HP OFFICEJET PRO 8500

User Guide

A909

HP Officejet Pro 8500 (A909) All-in-One Series

User Guide

Copyright information

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Acknowledgements

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Safety information

Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

1. Read and understand all instructions in the documentation that comes with the device.

2. Use only a grounded electrical outlet when connecting this product to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.

3. Observe all warnings and instructions marked on the product.

4. Unplug this product from wall outlets before cleaning.

5. Do not install or use this product near water, or when you are wet.

6. Install the product securely on a stable surface.

7. Install the product in a protected location where no one can step on or trip over the line cord, and the line cord cannot be damaged.

8. If the product does not operate normally, see Maintain and troubleshoot.

9. There are no user-serviceable parts inside. Refer servicing to qualified service personnel.

10. Use only the external power adapter/battery provided with the device.

Contents

Contents

Contents

Contents

Contents

1 Get started

This guide provides details about how to use the device and to resolve problems.

- Find other resources for the product
- Finding the device model number
- Accessibility
- Understand the device parts
- Turn off the device
- Eco-Tips

NOTE: If you are using the device with a computer running Windows 2000, Windows XP x64, Windows XP Starter Edition, or Windows Vista Starter Edition, some features might not be available. For more information, see Operating system compatibility.

Find other resources for the product

You can obtain product information and further troubleshooting resources that are not included in this guide from the following resources:

Resource	Description	Location
Setup poster	Provides illustrated setup information.	A printed version of this document is provided with the device and is also available on the HP Web site www.hp.com/support.
Fax Getting Started Guide	Provides instructions for setting up the device's fax function.	A printed version of this document is provided with the device.
Wireless Getting Started Guide (some models only)	Provides instructions for setting up the device's wireless function.	A printed version of this document is provided with the device.
HP Digital Solutions Getting Started Guide (some models only)	Provides instructions for setting up the HP Digital Solutions.	A printed version of this document is provided with the device.
Readme file and release notes	Provide late-breaking information and troubleshooting tips.	Included on the Starter CD.
Toolbox (Microsoft® Windows®)	Provides information about ink cartridge health and access to maintenance services. For more information, see Use the Toolbox (Windows).	The Toolbox is typically installed with the device software as an available installation option.
HP Solution Center (Windows)	Allows you to change device settings, order supplies, start,	Typically installed with the device software.

(continued)

Resource	Description	Location
	and access the onscreen Help. Depending on the devices you have installed, the HP Solution Center provides additional features, such as access to the HP photo and imaging software and the Fax Setup Wizard. For more information, see Use the HP Solution Center (Windows).	
HP Printer Utility (Mac OS X)	Contains tools to configure print settings, calibrate the device, clean the printheads, print the configuration page, and find support information from the Web site. For more information, see Use the HP Printer Utility (Mac OS X).	The HP Printer Utility is typically installed with the device software.
Device control panel	Provides status, error, and warning information about operations.	For more information, see Control-panel buttons and lights (Color display).
Logs and reports	Provides information about events that have occurred.	For more information, see Monitor the device.

Self-test report	• Device information:
	  ◦ Product name
	  ◦ Model number
	  ◦ Serial number
	  ◦ Firmware version number
	• Number of pages printed from the trays and accessories
	• Ink levels
	  NOTE: Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so.
		For more information, see Understand the self-test report.

HP Web sites	Provide the latest printer software, and product and support information.	www.hp.com/support www.hp.com

Resource	Description	Location
HP telephone support	Lists information to contact HP.	For more information, see Obtain HP telephone support.
Embedded Web Server	Provides status information for the product and the printing supplies and allows you to change device settings.	For more information, see Use the Embedded Web server.

Finding the device model number

In addition to the model name that appears on the front of the device, this device has a specific model number. You can use this number to help determine which supplies or accessories are available for your product, as well as when obtaining support.

The model number is printed on a label located inside the device, near the ink cartridges area.

Accessibility

The device provides a number of features that make it accessible for people with disabilities.

Visual

The device software is accessible for users with visual impairments or low vision through the use of your operating system's accessibility options and features. It also supports most assistive technology such as screen readers, Braille readers, and voice-to-text applications. For users who are color blind, colored buttons and tabs used in the software and on the device control panel have simple text or icon labels that convey the appropriate action.

Mobility

For users with mobility impairments, the device software functions can be executed through keyboard commands. The software also supports Windows accessibility options such as StickyKeys, ToggleKeys, FilterKeys, and MouseKeys. The device doors, buttons, paper trays, and paper guides can be operated by users with limited strength and reach.

Support

For more details about the accessibility of this product and HP's commitment to product accessibility, visit HP's Web site at www.hp.com/accessibility.

For accessibility information for the Mac OS X, visit the Apple Web site at www.apple.com/accessibility.

Understand the device parts

This section contains the following topics:

- Front view
- Printing supplies area

Front view
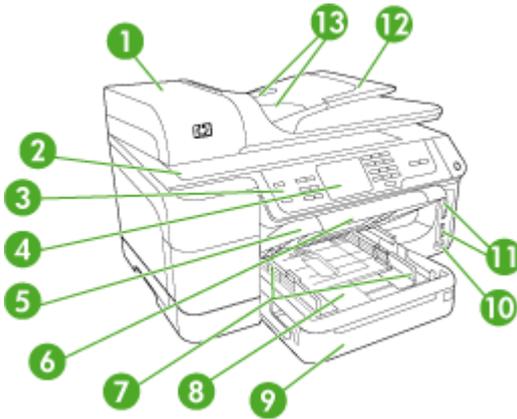
1	Automatic document feeder (ADF)
2	Scanner glass
3	Control panel (differs based on the HP all-in-one model that you have)
4	Display (differs based on the model that you have)
5	Output tray
6	Output tray extension
7	Width guides
8	Tray 1
9	Tray 2 (available with some models)
10	Front universal serial bus (USB) port (PictBridge-enabled)
11	Memory card slots
12	Document feeder tray
13	Width guides

Printing supplies area
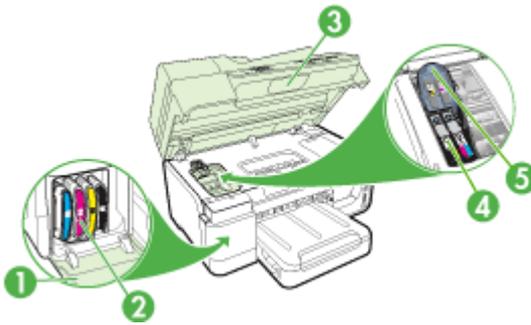
1	Ink cartridge door
2	Ink cartridges
3	Print-carriage access door
4	Printheads
5	Printhead latch

Back view
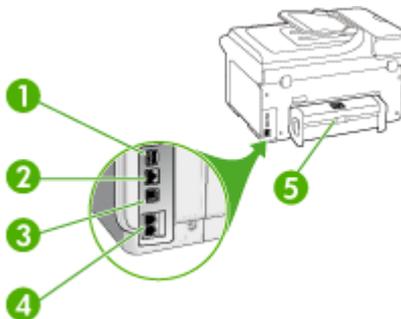
1	Power input
2	Ethernet network port
3	Rear universal serial bus (USB) port
4	Fax ports (1-LINE and 2-EXT)
5	Automatic two-sided printing accessory (duplexer)

Control panel

The layout and functions available on the control panel depend on which model that you have.

The following sections describe control-panel buttons, lights, and displays. Your model might not have all of the features described.

Control-panel buttons and lights (Color display)

The following diagram and related table provide a quick reference to the device control-panel features.

Label	Name and Description
1	Digital Filing
2	The button name and functionality depends on the country/region in which the device is sold.
	Resolution: Adjusts the resolution for the fax you are sending.
	Junk Fax Blocker: Presents the Junk Fax Blocker Set Up menu for managing unwanted fax calls. You are required to subscribe to a caller ID service to use this feature.
3	**Auto Answer** button and light: When this button is lit, the device automatically answers incoming phone calls. When off, the device does not answer any incoming fax calls.
4	**Display**: View menus and messages.
5	**Keypad**: Enters values.
6	**START COPY Black**: Starts a black-and-white copy job.
7	**START COPY Color**: Starts a color copy job.
8	**Power**: Turns the device on or off. The Power button is lit when the device is on. The light blinks while performing a job.
	When the device is turned off, a minimal amount of power is still supplied. To completely disconnect the power supply, turn the device off, and then unplug the power cord.
9	**Cancel**: Stops a job, exits a menu, or exits settings.

Label	Name and Description
10	**Attention light**: When blinking, the attention light indicates an error has occurred that requires your attention.
11	**Speed Dial**: Selects a speed-dial number.
12	**START FAX Color**: Starts a color fax job.
13	**START FAX Black**: Starts a black-and-white fax job.
14	**Redial/Pause**: Redials the most recently dialed number, or inserts a 3-second pause in a fax number.
15	**E-mail**: Allows you to scan and e-mail a document. Requires an internet connection.

Control-panel buttons and lights (Two-line display)

The following diagram and related table provide a quick reference to the device control panel features.

Label	Name and Description
1	Keypad: Enters fax numbers, values, or text.
2	Display: View menus and messages.
3	Presents menus and messages: The button name and functionality depends on the country/region in which the device is sold. **Resolution**: Adjusts the resolution for the fax you are sending. **Junk Fax Blocker**: Presents the Junk Fax Blocker Set Up menu for managing unwanted fax calls. You are required to subscribe to a caller ID service to use this feature.
4	**FAX**: Presents the Fax menu for selecting options.
5	**Quality**: Selects Best, Normal, or Fast quality for copying.
6	**Reduce/Enlarge**: Changes the size of a copy for printing.
7	**COPY**: Presents the Copy menu for selecting options.

Label	Name and Description
8	**SCAN**: Presents the Scan menu for selecting a scan destination.
9	**To Memory Device**: Scans and saves a document to a folder and shares documents with other people on your network.
10	**PHOTO**: Presents the Photo menu for selecting options.
11	**Start Photo**: Selects the photo function.
12	**START SCAN**: Starts a scan job and sends it to the destination you selected using the Scan button.
13	**Power**: Turns the device on or off. The Power button is lit when the device is on. The light blinks while performing a job. When the device is turned off, a minimal amount of power is still supplied. To completely disconnect the power supply, turn the device off, and then unplug the power cord.
14	**START COPY Color**: Starts a color copy job.
15	**START COPY Black**: Starts a black-and-white copy job.
16	**Auto Answer**: When this button is lit, the device automatically answers incoming phone calls. When off, the device does not answer any incoming fax calls.
17	**START FAX Color**: Starts a color fax.
18	**START FAX Black**: Starts a black-and-white fax.
19	**Redial/Pause**: Redials the most recently dialed number, or inserts a 3-second pause in a fax number.
20	**Cancel**: Stops a job, exits a menu, or exits settings.
21	Right arrow: Increases values on the display.
22	**OK**: Selects a menu or a setting on the display.
23	Left arrow: Decreases values on the display.
24	**Back**: Moves you one level up in the menu.
25	**Setup**: Presents the Setup Menu for generating reports and other maintenance settings, and accessing the Help menu. The topic that you select from the Help menu opens a help window on your computer screen.
26	One-touch speed-dial buttons: Accesses the first five speed-dial numbers.

Color display

📝 **NOTE:** This type of display is only available on some models.

The following icons appear at the bottom of the color display to provide important information. Some of the icons appear only if your device has network capability. For more information about networking, see Configure network options.

Icon	Purpose
	Shows the amount of ink in the ink cartridge. The color of the icon corresponds to the color of the ink cartridge, and the fill level of the icon corresponds to the fill level of the ink cartridge. **NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so.
	Shows that an unknown ink cartridge is inserted. This icon might appear if an ink cartridge contains non-HP ink.
	Shows that a wired network connection exists.
	Shows that a wireless network connection exists. The signal strength is indicated by the number of curved lines. This is for infrastructure mode. (This feature is supported on some models.) For more information, see Set up the device for wireless communication (some models only).
	Shows that an ad hoc, or computer-to-computer, wireless network connection exists. (This feature is supported on some models.) For more information, see Set up the device for wireless communication (some models only).
	Shows that a Bluetooth adapter is installed, and a connection exists. A separate Bluetooth adapter is required. For more information, see HP supplies and accessories.

Icon	Purpose
	For more information on setting up Bluetooth, see Guidelines for ensuring wireless network security.
	COPY: Presents the Copy menu for selecting options.
	FAX: Presents the Fax menu for selecting options.
	SCAN: Presents the Scan menu for selecting a scan destination.
	PHOTO: Presents the Photo menu for selecting options.
	Setup: Presents the Setup Menu for generating reports, changing fax and other maintenance settings, and accessing the Help menu. The topic that you select from the Help menu opens a help window on your computer screen.
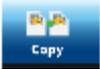
Two-line display
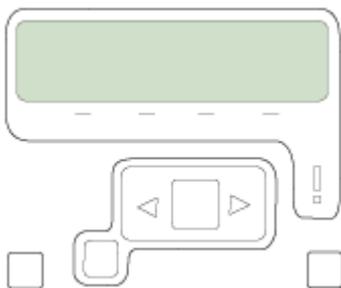
NOTE: This type of display is available on some models.

The two-line display shows status and error messages, menu options, and advisory messages. If you insert a memory card or connect a camera, the display goes into photo state and shows the top of the Photo menu.

Connection information

Description	Recommended number of connected computers for best performance	Supported software features	Setup instructions
USB connection	One computer connected with a USB cable to the rear USB 2.0 high-speed port on the device.	All features are supported.	Follow the setup poster guide for detailed instructions.
Ethernet (wired) connection	Up to five computers connected to the device using a hub or router.	All features are supported, including Webscan.	Follow the instructions in the setup poster, and then see Configure network options in this guide for further instructions.
Printer sharing	Up to five computers. The host computer must be turned on at all times, or the other computers cannot print to the device.	All features resident on the host computer are supported. Only print is supported from the other computers.	Follow the instructions in Share the device on a locally shared network.
802.11 wireless (some models only)	Up to five computers connected to the device using a hub or router. **NOTE:** Recommended number of connected computers for best performance should specify the number of computers in ad-hoc mode and number of computers in infrastructure mode for best performances in those modes.	All features are supported, including Webscan.	Follow the instructions in Set up the device for wireless communication (some models only).

Turn off the device

Turn off the HP product by pressing the **Power** button located on the product. Wait until the Power light turns off before unplugging the power cord or turning off at the source. If you improperly turn off the HP product, the print carriage might not return to the correct position, causing problems with the printhead and print quality issues.

Eco-Tips

HP is committed to helping customers reduce their environmental footprint. HP has provided the Eco-Tips below to help you focus on ways to assess and reduce the impact of your printing choices. In addition to specific features in this product, please

visit the HP Eco Solutions Web site for more information on HP's environmental initiatives. www.hp.com/hpinfo/globalcitizenship/environment/

- **Duplex printing**: Use **Paper-saving Printing** to print two-sided documents with multiple pages on same sheet to reduce paper usage. For more information, see Print on both sides (duplexing).
- **Smart Web printing**: The HP Smart Web Printing interface includes a **Clip Book** and **Edit Clips** window where you can store, organize, or print clips you have gathered from the Web. For more information, see Print a Web page.
- **Energy Savings Information**: To determine the ENERGY STAR® qualification status for this product, see Power consumption.
- **Recycled Materials**: For more information regarding recycling of HP products, please visit:

  www.hp.com/hpinfo/globalcitizenship/environment/recycle/

2 Install the accessories

This section contains the following topics:

- Install the duplexer
- Install Tray 2
- Turn on accessories in the print driver

Install the duplexer

You can print on both sides of a sheet of paper automatically. For information on using the duplexer, see Print on both sides (duplexing).

To install the duplexer

▲ Slide the duplexer into the device until the unit locks into place. Do not press the buttons on either side of the duplexer when installing the unit; use them only for removing the unit from the device.
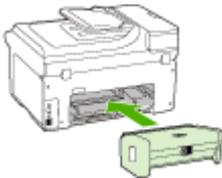
Install Tray 2

📝 **NOTE:** This feature is available with some models of the device.

Tray 2 can hold up to 250 sheets of plain paper. For ordering information, see HP supplies and accessories.

To install Tray 2

1. Unpack the tray, remove the packing tapes and materials, and move the tray to the prepared location. The surface must be sturdy and level.
2. Turn off the device, and disconnect the power cord.
3. Set the device on top of the tray.

   △ **CAUTION:** Be careful to keep your fingers and hands clear of the bottom of the device.

4. Connect the power cord and turn on the device.
5. Enable Tray 2 in the print driver. For more information, see Turn on accessories in the print driver.

Turn on accessories in the print driver

- To turn on accessories on Windows computers
- To turn on accessories on Macintosh computers

To turn on accessories on Windows computers

After you install the device software on Windows computers, Tray 2 must be turned on in the print driver in order for it to work with the device. (The duplexer does not need to be turned on.)

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Printers**.
2. Right-click the printer icon, and then click **Properties**, **Document Defaults**, or **Printing Preferences**.
3. Select one of these tabs: **Configure**, **Device Settings**, or **Device Options**. (The name of the tab depends on the print driver and the operating system.) On the selected tab, click the accessory that you want to turn on, click **Installed** from the drop-down menu, and then click **OK**.

To turn on accessories on Macintosh computers

The Mac OS automatically turns on all accessories in the printer driver when you install the device software. If you add a new accessory later, follow these steps:

Mac OS X (v.10.4)

1. Click the **Printer Setup Utility** icon in the Dock.

   > **NOTE:** If the **Printer Set Utility** is not in the Dock, you can find it on your hard drive at Applications/utilities/printer setup utility.

2. On the **Printer List** window, click once on the device you want to set up to select it.
3. From the **Printers** menu, select **Show info**.
4. Click the **Names and Location** drop-down menu and select **Installable Options**.
5. Check the accessory that you want to turn on.
6. Click **Apply Changes**.

Mac OS X (v.10.5)

1. Open the **System Preferences** and then select **Print & Fax**.
2. Click **Options & Supplies**.
3. Click the **Driver** tab.
4. Select the options you want to install, and then click **OK**.

3 Use the device

This section contains the following topics:

- [Use device control-panel menus](#)
- [Device control-panel message types](#)
- [Change device settings](#)
- [Text and symbols](#)
- [Use the HP software](#)
- [Load the originals](#)
- [Select print media](#)
- [Load media](#)
- [Configure trays](#)
- [Print on special and custom-sized media](#)
- [Print borderless](#)

Use device control-panel menus

The following sections provide a quick reference to top-level menus that appear on the control-panel display. To display a menu, press the menu button for the function you want to use.

> **NOTE:** The type of display on the control panel–color display or two-line display–depends on the model you have.

- **Scan menu:** Presents a list of destinations. Some destinations require the HP Solution Center to be loaded.
- **Copy menu:** Menu options include:
  - Selecting copy quantities
  - Reducing/enlarging
  - Selecting media type and size
- **Fax menu:** Allows you to enter a fax or speed-dial number, or display the Fax menu. Menu options include:
  - Modifying resolution
  - Lightening/darkening
  - Sending delayed faxes
  - Setting up new defaults
- **Photo menu:** Menu options include:
  - Selecting print options
  - Using special features
  - Editing
  - Transferring to a computer
  - Selecting a proof sheet

Device control-panel message types

This section contains the following topics:

- Status messages
- Warning messages
- Error messages
- Critical error messages

Status messages

Status messages reflect the current state of the device. They inform you of normal operation and require no action to clear them. They change as the state of the device changes. Whenever the device is ready, not busy, and has no pending warning messages, the date and time appear if the device is turned on.

Warning messages

Warning messages inform you of events that require your attention, but they do not prevent the device from operating. An example of a warning message is a low ink warning. These messages appear until you resolve the condition.

Error messages

Error messages communicate that some action must be performed, such as adding media or clearing a media jam. These messages are usually accompanied by a blinking red Attention light. Take the appropriate action to continue printing.

If the error message shows an error code, press the Power button to turn off the device, and then turn it on again. In most situations, this action solves the problem. If the message persists, your device might need service. For more information, see Support and warranty.

Critical error messages

Critical error messages inform you of a device failure. Some of these messages can be cleared by pressing the Power button to turn off the device, and then turning it on again. If a critical error persists, service is required. For more information, see Support and warranty.

Change device settings

You can change the device settings from these places:

- From the device control panel
- From the HP Solution Center (Windows) or HP Device Manager (Mac OS X).
- Embedded Web Server

> **NOTE:** When you are configuring settings in HP Solution Center or in the HP Device Manager, you cannot see the settings that have been configured from the device control panel (such as the scan settings).

To change settings from the device control panel

1. At the device control panel, press the menu button for the function you are using (for example, Fax).
2. To reach the option that you want to change, use one of the following methods:
   - Press a control-panel button, and then use the left or right arrow keys to adjust the value.
   - Select the option from the menu on the control-panel display.
3. Select the value that you want, and then press **OK**.

To change settings from the HP Solution Center (Windows)

▲ Double-click the HP Solution Center icon on the desktop.
   - Or -
   Double-click the Digital Imaging Monitor icon in the taskbar.

To change settings from the HP Device Manager (Mac OS X)

1. Click the **HP Device Manager** icon in the Dock.

   > **NOTE:** If the icon does not appear in the Dock, click the Spotlight icon on the right side of the menu bar, type `HP Device Manager` in the box, and then click the **HP Device Manager** entry.

2. Select the device in the **Devices** drop-down menu.
3. On the **Information and Settings** menu, click an item that you want to change.

To change settings from the embedded Web server

1. Open the embedded Web server.
2. Select the page with the setting you want to change.
3. Change the setting and then click **Apply**.

Text and symbols

You can use the keypad on the control panel to enter text and symbols. You can also type text and symbols from the control panel by touching the visual keyboard (some models only). The visual keyboard appears automatically on the color display when you set up a wired or wireless network, the fax header, or speed-dial entries.

You can also enter symbols from the keypad when you dial a fax or phone number. When the device dials the number, it interprets the symbol and responds accordingly. For example, if you enter a dash in the fax number, the device will pause before dialing the remainder of the number. A pause is useful if you need to gain access to an outside line before dialing the fax number.

> **NOTE:** If you want to enter a symbol in your fax number, such as a dash, you need to enter the symbol by using the keypad.

Type numbers and text on the control-panel keypad

You can enter text or symbols by using the keypad on the control panel.

After you are done entering text, press **OK** to store your entry.

To enter text

▲ Press the letters on the virtual keyboard to enter text.

To enter a space, pause, or symbol

- To insert a space, press **Space**.
- To enter a pause, press **Redial/Pause**. A dash appears in the number sequence.
- To enter a symbol, such as **@**, press the symbols button (***@**) repeatedly to scroll through the list of available symbols: asterisk (*****), dash (**-**), ampersand (**&**), period (**.**), slash (**/**), parentheses **( )**, apostrophe (**'**), equals (**=**), number sign (**#**), at (**@**), underscore (**_**), plus (**+**), exclamation (**!**), semicolon (**;**), question (**?**), comma (**,**), colon (**:**), percent (**%**), and approximation (**~**).

To erase a letter, number, or symbol

▲ If you make a mistake, press the left arrow button to clear it, and then make the correct entry.

Type text using the visual keyboard (some models only)

You can enter text or symbols by using the visual keyboard that automatically appears on the color display when you must enter text. For example, the visual keyboard automatically appears when you are setting up a wired or wireless network, the fax header, or speed-dial entries.

To enter text by using the visual keyboard

1. Touch the visual keyboard to select a letter, number, or symbol.

To enter lowercase letters, uppercase letters, numbers, and symbols

- To enter lowercase letters, touch the **abc** button on the visual keyboard.
- To enter uppercase letters, touch the **ABC** button on the visual keyboard.
- To enter numbers, touch the **123** button on the visual keyboard.
- To enter symbols, touch the **$@!** button on the visual keyboard.

☼ **TIP:** To erase a letter, number, or symbol, touch **Del** on the visual keyboard.

2. When you are finished entering text, numbers, or symbols, touch **Done** on the visual keyboard.

Available symbols for dialing fax numbers (some models only)

To enter a symbol, such as *, press **Symbols** repeatedly to scroll through the list of symbols. The following table provides the symbols that you can use in a fax or phone number sequence, fax header information, and speed-dial entries.

Available symbols	Description	Available when entering
*	Displays an asterisk symbol when required for dialing.	Fax header name, speed-dial names, speed-dial numbers, fax or phone numbers, and monitor dial entries
-	When auto-dialing, the device enters a pause in the number sequence.	Fax header name, fax header number, speed-dial names, speed-dial numbers, and fax or phone numbers
( )	Displays a left or right parenthesis to separate numbers, such as area codes, for easier reading. These symbols do not affect dialing.	Fax header name, fax header number, speed-dial names, speed-dial numbers, and fax or phone numbers
W	When auto-dialing, W causes the device to wait for a dial tone before continuing to dial.	Speed-dial numbers and fax or phone numbers
R	During auto-dialing, the R functions the same as a Flash button on your telephone.	Speed-dial numbers and fax or phone numbers
+	Displays a plus symbol. This symbol does not affect dialing.	Fax header name, fax header number, speed-dial names, speed-dial numbers, and fax or phone numbers

Use the HP software

This section includes the following topics:

- Use the HP photo and imaging software
- Use the HP productivity software

Use the HP photo and imaging software

You can use the HP photo and imaging software to access many features that are not available from the device control panel.

Installing the software on your computer is an option during setup.

Access to the HP photo and imaging software differs by operating system (OS). For example, if you have a Windows computer, the HP photo and imaging software entry point is the HP Photosmart Software window. If you have a Macintosh computer, the HP photo and imaging software entry point is the HP Photosmart Studio window.

Regardless, the entry point serves as the launching pad for the HP photo and imaging software and services.

To open the HP Photosmart Software on a Windows computer

1. Do one of the following:
   - On the Windows desktop, double-click the HP Photosmart Software icon.
   - On the taskbar, click **Start**, point to **Programs** or **All Programs**, select **HP**, and then click **HP Photosmart Software**.
2. If you have more than one HP device installed, select the tab with your product's name.

   NOTE: On a Windows computer, the features available in the HP Photosmart Software vary depending on the devices you have installed. The software is customized to show icons that are associated with the selected device. If the selected device is not equipped with a particular feature, then the icon for that feature does not appear in the software.

   TIP: If the HP Photosmart Software on your computer does not contain any icons, an error might have occurred during the software installation. To correct this, use the Control Panel in Windows to completely uninstall the HP Photosmart Software; then reinstall the software. For more information, see the setup poster that came with your device.

To open the HP Photosmart Studio software on a Macintosh computer

1. Click the HP Photosmart Studio icon in the Dock.

   NOTE: If theHP Photosmart Studio icon is not in the Dock, you can find it in the hard drive at /Applications/Hewlett Packard/HP Photosmart Studio.

   The HP Photosmart Studio window appears.
2. In the HP Photosmart Studio task bar, click **Devices**.
   The HP Device Manager window appears.
3. Select your device from the **Device** drop-down menu.
   From here, you can scan, import documents, and perform maintenance procedures such as checking the ink levels for the ink cartridges.

   NOTE: On a Macintosh computer, the features available in the HP Photosmart Studio software vary depending on the selected device.

   TIP: When the HP Photosmart Studio software is opened, you can gain access to the **Dock** menu shortcuts by selecting and holding the mouse button over the HP Photosmart Studio icon in the Dock.

Use the HP productivity software

The HP productivity software allows you to organize, edit, and annotate selected files on your computer. You can scan documents using optical character recognition (OCR) technology and save them as text files that you can edit using word processing programs. The software also allows you to monitor the HP product you installed. Some productivity software, such as HP Document Manager, are optionally installed. The HP

Solution Center is automatically installed. For more information about HP Document Manager, see the help that came with the product. For more information about HP Solution Center, see Use the HP Solution Center (Windows).

To open the HP Document Manager

▲ Double-click the HP Document Manager icon on your desktop.

Load the originals

You can load an original for a copy, fax, or scan job in the automatic document feeder or on the scanner glass. Originals that are loaded in the automatic document feeder are automatically fed into the device.

*   Load an original in the automatic document feeder (ADF)
*   Load an original on the scanner glass

Load an original in the automatic document feeder (ADF)

You can copy, scan, or fax up to legal-sized originals from the ADF.

NOTE: Some models support two-sided originals from the ADF.

⚠ CAUTION: Do not load photos in the ADF; this might cause damage to your photos.

To load an original in the document feeder tray

1. Load your original, with the print side up, into the document feeder tray. Place the pages so that the top edge of the document goes in first. Slide the media into the automatic document feeder until you hear a beep or see a message on the display indicating that the loaded pages were detected.

    TIP: For more help on loading originals in the automatic document feeder, refer to the diagram engraved in the document feeder tray.
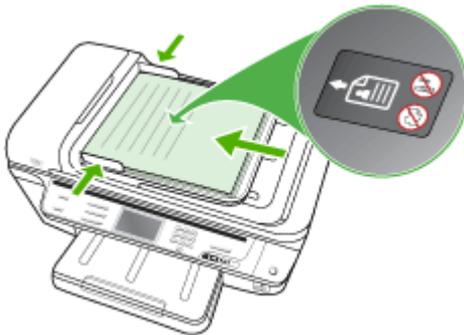
2. Slide the width guides inward until they stop at the left and right edges of the media.

> 📝 **NOTE:** Remove all originals from the document feeder tray before lifting the lid on the device.

Load an original on the scanner glass

You can copy, scan, or fax up to letter- or A4-size originals by loading them on the glass. Some models support legal-size originals on the glass. If your original contains multiple full-size pages, load it in the automatic document feeder. If your model does not support legal-size originals on the glass, load legal-size originals in the automatic document feeder.

> 📝 **NOTE:** Many of the special features will not work correctly if the glass and lid backing are not clean. For more information, see Clean the device.

To load an original on the scanner glass

1. Remove all originals from the document feeder tray, and then lift the lid.
2. Load your original print side down in the right- front corner of the glass.

> 💡 **TIP:** For more help on loading an original, refer to the engraved guides along the edge of the glass.
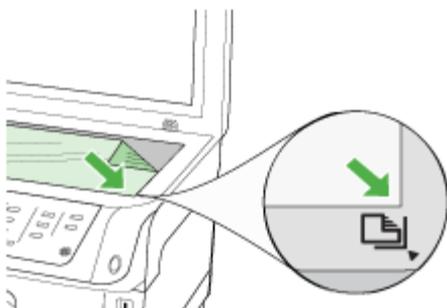
3. Close the lid.

Select print media

The device is designed to work well with most types of office media. It is best to test a variety of print media types before buying large quantities. Use HP media for optimum print quality. Visit the HP Web site at www.hp.com for more information about HP media.

Always use the correct media-type setting in the printer driver, and configure the trays for the correct media type. HP recommends testing any paper before buying it in large quantities.

	HP recommends plain papers with the ColorLok logo for printing and copying of everyday documents. All papers with the ColorLok logo are independently tested to meet high standards of reliability and print quality, and produce documents with crisp, vivid color, bolder blacks, and that dry faster than ordinary plain papers. Look for papers with the ColorLok logo in a variety of weights and sizes from major paper manufacturers.

This section contains the following topics:

Recommended papers for printing and copying

If you want the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing.

Depending on your country/region, some of these papers might not be available.

HP Brochure Paper HP Superior Inkjet Paper	These papers are glossy-coated or matte-coated on both sides for two-sided use. They are the perfect choice for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.
HP Bright White Inkjet Paper	HP Bright White Inkjet Paper delivers high-contrast colors and sharp text. It is opaque enough for two-sided color usage with no show-through, which makes it ideal for newsletters, reports, and flyers. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors.
HP Printing Paper	HP Printing Paper is a high-quality multifunction paper. It produces documents that look and feel more substantial than documents printed on standard multipurpose or copy paper. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors. It is acid-free for longer-lasting documents.
HP Office Paper	HP Office Paper is a high-quality multifunction paper. It is suitable for copies, drafts, memos and other everyday documents. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors. It is acid-free for longer lasting documents
HP Office Recycled Paper	HP Office Recycled Paper is a high-quality multifunction paper made with 30% recycled fiber. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors. It is acid-free for longer-lasting documents.
HP Premium Presentation Paper	These papers are heavy two-sided matte papers perfect for presentation, proposals, reports and newsletters. They are heavyweight for an impressive look and feel.

(continued)

HP Professional Paper	
HP Premium Inkjet Transparency Film	HP Premium Inkjet Transparency Film makes your color presentations vivid and even more impressive. This film is easy to use and handle and dries quickly without smudging.
HP Advanced Photo Paper	This thick photo paper features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. Your prints have a look and feel comparable to a store processed photo. It is available in several sizes, including A4, 8.5 x 11 inch, 10 x 15 cm (4 x 6 inch), 13 x 18cm (5 x 7 inch) and two finishes – glossy or soft gloss (satin matte). It is acid-free for longer-lasting documents.
HP Everyday Photo Paper	Print colorful, everyday snapshots at a low cost, using paper designed for casual photo printing. This affordable, photo paper dries quickly for easy handling. Get sharp, crisp images when you use this paper with any inkjet printer. Available in matte finish in 8.5 x 11inch, A4, 4 x 6 inch and 10 x 15 cm. It is acid-free for longer lasting documents.

To order HP papers and other supplies, go to www.hp.com/buy/supplies. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

NOTE: At this time, some portions of the HP Web site are available in English only.

Tips for selecting and using print media

For the best results, observe the following guidelines:

- Always use media that conforms to the device specifications. For more information, see Understand specifications for supported media.
- Load only one type of media at a time into a tray. If you place a special media on top of a plain media, then you may end up with a paper jam or an incorrect print.
- For Tray 1 and Tray 2, load media print-side down, aligned against the back of the tray. Center the media in the input tray and adjust the paper-width guides. Tray 2 is available with some models. For more information, see Load media.
- Tray 2 is designed to hold only plain paper. Tray 2 does not automatically detect paper sizes. In the printer driver, you must select the paper size from the print options.
- Do not overload the trays. For more information, see Understand specifications for supported media. HP recommends loading special media no higher than 3/4 full.
- To prevent jams, poor print quality, and other printing problems, avoid the following media:
  ◦ Multipart forms
  ◦ Media that is damaged, curled, or wrinkled
  ◦ Media with cutouts or perforations
  ◦ Media that is heavily textured, embossed, or does not accept ink well
  ◦ Media that is too lightweight or stretches easily

Cards and envelopes

- Avoid envelopes that have a very slick finish, self-stick adhesives, clasps, or windows. Also avoid cards and envelopes with thick, irregular, or curled edges, or areas that are wrinkled, torn, or otherwise damaged.
- Use tightly constructed envelopes, and make sure the folds are sharply creased.
- Load envelopes with the flaps facing up and to the right or the back of the tray.

Photo media

- Use the **Best** mode to print photographs. Note that in this mode, printing takes longer and more memory is required from your computer.
- Remove each sheet as it prints and set it aside to dry. Allowing wet media to stack up may cause smearing.

Transparencies

- Insert transparencies with the rough side down and the adhesive strip pointing towards the back of the device.
- Use the **Normal** mode to print transparencies. This mode provides longer drying time and ensures that the ink dries completely before the next page is delivered to the output tray.
- Remove each sheet as it prints and set it aside to dry. Allowing wet media to stack up may cause smearing.

Custom-sized media

- Use only custom-sized media that is supported by the device.
- If your application supports custom-sized media, set the media size in the application before printing the document. If not, set the size in the print driver. You might need to reformat existing documents to print them correctly on custom-sized media.

Understand specifications for supported media

Use the Understand supported sizes and Understand supported media types and weights tables to determine the correct media to use with your device, and to determine what features will work with your media.

- Understand supported sizes
- Understand supported media types and weights

Understand supported sizes

📝 **NOTE:** Tray 2 is available with some models.

Media size	Tray 1	Tray 2	Duplexer	ADF
Standard media sizes				
U.S. Letter (216 x 279 mm; 8.5 x 11 inches)	✔	✔	✔	✔

(continued)

Media size	Tray 1	Tray 2	Duplexer	ADF
8.5 x 13 inches (216 x 330 mm)*	✔	✔		
U.S. Legal (216 x 356 mm; 8.5 x 14 inches)	✔	✔		✔
A4 (210 x 297 mm; 8.3 x 11.7 inches)	✔	✔	✔	✔
U.S. Executive (184 x 267 mm; 7.25 x 10.5 inches)	✔	✔	✔	✔
U.S. Statement (140 x 216 mm; 5.5 x 8.5 inches)	✔			
B5 (JIS) (182 x 257 mm; 7.17 x 10.12 inches)	✔	✔	✔	✔
A5 (148 x 210 mm; 5.8 x 8.3 inches)	✔		✔	
6 x 8 inches*	✔		✔	
Borderless A4 (210 x 297 mm; 8.3 x 11.7 inches)*	✔			
Borderless A5 (148 x 210 mm; 5.8 x 8.3 inches)*	✔			
Borderless B5 (JIS) (182 x 257 mm; 7.17 x 10.12 inches)*	✔			
Envelopes				
U.S. #10 Envelope (105 x 241 mm; 4.12 x 9.5 inches)*	✔			
Monarch Envelope (98 x 191 mm; 3.88 x 7.5 inches)*	✔			
Card Envelope (111 x 152 mm; 4.4 x 6 inches)*	✔			
A2 Envelope (111 x 146 mm; 4.37 x 5.75 inches)*	✔			
DL Envelope (110 x 220 mm; 4.3 x 8.7 inches)*	✔			
C5 Envelope (162 x 229 mm; 6.4 x 9 inches)*	✔			
C6 Envelope (114 x 162 mm; 4.5 x 6.4 inches)*	✔			
Japanese Envelope Chou #3 (120 x 235 mm; 4.7 x 9.3 inches)*	✔			
Japanese Envelope Chou #4 (90 x 205 mm; 3.5 x 8.1 inches)*	✔			
Cards				

(continued)

Media size	Tray 1	Tray 2	Duplexer	ADF
Index card (76.2 x 127 mm; 3 x 5 inches)*	✔			
Index card (102 x 152 mm; 4 x 6 inches)*	✔		✔	
Index card (127 x 203 mm; 5 x 8 inches)*	✔		✔	
A6 card (105 x 148.5 mm; 4.13 x 5.83 inches)*	✔		✔	
Borderless A6 card (105 x 148.5 mm; 4.13 x 5.83 inches)*	✔			
A4 index card (210 x 297 mm; 8.3 x 11.7 inches)*	✔		✔	
Hagaki** (100 x 148 mm; 3.9 x 5.8 inches)*	✔			
Borderless Hagaki** (100 x 148 mm; 3.9 x 5.8 inches)*	✔			
Ofuku Hagaki** (200 x 148 mm; 7.8 x 5.8 inches)*	✔			
Photo media				
Photo media (76.2 x 127 mm; 3 x 5 inches)*	✔			
Photo media (102 x 152 mm; 4 x 6 inches)*	✔			
Photo media (5 x 7 inches)*	✔			
Photo media (8 x 10 inches)*	✔			
Photo media (10 x 15 cm)*	✔			
Photo L (89 x 127 mm; 3.5 x 5 inches)*	✔			
Photo 2L (127 x 178 mm; 5 x 7 inches)*	✔			
13 x 18 cm*	✔			
Borderless photo media (102 x 152 mm; 4 x 6 inches)*	✔			
Borderless photo media (5 x 7 inches)*	✔			
Borderless photo media (8 x 10 inches)*	✔			
Borderless photo media (8.5 x 11 inches)*	✔			

(continued)

Media size	Tray 1	Tray 2	Duplexer	ADF
Borderless photo media (10 x 15 cm)*	✔			
Borderless Photo L (89 x 127 mm; 3.5 x 5 inches)*	✔			
Borderless Photo 2L (127 x 178 mm)*	✔			
Borderless 13 x 18 cm*	✔			
Other media				
Custom-sized media between 76.2 to 216 mm wide and 127 to 356 mm long (3 to 8.5 inches wide and 5 to 14 inches long) *	✔			
Custom-sized media (ADF) between 127 to 216 mm wide and 241 to 305 mm long (5 to 8.5 inches wide and 9.5 to 12 inches long)				✔

* Not compatible for use with the ADF for single- or double- sided printing

** The device is compatible with plain and inkjet hagaki from Japan Post only. It is not compatible with photo hagaki from Japan Post.

Understand supported media types and weights

NOTE: Tray 2 is available with some models.

Tray	Type	Weight	Capacity
Tray 1	Paper	60 to 105 g/m^2 (16 to 28 lb bond)	Up to 250 sheets of plain paper (25 mm or 1 inch stacked)
	Transparencies		Up to 70 sheets (17 mm or 0.67 inch stacked)
	Photo media	250 g/m^2 (66 lb bond)	Up to 100 sheets (17 mm or 0.67 inch stacked)
	Labels		Up to 100 sheets (17 mm or 0.67 inch stacked)
	Envelopes	75 to 90 g/m^2 (20 to 24 lb bond envelope)	Up to 30 sheets (17 mm or 0.67 inch stacked)

Tray	Type	Weight	Capacity
	Cards	Up to 200 g/m² (110 lb index)	Up to 80 cards
Tray 2	Plain paper only	60 to 105 g/m² (16 to 28 lb bond)	Up to 250 sheets of plain paper (25 mm or 1.0 inch stacked)
Duplexer	Paper	60 to 105 g/m² (16 to 28 lb bond)	Not applicable
Output-bin	All supported media		Up to 150 sheets of plain paper (text printing)
Automatic Document Feeder	Paper	60 to 75 g/m² (16 to 20 lb bond)	50 sheets

Set minimum margins

The document margins must match (or exceed) these margin settings in portrait orientation.
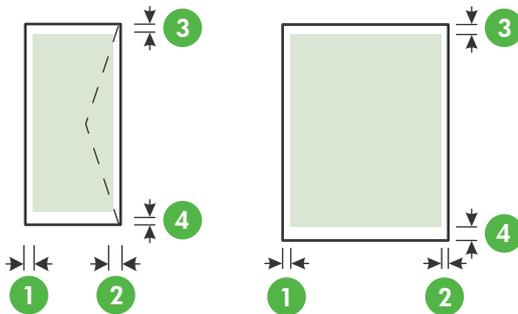
Media	(1) Left margin	(2) Right margin	(3) Top margin	(4) Bottom margin
U.S. Letter U.S. Legal A4 U.S. Executive U.S. Statement 8.5 x 13 inch	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	3.3 mm (0.13 inch (Windows) 0.47 inch (Macintosh and Linux))

(continued)

Media	(1) Left margin	(2) Right margin	(3) Top margin	(4) Bottom margin
B5 A5 Cards Custom-sized media Photo media				
Envelopes	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	16.5 mm (0.65 inch)	16.5 mm (0.65 inch)

NOTE: If you are using the duplexer, the minimum top and bottom margins must match or exceed 12 mm (0.47 inch).

Load media

This section provides instructions for loading media into the device.

NOTE: Tray 2 is available with some models. For ordering information, see Order printing supplies online.

To load Tray 1 (main tray)

1. Lift the output tray.
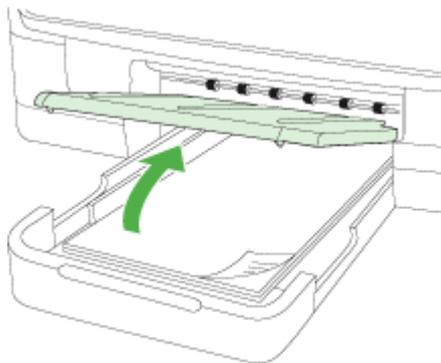
2. Insert the media print-side down in the center of the tray. Make sure the stack of media aligns with the line on the width guide, and is not higher than the paper stack line on the guide.

   NOTE: Do not load paper while the device is printing.

3. Slide the media guides in the tray to adjust them for the media size that you have loaded, and then lower the output tray.
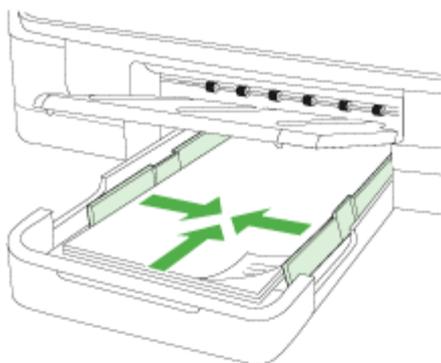
4. Pull out the extension on the output tray.
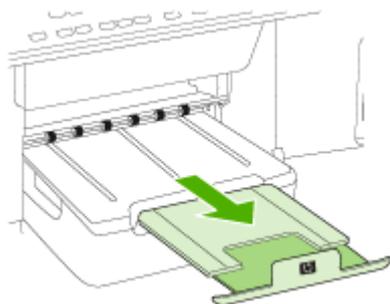
To load Tray 2

1. Pull the tray out of the device by grasping under the front of the tray.
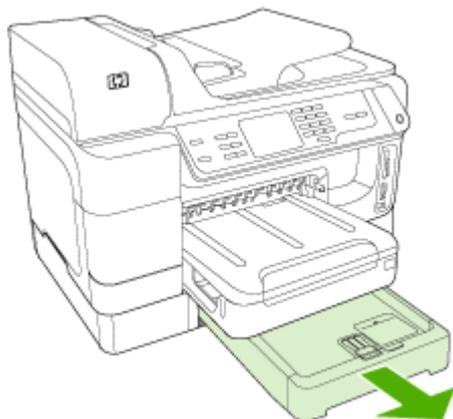
2. Insert the paper print-side down in the center of the tray. Make sure the stack of paper aligns with the line on the width guide, and does not exceed the line marking on the guide.

   📝 **NOTE:** Tray 2 can be loaded only with plain paper.

3. Slide the media guides in the tray to adjust them for the size that you have loaded.
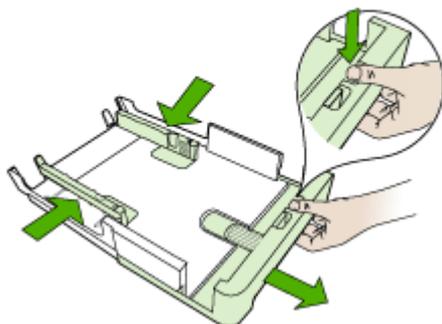
4. Gently reinsert the tray.
5. Pull out the extension on the output tray.

Configure trays

> 📝 **NOTE:** Tray 2 is available with some models. For ordering information, see Order printing supplies online.

To configure the trays, you must have Tray 2 installed and turned on.

By default, the device draws media from Tray 1. If Tray 1 is empty, the device draws media from Tray 2 (if it is installed and loaded with media). You can change this default behavior by using the following features:

*   **Tray Lock:** Use this feature to protect special media such as letterhead or preprinted media from accidental use. If the device runs out of media while printing a document, it will not use media from a locked tray to complete the print job.
*   **Default Tray:** Use this feature to determine the first tray from which the device draws media.

> 📝 **NOTE:** To use the tray lock and default tray settings, you must select the automatic tray selection option in the device software. If the device is on a network and you set a default tray, the setting will affect all users of the device.

Tray 2 is designed to hold only plain paper.

The following table lists possible ways you can use the tray settings to meet your printing needs.

I want to...	Follow these steps
Load both trays with the same media, and have the device pick media from one tray if the other one is empty.	- Load media in Tray 1 and Tray 2. For more information, see Load media. - Make sure tray lock is disabled.
Have both special media (such as transparencies or letterhead) and plain paper loaded in the trays.	- Load special media in Tray 1 and plain paper in Tray 2. - Make sure the default tray is set to Tray 2. - Make sure tray lock is set to Tray 1.
Load media in both trays but have the device pick media from a specific tray first.	- Load media in Tray 1 and Tray 2. - Make sure default tray is set to the appropriate tray.

To configure the trays
1. Make sure the device is turned on.
2. Perform one of the following:
   - **Embedded Web server:** Click the **Settings** tab and click **Paper Handling** in the left panel.
   - **Print driver (Windows):** Click the **Printer services** button on the **Features** tab, and then select **Paper Handling**.
   - **Toolbox (Windows):** Click the **Services** tab and click **Paper Handling**.
   - **HP Printer Utility (Mac OS X):** Click **Paper Handling** from the **Printer Settings** panel.
   - **Control panel:** Press ⬧ (**Setup**), select **Preferences**, and then select **Default Tray** or **Tray Lock**.
3. Click **OK** or **Apply** after changing the desired tray settings.

Print on special and custom-sized media

To print on special or custom-sized media (Windows)
1. Load the appropriate media. For more information, see Load media.
2. With a document open, click **Print** on the **File** menu, and then click **Setup**, **Properties**, or **Preferences**.
3. Click the **Features** tab.
4. Select the media size from the **Size** drop-down list. If you do not see the media size, create a custom media size.

   To set a custom media size
   a. Select **Custom** from the drop-down list.
   b. Type a name for the new custom size.
   c. In the **Width** and **Height** boxes, type the dimensions, and then click **Save**.
   d. Click **OK** twice to close the properties or preferences dialog box. Open the dialog box again.
   e. Select the new custom size.
5. Select the paper type in the **Paper type** drop-down list.
6. Select the media source from the **Paper source** drop-down list.
7. Change any other settings, and then click **OK**.
8. Print your document.

To print on special or custom-sized media (Mac OS X)
1. Load the appropriate media. For more information, see Load media.
2. On the **File** menu, click **Page Setup**.
3. From the drop-down list, select the HP device.
4. Select the media size.

5. To set a custom media size:
   a. Click **Manage Custom Sizes** in the **Paper Size** pull-down menu.
   b. Click **New** and type a name for the size in the **Paper Size Name** box.
   c. In the **Width** and **Height** boxes, type the dimensions and set the margins, if desired.
   d. Click **Done** or **OK**, and then click **Save**.
6. On the **File** menu, click **Page Setup**, and then select the new custom size.
7. Click **OK**.
8. On the **File** menu, click **Print**.
9. Open the **Paper Handling** panel.
10. Under **Destination Paper Size**, click the **Scale to fit paper size** tab, and then select the customized paper size.
11. Change any other desired settings, and then click **OK** or **Print**.

Print borderless

Borderless printing lets you print to the edges of certain media types and a range of standard media sizes.

📝 **NOTE:** Open the file in a software application and assign the image size. Make sure the size corresponds to the media size on which you are printing the image.

In Windows, you can also gain access to this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the printing shortcut for this print job drop-down list.

NOTE: Borderless printing is not supported on plain media.

To print a borderless document (Windows)
1. Load the appropriate media. For more information, see Load media.
2. Open the file that you want to print.
3. From the application, open the print driver:
   a. Click **File**, and then click **Print**.
   b. Select the printing shortcut you want to use.
4. Change any other print settings, and then click **OK**.
5. Print the document.
6. If you printed on photo media with a tear-off tab, remove the tab to make the document completely borderless.

To print a borderless document (Mac OS X)
1. Load the appropriate media. For more information, see Load media.
2. Open the file that you want to print.
3. Click **File**, and then click **Page Setup**.
4. From the drop-down list, select the HP device.
5. Select the borderless media size, and then click **OK**.
6. Click **File**, and then click **Print**.

7. Open the **Paper Type/Quality** panel.

8. Click the **Paper tab**, and then select the media type from the **Paper type** drop-down list.

> **NOTE:** Borderless printing is not supported on plain media.

9. If you are printing photos, select **Best** from the **Quality** drop-down list. Alternatively, select **Maximum** dpi, which provides up to 4800 x 1200 optimized dpi.

> **NOTE:** Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print more slowly.

10. Select the media source.

11. Change any other print settings, and then click **Print**.

12. If you printed on photo media with a tear-off tab, remove the tab to make the document completely borderless.

4 Print

This section contains the following topics:

- Change print settings
- Print on both sides (duplexing)
- Print a Web page
- Cancel a print job

Change print settings

You can change print settings (such as paper size or type) from an application or the printer driver. Changes made from an application take precedence over changes made from the printer driver. However, after the application is closed, the settings return to the defaults configured in the driver.

> **NOTE:** To set print settings for all print jobs, make the changes in the printer driver.
>
> For more information about the features of the Windows printer driver, see the online help for the driver. For more information about printing from a specific application, see the documentation that came with the application.

This section contains the following topics:

- Change settings from an application for current jobs (Windows)
- Change default settings for all future jobs (Windows)
- Change settings (Mac OS X)

Change settings from an application for current jobs (Windows)

To change the settings

1. Open the document that you want to print.
2. On the **File** menu, click **Print**, and then click **Setup**, **Properties**, or **Preferences**. (Specific options may vary depending on the application that you are using.)
3. Select the appropriate printing shortcut,y and then click **OK**, **Print**, or a similar command.

Change default settings for all future jobs (Windows)

To change the settings

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Printers**.

   > **NOTE:** If prompted, enter your administrator password.

2. Right-click the printer icon, and then click **Properties**, **General Tab**, or **Printing Preferences**.
3. Change the settings that you want, and then click **OK**.

Change settings (Mac OS X)

To change the settings

1. On the **File** menu, click **Page Setup**.
2. Change the settings that you want (such as paper size), and then click **OK**.
3. On the **File** menu, click **Print** to open the print driver.
4. Change the settings that you want (such as media type), and then click **OK** or **Print**.

Print on both sides (duplexing)

You can print on both sides of a sheet of media either manually or automatically, by using the duplexer.

> **NOTE:** The printer driver does not support manual duplexing. Two-sided printing requires an HP Automatic Two-sided Printing Accessory to be installed on the device.

This section contains the following topics:

- Guidelines for printing on both sides of a page
- Perform duplexing

Guidelines for printing on both sides of a page

- Always use media that conforms to the device specifications. For more information, see Understand specifications for supported media.
- Specify two-sided printing options in your application or in the printer driver.
- Do not print on both sides of transparencies, envelopes, photo paper, glossy media, or paper lighter than 16 lb bond (60 g/m^2) or heavier than 28 lb bond (105 g/m^2). Jams might occur with these media types.
- Several kinds of media require a specific orientation when you print on both sides of a page. These include letterhead, preprinted paper, and paper with watermarks and prepunched holes. When you print from a computer running Windows, the device prints the first side of the media first. Load the media with the print side facing down.

- For auto-duplexing, when printing finishes on one side of the media, the device holds the media and pauses while the ink dries. Once the ink dries, the media is pulled back into the device and the second side is printed. When printing is complete, the media is dropped onto the output tray. Do not grab it before printing is complete.
- You can print on both sides of supported custom-sized media by turning the media over and feeding it into the device again. For more information, see Understand specifications for supported media.

Perform duplexing

> 📝 **NOTE:** You can perform manual duplexing by first printing only the odd pages, flipping the pages over, and then printing only the even pages.

To print automatically on both sides of a page (Windows)
1. Load the appropriate media. For more information, see Guidelines for printing on both sides of a page and Load media.
2. Make sure the duplexer is properly installed. For more information, see Install the duplexer.
3. With a document open, click **Print** on the **File** menu, and then select a printing shortcut.
4. Change any other settings, and then click **OK**.
5. Print your document.

To print automatically on both sides of a page (Mac OS X)
1. Load the appropriate media. For more information, see Guidelines for printing on both sides of a page and Load media.
2. Make sure the duplexer is properly installed. For more information, see Install the duplexer.
3. Verify that you are using the correct printer and page size in the **Page Setup**.
4. On the **File** menu, click **Print**.
5. Select **Copies and Pages** from the drop-down list.
6. Select the option to print on both sides.
7. Select the binding orientation by clicking the appropriate icon.
8. Change any other settings, and then click **Print**.

Print a Web page

You can print a Web page from your Web browser on the HP all-in-one.

If you use Internet Explorer 6.0 or higher for Web browsing, you can use **HP Smart Web Printing** to ensure simple, predictable Web printing with control over what you want and how you want it printed. You can access **HP Smart Web Printing** from the toolbar in Internet Explorer. For more information about **HP Smart Web Printing**, see the help file provided with it.

To print a Web page

1. Make sure you have paper loaded in the main input tray.
2. On the **File** menu in your Web browser, click **Print**.

   ☀ **TIP:** For best results select **HP Smart Web Printing** from the **File** menu. A check mark appears when it is selected.

   The **Print** dialog box appears.
3. Make sure the product is the selected printer.
4. If your Web browser supports it, select the items on the Web page that you want to include in the printout.
   For example, in Internet Explorer, click the **Options** tab to select options such as **As laid out on screen**, **Only the selected frame**, and **Print all linked documents**.
5. Click **Print** or **OK** to print the Web page.

   ☀ **TIP:** To print Web pages correctly, you might need to set your print orientation to **Landscape**.

Cancel a print job

You can cancel a print job using one of the following methods.

Device control panel: Press ✕ (**Cancel** button). This clears the job that the device is currently processing. It does not affect jobs waiting to be processed.

Windows: Double-click the printer icon that appears in the lower-right corner of the computer screen. Select the print job, and then press the **Delete** key on the keyboard.

Mac OS X: Click the printer icon in the Dock, select the document, and then click **Delete**.

5 Scan

You can scan originals and send them to a variety of destinations, such as a folder on the network or a program on a computer. You can use the device control panel, the HP Solution Center software, and TWAIN-compliant or WIA-compliant programs on a computer.

If you do not install the software, the only scan function available is Webscan, which uses the embedded Web server.

This section contains the following topics:

- Scan an original
- Use Webscan via embedded Web server
- Scan from a TWAIN-compliant or a WIA-compliant program
- Edit a scanned original
- Change scan settings
- Cancel a scan job

Scan an original

You can start a scan from a computer or from the device control panel. This section explains how to scan from the device control panel.

NOTE: You can also use the HP Photosmart Software to scan an image, including panorama images. Using this software, you can edit a scanned image and create special projects using a scanned image. For information about how to scan from the computer, and how to adjust, resize, rotate, crop, and sharpen your scans, see the onscreen HP Photosmart Software Help that came with your software.

To use the scan features, your device and computer must be connected and turned on. The printer software must also be installed and running on your computer prior to scanning. To verify that the printer software is running on a computer running Windows, look for the device icon in the system tray at the lower-right side of the screen, near the clock. To verify this on a computer using the Mac OS X, open the HP Device Manager, and click **Scan Picture**. If a scanner is available, it will launch the HP ScanPro application. If it is not available, a message appears to let you know that a scanner was not found.

NOTE: Closing the HP Digital Imaging Monitor icon in your Windows system tray can cause your device to lose some of its scan functionality and result in the **No Connection** error message. If this happens, you can restore full functionality by restarting your computer or by starting the HP Digital Imaging Monitor.

This section contains the following topics:

- Scan an original to a computer (direct connection)
- Scan an original to a computer (network connection)
- Scan an original to a memory device

Scan an original to a computer (direct connection)

Use the following steps if your device is directly connected to a computer via a USB cable.

When the scan is complete, the program that you have selected opens and displays the document that you have scanned.

To send a scan to a program on a computer from the HP Solution Center

▲ On the computer, open the HP Solution Center. Select **Scan Document** or **Scan Picture**. For more information, see the onscreen help with the scan software.

To send a scan to a program on a computer from the device control panel (direct connect)

1. Load the original on the scanner glass. For more information, see Load the originals.
2. Select **SCAN**.
3. Press the arrow keys to select the program that you want to use (such as the HP Solution Center software), and then press **OK**.
4. Press **START SCAN**.

Scan an original to a computer (network connection)

Use the following steps if your device is connected to a computer by a wired or wireless network.

To send a scan a computer from the device control panel (network connection)

1. Load the original on the scanner glass. For more information, see Load the originals.
2. Press the **Scan** button.
3. Press the arrow keys to select the destination computer, and then press **OK**.
4. Press the arrow keys to select the shortcut that you want to use, and then press **OK**.
5. Press **START SCAN**.

Scan an original to a memory device

You can send the scanned image as a JPEG image or a PDF file to the memory card that is currently inserted, or to a storage device that is currently attached to the front USB port. You also have other scanning options, including quality and paper size settings.

To scan to a memory device

1. Load the original on the scanner glass or in the automatic document feeder (ADF). For more information, see Load the originals.
2. Insert the memory device. For more information, see Insert a memory card.
3. Press **START SCAN**.
   - The **SCAN** appears, listing various options or destinations. The default destination is whichever one you selected the last time you used this menu.
   - If your device is directly connected to your computer, the **SCAN** menu appears.

4. Press the arrow keys to highlight **Memory Device**, and then press **OK**.
5. Make any scan option changes, then press **START SCAN**.

The device scans the image and saves the file to the memory card or storage device.

Use Webscan via embedded Web server

Webscan is a feature of the embedded Web server that lets you scan photos and documents from your device to your computer using a Web browser. This feature is available even if you did not install the device software on your computer.

▲ Click the **Information** tab, click **Webscan** in the left pane, make selections for **Image Type** and **Document Size**, and then click **Scan** or **Preview**.

For more information on the embedded Web server, see Use the Embedded Web server.

Scan from a TWAIN-compliant or a WIA-compliant program

The device is TWAIN-complaint and WIA-compliant and works with programs that support TWAIN-compliant and WIA-compliant scanning devices. While you are in a TWAIN-compliant or WIA-compliant program, you can gain access to the scanning feature and scan an image directly into the program.

TWAIN is supported in all Windows and Mac OS X operating systems.

In Windows operating systems, WIA is supported only for Windows XP and Vista direct connections. WIA is not supported for the Mac OS X.

This section contains the following topics:

- Scan from a TWAIN-compliant program
- Scan from a WIA-compliant program

Scan from a TWAIN-compliant program

Generally, a software program is TWAIN-compliant if it has a command such as **Acquire**, **File Acquire**, **Scan**, **Import New Object**, **Insert from**, or **Scanner**. If you are unsure whether the program is compliant or you do not know what the command is called, see the software program Help or documentation.

Start the scan from within the TWAIN-compliant program. See the software program Help or documentation for information about the commands and steps to use.

Scan from a WIA-compliant program

Generally, a software program is WIA-compliant if it has a command such as **Picture/From Scanner or Camera** in the **Insert** or **File** menu. If you are unsure whether the program is compliant or you do not know what the command is called, see the software program Help or documentation.

Start the scan from within the WIA-compliant program. See the software program Help or documentation for information about the commands and steps to use.

Edit a scanned original

Using the HP Solution Center, you can edit a scanned document, and you can scan text documents to text using optical character recognition (OCR) software. You can also use third-party editing applications that might be on your computer already.

This section contains the following topics:

- Edit a scanned photo or graphic
- Edit a scanned document using optical character recognition (OCR) software

Edit a scanned photo or graphic

You can edit a scanned photo or graphic using the scanning software inside the Solution Center. Use this software to adjust the brightness, contrast, color saturation, and more. You can also rotate the image.

For more information, see the onscreen scanning software help.

Edit a scanned document using optical character recognition (OCR) software

You can use OCR software to import scanned text into your preferred word-processing program for editing. This allows you to edit letters, newspaper clippings, and many other documents. You can scan using OCR software from the HP Solution Center.

You can specify the word-processing program that you want to use for editing. If the word-processing icon is not present or active, either you do not have word-processing software installed on your computer, or the scanner software did not recognize the program during the installation. See the onscreen Help for the HP Solution Center for information about how to create a link to the word-processing program.

The OCR software does not support scanning colored text. Colored text is always converted to black-and-white text before being sent to OCR. Thus, all text in the final document is in black and white, regardless of the original color.

Because of the complexity of some word-processing programs and their interaction with the device, it is sometimes preferable to scan to a text editor, such as Wordpad (Windows) or TextEdit (Mac OS X), and then cut and paste the text into the preferred word-processing program.

▲ Scan your document, open the Solution Center, and then click the **Convert to Text** button. Follow the on-screen instructions to convert the scanned document to text.

Change scan settings

To change scan settings
- **Windows**: Open the HP Solution Center, select **Settings**, select **Scan Settings and Preferences**, then select from the available options and make your selections.
- **HP Device Manager (Mac OS X)**: Launch **HP Device Manager**, click **Information and Settings**, and then select **Scan Preferences** from the drop-down list.

Cancel a scan job

To cancel a scan job, press **Cancel** on the device control panel.

6 HP Digital Solutions (some models only)

Your HP Officejet Pro device includes a collection of digital solutions that can help you simplify and streamline your work. These digital solutions include the following:

*   HP DIrect Digital Filing (including Scan to Network Folder and Scan to E-mail)
*   HP Digital Fax (including Fax to Network Folder and Fax to E-mail)

This section contains the following topics:

*   What are HP Digital Solutions?
*   Requirements
*   Setting up the HP Digital Solutions
*   HP Direct Digital Filing
*   Set Up HP Digital Fax
*   Using HP Digital Fax

What are HP Digital Solutions?

HP Digital Solutions are a set of tools provided with this HP Officejet Pro device that can help improve your office productivity.

This section contains the following topics:

*   HP Direct Digital Filing
*   HP Digital Fax

HP Direct Digital Filing

HP Direct Digital Filing provides robust, general-office scanning, as well as basic, versatile, document management capabilities, for multiple users over a network. With HP Direct Digital Filing, you can simply walk up to your HP Officejet Pro device, press a button on the device's control panel, and scan documents directly to computer folders on your network or quickly share them with business partners as e-mail attachments — and all without using additional scanning software.

These scanned documents can be sent to a shared network folder for personal or group access or to one or more e-mail addresses for quick sharing. In addition, you can configure specific scan settings for each scan destination, allowing you to make sure that the best settings are being used for each specific task.

HP Digital Fax

Never lose important faxes misplaced within a stack of paper pages again!

With HP Digital Fax, you can save incoming, black-and-white faxes to a computer folder on your network for easy sharing and storage, or you can forward faxes through e-mail — allowing you to receive important faxes from anywhere while working away from the office.

In addition, you can turn off fax printing altogether — saving money on paper and ink, as well as helping reduce paper consumption and waste.

Requirements

The HP Digital Solutions are available with HP Officejet Pro devices that are connected directly to the network either through a wireless connection or with an Ethernet cable.

Before you set up the digital solutions, make sure you have the following:

Scan to Network Folder, Fax to Network Folder
*   **Appropriate privileges on the network**
    You must have write access to the folder.
*   **The name of the computer where the folder is located**
    For information about finding the computer name, see the documentation for your operating system.
*   **The network address for the folder**
    On computer running Windows, network addresses are usually written in this format: `\\mypc\sharedfolder\`
*   **A Windows shared folder or an SMB Shared Folder (Mac OS X only)**
    For information about finding the computer name, see the documentation for your operating system.
*   **A username and password for the network (if necessary)**
    For example, the Windows or Mac OS X username and password used to log onto the network.

NOTE: HP Direct Digital Filing does not support Active Directory. Scan to Network Folder is supported only in Mac OS X (v10.5). Fax to Network Folder is supported in Mac OS X (v10.4) and Mac OS X (v10.5) or later.

Scan to E-mail, Fax to E-mail
*   A valid e-mail address
*   Outgoing SMTP server information
*   An active Internet connection

NOTE: Scan to E-mail and Fax to E-mail are supported in Mac OS X (10.4) and Mac OS X (10.5) or later.

Setting up the HP Digital Solutions

You can set up the HP Digital Solutions using the HP software provided with the HP Officejet Pro device.

- If you are using a computer running Windows, this software consists of software wizards that you can open from the HP Solution Center software. To use these wizards, you must be using a computer running Windows XP (32-bit version) or Windows Vista (32-bit or 64-bit version).
- If you are using a computer running Mac OS X, you can set up the digital solutions either while you are installing the HP software on your computer for the first time or after you've installed the software (using the HP Setup Assistant on your computer).

NOTE: If you are setting up Scan to E-mail or Fax to E-mail on a computer running Windows, the setup wizard can automatically detect the e-mail settings for the following e-mail applications:

- Microsoft Outlook 2000 (Windows XP)
- Microsoft Outlook 2003–2007 (WIndows XP and Windows Vista)
- Outlook Express (Windows XP)
- Windows Mail (Windows Vista)
- Mozilla Thunderbird (Windows XP and Windows Vista)
- Qualcomm Eudora (version 7.0 and above) (Windows XP and Windows Vista)
- Netscape (version 7.0) (Windows XP)

However, if your e-mail application is not listed above, you can still set up and use Scan to E-mail and Fax to E-mail if your e-mail application meets the requirements listed in this section.

TIP: In addition to the methods listed in this guide, you can also set up the HP Digital Solutions using the HP device's embedded Web server (EWS). For more information about using the EWS, see Use the Embedded Web server.

NOTE: If you are using the HP device in an IPv6-only network environment, you must set up the digital solutions using the EWS.

HP Direct Digital Filing

With HP Direct Digital Filing, you can use your HP Officejet Pro device to scan documents — without using any scanning software. You can scan documents directly to any folders shared on computers on your network or you can send scanned documents as e-mail attachments.

This section contains the following topics:

- Set Up Scan to Network Folder
- Use HP Scan to Network Folder
- Set Up Scan to E-mail
- Use Scan to E-mail

Set Up Scan to Network Folder

To use Scan to Network Folder, you must have created and configured the folder you are using on a computer connected to the network. You cannot create a folder from the HP device's control panel.

To set up a shared folder and enable Scan to Network Folder, complete the following steps for your operating system.

NOTE: You can also use these steps to change settings in the future or turn off the feature.

To set up Scan to Network Folder on a Windows computer

1. After you have installed the HP Officejet Pro device software, open the HP Solution Center.
   - Double-click the HP Solution Center icon on the desktop.
     - Or -
   - On the Windows taskbar, click **Start**, select **Programs** or **All Programs**, select **HP**, select the folder for the HP device, and then click **HP Solution Center**.
2. Click **Settings**.
3. In the **Scan Settings** part of the windows, click **Digital Filing Settings**, and then click **Scan to Network Folder Setup Wizard**.
4. Follow the onscreen instructions in the wizard to create and share the network folder. The wizard automatically saves the configurations to the HP device. Also, you can configure up to 10 destination folders for each HP device.

NOTE: At the end of the Scan to Network Folder Setup Wizard, the EWS for the HP device is opened automatically in your computer's default Web browser. You can use the EWS to customize the scan settings for each destination folder. For more information on the embedded Web server, see Use the Embedded Web server.

To set up Scan to Network Folder on a Macintosh computer

NOTE: You can set up Scan to Network Folder either while you are installing the HP software on your computer for the first time or after you've installed the software (using the HP Setup Assistant on your computer).

1. If you are installing the HP software for the first time, go to step 2.
   - Or -
   If you have already installed the HP software, open the HP Setup Assistant:
   a. Click the **HP Device Manager** icon in the Dock. (If HP Device Manager is not in the Dock, click the Spotlight icon on the right side of the menu bar, type HP Device Manager in the box, and then click the **HP Device Manager** entry.)
   b. Select **Setup Assistant** from the **Information and Settings** menu.
2. Follow the onscreen instructions in the HP Setup Assistant to create and share the network folder.

The HP Setup Assistant automatically saves the configurations to the HP device. Also, you can configure up to 10 destination folders for each HP device.

Set up Scan to Network Folder from the embedded Web server

1. Create a folder on a computer connected to the network.
2. Share the folder.

   📝 **NOTE:** Make sure the folder preferences provide read and write access. For more information about creating folders on the network and setting folder preferences, see the documentation for your operating system.

3. Open a supported Web browser (such as Microsoft Internet Explorer, Opera, Mozilla Firefox, or Safari) on your computer.
4. Type the IP address that has been assigned to HP Officejet Pro device.
   For example, if you are using an IPv4 network environment and the IP address is 123.123.123.123, type the following address into the Web browser: http://123.123.123.123. If you are using an IPv6-only network environment and the IP address is FE80::BA:D0FF:FE39:73E7, type the following address into the Web browser: http://[FE80::BA:D0FF:FE39:73E7].
   The EWS page appears in the Web browser window.

   📝 **NOTE:** For more information about using the EWS, see Use the Embedded Web server.

5. On the Home tab, click Scan to Network Folder Setup in the Setup box.
   - Or -
   Click the **Settings** tab, and then, under **Scan - Digital Filing**, click **Network Folder Setup**.
6. Click **Add Network Folder Entry**, and then follow the onscreen instructions.

   📝 **NOTE:** You can customize the scan settings for each destination folder.

7. After you have entered the required information about the network folder, click **Save and Test** to make sure the link to the network folder is working properly. The entry is added to the **Network Folder** list.

Use HP Scan to Network Folder

1. Load the document on the HP Officejet Pro device's scanner glass or automatic document feeder (ADF).
2. In the **Scan** area of the control panel, press the **Network Folder** button.
3. On the control panel display, select the name that corresponds to the folder you awnt to use. If prompted, type the PIN.
4. Change any scan settings, and then touch **Start Scan**.

📝 **NOTE:** The connection might take some time, depending on network traffic and connection speed.

Set Up Scan to E-mail

Set up outgoing e-mail profile

To send e-mail messages, the HP Officjet Pro device must use a valid, existing e-mail address. This address, also known as an "outgoing e-mail profile," appears in the FROM portion of the e-mail messages sent from the HP device.

To set up the outgoing e-mail profile used by the HP device, complete the following steps for your operating system.

NOTE: You can also use these steps to change settings in the future or turn off the feature.

Set up Scan to E-mail on a Windows computer

1. After you have installed the HP Officejet Pro device software, open the HP Solution Center.
   a. Double-click the HP Solution Center icon on the desktop.
      - Or -
   b. On the Windows taskbar, click **Start**, select **Programs** or **All Programs**, select **HP**, select the folder for the HP device, and then click **HP Solution Center**.
2. Click **Settings**.
3. In the **Scan Settings** part of the windows, click **Digital Filing Settings**, and then click **Scan to E-mail Setup Wizard**.

NOTE: At the end of the Scan to E-mail Setup Wizard, the EWS for the HP Officejet Pro is opened automatically in your computer's default Web browser. You can add up to 15 contact e-mail addresses, as well as their corresponding contact names. These e-mail addresses are listed in the E-mail Address Book in the EWS. (Contact names appear on the HP device's control panel display and in your e-mail application.) For more information about the embedded Web server, see Use the Embedded Web server

Set up Scan to E-mail on a Macintosh computer

NOTE: You can set up Scan to E-mail either while you are installing the HP software on your computer for the first time or after you've installed the software (using the HP Setup Assistant on your computer).

1. If you are installing the HP software for the first time, go to step 2.
   - Or -
   If you have already installed the HP software, open the HP Setup Assistant:
   a. Click the **HP Device Manager** icon in the Dock. (If HP Device Manager is not in the Dock, click the Spotlight icon on the right side of the menu bar, type `HP Device Manager` in the box, and then click the **HP Device Manager** entry.)
   b. Select **Setup Assistant** from the **Information and Settings** menu.
2. Follow the onscreen instructions in the setup assistant.

Set up Scan to E-mail using the embedded Web server

1. Open a supported Web browser (such as Microsoft Internet Explorer, Opera, Mozilla Firefox, or Safari) on your computer.
2. Type the IP address that has been assigned to HP Officejet Pro device.

    For example, if you are using an IPv4 network environment and the IP address is 123.123.123.123, type the following address into the Web browser: http://123.123.123.123. If you are using an IPv6-only network environment and the IP address is FE80::BA:D0FF:FE39:73E7, type the following address into the Web browser: http://[FE80::BA:D0FF:FE39:73E7].

    The EWS page appears in the Web browser window.

    > 📝 **NOTE:** For more information about using the EWS, see Use the Embedded Web server.

3. On the **Home** tab, click **Scan to E-mail Setup** in the **Setup** box.

    - Or -

    Click the **Settings** tab, and then, under **E-mail - Digital Filing**, click **Outgoing E-mail Profile Setup**.
4. Click **Add Outgoing E-mail Profile**, and then follow the onscreen instructions.
5. When you have finished entering the required information, click **Save and Test** to make sure profile has been configured correctly. (The HP device sends an e-mail message to the address you have set as the outgoing e-mail profile if this profile has been set up successfully.)

    The entry is added to the **Outgoing E-mail Profile List**.
6. If you like, add up to 15 contact e-mail addresses:

    a. On the **Home** tab, click **E-mail Address Book** in the **Manage** box.

       - Or -

       Click the **Settings** tab, and then, under **E-mail - Digital Filing**, click **E-mail Address Book**.

    b. Enter the required information for the entry, and then click **Add**.

       The new e-mail address will be added in the **E-mail Address Book.**

       > 📝 **NOTE:** The address book list below reflects any changes made to the address book from the device control panel.

    > 📝 **NOTE:** You can add up to 15 contact e-mail addresses, as well as their corresponding, contact names. (Contact names appear on the HP device's control panel display and in your e-mail application.)

Use Scan to E-mail

1. Load the document on the HP Officejet Pro device's scanner glass or automatic document feeder (ADF).
2. In the **Scan** area of the control panel, press the **E-mail** button.
3. On the control panel display, select the name that corresponds to the outgoing e-mail profile you want to use.
4. If prompted, enter the PIN.
5. Select the TO e-mail address (the e-mail recipient) or enter an e-mail address.

6. Enter or change the SUBJECT for the e-mail message.

7. Change any scan settings, and then touch **Start Scan**.

NOTE: The connection might take some time, depending on network traffic and connection speed.

Set Up HP Digital Fax

With HP Digital Fax, the HP Officejet Pro device automatically receives faxes and saves the faxes directly to a network folder (Fax to Network Folder) or forwards these faxes as e-mail attachments (Fax to E-mail).

Received faxes are saves as TIFF (Tagged Image File Format) files.

CAUTION: HP Digital Fax is available for receiving black-and-white faxes only. Color faxes are printed instead of being saved to the computer.

Set up HP Digital Fax on a Windows computer

1. After you have installed the HP Officejet Pro device software, open the HP Solution Center.
   - Double-click the HP Solution Center icon on the desktop.
     - Or -
   - On the Windows taskbar, click **Start**, select **Programs** or **All Programs**, select **HP**, select the folder for the HP device, and then click **HP Solution Center**.

2. Click **Settings**.

3. In the **Fax Settings** part of the windows, click **Fax Settings**, click **More Fax Settings**, and then click **Digital Fax Setup Wizard**.

4. Follow the onscreen instructions in the wizard.

Set up HP Digital Fax on a Macintosh computer

NOTE: You can set up HP Digital Fax either while you are installing the HP software on your computer for the first time or after you've installed the software (using the HP Setup Assistant on your computer).

1. If you are installing the HP software for the first time, go to step 2.
   - Or -
   If you have already installed the HP software, open the HP Fax Setup Utility:
   a. Click the **HP Device Manager** icon in the Dock. (If HP Device Manager is not in the Dock, click the Spotlight icon on the right side of the menu bar, type `HP Device Manager` in the box, and then click the **HP Device Manager** entry.)
   b. Select **Fax Setup Utility** from the **Information and Settings** menu.

2. Follow the onscreen instructions in the Fax Setup Utility.

Set up HP Digital Fax from the embedded Web server

1. Open a supported Web browser (such as Microsoft Internet Explorer, Opera, Mozilla Firefox, or Safari) on your computer.
2. Type the IP address that has been assigned to HP Officejet Pro device.

   For example, if you are using an IPv4 network environment and the IP address is 123.123.123.123, type the following address into the Web browser: http://123.123.123.123. If you are using an IPv6-only network environment and the IP address is FE80::BA:D0FF:FE39:73E7, type the following address into the Web browser: http://[FE80::BA:D0FF:FE39:73E7].

   The EWS page appears in the Web browser window.

   NOTE: For more information about using the EWS, see Use the Embedded Web server.

3. On the **Home** tab, click **Digital Fax Setup** in the **Setup** box.
   - Or -
   Click the **Settings** tab, and then, under **Fax**, click **HP Digital Fax**.
4. Click **Start Wizard**, and then follow the onscreen instructions.

Using HP Digital Fax

After you set up HP Digital Fax, any black-and-white faxes that you receive will be printed, by default, and then saved to the designated destination—either the network folder or e-mail address that you have specified:

- If you are using Fax to Network Folder, this process happens in the background. HP Digital Fax does not notify you when faxes are saved to the network folder.
- If you are using Fax to E-mail and if your e-mail application is set to notify you when new e-mail messages arrive in your inbox, you can see when new faxes arrive.

7 Work with memory devices

The device comes with a memory card reader that can read several types of digital camera memory cards. You can print an index sheet, which shows thumbnail views of photos that are stored on a memory card.

This section contains the following topics:

- Insert a memory card
- Connect a digital camera
- Connect a storage device
- Print DPOF photos
- View photos
- Print photos from the control panel
- Save photos to your computer

Insert a memory card

If your digital camera uses a memory card to store photos, you can insert the memory card into the device to print or save your photos.

⚠ **CAUTION:** Attempting to remove a memory card while it is being accessed can damage files on the card. You can safely remove a card only when the photo light is not blinking. Never insert more than one memory card at a time, as this can also damage files on the memory cards.

The device supports the memory cards described below. Each type of memory card can be inserted only in the appropriate slot for that card.

1	CompactFlash (Type I and II)
2	Secure Digital, High Capacity Secure Digital (HCSD), MultimediaCard (MMC), Secure MMC.
	NOTE: This HP device does not support the security function of the Secure MCC card.
	Reduced-Size MultiMediaCard RS - MMC/MMCmobile, MMCmicro, miniSD, microSD (all require adapters that must be purchased separately)

(continued)

3	xD
4	Memory Stick, MagicGate Memory Stick, Memory Stick Duo, and Memory Stick Pro, Memory Stick Micro (requires adapter that must be purchased separately)
	NOTE: Memory Stick Duo requires an adapater, which must be purchased separately. Failure to use an adapter may damage the device.
5	Front universal serial bus (USB) port (PictBridge-enabled)

NOTE: The device does not support encrypted memory cards.

To insert a memory card
1. Turn the memory card so that the label faces left, and the contacts are facing the device.
2. Insert the memory card into the corresponding memory card slot.
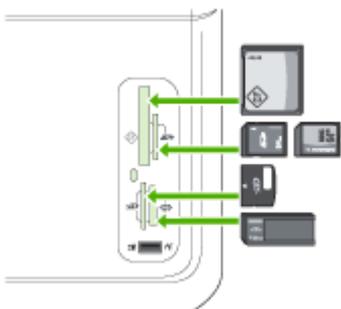
Connect a digital camera

The PictBridge-enabled front USB port is located beneath the memory card slots.
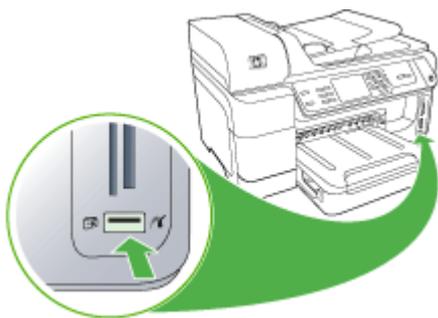
NOTE: If your USB device does not fit into this port due to size limitations, or if the connector on the device is shorter than 11 millimeters, you will need to purchase a USB extension cable in order to use your device with this port.

Camera-selected photos are photos you marked for printing with your digital camera. Depending on your camera, the camera might identify page layout, number of copies, rotation, and other print settings.

The device supports two industry-standard formats, PictBridge and Digital Print Order Format (DPOF) file format 1.1. You do not have to reselect the photos to print.

- The **PictBridge** standard saves the print instructions on the camera itself. In order to print photos using PictBridge, you need to put the camera into PictBridge mode, and then plug the camera into the front USB port of the device with a USB cable.
- The **DPOF** standard saves the print instructions as a file on your memory card. In order to print photos from a DPOF file, you need to remove the memory card from your camera and then insert the memory card into the appropriate slot on the device. For more information, see Print DPOF photos.

When you print camera-selected photos, the device print settings do not apply; the PictBridge or DPOF settings for page layout and number of copies override those of the device.

NOTE: Not all digital cameras enable you to tag your photos for printing. See the documentation that came with your digital camera to determine if your camera supports the PictBridge standard or DPOF file format 1.1.

To print camera-selected photos using the PictBridge standard
1. Connect your digital camera to the front USB port on the device, using the USB cable supplied with your camera.
2. Turn on your camera and make sure it is in PictBridge mode.

NOTE: Check your camera documentation to verify how to change the USB mode to PictBridge. Different cameras use different terms to describe PictBridge mode. For instance, some cameras have a **digital camera** setting and a **disk drive** setting. In this instance, the **digital camera** setting is the PictBridge mode setting.

Connect a storage device

You can connect a storage device such as a keychain drive, portable hard drive, or a digital camera in storage mode to the front USB port. The front USB port is located beneath the memory card slots.

> **NOTE:** Digital cameras that are in storage mode can be attached to the front USB port. The device treats cameras that are in this mode as a normal storage device. Digital cameras in storage mode are referred to as storage devices throughout this section.
>
> If your USB device does not fit into this port due to size limitations, or if the connector on the device is shorter than 11 millimeters, you will need to purchase a USB extension cable in order to use your device with this port. For more information on supported USB devices, see Supported devices.
>
> Check your camera documentation to verify how to change the USB mode to storage mode. Different cameras use different terms to describe the storage mode. For instance, some cameras have a **digital camera** setting and a **disk drive** setting. In this instance, the **disk drive** setting is the storage mode setting. If storage mode does not work on your camera, you might need to upgrade the camera firmware. For more information, see the documentation that came with the camera.

Once you have connected the storage device, you can do the following with the files that are stored on your storage device:

- Transfer the files to your computer
- View photos (color display only)

• Edit photos using the control panel (color display only)

> 📝 **NOTE:** Edits are for printing only. They will not be saved to the memory card or storage device.

• Print photos

> ⚠ **CAUTION:** Never attempt to disconnect a storage device while it is being accessed. Doing so can damage files on the storage device. You can safely remove a storage device only when the status light next to the memory card slots is not blinking.

Print DPOF photos

Camera-selected photos are photos you marked for printing with your digital camera. Depending on your camera, the camera might identify page layout, number of copies, rotation, and other print settings.

The device supports the Digital Print Order Format (DPOF) file format 1.1, so you do not have to reselect the photos to print.

When you print camera-selected photos, the device print settings do not apply; the DPOF settings for page layout and number of copies override those of the device.

> 📝 **NOTE:** Not all digital cameras enable you to tag your photos for printing. See the documentation that came with your digital camera to see if your camera supports DPOF file format 1.1.

To print camera-selected photos using the DPOF standard
1. Insert your memory card into the appropriate slot on the device.
2. When prompted, do one of the following:
   • Press **OK** to print all DPOF-tagged photos.
     The device prints all DPOF-tagged photos.
   • Press the arrow keys to highlight **No**, and then press **OK**.
     This bypasses DPOF printing.

View photos

You can view photos by using your computer, or by using the color display (some models only).

This section contains the following topics:
• View photos (color display models only)
• View photos using your computer

View photos (color display models only)

You can view and select photos on the color display of your device.

To view a photo

1. Insert the memory card into the appropriate slot on your device, or connect a storage device to the front USB port.
2. Press **PHOTO**.
   The Photo menu appears.
3. Press **View & Print**.
4. Press the arrow keys until the photo you want to view appears on the color display.

   ☆ **TIP:** You can press and hold down the arrow keys to quickly navigate through all photos.

View photos using your computer

You can view and edit photos using the HP software that came with your device.

For more information, see the onscreen HP software help.

Print photos from the control panel

The device enables you to print photos directly from your memory card or storage device without first transferring the files to a computer. You can print borderless photos (one per sheet of paper) or you can print multiple photos on a single sheet of paper.

This section contains the following topics:

- Print selected photos
- Print an index sheet from the device control panel
- Print passport photos (color display models only)

Print selected photos

If you insert a memory card with DPOF files, you will be prompted whether you want to use these settings. If you select **No** you will be taken to the **Photo** menu.

To print selected photos (color display)

1. Insert your memory card into the appropriate slot on the device.
2. Press **View and Print**.
3. Press each photo that you want to print to highlight it. Scroll through the photos, using the right and left arrows.

   ✎ **NOTE:** If you want to print all the photos, select **Print all**.

4. Press **Print** to print the photos you have selected.

To print selected photos (two-line display)

1. Insert your memory card into the appropriate slot on the device.
2. When prompted, press the **PHOTO** button repeatedly until **Selected Photos** is displayed.
3. Do one of the following:
   ▲ Press the right arrow, ▶, to select **All**, and then press **OK** to print all the photos on the memory card.
   a. Press the right arrow, ▶, to select **Custom**, and then press **OK** to select and print selected photos on the memory card.
   b. Press the arrow keys to scroll through the photos, and press **OK** to select photos.
   c. Press **START PHOTO** to begin printing.

Print an index sheet from the device control panel

> 🗒 **NOTE:** From the device, you can access only JPEG and TIFF image files. To print other types of files, transfer the files from your memory card or storage device to your computer and use the HP Photosmart Software.

To print an index sheet

1. Insert a memory card into the appropriate slot on the device.
2. Press the **PHOTO** button.
3. Press the right arrow key repeatedly to select **Index Sheet**.
4. Press **OK**.

Print passport photos (color display models only)

You can print your own passport-size photos from your memory card or storage device. If you have questions on guidelines or restrictions for passport photos, contact a local passport service agency.

To print passport photos

1. Insert a memory card into the appropriate slot on the device, or connect a storage device to the front USB port.
   The **Photosmart Express** menu appears.
2. Select **Passport Photos**.
3. Select the paper size. Press the arrow keys to scroll through the paper sizes.
4. Select the size of the passport photo. Press the arrow keys to scroll through the passport photos sizes.
5. Use the arrows to scroll through the photos. Select the photos you want to print, and do one of the following:
   • Press **Select** to select the photo and select other photos to print.
   • Press **Done** to select the photo and continue printing.
6. Do one of the following:
   • Press **Edit** to edit the photo.
   • Press **Done** to continue printing.

7. Select the number of prints to make, and then press **Done**.

8. Press **Print** to print the photos.

Save photos to your computer

After you take photos with your digital camera, you can print them immediately or save them to your computer. To save the photos to your computer, remove the memory card from your digital camera and insert it in the appropriate memory card slot on the device.

You can also save photos from a storage device (such as a digital camera or keychain drive) by plugging the device into the front USB port on the device.

To save photos

1. Insert a memory card into the appropriate slot on the device, or connect a storage device to the front USB port.

2. Choose the appropriate display:

For color display models

a. Press **Save**.

b. Follow the onscreen prompts on your computer to save the photos to your computer.

For two-line display models

a. Press the arrow keys and press **Photo Transfer**, and then press **OK**.

> **NOTE:** The **Photo Transfer** option displays only when the device is connected to a network. If the device is directly connected to a computer by a USB cord, then the prompt for saving photos will appear on the computer when you insert the memory card.

b. Press the arrow keys and select **Yes**.

c. Press the arrow keys and select **Transfer to computer**, and then select the name of your computer.

d. Follow the onscreen prompts on your computer to save the photos to your computer.

8 Fax

You can use the device to send and receive faxes, including color faxes. You can schedule faxes to be sent at a later time and set up speed-dials to send faxes quickly and easily to frequently used numbers. From the device control panel, you can also set a number of fax options, such as resolution and the contrast between lightness and darkness on the faxes you send.

If the device is directly connected to a computer, you can use the HP Solution Center to perform fax procedures that are not available from the device control panel. For more information, see Use the HP photo and imaging software.

NOTE: Before you begin faxing, make sure you have set up the device properly for faxing. You might have already done this as part of the initial setup, by using either the device control panel or the software that came with the device. You can verify the fax is set up correctly by running the fax setup test from the device control panel. To run the fax test, press ⚒ (**Setup**), select **Tools**, select **Run fax test**, and then press **OK**.

Many fax setups can be managed through the embedded Web server. For more information, see Use the Embedded Web server.

This section contains the following topics:

- Send a fax
- Receive a fax
- Change fax settings
- Set up speed-dial entries
- Fax over Internet Protocol (FoIP)
- Test fax setup
- Use reports
- Cancel a fax

Send a fax

You can send a fax in a variety of ways. Using the device control panel, you can send a black-and-white or color fax. You can also send a fax manually from an attached phone. This allows you to speak with the recipient before sending the fax.

This section contains the following topics:

- Send a basic fax
- Send a fax manually from a phone
- Send a fax using monitor dialing
- Send a fax using the broadcast fax option (color display models only)
- Send a fax from memory
- Schedule a fax to send later
- Send a fax to multiple recipients
- Send a color original fax

- [Change the fax resolution and Lighter / Darker settings](#)
- [Send a fax in Error Correction Mode](#)

Send a basic fax

You can easily send a single- or multiple-page black-and-white fax by using the device control panel.

> 📝 **NOTE:** If you need printed confirmation that your faxes were successfully sent, enable fax confirmation **before** sending any faxes. For more information, see [Print fax confirmation reports](#).

> 💡 **TIP:** You can also send a fax manually from a phone or by using monitor dialing. These features allow you to control the pace of your dialing. They are also useful when you want to use a calling card to charge the call and you have to respond to tone prompts while dialing.

To send a basic fax from the device control panel

1. Load your originals. For additional information, see [Load the originals](#).
2. Enter the fax number using the keypad. Press **Speed Dial** to select a speed-dial entry, or press **Redial/Pause** to redial the last number entered.

> 💡 **TIP:** To add a pause in the fax number you are entering, press **Redial/Pause**, or press the **Symbols (*)** button repeatedly, until a dash (**-**) appears on the display.

3. Press **START FAX Black**.
   If the device detects an original loaded in the automatic document feeder, it sends the document to the number you entered.

> 💡 **TIP:** If the recipient reports that the fax has poor quality, you can try changing the resolution or contrast of your fax.

Send a fax manually from a phone

Sending a fax manually allows you to make a phone call and talk with the recipient before you send the fax. This is useful if you want to inform the recipient that you are going to send them a fax before sending it. When you send a fax manually, you can hear the dial tones, telephone prompts, or other sounds through the handset on your telephone. This makes it easy for you to use a calling card to send your fax.

Depending on how the recipient has their fax machine set up, the recipient might answer the phone, or the fax machine might take the call. If a person answers the phone, you can speak with the recipient before sending the fax. If a fax machine

answers the call, you can send the fax directly to the fax machine when you hear the fax tones from the receiving fax machine.

To send a fax manually from a phone

1. Load your originals. For additional information, see Load the originals.
2. Dial the number by using the keypad on the phone that is connected to the device.

   📝 **NOTE:** Do not use the keypad on the device control panel when manually sending a fax. You must use the keypad on your phone to dial the recipient's number.

3. If the recipient answers the telephone, you can engage in a conversation before sending your fax.

   📝 **NOTE:** If a fax machine answers the call, you will hear fax tones from the receiving fax machine. Proceed to the next step to transmit the fax.

4. When you are ready to send the fax, press **START FAX Black** or **START FAX Color**.

   📝 **NOTE:** If prompted, select **Send Fax**, and then press **START FAX Black** or **START FAX Color** again.

   If you were speaking with the recipient before sending the fax, inform the recipient that they should press **Start** on their fax machine after they hear fax tones.
   The telephone line is silent while the fax is transmitting. At this point, you can hang up the telephone. If you want to continue speaking with the recipient, remain on the line until the fax transmission is complete.

Send a fax using monitor dialing

Monitor dialing allows you to dial a number from the device control panel as you would dial a regular telephone. When you send a fax using monitor dialing, you can hear the dial tones, telephone prompts, or other sounds through the speakers on the device. This enables you to respond to prompts while dialing, as well as control the pace of your dialing.

💡 **TIP:** If you do not enter your calling card PIN fast enough, the device might start sending fax tones too soon and cause your PIN not to be recognized by the calling card service. If this is the case, you can create a speed dial entry to store the PIN for your calling card.

📝 **NOTE:** Make sure the volume is turned on, or you will not hear a dial tone.

To send a fax using monitor dialing from the device control panel

1. Load your originals. For additional information, see Load the originals.
2. Press **START FAX Black** or **START FAX Color**.
   If the device detects an original loaded in the automatic document feeder, you will hear a dial tone.

3. When you hear the dial tone, enter the number by using the keypad on the device control panel.
4. Follow any prompts that might occur.

☀ **TIP:** If you are using a calling card to send a fax and you have your calling card PIN stored as a speed dial, when prompted to enter your PIN, press **Speed Dial** to select the speed dial entry where you have your PIN stored.

Your fax is sent when the receiving fax machine answers.

Send a fax using the broadcast fax option (color display models only)

You can send a fax to multiple recipients without first setting up a group speed dial.

📝 **NOTE:** The list of recipients you specify for this fax is not saved and only works for sending faxes in black. If you intend to send other faxes to the same recipient list, you should create a group speed dial list.

To broadcast a fax to multiple recipients from the control panel
1. Press **FAX** and select **Broadcast Fax**.
2. Enter a fax number by using the keypad, or use the arrow keys to access speed dials.

📝 **NOTE:** You can add up to 20 individual fax numbers.

---

3. Press **START FAX Black**.
4. When prompted, load your originals print side up and top first in the center of the document feeder tray. For additional information, see Load media.
5. Press **START FAX Black** again.

Send a fax from memory

You can scan a black-and-white fax into memory and then send the fax from memory. This feature is useful if the fax number you are trying to reach is busy or temporarily unavailable. The device scans the originals into memory and sends them once it is able to connect to the receiving fax machine. After the device scans the pages into memory, you can immediately remove the originals from the document feeder tray.

📝 **NOTE:** You can only send a black-and-white fax from memory.

To send a fax from memory
1. Load your originals. For additional information, see Load the originals.
2. Press **FAX** and then select **Scan and Fax**.
   The **Enter Number** prompt appears.
3. Enter the fax number by using the keypad, press **Speed Dial** to select a speed dial, or press **Redial/Pause** to redial the last number dialed.
4. Press **START FAX Black**.
   The device scans the originals into memory and sends the fax when the receiving fax machine is available.

Schedule a fax to send later

You can schedule a black-and-white fax to be sent within the next 24 hours. This enables you to send a black-and-white fax late in the evening, when phone lines are not as busy or phone rates are lower, for example. The device automatically sends your fax at the specified time.

You can schedule only one fax to be sent at a time. You can continue to send faxes normally, however, while a fax is scheduled.

NOTE: You can send only black and white faxes because of memory limitations.

To schedule a fax from the device control panel
1. Load your originals. For additional information, see Load the originals.
2. Press **FAX**, and then select **Options**.
3. Select **Send Fax Later**.
4. Enter the send time by using the numeric keypad, and then press **OK**. If prompted, press **1** for **AM**, or **2** for **PM**.
5. Enter the fax number by using the keypad, press **Speed Dial** to select a speed dial, or press **Redial/Pause** to redial the last number dialed.
6. Press **START FAX Black**.
   The device scans all pages and the scheduled time appears on the display. The fax is sent at the scheduled time.

To cancel a scheduled fax
1. Press **FAX** and then select **Options**.
2. Select **Send Fax Later**.
   If a fax already scheduled, the **Cancel** prompt appears on the display.
3. Press **1** to select **Yes**.

NOTE: You can also cancel the scheduled fax by pressing **Cancel** on the device control panel when the scheduled time is visible on the display.

Send a fax to multiple recipients

This section contains the following topics:

- Send a fax to multiple recipients from the device control panel

Send a fax to multiple recipients from the device control panel

You can send a fax to multiple recipients at once by grouping individual speed dial entries into group speed dial entries.

Send a fax to multiple recipients using group speed dial

1. Load your originals. For additional information, see Load the originals.
2. Press **Speed Dial** repeatedly, until the appropriate group speed dial entry appears.

   ☼ **TIP:** You can also scroll through the speed dial entries by touching the arrows, or you can select a speed dial entry by entering its speed dial code, using the keypad on the device control panel.

3. Press **START FAX Black**.
   If the device detects an original loaded in the automatic document feeder, it sends the document to each number in the group speed dial entry.

   📝 **NOTE:** You can use group speed dial entries to send faxes only in black and white, because of memory limitations. The device scans the fax into memory, and then dials the first number. When a connection is made, it sends the fax and dials the next number. If a number is busy or not answering, the device follows the settings for **Busy Redial** and **No Answer Redial**. If a connection cannot be made, the next number is dialed and an error report is generated.

Send a color original fax

You can fax a color original or photo from the device. If it determines that the recipient's fax machine supports only black-and-white faxes, the fax is sent in black and white.

HP recommends that you use only color originals for color faxing.

To send a color original fax from the device control panel

1. Load your originals. For additional information, see Load the originals.
2. Press **FAX**.
   The **Enter Number** prompt appears.
3. Enter the fax number by using the keypad, press **Speed Dial** to select a speed dial, or press **Redial/Pause** to redial the last number dialed.
4. Press **START FAX Color**.
   If the device detects an original loaded in the automatic document feeder, it sends the document to the number you entered.

   📝 **NOTE:** If the recipient's fax machine supports only black-and-white faxes, the HP all-in-one automatically sends the fax in black and white. A message appears after the fax has been sent indicating that the fax was sent in black and white. Press **OK** to clear the message.

Change the fax resolution and Lighter / Darker settings

You can change the **Resolution** and **Lighter / Darker** settings for documents that you are faxing.

NOTE: These settings do not affect copy settings. Copy resolution and lightness/darkness are set independently from fax resolution and lightness/darkness. Also, the settings that you change from the device control panel do not affect faxes you send from your computer.

This section contains the following topics:

- Change the fax resolution
- Change the Lighter / Darker setting
- Set new default settings

Change the fax resolution

The **Resolution** setting affects the transmission speed and quality of faxed black-and-white documents. If the receiving fax machine does not support the resolution you have chosen, the HP all-in-one sends faxes at the highest resolution supported by the receiving fax machine.

NOTE: You can change the resolution only for faxes that you are sending in black and white. The device sends all color faxes using **Fine** resolution.

The following resolution settings are available for sending faxes: **Fine**, **Very Fine**, **Photo**, and **Standard**.

- **Fine**: provides high-quality text suitable for faxing most documents. This is the default setting. When sending faxes in color, the device always uses the **Fine** setting.
- **Very Fine**: provides the best quality fax when you are faxing documents with very fine detail. If you choose **Very Fine**, be aware that the faxing process takes longer to complete. You can send only black-and-white faxes using this resolution. If you send a color fax, it will be sent using **Fine** resolution instead.
- **Photo**: provides the best quality fax when sending photographs in black and white. If you choose **Photo**, be aware that the faxing process takes longer to complete. When faxing photographs in black and white, HP recommends that you choose **Photo**.
- **Standard**: provides the fastest possible fax transmission with the lowest quality.

When you exit the Fax menu, this option returns to the default setting unless you set your changes as the default.

To change the resolution from the device control panel

1. Load your originals. For additional information, see Load the originals.
2. Press **FAX**.
   The **Enter Number** prompt appears.
3. Enter the fax number by using the keypad, press **Speed Dial** to select a speed dial, or press **Redial/Pause** to redial the last number dialed.
4. Press **Options**, select **Resolution**, and then select a resolution setting.
5. Press **START FAX Black**.
   If the device detects an original loaded in the automatic document feeder, it sends the document to the number you entered.

Change the Lighter / Darker setting

You can change the contrast of a fax to be darker or lighter than the original. This feature is useful if you are faxing a document that is faded, washed out, or handwritten. You can darken the original by adjusting the contrast.

NOTE: The **Lighter / Darker** setting applies to black-and-white faxes only.

When you exit the Fax menu, this option returns to the default setting unless you set your changes as the default.

To change the Lighter / Darker setting from the device control panel
1. Load your originals. For additional information, see Load the originals.
2. Press **FAX**.
   The **Enter Number** prompt appears.
3. Enter the fax number by using the keypad, press **Speed Dial** to select a speed dial, or press **Redial/Pause** to redial the last number dialed.
4. Press **Options** and then select **Lighter / Darker**.
5. Press the right arrow, ◀, to lighten the fax or press the left arrow, ▶, to darken it.
   The indicator moves to the left or right as you touch an arrow button.
6. Press **START FAX Black**.
   If the device detects an original loaded in the automatic document feeder, it sends the document to the number you entered.

Set new default settings

You can change the default value for the **Resolution** and **Lighter / Darker** settings through the device control panel.

To set new default settings from the device control panel
1. Make changes to the **Resolution** and **Lighter / Darker** settings.
2. Press **Options** and then select **Set New Defaults**.
3. Press the right arrow, ▶, until **Yes** appears, and then press **OK**.

Send a fax in Error Correction Mode

Error Correction Mode (ECM) prevents loss of data caused by poor phone lines by detecting errors that occur during transmission and automatically requesting retransmission of the erroneous portion. Phone charges are unaffected, or might even be reduced, on good phone lines. On poor phone lines, ECM increases sending time and phone charges, but sends the data much more reliably. The default setting is **On**. Turn ECM off only if it increases phone charges substantially, and you can accept poorer quality in exchange for reduced charges.

Note If the ECM Setting is OFF,

- The quality and transmission speed of faxes you send and receive are affected.
- The **Fax Speed** is automatically set to **Medium**.
- You will no longer be able to send or receive faxes in color.

To change the ECM setting from the device control panel

1. Press **Setup**.
2. Select **Advanced Fax Setup** and then select **Error Correction Mode**.
3. Press the right arrow, ▶, to select **On** or **Off**.
4. Press **OK**.

Receive a fax

You can receive faxes automatically or manually. If you turn off the **Auto Answer** option, you must receive faxes manually. If you turn on the **Auto Answer** option (the default setting), the device automatically answers incoming calls and receives faxes after the number of rings that are specified by the **Rings to Answer** setting. (The default **Rings to Answer** setting is five rings.)

If you receive a legal-size fax and the device is not currently set to use legal-size paper, the device reduces the fax so that it fits on the paper that is loaded. If you have disabled the **Automatic Reduction** feature, the device prints the fax on two pages.

NOTE: If you are copying a document when a fax arrives, the fax is stored in the device memory until the copying finishes. This can reduce the number of fax pages stored in memory.

This section contains the following topics:

Receive a fax manually

When you are on the phone, the person you are speaking with can send you a fax while you are still connected. This is referred to as manual faxing. Use the instructions in this section to receive a manual fax.

NOTE: You can pick up the handset to talk or listen for fax tones.

You can receive faxes manually from a phone that is directly connected to the device (on the 2-EXT port) or that is on the same phone line, but not directly connected to the device.

To receive a fax manually

1. Make sure the device is turned on and you have paper loaded in the input tray.
2. Remove any originals from the document feeder tray.

> **NOTE:** The automatic document feeder must be empty to receive a fax. If there are documents in the document feeder, then receiving the fax will be unsuccessful.

3. Do one of the following:
   • Turn off **Auto Answer**.
   • Set **Rings to Answer** to a high number.
4. If you are currently on the phone with the sender, instruct the sender to press **Start** on their fax machine.
5. When you hear fax tones from a sending fax machine, do the following:
   a. Press **START FAX Black** or **START FAX Color** on the device control panel.
   b. When prompted, select **Fax Receive**.

> **NOTE:** Depending on your country/region, the device might receive the fax automatically when you hear fax tones from the sending fax machine.

6. After the device begins to receive the fax, you can hang up the phone or remain on the line. The phone line is silent during fax transmission.

Set up backup fax reception

Depending on your preference and security requirements, you can set up the device to store all the faxes it receives, only the faxes it receives while the device is in an error condition, or none of the faxes it receives.

The following **Backup Fax Reception** modes are available:

On	The default setting. When **Backup Fax Reception** is **On**, the device stores all received faxes in memory. This enables you to reprint up to eight of the most recently printed faxes if they are still saved in memory.
	NOTE: When device memory is low, it overwrites the oldest, printed faxes as it receives new faxes. If the memory becomes full of unprinted faxes, the device stops answering incoming fax calls.
	NOTE: If you receive a fax that is too large, such as a very detailed color photo, it might not be stored in memory due to memory limitations.
On Error Only	Causes the device to store faxes in memory only if an error condition exists that prevents the device from printing the faxes (for example, if the device runs out of paper). The device continues to store incoming faxes as long as there is memory available. (If the memory becomes full, the device stops answering incoming fax calls.) When the error condition is resolved, the faxes stored in memory print automatically, and then they are deleted from memory.

Off	Faxes are never stored in memory. For example, you might want to turn off **Backup Fax Reception** for security purposes. If an error condition occurs that prevents the device from printing (for example, the device runs out of paper), the device stops answering incoming fax calls.

NOTE: If **Backup Fax Reception** is enabled and you turn off the device, all faxes stored in memory are saved. For a list of the faxes you have received, print the **Fax Log**.

To set backup fax reception from the device control panel
1. Press **Setup**.
2. Select **Advance Fax Setup**, and then select **Backup Fax Reception**.
3. Press the right arrow button to select **On**, **On Error Only**, or **Off**.
4. Press **OK**.

Reprint received faxes from memory

If you set the **Backup Fax Reception** mode to **On**, the received faxes are stored in memory, whether the device has an error condition or not.

NOTE: After the memory becomes full, the oldest, printed faxes are overwritten as new faxes are received. If all the stored faxes are unprinted, the device does not receive any fax calls until you print or delete the faxes from memory. You might also want to delete the faxes in memory for security or privacy purposes.

Depending on the sizes of the faxes in memory, you can reprint up to eight of the most recently printed faxes, if they are still in memory. For example, you might need to reprint your faxes if you lost the copy of your last printout.

To reprint faxes in memory from the control panel
1. Make sure you have paper loaded in the input tray.
2. Press **Setup**.
3. Select **Tools**, and then select **Reprint Faxes in Memory**.
   The faxes are printed in the reverse order from which they were received, with the most recently received fax printed first, and so on.
4. If you want to stop reprinting the faxes in memory, press **Cancel**.

To delete all the faxes in memory from the control panel
▲ Depending on the model you have, do one of the following:

   • **Two–line display**: Press ⚙ (**Setup**), select **Clear Fax Log**.
     All faxes stored in memory are deleted from memory.
   • **Color display**: Touch **Setup**, select **Tools**, and then select **Clear Fax Log**.

To clear fax logs via the embedded Web server
▲ Select the **Settings** tab, select **Fax Options** from the left pane, and then click the **Clear** button under the **Clear Fax Logs** heading.

Poll to receive a fax

Polling allows the HP all-in-one to ask another fax machine to send a fax that it has in its queue. When you use the **Poll to Receive** feature, the HP all-in-one calls the designated fax machine and requests the fax from it. The designated fax machine must be set for polling and have a fax ready to send.

> **NOTE:** The HP all-in-one does not support polling pass codes. Polling pass codes are a security feature that require the receiving fax machine to provide a pass code to the device it is polling in order to receive the fax. Make sure the device you are polling does not have a pass code set up (or has not changed the default pass code) or the HP all-in-one will not be able to receive the fax.

To set up poll to receive a fax from the device control panel

1. Press **FAX** and then select **Poll to Receive**.
2. Enter the fax number of the other fax machine.
3. Press **START FAX Black** or **START FAX Color**.

   > **NOTE:** If you press **START FAX Color** but the sender sent the fax in black and white, the device prints the fax in black and white.

Forward faxes to another number

You can set up the device to forward your faxes to another fax number. A received color fax is forwarded in black and white.

HP recommends that you verify the number you are forwarding to is a working fax line. Send a test fax to make sure the fax machine is able to receive your forwarded faxes.

To forward faxes from the device control panel

1. Press **Setup**.
2. Select **Advance Fax Setup**, and then select **Fax Forwarding Black Only**.
3. Press the right arrow button until **On-Forward** or **On-Print & Forward** appears, and then press **OK**.
   - Choose **On-Forward** if you want to forward the fax to another number without printing a backup copy on the device.

     > **NOTE:** If the device is not able to forward the fax to the designated fax machine (for example, if it is not turned on), the device prints the fax. If you set up the device to print error reports for received faxes, it will also print an error report.

   - Choose **On-Print & Forward** to print a backup copy of your received fax while forwarding the fax to another number.
4. At the prompt, enter the number of the fax machine that will receive the forwarded faxes.

5. At the prompt, enter a start time and date and a stop time and date.
6. Press **OK**.

   Fax Forwarding appears on the control-panel display.

   If the device loses power when **Fax Forwarding** is set up, it saves the **Fax Forwarding** setting and phone number. When power is restored to the device, the **Fax Forwarding** setting is still **On**.

   > **NOTE:** You can cancel fax forwarding by pressing **Cancel** on the device control panel when the **Fax Forwarding** message is visible on the display, or you can select **Off** from the **Fax Forwarding Black Only** menu.

Set the paper size for received faxes

You can select the paper size for received faxes. The paper size you select should match what is loaded in your input tray. Faxes can be printed on letter, A4, or legal paper only.

> **NOTE:** If an incorrect paper size is loaded in the input tray when you receive a fax, the fax does not print and an error message appears on the display. Load letter, A4, or legal paper, and then press **OK** to print the fax.

To set the paper size for received faxes from the device control panel
1. Press **Setup**.
2. Select **Basic Fax Setup** and then select **Fax Paper Size**.
3. Select an option, and then press **OK**.

Set automatic reduction for incoming faxes

The **Automatic Reduction** setting determines what the HP all-in-one does if it receives a fax that is too large for the default paper size. This setting is turned on by default, so the image of the incoming fax is reduced to fit on one page, if possible. If this feature is turned off, information that does not fit on the first page is printed on a second page. **Automatic Reduction** is useful when you receive a legal-size fax and letter-size paper is loaded in the input tray.

To set automatic reduction from the device control panel
1. Press **Setup**.
2. Select **Advanced Fax Setup** and then select **Automatic Reduction**.
3. Select **Off** or **On**.
4. Press **OK**.

Block junk fax numbers

If you subscribe to a caller ID service through your phone provider, you can block specific fax numbers so the device does not print faxes received from those numbers. When an incoming fax call is received, the device compares the number to the list of junk fax numbers to determine if the call should be blocked. If the number matches a number in the blocked fax numbers list, the fax is not printed. (The maximum number of fax numbers you can block varies by model.)

> 📝 **NOTE:** This feature is not supported in all countries/regions. If it is not supported in your country/region, **Junk Fax Blocker Set Up** does not appear in the **Basic Fax Setup** menu.
>
> **NOTE:** If no phone numbers are added in the Caller ID list, it is assumed that the user has not signed up for the Caller ID service with the phone company.

Check with your local service provider for these services before using the feature.

This section contains the following topics:

- Set the junk fax mode
- Add numbers to the junk fax list
- Remove numbers from the junk fax list
- View a list of blocked fax numbers

Set the junk fax mode

By default, **Block Junk Fax** mode is turned **On**. If you do not subscribe to a caller ID service through your phone provider, or do not want to use this feature, you can turn off this setting.

To set the junk fax mode

▲ Press the **Junk Fax Blocker** button, select the **Block Junk Fax** option, and then select **On** or **Off**.

Add numbers to the junk fax list

There are two ways to add a number to your junk list. You can select numbers from your caller ID history, or you can enter new numbers. The numbers in your junk list are blocked if **Block Junk Fax** mode is set to **On**.

To select a number from the caller ID list

1. Press **Setup**.
2. Press **Basic Fax Setup**, and then press **Junk Fax Blocker Setup**.
3. Press **Add number to Junk List**, and then press **Select Number**.
4. Press the right arrow button to scroll through the numbers from which you have received faxes. When the number you want to block appears, press **OK** to select it.
5. When the **Select Another?** prompt appears, do one of the following:
   - If you want to add another number to the list of junk fax numbers, press **Yes**, and then repeat step 4 for each number you want to block.
   - If you are done, press **No**.

To manually enter a number to block

1. Press **Setup**.
2. Press **Basic Fax Setup**, and then press **Junk Fax Blocker Setup**.
3. Press **Add number to Junk List**, and then press **Enter Number**.

4. Use the keypad to enter a fax number to block, and then press **OK**.
   Make sure you enter the fax number as it appears on the control-panel display, and not the fax number that appears on the fax header of the received fax.
5. When the **Enter Another?** prompt appears, do one of the following:
   - If you want to add another number to the list of junk fax numbers, press **Yes**, and then repeat step 4 for each number you want to block.
   - If you are done, press **No**.

Remove numbers from the junk fax list

If you no longer want to block a fax number, you can remove a number from your junk fax list.

To remove numbers from the list of junk fax numbers
1. Press **Setup**.
2. Press **Basic Fax Setup**, and then press **Junk Fax Blocker Setup**.
3. Press **Remove Number from Junk List**.
4. Press the right arrow button to scroll through the numbers you have blocked. When the number you want to remove appears, press **OK** to select it.
5. When the **Delete Another?** prompt appears, do one of the following:
   - If you want to remove another number from the list of junk fax numbers, press **Yes**, and then repeat step 4 for each number you want to block.
   - If you are done, press **No**.

View a list of blocked fax numbers

You can view a list of blocked fax numbers from the embedded Web server, which requires a network connection, or by printing a report from the device control panel.

To view a list of blocked numbers via the control panel
1. Press **Setup**.
2. Select **Print Report** and then select **Junk Fax List**.

To view a list of blocked numbers via the embedded Web server
▲ Open the embedded Web server. For more information, see To open the embedded Web server. Click the **Settings** tab, select **Junk Fax Blocker** from the left pane.

Receive faxes to your computer (Fax to PC and Fax to Mac)

Use Fax to PC and Fax to Mac to automatically receive faxes and save faxes directly to your computer. With Fax to PC and Fax to Mac, you can store digital copies of your faxes easily and also eliminate the hassle of dealing with bulky paper files.

Received faxes are saved as TIFF (Tagged Image File Format). Once the fax is received, you get an on-screen notification with a link to the folder where the fax is saved.

The files are named in the following method: XXXX_YYYYYYYY_ZZZZZZ.tif, where X is the sender's information, Y is the date, and Z is the time that the fax was received.

NOTE: Fax to PC and Fax to Mac are available for receiving black-and-white faxes only. Color faxes are printed instead of being saved to the computer.

NOTE: This feature is only available for devices with the 2-line display. For devices with a color display you can perform a Fax to Network or Fax to Email functions. For more information, see HP Digital Solutions (some models only) Digital_Solutions.

This section contains the following topics:

- Fax to Pc and Fax to Mac requirements
- Activate Fax to PC and Fax to Mac
- Modify Fax to PC or Fax to Mac settings
- Turn off Fax to PC or Fax to Mac

Fax to Pc and Fax to Mac requirements
- The administrator computer, the computer that activated the Fax to PC or Fax to Mac feature, must be on at all times. Only one computer can act as the Fax to PC or Fax to Mac administrator computer.
- The destination folder's computer or server, must be on at all times. The destination computer must also be awake, faxes will not be saved if the computer is asleep or in hibernate mode.
- If you are using Windows, the HP Digital Imaging monitor in Windows Taskbar must be on at all times.
- Paper must be loaded in the input tray.

Activate Fax to PC and Fax to Mac

Use the Fax to PC Setup Wizard to activate Fax to PC. The Fax to PC Setup Wizard can be started from the Solution Center or the Fax to PC Setup Wizard on the control panel. To set up Fax to Mac on Mac OS X, use the HP Setup Assistant, part of the HP Device Manager.

To set up the Fax to PC from the Solution Center (Windows)
1. Open the Solution Center. For more information, see Use the HP Solution Center (Windows).
2. Select **Settings**, and then select **Fax to PC Setup Wizard**.
3. Follow the onscreen instructions to set up Fax to PC.

To set up Fax to Mac

1. Click the HP Device Manager icon in the Dock.

   NOTE: If HP Device Manager is not in the Dock, click the Spotlight icon on the right side of the menu bar, type "HP Device Manager" in the box, and then click the HP Device Manager entry.

2. Follow the onscreen instructions in the setup assistant to create and share the network folder.
   The setup assistant automatically saves the configurations to the HP device. Also, you can configure up to 10 destination folders for each HP device.

Modify Fax to PC or Fax to Mac settings

You can update the Fax to PC settings from your computer at any time from the Fax settings page in the Solution Center. You can turn off Fax to PC and disable printing faxes from the device control panel.

To modify settings from the device control panel

1. Press the ⚲ (**Setup**) button, select **Basic Fax Setup**, and then **Fax to PC**.
2. Select the setting that you want to change. You can change the following settings:
   - **View PC hostname**: View the name of the computer that is set up to administer Fax to PC.
   - **Turn Off**: Turn off Fax to PC.

     NOTE: Use the Solution Center to turn on Fax to PC.

   - **Disable Fax Print**: Choose this option to print faxes as they are received. If you turn off printing, color faxes will still print.

To modify Fax to PC settings from the Solution Center (Windows)

1. Open the Solution Center. For more information, see Use the HP Solution Center (Windows).
2. Select **Settings**, and then select **Fax Settings**.
3. Select the **Fax to PC Settings** tab.
4. Make any changes to the settings you want to modify. Press **OK**.

   NOTE: Any changes you make will overwrite the original settings.

To modify Fax to Mac from the HP Setup Assistant

1. Click the HP Device Manager icon in the Dock.

   NOTE: If HP Device Manager is not in the Dock, click the Spotlight icon on the right side of the menu bar, type "HP Device Manager" in the box, and then click the HP Device Manager entry.

   ---

2. Follow the onscreen instructions in the setup assistant to create and share the network folder.

   The setup assistant automatically saves the configurations to the HP device. Also, you can configure up to 10 destination folders for each HP device.

Turn off Fax to PC or Fax to Mac

1. Press the 🔧 (**Setup**) button, select **Basic Fax Setup**, and then **Fax to PC**
2. Select **Disable Fax Print**.

Change fax settings

After completing the steps in the getting started guide that came with the device, use the following steps to change the initial settings or to configure other options for faxing.

This section contains the following topics:

- Configure the fax header
- Set the answer mode (Auto answer)
- Set the number of rings before answering
- Change the answer ring pattern for distinctive ring
- Set the fax error correction mode
- Set the dial type
- Set the redial options
- Set the fax speed
- Set the fax sound volume

Configure the fax header

The fax header prints your name and fax number on the top of every fax you send. HP recommends that you set up the fax header by using the software that you installed with the device. You can also set up the fax header from the device control panel, as described here.

NOTE: In some countries/regions, the fax header information is a legal requirement.

To set or change the fax header

1. Press **Setup**.
2. Press **Basic Fax Setup**, and then select **Fax Header**.

3. Enter your personal or company name, using the visual keyboard, and then press **Done**.
4. Enter your fax number by using the numeric keypad, and then press **OK**.

To set or change the fax header via the embedded Web server

▲ Select the **Settings** tab, select **Basic Fax Setup** from the left pane, and then enter the **Fax Header Name** and **Fax Number**. Click the **Apply** button.

Set the answer mode (Auto answer)

The answer mode determines whether the device answers incoming calls.

- Turn on the **Auto Answer** setting if you want the device to answer faxes **automatically**. The device answers all incoming calls and faxes.
- Turn off the **Auto Answer** setting if you want to receive faxes **manually**. You must be available to respond in person to the incoming fax call if the device does not receive faxes.

To set the answer mode to manual or automatic via the device control panel

▲ Press **Auto Answer** to turn the light on or off, as appropriate for your setup. When the **Auto Answer** light is on, the device answers calls automatically. When the light is off, the device does not answer calls.

To set the answer mode to manual or automatic via the embedded Web server

1. Open the embedded Web server, click the **Settings** tab, and then click **Basic Fax Setup** in the left pane.
2. Select **On** or **Off** in the **Auto Answer** drop-down menu in the **Other Basic Fax Settings** section.

Set the number of rings before answering

If you turn on the **Auto Answer** setting, you can specify how many rings occur before incoming calls are automatically answered.

The **Rings to Answer** setting is important if you have an answering machine on the same phone line and you want the answering machine to answer the phone before the device does. The number of rings to answer for the device should be greater than the number of rings to answer for the answering machine so that the incoming call will be answered by the answering machine before the device answers.

For example, set your answering machine to a low number of rings and the device to answer in the maximum number of rings. (The maximum number of rings varies by country/region.) In this setup, the answering machine answers the call and the device monitors the line. If the device detects fax tones, it receives the fax. If the call is a voice call, the answering machine records the incoming message.

To set the number of rings before answering via the device control panel

1. Press **Setup**.
2. Select **Basic Fax Setup**, and then select **Rings to Answer**.

3. Enter the appropriate number of rings by using the keypad, or press the left or right arrow button to change the number of rings.

4. Press **OK** to accept the setting.

To set the number of rings before answering via the embedded Web server

1. Open the embedded Web server, click the **Settings** tab, click **Basic Fax Setup** in the left pane.

2. Select a number in the **Rings-to-answer** drop-down menu in the **Other Basic Fax Settings** section.

Change the answer ring pattern for distinctive ring

Many phone companies offer a distinctive ring feature that allows you to have several phone numbers on one phone line. When you subscribe to this service, each number is assigned a different ring pattern. You can set up the device to answer incoming calls that have a specific ring pattern.

NOTE: Check with your local service provider for the above service before using the feature.

If you connect the device to a line with distinctive ring, have your telephone company assign one ring pattern to voice calls and another ring pattern to fax calls. HP recommends that you request double or triple rings for a fax number. When the device detects the specified ring pattern, it answers the call and receives the fax.

If you do not have a distinctive ring service, use the default ring pattern, which is **All Rings**.

NOTE: The HP fax cannot receive faxes when the main phone number is off the hook.

To change the answer ring pattern for distinctive ring via the device control panel

1. Verify that the device is set to answer fax calls automatically.

2. Press **Setup**.

3. Select **Advance Fax Setup**, and then select **Distinctive Ring**.

4. Press the right arrow button to select an option, and then press **OK**.
   When the phone rings with the ring pattern assigned to your fax line, the device answers the call and receives the fax.

To change the answer ring pattern for distinctive ring via the embedded Web server

1. Click the **Settings** tab, click **Advanced Fax Setup** in the left pane.

2. Select a ring pattern in the **Distinctive Ring** drop-down menu, and then click the **Apply** button

Set the fax error correction mode

Typically, the device monitors the signals on the phone line while it is sending or receiving a fax. If it detects an error signal during the transmission and the error-correction setting is on, the device can request that a portion of the fax be resent.

Turn off error correction only if you are having trouble sending or receiving a fax, and you want to accept the errors in the transmission. Turning off the setting might be useful when you are trying to send a fax to another country/region, when you receive a fax from another country/region, or if you are using a satellite phone connection.

To set the fax error-correction mode via the device control panel

▲ **Device control panel**: Press **FAX**, select **Advance Fax Setup** menu, and then select **Error correction mode**.

To set the fax error-correction mode via the embedded Web server

1. **Embedded Web server**: Click the **Settings** tab, and then click **Advanced Fax Setup** in the left pane.
2. Select **On** or **Off** in the **Error Correction Mode** drop-down menu.
3. Click the **Apply** button.

Set the dial type

Use this procedure to set tone-dialing or pulse-dialing mode. The factory-set default is **Tone**. Do not change the setting unless you know that your phone line cannot use tone dialing.

> 📝 **NOTE:** The pulse-dialing option is not available in all countries/regions.

To set the dial type via the device control panel

▲ **Device control panel**: Press **Setup**, press **Basic Fax Setup**, and then use the **Tone or Pulse Dialing** option.

To set the dial type via the embedded Web server

1. **Embedded Web server** (network connection): Click the **Settings** tab, and then click **Basic Fax Setup** in the left pane.
2. Make a selection in the **Tone or Pulse Dialing** drop-down menu.
3. Click the **Apply** button.

Set the redial options

If the device was unable to send a fax because the receiving fax machine did not answer or was busy, the device attempts to redial based on the settings for the busy-redial and no-answer-redial options. Use the following procedure to turn the options on or off.

- **Busy redial**: If this option is turned on, the device redials automatically if it receives a busy signal. The factory-set default for this option is **ON**.
- **No answer redial**: If this option is turned on, the device redials automatically if the receiving fax machine does not answer. The factory-set default for this option is **OFF**.

To set the redial options via the device control panel

▲ **Device control panel**: Press **Setup**, press **Advanced Fax Setup**, and then use the **Busy Redial** or **No Answer Redial** options.

To set the redial options via the embedded Web server

1. **Embedded Web server** (network connection): Click the **Settings** tab, and then click **Advanced Fax Setup** in the left pane.
2. Make a selection in the **Busy Redial** and **No Answer Redial** drop-down menus.
3. Click the **Apply** button.

Set the fax speed

You can set the fax speed used to communicate between your device and other fax machines when sending and receiving faxes. The default fax speed is **Fast**.

If you use one of the following, setting the fax speed to a slower speed might be required:

- An Internet phone service
- A PBX system
- Fax over Internet Protocol (FoIP)
- An integrated services digital network (ISDN) service

If you experience problems sending and receiving faxes, you might want to try setting the **Fax Speed** setting to **Medium** or **Slow**. The following table provides the available fax speed settings.

Fax speed setting	Fax speed
Fast	v.34 (33600 baud)
Medium	v.17 (14400 baud)
Slow	v.29 (9600 baud)

To set the fax speed from the device control panel

1. Press ![Setup icon] (**Setup**).
2. Select **Advanced Fax Setup**, and then select **Fax Speed**.
3. Select an option using the arrow keys, and then press **OK**.

To set the fax speed via the embedded Web server

1. **Embedded Web server** (network connection): Click the **Settings** tab, and then click **Basic Fax Setup** in the left pane.
2. Make a selection in the **Fax Speed** drop-down menu.
3. Click the **Apply** button.

Set the fax sound volume

Use this procedure to increase or decrease the volume of the fax sounds.

To set the fax sound volume via the device control panel

▲ Press **Setup**, select **Fax Sound Volume**, and then use the arrow keys to increase or decrease the volume. Press **OK** to select the volume.

To set the fax sound volume via the embedded Web server

1. **Embedded Web server** (network connection): Click the **Settings** tab, and then click **Basic Fax Setup** in the left pane.
2. Make a selection in the **Fax Sound Volume** drop-down menu.
3. Click the **Apply** button.

Set up speed-dial entries

You can set up frequently used fax numbers as speed-dial entries. This lets you dial those numbers quickly by using the device control panel.

This section contains the following topics:

- Set up fax numbers as speed-dial entries or groups
- Print and view a list of speed-dial entries

Set up fax numbers as speed-dial entries or groups

You can store fax numbers or groups of fax numbers as speed-dial entries.

This section contains the following topics:

- Set up speed-dial entries
- Set up a speed-dial group

Set up speed-dial entries

- **Embedded Web server (network connection)**: Open the embedded Web server, click the **Settings** tab, and then click **Fax Speed-dial** in the left pane.
  - To add an entry: Type the required information in the fields in the **Fax Speed-Dial Entry** section.
  - To edit an entry: Click the **Edit** link beside the entry in the **Fax Speed-dial List** section.
  - To remove an entry: Select one or more entries in the **Fax Speed-dial List** section, and then click the **Delete** icon.
- **HP Photosmart Software (Windows)**: Open the HP Photosmart Software and follow the instructions in the onscreen Help.

- **HP Device Manager (Mac OS X)**: Launch **HP Device Manager**, click **Information and Settings**, and then select **Fax Speed Dial Settings** from the drop-down list.
- **Device control panel**: Press **Setup**, and then select the **Speed Dial Setup** option.
  - To add or change an entry: Select **Individual Speed Dial** or **Group Speed Dial** and press the arrow keys to move to an unused entry number, or type a number on the keypad. Type the fax number, and then press **OK**. Include any pauses or other required numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix. Type the name, and then press **OK**.
  - To delete one entry or all entries: Select **Delete Speed Dial**, press the arrow keys to highlight the speed-dial entry that you want to delete, and then press **OK**.

Set up a speed-dial group

If you send information to the same group of fax numbers on a regular basis, you can set up a speed-dial entry for a group in order to simplify the task. The speed-dial entry for a group can be associated with a speed-dial button on the device control panel.

A group member must be a member of the speed-dial list before you can add the member to a speed-dial group. You can add up to 48 fax numbers to each group (with up to 55 characters for each fax number).

- **Embedded Web server (network connection):** Open the embedded Web server, click the **Settings** tab, and then click **Fax Speed-dial** in the left pane. Click the link that contains the number for the entry (for example, **26-50**) in the **Fax Speed-dial List**.
  - To add a group, in the **Fax Speed-dial List**, click the **New Group** button, and then select the individual entries from the selection. Enter the appropriate group information and click **Apply**.
  - To edit a group: Click the **Edit** link beside the group in the **Fax Speed-dial List** section.
  - To remove a group: Select one or more groups in the **Fax Speed-dial List** section, and then click the **Delete** icon.
  - Click **Apply** when you are finished.
- **HP Photosmart Software (Windows)**: Open the HP Photosmart Software and follow the instructions in the onscreen Help.

- **HP Device Manager (Mac OS X)**: Launch **HP Device Manager**, click **Information and Settings**, and then select **Fax Speed Dial Settings** from the drop-down list.
- **Device control panel**: Press**Setup**, and then select the **Speed Dial Setup** option.
  - To add a group: Select **Group Speed Dial**, select an unassigned speed-dial entry, and then press **OK**. Select a speed-dial entry, and then press **OK** to select it. Repeat this step to add additional speed-dial entries to this group. When finished, select the **Done Selecting** option, and then press **OK**. Use the visual keyboard to enter a group speed-dial name, and then press **Done**.
  - To add entries to a group: Select **Group Speed Dial**, select the group speed-dial entry that you want to change, and then press **OK**. Select a speed-dial entry (a check mark appears next to the speed-dial entry). Repeat this step to add additional speed-dial entries to this group. When finished, press the **Done Selecting**, and then press **OK**. Press **Done** at the **Group Name** screen.
  - To delete a group: Select **Delete Speed Dial**, select the speed-dial entry that you want to delete, and then press **OK**.

Print and view a list of speed-dial entries

You can print or view a list of all of the speed-dial entries that have been set up. Each entry in the list contains the following information:

- Speed-dial number
- Name associated with the fax number or group of fax numbers
- For the fax speed-dial list, the fax number (or all of the fax numbers for a group)

This section contains the following topics:

- View a list of speed-dial entries
- To print a list of speed-dial entries

View a list of speed-dial entries

- **HP Device Manager (Mac OS X)**: Launch **HP Device Manager**, click **Information and Settings**, and then select **Fax Speed Dial Settings** from the drop-down list.
- **HP Photosmart Software (Windows)**: Open the HP Photosmart Software and follow the instructions in the onscreen Help.
- **Control Panel**: Press ✎ (**Setup**), select **Speed Dial Setup**, and then select **Print Speed Dial List**.
- **Embedded Web server (network connection)**: Open the embedded Web server, click the **Settings** tab, and then click **Fax Speed-dial** in the left pane.

To print a list of speed-dial entries

Embedded Web server (network connection): Open the embedded Web server, click the **Settings** tab, and then click **Fax Speed-dial** in the left pane. Click the link that contains the number for the entry (for example, **26-50**) in the **Fax Speed-dial List**. Click the **Print** button.

Fax over Internet Protocol (FoIP)

You can subscribe to a low-cost phone service that allows you to send and receive faxes with your device by using the Internet. This method is called Fax over Internet Protocol (FoIP). You probably use a FoIP service (provided by your telephone company) if you do one of the following:

- Dial a special access code along with the fax number
- Have an IP converter box that connects to the Internet and provides analog phone ports for the fax connection.

📝 **NOTE:** You can only send and receive faxes by connecting a phone cord to the port labeled **1-LINE** on the device. This means that your connection to the Internet must be done either through a converter box (which supplies regular analog phone jacks for fax connections) or your telephone company.

Some Internet faxing services do not work properly when the device is sending and receiving faxes at high speed (33600bps). If you experience problems sending and receiving faxes while using an Internet fax service, use a slower fax speed. You can do this by changing the **Fax Speed** setting from **High** (the default) to **Medium**. For information on changing this setting, see Set the fax speed.

📝 **NOTE:** If you have questions about internet/digital faxing, contact your internet faxing services support department or your local service provider for further assistance.

Test fax setup

You can test your fax setup to check the status of the device and to make sure it is set up properly for faxing. Perform this test after you have completed setting up the device for faxing. The test does the following:

- Tests the fax hardware
- Verifies the correct type of phone cord is connected to the device
- Checks that the phone cord is plugged into the correct port
- Checks for a dial tone
- Checks for an active phone line
- Tests the status of your phone line connection

The device prints a report with the results of the test. If the test fails, review the report for information on how to fix the problem, and then rerun the test.

To test fax setup via the device control panel
1. Set up the device for faxing according to your particular home or office setup instructions.
2. Make sure the ink cartridges are installed, and that full-size paper is loaded in the input tray before starting the test.
3. From the device control panel, press 🔧 (**Setup**).

4. Select **Tools**, and then select **Run Fax Test**.
    The device displays the status of the test on the display and prints a report.
5. Review the report.
    *   If the test passes and you are still having problems faxing, check the fax
        settings listed in the report to verify the settings are correct. A blank or
        incorrect fax setting can cause problems faxing.
    *   If the test fails, review the report for more information on how to fix any
        problems found.

To set the dial type via the embedded Web server
1. Set up the device for faxing according to your particular home or office setup
    instructions.
2. Make sure the ink cartridges are installed, and that full-size paper is loaded in the
    input tray before starting the test.
3. **Embedded Web server** (network connection): Click the **Settings** tab, and then
    click **Device Services** in the left pane.
4. Select **Run Fax Test** in the **Test Device Features** drop-down menu.
5. Click the **Run Test** button.

Use reports

You can set up the device to print error reports and confirmation reports automatically
for each fax you send and receive. You can also manually print system reports as
required; these reports provide useful system information about the device.

By default, the device is set to print a report only if there is a problem sending or
receiving a fax. A confirmation message that indicates whether a fax was successfully
sent appears briefly on the control-panel display after each transaction.

> 📝 **NOTE:** If the reports are not legible, you can check the estimated ink levels from
> the control panel or HP Solution Center.
>
> **NOTE:** Ink level alerts and indicators provide estimates for planning purposes
> only. When you receive a low-ink or out-of-ink alert, consider having a replacement
> cartridge available to avoid possible printing delays. You do not need to replace
> the ink cartridges until print quality becomes unacceptable.
>
> **NOTE:** Ensure that the ink cartridges and printheads are in good condition to
> enable for report printing.

This section contains the following topics:

*   Print fax confirmation reports
*   Print fax error reports
*   Print and view the fax log
*   Clear the fax log
*   Print the details of the last fax transaction
*   Print a Caller ID History Report

Print fax confirmation reports

If you require printed confirmation that your faxes were successfully sent, follow these instructions to enable fax confirmation **before** sending any faxes. Select either **On Fax Send** or **Send & Receive**.

The default fax confirmation setting is **Off**. This means that a confirmation report is not printed for each fax sent or received. A confirmation message indicating whether a fax was successfully sent appears briefly on the control-panel display after each transaction.

To enable fax confirmation via the device control panel

1. Press **Setup**.
2. Select **Print Report**, and then **Fax Confirmation**.
3. Select one of the following, and then press **OK**.

Off	Does not print a fax confirmation report when you send and receive faxes successfully. This is the default setting.
On Fax Send	Prints a fax confirmation report for every fax you send.
On Fax Receive	Prints a fax confirmation report for every fax you receive.
Send & Receive	Prints a fax confirmation report for every fax you send and receive.

☼ **TIP:** If you choose **On Fax Send** or **Send & Receive**, and scan your fax to send from memory, you can include an image of the first page of the fax on the **Fax Sent Confirmation** report. Press **Setup**, press **Fax Confirmation**, and then press **On Fax Send** again. Select **On** from the **Image on Fax Send Report** menu.

To enable fax confirmation via the embedded Web server

1. **Embedded Web server** (network connection): Click the **Settings** tab, and then click **Advanced Fax Setup** in the left pane.
2. Make a selection in the **Fax Confirmation** drop-down menu.
3. Click the **Apply** button.

Print fax error reports

You can configure the device so that it automatically prints a report when there is an error during transmission or reception.

To set the device to print fax error reports automatically via the device control panel

1. Press **Setup**.
2. Press **Print Report**, and then select **Fax Error Report**.
3. Select one of the following, and then select **OK**.

Send & Receive	Prints whenever a fax error occurs. This is the default setting.
Off	Does not print any fax error reports.
On Fax Send	Prints whenever a transmission error occurs.
On Fax Receive	Prints whenever a receiving error occurs.

To set the device to print fax error reports automatically via the embedded Web server

1. **Embedded Web server** (network connection): Click the **Settings** tab, and then click **Advanced Fax Setup** in the left pane.
2. Make a selection in the **Fax Error Report** drop-down menu.
3. Click the **Apply** button.

Print and view the fax log

The logs list faxes that have been sent from the device control panel and all faxes that have been received.

You can print a log of faxes that have been received and sent by the device. Each entry in the log contains the following information:

- Transmission date and time
- Type (whether received or sent)
- Fax number
- Duration
- Number of pages
- Result (status) of transmission

To view the fax log from the HP Solution Center software

1. At the computer, open the HP Solution Center software. For more information, see Use the HP photo and imaging software.
2. See the onscreen Help for the HP Solution Center software for further instructions. The log lists faxes that have been sent from the device control panel and the HP Solution Center software and all faxes that have been received.

To print the fax log from the device control panel

1. On the device control panel, press **Setup**.
2. Press the arrow key to move down to **Print Report**, and then press **OK**.
3. Press the arrow key to move down to **Fax Log**, and then press **OK**.
4. Press **OK** again to print the log.

To view the fax log from the embedded Web server

▲ On the **Information** tab, click **Log** in the left pane, then click the **Fax Log** sub-tab.

Clear the fax log

Use the following steps to clear the fax log.

To clear the fax log via the device control panel

1. On the device control panel, press **Setup**.
2. Press the arrow key to move down to **Tools**, and then press **OK**.
3. Press the arrow key to move down to **Clear Fax Log**, and then press **OK**.

To clear the fax log via the embedded Web server

1. **Embedded Web server** (network connection): Click the **Settings** tab, and then click **Fax options** in the left pane.
2. Click the **Clear** button in the**Clear Fax Logs** section.

Print the details of the last fax transaction

The Last Fax Transaction report prints the details of the last fax transaction to occur. Details include the fax number, number of pages, and the fax status.

To print the Last Fax Transaction report

1. On the device control panel, press **Setup**.
2. Press the arrow key to move down to **Print Report**, and then press **OK**.
3. Press the arrow key to move down to **Last Transaction**, and then press **OK**.

Print a Caller ID History Report

Use the following procedure to print a list of Caller ID fax numbers.

To print a Caller ID History Report

1. Press **Setup**, select **Printer Report**, and then select **Caller ID History Report**.
2. Press **OK**.

Cancel a fax

You can cancel a fax you are sending or receiving at any time.

To cancel a fax

▲ Press **Cancel** on the device control panel to stop a fax you are sending or receiving. If the device does not stop faxing, press **Cancel** again.
The device prints any pages it has already started printing and then cancels the remainder of the fax. This can take a few moments.

To cancel a number you are dialing

▲ Press **Cancel** to cancel a number you are currently dialing.

9 Copy

You can produce high-quality color and grayscale copies on a variety of paper types and sizes.

NOTE: If you are copying a document when a fax arrives, the fax is stored in the device memory until the copying finishes. This can reduce the number of fax pages stored in memory.

This section contains the following topics:

- Make copies from the device control panel
- Change the copy settings
- Set the number of copies
- Set the copy paper size
- Set the copy paper type
- Change copy speed or quality
- Resize an original to fit onto letter or A4 paper
- Copy a legal-size document onto letter paper
- Crop an original (color display models only)
- Adjust the lightness and darkness of your copy
- Enhance light areas of your copy
- Collate a copy job
- Apply Margin Shift to a Copy Job
- Two-sided copy jobs
- Cancel a copy job

Make copies from the device control panel

You can make quality copies from the device control panel.

To make a copy from the device control panel

1. Make sure you have paper loaded in the input tray.
2. Place your original face down on the scanner glass or load originals in the ADF. For more information, see Load the originals.
3. Do one of the following:
   - Press **START COPY Black** to start a black-and-white copy job.
   - Press **START COPY Color** to start a color copy job.

   NOTE: If you have a color original, pressing **START COPY Black** produces a black-and-white copy of the color original. Pressing **START COPY Color** produces a full-color copy of the color original.

Change the copy settings

You can customize the copy settings to handle nearly any task.

When you change copy settings, the changes are for the current copy job only. You must set the changes as defaults for the settings to apply to all future copy jobs.

To save the current settings as defaults for future jobs
1. Make any necessary changes to the settings in the **COPY** menu.
2. Select **COPY**, and then select **Set New Defaults**.
3. Select **Yes**, and then press **OK**.

Set the number of copies

You can set the number of copies that you want to print by using the **Number of Copies** option on the device control panel.

To set the number of copies from the device control panel (color display)
1. Make sure you have paper loaded in the input tray.
2. Place your original face down on the scanner glass or load originals in the ADF. For more information, see Load the originals.
3. Touch **COPY** and then select **Number of Copies**.
4. Use the keypad or touch the screen to enter the number of copies, up to the maximum.
5. Press **START COPY Black** or **START COPY Color**.

To set the number of copies from the device control panel (two-line display)
1. Make sure you have paper loaded in the input tray.
2. Place your original face down on the scanner glass or load originals in the ADF. For more information, see Load the originals.
3. In the Copy area, press **Copy** repeatedly until **Number of Copies** appears.
4. Press the right arrow, ▶, or use the keypad to enter the number of copies, up to the maximum.

> ☆ **TIP:** If you hold down either of the arrow buttons, the number of copies changes by increments of 5 to make it easier to set a large number of copies.

5. Press **START COPY Black** or **START COPY Color**.

Set the copy paper size

You can set the paper size on the device. The paper size you select should match what is loaded in your input tray.

> ✎ **NOTE:** Not all paper size options are available for all trays. If you do not see the paper size you are using, change the tray, using the control panel.

To set the paper size from the device control panel (color display)
1. Touch **COPY** and then select **Copy Paper Size**.
2. Select the appropriate paper size.
3. Press **START COPY Black** or **START COPY Color**.

To set the paper size from the device control panel (two-line display)
1. In the Copy area, press **COPY** repeatedly until **Copy Paper Size** appears.
2. Press the right arrow, ▶, until the appropriate paper size appears, and then press **OK**.
3. Press **START COPY Black** or **START COPY Color**.

Set the copy paper type

You can set the paper type on the device.

To set the paper type for copies from the device control panel (color display)
1. Touch **COPY**, and then select **Paper Type**.
2. Select the appropriate paper type.
3. Press **START COPY Black** or **START COPY Color**.

To set the paper type for copies from the device control panel (two-line display)
1. In the Copy area, press **COPY** repeatedly until **Paper Type** appears.
2. Press the right arrow, ▶, until the appropriate paper type appears, and then press **OK**.
3. Press **START COPY Black** or **START COPY Color**.

Change copy speed or quality

The device provides three options that affect copy speed and quality:

- **Best** (3 stars) produces the highest quality for all paper and eliminates the banding (striping) effect that sometimes occurs in solid areas. **Best** copies slower than the other quality settings.
- **Normal** (2 stars) delivers high-quality output and is the recommended setting for most of your copying. **Normal** copies faster than **Best** and is the default setting.
- **Fast** (1 star) copies faster than the **Normal** setting. The text is comparable to the quality of the **Normal** setting, but the graphics might be lower quality. The **Fast** setting uses less ink and extends the life of your ink cartridges.

NOTE: Stars that indicate copy quality are available on some models with a two-line display.

To change the copy quality from the device control panel (color display)
1. Make sure you have paper loaded in the input tray.
2. Load your original, using the scanner glass or the ADF. For more information, see Load the originals
3. Touch Copy, and then select **Quality**.

4. Select the appropriate copy quality setting.
5. Press **START COPY Black** or **START COPY Color**.

To change the copy quality from the device control panel (two-line display)
1. Make sure you have paper loaded in the input tray.
2. Load your original, using the scanner glass or the ADF. For more information, see Load the originals
3. In the Copy area, press **Quality** until the appropriate quality setting is lit.
4. Press **START COPY Black** or **START COPY Color**.

Resize an original to fit onto letter or A4 paper

If the image or text on your original fills the entire sheet with no margins, use **Fit to Page** or **Full Page 91%** to reduce your original and prevent unwanted cropping of the text or images at the edges of the sheet.

> **TIP:** You can also use **Fit to Page** to enlarge a small photo to fit within the printable area of a full-size page. In order to do this without changing the proportions of the original or cropping the edges, the device might leave an uneven amount of white space around the edges of the paper.

To resize a document from the device control panel (color display)
1. Make sure you have paper loaded in the input tray.
2. Place your original face down on the scanner glass or load originals in the ADF.
3. Touch **COPY**, and then select **Size**.
4. Select **Full Page 91%**.
5. Press **START COPY Black** or **START COPY Color**.

To resize a document from the device control panel (two-line display)
1. Make sure you have paper loaded in the input tray.
2. Place your original face down on the scanner glass or load originals in the ADF.
3. In the Copy area, press **Reduce/Enlarge** until **Full Page 91%** appears.

4. Press **OK**.

5. Press **START COPY Black** or **START COPY Color**.

> 📝 **NOTE:** You can also resize A4 paper to Letter, or Letter to A4, depending on the country set up on the control panel.
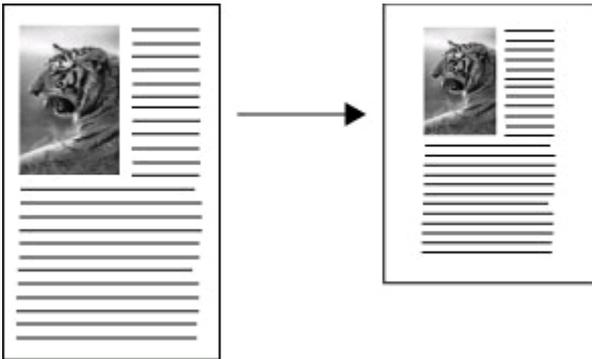
Copy a legal-size document onto letter paper

You can use the **Legal > Ltr 72%** setting to reduce a copy of a legal-size document to a size that fits onto letter or A4 paper.

> 📝 **NOTE:** The percentage in the example, **Legal > Ltr 72%**, might not match the percentage that appears in the display.

To copy a legal-size document onto letter paper (color display)

1. Make sure you have paper loaded in the input tray.

2. Load your original using the scanner glass or the automatic document feeder. For more information, see Load the originals.

3. Touch Copy, and then select **Size**.

4. Select **Legal > Ltr 72%**.

5. Press **START COPY Black** or **START COPY Color**.

To copy a legal-size document onto letter paper (two-line display)

1. Make sure you have paper loaded in the input tray.

2. Load your original in the automatic document feeder only.

3. Press **Reduce/Enlarge**.

4. Press the right arrow, ▶, until **Legal > Ltr 72%** appears, and then press **OK**.

5. Press **START COPY Black** or **START COPY Color**.

Crop an original (color display models only)

Before copying an original, you might want to select an area to copy, using the **Crop** setting from the **COPY** menu. Selecting the **Crop** setting starts a scan and shows a preview of the original on the color display.

Cropping changes the dimensions of the image, thus decreasing its physical size.

> ☆ **TIP:** You can resize the cropped image by changing the **Size** setting.

To crop an image from the control panel
1. Touch **COPY** and then select **Crop**.
2. Use the arrow buttons to set the position of the crop area.
3. Touch **Crop** to print the copy.
   The cropped image is displayed on the color graphics display.

Adjust the lightness and darkness of your copy

You can use the **Lighter / Darker** option to adjust the contrast of the copies you make.

To adjust the copy contrast from the device control panel (color display)
1. Make sure you have paper loaded in the input tray.
2. Place your original face down on the scanner glass or load originals in the ADF.
3. Touch **COPY**, and then select **Lighter / Darker**.
4. Touch the arrow keys to lighten or darken the copy.
5. Press **START COPY Black** or **START COPY Color**.

To adjust the copy contrast from the device control panel (two-line display)
1. Make sure you have paper loaded in the input tray.
2. Place your original face down on the scanner glass or load originals in the ADF.
3. In the Copy area, press **COPY** repeatedly until **Lighter / Darker** appears.
4. Do one of the following:
   • Press the right arrow, ▶, to darken the copy.
   • Press the left arrow, ◀, to lighten the copy.
5. Press **START COPY Black** or **START COPY Color**.

Enhance light areas of your copy

You can use **Photo** enhancements to enhance light colors that might otherwise appear white. You can also use **Photo** enhancements to eliminate or reduce any of the following that might occur when copying with **Text** enhancements:

• Stray dots of color surround some text on your copies
• Large, black typefaces look splotchy (not smooth)
• Thin, colored objects or lines contain black sections
• Horizontal grainy or white bands appear in light- to medium-gray areas

To copy an overexposed photo from the device control panel (color display)
1. Make sure you have paper loaded in the input tray.
2. Place your original face down on the scanner glass or load originals in the ADF.
3. Touch **COPY**, and then select **Enhancements**.
4. Select **Photo**.
5. Press **START COPY Color**.

To copy an overexposed photo from the device control panel (two-line display)
1. Make sure you have paper loaded in the input tray.
2. Place your original face down on the scanner glass or load originals in the ADF.
3. In the Copy area, press **COPY** repeatedly until **Enhancements** appears.
4. Press the right arrow, ▶, until the **Photo** enhancement setting appears, and then press **OK**.
5. Press **START COPY Color**.

Collate a copy job

Collating allows you to create sets of copies in the same order that they are scanned into the automatic document feeder (ADF). All copies are scanned into the device memory before they are printed.

> **NOTE:** The maximum number of pages that can be scanned and collated varies by the model. You might have to break your print jobs into smaller page counts.

To collate copies from the control panel (color display)
1. Load originals in the ADF. For more information, see Load the originals.

> **NOTE:** If the paper size if set to automatic and you are going to copy and collate a print job, the paper will be set to Letter- or A4-size, depending on the location set on the control panel. If you are not using Letter or A4 paper, then you will need to manually change the paper setting.

2. Touch **COPY** and then select **Collate**.
3. Touch **On**.

To collate copies from the control panel (two-line display)
1. Load originals in the ADF. For more information, see Load the originals.
2. In the Copy area, press **COPY** repeatedly until **Collate** appears.
3. Press ▶ until the **On** setting appears, and then press **OK**.

Apply Margin Shift to a Copy Job

Margin shift allows you to shift the copy image on the printed page to allow for binding or a 3–hole punch. The image is shifted to the right by 9.6 mm (3/8 inch).

> **NOTE:** An image may be cropped on the right edge because the copied image is not scaled down by the Margin Shift feature.

To apply margin shift from the control panel (color display)
1. Load originals in the ADF or scanner glass. For more information, see Load the originals.
2. Touch **COPY**, and then select **Margin Shift**.
3. Touch **On**.

To apply margin shift from the control panel (two-line display)
1. Load originals in the ADF or scanner glass. For more information, see Load the originals.
2. In the Copy area, press **COPY** repeatedly until **Margin Shift** appears.
3. Press the right arrow, ▶, until the **On** setting appears, and then press **OK**.

Two-sided copy jobs

Two-sided copying allows you to print copies on both sides of a sheet of paper. It can be done via the flatbed scanner or the ADF.

> **NOTE:** If you are copying from the flatbed scanner, the display will prompt you when it is time to load the second page.
>
> Two-sided copying is not supported for small media.

To make two-sided copies from the control panel (color display)
1. Load your original, using the scanner glass or the ADF. For more information, see Load the originals
2. Touch **COPY**, and then select **Two-sided**. You can choose from the following two-sided copy options.

Copy option	Description
1 — 1	Copy one-sided originals to a one-sided copy
1 — 2	Copy one-sided originals to a two-sided copy
2 — 2	Copy two- sided originals to a two-sided copy

To make two-sided copies from the control panel (two-line display)
1. Load your original using the scanner glass or the ADF. For more information, see Load the originals
2. In the Copy area, press **COPY** repeatedly until **Two-sided** appears.
3. Press the right arrow, ▶, to select **1-side** or **2-side**, and then press **OK**.

Cancel a copy job

To stop copying, press **Cancel** on the device control panel.

10 Configure and manage

This section is intended for the administrator or individual who is responsible for managing the device.

This section contains the following topics:

Manage the device

The following, common tools can be used to manage the device. For information about accessing and using the tools, see Use device management tools.

NOTE: Specific procedures might include other methods.

Windows
- Device control panel
- Printer driver
- Toolbox
- Network Toolbox
- Embedded Web Server

Mac OS X
- Device control panel
- HP Device Manager
- HP Printer Utility
- Embedded Web Server

This section contains the following topics:

Monitor the device

This section provides instructions for monitoring the device.

Use this tool...	to obtain the following information...
Device control panel	Obtain information about the status of jobs that are being processed, the operating status of the device, and the status of ink cartridges.
Embedded Web server	• **Printer status information:** Click the **Information** tab, and then click a selection in the left pane. • **Accumulated ink and media usage:** Click the **Information** tab, and then click **Usage Report** in the left pane.
Toolbox (Windows)	• **Ink cartridge information:** Click the **Estimated Ink Levels** tab to view the ink-level information, and then scroll to display the **Cartridge Details** button. Click the **Cartridge Details** button to view information about replacement ink cartridges and expiration dates. **NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so. • **Order supplies**: Go to **Estimated Ink Levels**, and then click Shop Online, to shop on the Web; or **Order by Phone**, to view a list of phone numbers to use to order supplies (only available in some locations). • **Check printhead status**: Go to **Information**, and then click **Printhead health**. • **Align the printheads** : Go to **Services**, and then click **Align the Printheads**. • **Clean the printheads** : Go to **Services**, and then click **Clean Printheads**. • **Print a PQ (Print Quality) Diagnostic page**: Go to **Services**, and then click **Print a PQ (Print Quality) Diagnostic Page**. • **Print a self-test diagnostic page**: Go to **Services**, and then click **Print a Self-Test Diagnostic Page**. • **Calibrate linefeed**: Go to **Services**, and then click **Calibrate Linefeed**. • **Tray selection**: Go to **Services**, and then click **Paper Handling**.

(continued)

Use this tool...	to obtain the following information...
Network Toolbox	View network settings. From the Toolbox, click the **Network Settings** tab.
HP Printer Utility (Mac OS X)	**Ink cartridge information:** Open the **Information and Support** panel and click **Supplies Status**. *
HP Solution Center	Provides current status of the device.

Administer the device

This section provides information about administering the device and modifying settings.

Use this tool...	to do the following...
Device control panel	• **Language and country/region:** Press **Setup**, and then open the **Preferences** menu. If you do not see your country/region, press 99, and then find your country/region in the list. • **Device control-panel volume:** Press **Setup**, and then open the **Preferences** menu. • **Fax sound volume:** Press **Setup**, and then select **Fax Sound Volume**. • **Automatic report printing:** Press **Setup**, and then open the **Advance Fax Setup** menu. • **Set the dial type:** Press **Setup**, and then open the **Basic Fax Setup** menu. • **Set up redial options:** Press **Setup**, and then open the **Advance Fax Setup** menu. • **Set the date and time:** Press **Setup**, press **Tools**, and then press **Date and Time**.
Embedded Web server	• **Set embedded Web server password:** Click **Admin Password Setup** from the Security section of the Home tab. • **Change tray settings:** Click the **Settings** tab, and then click **Paper Handling** in the left pane. • **Perform device maintenance tasks:** Click the **Settings** tab, and then click **Device Services** in the left pane. • **Language or country/region:** Click the **Settings** tab, and then click **International** in the left pane. • **Configure network settings:** Click **Network Settings** from the Connectivity section of the Home tab. • **Order supplies:** On any tab, click the **Order Supplies** button, and then follow the onscreen instructions. • **Support:** On any tab, click the **Support** button, and then select a support option.

(continued)

Use this tool...	to do the following...
	• **Set the date and time:** Click the **Settings** tab, click **Date & Time** in the left pane, type the necessary values in the fields, and then click **Apply**. • **Configure e-mail alerts**: Click the **Settings** tab, and then click **Alerts** in the left pane.
Toolbox (Windows)	**Perform device maintenance tasks:** Click the **Services** tab.
Network Toolbox	View and change network settings. From the Toolbox, click the **Network Settings** tab. • **Change settings**: click the **Change Settings** button. • **Run a network diagnostic** (to check the network printer connection): ◦ If the printer is not connected, click **Change Settings**, and then click **Run Network Diagnostic**. ◦ If the printer is connected, when the toolbox opens, click the **Utilities** tab, and then click **Run Network Diagnostic**. • **Change the printer's IP address**: In the **Network Settings** tab, click **Wired** or **Wireless** tab, depending on the connection, edit the **IP Settings**, and then click **OK**. • **Change the printer's DNS setting**: In the **Network Settings** tab, click **Wired** or **Wireless** tab, depending on the connection, edit the **DNS Settings**, and then click **OK**. • **Print Wireless Network Test Report**: In the **Network Settings** tab, click the **Utilities** tab, and then click **Print Wireless Network Test Report**.
HP Printer Utility (Mac OS X)	• **Change tray settings:** Click **Paper Handling** from the **Printer Settings** panel. • **Perform device maintenance tasks:** Open the **Information and Support** panel, and then click the option for the task that you want to perform.

Use device management tools

This section contains the following topics:

- Use the Toolbox (Windows)
- Use the HP Solution Center (Windows)
- Use the Embedded Web server
- Use the HP Device Manager (Mac OS X)
- Use the HP Printer Utility (Mac OS X)

Use the Toolbox (Windows)

The Toolbox provides maintenance information about the device.

NOTE: The Toolbox can be installed from the Starter CD by selecting the full installation option, if the computer meets the system requirements.

This section contains the following topics:

- Open the Toolbox
- Toolbox tabs
- Network Toolbox

Open the Toolbox

- From the HP Solution Center, click the **Settings** menu, point to **Print Settings**, and then click **Printer Toolbox**.
- Right-click the HP Digital Imaging Monitor in the taskbar, point to **Printer Model Name**, and then click **Display Printer Toolbox**.
- From the printer preferences, click the **Features** tab, and then click **Printer Services**.

Toolbox tabs

The Toolbox contains the following tabs.

Tabs	Contents
Estimated Ink Level	• **Ink Level Information:** Shows estimated ink level for each cartridge. **NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so. • **Shop Online:** Provides access to a Web site from which you can order printing supplies for the device online. • **Dial a cartridge:** Shows telephone numbers that you can call to order supplies for the device. Telephone numbers are not available for all countries/regions. • **Cartridge Details:** Shows order numbers of the installed ink cartridges.
Information	• MyPrintMileage – to view printer usage • Printhead health – to view the status of the printhead • Hardware Info – to view the model name, firmware version, serial number, service ID, and status of the duplexer.

(continued)

Tabs	Contents
Services	• **Print a Self Test Diagnostic Page:** Allows you to print the self-test diagnostic page of the device. This page contains information about the device and the supplies. For more information, see <u>Understand the self-test report</u>. • **Print a Print Quality Diagnostic Page:** Allows you to print the print-quality diagnostic report of the device. This page contains information about the device and ink cartridges. • **Align Printheads:** Guides you through aligning the printheads. For more information, see <u>To align the printheads</u>. • **Clean Printheads:** Guides you through cleaning the printheads. For more information, see <u>To clean the printheads</u>. • **Calibrate linefeed** : Allows you to calibrate the colors that are printed. • **Paper Handling**: Allows you to set the default tray or to lock a tray.
Network Settings	Gives information on the network settings. Also includes a button that allows you to open the Network Toolbox and change some network settings.

Network Toolbox

The Network Toolbox allows you to view and change some network settings. You can change the IP address, turn the wireless radio on or off, perform tests, and print reports.

To open the Network Toolbox
1. Open the Toolbox
2. Click the **Network Settings** tab.
3. Click the **Change Settings...** button.

Network Toolbox tab
1. **General**: Shows the current network connection setting of the printer
2. **Wired** settings: Enable the user to change the IP Settings and DNS server for a wired connection
3. **Wireless** settings (only available if the printer supports wireless connection): Enable the user to turn the wireless radio On or Off and to change the IP address or DNS server
4. **Utilities**:
   a. **Run Network Diagnostic** – to perform network troubleshooting
   b. **Print Wireless Network Test Report** – only for printers with wireless capability
   c. **View Wireless Network Tutorial** – only for printers with wireless capability
   d. **View Wireless Network FAQs** – only for printers with wireless capability

Use the HP Solution Center (Windows)

On a Windows computer, the HP Solution Center is the entry point for the HP software. Use the HP Solution Center to change print settings, order supplies, and access the onscreen Help.

The features available in the HP Solution Center vary depending on the devices you have installed. The HP Solution Center is customized to show icons that are associated with the selected device. If the selected device is not equipped with a particular feature, then the icon for that feature does not appear in the HP Solution Center.

• Double-click the Digital Imaging Monitor icon in the taskbar.
• Double-click the Solution Center icon in the desktop.

Use the Embedded Web server

When the device is connected to a network, you can use the embedded Web server to view status information, change settings, and manage it from your computer.

NOTE: For a list of system requirements for the embedded Web server, see Embedded Web server specifications.

Some settings might require a password.

You can open and use the embedded Web server without being connected to the Internet; however, some features will not be available.

You might receive a statement about the EWS being an non-trusted site. Click through this message to enter the EWS.

The embedded Web server (EWS) places a very small text file (a cookie) on your hard drive when you are browsing. These files let the EWS recognize your computer the next time you visit. For example, if you have configured the EWS language, a cookie helps remember which language you've selected so that the next time you open the EWS, the pages are displayed in that language. Although some cookies are cleared at the end of each session (such as the cookie that stores the selected language), others (such as the cookie that stores customer-specific preferences) are stored on the computer until you clear them manually.

You can configure your browser to accept all cookies, or you can configure it to alert you every time a cookie is offered, which allows you to decide on a cookie-by-cookie basis which cookies to accept or refuse. You can also use your browser to remove unwanted cookies.

NOTE: Depending on your device, if you chose to disable cookies, you can disable one or more of these features: the language setting, the automatic page refresh, restarting where you left off, or preventing others from changing the same settings.

For information about how to change your privacy and cookie settings and how to view or delete cookies, see the documentation available with your Web browser.

This section contains the following topics:

• To open the embedded Web server
• Embedded Web server pages

To open the embedded Web server

You can open the embedded Web server by using these methods:

> 📝 **NOTE:** To open the embedded Web server from the printer driver (Windows), or the HP Printer Utility (Mac OS X), the device must be on a network and must have an IP address.

- **Web browser:** In a supported Web browser on your computer, type the IP address (hostname) that has been assigned to the device.

  For example, if you are using an IPv4 network environment and the IP address is 123.123.123.123, type the following address into the Web browser: `http://123.123.123.123`.

  For example, if you are using an IPv6-only network environment and the IP address is FE80::BA:D0FF:FE39:73E7, type the following address into the Web browser: `http://[FE80::BA:D0FF:FE39:73E7]`.

  The IP address and hostname for the device are listed on the network configuration page. For more information, see <u>Understand the network configuration page</u>.

  After opening the embedded Web server, you can bookmark it so that you can return to it quickly in the future.
- **Windows taskbar**: Right-click the HP Digital Imaging Monitor icon, point to the device you wish to view, and then click **Network Settings (EWS)**.
- **Windows Vista**: Right-click the printer icon and then select **Device Web Page**.
- **HP Printer Utility (Mac OS X):** On the **Printer Settings** panel, click **Additional Settings**, and then click the **Open Embedded Web Server** button.

Embedded Web server pages

The embedded Web server contains pages that you can use to view product information and change device settings. The pages also contain links to other e-services.

Pages/buttons	Contents
Home page	The Home page provides links to many commonly used functions.
Information page	Shows status information about the device, its ink supplies and usage, and a log of device events (such as errors).
	The device may display an approximation of the number of pages that can be printed with the existing supplies. This is only an approximation and the actual number of pages you can print may vary depending upon the images printed, print settings, paper type, frequency of use, temperature, and other factors. The approximation might change dramatically from printed page to printed page and is provided by HP for customer convenience. The approximation is not a promise or guarantee of future yield.

Pages/buttons	Contents
Settings page	Shows the settings that have been configured for the device and gives you the ability to change these settings. You can also save the settings and restore them if the device loses the settings.
Networking page	Shows network status and the network settings that have been configured for the device. These pages only appear if the device is connected to a network. For more information, see Configure network options.
Bluetooth page	Shows the Bluetooth settings that have been configured for the device and gives you the ability to change these settings.
Support and Order Supplies buttons	**Support** provides a number of support services. **Order Supplies** connects you to online ordering of supplies.

Use the HP Device Manager (Mac OS X)

To open the HP Device Manager on a Macintosh computer

1. Click the HP Device Manager icon in the Dock.

> 📝 **NOTE:** If the icon does not appear in the Dock, click the Spotlight icon on the right side of the menu bar, type HP Device Manager in the box, and then click the **HP Device Manager** entry.

2. Select the device from the **Devices** drop-down menu.
From here, you can check for software updates, configure more software options, and perform maintenance procedures such as checking the ink levels for the ink cartridges.

> 📝 **NOTE:** On a Macintosh computer, the features available in the HP Device Manager vary depending on the selected device.
>
> Ink level warnings and indicators provide estimates for planning purposes only. When you receive an ink alert message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until print quality becomes unacceptable.

> 💡 **TIP:** When the HP Device Manager is opened, you can gain access to the Dock menu shortcuts by selecting and holding the mouse button over the appropriate icon for the HP Device Manager in the Dock.

Use the HP Printer Utility (Mac OS X)

The HP Printer Utility contains tools to configure print settings, calibrate the device, order supplies online, and find Web site support information.

This section contains the following topics:

- Open the HP Printer Utility
- HP Printer Utility panels

Open the HP Printer Utility

To open the HP Printer Utility from the HP Device Manager
1. Click on the **HP Device Manager** listed in the Dock.
2. Select **Maintain printer** from the Information and Settings menu.
3. Select the HP device and click the **Launch Utility**.

HP Printer Utility panels

Information and Support panel
- **Supplies Status:** Shows the information about currently installed ink cartridges.
- **Supply Info:** Shows the ink cartridge replacement options.
- **Device Information:** Displays information about the model and serial number. This page contains information about the device and the supplies.
- **Clean:** Guides you through cleaning the printheads.
- **Align:** Guides you through aligning the printheads.
- **HP Support:** Accesses the HP Web site where you can find support for the device, register the device, and find information about returning and recycling used printing supplies.

Understand the self-test report

Use the self-test report to view current device information and ink cartridge status. Also use the self-test report to help you troubleshoot problems with the device.

The self-test report also contains a log of recent events.

If you need to call HP, it is often useful to print the self-test report before calling.
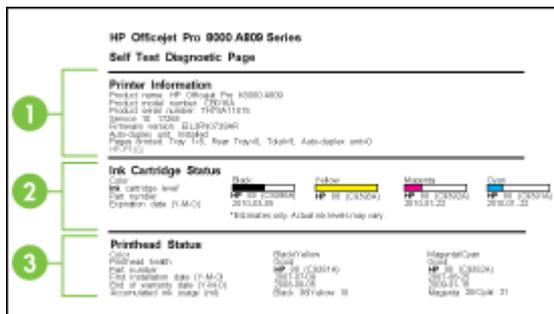
1. **Printer Information:** Shows device information (such as the product name, model number, serial number, and firmware version number), the accessories that are installed (such as the duplexer), and the number of pages printed from the trays and accessories.
2. **Ink Cartridge Status:** Shows the estimated ink levels (represented in graphical form as gauges) and the part numbers and expiration dates of the ink cartridges.

> 📝 **NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so.

3. **Printhead Status:** Shows the status of the printhead health and the part numbers, first-installation dates, and end-of-warranty dates of the printheads, as well as the accumulated ink usage. The status options for the printhead are: good, fair, and replace. If the status is "fair," then the print quality must be monitored, but the printhead does not need to replaced. If the status is "replace," then the printhead must be replaced.

To print the Self-Test Report
- **Device control panel:** Press **Setup**, select **Print Report**, select **Self-Test Report**, and then press **OK**.
- **Toolbox (Windows):** Click the **Services** tab, and then click **Print a Test Page**.
- **HP Printer Utility (Mac OS X):** Click **Device Information** from the **Information and Support** panel, and then click **Print Configuration Page**.

Understand the network configuration page

If the device is connected to a network, you can print a network configuration page to view the network settings for the device. You can use the network configuration page

to help troubleshoot network connectivity problems. If you need to call HP, it is often useful to print this page before calling.

Network Configuration Page

1. **General Information:** Shows information about the current status and active connection type of the network, and other information, such as the URL of the embedded Web server.
2. **802.3 Wired:** Shows information about the active wired network connection, such as the IP address, subnet mask, default gateway, as well as the hardware address of the device.
3. **802.11 Wireless:** Shows information about the active wireless network connection, such as the IP address, the communication mode, the network name, authentication type, and signal strength.
4. **Miscellaneous:** Shows information such as the total unicast broadcast packets transmitted and received, and the administrator details.
    *   **mDNS:** Shows information about the active Multicast Domain Name System (mDNS) connection. mDNS services are typically used on small networks for IP address and name resolution (through UDP port 5353) where a conventional DNS server is not used.
    *   **SLP:** Shows information about the current Service Location Protocol (SLP) connection. SLP is used by network management applications for device management. The device supports SNMPv1 protocol on IP networks.

To print the network configuration page from the control panel

- If the device has a two-line display: Press**Setup**, select **Network Setup**, select **Print Network Settings**, and then press **OK**.
- If the device has a color display: Press the **Setup** button, select **Network**, select **View Network Settings**, select **Print Network Configuration Page**, and then press **OK**.

Configure network options

You can manage network settings for the device through the device control panel as described in the next section. You can also manage network settings through the Network Toolbox. Additional advanced settings are available in the embedded Web server, a configuration and status tool you access from your Web browser using an existing network connection to the device. For more information, see Use the Embedded Web server.

This section contains the following topics:

- Change basic network settings
- Change advanced network settings

Change basic network settings

The control-panel options enable you to set up and manage a wireless connection and to perform a variety of network management tasks. This includes viewing the network settings, restoring the network defaults, turning the wireless radio on and off, and changing the network settings.

This section contains the following topics:

- Modify wireless settings
- View and print network settings
- Turn the wireless radio on and off

Modify wireless settings

Use the control panel to set up and manage a wireless connection to your device. For more information on setting up a wireless connection, see Set up the device for wireless communication (some models only).

View and print network settings

You can display a summary of the network settings on the device control panel, or you can print a more detailed network configuration page. The network configuration page lists all of the important network settings such as the IP address, link speed, DNS, and mDNS. For information on the network settings, see Understand the network configuration page.

📝 **NOTE:** The embedded Web server allows you to change the network settings. For more information on opening the EWS, see Use the Embedded Web server.

1. Touch **Setup**.
2. Select **Network**.
3. Do one of the following:
   - To display wired (Ethernet) network settings, select **View Network Settings**, and then select **Display Wired Summary**.
   - To display wireless network settings, select **View Network Settings**, and then select **Display Wireless Summary**.
   - To print the network configuration page, select **View Network Settings**, and then select **Print Network Configuration Page**.

Turn the wireless radio on and off

The wireless radio is on by default, as indicated by the blue light on the front of the device. In order to stay connected to a wireless network, the radio must stay on. However, if your device is connected to a wired network or you have a USB connection, the radio is not used. In this case you might want to turn the radio off.

1. Press **Setup**.
2. Touch **Network**.
3. Select **Wireless Radio**, and then select **Yes** to turn the radio on, or **No** to turn the radio off.

Change advanced network settings

The advanced network settings are provided for your convenience. However, unless you are an advanced user, you should not change any of these settings. The advanced settings include **Link Speed**, **IP Settings**, and **Memory Card Security**.

This section contains the following topics:

Set link speed

You can change the speed at which data is transmitted over the network. The default is **Automatic**.

1. Press **Setup**.
2. Press **Network**.
3. Select **Advanced Setup**, then select **Link Speed**.
4. Press the number next to the link speed that matches your network hardware:
   - **1. Automatic**
   - **2. 10-Full**
   - **3. 10-Half**
   - **4. 100-Full**
   - **5. 100-Half**

To view IP settings

- Color display: To view the IP address of the device from the control panel, touch the ⚲ (**Setup**) button, select **Network**, select **View Network Settings**, and then select either **Display Wired Summary** or **Display Wireless Summary**.
- Two-line display: To view the IP address of the device, you must print the network configuration page. For more information, see Understand the network configuration page.
- Network Toolbox (Windows): Click the **Network Settings** tab, click the **Wired** or **Wireless** tab (depending on the current connection), and then click **IP Settings**.

To change IP settings

The default IP setting for the IP settings is **Automatic**, which sets the IP settings automatically. However, if you are an advanced user, you might want to manually change settings such as IP address, subnet mask, or the default gateway.

⚠ **CAUTION:** Be careful when manually assigning an IP address. If you enter an invalid IP address during the installation, your network components will not be able to connect with the device.

1. Press **Setup**.
2. Select **Network**, and then press **OK**.
3. Select **Advanced Setup**, select **IP Settings**, and then select **Manual IP Settings**.
4. Press the number next to the IP setting:
   - **1. IP Address**
   - **2. Subnet Mask**
   - **3. Default Gateway**
5. Enter your changes, and then press **Done**.

Set up faxing for the device

After completing all the steps in the getting started guide, use the instructions in this section to complete your fax setup. Keep your getting started guide for later use.

In this section, you will learn how to set up the device so that faxing works successfully with equipment and services you might already have on the same phone line.

💡 **TIP:** You can also use the Fax Setup Wizard (Windows) or HP Fax Setup Utility (Mac OS X) to help you quickly set up some important fax settings such as the answer mode and fax header information. You can access the Fax Setup Wizard (Windows) or HP Fax Setup Utility (Mac OS X) through the software you installed with the device. After you run the Fax Setup Wizard (Windows) or HP Fax Setup Utility (Mac OS X), follow the procedures in this section to complete your fax setup.

This section contains the following topics:

- Set up faxing (parallel phone systems)
- Serial-type fax setup

Set up faxing (parallel phone systems)

Before you begin setting up the device for faxing, determine which kind of phone system your country/region uses. The instructions for fax setup differ depending on whether you have a serial- or parallel-type phone system.

*   If you do not see your country/region listed in the table below, you probably have a serial-type phone system. In a serial-type phone system, the connector type on your shared telephone equipment (modems, phones, and answering machines) does not allow a physical connection to the "2-EXT" port on the device. Instead, all equipment must be connected at the telephone wall jack.

    NOTE: In some countries/regions that use serial-type phone systems, the phone cord that came with the device might have an additional wall plug attached to it. This enables you to connect other telecom devices to the wall jack where you plug in the device.

    You might need to connect the supplied phone cord to the adapter provided for your country/region.

*   If your country/region is listed in the table below, you probably have a parallel-type telephone system. In a parallel-type phone system, you are able to connect shared telephone equipment to the phone line by using the "2-EXT" port on the back of the device.

    NOTE: If you have a parallel-type phone system, HP recommends you use the 2-wire phone cord supplied with the device to connect it to the telephone wall jack.

Table 10-1 Countries/regions with a parallel-type phone system

Argentina	Australia	Brazil
Canada	Chile	China
Colombia	Greece	India
Indonesia	Ireland	Japan
Korea	Latin America	Malaysia
Mexico	Philippines	Poland
Portugal	Russia	Saudi Arabia
Singapore	Spain	Taiwan
Thailand	USA	Venezuela
Vietnam		

If you are unsure which kind of telephone system you have (serial or parallel), check with your telephone company.

This section contains the following topics:

*   Choose the correct fax setup for your home or office
*   Case A: Separate fax line (no voice calls received)

- Case B: Set up the device with DSL
- Case C: Set up the device with a PBX phone system or an ISDN line
- Case D: Fax with a distinctive ring service on the same line
- Case E: Shared voice/fax line
- Case F: Shared voice/fax line with voice mail
- Case G: Fax line shared with computer modem (no voice calls received)
- Case H: Shared voice/fax line with computer modem
- Case I: Shared voice/fax line with answering machine
- Case J: Shared voice/fax line with computer modem and answering machine
- Case K: Shared voice/fax line with computer dial-up modem and voice mail

Choose the correct fax setup for your home or office

To fax successfully, you need to know what types of equipment and services (if any) share the same phone line with the device. This is important because you might need to connect some of your existing office equipment directly to the device, and you might also need to change some fax settings before you can fax successfully.

1. Determine if your telephone system is serial or parallel (see Set up faxing (parallel phone systems)).
   a. Serial-type telephone system — See Serial-type fax setup.
   b. Parallel-type telephone system — Go to step 2.
2. Select the combination of equipment and services sharing your fax line.
   - DSL: A Digital subscriber line (DSL) service through your telephone company. (DSL might be called ADSL in your country/region.)
   - PBX: A private branch exchange (PBX) phone system or an integrated services digital network (ISDN) system.
   - Distinctive ring service: A distinctive ring service through your telephone company provides multiple telephone numbers with different ring patterns.
   - Voice calls: Voice calls are received at the same phone number you use for fax calls on the device.
   - Computer dial-up modem: A computer dial-up modem is on the same phone line as the device. If you answer Yes to any of the following questions, you are using a computer dial-up modem:
     ◦ Do you send and receive faxes directly to and from your computer software applications through a dial-up connection?
     ◦ Do you send and receive e-mail messages on your computer through a dial-up connection?
     ◦ Do you access the Internet from your computer through a dial-up connection?

- Answering machine: An answering machine that answers voice calls at the same phone number you use for fax calls on the device.
- Voice mail service: A voice mail subscription through your telephone company at the same number you use for fax calls on the device.

3. From the following table, choose the combination of equipment and services applicable to your home or office setting. Then look up the recommended fax setup. Step-by-step instructions are included for each case in the sections that follow.

📝 **NOTE:** If your home or office setup is not described in this section, set up the device as you would a regular analog phone. Make sure you use the phone cord supplied in the box to connect one end to your telephone wall jack and the other end to the port labeled 1-LINE on the back of the device. If you use another phone cord, you might experience problems sending and receiving faxes.

You might need to connect the supplied phone cord to the adapter provided for your country/region.

Other equipment or services sharing your fax line							Recommended fax setup
DSL	PBX	Distinctive ring service	Voice calls	Computer dial-up modem	Answering machine	Voice mail service	
							Case A: Separate fax line (no voice calls received)
✔							Case B: Set up the device with DSL
	✔						Case C: Set up the device with a PBX phone system or an ISDN line
		✔					Case D: Fax with a distinctive ring service on the same line
			✔				Case E: Shared voice/fax line
			✔			✔	Case F: Shared voice/fax line with voice mail
				✔			Case G: Fax line shared with computer modem (no voice calls received)
			✔	✔			Case H: Shared voice/fax line with computer modem
			✔		✔		Case I: Shared voice/fax line with answering machine

Other equipment or services sharing your fax line							Recommended fax setup
DSL	PBX	Distinctive ring service	Voice calls	Computer dial-up modem	Answering machine	Voice mail service	
			✔	✔	✔		Case J: Shared voice/fax line with computer modem and answering machine
			✔	✔		✔	Case K: Shared voice/fax line with computer dial-up modem and voice mail

Case A: Separate fax line (no voice calls received)

If you have a separate phone line on which you receive no voice calls, and you have no other equipment connected on this phone line, set up the device as described in this section.

Figure 10-1 Back view of the device

1	Telephone wall jack
2	Use the phone cord supplied in the box with the device to connect to the 1-LINE port
	You might need to connect the supplied phone cord to the adapter provided for your country/region.

To set up the device with a separate fax line

1. Using the phone cord supplied in the box with the device, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the device.

   > **NOTE:** You might need to connect the supplied phone cord to the adapter provided for your country/region.
   >
   > If you do not use the supplied cord to connect from the telephone wall jack to the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

2. Turn on the **Auto Answer** setting.
3. (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).
4. Run a fax test.

When the phone rings, the device answers automatically after the number of rings you set in the **Rings to Answer** setting. The device begins emitting fax reception tones to the sending fax machine and receives the fax.

Case B: Set up the device with DSL

If you have a DSL service through your telephone company, and do not connect any equipment to the device, use the instructions in this section to connect a DSL filter between the telephone wall jack and the device. The DSL filter removes the digital signal that can interfere with the device, so the device can communicate properly with the phone line. (DSL might be called ADSL in your country/region.)

> **NOTE:** If you have a DSL line and you do not connect the DSL filter, you will not be able to send and receive faxes with the device.

Figure 10-2 Back view of the device
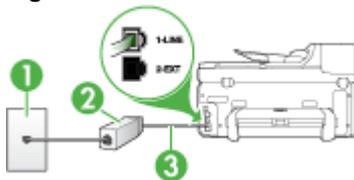
1	Telephone wall jack
2	DSL (or ADSL) filter and cord supplied by your DSL provider
3	Use the phone cord supplied in the box with the device to connect to the 1-LINE port
	You might need to connect the supplied phone cord to the adapter provided for your country/region.

To set up the device with DSL

1. Obtain a DSL filter from your DSL provider.
2. Using the phone cord supplied in the box with the device, connect one end to the open port on the DSL filter, and then connect the other end to the port labeled 1-LINE on the back of the device.

   📝 **NOTE:** You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the DSL filter to the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

   As only one phone cord is supplied, you might need to obtain additional phone cords for this setup.

3. Connect an additional phone cord from the DSL filter to the telephone wall jack.
4. Run a fax test.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Case C: Set up the device with a PBX phone system or an ISDN line

If you are using either a PBX phone system or an ISDN converter/terminal adapter, make sure you do the following:

• If you are using either a PBX or an ISDN converter/terminal adaptor, connect the device to the port that is designated for fax and phone use. Also, make sure that the terminal adapter is set to the correct switch type for your country/region, if possible.

   📝 **NOTE:** Some ISDN systems allow you to configure the ports for specific phone equipment. For example, you might have assigned one port for telephone and Group 3 fax and another port for multiple purposes. If you have problems when connected to the fax/phone port of your ISDN converter, try using the port designated for multiple purposes; it might be labeled **multi-combi** or something similar.

• If you are using a PBX phone system, set the call waiting tone to "off."

   📝 **NOTE:** Many digital PBX systems include a call-waiting tone that is set to ON by default. The call waiting tone will interfere with any fax transmission, and you will not be able to send or receive faxes with the device. Refer to the documentation that came with your PBX phone system for instructions on how to turn off the call-waiting tone.
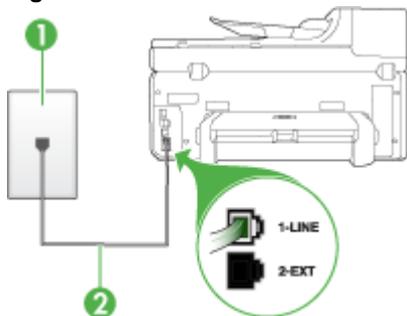
- If you are using a PBX phone system, dial the number for an outside line before dialing the fax number.
- Make sure you use the supplied cord to connect from the telephone wall jack to the device. If you do not, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, you can purchase a coupler from your local electronics store and extend it.
  You might need to connect the supplied phone cord to the adapter provided for your country/region.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Case D: Fax with a distinctive ring service on the same line

If you subscribe to a distinctive ring service (through your telephone company) that allows you to have multiple phone numbers on one phone line, each with a different ring pattern, set up the device as described in this section.

Figure 10-3 Back view of the device

1	Telephone wall jack
2	Use the phone cord supplied in the box with the device to connect to the 1-LINE port
	You might need to connect the supplied phone cord to the adapter provided for your country/region.

To set up the device with a distinctive ring service

1. Using the phone cord supplied in the box with the device, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the device.

   > **NOTE:** You might need to connect the supplied phone cord to the adapter provided for your country/region.
   >
   > If you do not use the supplied cord to connect from the telephone wall jack to the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

2. Turn on the **Auto Answer** setting.

3. Change the **Distinctive Ring** setting to match the pattern that the telephone company assigned to your fax number.

   > **NOTE:** By default, the device is set to answer all ring patterns. If you do not set the **Distinctive Ring** to match the ring pattern assigned to your fax number, the device might answer both voice calls and fax calls or it might not answer at all.

4. (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).

5. Run a fax test.

The device automatically answers incoming calls that have the ring pattern you selected (**Distinctive Ring** setting) after the number of rings you selected (**Rings to Answer** setting). The device begins emitting fax reception tones to the sending fax machine and receives the fax.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Case E: Shared voice/fax line

If you receive both voice calls and fax calls at the same phone number, and you have no other office equipment (or voice mail) on this phone line, set up the device as described in this section.

Figure 10-4 Back view of the device
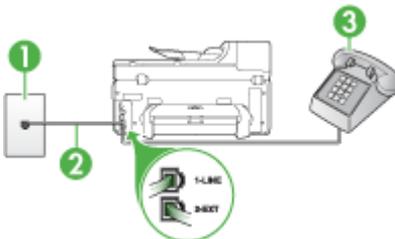
1	Telephone wall jack
2	Use the phone cord supplied in the box with the device to connect to the 1-LINE port

(continued)

	You might need to connect the supplied phone cord to the adapter provided for your country/region.
3	Telephone (optional)

To set up the device with a shared voice/fax line

1. Using the phone cord supplied in the box with the device, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the device.

    📝 **NOTE:** You might need to connect the supplied phone cord to the adapter provided for your country/region.

    If you do not use the supplied cord to connect from the telephone wall jack to the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

2. Do one of the following:
    *   If you have a parallel-type phone system, remove the white plug from the port labeled 2-EXT on the back of the device, and then connect a phone to this port.
    *   If you have a serial-type phone system, you might plug your phone directly on top of the device cable which has a wall plug attached to it.

3. Now you need to decide how you want the device to answer calls, automatically or manually:
    *   If you set up the device to answer calls **automatically**, it answers all incoming calls and receives faxes. The device will not be able to distinguish between fax and voice calls in this case; if you suspect the call is a voice call, you will need to answer it before the device answers the call. To set up the device to answer calls automatically, turn on the **Auto Answer** setting.
    *   If you set up the device to answer faxes **manually**, you must be available to respond in person to incoming fax calls or the device cannot receive faxes. To set up the device to answer calls manually, turn off the **Auto Answer** setting.

4. Run a fax test.

If you pick up the phone before the device answers the call and hear fax tones from a sending fax machine, you will need to answer the fax call manually.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.
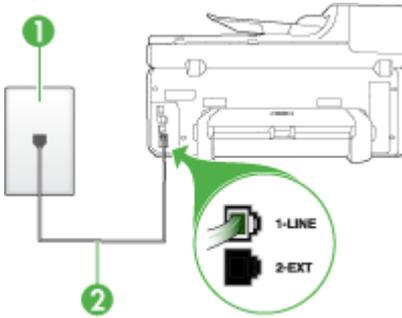
Case F: Shared voice/fax line with voice mail

If you receive both voice calls and fax calls at the same phone number, and you also subscribe to a voice mail service through your telephone company, set up the device as described in this section.

📝 **NOTE:** You cannot receive faxes automatically if you have a voice mail service at the same phone number you use for fax calls. You must receive faxes manually; this means you must be available to respond in person to incoming fax calls. If you want to receive faxes automatically instead, contact your telephone company to subscribe to a distinctive ring service, or to obtain a separate phone line for faxing.

Figure 10-5 Back view of the device

1	Telephone wall jack
2	Use the phone cord supplied in the box with the device to connect to the "1-LINE" port
	You might need to connect the supplied phone cord to the adapter provided for your country/region.

To set up the device with voice mail

1. Using the phone cord supplied in the box with the device, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the device.

   You might need to connect the supplied phone cord to the adapter provided for your country/region.

   NOTE: You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the telephone wall jack to the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

2. Turn off the **Auto Answer** setting.
3. Run a fax test.

You must be available to respond in person to incoming fax calls, or the device cannot receive faxes. You must initiate the manual fax before voicemail picks up the line.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Case G: Fax line shared with computer modem (no voice calls received)

If you have a fax line on which you receive no voice calls, and you also have a computer modem connected on this line, set up the device as described in this section.

> **NOTE:** If you have a computer dial-up modem, your computer dial-up modem shares the phone line with the device. You will not be able to use both your modem and the device simultaneously. For example, you cannot use the device for faxing while you are using your computer dial-up modem to send an e-mail or access the Internet.

- Set up the device with a computer dial-up modem
- Set up the device with a computer DSL/ADSL modem

Set up the device with a computer dial-up modem

If you are using the same phone line for sending faxes and for a computer dial-up modem, follow these directions for setting up the device.

Figure 10-6 Back view of the device

1	Telephone wall jack
2	Use the phone cord supplied in the box with the device to connect to the "1-LINE" port
	You might need to connect the supplied phone cord to the adapter provided for your country/region.
3	Computer with modem

To set up the device with a computer dial-up modem
1. Remove the white plug from the port labeled 2-EXT on the back of the device.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled 2-EXT on the back of the device.
3. Using the phone cord supplied in the box with the device, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the device.

> **NOTE:** You might need to connect the supplied phone cord to the adapter provided for your country/region.
>
> If you do not use the supplied cord to connect from the telephone wall jack to the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

4. If your modem software is set to receive faxes to your computer automatically, turn off that setting.

> **NOTE:** If you do not turn off the automatic fax reception setting in your modem software, the device will not be able to receive faxes.
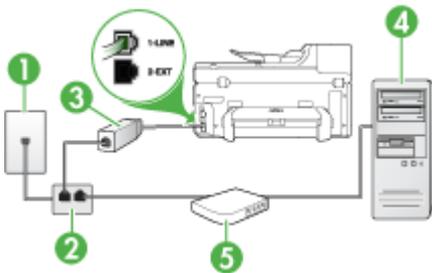
5. Turn on the **Auto Answer** setting.
6. (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).
7. Run a fax test.

When the phone rings, the device automatically answers after the number of rings you set in the **Rings to Answer** setting. The device begins emitting fax reception tones to the sending fax machine and receives the fax.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Set up the device with a computer DSL/ADSL modem

If you have a DSL line and use that phone line to send faxes, follow these instructions to set up your fax.

1	Telephone wall jack
2	Parallel splitter
3	DSL/ADSL filter
	Connect one end of the phone jack that was supplied with the device to connect to the 1-LINE port on the back of the device. Connect the other end of the cord to the DSL/ADSL filter.
	You might need to connect the supplied phone cord to the adapter provided for your country/region.
4	Computer
5	Computer DSL/ADSL modem

> **NOTE:** You will need to purchase a parallel splitter. A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2–line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.

To set up the device with a computer DSL/ADSL modem

1. Obtain a DSL filter from your DSL provider.
2. Using the phone cord provided in the box with the device, connect one end to the DSL filter, and then connect the other end to the port labeled 1-LINE on the back of the device.

   > **NOTE:** You might need to connect the supplied phone cord to the adapter provided for your country/region.
   >
   > If you do not use the supplied cord to connect from the DSL filter to the back of the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

3. Connect the DSL filter to the parallel splitter.
4. Connect the DSL modem to the parallel splitter.
5. Connect the parallel splitter to the wall jack.
6. Run a fax test.

When the phone rings, the device automatically answers after the number of rings you set in the **Rings to Answer** setting. The device begins emitting fax reception tones to the sending fax machine and receives the fax.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Case H: Shared voice/fax line with computer modem

If you receive both voice calls and fax calls at the same phone number, and you also have a computer modem connected on this phone line, set up the device as described in this section.

> **NOTE:** Since your computer modem shares the phone line with the device, you cannot use both your modem and the device simultaneously. For example, you cannot use the device for faxing while you are using your computer modem to send an e-mail or access the Internet.

- Shared voice/fax with computer dial-up modem
- Shared voice/fax with computer DSL/ADSL modem

Shared voice/fax with computer dial-up modem

If you use your phone line for both fax and telephone calls, use these instructions to set up your fax.

There are two different ways to set up the device with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

- If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler), as shown below. (A parallel splitter has one RJ-11
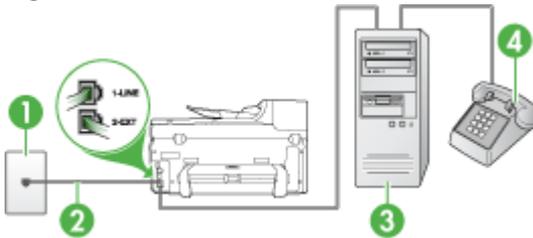
port on the front and two RJ-11 ports on the back. Do not use a two-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)

Figure 10-7 Example of a parallel splitter

•   If your computer has one phone port, set up the device as described below.

Figure 10-8 Back view of the device

1	Telephone wall jack
2	Phone cord provided with the device plugged into the 1-LINE port on the back of the device
	You might need to connect the supplied phone cord to the adapter provided for your country/region.
3	Parallel splitter
4	Computer
5	Telephone

To set up the device on the same phone line as a computer with one phone port
1. Remove the white plug from the port labeled 2-EXT on the back of the device.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the parallel splitter.
3. Connect a phone cord from the parallel splitter to the port labeled 2-EXT on the back of the device.
4. Connect a phone to the parallel splitter.

5. Using the phone cord supplied in the box with the device, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the device.

> 📝 **NOTE:** You might need to connect the supplied phone cord to the adapter provided for your country/region.
>
> If you do not use the supplied cord to connect from the telephone wall jack to the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

6. If your modem software is set to receive faxes to your computer automatically, turn off that setting.

> 📝 **NOTE:** If you do not turn off the automatic fax reception setting in your modem software, the HP device will not be able to receive faxes.

7. Now you need to decide how you want the device to answer calls, automatically or manually:
   - If you set up the device to answer calls **automatically**, it answers all incoming calls and receives faxes. The device will not be able to distinguish between fax and voice calls in this case; if you suspect the call is a voice call, you will need to answer it before the device answers the call. To set up the device to answer calls automatically, turn on the **Auto Answer** setting.
   - If you set up the device to answer faxes **manually**, you must be available to respond in person to incoming fax calls or the device cannot receive faxes. To set up the device to answer calls manually, turn off the **Auto Answer** setting.

8. Run a fax test.

> 📝 **NOTE:** If your computer has two telephone ports on the back, you do not need to use a parallel splitter. You can plug the telephone into the "OUT" port on the computer dial-up modem.

If you pick up the phone before the device answers the call and hear fax tones from a sending fax machine, you will need to answer the fax call manually.

If you use your phone line for voice, fax, and your computer dial-up modem, follow these directions to set up your fax.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Shared voice/fax with computer DSL/ADSL modem

Use these instructions if your computer has a DSL/ADSL modem

1	Telephone wall jack
2	Parallel splitter
3	DSL/ADSL filter
4	Phone cord supplied with the device
	You might need to connect the supplied phone cord to the adapter provided for your country/region.
5	DSL/ADSL modem
6	Computer
7	Telephone

NOTE: You will need to purchase a parallel splitter. A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2–line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.

To set up the device with a computer DSL/ADSL modem

1. Obtain a DSL filter from your DSL provider.

   📝 **NOTE:** Phones in other parts of the home/office sharing the same phone number with DSL service will need to be connected to additional DSL filters, otherwise you will experience noise when making voice calls.

2. Using the phone cord supplied in the box with the devices, connect one end to the DSL filter, then connect the other end to the port labeled 1-LINE on the back of the device.

   📝 **NOTE:** You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the DSL filter to the device, you might not be able to fax successfully. This special phone is different from phone cords you might already have in your home or office.

3. If you have a parallel-type phone system, remove the white plug from the port labeled 2-EXT on the back of the device, and then connect a phone to this port.
4. Connect the DSL filter to the parallel splitter.
5. Connect the DSL modem to the parallel splitter.
6. Connect the parallel splitter to the wall jack.
7. Run a fax test.

When the phone rings, the device automatically answers after the number of rings you set in the **Rings to Answer** setting. The device begins emitting fax reception tones to the sending fax machine and receives the fax.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Case I: Shared voice/fax line with answering machine

If you receive both voice calls and fax calls at the same phone number, and you also have an answering machine that answers voice calls at this phone number, set up the device as described in this section.

Figure 10-9 Back view of the device
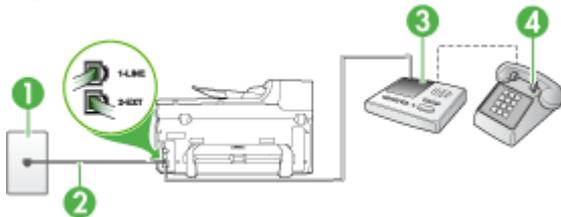
1	Telephone wall jack
2	Use the phone cord provided to connect to the 1-LINE port on the back of the device

(continued)

		You might need to connect the supplied phone cord to the adapter provided for your country/region.
3		Answering machine
4		Telephone (optional)

To set up the device with a shared voice/fax line with answering machine

1. Remove the white plug from the port labeled 2-EXT on the back of the device.
2. Unplug your answering machine from the telephone wall jack, and connect it to the port labeled 2-EXT on the back of the device.

   📝 **NOTE:** If you do not connect your answering machine directly to the device, fax tones from a sending fax machine might be recorded on your answering machine, and you probably will not be able to receive faxes with the device.

3. Using the phone cord supplied in the box with the device, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the device.

   📝 **NOTE:** You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the telephone wall jack to the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

4. (Optional) If your answering machine does not have a built-in phone, for convenience you might want to connect a phone to the back of your answering machine at the "OUT" port.

   📝 **NOTE:** If your answering machine does not let you connect an external phone, you can purchase and use a parallel splitter (also known as a coupler) to connect both the answering machine and telephone to the device. You can use standard phone cords for these connections.

5. Turn on the **Auto Answer** setting.
6. Set your answering machine to answer after a low number of rings.
7. Change the **Rings to Answer** setting on the device to the maximum number of rings supported by your device. (The maximum number of rings varies by country/region.)
8. Run a fax test.

When the phone rings, your answering machine answers after the number of rings you have set, and then plays your recorded greeting. The device monitors the call during this time, "listening" for fax tones. If incoming fax tones are detected, the device emits fax reception tones and receives the fax; if there are no fax tones, the device stops monitoring the line and your answering machine can record a voice message.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Case J: Shared voice/fax line with computer modem and answering machine

If you receive both voice calls and fax calls at the same phone number, and you also have a computer modem and answering machine connected on this phone line, set up the HP device as described in this section.

NOTE: Since your computer dial-up modem shares the phone line with the HP device, you cannot use both your modem and the device simultaneously. For example, you cannot use the HP device for faxing while you are using your computer dial-up modem to send an e-mail or access the Internet.

- Shared voice/fax line with computer dial-up modem and answering machine
- Shared voice/fax line with computer DSL/ADSL modem and answering machine

Shared voice/fax line with computer dial-up modem and answering machine

There are two different ways to set the HP device with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

- If your computer has only one phone port, you will need to purchase a parallel splitter, as shown below. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a two-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)

Figure 10-10 Example of a parallel splitter

- If your computer has one phone port, set up the HP device as described below.

Figure 10-11 Back view of the device
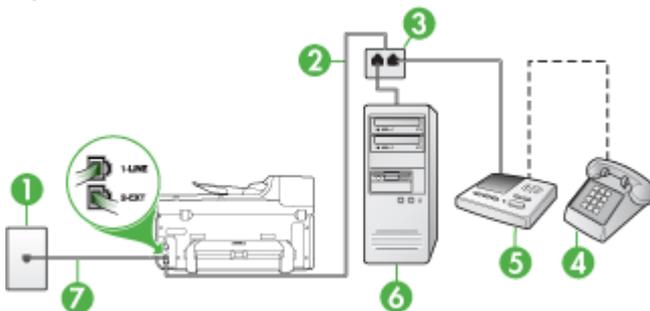
1	Telephone wall jack
2	Telephone cord connected to the parallel splitter
3	Parallel splitter
4	Telephone (optional)

5	Answering machine
6	Computer with modem
7	Use the phone cord supplied in the box with the device to connect to the "1-LINE" port
	You might need to connect the supplied phone cord to the adapter provided for your country/region.

To set up the device on the same phone line as a computer with one phone port

1. Remove the white plug from the port labeled 2-EXT on the back of the HP device.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled 2-EXT on the back of the device.
3. Unplug your answering machine from the telephone wall jack, and connect it to the port labeled 2-EXT on the back of the device.

   NOTE: If you do not connect your answering machine directly to the device, fax tones from a sending fax machine might be recorded on your answering machine, and you might not be able to receive faxes with the device.

4. Using the phone cord supplied in the box with the HP device, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the HP device.

   NOTE: You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the telephone wall jack to the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

5. (Optional) If your answering machine does not have a built-in phone, for convenience you might want to connect a phone to the back of your answering machine at the "OUT" port.

   NOTE: If your answering machine does not let you connect an external phone, you can purchase and use a parallel splitter (also known as a coupler) to connect both the answering machine and telephone to the device. You can use standard phone cords for these connections.

6. If your modem software is set to receive faxes to your computer automatically, turn off that setting.

   NOTE: If you do not turn off the automatic fax reception setting in your modem software, the device will not be able to receive faxes.

7. Turn on the **Auto Answer** setting.
8. Set your answering machine to answer after a low number of rings.

9. Change the **Rings to Answer** setting on the HP device to the maximum number of rings supported by your HP device. (The maximum number of rings varies by country/region.)

10. Run a fax test.

> 📝 **NOTE:** If you are using a computer with two telephone ports, you do not need a parallel splitter. You can plug the answering machine into the "OUT" port on the back of the computer.

When the phone rings, your answering machine answers after the number of rings you have set, and then plays your recorded greeting. The device monitors the call during this time, "listening" for fax tones. If incoming fax tones are detected, the device emits fax reception tones and receives the fax; if there are no fax tones, the device stops monitoring the line and your answering machine can record a voice message.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Shared voice/fax line with computer DSL/ADSL modem and answering machine

1	Telephone wall jack
2	Parallel splitter
3	DSL/ADSL filter
4	Phone cord provided with the device connected to the 1-LINE port on the back of the device You might need to connect the supplied phone cord to the adapter provided for your country/region.
5	DSL/ADSL modem
6	Computer
7	Answering machine
8	Telephone (optional)

NOTE: You will need to purchase a parallel splitter. A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2–line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.

To set up the device with a computer DSL/ADSL modem

1. Obtain a DSL/ADSL filter from your DSL/ADSL provider.

    NOTE: Phones in other parts of the home/office sharing the same phone number with DSL/ADSL service will need to be connected to additional DSL/ADSL filters, otherwise you will experience noise when making voice calls.

2. Using the phone cord supplied in the box with the device, connect one end to the DSL/ADSL filter, then connect the other end to the port labeled 1-LINE on the back of the device.

    NOTE: You might need to connect the supplied phone cord to the adapter provided for your country/region.

    If you do not use the supplied cord to connect from the DSL/ADSL filter to the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

3. Connect the DSL/ADSL filter to the splitter.

4. Unplug the answering machine from the telephone wall jack, and connect it to the port labeled 2-EXT on the back of the device.

    NOTE: If you do not connect your answering machine directly to the device, fax tones from a sending fax machine might be recorded on your answering machine, and you probably will not be able to receive faxes with the device.

5. Connect the DSL modem to the parallel splitter.

6. Connect the parallel splitter to the wall jack.

7. Set your answering machine to answer after a low number of rings.

8. Change your **Rings to Answer** setting on the device to the maximum number of rings supported by the device.

    NOTE: The maximum number of rings varies by country/region.

9. Run a fax test.

When the phone rings, your answering machine will answer after the number of rings you have set, and then play your recorded greeting. The device monitors the call during this time, "listening" for fax tones. If incoming fax tones are detected, the device will emit fax reception tones and receive the fax; if there are no fax tones, the device stops monitoring the line and your answering machine can record a voice message.

If you use the same phone line for telephone, fax, and have a computer DSL modem, follow these instructions to set up your fax.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Case K: Shared voice/fax line with computer dial-up modem and voice mail

If you receive both voice calls and fax calls at the same phone number, use a computer dial-up modem on the same phone line, and subscribe to a voice mail service through your telephone company, set up the device as described in this section.

> **NOTE:** You cannot receive faxes automatically if you have a voice mail service at the same phone number you use for fax calls. You must receive faxes manually; this means you must be available to respond in person to incoming fax calls. If you want to receive faxes automatically instead, contact your telephone company to subscribe to a distinctive ring service, or to obtain a separate phone line for faxing.

Since your computer dial-up modem shares the phone line with the device, you cannot use both your modem and the device simultaneously. For example, you cannot use the device for faxing if you are using your computer dial-up modem to send an e-mail or access the Internet.

There are two different ways to set up the device with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

- If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler), as shown below. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a two-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)

Figure 10-12 Example of a parallel splitter

- If your computer has two phone ports, set up the device as described below.

Figure 10-13 Back view of the device

1	Telephone wall jack
2	Use the phone cord supplied in the box with the device to connect to the 1-LINE port
	You might need to connect the supplied phone cord to the adapter provided for your country/region.
3	Parallel splitter
4	Computer with modem
5	Telephone

To set up the device on the same phone line as a computer with two phone ports

1. Remove the white plug from the port labeled 2-EXT on the back of the device.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled 2-EXT on the back of the device.
3. Connect a phone to the "OUT" port on the back of your computer dial-up modem.
4. Using the phone cord supplied in the box with the device, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the device.

   📝 **NOTE:** You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the telephone wall jack to the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

5. If your modem software is set to receive faxes to your computer automatically, turn off that setting.

   📝 **NOTE:** If you do not turn off the automatic fax reception setting in your modem software, the device will not be able to receive faxes.

6. Turn off the **Auto Answer** setting.
7. Run a fax test.

You must be available to respond in person to incoming fax calls, or the device cannot receive faxes.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Serial-type fax setup

For information on setting up the device for faxing using a serial-type phone system, see the Fax Configuration Web site for your country/region.

Austria	www.hp.com/at/faxconfig
Germany	www.hp.com/de/faxconfig
Switzerland (French)	www.hp.com/ch/fr/faxconfig

(continued)

Switzerland (German)	www.hp.com/ch/de/faxconfig
United Kingdom	www.hp.com/uk/faxconfig
Finland	www.hp.fi/faxconfig
Denmark	www.hp.dk/faxconfig
Sweden	www.hp.se/faxconfig
Norway	www.hp.no/faxconfig
Netherlands	www.hp.nl/faxconfig
Belgium (Dutch)	www.hp.be/nl/faxconfig
Belgium (French)	www.hp.be/fr/faxconfig
Portugal	www.hp.pt/faxconfig
Spain	www.hp.es/faxconfig
France	www.hp.com/fr/faxconfig
Ireland	www.hp.com/ie/faxconfig
Italy	www.hp.com/it/faxconfig

Configure the device (Windows)

NOTE: Microsoft Internet Explorer 6.0 or higher must be installed on the computer system to run the installation program.

In addition, you must have administrator privileges to install a printer driver on Windows 2000, Windows XP, or Windows Vista.

When setting up the device, HP recommends that you connect it after you install the software. The installation program is designed to provide you with the easiest setup experience. However, if you have connected the cable first, see Connect the device before installing the software.

This section contains the following topics:

• Direct connection
• Network connection

Direct connection

You can connect the device directly to your computer using a USB cable.

NOTE: If you install the device software and connect the device to a computer running Windows, you can connect additional devices to the same computer with USB cables without reinstalling the device software.

When setting up the device, HP recommends that you connect the device only when prompted by the software. However, if you have connected the cable first, see Connect the device before installing the software.

This section contains the following topics:

Install the software before connecting the device (recommended)

To install the software
1. Close any applications that are running.
2. Insert the Starter CD into the CD drive. The CD menu runs automatically. If the CD menu does not start automatically, double-click the setup icon on the Starter CD.
3. On the CD menu, click **Install USB-Connected Device** and follow the onscreen instructions.
4. When prompted, turn on the device and connect it to the computer using a USB cable.

📝 **NOTE:** You can also share the device with other computers using a simple form of networking known as locally shared networking. For more information, see Share the device on a locally shared network.

Connect the device before installing the software

If you connected the device to the computer before installing the device software, the **Found New Hardware** wizard displays on the computer screen.

📝 **NOTE:** If you turned on the device, do not turn it off or unplug the cable from the device while the installation program is running. If you do so, the installation program will not finish.

To connect the device
1. In the **Found New Hardware** dialog box that displays methods for locating the printer driver, select the Advanced option, and then click **Next**.

   📝 **NOTE:** Do not allow the **Found New Hardware** wizard to perform an automatic search for the printer driver.

2. Select the check box for specifying the driver location, and ensure that the other check boxes are clear.
3. Insert the Starter CD into the CD drive. If the CD menu appears, close it.
4. Browse to locate the root directory on the Starter CD (for example, D), and then click **OK**.
5. Click **Next** and follow the onscreen instructions.
6. Click **Finish** to close the **Found New Hardware** wizard. The wizard automatically starts the installation program (this might take a short while).
7. Complete the installation process.

📝 **NOTE:** You can also share the device with other computers using a simple form of networking known as locally shared networking. For more information, see <u>Share the device on a locally shared network</u>.

Share the device on a locally shared network

In a locally shared network, the device is connected directly to the USB connector of a selected computer (known as the server) and is shared by other computers (clients).

📝 **NOTE:** When sharing a directly connected device, use the computer with the newest operating system as the server.

Use this configuration only in small groups or when usage is low. The connected computer runs slower when many users print to the device.

Only the printing function is shared. Scan and Copy functions are not shared.

To share the device

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Printers**.
2. Right-click the device icon, click **Properties**, and then click the **Sharing** tab.
3. Click the option to share the device, and give it a share name.

Network connection

If the device has network capability, it can be shared in a network environment by connecting it directly to the network. This type of connection offers the ability to manage the device by using the embedded Web server from any computer on the network.

📝 **NOTE:** Microsoft Internet Explorer 6.0 or higher must be installed on the computer system to run the installation program.

Choose the installation option for the type of network you have:

Network Situation	Setup Type
Peer to peer and network connection 	Each computer connects to the device using a wired or wireless network connection. There is no dedicated print server. Install the software on the computers that will be using the device. For more information, see <u>Install the device on a network</u>. **1.** Client computer A **2.** HP device **3.** Client computer B **4.** Network server **5.** Router/hub
Locally shared device 	One computer is used as a print server (Client A). The device is connected to the computer directly with a USB cable. Client A shares the device. Client B is able to install the shared device and print to this device. Client computers can only print from the device.Install the device software on the server, and then install the device software on the client computers. For more information see <u>Install the device on a network</u> and <u>Install the device software on client computers</u>. **1.** Client computer A **2.** USB connection **3.** HP device **4.** Client computer B **5.** Network server **6.** Router/hub
Server connection 	The network server is used as a print server, and the device is connected directly with a USB cable. The installed device is shared. Other computers on the network can install the shared device. The administrator is able to monitor the device from the network server. Client computers can only print from the device. Install the device software on the server, and then install the device software on the client computers. For more information see <u>Install the device on a network</u> and <u>Install the device software on client computers</u>. **1.** Network Server **2.** USB connection **3.** HP device **4.** Client computer A **5.** Client computer B **6.** Router/hub
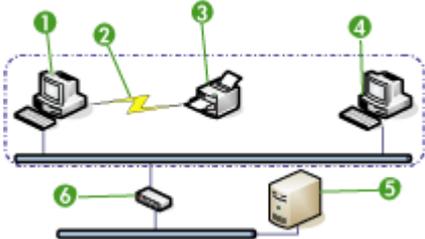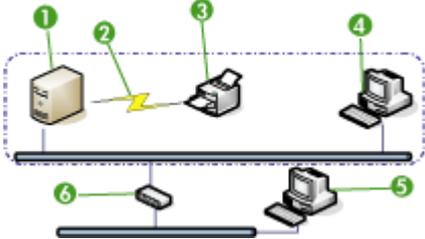
- **Client/server network:** If your network has a computer acting as a dedicated print server, install the device software on the server, and then install the device software on the client computers. For more information see Install the device on a network and Install the device software on client computers. This method does not allow you to share the full functionality of the device. Client computers can only print from the device.

- **Peer-to-peer network:** If you have a peer-to-peer network (a network without a dedicated print server), install the software on the computers that will be using the device. For more information, see Install the device on a network.

In addition, you can connect to a network printer on both types of networks by using the **Add Printer** wizard in Windows. For more information, see Install the printer driver using Add Printer.

This section contains the following topics:

- Install the device on a network
- Install the device software on client computers
- Install the printer driver using Add Printer
- Install the device in a pure IPv6 network environment

Install the device on a network

Use the following steps to install the device software in the following networking scenarios:

You have a peer-to-peer network (a network without a dedicated print server)

1. Remove the protective cover from the device's network port and connect the device to the network.
2. Insert the Starter CD into the CD drive. The CD menu starts automatically. If the CD menu does not start automatically, browse to the CD drive of the computer and double-click **Setup.exe**.
3. On the CD menu, click **Install**, and then follow the onscreen instructions.
4. On the **Connection Type** screen, select **Network/Wireless Device**, and then click **Next**.
5. Follow the onscreen instructions to complete the installation.

NOTE: To share the device with Windows client computers, see Install the device software on client computers and Share the device on a locally shared network.

Install the device software on client computers

After printer drivers are installed on the computer that is acting as the print server, the printing functionality can be shared. Individual Windows users who want to use the network device must install the software on their computers (clients).

A client computer can connect to the device in the following ways:

- In the Printers folder, double-click the **Add Printer** icon and follow the instructions for a network installation. For more information, see Install the printer driver using Add Printer.
- On the network, browse to the device and drag it to your Printers folder.
- Add the device and install the software from the INF file on your network. On the Starter CD, the INF files are stored in the root directory of the CD.

Install the printer driver using Add Printer

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Printers**.
2. Double-click **Add Printer**, and then click **Next**.
3. Select **Network Printer** or **Network Printer Server**.
4. Click **Next**.
5. Do one of the following:

   Type in the network path or queue name of the shared device, and then click **Next**. Click **Have Disk** when prompted to select the device model.

   Click **Next** and locate the device in the list of shared printers.
6. Click **Next** and follow the onscreen instructions to complete the installation.

Install the device in a pure IPv6 network environment

If you are connecting the device to a Windows XP or a Windows Vista computer on a pure IPV6 network, follow these instructions to install the printer driver.

> **NOTE:** If you attempt to install the device software from the Starter CD, you will not be able to find the device and complete the software setup.
>
> **NOTE:** In pure IPv6 network environment, only the printer driver and Digital Direct Filing are available. Other device software features such as Toolbox and Solution Center will not be available.
>
> **NOTE:** When you are operating in an IPv6 network, the display will not show any wireless connection and it will show "No Link" when you view the Network Wireless summary. To view the wireless network settings, print a Network Configuration page. For more information, see Understand the network configuration page.

To install the printer driver on Windows XP

1. Connect the HP device to your network.
2. Install the HP Standard TCP/IP port monitor from the util\ipv6 folder on the Starter CD.

   > **NOTE:** Click Next, if you see a dialog stating that the device cannot be identified.

3. Print a network configuration page from the device to obtain the IP address. For more information, see Understand the network configuration page.

4. In the Windows Add Print Wizard, create a local printer and select HP Standard TCP/IP Port.
5. When prompted, type the Stateless IPv6 address of the HP device printed on the Network configuration page. For example, 2001:DB8:1::4A50:33GFF:FE32:3333.

> 📝 **NOTE:** The device status is not available in pure IPv6 network environment running Windows XP.

To install the printer driver on Windows Vista
1. Click **Start** and then **Network**.
2. Right-click on the device you are installing, and then click **Install**.
3. When prompted for the printer driver, select the root level of the Starter CD.

Configure the device (Mac OS X)

You can use the device with a single Macintosh computer by using a USB cable, or you can share it among other users on a network.

This section contains the following topics:

- Install the software for network or direct connection
- Share the device on a locally shared network

Install the software for network or direct connection

To install the software for a direct connection
1. Connect the device to your computer with a USB cable.
2. Insert the Starter CD into the CD drive.
3. Double-click **HP Installer** and follow the onscreen instructions.
4. If necessary, share the device with other Macintosh computer users.
   - **Direct connection:** Share the device with the other Macintosh computer users. For more information, see Share the device on a locally shared network.
   - **Network connection:** Individual Macintosh computer users who want to use the device on the network must install the device software on their computers.

To install the software for a network connection
1. Remove the protective cover from the device's network port and connect the device to the network.
2. Insert the Starter CD into the CD drive.
3. Double-click **HP Installer**, and then follow the onscreen instructions.
4. On the **Connection Type** screen, select **Wired network/Wireless**, and then click **Next**.
5. Follow the onscreen instructions to complete the installation.

Share the device on a locally shared network

When you connect the device directly, you can share it with other computers using a simple form of networking known as Printer Sharing. Use this Printer Sharing only in small groups or when usage is low. The connected computer runs slower when many users print to the device.

Basic requirements for sharing in the Mac OS X environment include the following items:

• The Macintosh computers must be communicating on the network using TCP/IP, and they must have IP addresses. (AppleTalk is not supported.)

• The device that is being shared must be connected to a built-in USB port on the host Macintosh computer.

• Both the host Macintosh computer and the client Macintosh computers that are using the shared device must have the driver or PPD for the device that is installed. (You can run the installation program to install the device sharing software and associated Help files.)

For more information about USB device sharing, see the support information on the Apple Web site (www.apple.com) or the Apple Macintosh Help on the computer.

📝 **NOTE:** Printer Sharing is supported in Mac OS X v.10.4 and higher.

NOTE: Printer Sharing must be enabled on the host and client computers. Open **System Preferences**, select **Sharing**, and then click **Printer Sharing**.

To share the device among computers running Mac OS X

1. Turn on printer sharing on all Macintosh computers (host and clients) that are connected to the printer.
2. Open **System Preferences**, click **Print & Fax**, select the printer you want to share from the list on the left, and then check **Share this printer**.
3. To print from the other Macintosh computers (the clients) on the network, do the following:
   a. Click **File**, and then select **Page Setup** in the document you want to print.
   b. In the drop-down menu next to **Format for**, select **Shared Printers**, and then select your device.
   c. Select the **Paper Size**, and then click **OK**.
   d. In the document, click **File**, and then select **Print**.
   e. From the drop-down menu next to **Printer**, select **Shared Printers**, and then select your device.
   f. Make additional settings, if necessary, and then click **Print**.

Set up the device for wireless communication (some models only)

You can set up the device for wireless communication in the following ways:

Setup method	Infrastructure wireless communication	Ad hoc wireless communication
Device control panel (recommended)	✔	✔
Network Toolbox	✔	

NOTE: If you encounter problems, see Solve wireless problems.

Make sure the device is not connected to the network by a network cable.

The sending device must have built-in 802.11 capabilities or an 802.11 wireless card installed.

The device and the computers that use it must be on the same subnet.

Before installing the device software, you may wish to find out the settings of your network. Obtain the information from your system administrators, or complete the following tasks:

- Obtain your network's network name or Service Set Identifier (SSID) and communication mode (infrastructure or ad hoc) from the configuration utility for the network's wireless access point (WAP) or the computer's network card.
- Find out the type of encryption your network uses, such as Wired Equivalent Privacy (WEP).
- Find out the security password or encryption key of the wireless device.

This section contains the following topics:

- Understand 802.11 wireless network settings
- To set up wireless communication using the installer (Windows)
- To set up wireless communication using the installer (Mac OS X)
- To set up wireless communication using the device control panel with wireless setup wizard
- Connect the device using an ad hoc wireless network connection
- To turn off wireless communication
- Configure your firewall to work with HP devices
- Change the connection method
- Guidelines for ensuring wireless network security

Understand 802.11 wireless network settings

Network name (SSID)

By default, the device looks for the wireless network name or SSID named "hpsetup." Your network may have a different SSID.

Communication mode

There are two communication mode options:

- **Ad hoc:** On an ad hoc network, the device is set to ad hoc communication mode and communicates directly with other wireless devices without the use of a WAP. All devices on the ad hoc network must fulfill the following requirements:
  - ◦ Be 802.11 compatible
  - ◦ Have ad hoc as the communication mode
  - ◦ Have the same network name (SSID)
  - ◦ Be on the same subnet and same channel
  - ◦ Have the same 802.11 security settings
- **Infrastructure (recommended):** On an infrastructure network, the device is set to infrastructure communication mode and communicates with other devices on the network, whether the devices are wired or wireless, through a wireless access point, such as a wireless router. Access points commonly act as routers or gateways on small networks.

Security settings

📝 **NOTE:** For the available settings for the device, see Understand the network configuration page.

For more information on wireless security, visit www.wifi.org.

- **Network authentication:** The device's factory default setting is `Open`, which does not require security for authorization or encryption. The other possible values are `OpenThenShared`, `Shared`, and `WPA-PSK` (Wi-Fi® Protected Access Pre-Shared Key).

  WPA increases the level of over-the-air data protection and access control on existing and future Wi-Fi networks. It addresses all known weaknesses of WEP, the original native security mechanism in the 802.11 standard.

  WPA2 is the second generation of WPA security; it provides enterprise and consumer Wi-Fi users with a high level of assurance that only authorized users can access their wireless networks.
- **Data encryption:**
  - ◦ Wired Equivalent Privacy (WEP) provides security by encrypting data sent over radio waves from one wireless device to another wireless device. Devices on a WEP-enabled network use WEP keys to encode data. If your network uses WEP, you must know the WEP key(s) it uses.
  - ◦ WPA uses the Temporal Key Integrity Protocol (TKIP) for encryption.
  - ◦ WPA2 provides a new encryption scheme, the Advanced Encryption Standard (AES). AES is defined in counter cipher-block chaining mode (CCM) and supports the Independent Basic Service Set (IBSS) to enable security between client workstations operating in ad hoc mode.

To set up wireless communication using the installer (Windows)

📝 **NOTE:** For this method, you will need to have a wireless network set up and running. You will also need a USB cable. Do not attach the USB cable until prompted by the installer.

1. Save any open documents. Close any applications that are running on your computer.
2. Insert the Starter CD into the CD drive. The CD menu runs automatically. If the CD menu does not start automatically, double-click the setup icon on the Starter CD.
3. On the CD menu, click **Install Network/Wireless Device**, and then follow the onscreen instructions.

> **NOTE:** If the firewall software on your computer displays any messages during the installation, select the **Always permit/Allow** option in the messages. Selecting this option allows the software to install successfully on your computer.

4. When prompted, temporarily connect the USB wireless setup cable.
5. Follow the onscreen instructions to complete the installation.
6. Disconnect the USB wireless setup cable when prompted.

To set up wireless communication using the installer (Mac OS X)

1. Connect a USB wireless setup cable to the port on the back of the HP device and then to any USB port on the computer.
2. Place the Starter CD into the computer.
3. Double-click the HP Installer icon on the Starter CD, and then follow the onscreen instructions.
4. Disconnect the USB wireless setup cable when prompted.

To set up wireless communication using the device control panel with wireless setup wizard

The Wireless Setup Wizard provides an easy way to set up and manage a wireless connection to your device.

> **NOTE:** To use this method, you must have a wireless network set up and running.

1. Set up the device hardware (see the setup poster that came with your device).
2. On the device control panel, press ⚒ (**Setup**).
3. Select **Network**.
4. Select **Wireless Setup Wizard**.
5. Follow the display instructions to complete the setup.

> **NOTE:** After you have made a connection, install the software if you have not done so already.

Connect the device using an ad hoc wireless network connection

Method 1
1. Turn on wireless in your computer and in the device.
2. On your computer:
   a. Click **Start**, point to **Settings**, and then click **Network Connections**.
   - Or –
   Click **Start**, point to **Control Panel**, and then double click **Network Connections**.
   b. Double click the **Wireless Network Connection** icon.
   c. On the **General** tab, click **View Wireless Devices**.
   d. Choose a wireless device and connect to the network name (SSID) `hpsetup` (This network name is the default, ad hoc network that is created by the HP device).

   > **NOTE:** If your HP device was previously configured for a different network, you can restore the network defaults to enable the device to use "hpsetup". To restore the network defaults complete the following steps:
   >
   > **Reset the administrator password and network settings:** Select **Setup**, select **Network**, and then select **Restore Network Defaults**. For more information, see General troubleshooting tips and resources.

To turn off wireless communication

Device control panel: Press **Setup**, then select **Network Menu**, then select **Wireless Radio**, and then select either **On** or **Off**.

Configure your firewall to work with HP devices

A personal firewall, which is security software running on your computer, can block network communication between your HP device and your computer.

The firewall might be preventing communication, if you encounter these problems:

- Printer not found when installing HP software
- Unable to print, print job stuck in queue or printer goes offline
- Scan communication errors or scanner busy messages
- Unable to see printer status on your computer

The firewall might be preventing your HP device from notifying computers on your network where it can be found. If the HP software cannot find the HP device during installation (and you know the HP device is on the network), or you have already successfully installed HP software and experience problems, try the following:

1. If you are using a computer running Windows, in the firewall configuration utility, look for an option to trust computers on the local subnet (sometimes called the "scope" or "zone"). By trusting all computers on the local subnet, computers and devices in your home can communicate with each other while still being protected from the Internet. This is the easiest approach to use.
2. If you do not have the option to trust computers on the local subnet, add incoming UDP port 427 to your firewall's list of allowed ports.

📝 **NOTE:** Not all firewalls require you to differentiate between incoming and outgoing ports, but some do.

Another common problem is that HP software is not trusted by your firewall to access the network. This can happen if you answered "block" to any firewall dialog boxes that appeared when you installed the HP software.

If this occurs, and if you are using a computer running Windows, check that the following programs are in your firewall's list of trusted applications; add any that are missing.

*   **hpqkygrp.exe**, located in **C:\program files\HP\digital imaging\bin**
*   **hpqscnvw.exe**, located in **C:\program files\HP\digital imaging\bin**
*   **hpqste08.exe**, located in **C:\program files\HP\digital imaging\bin**
*   **hpqtra08.exe**, located in **C:\program files\HP\digital imaging\bin**
*   **hpqthb08.exe**, located in **C:\program files\HP\digital imaging\bin**

📝 **NOTE:** Refer to your firewall documentation on how to configure the firewall port settings and how to add HP files to the "trusted" list.

NOTE: Some firewalls continue to cause interference even after you disable them. If you continue to have problems after configuring the firewall as described above and if you are using a computer running Windows, you might need to uninstall the firewall software in order to use the HP device over the network.

Change the connection method

If you have installed the software and connected your HP device using a USB or Ethernet cable, you can change to a wireless connection any time you want.

Change from a USB connection to a wireless connection (Windows)

1. Select **Start**, **Programs**, **HP**, select your device, and then select **Change Connection Method**.
2. Press **Add a Device**.
3. Follow the onscreen instructions and remove the USB cable when prompted.

Change from a USB connection to a wireless connection (Mac OS X)

1. Click the **HP Device Manager** icon on the Dock or in the Hewlett Packard folder in the Applications folder.
2. From the **Information and Settings** list, select **Network Printer Setup Utility**.
3. Follow the onscreen instructions to configure the network settings.

Change from an Ethernet connection to a wireless connection

📝 **NOTE:** For Ethernet-enabled HP devices only.

1. Open the embedded Web server (EWS). For more information, see Use the Embedded Web server.
2. Click the **Networking** tab, and then click **Wireless (802.11)** in the left pane.
3. On the **Wireless Setup** tab, press **Start Wizard**.

4. Follow the onscreen instructions to change from an Ethernet connection to a wireless connection.
5. After you finish changing the settings, disconnect the Ethernet cable.

Guidelines for ensuring wireless network security

This section contains the following topics:

- To add hardware addresses to a WAP
- Other guidelines

To add hardware addresses to a WAP

MAC filtering is a security feature in which a wireless access point, such as a wireless router or Apple AirPort Base Station, is configured with a list of MAC addresses (also called "hardware addresses") of devices that are allowed to gain access to the network through the access point.

If the access point does not have the hardware address of a device attempting to access the network, the access point denies the device access to the network.

If the access point filters MAC addresses, then the device's MAC address must be added to the access point's list of accepted MAC addresses.

1. Print the network configuration page. For information on the network configuration page, see Understand the network configuration page.
2. Open the WAP's configuration utility, and add the device's hardware address to the list of accepted MAC addresses.

Other guidelines

To keep the wireless network secure, follow these guidelines:

- Use a password with at least 20 random characters. You can use up to 63 characters in a WPA password.
- Avoid any common words or phrases, easy sequences of characters (such as all 1s), and personally-identifiable information for passwords. Always use random strings composed of uppercase and lowercase letters, numbers, and if allowed, special characters such as punctuation.
- Change the password periodically.
- Change the default password provided by the manufacturer for administrator access to the access point or wireless router. Some routers let you change the administrator name as well.
- Turn off administrative access over wireless if possible. If you do this, you need to connect to the router with a wired Ethernet connection when you want to make configuration changes.
- Turn off remote administrative access over the Internet on your router, if possible. You can use Remote Desktop to make an encrypted connection to a computer running behind your router and make configuration changes from the local computer you are accessing over the Internet.
- To avoid accidentally connecting to another party's wireless network, turn off the setting to automatically connect to non-preferred networks. This is disabled by default in Windows XP.

Set up the device for Bluetooth communication

The HP Bluetooth Wireless Printer Adapter allows you to print documents from Bluetooth devices without a cable connection. Simply insert the HP Bluetooth adapter into the front USB port and print from a Bluetooth device such as a PDA or camera phone. You can also use Bluetooth technology to print from a computer to the device.

NOTE: The only software functionality available with a Bluetooth connection is printing. Scanning and software-based faxing cannot be done over a Bluetooth connection. However, some stand-alone functions are still available.

To set up the device for Bluetooth communication from the control panel

1. Insert the HP Bluetooth Adapter into the front USB port.
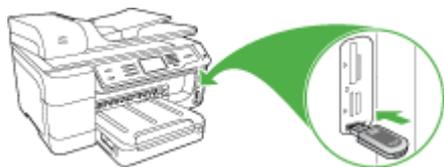
2. Some Bluetooth devices exchange addresses when they communicate with each other and establish a connection. Also, some Bluetooth devices display the name of the other device when connected. If you do not want the default name displayed as the name of your device, you can change the device name.
Do the following, as appropriate:

To find out the address of the device
a. Select **Setup**.
b. Select **Bluetooth**, and then select **Device Address**. The device address is displayed, which is read only.
c. To enter the address into your all-in-one, follow the instructions that came with your Bluetooth device.

To change the name of the device from the default
a. Press **Setup**.
b. Select **Bluetooth**, and then select **Device Name**.

> **NOTE:** The device ships with the predefined name of **"Officejet Pro 8500 A909 Series."**

c. Use the visual keypad to enter a new name.
d. When you have finished entering a name for the device, press **OK**.
The name you entered will appear on your Bluetooth device when you connect to the device to print.

3. Press **OK** to exit the Setup menu.

To set up the device for Bluetooth communication via the embedded Web server

▲ Open the embedded Web server, click the **Bluetooth** tab, complete the required fields in each section, and then click **Apply**.

To change the device name from the default via the embedded Web server

▲ Open the embedded Web server, click the **Bluetooth** tab, type a new name in the **Device Name** field, and then click **Apply**.

Connect the device with Bluetooth

With a Bluetooth connection you can access many of the same printing features as with a USB connection. For example, you can check the device status, as well as the estimated amount of ink remaining in your ink cartridges.

Connecting the device with Bluetooth on Windows

You must have Windows XP and either the Microsoft Bluetooth Protocol Stack or the Widcomm/Broadcom Bluetooth Protocol Stack installed in order to connect the device. It is possible to have both the Microsoft Stack and the Widcomm/Broadcom Stack on your computer. However, you can use only one of them to connect the device.

- **Microsoft stack**: If you have Windows XP with Service Pack 2 installed on your computer, then your computer has the Microsoft Bluetooth Protocol Stack. The Microsoft stack allows you to install an external Bluetooth adapter automatically. If your Bluetooth adapter supports the Microsoft stack but it does not install automatically, then you do not have the Microsoft stack on your computer. Check the documentation that came with the Bluetooth adapter to see if it supports the Microsoft stack.

- **Widcomm/Broadcom stack**: If you have an HP computer with Bluetooth built in, or if you have installed an HP Bluetooth adapter, then your computer has the Widcomm/Broadcom stack. If you have an HP computer and plug in an HP Bluetooth adapter, it will install automatically using the Widcomm/Broadcom stack.

To install and print using the Microsoft stack

NOTE: Make sure that you have installed the device software on the computer. The purpose of installing the software is to make sure the printer driver is available for the Bluetooth connection. Therefore, if you have already installed the software, you do not need to reinstall it. If you want both a USB and a Bluetooth connection to the device, install the USB connection first. For more information, see Direct connection. However, if you do not want a USB connection, select **Directly to the computer** on the **Connection Type** screen. Also, on the **Connect Your Device Now** screen, select the check box next to **If you are unable to connect your device now...** at the bottom of the screen.

1. Attach an HP Bluetooth adapter to the front USB port of the device.
2. If you are using an external Bluetooth adapter for your computer, make sure your computer is started and then attach the Bluetooth adapter to a USB port on the computer. If you have Windows XP with Service Pack 2 installed, the Bluetooth drivers are installed automatically. If you are prompted to select a Bluetooth profile, select **HCRP**, **SPP**, or **BPP**.
   If your computer has Bluetooth built in, just make sure the computer is started.
3. On the Windows taskbar, click **Start**, and then click **Printers and Faxes**.
4. Double-click the **Add Printer** icon.
5. Click **Next**, and then select **A Bluetooth Printer**.
6. Follow the onscreen instructions to finish the installation.
7. Print as you would to any printer.

To install and print using the Widcomm/Broadcom stack
1. Make sure that you have installed the device software on the computer.
2. Attach an HP Bluetooth adapter to the front USB port.
3. Click the **My Bluetooth Places** icon on the desktop or in the taskbar.
4. Click **View devices in range**.
5. Once the available devices are discovered, double-click the name of the device to finish the installation.
6. Print as you would to any device.

Connect the device with Bluetooth on Mac OS X

You can connect the device to a Mac that has Bluetooth built in, or you can install an external Bluetooth adapter.

📝 **NOTE:** Mac Bluetooth must be turned **On** in the OS. To verify, open **System Preferences**, click on **Network**, select **Network Port Configurations**, and then assure that **Bluetooth** is checked.

To install and print using Bluetooth for Mac OS X
1. Make sure that you have installed the device software on the computer.
2. Attach an HP Bluetooth Adapter to the front USB port of the device.
3. Press the **Power** button on the control panel to turn the device off, and press it again to turn it on.
4. Attach an HP Bluetooth adapter to the computer and turn it on. Make sure that you have installed the software that came with the adapter. Or, if your computer has Bluetooth built in, just turn on your computer.

   📝 **NOTE:** This step is only necessary for Macintosh computers that do not have built-in Bluetooth.

5. Open the **Printer Setup Utility**.
6. In the **Printer List**, click **Add**.
   The computer searches for the device.
7. Assure that connection type **Bluetooth** is selected in the **Default Browser** tab.

8. Select **Bluetooth** from the pull-down menu. Select the all-in-one and click **Add**. The all-in-one is added to the device list.

9. Print as you would to any device.

Set Bluetooth security for the device

You can enable the following device security settings either through the control-panel menu or the embedded Web server:

- Require passkey authentication prior to someone printing to the device from a Bluetooth device.
- Make the device visible or invisible to Bluetooth devices that are within range.

Use a passkey to authenticate Bluetooth devices

You can set the security level of the device to either **High** or **Low**.

- **Low**: The device does not require a passkey. Any Bluetooth device within range can print to it.

    📝 **NOTE:** The default security setting is **Low**. Low level security does not require authentication.

- **High**: The device requires a passkey from the Bluetooth device before allowing the device to send a print job to it. The passkey must be 1 to 4 characters long, and can only consist of numbers.

    📝 **NOTE:** The device ships with a predefined passkey that is set to four zeroes "0000".

To set the device to require passkey authentication via the control panel
1. Press **Setup**.
2. Select **Bluetooth**, and then select **Passkey**.
3. Use the keypad to enter a new passkey.
4. When you have finished entering your passkey, press **OK**.
5. Select **Security Level**, and then select **High**.
6. Press **OK**.
    High level security requires authentication.
    Passkey authentication is now set for the device.

To set the device to require passkey authentication via the embedded Web server
▲ Open the embedded Web server, click the **Bluetooth** tab, enter a new passkey in the Passkey section, click **High** in the Security Level section, and then click **Apply**.

To set the device to be visible or not visible to Bluetooth devices

You can set the device to be either visible to Bluetooth devices (public) or not visible to any (private).

- **Visible**: Any Bluetooth device within range can print to the device.
- **Not visible**: Only Bluetooth devices that have stored the device address of the all-in-one can print to it.

> **NOTE:** The device ships with a default accessibility level of **Visible**.

To set the device to be not visible from the control panel

1. Press **Setup** on the control panel.
2. Select **Bluetooth**, and then select **Visibility**.
3. Use the arrow buttons to select **Not Visible**, and then press **OK**.
   The all-in-one is inaccessible to Bluetooth devices that have not stored its device address.

To set the device to be not visible from the embedded Web server

▲ Open the embedded Web server, click the **Bluetooth** tab, select **Not Visible** in the **Visibility** section, and then click **Apply**.

Reset Bluetooth settings via the embedded Web server

To reset Bluetooth settings on the device to the factory defaults:

1. Open the embedded Web server, and then click the **Bluetooth** tab.
2. Click **Reset Bluetooth** in the Reset Bluetooth section, and then click **Apply**.

Uninstall and reinstall the software

If your installation is incomplete, or if you connected the USB cable to the computer before prompted by the software installation screen, you might need to uninstall and then reinstall the software. Do not simply delete the device application files from your computer. Make sure to remove them properly, using the uninstall utility provided when you installed the software that came with the device.

To uninstall from a Windows computer, method 1

1. Disconnect the device from your computer. Do not connect it to your computer until after you have reinstalled the software.
2. Press the **Power** button to turn off the device.
3. On the Windows taskbar, click **Start**, select **Programs** or **All Programs**, select **HP**, select the HP device, and then click **Uninstall**.
4. Follow the onscreen instructions.
5. If you are asked whether you would like to remove shared files, click **No**.
   Other programs that use these files might not work properly if the files are deleted.
6. Restart your computer.

7. To reinstall the software, insert the device Starter CD into your computer's CD-ROM drive, follow the onscreen instructions, and also see Install the software before connecting the device (recommended).

8. After the software is installed, connect the device to your computer.

9. Press the **Power** button to turn the device on.
   After connecting and turning on the device, you might have to wait several minutes for all of the Plug and Play events to complete.

10. Follow the onscreen instructions.

When the software installation is complete, the **HP Digital Imaging Monitor** icon appears in the Windows system tray.

To uninstall from a Windows computer, method 2

📝 **NOTE:** Use this method if **Uninstall** is not available in the Windows Start menu.

1. On the Windows taskbar, click **Start**, select **Settings**, select **Control Panel**, and then click **Add/Remove Programs**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Programs and Features**.

2. Select **HP Officejet Pro All-in-One Series**, and then click **Change/Remove** or **Uninstall/Change**.
   Follow the onscreen instructions.

3. Disconnect the device from your computer.

4. Restart your computer.

   📝 **NOTE:** It is important that you disconnect the device before restarting your computer. Do not connect the device to your computer until after you have reinstalled the software.

5. Insert the device Starter CD into your computer's CD-ROM drive and then start the Setup program.

6. Follow the onscreen instructions and also see Install the software before connecting the device (recommended).

To uninstall from a Windows computer, method 3

📝 **NOTE:** Use this method if **Uninstall** is not available in the Windows Start menu.

1. Insert the device Starter CD into your computer's CD-ROM drive, and then start the Setup program.

2. Disconnect the device from your computer.

3. Select **Uninstall** and follow the onscreen directions.

4. Restart your computer.

   📝 **NOTE:** It is important that you disconnect the device before restarting your computer. Do not connect the device to your computer until after you have reinstalled the software.

5. Start the Setup program for the device again.

6. Select **Install**.
7. Follow the onscreen instructions and also see Install the software before connecting the device (recommended).

To uninstall from a Macintosh computer

1. Launch **HP Device Manager**.
2. Click **Information and Settings**.
3. Select **Uninstall HP AiO Software** from the pull-down menu.
   Follow the onscreen instructions.
4. After the software is uninstalled, restart your computer.
5. To reinstall the software, insert the device Starter CD into your computer's CD-ROM drive.
6. On the desktop, open the CD-ROM, and then double-click **HP All-in-One Installer**.
7. Follow the onscreen instructions and also see Install the software for network or direct connection.

To uninstall from a Macintosh computer, method 2

1. Open the Finder.
2. Double-click **Applications**.
3. Double-click **Hewlett-Packard**.
4. Select your device, and then double-click **Uninstall**.

11 Maintain and troubleshoot

This section contains the following topics:

Replace the ink cartridges

You can check the estimated ink levels from the Toolbox (Windows), the HP Solution Center, the HP Printer Utility (Mac OS X), or the embedded Web server. For information about using these tools, see Use device management tools. You can also print the self-test diagnostic page to view this information (see Understand the self-test report).

NOTE: To find out which ink cartridges work with your device, see Supplies.

Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so.

After removing a cartridge from its package, install it right away. Do not remove a cartridge from the device for long periods of time.

For information on recycling used ink supplies, see HP inkjet supplies recycling program.

To replace the ink cartridges

1. Gently pull open the ink cartridge cover.

2. Remove the ink cartridge that requires replacement by grasping it and pulling it firmly toward you.

3. Remove the new ink cartridge from its package.
4. Align the cartridge with its color-coded slot and insert the cartridge into the slot. Press down firmly on the cartridge to ensure proper contact.
5. Close the ink cartridge cover.

Maintain the printheads

If printed characters are incomplete, or printouts are streaked, the ink nozzles might be clogged and you might need to clean the printheads.

When the quality of printouts deteriorates, follow the steps below:

1. Check the health of the printheads. For more information, see To check printhead health.
2. Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.
3. Clean the printheads. For more information, see To clean the printheads.
4. Replace the printheads if the problems persist after cleaning. For more information, see To replace the printheads.

This section covers the following printhead maintenance tasks:

- To check printhead health
- To print the print quality diagnostic page
- To align the printheads
- To calibrate the linefeed
- To clean the printheads
- To clean the printhead contacts manually
- To replace the printheads

To check printhead health

Use one of the following means to check the printhead health. If any printhead has a Replace status, then perform one or more of the maintenance functions, or clean or replace the printhead.

- **Self-Test Report:** Print the self-test report on a clean sheet of white paper, and check the printhead health section. For more information, see Understand the self-test report.
- **Embedded Web server:** Open the embedded Web server. For more information, see To open the embedded Web server. Click the **Information** tab, and then click **Ink Supplies** in the left pane.
- **Toolbox (Windows):** Open the Toolbox. For more information, see Open the Toolbox. Click the **Information** tab, and then click **Printhead Health**.

To print the print quality diagnostic page

Use the print quality diagnostic page to diagnose issues affecting the print quality. This will help you decide whether to run any maintenance tools to improve the print quality of your printouts. You can also view the ink level information, and the printhead health status on the page.

> 📝 **NOTE:** Before printing the print quality diagnostic page, make sure you load paper. For more information, see Load media.

> Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so.

- **Control panel:** Press **Setup**, select **Print Report**, select **Print Quality Page**, and then press **OK**.
- **Embedded Web server:** Click the **Settings** tab, click **Device Services** in the left pane, select **Print a PQ (Print Quality) Diagnostic Page** from the drop-down list in the **Print Quality** section, and then click **Run Diagnostic**.
- **Toolbox (Windows):** Click the **Services** tab, and then click **Print a PQ (Print Quality) Diagnostic Page** and follow the onscreen instructions.
- **HP Printer Utility (Mac OS X):** Click **Print Quality Diagnostics** from the **Information and Support** panel.

1	**Printer Information:** Shows device information (such as the product model number, serial number, and firmware version number), the number of pages printed from the trays and duplexer, the ink level information, and the printhead health status. **NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so.
2	**Test Pattern 1:** If the lines are not straight and connected, align the printheads. For more information, see To align the printheads.
3	**Test Pattern 2:** If there are thin white lines across any of the colored blocks, clean the printheads. For more information, see To clean the printheads.
4	**Test Pattern 3:** If there are dark lines or white gaps where the arrows are pointing, calibrate the linefeed. For more information, see To calibrate the linefeed.

To align the printheads

Whenever you replace a printhead, the device automatically aligns the printheads to ensure the best print quality. However, if the appearance of your printed pages indicates that the printheads are misaligned, you can start the alignment process manually.

> **NOTE:** Before aligning the printheads, make sure you load plain paper. For more information, see Load media.

- **Control panel:** Press (**Setup**), select **Tools**, select **Align Printer**, and then press **OK**. Press **OK** again when the alignment is done to continue.
- **Embedded Web server:** Click the **Settings** tab, click **Device Services** in the left pane, select **Align Printer** from the drop-down list in the **Print Quality** section, and then click **Run Diagnostic**.
- **Toolbox (Windows):** Click the **Services** tab, and then click **Align Printheads** and follow the onscreen instructions.
- **HP Printer Utility (Mac OS X):** Click **Align** from the **Information and Support** panel.

To calibrate the linefeed

- **Control panel:** Press **Setup**, select **Tools**, select **Calibrate Linefeed**, and then press **OK**.
- **Embedded Web server:** Click the **Settings** tab, click **Device Services** in the left pane, select **Calibrate Linefeed** from the drop-down list in the **Print Quality** section, and then click **Run Diagnostic**.
- **Toolbox (Windows):** Click the **Services** tab, and then click **Calibrate Linefeed** and follow the onscreen instructions.
- **HP Printer Utility (Mac OS X):** Click **Calibrate Linefeed** from the **Information and Support** panel.

To clean the printheads

> **NOTE:** Cleaning uses ink, so clean the printheads only when necessary.
>
> The cleaning process takes a few minutes. Some noise might be generated in the process.
>
> Before cleaning the printheads, make sure you load paper. For more information, see Load media.

- **Control panel:** Press**Setup**, select **Tools**, and then select **Clean Printhead**.
- **Embedded Web server:** Click the **Device Settings** tab, click **Device Services** in the left pane, select **Clean Printheads** from the drop-down list in the **Print Quality** section, and then click **Run Diagnostic**.
- **Toolbox (Windows):** Click the **Services** tab, and then click **Clean Printheads** and follow the onscreen instructions.
- **HP Printer Utility (Mac OS X):** Click **Clean** from the **Information and Support** panel.

To clean the printhead contacts manually

After the printheads are installed, you might get a control-panel message telling you the device will not print. If you receive this message, you might need to clean the electrical contacts on the printheads and in the device. Make sure there is paper in the printer before you start.

> △ **CAUTION:** Electrical contacts contain sensitive electronic components that can be damaged easily.

1. Open the top cover.
2. If the carriage does not move to the left automatically, press and hold the **OK** button for 5 seconds. Wait for the carriage to stop moving, and then unplug the power cord from the printer.
3. Lift the printhead latch.

4. Lift the handle of the printhead (which corresponds to the control-panel message) and use it to pull the printhead out of its slot.
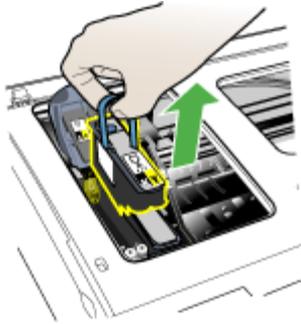
5. Obtain clean, dry, soft and lint-free cleaning material. Suitable materials include paper coffee filters and eyeglass lens cleaning paper.

△ **CAUTION:** Do not use water.

6. Wipe the electrical contacts on the printhead but do not touch the nozzles.

📝 **NOTE:** The electrical contacts are small copper-color squares, grouped on one face of the printhead.

The nozzles are on a different face of the printhead. Ink will be visible on the nozzles.

△ **CAUTION:** Touching the nozzles can cause permanent nozzle damage.

CAUTION: Ink can permanently mark clothing.

7. After cleaning, place the printhead on a sheet of paper or paper towel. Make sure the nozzles are facing up and are not in contact with the paper.

8. Clean the electrical contacts in the printhead slot inside the device with a clean, dry, soft and lint-free cloth.
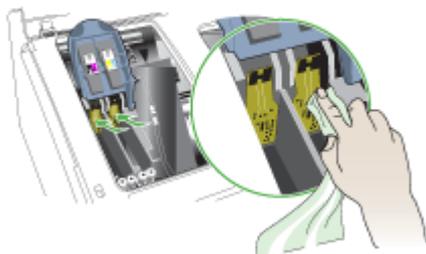
9. Plug in the power cord and turn on the device. The control panel should indicate that the printhead is missing.
10. Insert the printhead into its color-coded slot (the label on the printhead must match the label on the printhead latch). Press down firmly on the printhead to ensure proper contact.
11. Where necessary, repeat the steps for the remaining printheads.
12. Pull the printhead latch all the way forward, and then press down to ensure that the latch is properly engaged. You might have to apply some pressure to engage the latch.
13. Close the top cover.
14. If the control-panel message remains, repeat the cleaning procedure for the printhead that corresponds to the message.
15. If the control-panel message remains, replace the printhead which corresponds to the message.
16. Wait while the device initializes the printheads and prints the alignment pages. If the device does not print the pages, start the alignment process manually. For more information, see To align the printheads.

To replace the printheads

> NOTE: To find out which printheads work with your printer, see Supplies.
>
> Replace the printheads only when the printhead health indicates that the printheads need replacement. For more information, see To check printhead health.

1. Open the top cover.
2. If the carriage does not move to the left automatically, press and hold the **OK** button for 5 seconds. Wait for the carriage to stop moving.

3. Lift the printhead latch.

4. Lift the handle of a printhead and use it to pull the printhead out of its slot.
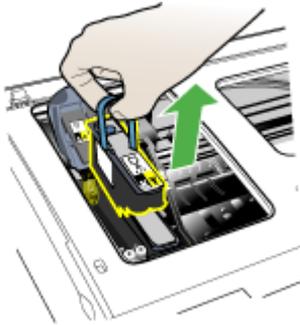
5. Before installing a printhead, shake the printhead up and down at least six times while the printhead is still in its packaging.

6. Remove the new printhead from its package, and then remove its orange protective caps.

⚠ **CAUTION:** Do not shake printheads after the caps are removed.

7. Insert the printhead into its color-coded slot (the label on the printhead must match the label on the printhead latch). Press down firmly on the printhead to ensure proper contact.

8. Pull the printhead latch all the way forward, and then press down to ensure that the latch is properly engaged. You might have to apply some pressure to engage the latch.

9. Close the top cover.

10. Wait while the device initializes the printheads and prints the alignment pages. If the device does not print the pages, start the alignment process manually. For more information, see To align the printheads.

Store printing supplies

This section covers the following topics:

- Store ink cartridges
- Store printheads

Store ink cartridges

Ink cartridges can be left in the device for extended periods of time. If you remove the ink cartridges, place them in an airtight container, such as a resealable plastic bag.

Store printheads

Printheads can be left in the device for extended periods of time. However, to assure optimal printhead health, be sure to turn off the device properly. For more information, see Turn off the device.

Clean the device

This section provides instructions for keeping the device in top working condition. Perform these maintenance procedures as necessary.

Dust or dirt on the scanner glass, scanner lid backing, or scanner frame can slow down performance, degrade the quality of scans, and affect the accuracy of special features such as fitting copies to a certain page size.

This section contains the following topics:

- Clean the scanner glass
- Clean the exterior
- Clean the automatic document feeder

Clean the scanner glass

To clean the scanner glass

1. Turn off the device.
2. Lift the scanner lid.
3. Clean the glass by using a soft, lint-free cloth that has been sprayed with a mild glass cleaner. Dry the glass with a dry, soft, lint-free cloth.

△ **CAUTION:** Use only glass cleaner to clean the scanner glass. Avoid cleaners that contain abrasives, acetone, benzene, and carbon tetrachloride, all of which can damage the scanner glass. Avoid isopropyl alcohol because it can leave streaks on the glass.

CAUTION: Do not spray the glass cleaner directly on the glass. If too much glass cleaner is applied, the cleaner could leak under the glass and damage the scanner.

4. Close the scanner lid, and turn on the device.

Clean the exterior

△ **CAUTION:** Before cleaning the device, turn off the power and unplug the power cord from the electrical socket.

Use a soft, damp, lint-free cloth to wipe dust, smudges, and stains off of the case. The exterior of the device does not require cleaning. Keep fluids away from the interior of the device, as well as from the device control panel.

Clean the automatic document feeder

If the automatic document feeder picks up multiple pages or if it does not pick up plain paper, you can clean the rollers and separator pad. Lift the automatic document feeder cover to access the pick assembly inside the automatic document feeder, clean the rollers or separator pad, and then close the cover.

To clean the rollers or separator pad

1. Remove all originals from the document feeder tray.
2. Lift the automatic document feeder cover (1).
   This provides easy access to the rollers (2) and separator pad (3), as shown below.

1	Automatic document feeder cover
2	Rollers
3	Separator pad

3. Lightly dampen a clean lint-free cloth with distilled water, then squeeze any excess liquid from the cloth.
4. Use the damp cloth to wipe any residue off the rollers or separator pad.

   NOTE: If the residue does not come off using distilled water, try using isopropyl (rubbing) alcohol.

5. Close the cover of the automatic document feeder.

To clean the glass strip inside the automatic document feeder (two-line display)

1. Turn off the HP all-in-one, and unplug the power cord.

   > **NOTE:** Depending how long the HP all-in-one is unplugged, the date and time might be erased. You might need to reset the date and time later, when you plug the power cord back in.

2. Raise the lid, as if you were loading an original on the glass.
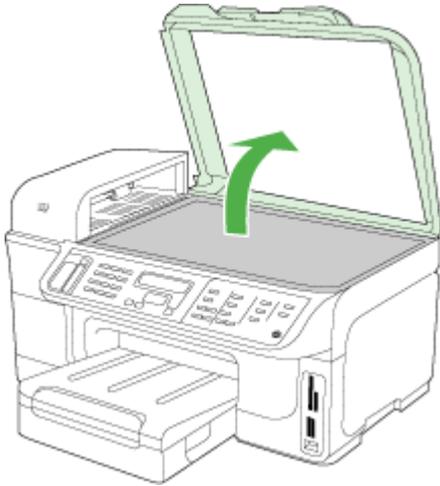
3. Lift the cover of the automatic document feeder.
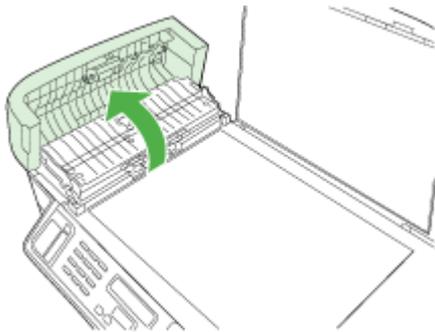
4. Lift the automatic document feeder mechanism, using the two hand grip areas in the front and rear of the device.
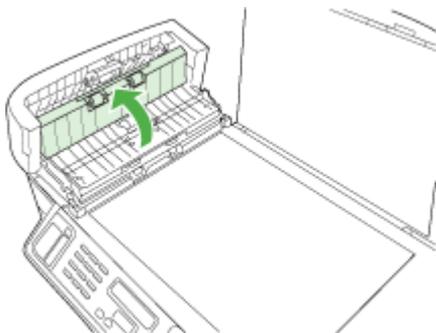
There is a glass strip under the automatic document feeder.
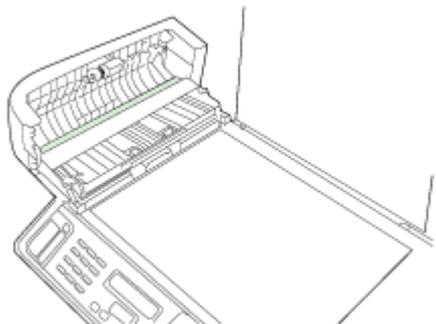
5. Clean the glass strip with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.

△ **CAUTION:** Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass, since they can damage it. Do not place or spray liquid directly on the glass. The liquid might seep under the glass and damage the device.

6. Lower the automatic document feeder mechanism, and then close the cover of the automatic document feeder.
7. Close the lid.
8. Plug in the power cord, and then turn on the HP all-in-one.

General troubleshooting tips and resources

Try these when you begin troubleshooting a printing problem.

*   For a paper jam, see Clear jams.
*   For paper-feed problems, such as the paper skew and paper pick, see Solve paper-feed problems.

- Make sure that the power light is on and not blinking. When the device is turned on for the first time, it takes approximately 20 minutes to initialize it after the printheads are installed.
- Make sure that the power cord and other cables are working, and are firmly connected to the device. Make sure the device is connected firmly to a functioning alternating current (AC) power outlet, and is turned on. For voltage requirements, see Electrical specifications.
- Make sure that the media is loaded correctly in the input tray and is not jammed in the device.
- Make sure that all packing tapes and materials are removed.
- Make sure that the device is set as the current or default printer. For Windows, set it as the default in the Printers folder. For the Mac OS X, set it as the default in the Printer Setup Utility (Mac OS X v.10.4). For Mac OS X (v.10.5), open **System Preferences**, select **Print & Fax**, and then select the device from the **Default Printer** drop-down list. See your computer's documentation for more information.
- Make sure that **Pause Printing** is not selected if you are using a computer running Windows.
- Make sure that you are not running too many programs when you are performing a task. Close programs that you are not using or restart the computer before attempting the task again.

Troubleshooting topics
- Solve printing problems
- Poor print quality and unexpected printouts
- Solve paper-feed problems
- Solve copy problems
- Solve scan problems
- Solve fax problems
- Solve network problems
- Solve wireless problems
- Solve photo (memory card) problems
- Troubleshoot installation issues

Solve printing problems
- The device shuts down unexpectedly
- Error message appears on control-panel display
- The device is not responding (nothing prints)
- Device takes a long time to print
- Placement of the text or graphics is wrong
- The device prints half a page, then ejects the paper

The device shuts down unexpectedly

Check the power and power connections

Make sure the device is connected firmly to a functioning alternating current (AC) power outlet. For voltage requirements, see Electrical specifications.

Error message appears on control-panel display

A non-recoverable error has occurred

Disconnect all cables (such as power cord, network cable, and USB cable), wait about 20 seconds, and reconnect the cables. If the problem persists, visit the HP Web site (www.hp.com/support) for the latest troubleshooting information, or product fixes and updates. For more information on error messages, see Device control-panel message types.

The device is not responding (nothing prints)

If the device supports wireless communication, see also Solve wireless problems.

Check the device setup

For more information, see General troubleshooting tips and resources.

Check the printhead initialization

When printheads are installed or replaced, the device automatically prints a few alignment pages to align the printheads. This process takes about 20 minutes. Until this process is complete, only the automatic alignment pages can be printed.

Check the device software installation

If the device is turned off when printing, an alert message should appear on your computer screen; otherwise, the device software might not be installed correctly. To resolve this, uninstall the software completely, and then reinstall the device software. For more information, see Uninstall and reinstall the software.

Check the cable connections
- Make sure both ends of the network/USB cable are secure.
- If the device is connected to a network, check the following:
  - Check the Link light on the back of the device.
  - Make sure you are not using a phone cord to connect the device.
  - The network hub, switch, or router is turned on and working properly.

Check the device setup for a network environment

Ensure the correct device driver and printer driver port are being used. For more information about network connections, see Configure the device (Windows), Configure the device (Mac OS X), or the documentation provided by your network vendors.

Check any personal firewall software installed on the computer

The personal software firewall is a security program that protects a computer from intrusion. However, the firewall might block communication between the computer and the device. If there is a problem communicating with the device, try temporarily disabling the firewall. If the problem persists, the firewall is not the source of the communication problem. Re-enable the firewall. For more information, see Configure your firewall to work with HP devices.

If disabling the firewall allows you to communicate with the device, you might want to assign a static IP address to the device and re-enable the firewall. For more information, see To change IP settings.

Device takes a long time to print

Check the system configuration

Make sure the computer meets the minimum system requirements for the device. For more information, see System requirements.

Check the device software settings

Print speed is slower when **Best** or **Maximum dpi** is selected as the print quality. To increase the print speed, select different print settings in the device driver. For more information, see Change print settings.

Check for radio interference

If the device is connected using wireless communication and is printing slowly, then the radio signal might be weak.

Placement of the text or graphics is wrong

If these solutions do not work, the problem may be caused by the inability of the application to interpret print settings properly. See the release notes for known software conflicts, refer to the application's documentation, or contact the software manufacturer for specific help.

Check how the media is loaded

Make sure the media width and length guides fit snugly against the edges of the stack of media, and make sure the trays are not overloaded. For more information, see Load media.

Check the media size

- Content on a page might be cut off if the document size is larger than the media that you are using.
- Make sure the media size selected in the printer driver matches the size of media loaded in the tray. For more information, see Select print media.

Check the margin settings

If the text or graphics are cut off at the edges of the page, make sure the margin settings for the document do not exceed the printable area of your device. For more information, see Supported devices.

Check the page-orientation setting

Make sure the media size and page orientation selected in the application match the settings in the printer driver. For more information, see Change print settings.

Check the device location and length of USB cable

It is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields. Also try another USB cable to see if the USB cable has failed.

The device prints half a page, then ejects the paper

Check the ink cartridges

The ink cartridges may have run out of ink, and the print job was cancelled. Replace the ink cartridges, and then resend the print job to the device. For more information, see Replace the ink cartridges.

More than one page is being picked

For more information on paper-feed problems, see Solve paper-feed problems.

There is a blank page in the file

Check the file to make sure there is no blank page.

Clean the printhead

Complete the printhead cleaning procedure. For more information, see To clean the printheads.

Poor print quality and unexpected printouts

- General print quality troubleshooting
- Meaningless characters print
- Ink is smearing
- Ink is not filling the text or graphics completely
- Output is faded or dull colored
- Colors are printing as black and white
- Wrong colors are printing
- Printout shows bleeding colors
- The printout has a horizontal band of distortion near the bottom of a borderless print
- Colors do not line up properly
- Text or graphics are streaked
- Something on the page is missing or incorrect

General print quality troubleshooting

Check the printheads and ink cartridges

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.

Check the paper quality

Make sure the media meets HP specifications, and try to print again. For more information, see Select print media.

Check the type of media loaded in the device

- Make sure the tray supports the type of media you have loaded. For more information, see Understand specifications for supported media.
- Make sure you have selected the tray in the print driver that contains the media that you want to use.

Check the device location and length of USB cable

It is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields. You can also try to use a different USB cable to see if the USB cable has failed.

Meaningless characters print

If an interruption occurs to a job that is printing, the device might not recognize the rest of the job.

Cancel the print job and wait for the device to return to the ready state. If the device does not return to the ready state, cancel all jobs in the printer driver, power cycle the device, and then print the document.

Check the cable connections

If the device and computer are connected with a USB cable, the problem may be due to a poor cable connection.

Make sure the cable connections at both ends are secure. If the problem persists, turn off the device, disconnect the cable from the device, turn on the device without connecting the cable, and delete any remaining jobs from the print spooler. When the Power light is on and not flashing, reconnect the cable.

Check the document file

The document file may be damaged. If you can print other documents from the same application, try printing a backup copy of your document, if available.

Ink is smearing

Check the print settings
- When you print documents that use a lot of ink, allow more time to dry before handling the printouts. This is especially true for transparencies. In the printer driver, select the **Best** print quality, and also increase the ink drying time and reduce the ink saturation, using the ink volume under the advanced features (Windows) or ink features (Mac OS X). However, note that decreasing ink saturation might give printouts a "washed-out" quality.
- Color documents that have rich, blended colors can wrinkle or smear when printed using the **Best** print quality. Try using another print mode, such as **Normal**, to reduce ink, or use HP Premium Paper designed for printing vivid color documents. For more information, see Change print settings.

Check the media type
- Some types of media do not accept ink well. For these types of media, ink will dry more slowly and smearing may occur. For more information, see Select print media.
- Make sure that the media in the tray matches the media type selected in the printer driver.

Ink is not filling the text or graphics completely

Check the media type
Some media types are not suitable for use with the device. For more information, see Select print media.

Check the printheads
Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.

Output is faded or dull colored

Check the print mode
The **Draft** or **Fast** mode in the printer driver allows you to print at a faster rate, which is good for printing drafts. To get better results, select **Normal** or **Best**. For more information, see Change print settings.

Check the paper type setting
When printing on transparencies or other special media, select the corresponding media type in the print driver. For more information, see Print on special and custom-sized media.

Colors are printing as black and white

Check the print settings
Make sure **Print in Grayscale** is not selected in the printer driver.

Wrong colors are printing

Check the print settings
Make sure **Print in Grayscale** is not selected in the printer driver.

Check the printheads
Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.

Printout shows bleeding colors

Check the ink cartridges
Make sure you are using genuine HP ink. For ordering information, see HP supplies and accessories.

Check the printheads
Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.

The printout has a horizontal band of distortion near the bottom of a borderless print

Check the paper type
HP recommends that you use HP papers or any other paper type that is appropriate for the product. Always make sure the paper you are printing on is flat. Uncurl paper by bending it in the opposite direction of the curl. For best results when printing images, use HP Advanced Photo Paper. Store photo media in its original packaging inside a resealable plastic bag on a flat surface, in a cool place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the original package and reseal the bag. This will prevent the photo paper from curling. For more information, see Select print media.

Use a higher print quality setting
Check the print quality setting and make sure it is not set too low. Print the image with a high print quality setting, such as **Best** or **Maximum** dpi.

Rotate the image
- If the problem persists, use the software you installed with the product or another software application to rotate your image 180 degrees so that the light blue, gray, or brown hues in your image do not print at the bottom of the page. The defect is more noticeable in areas of uniform light colors, so rotating the image may help.
- There could be a problem with the printhead. Clean the printhead. For more information, see To clean the printheads.

Colors do not line up properly

Check the printheads
Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.

Check the graphics placement
Use the zoom or print preview feature of your software to check for gaps in the placement of graphics on the page.

Text or graphics are streaked

Check the printheads
Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.

Something on the page is missing or incorrect

Check the printheads
Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.

Check the margin settings
Make sure the margin settings for the document do not exceed the printable area of the device. For more information, see Supported devices.

Check the color print settings
Make sure **Print in Grayscale** is not selected in the print driver.

Solve paper-feed problems

Media is not supported for the printer or tray
Use only media that is supported for the device and the tray being used. For more information, see Understand specifications for supported media.

Media is not picked up from a tray

• Make sure media is loaded in the tray, not in the automatic document feeder. For more information, see Load media. Fan the media before loading.

• Make sure the paper guides are set to the correct markings in the tray for the media size you are loading. Also make sure the guides are snug, but not tight, against the stack.

• Make sure media in the tray is not curled. Uncurl paper by bending it in the opposite direction of the curl.

• When using thin special media, make sure that the tray is completely loaded. If you are using special media that is only available in small quantities, try placing the special media on top of other paper of the same size to help fill the tray. (Some media is picked up more easily if the tray is full.)

• If you are using thick special media (such as brochure paper), load media so that the tray is between 1/4 and 3/4 full. If necessary, place the media on top of other paper of the same size so that the stack height is within this range.

• If you are printing on the blank side of a used page, the device may have problems picking up the media.

Media is not coming out correctly

• Make sure the output tray extension is extended; otherwise, printed pages may fall off the device.
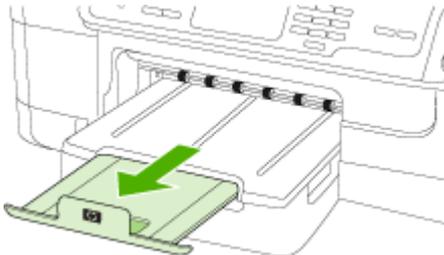
• Remove excess media from the output tray. There is a limit to the number of sheets the tray can hold.

Pages are skewing

• Make sure the media loaded in the trays is aligned to the paper guides. If needed, reload the media properly, making sure that the paper guides are properly aligned.

• Make sure the duplexer is properly installed.

• Load media into the device only when it is not printing.

Multiple pages are being picked up

• Fan the media before loading.

• Make sure the paper guides are set to the correct markings in the tray for the media size you are loading. Also make sure the guides are snug, but not tight, against the stack.

- Make sure the tray is not overloaded with paper.
- When using thin special media, make sure that the tray is completely loaded. If you are using special media that is only available in small quantities, try placing the special media on top of other paper of the same size to help fill the tray. (Some media is picked up more easily if the tray is full.)
- If you are using thick special media (such as brochure paper), load media so that the tray is between 1/4 and 3/4 full. If necessary, place the media on top of other paper of the same size so that the stack height is within this range.
- Use HP media for optimum performance and efficiency. For more information, see Select print media.

Solve copy problems

If the following topics do not help, see Support and warranty for information about HP support.

- No copy came out
- Copies are blank
- Documents are missing or faded
- Size is reduced
- Copy quality is poor
- Copy defects are apparent
- The device prints half a page, then ejects the paper
- Error messages appear

No copy came out

- **Check the power**
  Make sure that the power cord is securely connected, and the device turned on.
- **Check the status of the device**
  - The device might be busy with another job. Check the control-panel display for information about the status of jobs. Wait for any job that is processing to finish.
  - The device might be jammed. Check for jams. See Clear jams.
- **Check the trays**
  Make sure that media is loaded. See Load media for more information.

Copies are blank

- **Check the media**
  The media might not meet Hewlett-Packard media specifications (for example, the media is too moist or too rough). See Select print media for more information.
- **Check the settings**
  The contrast setting might be set too light. Use the **Copy** button on the device control panel to create darker copies.
- **Check the trays**
  If you are copying from the ADF, make sure that the originals have been loaded correctly. For more information, see Load an original in the automatic document feeder (ADF).

Documents are missing or faded

- **Check the media**

  The media might not meet Hewlett-Packard media specifications (for example, the media is too moist or too rough). See Select print media for more information.

- **Check the settings**

  The quality setting of **Fast** (which produces draft-quality copies) might be responsible for the missing or faded documents. Change to the **Normal** or **Best** setting.

- **Check the original**

  - The accuracy of the copy depends on the quality and size of the original. Use the **Copy** menu to adjust the brightness of the copy. If the original is too light, the copy might not be able to compensate, even if you adjust the contrast.
  - Colored backgrounds might cause images in the foreground to blend into the background, or the background might appear in a different shade.

Size is reduced

- The reduce/enlarge or other copy feature might have been set from the device control panel to reduce the scanned image. Check the settings for the copy job to make sure that they are for normal size.
- The HP Solution Center software settings might be set to reduce the scanned image. Change the settings, if needed. See the onscreen Help for the HP Solution Center software for more information.

Copy quality is poor

- **Take steps to improve the copy quality**

  - Use quality originals.
  - Load the media correctly. If the media is loaded incorrectly, it might skew, causing unclear images. See Load media for more information.
  - Use or make a carrier sheet to protect your originals.

- **Check the device**

  - The scanner lid might not be closed properly.
  - The scanner glass or lid backing might need cleaning. See Clean the device for more information.
  - The ADF might need cleaning. See Clean the device for more information.

- Print a Print Quality Diagnostic Page. Check for nozzle health problems that can cause streaks, wrong colors, and other poor quality copy problems. For more information, see To print the print quality diagnostic page.

Copy defects are apparent

- **Vertical white or faded stripes**

  The media might not meet Hewlett-Packard media specifications (for example, the media is too moist or too rough). See Select print media for more information.

- **Too light or dark**

  Try adjusting the contrast and copy-quality settings.

- **Unwanted lines**

  The scanner glass, lid backing, or frame might need cleaning. See <u>Clean the device</u> for more information.

- **Black dots or streaks**

  Ink, glue, correction fluid, or an unwanted substance might be on the scanner glass or lid backing. Try cleaning the device. See <u>Clean the device</u> for more information.

- **Copy is slanted or skewed**
  - Make sure that the ADF input tray is not too full.
  - Make sure that the ADF width adjusters are snug against the sides of the media.

- **Unclear text**
  - Try adjusting the contrast and copy-quality settings.
  - The default enhancement setting might not be suitable for the job. Check the setting and change it to enhance text or photographs, if needed. For more information, see <u>Change the copy settings</u>.

- **Incompletely filled text or graphics**

  Try adjusting the contrast and copy-quality settings.

- **Large, black typefaces look splotchy (not smooth)**

  The default enhancement setting might not be suitable for the job. Check the setting and change it to enhance text or photographs, if needed. For more information, see <u>Change the copy settings</u>.

- **Horizontal grainy or white bands in light-gray to medium-gray areas**

  The default enhancement setting might not be suitable for the job. Check the setting and change it to enhance text or photographs, if needed. For more information, see <u>Change the copy settings</u>.

The device prints half a page, then ejects the paper

Check the ink cartridges

The ink cartridges may have run out of ink, and the print job was cancelled. Replace the ink cartridges, and then resend the print job to the device. For more information, see <u>Replace the ink cartridges</u>.

Error messages appear

Reload document and then reload job

Press the **OK** button, and then reload the remaining documents (up to 20 pages) in the ADF. For more information see <u>Load the originals</u>.

Solve scan problems

If the following topics do not help, see <u>Support and warranty</u> for information about HP support.

NOTE: If you are starting the scan from a computer, see the software Help for troubleshooting information.

- Scanner did nothing
- Scan takes too long
- Part of the document did not scan or text is missing
- Text cannot be edited
- Error messages appear
- Scanned image quality is poor
- Scan defects are apparent

Scanner did nothing

- **Check the original**

  Make sure that the original is loaded correctly. For more information, see Load the originals.

- **Check the device**

  The device might be coming out of PowerSave mode after a period of inactivity, which delays processing a short while. Wait until the device reaches the **READY** state.

Scan takes too long

- **Check the settings**

  ◦ If you set the resolution too high, the scan job takes longer and results in larger files. To obtain good results, do not use a resolution that is higher than needed. You can lower the resolution to scan more quickly.

  ◦ If you acquire an image through TWAIN, you can change the settings so that the original scans in black and white. See the onscreen Help for the TWAIN program for information.

- **Check the status of the device**

  If you sent a print or copy job before you tried to scan, the scan starts if the scanner is not busy. However, the printing and scanning processes share memory, which means that the scan might be slower.

Part of the document did not scan or text is missing

- **Check the original**
  - ◦ Make sure that you loaded the original correctly. For more information, see Load the originals.
  - ◦ If you scanned the document from the ADF, try scanning the document directly from the scanner glass. For more information, see Load an original on the scanner glass.
  - ◦ Colored backgrounds can cause images in the foreground to blend into the background. Try adjusting the settings before you scan the original, or try enhancing the image after you scan the original.
- **Check the settings**
  - ◦ Make sure that the input media size is large enough for the original that you are scanning.
  - ◦ If you are using the HP Solution Center software, the default settings in the HP Solution Center software might be set to automatically perform a specific task other than the one that you are attempting. See the onscreen Help for the HP Solution Center software for instructions about changing the properties.

Text cannot be edited

- **Check the settings**
  - ◦ Make sure that the OCR software is set to edit text.
  - ◦ When you scan the original, make sure that you select a document type that creates editable text. If text is classified as a graphic, it is not converted to text.
  - ◦ Your OCR program might be linked to a word-processing program that does not perform OCR tasks. See the product software Help for more information about linking programs.
- **Check the originals**
  - ◦ For OCR, the original must be loaded into the ADF with the top forward and face-up. Make sure that you loaded the original correctly. For more information, see Load the originals.
  - ◦ The OCR program might not recognize text that is tightly spaced. For example, if the text that the OCR program converts has missing or combined characters, "rn" might appear as "m."
  - ◦ The accuracy of the OCR program depends on the image quality, text size, and structure of the original and the quality of the scan itself. Make sure that your original has good image quality.
  - ◦ Colored backgrounds can cause images in the foreground to blend too much. Try adjusting the settings before you scan the original, or try enhancing the image after you scan the original. If you are performing an OCR operation on an original, any colored text on the original does not scan well, if at all.

Error messages appear

- **Unable to activate TWAIN source** or **An error occurred while acquiring the image**
  - If you are acquiring an image from another device, such as a digital camera or another scanner, make sure that the other device is TWAIN-compliant. Devices that are not TWAIN-compliant do not work with the device software.
  - If you are using a USB connection, make sure that you have connected the USB Device Cable to the correct port on the back of your computer.
  - Verify that the correct TWAIN source is selected. In the software, check the TWAIN source by selecting **Select Scanner** on the **File** menu.

- **Reload document and then restart job**

  Press the **OK** button, and then reload the remaining documents in the ADF. For more information see Load the originals.

Scanned image quality is poor

The original is a second-generation photo or picture

Reprinted photographs, such as those in newspapers or magazines, are printed by using tiny dots of ink that make an interpretation of the original photograph, which degrades the quality. Often, the ink dots form unwanted patterns that can be detected when the image is scanned or printed or when the image appears on a screen. If the following suggestions do not solve the problem, you might need to use a better-quality version of the original.

- To eliminate the patterns, try reducing the size of the image after scanning.
- Print the scanned image to see if the quality is better.
- Make sure that the resolution and color settings are correct for the type of scan job.
- For best results, use the scanner glass for scanning rather than the ADF.

Text or images on the back of a two-sided original appear in the scan

Two-sided originals can "bleed" text or images from the back side to the scan if the originals are printed on media that is too thin or too transparent.

The scanned image is skewed (crooked)

The original might have been loaded incorrectly. Be sure to use the media guides when you load the originals into the ADF. For more information, see Load the originals.

The image quality is better when printed

The image that appears on the screen is not always an accurate representation of the quality of the scan.

- Try adjusting your computer monitor settings to use more colors (or levels of gray). On Windows computers, you typically make this adjustment by opening **Display** on the Windows control panel.
- Try adjusting the resolution and color settings.

The scanned image shows blots, lines, vertical white stripes, or other defects

- If the scanner glass is dirty, the image produced does not have optimum clarity. See Clean the device for cleaning instructions.
- The defects might be on the original and are not a result of the scanning process.

Graphics look different from the original

Scan at a higher resolution.

NOTE: Scanning at high resolution can take a long time, and it can take up a large amount of space on your computer.

Take steps to improve the scan quality

- ◦ Use the glass to scan rather than the ADF.
- ◦ Use high-quality originals.
- ◦ Place the media correctly. If the media is placed incorrectly on the scanner glass, it might skew, which causes unclear images. For more information, see Load the originals.
- ◦ Adjust the software settings according to how you plan to use the scanned page.
- ◦ Use or make a carrier sheet to protect your originals.
- ◦ Clean the scanner glass. See Clean the scanner glass for more information.

Scan defects are apparent

- • **Blank pages**

  Make sure that the original document is placed correctly. Place the original document face down on the flatbed scanner with the top-left corner of the document located in the lower-right corner of the scanner glass.

- • **Too light or dark**
  - ◦ Try adjusting the settings. Be sure to use the correct resolution and color settings.
  - ◦ The original image might be very light or dark or might be printed on colored paper.

- • **Unwanted lines**

  Ink, glue, correction fluid, or an unwanted substance might be on the scanner glass. Try cleaning the scanner glass. See Clean the device for more information.

- • **Black dots or streaks**
  - ◦ Ink, glue, correction fluid, or an unwanted substance might be on the scanner glass; the scanner glass might be dirty or scratched; or the lid backing might be dirty. Try cleaning the scanner glass and lid backing. See Clean the device for more information. If cleaning does not correct the problem, the scanner glass or lid backing might need to be replaced.
  - ◦ The defects might be on the original and are not a result of the scanning process.

- • **Unclear text**

  Try adjusting the settings. Make sure that the resolution and color settings are correct.

- • **Size is reduced**

  The HP software settings might be set to reduce the scanned image. See the product software Help for more information about changing the settings.

Solve fax problems

This section contains fax setup troubleshooting information for the device. If the device is not set up properly for faxing, you might experience problems when sending faxes, receiving faxes, or both.

If you are having faxing problems, you can print a fax test report to check the status of the device. The test will fail if the device is not set up properly for faxing. Perform this test after you have completed setting up the device for faxing. For more information, see Test fax setup.

If the test fails, review the report for information on how to fix any problems found. For more information, see The fax test failed.

Try these first if you are having problems with your fax features:

- Check the telephone cord. Try using another telephone cord to see if the problem continues.
- Remove other equipment from the HP device. Connect the HP device directly to the wall jack to see if the problem persists.

- The fax test failed
- The display always shows Phone Off Hook
- The device is having problems sending and receiving faxes
- The device is having problems sending a manual fax
- The device cannot receive faxes, but can send faxes
- The device cannot send faxes, but can receive faxes
- Fax tones are recorded on my answering machine
- The phone cord that came with my device is not long enough
- The computer cannot receive faxes (Fax to PC or Fax to Mac)
- Sent faxes are blank or have vertical lines
- Received faxes are blank or have vertical lines

The fax test failed

If you ran a fax test and the test failed, review the report for basic information about the error. For more detailed information, check the report to see which part of the test failed, and then review the appropriate topic in this section for solutions to try.

This section contains the following topics:

- The "Fax Hardware Test" failed
- The "Fax Connected to Active Telephone Wall Jack" test failed
- The "Phone Cord Connected to Correct Port on Fax" test failed
- The "Using Correct Type of Phone Cord with Fax" test failed
- The "Dial Tone Detection" test failed
- The "Fax Line Condition" test failed

The "Fax Hardware Test" failed

Solution:
- Turn off the device by using the **Power** button located on the device control panel and then unplug the power cord from the back of the device. After a few seconds, plug the power cord in again, and then turn the power on. Run the test again. If the test fails again, continue reviewing the troubleshooting information in this section.
- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.
- If you are running the test from the **Fax Setup Wizard** (Windows) or **HP Fax Setup Utility** (Mac OS X), make sure the device is not busy completing another task, such as receiving a fax or making a copy. Check the display for a message indicating that the device is busy. If it is busy, wait until it is finished and in the idle state before running the test.
- Make sure you use the phone cord that came with the device. If you do not use the supplied phone cord to connect from the telephone wall jack to the device, you might not be able to send or receive faxes. After you plug in the phone cord that came with the device, run the fax test again.
  You might need to connect the supplied phone cord to the adapter provided for your country/region.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the device directly to the telephone wall jack.

After you resolve any problems found, run the fax test again to make sure it passes and the device is ready for faxing. If the **Fax Hardware Test** continues to fail and you experience problems faxing, contact HP Support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

The "Fax Connected to Active Telephone Wall Jack" test failed

Solution:
- Check the connection between the telephone wall jack and the device to make sure the phone cord is secure.
- Make sure you use the phone cord that came with the device. If you do not use the supplied phone cord to connect from the telephone wall jack to the device, you might not be able to send or receive faxes.
  You might need to connect the supplied phone cord to the adapter provided for your country/region.
- Make sure you have correctly connected the device to the telephone wall jack. Using the phone cord supplied in the box with the device, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the device. For more information on setting up the device for faxing, see Set up faxing for the device.

- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the device directly to the telephone wall jack.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the device and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.

After you resolve any problems found, run the fax test again to make sure it passes and the device is ready for faxing.

The "Phone Cord Connected to Correct Port on Fax" test failed

Solution: Plug the phone cord into the correct port.

1. Using the phone cord supplied in the box with the device, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the device.

You might need to connect the supplied phone cord to the adapter provided for your country/region.

> **NOTE:** If you use the 2-EXT port to connect to the telephone wall jack, you will not be able to send or receive faxes. The 2-EXT port should only be used to connect other equipment, such as an answering machine.

Figure 11-1 Back view of the device

1	Telephone wall jack
2	Use the phone cord supplied in the box with the device to connect to the "1-LINE" port
	You might need to connect the supplied phone cord to the adapter provided for your country/region.

2. After you have connected the phone cord to the port labeled 1-LINE, run the fax test again to make sure it passes and the device is ready for faxing.

3. Try to send or receive a test fax.

- Make sure you use the phone cord that came with the device. If you do not use the supplied phone cord to connect from the telephone wall jack to the device, you might not be able to send or receive faxes. After you plug in the phone cord that came with the device, run the fax test again.
  You might need to connect the supplied phone cord to the adapter provided for your country/region.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the device directly to the telephone wall jack.

The "Using Correct Type of Phone Cord with Fax" test failed

Solution:
- Make sure you used the phone cord supplied in the box with the device to connect to the telephone wall jack. One end of the phone cord should be connected to the port labeled 1-LINE on the back of the device, and the other end to your telephone wall jack, as shown below.
  You might need to connect the supplied phone cord to the adapter provided for your country/region.

1	Telephone wall jack
2	Use the phone cord supplied in the box with the device to connect to the "1-LINE" port
	You might need to connect the supplied phone cord to the adapter provided for your country/region.

If the phone cord that came with the device is not long enough, you can use a coupler to extend the length. You can purchase a coupler at an electronics store that carries phone accessories. You will also need another phone cord, which can be a standard phone cord that you might already have in your home or office.
- Check the connection between the telephone wall jack and the device to make sure the phone cord is secure.

- Make sure you use the phone cord that came with the device. If you do not use the supplied phone cord to connect from the telephone wall jack to the device, you might not be able to send or receive faxes. After you plug in the phone cord that came with the device, run the fax test again.
  You might need to connect the supplied phone cord to the adapter provided for your country/region.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the device directly to the telephone wall jack.

The "Dial Tone Detection" test failed

Solution:
- Other equipment, which uses the same phone line as the device, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything from the phone line, and then run the test again. If the **Dial Tone Detection Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the device and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Make sure you have correctly connected the device to the telephone wall jack. Using the phone cord supplied in the box with the device, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the device.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the device directly to the telephone wall jack.
- If your telephone system is not using a standard dial tone, such as some PBX systems, this might cause the test to fail. This will not cause a problem sending or receiving faxes. Try sending or receiving a test fax.
- Check to make sure the country/region setting is set appropriately for your country/region. If the country/region setting is not set or is set incorrectly, the test might fail and you might have problems sending and receiving faxes.
- Make sure you connect the device to an analog phone line or you will not be able to send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect the device to an analog phone line and try sending or receiving a fax.
- Make sure you use the phone cord that came with the device. If you do not use the supplied phone cord to connect from the telephone wall jack to the device, you might not be able to send or receive faxes. After you plug in the phone cord that came with the device, run the fax test again.
  You might need to connect the supplied phone cord to the adapter provided for your country/region.

After you resolve any problems found, run the fax test again to make sure it passes and the device is ready for faxing. If the **Dial Tone Detection** test continues to fail, contact your telephone company and have them check the phone line.

The "Fax Line Condition" test failed

Solution:
- Make sure you connect the device to an analog phone line or you will not be able to send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect the device to an analog phone line and try sending or receiving a fax.
- Check the connection between the telephone wall jack and the device to make sure the phone cord is secure.
- Make sure you have correctly connected the device to the telephone wall jack. Using the phone cord supplied in the box with the device, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the device.
  You might need to connect the supplied phone cord to the adapter provided for your country/region.
- Other equipment, which uses the same phone line as the device, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything from the phone line, and then run the test again.
  ◦ If the **Fax Line Condition Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.
  ◦ If the **Fax Line Condition Test** fails without the other equipment, connect the device to a working phone line and continue reviewing the troubleshooting information in this section.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the device directly to the telephone wall jack.
- Make sure you use the phone cord that came with the device. If you do not use the supplied phone cord to connect from the telephone wall jack to the device, you might not be able to send or receive faxes. After you plug in the phone cord that came with the device, run the fax test again.
  You might need to connect the supplied phone cord to the adapter provided for your country/region.

After you resolve any problems found, run the fax test again to make sure it passes and the device is ready for faxing. If the **Fax Line Condition** test continues to fail and you experience problems faxing, contact your telephone company and have them check the phone line.

The display always shows Phone Off Hook

Solution: You are using the wrong type of phone cord. Make sure you are using the phone cord that came with the device to connect the device to your phone line. If the phone cord that came with the device is not long enough, you can use a coupler to extend the length. You can purchase a coupler at an electronics store that carries phone accessories. You will also need another phone cord, which can be a standard phone cord that you might already have in your home or office.

You might need to connect the supplied phone cord to the adapter provided for your country/region.

Solution: Other equipment that uses the same phone line as the device might be in use. Make sure extension phones (phones on the same phone line, but not connected to the device) or other equipment are not in use or off the hook. For example, you cannot use the device for faxing if an extension phone is off the hook, or if you are using a computer dial-up modem to send e-mail or access the Internet.

The device is having problems sending and receiving faxes

Solution: Make sure the device is turned on. Look at the display on the device. If the display is blank and the **Power** light is not lit, the device is turned off. Make sure the power cord is firmly connected to the device and plugged into a power outlet. Press the **Power** button to turn on the device.

After turning on the device, HP recommends you wait five minutes before sending or receiving a fax. The device cannot send or receive faxes while it is initializing after being turned on.

Solution:
• Make sure you used the phone cord supplied in the box with the device to connect to the telephone wall jack. One end of the phone cord should be

connected to the port labeled 1-LINE on the back of the device and the other end to your telephone wall jack, as shown below.

You might need to connect the supplied phone cord to the adapter provided for your country/region.

1	Telephone wall jack
2	Use the phone cord supplied in the box with the device to connect to the "1-LINE" port
	You might need to connect the supplied phone cord to the adapter provided for your country/region.

If the phone cord that came with the device is not long enough, you can use a coupler to extend the length. You can purchase a coupler at an electronics store that carries phone accessories. You will also need another phone cord, which can be a standard phone cord that you might already have in your home or office.

- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the device and check for a dial tone. If you do not hear a dial tone, call your local telephone company for service.
- Other equipment, which uses the same phone line as the device, might be in use. For example, you cannot use the device for faxing if an extension phone is off the hook, or if you are using a computer dial-up modem to send an e-mail or access the Internet.
- Check to see if another process has caused an error. Check the display or your computer for an error message providing information about the problem and how to solve it. If there is an error, the device will not send or receive a fax until the error condition is resolved.
- The phone line connection might be noisy. Phone lines with poor sound quality (noise) can cause faxing problems. Check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If you hear noise, turn **Error Correction Mode** (ECM) off and try faxing again. For information about changing ECM, see the onscreen Help. If the problem persists, contact your telephone company.
- If you are using a digital subscriber line (DSL) service, make sure that you have a DSL filter connected or you will not be able to fax successfully. For more information, see Case B: Set up the device with DSL.

- If you are using a DSL service and have connected a DSL filter, the filter might be blocking the fax tones. Try removing the filter and connecting the device directly to the wall.
- Make sure the device is not connected to a telephone wall jack that is set up for digital phones. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones.
- If you are using either a private branch exchange (PBX) or an integrated services digital network (ISDN) converter/terminal adapter, make sure the device is connected to the correct port and the terminal adapter is set to the correct switch type for your country/region, if possible. For more information, see Case C: Set up the device with a PBX phone system or an ISDN line.
- If the device shares the same phone line with a DSL service, the DSL modem might not be properly grounded. If the DSL modem is not properly grounded, it can create noise on the phone line. Phone lines with poor sound quality (noise) can cause faxing problems. You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If you hear noise, turn off your DSL modem and completely remove power for at least 15 minutes. Turn the DSL modem back on and listen to the dial tone again.

  NOTE: You might notice static on the phone line again in the future. If the device stops sending and receiving faxes, repeat this process.

  If the phone line is still noisy, contact your telephone company. For information on turning your DSL modem off, contact your DSL provider for support.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the device directly to the telephone wall jack.

The device is having problems sending a manual fax

Solution:

NOTE: This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the device, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Indonesia, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Singapore, Taiwan, Thailand, USA, Venezuela, and Vietnam.

• Make sure the telephone you use to initiate the fax call is connected directly to the device. To send a fax manually, the telephone must be connected directly to the port labeled 2-EXT on the device, as shown below.

1	Telephone wall jack
2	Use the phone cord supplied in the box with the device to connect to the "1-LINE" port
	You might need to connect the supplied phone cord to the adapter provided for your country/region.
3	Telephone

• If you are sending a fax manually from your phone that is connected directly to the device, you must use the keypad on the telephone to send the fax. You cannot use the keypad on the device control panel.

> **NOTE:** If using a serial-type phone system, connect your phone to the port labeled 2-EXT.

The device cannot receive faxes, but can send faxes

Solution:
• If you are not using a distinctive ring service, check to make sure that the **Distinctive Ring** feature on the device is set to **All Rings**. For more information, see Change the answer ring pattern for distinctive ring.
• If **Auto Answer** is set to **Off**, you will need to receive faxes manually; otherwise, the device will not receive the fax. For information on receiving faxes manually, see Receive a fax manually.
• If you have a voice mail service at the same phone number you use for fax calls, you must receive faxes manually, not automatically. This means that you must be available to respond in person to incoming fax calls. For information on setting up the device when you have a voice mail service, see Case F: Shared voice/fax line with voice mail. For information on receiving faxes manually, see Receive a fax manually.

- If you have a computer dial-up modem on the same phone line with the device, check to make sure that the software that came with your modem is not set to receive faxes automatically. Modems that are set up to receive faxes automatically take over the phone line to receive all incoming faxes, which prevents the device from receiving fax calls.
- If you have an answering machine on the same phone line with the device, you might have one of the following problems:
  - Your answering machine might not be set up properly with the device.
  - Your outgoing message might be too long or too loud to allow the device to detect fax tones, and the sending fax machine might disconnect.
  - Your answering machine might not have enough quiet time after your outgoing message to allow the device to detect fax tones. This problem is most common with digital answering machines.

  The following actions might help solve these problems:
  - When you have an answering machine on the same phone line you use for fax calls, try connecting the answering machine directly to the device as described in Case I: Shared voice/fax line with answering machine.
  - Make sure the device is set to receive faxes automatically. For information on setting up the device to receive faxes automatically, see Receive a fax.
  - Make sure the **Rings to Answer** setting is set to a greater number of rings than the answering machine. For more information, see Set the number of rings before answering.
  - Disconnect the answering machine and then try receiving a fax. If faxing is successful without the answering machine, the answering machine might be causing the problem.
  - Reconnect the answering machine and record your outgoing message again. Record a message that is approximately 10 seconds in duration. Speak slowly and at a low volume when recording your message. Leave at least 5 seconds of silence at the end of the voice message. There should be no background noise when recording this silent time. Try to receive a fax again.

    NOTE: Some digital answering machines might not retain the recorded silence at the end of your outgoing message. Play back your outgoing message to check.

- If the device shares the same phone line with other types of phone equipment, such as an answering machine, a computer dial-up modem, or a multi-port switch box, the fax signal level might be reduced. The signal level can also be reduced if you use a splitter or connect extra cables to extend the length of your phone. A reduced fax signal can cause problems during fax reception. To find out if other equipment is causing a problem, disconnect everything except the device from the phone line, and then try to receive a fax. If you can receive faxes successfully without the other equipment, one or more pieces of the other equipment is causing problems; try adding them back one at a time and receiving a fax each time, until you identify which equipment is causing the problem.
- If you have a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), make sure that the **Distinctive Ring** feature on the device is set to match. For more information, see Change the answer ring pattern for distinctive ring.

The device cannot send faxes, but can receive faxes

Solution:

- The device might be dialing too fast or too soon. You might need to insert some pauses in the number sequence. For example, if you need to access an outside line before dialing the phone number, insert a pause following the access number. If your number is 95555555, and 9 accesses an outside line, you might insert pauses as follows: 9-555-5555. To enter a pause in the fax number you are typing, press **Redial/Pause**, or press the **Space (#)** button repeatedly, until a dash (**-**) appears on the display.
  You can also send the fax using monitor dialing. This enables you to listen to the phone line as you dial. You can set the pace of your dialing and respond to prompts as you dial. For more information, see Send a fax using monitor dialing.
- The number you entered when sending the fax is not in the proper format or the receiving fax machine is having problems. To check this, try calling the fax number from a telephone and listen for fax tones. If you cannot hear fax tones, the receiving fax machine might not be turned on or connected, or a voice mail service could be interfering with the recipient's phone line. You can also ask the recipient to check the receiving fax machine for any problems.

Fax tones are recorded on my answering machine

Solution:
- When you have an answering machine on the same phone line you use for fax calls, try connecting the answering machine directly to the device as described in Case I: Shared voice/fax line with answering machine. If you do not connect the answering machine as recommended, fax tones might be recorded on your answering machine.
- Make sure the device is set to receive faxes automatically and that the **Rings to Answer** setting is correct. The number of rings to answer for the device should be greater than the number of rings to answer for the answering machine. If the answering machine and the device are set to the same number of rings to answer, both devices answer the call and fax tones are recorded on the answering machine.
- Set your answering machine to a low number of rings and the device to answer in the maximum number of rings supported. (The maximum number of rings varies by country/region.) In this setup, the answering machine answers the call and the device monitors the line. If the device detects fax tones, the device receives the fax. If the call is a voice call, the answering machine records the incoming message. For more information, see Set the number of rings before answering.

The phone cord that came with my device is not long enough

Solution: If the phone cord that came with the device is not long enough, you can use a coupler to extend the length. You can purchase a coupler at an electronics store that carries phone accessories. You will also need another phone cord, which can be a standard phone cord that you might already have in your home or office.

☆ **TIP:** If the device came with a 2-wire phone cord adaptor, you can use it with a 4-wire phone cord to extend the length. For information on using the 2-wire phone cord adaptor, see the documentation that came with it.

To extend your phone cord
1. Using the phone cord supplied in the box with the device, connect one end to the coupler, then connect the other end to the port labeled 1-LINE on the back of the device.
2. Connect another phone cord to the open port on the coupler and to the telephone wall jack.
   You might need to connect the supplied phone cord to the adapter provided for your country/region.

The computer cannot receive faxes (Fax to PC or Fax to Mac)

Cause: The HP Digital Imaging monitor is turned off (Windows only).

Solution: Check the taskbar and ensure that the HP Digital Imaging monitor is turned on at all times.

Cause: The computer selected to receive faxes is turned off.

Solution: Make sure the computer selected to receive faxes is switched on at all times.

Cause: Different computers are configured for setup and receiving faxes and one of them may be switched off.

Solution: If the computer receiving faxes is different from the one used for setup, both computers should be switched on at all times.

Cause: There is no paper in the input tray.

Solution: Load paper in the input tray.

Cause: The internal memory is full.

Solution: Clear the internal memory by clearing the fax log and memory.

Cause: Fax to PC or Fax to Mac is not activated or the computer is not configured to receive faxes

Solution: Activate Fax to PC or Fax to Mac and make sure the computer is configured to receive faxes.

Cause: HP Digital Imaging Monitor (Windows only) is not operating properly

Solution: Restart the HP Digital Imaging Monitor or restart the computer.

Sent faxes are blank or have vertical lines

Cause: When sending a fax, the pages appear blank or with vertical lines in the sent fax

Solution: Make a copy of the fax. If the copy is correct, the recipient's fax machine may have a problem.

If the copy is blank, the scanner glass, scanner lid backing, or automatic document feeder need to be cleaned. For more information, see Clean the device or Solve scan problems.

Received faxes are blank or have vertical lines

Cause: Faxes received by the product are blank or the printout shows vertical black lines through the image or text.

Solution: Print a self-test page to see if it is printed correctly.

If the self-test page prints correctly, the issue is probably with the sending fax - try receiving a fax from another fax machine.

If the self-test page printed incorrectly, see Solve printing problems.

Solve HP Digital Solutions problems

This section covers the following topics:

Solving HP Direct Digital Filing problems

This section covers the following topics:

Common problems

Scanned images are incorrectly cropped when scanning using Automatic paper size
Use the correct paper size if available, and only use Automatic when using small media/photos.

The HP Officejet Pro device is not set up correctly on the network
Make sure that the HP Officejet Pro device is set up properly and connected to the network:
◦ Try printing a document using the HP device.
◦ Check the network settings for the HP device and make sure it has a valid IP address.
◦ PING the HP device and make sure that it is responding. For more information, see the documentation for your operating system.

The server name cannot be found or resolved
Connection to the server might fail if the server name provided during setup cannot be resolved to a specific IP address.
◦ Try to use the IP address of the server.
◦ When using DNS, be sure to do the following:
  Try to use fully qualified DNS names.
  Make sure the DNS server is set up correctly on the HP Officejet Pro device.

☼ **TIP:** If you have recently changed the DNS settings, turn off and then turn on the HP device.

For more information, contact your network administrator or the person who set up your network.

The software encounters HTTP errors during the setup process (Windows)

If you encounter any HTTP errors while using the Windows wizard, visit www.hp.com/support for an explanation of these errors.

Unable to scan to network folder

NOTE: HP Direct Digital Filing does not support Active Directory

The computer where the network folder is located is turned off

Make sure the computer where the network folder is stored is turned on and connected to the network.

The network folder has not been set up correctly

*   Make sure the folder is created on the server. For more information, see the documentation available for your operating system.
*   Make sure the folder has been shared and that users can both read and write to the folder. If you are using a Macintosh computer, make sure you have enabled SMB sharing. For more information, see the documentation available for your operating system.
*   Make sure the folder name uses only the letters or characters supported by the operating system. For more information, see the documentation available with the operating system.
*   Make sure the folder name is entered in the correct format in the HP Direct Digital Filing Setup Wizard or HP Setup Assistant. For more information, see the information in the wizard or the setup assistant.
*   Make sure the valid username and password have been entered. For more information, see the information in the wizard or the setup assistant.

The disk is full

Make sure the server containing the network folder has sufficient free disk space.

The HP Officejet Pro device cannot create a unique filename using the assigned prefix and suffix

The HP Officejet Pro device can create up to 9,999 files using the same prefix and suffix. If you have scanned many files to a folder, change the prefix.

The filename prefix has not been set up correctly

Make sure the folder name and filename uses only the letters or characters supported by the operating system. For more information, see the documentation available with the operating system.

Unable to scan to e-mail

The e-mail profile has not been set up correctly

Make sure the valid outgoing SMTP server settings have been specified in the HP Direct Digital Filing Setup Wizard or HP Setup Assistant. For more information about

the SMTP server settings, see the documentation provided by your e-mail service provider.

E-mail messages are sent to some recipients but not to others when sending to multiple recipients

The e-mail addresses might not be correct or might not be recognized by the e-mail server. Make sure that the e-mail addresses for all e-mail recipients have been entered correctly in the HP Direct Digital Filing Setup Wizard or HP Setup Assistant. Check your e-mail Inbox for any delivery notification failure messages from the e-mail server.

Sending large e-mail messages

Some e-mail servers have been configured to reject e-mail messages larger than a pre-determined size. To determine if your e-mail server has a maximum file-size limit, see the documentation provided by your e-mail service provider. If the e-mail server does have such a limit, change the maximum e-mail attachment size for the outgoing e-mail profile to a value smaller than that of the e-mail server.

Incorrect date and time on e-mail messages

If you are in a country/region that is observing Daylight Savings Time, the time that e-mail messages are sent might be incorrect.

To enable the correct time to be reported during Daylight Savings Time, use the EWS to manually change the time zone used by the HP Officejet Pro device to one that reflects the correct time:

◦   Open a supported Web browser (such as Microsoft Internet Explorer, Opera, Mozilla Firefox, or Safari) on your computer.

◦   Type the IP address that has been assigned to HP Officejet Pro device.
    For example, if you are using an IPv4 network environment and the IP address is 123.123.123.123, type the following address into the Web browser: http://123.123.123.123. If you are using an IPv6-only network environment and the IP address is FE80::BA:D0FF:FE39:73E7, type the following address into the Web browser: http://[FE80::BA:D0FF:FE39:73E7].
    The EWS page appears in the Web browser window.

> **NOTE:** For more information about using the EWS, see Use the Embedded Web server

◦   Click the **Settings** tab, and then, under **Preferences**, click **Time Zone**.

◦   Select the time zone that corresponds to the correct time (typically a time zone that is one hour ahead of yours).

> **NOTE:** When your country/region returns to Standard Time, change the time zone to reflect your time zone.

The sharing dialog box is different after setting up HP Direct Digital Filing (Windows)

If you are using a computer running Windows XP, you can set up folders using Simple File Sharing (SFS).A folder set up using SFS is shared anonymously: it does not

require a username or password, and all users can read and write to the folder. Also, the dialog box used to enable sharing is different from the standard, Windows sharing dialog box.

However, to ensure that data sent from the HP Officejet Pro is secure, the HP Direct Digital Filing Setup Wizard does not support SFS, and the computer displays the standard sharing dialog box instead of the SFS dialog box. For more information, see the documentation available for your operating system.

Solving HP Digital Fax problems

NOTE: Fax to Network Folder does not support Active Directory.

The computer where the network folder is located is turned off

If you are using Fax to Network Folder, make sure the computer selected to receive faxes is switched on at all times and connected to the network.

The network folder has not been set up correctly

If you are using Fax to Network Folder, verify the following:

- Make sure the folder is created on the server. For more information, see the documentation available for your operating system.
- Make sure the folder has been shared and that users can both read and write to the folder. If you are using a Macintosh computer, make sure you have enabled SMB sharing. For more information, see the documentation available for your operating system.
- Make sure the folder name uses only the letters or characters supported by the operating system. For more information, see the documentation available with the operating system.
- Make sure the folder name is entered in the correct format in the HP Digital Fax Setup Wizard or HP Setup Assistant. For more information, see the information in the wizard or the setup assistant.
- Make sure the valid username and password have been entered. For more information, see the information in the wizard or the setup assistant.

Error conditions are interfering with HP Digital Fax

If the HP Officejet Pro device has been configured to print incoming faxes but is out of paper, load paper in the input tray or resolve the error condition. After the incoming faxes are printed, they are saved to the network folder or forwarded to the designated e-mail address once printed.

The internal memory is full

If the internal memory in the HP Officejet Pro device is full, you cannot send or receive faxes. If the memory is full because too many unsaved faxes have been stored, follow the instructions on the HP device's control panel.

△ **CAUTION:** Clearing the fax log and the internal memory deletes any unsaved faxes stored in the HP device's memory.

Incorrect date and time on faxes

If you are in a country/region that is observing Daylight Savings Time, the time stamp for faxes might not always reflect the accurate time for your local time zone. In addition, the default filename of faxes archived (which includes a time stamp) might also be affected.

To see the correct times when faxes are received, print the fax log from the HP Officejet Pro device control panel.

To enable the correct time to be reported on faxes during Daylight Savings Time, use the EWS to manually change the time zone used by the HP Officejet Pro device to one that reflects the correct time:

◦ Open a supported Web browser (such as Microsoft Internet Explorer, Opera, Mozilla Firefox, or Safari) on your computer.

◦ Type the IP address that has been assigned to HP Officejet Pro device.

For example, if you are using an IPv4 network environment and the IP address is 123.123.123.123, type the following address into the Web browser: http://123.123.123.123. If you are using an IPv6-only network environment and the IP address is FE80::BA:D0FF:FE39:73E7, type the following address into the Web browser: http://[FE80::BA:D0FF:FE39:73E7].

The EWS page appears in the Web browser window.

For more information about using the EWS, see Use the Embedded Web server.

◦ Click the **Settings** tab, and then, under **Preferences**, click **Time Zone**.

◦ Select the time zone that corresponds to the correct time (typically a time zone that is one hour ahead of yours).

NOTE: When your country/region returns to Standard Time, change the time zone to reflect your time zone.

Solve network problems

NOTE: After correcting any of the following, run the installation program again.

General network troubleshooting

• If you are unable to install the device software, verify the following:

◦ All cable connections to the computer and the device are secure.

◦ The network is operational and the network hub is turned on.

◦ All applications, including virus protection programs, spyware protection programs, and firewalls, are closed or disabled for computers running Windows.

- ◦ Make sure the device is installed on the same subnet as the computers that will be using the device.
- ◦ If the installation program cannot discover the device, print the network configuration page, and enter the IP address manually in the installation program. For more information, see Understand the network configuration page
- • If you are using a computer running Windows, make sure that the network ports created in the device driver match the device IP address:
    - ◦ Print the device's network configuration page.
    - ◦ Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
      - Or -
      Click **Start**, click **Control Panel**, and then double-click **Printers**.
    - ◦ Right-click the device icon, click **Properties**, and then click the **Ports** tab.
    - ◦ Select the TCP/IP port for the device, and then click **Configure Port**.
    - ◦ Compare the IP address listed in the dialog box and make sure it matches the IP address listed on the network configuration page. If the IP addresses are different, change the IP address in the dialog box to match the address on the network configuration page.
    - ◦ Click **OK** twice to save the settings and close the dialog boxes.

Problems connecting to a wired network (Windows)
- • If the Link light on the network connector does not turn on, make sure that all of the "General network troubleshooting" conditions are met.
- • Though it is not recommended that you assign the device with a static IP address, you might resolve some installation problems (such as a conflict with a personal firewall) by doing so.

Solve wireless problems

If the device is unable to communicate with the network after completing the wireless setup and software installation, perform one or more of the following tasks in the order shown below.

- • Basic wireless troubleshooting
- • Advanced wireless troubleshooting

Basic wireless troubleshooting

Perform the following steps in the order presented.

Step 1 - Make sure the wireless (802.11) light is turned on
If the blue light near the HP device's wireless button is not lit, the wireless capabilities might not have been turned on. To turn on wireless press and hold the **Wireless** button for 3 seconds.

NOTE: If your HP device supports Ethernet networking, make sure that an Ethernet cable has not been connected to the device. Connecting an Ethernet cable turns off the HP device's wireless capabilities.

Step 2 - Restart components of the wireless network

Turn off the router and the HP device, and then turn them back on in this order: router first, and then the HP device. If you still are unable to connect, turn off the router, HP device, and your computer. Sometimes, turning off the power and then turning it back on will recover a network communication issue.

Step 3 - Run the Wireless Network Test

For wireless networking issues, run the Wireless Network Test. To print a Wireless Network Test page, press and hold the **Wireless** button, and then press the **Resume** button two times. Then release all buttons. If a problem is detected, the printed test report will include recommendations that might help solve the problem.

Advanced wireless troubleshooting

If you have tried the suggestions provided in the Basic troubleshooting section and are still unable to connect to your HP device to the wireless network, try the following suggestions in the order presented:

- Make sure your computer is connected to your network
- Make sure that the HP device is connected to your network
- Check to see if the firewall software is blocking communication
- Make sure the HP device is online and ready
- Your wireless router is using a hidden SSID
- Make sure the wireless version of the HP device is set as the default printer driver (Windows only)
- Make sure the HP Network Devices Support service is running (Windows only)
- Add hardware addresses to a wireless access point (WAP)

Make sure your computer is connected to your network

To check a wireless connection

1. Make sure that your computer's wireless capability has been turned on. (For more information, see the documentation that came with your computer.)
2. If you are not using a unique network name (SSID), then it is possible that your wireless computer could be connected to a nearby network that is not yours.
   The following steps can help you determine if your computer is connected to your network.

   Windows
   a. Click **Start**, click **Control Panel**, point to **Network Connections**, and then click **View Network Status** and **Tasks**.
      Or
      Click **Start**, select **Settings**, click **Control Panel**, double-click **Network Connections**, click the **View** menu, and then select **Details**
      Leave the network dialog box open while you continue to the next step.
   b. Disconnect the power cord from the wireless router. The connection status of your computer should change to **Not Connected**.
   c. Reconnect the power cord to the wireless router. The connection status should change to **Connected.**

   Mac OS X
   ▲ Click the **AirPort** icon in the menu bar at the top of the screen. From the menu that appears, you can determine if the AirPort is turned on and which wireless network your computer is connected to.

   > **NOTE:** For more detailed information about your AirPort connection, click **System Preferences** in the Dock, and then click **Network**. If the wireless connection is working correctly, a green dot appears next to AirPort in the list of connections. For more information, click the Help button in the window.

If you are unable to get your computer connected to your network, contact the person who set up your network or the router manufacturer. There might be a hardware issue with either your router or computer.

If you are able to access the Internet and are using a computer running Windows, you can also access HP Network Assistant at www.hp.com/sbso/wireless/tools-setup.html?jumpid=reg_R1002_USEN for help in setting up a network. (This Web site is only available in English.)

Make sure that the HP device is connected to your network

If your device is not connected to the same network as your computer, you will not be able to use the HP device over the network. Follow the steps described in this section to find out if your device is actively connected to the correct network.

Make sure the HP device is on the network

1. If the HP device supports Ethernet networking and is connected to an Ethernet network, make sure an Ethernet cable is not plugged into the back of the device. If an Ethernet cable is plugged into the back, then wireless connectivity is disabled.

2. If the HP device is connected to a wireless network, print the device's Wireless Configuration page. For more information, see Understand the network configuration page.

   ▲ After the page has been printed, check the Network Status and URL:

Network Status	• If the Network Status is Ready, the HP device is actively connected to a network. • If the Network Status is Offline, the HP device is not connected to a network. Run the Wireless Network Test (using the instructions at the beginning of this section) and follow any recommendations.
URL	The URL shown here is the network address assigned to the HP device by your router. You will need this to connect to the embedded Web server.

Check to see if you can access the embedded Web server (EWS)

▲ After you establish that the computer and the HP device both have active connections to a network, you can verify if they are on the same network by accessing the device's embedded Web server (EWS). For more information, see Use the Embedded Web server.

   To access the EWS

   a. On your computer, open the Web browser you normally use to access the Internet (for example, Internet Explorer or Safari). In the address box, type the URL of the HP device as it was shown on the Network Configuration Page (for example, http://192.168.1.101).

   > NOTE: If you are using a proxy server in your browser, you might need to disable it to access the EWS.

   b. If you can access the EWS, try using the HP device over the network (such as to scan or print) to see if your network setup was successful.

   c. If you cannot access the EWS or are still having problems using the HP device over the network, continue to the next section regarding firewalls.

Check to see if the firewall software is blocking communication

If you cannot access the EWS and are sure both the computer and HP device have active connections to the same network, the firewall security software might be blocking communication. Temporarily turn off any firewall security software running on your computer and then try to access the EWS again. If you can access the EWS, try using the HP device (for printing or scanning).

If you are able to access the EWS and use your HP device with the firewall turned off, you will need to reconfigure your firewall settings to allow the computer and HP device to communicate with each other over the network.

If EWS is accessible and some of the HP functions are still not available, the following list of files should be added to the **Trusted Programs** list of your firewall program:

- `hpiscnapp`
- `hpqkygrp`
- `hpqsplfix08`
- `hpsjrreg.exe`
- `hpqtra08.exe`
- `hpqdirec.exe`
- `hpqste08.exe`
- `HPZipm12.dll`
- `HPZinw12.dll`
- `hposfx08.exe`
- `hpospd08.exe`
- `hpofxs08.exe`
- `hpzwiz01.exe`
- `hpqvwr08.exe`

Make sure the HP device is online and ready

If you have the HP software installed, you can check the HP device's status from your computer to see if the device is paused or offline.

To check the HP device's status, complete the following steps:

Windows

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Printers**.
2. If the printers on your computer are not being displayed in Details view, click the **View** menu, and then click **Details**.
3. Do one of the following, depending on the printer status:
   a. If the HP device is **Offline**, right-click the device and click **Use Printer Online**.
   b. If the HP device is **Paused**, right-click the device and click **Resume Printing**.
4. Try using the HP device over the network.

Mac OS X

1. Click **System Preferences** in the Dock, and then click **Print & Fax**.
2. Select the HP device, and the click **Print Queue**.
3. If **Jobs Stopped** appears in the window that appears, click **Start Jobs**.

If you can use the HP device after performing the steps above but find that the symptoms persist as you continue to use the device, your firewall might be interfering. If you still cannot use the HP device over the network, continue to the next section for additional troubleshooting help.

Your wireless router is using a hidden SSID

If your wireless router or Apple AirPort Base Station is using a hidden SSID, your HP device will not automatically detect the network.

Make sure the wireless version of the HP device is set as the default printer driver (Windows only)

If you install the software again, the installer might create a second version of the printer driver in your **Printers** or **Printers and Faxes** folder. If you have difficulties printing or connecting to the HP device, make sure the correct version of the printer driver is set as the default.

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Printers**.
2. Determine if the version of the printer driver in the **Printers** or **Printers and Faxes** folder is connected wirelessly:
   a. Right-click the printer icon, and then click **Properties**, **Document Defaults**, or **Printing Preferences**.
   b. On the **Ports** tab, look for a port in the list with a checkmark. The version of the printer driver that is connected wirelessly has **Standard TCP/IP Port** as the Port description, next to the checkmark.
3. Right-click the printer icon for the version of the printer driver that is connected wirelessly and select **Set as Default Printer**.

> **NOTE:** If there is more than one icon in the folder for the HP device, right-click the printer icon for the version of the printer driver that is connected wirelessly and select **Set as Default Printer**.

Make sure the HP Network Devices Support service is running (Windows only)

To restart the HP Network Device Support service

1. Delete any print jobs currently in the print queue.
2. On the desktop, right-click **My Computer** or **Computer**, and then click **Manage**.
3. Double-click **Services and Applications**, and then click **Services**.
4. Scroll down the list of services, right-click **HP Network Devices Support**, and then click **Restart**.
5. After the service restarts, try using the HP device over the network again.

If you are able to use the HP device over the network, your network setup was successful.

If you still cannot use the HP device over the network or if you have to periodically perform this step in order to use your device over the network, your firewall might be interfering.

If this still does not work, there might be a problem with your network configuration or router. Contact the person who set up your network or the router manufacturer for help.

Add hardware addresses to a wireless access point (WAP)

MAC filtering is a security feature in which a wireless access point (WAP) is configured with a list of MAC addresses (also called hardware addresses) of devices that are allowed to gain access to the network through the WAP. If the WAP does not have the hardware address of a device attempting to access the network, the WAP denies the device access to the network. If the WAP filters MAC addresses, then the device's MAC address must be added to the WAP's list of accepted MAC addresses.

- Print the network configuration page. For more information, see Understand the network configuration page.
- Open the WAP's configuration utility, and add the device's hardware address to the list of accepted MAC addresses.

Solve photo (memory card) problems

If the following topics do not help, see Support and warranty for information about HP support.

NOTE: If you are starting a memory card operation from a computer, see the software Help for troubleshooting information.

- The device cannot read the memory card
- The device cannot read photos on the memory card
- The device prints half a page, then ejects the paper

The device cannot read the memory card

- **Check the memory card**
  - Make sure that the memory card is one of the supported types. For Compact Flash II - solid state memory only. For more information, see Insert a memory card.
  - Some memory cards have a switch that controls how they can be used. Make sure that the switch is set so that the memory card can be read.
  - Inspect the ends of the memory card for dirt or material that closes a hole or spoils a metal contact. Clean the contacts with a lint-free cloth and small amounts of isopropyl alcohol.

◦ Confirm that the memory card is working properly by testing it with other devices.
◦ Make sure the files on the memory card are not encrypted.
• **Check the memory card slot**
  ◦ Make sure that the memory card is fully inserted into the correct slot. For more information, see Insert a memory card.

  > 📝 **NOTE:** Make sure you are using the proper adapter for all mini memory cards.

  ◦ Remove the memory card (when the light is not blinking) and shine a flashlight into the empty slot. See if any of the small pins inside are bent. When the computer is off, you can straighten slightly bent pins by using the tip of a thin, retracted ballpoint pen. If a pin has bent in such a way that it touches another pin, replace the memory card reader or have the device serviced. For more information, see Support and warranty.
  ◦ Make sure that only one memory card has been inserted at a time in the slots. An error message should appear on the control-panel display if more than one memory card is inserted.
  ◦ The file you are attempting to open may be corrupted (color display only).

The device cannot read photos on the memory card

Check the memory card
◦ The memory card might be corrupt.
◦ Test the memory card with another device to make sure it is still functioning properly. Make sure you have not removed a memory card while the light was still blinking.

The device prints half a page, then ejects the paper

Check the ink cartridges
• The ink cartridges may have run out of ink, and the print job was cancelled. Replace the ink cartridges, and then resend the print job to the device. For more information, see Replace the ink cartridges.
• If you are printing an image, the image may be corrupted.

Solve device management problems

This section provide solutions to common problems that involve managing the device.

Embedded Web server cannot be opened

Embedded Web server cannot be opened

Check your network setup
- Make sure you are not using a phone cord or a cross cable to connect the device to the network. For more information, see Configure the device (Windows) or Configure the device (Mac OS X).
- Make sure the network cable is securely connected to the device.
- Make sure the network hub, switch, or router is turned on and working properly.

Check the computer
Make sure the computer that you are using is connected to the network.

Check your Web browser
Make sure the Web browser meets the minimum system requirements. For more information, see Embedded Web server specifications.
Check the proxy settings. If the computer is being used on two different networks, the proxy settings may not be appropriate for this network.

Check the device IP address
- To check the IP address of the device from the control panel (color display models only), touch the (**Setup**) button, select **Network**, select **View Network Settings**, and then select either **Display Wired Summary** or **Display Wireless Summary**.
  For devices with a two-line display, the user must obtain the IP address by printing a network configuration page. Press the (**Setup**) button, select **Network**, select **Network Settings**, and then select **Print Network Configuration Page**.
- Ping the device, using the IP address from the command prompt.
  For example, if the IP address is 123.123.123.123, type the following at the MS-DOS prompt:
  `C:\Ping 123.123.123.123`
  If a reply appears, the IP address is correct. If a time-out response appears, the IP address is incorrect.

Troubleshoot installation issues

If the following topics do not help, see Support and warranty for information about HP support.

- Hardware installation suggestions
- Software installation suggestions

Hardware installation suggestions

Check the device
- Make sure that all packing tape and material have been removed from outside and inside the device.
- Make sure that the device is loaded with paper.
- Make sure that no lights are on or blinking except the Ready light, which should be on. If the Attention light is blinking, check for messages on the device control panel.

Check the hardware connections
- Make sure that any cords and cables that you are using are in good working order.
- Make sure that the power cord is connected securely to both the device and to a working power outlet.
- Make sure that the phone cord is connected to the 1-LINE port.

Check the printheads and ink cartridges
- Make sure that all of the printheads and ink cartridges are firmly installed in their correct, colorcoded slot. Press down firmly on each one to ensure proper contact. The device cannot work if they are not all installed.
- Make sure that the printhead latch is closed properly.
- If the display shows a printhead error message, clean the contacts on the printheads.

Check the computer system
- Make sure that your computer is running one of the supported operating systems.
- Make sure that the computer meets at least the minimum system requirements.

Check the device to ensure the following
- The power light is on and not blinking. When the device is first turned on, it takes approximately 45 seconds to warm up.
- The device is in the Ready state, and no other lights on the device control panel are lit or blinking. If lights are lit or blinking, see the message on the device control panel.
- Ensure the power cord and other cables are working, and are firmly connected to the device.
- All packing tapes and materials are removed from the device.
- Duplexer is locked into place.
- Paper is loaded correctly in the tray, and is not jammed in the device.
- All latches and covers are closed.

Software installation suggestions

Verify installation preliminaries
- Make sure to use the Starter CD that contains the correct installation software for your operating system.
- Before installing software, make sure that all other programs are closed.
- If the computer does not recognize the path to the CD-ROM drive that you type, make sure that you are specifying the correct drive letter.
- If the computer cannot recognize the Starter CD in the CD-ROM drive, inspect the Starter CD for damage. You can download the device driver from the HP Web site (www.hp.com/support).

Check or perform the following
- Make sure the computer meets the system requirements.
- Before installing software on a Windows computer, ensure all other programs are closed.
- If the computer does not recognize the path to the CD drive that you typed, ensure you are specifying the correct drive letter.
- If the computer cannot recognize the Starter CD in the CD drive, inspect the CD for damage. You can download the device driver from the HP Web site (www.hp.com/support).
- In the Windows device manager, make sure that the USB drivers have not been disabled.
- If you are using a computer running Windows, and the computer cannot detect the device, run the uninstallation utility (util\ccc\uninstall.bat on the Starter CD) to perform a clean uninstallation of the device driver. Restart your computer, and reinstall the device driver.

Check the computer system
- Make sure that your computer is running one of the supported operating systems.
- Make sure that the computer meets at least the minimum system requirements.

Clear jams

Occasionally, media becomes jammed during a job. Try the following remedies before you attempt to clear the jam.

- Make sure that you are printing with media that meets specifications. For more information, see Select print media.
- Make sure that you are printing with media that is not wrinkled, folded, or damaged.
- Make sure that the device is clean. For more information, see Clean the device.
- Make sure that the trays are loaded correctly and are not too full. For more information, see Load media.

This section contains the following topics:

- Clear paper jams
- Avoid paper jams

Clear paper jams

If the paper was loaded in the input tray, you might need to clear the paper jam from the duplexer.

Paper can also jam in the automatic document feeder. Several common actions can cause paper to jam the automatic document feeder:

- Placing too much paper in the document feeder tray. For information on the maximum number of sheets allowed in the automatic document feeder, see Understand specifications for supported media.
- Using paper that is too thick or too thin for the device.
- Trying to add paper to the document feeder tray while the device is feeding pages.

To clear a jam

1. Remove all media from the output tray.

   △ **CAUTION:** Trying to clear a paper jam from the front of the device can damage the print mechanism. Always access and clear paper jams through the duplexer.

2. Check the duplexer.
   a. Push the button on either side of the duplexer, and then remove the panel or unit.
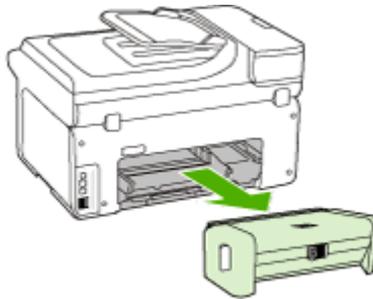
   b. Locate any jammed media inside the device, grasp it with both hands and then pull it towards you.

c. If the jam is not there, push the latch on the top of the duplexer and lower its cover. If the jam is inside, carefully remove it. Close the cover.
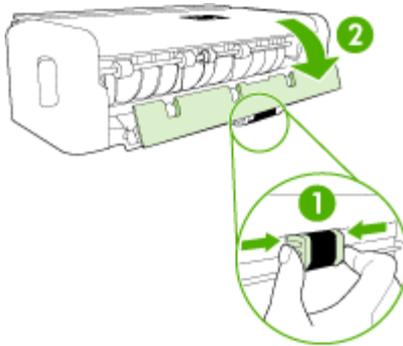
d. Reinsert the duplexer into the device.
3. Open the top cover and remove any debris.
4. If you have not found the jam and have Tray 2 installed, pull out the tray and remove the jammed media, if possible. If not, do the following:
   a. Ensure the device is turned off and disconnect the power cord.
   b. Lift the device off Tray 2.
   c. Remove the jammed media from the bottom of the device or from Tray 2.
   d. Reposition the device on top of Tray 2.
5. Open the print carriage access door. If there is paper remaining inside the device, ensure the carriage has moved to the right of the device, free any paper scraps or wrinkled media, and pull the media towards you through the top of the device.

   ⚠ **WARNING!** Do not reach into the device when it is on and the carriage is stuck. When you open the print carriage access door, the carriage should return to its position on the right side of the device. If it does not move to the right, turn off the device before you remove any jam.

6. After clearing the jam, close all covers, turn on the device (if you turned it off) and resend the print job.

To clear a paper jam in the automatic document feeder

1. Lift the cover of the automatic document feeder.
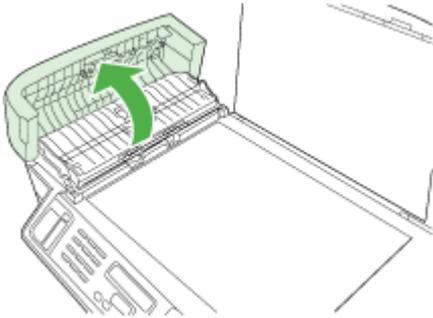
2. Gently pull the paper out of the rollers.

> △ **CAUTION:** If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might remain inside the device. If you do not remove all the pieces of paper from the device, more paper jams are likely to occur.

3. Close the cover of the automatic document feeder.

Avoid paper jams

To help avoid paper jams, follow these guidelines.

- Remove printed papers from the output tray frequently.
- Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Do not force paper too far forward in the input tray.
- Use paper types that are recommended for the device. For more information, see Understand specifications for supported media.

Errors (Windows)

This list represents some of the errors you might see on your computer screen (Windows) and how to fix the errors.

- Printhead(s) Missing
- Incompatible Printhead
- Printhead problem

- Fax Memory Full
- Device Disconnected
- Replace Cartridge(s) Soon
- Cartridge Problem
- Cartridge Problem
- Paper Mismatch
- The cartridge cradle cannot move.
- Paper Jam
- Paper Jam
- The printer is out of paper.
- Incompatible Cartridge(s)
- Printer Offline
- Printer Paused
- Document failed to print
- General printer error

Printhead(s) Missing

The following printhead appears to be missing, not detected, or incorrectly installed.

Use the following to correct the error:

- To replace the printheads
- Supplies

Incompatible Printhead

The following printhead is not intended for use in this printer.

Use the following to correct the error:

- To replace the printheads
- Supplies

Printhead problem

The following printhead has a problem.

Use the following to correct the error:

- To replace the printheads
- Supplies

Fax Memory Full

The device memory is full. Use the following to correct the error:

Solve fax problems

Device Disconnected

Use the following to correct the error:

Hardware installation suggestions

Replace Cartridge(s) Soon

Replace the cartridge soon.

Use the following to correct the error:

- Replace the ink cartridges
- Supplies

NOTE: Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so.

For information on recycling used ink supplies, see HP inkjet supplies recycling program.

Cartridge Problem

The cartridge appears to be missing or damaged. Remove the cartridge and reinstall. Press firmly into position. If this does not correct the problem, then proceed with the following.

Use the following to correct the error:

- Replace the ink cartridges
- Supplies
- HP inkjet supplies recycling program

Cartridge Problem

The cartridge must be replaced. Remove the cartridge and reinstall. Press firmly into position. If this does not correct the problem, then proceed with the following.

Use the following to correct the error:

- Replace the ink cartridges
- Supplies
- HP inkjet supplies recycling program

Paper Mismatch

Use the following to correct the error:

Paper detected does not match paper size or type selected.

- Load media
- Print on special and custom-sized media
- Change print settings

The cartridge cradle cannot move.

Please turn device power off. Check device for paper jam or other obstruction.

Use the following to correct the error:

- [Clear jams](#)
- [Hardware installation suggestions](#)

Paper Jam

There is a paper jam (or misfeed). Clear the jam and press **Resume** on the printer.

Use the following to correct the error:

[Clear jams](#)

Paper Jam

There is a paper jam (or misfeed) in the scan path. Clear the jam or re-insert the document and restart the task.

Use the following to correct the error:

[Clear jams](#)

The printer is out of paper.

Load more paper and press **Resume** on the front of the printer.

Use the following to correct the error:

[Load media](#)

Incompatible Cartridge(s)

The cartridge is not intended for use in this printer.

Use the following to correct the error:

- [Replace the ink cartridges](#)
- [Supplies](#)
- [HP inkjet supplies recycling program](#)

Printer Offline

Your printer is currently offline.

Use the following to correct the error:

To check if the printer is paused or offline
1. Depending upon your operating system, do one of the following:
    - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
    - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
2. Double-click the icon for your product to open the print queue.
3. On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**.
4. If you made any changes, try to print again.

Printer Paused

Your printer is currently paused.

Use the following to correct the error:

To check if the printer is paused or offline

1. Depending upon your operating system, do one of the following:
   - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
   - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
2. Double-click the icon for your product to open the print queue.
3. On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**.
4. If you made any changes, try to print again.

Document failed to print

The job failed to print due to an error in the printing system.

Use the following to correct the error:

Solve printing problems

General printer error

If you are going to move or transport the product after receiving this message, make sure you keep it upright and do not tip it on its side to avoid ink leakage. There was a problem with the product.

Write down the error code provided in the message, and then contact HP support. Go to:

www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

A HP supplies and accessories

This section provides information on HP supplies and accessories for the device. The information is subject to change. Visit the HP Web site (www.hpshopping.com) for the latest updates. You may also make purchases through the Web site.

This section contains the following topics:

Order printing supplies online

To order supplies online or create a printable shopping list, open the HP Solution Center desktop icon that was installed by your HP printer software and click the **Shopping** icon. Select **Shop Online** or **Print My Shopping List**. HP Solution Center uploads, with your permission, printer information, including model number, serial number, and estimated ink levels. The HP supplies that work in your printer are pre-selected. You can change quantities, add or remove items, and then print the list or purchase online at the HP Store or other online retailers (options differ by country/region). Cartridge information and links to online shopping also appear on ink alert messages.

You can also order online by visiting www.hp.com/buy/supplies. If prompted, choose your country/region, follow the prompts to select your product, and then the supplies you need.

You can also order online via your embedded Web server: Click 'Order Supplies' button. Click 'Send' to send printer information (such as model number, serial number and estimated ink levels) to HP, and you will be re-directed to the HP SureSupply Web site for simple, smarter online ordering of HP supplies.

NOTE: Ordering cartridges online is not supported in all countries/regions. However, many countries have information on ordering by telephone, locating a local store and printing a shopping list. In addition, you can select the How to Buy option at the top of the www.hp.com/buy/supplies page to obtain information about purchasing HP products in your country.

Accessories

250-sheet input tray	CB802A	Optional second tray for up to 250 pages of plain paper
HP Jetdirect 175x Print Server-Fast Ethernet*	J6035C	External print server (USB 1.0)
HP Jetdirect en3700 Fast Ethernet Print Server*	J7942A	External print server (USB 2.0)
HP Jetdirect ew2400 802.11g Wireless Print Server*	J7951A	Wireless or wired external print server
HP BT500, Bluetooth Wireless Adapter*	Q3395A	Bluetooth compatible USB adapter

*Only supports print functionality.

Supplies

- [Ink cartridges and printheads](#)
- [HP media](#)

Ink cartridges and printheads

Ordering cartridges online is not supported in all countries/regions. However, many countries have information on ordering by telephone, locating a local store and printing a shopping list. In addition, you can select the How to Buy option at the top of the www.hp.com/buy/supplies page to obtain information about purchasing HP products in your country.

Use only the replacement cartridges that have the same cartridge number as the ink cartridge you are replacing. You can find the cartridge number in the following places:

- The ink supplies label (located inside the printer, near the ink cartridges).
- The HP SureSupply Web site (www.hp.com/buy/supplies). For more information, see Order printing supplies online.
- The label of the ink cartridge you are replacing.
- The HP software on your computer:
  - **Solution Center (Windows)**: Click **Status**, and then click **Estimated Ink Levels**. The **My Cartridges** tab lists the currently installed cartridges. The **All Cartridges** tab lists all supported cartridges for the device.
    - Or -
    Go to the **Shopping** tab, in the **Printable Shopping List**, and then click **Print My Shopping List**. A page containing the list of supplies, including the replacement numbers will be printed.
  - **Toolbox (Windows)**: Click the **Estimated Ink Levels** tab, and then click the **Cartridge Details** button to view information about replacement ink cartridges.
  - **HP Printer Utility (Mac OS X)**: Open the **Information and Support** panel, and the click **Supply Info**.
  - **Embedded Web server**: Click the **Information** tab, and then click **Device Information** in the left pane.
- The self-test diagnostic page. For more information, see Understand the self-test report.

NOTE: Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so.

HP 940 Black/Yellow Officejet Printhead	C4900A
HP 940 Magenta/Cyan Officejet Printhead	C4901A

HP media

To order media such as HP Premium Paper, go to www.hp.com.

HP recommends plain papers with the ColorLok logo for printing and copying of everyday documents. All papers with the ColorLok logo are independently tested to meet high standards of reliability and print quality, and produce documents with crisp, vivid color, bolder blacks, and that dry faster than ordinary plain papers. Look for papers with the ColorLok logo in a variety of weights and sizes from major paper manufacturers.

B Support and warranty

The information in Maintain and troubleshoot suggests solutions to common problems. If your device is not operating correctly and those suggestions did not solve your problem, try using one of the following support services to obtain assistance.

This section contains the following topics:

- Obtain electronic support
- Warranty
- Ink cartridge warranty information
- Obtain HP telephone support
- Prepare the device for shipment
- Pack the device

Obtain electronic support

To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

This Web site also offers technical support, drivers, supplies, ordering information and other options such as:

- Access online support pages.
- Send HP an e-mail message for answers to your questions.
- Connect with an HP technician by using online chat.
- Check for software updates.

You can also obtain support from the Toolbox (Windows) or HP Printer Utility (Mac OS X), which provide easy, step-by-step solutions to common printing problems. For more information, see Use the Toolbox (Windows) or Use the HP Printer Utility (Mac OS X).

Support options and availability vary by product, country/region, and language.

Warranty

HP product	Duration of limited warranty
Software Media	90 days
Printer	1 year
Print or Ink cartridges	Until the HP ink is depleted or the "end of warranty" date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Printheads (only applies to products with customer replaceable printheads)	1 year
Accessories	1 year unless otherwise stated

A. Extent of limited warranty
   1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
   2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be interrupted or error free.
   3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
      a. Improper maintenance or modification;
      b. Software, media, parts, or supplies not provided or supported by HP;
      c. Operation outside the product's specifications;
      d. Unauthorized modification or misuse.
   4. For HP printer products, the use of a non-HP cartridge or a refilled cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled cartridge or an expired ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
   5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
   6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
   7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
   8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
   9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
   10. HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.
B. Limitations of warranty
   TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.
C. Limitations of liability
   1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
   2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
D. Local law
   1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
   2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
      a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
      b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
      c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
   3. THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

HP Limited Warranty

Dear Customer,

You will find below the name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country.

You may have additional statutory rights against the seller based on your purchase agreement. Those rights are not in any way affected by this HP Limited Warranty.

Ireland: Hewlett-Packard Ireland Limited, 63-74 Sir John Rogerson's Quay, Dublin 2
United Kingdom: Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN
Malta: Hewlett Packard International Trade BV, Branch 48, Sqaq Nru 2, Triq ix-Xatt, Pieta MSD08, Malta
South Africa: Hewlett-Packard South Africa Ltd, 12 Autumn Street, Rivonia, Sandton, 2128, Republic of South Africa

Ink cartridge warranty information

The HP cartridge warranty is applicable when the product is used in its designated HP printing device. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.

During the warranty period the product is covered as long as the HP ink is not depleted and the end of warranty date has not been reached. The end of warranty date, in YYYY-MM format, may be found on the product as indicated:

Obtain HP telephone support

During the warranty period, you may obtain assistance from the HP Customer Care Center.

> **NOTE:** HP does not provide telephone support for Linux printing. All support is provided online at the following Web site: https://launchpad.net/hplip. Click the **Ask a question** button to begin the support process.
>
> The HPLIP Web site does not provide suppport for Windows or the Mac OS X. If you are using these operating systems, seewww.hp.com/support.

This section contains the following topics:

- Before you call
- Support process
- HP support by phone
- Additional warranty options
- HP Quick Exchange Service (Japan)
- HP Korea customer support

Before you call

Visit the HP Web site (www.hp.com/support) for the latest troubleshooting information, or product fixes and updates.

Software programs from other companies might be included with the HP All-in-One. If you experience problems with any of those programs, you will receive the best technical assistance by calling the experts at that company.

> **NOTE:** This information does not apply to customers in Japan. For information on service options in Japan, see HP Quick Exchange Service (Japan).

To assist our Customer Care Center representatives to serve you better, prepare the following information if you need to call HP.

1. Print the self-test diagnostic page of the device. For more information, see Understand the self-test report. If the device does not print, get the following information ready:
   - Device model
   - Model number and serial number (check the back of the device)
2. Check the operating system that you are using, such as Windows XP.
3. If the device is connected to the network, check the network operating system.
4. Note how the device is connected to your system, such as through USB or network connection.
5. Obtain the version number of the printer software. (To find the version number of the printer driver, open the printer settings or properties dialog box, and click the **About** tab.)
6. If you have a problem printing from a particular application, note the application and version number.

Support process

If you have a problem, follow these steps.

1. Check the documentation that came with the device.
2. Visit the HP online support Web site at www.hp.com/support. HP online support is available to all HP customers. It is the fastest source for up-to-date device information and expert assistance and includes the following features:
   - Fast access to qualified online support specialists
   - Software and driver updates for the HP all-in-one

- Valuable troubleshooting information for common problems
- Proactive device updates, support alerts, and HP newsgrams that are available when you register the HP all-in-one

3. Call HP support. Support options and availability vary by device, country/region, and language.

HP support by phone

The phone support numbers and associated costs listed here are those in effect at time of this material publication. For the most current HP list of telephone support numbers and call-cost information, see www.hp.com/support.

This section contains the following topics:

- Phone support period
- Telephone support numbers
- Placing a call
- After the phone support period

Phone support period

One year of phone support is available in North America, Asia Pacific, and Latin America (including Mexico).

To determine the duration of phone support in Europe, the Middle East, and Africa, go to www.hp.com/support. Standard phone company charges apply.

Telephone support numbers

For the most current list of telephone support numbers, see www.hp.com/support.

www.hp.com/support

Africa (English speaking)	+27 11 2345872	Jamaica	1-800-711-2884
Afrique (francophone)	+33 1 4993 9230	日本	0570-000511
021 672 280 الجزائر		日本	03-3335-9800
Argentina (Buenos Aires)	54-11-4708-1600	0800 222 47 الأردن	
Argentina	0-800-555-5000	한국	1588-3003
Australia	1300 721 147	Luxembourg (Français)	+352 900 40 006 0,161 €
Australia (out-of-warranty)	1902 910 910		
Österreich	+43 0820 87 4417 0,145 € p/m	Luxemburg (Deutsch)	+352 900 40 007 0,161 €
17212049 البحرين		Malaysia	1800 88 8588
België	+32 070 300 005 0,174 €	Mauritius	(230) 262 210 404
		México (Ciudad de México)	55-5258-9922
Belgique	+32 070 300 004 0,174 €	México	01-800-472-68368
		Maroc	081 005 010
Brasil (Sao Paulo)	55-11-4004-7751	Nederland	+31 0900 2020 165 0,20 €
Brasil	0-800-709-7751		
Canada	1-(800)-474-6836 (1-800 hp invent)	New Zealand	0800 441 147
		Nigeria	(01) 271 2320
Central America & The Caribbean	www.hp.com/support	Norge	+47 815 62 070 0,39 NOK
Chile	800-360-999	24791773 عُمان	
中国	1068687980	Panamá	1-800-711-2884
中国	800-810-3888	Paraguay	009 800 54 1 0006
Colombia (Bogotá)	571-606-9191	Perú	0-800-10111
Colombia	01-8000-51-4746-8368	Philippines	2 867 3551
Costa Rica	0-800-011-1046	Polska	801 800 235
Česká republika	810 222 222	Portugal	+351 808 201 492 0,024 €
Danmark	+45 70 202 845 0,25 DKK		
		Puerto Rico	1-877-232-0589
Ecuador (Andinatel)	1-999-119 ☎ 800-711-2884	República Dominicana	1-800-711-2884
		Reunion	0820 890 323
Ecuador (Pacifitel)	1-800-225-528 ☎ 800-711-2884	România	0801 033 390
		Россия (Москва)	095 777 3284 0,03 €
(02) 6910602 مصر			
El Salvador	800-6160	Россия (Санкт-Петербург)	812 332 4240 0,08 €
España	+34 902 010 059 0,078 €		
		800 897 1415 السعودية	
France	+33 0892 69 60 22 0,337 €	Singapore	+65 6272 5300
		Slovensko	0850 111 256
Deutschland	+49 01805 652 180 0,14 € aus dem deutschen Festnetz - bei Anrufen aus Mobilfunknetzen können andere Preise gelten	South Africa (RSA)	0860 104 771
		Suomi	+358 0 203 66 767 0,015 €
		Sverige	+46 077 120 4765 0,23 SEK
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603	Switzerland	+41 0848 672 672 0.08 CHF
Ελλάδα (εντός Ελλάδας)	801 11 75400		
Ελλάδα (από Κύπρο)	800 9 2654	臺灣	02-8722-8000
Guatemala	1-800-711-2884	ไทย	+66 (2) 353 9000
香港特別行政區	(852) 2802 4098	071 891 391 تونس	
Magyarország	06 40 200 629	Trinidad & Tobago	1-800-711-2884
India	1-800-425-7737	Türkiye (İstanbul, Ankara, İzmir & Bursa)	444 0307
India	91-80-28526900		
Indonesia	+62 (21) 350 3408	Україна	(044) 230-51-06
+971 4 224 9189 العراق		600 54 47 47 الإمارات العربية المتحدة	
+971 4 224 9189 الكويت		United Kingdom	+44 0870 010 4320 0.05 £
+971 4 224 9189 لبنان			
+971 4 224 9189 قطر		United States	1-(800)-474-6836
+971 4 224 9189 اليمن		Uruguay	0004-054-177
Ireland	+353 1890 923 902 0,05 €	Venezuela (Caracas)	58-212-278-8666
		Venezuela	0-800-474-68368
1-700-503-048 ישראל		Viêt Nam	+84 88234530
Italia	+39 848 800 871 0,023 €		

Placing a call

Call HP support while you are in front of the computer and the HP all-in-one. Be prepared to provide the following information:

• Model number (located on the label on the front of the device)

> **NOTE:** In addition to the model name that appears on the front of the device, this device has a specific model number. You can use this number to help determine which supplies or accessories are available for your product, as well as when obtaining support. The model number is printed on a label located inside the device near the ink cartridges area.

• Serial number (located on the back or bottom of the device)
• Messages that appear when the situation occurs
• Answers to these questions:
  ◦ Has this situation happened before?
  ◦ Can you re-create it?
  ◦ Did you add any new hardware or software to your computer at about the time that this situation began?
  ◦ Did anything else occur prior to this situation (such as a thunderstorm, HP all-in-one was moved, etc.)?

After the phone support period

After the phone support period, help is available from HP at an additional cost. Help may also be available at the HP online support Web site: www.hp.com/support. Contact your HP dealer or call the support phone number for your country/region to learn more about support options.

Additional warranty options

Extended service plans are available for the HP all-in-one at additional costs. Go to www.hp.com/support, select your country/region and language, then explore the services and warranty area for information about the extended service plans.

HP Quick Exchange Service (Japan)

HP クイック・エクスチェンジサービス

製品に問題がある場合は、以下に記載されている電話番号に連絡してください。故障
している、または問題があると判断された場合、保障期間中は無料で製品を交換し、
故障した製品を回収します。

電話番号： 0570-000511（ナビダイヤル）
03-3335-9800（ナビダイヤルをご利用いただけない場合）
サポート時間： 平日の午前 9:00 から午後 5:00 まで
土日の午前 10:00 から午後 5:00 まで
祝祭日および 1月 1日から 3日は除きます。

サービスの条件：
・ サポートの提供は、カスタマケアセンターを通してのみ行われます。
・ カスタマケアセンターがプリンタの不具合と判断した場合に、サービスを受ける
ことができます。
ご注意：ユーザの扱いが不適切であったために故障した場合は、保障期間中であ
っても修理は有料となります。詳細については保証書を参照してください。

その他の制限：
・ 運搬の時間はお住まいの地域によって異なります。詳しくは、カスタマケアセ
ンターに連絡してご確認ください。
・ 出荷配送は、当社指定の配送業者が行います。
・ 配送は交通事情などの諸事情によって、遅れる場合があります。
・ このサービスは、将来予告無しに変更することがあります。

For instructions on how to pack your product for exchange, see Pack the device.

HP Korea customer support

HP 한국 고객 지원 문의
● 고객 지원 센터 대표 전화
1588-3003
● 제품가격 및 구입처 정보 문의 전화
080-703-0700
● 전화 상담 가능 시간:
평   일 09:00~18:00
토요일 09:00~13:00
(일요일, 공휴일 제외)

Prepare the device for shipment

If after contacting HP Customer Support or returning to the point of purchase, you are requested to send the device in for service, make sure you remove and keep the following items before returning your device:

- The printheads and ink cartridges
- The control-panel faceplate
- The duplexer
- The output tray
- The power cord, USB cable, and any other cable connected to the device
- Any paper loaded in the input tray
- Remove any originals you might have loaded in the device

This section contains the following topics:

- Remove the ink cartridges and printheads before shipment
- Remove the device control-panel faceplate
- Remove the duplexer
- Remove the output tray

Remove the ink cartridges and printheads before shipment

Before you return the device, make sure you remove your ink cartridges and printheads.

NOTE: This information does not apply to customers in Japan.

To remove ink cartridges before shipment

1. Turn on the device and wait until the print carriage is idle and silent. If the device will not turn on, skip this step and go to step 2.

   NOTE: If the device does not turn on, you can unplug the power cord and then manually slide the print carriage to the far right side to remove the ink cartridges.

2. Gently pull open the ink cartridge cover.

3. Remove the ink cartridges from their slots by grasping each between your thumb and forefinger and pulling it firmly toward you.

4. Place the ink cartridges in an airtight plastic container so they will not dry out, and put them aside. Do not send them with the device unless the HP customer support call agent instructs you to.

5. Close the ink cartridge door and wait a few minutes for the print carriage to move back to its home position (on the left side).

6. After the scanner is idle and has returned to its parked position, press the **Power** button to turn off the device.

To remove printheads before shipment

1. Open the top cover.

2. If the carriage does not move to the left automatically, press and hold the **OK** button (products with a two-line display) or the ***** (products with a color display) for 5 seconds. Wait for the carriage to stop moving.

   NOTE: If the printer cannot be powered on, remove the printhead cover by pulling on the tab and lifting.
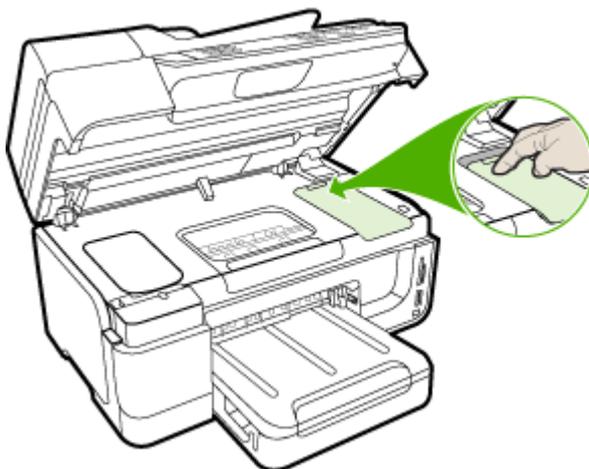
3. Lift the printhead latch.
4. Lift the handle of a printhead and use it to pull the printhead out of its slot.
5. Place the printheads in an airtight plastic container--nozzles facing up and not touching each other or the container--so they will not dry out, and put them aside. Do not send them with the device unless the HP customer support call agent instructs you to.
6. Close the top cover.
7. After the scanner is idle and has returned to its parked position, press the **Power** button to turn off the device.

Remove the device control-panel faceplate

Complete the following steps after you have removed the printheads and ink cartridges.

NOTE: This information does not apply to customers in Japan.

CAUTION: The device must be unplugged before following these steps.

CAUTION: The replacement device will not be shipped with a power cord. Store the power cord in a safe place until the replacement arrives.

To remove the control-panel faceplate
1. Press **Power** to turn off the device.
2. Unplug the power cord, and then disconnect it from the device. Do not return the power cord with the device.
3. Remove the control-panel faceplate as follows:
   2-Line Display

Use your fingers under the lower-right corner of the control-panel faceplate and lift to pry the control-panel faceplate off.
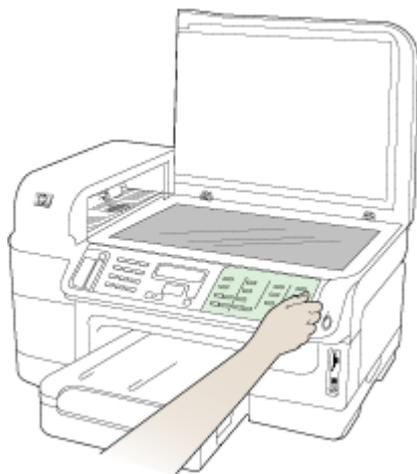
Color Display

a.   Lift the scanner lid.
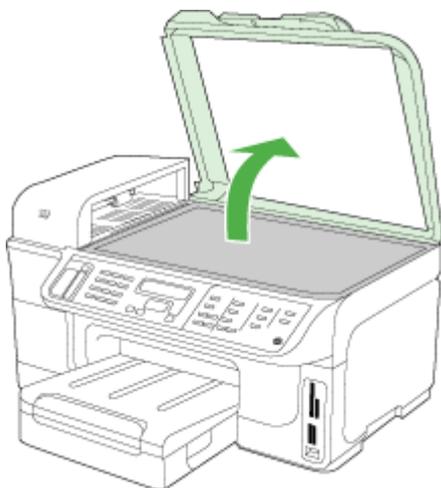
b. Use your fingers to grasp the tab at the center of the top of the control panel faceplate. Pull away from the device to remove.

4. Retain the control-panel faceplate. Do not return the control-panel faceplate with the HP all-in-one.

⚠ **CAUTION:** The replacement device might not come with a control-panel faceplate. Store your control-panel faceplate in a safe place, and when the replacement device arrives, reattach your control-panel faceplate. You must attach your control-panel faceplate to use the control-panel functions on the replacement device.

📝 **NOTE:** See the setup poster that came with the device for instructions on how to attach your control-panel faceplate. The replacement device might come with instructions for setting up your device.

Remove the duplexer

Remove the duplexer before shipping the device.

▲ Push the button on either side of the duplexer, and then remove the unit.

Remove the output tray

Remove the output tray before shipping the device.

▲ Lift the output tray, and gently pull it out of the device.
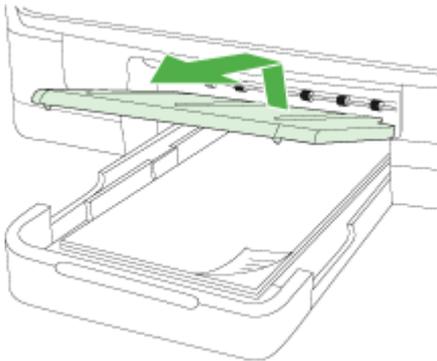
Pack the device

Complete the following steps after you have prepared the device for shipment.

To pack the device

1. If available, pack the device for shipment by using the original packaging materials, or use the packaging materials that came with your replacement device.
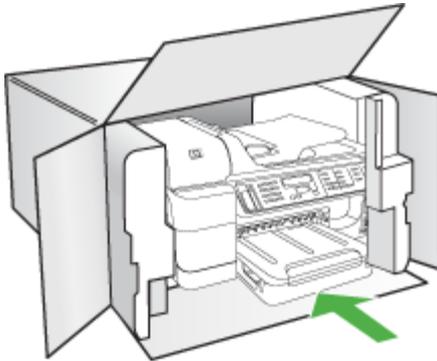
   If you do not have the original packaging materials, please use other adequate packaging materials. Shipping damage caused by improper packaging and/or improper transportation is not covered under the warranty.

2. Place the return shipping label on the outside of the box.

3. Include the following items in the box:
   - A complete description of symptoms for service personnel (samples of print quality problems are helpful).
   - A copy of the sales slip or other proof of purchase to establish the warranty coverage period.
   - Your name, address, and a phone number where you can be reached during the day.
   - Pack the print supplies in a plastic back and ship them back with the device.

C Device specifications

For media and media-handling specifications, see <u>Understand specifications for supported media</u>.

This section contains the following topics:

Physical specifications

Size (width x height x depth)
- Models with two-line display
  Device with duplexer: 494 x 299 x 479 mm (19.5 x 11.8 x 18.9 inches)
  With Tray 2: Adds 67 mm (2.6 inches) to the height of the device.
- Models with color display
  Device with duplexer: 494 x 331 x 479 mm (19.5 x 13 x 18.9 inches)
  With Tray 2: Adds 67 mm (2.6 inches) to the height of the device.

Device weight (does not include printing supplies)
- Models with two-line displays
  Device with duplexer: 11.9 kg (26.2 lb)
  With Tray 2: Adds 2.7 kg (6.0 lb)
- Models with color displays
  Device with duplexer: 12.7 kg (28.0 lb)
  With Tray 2: Adds 2.7 kg (6.0 lb)

Product features and capacities

Feature	Capacity
Connectivity	• USB 2.0-compliant high speed • USB host connector is only supported up to full speed.

(continued)

Feature	Capacity
	• Wireless 802.11b/g (some models only) • Wired network
Print method	Drop-on-demand thermal inkjet printing
Ink cartridges	Four ink cartridges (one each for black, cyan, magenta, and yellow) **NOTE:** Not all ink cartridges are supported in all countries/regions.
Printheads	Two printheads (one black and yellow, and one magenta and cyan)
Supply yields	Visit www.hp.com/go/learnaboutsupplies/ for more information on estimated ink cartridge yields.
Device languages	HP PCL 3
Font support	US fonts: CG Times, CG Times Italic, Universe, Universe Italic, Courier, Courier Italic, Letter Gothic, Letter Gothic Italic.
Duty cycle	Up to 15,000 pages per month
Device control-panel language support Language availability varies by country/region.	Bulgarian, Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Simplified Chinese, Slovak, Slovenian, Spanish, Swedish, Traditional Chinese, Turkish.

Processor and memory specifications

Device processor
ARM11

Device memory
• Two-line display: 64 MB built-in RAM
• Color display: 128 MB built-in RAM

System requirements

NOTE: For the most current information about supported operating systems and system requirements, visit http://www.hp.com/support/.

Operating system compatibility

•   Windows 2000, Windows XP, Windows XP x64, Windows Vista

> ✎ **NOTE:** For Windows 2000 SP 4, Windows XP x64 Edition SP 1, Windows XP SP 1 Starter Edition, and Windows Vista Starter Edition only printer driver, scanner driver, and the Toolbox are available. Also, if you are using an HP Officejet 6500 (E709d) or HP Officejet 6500 (E709r), copying is not supported. To determine the model you have, see Finding the device model number.

•   Mac OS X (v.10.4, v.10.5)

•   Linux (For more information, see www.hp.com/go/linuxprinting).

Minimum requirements

•   Windows 2000 Service Pack 4: Intel Pentium II or Celeron processor, 128 MB RAM, 200 MB free hard disk space, Microsoft Internet Explorer 6.0

•   Windows XP (32-bit) Service Pack 1: Intel Pentium II or Celeron processor, 512 MB RAM, 410 MB free hard disk space, Microsoft Internet Explorer 6.0

•   Windows XP x64 Service Pack 1: AMD Athlon 64 or AMD Opteron processor, Intel Xeon or Pentium processor with Intel EM64T support, 512MB RAM, 290 MB free hard disk space, Microsoft Internet Explorer 6.0

•   Windows Vista: 800 MHz 32-bit (x86) or 64-bit (x64) processor, 512 MB RAM, 425 MB free hard disk space, Microsoft Internet Explorer 7.0

•   **Mac OS X (v.10.4.11, v.10.5)**: PowerPC G3, G4, G5, or Intel Core processor, 256 MB memory - 500 MB free hard disk space

•   **Quick Time 5.0 or later (Mac OS X)**

•   Adobe Acrobat Reader 5.0 or later

Recommended requirements

•   Windows 2000 Service Pack 4: Intel Pentium III or higher processor, 256 MB RAM, 200 MB free hard disk space

•   Windows XP (32-bit) Service Pack 1: Intel Pentium III or higher processor, 512 MB RAM, 500 MB free hard disk space

•   Windows XP x64 Service Pack 1: AMD Athlon 64 or AMD Opteron processor, Intel Xeon or Pentium 4 processor with Intel EM64T support, 512MB RAM, 290 MB free hard disk space, Microsoft Internet Explorer 6.0 or later

•   Windows Vista: 1 GHz 32-bit (x86) or 64-bit (x64) processor, 1 GB RAM, 470 MB free hard disk space

•   **Mac OS X (v.10.4.11, v.10.5):** PowerPC G3, G4, G5, or Intel Core processor, 512 or more MB memory - 500 MB free hard disk space

•   **Microsoft Internet Explorer 6.0 or later (Windows 2000, Windows XP); Internet Explorer 7.0 or later (Windows Vista)**

Network protocol specifications

Network operating system compatibility

•   Windows 2000, Windows XP (32-bit), Windows XP x64 (Professional and Home Editions), Windows Vista (32-bit) & (64-bit) [Ultimate, Enterprise & Business Edition]

•   Mac OS X (v.10.4, v.10.5)

•   Microsoft Windows 2000 Server Terminal Services with Citrix Metaframe XP with Feature Release 3

•   Microsoft Windows 2000 Server Terminal Services with Citrix Presentation Server 4.0

•   Microsoft Windows 2000 Server Terminal Services

- Microsoft Windows 2003 Server Terminal Services
- Microsoft Windows 2003 Server Terminal Services with Citrix Presentation Server 4.0
- Microsoft Windows 2003 Server Terminal Services with Citrix Presentation Server 4.5
- Microsoft Windows 2003 Server Terminal Services with Citrix Metaframe XP with Feature Release 3
- Microsoft Windows 2003 Small Business Server Terminal Services
- Novell Netware 6, 6.5, Open Enterprise Server 6.5

Compatible network protocols
TCP/IP

Network management
Embedded Web server
Features
Ability to remotely configure and manage network devices

Embedded Web server specifications

Requirements
- A TCP/IP-based network (IPX/SPX-based networks are not supported)
- A Web browser (either Microsoft Internet Explorer 6.0 or higher, Mozilla Firefox 1.0 or higher, Opera 8.0 or higher, or Safari 1.2, or higher)
- A network connection (you cannot use the embedded Web server connected directly to a computer with a USB cable)
- An Internet connection (required for some features)

> **NOTE:** You can open the embedded Web server without being connected to the Internet. However, some features will not be available.

- The embedded Web server must be on the same side of a firewall as the device.

Print specifications

Black print resolution
Up to 1200 dpi with pigmented black ink

Color print resolution
HP enhanced photo quality with Vivera inks (up to 4800 by 1200 dpi Optimized on HP Premium Plus photo papers with 1200 x 1200 input dpi)

Copy specifications

- Digital image processing
- Up to 99 copies from original (varies by model)
- Digital zoom: from 25 to 400% (varies by model)
- Fit to page, copy preview (color display only)

Fax specifications

- Walk-up black-and-white and color fax capability.
- Up to 110 speed dials (varies by model).

- Up to 120-page memory (varies by model, based on ITU-T Test Image #1 at standard resolution). More complicated pages or higher resolution takes longer and uses more memory.
- Manual fax send and receive.
- Automatic busy redial up to five times (varies by model).
- Automatic no-answer redial one time (varies by model).
- Confirmation and activity reports.
- CCITT/ITU Group 3 fax with Error Correction Mode.
- 33.6 Kbps transmission.
- 3 seconds per page speed at 33.6 Kbps (based on ITU-T Test Image #1 at standard resolution). More complicated pages or higher resolution takes longer and uses more memory.
- Ring detect with automatic fax/answering machine switching.

	Photo (dpi)	Very Fine (dpi)	Fine (dpi)	Standard (dpi)
Black	196 x 203 (8-bit grayscale)	300 x 300	196 x 203	196 x 98
Color	200 x 200	200 x 200	200 x 200	200 x 200

Fax to PC Specifications
- Supported file type: Uncompressed TIFF
- Supported fax types: black-and-white faxes

Scan specifications

- Image editor included
- Integrated OCR software automatically converts scanned text to editable text
- Scan speeds vary according to the complexity of the document
- Twain-compliant interface
- Resolution: 4800 x 4800 ppi optical, up to 19,200 ppi enhanced
- Color: 16-bit per RGB color, 48-bit total
- Maximum scan size from glass: two-line display: 216 x 297 mm (8.5 x 11 inches); color display: 216 x 356 mm (8.5 x 14 inches)
- Maximum scan size from ADF: 216 x 356 mm (8.5 x 14 inches)

Environmental specifications

Operating environment
Operating temperature: 5° to 40° C (41° to 104° F)
Recommended operating conditions: 15° to 32° C (59° to 90° F)
Recommended relative humidity: 25 to 75% noncondensing

Storage environment
Storage temperature: -40° to 60° C (-40° to 140° F)
Storage relative humidity: Up to 90% noncondensing at a temperature of 60° C (140° F)

Electrical specifications

Power supply
Universal power adapter (external)

Power requirements
Input voltage: 100 to 240 VAC (± 10%), 50/60 Hz (± 3Hz)
Output voltage: 32 Vdc at 2000 mA

Power consumption
30 watts printing (Fast Draft Mode); 32 watts copying (Fast Draft Mode)

Acoustic emission specifications (print in Draft mode, noise levels per ISO 7779)

Sound pressure (bystander position)
LpAm 57 (dBA) (mon Draft print)

Sound power
LwAd 7.0(BA)

Supported devices

USB flash drives
HP has fully tested the following USB flash drives with the device:
- **SanDisk Cruzer Micro:** High-speed, 0120-256, 256 MB
- **Iomega Micro Mini:** Full-speed, 064-0417450-YCAE032171, 128 MB
- **Kingston DataTraveler II:** High-speed, KF112504 f5274-006, 128 MB and 256 MB
- **Sony Microvault:** High-speed, D04825AB, 256 MB
- **Lexar Media JumpDrive:** 256 MB

Note: You might be able to use other USB flash drives with the device. However, HP cannot guarantee that they will function properly with the device because they have not been fully tested.

Memory card specifications
- Maximum recommended number of files on a memory card: 1,000
- Maximum recommended individual file size: 12 megapixel maximum, 8 MB maximum
- Maximum recommended memory card size: 1 GB (solid state only)

NOTE: Approaching any of the recommended maximums on a memory card might cause the performance of the device to be slower than expected.

Supported memory card types
- CompactFlash (Type I and II)
- Memory Stick, Memory Stick Duo, Memory Stick Pro, MagicGate Memory Stick Duo

NOTE: Memory Stick Duo requires an adapater, which must be purchased separately. Not using an adapter may damage the device.

- Memory Stick Micro (requires adapter, sold separately)
- Secure Digital
- High-Capacity Secure Digital
- miniSD, microSD (requires adapter, sold separately)
- MultiMediaCard (MMC), Secure MultiMediaCard

- Reduced-Size MultiMediaCard (RS-MMC), MMC Mobile, MMCmicro (requires adapter, sold separately)
- xD-Picture Card

D   Regulatory information

The device meets product requirements from regulatory agencies in your country/region.

This section contains the following topics:

FCC statement

FCC statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

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 instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient 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/TV technician for help.

For further information, contact:
Manager of Corporate Product Regulations
Hewlett-Packard Company
3000 Hanover Street
Palo Alto, Ca 94304
(650) 857-1501

Modifications (part 15.21)

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

VCCI (Class B) compliance statement for users in Japan

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。
取り扱い説明書に従って正しい取り扱いをして下さい。

Notice to users in Japan about the power cord

製品には、同梱された電源コードをお使い下さい。
同梱された電源コードは、他の製品では使用出来ません。

Notice to users in Korea

사용자 안내문(B급 기기)
이 기기는 비업무용으로 전자파 적합 등록을 받은 기기로서, 주거지역에서는 물론 모든
지역에서 사용할 수 있습니다.

Toxic and hazardous substance table

<table>
<tr><td colspan="7" align="center">有毒有害物质表
根据中国《电子信息产品污染控制管理办法》</td></tr>
<tr><td rowspan="2">零件描述</td><td colspan="6" align="center">有毒有害物质和元素</td></tr>
<tr><td>铅</td><td>汞</td><td>镉</td><td>六价铬</td><td>多溴联苯</td><td>多溴联苯醚</td></tr>
<tr><td>外壳和托盘*</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>电线*</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>印刷电路板*</td><td>X</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>打印系统*</td><td>X</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>显示器*</td><td>X</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>喷墨打印机墨盒*</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>驱动光盘*</td><td>X</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>扫描仪*</td><td>X</td><td>X</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>网络配件*</td><td>X</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>电池板*</td><td>X</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>自动双面打印系统*</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>外部电源*</td><td>X</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td colspan="7">0: 指此部件的所有均一材质中包含的这种有毒有害物质，含量低于SJ/T11363-2006 的限制
X: 指此部件使用的均一材质中至少有一种包含的这种有毒有害物质，含量高于SJ/T11363-2006 的限制
注：环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件
*以上只适用于使用这些部件的产品</td></tr>
</table>

Notice to users of the U.S. telephone network: FCC requirements

Notice to users of the U.S. telephone network: FCC requirements

This equipment complies with FCC rules, Part 68. On this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalent Number (REN) for this equipment. If requested, provide this information to your telephone company.

An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant. This equipment connects to the telephone network through the following standard network interface jack: USOC RJ-11C.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your number is called. Too many devices on one line might result in failure to ring in response to an incoming call. In most, but not all, areas the sum of the RENs of all devices should not exceed five (5). To be certain of the number of devices you may connect to your line, as determined by the REN, you should call your local telephone company to determine the maximum REN for your calling area.

If this equipment causes harm to the telephone network, your telephone company might discontinue your service temporarily. If possible, they will notify you in advance. If advance notice is not practical, you will be notified as soon as possible. You will also be advised of your right to file a complaint with the FCC. Your telephone company might make changes in its facilities, equipment, operations, or procedures that could affect the proper operation of your equipment. If they do, you will be given advance notice so you will have the opportunity to maintain uninterrupted service. If you experience trouble with this equipment, please contact the manufacturer, or look elsewhere in this manual, for warranty or repair information. Your telephone company might ask you to disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company.

Connection to party lines is subject to state tariffs. Contact your state public utility commission, public service commission, or corporation commission for more information.

This equipment includes automatic dialing capability. When programming and/or making test calls to emergency numbers:

*   Remain on the line and explain to the dispatcher the reason for the call.
*   Perform such activities in the off-peak hours, such as early morning or late evening.

Note The FCC hearing aid compatibility rules for telephones are not applicable to this equipment.

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other 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 transmission, the date and time it is sent and an identification of the business, other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided might not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.) In order to program this information into your fax machine, you should complete the steps described in the software.

Notice to users of the Canadian telephone network

Note à l'attention des utilisateurs du réseau téléphonique canadien/Notice to users of the Canadian telephone network

Cet appareil est conforme aux spécifications techniques des équipements terminaux d'Industrie Canada. Le numéro d'enregistrement atteste de la conformité de l'appareil. L'abréviation IC qui précède le numéro d'enregistrement indique que l'enregistrement a été effectué dans le cadre d'une Déclaration de conformité stipulant que les spécifications techniques d'Industrie Canada ont été respectées. Néanmoins, cette abréviation ne signifie en aucun cas que l'appareil a été validé par Industrie Canada.

Pour leur propre sécurité, les utilisateurs doivent s'assurer que les prises électriques reliées à la terre de la source d'alimentation, des lignes téléphoniques et du circuit métallique d'alimentation en eau sont, le cas échéant, branchées les unes aux autres. Cette précaution est particulièrement importante dans les zones rurales.

Remarque Le numéro REN (Ringer Equivalence Number) attribué à chaque appareil terminal fournit une indication sur le nombre maximal de terminaux qui peuvent être connectés à une interface téléphonique. La terminaison d'une interface peut se composer de n'importe quelle combinaison d'appareils, à condition que le total des numéros REN ne dépasse pas 5.

Basé sur les résultats de tests FCC Partie 68, le numéro REN de ce produit est 0.0B.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation IC before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution might be particularly important in rural areas.

Note The REN (Ringer Equivalence Number) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface might consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

The REN for this product is 0.0B, based on FCC Part 68 test results.

Notice to users in the European Economic Area

Australia wired fax statement

In Australia, the HP device must be connected to Telecommunication Network through a line cord which meets the requirements of the Technical Standard AS/ACIF S008.

Regulatory information for wireless products

This section contains the following regulatory information pertaining to wireless products:

- Exposure to radio frequency radiation
- Notice to users in Brazil
- Notice to users in Canada
- Notice to users in Taiwan
- European Union regulatory notice

Exposure to radio frequency radiation

Exposure to radio frequency radiation

⚠ **Caution**   The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized. This product and any attached external antenna, if supported, shall be placed in such a manner to minimize the potential for human contact during normal operation. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm (8 inches) during normal operation.

Notice to users in Brazil

Aviso aos usuários no Brasil

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário. (Res.ANATEL 282/2001).

Notice to users in Canada

Notice to users in Canada/Note à l'attention des utilisateurs canadiens

For Indoor Use. This digital apparatus does not exceed the Class B limits for radio noise emissions from the digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications. The internal wireless radio complies with RSS 210 and RSS GEN of Industry Canada.

Utiliser à l'intérieur. Le présent appareil numérique n'émet pas de bruit radioélectrique dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada. Le composant RF interne est conforme a la norme RSS-210 and RSS GEN d'Industrie Canada.

Notice to users in Taiwan

低功率電波輻射性電機管理辦法

第十二條

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更設計之特性及功能。

第十四條

低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫藥用電波輻射性電機設備之干擾。

European Union regulatory notice

European Union Regulatory Notice

Products bearing the CE marking comply with the following EU Directives:

- Low Voltage Directive 2006/95/EC
- EMC Directive 2004/108/EC

CE compliance of this product is valid only if powered with the correct CE-marked AC adapter provided by HP.

If this product has telecommunications functionality, it also complies with the essential requirements of the following EU Directive:

- R&TTE Directive 1999/5/EC

Compliance with these directives implies conformity to harmonized European standards (European Norms) that are listed in the EU Declaration of Conformity issued by HP for this product or product family. This compliance is indicated by the following conformity marking placed on the product.

$C\epsilon \textcircled{!}$

The wireless telecommunications functionality of this product may be used in the following EU and EFTA countries:

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

Products with 2.4-GHz wireless LAN devices

France
For 2.4 GHz Wireless LAN operation of this product certain restrictions apply: This product may be used indoor for the entire 2400-2483.5 MHz frequency band (channels 1-13). For outdoor use, only 2400-2454 MHz frequency band (channels 1-9) may be used. For the latest requirements, see http://www.art-telecom.fr.

Italy
License required for use. Verify with your dealer or directly with the General Direction for Frequency Planning and Management (Direzione Generale Pianificazione e Gestione Frequenze).

Regulatory model number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRC-0703-01 (HP Officejet Pro 8500 All-in-One Series) or SNPRC-0703-02 (HP Officejet Pro 8500 Wireless All-in-One or HP Officejet Pro 8500 Premier All-in-One). This regulatory number should not be confused with the marketing name (HP Officejet Pro 8500 All-in-One Series) or product number.

Declaration of conformity

Supplier's Name:	Hewlett-Packard Company **DoC#:** SNPRC-0703-01-A
Supplier's Address:	60, Alexandra Terrace, # 07-01 The Comtech, Singapore 118502

declares, that the product

Product Name:	HP Officejet Pro 8500 All-in-One Series
Regulatory Model Number:[1]	SNPRC-0703-01
Product Options:	C9101A / Automatic 2-Sided Printing Device
	CB802A / 250 - sheet Paper Tray

conforms to the following Product Specifications and Regulations:

SAFETY: IEC 60950-1:2001 / EN60950-1:2001 + A11: 2004
EN 60825-1 1994+A1:2002+A2: 2001

EMC: CISPR 22:2005/ EN 55022: 2006 Class B
EN 55024:1998 +A1:2001 + A2:2003
EN 61000-3-2: 2000 + A2: 2005
EN 61000-3-3:1995 +A1: 2001
FCC CFR 47, Part 15 Class B / ICES-003, Issue 4 Class B

TELECOM: TBR 21: 1998[3]
FCC Rules and Regulations 47CFR Part 68
TIA-968-A-1 +A-2 +A-3+A-4 Telecommunications – Telephone Terminal Equipment
CS-03, Part I, Issue 9, Feb 2005

Supplementary Information:

1. This product is assigned a Regulatory Model Number which stays with the regulatory aspects of the design. The Regulatory Model Number is the main product identifier in the regulatory documentation and test reports, this number should not be confused with the marketing name or the product numbers.

2. This product complies with the requirements of the Low Voltage Directive 2006/95/EC, the EMC Directive 2004/108/EC & the R&TTE Directive 99/5/EC and carries the CE-marking accordingly. In addition, it complies with the WEEE Directive 2002/96/EC and RoHS Directive 2002/95/EC.

3. This product complies with TBR21:1998, except clause 4.7.1 (DC characteristic), which complies with ES 203 021-3, clause 4.7.1.

4. This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

5. The product was tested in a typical configuration.

Singapore   **Wong Soo Min** , Director Quality
April 2008   **Imaging & Printing Manufacturing Operations**

Local contact for regulatory topics only:
EMEA: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, Germany www.hp.com/go/certificates
USA : Hewlett-Packard, 3000 Hanover St., Palo Alto 94304, U.S.A. 650-857-1501

DECLARATION OF CONFORMITY
according to ISO/IEC 17050-1 and EN 17050-1

Supplier's Name:	Hewlett-Packard Company **DoC#:** SNPRC-0703-02-A
Supplier's Address:	60, Alexandra Terrace, # 07-01 The Comtech, Singapore 118502
declares, that the product	
Product Name:	HP Officejet Pro 8500 All-in-One Series
Regulatory Model Number:[1]	SNPRC-0703-02
Product Options:	C9101A / Automatic 2-Sided Printing Device
	CB802A / 250 - sheet Paper Tray
Radio Module Number:	RSVLD-0608

conforms to the following Product Specifications and Regulations:

SAFETY: IEC 60950-1:2001 / EN60950-1:2001 + A11: 2004
EN 60825-1 1994+A1:2002+A2: 2001

EMC: CISPR 22:2005/ EN 55022: 2006 Class B
EN 55024:1998 +A1:2001 + A2:2003
EN 61000-3-2: 2000 + A2: 2005
EN 61000-3-3:1995 +A1: 2001
FCC CFR 47, Part 15 Class B / ICES-003, Issue 4 Class B

TELECOM: EN 301 489-1 V1.6.1:2005 / EN 301 489-17 V1.2.1:2002
EN 300 328 V1.7.1 : 2006
TBR 21: 1998[3]
FCC Rules and Regulations 47CFR Part 68
TIA-968-A-1 +A-2 +A-3+A-4 Telecommunications – Telephone Terminal Equipment
CS-03, Part I, Issue 9, Feb 2005

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Environmental product stewardship program

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. Design for recycling has been incorporated into this product. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair.

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www.hp.com/hpinfo/globalcitizenship/environment/index.html

This section contains the following topics:

Paper use

This product is suited for the use of recycled paper according to DIN 19309 and EN 12281:2002.

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Material safety data sheets

Material safety data sheets (MSDS) can be obtained from the HP Web site at:

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HP inkjet supplies recycling program

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www.hp.com/hpinfo/globalcitizenship/environment/recycle/

Disposal of waste equipment by users in private households in the European Union

Power consumption

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Expat

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SHA2

FIPS 180-2 SHA-224/256/384/512 implementation
Last update: 02/02/2007
Issue date: 04/30/2005

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Index

Index

TWAIN
    scan from 53
    unable to activate
        source 203
two-line display, control
   panel 20
two-sided
    copies 114
two-sided printing 48, 49

U
uninstall software
    Mac OS 174
    Windows 172
USB cable, order 243
USB connection
    Bluetooth adapter 168
    digital cameras 68
    features available 21
    port, locating 14, 15
    setup Mac OS 160
    setup Windows 154
    specifications 261
USB flash drives 266

V
vertical stripes on copies,
   troubleshoot 199
view
    blocked fax numbers 89
    fax log 104
    network settings 127
    photos 71
    speed-dial entries 99
voice mail
    set up with fax (parallel
        phone systems) 138
    set up with fax and
        computer modem
        (parallel phone
        systems) 152
voltage specifications 265
volume
    fax sounds 97

W
wall jack test, fax 206
warning messages 26
warranty 253
Web pages, print 49
Web sites
    accessibility information 13

Apple 161
customer support 247
environmental
   programs 280
order supplies and
   accessories 243
supply yield data sheet 262
wireless security 163
Webscan 53
white bands or stripes,
  troubleshoot
    copies 199, 200
    scans 203
WIA (Windows Image
  Application), scan from 53
Windows
   Add Printer installation 159
   Bluetooth 169
   borderless printing 45
   duplexing 49
   HP Photosmart Software 29
   HP Solution Center 121
   install software 154
   network setup 156
   print on special or custom-
     sized media 44
   print settings 47
   set up wireless
     communication 163
   sharing device 156
   system requirements 262
   turn accessories on and off
     in driver 24
   uninstall software 172
Windows Image Application
  (WIA), scan from 53
wireless communication
   Bluetooth 168
   Ethernet setup 163
   radio, turn off 128
   regulatory information 274
   security 167
   set up 162
   set up on Mac OS 164
   settings 162
   turn off 165
   wizard 164
wireless connection icons
   ad hoc 19
wireless getting started guide 11
Wireless Settings 127

X
xD-Picture memory card
   insert 67
   slot, locating 68

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