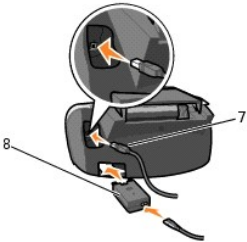
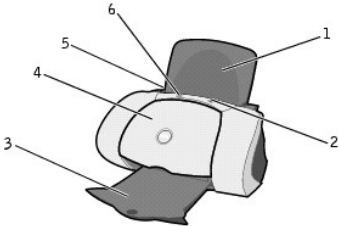


Understanding your printer



	Use the:	When you want to:
1	Paper support	Load paper in the printer.
2	Power button	Turn the printer on or off, or cancel a print job.
3	Paper exit tray	Stack paper as it exits the printer.
4	Front cover	Change cartridges.
5	Paper guide	Make sure paper feeds correctly into the printer.
6	Paper feed button	Feed a sheet of paper through the printer.
7	USB cable	Connect your printer to a computer.
8	Power supply	Supply power to the printer.

Appendix

- [Dell technical support policy](#)
 - [Contacting Dell](#)
 - [Warranty and return policy](#)
-

Dell technical support policy

Technician-assisted technical support requires the cooperation and participation of the customer in the troubleshooting process and provides for restoration of the Operating System, application software and hardware drivers to the original default configuration as shipped from Dell, as well as the verification of appropriate functionality of the computer unit 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.

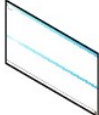



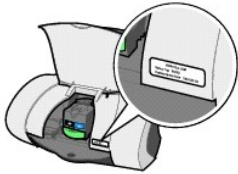
You can contact Dell electronically using the following addresses:

- 1 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)
 - 1 Anonymous file transfer protocol (FTP)
[ftp.dell.com/](ftp://ftp.dell.com/)
Log in as user: anonymous, and use your e-mail address as your password.
 - 1 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)
 - 1 Electronic Quote Service
sales@dell.com
apmarketing@dell.com (for Asian/Pacific countries only)
 - 1 Electronic Information Service
info@dell.com
-

Warranty and return policy

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

Finding information

Refer to:	When you need help with:
<p data-bbox="203 386 321 407"><i>Setup Diagram</i></p> 	<p data-bbox="459 386 610 407">Setup information.</p>
<p data-bbox="203 623 380 644"><i>Drivers and Utilities CD</i></p> 	<p data-bbox="459 623 695 644">Drivers for your inkjet printer.</p> <p data-bbox="459 661 1321 703">Documentation and drivers are already installed on your printer when shipped from Dell. You can use the CD to uninstall/reinstall drivers or access your documentation.</p> <p data-bbox="459 720 1354 762">Readme files may be included on your CD to provide last-minute updates about technical changes to your printer or advanced technical reference material for experienced users or technicians.</p>
<p data-bbox="203 861 329 882"><i>Owner's Manual</i></p> 	<p data-bbox="459 861 610 882">Information about:</p> <ul style="list-style-type: none"> <li data-bbox="492 905 610 926">1 Basic usage <li data-bbox="492 926 651 947">1 Creative projects <li data-bbox="492 947 776 968">1 Ink cartridge ordering information <li data-bbox="492 968 691 989">1 Setup troubleshooting <li data-bbox="492 989 704 1010">1 General troubleshooting
<p data-bbox="203 1098 456 1140"><i>Express Service Code and Service Tag number</i></p> 	<p data-bbox="459 1098 829 1119">Express Service Code and Service Tag number.</p> <p data-bbox="459 1140 740 1161">This label is located on your printer.</p> 
<p data-bbox="203 1440 378 1461">Dell Support Web site</p>	<p data-bbox="459 1440 643 1461">Online tools, including:</p> <ul style="list-style-type: none"> <li data-bbox="492 1482 1192 1503">1 Solutions — Troubleshooting hints and tips, articles from technicians, and online courses <li data-bbox="492 1503 1029 1524">1 Upgrades — Upgrade information for components, such as memory <li data-bbox="492 1524 1170 1545">1 Customer Care — Contact information, order status, warranty, and repair information <li data-bbox="492 1545 683 1566">1 Downloads — Drivers <li data-bbox="492 1566 992 1587">1 Reference — Printer documentation and product specifications <p data-bbox="459 1587 1393 1625">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.</p>

Dell™ Personal Inkjet Printer J740 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 cartridge ordering Web site at www.dell.com/supplies or order Dell printer supplies by phone.

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

For help locating your Service Tag number, see [Express Service Code and Service Tag number](#).

Notes, Notices, and Cautions

-  **NOTE:** A NOTE indicates important information that helps you make better use of your printer.
-  **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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April 2003 **SRV T0669 Rev. A00**

Maintenance

- [Ordering supplies](#)
 - [Replacing an ink cartridge](#)
 - [Aligning the ink cartridges](#)
 - [Cleaning ink cartridge nozzles and contacts](#)
-

Ordering supplies

Your Dell Personal Inkjet Printer J740 comes with software installed to detect the ink levels in the printer. During a print job, a screen appears on your computer to warn you if the ink levels are low. To order more ink, follow the instructions on the screen or visit the Dell Web site at www.dell.com/supplies.



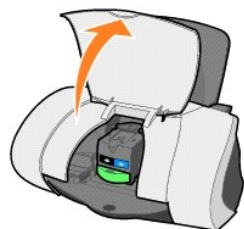
Your printer has been designed to print using the following cartridges.

Item:	Part number:
Black ink cartridge	T0601
Color ink cartridge	T0602
Black high yield ink cartridge	T0722

Replacing an ink cartridge

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

1. Make sure the printer is on.
2. Open the front cover.

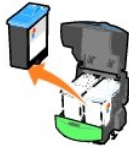


The ink cartridge carrier moves and stops at the loading position unless the printer is busy.

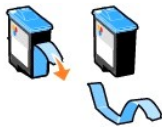
3. Press the cartridge carrier tab down, and then lift the cartridge carrier lid.



4. Remove the old cartridge. Store it in an air-tight container or dispose of it by placing it inside the recycling bag that came with your new ink cartridge and mailing the recycling bag to Dell.



5. If you are installing a new cartridge, remove the sticker and tape from the bottom of the cartridge.



➔ **NOTICE:** Do *not* touch the gold contact area on the cartridge.

6. Insert the new cartridge. Make sure the color ink cartridge is secure in the right carrier and the black ink cartridge is secure in the left carrier, and then *snap* the lid closed.



7. Close the front cover.

Aligning the ink cartridges

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

1. After installing cartridges
1. To improve print quality

To align the ink cartridges:

1. Load plain paper in the printer. For help, see [Loading paper](#).
2. Open the Dell Printer Solution Center. Click **Start** → **Programs** → **Dell Printers** → **Dell Inkjet Printer J740** → **Dell Printer Solution Center**.
3. From the Maintenance tab, click **Align to fix blurry edges**.
4. Click **Print**.

An alignment page prints, automatically aligning the cartridges.

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

Cleaning ink cartridge nozzles and contacts

If you are not satisfied with the print quality of your document, make sure you:

- 1 Use the appropriate paper for the document. For example, use photo paper if you are printing photos.
- 1 Use paper that is bright white or coated.
- 1 Select a higher print quality.
 - a. From your program, click **File** → **Print**.

The Print dialog box appears.


- b. From the Print dialog box, click **Properties**, **Preferences**, or **Options**.
- c. From the Quality/Speed area on the Quality/Copies tab, select **Better** or **Best**.

If your document still does not have the print quality you expect, follow these steps:

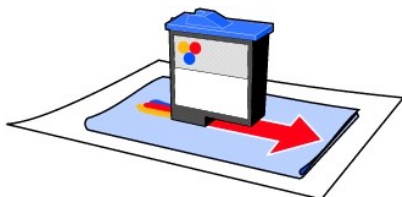
1. Reinsert the ink cartridges:
 - a. Remove the ink cartridges. For help, see [Replacing an ink cartridge](#).
 - b. Insert the ink cartridges. For help, see [Replacing an ink cartridge](#).
 - c. Print your document again.
 - d. If print quality has not improved, continue with step 2.
2. Clean the print nozzles:
 - a. Load paper. For help, see [Loading paper](#).
 - b. Click **Start** → **Programs** → **Dell Printers** → **Dell Inkjet Printer J740** → **Dell Printer Solution Center**.
 - c. Click the **Maintenance** tab.
 - d. From the Maintenance tab, click **Clean to fix horizontal streaks**.
 - e. Click **Print**.

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

- f. Print your document again to verify that your print quality has improved.
 - g. If you are not satisfied with the print quality, continue with step 3, and then print your document again.
3. Wipe the ink cartridge nozzles and contacts:
 - a. Remove the ink cartridges. For help, see [Replacing an ink cartridge](#).
 - b. Dampen a clean, lint-free cloth with water and place it on a flat surface, such as a table.

 **NOTE:** To avoid getting ink on the flat surface, place two sheets of paper under the cloth.

- c. With the nozzles pointing down, gently hold the cartridge against the cloth for about three seconds.
- d. Slowly wipe the nozzles in the direction shown.



- e. With another clean section of the cloth, repeat steps c through d.
- f. Gently hold another clean section of the cloth against the contacts for about three seconds, and then wipe in the direction shown.



- g. With another clean section of the cloth, repeat step f.

- h. Let the nozzles and contacts dry completely.
- i. Reinsert the ink cartridges and wait five minutes before printing.
- j. Clean the ink nozzles. For help see [step 2](#).
- k. Print your document again.
- l. If the print quality does not improve, repeat step 3 up to two more times.
- m. If print quality is still not satisfactory, replace the ink cartridges. For information on ordering supplies, refer to the *Owner's Manual*, or open the Dell Printer Solution Center.

Regulatory notices

Federal Communications Commission (FCC) compliance information statement

The Dell Personal Inkjet Printer J740 has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult your point of purchase or service representative for additional suggestions.

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

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

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

Dell Products, L.P.

One Dell Way

Round Rock, Texas, USA 78682

Industry Canada compliance statement

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

Avis de conformité aux normes d'Industrie Canada

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

European Community (EC) directives conformity

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

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

Noise emission levels

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

1-meter average sound pressure, dBA	
Printing	51 dBA

The United Kingdom Telecommunications Act 1984

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

ENERGY STAR



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

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

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

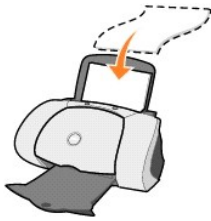
Using the printer

• Loading paper

Loading paper

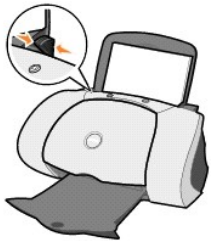
To load most types of paper:


1. Place the paper against the right side of the paper support with the print side facing you and the top of the paper feeding into the paper support.




2. Squeeze and slide the paper guide to the left edge of the paper.

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



 **NOTE:** To avoid smearing ink, remove each transparency or photo from the paper exit tray before the next one exits the printer. Transparencies and photos may require up to 15 minutes to dry.

To load other paper types, follow these guidelines.


Load up to:	Make sure:	
150 sheets of plain paper	The paper is designed for use with inkjet printers.	
 10 envelopes	<ol style="list-style-type: none"> 1 The envelopes are loaded vertically against the right side of the paper support. 1 The stamp location is in the upper left corner. 1 The envelopes are designed for use with inkjet printers. 1 You squeeze and slide the paper guide to the left edge of the envelope. 	
25 sheets of labels	The labels are designed for use with inkjet printers.	
50 sheets of card stock	<ol style="list-style-type: none"> 1 The card stock is designed for use with inkjet printers. 1 The thickness does not exceed 0.025 inches. 	
10 greeting cards, index cards, postcards, or photo cards	The cards are loaded vertically against the right side of the paper support.	
50 sheets of coated, photo, or glossy paper	The glossy or coated side faces you.	
10 transparencies	<ol style="list-style-type: none"> 1 The transparencies are designed for use with inkjet printers. 1 The rough side faces you. 	
100 sheets of custom size paper	Your paper size fits within these dimensions:	
	Width	Length
	<ol style="list-style-type: none"> o 76 to 216 mm o 3.0 to 8.5 in. 	<ol style="list-style-type: none"> o 127 to 432 mm o 5.0 to 17.0 in.
10 iron-on transfers	<ol style="list-style-type: none"> 1 You follow the loading instructions on the iron-on packaging. 	

20 sheets of banner paper	1 The blank side faces you. The banner paper is designed for use with inkjet printers.
----------------------------------	---

Before you begin printing, see the information below about how much paper the printer exit tray can hold.

The printer paper exit tray can hold:

1 150 sheets of paper	1 10 envelopes
1 25 sheets of labels	1 50 cards
1 1 transparency	1 1 sheet of coated, photo, or glossy paper

 **NOTE:** To avoid smearing ink, remove each transparency or photo from the paper exit tray before the next one exits the printer. Transparencies and photos may require up to 15 minutes to dry.

Printer specifications

- [Overview](#)
- [Physical specifications](#)
- [Environmental specifications](#)
- [Power consumption and requirements](#)
- [Operating system support](#)
- [Memory specifications and requirements](#)
- [Paper](#)
- [Cables](#)

Overview

Base memory	16 MB
Maximum memory	16 MB
Emulation	Host based data stream printing
Connectivity	USB
Duty cycle (average)	3000 pages/month
Duty cycle (maximum)	5000 pages/month
Printer life	36,000 pages or one year (Letter size 5% coverage)

Physical specifications

Physical dimension	210mm (H) x 447mm (W) x 312mm (D) 8.3 in. (H) x 17.6 in. (W) x 12.3 in. (D)
Weight	3.16 kg 8.64 lb

Environmental specifications

Temperature/Relative Humidity

The recommended temperature and relative humidity for all conditions	61° to 90° F	40% to 70%
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Condition	Temperature	Relative humidity (non-condensing)
Operation	10° to 43° C 50° to 109° F	8% to 80%
Storage	1° to 60° C 34° to 140° F	5% to 90%
Shipping	-40° to 60° C -40° to 140° F	5% to 100%

Power consumption and requirements

Rated AC input	100V–220V
Rated frequency	50/60 Hz
Minimum AC input	99V AC
Maximum AC input	255V AC
Maximum input current	1.5A
Average power consumption	11.7W

Operating system support

The Dell Personal Inkjet Printer J740 supports:

Microsoft Windows XP

Windows 2000

Memory specifications and requirements

Your operating system must meet the minimum system requirements.

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

Paper

See [Loading paper](#) for information on what paper sizes and types are supported with your Dell Inkjet Printer J740.

Cables

Your Dell Personal Inkjet Printer J740 uses a Universal Serial Bus (USB) cable.



Troubleshooting

- [Understanding error messages and flashing lights](#)
- [Resolving unsuccessful or slow printing](#)
- [Clearing paper misfeeds or jams](#)
- [Solving print quality problems](#)
- [Solving specialty media problems](#)

If your printer has a problem, make sure:

- 1 Your printer is on.
- 1 You removed the stickers and tape from the bottom of the ink cartridges. For help, see [Replacing an ink cartridge](#).
- 1 The paper is loaded correctly. For help, see [Loading paper](#).
- 1 You installed both of the ink cartridges. The Dell Personal Inkjet Printer J740 will only work if you have both cartridges installed.

If you experience other problems not found in the User's Guide, refer to your *Owner's Manual*, or open the Dell Printer Solution Center.

Understanding error messages and flashing lights

Use this section to understand printer software error messages on your computer screen and blinking lights on your printer.

Paper Jam message

For help clearing a paper jam, see [Printer has a paper jam](#).

Ink Low message

Ink Low messages appear as the ink levels in your cartridges decrease.

When this message appears, you can:

- 1 Click **OK**.
- 1 Order a new cartridge by contacting the Dell Web site at www.dell.com/supplies.

For more help, refer to the *Owner's Manual*, or open the Dell Printer Solution Center.

The paper feed button is blinking



If the paper feed button is blinking slowly, the printer is out of paper:

1. Load paper. For help, see [Loading paper](#).
2. Press the **paper feed** button.

If the paper feed button is blinking rapidly, the printer has a paper jam. For help, see [Printer has a paper jam](#).

The power button is blinking



The ink cartridge carrier is stalled.

1. Check your computer screen for error messages.
2. Turn the printer off.
3. Wait a few seconds, and then turn the printer back on.

The paper feed button and the power button are blinking

If the paper feed button and the power button are both blinking:

1. Open the Dell Printer Solution Center.
2. Click **Help**.
3. Click the **Index** tab.
4. From the Help Topics: Dell Personal Inkjet Printer J740 Help dialog box, click the **Find** tab.
5. Type Printing Failure message.
6. Select the Printing Failure message topic from the text box under step 3, and then click **Display**.
7. Follow the instructions in the table to resolve printing problems.

Resolving unsuccessful or slow printing

The following topics can help you improve unsuccessful or slow printing.

Printer is plugged in, but does not print

- 1 Check the printer status:

Windows 2000	Windows XP
<ol style="list-style-type: none">1. Click Start → Settings → Printers.2. From the Printers folder, double-click the Dell J740 printer icon.3. From the Printer menu, make sure:<ul style="list-style-type: none">1 Default Printer is selected.1 Pause Printing is not selected.	<ol style="list-style-type: none">1. Click Start → Control Panel → Printers and Other Hardware → Printers and Faxes.2. From the Printers folder, double-click the Dell J740 printer icon.3. From the Printer menu, make sure:<ul style="list-style-type: none">1 Default Printer is selected.1 Pause Printing is not selected.

- 1 Check the printer port:

Windows 2000	Windows XP
<ol style="list-style-type: none">1. Click Start → Settings → Printers.2. Right-click the Dell J740 printer icon, and then click Properties.3. Click the Ports tab.	<ol style="list-style-type: none">1. Click Start → Control Panel → Printers and Other Hardware → Printers and Faxes.2. Right-click the Dell J740 printer icon, and then click Properties.

4. From the list of ports, select the USB printer port.

If the USB port is *not* listed, uninstall and then reinstall the printer software.
5. Click **Apply**.
6. Click **OK**.

3. Click the **Ports** tab.
4. From the list of ports, select the USB printer port.
5. If the USB port is *not* listed, uninstall and then reinstall the printer software.
6. Click **Apply**.
7. Click **OK**.

1. Make sure you have not installed multiple copies of the printer software:
 - a. **Microsoft® Windows® 2000:** Click **Start** → **Settings** → **Printers**.

Windows XP: Click **Start** → **Control Panel** → **Printers and Other Hardware** → **Printers and Faxes**.
 - b. In the Printers folder, make sure there is only one **Dell J740** printer icon.

If you have installed multiple copies of the printer software, uninstall each copy. Then restart the computer, and reinstall the printer software.

After you check these items, try to print a test page.

1. Click **Start** → **Programs** → **Dell Printers** → **Dell Inkjet Printer J740** → **Dell Printer Solution Center**.
2. Click the **Maintenance** tab.
3. Click **Print a test page**.

Test page does not print

1. If the paper is jammed, see [Printer has a paper jam](#).
1. Try printing your test page again. If it still does not print, see [Resolving unsuccessful or slow printing](#).

Alignment page does not print

Make sure:

1. You removed the transparent tape and sticker from the back and bottom of the ink cartridges.
1. You installed the cartridges correctly. For help on installing cartridges, see [Replacing an ink cartridge](#).
1. You loaded the paper correctly and did not force the paper into the printer. For help, see [Loading paper](#).

Printer ejects a blank page after appearing to print

Make sure:

1. You remove the sticker and transparent tape from the back and bottom of the ink cartridges.
1. Your cartridges do not have clogged nozzles. Clean the ink cartridge nozzles and contacts. For help, see [Cleaning ink cartridge nozzles and contacts](#).

Printer prints very slowly

1. Close any program not in use.
1. Check the document you are printing. Photos and graphics may take longer to print than regular text. Documents that are large or that contain background images may also take longer to print.
1. Check the printer to see if another document is being printed. Print jobs are printed in the order the printer receives them.
1. Decrease the print quality setting to Normal or Quick Print.

 **NOTE:** Higher print quality settings result in better quality documents, but may take longer to print.

Clearing paper misfeeds or jams

The following topics can help you clear misfeeds or jams.

Paper misfeeds or multiple sheets feed

Make sure:

- 1 Your paper is recommended for inkjet printers.
- 1 The edges of your paper are not curled.
- 1 A piece of paper from a previous print job is not jammed.
- 1 You do not load too many sheets of paper. Depending on the weight of the paper, you can load up to:
 - o 150 sheets of plain paper
 - o 10 transparencies, envelopes, or cards
 - o 25 labels
- 1 You do not force the paper into printer.
- 1 The paper guide does not cause the paper to bow.
- 1 The printer is on a flat, level surface.
- 1 The printer settings you have chosen are correct for the type of document you are printing.
- 1 The paper is against the right side of the paper tray.

Printer does not feed envelopes or specialty media

Make sure:

- 1 Your printer feeds paper without problems. Load the envelopes or specialty media vertically against the right side of the paper tray. Squeeze and slide the paper guide to the left edge of the envelopes or specialty media.
- 1 You select the appropriate envelope or specialty media size and the appropriate paper type from the Paper Setup tab of Print Properties.
- 1 You are using a specialty media or envelope size supported by your printer. For help, see [Loading paper](#).
- 1 Your software is designed to print envelopes. For help, check your software documentation.
- 1 The envelope or specialty media is not jammed.

Printer has a paper jam

If the paper is lodged too far into printer and cannot be removed:


1. Turn the printer off.
2. Turn the printer back on.

If the printer does not automatically eject the page:

- a. Turn the printer off.
- b. Pull firmly on the paper to remove it.

If you cannot reach the paper, raise the front cover, pull the paper out, and then close the front cover.

- c. Turn the printer on.

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

Solving print quality problems

If print quality is unsatisfactory, you may need to adjust your margin settings, select a higher print quality, align the ink cartridges, or clean the nozzles.

The following topics can help you improve an unsatisfactory document.

Print is too dark or smudged

- 1 Make sure the paper is straight and not wrinkled.
- 1 Let the ink dry completely before handling the paper.
- 1 Make sure the paper type and paper size settings in the printer software match the paper loaded in the printer.
- 1 Make sure the print quality setting is appropriate for the paper type.
- 1 Clean the ink cartridge nozzles and contacts. For help, see [Cleaning ink cartridge nozzles and contacts](#).

Vertical straight lines are not smooth

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

- 1 Select a higher print quality from the Quality/Copies tab of Print Properties.
- 1 Align the ink cartridges.
- 1 Clean the ink cartridge nozzles and contacts. For help, see [Cleaning ink cartridge nozzles and contacts](#).

Print smears on the page

- 1 The next page exiting the printer may be smearing the ink. Remove each page as it exits the printer, and let it dry completely before stacking.
- 1 Clean the ink cartridge nozzles and contacts. For help, see [Cleaning ink cartridge nozzles and contacts](#).

Printed pages have alternating bands of light and dark print (intermittent printing)

- 1 Select a higher print quality from the Quality/Copies tab of Print Properties.
- 1 Reinsert the print cartridges. For help, see [Replacing an ink cartridge](#).

Characters are missing or unexpected

- 1 Make sure the **Dell J740** is selected as the default printer.
- 1 Clean the ink cartridge nozzles and contacts. For help, see [Cleaning ink cartridge nozzles and contacts](#).
- 1 If you do not want to print a borderless photo, your margins must fall within these settings:

Margin	Minimum setting
Left and right	<ul style="list-style-type: none">1 6.35 mm (0.25 in.) for U.S. Letter, U.S. Legal, Banner Letter, and custom paper sizes1 3.175 mm (0.125 in.) for envelopes1 3.37 mm (0.13 in.) for most paper sizes
Top	<ul style="list-style-type: none">1 1.7 mm (0.067 in.)
Bottom	<ul style="list-style-type: none">1 12.7 mm (0.5 in.)

Printed characters are improperly formed or misaligned

- 1 Cancel all print jobs and print your job again. To cancel all print jobs:
 - a. **Windows 2000:** Click **Start** → **Settings** → **Printers**.
 - Windows XP:** Click **Start** → **Control Panel** → **Printers and Other Hardware** → **Printers and Faxes**.
 - b. Double-click your printer icon.

- c. Select the document you want to cancel.
 - d. From the Document menu, click **Cancel**.
- 1 Repeat steps c through d for each document.
 - 1 Align the ink cartridges. For help, see [Aligning the ink cartridges](#).
 - 1 Clean the ink cartridge nozzles and contacts. For help, see [Cleaning ink cartridge nozzles and contacts](#).

Colors on the printout differ from the colors on the screen

- 1 A cartridge may be low on ink. Check the ink levels in the Dell Printer Solution Center.
- 1 Use a different paper brand. Each paper brand accepts ink differently and prints with color variations.

Select Natural Color as the document color:

1. With your document open, click **File** → **Print**.
The Print dialog box appears.
2. From the Print dialog box, click **Properties**, **Preferences**, or **Options**.
3. From the I Want To menu, click **Options** → **Quality Options**.
4. Click **Select color settings manually**.
5. Select **Natural Color**.

Colors on the printout are faded

Try the suggestions listed in [Colors on the printout differ from the colors on the screen](#). If the colors still seem faded, clean the ink cartridge nozzles and contacts. For help, see [Cleaning ink cartridge nozzles and contacts](#).

Photos do not print as expected

- 1 Use a photo paper designed for inkjet printers.
- 1 Select a higher print quality from the Quality/Copies tab of Print Properties.
- 1 Select **Photo paper** as the paper type.
- 1 Print a borderless photo:
 - a. From the Print Properties dialog box, select the **Paper Setup** tab.
 - b. From the Paper Size area, select **Borderless**.
 - c. From the Paper Size menu, select the correct size.

Solving specialty media problems

The following topics can help solve problems with specialty media.

Glossy/photo papers or transparencies stick together

- 1 Load one sheet of photo paper or transparency at a time.
- 1 Use a photo paper or transparency designed for inkjet printers.
- 1 Remove each page as it exits the printer and let it dry completely before stacking.

Photo papers or transparencies contain white lines

- 1 Make sure the **Dell J740** printer is selected as the default printer.

- 1 Select a higher printer quality from the Quality/Copies tab of Print Properties.
- 1 Clean the ink cartridge nozzles and contacts. For help, see [Cleaning ink cartridge nozzles and contacts](#).