



# HP DesignJet Z6 and Z9+ PostScript® Printer Series

## FAQs

### Frequently Asked Questions

This document addresses the questions most frequently asked about the HP DesignJet Z6 and Z9+ Printer Series. It complements information provided in sales training material.



START



## KEY MESSAGES

### HP DESIGNJET Z6 POSTSCRIPT® PRINTER SERIES

High-definition prints, fast and secure. More quality with fewer inks

#### PRECISE

Clearly distinguish subtle details

#### FAST

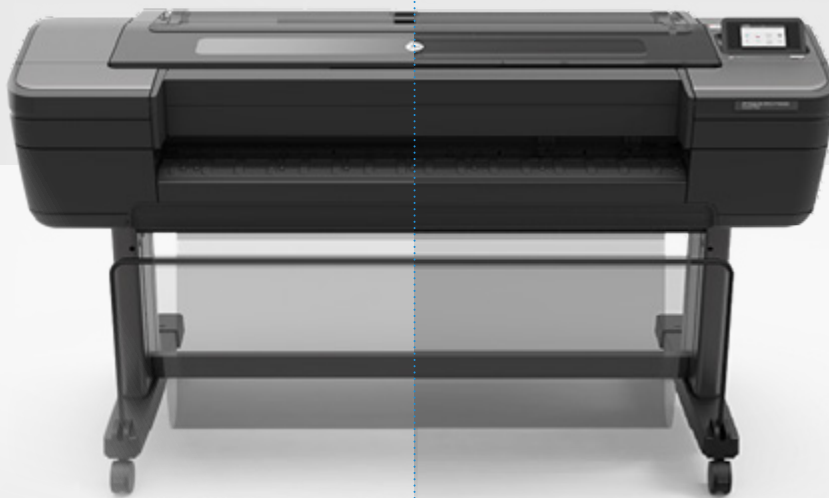
Work without delays

#### SECURE

Protect your work and your information

Z6 Z9+

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### HP DESIGNJET Z9+ POSTSCRIPT® PRINTER SERIES

Professional photo prints, fast and simple. More quality with fewer inks

#### AMAZING

Deliver high quality with confidence

#### FAST

Work without delays

#### SIMPLE

New tools for you and your customers

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# INSTALLATION



## Who performs the installation of the HP DesignJet Z6/Z9+ Printer?

The printer comes in a crate with assembly instructions and introductory information to explain how to assemble the printer. This means it can be self-installed by the customer (we recommend 3 people).

Customers can also contract the Installation Support and Network Setup services.

## Does it matter where the printer is located? Are there any special locational/site needs?

Please, refer to the datasheets guidelines. There are some recommended climatic conditions that will guarantee the best quality when using the HP DesignJet Z6/Z9+ Printer.

Before starting the printer up, allow it to acclimate to the "Recommended Operating Temperature" (15-30°C / 59-86F).

The printer should be located in a clean place that doesn't have any vibration.

## How long does it take to install and setup the HP DesignJet Z6/Z9+ Printer?

On average, it can take about 55 min to complete the installation and about 55 min to set the printer up.

### Installation:

- Stand assembly: 40 min
- Attach the printer body to the stand assembly: 15 min

### Set up:

- Printer set up: 15 min
- Printhead and cartridge setup: 40 min

## How to install the drivers?

You can find the latest driver version for the HP DesignJet Z6/Z9+ Printer using the printer utility and also from the support page.

## How can I add the HP DesignJet Z6/Z9+ Printer to my HP fleet?

Two methods are available:

- Using HP Universal Print Driver
- Using the HP WebJetAdmin software

The printer should be located in a clean place without vibration.





## PRODUCT PORTFOLIO



### How does the HP DesignJet Z6 and Z9+ Printer series fit into the current HP DesignJet Graphics portfolio?

The Z6 PostScript Printer models are 6 pigmented-ink, 24, 44in and 44in dr (dual roll) with V-Trimmer printers and the Z9+ Printer models are 9 pigmented-ink, 24in, 44in and 44in dr with V-Trimmer printers. The Z6 Printer series form part of HP's DesignJet high-impact graphics printers and Z9+ Printer series form part of HP's DesignJet professional photo quality printers.

### What are the main differences between the HP DesignJet Z6 and Z9+ Printer series and how do I know which one to buy?

#### The main differences are:

- Z6 PostScript printers are 6 colors (C, M, Y, CR, PK, MK) and Z9+ PostScript printers are 9 colors (C, M, Y, CR, PK, MK, CB, CG and G). Also, the Z9+ has an additional option to add Gloss Enhancer (up to 10 inks) with the HP Gloss Enhancer Upgrade Kit
- Z9+ PostScript printers come with an embedded i1 spectrophotometer

#### The printer that you choose will depend on your needs of the following things:

- Image quality:
  - Z6 > A 6 ink-system, that delivers the quality of an 8 ink-system
  - Z9+ > A 9 ink-system (upgradeable to 10 with HP Gloss Enhancer Upgrade Kit), that delivers the quality of a 12 ink-system
- Printing runs:
  - Short printing runs > Single roll option (Z6 or Z9+)
  - Long printing runs or different media usage > Dual roll option (Z6dr or Z9+dr)
- Printing size:
  - 24-in (Z6 or Z9+)
  - 44-in (Z6 or Z9+)

### What is the target market for the new HP DesignJet Z6 and Z9+ Printer series?

GIS customers, Smaller print services and retailers will buy an HP DesignJet Z6 and will print maps, technical drawings, technical applications, posters, POP/POS and roll-up banners.

Print services, professional photographers and designers will buy an HP DesignJet Z9+ and will print professional photography, canvas, consumer photos, and many other graphic applications.



## PRODUCT PORTFOLIO



### What are the key technologies offered with the HP DesignJet Z6 & Z9+ PostScript® Printer series?

#### HP DesignJet Z6 & Z9+ PostScript® Printer models have:

- HP Vivid Photo Inks
- HP Pixel Control
- Vertical Trimmer (only on Z6dr and Z9+dr)
- High-Definition Nozzel Architecture Printheads with dual drop technology
- HP i1 Embedded Spectrophotometer (only Z9+ printers)
- Adobe® PDF Print Engine
- Adobe® PDF PostScript with HP Professional PANTONE® emulation

#### The key technologies offered with the HP DesignJet Z6 & Z9+ Printer series include:

- HP Pixel Control, which is an imaging pipeline that controls printed output pixel-by-pixel, resulting in better print quality, more choice and more precise control than conventional imaging pipelines that make decisions on an ink-by-ink basis
- i1 Spectrophotometer On-Line, which accurately measures color and enables color consistency and accuracy (only Z9+ printers)
- HP Closed Loop Color Calibration, which keeps color output consistent over time, print to print and between printers
- HP Easy Profiling, which builds custom ICC color profiles for maximum color accuracy and the most pleasing-looking prints
- HP Professional PANTONE® Emulation, which ensures that Pantone colors are automatically printed in the visually closest possible way
- HDNA print-heads that bring multiple drop sizes (3 or 7 pl) for a single ink that can selectively be used for lighter or darker colors for better ink efficiency and image quality
- HP chromatic inks that result in large color gamut's and good gloss uniformity that can further be improved with an additional gloss enhancer



## INKS AND PRINTHEADS



### How can I see what jobs are next in the print queue?

You can see pending jobs to be printed and the completed ones in the job queues on the Internal Print Server (IPS) or from external systems using JDF.

### Which printer supplies do the printers use?

#### Compatible for Z6 and Z9\*:

- HP 746 Printhead
- HP 746 300-ml Magenta DesignJet Ink Cartridge
- HP 746 300-ml Yellow DesignJet Ink Cartridge
- HP 746 300-ml Cyan DesignJet Ink Cartridge
- HP 746 300-ml Chromatic Red DesignJet Ink Cartridge
- HP 746 300-ml Photo Black DesignJet Ink Cartridge
- HP 746 300-ml Matte Black DesignJet Ink Cartridge

#### Compatible only for Z9\*:

- HP 747 300-ml Chromatic Green DesignJet Ink Cartridge
- HP 747 300-ml Chromatic Blue DesignJet Ink Cartridge
- HP 747 300-ml Gray DesignJet Ink Cartridge
- HP 747 300-ml Gloss Enhancer DesignJet Ink Cartridge

### What are the benefits of using HP Vivid photo inks?

HP Vivid photo inks are set of ink supplies designed to get absolute color accuracy, superior gloss uniformity tied with accurate reproduction of PANTONE® colors. It is based on Pigmented ink technology ideal for professional photo and graphic applications on photo and specialty paper.

### Does achieving better IQ with fewer inks also mean that the Z6/Z9+ will consume less ink than current 8 and 12 ink printers?

Achieve amazing color vividness and output detail without light inks, more nozzles and a greater control at the pixel level drive with better ink efficiency in common print modes. There is greater efficiency with fewer inks and fewer PHs to purchase to complete the system. Actual ink consumption however will vary by print mode and usage frequency.

### Which is the ink capacity of the cartridges?

There is a single cartridge size of 300ml.



## INKS AND PRINTHEADS



### Can I use third-party or non-HP inks?

HP believes in fair competition and does not prevent you from refilling your cartridge. HP does however want the HP printer owner to make a well-informed choice when it is time to replenish their ink.

Your HP print system is high technology. Original HP ink is part of that system which often enables much of the performance and reasoning behind why you decided to purchase your HP printer in the first place. Using Original HP inks also help ensure HP warranty protection.

While non-HP inks typically cost less upfront, there may be unknown associated costs which may negate that savings, while also impacting reliability, printer uptime, intervention frequency, print quality and permanence.

### What is the printhead warranty?

The HP 746 DesignJet Printhead warranty is one year or 1.2 liters after installation, whichever occurs first.

### What is HDNA technology and what benefits does it bring to my business?

New HP High Definition Nozzle Architecture (HDNA) referrer to provides a true 2400 dpi from 2 rows of offset print nozzles at a 1200 nozzles per inch density per inch definition. Twice the nozzle density of non-HDNA HP printheads.

HP HDNA is one of the foundational building blocks of the Z6 Z9\* system which enables faster print speeds while not trading off image quality. The renewed printer portfolio helps your business to do more with less, so greater quality using fewer inks and fewer printheads. You need to keep less inventory or ink pantry and printheads.

Furthermore, new printers are faster than predecessor and competition: Z6 up to 20% and Z9\* up to 2.5x.



## INKS AND PRINTHEADS



### What are the new features of the HP 746 printhead?

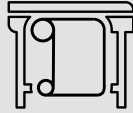
The HP 746 printhead has two new main features: HDNA and Dual Drop Weight technology.

HDNA provides:

- True 2400 dpi. Twice the nozzle density as non-HDNA
- With smart nozzle utilization: The system will choose either full nozzle capability for maximum ink flow at fast print speeds or alternate nozzle use allowing nozzle rest
- Improved error hiding: Both adjacent AND newly added direct nozzle redundancy
- More consistent ink drop generation across the entire nozzle plate: Additional heat resistors at printhead edges

Dual Drop Weight provides:

- Both large and small ink drops, as small as 3pl, generated from dedicated large print nozzles and small print nozzles
  - DDW for M C PK CB G
  - Single drop size for other inks
- Large drops used for:
  - Robust area fill coverage, overlapping without gaps
  - Fast print speeds to decrease dot placement errors
- Small drops used for:
  - Light areas to reduce grain visibility
  - Helps eliminate the need for light colored inks in the Z6 and Z9+ system
- Both large drops and small drops are used together:
  - Transition areas for smooth color ramps
  - Maximize ink flow in high productivity print modes



## MEDIA LOADING, HANDLING



### What types of media are compatible with these devices?

Bond and coated papers, Technical papers, Films, Glossy, Satin and Matte photo papers, Backlit materials, Self-adhesive materials, banner and sign materials, Canvases and Fine Art materials.

### What are the media loading options?

#### HP DesignJet Z6/Z9\*:

- Single Roll:
  - Input: Roll feed, top sheet feed
  - Output: Media output bin, automatic horizontal cutter
- Dual Roll – Z6dr and Z9\*dr:
  - Input: Two automatic roll feeds; smart roll-switching; top sheet feed
  - Output: Media output bin, automatic horizontal cutter and vertical trimmer

### What is the maximum media thickness that can be loaded and printed?

#### HP DesignJet Z6/Z9\*:

- Up to 0.8 mm (31,5 mil)

### What are the supported media sizes?

#### HP DesignJet Z6/Z9\*:

- 24-in model: 210 to 610-mm wide sheets; 279 to 610-mm rolls
- 44-in models: 210 to 1118-mm wide sheets; 279 to 1118-mm rolls

### What is the maximum media weight that can be loaded and printed?

#### HP DesignJet Z6/Z9\*:

- Up to 500 g/m<sup>2</sup> (133 lb)



## MEDIA LOADING, HANDLING



⋮ What is the maximum media diameter that can be loaded?

**HP DesignJet Z6/Z9+:**

- Up to 136 mm (5.3 in)

⋮ Do the HP DesignJet Z6/Z9+ Printer support two rolls?

Yes, only for the HP DesignJet Z6dr and Z9+dr SKUs.

⋮ Do the HP DesignJet Z6/Z9+ Printer come with an integrated cutter?

Yes, all the SKUs include automatic horizontal cutter, but the Vertical Trimmer is only available in the HP DesignJet Z6dr and Z9+dr SKUs.



## COLOR MANAGEMENT



### ❖ Do these printers have a spectrophotometer and what are the benefits?

Yes, only the Z9+ Series printers have an embedded spectrophotometer: the XRite i1 Spectrophotometer On-Line. It uses a white light source to make measurements at many wavelengths over the visible spectrum. A diffraction or holographic grating separates reflected light into narrow bands of wavelengths, and the intensity of light in each band is measured by a linear photodiode array. A white tile provides a reference to calibrate the instrument. Measurements using a spectrophotometer are essential to ensure the highest possible color accuracy and color consistency. Having the spectrophotometer integrated in the printer allows for the most seamless, easiest and least error-prone way of obtaining color measurements for calibration, color profiling and Pantone emulation. Calibration using the spectrophotometer is about twice as accurate as that using a densitometer and because it measures absolute color (unlike a densitometer) it also results in better printer-to-printer consistency.

### ❖ Why doesn't the Z6 Series of printers have a spectrophotometer?

The Z6 PostScript printers have an embedded densitometer that brings the right color consistency needed to print with a 6-color printer that delivers the image quality of an 8 ink-system printer. We don't have an embedded spectrophotometer in the Z6 printers because it's intended for high-impact graphics, and not professional photo quality. The fact of having an embedded densitometer is to measure the absence of reflected light and it's used to monitor the process to produce consistent color reproduction.

### ❖ Do these printers have HP Professional PANTONE® Emulation and what are the benefits?

Yes, these printers do have HP Professional PANTONE® Emulation (HP PPE), which ensures that Pantone colors are automatically printed in the visually closest possible way. In a Postscript or PDF workflow, where spot colors are identified directly, HP PPE automatically intercepts instances of Pantone color names and replaces them with device RGB values computed specifically for the printer and media on which a particular job is to be printed. In the case of the Z6, factory ICC profiles are built offline and cannot be rebuilt since there is no embedded spectrophotometer. Here, HP PPE uses the factory profiles only and is able to give consistent results thanks to calibration performed with the built-in densitometer instead. As a result, a Pantone color is emulated using printer and media specific device RGB values that result in the closest visual match to the original Pantone color. The result is the same as the emulation that a pre-press professional would set up by hand.





## COLOR MANAGEMENT



### Do these printers have the HP Easy Profiling Solution and what are the benefits?

Since the Z6 does not have the embedded spectrophotometer it also doesn't come with the HP Easy Profiling Solution available. The HP DesignJet Z9\* printer do has the HP Easy Profiling Solution, which builds custom ICC color profiles for maximum color accuracy and the most pleasing-looking prints. It can be triggered from the HP Color Center and consists of first performing a color calibration, then printing a profiling target that is measured using the XRite i1 Spectrophotometer On-Line and finally building an ICC color profile that is installed in the appropriate location on the host computer from which the process was launched. The resulting ICC profile is then available to all applications as well as embedded in the printer. It is used to deliver accurate color and a color look and feel tuned to the loaded media and specific printer and inks used with it. It not only enables re-profiling of existing media but also the profiling of new, third-party media.

### What is HP Pixel Control and how does it improve image quality?

HP Pixel Control (HP PC) is an imaging pipeline that controls printed output pixel-by-pixel, resulting in better print quality, more choice and more precise control than conventional imaging pipelines that make decisions on an ink-by-ink basis. By controlling the printer pixel-by-pixel, instead of ink by ink as conventional pipelines have been doing for over 125 years, HP PC delivers more control and opens up access to vastly greater choice. As a result, it enables the printing of richer dark colors (by precisely controlling how inks are combined at each pixel), of more detail (by building the printed halftone data in one go, instead of ink-by-ink, which blurs edges) and of smoother, more predictable transitions, free from artifacts (by combining pixels in the same way in which the eye merges them when seen from a distance). The end result is smoother, more vibrant and more detailed prints.

### How do I use HP Pixel Control?

HP Pixel Control (HP PC) is always turned on as it is the built-in imaging pipeline of the printer that is used by all printing paths (drivers, USB, HP Click). It requires no set-up, installation or tuning as this has been done already during product development and is optimized to give the best performance. RIPs will also benefit from the improved color and image quality of HP PC when printing in contone mode. Instead, printing via a halftone mode would bypass the built-in pipeline and would not use HP PC.

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## VERTICAL TRIMMER (V-TRIMMER)



### Do all these printers include the V-Trimmer?

No. It is only available with the Dual Roll 44-in printers – Z6dr and Z9\* dr.

### What are the benefits of having the new V-Trimmer? What does it do? What does it not do?

#### Benefits:

- Save up to 20% in post processing time
- Avoid human error
- Handle additional jobs

#### Capabilities:

- Enables borderless output on all sizes and media supported
- Trims most of HP media (including HP Artist and Professional Matte Canvas and Scrim Banner)
- It is Customer Self-Repair and part of a preventive maintenance kit
- You can enable or disable from the driver and front panel
- Automatic appearance in HP Click printing software when enabled from the front panel
- Has an accuracy of: +/- 0,6 mm margin per each side

#### Limitations:

- No trimming single sheet media
- No trimming of adhesive media (unlike horizontal cutter)
- No trimming of non-HP canvas
- Minimum lateral strip: 10mm per side
- Not for nested jobs. It cannot cut 2-up jobs
- Blades cannot be used independently

### Can the blades of the V-Trimmer be replaced by the user?

Yes, the V-Trimmer blades can be replaced by the user.



## VERTICAL TRIMMER



### Will the V-Trimmer work when the horizontal cutter is disabled?

No, the V-Trimmer will only work when the horizontal cutter is enabled.

### What are the media types supported by the V-Trimmer printers?

Currently, the following media types are supported by HP DesignJet printers with V-Trimmer:

HP Premium Instant-dry Gloss Photo Paper	HP Premium Matte Polypropylene
HP Premium Instant-dry Satin Photo Paper	HP Durable Semi-Gloss Display Film
HP Everyday Instant-dry Gloss Photo Paper	HP Durable Banner with DuPont Tyvek
HP Everyday Instant-dry Satin Photo Paper	HP Super Heavyweight Plus Matte Paper
HP Universal Instant-dry Gloss Photo Paper	HP Universal Bond Paper
HP Universal Instant-dry Satin Photo Paper	HP Bright White Inkjet Paper
HP Premium Matte Photo Paper	HP Coated Paper
Photo Gloss/Semi-Gloss/Satin Paper	HP Universal Coated Paper
Photo Matte Paper	HP Universal Heavyweight Coated Paper
HP Premium Vivid Color Backlit Film	HP Heavyweight Coated Paper
Backlit Material	Plain Paper
Transparent/Clear Film	Coated Paper
HP Clear Film	Heavyweight Coated Paper
Matte Film	Super Heavyweight Coated Paper
HP Opaque Scrim Banner	HP Artist Matte Canvas
Scrim Banner	HP Matte Litho-realistic Paper
Polypropylene Generic	HP Professional matte canvas and Fine Art Paper
HP Everyday Matte Polypropylene	

### Why is it recommended not to cut adhesive vinyl with the V-Trimmer?

The problem is the adhesive part of the media. The glue sticks between the blades and the V-Trimmer stops cutting well and accurate. This also occurs with the horizontal cutter but with less issues. Also, the angle of the blades of the horizontal cutter is more open than the ones in the V-Trimmer.



## VERTICAL TRIMMER



### How can I activate/deactivate the V-Trimmer from the front panel?

To access the V-Trimmer options from the front panel of the printer, you need to follow the next steps:

Settings > [Scroll down] > Output settings > Vertical trimmer > On/Off

[Same steps to activate/deactivate the horizontal cutter]

### Am I able to activate/deactivate the V-Trimmer from the driver?

Yes, it's possible to activate or deactivate the V-Trimmer from the driver.

### Am I able to activate/deactivate the V-Trimmer from HP Click Printing Software?

No, you will not be able to activate/deactivate the V-Trimmer from HP Click.

To be able to use it, the V-Trimmer MUST be enabled from the front panel of the printer, and then you will see the automatic vertical trimming lines in the print preview of HP Click.

### Can I use the Nesting option from HP Click with the V-Trimmer?

Yes, it is an automatic process. The V-Trimmer will cut on both sides of the nested images, reducing the number of required cuts by the user. It will cut the sides of the images [left and right], but not through the middle.

[V-Cutter MUST be enabled in the front panel]

### Will the V-Trimmer work when the horizontal cutter is disabled?

No, the V-Trimmer will only work when the horizontal cutter is enabled.

### What is the life time of the V-Trimmer?

The preventive maintenance kit (PMK) will appear after 9.000 meters (9km) printing or 7000 AOs. This will reduce to 4000 AOs when printing canvas. The user can decide to continue printing, but we estimate that this is the time when the blade will start to wear away and could give problems, i.e. not to be as accurate as expected.

You can also measure it as: Expected life (on Universal Bond) = 7500 x 1189 mm.

### Can the HP DesignJet Z6 and Z9+ Printer models print borderless without vertical trimmer?

Yes in Photo, Polypropylene and backlit media.



## 7.1- APPS

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### From what mobile applications can I print?

For the best experience with graphics applications you can print directly from the HP Smart app. It is the same app for HP small format printer users. You can also print directly from your mobile operating system (Android or iOS) using:

- Android: HP Print Service Provider
- OS: AirPrint

### What is the HP Smart app and what data is available?

The HP Smart app helps you to print and manage your HP DesignJet Z6/Z9+ printer from your mobile device.

HP Smart app features include:

- Print stored documents or from the cloud
- Scan and share
- Capture documents
- Configure your printer (check ink levels, etc.)

### On which mobile devices can I use the HP Smart App?

Smartphones and tablets (iOS from 7.0 and Android from 4.4).

Hp Smart app is also available on Windows 10:

<https://www.microsoft.com/en-gb/store/p/hp-smart/9wzdncrfhwlh?rtc=1&source=lp>

### Is a plugin required for iOS to install the HP Smart App as with Android?

No, for iOS the plugin is not needed.


### How do I install the required plugin for the Android version of the HP Smart App?


All you need to do is download the HP Print Service Plugin from the Google Play Store to get started:



## 7.2 DRIVERS

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 What are the benefits of having the embedded Adobe® PDF Print Engine? Is there any benefit beyond Fast Return to Application for graphics users?

The Adobe® PDF Print Engine (APPE) is an industry leading language for exchanging graphically-rich content. It natively interprets and renders PDFs and maintains live transparency until final rendering.

The APPE uses the same core technologies employed by Acrobat DC, Photoshop, Illustrator and InDesign. Using the same algorithms for content creation, job management and final rendering lowers the chance of discrepancies, and increases predictability. What you view on-screen is exactly what you will get when ink hits the paper.

 Is there an HP DesignJet Universal Print Driver?

It will be available in September 2018, not for intro of the products.

 What drivers are available for the HP DesignJet Z6/Z9+ Printer?

**Windows:**

- V3 and V4 of Raster Drivers
- V3 PostScript Driver
- V4 PDF Driver

**MacOS:**

- Raster Drivers
- PostScript Driver

 For which drivers is the preview option available?

All Windows drivers except Universal Print Driver.

 If I am a Windows user, what Driver should I use?

For Windows 7 users: HP PostScript Driver.  
For Windows 8x or beyond: HP PDF driver.  
HP PDF Driver is not supported on Windows 7.



## 7.3 SOFTWARE

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### What software is included with the printer?

- Software included: Printer drivers (PostScript, PCL3GUI, HPGL2, PDF), HP Click, HP DesignJet Utility including HP Color Center, HP Applications Center, HP Embedded Web Server, HP Smart App, HP PrintOS, Applications Center, HP Partner Link Pay-per-use Portal.
- Optional software: HP Certified 3rd party RIP, HP Web Jetadmin, HP JetAdvantage Security Manager.

HP Color Center, available from the HP DesignJet Utility on the Z9\* Series, comes included with the printer and allows the users to re-profile existing media and to profile new, third party media.

### Can I print to these printers using 3rd party RIP software?

Yes, we offer a software development kit (SDK) to 3rd party RIP software companies so they can develop the proper drivers to print to the HP DesignJet Z6 and Z9\* PostScript Printer Series. Some 3rd party companies will go through a qualification process by HP. Please refer to the HP DesignJet portfolio software and solutions website for an updated list of the certified software options.

### What is HP DesignJet Utility?

The HP DesignJet Utility enables you to manage your printer or printers from a computer with a TCP/IP connection.

The HP Utility will allow you to manage and troubleshoot your printer, calibrate your paper or profile it (options might be different for each printer model).

### What is the difference between the HP DesignJet Utility, the Embedded Web Server (EWS) and HP Web Jetadmin (WJA)?

HP DesignJet Utility software provides an easy-to-use interface including a single-point for color control; import, creation and management of paper presets; job management; calibration of printer and display as well as status of ink cartridges.

The embedded Web server provides an interface to the product that anyone who has a network-connected computer and a standard Web browser can open and use. No special software needs to be installed or configured. With the HP Embedded Web Server (HP EWS), you can view product status information, change settings, and manage the product at your computer.

HP Web Jetadmin offers a simple, web-based interface to install, configure, troubleshoot, and manage both HP and non-HP networked and PC-connected print devices.

The HP EWS and DesignJet Utility provide simple, easy-to-use solutions for one-to-one product management in environments that have a limited number of products. However, in environments that have several products, you might want to use HP Web Jetadmin to manage groups of products. With HP Web Jetadmin you can discover, manage, and configure multiple products simultaneously.



## What is the difference between Adobe® PDF Print Driver and Adobe® PDF Print Engine?

The Adobe® PDF Print Engine is Adobe®'s engine or RIP of Adobe® that is embedded in all Z6 and Z9+ Printers. It is in charge of processing PDF documents or converting other formats (like TIFF or JPEG) to PDF. If you have a PDF file and send it to print to a printer with PDF Engine, it will be pass thru, with no transformation to the document.

On the other hand, the HP PDF Driver is the driver that the user will install in the PC (like others that we have like PostScript or HP-GL2).

## What is the difference between Adobe® PostScript and Adobe® PDF Print Engine?

Adobe® PDF Print Engine is the new generation of rendering engine from Adobe®, improving previous Adobe® Postscript Engine. APPE interprets and renders natively PDF instead of going via PostScript, providing the highest level of reliability and flexibility for PDF output.

The advantages are:

- PDF native support. With Adobe® PS Engine, PDF is supported but not natively: there is a need of an intermediate conversion that translates PDF into PS, so Adobe® PS Engine can process it
- More reliable interpreting and rendering PDFs
- Better transparency support. Accurately renders transparent images and graphics, and effects such as drop shadows and feathering, even when combined with spot colors and smooth shades. Transparencies (introduced in PDF 1.4) are not supported by PostScript, so this means that whenever printing a PDF with transparencies on Adobe® PostScript engine, a flattening stage needs to occur first (e.g. in a computer application using a PS Driver), and these conversions and color management performed in both application and printer can lead to artefacts in the final print output. Since APPE supports PDF natively, PDF files with transparencies can be processed entirely in the printer
- ICC-based color management

<https://play.google.com/store/apps/details?id=com.hp.android.printservice>

## What Cloud repositories are supported?

The following information is only relevant for iOS:

- To print documents: Google Drive, Box, Dropbox and Evernot
- To print photos: Facebook and Instagram

## How do I configure the supported Cloud repositories?

The HP Smart app will detect the Cloud repositories that have been already installed in your tablet or phone. You only need to enter your credentials to allow the app to access the content.

## What is HP Click Printing software?

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.





### How is HP Click different from HP Instant Printing?

	HP Click	HP Instant Printing
Automatic nesting	Yes	No nesting
Individual page copies	Yes	No
Printing Queue & Accounting	Link to EWS	Ability to generate account ID
Pre-added page sizes	Yes	Manually add
PDF error check	Yes	No
Drag & Drop files in app directly	Yes	Manually add
Cutting lines	Yes	No
Integration with HP Applications Center	Yes	No

### What is HP Applications Center?

Create and print professional looking large format prints with a suite of easy design tools. With two versions available you can either power up your web to print business by helping your customers to easily create a variety of large format applications on your web site; or Instantly create and print professional looking posters with a simple cloud based design app.

### Is HP Applications Center only for Print Service Providers?

No, we now have two versions of HP Applications available, one for businesses who want to offer print as a service through their website and another for users who want an easy to use tool to create and print professional looking posters without the need for design experience.

### Is HP Applications Center free to use?

Yes, there is no charge for using Applications Center. However, some apps may include 3rd party premium content providers who may charge for the use of their content in your design.

### What content can I use as part of my design in HP Applications Center poster app?

Poster app allows you to use content from multiple sources in your design – Upload from your local drive, Drop Box cloud storage, Instagram as well as in-app content sources such as Unsplash, Adobe® Stock, Vecteezy and Pattern Design.

### Do I have to pay HP for “premium content” in the HP Applications Center?

No, HP provides free access to hundreds of thousands of free graphics for use in your designs. However, 3rd party premium content source providers do require customers to create an account and pay for accessing and printing content sourced from their repositories. Any costs associated with the use of images from a premium content provider are not managed by HP.



### Where can I download HP Applications Center from?

HP Applications Center is a cloud service so can be accessed directly through your web browser. No software download is required.

### What printers are compatible with applications created with HP Applications Center?

HP Applications Center is compatible with all current HP DesignJet Z and T Series printers as well as HP Latex and HP Pagewide XL printers.

### What printing software can I use with designs created in HP Applications Center?

Print ready files generated by HP Applications Center can be printed to a HP DesignJet Z6 or Z9+ printer series printer with any one of the following software solutions:

- HP Click
- HP SmartStream
- Certain <sup>3rd</sup> party RIPs
  - Onyx
  - Sai
  - Caldera
  - ColorGate

### Do I need to create an account to use HP Applications Center?

- No, if you wish to use the new Poster app no account is required to start designing a poster. However, if you wish to save or print your designs a simple registration is required
- If you wish to use the version of Applications Center designed to help grow your online print service business with the provision of many apps more than just posters, registration is required

### Partner Link PPU - What is HP Partner Link Pay-per-Use?

HP Partner Link Pay-per-Use is a secure web-based portal that manages your customer's printers remotely:

- Delivers supplies alerts to facilitate ink fulfilment
- Sends critical service alerts to help increase efficiency
- Displays printer usage to enable pay-per-use billing

### Partner Link PPU - Is PL-PPU for the Z6 and Z9+ printers any different from that of the T1700?

No, it will be exactly the same.



## Partner Link PPU - What categories are used in HP Partner Link PPU for the Z6 and Z9+ printer series?

The categories are:

- Mono Line: Less than 10%
- Color Line: Less than 10%
- Low Density Image: Between 10% and 50%
- High Density Image: Between 50% and 100%
- Premium Quality Image

## Partner Link PPU - Can category values be adjusted?

Yes, you can configure the categories if you have access to Setup Partner Menu. There's an option to change the thresholds between the categories.

## Partner Link PPU - How much traffic will this imply for my network?

In most cases, the amount of bandwidth used is less than 0.01% of the total bandwidth provided by a 5 Mbits/sec data connection.

## Partner Link PPU - What information is sent?

- Information that is sent: Printer configuration, printer status, usage
- And errors data, and information about print jobs
- Information that is NOT sent: Info on actual content, user information
- Printer always performs outgoing connections

## Partner Link PPU - Where is the information stored?

In dedicated HP Partner Link Pay-per-use servers, which are encrypted using SSL/TLS.

## Partner Link PPU - When information is sent?

- Every 3h, 19 or 50 jobs, 100 pages, or whichever happens first
- High severity alerts are sent as soon as detected, while device reboots

## Partner Link PPU - How information is sent?

- Via Data Collector or Direct Connection
- HTTPS over Port 443 and the communication is encrypted using 128-bit Advanced Encryption Standard (AES) Cipher Algorithm in Cipher Block Changing (CBC) mode

## Partner Link PPU - How can a HP Partner participate in Partner link PPU scheme?

PBM redirects partner to submit an email request for new enrollments and general support (both internal and external) to [hppartnerlinkpremium.support@hp.com](mailto:hppartnerlinkpremium.support@hp.com).

# 08 SECURITY



## Is PIN printing possible with the HP DesignJet Z6 and Z9+ Printer?

Yes. To activate PIN Printing, click on the menu option in the front panel.  
Pull printing is also possible through 3rd party solutions.

## Which security settings are provided on the front-panel?

Through the front-panel, it is possible to enable/disable:

- USB flash drive
- Automatic log-out after 1, 3 or 5 minutes (controlling the user sessions)
- EWS (Embedded Web Server)
- Web Services that are used by printing and management tools such the HP utility, HP Click, and SDK for RIPs

## Do the HP DesignJet Z6 Printer and Z9+ Printer models require an account ID for printing jobs?

An account ID is optional. If turned on, the account ID field will be mandatory and jobs with no account ID will be kept “on hold for accounting”. The Account ID should be added in the Driver settings when sending to print.

## Which security features are embedded within the HP DesignJet Z6 and Z9+ Printer models?

- HP Secure Boot technology: Protecting the BIOS against attacks and infection from malware
- Whitelisting: the device loads only “known” good firmware
- Encrypted Communications protocol
- Self-Encrypted HDD
- Role Based Access Control: regulates the access to the printer based on the roles of individual users within the enterprise




 What HP solutions regarding security, manageability and accounting are supported by the HP DesignJet Z6 and Z9+ Printer?

**Manageability:**

- HP Web JetAdmin
- HP Embedded Web Server
- HP Partner Link

**Security:**

- HP JetAdvantage Private Printing
- HP JetAdvantage Security Manager
- HP Universal Print Driver

 Does the card reader accessory have a HP part number, or can it be ordered through third party channels?

The card reader is an accessory. Celiveo offers a solution called Celiveo Enterprise 8.0 which is fully compatible and integrated with the front panel of the HP DesignJet Z6 and Z9+ Printer series.

 Which third party solutions regarding security and manageability are supported with the HP DesignJet Z6 and Z9+ Printer?

**Pull Printing:**

- Celiveo Enterprise 8.0

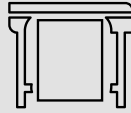
**Output Management:**

- Halliburton – Zeh/Petris
- Seal Systems – Plossys

 Which authentication solutions are supported with the HP DesignJet Z6 and Z9+ Printer?

- Card reader (Celiveo is a paid solution/accessory) a software solution is needed to manage the card reader access
- PIN Printing: through Universal Print Driver or an external software solution (Celiveo)





On the dual roll printer models, can I change a roll while the printer is using the other roll?

No, you cannot change the roll while is printing on the other one. Once the job has finished, you will be able to change the roll.

When printing borderless, will I lose my scale?

Yes, the image will expand 3mm per side to ensure you obtain a full borderless output, but you lose the scale.

What are the average recommended volumes for this platform?

The printing volumes recommended for the HP DesignJet Z6 and Z9+ Printers are around 150-300 A1/D-size prints per month.

Does the HP DesignJet Z6/Z9+ Printer support printing from USB?

Yes, the HP DesignJet Z6/Z9+ Printers feature a USB connection that enables it to print files with the following formats: TIFF, JPEG and PDF files.

Can I check the status of jobs that are printing?

Yes, on the printer front panel or on the host using the Embedded Web Server (EWS).

What is the maximum printing speed for the HP DesignJet Z6/Z9+ Printer?

**Z6:**

- Normal: 1.1 min/page on A1/D or up to 28.8 m<sup>2</sup>/hr (310 ft<sup>2</sup>/hr) on coated media
- Best: 3.2 min/page on A1/D or up to 10 m<sup>2</sup>/hr (108 ft<sup>2</sup> / hr) on glossy media

**Z9+:**

- Normal: 1.2 min/page on A1/D or up to 24.6 m<sup>2</sup>/hr (265 ft<sup>2</sup>/hr) on coated media
- Best: 7.2 min/page on A1/D or up to 4.5 m<sup>2</sup>/hr (48 ft<sup>2</sup> / hr) on glossy media



## 09 PRINTING

### ••• How can I check what jobs are next / in the print queue?

Just checking the job queue on the printer front panel or on the host using the Embedded Web Server (EWS).

### ••• What is the maximum dpi rendering resolution?

Print resolution of up to 2400 × 1200 optimized dpi.

### ••• From what locations is it possible to print?

The HP DesignJet Z6/Z9+ Printer can print from Windows and Mac printer drivers, Direct Printing with the HP Print Service Plugin (Android) and Apple AirPrint (iOS), email printing, HP Click and from a USB pen drive.

### ••• What is Mobile Printing?

With HP Mobile Printing Solutions, you can print straight from your smartphone or tablet in just a few simple steps wherever you are: using your mobile device OS, using HP Smart or also sending an email to your printer with PDF, TIFF, or JPEG attachments.

There are three main methods of mobile printing:

- **Direct printing by connection to the same network:**
  - AirPrint: iOS devices (iPhone and iPad)
  - HP Print Service Plugin: Android devices
- **Printing by email (HP ePrint)**
- **Using HP Smart app**

It is also compatible with Chromebook, with HP Print for Chrome.

### ••• Can I send to print from the EWS?

No, the EWS does not have a job submittal. However, users can print from HP Click, USB printing or using the different drivers.

From the EWS, you are only able to print the PANTONE® swatchbook.

### ••• How to print from in-OS?

- From iOS (iPhone, iPad): AirPrint
- From Android: HP Print Service Plugin
- From Chromebooks: HP Print for Chrome



## What is HP ePrint?

HP ePrint is the official name to do email printing, if you can email it, you can print it. Simply attach a PDF, TIFF or JPEG (max 10 MB) to an email message and send it to your printer's designated address. You can obtain your email address for HP ePrint by configuring it in the Embedded Web Server.

## How many printing paths and file formats are supported by HP DesignJet Z6/Z9+ Printers?

- Print a TIFF, JPEG, PDF, or PostScript file directly from a USB flash drive. File should not be bigger than 4GB to be printing from USB
- Print a TIFF, JPEG, PCL3, RTL, PDF, or PostScript file directly from a computer connected to the printer, using HP Click
- Print any kind of file from a computer connected to the printer, using a software application that can open the file, and a printer driver supplied with your printer
- Print from a smartphone or tablet through the HP Smart app or directly from your Operating System
- Print a file that is already in the job queue

## Are the HP DesignJet Z6/Z9+ Printers well suited for unattended printing?

Yes, the printer is well suited to long, unattended print jobs, having multiple rolls plus robust and consistent image quality.

Moreover, it comes with 300-ml ink cartridges and has the continuous printing functionality incorporated. It also counts with the optional Take-Up Reel to handle long runs.

## Can I manage the job queue directly from the printer?

Yes, this is possible with the HP DesignJet Z6/Z9+ Printers.

## Is borderless printing (full bleed) supported?

Yes, it's supported on Photo, polypropylene and backlit media. When printing with Z6dr or Z9+dr you can obtain a borderless output on any supported media using the vertical trimmer (within the limitations specified on the V-Trimmer chapter – number 6).

## How can I activate the printing preview?

In the driver settings, just tick the box.





## How can I print my HPGL2 files?

HPGL2 files can be printed from:

- HP Click
- From USB
- Using the Universal Print Driver (available in HPGL2, PS and PLC3GUI/Raster) – When choosing HPGL2, choose “Generic” driver as the Z6/Z9+ will not appear).  
The other drivers (PLC3GUI/Raster, PostScript and PDF) will not support HPGL2 files.  
Another solution would be to use an online converter from HPGL2 to .tiff / .pdf.

# 10 CONNECTIVITY



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 Do the HP DesignJet Z6/Z9+ Printers support USB printing?


Yes

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 Do you offer Wi-Fi connectivity with the HP DesignJet Z6/Z9+ Printers?

No, the HP DesignJet Z6 or Z9+ printers don't have Wi-Fi connectivity.

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 Is it possible to connect the printer to two different LANs?

No, the printer only has one LAN connectivity option.

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 Will I be able to access all the printer information from my PC or laptop?

Yes, through the Embedded Web Server.

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 What are the different options to access the printer remotely?

To access the printer remotely you can do it through the Embedded Web Server, using the IP address.

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 What are the supported connectivity interfaces?

Ethernet, Fast Ethernet, Gigabit Ethernet, 10/100/1000Base-T Ethernet (802.3, 802.3u, 802.3ab); USB Type-A host port.

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 Is there a HDD in the printer?

Yes: 500 GB self-encrypted hard disk.



## MAINTENANCE, SERVICE AND SUPPORT



### What kind of support will be available?

The support of this model will be NBD (next business day) during the first year of purchase.

### How do I dispose of ink cartridges, printheads and spare parts?

You can contact your reseller that will advise you on the best way to dispose of your supplies.

### Can I buy service packs or extended warranty support for my printer?

Yes. There are different care packs and subscription models: monthly, quarterly or yearly payment. Contact your reseller for more information.

### Is there any specific maintenance required for the cartridges?

During the normal lifetime of a cartridge, no specific maintenance is required. However, in order to maintain the best print quality, replace a cartridge when it reaches its expiration date. The printer's front panel notifies you when any cartridge reaches its expiration date.

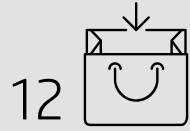
### What different upgrade firmware options are available?

There are various ways of downloading and installing firmware updates. You can choose whichever you find most convenient.

They can be divided into two categories: automatic and manual updates. Instructions for how to upgrade are available in the User Guide.

### What different update software options are available?

- To update printer drivers and other software for your printer, go to the Printer Utility or to the support page
- Under Windows, HP Software Update regularly offers to update your software automatically
- To enjoy all printing features, download the Mac OS X drivers from the Printer Utility or to the support page



## ACCESSORIES



### What accessories are available for purchase for the Z6 and Z9+ PostScript Printer models?

The accessories available for purchase are:

Accessory	Z6	Z9+
HP HD Pro 42-in Scanner	✓	✓
HP SD Pro 44-in Scanner	✓	✓
HP DesignJet 3-in Core Adapter	✓	✓
HP DesignJet 44-in spindle	✓	✓
HP DesignJet 24-in spindle	✓	✓
HP USB 3.0 to Gigabit LAN Adapter	✓	✓
HP DesignJet 44-inch Take-up-Reel	✓	✓
HP Gloss Enhancer Upgrade Kit (only available with Z9+)	✗	✓

 **HP DesignJet Z6 and Z9+**  
**PostScript® Printer Series**

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