
- You do not force the paper into the printer.
- You do not load too much paper in the printer.
- The paper guide rests against the edges of the paper and does not cause the paper to bow in the paper support.
- You place the printer on a flat, level surface.
- You select the correct paper type and size.
- If you are printing a banner, you select Letter Banner or A4 Banner in Printing Preferences.

Error Messages and Lights

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

Error Message:	What it indicates:	Solution:
Black Ink Low Color Ink Low	An ink cartridge is running low on ink. The Low Ink warning occurs when your ink cartridges are about 25 percent full, 15 percent full, and 5 percent full.	Replace the ink cartridge. For more information, see Replacing Ink Cartridges .
Clear paper jam	A paper jam exists in the printer.	Clear the paper jam, and then press Select on the operator panel. For more information, see Check for a paper jam .
Clear ADF jam	A paper jam exists in the ADF.	Clear the paper jam, and then press Select on the operator panel. For more information, see Check for a paper jam .
Load Paper then Press Select	Your printer is out of paper.	Follow the instructions on the display to clear the message, and then print your document.
Left cartridge missing. Insert Black or Photo cartridge	The Black or Photo ink cartridge is missing.	Install a Black or Photo ink cartridge. For more information, see Replacing Ink Cartridges .
Right cartridge missing. Insert Color cartridge	The Color ink cartridge is missing.	Install a Color ink cartridge. For more information, see Replacing Ink Cartridges .
Left cartridge incorrect	The wrong ink cartridge is installed in the left cartridge carrier.	Remove the cartridge and install the correct Black or Photo cartridge for your printer. For more information, see Replacing Ink Cartridges .
Right cartridge incorrect	The wrong ink cartridge is installed in the right cartridge carrier.	Remove the cartridge and install the correct Color cartridge for your printer. For more information, see Replacing Ink Cartridges .
Cartridge error	There is a problem with the ink cartridges or the print heads.	<ul style="list-style-type: none">• Reinstall the ink cartridges. For more information, see Replacing Ink Cartridges.• Disconnect and then reconnect the printer power cable.
Data error	Data error or incomplete data.	Press the Power button to reset, and then resend your print job.
Scan error	Scan carrier error.	Turn off the printer, wait a few seconds, and then turn on the printer.

Paper feed error	A paper feed error has occurred.	Check the paper paths for obstructions, and then press the Power button to reset. For more information, see Check for a paper jam.
Device Not Supported. Please Disconnect	The attached device is not supported, or the Pictbridge-enabled digital camera is not set to the correct USB mode.	Disconnect the device or check the USB mode setup. Refer to the documentation that came with your digital camera for more information.
Communications error message	The printer is not communicating with the computer.	<ul style="list-style-type: none"> • Disconnect and then reconnect the USB cable. • Disconnect and then reconnect the printer power cable. • Restart the computer. • Remove and reinstall the printer software. See Removing and Reinstalling Software.

Improving Print Quality

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

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

To select a higher print quality:

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

The Print dialog box appears.

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

For additional solutions, check your Dell Printer Solution Center, or go to support.dell.com.

To access the Dell Printer Solution Center:

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

Printer Specifications

- [Overview](#)
 - [Environmental Specifications](#)
 - [Power Consumption and Requirements](#)
 - [Fax Mode Capabilities](#)
 - [Print and Scan Mode Capabilities](#)
 - [Operating System Support](#)
 - [Memory Specifications and Requirements](#)
 - [Print Media Guidelines](#)
 - [Cables](#)
-

Overview

Memory	<ul style="list-style-type: none">• 32 MB SDRAM• 1 MB FLASH
Connectivity	USB
Duty cycle (average)	5,000 pages per month
Printer life	<ul style="list-style-type: none">• Printer: 24,000 pages• Scanner: 20,000 scans• ADF: 20,000 scans

Environmental Specifications

Temperature/Relative Humidity

Condition	Temperature	Relative humidity (non-condensing)
Operation	50° to 90° F	20 to 80%
Storage	-4° to 104° F	10 to 90%
Shipping	-4° to 104° F	10 to 90%

Power Consumption and Requirements


Rated AC Input	110 V
Rated Frequency	60 Hz
Minimum AC input	90V AC
Maximum AC input	270V AC
Maximum input current	0.45A
Average power consumption	
Standby mode	8W
Operational mode	17W


Fax Mode Capabilities

When you scan to fax, your document will scan in at 100 dpi (dots per inch). You can fax both color and black and white documents.

In order for faxing to function properly:

- The printer must be connected to an active phone line.
- The printer must be connected to a computer with a USB cable.

 **NOTE:** If you are faxing over a telephone line connected to a DSL modem, install a DSL filter to avoid interference with the analog fax modem signal.

 **NOTE:** You cannot fax with an ISDN (integrated services digital network) or cable modem. ISDN and cable modems are *not* fax modems and are *not* supported for faxing.

Print and Scan Mode Capabilities

Your Dell Photo AIO Printer 962 can scan from 50 to 19,200 dpi. Although your printer has this capability, Dell recommends using the preset resolutions.

Print and scan resolution	Scan resolution	Print resolution	
		Glossy/Photo paper	All other media
Draft	150 x 150 dpi	600 x 600 dpi	600 x 300 dpi
Normal	300 x 300 dpi	1200 x 1200 dpi	600 x 600 dpi
Photo	600 x 600 dpi	4800 x 1200 dpi	1200 x 1200 dpi

Operating System Support

The Dell Photo AIO Printer 962 supports:

Windows XP

Windows 2000


Memory Specifications and Requirements

Your operating system must meet the minimum system requirements.

Operating system	Processor speed (Mhz)	RAM (MB)	Hard disk (MB)	Virtual memory (MB)
Windows XP	Pentium II 300	128	500	300
Windows 2000	Pentium II 233	128	286	286

Print Media Guidelines

Print Media Guidelines for the Paper Support

Load up to:	Make sure:
150 sheets of plain paper	<ul style="list-style-type: none">• The paper is centered in the paper support.• The paper guides rest against the right and left edges of the paper.• The paper guide rests against the bottom edge of the paper.  <ul style="list-style-type: none">• You select Draft (select Photo if a photo cartridge is installed), Normal, or Photo print quality. <p>NOTE: Load letterhead paper with the front of the letterhead face down, and the top of the letterhead going into the printer first.</p>
20 sheets of banner paper	<ul style="list-style-type: none">• You remove any paper from the paper support before inserting banner paper.• You place a stack of banner paper (20 sheets or less) in front of the

printer and feed in the first sheet.

- You load the leading edge of the banner paper into the printer against the right side of the paper support.
- You squeeze and slide the paper guide to the left edge of the banner paper.

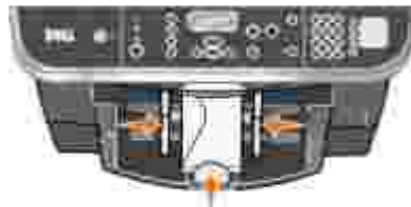


- You use banner paper designed for inkjet printers.

NOTE: You must select A4 Banner or Letter Banner paper size in Print Properties. Failure to do so will cause a paper jam. See [Paper Problems](#).

15 envelopes

- The print side of the envelopes faces down.
- The envelopes are centered in the paper support.
- The paper guides rest against the right and left edges of the envelopes.
- The paper guide rests against the bottom edge of the paper.



- You print the envelopes with Landscape orientation.
- You select the correct envelope size. Select the next biggest size if the exact envelope size is not listed, and set the left and right margins so that your envelope text will be correctly positioned on the envelope.

35 greeting cards, index cards, postcards, or photo cards

- The print side of the cards faces down.
- The cards are centered in the paper support.



- The paper guides rest against the right and left edges of the cards.
- The paper guide rests against the bottom edge of the paper.
- You select Normal or Photo print quality.

75 sheets of photo, coated, or glossy paper	<ul style="list-style-type: none"> • The glossy or coated side of the paper faces down. • The paper is centered in the paper support. • You select Normal or Photo print quality. • The paper guides rest against the right and left edges of the paper. • The paper guide rests against the bottom edge of the paper.
25 iron-on transfers	<ul style="list-style-type: none"> • You follow the loading instructions on the iron-on transfer packaging. • The print side of the transfer faces down. • The paper guides rest against the right and left edges of the paper. • The paper guide rests against the bottom edge of the paper. • The transfers are centered in the paper support. • You select Normal or Photo print quality.
75 transparencies	<ul style="list-style-type: none"> • The rough side of the transparencies faces down. • The paper guides rest against the right and left edges of the transparencies. • The paper guide rests against the bottom edge of the paper. <p>NOTE: You can load a single transparency into the paper support without removing plain paper.</p> <ul style="list-style-type: none"> • You select Normal or Photo print quality. • The transparencies are centered in the paper support.
35 sheets of labels	<ul style="list-style-type: none"> • The print side of the labels faces down into the paper support. • The top of the labels feeds into the printer first. • The paper guides rest against the right and left edges of the paper. • The paper guide rests against the bottom edge of the paper.
150 sheets of custom size paper	<ul style="list-style-type: none"> • The print side of the paper faces down. • Your paper fits within these dimensions: <p style="margin-left: 40px;">Width</p> <ul style="list-style-type: none"> ○ 76-216 mm ○ 3.0-8.5 inches <p style="margin-left: 40px;">Length</p> <ul style="list-style-type: none"> ○ 127-432 mm ○ 5.0-17.0 inches <ul style="list-style-type: none"> • The paper is centered in the paper support. • The paper guides rest against the right and left edges of the paper. • The paper guide rests against the bottom edge of the paper.
150 sheets of letterhead paper	<ul style="list-style-type: none"> • The front of the letterhead faces down. • The top of the letterhead feeds into the printer first. • The paper guides rest against the right and left edges of the paper. • The paper guide rests against the bottom edge of the paper.

Paper Guidelines for the ADF

Load up to:	Make sure:
50 sheets of letter size paper	<ul style="list-style-type: none"> • The document is loaded text side up • The paper guide is against the edge of the paper.
50 sheets of A4 size paper	<ul style="list-style-type: none"> • The document is loaded text side up. • The paper guide is against the edge of the paper.
50 sheets of legal size paper	<ul style="list-style-type: none"> • The document is loaded text side up. • The paper guide is against the edge of the paper.
50 sheets of two-, three-, or four-hole pre-punched media	<ul style="list-style-type: none"> • The document is loaded text side up. • The paper guide is against the edge of the paper. • Your paper size fits within the dimensions allowable.
50 sheets of edge-reinforced three-hole copier media	<ul style="list-style-type: none"> • The document is loaded text side up. • The paper guide is against the edge of the paper. • Your paper size fits within the dimensions allowable.
50 sheets of preprinted forms and letterhead media	<ul style="list-style-type: none"> • The document is loaded text side up. • The paper guide is against the edge of the paper. • Your paper size fits within the dimensions allowable. • You choose a media that absorbs ink well. • You allow the preprinted media to dry thoroughly before use in the ADF. • You do <i>not</i> use media printed with metallic ink particles in the ADF. • You avoid embossed designs.
50 sheets of custom size paper	<ul style="list-style-type: none"> • The document is loaded text side up. • The paper guide is against the edge of the paper. • Your paper size fits within these dimensions: <p style="margin-left: 40px;">Width</p> <ul style="list-style-type: none"> ○ 210.0 mm - 215.9 mm ○ 8.27 in. - 8.5 in. <p style="margin-left: 40px;">Length</p> <ul style="list-style-type: none"> ○ 279.4 mm - 355.6 mm ○ 11.0 in. - 14.0 in.

Cables

Your Dell Photo AIO Printer 962 uses a Universal Serial Bus (USB) cable (sold separately).



Regulatory Notices

- [FCC Notices \(U.S. Only\)](#)
- [IC Notice \(Canada Only\)](#)
- [CE Notice \(European Union\)](#)
- [CE Mark Notice](#)
- [EN 55022 Compliance \(Czech Republic Only\)](#)
- [VCCI Notice \(Japan Only\)](#)
- [MIC Notice \(Republic of Korea Only\)](#)
- [Polish Center for Testing and Certification Notice](#)
- [BSMI Notice \(Taiwan Only\)](#)
- [NOM Information \(Mexico Only\)](#)
- [ENERGY STAR® Compliance](#)
- [Mercury Statement](#)

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

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

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

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

Dell™ devices are designed, tested, and classified for their intended electromagnetic environment.

Information Technology Equipment (ITE), including devices, expansion cards, printers, input/output (I/O) devices, monitors, and so on, that are integrated into or connected to the computer should match the

electromagnetic environment classification of the computer.

A Notice About Shielded Signal Cables: Use only shielded cables for connecting devices to any Dell device to reduce the possibility of interference with radio communications services. Using shielded cables ensures that you maintain the appropriate EMC classification for the intended environment. For parallel printers, a cable is available from Dell. If you prefer, you can order a cable from Dell on the World Wide Web at accessories.us.dell.com/sna/category.asp?category_id=4117.

FCC Notices (U.S. Only)

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

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

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

Class B

This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instruction manual, may cause interference with radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

FCC Identification Information

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

- Model number: 962

- Company name:

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

Fax Branding

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

IC Notice (Canada Only)

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

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

Cet appareil numérique de la Classe B respecte toutes les exigences du Règlement sur le Matériel Brouilleur du Canada.

CE Notice (European Union)

Marking by the symbol **CE** indicates compliance of this Dell device to the EMC Directive and the Low Voltage Directive of the European Union. Such marking is indicative that this Dell device meets the following technical standards:

- EN 55022 - "Information Technology Equipment - Radio Disturbance Characteristics - Limits and Methods of Measurement."
- EN 55024 - "Information Technology Equipment - Immunity Characteristics - Limits and Methods of Measurement."
- EN 61000-3-2 - "Electromagnetic Compatibility (EMC) - Part 3: Limits - Section 2: Limits for Harmonic Current Emissions (Equipment Input Current Up to and Including 16 A Per Phase)."

- EN 61000-3-3 - "Electromagnetic Compatibility (EMC) - Part 3: Limits - Section 3: Limitation of Voltage Fluctuations and Flicker in Low-Voltage Supply Systems for Equipment With Rated Current Up to and Including 16 A."
- EN 60950 - "Safety of Information Technology Equipment."

NOTE: EN 55022 emissions requirements provide for two classifications:

- Class A is for typical commercial areas.
- Class B is for typical domestic areas.

This Dell device is classified for use in a typical Class B domestic environment.

A "Declaration of Conformity" in accordance with the preceding directives and standards has been made and is on file at Dell Inc. Products Europe BV, Limerick, Ireland.

CE Mark Notice

This equipment complies with the essential requirements of the European Union Directive 1999/5/EC.

~~Cet équipement est conforme aux principales caractéristiques définies dans la Directive européenne R&TTE 1999/5/CE.~~

~~Die Geräte erfüllen die grundlegenden Anforderungen der R&TTE-Richtlinie (1999/5/EG).~~

~~Questa apparecchiatura è conforme ai requisiti essenziali della Direttiva Europea R&TTE 1999/5/CE.~~

~~Fate equipo cumple los requisitos principales de la Directiva 1999/5/CE de la UE, "Equipos de Terminales de Radio y Telecomunicaciones".~~

~~Fate equipamento cumpre os requisitos essenciais da Directiva 1999/5/CE do Parlamento Europeu e do Conselho (Directiva R&TTE).~~

~~Ο εξοπλισμός αυτός πληροί τις βασικές απαιτήσεις της κοινότητας οδηγίας EU R&TTE 1999/5/ΕΚ.~~

~~Deze apparatuur voldoet aan de noodzakelijke vereisten van EU-richtlijn betreffende radioapparatuur en telecommunicatie-eindapparatuur 1999/5/EG.~~

~~Dette udstyr opfylder de væsentlige krav i EU's direktiv 1999/5/EC om Radio- og teleterminaludstyr.~~

~~Dette utstyr er i overensstemmelse med hovedkravene i R&TTE-direktivet (1999/5/EC) fra EU.~~

~~Utrustningen uppfyller kraven från EU-direktivet 1999/5/EC om ansluten teleutrustning och ömsesidigt erkännande av utrustningens överensstämmelse (R&TTE).~~

~~Tämä laite vastaa EU:n radio- ja telepäättelaitedirektiivin (EU R&TTE Directive 1999/5/EC) vaatimuksia.~~

EN 55022 Compliance (Czech Republic Only)

This device belongs to Class B devices as described in EN 55022, unless it is specifically stated that it is a Class A device on the specification label.

VCCI Notice (Japan Only)

Most Dell devices are classified by the Voluntary Control Council for Interference (VCCI) as Class B information technology equipment (ITE). However, the inclusion of certain options can change the rating of some configurations to Class A. ITE, including devices, expansion cards, printers, input/output (I/O) devices, monitors, and so on, integrated into or connected to the computer should match the electromagnetic environment classification (Class A or B) of the computer.

Class B ITE

この装置は、情報処理装置等電波障害自主規制協議会 (VCCI) の基準に基づくクラス B 情報技術装置です。この装置は家庭環境で使用することを目的としていますが、ラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをしてください。

This is a Class B product based on the standard of the Voluntary Control Council for Interference (VCCI) for information technology equipment. If this equipment is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

VCCI Class B ITE Regulatory Mark

If the regulatory label includes the following marking, your device is a Class B product:



MIC Notice (Republic of Korea Only)

To determine which classification (Class A or B) applies to your device (or other Dell digital device), examine the Republic of Korean Ministry of Information and Communications (MIC) registration labels located on your device. The MIC label may be located separately from the other regulatory marking applied to your product. Line two of the label identifies the emissions class for the product.

NOTE: MIC emissions requirements provide for two classifications:

- Class A devices are for business purposes.
- Class B devices are for nonbusiness purposes.

Class B Device

기종별	사용자안내문
B급 기기 (가정용 정보통신기기)	이 기기는 가정용으로 전자파적합등록을 한 기기로서 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

Please note that this device has been approved for nonbusiness purposes and may be used in any environment, including residential areas.

MIC Class B Regulatory Label

If the regulatory label includes the following marking, your device is a Class B product:



Polish Center for Testing and Certification Notice

The equipment should draw power from a socket with an attached protection circuit (a 3-prong socket). All equipment that works together (computer, monitor, printer, and so on) should have the same power supply source.

The phasing conductor of the room's electrical installation should have a reserve short-circuit protection device in the form of a fuse with a nominal value no larger than 16 amperes (A).

To completely switch off the equipment, the power supply cable must be removed from the power supply socket, which should be located near the equipment and easily accessible.

A protection mark "B" confirms that the equipment is in compliance with the protection usage requirements of standard PN-EN 55022.

Wymagania Polskiego Centrum Badań i Certyfikacji

Urządzenie powinno być zasilane z gniazda z przyłączonym obwodem ochronnym (gniazdo z kolkiem).

Współpracujące ze sobą urządzenia (komputer, monitor, drukarka) powinny być zasilane z tego samego źródła.

Instalacja elektryczna pomieszczenia powinna zawierać w przewodzie fazowym rezerwową ochronę przed zwarciami, w postaci bezpiecznika o wartości znamionowej nie większej niż 16A (amperów).

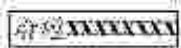

W celu całkowitego wyłączenia urządzenia z sieci zasilania, należy wyjąć wtyczkę kabla zasilającego z gniazda, które powinno znajdować się w pobliżu urządzenia i być łatwo dostępne. Znak bezpieczeństwa "H" potwierdza zgodność urządzenia z wymaganiami bezpieczeństwa użytkownika zawartymi w PN-EN 60950:2000 i PN-EN 55022:2000.

Jeżeli na tabliczce znamionowej umieszczono informację, że urządzenie jest klasy A, to oznacza, że urządzenie w środowisku mieszkalnym może powodować zakłócenia radioelektryczne. W takich przypadkach można zadać od jego użytkownika zastosowania odpowiednich środków zaradczych.

Pozostałe instrukcje bezpieczeństwa

- Nie należy używać wtyczek adapterowych lub usuwać kolka obwodu ochronnego z wtyczki. Jeżeli konieczne jest użycie przedłużacza to należy użyć przedłużacza 3-żyłowego z prawidłowo połączonym przewodem ochronnym.
- System komputerowy należy zabezpieczyć przed nagłymi, chwilowymi wzrostami lub spadkami napięcia, używając eliminatora przepięć, urządzenia dopasowującego lub bezaktywnego źródła zasilania.
- Należy upewnić się, aby nie leżało na kablach systemu komputerowego, oraz aby kable nie były umieszczone w miejscu, gdzie można byłoby na nie nalepywać lub potykać się o nie.
- Nie należy rozlewać napojów ani innych płynów na system komputerowy.
- Nie należy wpychać żadnych przedmiotów do otworów systemu komputerowego, gdyż może to spowodować pożar lub porażenie prądem, poprzez zwarcie elementów wewnętrznych.
- System komputerowy powinien znajdować się z dala od grzejników i źródeł ciepła. Ponadto, nie należy blokować otworów wentylacyjnych. Należy unikać kładzenia łatwych papierów pod komputer oraz umieszczania komputera w zamkniętym miejscu bez możliwości cyrkulacji powietrza wokół niego.

BSMI Notice (Taiwan Only)

If you find a  or  mark on the regulatory label on the bottom, side, or back panel of your device, the following section is applicable:

BSMI 通告 (僅限於台灣)

大多數的 Dell 電腦系統經 BSMI (經濟部標準檢驗局) 劃分為乙類數位裝置。但是，使用某些配件會使有些組件的等級變成甲類。若要確定您的電腦系統適用等級，請檢查所有位於電腦底部或背面板、擴充卡安裝托架，以及擴充卡上的 BSMI 註冊標籤。如果其中有一甲類標籤，即表示您的系統為甲類數位裝置。如果只有 BSMI 的條碼或碼標籤，則表示您的系統為乙類數位裝置。

一旦確定了系統的 BSMI 等級，請閱讀相關的 BSMI 通告。請注意，BSMI 通告規定凡是未經 Dell Inc. 明確批准的擅自變更或修改，將導致您失去此設備的使用權。

此裝置符合 BSMI (經濟部標準檢驗局) 的規定。使用時須符合以下兩項條件：

- 此裝置不會產生有害干擾。
- 此裝置必須能接受所接收到的干擾，包括可能導致無法正常作業的干擾。

甲類

此設備經測試證明符合 BSMI (經濟部標準檢驗局) 之甲類數位裝置的限制規定。這些限制的目的是為了在商業環境中使用此設備時，能提供合理的保護以防止有害的干擾。此設備會產生、使用並散發射頻能量；如果未遵照製造廠商的指導手冊來安裝和使用，可能會干擾無線電通訊。請勿在住宅區使用此設備。

警告使用者：
這是甲類的資訊產品。在居住的環境中使用時，可能會造成射頻干擾。
在這種情況下，使用者會被要求採取某些適當的對策。

乙類

此設備經測試證明符合 BSMI (經濟部標準檢驗局) 之乙類數位裝置的限制規定。這些限制的目的是為了在住宅區安裝時，能防止有害的干擾，提供合理的保護。此設備會產生、使用並散發射頻能量；如果未遵照製造廠商的指導手冊來安裝和使用，可能會干擾無線電通訊。但是，這並不保證在個別的安装中不會產生干擾。您可以透過隔開和調整此設備來判斷它是否會對廣播和電視接收造成干擾；如果確實如此，我們建議您嘗試以下列一種或多種方法來排除干擾：

- 重新調整天線的接收方向或重新設置接收天線。
- 增加設備與接收器的距離。
- 將設備連接到不同的插座，使設備與接收器連接到不同的電路上。
- 請向經銷商或有經驗的無線電 / 電視技術人員查詢，以獲得幫助。

NOM Information (Mexico Only)

The following information is provided on the device(s) described in this document in compliance with the requirements of the official Mexican standards (NOM):

Exporter:	Dell Inc. One Dell Way Round Rock, TX 78682
Importer:	Dell Computer de México, S.A. de C.V. Paseo de la Reforma 2620 - 11° Piso Col. Lomas Altas 11950 México, D.F.
Ship to:	Dell Computer de México, S.A. de C.V. al Cuidado de Kuehne & Nagel de México S. de R.L. Avenida Soles No. 55 Col. Peñon de los Baños 15520 México, D.F.
Model number:	962
Supply voltage:	100-240 VAC
Frequency:	50/60 Hz
Current consumption:	1.0 A
Output voltage:	30 VDC
Output current:	1.07 A

ENERGY STAR® Compliance

Certain configurations of Dell devices comply with the requirements set forth by the Environmental Protection Agency (EPA) for energy-efficient devices. If the front panel of your device bears the ENERGY STAR® Emblem, your original configuration complies with these requirements and all ENERGY STAR® power management features of the device are enabled.

NOTE: Any Dell device bearing the ENERGY STAR® Emblem is certified to comply with EPA ENERGY STAR® requirements as configured when shipped by Dell. Any changes you make to this configuration (such as installing additional expansion cards or drives) may increase the device's power consumption beyond the limits set by the EPA's ENERGY STAR® Computers program.

ENERGY STAR® Emblem



The EPA's ENERGY STAR® Computers program is a joint effort between the EPA and computer manufacturers to reduce air pollution by promoting energy-efficient products. The EPA estimates that use of ENERGY STAR® Computer products can save users up to two billion dollars annually in electricity costs. In turn, this reduction in electricity usage can reduce emissions of carbon dioxide, the gas primarily responsible for the greenhouse effect, and sulfur dioxide and nitrogen oxides, the primary causes of acid rain.

You can also help reduce electricity usage and its side effects by turning off your device when it is not in use for extended periods of time, particularly at night and on weekends.

Mercury Statement

This product contains mercury in the scanner lamp (<5mg Hg). Disposal of mercury may be regulated due to environmental considerations. For disposal or recycling information, contact your local authorities or the Electronic Industries Alliance: www.eiae.org.

Appendix

- [Dell Technical Support Policy](#)
 - [Contacting Dell](#)
 - [Warranty and Return Policy](#)
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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.euro.dell.com (for Europe only)
www.dell.com/la/ (for Latin American countries)
- Anonymous file transfer protocol (FTP)
[ftp.dell.com/](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.euro.dell.com (for Europe only)
- Electronic Quote Service
sales@dell.com
apmarketing@dell.com (for Asian/Pacific countries only)

- Electronic Information Service
info@dell.com
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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*.

Licensing Notice

The printer resident software contains:

- Software developed and copyrighted by Dell and/or third parties
- Dell modified software licensed under the provisions of the GNU General Public License version 2 and the GNU Lesser General Public License version 2.1
- Software licensed under the BSD license and warranty statements

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To obtain source code files for the Dell modified GNU licensed software, launch the *Drivers and Utilities* CD that shipped with your printer and click Contact Dell.