

Dell™ Photo All-In-One Printer 942

# Owner's Manual

## Look Inside For:


- Ordering Supplies
- Getting Started
- Using the Printer
- Understanding the Printer Software
- Maintenance and Troubleshooting



# Ordering Supplies

Your Dell Photo AIO Printer 942 includes software installed to detect the ink levels in the printer. During a print job, a screen appears on your computer to warn you of low ink levels. You can order ink online at [www.dell.com/supplies](http://www.dell.com/supplies) or by phone.


<b>US</b>	877-INK-2-YOU	<b>Japan</b>	044-556-3551
<b>Australia</b>	1300 303 290	<b>Luxembourg</b>	02.713 1590
<b>Austria</b>	08 20 - 24 05 30 35	<b>Malaysia</b>	1800 88 0301
<b>Belgium</b>	02.713 1590	<b>Mexico</b>	866-851-1754
<b>Canada</b>	1-877-501-4803	<b>Netherlands</b>	020 - 674 4881
<b>Chile</b>	800-202874	<b>Norway</b>	231622 64
<b>Chile</b>	1230-020-3947	<b>Portugal</b>	21 4220710
<b>Colombia</b>	01800-9-155676	<b>PRC</b>	800-858-2920
<b>Denmark</b>	3287 5215	<b>Puerto Rico</b>	866-851-1760
<b>Finland</b>	09 2533 1411	<b>Singapore</b>	1800 394 7486
<b>France</b>	825387247	<b>Spain</b>	902120385
<b>Germany</b>	0800 2873355	<b>Sweden</b>	08 587 705 81
<b>Ireland</b>	1850 707 407	<b>Switzerland</b>	0848 335 599
<b>Italy</b>	800602705	<b>UK</b>	0870 907 4574


 **NOTE:** If your country is not listed, contact your Dell distributor to order supplies.


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

<b>Supply Item</b>	<b>Part number</b>
Standard Capacity black ink cartridge	J5566
Standard Capacity color ink cartridge	J5567
High Capacity black ink cartridge	M4640
High Capacity color ink cartridge	M4646
Photo ink cartridge	J4844

# 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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## **FCC emissions information**

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. Refer to the *Drivers and Utilities* CD for details.



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## **CAUTION: SAFETY INSTRUCTIONS**

Use the following safety guidelines to help ensure your own personal safety and to help protect your printer and working environment from potential damage.

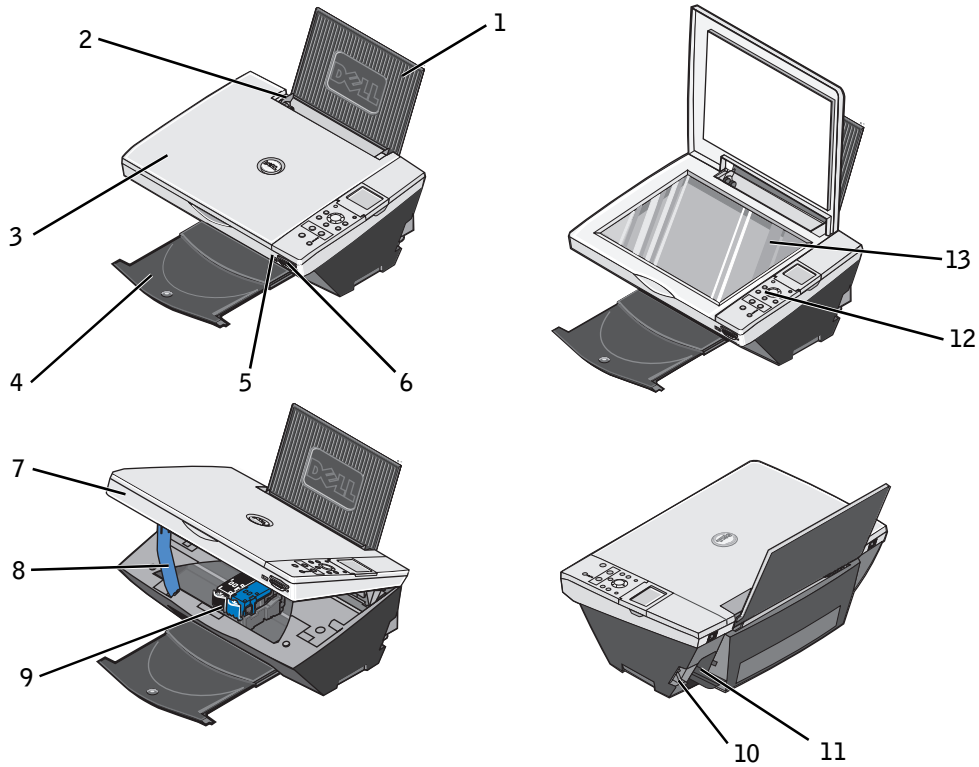
- Use only the power cable provided with this product or the manufacturer's authorized replacement power cable.
- Connect the power cable to an electrical outlet that is near the product and easily accessible.
- Refer service or repairs, other than those described in the user documentation, to a professional service person.

 **CAUTION: Do not use the fax feature during a lightning storm. Do not set up this product or make any electrical or cabling connections, such as the power cable or telephone, during a lightning storm.**



## Getting Started

### Understanding the Printer Parts



Number:	Part:	Description:
1	Paper support	Part that supports loaded paper.
2	Paper guide	Guide that helps the paper feed into the printer properly.
3	Top cover	Top of printer that holds your document or photo flat while you scan it.

Number:	Part:	Description:
4	Paper exit tray	Tray that holds the paper as it exits the printer. <b>NOTE:</b> Pull the paper exit tray straight out to extend it.
5	PictBridge-enabled digital camera port	Slot into which you plug the USB cable that connects to your PictBridge-enabled digital camera.
6	Media card slot	Slot into which you insert a media card containing digital pictures. <b>NOTE:</b> The LCD will only display JPEG files found on the media card. To view other image types found on the media card, open the Memory Card Manager. For more information, see "Using the Memory Card Manager" on page 59.
7	Printer unit	Unit you lift to gain access to the ink cartridges.
8	Scanner support	Part under printer unit that keeps the printer open while you change ink cartridges. <b>NOTE:</b> To close the printer for normal operation, lift the printer unit, press the scanner support to the right, and then lower the printer unit until it rests on the main body of the printer.
9	Ink cartridge carrier	Carrier that holds two ink cartridges, one color and the other black or photo (sold separately). For more information on your cartridges, see "Replacing Ink Cartridges" on page 63.
10	USB connector	Slot into which you plug the USB cable (sold separately). The other end of the USB cable plugs into your computer. <b>NOTE:</b> Dell recommends use of 2.0 compliant cables.
11	Power connector	Slot into which you plug the power adapter. <b>NOTE:</b> Install the power adapter in the printer. If necessary, connect the power cable to the power adapter. Then plug the cable into the wall outlet.
12	Operator panel	Panel on the printer you use to control scanning, copying, faxing, and printing. For more information, see "Using the Operator Panel" on page 15.
13	Scanner glass	Surface on which you place your document or photo face down to copy, fax, or scan it.

## Setting Up Your Printer

 **NOTE:** The Dell Photo AIO Printer 942 supports Microsoft® Windows® 2000 and Windows XP.


Follow the instructions on your *Setting Up Your Printer* poster to install the hardware and software. If you encounter problems during setup, see "Setup Problems" on page 69.

You can use the Dell Photo AIO Printer 942 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 create your projects.
- You *do* need to connect your printer to a computer to scan, print, fax and use the **Save to PC** function.
- You *do not* need to connect your printer to a computer to copy or print from flash memory cards or PictBridge-enabled digital cameras.

## Accessing Your User's Guide

Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 942**→**View Dell User's Guide**.

 **NOTE:** You can also access the *User's Guide* on your *Drivers and Utilities* CD.

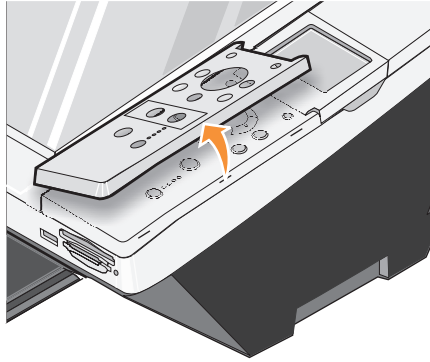
## Replacing the Operator Panel

If you have a non-English operator panel in your printer box and want to use it, follow these steps:

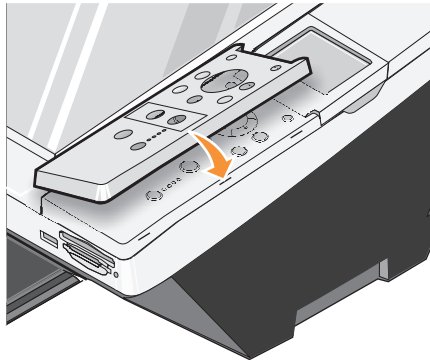
- 1 Open the top cover.



- 2 If an English operator panel is installed, remove it by lifting the panel up.

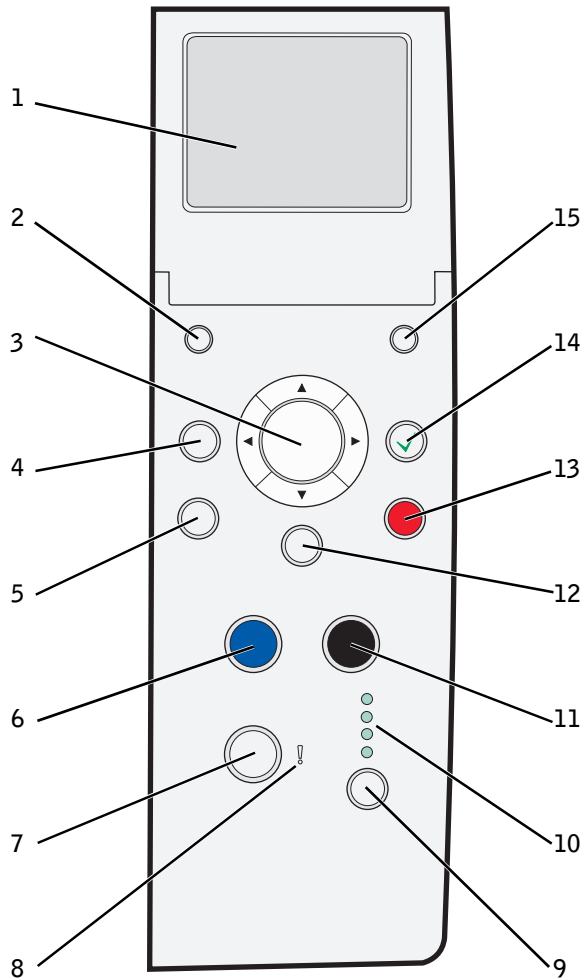


- 3 Snap the non-English operator panel into place.



- 4 Close the top cover.

# Using the Operator Panel



Button	Description
1	LCD Panel on the printer that displays scanning, copying, faxing, and printing options as well as status and error messages. For more information, see "Using the Operator Panel" on page 15.
2	Number of Copies Select the desired number of copies by using the navigation button.
3	Navigation button <ul style="list-style-type: none"> <li>• Increase or decrease a number on the display.</li> <li>• Scroll through a list on the display.</li> </ul>

	<b>Button</b>	<b>Description</b>
4	Preview	Scans the document in the <b>Copy</b> or <b>Scan</b> mode and displays a preview.
5	Save to PC	<ul style="list-style-type: none"> <li>Scans the document and sends it to the Dell All-In-One Center. For more information, see "Using the Dell All-In-One Center" on page 55.</li> <li>Launches the Memory Card Manager when a memory card is inserted or a digital camera is connected. For more information, see "Using the Memory Card Manager" on page 59.</li> </ul>
6	Color	Make a color copy.
7	Power	Turn your printer on or off.
8	Error message LED	Flashes when the printer is experiencing an error. For more information, see "Error Messages and Lights" on page 74.
9	Mode	Scroll through the available modes: <b>Photo</b> , <b>Copy</b> , <b>Scan</b> , and <b>Fax</b> .
10	Mode lights	Displays next to the current printer mode.
11	Black	Make a black and white copy.
12	Menu	Scroll through the available menus and modes. Each time you press this button, the next item on the display appears.
13	Cancel	<ul style="list-style-type: none"> <li>Cancel a scan, print, or copy job in progress.</li> <li>Cancel a copy job (using only the printer) and it may eject a page.</li> <li>Exit a menu and return to the default settings.</li> </ul>
14	Select	Select a choice that appears on the display.
15	Resize	Resizes the document or photo in the <b>Photo Card</b> or <b>Copy</b> mode.

## Operator Panel Functionality

### Viewing Ink Levels

To view your ink cartridge levels:

- 1 Press **Menu** on the operator panel.
- 2 Press the up or down arrow on the navigation button to scroll to **Ink Levels**.
- 3 Press **Select**.

The ink cartridge levels are displayed.

### Preview

Scans the document in the **Copy** or **Scan** mode and displays a preview.



## Memory Cards

Your printer supports the following memory card types:

- CompactFlash Type I and II
- Memory Stick
- Memory Stick PRO
- SmartMedia
- Secure Digital
- MultiMediaCard
- xD-Picture Card

When you insert a media card into the slot on the front of the printer, the **I Want To...** menu is displayed. For more information, see "Using Your Printer in Photo Mode" on page 48.

## Memory Card Manager

Memory Card Manager (MCM) allows you to display, manage, edit, print, and save photos from your memory card to your computer.

To launch Memory Card Manager from the printer:

- 1 Insert a memory card into the memory card slot on the front of the printer.
- 2 Press the **Save to PC** button on the operator panel, or select **Save to Computer** from the **I Want To...** menu on the LCD.

To launch Memory Card Manager from your computer, click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 942**→**Memory Card Manager**.



**NOTE:** The Operator Panel only displays JPGs. Memory Card Manager displays all other file types on your computer.

## PictBridge

Your printer works with PictBridge-enabled digital cameras. For more information, see "Using Your Printer in Photo Mode" on page 48.

## Operator Panel Menus

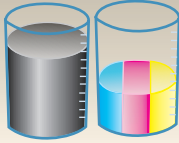
Photo mode

Menu	Sub-menu item	Settings
Photo	I Want To...	<ul style="list-style-type: none"> <li>• View Photos or Print</li> <li>• Save to Computer</li> <li>• Slide Show</li> <li>• Print All x Photos</li> </ul>
	<p><b>NOTE:</b> The I Want To... menu is only available when a photo card is installed.</p> <hr/> Paper Size	<ul style="list-style-type: none"> <li>• 8 1/2 x 11 in.*</li> <li>• 8 1/2 x 14 in.</li> <li>• A6</li> <li>• A5</li> <li>• B5</li> <li>• A4</li> <li>• L</li> <li>• 2L</li> <li>• Hagaki</li> <li>• 3x5</li> <li>• 3 1/2 x 5 in.</li> <li>• 4x6</li> <li>• 5x7</li> </ul>
	Print Quality	<ul style="list-style-type: none"> <li>• Automatic*</li> <li>• Draft</li> <li>• Normal</li> <li>• Photo</li> </ul>
	Brightness (Press Select.)	
	Crop (Press Select.)	
	Rotate 90 degrees (Press Select.)	
	Print All Photos (Press Select.)	
	Slide Show (Press Select.)	
	Print Index Page (Press Select.)	
	View Photos or Print (Press Select.)	
	Save to Computer (Press Select.)	

\* Factory default setting

<b>Menu</b>	<b>Sub-menu item</b>	<b>Settings</b>
Maintenance	Ink Levels (Press <b>Select.</b> )	
	Change Cartridges (Press <b>Select.</b> )	
	Align Cartridges (Press <b>Select.</b> )	
	Clean Cartridges (Press <b>Select.</b> )	
	Print Test Page (Press <b>Select.</b> )	
Defaults	Restore Defaults (Press <b>Select.</b> )	
	Paper Type	<ul style="list-style-type: none"> <li>• Auto-Detect*</li> <li>• Plain</li> <li>• Coated</li> <li>• Glossy</li> <li>• Transparency</li> </ul>
	Photo Size	<ul style="list-style-type: none"> <li>• 4x6 in.*</li> <li>• 5x7 in.</li> <li>• 8x10 in.</li> <li>• L</li> <li>• 2L</li> <li>• 8 1/2 x 11 in.</li> <li>• A4</li> <li>• A5</li> <li>• A6</li> <li>• Hagaki</li> <li>• 2 1/4 x 3 1/4 in.</li> <li>• 3 1/2 x 5 in.</li> </ul>
	Preview before Print	<ul style="list-style-type: none"> <li>• Off*</li> <li>• On</li> </ul>

\* Factory default setting


Menu	Sub-menu item	Settings
	Language	<ul style="list-style-type: none"> <li>• English*</li> <li>• French</li> <li>• German</li> <li>• Spanish</li> <li>• Italian</li> <li>• Brazilian</li> <li>• Russian</li> <li>• Dutch</li> <li>• Greek</li> <li>• Polish</li> <li>• Korean</li> <li>• Japanese</li> <li>• Simplified Chinese</li> <li>• Traditional Chinese</li> </ul>
	Clear Settings When	<ul style="list-style-type: none"> <li>• After 2 minutes*</li> <li>• Never</li> </ul>
	Power Save (the screen saver shown below appears on screen until the printer enters Power Save) <div data-bbox="455 944 826 1234" style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p>Order online:  <a href="http://www.dell.com/supplies">www.dell.com/supplies</a></p>  </div>	<ul style="list-style-type: none"> <li>• 10 minutes*</li> <li>• 20 minutes</li> <li>• 30 minutes</li> <li>• Immediate</li> </ul>

\* Factory default setting

## Fax mode

Menu	Sub-menu item	Settings
Maintenance	Ink Levels (Press <b>Select</b> .)	
	Change Cartridges (Press <b>Select</b> .)	
	Align Cartridges (Press <b>Select</b> .)	
	Clean Cartridges (Press <b>Select</b> .)	
	Print Test Page (Press <b>Select</b> .)	
Defaults	Restore Defaults (Press <b>Select</b> .)	
	Language	<ul style="list-style-type: none"><li>• English*</li><li>• French</li><li>• German</li><li>• Spanish</li><li>• Italian</li><li>• Brazilian</li><li>• Russian</li><li>• Dutch</li><li>• Greek</li><li>• Polish</li><li>• Korean</li><li>• Japanese</li><li>• Simplified Chinese</li><li>• Traditional Chinese</li></ul>
	Clear Settings When	<ul style="list-style-type: none"><li>• After 2 minutes*</li><li>• Never</li></ul>

\* Factory default setting

Menu	Sub-menu item	Settings
	Power Save (the screen saver shown below appears on screen until the printer enters Power Save)	<ul style="list-style-type: none"> <li>• 10 minutes*</li> <li>• 20 minutes</li> <li>• 30 minutes</li> <li>• Immediate</li> </ul>
		

\* Factory default setting


## Copy mode

Menu	Sub-menu item	Settings
Copy	Copy Quality	<ul style="list-style-type: none"> <li>• Automatic*</li> <li>• Draft</li> <li>• Normal</li> <li>• Photo</li> </ul>
	Brightness (Press <b>Select</b> .)	•
	Blank Paper Size	<ul style="list-style-type: none"> <li>• 8 1/2 x 11 in.*</li> <li>• 8 1/2 x 14 in.</li> <li>• A6</li> <li>• A5</li> <li>• B5</li> <li>• A4</li> <li>• L</li> <li>• 2L</li> <li>• Hagaki</li> <li>• 3x5</li> <li>• 3 1/2 x 5 in.</li> <li>• 4x6</li> <li>• 5x7</li> </ul>
	Repeat Image (Press <b>Select</b> .)	

\* Factory default setting

<b>Menu</b>	<b>Sub-menu item</b>	<b>Settings</b>
	Size of Original	<ul style="list-style-type: none"> <li>• Automatic*</li> <li>• 2 1/4 x 3 1/4 in.</li> <li>• 3x5 in.</li> <li>• 3 1/2 x 5 in.</li> <li>• 4x6</li> <li>• 5x7</li> <li>• 8x10</li> <li>• 8 1/2 x 11 in.</li> <li>• A6</li> <li>• A5</li> <li>• B5</li> <li>• A4</li> <li>• L</li> <li>• 2L</li> <li>• Hagaki</li> </ul>
Maintenance	Ink Levels (Press <b>Select.</b> )	
	Change Cartridges (Press <b>Select.</b> )	
	Align Cartridges (Press <b>Select.</b> )	
	Clean Cartridges (Press <b>Select.</b> )	
	Print Test Page (Press <b>Select.</b> )	
Defaults	Restore Defaults (Press <b>Select.</b> )	
	Paper Type	<ul style="list-style-type: none"> <li>• Auto-detect*</li> <li>• Plain</li> <li>• Coated</li> <li>• Glossy</li> <li>• Transparency</li> </ul>

\* Factory default setting


Menu	Sub-menu item	Settings
	Language	<ul style="list-style-type: none"> <li>• English*</li> <li>• French</li> <li>• German</li> <li>• Spanish</li> <li>• Italian</li> <li>• Brazilian</li> <li>• Russian</li> <li>• Dutch</li> <li>• Greek</li> <li>• Polish</li> <li>• Korean</li> <li>• Japanese</li> <li>• Simplified Chinese</li> <li>• Traditional Chinese</li> </ul>
	Clear Settings When	<ul style="list-style-type: none"> <li>• After 2 minutes*</li> <li>• Never</li> </ul>
	Power Save (the screen saver shown below appears on screen until the printer enters Power Save)	<ul style="list-style-type: none"> <li>• 10 minutes*</li> <li>• 20 minutes</li> <li>• 30 minutes</li> <li>• Immediate</li> </ul>
		
* Factory default setting		



## Scan mode

Menu	Sub-menu item	Settings
Maintenance	Ink Levels (Press <b>Select</b> .)	
	Change Cartridges (Press <b>Select</b> .)	
	Align Cartridges (Press <b>Select</b> .)	
	Clean Cartridges (Press <b>Select</b> .)	
	Print Test Page (Press <b>Select</b> .)	
Defaults	Restore Defaults (Press <b>Select</b> .)	
	Language	<ul style="list-style-type: none"><li>• English*</li><li>• French</li><li>• German</li><li>• Spanish</li><li>• Italian</li><li>• Brazilian</li><li>• Russian</li><li>• Dutch</li><li>• Greek</li><li>• Polish</li><li>• Korean</li><li>• Japanese</li><li>• Simplified Chinese</li><li>• Traditional Chinese</li></ul>
	Clear Settings When	<ul style="list-style-type: none"><li>• After 2 minutes*</li><li>• Never</li></ul>

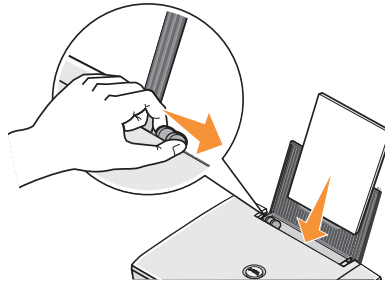
\* Factory default setting

Menu	Sub-menu item	Settings
	Power Save (the screen saver shown below appears on screen until the printer enters Power Save)	<ul style="list-style-type: none"> <li>• 10 minutes*</li> <li>• 20 minutes</li> <li>• 30 minutes</li> <li>• Immediate</li> </ul>
		

\* Factory default setting

## Print Media Guidelines

Load up to:	Make sure:
100 sheets of plain paper	<ul style="list-style-type: none"> <li>• The paper is loaded vertically against the right side of the paper support.</li> <li>• The paper guide rests against the left edge of the paper.</li> </ul>



**NOTE:** Load letterhead paper with the top of the letterhead entering the printer first and facing up.

- You select **Draft** (select **Photo** if a photo cartridge is installed), **Normal**, or **Photo** print quality.

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**Load up to:**

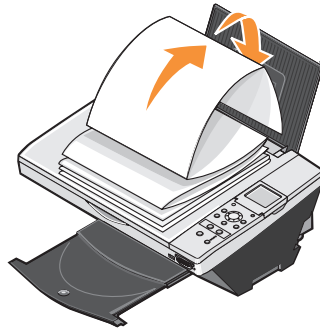
20 sheets of  
banner paper

**Make sure:**

- You remove any paper from the paper support before inserting banner paper.
- You place a stack of banner paper on or behind the printer, with only the number of sheets required.

**NOTE:** You must select **A4 Banner** or **Letter Banner** paper size in **Printing Preferences**. Failure to do so will cause a paper jam. See "Paper Problems" on page 72.

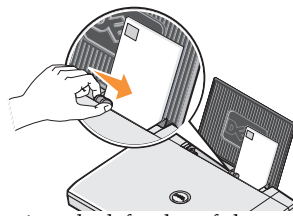
- You load the leading edge of the banner paper into the printer against the right side of the paper support.
- You squeeze and slide the paper guide to the left edge of the banner paper.
- You use banner paper designed for inkjet printers.



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10 envelopes

- The print side of the envelopes faces up.
- The envelopes are loaded vertically against the right side of the paper support.
- The stamp location is in the upper left corner.



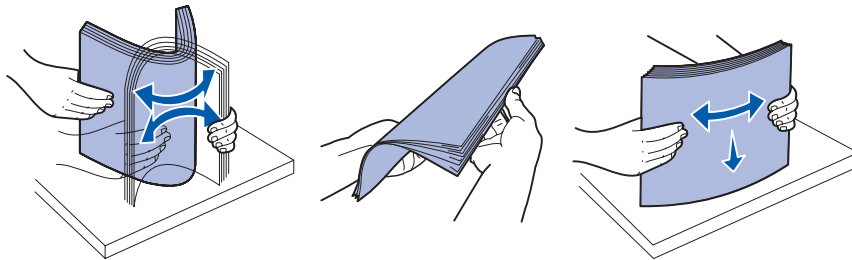
- The paper guide rests against the left edge of the envelopes.
- You print the envelopes with **Landscape** orientation.
- You select the correct envelope size. Select the next biggest size if the exact envelope size is not listed, and set the left and right margins so that your envelope text will be correctly positioned.

**NOTE:** You can load a single envelope into the paper support without removing plain paper.


<b>Load up to:</b>	<b>Make sure:</b>
25 greeting cards, index cards, postcards, or photo cards	<ul style="list-style-type: none"> <li>• The print side of the cards faces up.</li> <li>• The cards are loaded vertically against the right side of the paper support.</li> <li>• The paper guide rests against the left edge of the cards.</li> <li>• You select <b>Normal</b> or <b>Photo</b> print quality.</li> </ul>
25 sheets of photo or glossy paper	<ul style="list-style-type: none"> <li>• The glossy or coated side of the paper faces up.</li> <li>• The paper guide rests against the left edge of the paper.</li> <li>• You select <b>Normal</b> or <b>Photo</b> print quality.</li> <li>• The paper is loaded vertically against the right side of the paper support.</li> </ul>
1 iron-on transfer	<ul style="list-style-type: none"> <li>• You follow the loading instructions on the packaging.</li> <li>• The blank side of the transfer faces up.</li> <li>• The paper guide rests against the left edge of the transfer.</li> <li>• You select <b>Normal</b> or <b>Photo</b> print quality.</li> </ul>
20 transparencies	<ul style="list-style-type: none"> <li>• The rough side of the transparencies faces up.</li> <li>• The paper guide rests against the left edge of the transparencies.</li> </ul> <p><b>NOTE:</b> You can load a single transparency into the paper support without removing plain paper.</p> <ul style="list-style-type: none"> <li>• You select <b>Normal</b> or <b>Photo</b> print quality.</li> <li>• The transparencies are loaded vertically against the right side of the paper support.</li> </ul>

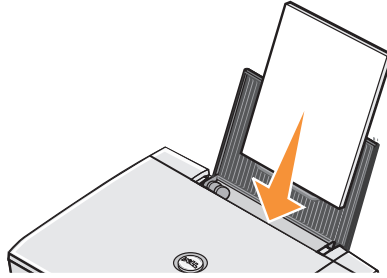
## Loading Paper

- 1 Fan the paper.



- 2 Place the paper against the guide on the right side of the paper support.
- 3 Squeeze and slide the left paper guide to the left edge of the paper.

 **NOTE:** Do not force paper into the printer. The paper should be flat against the paper support surface and the right edge should be flush against the right paper guide.




## 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 1200 dpi
Transparency	Normal	Photo 1200 dpi
Glossy/photo	Photo 1200 dpi	Photo 1200 dpi
Coated	Normal	Photo 1200 dpi

 **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:

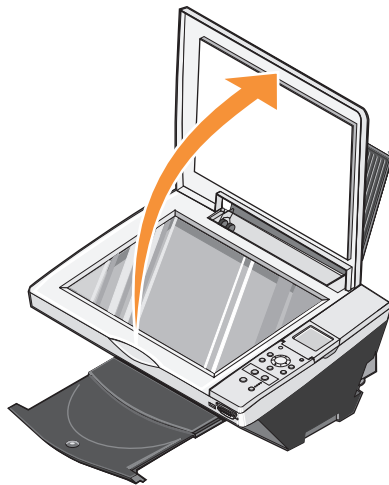
- 1 With your document open, click **File→Print**.
- 2 In the **Print** dialog box, click **Preferences** or **Properties** (depending on your program or operating system).  
The **Printing Preferences** screen appears.
- 3 Click the **Quality/Copies** tab.
- 4 Click the **Use my choice** button.
- 5 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, and then click **Paper Type Sensor Options**.
- 5 Click the **Use my choice** button.
- 6 Select the paper type in the drop-down menu.
- 7 Click **OK**.

# Placing Your Document on the Scanner Glass

- 1 Open the top cover.

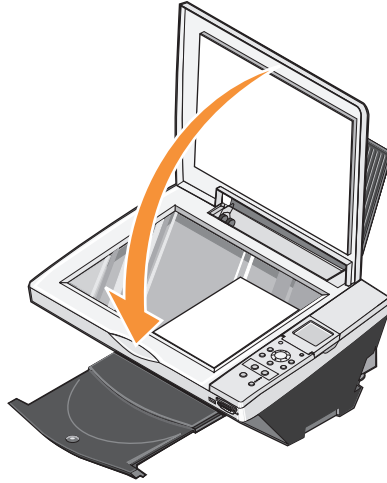


- 2 Place your document face down on the scanner glass in the lower right corner.

 **NOTE:** Make sure the upper left corner of the front of the item aligns with the arrow on the printer.



**3** Close the top cover.





# Using the Printer

## Printing

### Printing a Document

- 1 Turn on your computer and printer, and make sure they are connected.
- 2 Load the paper with the print side facing up. For more information, see "Loading Paper" on page 28.
- 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 **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.
  - e To see details about a setting, right-click the setting on the screen, and then select **What's This?**.
  - f 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 or operating system).


### Printing Photos

- 1 Load the photo paper with the print (glossy) side facing up. For more information, see "Loading Paper" on page 28.
- 2 Make sure you have a photo cartridge and a color cartridge installed. For more information, see "Replacing Ink Cartridges" on page 63.

- 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 **Photo** and the paper type. Photo/glossy or coated paper is recommended for printing photos.
  - c On the **Paper Setup** tab, select the paper size and orientation.
  - d On the **Print Layout** tab, select the photo layout.
  - e To see details about a setting, right-click the setting on the screen, and then select **What's This?**.
  - f 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 or operating system).

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.

## Printing Borderless Photos



- 1 Load the photo paper with the print (glossy) side facing up. For more information, see "Loading Paper" on page 28.
- 2 Make sure you have a photo cartridge and a color cartridge installed.
- 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 Other Projects

The **I Want To** menu provides wizards for creating projects. You may want to print a photo, print on an envelope, print a banner, make a poster, 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** dialog box appears 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.

For information on printing directly from a media card or digital camera, see "Using Your Printer in Photo Mode" on page 48.

## 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 Without a Computer

- 1 Turn on your printer.
- 2 Load the paper with the print side facing up. For more information, see "Loading Paper" on page 28.
- 3 Open the top cover.

- 4 Place your document on the scanner glass and make sure the upper left corner aligns with the arrow on the printer. For more information, see "Placing Your Document on the Scanner Glass" on page 31.
- 5 Close the top cover.
- 6 If you want to make more than one copy, press the up arrow on the operator panel to select the number of copies (1–99).
- 7 Change any copy settings. For more information, see "Operator Panel Menus" on page 18.
- 8 On the operator panel, press the **Color** button to create a color copy or press the **Black** button to create a black and white copy.  
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 with the print side facing up. For more information, see "Loading Paper" on page 28.
- 3 Open the top cover.
- 4 Place your document on the scanner glass and make sure the upper left corner aligns with the arrow on the printer. For more information, see "Placing Your Document on the Scanner Glass" on page 31.
- 5 Close the top cover.
- 6 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 942**→**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:
  - Choose a copy quality.
  - Select the blank paper size.
  - Select the original document size.
  - Lighten or darken your document.



**NOTE:** For more copy settings, see "Changing Copy Settings" on page 37.

## Copying Photos Without a Computer


- 1 Load the photo paper with the print (glossy) side facing up. For more information, see "Loading Paper" on page 28.
- 2 Open the top cover.
- 3 Place your photo on the scanner glass and make sure the upper left corner aligns with the arrow on the printer. For more information, see "Placing Your Document on the Scanner Glass" on page 31.

 **NOTE:** For best results, install a photo cartridge before copying photos.

- 4 Close the top cover.
- 5 Select the copy quality. For more information, see "Operator Panel Menus" on page 18.
- 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 the photo paper with the print (glossy) side facing up. For more information, see "Loading Paper" on page 28.
- 3 Place your photo on the scanner glass and make sure the upper left corner aligns with the arrow on the printer. For more information, see "Placing Your Document on the Scanner Glass" on page 31.

 **NOTE:** For best results, install a photo cartridge before copying photos.

- 4 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 942**→**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 **Photo**.
- 8 Select a copy quantity and color.
- 9 To customize your photo, click **See More Copy Settings**.

 **NOTE:** For more copy settings, see "Changing Copy Settings" on page 37.

- 10 When you finish customizing your settings, click **Copy Now**.

## Enlarging or Reducing Images or Documents

If you are using your printer *without* a computer, you can enlarge or reduce your document by 25, 50, 100, 150, 200 percent, and Fit-to options using the operator panel.

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.

### Enlarging Images Using Your Operator Panel

- 1 Load the paper with the print side facing up. For more information, see "Loading Paper" on page 28.
- 2 Place your document or photo on the scanner glass and make sure the upper left corner aligns with the arrow on the printer. For more information, see "Placing Your Document on the Scanner Glass" on page 31.
- 3 Press the **Mode** button on the operator panel until you see **Copy Mode** on the display.
- 4 Press the **Preview** button to preview your document or photo.
- 5 Press the **Resize** button.
- 6 Use the navigation buttons to select the size you want your copy to be, and then press **Select**.
- 7 If you want to make more than one copy, press the left or right arrow on the operator panel to select the number of copies (1–99).
- 8 Press the up or down arrow to change the blank paper size.
- 9 Change any copy settings. For more information, see "Operator Panel Menus" on page 18.
- 10 On the operator panel, press the **Color** button to create a color copy or press the **Black** button to create a black and white copy.  
Copying appears on the display.

### Enlarging Images Using Your Computer

- 1 Load the paper with the print side facing up. For more information, see "Loading Paper" on page 28.
- 2 Place your document or photo on the scanner glass and make sure the upper left corner aligns with the arrow on the printer. For more information, see "Placing Your Document on the Scanner Glass" on page 31.
- 3 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 942**→**Dell All-In-One Center**.

The **Dell All-In-One Center** appears.

- 4 Click **Preview Now**.
- 5 In the **Creative Tasks** 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**.

## Changing Copy Settings

- 1 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 942**→**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:
  - Choose a copy quality.
  - Select the blank paper size.
  - Select the original document size.
  - Lighten or darken your document.
  - 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.

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

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

## Scanning

### Scanning Documents


- 1 Turn on your computer and printer, and make sure they are connected.
- 2 Open the top cover.
- 3 Place your document on the scanner glass and make sure the upper left corner aligns with the arrow on the printer. For more information, see "Placing Your Document on the Scanner Glass" on page 31.
- 4 Close the top cover.
- 5 Press **Scan** on the operator panel.  
The **Dell All-In-One Center** appears.
- 6 In the **Send scanned image to:** drop-down menu, select a program as your scan destination.
- 7 Customize your scan settings.
- 8 When you finish customizing your image, click **Scan Now**.  
When your document has finished processing, the selected program opens.

### Scanning Photos

- 1 Turn on your computer and printer, and make sure they are connected.
- 2 Open the top cover.
- 3 Place your photo on the scanner glass and make sure the upper left corner aligns with the arrow on the printer. For more information, see "Placing Your Document on the Scanner Glass" on page 31.
- 4 Close the top cover.
- 5 Press the **Mode** button to select **Scan** mode.
- 6 Press the **Color** or **Black** button.  
The **Dell All-In-One Center** appears.
- 7 Click **Preview Now**.
- 8 Adjust the dotted lines to fit around the portion of the photo you want to scan.



- 9 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.

- 10 Change any settings.
- 11 When you finish customizing your image, click **Scan Now**.  
When your document has finished processing, the selected program opens.

### Scanning Multiple Pages or Images


- 1 Turn on your computer and printer, and make sure they are connected.
- 2 Open the top cover.
- 3 Place the first sheet of your document on the scanner glass and make sure the upper left corner aligns with the arrow on the printer. For more information, see "Placing Your Document on the Scanner Glass" on page 31.
- 4 Close the top cover.
- 5 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 942**→**Dell All-In-One Center**.

The **Dell All-In-One Center** appears.

- 6 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.
- 7 In the **Scan** section, click **See More Scan Settings**.
- 8 Click the **Advanced** button.
- 9 Click **Display Advanced Scan Settings** to change advanced options.
- 10 On the **Scan** tab, click the **Scan multiple items before output** box.
- 11 Click **OK**.
- 12 When you finish customizing your settings, click **Scan Now**.  
After you scan the first page, a prompt appears requesting the next page.
- 13 Place the next sheet on the scanner glass and click **Yes**. Repeat until you finish scanning all pages.
- 14 When finished, click **No**. The program appears with the multiple pages scanned.

## Editing Scanned Text Using Optical Character Recognition (OCR)

Optical Character Recognition (OCR) software converts a scanned image into editable text within a word processing program. Text editors such as WordPad may need certain filters loaded; check with your software manufacturer.

 **NOTE:** Japanese customers should use E-Typist OCR software. This software is located on a separate CD. This software must be installed on the computer before the driver is installed.

- 1 Turn on your computer and printer, and make sure they are connected.
- 2 Open the top cover.
- 3 Place your document on the scanner glass and make sure the upper left corner aligns with the arrow on the printer. For more information, see "Placing Your Document on the Scanner Glass" on page 31.
- 4 Close the top cover.
- 5 Click **Start**→ **Programs** or **All Programs**→ **Dell Printers**→ **Dell Photo AIO Printer 942**→ **Dell All-In-One Center**.

The **Dell All-In-One Center** appears.

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

The scanned text appears in the selected program.

## Saving an Image on Your Computer

- 1 Turn on your computer and printer, and make sure they are connected.
- 2 Click **Start**→ **Programs** or **All Programs**→ **Dell Printers**→ **Dell Photo AIO Printer 942**→ **Dell All-In-One Center**.


The **Dell All-In-One Center** appears.

- 3 In the **Creative Tasks** section, click **Save an image on my computer**.
- 4 Follow the instructions on your screen.

## E-mailing a Scanned Image or Document

To send scanned images or documents through e-mail:

- 1 Turn on your computer and printer, and make sure they are connected.
- 2 Open the top cover.
- 3 Place your document or photo on the scanner glass and make sure the upper left corner aligns with the arrow on the printer. For more information, see "Placing Your Document on the Scanner Glass" on page 31.
- 4 Close the top cover.
- 5 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 942**→**Dell All-In-One Center**.  
The **Dell All-In-One Center** appears.
- 6 Click **Preview Now**.
- 7 In the **Creative Tasks** section, click **E-mail an image to a friend**.
- 8 In the **What is being scanned?** menu, make a selection.
- 9 Follow the instructions on the screen to prepare the photograph for e-mail.
- 10 Click **Next**.
- 11 Open your e-mail program, 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.

## Faxing

To send a fax using this printer, you need to have the printer attached to a computer which is equipped with a modem and has Microsoft Fax installed. Before you do anything else, check to see that the Microsoft Fax software is on your computer:

Click **Start**→**Programs** or **All Programs**→**Accessories**→**Communications**.

For Windows XP:

- If you see Fax in the list that appears, you have Microsoft Fax on your computer. Continue with "Configuring Microsoft Fax Console (Windows XP) or Fax Service Management (Windows 2000)" on page 44.
- If you do not see Fax in the list that appears, continue with "Installing Microsoft Fax Console in Windows XP" on page 44.

For Windows 2000, Fax Service Management is automatically installed.

## Installing Microsoft Fax Console in Windows XP

- 1 Click **Start**→ **Settings**→ **Control Panel**. Under **Pick a Category**, click **Add or Remove Programs**.

The **Add or Remove Programs** dialog box opens.

- 2 Click **Add/Remove Windows Components**.
- 3 In the **Components** list, click to select the **Fax Services** box.
- 4 Click **Next**.
- 5 Click **Finish**.
- 6 In the **Add or Remove Programs** dialog box, click **Close**.

## Configuring Microsoft Fax Console (Windows XP) or Fax Service Management (Windows 2000)


To configure for fax:

- 1 Click **Start**→ **Programs** or **All Programs**→ **Accessories**→ **Communications**→ **Fax**→ **Fax Console** (Windows XP) or **Fax Service Management** (Windows 2000).
- 2 On the **Welcome to Fax Configuration** screen, click **Next**.
- 3 On the **Sender Information** screen, type the information you want to be displayed on your fax cover page, and then click **Next**.
- 4 On the **Select Device for Sending or Receiving Faxes** screen, click the modem that is installed in your computer in the **Please select the fax device** list.
- 5 If you want to disable the sending of faxes, click to clear the **Enable Send** check box.
- 6 Click the **Manual answer** button or **Automatically answer after** (user-defined number of rings) button.
- 7 Click to select the **Enable Receive** check box if you want to receive faxes.




**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.

- 8 Click **Next**.
- 9 On the **Transmitting Subscriber Identification (TSID)** screen, type the identification information (usually your fax number and your name or business name) in the **TSID** box. This information will appear in the header area of the faxes you send and identifies your fax machine to the person who receives your faxes.

 **NOTE:** The TSID is mandatory in some areas.


**10** Click **Next**.

 **NOTE:** Steps 10-13 only occur if you enabled your machine to receive faxes in step 6.

**11** On the **Called Subscriber Identification (CSID)** screen, type the CSID (appears to confirm that the fax is being sent to the correct recipient) that you want in the **CSID** box.

**12** Click **Next**.

**13** On the **Routing Options** screen, click to select the **Print it on** check box if you want each received fax to be automatically printed. When you select this check box, select the **Dell Photo AIO Printer 942** to print the received fax.

 **NOTE:** Your printer must be on and connected to your computer in order to automatically print faxes.

**14** Click to select the **Store a copy in a folder** check box if you want to create an archive copy of each fax. When you select this check box, you are able to specify the storage location for the fax copy.

**15** Click **Next**.

**16** Confirm the configuration settings in the **Configuration Summary** list, and then click **Finish**.

You are now ready to send or receive faxes.


## Faxing a Paper Document

To fax a single or multiple page paper document, use the **Dell All-In-One Center**.

- 1** Turn on your printer and computer, and make sure they are connected. Make sure your computer modem is connected to an active analog phone line. If you have DSL broadband service on the same phone line that you are using to fax, you must also have a DSL filter installed. Contact your Internet Service Provider for information.
- 2** Place your document on the scanner glass and make sure the upper left corner aligns with the arrow on the printer. For more information, see "Placing Your Document on the Scanner Glass" on page 31.
- 3** Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 942**→**Dell All-In-One Center**.

The **Dell All-In-One Center** appears.

- 4 In the **Dell All-In-One Center** you can either:
  - In the **Scan** or **Fax** section, you can send a single or multiple page fax. First, customize your fax job by answering the questions that appear on your screen.
    - To send a single page fax, click **Fax Now**.
    - To send a multiple page fax, click **Advanced**→**Scan multiple items before output**→**OK**.
  - In the **Creative Tasks** section, click **Fax an image** and follow the instructions on the screen.

 **NOTE:** One of the questions on the screen asks if there is more than one page. If there are multiple pages in your fax, you should choose **Yes, prompt me for each page**.

You can also send a fax using the printer operator panel. Turn on your computer and printer, and make sure they are connected by USB cable. Select the **Fax** mode and then press **Color** or **Black**. Follow the instructions on the screen.


### **Faxing Electronic Documents**

- 1 With the file open, click **File**→**Print**.
- 2 In the printer list, select **Fax**.
- 3 Click **Print**, and then follow the instructions on the screen.

### **Receiving a Fax Using Fax Console or Fax Service Management**

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

If you selected the **Enable Receive** check box when configuring Fax Console or Fax Service Management, 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.

## Viewing 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**→**Programs** or **All Programs**→**Accessories**→**Communications**→**Fax**.
- 2 Click **Fax Console** or **Fax Service Management**.

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

## Viewing the Status of a Fax Using Fax Console or Fax Service Management

- 1 Click **Start**→**Programs** or **All Programs**→**Accessories**→**Communications**→**Fax**.
- 2 Click **Fax Console** or **Fax Service Management**.
- 3 The following folders appear:
  - **Incoming** — faxes currently being received
  - **Inbox** — faxes that have been received
  - **Outbox** — faxes scheduled to be sent
  - **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.

## Changing the Fax Configuration

- 1 Click **Start**→**Programs** or **All Programs**→**Accessories**→**Communications**→**Fax**, and then click **Fax Console**.
- 2 In Fax Console, click **Configure Fax** on the **Tools** menu to start the Fax Configuration Wizard.

## Using Your Printer in Photo Mode

You can use your Dell Photo AIO Printer 942 to perform many photo-printing functions, even if it is not connected to a computer:

- Print thumbnails of the photos stored on your memory card
- Print photos directly from a memory card
- Change photo sizes before printing

If your printer is connected to a computer, you can save the photos to your computer, modify them, and print them. You can also perform these tasks:

- E-mail photos to a friend
- Create album pages to display your photos
- Edit your photos

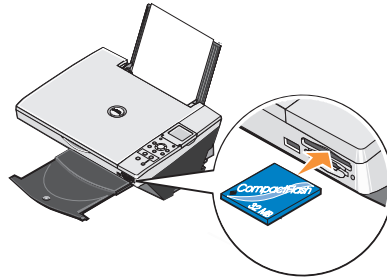
### Using Memory Cards

Most digital cameras use a memory card to store photos. The Dell Photo AIO Printer 942 supports the following digital media:

- CompactFlash Type I and II
- Memory Stick
- Memory Stick PRO
- SmartMedia
- Secure Digital
- MultiMediaCard
- xD-Picture Card



The card reader has two slots to accommodate these media and a small light that blinks indicating the card is being read or is transmitting data.



**NOTE:** Do *not* remove the card while it is being read. Data corruption can occur.

### Memory card orientation

Before you insert your memory card, consider the following information:

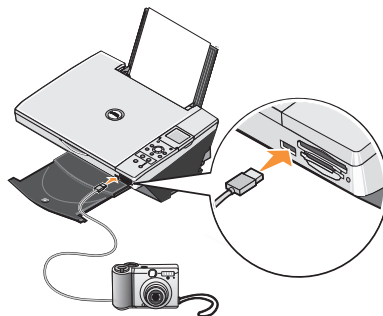
- If you are inserting a SmartMedia card, make sure the gold contact area faces up.
- If you are inserting a CompactFlash Type I or Type II, MultiMedia, Memory Stick, Secure Digital card, or xD-Picture Card, make sure the name label faces up.

Your printer recognizes one source for photos at a time. Insert only one digital camera memory card at a time.


### Using a PictBridge-Enabled Digital Camera

Your printer also supports PictBridge compatible cameras.

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

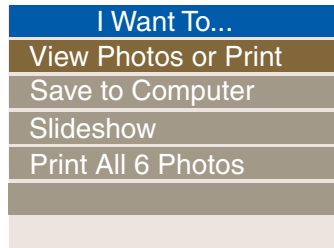


- 3 Turn on your digital camera. Refer to the instructions included with your camera for selection of the appropriate camera USB settings and PictBridge connection and usage information.

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

## Working With Digital Photos

When you insert a media card into the slot on the front of the printer, the **I Want To...** menu is displayed.



### Viewing or Printing Photos

- 1 From the **I Want To...** menu on the display, scroll to **View Photos or Print**, and then press the **Select** button on the operator panel.
- 2 Press the left or right arrow on the navigation button to scroll through the photos on the media card or in the digital camera.
- 3 Press the **Select** button to select a photo for printing. The number of copies and the photo size are displayed below the photo on the display.

To change the number of copies:

- a Press the **Number of Copies** button on the operator panel.
- b Press the left or right arrow on the navigation button to specify the number of copies.
- c Press the **Select** button.

To resize the photo:

- a Press the **Resize** button on the operator panel.
- b Press the left or right arrow on the navigation button to specify the photo size.
- c Press the **Select** button.

To rotate the photo:

- a Press the **Menu** button.
- b Press the down arrow on the navigation button to scroll to **Rotate 90 degrees**.
- c Press the **Select** button.

To preview the photo before you print, press the **Preview** button.

- 4 Press the **Color** button to print the photos in color or press the **Black** button to print the photos in black and white.

## **Saving Photos to Your Computer**

- 1 From the **I Want To...** menu on the display, scroll to **Save to Computer**, and then press the **Select** button on the operator panel.
- 2 Press the left or right arrow on the navigation button to scroll through the photos on the media card or in the digital camera.
- 3 Press the **Select** button to select a photo to save to your computer. You can select more than one photo at once.
- 4 Press the **Save to PC** button on the operator panel. The Memory Card Manager automatically launches on your computer.
- 5 In the Memory Card Manager, verify that the photos you want to save are selected, and then click **Next**.
- 6 Browse to the folder in which you want to save your photos and make any changes to the **Save/Launch Options**, and then click **Next**.

The photos are saved to your computer.

## **Viewing a Slide Show**

From the **I Want To...** menu on the display, scroll to **Slide Show**, and then press the **Select** button on the operator panel. The printer displays each photo on the media card or digital camera.

## **Printing All Photos on Media Card**

From the **I Want To...** menu on the display, scroll to **Print All x Photos**, and then press the **Select** button on the operator panel. The printer prints all the photos on the media card or digital camera.

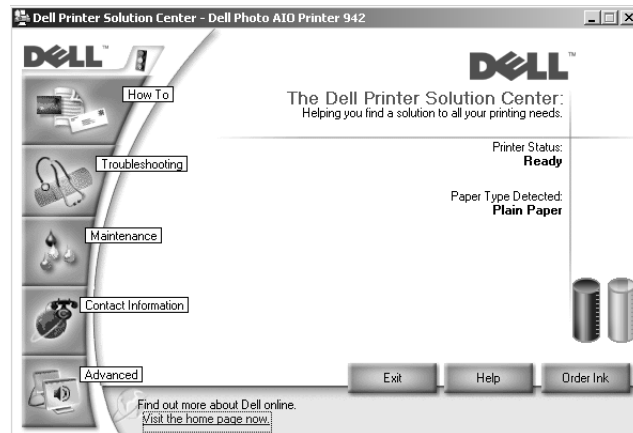


# Understanding the Printer Software

The printer software includes:

- **Dell Printer Solution Center** — Provides maintenance and troubleshooting help, basic usage information, and how-to's for creating projects.
- **Dell All-In-One Center** — Allows you to perform various scan, copy, fax, and print operations with newly scanned and previously saved documents and images.
- **Printing Preferences** — Allows you to adjust printer settings.
- **Dell Picture Studio v2.0** — Allows you to manage, edit, display, print, and convert photos and other types of images.
- **Memory Card Manager** — Allows you to display, manage, edit, print, and save photos to your computer.
- **Ink Management** — Warns you when your printer is running low on ink.

## Using the Dell Printer Solution Center



## How To tab

- **Learn about basic features** — Select a feature from this drop-down list and click **View** for more information.
- **How to print/scan/copy/fax** drop-down list — Select a function from this drop-down list and click **View** for more information.
- **Projects** drop-down list — Select a project from this drop-down list and click **View** for more information.

**Troubleshooting** tab — Provides links to more information about basic troubleshooting topics, such as “How to clear error messages.”

## Maintenance tab

- **Install a new print cartridge** icon — Click this icon and follow the instructions on the screen to install a new ink cartridge.
- **View shopping options for new cartridges** icon — Click this icon and follow the instructions on the screen to order new ink cartridges.
- **Print a test page** icon — Click this icon to print a test page.
- **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.
- **Clean to fix horizontal streaks** icon — Click this icon and follow the instructions on the screen to clean your ink cartridge nozzles.
- **Troubleshoot other ink problems** icon — Click this icon for more information on fixing ink problems.
- **Align to fix blurry edges** icon — Click this icon for more information on printing an alignment page and fixing ink cartridge alignment.
- **Remove Japanese postcard residue** icon — Click this icon for more information on cleaning the print rollers.

## Contact Information tab

- **Ordering Ink or Supplies** — Directs you to Dell’s cartridge ordering website, [www.dell.com/supplies](http://www.dell.com/supplies).
- **Customer Support** — Directs you to Dell’s customer support website, [support.dell.com](http://support.dell.com).
- **Contact Dell by Phone** — Lists the “Contacting Dell” phone number by country.

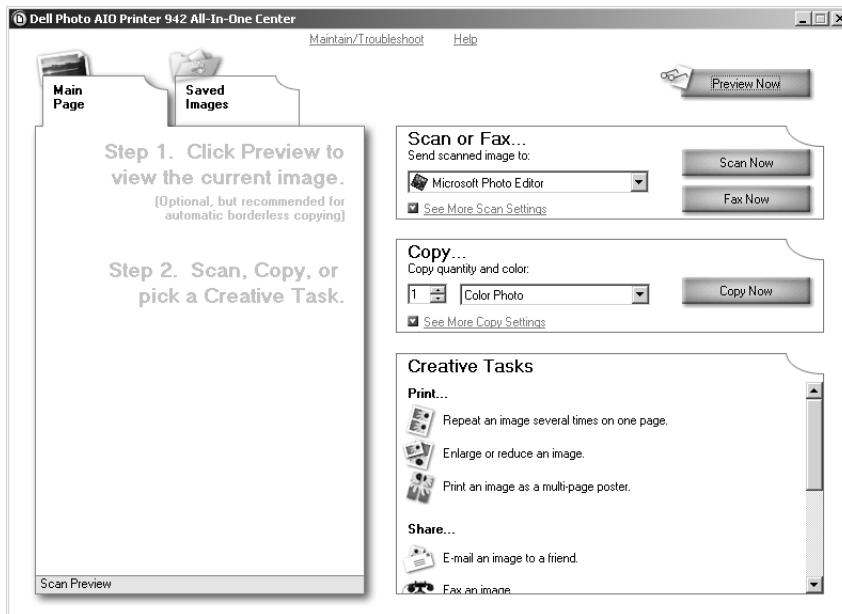
## Advanced tab

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

To access the Dell Printer Solution Center:

Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 942**→ **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 942**→ **Dell All-In-One Center**.

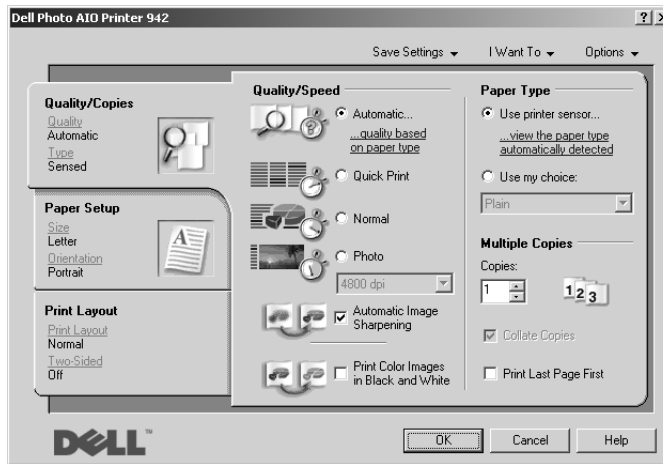
The Dell All-In-One Center includes four main sections: **Scan or Fax**, **Creative Tasks**, and **Preview**.

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

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.

To access **Printing Preferences** when a document is not open:

- 1 In *Windows XP*, click **Start**→**Settings**→**Printers and Faxes**.  
In *Windows 2000*, click **Start**→**Settings**→**Printers**.
- 2 Right-click on the printer icon, and then select **Printer 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.

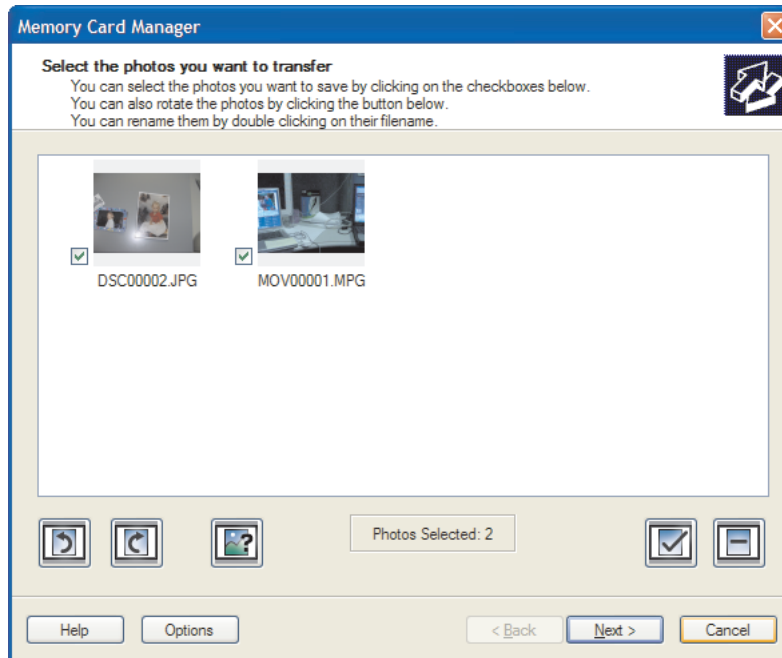
<b>From this tab:</b>	<b>You can change these settings:</b>
Quality/Copies	Quality/Speed — Select <b>Automatic</b> , <b>Draft</b> , <b>Normal</b> , or <b>Photo</b> depending on your desired output quality. <b>Draft</b> is the fastest option but should not be selected if you have a photo cartridge installed.
	Multiple Copies — Customize how the printer prints several photocopies of a single print job: <b>Collated</b> , <b>Normal</b> , or <b>Print Last Page First</b> .
	Print Color Images in Black and White — Print your color images in black and white to save the ink in your color ink cartridge. <b>NOTE:</b> You cannot select this setting if you have selected <b>Use Color Cartridge for all Black Printing</b> .
	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 <b>Normal</b> , <b>Banner</b> , <b>Borderless</b> , <b>Mirror</b> , <b>N-up</b> , <b>Poster</b> , or <b>Booklet</b> .
	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 four components to the Dell Picture Studio:

- Dell Picture Studio Home  
Click **Start**→**Programs**→**Dell Picture Studio v2.0**→**Dell Picture Studio Home**
- Paint Shop Pro  
Click **Start**→ **Programs**→ **Dell Picture Studio v2.0**→ **Paint Shop Pro 7**
- Paint Shop Photo Album  
Click **Start**→**Programs**→**Dell Picture Studio v2.0**→ **Paint Shop Photo Album 4**→ **Paint Shop Photo Album**
- Dell.Shutterfly.com - Online Print Service  
Click **Start**→**Programs**→**Dell Picture Studio v2.0**→**Dell.Shutterfly.com - Online Print Service**

# Using the Memory Card Manager



Memory Card Manager (MCM) allows you to display, manage, edit, print, and save photos from your memory card to your computer.

To launch Memory Card Manager:

- 1 Insert a memory card into the memory card slot on the front of the printer.
- 2 Press **Save to PC** on the operator panel or select **Save to Computer** from the **I Want To...** menu.

You can also launch MCM from your computer by clicking **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 942**→**Memory Card Manager**.

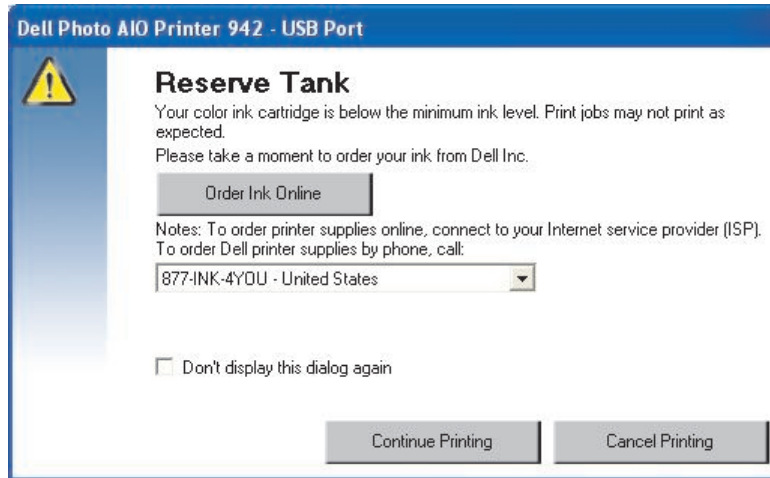
For more information on using Memory Card Manager, see "Using Your Printer in Photo Mode" on page 48.

# Ink Management

Each time you print a job, the ink level screen appears indicating the amount of ink remaining as well as the approximate number of pages remaining. The number of pages can fluctuate initially after a new cartridge is installed and will provide a more accurate count once usage patterns are established.

When your ink cartridge levels are low, a **Low Ink Warning** will pop up on your screen when you try to print. This warning will be displayed every time you print until you install a new ink cartridge. For more information on replacing ink cartridges, see "Replacing Ink Cartridges" on page 63.

When one or both of your ink cartridges are empty, the **Reserve Tank** window will pop up on your screen when you try to print. If you continuing printing, the print job may not print as you expect.



If your black ink cartridge is out of ink, you can choose to print black from the color ink cartridge by selecting **Complete-A-Print** before clicking the **Continue Printing** button. If you select **Complete-A-Print** and click **Continue Printing**, Process Black will be used for all black printing until the black cartridge is replaced or the option is deselected from Maintenance tab in the Dell Printer Solution Center. The **Reserve Tank** dialog will not be displayed again until after the low ink cartridge has been replaced. The **Complete-A-Print** checkbox is automatically reset when a new or different cartridge is installed.





# Ink Cartridge Maintenance

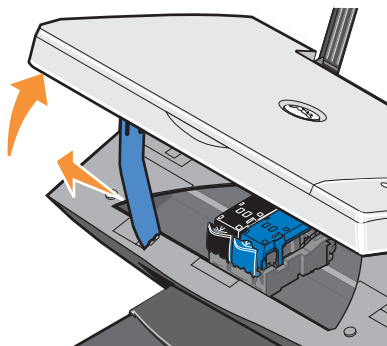
## Replacing Ink Cartridges

**⚠ CAUTION:** Before performing any of the procedures listed in this section, read and follow the "CAUTION: SAFETY INSTRUCTIONS" on page 9.

Dell ink cartridges are available only through Dell. You can order more ink online at [www.dell.com/supplies](http://www.dell.com/supplies) or by phone. To order by phone, see "Ordering Supplies" on page 2.

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.

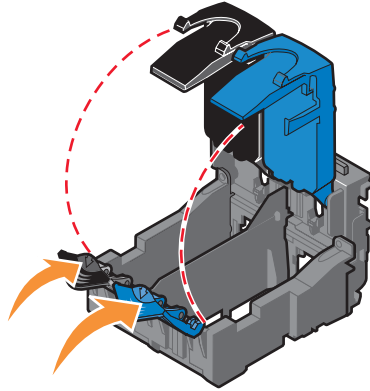
- 1 Turn on your printer.
- 2 Lift the printer unit and position the scanner support between the tabs to keep it open.



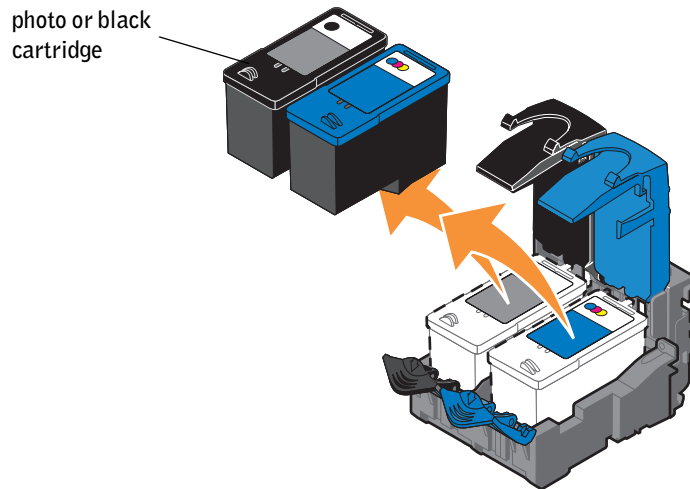
The ink cartridge carrier moves and stops at the loading position unless the printer is busy.

**🔪 NOTE:** Do not access the cartridges until the cartridge carrier has stopped.

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




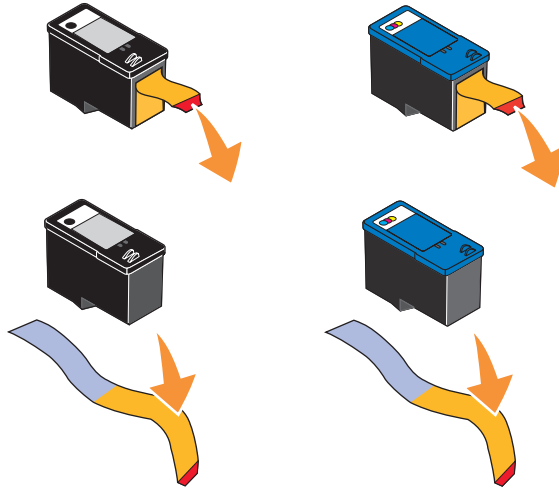
- 4 Remove the old ink cartridges.



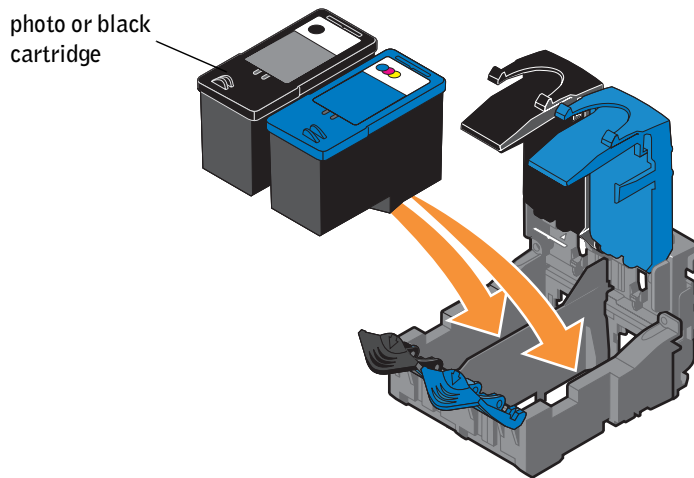
- 5 Store the cartridges in an air-tight container, such as the storage unit you received with your photo cartridge (sold separately), or dispose of them properly.
- 6 If you are installing new ink cartridges, remove the sticker and transparent tape from the back and bottom of each ink cartridge.



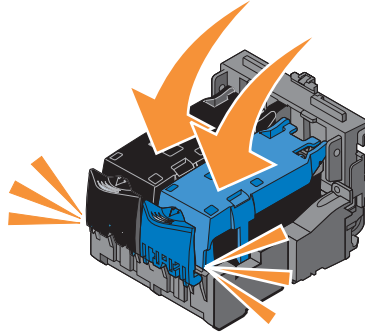
 **NOTE:** The illustration below shows a black cartridge and a color cartridge (use for normal printing). For photo printing, use a photo cartridge and a color cartridge.



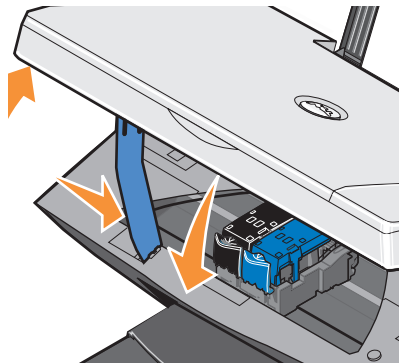
- 7 Insert the new ink cartridges. Make sure the black or photo ink cartridge is secure in the left ink cartridge carrier and the color ink cartridge is secure in the right ink cartridge carrier.



- 8 Snap each lid closed.



- 9 Lift the printer unit, and hold the scanner support up while lowering the printer unit until it is completely closed.



## Aligning Ink Cartridges

Your printer can align 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 **Menu** button. Scroll to **Align Cartridges** and press **Select**. The alignment page begins printing. During printing, the operator panel display reads **Alignment page printing**. The ink cartridges align when the page prints.

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 plain paper. For more information, see "Loading Paper" on page 28.
- 2 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 942**→**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 plain paper. For more information, see "Loading Paper" on page 28.
- 2 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 942**→**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, remove the cartridges, wipe the ink cartridge nozzles, and then print your document again.



# Troubleshooting

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 942 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 installation screen appears, click **Install** or **Install 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 942**. If the Dell Photo AIO Printer 942 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" on page 70

**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**→**Printers and Faxes**.
- 2 Right-click **Dell Photo AIO Printer 942** and select **Set as Default**.

*Windows 2000*

- 1 Click **Start**→**Settings**→**Printers**.
- 2 Right-click **Dell Photo AIO Printer 942** and select **Set as Default**.

**PRINTER WON'T PRINT AND PRINT JOBS ARE STUCK IN PRINT QUEUE** —

Check for multiple instances of the printer installed on your computer.

- 1 *In Windows XP*, click **Start**→**Printers and Faxes**.  
*In Windows 2000*, click **Start**→**Settings**→**Printers**.
- 2 Check for multiple printer objects for your Dell printer -- usually shown as Dell 942, Dell 942 (Copy 1), Dell 942 (Copy 2), etc.
- 3 Print a job to each of these print objects to see which printer is active.
- 4 Set that print object as the default printer by right-clicking the printer name and selecting **Set as Default Printer**.
- 5 Delete the other copies of the print object by left-clicking the printer name and clicking **File**→**Delete**.

To prevent multiple instances of your Dell printer in your **Printers** folder, make sure when disconnecting and reconnecting the printer from your computer that you always plug the USB cable back into the same USB port that was originally used for the Dell printer. Also, do not install the Dell printer drivers multiple times from your printer CD.

## 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 942**→ **Uninstall Dell Photo AIO Printer 942**.
- 2 Follow the instructions on the screen.
- 3 Restart your computer.
- 4 Insert the *Drivers and Utilities* CD, and then follow the instructions on the screen.

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 **Install** or **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**→ **Settings**→ **Printers and Faxes**.
- 2 Double-click **Dell Photo AIO Printer 942**, 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 942**, 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" on page 74

**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" on page 28

## General Problems

### Fax Problems

**MAKE SURE YOU TURNED ON BOTH YOUR PRINTER AND YOUR COMPUTER AND THE USB CABLE IS PROPERLY CONNECTED**

**ENSURE THE COMPUTER IS CONNECTED TO AN ACTIVE ANALOG PHONE LINE** —

- Using the fax function requires a phone connection to the fax modem in your computer.
- When using a phone line with DSL broadband service, make sure you have a DSL filter installed to your fax modem. Contact your Internet Service Provider for more information.
- Make sure your computer is not connected to the Internet via dial-up modem when trying to fax.

**WHEN USING AN EXTERNAL MODEM, MAKE SURE IT IS TURNED ON AND IT IS CORRECTLY CONNECTED TO YOUR COMPUTER**

### Paper Problems

**MAKE SURE YOU LOADED THE PAPER CORRECTLY** — For more information, see "Loading Paper" on page 28.

**USE ONLY PAPER RECOMMENDED FOR YOUR PRINTER** — For more information, see "Print Media Guidelines" on page 26.

**USE A SMALLER AMOUNT OF PAPER WHEN PRINTING MULTIPLE PAGES** — For more information, see "Print Media Guidelines" on page 26.

**MAKE SURE THE PAPER IS NOT WRINKLED, TORN OR DAMAGED**

**MAKE SURE THE PAPER IS AGAINST THE RIGHT SIDE OF THE PAPER SUPPORT AND THE PAPER GUIDE RESTS AGAINST THE LEFT EDGE OF THE PAPER.**



## CHECK FOR A PAPER JAM —

*Using your printer and your computer*

- Follow the instructions on the screen for clearing the paper jam.

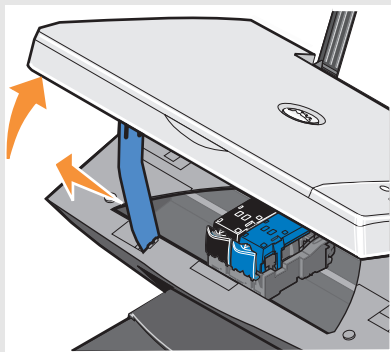
*Using your printer only*

If the paper jam is located in the paper support:

- 1 Turn off your printer.
- 2 Firmly grasp the paper and gently pull it from the printer.
- 3 Turn on your printer and print the document again.

If the paper jam is not visible:

- 1 Turn off your printer.
- 2 Lift the printer unit and position the scanner support between the tabs to keep it open.



- 3 Gently pull the paper from the printer.
- 4 Close the printer unit, turn on the printer, and print the document again.

## Error Messages and Lights

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

<b>Error Message:</b>	<b>What it indicates:</b>	<b>Solution:</b>
Ink Low Alert	The ink cartridge is running low on ink. The Low Ink Alert occurs when your ink cartridges reach levels of 25 percent, 15 percent, and 5 percent remaining.	Replace the ink cartridge. For more information, see "Replacing Ink Cartridges" on page 63.
Reserve tank	An ink cartridge's available ink dot count is zero.	Order a new ink cartridge from Dell and replace the old ink cartridge. To order a new ink cartridge, go to <a href="http://www.dell.com/supplies">www.dell.com/supplies</a> .
Paper jam	A paper jam exists in the printer.	Clear the paper jam. For more information, see "Check for a paper jam" on page 73.
Paper tray empty	The printer is out of paper.	Load more paper into the printer. For more information, see "Loading Paper" on page 28.
Printhead error	The ink cartridge has a short.	Disconnect and then reconnect the printer power cable. Reinstall the ink cartridges. For more information, see "Replacing Ink Cartridges" on page 63.
Print carrier error	Print carrier error.	Disconnect the printer power cable, check for paper jams, and then reconnect the power cable.
Data error	Data error or incomplete data.	Press the <b>Power</b> button to reset.
Scan carrier 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.	Press the <b>Power</b> button to reset.
System control error	A paper system control error has occurred.	Press the <b>Power</b> button to reset.
PictBridge port error	The attached device is not supported, or the PictBridge-enabled digital camera is not set to the correct USB mode.	Please disconnect the device or check the USB mode setup. Refer to the documentation that came with your digital camera for more information.

# 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** Click **Preferences, Properties, or Options** (depending on your program or operating system).
- 3** On the **Quality/Copies** tab, select **Quality/Speed** and 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" on page 66. For more information on cleaning ink cartridges, see "Cleaning the Ink Cartridge Nozzles" on page 67.

For additional solutions, check your Dell Printer Solution Center or go to [support.dell.com](http://support.dell.com).

To access the Dell Printer Solution Center:

- 1** Click **Start→Programs** or **All Programs→Dell Printers→Dell Photo AIO Printer 942→Dell Printer Solution Center**.
- 2** Click the **Troubleshooting** tab.



# Contacting Dell

## Technical Assistance

If you need help with a technical problem, Dell is ready to assist you.

- 1 Call technical support from a telephone near or at the printer so that technical support can assist you with any necessary procedures. When calling Dell, use your Express Service Code to help expedite the routing of your call to the proper support personnel.

The Express Service Code is located on the back of your printer.

**NOTE:** Dell's Express Service Code system may not be available in all countries.

- 2 In the U.S., Business customers should call 1-877-459-7298, and Consumer (Home and Home Office) customers should call 1-800-624-9896.

If you are calling from a different country or are in a different Service area, see "Contacting Dell" on page 77 for your local telephone number.

- 3 Follow the menu prompts in the automated telephone system to speak with a technical support representative.

## Automated Order-Status Service

To check on the status of any Dell products that you have ordered, you can go to [support.dell.com](http://support.dell.com), or you can call the automated order-status service. A recording prompts you for the information needed to locate and report on your order. See "Contacting Dell" on page 77 for the telephone number to call for your region.

## Contacting Dell

To contact Dell electronically, you can access the following websites:

- [www.dell.com](http://www.dell.com)
- [support.dell.com](http://support.dell.com) (technical support)
- [premiersupport.dell.com](http://premiersupport.dell.com) (technical support for educational, government, healthcare, and medium/large business customers, including Premier, Platinum, and Gold customers)

For specific web addresses for your country, find the appropriate country section in the table below.

**NOTE:** Toll-free numbers are for use within the country for which they are listed.

When you need to contact Dell, use the electronic addresses, telephone numbers, and codes provided in the following table. If you need assistance in determining which codes to use, contact a local or an international operator.

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
U.S.A. (Austin, Texas)	Automated Order-Status Service	toll-free: 1-800-433-9014
International Access Code: 011 Country Code: 1	AutoTech (portable and desktop computers)	toll-free: 1-800-247-9362
	<b>Consumer</b> (Home and Home Office)	
	Technical Support	toll-free: 1-800-624-9896
	Customer Service	toll-free: 1-800-624-9897
	DellNet™ Service and Support	toll-free: 1-877-Dellnet (1-877-335-5638)
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Financial Services website: <a href="http://www.dellfinancialservices.com">www.dellfinancialservices.com</a>	
	Financial Services (lease/loans)	toll-free: 1-877-577-3355
	Financial Services (Dell Preferred Accounts [DPA])	toll-free: 1-800-283-2210
	<b>Business</b>	
	Customer Service and Technical Support	toll-free: 1-877-459-7298
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Printers and Projectors Technical Support	toll-free: 1-877-459-7298
	<b>Public</b> (government, education, and healthcare)	
	Customer Service and Technical Support	toll-free: 1-800-456-3355
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-234-1490
	Dell Sales	toll-free: 1-800-289-3355 or toll-free: 1-800-879-3355
	Dell Outlet Store (Dell refurbished computers)	toll-free: 1-888-798-7561
	Software and Peripherals Sales	toll-free: 1-800-671-3355
	Spare Parts Sales	toll-free: 1-800-357-3355
	Extended Service and Warranty Sales	toll-free: 1-800-247-4618
	Fax	toll-free: 1-800-727-8320
	Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired	toll-free: 1-877-DELLTTY (1-877-335-5889)

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Anguilla	General Support	toll-free: 800-335-0031
Antigua and Barbuda	General Support	1-800-805-5924
Argentina (Buenos Aires)	Website: <a href="http://www.dell.com.ar">www.dell.com.ar</a>	
International Access Code: 00	Tech Support and Customer Care	toll-free: 0-800-444-0733
Country Code: 54	Sales	0-810-444-3355
City Code: 11	Tech Support Fax	11 4515 7139
	Customer Care Fax	11 4515 7138
Aruba	General Support	toll-free: 800-1578
Australia (Sydney)	E-mail (Australia): <a href="mailto:au_tech_support@dell.com">au_tech_support@dell.com</a>	
International Access Code: 0011	E-mail (New Zealand): <a href="mailto:nz_tech_support@dell.com">nz_tech_support@dell.com</a>	
Country Code: 61	Home and Small Business	1-300-65-55-33
City Code: 2	Government and Business	toll-free: 1-800-633-559
	Preferred Accounts Division (PAD)	toll-free: 1-800-060-889
	Customer Care	toll-free: 1-800-819-339
	Corporate Sales	toll-free: 1-800-808-385
	Transaction Sales	toll-free: 1-800-808-312
	Fax	toll-free: 1-800-818-341
Austria (Vienna)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 900	E-mail: <a href="mailto:tech_support_central_europe@dell.com">tech_support_central_europe@dell.com</a>	
Country Code: 43	Home/Small Business Sales	0820 240 530 00
City Code: 1	Home/Small Business Fax	0820 240 530 49
	Home/Small Business Customer Care	0820 240 530 14
	Preferred Accounts/Corporate Customer Care	0820 240 530 16
	Home/Small Business Technical Support	0820 240 530 14
	Preferred Accounts/Corporate Technical Support	0660 8779
	Switchboard	0820 240 530 00
Bahamas	General Support	toll-free: 1-866-278-6818
Barbados	General Support	1-800-534-3066



<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Belgium (Brussels) International Access Code: 00 Country Code: 32 City Code: 2	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail: <a href="mailto:tech_be@dell.com">tech_be@dell.com</a> E-mail for French Speaking Customers: <a href="http://support.euro.dell.com/be/fr/emaildell/">support.euro.dell.com/be/fr/emaildell/</a>	Technical Support 02 481 92 88 Customer Care 02 481 91 19 Corporate Sales 02 481 91 00 Fax 02 481 92 99 Switchboard 02 481 91 00
<b>Bermuda</b>	General Support	1-800-342-0671
<b>Bolivia</b>	General Support	toll-free: 800-10-0238
<b>Brazil</b> International Access Code: 00 Country Code: 55 City Code: 51	Website: <a href="http://www.dell.com/br">www.dell.com/br</a> Customer Support, Technical Support Tech Support Fax Customer Care Fax Sales	0800 90 3355 51 481 5470 51 481 5480 0800 90 3390
<b>British Virgin Islands</b>	General Support	toll-free: 1-866-278-6820
<b>Brunei</b> Country Code: 673	Customer Technical Support (Penang, Malaysia) Customer Service (Penang, Malaysia) Transaction Sales (Penang, Malaysia)	604 633 4966 604 633 4949 604 633 4955
<b>Canada (North York, Ontario)</b> International Access Code: 011	Online Order Status: <a href="http://www.dell.ca/ostatus">www.dell.ca/ostatus</a> AutoTech (automated technical support) TechFax Customer Care (Home Sales/Small Business) Customer Care (med./large business, government) Technical Support (Home Sales/Small Business) Technical Support (med./large bus., government) Sales (Home Sales/Small Business) Sales (med./large bus., government) Spare Parts Sales & Extended Service Sales	toll-free: 1-800-247-9362 toll-free: 1-800-950-1329 toll-free: 1-800-847-4096 toll-free: 1-800-326-9463 toll-free: 1-800-847-4096 toll-free: 1-800-387-5757 toll-free: 1-800-387-5752 toll-free: 1-800-387-5755 1 866 440 3355
<b>Cayman Islands</b>	General Support	1-800-805-7541

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Chile (Santiago) Country Code: 56 City Code: 2	Sales, Customer Support, and Technical Support	toll-free: 1230-020-4823
China (Xiamen) Country Code: 86 City Code: 592	Tech Support website: <a href="http://support.ap.dell.com/china">support.ap.dell.com/china</a> Tech Support E-mail: <a href="mailto:cn_support@dell.com">cn_support@dell.com</a> Tech Support Fax Home and Small Business Technical Support Corporate Accounts Technical Support Tech Support (projectors, PDAs, printers, switches, routers, and so on) Customer Experience Home and Small Business Preferred Accounts Division Large Corporate Accounts GCP Large Corporate Accounts Key Accounts Large Corporate Accounts North Large Corporate Accounts North Government and Education Large Corporate Accounts East Large Corporate Accounts East Government and Education Large Corporate Accounts Queue Team Large Corporate Accounts South Large Corporate Accounts West Large Corporate Accounts Spare Parts	818 1350 toll-free: 800 858 2437 toll-free: 800 858 2333 toll-free: 800 858 2920 toll-free: 800 858 2060 toll-free: 800 858 2222 toll-free: 800 858 2557 toll-free: 800 858 2055 toll-free: 800 858 2628 toll-free: 800 858 2999 toll-free: 800 858 2955 toll-free: 800 858 2020 toll-free: 800 858 2669 toll-free: 800 858 2222 toll-free: 800 858 2355 toll-free: 800 858 2811 toll-free: 800 858 2621
Colombia	General Support	980-9-15-3978
Costa Rica	General Support	0800-012-0435

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Czech Republic (Prague)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: czech_dell@dell.com	
Country Code: 420	Technical Support	02 2186 27 27
City Code: 2	Customer Care	02 2186 27 11
	Fax	02 2186 27 14
	TechFax	02 2186 27 28
	Switchboard	02 2186 27 11
Denmark (Copenhagen)	Website: support.euro.dell.com	
International Access Code: 00	E-mail Support (portable computers): den_nbk_support@dell.com	
Country Code: 45	E-mail Support (desktop computers): den_support@dell.com	
	E-mail Support (servers): Nordic_server_support@dell.com	
	Technical Support	7023 0182
	Customer Care (Relational)	7023 0184
	Home/Small Business Customer Care	3287 5505
	Switchboard (Relational)	3287 1200
	Fax Switchboard (Relational)	3287 1201
	Switchboard (Home/Small Business)	3287 5000
	Fax Switchboard (Home/Small Business)	3287 5001
Dominica	General Support	toll-free: 1-866-278-6821
Dominican Republic	General Support	1-800-148-0530
Ecuador	General Support	toll-free: 999-119
El Salvador	General Support	01-899-753-0777

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Finland (Helsinki)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 990	E-mail: <a href="mailto:fin_support@dell.com">fin_support@dell.com</a>	
Country Code: 358	E-mail Support (servers):	
City Code: 9	<a href="mailto:Nordic_support@dell.com">Nordic_support@dell.com</a>	
	Technical Support	09 253 313 60
	Technical Support Fax	09 253 313 81
	Relational Customer Care	09 253 313 38
	Home/Small Business Customer Care	09 693 791 94
	Fax	09 253 313 99
	Switchboard	09 253 313 00
<b>France (Paris) (Montpellier)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:support.euro.dell.com/fr/fr/emaildell/">support.euro.dell.com/fr/fr/emaildell/</a>	
Country Code: 33	<b>Home and Small Business</b>	
City Codes: (1) (4)	Technical Support	0825 387 270
	Customer Care	0825 823 833
	Switchboard	0825 004 700
	Switchboard (calls from outside of France)	04 99 75 40 00
	Sales	0825 004 700
	Fax	0825 004 701
	Fax (calls from outside of France)	04 99 75 40 01
	<b>Corporate</b>	
	Technical Support	0825 004 719
	Customer Care	0825 338 339
	Switchboard	01 55 94 71 00
	Sales	01 55 94 71 00
	Fax	01 55 94 71 01

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Germany (Langen) International Access Code: 00 Country Code: 49 City Code: 6103	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail: <a href="mailto:tech_support_central_europe@dell.com">tech_support_central_europe@dell.com</a> Technical Support Home/Small Business Customer Care Global Segment Customer Care Preferred Accounts Customer Care Large Accounts Customer Care Public Accounts Customer Care Switchboard	06103 766-7200 0180-5-224400 06103 766-9570 06103 766-9420 06103 766-9560 06103 766-9555 06103 766-7000
Greece International Access Code: 00 Country Code: 30	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail: <a href="mailto:support.euro.dell.com/gr/en/emailldell/">support.euro.dell.com/gr/en/emailldell/</a> Technical Support Gold Technical Support Switchboard Sales Fax	080044149518 08844140083 2108129800 2108129800 2108129812
Grenada	General Support	toll-free: 1-866-540-3355
Guatemala	General Support	1-800-999-0136
Guyana	General Support	toll-free: 1-877-270-4609
Hong Kong International Access Code: 001 Country Code: 852	Website: <a href="http://support.ap.dell.com">support.ap.dell.com</a> E-mail: <a href="mailto:ap_support@dell.com">ap_support@dell.com</a> Technical Support (Dimension™ and Inspiron™) Technical Support (OptiPlex™, Latitude™, and Dell Precision™) Technical Support (PowerApp™, PowerEdge™, PowerConnect™, and PowerVault™) Gold Queue EEC Hotline Customer Advocacy Large Corporate Accounts Global Customer Programs Medium Business Division Home and Small Business Division	2969 3189 2969 3191 2969 3196 2969 3187 3416 0910 3416 0907 3416 0908 3416 0912 2969 3105

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>India</b>	Technical Support	1600 33 8045
	Sales	1600 33 8044
<b>Ireland (Cherrywood)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 16	E-mail: <a href="mailto:dell_direct_support@dell.com">dell_direct_support@dell.com</a>	
Country Code: 353	Technical Support	1850 543 543
City Code: 1	U.K. Technical Support (dial within U.K. only)	0870 908 0800
	Home User Customer Care	01 204 4014
	Small Business Customer Care	01 204 4014
	U.K. Customer Care (dial within U.K. only)	0870 906 0010
	Corporate Customer Care	1850 200 982
	Corporate Customer Care (dial within U.K. only)	0870 907 4499
	Ireland Sales	01 204 4444
	U.K. Sales (dial within U.K. only)	0870 907 4000
	Fax/SalesFax	01 204 0103
	Switchboard	01 204 4444
<b>Italy (Milan)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="http://support.euro.dell.com/it/it/emaildell/">support.euro.dell.com/it/it/emaildell/</a>	
Country Code: 39	<b>Home and Small Business</b>	
City Code: 02	Technical Support	02 577 826 90
	Customer Care	02 696 821 14
	Fax	02 696 821 13
	Switchboard	02 696 821 12
	<b>Corporate</b>	
	Technical Support	02 577 826 90
	Customer Care	02 577 825 55
	Fax	02 575 035 30
	Switchboard	02 577 821
<b>Jamaica</b>	General Support (dial from within Jamaica only)	1-800-682-3639

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Japan (Kawasaki)</b>	Website: <a href="http://support.jp.dell.com">support.jp.dell.com</a>	
International Access Code: 001	Technical Support	toll-free: 0120-981-690
Country Code: 81	Technical Support outside of Japan	044-556-3468
City Code: 44	Customer Care	044-556-4240
<b>Korea (Seoul)</b>	Technical Support	toll-free: 080-200-3800
International Access Code: 001	Sales	toll-free: 080-200-3600
Country Code: 82	Customer Service (Seoul, Korea)	toll-free: 080-200-3800
City Code: 2	Customer Service (Penang, Malaysia)	604 633 4949
	Fax	2194-6202
	Switchboard	2194-6000
<b>Latin America</b>	Customer Technical Support (Austin, Texas, U.S.A.)	512 728-4093
	Customer Service (Austin, Texas, U.S.A.)	512 728-3619
	Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.)	512 728-3883
	Sales (Austin, Texas, U.S.A.)	512 728-4397
	SalesFax (Austin, Texas, U.S.A.)	512 728-4600
		or 512 728-3772
<b>Luxembourg</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:tech_be@dell.com">tech_be@dell.com</a>	
Country Code: 352	Technical Support (Brussels, Belgium)	3420808075
	Home/Small Business Sales (Brussels, Belgium)	toll-free: 080016884
	Corporate Sales (Brussels, Belgium)	02 481 91 00
	Customer Care (Brussels, Belgium)	02 481 91 19
	Fax (Brussels, Belgium)	02 481 92 99
	Switchboard (Brussels, Belgium)	02 481 91 00
<b>Macao</b>	Technical Support	toll-free: 0800 582
Country Code: 853	Customer Service (Penang, Malaysia)	604 633 4949
	Transaction Sales	toll-free: 0800 581

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Malaysia (Penang)	Technical Support	toll-free: 1 800 888 298
International Access Code: 00	Customer Service	04 633 4949
Country Code: 60	Transaction Sales	toll-free: 1 800 888 202
City Code: 4	Corporate Sales	toll-free: 1 800 888 213
Mexico	Customer Technical Support	001-877-384-8979
International Access Code: 00		or 001-877-269-3383
Country Code: 52	Sales	50-81-8800
		or 01-800-888-3355
	Customer Service	001-877-384-8979
		or 001-877-269-3383
	Main	50-81-8800
		or 01-800-888-3355
Montserrat	General Support	toll-free: 1-866-278-6822
Netherlands Antilles	General Support	001-800-882-1519



<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Netherlands (Amsterdam) International Access Code: 00 Country Code: 31 City Code: 20	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail (Technical Support): (Enterprise): <a href="mailto:nl_server_support@dell.com">nl_server_support@dell.com</a> (Latitude): <a href="mailto:nl_latitude_support@dell.com">nl_latitude_support@dell.com</a> (Inspiron): <a href="mailto:nl_inspiron_support@dell.com">nl_inspiron_support@dell.com</a> (Dimension): <a href="mailto:nl_dimension_support@dell.com">nl_dimension_support@dell.com</a> (OptiPlex): <a href="mailto:nl_optiplex_support@dell.com">nl_optiplex_support@dell.com</a> (Dell Precision): <a href="mailto:nl_workstation_support@dell.com">nl_workstation_support@dell.com</a>	
	Technical Support	020 674 45 00
	Technical Support Fax	020 674 47 66
	Home/Small Business Customer Care	020 674 42 00
	Relational Customer Care	020 674 4325
	Home/Small Business Sales	020 674 55 00
	Relational Sales	020 674 50 00
	Home/Small Business Sales Fax	020 674 47 75
	Relational Sales Fax	020 674 47 50
	Switchboard	020 674 50 00
	Switchboard Fax	020 674 47 50
New Zealand International Access Code: 00 Country Code: 64	E-mail (New Zealand): <a href="mailto:nz_tech_support@dell.com">nz_tech_support@dell.com</a> E-mail (Australia): <a href="mailto:au_tech_support@dell.com">au_tech_support@dell.com</a> Home and Small Business Government and Business Sales Fax	0800 446 255 0800 444 617 0800 441 567 0800 441 566
Nicaragua	General Support	001-800-220-1006

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Norway (Lysaker)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail Support (portable computers):	
Country Code: 47	<a href="mailto:nor_nbk_support@dell.com">nor_nbk_support@dell.com</a>	
	E-mail Support (desktop computers):	
	<a href="mailto:nor_support@dell.com">nor_support@dell.com</a>	
	E-mail Support (servers):	
	<a href="mailto:nordic_server_support@dell.com">nordic_server_support@dell.com</a>	
	Technical Support	671 16882
	Relational Customer Care	671 17514
	Home/Small Business Customer Care	23162298
	Switchboard	671 16800
	Fax Switchboard	671 16865
<b>Panama</b>	General Support	001-800-507-0962
<b>Peru</b>	General Support	0800-50-669
Poland (Warsaw)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 011	E-mail: <a href="mailto:pl_support_tech@dell.com">pl_support_tech@dell.com</a>	
Country Code: 48	Customer Service Phone	57 95 700
City Code: 22	Customer Care	57 95 999
	Sales	57 95 999
	Customer Service Fax	57 95 806
	Reception Desk Fax	57 95 998
	Switchboard	57 95 999
<b>Portugal</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="http://support.euro.dell.com/pt/en/emaildell/">support.euro.dell.com/pt/en/emaildell/</a>	
Country Code: 351	Technical Support	707200149
	Customer Care	800 300 413
	Sales	800 300 410 or 800 300 411 or 800 300 412 or 21 422 07 10
	Fax	21 424 01 12
<b>Puerto Rico</b>	General Support	1-800-805-7545
<b>St. Kitts and Nevis</b>	General Support	toll-free: 1-877-441-4731

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
St. Lucia	General Support	1-800-882-1521
St. Vincent and the Grenadines	General Support	toll-free: 1-877-270-4609
Singapore (Singapore)	Technical Support	toll-free: 800 6011 051
International Access Code: 005	Customer Service (Penang, Malaysia)	604 633 4949
Country Code: 65	Transaction Sales	toll-free: 800 6011 054
	Corporate Sales	toll-free: 800 6011 053
South Africa (Johannesburg)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 09/091	E-mail: <a href="mailto:dell_za_support@dell.com">dell_za_support@dell.com</a>	
Country Code: 27	Technical Support	011 709 7710
City Code: 11	Customer Care	011 709 7707
	Sales	011 709 7700
	Fax	011 706 0495
	Switchboard	011 709 7700
Southeast Asian and Pacific Countries	Customer Technical Support, Customer Service, and Sales (Penang, Malaysia)	604 633 4810
Spain (Madrid)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:support.euro.dell.com/es/es/emaildell/">support.euro.dell.com/es/es/emaildell/</a>	
Country Code: 34	<b>Home and Small Business</b>	
City Code: 91	Technical Support	902 100 130
	Customer Care	902 118 540
	Sales	902 118 541
	Switchboard	902 118 541
	Fax	902 118 539
	<b>Corporate</b>	
	Technical Support	902 100 130
	Customer Care	902 118 546
	Switchboard	91 722 92 00
	Fax	91 722 95 83

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Sweden (Upplands Vasby) International Access Code: 00 Country Code: 46 City Code: 8	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail: <a href="mailto:swe_support@dell.com">swe_support@dell.com</a> E-mail Support for Latitude and Inspiron: <a href="mailto:Swe-nbk_kats@dell.com">Swe-nbk_kats@dell.com</a> E-mail Support for OptiPlex: <a href="mailto:Swe_kats@dell.com">Swe_kats@dell.com</a> E-mail Support for Servers: <a href="mailto:Nordic_server_support@dell.com">Nordic_server_support@dell.com</a> Technical Support Relational Customer Care Home/Small Business Customer Care Employee Purchase Program (EPP) Support Fax Technical Support Sales	08 590 05 199 08 590 05 642 08 587 70 527 20 140 14 44 08 590 05 594 08 590 05 185
Switzerland (Geneva) International Access Code: 00 Country Code: 41 City Code: 22	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail: <a href="mailto:tech_support_central_europe@dell.com">tech_support_central_europe@dell.com</a> E-mail for French-speaking HSB and Corporate Customers: <a href="http://support.euro.dell.com/ch/fr/emaildell/">support.euro.dell.com/ch/fr/emaildell/</a> Technical Support (Home and Small Business) Technical Support (Corporate) Customer Care (Home and Small Business) Customer Care (Corporate) Fax Switchboard	0844 811 411 0844 822 844 0848 802 202 0848 821 721 022 799 01 90 022 799 01 01
Taiwan International Access Code: 002 Country Code: 886	Technical Support (portable and desktop computers) Technical Support (servers) Transaction Sales Corporate Sales	toll-free: 00801 86 1011 toll-free: 0080 60 1256 toll-free: 0080 651 228 toll-free: 0080 651 227
Thailand International Access Code: 001 Country Code: 66	Technical Support Customer Service (Penang, Malaysia) Sales	toll-free: 0880 060 07 604 633 4949 toll-free: 0880 060 09
Trinidad/Tobago	General Support	1-800-805-8035

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Turks and Caicos Islands	General Support	toll-free: 1-866-540-3355
U.K. (Bracknell)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00 Country Code: 44 City Code: 1344	Customer Care website: <a href="http://support.euro.dell.com/uk/en/ECare/Form/Home.asp">support.euro.dell.com/uk/en/ECare/Form/Home.asp</a>  E-mail: <a href="mailto:dell_direct_support@dell.com">dell_direct_support@dell.com</a>	
	Technical Support (Corporate/Preferred Accounts/PAD [1000+ employees])	0870 908 0500
	Technical Support (direct/PAD and general)	0870 908 0800
	Global Accounts Customer Care	01344 373 186
	Home and Small Business Customer Care	0870 906 0010
	Corporate Customer Care	01344 373 185
	Preferred Accounts (500–5000 employees) Customer Care	0870 906 0010
	Central Government Customer Care	01344 373 193
	Local Government & Education Customer Care	01344 373 199
	Health Customer Care	01344 373 194
	Home and Small Business Sales	0870 907 4000
	Corporate/Public Sector Sales	01344 860 456
	Home and Small Business Fax	0870 907 4006
Uruguay	General Support	toll-free: 000-413-598-2521
U.S. Virgin Islands	General Support	1-877-673-3355
Venezuela	General Support	8001-3605



# Appendix

## Limited Warranties and Return Policy

Dell-branded hardware products purchased in the U.S. come with either a 90-day, 1-year, 2-year, 3-year, or 4-year limited warranty. To determine which warranty came with your hardware product(s), see your packing slip or invoice. The following section describes the limited warranties and return policy for the U.S.

### Limited Warranty for Dell-Branded Hardware Products

#### What is covered by this limited warranty?

This limited warranty covers defects in materials and workmanship in your—our end-user customer's—Dell-branded hardware products, including Dell-branded peripheral products.

#### What is not covered by this limited warranty?

This limited warranty does not cover:

- Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, third-party software, or the reloading of software
- Non-Dell-branded and Solution Provider Direct products and accessories
- Problems that result from:
  - External causes such as accident, abuse, misuse, or problems with electrical power
  - Servicing not authorized by Dell
  - Usage that is not in accordance with product instructions
  - Failure to follow the product instructions or failure to perform preventive maintenance
  - Problems caused by using accessories, parts, or components not supplied by Dell
- Products with missing or altered Service Tags or serial numbers
- Products for which Dell has not received payment

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THE LIMITED WARRANTY PERIOD REFLECTED ON YOUR PACKING SLIP OR INVOICE. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU.

WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

### **How long does this limited warranty last?**

This limited warranty lasts for the time period indicated on your packing slip or invoice, except for the following Dell-branded hardware:

- Portable computer batteries carry a 1-year limited warranty.
- Projector lamps carry a 90-day limited warranty.
- Memory carries a lifetime limited warranty.
- Monitors carry the longer of either a 3-year limited warranty or the remainder of the warranty for the Dell computer to which the monitor will be connected.
- Other add-on hardware carries the longer of either a 1-year limited warranty for new parts and a 90-day limited warranty for reconditioned parts or, for both new and reconditioned parts, the remainder of the warranty for the Dell computer on which such parts are installed.



The limited warranty on all Dell-branded products begins on the date of the packing slip or invoice. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the availability of limited warranties, at its discretion, but any changes will not be retroactive.

**What do I do if I need warranty service?**

Before the warranty expires, please call us at the relevant number listed in the following table. Please also have your Dell Service Tag or order number available.

<b>Individual Home Consumers:</b>	<b>U.S. Only</b>
Technical Support	1-800-624-9896
Customer Service	1-800-624-9897
<b>Individual Home Consumers who purchased through an Employee Purchase Program:</b>	
Technical Support and Customer Service	1-800-822-8965
<b>Home and Small Business Commercial Customers:</b>	
Technical Support and Customer Service	1-800-456-3355
<b>Medium, Large, or Global Commercial Customers, Healthcare Customers, and Value-Added Resellers (VARs):</b>	
Technical Support and Customer Service	1-877-459-7298
<b>Government and Education Customers:</b>	
Technical Support and Customer Service	1-877-459-7298
<b>Dell-Branded Memory</b>	1-888-363-5150

**What will Dell do?**

During the 90 days of the 90-day limited warranty and the first year of all other limited warranties: During the 90 days of the 90-day limited warranty and the first year of all other limited warranties, we will repair any Dell-branded hardware products returned to us that prove to be defective in materials or workmanship. If we are not able to repair the product, we will replace it with a comparable product that is new or refurbished.

When you contact us, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the product to you freight collect.

If we determine that the product is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

**NOTE:** Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.

**During the remaining years:** For the remaining period of the limited warranty, we will replace any defective part with new or refurbished parts, if we agree that it needs to be replaced. When you contact us, we will require a valid credit card number at the time you request a replacement part, but we will not charge you for the replacement part as long as you return the original part to us within 30 days after we ship the replacement part to you. If we do not receive the original part within 30 days, we will charge to your credit card the then-current standard price for that part.

We will pay to ship the part to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the part freight collect. We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

**NOTE:** Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). We are not responsible for lost or corrupted data.

### **What if I purchased a service contract?**

If your service contract is with Dell, service will be provided to you under the terms of the service agreement. Please refer to that contract for details on how to obtain service.

If you purchased through us a service contract with one of our third-party service providers, please refer to that contract for details on how to obtain service.

### **How will you fix my product?**

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Dell, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the limited warranty for the product you bought. Dell owns all parts removed from repaired products.

### **May I transfer the limited warranty?**

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. The limited warranty on Dell-branded memory may not be transferred. You may record your transfer by going to Dell's website:

- If you are an Individual Home Consumer, go to [www.dell.com/us/en/dhs/topics/sbtopic\\_015\\_ccare.htm](http://www.dell.com/us/en/dhs/topics/sbtopic_015_ccare.htm)
- If you are a Home Office, Small, Medium, Large, or Global Commercial Customer, go to [www.dell.com/us/en/biz/topics/sbtopic\\_ccare\\_nav\\_015\\_ccare.htm](http://www.dell.com/us/en/biz/topics/sbtopic_ccare_nav_015_ccare.htm)
- If you are a Government, Education, or Healthcare Customer, or an Individual Home Consumer who purchased through an Employee Purchase Program, go to [www.dell.com/us/en/pub/topics/sbtopic\\_015\\_ccare.htm](http://www.dell.com/us/en/pub/topics/sbtopic_015_ccare.htm)

If you do not have Internet access, call your customer care representative or call 1-800-624-9897.

### **"Total Satisfaction" Return Policy**

We value our relationship with you and want to make sure that you're satisfied with your purchases. That's why we offer a "Total Satisfaction" return policy for most products that you, the end-user customer, purchase directly from Dell. Under this policy, you may return to Dell products that you purchased directly from Dell for a credit or a refund of the purchase price paid, less shipping and handling and applicable return fees as follows:

- **New Hardware Products and Accessories** - Unless you have a separate agreement with Dell, all hardware, accessories, peripherals, parts, and unopened software still in its sealed package, excluding the products listed below, may be returned within twenty-one (21) days from the date on the packing slip or invoice. New PowerEdge™, PowerConnect™ and PowerVault™ products may be returned within thirty (30) days from the date on the packing slip or invoice except that new PowerEdge™ SC servers and n series products purchased from the Small and Medium Business Sales Division may only be returned within fourteen (14) days from the date on the packing slip or invoice. To return applications software or an operating system that has been installed by Dell, you must return the entire computer. A different return policy applies to nondefective products purchased through Dell's Software and Peripherals division by customers of our Small and Medium Business divisions. Those products may be returned within twenty-one (21) days from the date on the packing slip or invoice, but a fifteen percent (15%) return fee will be deducted from any refund or credit. The "Total Satisfaction" Return Policy and Software and Peripherals division return policy are not available for Dell | EMC storage products, EMC-branded products, Unisys-branded products, PowerVault™, 160T tape libraries, enterprise software, non-Dell branded enterprise products, software and/or software licenses purchased under any type of volume purchase agreement or any non-Dell customized hardware and/or software product(s).
- **Reconditioned or Refurbished Dell-Branded Hardware Products and Parts** - All reconditioned or refurbished PowerEdge™, PowerConnect™ and PowerVault™ products may be returned within thirty (30) days from the date on the packing slip or invoice. All other reconditioned or refurbished Dell-branded hardware products and parts may be returned within fourteen (14) days of the date on the packing slip or invoice.

### **How to Return**

To return products, e-mail or call Dell customer service to receive a Credit Return Authorization Number within the return policy period applicable to the product you want to return. You must obtain a Credit Return Authorization Number in order to return the product. See "Contacting Dell" or "Getting Help" in your customer documentation (or [www.dell.com/us/en/gen/contact.htm](http://www.dell.com/us/en/gen/contact.htm)) to find the appropriate contact information for obtaining customer assistance.

You must ship the products to Dell within five (5) days of the date that Dell issues the Credit Return Authorization Number. You must also return the products to Dell in their original packaging, in as-new condition along with any media, documentation, and all other items that were included in the original shipment, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment.

# Dell Inc. Ink and Toner Cartridges Limited Warranties

Dell Inc. warrants to the original purchaser of genuine Dell-branded toner cartridges that they will be free from defects in material and workmanship for the life of the cartridge and that for genuine Dell-branded ink cartridges they will be free from defects in material and workmanship for two years beginning on the date of invoice. If this product proves defective in either material or workmanship, it will be replaced without charge during the limited warranty period if returned to Dell. You must first call our toll-free number to get your return authorization. In the U.S., call 1-800-822-8965; in Canada, call 1-800-387-5757. If we are not able to replace the product because it has been discontinued or is not available, we will either replace it with a comparable product or reimburse you for the cartridge purchase cost, at Dell's sole option. This limited warranty does not apply to ink or toner cartridges that have been refilled or improperly stored or due to problems resulting from misuse, abuse, accident, neglect, mishandling, incorrect environments, or wear from ordinary use.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. FOR CANADIAN CUSTOMERS, EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS WARRANTY STATEMENT, DELL DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, FOR THE PRODUCT. FOR U.S. CUSTOMERS, ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN TIME TO THE TERM OF THIS LIMITED WARRANTY. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN IMPLIED WARRANTIES OR CONDITIONS, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY COVERAGE TERMINATES IF YOU SELL OR OTHERWISE TRANSFER THIS PRODUCT TO ANOTHER PARTY.

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SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

## Dell Software License Agreement

This is a legal agreement between you, the user, and Dell Products, L.P. ("Dell"). This agreement covers all software that is distributed with the Dell product, for which there is no separate license agreement between you and the manufacturer or owner of the software (collectively the "Software"). By opening or breaking the seal on the Software packet(s), installing or downloading the Software, or using the Software that has been preloaded or is embedded in your computer, you agree to be bound by the terms of this agreement. If you do not agree to these terms, promptly return all Software items (disks, written materials, and packaging) and delete any preloaded or embedded Software.

You may use one copy of the Software on only one computer at a time. If you have multiple licenses for the Software, you may use as many copies at any time as you have licenses. "Use" means loading the Software in temporary memory or permanent storage on the computer. Installation on a network server solely for distribution to other computers is not "use" if (but only if) you have a separate license for each computer to which the Software is distributed. You must ensure that the number of persons using the Software installed on a network server does not exceed the number of licenses that you have. If the number of users of Software installed on a network server will exceed the number of licenses, you must purchase additional licenses until the number of licenses equals the number of users before allowing additional users to use the Software. If you are a commercial customer of Dell or a Dell affiliate, you hereby grant Dell, or an agent selected by Dell, the right to perform an audit of your use of the Software during normal business hours, you agree to cooperate with Dell in such audit, and you agree to provide Dell with all records reasonably related to your use of the Software. The audit will be limited to verification of your compliance with the terms of this agreement.

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### **Limited Warranty**

Dell warrants that the Software disks will be free from defects in materials and workmanship under normal use for ninety (90) days from the date you receive them. This warranty is limited to you and is not transferable. Any implied warranties are limited to ninety (90) days from the date you receive the Software. Some jurisdictions do not allow limits on the duration of an implied warranty, so this limitation may not apply to you. The entire liability of Dell and its suppliers, and your exclusive remedy, shall be (a) return of the price paid for the Software or (b) replacement of any disk not meeting this warranty that is sent with a return authorization number to Dell, at your cost and risk. This limited warranty is void if any disk damage has resulted from accident, abuse, misapplication, or service or modification by someone other than Dell. Any replacement disk is warranted for the remaining original warranty period or thirty (30) days, whichever is longer.

Dell does NOT warrant that the functions of the Software will meet your requirements or that operation of the Software will be uninterrupted or error free. You assume responsibility for selecting the Software to achieve your intended results and for the use and results obtained from the Software.

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### **General**

This license is effective until terminated. It will terminate upon the conditions set forth above or if you fail to comply with any of its terms. Upon termination, you agree that the Software and accompanying materials, and all copies thereof, will be destroyed. This agreement is governed by the laws of the State of Texas. Each provision of this agreement is severable. If a provision is found to be unenforceable, this finding does not affect the enforceability of the remaining provisions, terms, or conditions of this agreement. This agreement is binding on successors and assigns. Dell agrees and you agree to waive, to the maximum extent permitted by law, any right to a jury trial with respect to the Software or this agreement. Because this waiver may not be effective in some jurisdictions, this waiver may not apply to you. You acknowledge that you have read this agreement, that you understand it, that you agree to be bound by its terms, and that this is the complete and exclusive statement of the agreement between you and Dell regarding the Software.

## **Regulatory Notices**

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.

For additional regulatory information, see the *User's Guide* on your CD.

### **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: 942
- 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.

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