



New! Tips to help your HP PageWide XL stay healthy during this COVID-19 pandemic

We are frequently asked about the proper procedure to follow when turning off an HP PageWide XL printer for extended periods. The procedure for taking the equipment offline is as follows:

If possible, it is best to leave the HP PageWide XL on. By doing so, it will go into a sleep mode and periodically wake up to check the ink system. This is the best way to keep the printer healthy, especially if it is for a very long time (weeks to months). Also unload the rolls of paper to prevent unattended paper jams.

In some cases, you may have to power down. Here are the steps to take if you must leave the HP PageWide XL off for a long period of time:

1. Leave the ink cartridges, maintenance cartridge, and cleaning container in place.
2. Make sure that no paper is loaded in any drawer.
3. Turn off the power using the Power key on the front panel.
4. Also turn off the power switch at the rear of the printer once the printer is powered down.
5. Disconnect any cables connecting the printer to a network, a computer, a scanner, or any other accessory. This will ensure that the capping station protects the print heads properly during the extended inactivity. Once the unit is powered down, the power cable and network cable can be disconnected.
6. Make sure that the HP PageWide XL environmental conditions during storage stay between 41 to 104°F with a humidity range of 20 to 80%.

When the time comes to bring the equipment back online, after reconnecting power and network connections, run the “Optimize Print Quality” routine from the front panel to restore any missing or misdirected nozzles on the print heads. It may be necessary to run the print bar recovery several times to restore peak performance.

These details and more great information about this can be found in your HP PageWide XL User’s Guide under “Move or store the printer”.