



HP Click Printing Software

User Guide

Edition 14

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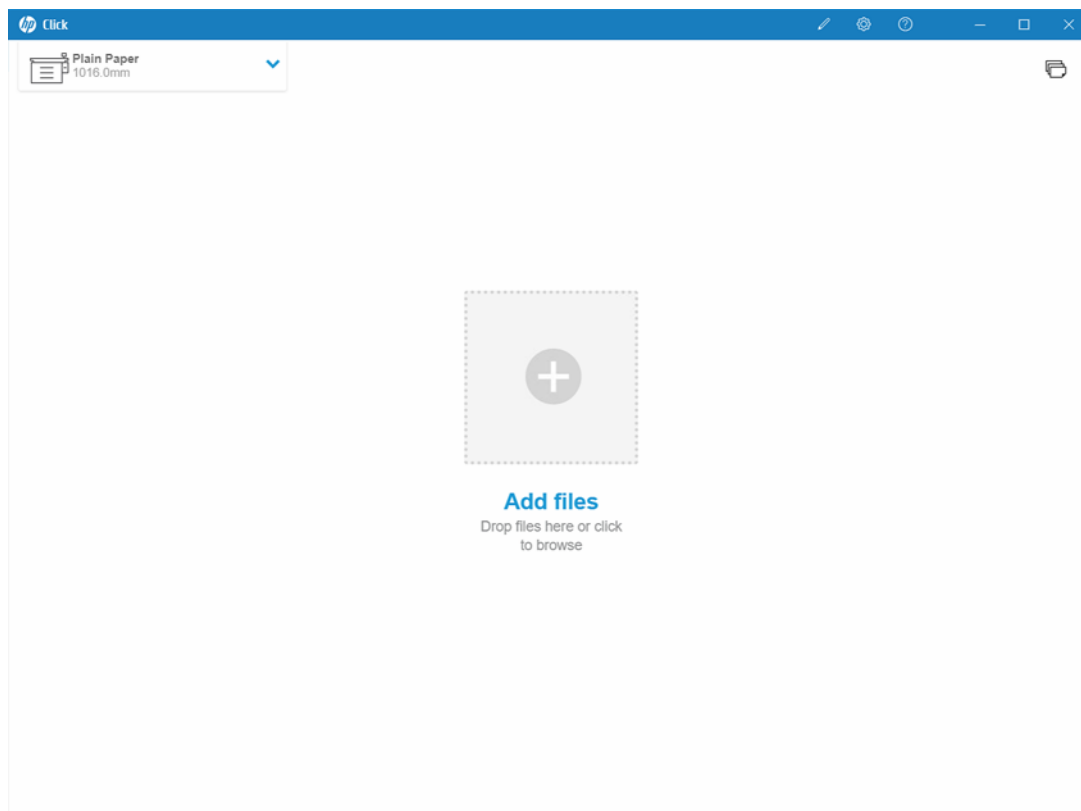
1 Introduction

Who is it for?

HP Click is an easy-to-use job-submittal tool designed for people with low-volume printing needs, who want to print reliably. Ideal for a broad range of graphics and technical applications including posters, roll-up banners, info-graphic presentations, maps, and CAD documents.

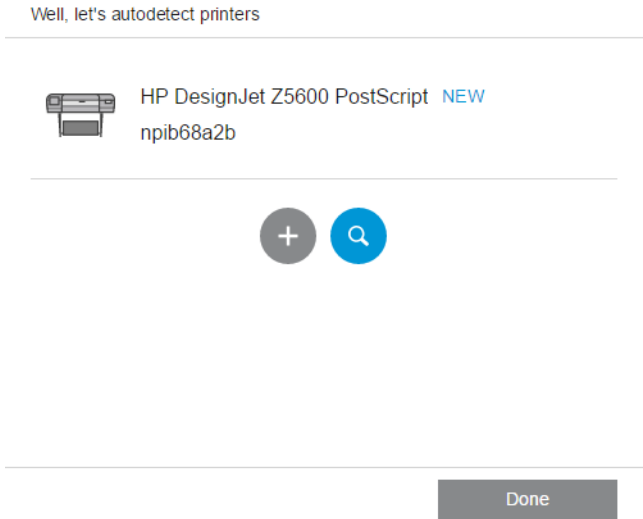
Getting started

1. Install the application. See [Installation on page 5](#).
2. Start the application. You will see a very simple window.

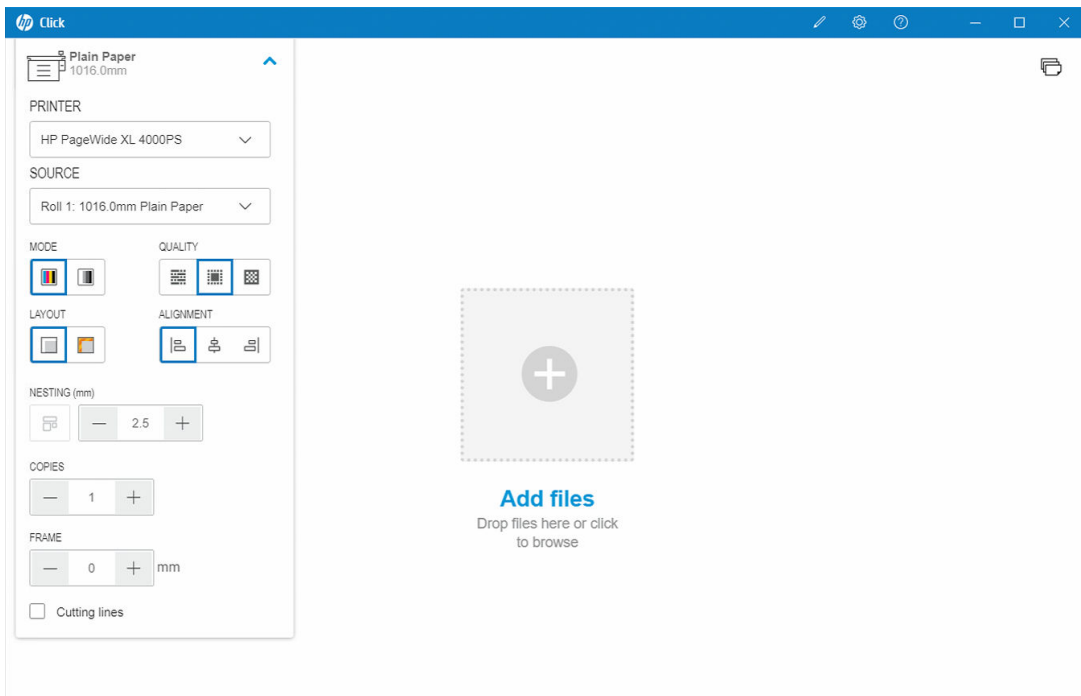


3. To see what's new in the latest version of the application, click  and then **What's new**.

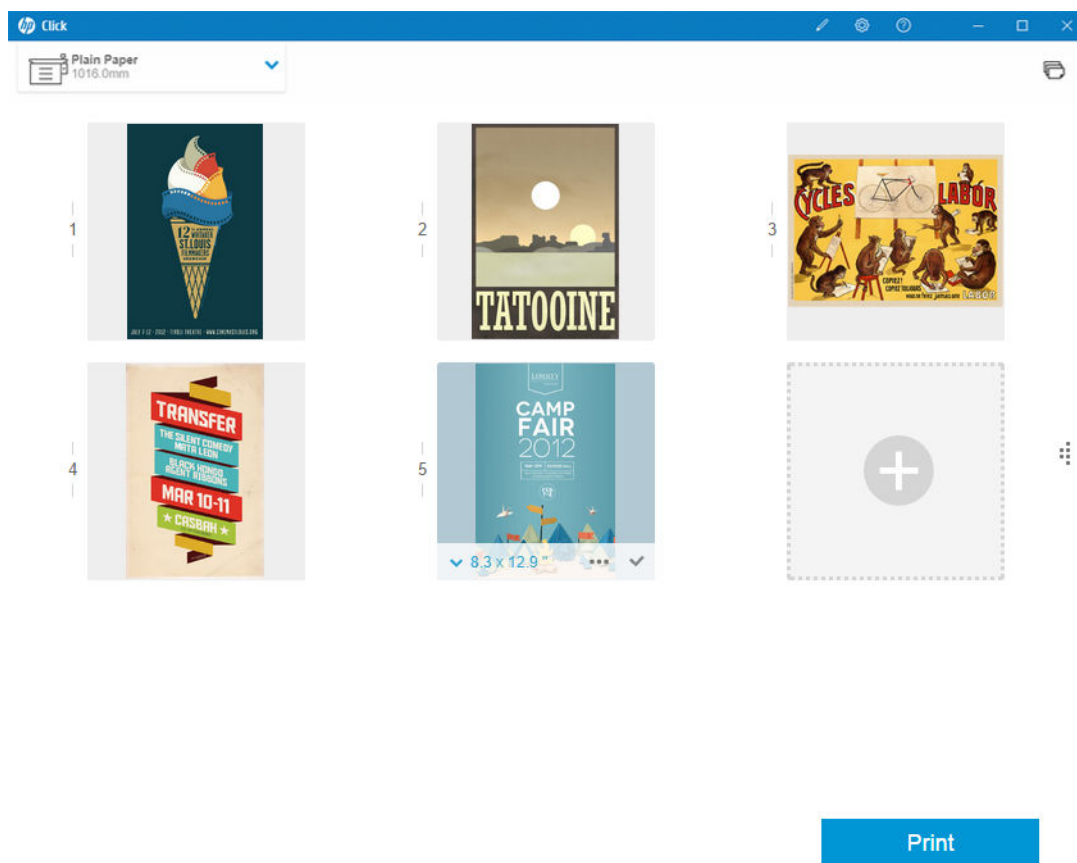
4. The application automatically detects any supported printers connected to your local network. It automatically selects language, units of measurement, and a selection of page sizes according to your operating system settings. (However, you can change all these things manually, and add printers manually if necessary.)



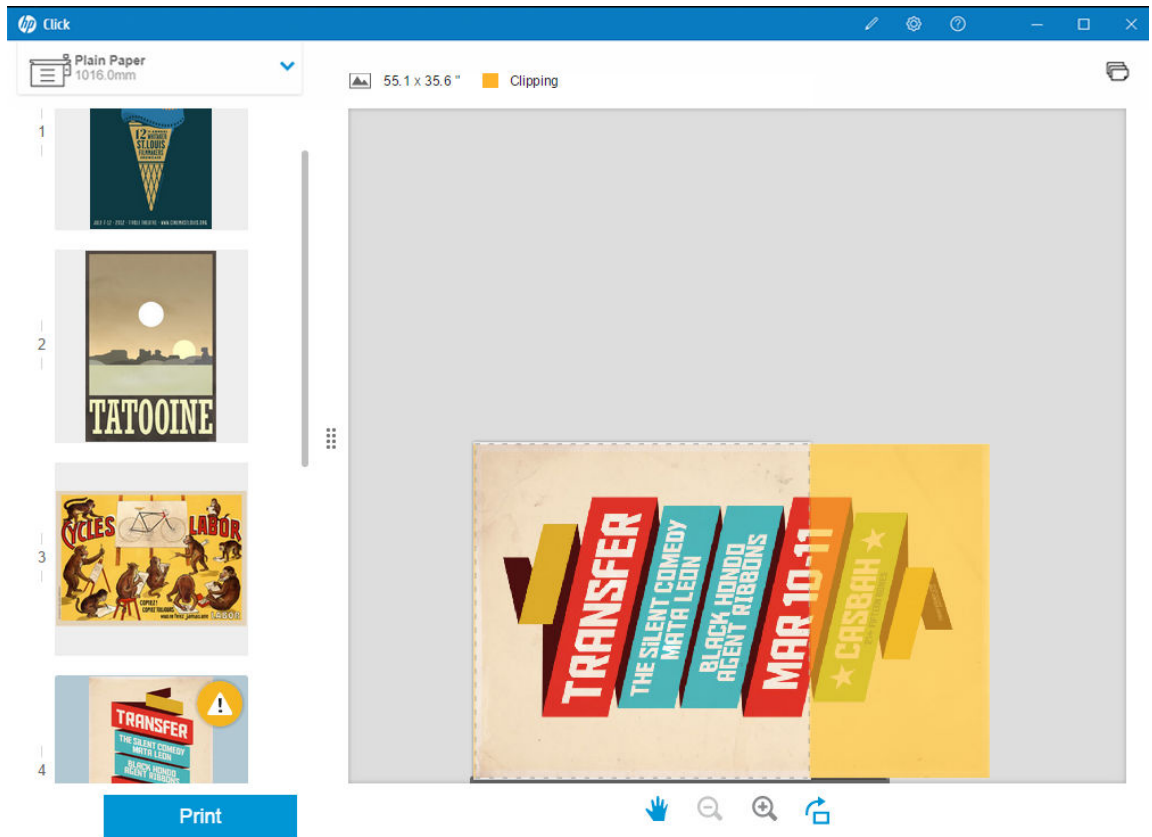
5. Select a printer at the top left of the window. You can also change print settings here.



6. Take any compatible file that you want to print, and drop it on the application window—or click the cross in the center of the window to browse for your file. A thumbnail image of each page is displayed in the window.



- Click the thumbnail to see a print preview.



- When you are ready to print, click the **Print** button. By default, all pages are printed. See [Job preparation on page 14](#) for more detailed information about print job settings.

2 Installation

Requirements

Microsoft Windows 7 or later (64-bit only)

- Intel Core i3 2.4 GHz with four virtual cores/threads, or equivalent or better processor
- 4 GB of RAM, or more
- 3.5 GB of free space on hard disk, or more, plus 100 MB for each additional printer
- Screen resolution of 1280 × 1024 pixels, or more, tuned or calibrated to sRGB for optimal performance
- Ethernet network, IPv4, 100 Mb/s or faster

Mac OS X 10.10 or later

- Intel Core i5 1.6GHz with dual core, or equivalent or better processor
- 4 GB of RAM, or more
- 3.5 GB of free space on hard disk, or more
- Screen resolution of 1280 × 1024 pixels, or more, tuned or calibrated to sRGB for optimal performance
- Ethernet network, IPv4, 100 Mb/s or faster

Ensure that your computer is connected to the same subnet as your printers. Otherwise, ensure that computer and printers are able to communicate through the 8080, 8085, 8086, 9100, 9102 TCP, and 161 UDP ports.

If you feel the need of improvement, the performance of the application can be improved by exceeding the minimum specifications above: more than 4GB of RAM (which requires a 64-bit operating system), a faster processor with more cores, a faster network, and a faster hard disk drive (ideally a solid-state drive).

Supported printers

HP Click currently supports the following printers:

- HP DesignJet D5800 Production Printer (60 in, available only in APJ)
- HP DesignJet Studio printer (24 and 36 in)
- HP DesignJet T100 printer (24 in)
- HP DesignJet T120 printer (24 in)
- HP DesignJet T125 printer (24 in)
- HP DesignJet T130 printer (24 in)
- HP DesignJet T210 printer (24 in)

- HP DesignJet T230 printer (24 in)
- HP DesignJet T250 printer (24 in)
- HP DesignJet T520 printer (24 and 36 in)
- HP DesignJet T525 printer (24 and 36 in)
- HP DesignJet T530 printer (24 and 36 in)
- HP DesignJet T630 printer (24 and 36 in)
- HP DesignJet T650 printer (24 and 36 in)
- HP DesignJet T730 printer (36 in)
- HP DesignJet T790 printer (24 and 44 in, with and without PostScript)
- HP DesignJet T795 printer (44 in)
- HP DesignJet T830 MFP (24 and 36 in)
- HP DesignJet T920 printer (36 in, with and without PostScript)
- HP DesignJet T930 printer (36 in, with and without PostScript)
- HP DesignJet T940 Printer (36 in) *
- HP DesignJet T1300 printer (44 in, with and without PostScript)
- HP DesignJet T1500 printer (36 in, with and without PostScript)
- HP DesignJet T1530 printer (36 in, with and without PostScript)
- HP DesignJet T1600 and T1600dr printers (36 in, with and without PostScript)
- HP DesignJet T1700 and T1700dr printers (44 in, with and without PostScript)
- HP DesignJet T1708 and T1708dr printers (44 in, with and without PostScript)
- HP DesignJet T2300 MFP (44/36 in, with and without PostScript)
- HP DesignJet T2500 MFP (36 in, with and without PostScript)
- HP DesignJet T2530 MFP (36 in, with and without PostScript)
- HP DesignJet T2600 and T2600dr MFPs (36 in, with and without PostScript)
- HP DesignJet T3500 MFP (36 in, with and without PostScript)
- HP DesignJet T7100 printer (42 in, with and without PostScript)
- HP DesignJet T7200 printer (42 in, with and without PostScript)
- HP DesignJet Z6 (24 and 44 in, with PostScript)
- HP DesignJet Z6dr (44 in, with PostScript)
- HP DesignJet Z9+ (24 and 44 in, with PostScript)
- HP DesignJet Z9+dr (44 in, with PostScript)
- HP DesignJet Z6 Pro 64-in Printers
- HP DesignJet Z9+ Pro 64-in Printers

- HP DesignJet Z2100 Photo printer (24 and 44 in)
- HP DesignJet Z2600 PostScript printer
- HP DesignJet Z3200 Photo printer (24 and 44 in, with and without PostScript)
- HP DesignJet Z5200 printer (44 in, with and without PostScript)
- HP DesignJet Z5400 printer (44 in, with and without PostScript)
- HP DesignJet Z5600 PostScript printer
- HP DesignJet Z6200 printer (42 and 60 in, with and without PostScript)
- HP DesignJet Z6600 printer (60 in, with and without PostScript)
- HP DesignJet Z6610 printer (60 in, with and without PostScript)
- HP DesignJet Z6800 printer (60 in, with and without PostScript)
- HP DesignJet Z6810 printer (42 and 60 in, with and without PostScript)
- HP DesignJet XL 3600 MFP (36 in, with PostScript)
- HP PageWide XL 3900/3920 MFP (40 in, PostScript only)
- HP PageWide XL 4000 printer and MFP (40 in, PostScript only)
- HP PageWide XL 4100 printer and MFP (40 in, PostScript only)
- HP PageWide XL 4200 printer and MFP (40 in, PostScript only)
- HP PageWide XL 4500 printer and MFP (40 in, PostScript only)
- HP PageWide XL 4600 printer and MFP (40 in, PostScript only)
- HP PageWide XL 4700 printer and MFP (40 in, PostScript only)
- HP PageWide XL 5000 printer and MFP (40 in, PostScript and AMS only)
 - HP Click license required for printer in AMS region.
- HP PageWide XL 5100 printer and MFP (40 in, PostScript and AMS only)
 - HP Click license required for printer in AMS region.
- HP PageWide XL 5200 printer and MFP (40 in, PostScript and AMS only)
 - HP Click license required for printer in AMS region.
- HP PageWide XL Pro 5200 printer and MFP (40 in, PostScript and AMS only)
 - HP Click license required for printer in AMS region.

 **NOTE:** HP Click supports only HP original ink supplies.

* Available only in some countries.

Supported file formats

HP Click can print the following file formats:

- JPEG
- HP-GL/2
- PDF
- PNG
- TIFF
- DWF (Windows only)

Supported languages

HP Click can operate in English, Portuguese, Spanish, Catalan, French, Dutch, Italian, German, Polish, Russian, Chinese Simplified, Chinese Traditional, Korean, or Japanese.

Updates

HP Click is updated automatically to incorporate bug and security fixes, add new features or performance enhancements.

If you want to make sure you've got the latest version of HP Click or want to manually download it, go to <http://www.hp.com/go/hpclick/software>.

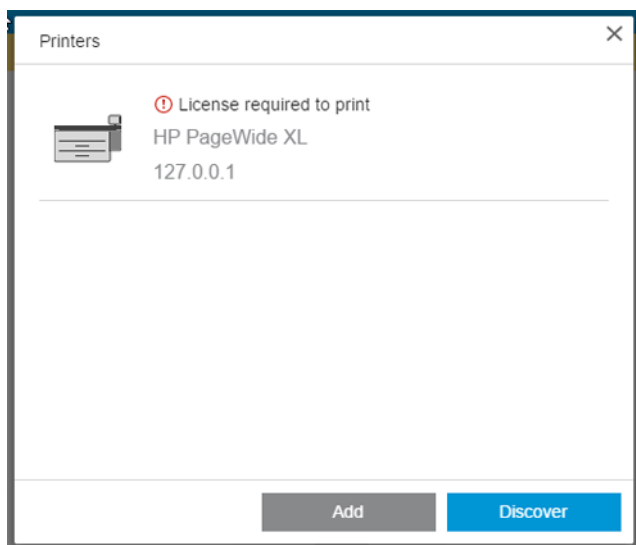
3 Licensing

For further information on how to install a USB license and to get the trial license, go to <http://www.hp.com/go/hpclick/howtoinstall>.

USB dongle license available

Check the *HP PageWide XL Dongle Accessory Installation Guide* for HP Click, and make sure the USB dongle license is correctly installed in the printer.

HP Click tells you if the license is not installed, with a message in the **Preferences > Printers** panel menu.

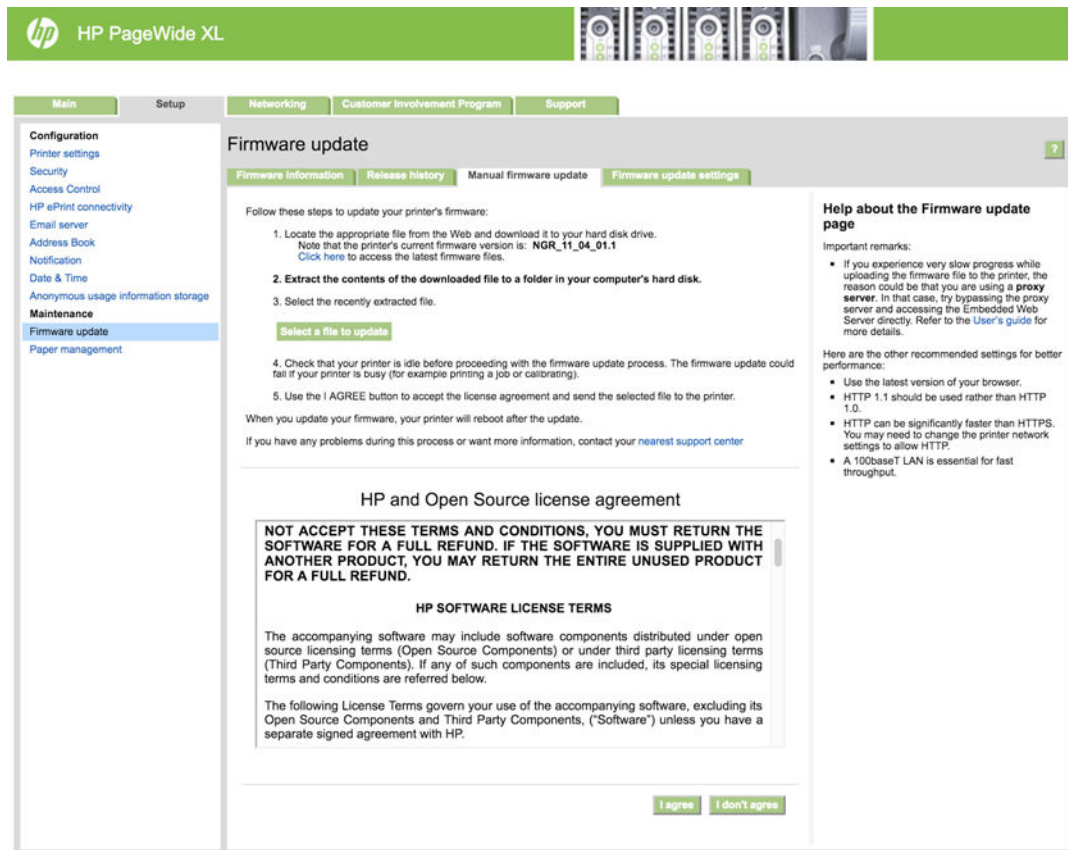


To check that a license has been correctly installed, use the printer's front panel to view general information, or the Embedded Web Server (see the printer's user guide).

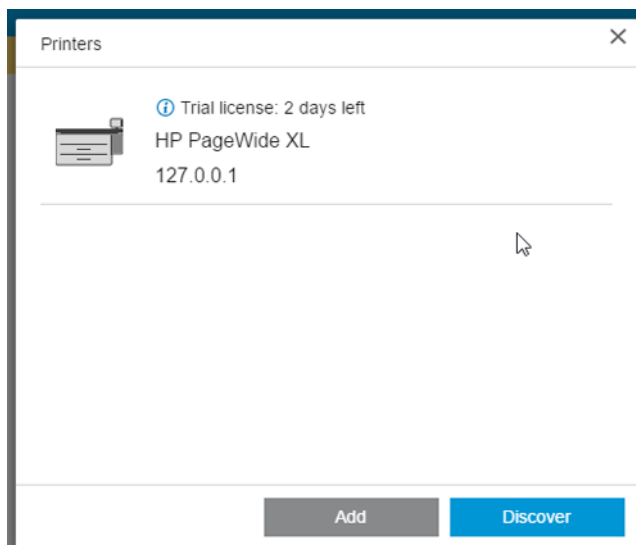
Trial license available

A trial license enables you to try the software free, for 60 days.

Open your web browser and enter the printer's IP address. Once in the printer's **Embedded Web Server**, click the **Setup** tab, then **Firmware update**. Follow the instructions to upload the trial license you just downloaded.



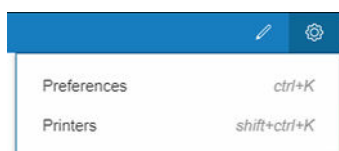
HP Click shows how much trial license time remains in the **Printers** panel menu.



To check that a license has been correctly installed, use the printer's front panel to view general information, or the Embedded Web Server (see the printer's user guide).

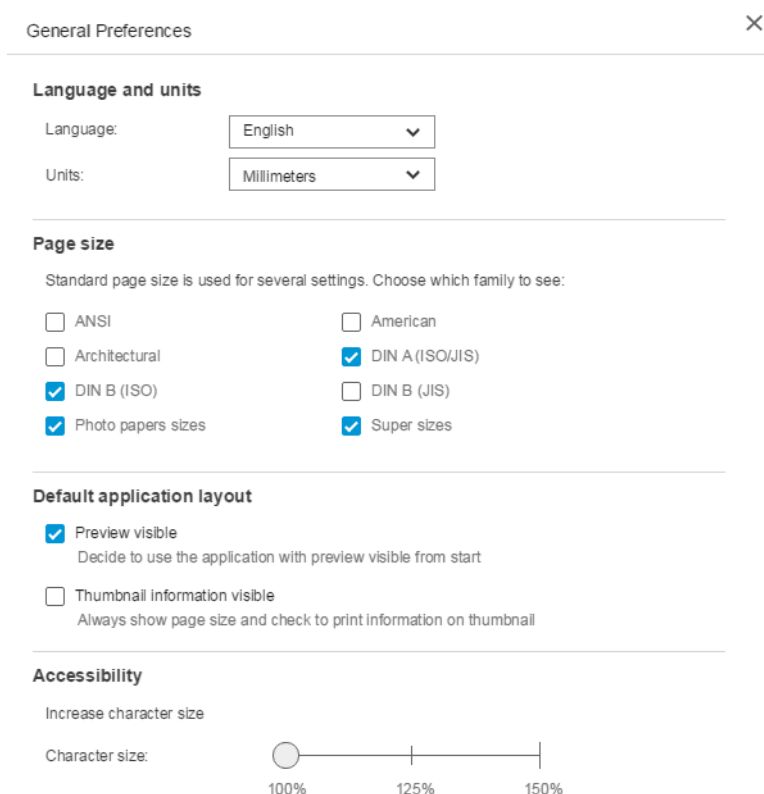
4 Preferences

The application preferences allow you to change the HP Click configuration, which is initially set automatically. To access the preferences, click the  icon in the title bar, then click **Preferences** to change the general preferences, or **Printers** to change the list of printers.



General preferences

The general preferences apply to all printers.

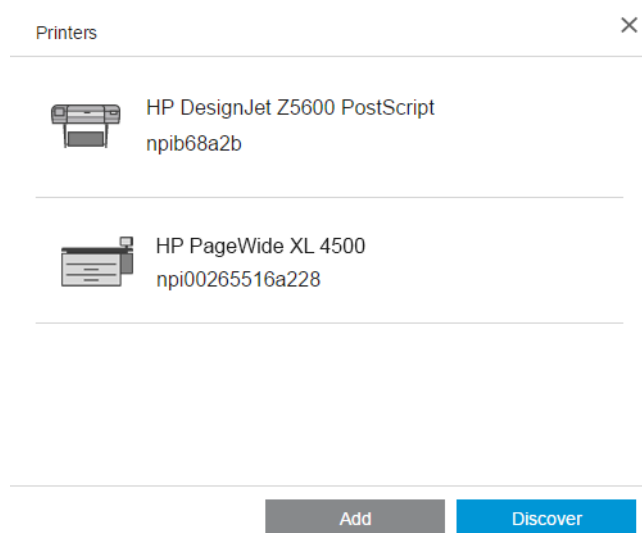
A screenshot of the 'General Preferences' dialog box. The dialog has a title bar with 'General Preferences' and a close button. It is divided into several sections: 'Language and units' with dropdowns for 'Language' (set to English) and 'Units' (set to Millimeters); 'Page size' with a description and a list of checkboxes for various page size families (ANSI, American, Architectural, DIN A (ISO/JIS), DIN B (ISO), DIN B (JIS), Photo papers sizes, Super sizes); 'Default application layout' with checkboxes for 'Preview visible' and 'Thumbnail information visible'; and 'Accessibility' with a slider for 'Character size' ranging from 100% to 150%.

- **Language and units:** You can change the language of the text and the units of measurement displayed by the application.
- **Page size:** There are various families of standard page sizes. You can choose which families you wish to see in the application.
- **Default application layout**

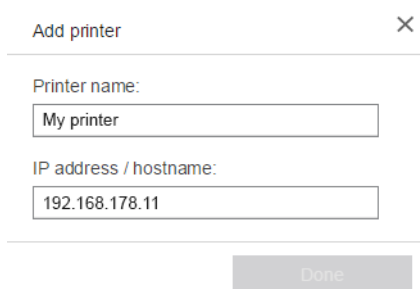
- **Preview visible:** If you check the box, the preview is visible from the start. Otherwise, it is displayed when you double-click the page thumbnail.
- **Thumbnail information visible:** If you check the box, extra information is displayed under each thumbnail.
- **Accessibility:** You can choose to increase the character size of the text and/or use shortcuts.

Printer preferences

The printer preferences allow you to edit the list of printers displayed by the application.



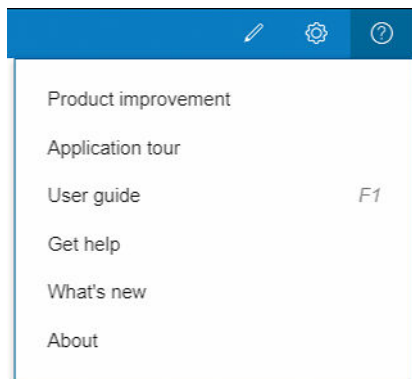
- Click the **Discover** button to try to discover more printers by automatic search of your local network.
- Click the **Add** button to add a printer manually, by entering its IP address or hostname.



- Click a particular printer to change its name or delete it.

Help menu

To display the help menu, click the  icon in the title bar.

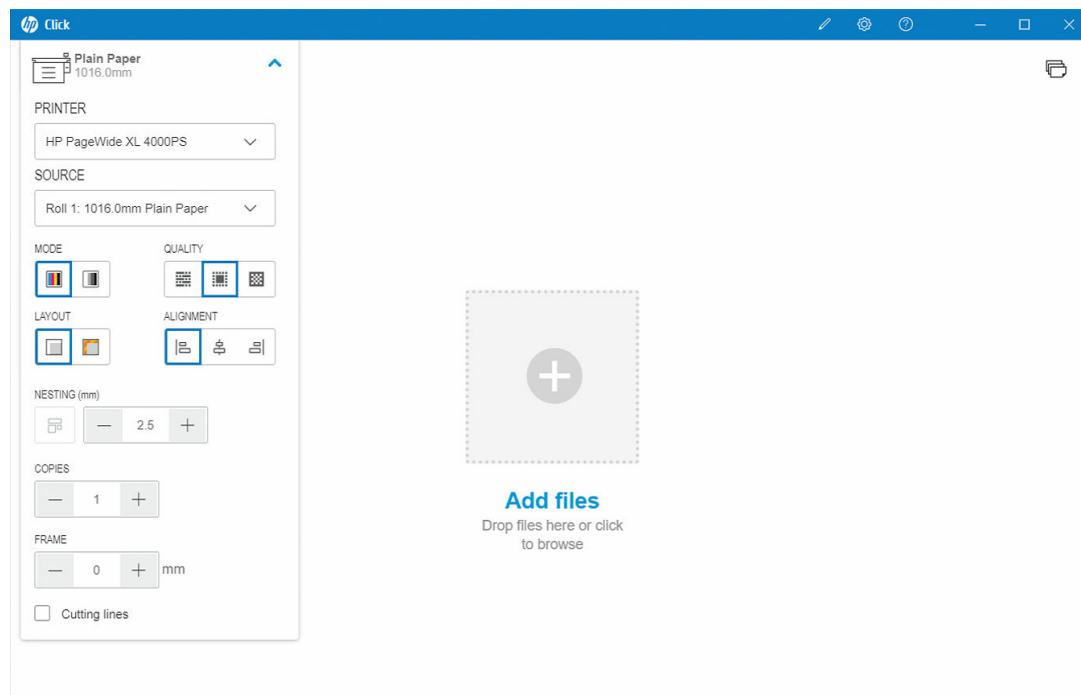


- The **Product improvement** program collects anonymized data on how you use the application, to help HP in designing future versions.
- The **Application tour** gives you an introduction to the application.
- The **User guide** gives you more detailed information about the application.
- The **Get Help** option gives you direct access to the HP support team and allows you to submit questions.
- The **What's new** option displays a window listing the features of this version of the application.
- The **About** box displays the version number of the application.

5 Job preparation

Settings

The print settings dialog is displayed when you click the printer icon near the top left of the window.



- **PRINTER:** Select the printer you want to use from the list of connected printers. To connect another printer, see [Printer preferences on page 12](#).

With some printers, you will see links below the printer name that offer convenient access to the printer's Embedded Web Server—which gives you printer and print-job status information, and enables you to change printer settings and manage the printer from your computer.

- Printer job queue: In which you can see the status of your print jobs and manage the job queue.
- Accounting: In which you can see information about the usage of consumable supplies by the latest printed jobs. With some printers, there is a tab in which you can assign a cost to each print job, which can be exported to an Excel file.

The Embedded Web Server has online help that provides fuller information about its features and how to use them.

- **SOURCE:** Select the paper source: roll, tray, single sheet or automatic selection (if supported).
- **MODE:** Select color, grayscale, or black-and-white printing, depending on the modes available in the printer.
- **QUALITY:** Select the print quality: Fast, Normal, or Best. Higher quality usually means lower speed of printing.

- **Gloss enhancer:** This setting is available only for the HP DesignJet Z9+ Printer series, if gloss enhancer is installed, and if the loaded paper supports gloss enhancer. To use gloss enhancer ink and achieve superior gloss uniformity, you need to install a separate kit available for the whole Z9+ series.
 - **ALIGNMENT:** Select where content should be aligned on the roll/sheet.
 - **NESTING:** Turn nesting on or off (default: off), and select the gap between pages. See [Nesting on page 18](#).
 - **COPIES:** Select the number of copies of the job to be printed, from 1 to 99. Two or more job copies will be sent to the printer as collated sets.
 - **Clip content by margins:** If this is checked, the application assumes that the printer margins are zero, and that it can print across the full width of the paper. However, the printer will not print anything that falls within the actual printer margins.
 - **Cutting lines:** If this is checked, additional marks are printed to indicate where the paper should be cut to obtain the desired page size.
 - **Borderless:** If your printer supports borderless printing and/or uses a specific trimming device, this setting will be available when the conditions apply, based on the paper loaded.
-
-  **TIP:** Some paper types do not support borderless printing to the edges of the paper, but they may support borderless printing using a vertical trimmer, if the printer has a vertical trimmer.
-
- **V-Trimmer:** If vertical trimming is supported by the printer, additional cutting lines are displayed in the page preview. Make sure this feature is activated in your printer.
-
-  **TIP:** HP recommends using **Borderless** if selected manually and **V-Trimmer** if activated. Due to printer margins, printable area may be reduced when using the vertical trimmer. If you prefer to avoid clipping the image, deactivate it to use the whole surface of the paper.
-
- **Remember last settings:** If this is checked, the application will remember the last set of printing settings that you selected, saving you some time and effort.

Printer status

 1117mm Plain Paper Printer settings ▼	Printer is ready
 916mm Coated Paper Printer settings ▼	Printer is sending warning messages, but can print
 No roll loaded Printer settings ▼	Printer is sending error messages, and may not be able to print
 916mm Coated Paper Printer settings ▼	Printer is disconnected: you cannot print to it

Page options

The following options are available when you click a specific page in the application:



- **Page selected:** By default, every page of your file is selected for printing. If you do not want to print the selected page, click ☒ at the top left of the thumbnail to turn off printing for that page.

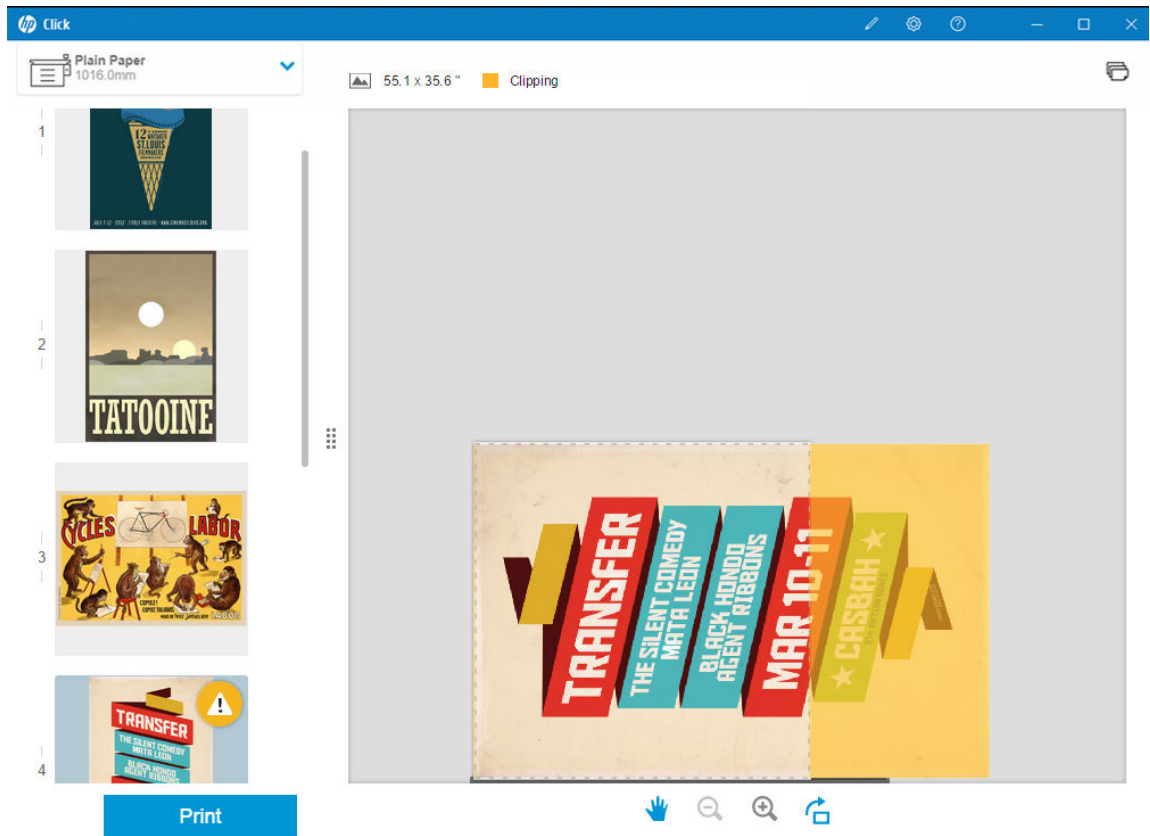
To see the following options, first click  at the bottom right of the thumbnail:

1. **Page size:** Click  (on the page size or at the bottom left of the thumbnail) to select a different standard or custom page size.
2. **Copies:** Click  to request extra copies of the selected pages.
3. **Preview:** Click  to preview all the pages generated for the current document. Click  again to return to standard view.
4. **Delete:** Click  to delete the current page from the overall page layout.

 **TIP:** You can change the order of the pages by dragging one or more of them to a different position.

TIP: To clear all pages from the window, select all pages while holding down the **Shift** key, or use the keyboard shortcut **Ctrl+A** / **⌘ A** and then delete the selected pages.

Preview



When the preview is visible, it is displayed on the right-hand side of the window, while the page thumbnails are displayed on the left.

Remember that the **Print** button prints all pages (unless you have turned off printing for some of them), not just the page currently shown in the preview.

The preview reminds you if you have turned off printing for that page.

If your page is too large for the loaded paper, a yellow overlay in the preview indicates the part that will be clipped (not printed).

Preview actions

- To zoom in, click the  icon.
- To zoom out, click the  icon.
- To rotate the page, click the  icon.
- You can also hold down the **Ctrl** key and use the mouse wheel to zoom. See [Shortcut keys on page 23](#).
- To go to the next page, click **>**.
- To go to the previous page, click **<**.
- To move the preview image within the preview area, click anywhere in the image and drag it. This has no effect on the print.
- To remove the preview from the screen and display only the thumbnails, click  in the center.
- To move the border between the preview and the thumbnails, drag  to left or right.

6 Nesting

Nesting enables you to save paper and time by printing two or more pages closely aligned on the paper, if the paper is wide enough.

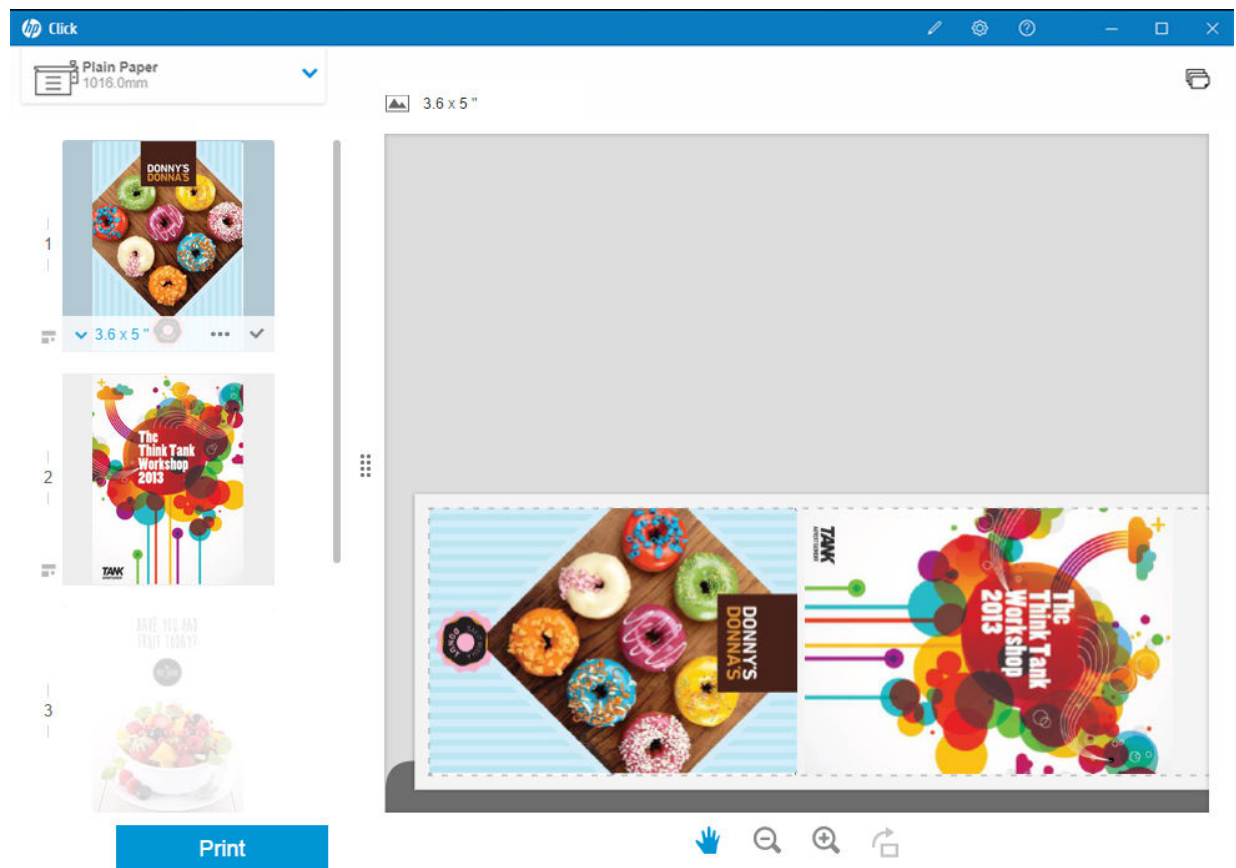
NOTE: The application may automatically change the order of the pages and/or rotate pages in order to save paper. If you want to rotate or align a page manually, make sure nesting is disabled.

-  You can turn nesting on and off for each printer using the  icon in the settings, and you can also choose the gap (the distance) between nested pages. See [Settings on page 14](#).

With nesting enabled, you can check in the preview how many pages of your document fit together on an output page.

-  **TIP:** To apply nesting to multiple copies, add the desired pages again. Setting job copies does not affect nesting.

The pages that are nested together on the same sheet are marked with the  icon next to each thumbnail.



7 Printing

When printing is possible, the **Print** button is enabled. If it is disabled, you must ensure that the printer is connected and ready for printing, or use a different printer that is ready for printing.

When you click the **Print** button, all pages loaded into the application are printed, except those pages that you have unchecked; see [Page options on page 16](#).

By default, pages are printed at the original size specified in the file, unless you have used the resizing options. See [Page options on page 16](#).

If the printer can hold pages in a queue, all the pages are immediately sent to the printer. Otherwise, the application holds each page until the printer is ready to receive it. The progress of sending the job to the printer is indicated in the **Print** button.

You can see the jobs in the queue by selecting the **Printer job queue** link available in the **Print settings** dialog, which will open a link to the Embedded Web Server in your default browser.

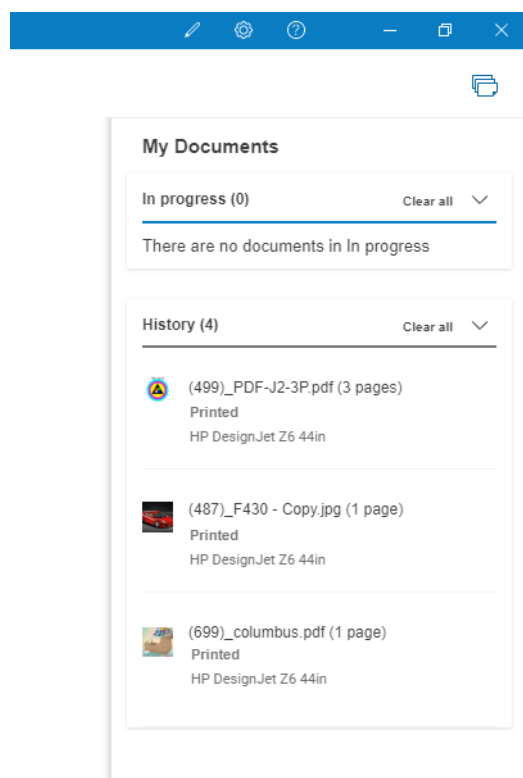
The application sends the pages of a job in the order in which they appear on the screen.

NOTE: The application provides information to the user about the status of the job sent to print: **Printed**, **Canceled** or **Failed**.



8 Notification center

The notification center allows you to check the status of the documents sent to print. To access the notification center, tap the  icon in the top bar.



Last printed jobs can be reloaded to HP Click by clicking the **Add again** functionality in the **History** section. (Supported printers only.)

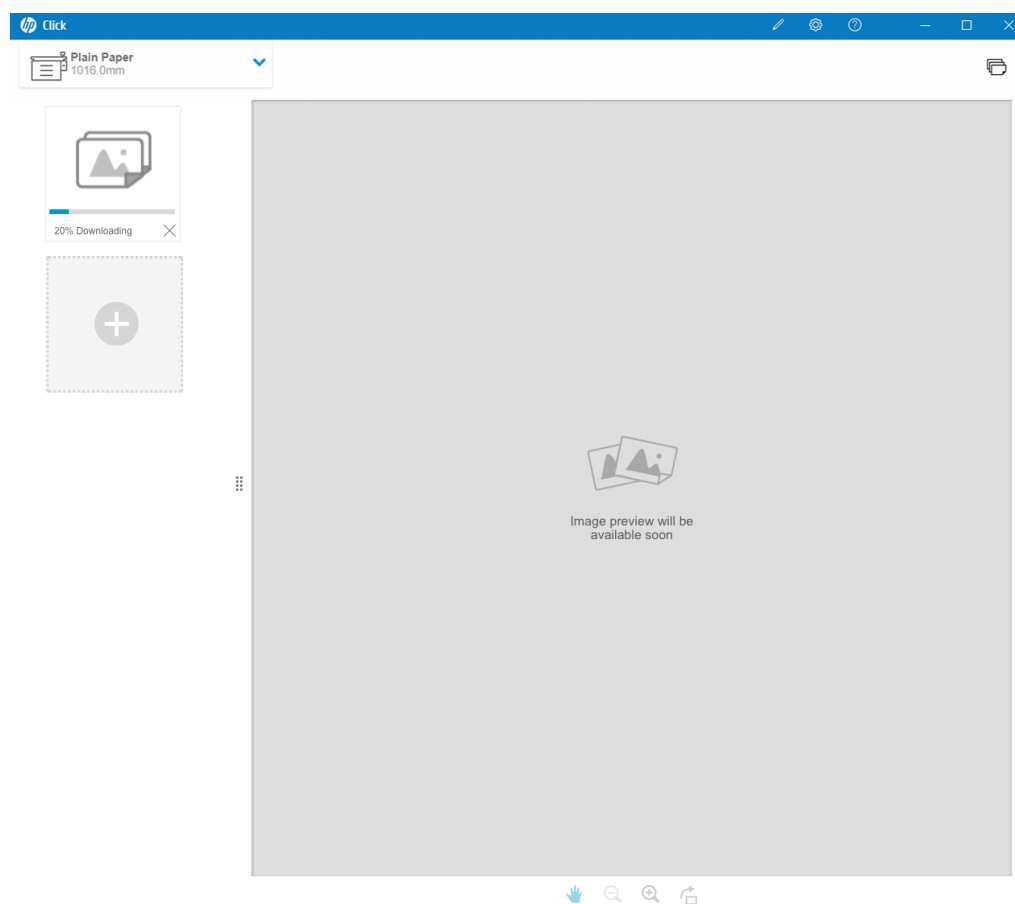
9 HP Applications Center

You can print posters from the HP Applications Center through HP Click.

If you want to design something yourself and print it immediately, go to the [HP Applications Center](#). Once your design is finished, select HP Click as your printing software and click the **Send to print** button. Your ready-to-print file will be generated and automatically loaded into HP Click.

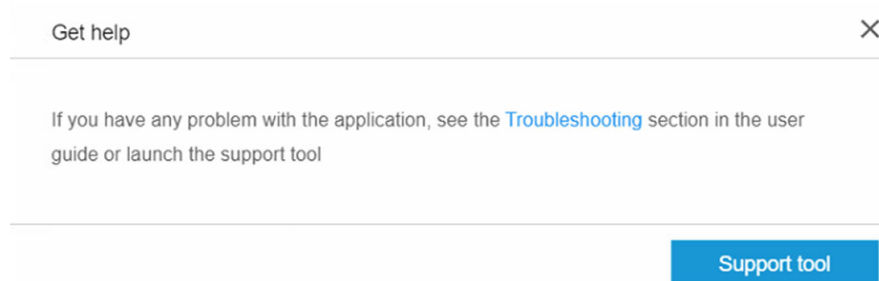
You can always find your designs in the **My Work** section of the HP Applications Center.

From the HP Applications Center, you can also download your designs to your computer and drag & drop them into HP Click.



10 Troubleshooting

To access the troubleshooting tool, enter the section **Get Help** in the menu and tap the **Support tool** button.



Situation	Suggested action
HP Click does not start, or fails while starting.	Ensure that you are using a 64-bit operating system. Uninstall and reinstall HP Click.
During the discovery process, a printer is not detected nor added.	Sometimes, depending on the topology of the network, the discovery process is unable to detect a printer. Add the printer manually by IP address or hostname. NOTE: Only HP printers can be connected to this application.
When adding a printer by hostname, HP Click says that it is “unreachable”.	Sometimes a computer cannot resolve the hostname. Add the printer by IP address.
Adding a printer fails.	Ensure that the printer is one of the Supported printers on page 5 .
HP Click says that a printer has an incompatible firmware version.	Update the printer’s firmware to the latest version. HP Click needs the latest printer firmware to work correctly.
In the preview, the whole image is shaded yellow, indicating that it will all be clipped.	Ensure that the printer has a roll selected and that the roll is wide enough for the image. Use the Page options on page 16 to reduce the size of the image so that it will fit on the roll.
You have deleted one or more files by mistake.	Once you have deleted a file, there is no way to restore it. You will have to add each file again.
The error message “Unsupported file format” appears when adding a file.	Check that the file is in one of the Supported file formats on page 8 .
The Print button is disabled.	Ensure that at least one thumbnail is selected to print. Ensure that there is a connection between the printer and the computer. Ensure that the printer is turned on.

If you need further help with HP Click, contact <mailto:hpclick.support@hp.com>.

A Shortcut keys

Menus

Function	Windows	Mac OS
Skip to content	Alt+0	⌘ 0
Help menu	Alt+H	⌘ Shift /
User guide	F1	⌘ /
Preferences menu	Alt+P	---
General preferences	Ctrl+K	⌘ ,
Printer preferences	Shift+Ctrl+K	⌘ ⌘ ,
Minimize application	Windows+↓	⌘ M
Restore down	Windows+↓	---
Maximize application	Windows+↑	---
Close application	Alt+F4	⌘ Q
Hide application	---	⌘ H
Hide others	---	⌘ ⌘ H
Open or add files	Ctrl+O	⌘ O
Print job	Ctrl+P	⌘ P

Panels

Function	Windows	Mac OS
Printer panel	P or F4	P or F4
Preview	W or F5	W or F5
Maximize thumbnails	G or F3	G or F3

Dialogs

Function	Windows	Mac OS
Confirm dialog (primary)	Enter or Spacebar	Enter or Spacebar
Cancel dialog (secondary)	Esc	Esc
Dismiss notification	Esc	Esc
Close modal or popover	Esc	Esc

Usage

Function	Windows	Mac OS
Select all	Ctrl+A	⌘ A
Delete page or selection	Del	Del
Select multiple contiguous thumbnails	Shift+click	Shift click
Select multiple non-contiguous thumbnails	Ctrl+click	⌘ click
Navigate thumbnails	arrow keys	arrow keys
Navigate selecting	Shift+arrow keys	Shift arrow keys
Select thumbnail focusing	Spacebar	Spacebar
Select thumbnails to first	Shift+Home	Shift Home
Select thumbnails to last	Shift+End	Shift End
Select thumbnails to first visible	Shift+Page Up	Shift previousPage
Select thumbnails to last visible	Shift+Page Down	Shift nextPage
Move keyboard focus	Tab	Tab
Move keyboard focus (reverse)	Shift+Tab	Shift Tab
Go to first (thumbnail)	Home	Home or Fn ←
Go to last (thumbnail)	End	End or Fn →
Move cursor down the length of the viewport	Page Down	Page Down or Fn ↓
Move cursor up the length of the viewport	Page Up	Page Up or Fn ↑
Toggle selected state of focused checkbox, radio, or toggle	Spacebar	Spacebar
Duplicate page	Ctrl+D	⌘ D
Select and duplicate pages	Select page(s), Ctrl+D, drag and drop	Select page(s), ⌘ D select, drag and drop
Select and move pages	Select page(s), drag and drop	Select page(s), drag and drop

Preview

Function	Windows	Mac OS
Select hand tool (pan)	H	H
Select zoom tool	Z	Z
Enable mousewheel	Ctrl	⌘ (old Mac mouse)
Temporary inverse zoom	Alt	Alt
Zoom out	Ctrl+-	⌘ -
Zoom in	Ctrl++	⌘ +
Zoom all	Ctrl+0	⌘ 0
Scroll vertical	Mousewheel	Mousewheel (old Mac)
Scroll horizontal	Shift+Mousewheel	Shift Mousewheel
Select zoom area	Mousedown and drag area	Mousedown and drag area
Scroll roll up	↑	↑
Scroll roll down	↓	↓
Scroll roll right	→	→
Scroll roll left	←	←

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