

HP Photosmart C4340 All-in-One series



Windows Help



HP Photosmart C4340 All-in-One series



Contents

1	HP Photosmart C4340 All-in-One series Help	3
2	HP All-in-One overview	
	The HP All-in-One at a glance.....	5
	Control panel buttons.....	6
	Menu overview.....	7
	Text and symbols.....	8
	Use the HP Photosmart Software.....	10
3	Find more information	11
4	How do I?	13
5	Finish setting up the HP All-in-One	
	Connection information.....	15
	Fax setup.....	16
6	Load originals and load paper	
	Load originals.....	27
	Choose papers for printing and copying.....	29
	Load paper.....	32
	Avoid paper jams.....	39
7	Print from your computer	
	Print from a software application.....	41
	Make the HP All-in-One the default printer.....	42
	Change the print settings for the current job.....	42
	Change the default print settings.....	46
	Printing shortcuts.....	46
	Perform special print jobs.....	48
	Stop a print job.....	59
8	Use the photo features	
	Insert a memory card.....	61
	Print photos.....	62
	Save photos to your computer.....	65
	Edit photos using your computer.....	66
	Share photos with friends and relatives.....	66
9	Use the copy features	
	Make a copy.....	67
	Change the copy settings for the current job.....	68
	Perform special copy jobs.....	70
	Stop copying.....	73

10 Use the scan features	
Scan an image or document.....	75
Edit a scanned image.....	76
Edit a scanned document.....	77
Stop scanning.....	77
11 Use the fax features	
Send a fax.....	79
Receive a fax.....	83
Fax over the Internet using IP phone.....	84
Stop faxing.....	84
Print fax reports.....	85
12 Maintain the HP All-in-One	
Clean the HP All-in-One.....	89
Print a self-test report.....	90
Work with print cartridges.....	91
Turn off the HP All-in-One.....	106
Reduce energy consumption when the HP All-in-One is off.....	106
13 Shop for ink supplies.....	107
14 Troubleshooting	
View the Readme file.....	109
Setup troubleshooting.....	109
Paper jams.....	119
Print quality troubleshooting.....	121
Print troubleshooting.....	138
Memory card troubleshooting.....	151
Copy troubleshooting.....	156
Scan troubleshooting.....	161
Fax troubleshooting.....	165
Errors.....	211
15 HP warranty and support	
Warranty.....	291
Print cartridge warranty information.....	291
Support process.....	291
Before you call HP support.....	292
HP support by phone.....	292
Additional warranty options.....	293
HP Quick Exchange Service (Japan).....	294
HP Korea customer support.....	294
Prepare the product for shipment.....	295
Pack the HP All-in-One.....	295
16 Technical information	
Specifications.....	297
Environmental product stewardship program.....	298
Regulatory notices.....	300
Index.....	309

1 HP Photosmart C4340 All-in-One series Help

For information about the HP All-in-One, see:

- [“HP All-in-One overview”](#) on page 5
- [“Find more information”](#) on page 11
- [“How do I?”](#) on page 13
- [“Finish setting up the HP All-in-One”](#) on page 15
- [“Load originals and load paper”](#) on page 27
- [“Print from your computer”](#) on page 41
- [“Use the photo features”](#) on page 61
- [“Use the copy features”](#) on page 67
- [“Use the scan features”](#) on page 75
- [“Use the fax features”](#) on page 79
- [“Maintain the HP All-in-One”](#) on page 89
- [“Shop for ink supplies”](#) on page 107
- [“HP warranty and support”](#) on page 291
- [“Technical information”](#) on page 297

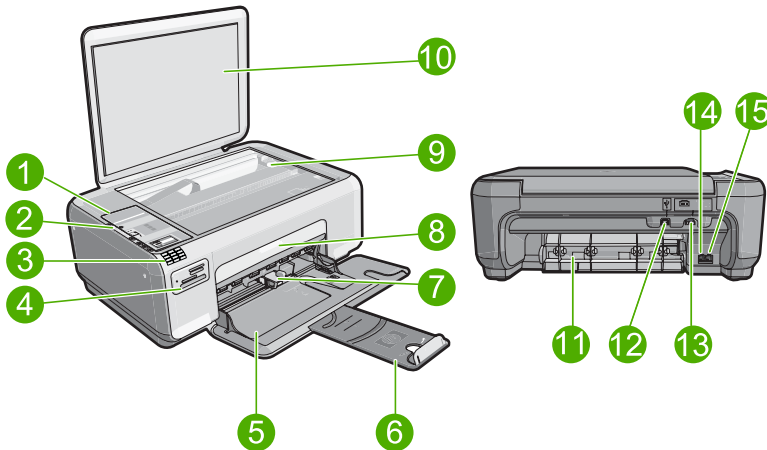
2 HP All-in-One overview

Use the HP All-in-One to quickly and easily accomplish tasks such as making a copy, scanning documents, sending and receiving faxes, or printing photos from a memory card. You can access many HP All-in-One functions directly from the control panel, without turning on your computer.

This section contains the following topics:

- [The HP All-in-One at a glance](#)
- [Control panel buttons](#)
- [Menu overview](#)
- [Text and symbols](#)
- [Use the HP Photosmart Software](#)

The HP All-in-One at a glance



Label	Description
1	Control panel
2	On button
3	Keypad
4	Memory card slots and Photo light
5	Input tray
6	Tray extender
7	Paper-width guide
8	Print cartridge door

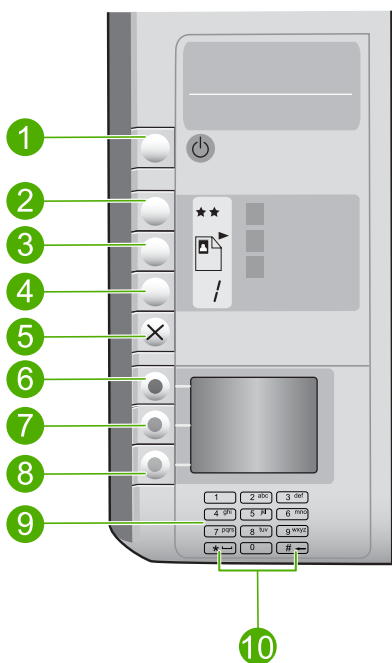
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Label	Description
9	Glass
10	Lid backing
11	Rear door
12	Rear USB port
13	Power connection*
14	1-LINE (fax) port
15	2-EXT (phone) port

* Use only with the power adapter supplied by HP.




Control panel buttons

The following diagram and related table provide a quick reference to the HP All-in-One control panel features.



Label	Icon	Name and Description
1		On: Turns the product on or off. When the product is off, a minimal amount of power is used by it. You can further reduce power consumption by holding down the On button for three seconds. This puts the product in Standby/Off state. To

(continued)

Label	Icon	Name and Description
		completely remove power, turn off the product, and then unplug the power cord.
2	★★	Quality: Changes the copy quality or the quality of photos you print from a memory card. One star represents fast quality, two stars represent normal quality, and three stars represent best quality. However, the quality produced varies depending on the paper type. The default quality for plain paper is two stars and photo paper is three stars.
3		Size: Changes the image size to 100% (Actual Size), fits it to the page (Resize to Fit), or prints borderless images (Borderless). The default setting is 100% for plain paper and borderless for photo paper.
4	/	Copies: Specifies the number of copies.
5	✕	Cancel: Stops a task (such as scanning, copying, or faxing) or resets settings (such as Quality , Size , and Copies). If an error occurs, it cancels the error and resumes printing when pressed once.
6		Scan/Fax: Opens the Scan/Fax menu. When a memory card is inserted, this button advances to the next photo on the memory card when pressed.
7		Start Copy Black: Starts a black-and-white copy. When a memory card is inserted, this button acts as a previous image button.
8		Start Copy Color: Starts a color copy. When a memory card is inserted, this button starts printing the image currently on the display. In certain situations (for example, after clearing a paper jam), this button resumes printing or confirms the settings.
9		Keypad: Enters fax numbers, values, or text.
10		* (Space and Symbols): Enters asterisks, spaces, and symbols for fax-related tasks. # (Backspace): Enters pound signs and clears the incorrect entry for fax-related tasks.

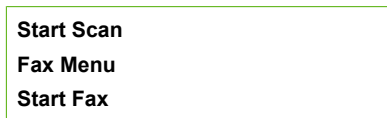
Menu overview

The following topics provide a quick reference to top-level menus that appear on the HP All-in-One display.

- [Scan/Fax Menu](#)
- [Fax Menu](#)

Scan/Fax Menu

The following options are available when you press the button next to **Scan/Fax**.



Fax Menu

The following options are available when you press the button next to **Fax Menu**. The **Fax Menu** appears when you press the button next to **Scan/Fax**.



Text and symbols

You can use the control panel keypad to enter text and symbols when you set up the fax header information.

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

This section contains the following topics:

- [Enter text using the keypad on the control panel](#)
- [Available symbols for dialing fax numbers](#)


Enter text using the keypad on the control panel

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

To enter text

1. Press the keypad numbers that correspond to the letters of a name. For example, the letters a, b, and c correspond to the number 2, as shown on the button below.



 **TIP:** Press a button multiple times to see the available characters. Depending on your language and country/region setting, other characters might be available in addition to the ones shown on the keypad.

2. After the correct letter appears, wait for the cursor to advance automatically to the right. Press the number that corresponds to the next letter in the name. Press the button multiple times until the correct letter appears. The first letter of a word is automatically set to uppercase.

To enter a space, pause, or symbol

- ▲ To insert a space, press **Space**.

To enter a pause, press **Symbols**. 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 (%)
approximation (~)		

To erase a letter, number, or symbol

- ▲ If you make a mistake, press **Backspace** to clear it, and then make the correct entry.

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

Available symbols for dialing fax numbers

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

(continued)

Available symbols	Description	Available when entering
		phone numbers, and monitor dial entries
-	When auto-dialing, the HP All-in-One 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 HP All-in-One 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 Photosmart Software

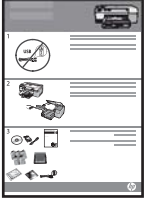


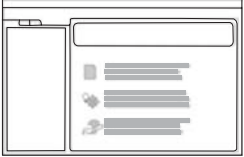

The HP Photosmart Software provides a fast and easy way to make prints of your photos. It also provides access to other basic HP imaging software features, such as saving and viewing your photos.

For more information on using the HP Photosmart Software:

- Check the **Contents** panel on the left. Look for the **HP Photosmart Software Help contents** book at the top.
- If you do not see the **HP Photosmart Software Help contents** book at the top of the **Contents** panel, access the software help through the HP Solution Center.

3 Find more information

You can access a variety of resources, both printed and onscreen, that provide information about setting up and using the HP All-in-One.

	<p>Setup Guide</p> <p>The Setup Guide provides instructions for setting up the HP All-in-One and installing software. Make sure you follow the steps in the Setup Guide in order. If you have problems during setup, check the Setup Guide for troubleshooting information, or see "Troubleshooting" on page 109 in this onscreen Help.</p>
	<p>Basics Guide</p> <p>The Basics Guide contains an overview of the HP All-in-One, including step-by-step instructions for basic tasks, troubleshooting tips, and technical information.</p>
	<p>HP Photosmart animations</p> <p>The HP Photosmart animations, located in the relevant sections of the onscreen Help, show you how to complete key tasks on the HP All-in-One. You will learn how to load paper, insert a memory card, replace the print cartridges, and scan originals.</p>
	<p>Onscreen Help</p> <p>The onscreen Help provides detailed instructions on using all features of the HP All-in-One.</p> <ul style="list-style-type: none">• The How Do I? section provides links so you can quickly find information on performing common tasks.• The HP All-in-One overview section provides general information about the main features of the HP All-in-One.• The Troubleshooting section provides information about resolving errors you might encounter with the HP All-in-One.
	<p>Readme</p> <p>The Readme file contains the most recent information which might not be found in other publications.</p> <p>Install the software to access the Readme file.</p>
<p>www.hp.com/support</p>	<p>If you have Internet access, you can get help and support from the HP Web site. This Web site offers technical support, drivers, supplies, and ordering information.</p>

4 How do I?

This section contains links to commonly performed tasks, such as sharing and printing photos and optimizing your print jobs.

- [“How do I make a borderless copy of a photo?”](#) on page 70
- [“How do I print borderless photos on 10 x 15 cm \(4 x 6 inch\) paper?”](#) on page 48
- [“How do I get the best print quality?”](#) on page 44
- [“How do I print on both sides of the paper?”](#) on page 52
- [“How do I make multiple copies of a document?”](#) on page 68

5 Finish setting up the HP All-in-One

After you have completed the steps in your Setup Guide, refer to this section to help you finish setting up the HP All-in-One. This section contains important setup-related information for your product.

This section contains the following topics:

- [Connection information](#)
- [Fax setup](#)

Connection information

The HP All-in-One comes equipped with a USB port so you can connect directly to a computer using a USB cable. You can also share the product over an existing home network.

This section contains the following topics:

- [Supported connection types](#)
- [Use printer sharing](#)

Supported connection types

The following table contains a list of supported connection types.

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 HP All-in-One.	All features are supported.	Follow the Setup Guide for detailed instructions.
Printer sharing	Up to five computers. The host computer must be on at all times in order to print from the other computers.	All features resident on the host computer are supported. Only printing is supported from the other computers.	Follow the instructions in " Use printer sharing " on page 15.

Use printer sharing

If your computer is on a network, and another computer on the network has an HP All-in-One connected to it by a USB cable, you can print to that printer using printer sharing.

The computer directly connected to the HP All-in-One acts as the **host** for the printer and has full software functionality. The other computer, which is referred to as a **client**, has access only to the print features. You must perform other functions, such as scanning and copying, from the host computer or from the control panel on the HP All-in-One.


To enable printer sharing on a Windows computer

- ▲ Refer to the user guide that came with your computer or see the Windows onscreen Help.

Fax setup

After completing all the steps in the Setup Guide, use the instructions in this section to complete your fax setup. Please keep your Setup Guide for later use.

This section enables you to change the settings on the HP All-in-One so that faxing works successfully with other equipment and services you might already have on the same phone line as the HP All-in-One.

 **NOTE:** Refer to your printed documentation for complete step-by-step instructions on setting up and configuring the HP All-in-One for faxing with other telephone or office equipment and services.

For fax setup information in specific countries/regions, you can also see the Fax Configuration Web site listed below.

Austria	www.hp.com/at/faxconfig
Germany	www.hp.com/de/faxconfig
Switzerland (French)	www.hp.com/ch/fr/faxconfig
Switzerland (German)	www.hp.com/ch/de/faxconfig
United Kingdom	www.hp.com/uk/faxconfig
Spain	www.hp.es/faxconfig
The Netherlands	www.hp.nl/faxconfig
Belgium (French)	www.hp.be/fr/faxconfig
Belgium (Dutch)	www.hp.be/nl/faxconfig
Portugal	www.hp.pt/faxconfig
Sweden	www.hp.se/faxconfig
Finland	www.hp.fi/faxconfig
Denmark	www.hp.dk/faxconfig
Norway	www.hp.no/faxconfig
Ireland	www.hp.com/ie/faxconfig
France	www.hp.com/fr/faxconfig
Italy	www.hp.com/it/faxconfig

This section contains the following topics:

- [Set the date and time](#)
- [Adjust the volume](#)
- [Change settings on the HP All-in-One to receive faxes](#)


- [Change settings on the HP All-in-One to send faxes](#)
- [Test your fax setup](#)

Related topics

[“Use the fax features” on page 79](#)

Set the date and time

You can set the date and time from the control panel. The date and time format is based on the language and country/region setting. When you send a fax, the current date and time are transmitted, along with your name and fax number, as part of the fax header.

 **NOTE:** In some countries/regions, the date and time stamp on the fax header is a legal requirement.

NOTE: The date and time setting might get erased when the HP All-in-One is unplugged.

To set the date and time


1. Press the button next to **Scan/Fax**.
2. Press the button next to **Fax Menu**.
3. Press the button next to **Fax Setup**.
4. Press the button next to the down arrow to highlight **Date and Time**, and then press the button next to **OK**.
5. Enter the month, day, and year by pressing the appropriate numbers on the keypad. Depending on your country/region setting, you might enter the date in a different order.
6. Enter the hours and minutes.
7. If your time is displayed in the 12-hour format, press **1** for AM, or **2** for PM. The new date and time settings appear on the display.

Adjust the volume

You can adjust the volume of different aspects of the HP All-in-One, including the sounds associated with device events, errors, and fax tones.

To adjust the volume of fax sounds

1. Press the button next to **Scan/Fax**.
2. Press the button next to **Fax Menu**.
3. Press the button next to **Fax Setup**.
4. Press the button next to the down arrow to highlight **Sound Volume**, and then press the button next to **OK**.
5. Press the button next to the down arrow to highlight **High**, **Medium**, **Low**, or **Off**, and then press the button next to **OK**.

 **NOTE:** If you select **Off**, you will not hear a dial tone, fax tones, or incoming ring tones. With the **Sound Volume** set to **Off**, you cannot send a fax using monitor dialing, such as when using a calling card to send a fax.

Change settings on the HP All-in-One to receive faxes

In order to receive faxes successfully, you might need to change some settings on the HP All-in-One. If you are unsure which setting to choose for a specific fax option, refer to the detailed fax setup instructions provided in the printed documentation.

This section contains the following topics:

- [Set tone or pulse dialing](#)
- [Set the fax speed](#)
- [Choose the recommended answer setting for your setup](#)
- [Change the answer ring pattern for distinctive ringing](#)
- [Set up the HP All-in-One to check the paper type before printing faxes](#)
- [Set up backup fax reception](#)

Set tone or pulse dialing

You can set the dial mode for the HP All-in-One to either tone dialing or pulse dialing.

Most telephone systems work with either type of dialing. If your telephone system does not require pulse dialing, HP recommends using tone dialing. If you have a public telephone system or a private branch exchange (PBX) system, you might need to select **Pulse Dialing**. Contact your local telephone company if you are unsure which setting to use.



NOTE: If you select **Pulse Dialing**, some phone system features might not be available. It can also take longer to dial a fax or phone number.

NOTE: This feature is not supported in all countries/regions. If it is not supported in your country/region, **Tone or Pulse Dialing** does not appear in the **Fax Setup** menu.

To set tone or pulse dialing from the control panel

1. Press the button next to **Scan/Fax**.
2. Press the button next to **Fax Menu**.
3. Press the button next to **Fax Setup**.
4. Press the button next to the down arrow to highlight **Tone or Pulse Dialing**, and then press the button next to **OK**.
5. Press the button next to the down arrow to highlight **Tone Dialing** or **Pulse Dialing**, and then press the button next to **OK**.

Set the fax speed

You can set the fax speed used to communicate between the HP All-in-One and other fax machines when sending and receiving faxes. The default fax speed varies by country/region.

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 (14400)** or **Slow (9600)**.

To set the fax speed from the control panel

1. Press the button next to **Scan/Fax**.
2. Press the button next to **Fax Menu**.
3. Press the button next to **Fax Setup**.
4. Press the button next to the down arrow to highlight **Fax Speed**, and then press the button next to **OK**.
5. Press the button next to the down arrow to select one of the following settings, and then press the button next to **OK**.

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

Choose the recommended answer setting for your setup

The **Auto Answer** setting determines whether or not the HP All-in-One answers incoming calls, as well as how many rings to wait before answering. The correct setting depends on how your home or office is set up. From the first column in the table below, choose the type of equipment and services applicable to your setup. Then, look up the appropriate setting in the second column. The third column describes how the HP All-in-One answers incoming calls.

To set the Auto Answer setting

1. Press the button next to **Scan/Fax**.
2. Press the button next to **Fax Menu**.
3. Press the button next to **Fax Setup**.
4. Press the button next to the down arrow to highlight **Auto Answer**, and then press the button next to **OK**.
5. Press the button next to the appropriate setting, based on the information in the table, and then press the button next to **OK**.

Equipment/services sharing your fax line	Recommended Auto Answer setting	Description
None. (You have a separate phone line on which you receive only fax calls.)	On (Select the number of rings to wait before answering.)	The HP All-in-One automatically answers all incoming calls based on the number of rings to wait.
A shared voice and fax line and no answering machine. (You have a shared phone line in which you	Off (Select Don't answer .)	The HP All-in-One will not answer calls. You must press the button next to Scan/Fax and the button next to Start Fax to receive a fax.

Equipment/services sharing your fax line	Recommended Auto Answer setting	Description
receive both voice and fax calls.)		You might use this setting if the majority of calls on this phone line are voice calls and you rarely receive faxes.
Voice mail service provided by your telephone company.	Off (Select Don't answer.)	The HP All-in-One will not answer calls. You must press the button next to Scan/Fax and the button next to Start Fax to receive a fax.
An answering machine and a shared voice and fax line.	On (Select the number of rings to wait before answering.)	<p>The HP All-in-One will not automatically answer calls. Instead, the HP All-in-One will monitor the line when the call is answered by a person or by the answering machine. If the HP All-in-One detects fax tones on the line, the HP All-in-One receives the fax. If the answering machine answers a voice call, the answering machine records the incoming message.</p> <p>On the HP All-in-One, set the number of rings to wait before answering to a greater number of rings than the answering machine. You want the answering machine to answer before the HP All-in-One.</p> <p>NOTE: To make sure the answering machine is set up properly with the HP All-in-One, see the Fax setup section in the printed documentation that came with the HP All-in-One.</p>
Distinctive ringing service.	On (Select the number of rings to wait before answering.)	The HP All-in-One automatically answers all incoming calls with a specified ring pattern. Make sure the ring pattern the phone company set for your fax line matches the Distinctive Ring setting on the HP All-in-One.

For more information, see:

- [“Receive a fax” on page 83](#)
- [“Change the answer ring pattern for distinctive ringing” on page 20](#)

Change the answer ring pattern for distinctive ringing

Many phone companies offer a distinctive ringing feature that allows you to have several phone numbers on one phone line. When you subscribe to this service, each number will have a different ring pattern. You can set up the HP All-in-One to answer incoming calls that have a specific ring pattern.

If you connect the HP All-in-One to a line with distinctive ringing, 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 HP All-in-One detects the specified ring pattern, it will answer the call and receive the fax.

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

To change the distinctive ring pattern from the control panel

1. Verify that the product is set to answer fax calls automatically after a specified number of rings.
2. Press the button next to **Scan/Fax**.

3. Press the button next to **Fax Menu**.
4. Press the button next to **Fax Setup**.
5. Press the button next to the down arrow to highlight **Distinctive Ring**, and then press the button next to **OK**.
6. Press the button next to the down arrow to highlight the appropriate option, and then press the button next to **OK**.

When the phone rings with the ring pattern assigned to your fax line, the product answers the call and receives the fax.


For more information, see:

[“Choose the recommended answer setting for your setup” on page 19](#)

Set up the HP All-in-One to check the paper type before printing faxes

By default, the HP All-in-One checks the paper type before printing a fax to ensure plain paper is loaded in the input tray. This prevents wasted paper and ink that might result from printing faxes on photo or transparency paper left in the input tray from a previous job.

If you have plain paper loaded and the HP All-in-One is erroneously detecting your paper as a type other than plain, you can change the **Paper Checking** setting, so this detection does not take place before printing faxes.

 **NOTE:** The HP All-in-One always checks the paper size before printing faxes, regardless of the **Paper Checking** setting. This is to prevent ink from overprinting into the device if a full-size fax was printed on small-size paper.

To turn off paper checking from the control panel


1. Press the button next to **Scan/Fax**.
2. Press the button next to **Fax Menu**.
3. Press the button next to **Fax Setup**.
4. Press the button next to the down arrow to highlight **Paper Checking**, and then press the button next to **OK**.
5. Press the button next to the down arrow to highlight **Off**, and then press the button next to **OK**.

Set up backup fax reception

Depending on your preference and security requirements, you can set up the HP All-in-One to store the faxes it receives while the product is in an error condition or ignore the faxes it receives.

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

On Error Only	Causes the HP All-in-One to store faxes in memory only if there is an error condition that prevents the HP All-in-One from printing the faxes (for example, if the HP All-in-One runs out of paper). The HP All-in-One will continue to store incoming faxes as long as there is memory available or until 30 faxes have been received. (If the memory becomes full, the HP All-in-One will stop answering incoming fax calls.) When the error condition is resolved, the faxes stored in memory print automatically and are then deleted from memory.
Off	Means that faxes are never stored in memory. (You might want to turn off Backup Fax Reception for security purposes, for example.) If an error condition occurs that prevents the HP All-in-One from printing (for example, the HP All-in-One runs out of paper), the HP All-in-One will stop answering incoming fax calls.


 **NOTE:** If **Backup Fax Reception** is enabled and you turn off the HP All-in-One, all faxes stored in memory are deleted, including any unprinted faxes that you might have received while the HP All-in-One was in an error condition. You will need to contact the senders to ask them to resend any unprinted faxes. For a list of the faxes you have received, print the **Fax Log**. The **Fax Log** is not deleted when the HP All-in-One is turned off.

To set backup fax reception from the control panel

1. Press the button next to **Scan/Fax**.
2. Press the button next to **Fax Menu**.
3. Press the button next to **Fax Setup**.
4. Press the button next to the down arrow to highlight **Backup Fax Reception**, and then press the button next to **OK**.
The **Backup Fax Reception** screen appears.
5. Press the button next to the down arrow to highlight **On Error Only** or **Off**, and then press the button next to **OK**.


To delete all the faxes in memory from the control panel

1. Press the button next to **Scan/Fax**.
2. Press the button next to **Fax Menu**.
3. Press the button next to **Fax Reports**.
4. Press the button next to the down arrow to highlight **Clear Fax Log**, and then press the button next to **OK**.

 **NOTE:** You can also delete any faxes stored in memory by turning off the product. Press the **On** button to turn off the product. All faxes stored in memory will be deleted from memory when you turn off the power to the product.

Change settings on the HP All-in-One to send faxes

You can change the **Resolution**, **Lighter/Darker**, and **Fax Header** 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 control panel do not affect faxes you send from your computer.

This section contains the following topics:

- [Set the fax header](#)
- [Change the fax resolution](#)
- [Change the Lighter/Darker setting](#)
- [Set new default settings](#)

Set 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 HP All-in-One. You can also set up the fax header from the control panel, as described here.

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

To set a fax header from the control panel


1. Press the button next to **Scan/Fax**.
2. Press the button next to **Fax Menu**.
3. Press the button next to **Fax Setup**.
4. Press the button next to the down arrow to highlight **Fax Header**, and then press the button next to **OK**.
5. Use the keypad to enter your personal or company name. When you have finished, press the button next to **OK**.
6. Use the keypad to enter your fax number, and then press the button next to **OK**.

For more information, see:

[“Text and symbols” on page 8](#)

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 only change the resolution for faxes that you are sending in black and white. The HP All-in-One sends all color faxes using **Fine** resolution.

The following resolution settings are available for sending faxes:

- **Standard:** provides a lower quality fax so that the faxing process will take less time to complete.
- **Fine:** provides high-quality text suitable for faxing most documents. This is the default setting. When sending faxes in color, the HP All-in-One 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 and you can only send 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**.

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 control panel

1. Press the button next to **Scan/Fax**.
2. Press the button next to **Fax Menu**.
3. Press the button next to **Fax Settings**.
4. Press the button next to the down arrow to highlight **Resolution**, and then press the button next to **OK**.
5. Press the button next to the down arrow to highlight a resolution setting, and then press the button next to **OK**.



NOTE: If you send a color fax, the fax is sent using the **Fine** setting.

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, not color faxes.

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 control panel

1. Press the button next to **Scan/Fax**.
2. Press the button next to **Fax Menu**.
3. Press the button next to **Fax Settings**.
4. Press the button next to the down arrow to highlight **Lighter/Darker**, and then press the button next to **OK**.
5. Press the button next to the down arrow to darken the fax or the button next to the up arrow to lighten the fax, and then press the button next to **OK**.

Set new default settings

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

To set new default settings from the control panel

1. Press the button next to **Scan/Fax**.
2. Press the button next to **Fax Menu**.
3. Press the button next to **Fax Settings**.
4. Make your changes to **Resolution** and **Lighter/Darker**.
5. Press the button next to the down arrow to highlight **Set New Defaults**, and then press the button next to **OK**.

For more information, see:

- [“Change the fax resolution” on page 23](#)
- [“Change the Lighter/Darker setting” on page 24](#)

Test your fax setup

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

- Tests the fax hardware
- Verifies the correct type of phone cord is connected to the HP All-in-One
- 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 HP All-in-One 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 rerun the test.

To test your fax setup from the control panel

1. Set up the product for faxing according to your particular home or office setup instructions.
2. Insert the print cartridges and load full-size paper in the input tray before starting the test.
3. Press the button next to **Scan/Fax**.
4. Press the button next to **Fax Menu**.
5. Press the button next to **Fax Setup**.
6. Press the button next to the down arrow to highlight **Run Fax Test**, and then press the button next to **OK**.

The status of the test appears on the display. The product also prints a detailed report.

7. 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.
8. After you pick up the fax report, press the button next to **OK**.
If necessary, resolve any problems found and rerun the test.

For more information, see:

[“The fax test failed”](#) on page 203

6 Load originals and load paper

You can load many different types and sizes of paper in the HP All-in-One, including letter or A4 paper, photo paper, transparencies, and envelopes. By default, the HP All-in-One is set to detect the size and type of paper you load in the input tray automatically and then adjust its settings to generate the highest quality output for that paper.

If you are using special papers, such as photo paper, transparency film, envelopes, or labels, or if you experience poor print quality using the **Automatic** setting, you can manually set the paper size and type for print and copy jobs.

This section contains the following topics:

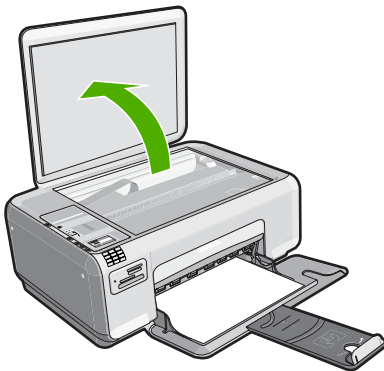
- [Load originals](#)
- [Choose papers for printing and copying](#)
- [Load paper](#)
- [Avoid paper jams](#)

Load originals


You can copy, scan, or fax up to letter- or A4-size originals and thick publications by loading them on the glass.

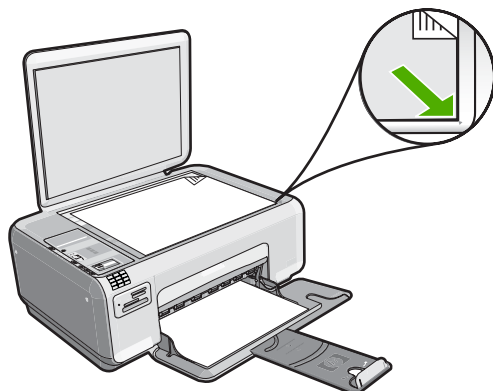
To load an original on the glass

1. Lift the lid to the open position.



2. Load your original print side down on the right front corner of the glass.

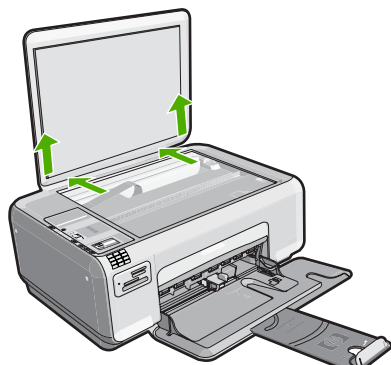
 **TIP:** For more help on loading an original, refer to the engraved guides along the edge of the glass.




3. Close the lid.

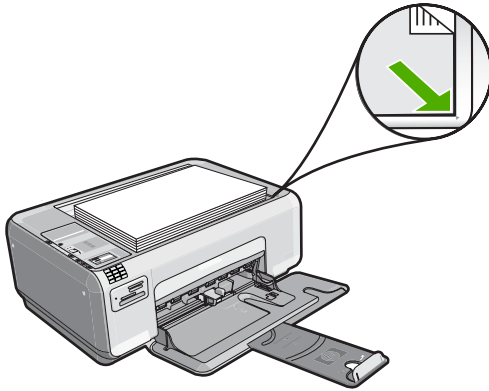
To load a thick publication on the glass

1. Lift the lid to the open position, grasp the sides of the lid, and then push the lid away from the product until it comes off.

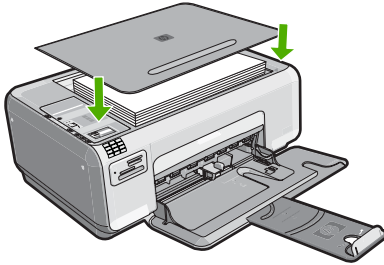


2. Load the thick publication print side down on the right front corner of the glass.

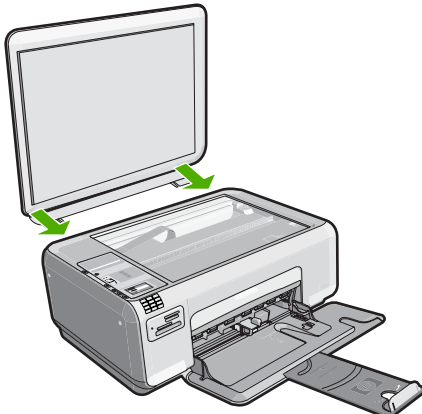
 **TIP:** For more help on loading the thick publication, refer to the engraved guides along the edge of the glass.



3. Place the lid over the thick publication while you are copying, faxing, or scanning.



4. When you finish copying, faxing, or scanning, replace the lid by inserting the tabs on the lid back into the appropriate slots of the product.



Choose papers for printing and copying

You can use different types and sizes of paper in the HP All-in-One. Review the following recommendations to get the best printing and copying quality. If you use plain or photo

paper, the HP All-in-One can automatically detect the paper type and size. If you use other types of paper, change the paper type and size settings in the software.

This section contains the following topics:

- [Recommended papers for printing and copying](#)
- [Recommended papers for printing only](#)
- [Papers to avoid](#)

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. If you are printing photos, for example, load HP Premium or HP Premium Plus photo paper in the input tray.

The following is a list of HP papers you can use for copying and printing. Depending on your country/region, some of these papers might not be available.

HP Premium Plus Photo Paper

HP Premium Plus Photo Papers are the best HP photo paper, with image quality and fade resistance superior to store-processed photos. They are ideal for printing your high-resolution images for framing or including in a photo album. These papers are available in several sizes, including 10 x 15 cm (4 x 6 inch) (with or without tabs), A4, and 8.5 x 11 inch sizes for printing or copying photos from the product.

HP Premium Photo Paper

HP Premium Photo Papers are high-quality, glossy-finish or soft gloss-finish photo papers. They look and feel like store-processed photos and can be mounted under glass or in an album. These papers are available in several sizes, including 10 x 15 cm (4 x 6 inch) (with or without tabs), A4, and 8.5 x 11 inch sizes for printing or copying photos from the product.

HP Advanced Photo Paper or HP Photo Paper

HP Advanced Photo Paper or HP Photo Paper is a sturdy, glossy photo paper that 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, and 10 x 15 cm (4 x 6 inch) (with or without tabs) for printing or copying photos from the product. HP Advanced Photo Paper is marked on the nonprinting corners with the following symbol.



HP Premium Inkjet Transparency Film

HP Premium Inkjet Transparency Film make your color presentations vivid and even more impressive. This film is easy to use and handle and dries quickly without smudging.

HP Premium Inkjet Paper

HP Premium Inkjet Paper is the ultimate coated paper for high-resolution usage. A smooth, matte finish makes it ideal for your highest-quality documents.


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.

HP All-in-One Paper or HP Printing Paper

- HP All-in-One Paper is specifically designed for HP All-in-One products. It has an extra bright blue-white shade that produces sharper text and richer colors than ordinary multifunction papers.
- 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.

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.

Recommended papers for printing only

Certain papers are supported only when you start the print job from your computer. The following list provides information about these papers.

If you want the best print quality, HP recommends using HP papers. Using paper that is too thin or too thick, paper that has a slick texture, or paper that stretches easily can cause paper jams. Using paper that has a heavy texture or does not accept ink can cause printed images to smear, bleed, or not fill in completely.

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

HP Iron-On Transfers

HP Iron-on Transfers (for color fabrics or for light or white fabrics) are the ideal solution for creating custom T-shirts from your digital photos.

HP Photo Greeting Cards, HP Premium Photo Cards, and HP Note Cards

HP Photo Greeting Cards, Glossy or Matte, HP Premium Photo Cards, and HP Note Cards enable you to make your own greeting cards.


HP Brochure & Flyer Paper

HP Brochure & Flyer Paper (Gloss or Matte) is 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 Premium Presentation Paper

HP Premium Presentation Paper gives your presentation a quality look and feel.

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.

Papers to avoid

Using paper that is too thin or too thick, paper that has a slick texture, or paper that stretches easily can cause paper jams. Using paper that has a heavy texture or does not accept ink can cause printed images to smear, bleed, or not fill in completely.

Papers to avoid for all print and copy jobs


- Any size paper other than those listed in the printer software.
- Paper with cutouts or perforations (unless specifically designed for use with HP inkjet products).
- Highly textured stock, such as linen. It might not print evenly, and the ink can bleed into these papers.
- Extremely smooth, shiny, or coated papers not specifically designed for the product. They can jam the product or repel the ink.
- Multi-part forms, such as duplicate and triplicate forms. They can wrinkle or get stuck, and the ink is more likely to smear.
- Envelopes with clasps or windows. They can get stuck in the rollers and cause paper jams.
- Banner paper.


Additional papers to avoid when copying

- Envelopes.
- Transparency film other than HP Premium Inkjet Transparency Film.
- Iron-On Transfers.
- Greeting card paper.

Load paper

This section describes the procedure for loading different types and sizes of paper into the HP All-in-One for your copies or printouts.

 **NOTE:** After a copy or print job has started, the paper width sensor can determine whether the paper is Letter, A4, or a smaller size.

 **TIP:** To help prevent rips, wrinkles, and curled or bent edges, store all paper flat in a resealable bag. If the paper is not stored properly, extreme changes in temperature and humidity might result in curled paper that does not work well in the HP All-in-One.

This section contains the following topics:

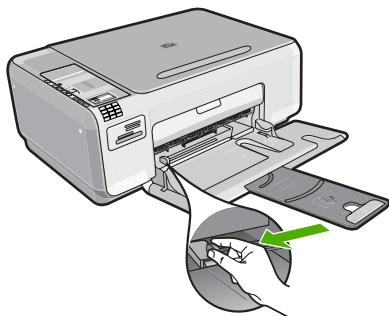
- [Load full-size paper or small-size photo paper](#)
- [Load index cards](#)
- [Load envelopes](#)
- [Load other types of paper](#)

Load full-size paper or small-size photo paper

You can load many types and sizes of paper into the input tray of the HP All-in-One.

To load full-size paper

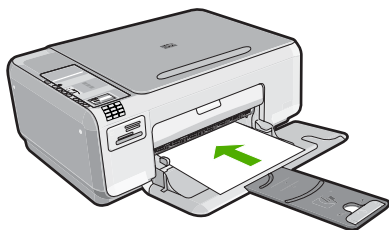
1. Slide the paper-width guide to its outermost position.



NOTE: If you are using letter or A4 paper or smaller, make sure the tray extender is open all the way. When you use legal-size paper, leave the tray extender closed.

TIP: Tap a stack of paper on a flat surface to align the edges. Make sure all the paper in the stack is the same size and type and free of rips, dust, wrinkles, and curled or bent edges.

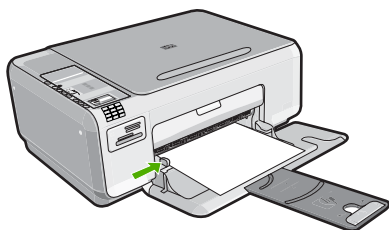
2. Insert the stack of paper into the input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.



CAUTION: Make sure that the product is idle and silent when you load paper into the input tray. If the product is servicing the print cartridges or otherwise engaged in a task, the paper stop inside the product might not be in place. You could push the paper too far forward, causing the product to eject blank pages.

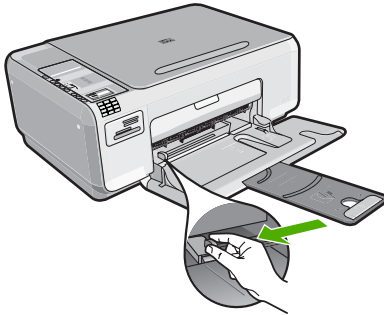
TIP: If you are using letterhead, insert the top of the page first with the print side down.

3. Slide the paper-width guide inward until it stops at the edge of the paper. Do not overload the input tray; make sure the stack of paper fits within the input tray and is no higher than the top of the paper-width guide.



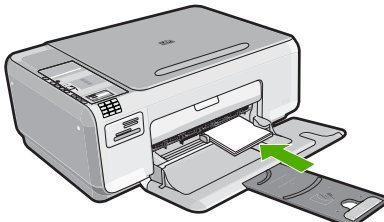
To load small-size photo paper in the input tray

1. Slide the paper-width guide to its outermost position.

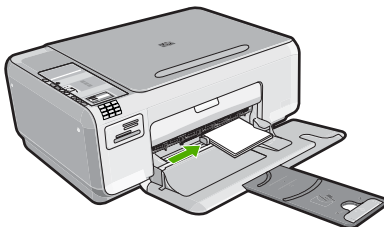


2. Insert the stack of photo paper into the far-right side of the input tray with the short edge forward and the print side down. Slide the stack of photo paper forward until it stops.

If the photo paper you are using has perforated tabs, load the photo paper so that the tabs are closest to you.



3. Slide the paper-width guide inward until it stops at the edge of the paper. Do not overload the input tray; make sure the stack of paper fits within the input tray and is no higher than the top of the paper-width guide.



Related topics

- [“Recommended papers for printing and copying”](#) on page 30
- [“Make a borderless copy of a photo”](#) on page 70

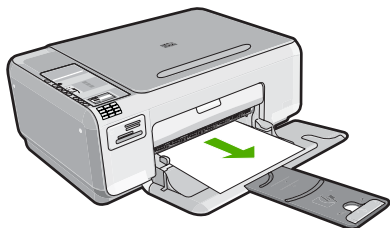
- [“Print 10 x 15 cm \(4 x 6 inch\) photos” on page 63](#)
- [“Print a borderless image” on page 48](#)

Load index cards

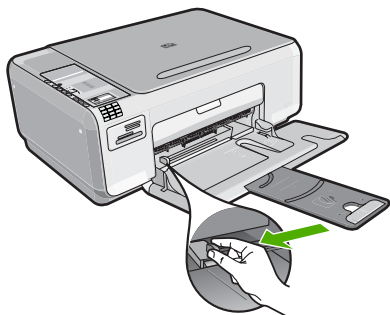
You can load index cards into the input tray of the HP All-in-One to print notes, recipes, and other text.

To load index cards in the input tray

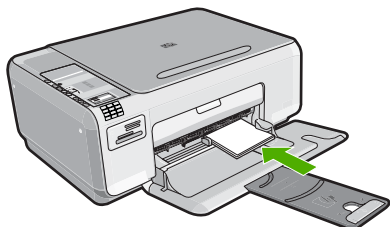
1. Remove all paper from the input tray.



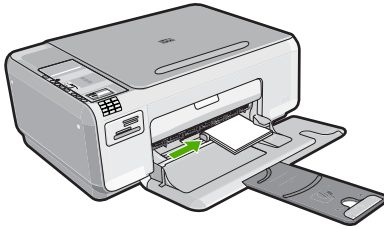
2. Slide the paper-width guide to its outermost position.



3. Insert the stack of cards, print side down, into the far-right side of the input tray. Slide the stack of cards forward until it stops.



- Slide the paper-width guide inward against the stack of cards until it stops. Do not overload the input tray; make sure the stack of cards fits within the input tray and is no higher than the top of the paper-width guide.




Related topics

- [“Load full-size paper or small-size photo paper”](#) on page 33
- [“Change the print settings for the current job”](#) on page 42

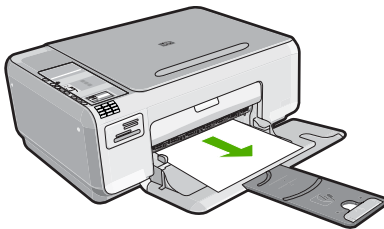
Load envelopes

You can load one or more envelopes into the input tray of the HP All-in-One. Do not use shiny or embossed envelopes or envelopes that have clasps or windows.

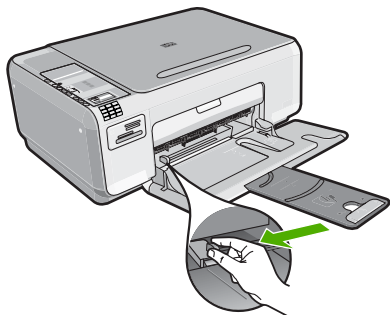
 **NOTE:** For specific details on how to format text for printing on envelopes, consult the help files in your word processing software. For best results, consider using a label for the return address on envelopes.

To load envelopes


- Remove all paper from the input tray.



- Slide the paper-width guide to its outermost position.

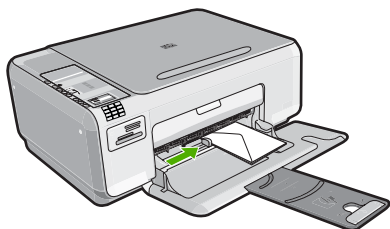


- Insert one or more envelopes into the far-right side of the input tray, with the envelope flaps on the left and facing up. Slide the stack of envelopes forward until it stops.

 **TIP:** To avoid paper jams, tuck the flap inside each envelope.



- Slide the paper-width guide inward against the stack of envelopes until it stops. Do not overload the input tray; make sure the stack of envelopes fits within the input tray and is not higher than the top of the paper-width guide.



Related topics

["Print a group of addresses on labels or envelopes" on page 57](#)

Load other types of paper

The following types of paper are designed for special projects. Create your project in the HP Photosmart Software or another application, set the paper type and size, and then print.

HP Premium Inkjet Transparency Film

- ▲ Insert the film so that the white transparency strip (with arrows and the HP logo) is on top and is going into the input tray first.



NOTE: The HP All-in-One cannot automatically detect the paper type. For best results, set the paper type to transparency film in the software before printing onto transparency film.

HP Iron-On Transfers

1. Flatten the transfer sheet completely before using it; do not load curled sheets.



TIP: To prevent curling, keep transfer sheets sealed in the original package until you are ready to use them.

2. Locate the blue stripe on the nonprinting side of the transfer paper and then manually feed one sheet at a time into the input tray with the blue stripe facing up.

HP Greeting Cards, HP Photo Greeting Cards, or HP Textured Greeting Cards

- ▲ Insert a small stack of HP greeting card paper into the input tray with the print side down; slide the stack of cards forward until it stops.



TIP: Make sure the area on which you want to print is inserted first, facing down in the input tray.

Related topics

- [“Choose papers for printing and copying” on page 29](#)
- [“Set the paper type for printing” on page 43](#)
- [“Print on transparencies” on page 57](#)
- [“Reverse an image for iron-on transfers” on page 56](#)
- [“Print a group of addresses on labels or envelopes” on page 57](#)

Avoid paper jams

To help avoid paper jams, follow these guidelines.

- Remove printed papers from the output tray frequently.
- Prevent curled or wrinkled photo paper by storing all unused photo 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 overload the input tray; make sure the stack of paper fits within the input tray and is no higher than the top of the paper-width guide.
- Do not force paper too far forward in the input tray.
- Use paper types that are recommended for the product.

Related topics

[“Clear paper jams”](#) on page 120

7 Print from your computer

The HP All-in-One can be used with any software application that allows printing. You can print a range of projects, such as borderless images, newsletters, greeting cards, iron-on transfers, and posters.

This section contains the following topics:

- [Print from a software application](#)
- [Make the HP All-in-One the default printer](#)
- [Change the print settings for the current job](#)
- [Change the default print settings](#)
- [Printing shortcuts](#)
- [Perform special print jobs](#)
- [Stop a print job](#)

Print from a software application

Most print settings are automatically handled by the software application. You need to change the settings manually only when you change print quality, print on specific types of paper or transparency film, or use special features.

To print from a software application

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. If you need to change settings, click the button that opens the **Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.



NOTE: When printing a photo, you must select options for the specific photo paper and photo enhancement.

5. Select the appropriate options for your print job by using the features available in the **Advanced**, **Printing Shortcuts**, **Features**, and **Color** tabs.



TIP: You can easily select the appropriate options for your print job by choosing one of the predefined print tasks on the **Printing Shortcuts** tab. Click a type of print task in the **Printing Shortcuts** list. The default settings for that type of print task are set and summarized on the **Printing Shortcuts** tab. If necessary, you can adjust the settings here and save your custom settings as a new printing shortcut. To save a custom printing shortcut, select the shortcut and click **Save As**. To delete a shortcut, select the shortcut and click **Delete**.

6. Click **OK** to close the **Properties** dialog box.
7. Click **Print** or **OK** to begin printing.

Make the HP All-in-One the default printer

You can set the HP All-in-One as the default printer to use from all software applications. This means that the HP All-in-One is automatically selected in the printer list when you select **Print** from the **File** menu in a software application. The default printer is automatically selected when you click the **Print** button in the toolbar of most software applications. For more information, see the Windows Help.

Change the print settings for the current job

You can customize the print settings of the HP All-in-One to handle nearly any print task.

This section contains the following topics:

- [Set the paper size](#)
- [Set the paper type for printing](#)
- [View the print resolution](#)
- [Change the print speed or quality](#)
- [Change the page orientation](#)
- [Scale the document size](#)
- [Change the saturation, brightness, or color tone](#)
- [Preview your print job](#)

Set the paper size

The **Size** setting helps the HP All-in-One determine the printable area on the page. Some of the paper size choices have a borderless equivalent, which allows you to print to the top, bottom, and side edges of the paper.

Usually, you set the paper size in the software application you used to create your document or project. However, if you are using custom-size paper, or if you cannot set the paper size from your software application, you can change the paper size in the **Properties** dialog box before printing.

To set the paper size

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Resizing Options** area, click the appropriate paper size from the **Size** list. The following table lists the suggested paper size settings for the different types of paper you can load in the input tray. Make sure to look at the long list of choices in

the **Size** list to see if a defined paper size already exists for the type of paper you are using.

Paper type	Suggested paper size settings
Copier, multi-purpose, or plain papers	Letter or A4
Envelopes	Appropriate listed envelope size
Greeting-card papers	Letter or A4
Index cards	Appropriate listed card size (if listed sizes are not appropriate, you can specify a custom paper size)
Inkjet papers	Letter or A4
Iron-on T-shirt transfers	Letter or A4
Labels	Letter or A4
Legal	Legal
Letterhead	Letter or A4
Panorama photo paper	Appropriate listed panorama size (if listed sizes are not appropriate, you can specify a custom paper size)
Photo papers	10 x 15 cm (4 x 6 inch) (with or without tab), letter, A4, or an appropriate listed size
Transparency films	Letter or A4
Custom-size papers	Custom paper size

Set the paper type for printing

If you print on special papers, such as photo paper, transparency film, envelopes, or labels, or if you experience poor print quality, you can set the paper type manually.

To set the paper type for printing

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Basic Options** area, from the **Paper Type** drop-down list, select **More**.
7. Select the type of paper that you have loaded, and then click **OK**.

View the print resolution

The printer software displays the print resolution in dots per inch (dpi). The dpi varies according to the paper type and print quality that you select in the printer software.

To view the print resolution

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Print Quality** drop-down list, select the appropriate print quality setting for your project.
7. In the **Paper Type** drop-down list, select the type of paper that you have loaded.
8. Click the **Resolution** button to view the print resolution dpi.

Change the print speed or quality

The HP All-in-One automatically chooses a print quality and speed setting depending on the paper type setting you select. You can also change the print quality setting to customize the speed and quality of the print process.

To select a print speed or quality

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Print Quality** drop-down list, select the appropriate quality setting for your project.



NOTE: To view the maximum dpi that the product will print, click **Resolution**.

7. In the **Paper Type** drop-down list, select the type of paper that you have loaded.

Change the page orientation

The page orientation setting allows you to print your document vertically or horizontally on the page.

Usually, you set the page orientation in the software application you used to create your document or project. However, if you are using custom-size or special HP paper, or if you cannot set the page orientation from your software application, you can change the page orientation in the **Properties** dialog box before printing.

To change the page orientation

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.

4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Basic Options** area, do one of the following:
 - Click **Portrait** to print the document vertically on the page.
 - Click **Landscape** to print the document horizontally on the page.

Scale the document size

The HP All-in-One allows you to print the document at a different size than the original.

To scale the document size

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Resizing options** area, click **Scale to paper size**, and then click the appropriate paper size from the drop-down list.

Change the saturation, brightness, or color tone

You can change the intensity of colors and the level of darkness in your printout by adjusting the **Saturation**, **Brightness**, or **Color Tone** options.

To change the saturation, brightness, or color tone

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Color** tab.
6. Click the **More Color Options** button.
7. Move the sliders to adjust the **Saturation**, **Brightness**, or **Color Tone**.
 - **Brightness** indicates the lightness or darkness of the printed document.
 - **Saturation** is the relative purity of printed colors.
 - **Color Tone** affects the perceived warmth or coolness of printed colors, by adding more orange or blue tones, respectively, to your image.

Preview your print job

You can preview your print job before sending it to the HP All-in-One. This helps to prevent wasting paper and ink on projects that do not print as expected.

To preview your print job

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Select the print settings appropriate for your project on each of the tabs in the dialog box.
6. Click the **Features** tab.
7. Select the **Show Preview Before Printing** check box.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.
Your print job displays in the preview window.
9. In the **HP preview** window, do one of the following:
 - To print, click **Start Printing**.
 - To cancel, click **Cancel Printing**.

Change the default print settings


If there are settings that you frequently use for printing, you might want to make them the default print settings so they are already set when you open the **Print** dialog box from within your software application.

To change the default print settings

1. In the HP Solution Center, click **Settings**, point to **Print Settings**, and then click **Printer Settings**.
2. Make changes to the print settings, and click **OK**.

Printing shortcuts

Use printing shortcuts to print with print settings that you use often. The printer software has several specially designed printing shortcuts that are available in the Printing Shortcuts list.

 **NOTE:** When you select a printing shortcut the appropriate printing options are automatically displayed. You can leave them as is, change them, or create your own shortcuts for commonly used tasks.

Use the Printing Shortcuts tab for the following print tasks:

- **General Everyday Printing:** Print documents quickly.
- **Photo Printing–Borderless:** Print to the top, bottom, and side edges of 10 x 15 cm (4 x 6 inch) HP Photo Papers with or without a tear-off tab.
- **Photo Printing–With White Borders:** Print a photo with a white border around the edges.
- **Fast/Economical Printing:** Produce draft-quality printouts quickly.

- **Presentation Printing:** Print high-quality documents, including letters and transparencies.
- **Two-sided (Duplex) Printing:** Print two-sided pages with the HP All-in-One manually.

This section contains the following topics:

- [Create printing shortcuts](#)
- [Delete printing shortcuts](#)

Related topics

- [“Print a borderless image” on page 48](#)
- [“Print a photo on photo paper” on page 49](#)
- [“Print on transparencies” on page 57](#)
- [“Print on both sides of the page” on page 52](#)

Create printing shortcuts

In addition to the printing shortcuts that are available in the **Printing Shortcuts** list, you can create your own printing shortcuts.

If you frequently print on transparency film, for example, you can create a printing shortcut by selecting the **Presentation Printing** shortcut, changing the paper type to **HP Premium Inkjet Transparency Film**, and then saving the modified shortcut under a new name; for example, **Transparency Presentations**. After creating the printing shortcut, simply select it when printing on transparency film rather than changing the print settings each time.

To create a printing shortcut

1. On the **File** menu in your software application, click **Print**.
2. Make sure the product is the selected printer.
3. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
4. Click the **Printing Shortcuts** tab.
5. In the **Printing Shortcuts** list, click a printing shortcut.
The print settings for the selected printing shortcut are displayed.
6. Change the print settings to those you want in the new printing shortcut.
7. Click **Save as** and type a name for the new printing shortcut, and then click **Save**.
The printing shortcut is added to the list.


Delete printing shortcuts

You might want to delete printing shortcuts that you no longer use.

To delete a printing shortcut

1. On the **File** menu in your software application, click **Print**.
2. Make sure the product is the selected printer.

3. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
4. Click the **Printing Shortcuts** tab.
5. In the **Printing Shortcuts** list, click the printing shortcut that you want to delete.
6. Click **Delete**.
The printing shortcut is removed from the list.

 **NOTE:** Only the shortcuts that you have created can be deleted. The original HP shortcuts cannot be deleted.

Perform special print jobs


In addition to supporting standard print jobs, the HP All-in-One can perform special jobs such as printing borderless images, iron-on transfers, and posters.

This section contains the following topics:

- [Print a borderless image](#)
- [Print a photo on photo paper](#)
- [Print using Maximum dpi](#)
- [Print on both sides of the page](#)
- [Print a multiple-page document as a booklet](#)
- [Print multiple pages on a single sheet](#)
- [Print a multiple-page document in reverse order](#)
- [Reverse an image for iron-on transfers](#)
- [Print on transparencies](#)
- [Print a group of addresses on labels or envelopes](#)
- [Print a poster](#)
- [Print a Web page](#)

Print a borderless image

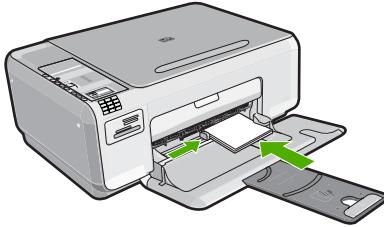
Borderless printing lets you print to the top, bottom, and side edges of 10 x 15 cm (4 x 6 inch) photo paper.

 **TIP:** For the best results, use HP Premium Photo Papers or HP Premium Plus Photo Papers to print your photos.




To print a borderless image


1. Remove all paper from the input tray.
2. Place the photo paper print side down on the right side of the input tray.



3. On the **File** menu in your software application, click **Print**.
4. Make sure the product is the selected printer.
5. Click the button that opens the **Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
6. Click the **Features** tab.
7. In the **Size** list, click the size of photo paper loaded in the input tray. If a borderless image can be printed on the specified size, the **Borderless printing** check box is enabled.
8. In the **Paper Type** drop-down list, click **More**, and then select the appropriate paper type.

 **NOTE:** You cannot print a borderless image if the paper type is set to **Plain paper** or to a type of paper other than a photo paper.

9. Select the **Borderless printing** check box if it is not already checked. If the borderless paper size and paper type are not compatible, the product software displays an alert and allows you to select a different type or size.
10. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

 **NOTE:** Do not leave unused photo paper in the input tray. The paper might start to curl, which could reduce the quality of your printout. Photo paper should be flat before printing.

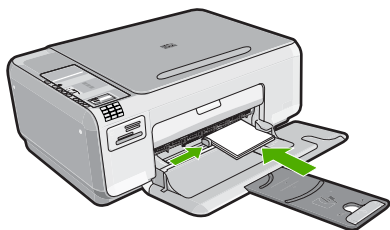
Print a photo on photo paper

To achieve the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing along with genuine HP ink. HP papers and HP ink are specifically designed to work well together to provide high-quality output.


For photo printing, HP recommends that you use HP Premium Plus Photo Papers with the HP All-in-One.

To print a photo on photo paper


1. Remove all paper from the input tray, and then load the photo paper print side down.



2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Basic Options** area, select the appropriate photo paper type from the **Paper Type** drop-down list.
7. In the **Resizing Options** area, click the appropriate paper size from the **Size** list. If the paper size and paper type are not compatible, the product software displays an alert and allows you to select a different type or size.
8. In the **Basic Options** area, select a high print quality, such as **Best**, from the **Print Quality** drop-down list.


 **NOTE:** For maximum dpi resolution, go to the **Advanced** tab, and then select **Enabled** from the **Maximum dpi** drop-down list. For more information, see [“Print using Maximum dpi”](#) on page 51.

9. In the **HP Real Life Technologies** area, click the **Photo fix** drop-down list and select from the following options:
 - **Off:** applies no **HP Real Life Technologies** to the image.
 - **Basic:** enhances low-resolution images; moderately adjusts image sharpness.
 - **Full:** automatically adjusts brightness, contrast, and sharpness; enhances low-resolution images; automatically removes red-eye coloring in the photo.

 **TIP:** You can remove red-eye coloring in the photo when using the **Off** or **Basic** mode by selecting the **Remove red eye** check box.

10. Click **OK** to return to the **Properties** dialog box.

11. (Optional) If you want to print the photo in black and white, click the **Color** tab and select the **Print in grayscale** check box. From the drop-down list, select one of the following options:
 - **High Quality:** uses all the available colors to print your photo in grayscale. This creates smooth and natural shades of gray.
 - **Black Ink Only:** uses black ink to print your photo in grayscale. The gray shading is created by varying patterns of black dots, which might result in a grainy image.
12. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.


 **NOTE:** Do not leave unused photo paper in the input tray. The paper might start to curl, which could reduce the quality of your printout. Photo paper should be flat before printing.

Print using Maximum dpi

Use **Maximum dpi** mode to print high-quality, sharp images.

To get the most benefit from **Maximum dpi** mode, use it to print high-quality images such as digital photographs. When you select the **Maximum dpi** setting, the printer software displays the optimized dots per inch (dpi) that the HP All-in-One will print.

Printing in **Maximum dpi** takes longer than printing with other settings and requires a large amount of disk space.

 **NOTE:** If a photo print cartridge is also installed, the print quality is enhanced. A photo print cartridge can be purchased separately if it is not included with the HP All-in-One.

To print in Maximum dpi mode

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Advanced** tab.
6. In the **Printer Features** area, select **Enabled** from the **Maximum dpi** drop-down list.
7. Click the **Features** tab.
8. In the **Paper Type** drop-down list, click **More**, and then select the appropriate paper type.
9. In the **Print Quality** drop-down list, click **Maximum dpi**.

 **NOTE:** To view the maximum dpi that the product will print, click **Resolution**.

10. Select any other print settings that you want, and then click **OK**.

Related topics

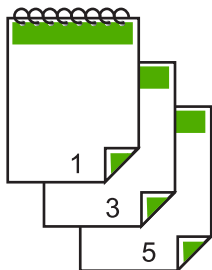
[“Use a photo print cartridge” on page 96](#)

Print on both sides of the page

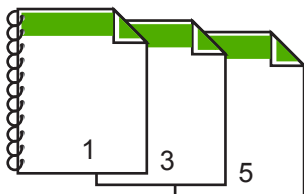
You can print two-sided pages with the HP All-in-One manually. When printing two-sided pages, make sure to use paper that is thick enough so that images do not show through to the other side.

To print on both sides of the page

1. Load paper into the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Paper saving options** area, select **Manual** from the **Two-sided printing** drop-down list.
7. For binding, do one of the following:
 - For binding on the top like a notebook or calendar, select the **Flip Pages Up** check box.
This causes the odd and even pages of your document to print opposite of each other top-to-bottom. This ensures that the top of the page is always at the top of the sheet when you flip the pages up in your bound document.



- For binding on the side like a book or magazine, click to clear the **Flip Pages Up** check box.
This causes the odd and even pages of your document to print opposite of each other left-to-right. This ensures that the top of the page is always at the top of the sheet when you turn the pages in your bound document.

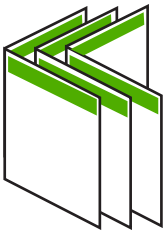


8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.
The product begins printing. Wait until all the odd-numbered pages are printed before removing any of the printed pages from the output tray.
A dialog box displays instructions on the screen when it is time to process the second side of your job.
9. Click **Continue** when done.

Print a multiple-page document as a booklet

The HP All-in-One allows you to print your document as a small booklet, which you can fold and then staple together.

For best results, design your document to fit on a multiple of four pages, such as an 8, 12, or 16-page program for a child's school play or for a wedding.



To print a multiple-page document as a booklet

1. Load paper into the input tray.
The paper should be thick enough so that the images do not show through to the other side.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Paper saving options** area, select **Manual** from the **Two-sided printing** drop-down list.
7. Select the binding edge from the **Booklet layout is** list, as appropriate for your language.
 - If your language reads left-to-right, click **Left edge binding**.
 - If your language reads right-to-left, click **Right edge binding**.The **Pages per sheet** box is automatically set to two pages per sheet.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.
The product begins printing.
A dialog box displays instructions on the screen when it is time to process the second side of your job. Do **not** click **Continue** in the dialog box until you have reloaded the paper as instructed in the following steps.

- 9. Wait until the product has stopped printing for several seconds before removing any of the printed pages from the output tray.
If you remove the pages while the document is still printing, the pages might get out of order.
- 10. Follow the instructions that appear on your screen for reloading the paper to print on the second side, and then click **Continue**.
- 11. When the entire document has finished printing, fold the stack of paper in half, so that the first page is on top, then staple the document along the crease.


 **TIP:** For best results, use a saddle stapler, or a heavy-duty stapler with a long reach to staple the booklet.

Figure 7-1 Left-edge binding for left-to-right languages

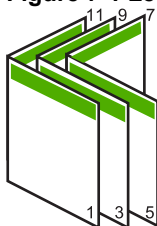
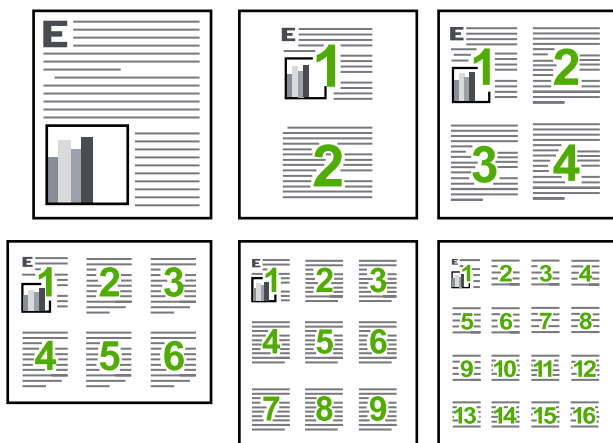


Figure 7-2 Right-edge binding for right-to-left languages



Print multiple pages on a single sheet

You can print up to 16 pages on a single sheet of paper.

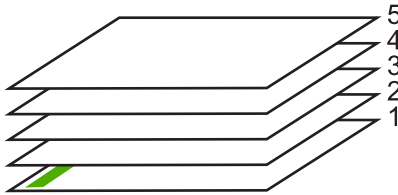


To print multiple pages on a single sheet

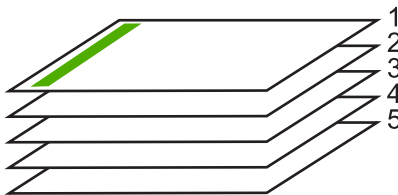
1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Pages per sheet** list, click **2**, **4**, **6**, **9**, or **16**.
7. If you want a border to appear around each page image printed on the sheet of paper, select the **Print page borders** check box.
8. In the **Page order** list, click an appropriate page order option.
The sample output graphic is numbered to show how the pages will be ordered if you select each option.
9. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.


Print a multiple-page document in reverse order

Because of the way the paper feeds through the HP All-in-One, the first page that prints is print side up at the bottom of the stack. Usually this means you need to put the printed pages in the correct order.



A better way is to print the document in reverse order so that the pages are stacked correctly.




 **TIP:** Set this option as a default setting so you do not have to remember to set it every time you print a multiple-page document.


To print a multiple-page document in reverse order

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

3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Advanced** tab.
6. In the **Layout Options** area, select **Front to Back** in the **Page Order** option.

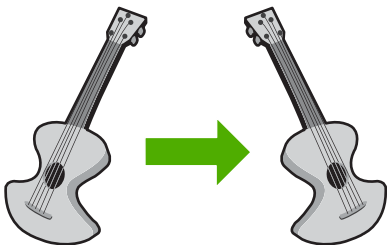
 **NOTE:** If you set your document to print on both sides of the page, the **Front to Back** option is not available. Your document will automatically print in the correct order.

7. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

 **NOTE:** When you are printing multiple copies, each set is printed completely before the next set is printed.


Reverse an image for iron-on transfers

This feature reverses an image so you can use it for iron-on transfers. This feature is also useful for transparencies when you want to make notations on the back of the transparency without scratching the original.



To reverse an image for iron-on transfers

1. On the **File** menu in your software application, click **Print**.
2. Make sure the product is the selected printer.
3. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
4. Click the **Features** tab.
5. In the **Paper Type** drop-down list, click **More**, and then select **HP Iron-on Transfer** from the list.
6. If the selected size is not what you want, click an appropriate size in the **Size** list.
7. Click the **Advanced** tab.
8. In the **Printer Features** area, select **On** from the **Mirror Image** drop-down list.
9. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.


 **NOTE:** To prevent jams, manually feed the iron-on transfer sheets into the input tray one sheet at a time.

Print on transparencies


For the best results, HP recommends you use HP transparency products with the HP All-in-One.

To print on transparencies

1. Load the transparency into the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Basic Options** area, from the **Paper Type** drop-down list, select **More**. Then select the appropriate paper type.

 **TIP:** If you want to make notations on the back of the transparencies and erase them later without scratching the original, click the **Advanced** tab, and select the **Mirror Image** check box.

7. In the **Resizing Options** area, from the **Size** drop-down list, select **More**. Then, select an appropriate size.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.


 **NOTE:** The product automatically waits for transparencies to dry before releasing them. Ink dries slower on film than on plain paper. Make sure you allow enough time for the ink to dry before handling the transparency.

Print a group of addresses on labels or envelopes

With the HP All-in-One, you can print on a single envelope, a group of envelopes, or label sheets designed for inkjet printers.

To print a group of addresses on labels or envelopes

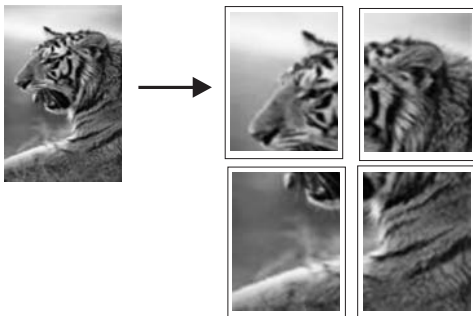
1. Print a test page on plain paper first.
2. Place the test page on top of the label sheet or envelope, and hold both up to the light. Check the spacing for each block of text. Make adjustments as needed.
3. Load the labels or envelopes into the input tray.

 **CAUTION:** Do not use envelopes with clasps or windows. They can get stuck in the rollers and cause paper jams.

4. If you are printing on envelopes, do the following:
 - a. Display the print settings, and click the **Features** tab.
 - b. In the **Resizing Options** area, click the appropriate envelope size in the **Size** list.
5. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

Print a poster

You can create a poster by printing a document on multiple pages. The HP All-in-One prints dotted lines on some pages to indicate where to trim the pages before taping them together.



To print a poster

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Advanced** tab.
6. Expand **Document Options**, and then expand **Printer Features**.
7. In the **Poster Printing** drop-down list, click either **2x2 (4 sheets)**, **3x3 (9 sheets)**, **4x4 (16 sheets)**, or **5x5 (25 sheets)**.
This selection tells the product to enlarge your document so that it fits on 4, 9, 16, or 25 pages.
If your originals are of multiple pages, each of those pages will be printed on 4, 9, 16, or 25 pages. For example, if you have a one-page original and you select 3x3, you will get 9 pages; if you select 3x3 for a two-page original, 18 pages will print.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.
9. After the poster has printed, trim the edges of the sheets and tape the sheets together.


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**.
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**.

Stop a print job


Although you can stop a print job from either the HP All-in-One or the computer, HP recommends you stop it from the HP All-in-One for best results.

To stop a print job from the product

- ▲ Press **Cancel**. If the print job does not stop, press **Cancel** again.
It can take a few moments for the print job to be cancelled.

To stop a print job from the computer

1. On the Windows taskbar, click **Start**, and then click **Control Panel**.
2. Click **Printers** (or double-click **Printers and Faxes**).
3. Double-click the product icon.

 **TIP:** You can also double-click the printer icon in the Windows taskbar.

4. Select the print job you want to cancel.
5. On the **Document** menu, click **Cancel Printing** or **Cancel**, or press the **Delete** key on your keyboard.
It can take a few moments for the print job to be cancelled.

8 Use the photo features

The HP All-in-One is equipped with memory card slots which enable you to insert a memory card and begin printing photos from your digital camera without uploading your photos to a computer first. Additionally, if the HP All-in-One is connected to a computer with a USB cable, you can also transfer your photos to the computer to print, edit, or share.

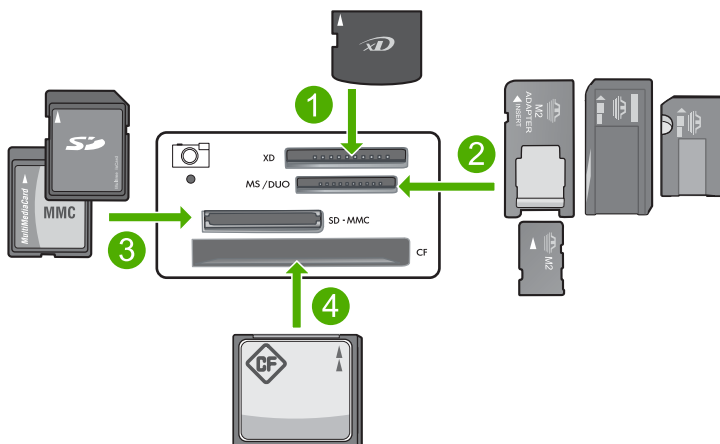
This section contains the following topics:

- [Insert a memory card](#)
- [Print photos](#)
- [Save photos to your computer](#)
- [Edit photos using your computer](#)
- [Share photos with friends and relatives](#)

Insert a memory card

The HP All-in-One supports the memory cards described below. Each type of memory card can only be inserted in the appropriate slot for that card, and only one card may be inserted at a time.

△ **CAUTION:** Do not insert more than one memory card at a time. If more than one memory card is inserted, unrecoverable data loss might occur.



1	xD-Picture Card
2	Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Duo Pro (adapter optional), or Memory Stick Micro (adapter required)
3	Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), MultiMediaCard (MMC), MMC Plus, MMC Mobile (RS-MMC; adapter required), TransFlash MicroSD Card, or Secure MultiMedia Card
4	CompactFlash (CF) types I and II

To insert a memory card

1. Make sure the product is on.
2. Insert the memory card into the appropriate slot.
The memory card has a Photo light (below the camera icon) that indicates the status of the memory card. When it is solid green, your photos are ready to be viewed.

△ **CAUTION:** Do not pull out the memory card while the Photo light is flashing. A flashing light means the product is accessing the memory card. Wait until the light remains solid. Removing a memory card while it is being accessed might corrupt information on the card or damage the product or memory card.

📄 **NOTE:** The product only recognizes the JPG and TIF file formats on your memory card.

Print photos

The HP All-in-One enables you to print one borderless or bordered photo per page directly from your memory card, without first having to transfer the files to a computer.

💡 **TIP:** To achieve the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing along with genuine HP ink. HP papers and HP ink are specifically designed to work well together to provide high-quality output.

This section contains the following topics:

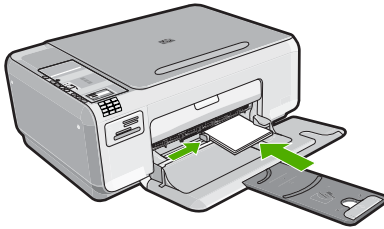
- [Print 10 x 15 cm \(4 x 6 inch\) photos](#)
- [Print enlargements](#)
- [Print photos from the HP Photosmart Software](#)
- [Print camera-selected \(DPOF\) photos](#)

Print 10 x 15 cm (4 x 6 inch) photos

You can select specific photos on your memory card to print as 10 x 15 cm (4 x 6 inch) photos.

To print one or more 10 x 15 cm (4 x 6 inch) photos

1. Load 10 x 15 cm (4 x 6 inch) photo paper in the input tray.



2. Insert your memory card into the appropriate slot on the product.
3. Press the buttons next to the up arrow or down arrow icons on the display to scroll through the photos on your memory card until the photo you want to print appears.
4. Leave the default **Size** setting as **Borderless**.



NOTE: The **Quality** setting is set to best mode (as indicated by the three star icons on the display) and cannot be changed.

5. Press the **Copies** button until the number of copies you want to print appears on the display.
6. Press the button next to **Print** on the display.



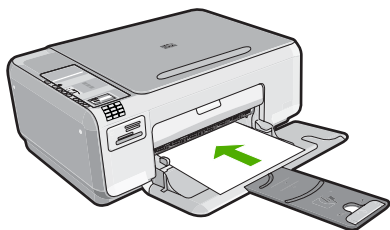
TIP: While the photo is printing, you can continue scrolling through the photos on your memory card. When you see a photo you want to print, you can press the **Print** button to add that photo to the print queue.

Print enlargements


You can print the photos on your memory card in a variety of sizes, up to the size of letter (8.5 x 11 inch) or A4 (210 x 297 mm) paper.

To print an enlargement of a photo


1. Load letter- or A4-sized photo paper in the input tray.



2. Insert your memory card into the appropriate slot on the product.
3. Press the buttons next to the up arrow and down arrow icons on the display to scroll through the photos on your memory card until the photo you want to print appears.
4. Do one of the following:
 - Press the **Size** button until **Resize to Fit** is the selected setting on the display. Your printed photo will be enlarged and centered to fit the printable area of the page, and will be either bordered or borderless on all four sides depending on the aspect ratios of the digital photo and the paper on which you are printing.
 - Leave the default **Size** setting as **Borderless**. Your printed photo will be enlarged to fill the entire page size and will be borderless. This could result in some parts of the image being cropped.

 **NOTE:** The default **Quality** setting is set to best mode (as indicated by the three star icons on the display) and cannot be changed.


5. Press the **Copies** button until the number of copies you want to print appears on the display.
6. Press the button next to **Print** on the display.

 **TIP:** While the photo is printing, you can continue scrolling through the photos on your memory card. When you see a photo you want to print, you can press the **Print** button to add that photo to the print queue.

Print photos from the HP Photosmart Software

You can use the HP Photosmart Software installed on your computer to transfer photos from a memory card to your computer's hard drive for advanced photo editing, sharing photos online, and printing from your computer.

Before transferring photos to your computer, you need to remove the memory card from your digital camera and insert it in the appropriate memory card slot on the HP All-in-One.

 **NOTE:** The HP All-in-One must be connected to a computer that has the HP Photosmart Software installed on it.

To print photos

1. Insert your memory card into the appropriate slot on the product. The software opens on your computer.
2. Click **Import** to transfer your photos to the computer for printing.
3. Use the software on your computer to transfer the photos from your memory card to the computer for viewing and editing.


Print camera-selected (DPOF) photos

Camera-selected photos are photos you marked for printing with your digital camera. When you select photos with your camera, the camera saves an industry-standard Digital Print Order Format (DPOF) file on the memory card that identifies which photos have been tagged for printing.

The DPOF file on your memory card specifies the following information:

- Which photos to print
- The quantity of each photo to print
- Rotation applied to a photo
- Cropping applied to a photo
- Index printing (thumbnails of selected photos)

The HP All-in-One can read DPOF file format 1.1 from a memory card so you do not have to reselect the photos to print. When you print camera-selected photos, the HP All-in-One print settings do not apply; the settings in the DPOF file for photo layout and number of copies override those of the HP All-in-One.

 **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 product.
2. When prompted, do one of the following:
 - Select **OK** to print all DPOF-tagged photos.
 - Select **CANCEL** to bypass DPOF printing.

Save photos to your computer

You can use the HP Photosmart Software installed on your computer to transfer photos from a memory card to your computer's hard drive for advanced photo editing, sharing photos online, and printing from your computer.

Before transferring photos to your computer, you need to remove the memory card from your digital camera and insert it in the appropriate memory card slot on the HP All-in-One.

 **NOTE:** The HP All-in-One must be connected to a computer that has the HP Photosmart Software installed on it.

To save photos

1. Insert your memory card into the appropriate slot on the product.
The software opens on your computer.
2. Follow the onscreen prompts on your computer to save the photos to your computer.



NOTE: Only images that were not previously saved are copied to your computer.

Edit photos using your computer

You can use the HP Photosmart Software installed on your computer to transfer photos from a memory card to your computer's hard drive for advanced photo editing, sharing photos online, and printing from your computer.

Before transferring photos to your computer, you need to remove the memory card from your digital camera and insert it in the appropriate memory card slot on the HP All-in-One.



NOTE: The HP All-in-One must be connected to a computer that has the HP Photosmart Software installed on it.

To edit photos

1. Insert a memory card into the appropriate slot on the product.
The software opens on your computer.
2. Use the software on your computer to transfer the photos from your memory card to the computer for viewing and editing.

Share photos with friends and relatives

You can use the HP Photosmart Software installed on your computer to transfer photos from a memory card to your computer's hard drive for advanced photo editing, sharing photos online, and printing from your computer.

Before transferring photos to your computer, you need to remove the memory card from your digital camera and insert it in the appropriate memory card slot on the HP All-in-One.



NOTE: The HP All-in-One must be connected to a computer that has the HP Photosmart Software installed on it.

To share photos

1. Insert a memory card into the appropriate slot on the product.
The software opens on your computer.
2. Use the software on your computer to transfer the photos from your memory card to the computer.
3. Send your photos to family and friends using e-mail or go to www.snapfish.com to set up an online account for sharing your photos or ordering prints.

9 Use the copy features

The HP All-in-One allows you to produce high-quality color and black-and-white copies on plain or photo paper. You can enlarge or reduce the size of an original to fit a specific paper size, adjust the copy quality, and make high-quality copies of photos, including borderless copies.

This section contains the following topics:

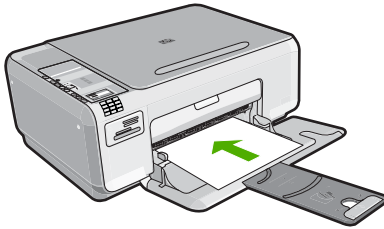
- [Make a copy](#)
- [Change the copy settings for the current job](#)
- [Perform special copy jobs](#)
- [Stop copying](#)

Make a copy

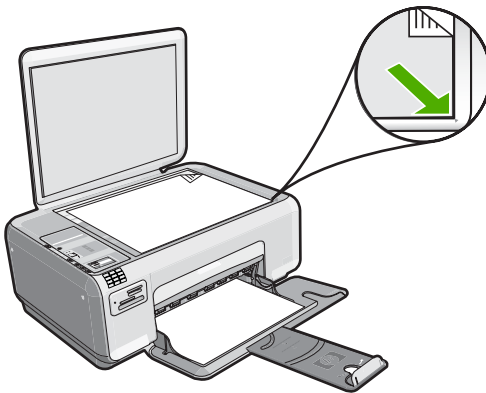
You can make quality copies from the control panel.

To make a copy from the control panel

1. Load paper in the input tray.



2. Load your original print side down on the right front corner of the glass.



3. Press the button next to **Start Copy Black** or **Start Copy Color** to begin copying.

Change the copy settings for the current job

You can customize the copy settings of the HP All-in-One to handle nearly any copy task.

This section contains the following topics:

- [Make multiple copies of the same original](#)
- [Change copy speed or quality](#)

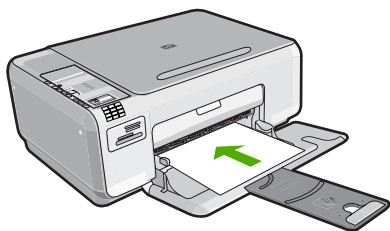
Make multiple copies of the same original

You can set the number of copies from the control panel of the HP All-in-One or from the HP Photosmart Software. This task explains how to set the number of copies from the control panel only.

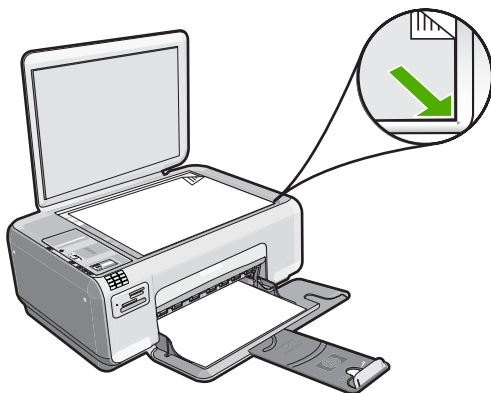
 **NOTE:** For information on initiating copies from the software, see the software portion of the **HP Photosmart Software Help**.

To make multiple copies of an original from the control panel


1. Load paper in the input tray.



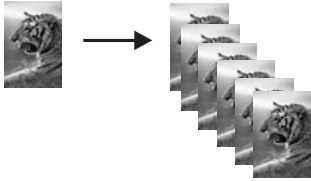
2. Load your original print side down on the right front corner of the glass.



3. Press **Copies** to increase the number of copies. When you reach the maximum, the setting returns to 1 copy.

 **TIP:** Use the software that you installed with the product to set a higher number of copies. When the number of copies is greater than 9, only the last digit of the number of copies is displayed on the control panel.

4. Press the button next to **Start Copy Black** or **Start Copy Color**.
In this example, the product makes six copies of the original 10 x 15 cm (4 x 6 inch) photo.




Related topics

[“Use the HP Photosmart Software” on page 10](#)

Change copy speed or quality

The HP All-in-One, provides three options, indicated by one, two, or three stars, that affect copy speed and quality:

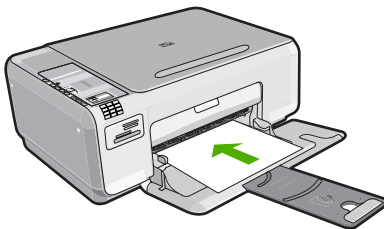
- One star copies faster than the other two quality settings. On plain paper, the text is comparable to the quality of two stars, but the graphics might be of lower quality. This setting uses less ink and extends the life of your print cartridges.

 **NOTE:** This setting is not available when the HP All-in-One detects photo paper.

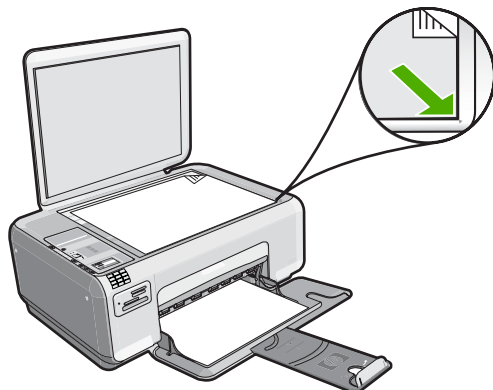
- Two stars delivers high-quality output and is the recommended setting for most of your copying. Two stars copies faster than the three stars quality setting.
- Three stars produces the highest quality output for all paper and eliminates the banding (striping) effect that sometimes occurs in solid areas. Three stars copies slower than the other quality settings.

To change the copy quality

1. Load paper in the input tray.



2. Load your original print side down on the right front corner of the glass.



3. Press **Quality** to select one star, two stars, or three stars.
4. Press the button next to **Start Copy Black** or **Start Copy Color**.

Perform special copy jobs

In addition to supporting standard copy jobs, the HP All-in-One can perform special jobs such as copying borderless photos and resizing originals.

This section contains the following topics:

- [Make a borderless copy of a photo](#)
- [Resize an original to fit onto letter or A4 paper](#)

Make a borderless copy of a photo

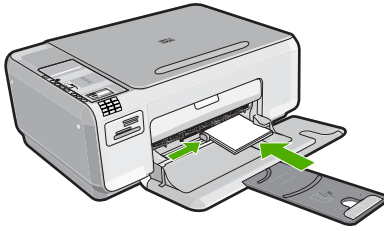
For the best quality when copying a photo, load photo paper in the input tray.

TIP: You can optimize the quality of the color photos you print and copy with the HP All-in-One by purchasing a photo print cartridge. Remove the black print cartridge and insert the photo print cartridge in its place. With the tri-color print cartridge and photo print cartridge installed, you have a six-ink system, which provides enhanced quality color photos.

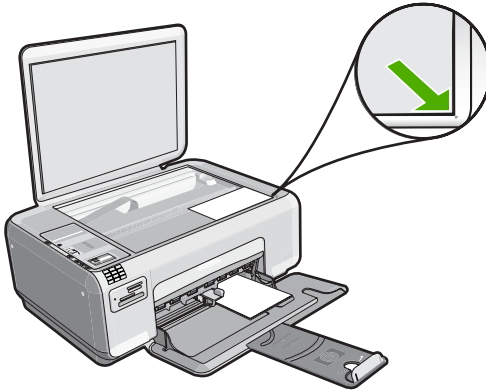
To make a borderless 10 x 15 cm (4 x 6 inch) copy of a photo from the control panel

1. Load photo paper in the input tray.

NOTE: The product automatically detects the type of paper you are using. If you do not use photo paper, your copy will include a white border around one or more edges.



2. Load your original photo print side down on the right front corner of the glass.




3. Press **Size** to select **Borderless**.
4. Press the button next to **Start Copy Color**.
The product makes a borderless copy of your original photo, as shown below.

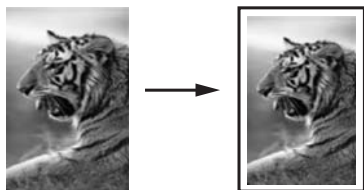


Resize an original to fit onto letter or A4 paper

You can use the **Resize to Fit** feature to copy an original to fit within the printable margins of a page without the risk of cropping some part of your original. This is useful for reducing or enlarging an original. For example:

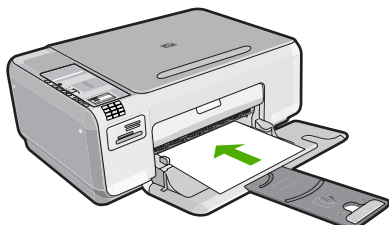
- If you enlarge a 10 x 15 cm (4 x 6 inch) photo to make a borderless full-size copy on letter or A4 paper, some part of your photo will be cropped. The **Resize to Fit** feature will enlarge the photo as much as possible to fit the page without cropping any part of your photo.
- If the image or text on your original fills the entire sheet of paper with no margins, you can use the **Resize to Fit** feature to reduce your original and prevent unwanted cropping of the text or images at the edges of the sheet.

 **NOTE:** In order to resize your original without changing the proportions or cropping the edges, the HP All-in-One might leave an uneven amount of white space around the edges of the paper.

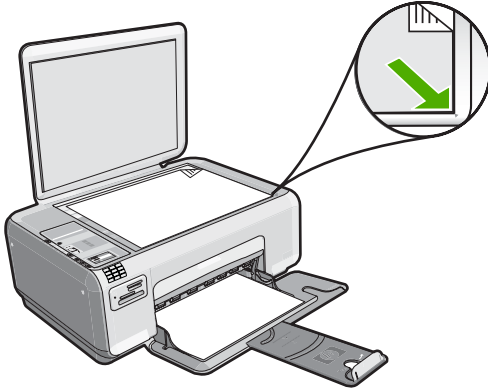


To resize a document from the control panel

1. Load paper in the input tray.



2. Load your original print side down on the right front corner of the glass.



3. Press **Size** to select **Resize to Fit**.
4. Press the button next to **Start Copy Black** or **Start Copy Color**.

Stop copying

To stop copying


- ▲ Press **Cancel**.

10 Use the scan features

Scanning is the process of converting text and pictures into an electronic format for your computer. You can scan almost anything (photos, magazine articles, and text documents) on the HP All-in-One.

You can use the scanning features of the HP All-in-One to do the following:

- Scan text from an article into your word processor, and quote it in a report.
- Print business cards and brochures by scanning a logo and using it in your publishing software.
- Send photos to friends and relatives by scanning your favorite prints and including them in e-mail messages.
- Create a photographic inventory of your house or office.
- Archive treasured photos in an electronic scrapbook.

 **NOTE:** If you are using the HP Photosmart Software, the Optical Character Recognition (OCR) software might not be installed on your computer. To install the OCR software, you must re-insert the software disk and select **OCR** under the **Custom** installation options.


This section contains the following topics:


- [Scan an image or document](#)
- [Edit a scanned image](#)
- [Edit a scanned document](#)
- [Stop scanning](#)

Scan an image or document

For original documents or images placed on the glass, you can start a scan from your computer or from the HP All-in-One. This section explains the second option: how to scan from the control panel of the HP All-in-One to a computer.

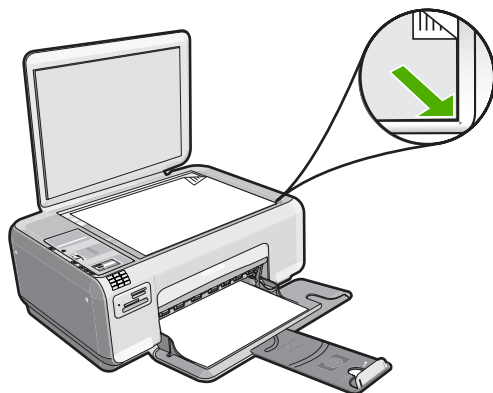
To use the scan features, the HP All-in-One and computer must be connected and turned on. The HP Photosmart Software must also be installed and running on your computer prior to scanning. To verify that the HP Photosmart Software is running on a Windows computer, look for the **HP Digital Imaging Monitor** icon in the system tray at the lower right side of the screen, near the time.


 **NOTE:** Closing the **HP Digital Imaging Monitor** icon in the Windows system tray can cause the HP All-in-One to lose some of its scan functionality. If this happens, you can restore full functionality by restarting your computer or by starting the HP Photosmart Software.

 **NOTE:** When scanning, the HP Photosmart Software enables you to save an image in the following file formats: BMP, DCX, FPX, GIF, JPG, PCD, PCX, and TIF.

To scan to a computer

1. Load your original print side down on the right front corner of the glass.



 **NOTE:** Ensure that there are no memory cards inserted in the memory card slots on the product.


2. Press the button next to **Scan/Fax**.
The **Scan/Fax** menu appears.
3. Press the button next to **Start Scan**.
A preview image of the scan appears on your computer, where you can edit it. Any edits that you make apply to the current scan session only.
The HP Photosmart Software has many tools that you can use to edit your scanned image. You can improve the overall image quality by adjusting the brightness, sharpness, color tone, and saturation. You can also crop, straighten, rotate, or resize the image.
4. Make any edits to the preview image, and then click **Accept** when you are finished.

Related topics

- [“The HP All-in-One at a glance”](#) on page 5
- [“Load originals”](#) on page 27

Edit a scanned image

You can edit a scanned image, such as a photo or graphic, using the software you installed with the HP All-in-One. Using this software, you can rotate or crop the image, as well as adjust the brightness, contrast, and color saturation.


 **NOTE:** If you are using the HP Photosmart Software, the Optical Character Recognition (OCR) software might not be installed on your computer. To install the OCR software, you must re-insert the software disk and select **OCR** under the **Custom** installation options.

Related topics

- [“Use the HP Photosmart Software”](#) on page 10

Edit a scanned document

You can edit a scanned document using your Optical Character Recognition (OCR) software. Scanning text using OCR software enables you to bring the content of magazine articles, books, and other printed matter into your favorite word processor and many other applications as editable text. Learning to use OCR software correctly is important if you want to obtain the best results. Do not expect scanned text documents to be letter-perfect the first time you use your OCR software. Using OCR software is an art that takes time and practice to master.

 **NOTE:** If you are using the HP Photosmart Software, the Optical Character Recognition (OCR) software might not be installed on your computer. To install the OCR software, you must re-insert the software disk and select **OCR** under the **Custom** installation options.

Related topics

[“Use the HP Photosmart Software” on page 10](#)

Stop scanning

To stop scanning

- ▲ Press **Cancel**.

11 Use the fax features

You can use the HP All-in-One to send and receive faxes, including color faxes.

Before you begin faxing, make sure you have set up the HP All-in-One properly for faxing. You might have already done this as part of the initial setup, by using either the control panel or the software that came with the HP All-in-One.

You can verify the fax is set up correctly by running the fax setup test from the control panel. You can access this test from the **Fax Settings** menu.

This section contains the following topics:

- [Send a fax](#)
- [Receive a fax](#)
- [Fax over the Internet using IP phone](#)
- [Stop faxing](#)
- [Print fax reports](#)

Send a fax


You can send a fax in a variety of ways. Using the control panel, you can send a black-and-white or color fax from the HP All-in-One. You can also send a fax manually by dialing 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 in Error Correction Mode](#)

Send a basic fax

You can easily send a single- or multiple-page black-and-white or color fax using the control panel, as described here.

 **NOTE:** If you need printed confirmation that your faxes were successfully sent, enable fax confirmation **before** sending any faxes.

NOTE: If the fax number you are dialing is busy or if there is no answer, the product automatically redials the number several times. If you do not want to redial the number, press **Cancel** when the product is dialing.

 **TIP:** You can also send a fax manually by dialing from a phone or by using the monitor dialing feature from the control panel. 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 need to respond to tone prompts while dialing.

To send a basic fax from the control panel

1. Press the button next to **Scan/Fax**.
2. Press the button next to **Start Fax**.
The **Send Fax** screen appears.
3. Press the button next to the down arrow to highlight **Black & White** or **Color**, and then press the button next to **OK**.
The **Enter Number** screen appears.
4. Enter the fax number using the keypad or press the button next to the up or down arrow to redial a recently dialed number, and then press the button next to **OK**.
The **Load Originals** screen appears.
5. Load your original print side down on the right front corner of the glass, and then press the button next to **OK**.



NOTE: If you are sending a color fax, the fax is sent immediately. If you are sending a black and white fax, the fax is stored in memory until you have scanned each page of the original.

The **Another page?** screen appears.

6. Do the following:

If you have another page to fax

- a. Press the button next to **OK** to select **Yes**.
- b. Repeat steps 5 and 6.

If you do not have another page to fax

- ▲ Press the button next to the down arrow to select **No**, and then press the button next to **OK**.
The product sends the fax.

Related topics

- [“Send a fax manually from a phone” on page 80](#)
- [“Send a fax using monitor dialing” on page 82](#)
- [“Print fax confirmation reports” on page 85](#)


Send a fax manually from a phone

You can initiate a fax call from a telephone on the same phone line as the HP All-in-One if you are more comfortable using the keypad on your phone, rather than using the keypad on the control panel of the HP All-in-One. This method of sending a fax is called manually sending a fax. 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. Dial the number using the keypad on the phone that is connected to the product.

 **NOTE:** You must use the keypad on the phone to dial the number. Do not use the keypad on the control panel of the product.


2. 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 send the fax.

3. Press the button next to **Scan/Fax**.
4. Press the button next to **Start Fax**.
The **Fax Mode** screen appears.
5. Press the button next to the down arrow to highlight **Send New Fax**, and then press the button next to **OK**.
The **Load Originals** screen appears.
6. Load your original print side down on the right front corner of the glass, and then press the button next to **OK**.

 **TIP:** If you are sending the fax directly to a fax machine, and will not be speaking with a recipient before sending the fax, you might find it more convenient to load the first page of your original on the glass before initiating the fax call.

7. Press the button next to **OK**.

 **NOTE:** 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 **Another page?** screen appears.

8. Do the following:

If you have another page to fax

- a. Press the button next to **OK** to select **Yes**.
- b. Load the next page of your original print side down on the right front corner of the glass.
- c. Press the button next to **OK**.
The **Another page?** screen appears.
- d. Repeat step 8.


If you do not have another page to fax

- ▲ Press the button next to the down arrow to select **No**, and then press the button next to **OK**.

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 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 HP All-in-One. This enables you to respond to prompts while dialing, as well as control the pace of your dialing.

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

To send a fax using monitor dialing from the control panel

1. Press the button next to **Scan/Fax**.
2. Press the button next to **Start Fax**.
The **Send Fax** screen appears.
3. Press the button next to the down arrow to highlight **Black & White** or **Color**, and then press the button next to **OK**.
The **Enter Number** screen appears.
4. Press the button next to **OK** to continue without entering a phone number.
The **Load Originals** screen appears.
5. Load your original print side down on the right front corner of the glass, and then press the button next to **OK**.

 **NOTE:** If you are sending a color fax, the fax is sent immediately. If you are sending a black and white fax, the fax is stored in memory until you have scanned each original.

The **Another page?** screen appears.

6. Do the following:

If you have another page to fax

- a. Press the button next to **OK** to select **Yes**.
- b. Repeat steps 5 and 6.

If you do not have another page to fax

- ▲ Press the button next to the down arrow to select **No**, and then press the button next to **OK**.

7. Once you hear the dial tone, enter the number by using the keypad on the control panel.
Your fax is sent when the receiving fax machine answers.
8. Respond to any prompts that may occur.

Send a fax in Error Correction Mode

Error Correction Mode (ECM) prevents loss of data due to 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 might increase 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.

Before turning the ECM setting off, consider the following. If you turn ECM off


- The quality and transmission speed of faxes you send and receive are affected.
- The **Fax Speed** is automatically set to **Medium (14400)**.
- You will no longer be able to send or receive faxes in color.

To change the ECM setting from the control panel

1. Press the button next to **Scan/Fax**.
2. Press the button next to **Fax Menu**.
3. Press the button next to **Fax Setup**.
4. Press the button next to the down arrow to highlight **Error Correction Mode**, and then press the button next to **OK**.
The **Error Correction Mode** screen appears.
5. Press the button next to the down arrow to highlight **Off** or **On**, and then press the button next to **OK**.

Receive a fax

The HP All-in-One can receive faxes automatically or manually. If you turn on the **Auto Answer** option by setting the number of rings to wait, the HP All-in-One automatically answers incoming calls and receives faxes. If you turn off the **Auto Answer** option, you will need to receive faxes manually.

 **NOTE:** If you receive a legal-size fax, the HP All-in-One reduces the fax so that it fits on the paper that is loaded in the input tray. If the fax size is so large that it requires more than a 60% reduction, the HP All-in-One might print the fax on more than one page.

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.

You can receive faxes manually from a phone that is:

- Directly connected to the HP All-in-One (on the 2-EXT port)
- On the same telephone line, but not directly connected to the HP All-in-One

To receive a fax manually


1. Make sure the product is turned on and you have paper loaded in the input tray.
2. Make sure the **Auto Answer** setting is set to **Don't answer** or to a higher number of rings so that you are able to answer the call before the product answers.
3. If you are currently on the phone with the sender, instruct the sender to press Start on their fax machine.
You will hear fax tones from a sending fax machine.
4. Press the button next to **Scan/Fax**.

5. Press the button next to **Start Fax**.
The **Fax Mode** screen appears.
6. Press the button next to the down arrow to highlight **Receive Fax Manually**, and then press the button next to **OK**.
After the product begins to receive the fax, you can hang up the phone or remain on the line. The phone line is silent during fax transmission.

Fax over the Internet using IP phone

You might subscribe to a low-cost phone service that allows you to send and receive faxes with the HP All-in-One 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:

- Dial a special access code along with the fax number, or
- 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 1-LINE port on the back of the HP All-in-One. 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.

The FoIP service might not work properly when the HP All-in-One is sending and receiving faxes at high speed (33600 bps). If you experience problems sending and receiving faxes, use a slower fax speed. You can do this by changing the **Fax Speed** setting from **Fast (33600)** (the default) to **Medium (14400)** or **Slow (9600)**.

You should also check with your telephone company to make sure their Internet phone service supports faxing. If they do not support faxing, you might encounter intermittent problems when trying to send and receive faxes through the Internet.

Related topics

[“Set the fax speed” on page 18](#)

Stop faxing

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

To stop faxing from the control panel

- ▲ Press **Cancel** on the control panel to stop a fax you are sending or receiving. If the product does not stop faxing, press **Cancel** again.
The product 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.

Print fax reports

You can set up the HP All-in-One to print error reports and confirmation reports automatically for each fax you send and receive. You can also manually print system reports as you need them; these reports provide useful system information about the HP All-in-One.

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

This section contains the following topics:

- [Print fax confirmation reports](#)
- [Print fax error reports](#)
- [Print the fax log](#)
- [Print other reports](#)

Print fax confirmation reports

If you need 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 the HP All-in-One will not print a confirmation report for each fax sent or received. A confirmation message indicating whether a fax was successfully sent appears briefly on the display after each transaction.

To enable fax confirmation from the control panel

1. Press the button next to **Scan/Fax**.
2. Press the button next to **Fax Menu**.
3. Press the button next to **Fax Reports**.
4. Press the button next to the down arrow to highlight **Fax Confirmation**, and then press the button next to **OK**.
5. Press the button next to the down arrow to select one of the following, and then press the button next to **OK**.

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.
Off	Does not print a fax confirmation report when you send and receive faxes successfully. This is the default setting.

Print fax error reports

You can configure the HP All-in-One so that it automatically prints a report when there is an error during transmission or reception.

To set the product to print fax error reports automatically

1. Press the button next to **Scan/Fax**.
2. Press the button next to **Fax Menu**.
3. Press the button next to **Fax Reports**.
4. Press the button next to the down arrow to highlight **Fax Error Report**, and then press the button next to **OK**.
5. Press the button next to the down arrow to select one of the following, and then press the button next to **OK**.

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

Print the fax log

The fax log enables you to print a log of approximately the last 30 fax transactions. If a fax transaction had an error, the error is indicated by an error code in the fax log.

If necessary (for security purposes, for example), you can easily clear the entire log from memory. This also deletes any saved faxes from memory.

To print the fax log from the control panel

1. Press the button next to **Scan/Fax**.
2. Press the button next to **Fax Menu**.
3. Press the button next to **Fax Reports**.
4. Press the button next to the down arrow to highlight **Fax Log**, and then press the button next to **OK**.

To clear the fax log from memory

1. Press the button next to **Scan/Fax**.
2. Press the button next to **Fax Menu**.
3. Press the button next to **Fax Reports**.
4. Press the button next to the down arrow to highlight **Clear Fax Log**, and then press the button next to **OK**.

The fax log and any faxes that might have been stored in memory are deleted.

Related topics

["The fax log report shows an error" on page 210](#)

Print other reports

You can manually generate reports about the HP All-in-One such as the status of the last fax you sent.

To print reports from the control panel

1. Press the button next to **Scan/Fax**.
2. Press the button next to **Fax Menu**.
3. Press the button next to **Fax Reports**.
4. Press the button next to the down arrow to select one of the following, and then press the button next to **OK**.

Fax Confirmation	Lets you set up fax confirmation reports to print automatically.
Fax Error Report	Lets you set up fax error reports to print automatically.
Last Transaction	Prints details of the last fax transaction.
Caller ID Report	<p>If you subscribe to a caller ID service through your phone provider, this report prints a list of approximately the last 30 fax calls you received. The report shows the phone number, date and time, and, depending on the format your phone provider uses to transmit caller ID information, might include the name of the sender.</p> <p>NOTE: This feature is not supported in all countries/regions. If it is not supported in your country/region, Caller ID Report does not appear in the Fax Reports menu.</p>
Fax Log	Prints a log of the last 30 fax transactions.

12 Maintain the HP All-in-One

The HP All-in-One requires little maintenance. Sometimes you might want to clean the glass and lid backing to remove surface dust and ensure that your copies and scans remain clear. You will also need to replace, align, or clean your print cartridges from time to time. This section provides instructions for keeping the HP All-in-One in top working condition. Perform these simple maintenance procedures as necessary.

This section contains the following topics:

- [Clean the HP All-in-One](#)
- [Print a self-test report](#)
- [Work with print cartridges](#)
- [Turn off the HP All-in-One](#)
- [Reduce energy consumption when the HP All-in-One is off](#)

Clean the HP All-in-One

To ensure that your copies and scans remain clear, you might need to clean the glass and lid backing. You might also want to dust the exterior of the HP All-in-One.

This section contains the following topics:

- [Clean the exterior](#)
- [Clean the glass](#)
- [Clean the lid backing](#)

Clean the exterior

Use a soft cloth or slightly moistened sponge to wipe dust, smudges, and stains off the case. The interior of the HP All-in-One does not require cleaning. Keep fluids away from the control panel and the interior of the HP All-in-One.

△ **CAUTION:** To avoid damage to the exterior of the HP All-in-One, do not use alcohol or alcohol-based cleaning products.

Clean the glass

Fingerprints, smudges, hair, and dust on the main glass surface slow down performance and affect the accuracy of the copy and scan features.

To clean the glass

1. Turn off the product, unplug the power cord, and raise the lid.
2. Clean the glass 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 product.

3. Dry the glass with a dry, soft, lint-free cloth to prevent spotting.
4. Turn on the product.

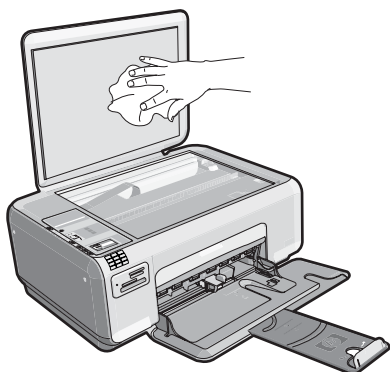
Clean the lid backing

Minor debris can accumulate on the white document backing located underneath the lid of the HP All-in-One.

To clean the lid backing

1. Turn off the product, unplug the power cord, and raise the lid.
2. Clean the white document backing with a soft cloth or sponge slightly moistened with a mild soap and warm water.

Wash the backing gently to loosen debris. Do not scrub the backing.



3. Dry the backing with a dry, soft, lint-free cloth.

△ **CAUTION:** Do not use paper-based wipes, as these might scratch the backing.

4. If further cleaning is needed, repeat the previous steps using isopropyl (rubbing) alcohol, and wipe the backing thoroughly with a damp cloth to remove any residual alcohol.

△ **CAUTION:** Be careful not to spill alcohol on the glass or exterior of the product, as this might damage it.

5. Plug in the power cord, and then turn on the product.

Print a self-test report

If you are experiencing problems with printing, print a self-test report before you replace the print cartridges. This report provides useful information on several aspects of your product, including your print cartridges.

To print a self-test report

1. Load letter or A4 unused plain white paper into the input tray.
2. Press and hold the **Cancel** button and then press the **Start Copy Color** button. The product prints a self-test report, which might indicate the source of the printing problem. A sample of the ink test area of the report is shown below.



3. Make sure the test patterns show a complete grid and the thick color lines are complete.
 - If more than a few lines in a pattern are broken, this might indicate a problem with the nozzles. You might need to clean the print cartridges.
 - If the black line is missing, faded, streaked, or shows lines, this might indicate a problem with the black or photo print cartridge in the right slot.
 - If any of the color lines are missing, faded, streaked, or show lines, this might indicate a problem with the tri-color print cartridge in the left slot.

Related topics

- [“Clean the print cartridges” on page 100](#)
- [“Replace the print cartridges” on page 93](#)
- [“Align the print cartridges” on page 99](#)

Work with print cartridges

To ensure the best print quality from the HP All-in-One, you will need to perform some simple maintenance procedures. This section provides guidelines for handling the print cartridges and instructions for replacing, aligning, and cleaning the print cartridges.

You might also need to check your print cartridges if a message appears on the screen.

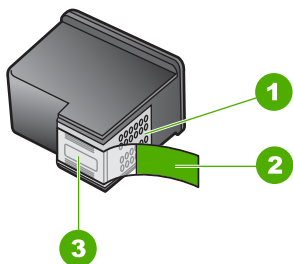
This section contains the following topics:

- [Handle the print cartridges](#)
- [Check the estimated ink levels](#)
- [Replace the print cartridges](#)
- [Use a photo print cartridge](#)
- [Use the print cartridge protector](#)

- [Remove ink from your skin and clothing](#)
- [Ink-backup mode](#)
- [Advanced print cartridge maintenance](#)

Handle the print cartridges


Before you replace or clean a print cartridge, you should know the part names and how to handle the print cartridges.



1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape


Hold the print cartridges by their black plastic sides, with the label on top. Do not touch the copper-colored contacts or the ink nozzles.




 **NOTE:** Handle the print cartridges carefully. Dropping or jarring cartridges can cause temporary printing problems, or even permanent damage.

Check the estimated ink levels

You can easily check the ink supply level to determine how soon you might need to replace a print cartridge. The ink supply level shows an estimate of the amount of ink remaining in the print cartridges. Actual ink levels may vary.

 **TIP:** You can also print a self-test report to see if your print cartridges might need to be replaced.

 **NOTE:** If the print cartridges were used before being installed in the product, or have been refilled, the estimated ink levels on the **Estimated Ink levels** tab may be inaccurate or unavailable.

NOTE: Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the product and cartridges for printing, and in print head servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used. For more information, see www.hp.com/go/inkusage.

To check the ink levels from the HP Photosmart Software

1. In the HP Solution Center, click **Settings**, point to **Print Settings**, and then click **Printer Toolbox**.



NOTE: You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click the **Printer Services** button.

The **Printer Toolbox** appears.

2. Click the **Estimated Ink Level** tab.
The estimated ink levels for the print cartridges appear.

Replace the print cartridges

Follow these instructions when the ink level is low.



NOTE: When the ink level for the print cartridge is low, a message appears on your computer screen. You can also check the ink levels by using the software installed with the HP All-in-One.

When you receive a low-ink warning message, make sure you have a replacement print cartridge available. You should also replace the print cartridges when you see faded text or if you experience print quality issues related to the print cartridges.

To order print cartridges for the HP All-in-One, 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.

Choose the right cartridge combination

Choose the best combination of cartridges for your print job:

- Everyday printing: Use a black cartridge along with a tri-color cartridge.
- Color photos: Use a photo cartridge along with a tri-color cartridge.

To replace the print cartridges

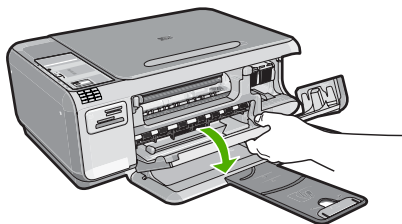
1. Make sure the product is turned on.



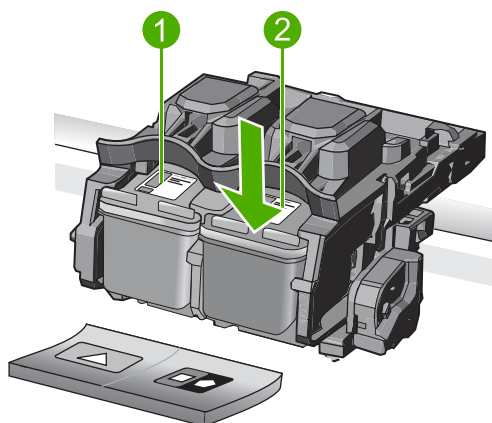
CAUTION: If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product if the print cartridges are not docked safely when you try to remove them.

2. Make sure you have letter or A4 unused plain white paper loaded in the input tray.

3. Open the print cartridge door.
The print carriage moves to the far right side of the product.



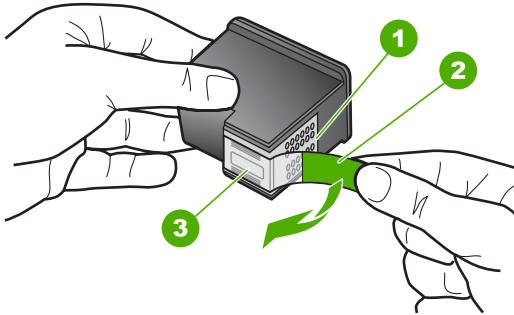
4. Wait until the print carriage is idle and silent. Lightly press down on a print cartridge to release it, and then pull the print cartridge toward you out of its slot.
If you are replacing the tri-color print cartridge, remove the print cartridge from the slot on the left.
If you are replacing the black or photo print cartridge, remove the print cartridge from the slot on the right.



- | | |
|---|---|
| 1 | Print cartridge slot for the tri-color print cartridge |
| 2 | Print cartridge slot for the black and photo print cartridges |

TIP: If you are removing the black print cartridge in order to install the photo print cartridge, store the black print cartridge in the print cartridge protector or an airtight plastic container.

- Remove the new print cartridge from its packaging and, being careful to touch only the black plastic, gently remove the plastic tape by using the pink pull tab.



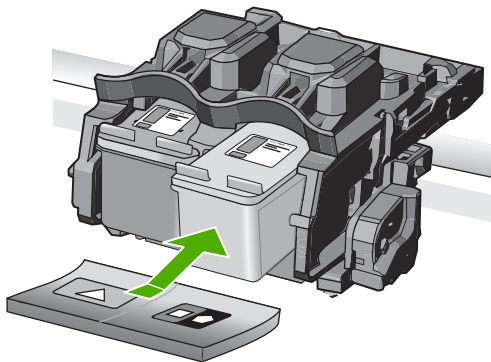
1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

△ **CAUTION:** Do not touch the copper-colored contacts or ink nozzles. Also, do not re-tape the print cartridges. Doing so can result in clogs, ink failure, and bad electrical connections.

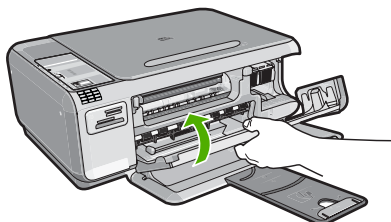


- Hold the print cartridge with the HP logo on top, and insert the new print cartridge into the empty cartridge slot. Make sure you push the print cartridge in firmly until it snaps into place.
If you are installing the tri-color print cartridge, slide it into the left slot.


If you are installing a black or photo print cartridge, slide it into the right slot.



7. Close the print cartridge door.



8. When prompted, press the button next to **OK**.
The product prints a print cartridge alignment page.

 **NOTE:** If you have colored paper loaded in the input tray when you align the print cartridges, the alignment will fail. Load unused plain white paper into the input tray, and then try the alignment again.

9. Load the page print side down on the right front corner of the glass, and then press the button next to **OK** to scan the page.
10. When the **On** light stops flashing, the alignment is complete. Remove the alignment page and recycle or discard it.

Related topics

[“Align the print cartridges” on page 99](#)

Use a photo print cartridge

You can optimize the quality of the color photos you print and copy with the HP All-in-One by purchasing a photo print cartridge. Remove the black print cartridge and insert the photo print cartridge in its place. With the tri-color print cartridge and photo print cartridge installed, you have a six-ink system, which provides enhanced quality color photos.


When you want to print regular text documents, swap the black print cartridge back in. Use a print cartridge protector or an airtight plastic container to keep your print cartridge secure when it is not being used.

Related topics

- [“Replace the print cartridges”](#) on page 93
- [“Use the print cartridge protector”](#) on page 97

Use the print cartridge protector

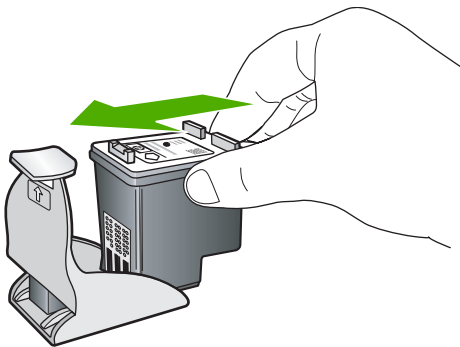
In some countries/regions, when you purchase a photo print cartridge, you might also receive a print cartridge protector. In other countries/regions, a print cartridge protector comes in the box with the HP All-in-One. If neither your print cartridge nor the HP All-in-One came with a print cartridge protector, you can use an airtight plastic container to protect your print cartridge.

 **NOTE:** If you use a plastic container, make sure the ink nozzles on the print cartridge do not touch the plastic.

The print cartridge protector is designed to keep a print cartridge secure and prevent it from drying out when it is not being used. Whenever you remove a print cartridge from the HP All-in-One with the intention of using it again later, store it in the print cartridge protector. For example, store the black print cartridge in a print cartridge protector if you are removing it so you can print high-quality photos with the photo and tri-color print cartridges.

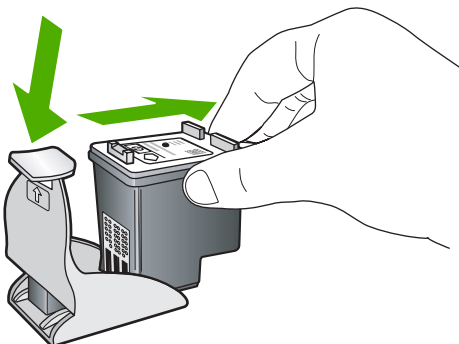
To insert a print cartridge into the print cartridge protector

- ▲ Place the print cartridge into the print cartridge protector at a slight angle and snap it securely into place.



To remove the print cartridge from the print cartridge protector

- ▲ Press down on the top of the print cartridge protector to release the print cartridge, and then gently remove the print cartridge out of the print cartridge protector.

**Remove ink from your skin and clothing**

Follow these instructions to remove ink from your skin and clothing:

Surface	Remedy
Skin	Wash the area with an abrasive soap.
White fabric	Wash the fabric in <i>cold</i> water and use chlorine bleach.
Color fabric	Wash the fabric in <i>cold</i> water and use sudsy ammonia.

- △ **CAUTION:** Always use cold water to remove ink from fabric. Warm or hot water can set the ink into the fabric.

Ink-backup mode

Use the ink-backup mode to operate the HP All-in-One with only one print cartridge. The ink-backup mode is initiated when a print cartridge is removed from the print cartridge cradle.

During ink-backup mode, the product can only print jobs from the computer and print received faxes. You cannot initiate a print job from the control panel (such as printing a photo from a memory card).

- 📄 **NOTE:** When the HP All-in-One operates in ink-backup mode, a message is displayed on the computer. If the message is displayed and two print cartridges are installed in the device, verify that the protective piece of plastic tape has been removed from each print cartridge. When plastic tape covers the print cartridge contacts, the device cannot detect that the print cartridge is installed.


This section contains the following topics:

- [Ink-backup mode output](#)
- [Exit ink-backup mode](#)

Ink-backup mode output

Printing in ink-backup mode slows the HP All-in-One and affects the quality of printouts.

Installed print cartridge	Result
Black print cartridge	Colors print as grayscale.
Tri-color print cartridge	Colors print but black is grayed and is not a true black.
Photo print cartridge	Colors print as grayscale.

 **NOTE:** HP does not recommend using the photo print cartridge for ink-backup mode.

Exit ink-backup mode

Install two print cartridges in the HP All-in-One to exit ink-backup mode.

For information about installing a print cartridge, see [“Replace the print cartridges” on page 93](#).

Advanced print cartridge maintenance

If you are experiencing problems with printing, you might have a problem with one or both of the print cartridges. You should perform the procedures in the following sections only when directed to do so for resolving print quality issues.

Performing the aligning and cleaning procedures unnecessarily can waste ink and shorten the life of the cartridges.


If you receive an error message about the print cartridges, see [“Print cartridge messages” on page 268](#) for more information.

This section contains the following topics:

- [Align the print cartridges](#)
- [Clean the print cartridges](#)
- [Clean the print cartridge contacts](#)
- [Clean the area around the ink nozzles](#)


Align the print cartridges

The product aligns the cartridges every time a new print cartridge is installed. You can also align the print cartridges at any time from the software you installed with the product to help resolve print quality issues. Aligning the print cartridges ensures high-quality output.

 **NOTE:** If you remove and reinstall the same print cartridge, the product will not prompt you to align the print cartridges. The product remembers the alignment values for that print cartridge, so you do not need to realign the print cartridges.

To align newly installed print cartridges

1. When prompted, ensure plain white letter or A4 paper is loaded in the input tray, then press the button next to **OK**.


 **NOTE:** If you have colored paper loaded in the input tray when you align the print cartridges, the alignment will fail. Load unused plain white paper into the input tray, and then try the alignment again.

The product prints a test page, aligns the print cartridges, and calibrates the printer.


2. Load the page print side down on the right front corner of the glass, and then press the button next to **OK** to scan the page.
When the **On** light stops flashing, the alignment is complete and the page can be removed. Recycle or discard the page.

To align the print cartridges from the HP Photosmart Software

1. Load letter or A4 unused plain white paper into the input tray.

 **NOTE:** If you have colored paper loaded in the input tray when you align the print cartridges, the alignment will fail. Load unused plain white paper into the input tray, and then try the alignment again.


2. In the HP Solution Center, click **Settings**.
3. In the **Print Settings** area, click **Printer Toolbox**.

 **NOTE:** You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click **Printer Services**.

NOTE: You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click the **Printer Services** button.

The **Printer Toolbox** appears.

4. Click the **Device Services** tab.
5. Click **Align the Print Cartridges**.
6. When prompted, ensure plain white letter or A4 paper is loaded in the input tray, then press the button next to **OK**.

 **NOTE:** If you have colored paper loaded in the input tray when you align the print cartridges, the alignment will fail. Load unused plain white paper into the input tray, and then try the alignment again.

The product prints a print cartridge alignment sheet.

7. Load the page print side down on the right front corner of the glass, and then press the button next to **OK** to scan the page.
When the **On** light stops flashing, the alignment is complete and the page can be removed. Recycle or discard the page.


Clean the print cartridges

Use this feature when the self-test report shows streaking, white lines through any of the lines of color or when a color is muddy after installing a print cartridge for the first time.

Do not clean print cartridges unnecessarily, as this wastes ink and shortens the life of the ink nozzles.

To clean the print cartridges from the HP Photosmart Software

1. Load letter, A4, or legal unused plain white paper into the input tray.
2. In the HP Solution Center, click **Settings**.
3. In the **Print Settings** area, click **Printer Toolbox**.

 **NOTE:** You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click **Printer Services**.

The **Printer Toolbox** appears.

4. Click the **Device Services** tab.
5. Click **Clean the Print Cartridges**.
6. Follow the prompts until you are satisfied with the quality of the output, and then click **Done**.
7. Follow the prompts until you are satisfied with the quality of the output, and then click **Done**.


There are three stages of cleaning. Each stage lasts from one to two minutes, uses one sheet of paper, and uses an increasing amount of ink. After each stage, review the quality of the printed page. You should only initiate the next phase of cleaning if the print quality is poor.

If print quality still seems poor after you clean the print cartridges, try cleaning the print cartridge contacts before replacing the affected print cartridge.

Related topics

- [“Clean the print cartridge contacts” on page 101](#)
- [“Replace the print cartridges” on page 93](#)

Clean the print cartridge contacts


 **CAUTION:** Do not clean the print cartridge contacts unless you are having a problem with print quality and other measures have not been successful. For more information, see [“Print quality troubleshooting” on page 121](#).

Clean the print cartridge contacts if you get repeated messages on your computer screen prompting you to check a print cartridge after you already have cleaned or aligned the print cartridges.


Before cleaning the print cartridge contacts, remove the print cartridge and verify that nothing is covering the print cartridge contacts, then reinstall the print cartridge. If you continue to get messages to check the print cartridges, clean the print cartridge contacts.

Make sure you have the following materials available:

- Dry foam rubber swabs, lint-free cloth, or any soft material that will not come apart or leave fibers.


 **TIP:** Coffee filters are lint-free and work well for cleaning print cartridges.

- Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the print cartridges).

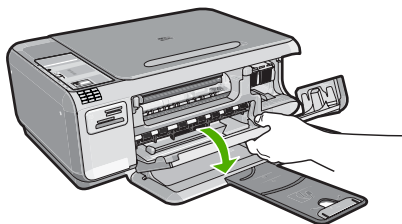
 **CAUTION:** Do **not** use platen cleaners or alcohol to clean the print cartridge contacts. These can damage the print cartridge or the product.

To clean the print cartridge contacts


1. Make sure the product is turned on.

 **CAUTION:** If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product if the print cartridges are not docked safely when you try to remove them.

2. Open the print cartridge door.
The print carriage moves to the far right side of the product.

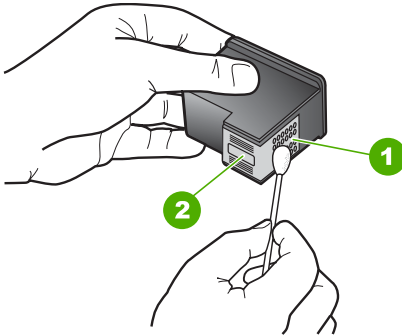


3. Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the product.
4. Lightly press down on the print cartridge to release it, and then pull it towards you out of the slot.

 **NOTE:** Do not remove both print cartridges at the same time. Remove and clean each print cartridge one at a time. Do not leave a print cartridge outside the product for more than 30 minutes.

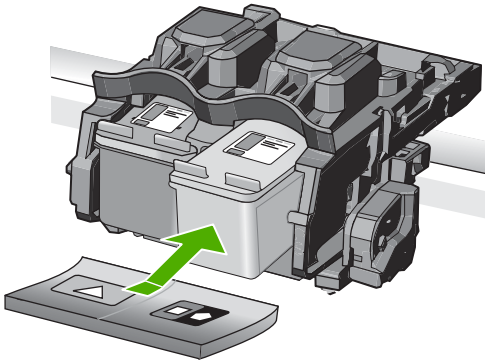
5. Inspect the print cartridge contacts for ink and debris buildup.
6. Dip a clean foam rubber swab or lint-free cloth into distilled water, and squeeze any excess water from it.
7. Hold the print cartridge by its sides.

8. Clean only the copper-colored contacts. Allow the print cartridges to dry for approximately ten minutes.

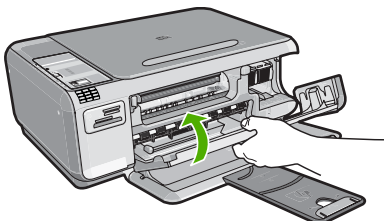


1	Copper-colored contacts
2	Ink nozzles (do not clean)

9. Hold the print cartridge with the HP logo on top, and insert the print cartridge back into the slot. Make sure you push the print cartridge in firmly until it snaps into place.



10. Repeat if necessary for the other print cartridge.
11. Gently close the print cartridge door and plug the power cord into the back of the product.




Related topics

- “[Clean the area around the ink nozzles](#)” on page 104
- “[Replace the print cartridges](#)” on page 93


Clean the area around the ink nozzles

If the product is used in a dusty environment, a small amount of debris might accumulate inside the product. This debris can include dust, hair, carpet, or clothing fibers. When debris gets on the print cartridges, it can cause ink streaks and smudges on printed pages. Ink streaking can be corrected by cleaning around the ink nozzles as described here.


 **NOTE:** Clean the area around the ink nozzles only if you continue to see streaks and smudges on your printed pages after you have already cleaned the print cartridges by using the software you installed with the product.

Make sure you have the following materials available:

- Dry foam rubber swabs, lint-free cloth, or any soft material that will not come apart or leave fibers.


 **TIP:** Coffee filters are lint-free and work well for cleaning print cartridges.

- Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the print cartridges).

 **CAUTION:** Do not touch the copper-colored contacts or ink nozzles. Touching these parts can result in clogs, ink failure, and bad electrical connections.

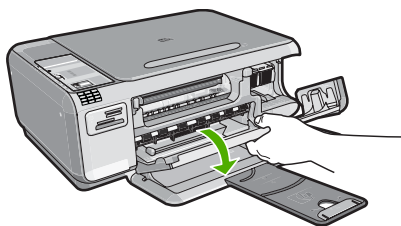
To clean the area around the ink nozzles

1. Make sure the product is turned on.

 **CAUTION:** If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product if the print cartridges are not docked safely when you try to remove them.

2. Open the print cartridge door.

The print carriage moves to the far right side of the product.



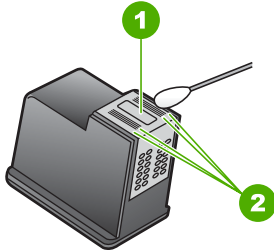
3. Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the product.

4. Lightly press down on the print cartridge to release it, and then pull it towards you out of the slot.



NOTE: Do not remove both print cartridges at the same time. Remove and clean each print cartridge one at a time. Do not leave a print cartridge outside the product for more than 30 minutes.

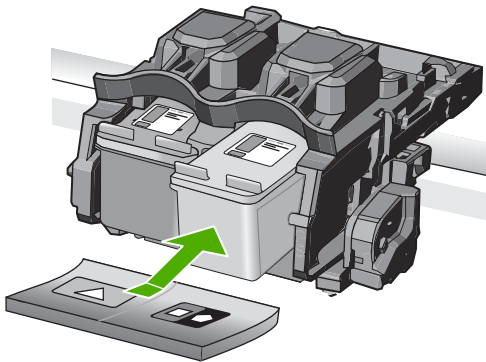
5. Place the print cartridge on a piece of paper with the ink nozzles facing up.
6. Lightly moisten a clean foam rubber swab with distilled water.
7. Clean the face and edges around the ink nozzle area with the swab, as shown below.



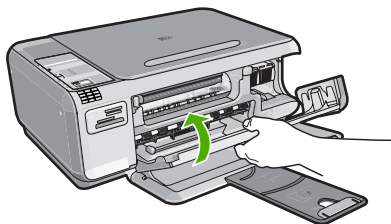
- | | |
|---|---|
| 1 | Nozzle plate (do not clean) |
| 2 | Face and edges around the ink nozzle area |

△ **CAUTION:** Do **not** clean the nozzle plate.

8. Hold the print cartridge with the HP logo on top, and insert the print cartridge back into the slot. Make sure you push the print cartridge in firmly until it snaps into place.



9. Repeat if necessary for the other print cartridge.
10. Gently close the print cartridge door and plug the power cord into the back of the product.



Related topics


[“Clean the print cartridges” on page 100](#)

Turn off the HP All-in-One

To avoid damaging the product, you must properly shut it down by using the **On** button located on the product. Wait until the **On** light turns off before you unplug the power cord or turn off a power strip.

Reduce energy consumption when the HP All-in-One is off

When the HP All-in-One is off, an amount of energy is still being consumed. Energy consumption can be lessened by enabling the Standby/Off state.

 **NOTE:** When the HP All-in-One is in the Standby/Off state, it will take longer than usual to turn back on.


To enable the Standby/Off state

- ▲ Press and hold the **On** button for 3 seconds until the product turns off.

13 Shop for ink supplies

For a list of print cartridge numbers, see the printed documentation that came with the HP All-in-One. You can also use the software that came with the HP All-in-One to find out the reorder number for all the print cartridges. You can order print cartridges online from the HP Web site. Additionally, you can contact a local HP reseller to find out the correct print cartridge reorder numbers for your product and purchase print cartridges.

To order genuine HP supplies for the HP All-in-One, 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:** Ordering print cartridges online is not supported in all countries/regions. If it is not supported in your country/region, contact a local HP reseller for information about purchasing print cartridges.


To order print cartridges from your desktop

▲ Click the **Shop for HP Supplies** icon on your desktop to connect to HP SureSupply. You will see a list of original HP printing supplies that are compatible with your product, as well as options to conveniently purchase the supplies you need (options vary by country/region).

If you deleted this icon from your desktop, click the **Start** menu, point to the **HP** folder, then click **Shop for Supplies**.

To order print cartridges through the HP Photosmart Software

1. In the HP Solution Center, click **Settings**, point to **Print Settings**, and then click **Printer Toolbox**.

 **NOTE:** You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click the **Printer Services** button.

2. Click the **Estimated Ink Levels** tab.
3. Click **Print Cartridge Ordering Information**.
The print cartridge reorder numbers appear.
4. Click **Order Online**.
HP sends detailed printer information, including model number, serial number, and ink supply levels, to an authorized online reseller. The supplies you need are preselected; you can change quantities, add or remove items, and then check out.

14 Troubleshooting

This section contains the following topics:

- [View the Readme file](#)
- [Setup troubleshooting](#)
- [Paper jams](#)
- [Print quality troubleshooting](#)
- [Print troubleshooting](#)
- [Memory card troubleshooting](#)
- [Copy troubleshooting](#)
- [Scan troubleshooting](#)
- [Fax troubleshooting](#)
- [Errors](#)

View the Readme file

You might want to refer to the Readme file for information on system requirements and possible installation problems.

You can access the Readme file by clicking **Start**, pointing to **Programs** or **All Programs**, pointing to **HP**, pointing to **Photosmart C4340 All-in-One series**, and then clicking **Readme**.

You can access the Readme file by double-clicking the icon located in the top-level folder of the HP All-in-One software CD-ROM.

Setup troubleshooting

This section contains setup troubleshooting information for the product.

Many issues are caused when the product is connected to the computer using a USB cable before the HP Photosmart software is installed on the computer. If you connected the product to your computer before the software installation screen prompts you to do so, you must follow these steps:

Troubleshooting common setup issues

1. Disconnect the USB cable from the computer.
2. Uninstall the software (if you have already installed it).
For more information, see "[Uninstall and reinstall the software](#)" on page 118.
3. Restart your computer.
4. Turn off the product, wait one minute, then restart it.
5. Reinstall the HP Photosmart software.

△ **CAUTION:** Do not connect the USB cable to the computer until prompted by the software installation screen.

This section contains the following topics:

- [The product will not turn on](#)
- [I connected the USB cable, but I am having problems using the product with my computer](#)
- [After setting up the product, it does not print](#)
- [When I insert the CD-ROM into my computer's CD-ROM drive, nothing happens](#)
- [The Minimum System Checks screen appears](#)
- [I received a message that an Unknown Error has occurred](#)
- [A red X appears on the USB connect prompt](#)
- [The registration screen does not appear](#)
- [Uninstall and reinstall the software](#)

The product will not turn on

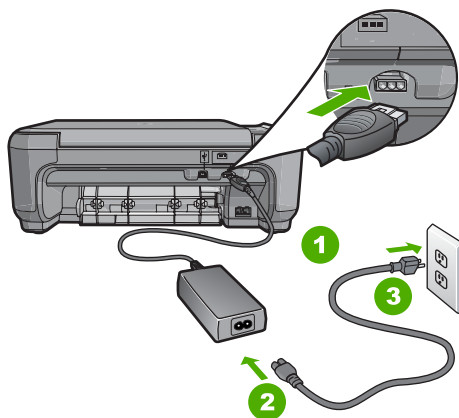
Try the following solutions if there are no light indications, no noise, and no movement from the product when you turn it on.

- [Solution 1: Make sure you use the power cord that came with the product](#)
- [Solution 2: Reset the product](#)
- [Solution 3: Press the On button more slowly](#)
- [Solution 4: Contact HP to replace the power supply](#)
- [Solution 5: Contact HP support for service](#)

Solution 1: Make sure you use the power cord that came with the product

Solution:

- Make sure the power cord is firmly connected to both the product and the power adapter. Plug the power cord into a power outlet, surge protector, or power strip.



1	Power connection
2	Power cord and adapter
3	Power outlet

- If you are using a power strip, make sure the power strip is turned on. Or, try plugging the product directly into a power outlet.
- Test the power outlet to make sure it is working. Plug in an appliance that you know works, and see if the appliance has power. If not, then there might be a problem with the power outlet.
- If you plugged the product into a switched outlet, make sure the outlet is switched on. If it is switched to on but still does not work, then there might be a problem with the power outlet.

Cause: The product was not being used with the power cord provided.

If this did not solve the issue, try the next solution.

Solution 2: Reset the product

Solution: Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the **On** button to turn on the product.

Cause: The product experienced an error.

If this did not solve the issue, try the next solution.

Solution 3: Press the On button more slowly

Solution: The product might not respond if you press the **On** button too quickly. Press the **On** button once. It might take a few minutes for the product to turn on. If you press the **On** button again during this time, you might turn the product off.

△ **CAUTION:** If the product still does not turn on, it might have a mechanical failure. Unplug the product from the power outlet.

Contact HP support for service.

Go to: www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: You pressed the **On** button too quickly.

If this did not solve the issue, try the next solution.

Solution 4: Contact HP to replace the power supply

Solution: Contact HP support to request a power supply for the product.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The power supply was not intended for use with this product.

If this did not solve the issue, try the next solution.

Solution 5: Contact HP support for service

Solution: If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: www.hp.com/support.

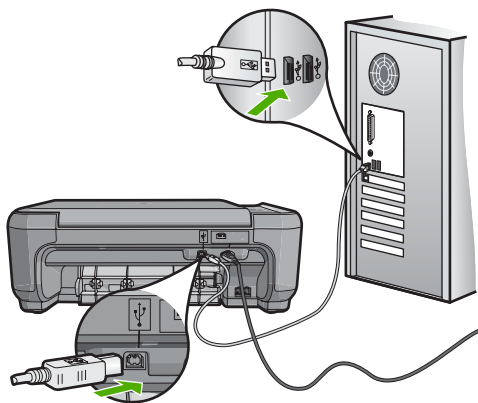
If prompted, choose your country/region, and then click **Contact HP** for technical support.

Cause: You might need assistance to enable the product or software to function properly.

I connected the USB cable, but I am having problems using the product with my computer

Solution: You must first install the software that came with the product before connecting the USB cable. During installation, do not plug in the USB cable until prompted by the onscreen instructions.

Once you have installed the software, connecting your computer to the product with a USB cable is straightforward. Simply plug one end of the USB cable into the back of your computer and the other into the back of the product. You can connect to any USB port on the back of your computer.



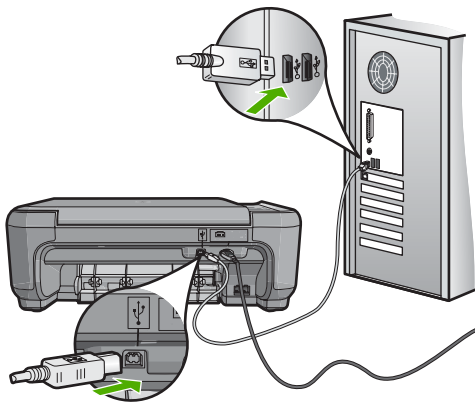
For more information on installing the software and connecting the USB cable, see the Setup Guide that came with the product.

Cause: The USB cable was connected before the software was installed. Connecting the USB cable before you are prompted can cause errors.

After setting up the product, it does not print

Solution:

- Look at the **On** light located on the product. If it is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the **On** button to turn on the product.
- Make sure the print cartridges are installed.
- Make sure you have paper loaded in the input tray.
- Make sure that the product does not have a paper jam.
- Check that the print carriage is not jammed.
Open the front access door to access the print carriage area. Remove any objects that are blocking the print carriage, including any packing materials. Turn off the product, and then turn it on again.
- Print a test page to see if the product can print and is communicating with the computer. For more information, see [“Print a self-test report” on page 90](#).
- Make sure that the print queue is not paused. If it is, choose the appropriate setting to resume printing. For more information about accessing the print queue, see the documentation that came with the operating system installed on your computer.
- Check the USB cable. If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.
- Make sure your computer is USB ready and that you are using a supported operating system. For more information, see the Readme file.
- Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn off the product, and then turn it on again.



- If you are connecting the product through a USB hub, make sure the hub is turned on. If the hub is on, try connecting directly to your computer.

- Check other printers or scanners. You might need to disconnect older products from your computer.
- Try connecting the USB cable to another USB port on your computer. After you check the connections, try restarting your computer. Turn off the product, and then turn it on again.
- After you check the connections, try restarting your computer. Turn off the product, and then turn it on again.
- If necessary, remove and then install the software you installed with the product again. For more information, see [“Uninstall and reinstall the software” on page 118](#).

For more information on setting up the product and connecting it to your computer, see the Setup Guide that came with the product.

Cause: The product and computer were not communicating with each other.

When I insert the CD-ROM into my computer’s CD-ROM drive, nothing happens

Solution: If the installation does not run automatically, you can start it manually.

To start the installation from a Windows computer

1. From the Windows **Start** menu, click **Run** (or click **Accessories**, and then **Run**).
2. In the **Run** dialog box, enter **d:\setup.exe**, and then click **OK**.
If your CD-ROM drive is not assigned to drive letter D, enter the appropriate drive letter.

Cause: The installation failed to run automatically.

The Minimum System Checks screen appears

Solution: Click **Details** to see what the specific problem is, and then correct the problem before attempting to install the software.

Cause: Your system did not meet the minimum requirements to install the software.

I received a message that an Unknown Error has occurred

Solution: Uninstall the software completely, and then reinstall it.

To uninstall the software and reset the product

1. Disconnect and reset the product.

To disconnect and reset the product

- a. Make sure the product is turned on.
- b. Press the **On** button to turn off the product.
- c. Disconnect the power cord from the back of the product.

- d. Reconnect the power cord to the back of the product.
 - e. Press the **On** button to turn on the product.
2. Uninstall the software completely.



NOTE: It is important that you follow the uninstall procedure carefully to ensure you have removed the software completely from the computer, before reinstalling it.

To uninstall the software completely

- a. On the Windows taskbar, click **Start, Settings, Control Panel**, (or just **Control Panel**).
- b. Double-click **Add/Remove Programs** (or click **Uninstall a program**).
- c. Remove all the items that are related to the HP Photosmart Software.

△ **CAUTION:** If the computer is manufactured by HP or Compaq, **do not** remove any applications other than those listed below.


- HP Imaging device functions
 - HP Document Viewer
 - HP Photosmart Essential
 - HP Image Zone
 - HP Photo and imaging gallery
 - HP Photosmart, Officejet, Deskjet (with the product name and software version number)
 - HP Software update
 - HP Share to Web
 - HP Solution Center
 - HP Director
 - HP Memories Disk Greeting Card Creator 32
- d. Go to C:\Program Files\HP or C:\Program Files\Hewlett-Packard (for some older products) and delete the Digital Imaging folder.
 - e. Go to C:\WINDOWS and rename the twain_32 folder to twain_32 old.
3. Turn off programs that run in the background.



NOTE: When the computer is turned on, a software group called the Terminate and Stay Resident (TSR) programs automatically loads. These programs activate some of the computer utilities, such as the anti-virus software, but are not required for the computer to function. Occasionally, TSR's prevent the HP software from loading so that it does not install properly. In Windows Vista and Windows XP, use the MSCONFIG utility to prevent TSR programs and services from starting up.

To turn off programs that run in the background

- a. On the Windows taskbar, click **Start**.
- b. Depending on your operating system, do one of the following:
 - In Windows Vista: In **Start Search**, type `MSCONFIG`, and then press **Enter**.
When the User Account Control dialog box appears, click **Continue**.
 - In Windows XP: Click **Run**. When the **Run** dialog box appears, type `MSCONFIG`, and then press **Enter**.
The **MSCONFIG** utility application appears.
- c. Click the **General** tab.
- d. Click **Selective Startup**.
- e. If there is a check mark next to **Load Startup Items**, click the check mark to remove it.
- f. Click the **Services** tab, and select the **Hide All Microsoft Services** box.
- g. Click **Disable all**.
- h. Click **Apply**, and then click **Close**.

 **NOTE:** If you receive a message stating **Access is denied** while making changes, click **OK** and continue. The message will not prevent you from making the changes.

- i. Click **Restart** to apply the changes to the computer during the next restart. After the computer restarts, the **You've used system configuration utility to make changes to the way windows starts** message appears.
 - j. Click the check box next to **Do not show this message again**.
4. Run the **Disk Cleanup** utility to delete temporary files and folders.

To run the Disk Cleanup utility

- a. On the Windows taskbar, click **Start**, click **Programs** or **All Programs**, and then click **Accessories**.
- b. Click **System Tools**, and then click **Disk Cleanup**.
The **Disk Cleanup** analyzes the hard drive and then presents a report with a list of components to delete.
- c. Select the appropriate check boxes to remove the unnecessary components.

More information about the Disk Cleanup utility


The Disk Cleanup utility frees hard disk space on your computer by doing the following:

- Deleting temporary Internet files
 - Deleting downloaded program files
 - Emptying the Recycle Bin
 - Deleting files from your temporary folder
 - Deleting files created by other Windows tools
 - Removing optional Windows components that you do not use
- d. After selecting the components to remove, click **OK**.

5. Install the software.

To install the software

- a. Insert the software CD into the CD-ROM drive of the computer.
The software installation will start automatically.

 **NOTE:** If the installation does not run automatically, from the Windows **Start** menu, click **Start Search** (or **Run**). In the **Start Search** (or **Run**) dialog box, type `d:\setup.exe`, and then press **Enter**. (If your CD-ROM drive is not assigned to drive letter D, enter the appropriate drive letter.)

- b. Follow the prompts on the computer screen to install the software.

6. Try using the product again.

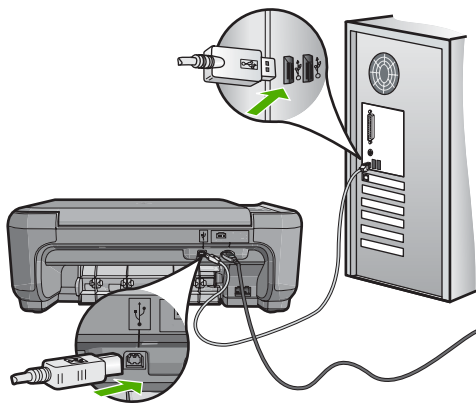
Cause: The source of the error was unknown.

A red X appears on the USB connect prompt

Solution: Check that the product is turned on, and then try the USB connection again.

To retry the USB connection

1. Verify that the USB cable is set up properly as follows:
 - Unplug the USB cable and plug it in again or try plugging the USB cable into a different USB port.
 - Do not attach the USB cable to a keyboard.
 - Verify that the USB cable is 3 meters (9.8 feet) or less in length.
 - If you have several USB devices attached to your computer, you might want to unplug the other devices during the installation.
2. Unplug the product power cord, and then plug it in again.
3. Verify that the USB cable and power cord are plugged in.



4. Click **Retry** to retry the connection.
5. Continue with the installation and restart the computer when prompted.

For more information, see:

[“Uninstall and reinstall the software” on page 118](#)

Cause: The USB connection between the product and the computer failed.

The registration screen does not appear

Solution: You can access the registration (Sign up now) screen from the Windows taskbar by clicking **Start**, pointing to **Programs** or **All Programs**, **HP**, **Photosmart C4340 All-in-One series**, and then clicking **Product Registration**.


Cause: The registration screen did not launch automatically.

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 HP All-in-One 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 HP All-in-One.

To uninstall and reinstall the software

1. On the Windows taskbar, click **Start**, **Settings**, **Control Panel** (or just **Control Panel**).
2. Double-click **Add/Remove Programs** (or click **Uninstall a program**).
3. Select **HP Photosmart All-In-One Driver Software**, and then click **Change/Remove**.
Follow the onscreen instructions.
4. Disconnect the product from your computer.
5. Restart your computer.

 **NOTE:** It is important that you disconnect the product before restarting your computer. Do not connect the product to your computer until after you have reinstalled the software.

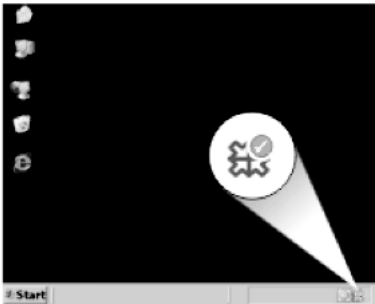
6. Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.

 **NOTE:** If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

NOTE: When the computer is turned on, a software group called the Terminate and Stay Resident (TSR) programs automatically loads. These programs activate some of the computer utilities, such as the anti-virus software, that are not required for the computer to function. Occasionally, TSR's prevent the HP software from loading so that it does not install properly. In Windows Vista and Windows XP, use the MSCONFIG utility to prevent TSR programs and services from starting up.

7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the product.

When the software installation is complete, the **HP Digital Imaging Monitor** icon appears in the Windows system tray.



To verify that the software is properly installed, double-click the HP Solution Center icon on the desktop. If the HP Solution Center shows the essential icons (**Scan Picture** and **Scan Document**), the software has been properly installed.

Paper jams

To help avoid paper jams, follow these guidelines:

- Remove printed papers from the output tray frequently.
- Prevent curled or wrinkled photo paper by storing all unused photo 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 product.

This section contains the following topics:

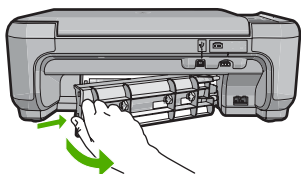
- [Clear paper jams](#)
- [Information on paper](#)

Clear paper jams

Solution: In case of a paper jam, check the rear door. You might need to clear the paper jam from the rear door.

To clear a paper jam from the rear door

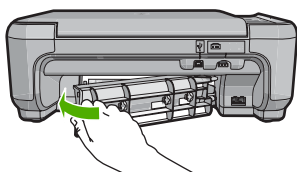
1. Press in the tab on the left side of the rear door to release the door. Remove the door by pulling it away from the product.



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 be remaining inside the product. If you do not remove all the pieces of paper from the product, more paper jams are likely to occur.

3. Replace the rear door. Gently push the door forward until it snaps into place.



4. Press the button next to **OK** to continue the current job.

Cause: Paper had jammed in the product.

Information on paper

The HP All-in-One is designed to work well with most paper types. Test a variety of paper types before buying a large quantity. Find a paper type that works well and is easy to

purchase. HP papers are designed for the best quality results. In addition, follow these tips:

- Do not use paper that is too thin, that has a slick texture, or that stretches easily. It can feed incorrectly through the paper path, causing paper jams.
- Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry 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 plastic bag.
- Do not leave unused photo paper in the input tray. The paper might start to curl, which might reduce the quality of your printouts. Curled paper can also cause paper jams.
- Always hold photo paper by the edges. Fingerprints on photo paper can reduce print quality.
- Do not use paper that is heavily textured. It can cause graphics or text to print improperly.
- 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.
- Store printed photos under glass or in a storage book to prevent bleeding over time from high humidity.

Print quality troubleshooting

Use this section to solve these print quality problems:

- [Wrong, inaccurate, or bleeding colors](#)
- [Ink is not filling the text or graphics completely](#)
- [The printout has a horizontal band of distortion near the bottom of a borderless print](#)
- [Printouts have horizontal streaks or lines](#)
- [Printouts are faded or have dull colors](#)
- [Printouts seem blurry or fuzzy](#)
- [Printouts have vertical streaks](#)
- [Printouts are slanted or skewed](#)
- [Ink streaks on the back of the paper](#)
- [Paper is not picked up from the input tray](#)
- [The text edges are jagged](#)

Wrong, inaccurate, or bleeding colors

If your printout has one of the following print quality problems, try the solutions in this section for help.

- Colors look different than what you expected.
For example, the colors in your graphic or photo look one way on your computer screen but print out differently, or magenta was replaced with cyan in your printout.
- Colors run into each other, or look like they are smeared on the page. The edges might have a feathering appearance instead of being sharp and defined.


Try the following solutions if the colors appear wrong, inaccurate, or bleed into each other.

- [Solution 1: Make sure you are using genuine HP print cartridges](#)
- [Solution 2: Make sure paper is loaded correctly in the input tray](#)
- [Solution 3: Check the paper type](#)
- [Solution 4: Check to see if the product is in ink-backup mode](#)
- [Solution 5: Check the print settings](#)
- [Solution 6: Clean or replace the print cartridges](#)

Solution 1: Make sure you are using genuine HP print cartridges

Solution: Check to see if your print cartridges are genuine HP print cartridges.

HP recommends that you use genuine HP print cartridges. Genuine HP print cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

 **NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Printer service or repairs required as a result of using a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP print cartridges, go to:

www.hp.com/go/anticounterfeit

Cause: Non-HP print cartridges were being used.

If this did not solve the issue, try the next solution.

Solution 2: Make sure paper is loaded correctly in the input tray

Solution: Make sure the paper is loaded correctly and that it is not wrinkled or too thick.

- Load paper with the side you want to print on facing down. For example, if you are loading glossy photo paper, load the paper with the glossy side down.
- Make sure the paper lays flat in the input tray and is not wrinkled. If the paper is too close to the print head during printing, the ink might be smeared. This can happen if the paper is raised, wrinkled, or very thick, such as a mailing envelope.

For more information, see:

[“Load paper” on page 32](#)

Cause: The paper was loaded incorrectly, or it was wrinkled or too thick.


If this did not solve the issue, try the next solution.

Solution 3: Check the paper type

Solution: 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. 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, dry 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 plastic bag. This will prevent the photo paper from curling.

 **NOTE:** There is no problem with the ink supplies and replacing the print cartridges is unnecessary.

For more information, see:

- [“Recommended papers for printing and copying” on page 30](#)
- [“Information on paper” on page 120](#)

Cause: The wrong kind of paper was loaded in the input tray.

If this did not solve the issue, try the next solution.

Solution 4: Check to see if the product is in ink-backup mode

Solution: Check to see if the the product is printing in ink-backup mode, with only one print cartridge installed.

If the product is in ink-backup mode, text and photo quality will differ from those printed when using both print cartridges.

If you are satisfied with the print quality, continue printing in ink-backup mode. Or, replace the missing print cartridge.

For more information, see:

- [“Ink-backup mode” on page 98](#)
- [“Replace the print cartridges” on page 93](#)

Cause: A print cartridge was missing and the product was printing in ink-backup mode.


If this did not solve the issue, try the next solution.

Solution 5: Check the print settings

Solution: Check the print settings.

- Check the print settings to see if the color settings are incorrect.
For example, check to see if the document is set to print in grayscale. Or, check to see if advanced color settings such as saturation, brightness, or color tone, are set to modify the appearance of colors.
- Check the print quality setting and make sure it matches the type of paper loaded in the product.

You might need to choose a lower print quality setting, if colors are running into each other. Or, choose a higher setting if you are printing a high-quality photo, and then make sure photo paper such as HP Premium Photo Papers, is loaded in the input tray.

 **NOTE:** On some computer screens, colors might appear differently than they do when printed on paper. In this case, there is nothing wrong with the product, print settings, or print cartridges. No further troubleshooting is required.

For more information, see:


- [“Change the print speed or quality” on page 44](#)
- [“Choose papers for printing and copying” on page 29](#)

Cause: The print settings were set incorrectly.

If this did not solve the issue, try the next solution.

Solution 6: Clean or replace the print cartridges

Solution: Check the estimated ink levels in the print 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 the print cartridges until print quality becomes unacceptable.

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information, see:

- [“Check the estimated ink levels” on page 92](#)
- [“Print a self-test report” on page 90](#)
- [“Clean the print cartridges” on page 100](#)

Cause: The print cartridges needed to be cleaned or there was insufficient ink.

Ink is not filling the text or graphics completely

Try the following solutions if the ink is not filling the text or image completely so that it appears that parts are missing or blank.

- [Solution 1: Check the print settings](#)
- [Solution 2: Check the paper type](#)
- [Solution 3: Make sure you are using genuine HP print cartridges](#)
- [Solution 4: Check the print cartridges](#)
- [Solution 5: Replace the print cartridge](#)

Solution 1: Check the print settings

Solution: Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:

- [“Set the paper type for printing” on page 43](#)
- [“Change the print speed or quality” on page 44](#)
- [“Print using Maximum dpi” on page 51](#)
- [“Change copy speed or quality” on page 69](#)

Cause: The paper type or print quality settings were set incorrectly.


If this did not solve the issue, try the next solution.

Solution 2: Check the paper type

Solution: 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. 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, dry 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 plastic bag. This will prevent the photo paper from curling.

 **NOTE:** There is no problem with the ink supplies and replacing the print cartridges is unnecessary.

For more information, see:

- [“Recommended papers for printing and copying” on page 30](#)
- [“Information on paper” on page 120](#)


Cause: The wrong kind of paper was loaded in the input tray.

If this did not solve the issue, try the next solution.

Solution 3: Make sure you are using genuine HP print cartridges

Solution: Check to see if your print cartridges are genuine HP print cartridges.

HP recommends that you use genuine HP print cartridges. Genuine HP print cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

 **NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Printer service or repairs required as a result of using a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP print cartridges, go to:


www.hp.com/go/anticounterfeit

Cause: Non-HP print cartridges were being used.

If this did not solve the issue, try the next solution.

Solution 4: Check the print cartridges

Solution: Check the estimated ink levels in the print 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 the print cartridges until print quality becomes unacceptable.

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information, see:


- [“Check the estimated ink levels” on page 92](#)
- [“Print a self-test report” on page 90](#)
- [“Clean the print cartridges” on page 100](#)

Cause: The print cartridges needed to be cleaned or there was insufficient ink.

If this did not solve the issue, try the next solution.

Solution 5: Replace the print cartridge

Solution: Replace the indicated print cartridge. You can also remove the indicated print cartridge and print using ink-backup mode.

 **NOTE:** During ink-backup mode, the product can only print jobs from the computer. You cannot initiate a print job from the control panel (such as printing a photo from a memory card).

Check to see if your print cartridge is still under warranty and end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new print cartridge.
- If the end of warranty date has not been reached, 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.

Cause: The print cartridge was damaged.

The printout has a horizontal band of distortion near the bottom of a borderless print

Try the following solutions if your borderless print has a blurry band or line on the bottom of it.


- [Solution 1: Check the paper type](#)
- [Solution 2: Use a higher print quality setting](#)
- [Solution 3: Rotate the image](#)

Solution 1: Check the paper type

Solution: 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. 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, dry 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 plastic bag. This will prevent the photo paper from curling.

 **NOTE:** There is no problem with the ink supplies and replacing the print cartridges is unnecessary.

For more information, see:


- [“Recommended papers for printing and copying”](#) on page 30
- [“Information on paper”](#) on page 120

Cause: The wrong kind of paper was loaded in the input tray.

If this did not solve the issue, try the next solution.

Solution 2: Use a higher print quality setting

Solution: Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

 **NOTE:** For maximum dpi resolution, go to the **Advanced** tab, and then select **Enabled** from the **Maximum dpi** drop-down list.

For more information, see:

- [“Change the print speed or quality”](#) on page 44
- [“Print using Maximum dpi”](#) on page 51
- [“Change copy speed or quality”](#) on page 69

Cause: The print quality setting was set too low.

If this did not solve the issue, try the next solution.

Solution 3: Rotate the image

Solution: 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.

For more information, see:

[“Change the page orientation” on page 44](#)

Cause: The photo image had odd hues printed near the bottom of the page.

Printouts have horizontal streaks or lines

Try the following solutions if your printout has lines, streaks, or marks on it that run across the width of the page.

- [Solution 1: Make sure the paper is loaded correctly](#)
- [Solution 2: Use a higher print quality setting](#)
- [Solution 3: If the print cartridge was dropped, wait for it to recover](#)
- [Solution 4: Clean the print cartridge nozzles](#)
- [Solution 5: Check the print cartridges](#)
- [Solution 6: Replace the print cartridge](#)

Solution 1: Make sure the paper is loaded correctly

Solution: Make sure that the paper is loaded correctly in the input tray.

For more information, see:

[“Load paper” on page 32](#)

Cause: The paper was not loaded correctly.

If this did not solve the issue, try the next solution.

Solution 2: Use a higher print quality setting

Solution: Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.



NOTE: For maximum dpi resolution, go to the **Advanced** tab, and then select **Enabled** from the **Maximum dpi** drop-down list.

For more information, see:

- [“Change the print speed or quality” on page 44](#)
- [“Print using Maximum dpi” on page 51](#)
- [“Change copy speed or quality” on page 69](#)

Cause: The print quality setting was set too low.

If this did not solve the issue, try the next solution.

Solution 3: If the print cartridge was dropped, wait for it to recover

Solution: Allow 30 minutes for the print cartridge to recover.

Cause: A tri-color or photo print cartridge was jarred or handled roughly during installation.

If this did not solve the issue, try the next solution.

Solution 4: Clean the print cartridge nozzles

Solution: Check the print cartridges. If it looks as though there are fibers or dust around the ink nozzles, clean the ink nozzle area of the print cartridge.

For more information, see:


[“Clean the area around the ink nozzles” on page 104](#)

Cause: The print cartridge nozzles needed to be cleaned.

If this did not solve the issue, try the next solution.

Solution 5: Check the print cartridges

Solution: Check the estimated ink levels in the print 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 the print cartridges until print quality becomes unacceptable.

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information, see:


- [“Check the estimated ink levels” on page 92](#)
- [“Print a self-test report” on page 90](#)
- [“Clean the print cartridges” on page 100](#)

Cause: The print cartridges needed to be cleaned or there was insufficient ink.

If this did not solve the issue, try the next solution.

Solution 6: Replace the print cartridge

Solution: Replace the indicated print cartridge. You can also remove the indicated print cartridge and print using ink-backup mode.

 **NOTE:** During ink-backup mode, the product can only print jobs from the computer. You cannot initiate a print job from the control panel (such as printing a photo from a memory card).

Check to see if your print cartridge is still under warranty and end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new print cartridge.
- If the end of warranty date has not been reached, 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.

Cause: The print cartridge was damaged.

Printouts are faded or have dull colors

Try the following solutions if the colors in your printout are not as bright and intense as you expected.

- [Solution 1: Check the print settings](#)
- [Solution 2: Check the paper type](#)
- [Solution 3: If you are making a copy, place a protective sheet on the glass](#)
- [Solution 4: Clean the glass](#)
- [Solution 5: Check the print cartridges](#)
- [Solution 6: Replace the print cartridge](#)

Solution 1: Check the print settings

Solution: Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:

- [“Set the paper type for printing” on page 43](#)
- [“Change the print speed or quality” on page 44](#)
- [“Print using Maximum dpi” on page 51](#)
- [“Change copy speed or quality” on page 69](#)

Cause: The paper type or print quality settings were set incorrectly.

If this did not solve the issue, try the next solution.

Solution 2: Check the paper type

Solution: 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. 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, dry 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 plastic bag. This will prevent the photo paper from curling.



NOTE: There is no problem with the ink supplies and replacing the print cartridges is unnecessary.

For more information, see:

- [“Recommended papers for printing and copying”](#) on page 30
- [“Information on paper”](#) on page 120

Cause: The wrong kind of paper was loaded in the input tray.

If this did not solve the issue, try the next solution.

Solution 3: If you are making a copy, place a protective sheet on the glass

Solution: If you are making a copy, try placing one or more clear plastic sheet protectors directly on the glass, and then place the original print side down on top of the sheet protectors.

Cause: The quality of the original was poor.

If this did not solve the issue, try the next solution.

Solution 4: Clean the glass

Solution: Clean the glass and lid backing.

For more information, see:

- [“Clean the lid backing”](#) on page 90
- [“Clean the glass”](#) on page 89

Cause: Debris might be stuck on the glass or on the back of the document lid; this causes poor copy quality and slows down processing.

If this did not solve the issue, try the next solution.

Solution 5: Check the print cartridges

Solution: Check the estimated ink levels in the print 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 the print cartridges until print quality becomes unacceptable.

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the

self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.


For more information, see:

- [“Check the estimated ink levels” on page 92](#)
- [“Print a self-test report” on page 90](#)
- [“Clean the print cartridges” on page 100](#)

Cause: The print cartridges needed to be cleaned or there was insufficient ink. If this did not solve the issue, try the next solution.

Solution 6: Replace the print cartridge

Solution: Replace the indicated print cartridge. You can also remove the indicated print cartridge and print using ink-backup mode.

 **NOTE:** During ink-backup mode, the product can only print jobs from the computer. You cannot initiate a print job from the control panel (such as printing a photo from a memory card).


Check to see if your print cartridge is still under warranty and end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new print cartridge.
- If the end of warranty date has not been reached, 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.

Cause: The print cartridge was damaged.

Printouts seem blurry or fuzzy

Try the following solutions if your printout is not sharp or unclear.

 **TIP:** After reviewing the solutions in this section, you can go to HP's Web site to see if there is additional troubleshooting help. For more information, go to: www.hp.com/support.

- [Solution 1: Check the print settings](#)
- [Solution 2: Use a higher quality image](#)
- [Solution 3: Print the image in a smaller size](#)

Solution 1: Check the print settings

Solution: Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:

- [“Set the paper type for printing” on page 43](#)
- [“Change the print speed or quality” on page 44](#)
- [“Print using Maximum dpi” on page 51](#)
- [“Change copy speed or quality” on page 69](#)

Cause: The paper type or print quality settings were set incorrectly.

If this did not solve the issue, try the next solution.

Solution 2: Use a higher quality image

Solution: Use a higher resolution image.

If you are printing a photo or graphic, and the resolution is too low, it will be blurry or fuzzy when printed.

If a digital photo or rasterized graphic has been resized, it can be blurry or fuzzy when printed.

Cause: The resolution of the image was low.

If this did not solve the issue, try the next solution.

Solution 3: Print the image in a smaller size

Solution: Reduce the size of the image and then print it.

If you are printing a photo or graphic, and the print size is set too high, it will be blurry or fuzzy when printed.

If a digital photo or rasterized graphic has been resized, it can be blurry or fuzzy when printed.

Cause: The image was printed in a larger size.

Printouts have vertical streaks

Solution: 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. 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, dry 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 plastic bag. This will prevent the photo paper from curling.



NOTE: There is no problem with the ink supplies and replacing the print cartridges is unnecessary.

For more information, see:

- [“Recommended papers for printing and copying”](#) on page 30
- [“Information on paper”](#) on page 120

Cause: The wrong kind of paper was loaded in the input tray.

Printouts are slanted or skewed

Try the following solutions if your printout does not appear straight on the page.

- [Solution 1: Make sure the paper is loaded correctly](#)
- [Solution 2: Make sure only one type of paper is loaded](#)
- [Solution 3: Ensure that the rear door is securely installed](#)

Solution 1: Make sure the paper is loaded correctly

Solution: Make sure that the paper is loaded correctly in the input tray.

For more information, see:

[“Load paper”](#) on page 32

Cause: The paper was not loaded correctly.

If this did not solve the issue, try the next solution.

Solution 2: Make sure only one type of paper is loaded

Solution: Load only one type of paper at a time.

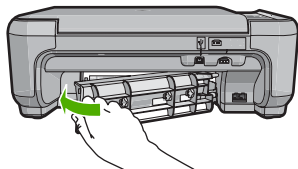
Cause: More than one type of paper was loaded in the input tray.

If this did not solve the issue, try the next solution.

Solution 3: Ensure that the rear door is securely installed

Solution: Make sure that the rear door is securely installed.

If you removed the rear door to clear a paper jam, replace it. Gently push the door forward until it snaps into place.



Cause: The rear door was not securely installed.

Ink streaks on the back of the paper

Try the following solutions if there is smeared ink on the back of your printout.

- [Solution 1: Print on a page of plain paper](#)
- [Solution 2: Wait while the ink dries](#)

Solution 1: Print on a page of plain paper

Solution: Print one or several pages of plain paper to soak up any excess ink in the product.

To remove excess ink using plain paper

1. Load several sheets of plain paper in the input tray.
2. Wait five minutes.
3. Print a document with little or no text.
4. Check the back of the paper for ink. If there is still ink on the back of the paper, try printing on another page of plain paper.

Cause: Ink accumulated inside the product, where the back of the paper rests during printing.

If this did not solve the issue, try the next solution.

Solution 2: Wait while the ink dries

Solution: Wait at least thirty minutes for the ink inside the product to dry, then try the print job again.

Cause: The excess ink in the product needed to dry out.

Paper is not picked up from the input tray

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Make sure the paper is loaded correctly](#)
- [Solution 2: Check the print settings](#)
- [Solution 3: Clean the rollers](#)
- [Solution 4: Contact HP support for service](#)

Solution 1: Make sure the paper is loaded correctly

Solution: Make sure that the paper is loaded correctly in the input tray.

For more information, see:

[“Load paper” on page 32](#)

Cause: The paper was not loaded correctly.

If this did not solve the issue, try the next solution.

Solution 2: Check the print settings

Solution: Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:

- [“Set the paper type for printing” on page 43](#)
- [“Change the print speed or quality” on page 44](#)
- [“Print using Maximum dpi” on page 51](#)
- [“Change copy speed or quality” on page 69](#)

Cause: The paper type or print quality settings were set incorrectly.

If this did not solve the issue, try the next solution.

Solution 3: Clean the rollers

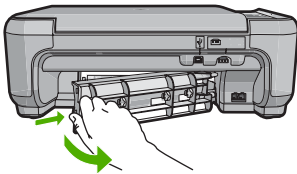
Solution: Clean the rollers.

Make sure you have the following materials available:

- A lint-free cloth, or any soft material that will not come apart or leave fibers.
- Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the print cartridges).

To clean the rollers

1. Turn off the product and remove the power cord.
2. Press in the tab on the left side of the rear door to release the door. Remove the door by pulling it away from the product.



3. Dip the lint-free cloth into the purified or distilled water, and squeeze any excess water from it.
4. Clean the rubber rollers to remove any dust or dirt buildup.
5. Replace the rear door. Gently push the door forward until it snaps into place.
6. Plug the power cord back in, and turn on the product.
7. Try to print again.

Cause: The rollers were dirty and needed to be cleaned.

If this did not solve the issue, try the next solution.

Solution 4: Contact HP support for service

Solution: If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for technical support.

Cause: You might need assistance to enable the product or software to function properly.

The text edges are jagged

Try the following solutions if the text in your printouts is not sharp and the edges are rough.

- [Solution 1: Use TrueType or OpenType fonts](#)
- [Solution 2: Align the print cartridges](#)

Solution 1: Use TrueType or OpenType fonts

Solution: Use TrueType or OpenType fonts to ensure that the product is able to print smooth fonts. When selecting a font, look for the TrueType or OpenType icon.



TrueType icon



OpenType icon

Cause: The font was a custom size.

Some software applications offer custom fonts that have jagged edges when enlarged or printed. Also, if you want to print bitmapped text, it might have jagged edges when enlarged or printed.

If this did not solve the issue, try the next solution.

Solution 2: Align the print cartridges

Solution: Align the print cartridges.

For more information, see:

[“Align the print cartridges” on page 99](#)

Cause: The print cartridges needed to be aligned.

Print troubleshooting

Use this section to solve these printing problems:

- [Envelopes print incorrectly](#)
- [Borderless printing produces unexpected results](#)
- [The product is not responding](#)
- [The product prints meaningless characters](#)
- [Nothing happens when I try to print](#)
- [The pages in my document came out in the wrong order](#)
- [The margins are not printing as expected](#)
- [Text or graphics are cut off at the edge of the page](#)
- [A blank page came out while printing](#)
- [Ink is spraying the inside of the product when I print a photo](#)

Envelopes print incorrectly

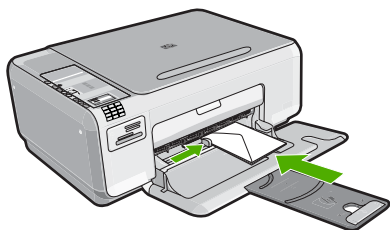
Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Load the stack of envelopes correctly](#)
- [Solution 2: Check the envelope type](#)
- [Solution 3: Tuck the flaps to avoid paper jams](#)

Solution 1: Load the stack of envelopes correctly

Solution: Load a stack of envelopes in the input tray, with the envelope flaps facing up and to the left.

Make sure that you remove all paper from the input tray before loading the envelopes.



For more information, see:

[“Load envelopes” on page 37](#)

Cause: A stack of envelopes was loaded incorrectly.

If this did not solve the issue, try the next solution.

Solution 2: Check the envelope type

Solution: Do not use shiny or embossed envelopes or envelopes that have clasps or windows.

Cause: The wrong type of envelope was loaded.

If this did not solve the issue, try the next solution.

Solution 3: Tuck the flaps to avoid paper jams

Solution: To avoid paper jams, tuck the flaps inside the envelopes.

Cause: The flaps might get caught in the rollers.

Borderless printing produces unexpected results

Solution: Try printing the image from the photo imaging software that came with the product.

Cause: Printing a borderless image from a non-HP software application produced unexpected results.

The product is not responding

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Turn on the product](#)
- [Solution 2: Load paper in the input tray](#)
- [Solution 3: Select the correct printer](#)
- [Solution 4: Check the printer driver status](#)
- [Solution 5: Wait until the product completes the current operation](#)
- [Solution 6: Remove all cancelled print jobs from the queue](#)
- [Solution 7: Clear the paper jam](#)
- [Solution 8: Make sure the print carriage can move freely](#)
- [Solution 9: Check the connection from the product to your computer](#)
- [Solution 10: Reset the product](#)

Solution 1: Turn on the product

Solution: Look at the **On** light located on the product. If it is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the **On** button to turn on the product.

Cause: The product was turned off.

If this did not solve the issue, try the next solution.

Solution 2: Load paper in the input tray

Solution: Load paper in the input tray.

For more information, see:


[“Load full-size paper or small-size photo paper” on page 33](#)

Cause: The product was out of paper.

If this did not solve the issue, try the next solution.

Solution 3: Select the correct printer

Solution: Make sure you have selected the correct printer in your software application.

 **TIP:** You can set the product as the default printer to ensure that the printer is automatically selected when you select **Print** in the **File** menu of your different software applications.

Cause: The product was not the selected printer.

If this did not solve the issue, try the next solution.

Solution 4: Check the printer driver status

Solution: The printer driver status might have changed to either **offline** or **stop printing**.

To check the printer driver status

1. In the HP Solution Center, click the **Settings** tab.
2. Click **Status**.

If the status is **Offline** or **Stop printing**, change the status to **Ready**.

Cause: The status of the printer driver had changed.

If this did not solve the issue, try the next solution.

Solution 5: Wait until the product completes the current operation

Solution: If the product is performing another task such as copying or scanning, your print job will be delayed until the product completes the current task.

Some documents take a long time to print. If nothing has printed several minutes after you sent a print job to the product, check the product display to see if there are any messages.

Cause: The product was busy with another task.

If this did not solve the issue, try the next solution.

Solution 6: Remove all cancelled print jobs from the queue

Solution: A print job might remain in the queue after it has been cancelled. The cancelled print job jams the queue and prevents the next print job from printing.

From your computer, open the printer folder and see if the cancelled job remains in the print queue. Try to delete the job from the queue. If the print job remains in the queue, try one or both of the following:

- Disconnect the USB cable from the product, restart the computer, and then reconnect the USB cable to the product.
- Shut down the product, restart the computer, and then restart the product.

Cause: A deleted print job was in the queue.

If this did not solve the issue, try the next solution.

Solution 7: Clear the paper jam

Solution: Clear the paper jam.

For more information, see:

[“Clear paper jams” on page 120](#)

Cause: The product had a paper jam.

If this did not solve the issue, try the next solution.

Solution 8: Make sure the print carriage can move freely

Solution: Unplug the power cable if it is not already unplugged. Check to see if the print cartridge carriage will move freely from one side of the printer to the other. Do not try to force it to move if it is hung up on something.

△ **CAUTION:** Be careful not to force the print cartridge carriage. If the carriage is stuck, forcing it to move will damage the printer.

For more information, see:

[“Carriage stall” on page 268](#)

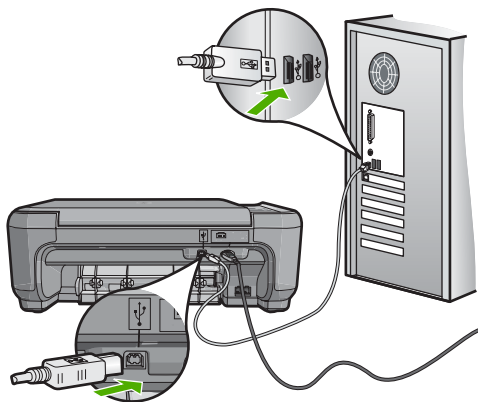
Cause: The print carriage had stalled.

If this did not solve the issue, try the next solution.

Solution 9: Check the connection from the product to your computer

Solution: Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. Make

sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn off the product and then on again.



If the connections are secure, and nothing has printed several minutes after you sent a print job to the product, check the status of the product. In the HP Photosmart Software, click **Settings**, and then click **Status**.

Cause: The computer was not communicating with the product.

If this did not solve the issue, try the next solution.

Solution 10: Reset the product

Solution: Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the **On** button to turn on the product.

Cause: The product experienced an error.

The product prints meaningless characters

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Reset the product](#)
- [Solution 2: Print a previously saved version of the document](#)

Solution 1: Reset the product

Solution: Turn off the product and your computer for 60 seconds, then turn them both on and try printing again.

Cause: There was no available memory in the product.

If this did not solve the issue, try the next solution.

Solution 2: Print a previously saved version of the document

Solution: Try printing another document from the same software application. If this works, then try printing a previously saved version of the document that is not corrupt.

Cause: The document was corrupt.

Nothing happens when I try to print

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Turn on the product](#)
- [Solution 2: Load paper in the input tray](#)
- [Solution 3: Select the correct printer](#)
- [Solution 4: Check the printer driver status](#)
- [Solution 5: Wait until the product completes the current operation](#)
- [Solution 6: Remove all cancelled print jobs from the queue](#)
- [Solution 7: Clear the paper jam](#)
- [Solution 8: Make sure the print carriage can move freely](#)
- [Solution 9: Check the connection from the product to your computer](#)
- [Solution 10: Reset the product](#)

Solution 1: Turn on the product

Solution: Look at the **On** light located on the product. If it is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the **On** button to turn on the product.

Cause: The product was turned off.

If this did not solve the issue, try the next solution.

Solution 2: Load paper in the input tray

Solution: Load paper in the input tray.

For more information, see:


[“Load full-size paper or small-size photo paper”](#) on page 33

Cause: The product was out of paper.

If this did not solve the issue, try the next solution.

Solution 3: Select the correct printer

Solution: Make sure you have selected the correct printer in your software application.

 **TIP:** You can set the product as the default printer to ensure that the printer is automatically selected when you select **Print** in the **File** menu of your different software applications.

Cause: The product was not the selected printer.

If this did not solve the issue, try the next solution.

Solution 4: Check the printer driver status

Solution: The printer driver status might have changed to either **offline** or **stop printing**.

To check the printer driver status

1. In the HP Solution Center, click the **Settings** tab.
2. Click **Status**.

If the status is **Offline** or **Stop printing**, change the status to **Ready**.

Cause: The status of the printer driver had changed.

If this did not solve the issue, try the next solution.

Solution 5: Wait until the product completes the current operation

Solution: If the product is performing another task such as copying or scanning, your print job will be delayed until the product completes the current task.

Some documents take a long time to print. If nothing has printed several minutes after you sent a print job to the product, check the product display to see if there are any messages.

Cause: The product was busy with another task.

If this did not solve the issue, try the next solution.

Solution 6: Remove all cancelled print jobs from the queue

Solution: A print job might remain in the queue after it has been cancelled. The cancelled print job jams the queue and prevents the next print job from printing.

From your computer, open the printer folder and see if the cancelled job remains in the print queue. Try to delete the job from the queue. If the print job remains in the queue, try one or both of the following:

- Disconnect the USB cable from the product, restart the computer, and then reconnect the USB cable to the product.
- Shut down the product, restart the computer, and then restart the product.

Cause: A deleted print job was in the queue.

If this did not solve the issue, try the next solution.

Solution 7: Clear the paper jam

Solution: Clear the paper jam.

For more information, see:

[“Clear paper jams” on page 120](#)

Cause: The product had a paper jam.

If this did not solve the issue, try the next solution.

Solution 8: Make sure the print carriage can move freely

Solution: Unplug the power cable if it is not already unplugged. Check to see if the print cartridge carriage will move freely from one side of the printer to the other. Do not try to force it to move if it is hung up on something.

△ **CAUTION:** Be careful not to force the print cartridge carriage. If the carriage is stuck, forcing it to move will damage the printer.

For more information, see:

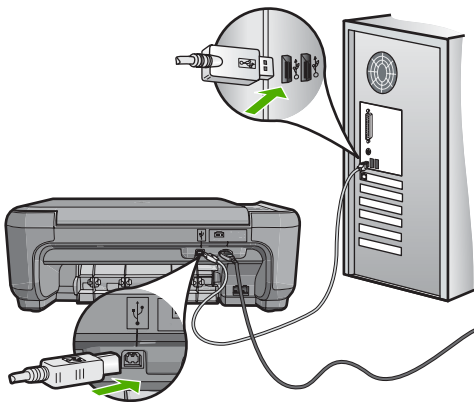
[“Carriage stall” on page 268](#)

Cause: The print carriage had stalled.

If this did not solve the issue, try the next solution.

Solution 9: Check the connection from the product to your computer

Solution: Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn off the product and then on again.



If the connections are secure, and nothing has printed several minutes after you sent a print job to the product, check the status of the product. In the HP Photosmart Software, click **Settings**, and then click **Status**.

Cause: The computer was not communicating with the product.
If this did not solve the issue, try the next solution.

Solution 10: Reset the product

Solution: Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the **On** button to turn on the product.

Cause: The product experienced an error.

The pages in my document came out in the wrong order

Solution: Print the document in reverse order. When the document finishes printing, the pages will be in correct order.

For more information, see:

[“Print a multiple-page document in reverse order” on page 55](#)

Cause: The print settings were set to print the first page of your document first. Because of the way the paper feeds through the product, the first page will be print side up at the bottom of the stack.

The margins are not printing as expected

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Check the printer margins](#)
- [Solution 2: Verify the paper size setting](#)
- [Solution 3: Load the stack of paper correctly](#)
- [Solution 4: Load a stack of envelopes correctly in the input tray](#)

Solution 1: Check the printer margins

Solution: Check the printer margins.

Make sure the margin settings for the document do not exceed the printable area of the product.

To check your margin settings

1. Preview your print job before sending it to the product.
In most software applications, click the **File** menu, and then click **Print Preview**.
2. Check the margins.
The product uses the margins you have set in your software application, as long as they are greater than the minimum margins the product supports. For more information about setting margins in your software application, see the documentation that came with the software.
3. Cancel the print job if the margins are not satisfactory, and then adjust the margins in your software application.

Cause: The margins were not set correctly in your software application.

If this did not solve the issue, try the next solution.

Solution 2: Verify the paper size setting

Solution: Verify that you have selected the proper paper size setting for your project. Make sure that you have loaded the correct paper size in the input tray.

Cause: The paper size setting might not have been set correctly for the project you were printing.

If this did not solve the issue, try the next solution.

Solution 3: Load the stack of paper correctly

Solution: Remove the stack of paper from the input tray, reload the paper, and then slide the paper width guide inward until it stops at the edge of the paper.

For more information, see:

[“Load paper” on page 32](#)

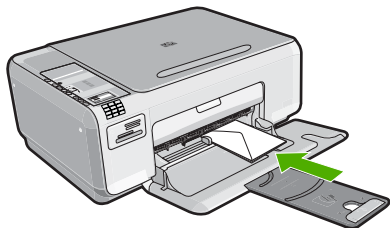
Cause: The paper guides were not positioned correctly.

If this did not solve the issue, try the next solution.

Solution 4: Load a stack of envelopes correctly in the input tray

Solution: Load a stack of envelopes in the input tray, with the envelope flaps facing up and to the left.

Make sure that you remove all paper from the input tray before loading the envelopes.



For more information, see:

[“Load envelopes” on page 37](#)

Cause: A stack of envelopes was loaded incorrectly.

Text or graphics are cut off at the edge of the page

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Check the margin settings](#)
- [Solution 2: Check the layout of the document](#)
- [Solution 3: Load the stack of papers correctly](#)
- [Solution 4: Try printing with borders](#)

Solution 1: Check the margin settings

Solution: Make sure the margin settings for the document do not exceed the printable area of the product.

To check your margin settings

1. Preview your print job before sending it to the product.
In most software applications, click the **File** menu, and then click **Print Preview**.
2. Check the margins.
The product uses the margins you have set in your software application, as long as they are greater than the minimum margins the product supports. For more information about setting margins in your software application, see the documentation that came with the software.
3. Cancel the print job if the margins are not satisfactory, and then adjust the margins in your software application.

Cause: The margins were not set correctly in your software application.


If this did not solve the issue, try the next solution.

Solution 2: Check the layout of the document

Solution: Make sure the layout of the document you are trying to print fits on a paper size supported by the product.

To preview the print layout

1. Load the correct paper size into the input tray.
2. Preview your print job before sending it to the product.
In most software applications, click the **File** menu, and then click **Print Preview**.
3. Check the graphics in the document to make sure that the current size fits within the printable area of the product.
4. Cancel the print job if the graphics do not fit in the printable area of the page.

 **TIP:** Some software applications allow you to scale the document to fit the paper size currently selected. Additionally, you can scale the size of a document from the print **Properties** dialog box.

Cause: The size of the document you were printing was larger than the paper loaded in the input tray.

If this did not solve the issue, try the next solution.

Solution 3: Load the stack of papers correctly

Solution: If the paper is misfeeding, it could cause parts of the document to cut off. Remove the stack of paper from the input tray, and then reload the paper.

For more information, see:

[“Load full-size paper or small-size photo paper” on page 33](#)

Cause: The paper was loaded incorrectly.

If this did not solve the issue, try the next solution.

Solution 4: Try printing with borders

Solution: Try printing with borders by turning off the borderless option.

For more information, see:

[“Print a borderless image” on page 48](#)

Cause: Borderless printing was enabled. By selecting the **Borderless** option, your printed photo was enlarged and centered to fit the printable area of the page. Depending on the relative sizes of the digital photo and the paper on which you are printing, this could result in some parts of the image being cropped.

A blank page came out while printing

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Remove any extra pages or lines at the end of the document](#)
- [Solution 2: Load paper in the input tray](#)
- [Solution 3: Check the print cartridge](#)

Solution 1: Remove any extra pages or lines at the end of the document

Solution: Open the document file in your software application and remove any extra pages or lines at the end of the document.

Cause: The document you were printing contained an additional blank page. If this did not solve the issue, try the next solution.

Solution 2: Load paper in the input tray

Solution: If the product has only a few sheets remaining, load more paper in the input tray. If there is plenty of paper in the input tray, remove the paper, tap the stack of paper against a flat surface, and reload the paper into the input tray.

For more information, see:

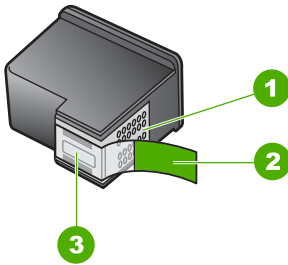
[“Load full-size paper or small-size photo paper” on page 33](#)

Cause: The product picked up two sheets of paper. If this did not solve the issue, try the next solution.

Solution 3: Check the print cartridge

Solution: Check each print cartridge. The tape might have been removed from the copper-colored contacts, but still might cover the ink nozzles. If the tape is still

covering the ink nozzles, carefully remove the tape from the print cartridges. Do not touch the ink nozzles or the copper-colored contacts.



1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape



Cause: The protective plastic tape was only partially removed from the print cartridge.

Ink is spraying the inside of the product when I print a photo

Solution: Make sure you load photo paper in the input tray before you print a borderless print job.

For more information, see:

[“Load full-size paper or small-size photo paper”](#) on page 33

Cause: You were using the wrong paper type. The borderless print settings require you to print on photo paper.

Memory card troubleshooting

Use this section to solve these memory card problems:

- [My memory card no longer works in my digital camera](#)
- [The Photo light next to the memory card slots is blinking](#)
- [The On light is blinking](#)
- [The product does not read the memory card](#)
- [The photos on the memory card do not transfer to my computer](#)

My memory card no longer works in my digital camera

Solution: Reformat your memory card in your camera or format your memory card on a Windows computer by selecting the FAT format. For more information, see the documentation that came with your digital camera.

Cause: You formatted the card on a Windows XP computer. By default, Windows XP formats a memory card of 8 MB or less and 64 MB or more with the FAT32 format. Digital cameras and other products use the FAT (FAT16 or FAT12) format and cannot recognize a FAT32 formatted card.

The Photo light next to the memory card slots is blinking

Solution: Do not pull out the memory card while the Photo light is flashing. A flashing light means the product is accessing the memory card. Wait until the light remains solid. Removing a memory card while it is being accessed might corrupt information on the card or damage the product and card.

For more information, see:

[“Insert a memory card” on page 61](#)

Cause: The product was reading the memory card.

The On light is blinking

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Remove and reinsert the memory card](#)
- [Solution 2: Remove the additional memory card](#)

Solution 1: Remove and reinsert the memory card

Solution: Remove and reinsert the memory card. You might have inserted it incorrectly. Turn the memory card so that the label faces up and the contacts are facing the product, and then push the card forward into the appropriate slot until the Photo light turns on.

If the problem continues, the memory card might be defective.

For more information, see:

[“Insert a memory card” on page 61](#)

Cause: The product detected an error with the memory card.

If this did not solve the issue, try the next solution.

Solution 2: Remove the additional memory card

Solution: Remove one of the memory cards. You can use only one memory card at a time.

For more information, see:

[“Insert a memory card” on page 61](#)

Cause: You had inserted more than one memory card.

The product does not read the memory card

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Insert the memory card properly](#)
- [Solution 2: Insert the memory card fully into the appropriate slot on the product](#)
- [Solution 3: Remove additional memory cards](#)
- [Solution 4: Reformat the memory card in your digital camera](#)

Solution 1: Insert the memory card properly

Solution: Turn the memory card so that the label faces up and the contacts are facing the product, and then push the card forward into the appropriate slot until the Photo light turns on.

If the memory card is not inserted properly, the product will not respond and the green Photo light (near the memory card slots) will blink rapidly.

After the memory card has been inserted properly, the Photo light will blink green for a few seconds, and then remain lit.

Cause: The memory card was inserted backwards or upside down.

If this did not solve the issue, try the next solution.

Solution 2: Insert the memory card fully into the appropriate slot on the product

Solution: Make sure you fully insert the memory card into the appropriate slot on the product.

If the memory card is not inserted properly, the product will not respond and the green Photo light (near the memory card slots) will blink rapidly.

After the memory card has been inserted properly, the Photo light will blink green for a few seconds, and then remain lit.

Cause: The memory card was not fully inserted in the appropriate slot on the product.

If this did not solve the issue, try the next solution.

Solution 3: Remove additional memory cards

Solution: You can insert only one memory card at a time.

If more than one memory card is inserted, the green Photo light (near the memory card slots) will blink rapidly, and an error message will appear on the computer screen. Remove the additional memory card to resolve the problem.

Cause: Multiple memory cards were inserted in the product.

If this did not solve the issue, try the next solution.

Solution 4: Reformat the memory card in your digital camera

Solution: Check the computer screen for an error message telling you that the images on the memory card are corrupted.

If the file system on the card is corrupt, reformat the memory card in your digital camera. For more information, see the documentation that came with your digital camera.

△ **CAUTION:** Reformatting the memory card will delete any photos stored on the card. If you have previously transferred the photos from your memory card to a computer, try printing the photos from the computer. Otherwise, you will need to retake any photos you might have lost.

Cause: The memory card file system was corrupted.

The photos on the memory card do not transfer to my computer

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Install the HP Photosmart Software](#)
- [Solution 2: Turn on the product](#)
- [Solution 3: Turn on the computer](#)
- [Solution 4: Check the connection from the product to your computer](#)

Solution 1: Install the HP Photosmart Software

Solution: Install the HP Photosmart Software that came with the product. If it is installed, restart your computer.

To install the HP Photosmart Software

1. Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.
2. When prompted, click **Install More Software** to install the HP Photosmart Software.
3. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the product.

Cause: The HP Photosmart Software was not installed.

If this did not solve the issue, try the next solution.

Solution 2: Turn on the product

Solution: Turn on the product.

Cause: The product was turned off.

If this did not solve the issue, try the next solution.

Solution 3: Turn on the computer

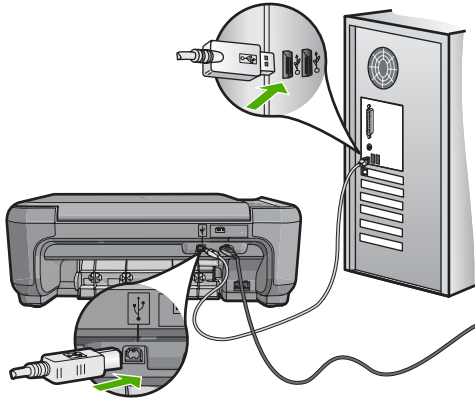
Solution: Turn on the computer

Cause: The computer was turned off.

If this did not solve the issue, try the next solution.

Solution 4: Check the connection from the product to your computer

Solution: Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn off the product and then on again.



For more information on setting up the product and connecting it to your computer, see the Setup Guide that came with the product.

Cause: The product was not properly connected to the computer.

Copy troubleshooting

Use this section to solve these copy problems:

- [Nothing happens when I try to copy](#)
- [Parts of the original do not appear or are cut off](#)
- [Resize to Fit is not working as expected](#)
- [The image is cropped when I make a borderless copy](#)
- [The printout is blank](#)
- [A borderless copy has white space around the edges](#)

Nothing happens when I try to copy

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Turn on the product](#)
- [Solution 2: Place the original correctly on the glass](#)
- [Solution 3: Wait until the product completes the current operation](#)
- [Solution 4: The product does not support the paper type or envelope](#)
- [Solution 5: Clear the paper jam](#)

Solution 1: Turn on the product

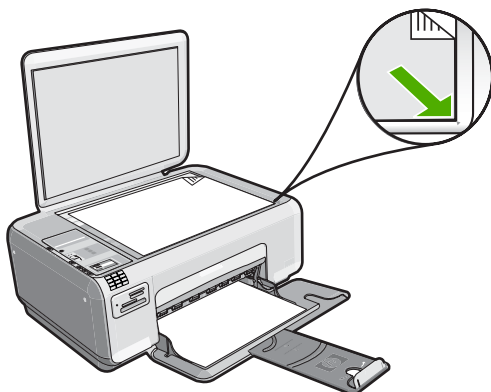
Solution: Look at the **On** light located on the product. If it is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the **On** button to turn on the product.

Cause: The product was turned off.

If this did not solve the issue, try the next solution.

Solution 2: Place the original correctly on the glass

Solution: Load the original print side down on the right front corner of the glass as shown below.



Cause: The original was placed incorrectly on the glass.
If this did not solve the issue, try the next solution.

Solution 3: Wait until the product completes the current operation

Solution: Check the **On** light. If it is blinking, the product is busy.

Cause: The product was busy copying or printing.
If this did not solve the issue, try the next solution.

Solution 4: The product does not support the paper type or envelope

Solution: Do not use the product to copy onto envelopes or other papers it does not support.

For more information, see:

[“Recommended papers for printing and copying” on page 30](#)

Cause: The product did not recognize the paper type.
If this did not solve the issue, try the next solution.

Solution 5: Clear the paper jam

Solution: Clear the paper jam and remove any torn paper that remains in the product.

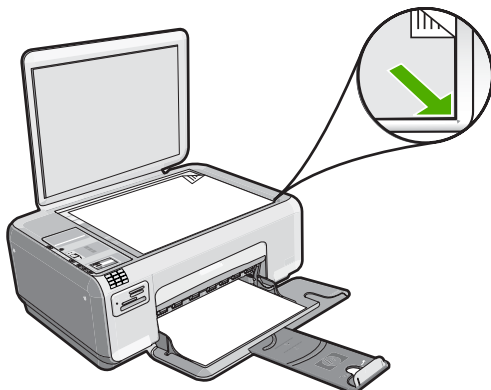
For more information, see:

[“Clear paper jams” on page 120](#)

Cause: The product had a paper jam.

Parts of the original do not appear or are cut off

Solution: Load the original print side down on the right front corner of the glass as shown below.



Cause: The original was placed incorrectly on the glass.

Resize to Fit is not working as expected

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Scan, enlarge, and then print a copy](#)
- [Solution 2: Place the original correctly on the glass](#)
- [Solution 3: Wipe the glass and the back of the document lid](#)

Solution 1: Scan, enlarge, and then print a copy

Solution: **Resize to Fit** can only enlarge the original up to the maximum percentage allowed by your model. For example, 200% might be the maximum enlargement percentage allowed by your model. Enlarging a passport photo by 200% might not enlarge it enough for it to fit a full-size page.

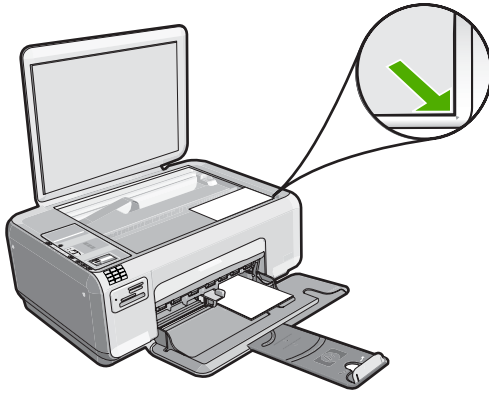
If you want to make a large copy of a small original, scan the original into the computer, resize the image in the HP scanning software, and then print a copy of the enlarged image.

Cause: You were trying to increase the size of an original that was too small.

If this did not solve the issue, try the next solution.

Solution 2: Place the original correctly on the glass

Solution: Load the original print side down on the right front corner of the glass as shown below. To copy a photo, position the photo on the glass so that the long edge of the photo is along the front edge of the glass.



Cause: The original was placed incorrectly on the glass.
If this did not solve the issue, try the next solution.

Solution 3: Wipe the glass and the back of the document lid

Solution: Turn off the product, unplug the power cord, and then use a soft cloth to wipe the glass and the back of the document lid.

For more information, see:

- [“Clean the glass” on page 89](#)
- [“Clean the lid backing” on page 90](#)

Cause: Debris might have been stuck on the glass or on the back of the document lid. The product interprets anything it detects on the glass as part of the image.

The image is cropped when I make a borderless copy

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Use Resize to Fit to enlarge the photo](#)
- [Solution 2: Use Resize to Fit to reduce the original to fit on the paper](#)

Solution 1: Use Resize to Fit to enlarge the photo

Solution: If you want to enlarge a photo to fit a full-size page without cropping the edges, use **Resize to Fit**.

For more information, see:

[“Resize an original to fit onto letter or A4 paper” on page 72](#)

Cause: The product cropped some of the image around the margins of the copy to achieve a borderless print without changing the proportions of the original.

If this did not solve the issue, try the next solution.

Solution 2: Use Resize to Fit to reduce the original to fit on the paper

Solution: If your original is larger than the paper in the input tray, use the **Resize to Fit** feature to reduce your original to fit on the paper in the input tray.

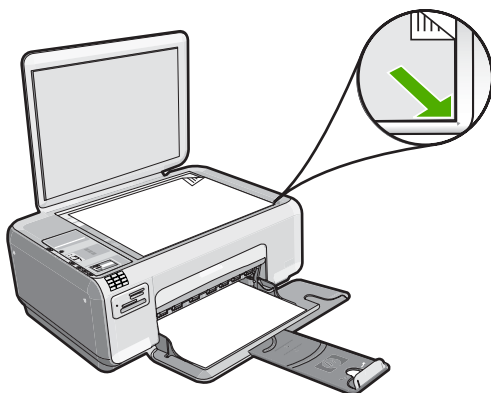
For more information, see:

[“Resize an original to fit onto letter or A4 paper” on page 72](#)

Cause: The original was larger than the paper in the input tray.

The printout is blank

Solution: Load the original print side down on the right front corner of the glass as shown below.



Cause: The original was placed incorrectly on the glass.

A borderless copy has white space around the edges

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Scan, resize, and print the image](#)
- [Solution 2: Use photo paper to make borderless copies](#)

Solution 1: Scan, resize, and print the image

Solution: When you make a borderless copy of a very small original, the product enlarges the original up to a maximum percentage. This might leave white space around the edges. (The maximum percentage varies by model.)

Depending on the size of the borderless copy you are trying to make, the minimum size of the original varies. For example, you cannot enlarge a passport photo to create a letter-size borderless copy.

If you want to make a borderless copy of a very small original, scan the original into the computer, resize the image, and then print a borderless copy of the enlarged image.

Cause: You were trying to make a borderless copy of a very small original.
If this did not solve the issue, try the next solution.

Solution 2: Use photo paper to make borderless copies

Solution: Use photo paper to make borderless copies.

For more information, see:

- [“Recommended papers for printing and copying” on page 30](#)
- [“Load full-size paper or small-size photo paper” on page 33](#)

Cause: You were trying to make a borderless copy without using photo paper.

Scan troubleshooting

Use this section to solve these scan problems:

- [Scan halts](#)
- [Scan fails](#)
- [Scan fails because of insufficient computer memory](#)
- [Scanned image is blank](#)
- [Scanned image is incorrectly cropped](#)
- [Scanned image has incorrect page layout](#)
- [Scanned image shows dotted lines instead of text](#)
- [Text format is incorrect](#)
- [Text is incorrect or missing](#)
- [The scan feature does not work](#)

Scan halts

Solution: Turn off the product and then turn it back on. Turn off the computer and then turn it back on.

If this does not work, try changing the scan to a lower resolution.

Cause: The computer system resources might have been low.

Scan fails

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Turn on your computer](#)
- [Solution 2: Connect your computer to the product with a standard USB cable](#)
- [Solution 3: Install the HP Photosmart software](#)
- [Solution 4: Start the HP Photosmart software](#)

Solution 1: Turn on your computer

Solution: Turn on your computer.

Cause: The computer was not turned on.

If this did not solve the issue, try the next solution.

Solution 2: Connect your computer to the product with a standard USB cable

Solution: Connect your computer to the product with a standard USB cable.

For more information, see the Setup Guide.

Cause: Your computer was not connected to the product by a USB cable.

If this did not solve the issue, try the next solution.

Solution 3: Install the HP Photosmart software

Solution: Insert the HP Photosmart installation CD and install the software.

For more information, see the Setup Guide.

Cause: The HP Photosmart software might not have been installed.

If this did not solve the issue, try the next solution.

Solution 4: Start the HP Photosmart software

Solution: Start the software you installed with the product and try scanning again.

Cause: The HP Photosmart Software was installed, but was not running.

Scan fails because of insufficient computer memory

Solution: Close all programs that are not in use. This includes programs that run in the background, such as screen savers and virus checkers. If you turn off your virus checker, remember to turn it back on after you finish your scan.

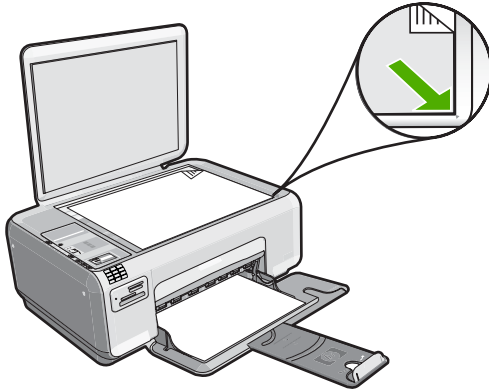
If this does not work, it might help to restart your computer. Some programs do not release memory when you close them. Restarting your computer will clear the memory.

If this problem occurs frequently, or if you encounter memory problems while using other programs, you might need to add more memory to your computer. See the user guide that came with your computer for more information.

Cause: Too many programs were running on your computer.

Scanned image is blank

Solution: Load your original print side down on the right front corner of the glass.



Cause: The original was placed incorrectly on the glass.

Scanned image is incorrectly cropped

Solution: The autocropping feature in the software crops anything that is not part of the main image. Sometimes this might not be what you want. In that case, turn off autocropping in the software and crop the scanned image manually, or not at all.

Cause: The software was set to automatically crop scanned pictures.

Scanned image has incorrect page layout

Solution: Turn off autocropping in the software to retain the page layout.

Cause: Automatic cropping was changing the page layout.

Scanned image shows dotted lines instead of text

Solution: Make a black-and-white copy of the original and then scan the copy.

Cause: If you used the **Text** image type to scan text that you planned to edit, the scanner might not have recognized color text. The **Text** image type scans at 300 x 300 dpi, in black and white.

If you scanned an original that has graphics or artwork surrounding the text, the scanner might not have recognized the text.

Text format is incorrect

Solution: Some applications cannot handle framed text formatting. Framed text is one of the scan document settings in the software. It maintains complex layouts, such as multiple columns from a newsletter, by putting the text in different frames (boxes) in the destination application. In the software, select the correct format so that the scanned text layout and formatting are retained.

Cause: The scan document settings were incorrect.

Text is incorrect or missing

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Adjust the brightness in the software](#)
- [Solution 2: Clean the glass and lid](#)
- [Solution 3: Select the correct OCR language](#)

Solution 1: Adjust the brightness in the software

Solution: Adjust the brightness in the software, and then rescan the original.

Cause: The brightness was not set correctly.

If this did not solve the issue, try the next solution.

Solution 2: Clean the glass and lid

Solution: Turn off the product, unplug the power cord, and use a soft cloth to wipe the glass and the back of the document lid.

For more information, see:

- [“Clean the lid backing” on page 90](#)
- [“Clean the glass” on page 89](#)

Cause: Debris might have been stuck on the glass or on the back of the document lid. This can cause poor-quality scans.

If this did not solve the issue, try the next solution.

Solution 3: Select the correct OCR language

Solution: Select the correct OCR language in the software.



NOTE: If you are using HP Photosmart Essential, the Optical Character Recognition (OCR) software might not be installed on your computer. To install the OCR software, you must re-insert the software disk and select **OCR** under the **Custom** installation options.

Cause: The scan document settings were not set to the correct optical character recognition (OCR) language. The **OCR language** tells the software how to interpret the characters it sees in the original image. If the **OCR language** does not match the language in the original, the scanned text might be incomprehensible.

The scan feature does not work

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Turn on the computer](#)
- [Solution 2: Check the cables](#)
- [Solution 3: Install or reinstall the HP Photosmart Software](#)

Solution 1: Turn on the computer

Solution: Turn on the computer.

Cause: The computer was turned off.

If this did not solve the issue, try the next solution.

Solution 2: Check the cables

Solution: Check the cables that connect the product to your computer.

Cause: The product was not properly connected to the computer through a USB cable.

If this did not solve the issue, try the next solution.

Solution 3: Install or reinstall the HP Photosmart Software

Solution: Install or reinstall the software that came with the product.

Cause: The software that came with the product was not installed or was not running.

Fax troubleshooting

Use this section to solve the following fax problems:

- [The product is having problems sending and receiving faxes](#)
- [The product cannot send faxes, but can receive faxes](#)

- [The product is having problems sending a manual fax](#)
- [Pages of a fax I sent are missing](#)
- [The quality of the fax I sent is poor](#)
- [Parts of a fax I sent are cut off](#)
- [The fax I sent was blank when it was received](#)
- [Fax transmission is slow](#)
- [Fax tones are recorded on my answering machine](#)
- [The product cannot receive faxes, but can send faxes](#)
- [The product is having problems receiving a manual fax](#)
- [The product is not answering incoming fax calls](#)
- [Pages of a fax I received are missing](#)
- [Faxes are received but do not print](#)
- [Parts of a fax I received are cut off](#)
- [The fax I received is blank](#)
- [The computer to which I am connecting has only one phone port](#)
- [I hear static on my telephone line since connecting the product](#)
- [The fax test failed](#)
- [I am having problems faxing over the Internet using IP phone](#)
- [The fax log report shows an error](#)

The product is having problems sending and receiving faxes

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Make sure you set up the product as described in the printed documentation](#)
- [Solution 2: Turn on the product](#)
- [Solution 3: Make sure you are using the correct type of phone cord](#)
- [Solution 4: Make sure other office equipment is connected correctly](#)
- [Solution 5: Try removing the splitter](#)
- [Solution 6: Make sure the telephone wall jack works properly](#)
- [Solution 7: Check the phone line for noise](#)
- [Solution 8: Make sure extension phones or other equipment on the phone line are not in use](#)
- [Solution 9: Make sure the product is connected to an analog phone line](#)
- [Solution 10: If you use a DSL service, make sure you have a DSL filter installed](#)
- [Solution 11: If you use a DSL service, make sure the DSL modem is properly grounded](#)
- [Solution 12: If you use a PBX or ISDN converter, make sure you are using a port designated for fax and phone use](#)
- [Solution 13: Check for and resolve any error messages](#)

- [Solution 14: Lower the fax speed](#)
- [Solution 15: If you are faxing over the Internet using IP phone, resend the fax at a later time](#)

Solution 1: Make sure you set up the product as described in the printed documentation

Solution: Follow the instructions in your printed documentation to set up the product properly for faxing, based on the equipment and services you have on the same phone line as the product. Then, run a fax test to check the status of the product and to make sure you set it up properly.

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

For more information, see:

- [“Test your fax setup” on page 25](#)
- [“The fax test failed” on page 203](#)

Cause: The product was not set up properly for faxing.

If this did not solve the issue, try the next solution.

Solution 2: Turn on the product


Solution: Look at the display on the product. If the display is blank and the **On** light is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the **On** button to turn on the product.

Cause: The product was turned off.

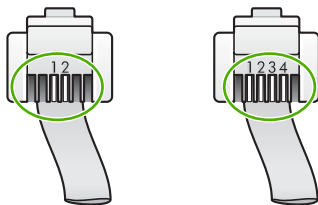
If this did not solve the issue, try the next solution.

Solution 3: Make sure you are using the correct type of phone cord

Solution:

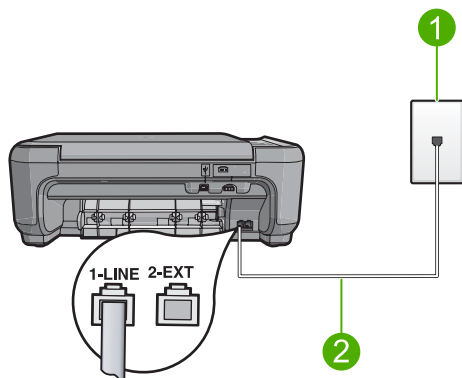
 **NOTE:** This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the product, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.

This special 2-wire phone cord is different from the more common 4-wire phone cords you might already have in your office. Check the end of the cord and compare it to the two types of cords shown below.



Make sure you used the phone cord supplied in the box with the product to connect to the telephone wall jack.

One end of this special 2-wire phone cord should be connected to the port labeled 1-LINE on the back of the product and the other end to your telephone wall jack, as shown below.



- | | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the product |

If you used a 4-wire phone cord, disconnect it, find the supplied 2-wire phone cord, and then connect the 2-wire phone cord to the port labeled 1-LINE on the back of the product.

If the product came with a 2-wire phone cord adapter, you can use it with a 4-wire phone cord, in case the supplied 2-wire phone cord is too short. Attach the 2-wire phone cord adapter to the port labeled 1-LINE on the back of the product. Attach your 4-wire phone cord to the open port on the adapter and to the telephone wall jack. For more information on using the 2-wire phone cord adapter, see the documentation that came with it.


For more information on setting up the product, see the printed documentation that came with the product.

Cause: The wrong phone cord was used to connect the product or the phone cord was plugged into the wrong port.

If this did not solve the issue, try the next solution.

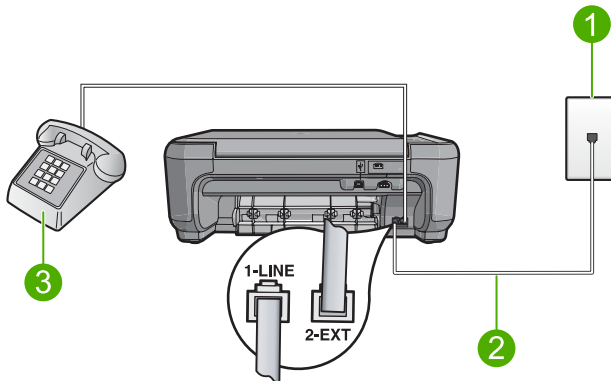
Solution 4: Make sure other office equipment is connected correctly

Solution:

 **NOTE:** This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the product, including: 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, and Vietnam.

Make sure you have correctly connected the product to the telephone wall jack, and correctly connected any additional equipment and services that share the phone line with the product.

Use the port labeled 1-LINE on the back of the product to connect to the telephone wall jack. Use the 2-EXT port to connect to any other equipment, such as an answering machine or a telephone, as shown below.



1	Telephone wall jack
2	Use the phone cord supplied in the box with the product
3	Telephone (optional)

For more information on setting up the product, see the printed documentation that came with the product.

Cause: Other office equipment (such as an answering machine or a telephone) was not set up properly with the product.

If this did not solve the issue, try the next solution.

Solution 5: Try removing the splitter

Solution: A phone line splitter can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) If you are using a splitter, remove it and connect the product directly to the telephone wall jack.

Cause: You were using a phone line splitter.

If this did not solve the issue, try the next solution.

Solution 6: Make sure the telephone wall jack works properly

Solution: Try connecting a working telephone and phone cord to the telephone wall jack you are using for the product and check for a dial tone. If you do not hear a dial tone, call your local telephone company for service.

Cause: The telephone wall jack was not working properly.

If this did not solve the issue, try the next solution.

Solution 7: Check the phone line for noise

Solution: 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 the failure was due to noise on the phone line, contact the sender to have them resend the fax. The quality might be better when you try again. If the problem persists, turn **Error Correction Mode** (ECM) off and contact your telephone company.

For more information, see:

[“Send a fax in Error Correction Mode” on page 82](#)

Cause: The phone line connection was noisy. Phone lines with poor sound quality (noise) can cause faxing problems.

If this did not solve the issue, try the next solution.

Solution 8: Make sure extension phones or other equipment on the phone line are not in use


Solution: Make sure extension phones (phones on the same phone line, but not connected to the product) or other equipment are not in use or off the hook. For example, you cannot use the product 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.

Cause: Other equipment that uses the same phone line as the product might have been in use.

If this did not solve the issue, try the next solution.

Solution 9: Make sure the product is connected to an analog phone line

Solution: Make sure you connect the product 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 product to an analog phone line and try sending or receiving a fax.

 **NOTE:** If you are unsure of the kind of phone line you have (analog or digital), check with your service provider.

Cause: The product might have been connected to a telephone wall jack that was set up for digital phones.

If this did not solve the issue, try the next solution.

Solution 10: If you use a DSL service, make sure you have a DSL filter installed

Solution: If you use a DSL service, make sure that you have a DSL filter connected or you will not be able to fax successfully. The DSL service sends out a digital signal on the phone line that can interfere with the product, preventing the product from sending and receiving faxes. The DSL filter removes the digital signal and allows the product to communicate properly with the phone line.

To check if you already have a filter installed, listen to your phone line or dial tone. If you hear noise or static on the line, you probably do not have a DSL filter installed, or it is installed incorrectly. Obtain a DSL filter from your DSL provider. If you already have a DSL filter, make sure it is connected correctly.


Cause: The product shares the same phone line with a DSL service and a DSL filter was not connected.

If this did not solve the issue, try the next solution.

Solution 11: If you use a DSL service, make sure the DSL modem is properly grounded

Solution: 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.

 **NOTE:** For information on turning your DSL modem off, contact your DSL provider for support.

Completely remove power for at least 15 minutes, and then turn the DSL modem back on.

Listen to the dial tone again.

- If the dial tone sounds clear (no noise or static), try sending or receiving a fax.



NOTE: You might notice static on the phone line again in the future. If the product stops sending and receiving faxes, repeat this process.

- If the phone line is still noisy, contact your phone company.

Cause: The product shares the same phone line with a DSL service and the DSL modem might not have been properly grounded.

If this did not solve the issue, try the next solution.

Solution 12: If you use a PBX or ISDN converter, make sure you are using a port designated for fax and phone use

Solution: Make sure the product is connected 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.

For more information on how to set up the product with a PBX phone system or ISDN line, see the printed documentation that came with the product.

Cause: You were using either a PBX or an ISDN converter/terminal adapter.

If this did not solve the issue, try the next solution.

Solution 13: Check for and resolve any error messages

Solution: 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 product will not send or receive a fax until the error condition is resolved.

You can also check the status of the product by clicking **Status** in the HP Solution Center.

Cause: Another process caused an error in the product.

If this did not solve the issue, try the next solution.

Solution 14: Lower the fax speed

Solution: You might need to send and receive faxes at a slower rate. Try setting the **Fax Speed** to **Medium (14400)** or **Slow (9600)** if you use one of the following:

- An Internet phone service
- A PBX system
- Fax over Internet Protocol (FoIP)
- An ISDN service

For more information, see:

[“Set the fax speed” on page 18](#)

Cause: The **Fax Speed** setting was set too fast.

If this did not solve the issue, try the next solution.

Solution 15: If you are faxing over the Internet using IP phone, resend the fax at a later time

Solution: Try resending your fax at a later time. Also, make sure your Internet service provider supports faxing over the Internet.

If the problem persists, contact your Internet service provider.

Cause: You were faxing over the Internet using an IP phone, and there was a problem with the transmission.

The product cannot send faxes, but can receive faxes

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Make sure you set up the product as described in the printed documentation](#)
- [Solution 2: Check the fax number](#)
- [Solution 3: Dial the fax number more slowly](#)
- [Solution 4: Check the receiving fax machine for problems](#)

Solution 1: Make sure you set up the product as described in the printed documentation

Solution: Follow the instructions in your printed documentation to set up the product properly for faxing, based on the equipment and services you have on the same phone line as the product. Then, run a fax test to check the status of the product and to make sure you set it up properly.

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

For more information, see:

- [“Test your fax setup” on page 25](#)
- [“The fax test failed” on page 203](#)

Cause: The product was not set up properly for faxing.

If this did not solve the issue, try the next solution.

Solution 2: Check the fax number

Solution: Check to see that the fax number you entered is correct and in the proper format. For example, you might need to dial a "9" prefix, depending on your phone system.

If your phone line has a PBX system, make sure you are dialing the number for an outside line before dialing the fax number.

Cause: The number you entered when sending the fax was not in the proper format.

If this did not solve the issue, try the next solution.

Solution 3: Dial the fax number more slowly

Solution: Insert some pauses in the number sequence to slow the dialing pace. 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 the symbols button on the keypad (indicated by an **asterisk**) 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” on page 82](#)

Cause: The product might have been dialing too fast or too soon.

If this did not solve the issue, try the next solution.

Solution 4: Check the receiving fax machine for problems

Solution: Try calling the fax number from a telephone and listen for fax tones. If you cannot hear fax tones, the receiving fax 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.

Cause: The receiving fax machine was having problems.

The product is having problems sending a manual fax

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Ensure that the receiving fax machine can receive a manual fax](#)
- [Solution 2: Connect the telephone to the correct port](#)
- [Solution 3: Start sending the fax within 3 seconds of hearing fax tones](#)
- [Solution 4: Lower the fax speed](#)

Solution 1: Ensure that the receiving fax machine can receive a manual fax


Solution: Check with the recipient to see if their fax machine can receive faxes manually.

Cause: The recipient's fax machine does not support manual faxing.

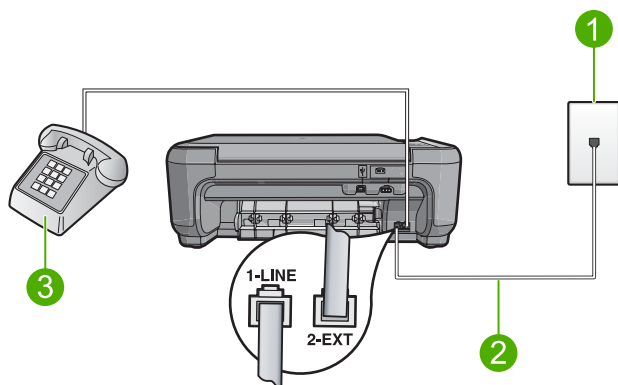
If this did not solve the issue, try the next solution.

Solution 2: Connect the telephone to the correct port

Solution:

 **NOTE:** This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the product, including: 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, and Vietnam.

To send a fax manually, the telephone must be connected directly to the port labeled 2-EXT on the product, as shown below.



1	Telephone wall jack
2	Use the phone cord supplied in the box with the product
3	Telephone

For more information on setting up the product with your telephone, see the printed documentation that came with the product.

Cause: The telephone used to initiate the fax call was not connected directly to the product or was not connected properly.

If this did not solve the issue, try the next solution.

Solution 3: Start sending the fax within 3 seconds of hearing fax tones

Solution: If you are sending a fax manually, make sure that you press **Scan/Fax** and **Start Fax** within three seconds of hearing the recipient's fax tones, otherwise the transmission might fail.

For more information, see:

[“Send a fax manually from a phone” on page 80](#)

Cause: You did not press **Scan/Fax** or **Start Fax** within three seconds of hearing fax tones.

If this did not solve the issue, try the next solution.

Solution 4: Lower the fax speed

Solution: Try setting the **Fax Speed** to **Medium (14400)** or **Slow (9600)**, and then resend the fax.

For more information, see:

[“Set the fax speed” on page 18](#)

Cause: The **Fax Speed** setting might have been set too fast.

Pages of a fax I sent are missing

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Check the receiving fax machine for problems](#)
- [Solution 2: Check the phone line for noise](#)

Solution 1: Check the receiving fax machine for problems

Solution: Try calling the fax number from a telephone and listen for fax tones. If you cannot hear fax tones, the receiving fax 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.

Cause: The receiving fax machine was having problems.

Solution 2: Check the phone line for noise

Solution: 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 the failure was due to noise on the phone line, contact the sender to have them resend the fax. The quality might be better when you try again. If the problem persists, turn **Error Correction Mode** (ECM) off and contact your telephone company.

For more information, see:

["Send a fax in Error Correction Mode" on page 82](#)

Cause: The phone line connection was noisy. Phone lines with poor sound quality (noise) can cause faxing problems.

If this did not solve the issue, try the next solution.

The quality of the fax I sent is poor

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Check the phone line for noise](#)
- [Solution 2: Increase the fax resolution](#)
- [Solution 3: Make sure the glass is clean](#)
- [Solution 4: Check the receiving fax machine for problems](#)
- [Solution 5: Use the Lighter/Darker setting to darken the original when sending the fax](#)

Solution 1: Check the phone line for noise

Solution: 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 the failure was

due to noise on the phone line, contact the sender to have them resend the fax. The quality might be better when you try again. If the problem persists, turn **Error Correction Mode (ECM)** off and contact your telephone company.

For more information, see:

[“Send a fax in Error Correction Mode” on page 82](#)

Cause: The phone line connection was noisy. Phone lines with poor sound quality (noise) can cause faxing problems.

If this did not solve the issue, try the next solution.

Solution 2: Increase the fax resolution

Solution: For the highest-quality fax, change the fax resolution to **Fine**, **Very Fine** (if available), or **Photo**.

For more information, see:

[“Change the fax resolution” on page 23](#)

Cause: The fax resolution setting was set to a low resolution, such as **Standard**.

If this did not solve the issue, try the next solution.

Solution 3: Make sure the glass is clean

Solution: If you are sending a fax from the glass, make a copy to check the quality of the printout. If the quality of the printout is poor, clean the glass.

For more information, see:

- [“Make a copy” on page 67](#)
- [“Clean the glass” on page 89](#)

Cause: The glass of the product might have been dirty.

If this did not solve the issue, try the next solution.

Solution 4: Check the receiving fax machine for problems

Solution: Try calling the fax number from a telephone and listen for fax tones. If you cannot hear fax tones, the receiving fax 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.

Cause: The receiving fax machine was having problems.

Solution 5: Use the Lighter/Darker setting to darken the original when sending the fax

Solution: Make a copy to check the quality of the printout. If the printout is too light, you can darken it by adjusting the **Lighter/Darker** setting when sending the fax.

For more information, see:

[“Change the Lighter/Darker setting” on page 24](#)

Cause: The **Lighter/Darker** setting might have been set too light. If you were sending a faded, washed out, or handwritten fax, or a document with a watermark (such as a red seal or stamp), you can change the **Lighter/Darker** setting to send the fax darker than the original.

Parts of a fax I sent are cut off

Solution: Make sure the receiving fax machine can accept the paper size you are using. If not, ask the recipient if the receiving fax machine has a fit to page setting they can use to reduce the incoming fax to fit standard paper size such as letter or A4.

Cause: Some fax machines cannot accept faxes larger than letter or A4 paper. The fax was larger than letter or A4 paper.

The fax I sent was blank when it was received

Solution: Load your original print side down on the right front corner of the glass.

For more information, see:

[“Load originals” on page 27](#)

Cause: The original was not loaded or was loaded incorrectly.

Fax transmission is slow

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Send the fax in black and white](#)
- [Solution 2: Lower the fax resolution](#)
- [Solution 3: Check the phone line for noise](#)
- [Solution 4: Check the receiving fax machine for problems](#)
- [Solution 5: Increase the fax speed](#)

Solution 1: Send the fax in black and white

Solution: Sending a fax in color can take longer than sending a black-and-white fax. Try sending the fax in black and white.

Cause: You were sending a fax in color.

If this did not solve the issue, try the next solution.

Solution 2: Lower the fax resolution

Solution: For faster transmission, use **Standard** resolution. This setting provides the fastest possible transmission with the lowest quality of fax. The default resolution is **Fine**, which can take longer to send.

For more information, see:

[“Change the fax resolution” on page 23](#)

Cause: The document contained a lot of graphics or had very fine detail.

If this did not solve the issue, try the next solution.

Solution 3: Check the phone line for noise

Solution: 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 the failure was due to noise on the phone line, contact the sender to have them resend the fax. The quality might be better when you try again. If the problem persists, turn **Error Correction Mode** (ECM) off and contact your telephone company.

For more information, see:

[“Send a fax in Error Correction Mode” on page 82](#)

Cause: The phone line connection was noisy. Phone lines with poor sound quality (noise) can cause faxing problems.

If this did not solve the issue, try the next solution.

Solution 4: Check the receiving fax machine for problems

Solution: Try calling the fax number from a telephone and listen for fax tones. If you cannot hear fax tones, the receiving fax 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.

Cause: The receiving fax machine was having problems.

Solution 5: Increase the fax speed

Solution: Make sure the **Fax Speed** option is set to **Fast (33600)** or **Medium (14400)**.

For more information, see:

[“Set the fax speed” on page 18](#)

Cause: The **Fax Speed** option was set to a slow transmission speed.


Fax tones are recorded on my answering machine

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

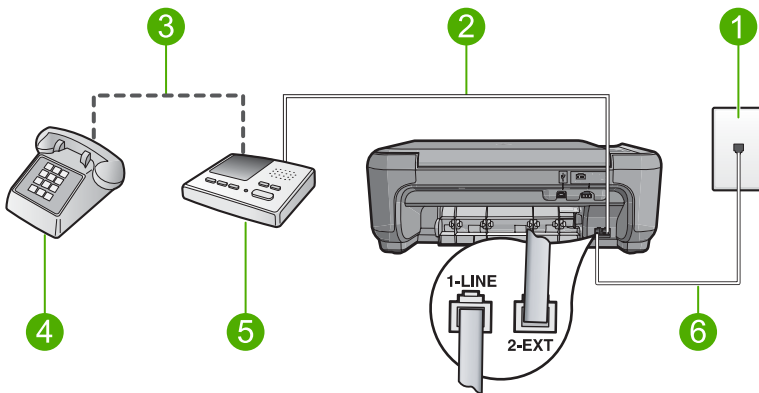
- [Solution 1: Make sure the answering machine is connected to the correct port](#)
- [Solution 2: Set up the product to answer faxes automatically](#)

Solution 1: Make sure the answering machine is connected to the correct port

Solution:

 **NOTE:** This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the product, including: 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, and Vietnam.

When you have an answering machine on the same phone line you use for fax calls, you must connect the answering machine directly to the product using the port labeled 2-EXT, as shown below.



1	Telephone wall jack
2	Connect to the IN port on the answering machine
3	Connect to the OUT port on the answering machine
4	Telephone (optional)
5	Answering machine
6	Use the phone cord supplied in the box with the product

Make sure the product is set to receive faxes automatically and that the number of rings to wait setting is correct. The number of rings to wait for the product should be greater than the number of rings to answer for the answering machine. If the answering machine and the product are set to the same number of rings to answer,

both devices will answer the call and fax tones will be recorded on the answering machine.

Set your answering machine to a low number of rings and the product to answer in the maximum number of rings supported. (The maximum number of rings varies by country/region.) In this setup, the answering machine will answer the call and the product will monitor the line. If the product detects fax tones, the product will receive the fax. If the call is a voice call, the answering machine will record the incoming message.

For more information on setting up the product when you have an answering machine, see the printed documentation that came with the product.

For more information, see:

[“Choose the recommended answer setting for your setup” on page 19](#)

Cause: The answering machine was not set up properly with the product or the number or rings to wait setting was not correct.

If this did not solve the issue, try the next solution.

Solution 2: Set up the product to answer faxes automatically

Solution: Set up the product to answer incoming calls automatically by turning on **Auto Answer**. If it is turned off, the product will not monitor incoming calls and receive faxes. In this case, the answering machine will answer the fax call and record the fax tones.

For more information on setting up the product when you have an answering machine, see the printed documentation that came with the product.

Cause: The product was set up to receive faxes manually, which means that the product would not answer incoming calls. You must be available to respond in person to incoming fax calls, or the product will not receive the fax and your answering machine will record the fax tones.

The product cannot receive faxes, but can send faxes

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Make sure you set up the product as described in the printed documentation](#)
- [Solution 2: Check the Auto Answer setting](#)
- [Solution 3: Set the product to answer faxes manually](#)
- [Solution 4: If you have a computer dial-up modem on the same phone line as the product, make sure the modem software is not intercepting the fax](#)
- [Solution 5: If you have an answering machine on the same phone line as the product, record a new outgoing message](#)
- [Solution 6: If you have an answering machine on the same phone line as the product, make sure it is connected to the correct port](#)

- [Solution 7: If you use a distinctive ring service, make sure the Distinctive Ring setting matches the ring pattern for your fax number](#)
- [Solution 8: If you do not use a distinctive ring service, make sure the Distinctive Ring setting is set to All Rings](#)
- [Solution 9: Make sure other equipment on the phone line is not reducing the fax signal](#)
- [Solution 10: Clear the memory of the product](#)
- [Solution 11: Check for error messages on the display](#)

Solution 1: Make sure you set up the product as described in the printed documentation

Solution: Follow the instructions in your printed documentation to set up the product properly for faxing, based on the equipment and services you have on the same phone line as the product. Then, run a fax test to check the status of the product and to make sure you set it up properly.

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

For more information, see:

- [“Test your fax setup” on page 25](#)
- [“The fax test failed” on page 203](#)

Cause: The product was not set up properly for faxing.

If this did not solve the issue, try the next solution.

Solution 2: Check the Auto Answer setting

Solution: Depending on your office setup, you might be able to set the product to answer incoming calls automatically. To find out what the recommended answer mode is for your office setup, see the printed documentation that came with the product.

If you must have **Auto Answer** off, you will need to press **Scan/Fax** and **Start Fax** to receive a fax.

Cause: **Auto Answer** was turned off, which means that the product would not answer incoming calls. You must be available to respond in person to incoming fax calls in order to receive faxes.

If this did not solve the issue, try the next solution.

Solution 3: Set the product to answer faxes manually

Solution: Set the product to answer faxes manually. 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.

For more information on how to set up the product when you have a voice mail service, see the printed documentation that came with the product.

Cause: You subscribed to a voice mail service at the same phone number you used for fax calls.

If this did not solve the issue, try the next solution.

Solution 4: If you have a computer dial-up modem on the same phone line as the product, make sure the modem software is not intercepting the fax

Solution: If you have a computer dial-up modem on the same phone line as the product, 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 product from receiving fax calls.

Cause: You had a computer dial-up modem on the same phone line as the product. If this did not solve the issue, try the next solution.

Solution 5: If you have an answering machine on the same phone line as the product, record a new outgoing message

Solution: 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.


Cause: If you had an answering machine on the same phone line with the product, you might have had one of the following problems:

- Your outgoing message might have been too long or too loud to allow the product to detect fax tones, and the sending fax machine might have disconnected.
- Your answering machine might not have had enough quiet time after your outgoing message to allow the product to detect fax tones. This problem is most common with digital answering machines.

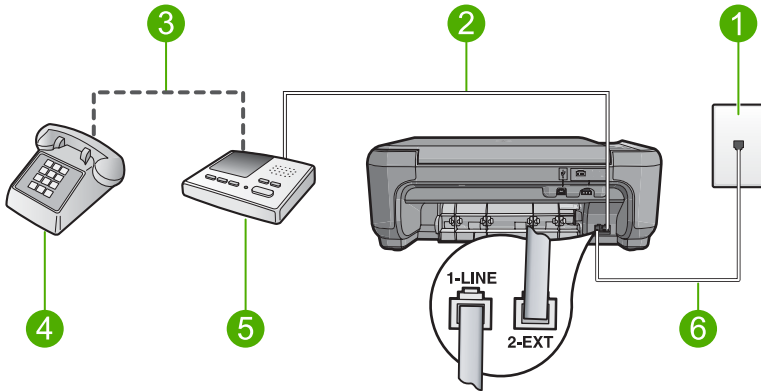
If this did not solve the issue, try the next solution.

Solution 6: If you have an answering machine on the same phone line as the product, make sure it is connected to the correct port

Solution:

 **NOTE:** This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the product, including: 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, and Vietnam.

When you have an answering machine on the same phone line you use for fax calls, you must connect the answering machine directly to the product using the port labeled 2-EXT, as shown below. You also need to set the correct number of rings to answer for both the answering machine and product.



1	Telephone wall jack
2	Connect to the IN port on the answering machine
3	Connect to the OUT port on the answering machine
4	Telephone (optional)
5	Answering machine
6	Use the phone cord supplied in the box with the product

Make sure the product is set to receive faxes automatically and that the number of rings to wait setting is correct. The number of rings to answer for the product should be greater than the number of rings to answer for the answering machine. Set your answering machine to a low number of rings and the product to answer in the maximum number of rings supported by your product. (The maximum number of rings varies by country/region.) In this setup, the answering machine will answer the call and the product will monitor the line. If the product detects fax tones, the product will receive the fax. If the call is a voice call, the answering machine will record the incoming message.

For more information on setting up the product, see the printed documentation that came with the product.

For more information, see:


[“Choose the recommended answer setting for your setup” on page 19](#)

Cause: The answering machine was not set up properly with the product.

If this did not solve the issue, try the next solution.

Solution 7: If you use a distinctive ring service, make sure the Distinctive Ring setting matches the ring pattern for your fax number

Solution: 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** setting on the product is set to match. For example, if the phone company has assigned your number a double ring pattern, make sure **Double Rings** is selected as the **Distinctive Ring** setting.

 **NOTE:** The product cannot recognize some ring patterns, such as those with alternating short and long ringing patterns. If you are having problems with a ring pattern of this type, ask your phone company to assign a non-alternating ring pattern.

If you are not using a distinctive ring service, make sure that the **Distinctive Ring** setting on the product is set to **All Rings**.

For more information, see:

[“Change the answer ring pattern for distinctive ringing” on page 20](#)

Cause: You had a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), and the **Distinctive Ring** setting on the product did not match.

If this did not solve the issue, try the next solution.

Solution 8: If you do not use a distinctive ring service, make sure the Distinctive Ring setting is set to All Rings

Solution: If you are not using a distinctive ring service, make sure that the **Distinctive Ring** setting on the product is set to **All Rings**.

Cause: The **Distinctive Ring** setting was not set to **All Rings** (and you were not using a distinctive ring service).

If this did not solve the issue, try the next solution.

Solution 9: Make sure other equipment on the phone line is not reducing the fax signal

Solution: If the product 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.

- If you are using a splitter or extension cables, try removing them and connecting the product directly to the telephone wall jack.
- To find out if other equipment is causing a problem, disconnect everything except the product 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.

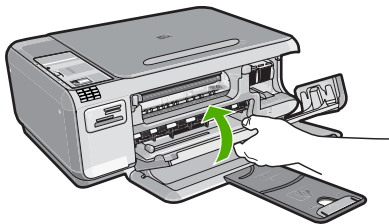
Cause: The fax signal level might not have been strong enough, which can cause fax reception problems.

If this did not solve the issue, try the next solution.

Solution 10: Clear the memory of the product

Solution: If **Backup Fax Reception** is enabled and there is an error condition on the product, the memory might become full of faxes that have not yet been printed and the product will stop answering calls. If an error condition exists that is preventing the product from printing faxes, review the display for information on the error condition. Make sure:

- The product is set up correctly for faxing. See the printed documentation for more information.
- There is paper loaded in the input tray.
- There is no paper jam.
- The print cartridge door is closed. If not, close the print cartridge door, as shown below:



- The print carriage is not stalled or blocked. Turn off the product, remove any objects that are blocking the print cartridge carriage (including any packing materials), and then turn on the product again.

Resolve any problems found. The product automatically begins printing all the unprinted faxes from memory. To clear the memory, you can also delete the faxes stored in memory by turning off the product.

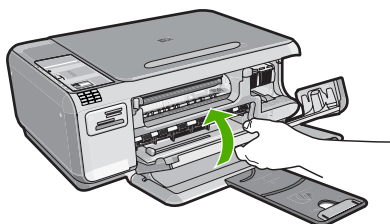
Cause: The memory of the product was full.


If this did not solve the issue, try the next solution.

Solution 11: Check for error messages on the display

Solution: If an error condition exists that is preventing the product from printing faxes, review the display for information on the error condition. Make sure:

- The product is on. Press the **On** button to turn on the product.
- The product is set up correctly for faxing. See the printed documentation for more information.
- There is paper loaded in the input tray.
- There is no paper jam.
- The print carriage is not stalled or blocked. Turn off the product, remove any objects that are blocking the print cartridge carriage (including any packing materials), and then turn on the product again.
- The print cartridge door is closed. If not, close the print cartridge door, as shown below:



 **NOTE:** If the product has an alignment message, you might be able to press the button next to **OK** to clear the message and resume faxing.

After you resolve any problems found, the product can begin answering incoming fax calls.

Cause: An error condition was preventing the product from receiving faxes and **Backup Fax Reception** was set to **Off**.

The product is having problems receiving a manual fax

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Lower the fax speed](#)
- [Solution 2: Check for error messages on the display](#)

Solution 1: Lower the fax speed

Solution: Set the **Fax Speed** to **Medium (14400)** or **Slow (9600)**, and then contact the sender to have them resend the fax.

For more information, see:

[“Set the fax speed” on page 18](#)

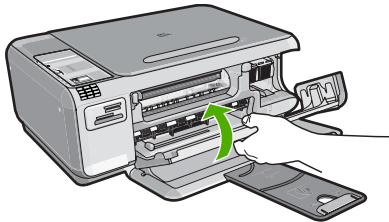
Cause: The **Fax Speed** setting might have been set too fast.


If this did not solve the issue, try the next solution.

Solution 2: Check for error messages on the display

Solution: If an error condition exists that is preventing the product from printing faxes, review the display for information on the error condition. Make sure:

- The product is on. Press the **On** button to turn on the product.
- The product is set up correctly for faxing. See the printed documentation for more information.
- There is paper loaded in the input tray.
- There is no paper jam.
- The print carriage is not stalled or blocked. Turn off the product, remove any objects that are blocking the print cartridge carriage (including any packing materials), and then turn on the product again.
- The print cartridge door is closed. If not, close the print cartridge door, as shown below:



 **NOTE:** If the product has an alignment message, you might be able to press the button next to **OK** to clear the message and resume faxing.

After you resolve any problems found, the product can begin answering incoming fax calls.

Cause: An error condition was preventing the product from receiving faxes and **Backup Fax Reception** was set to **Off**.

The product is not answering incoming fax calls

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Turn on the product](#)
- [Solution 2: Check the Auto Answer setting](#)
- [Solution 3: If you use a distinctive ring service, make sure the Distinctive Ring setting matches the ring pattern for your fax number](#)
- [Solution 4: If you do not use a distinctive ring service, make sure the Distinctive Ring setting is set to All Rings](#)

- [Solution 5: Clear the memory of the product](#)
- [Solution 6: Check for error messages on the display](#)

Solution 1: Turn on the product

Solution: Look at the display on the product. If the display is blank and the **On** light is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the **On** button to turn on the product.

Cause: The product was turned off.

If this did not solve the issue, try the next solution.

Solution 2: Check the Auto Answer setting

Solution: Depending on your office setup, you might be able to set the product to answer incoming calls automatically. To find out what the recommended answer mode is for your office setup, see the printed documentation that came with the product.


If you must have **Auto Answer** off, you will need to press **Scan/Fax** and **Start Fax** to receive a fax.

Cause: **Auto Answer** was turned off, which means that the product would not answer incoming calls. You must be available to respond in person to incoming fax calls in order to receive faxes.

If this did not solve the issue, try the next solution.

Solution 3: If you use a distinctive ring service, make sure the Distinctive Ring setting matches the ring pattern for your fax number

Solution: 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** setting on the product is set to match. For example, if the phone company has assigned your number a double ring pattern, make sure **Double Rings** is selected as the **Distinctive Ring** setting.

 **NOTE:** The product cannot recognize some ring patterns, such as those with alternating short and long ringing patterns. If you are having problems with a ring pattern of this type, ask your phone company to assign a non-alternating ring pattern.

If you are not using a distinctive ring service, make sure that the **Distinctive Ring** setting on the product is set to **All Rings**.

For more information, see:

[“Change the answer ring pattern for distinctive ringing” on page 20](#)

Cause: You had a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), and the **Distinctive Ring** setting on the product did not match.

If this did not solve the issue, try the next solution.

Solution 4: If you do not use a distinctive ring service, make sure the Distinctive Ring setting is set to All Rings

Solution: If you are not using a distinctive ring service, make sure that the **Distinctive Ring** setting on the product is set to **All Rings**.

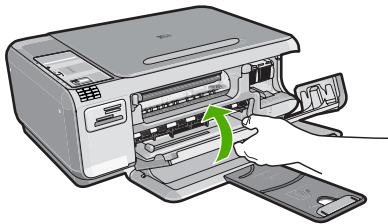
Cause: The **Distinctive Ring** setting was not set to **All Rings** (and you were not using a distinctive ring service).

If this did not solve the issue, try the next solution.

Solution 5: Clear the memory of the product

Solution: If **Backup Fax Reception** is enabled and there is an error condition on the product, the memory might become full of faxes that have not yet been printed and the product will stop answering calls. If an error condition exists that is preventing the product from printing faxes, review the display for information on the error condition. Make sure:

- The product is set up correctly for faxing. See the printed documentation for more information.
- There is paper loaded in the input tray.
- There is no paper jam.
- The print cartridge door is closed. If not, close the print cartridge door, as shown below:



- The print carriage is not stalled or blocked. Turn off the product, remove any objects that are blocking the print cartridge carriage (including any packing materials), and then turn on the product again.

Resolve any problems found. The product automatically begins printing all the unprinted faxes from memory. To clear the memory, you can also delete the faxes stored in memory by turning off the product.

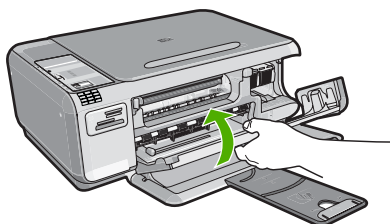
Cause: The memory of the product was full.


If this did not solve the issue, try the next solution.

Solution 6: Check for error messages on the display

Solution: If an error condition exists that is preventing the product from printing faxes, review the display for information on the error condition. Make sure:

- The product is on. Press the **On** button to turn on the product.
- The product is set up correctly for faxing. See the printed documentation for more information.
- There is paper loaded in the input tray.
- There is no paper jam.
- The print carriage is not stalled or blocked. Turn off the product, remove any objects that are blocking the print cartridge carriage (including any packing materials), and then turn on the product again.
- The print cartridge door is closed. If not, close the print cartridge door, as shown below:



 **NOTE:** If the product has an alignment message, you might be able to press the button next to **OK** to clear the message and resume faxing.

After you resolve any problems found, the product can begin answering incoming fax calls.

Cause: An error condition was preventing the product from receiving faxes and **Backup Fax Reception** was set to **Off**.

Pages of a fax I received are missing

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Load paper in the input tray](#)
- [Solution 2: Check the sending fax machine for problems](#)

Solution 1: Load paper in the input tray

Solution: Make sure you have paper loaded correctly.

If you have **Backup Fax Reception** enabled, the product might have stored the fax in memory upon reception. After you have correctly loaded the paper in the input tray, the product automatically begins printing all the unprinted faxes from memory, in the order they were received. If you do not have **Backup Fax Reception** enabled, or if

the fax was not stored in memory for some reason (for example, if the product was out of memory), you will need to contact the sender and ask for the fax to be resent.

For more information, see:

[“Load full-size paper or small-size photo paper” on page 33](#)

Cause: The paper was not loaded correctly in the input tray.

If this did not solve the issue, try the next solution.

Solution 2: Check the sending fax machine for problems

Solution: Check with the sender to find out how many pages were sent. The sending fax machine might have failed to feed each page of the original.

Cause: The sending fax machine was having problems.

Faxes are received but do not print

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Clear any paper jams and make sure paper is loaded in the input tray](#)
- [Solution 2: Check for error messages on the display](#)
- [Solution 3: Make sure the print carriage is not stalled or blocked](#)

Solution 1: Clear any paper jams and make sure paper is loaded in the input tray

Solution: The product might have a paper jam or be out of paper. If you have **Backup Fax Reception** enabled, the product might have stored the fax in memory upon reception. After clearing the paper jam or loading paper in the input tray, the product automatically begins printing all the unprinted faxes from memory, in the order they were received. If you do not have **Backup Fax Reception** enabled, or if the fax was not stored in memory for some reason (for example, if the product was out of memory), ask the sender to resend the fax.

For more information, see:

- [“Clear paper jams” on page 120](#)
- [“Load full-size paper or small-size photo paper” on page 33](#)

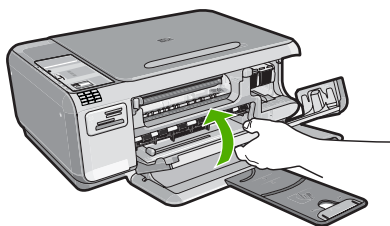
Cause: The product had a paper jam or was out of paper.


If this did not solve the issue, try the next solution.

Solution 2: Check for error messages on the display

Solution: If an error condition exists that is preventing the product from printing faxes, review the display for information on the error condition. Make sure:

- The product is on. Press the **On** button to turn on the product.
- The product is set up correctly for faxing. See the printed documentation for more information.
- There is paper loaded in the input tray.
- There is no paper jam.
- The print carriage is not stalled or blocked. Turn off the product, remove any objects that are blocking the print cartridge carriage (including any packing materials), and then turn on the product again.
- The print cartridge door is closed. If not, close the print cartridge door, as shown below:




 **NOTE:** If the product has an alignment message, you might be able to press the button next to **OK** to clear the message and resume faxing.

After you resolve any problems found, the product can begin answering incoming fax calls.

Cause: An error condition was preventing the product from receiving faxes and **Backup Fax Reception** was set to **Off**.

Solution 3: Make sure the print carriage is not stalled or blocked

Solution: Turn the product off, remove any objects that are blocking the print cartridge carriage (including any packing materials), and then turn the product on again.

 **NOTE:** If **Backup Fax Reception** is enabled and you turn off the product, all faxes stored in memory are deleted, including any unprinted faxes that you might have received while the product was in an error condition. You will need to contact the senders to ask them to resend any unprinted faxes. For a list of the faxes you have received, print the **Fax Log**. The **Fax Log** is not deleted when the product is turned off.

For more information, see:

[“Carriage stall” on page 268](#)

Cause: The print cartridge carriage was stalled.

Parts of a fax I received are cut off

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Check the sending fax machine for problems](#)
- [Solution 2: Make sure paper is loaded in the input tray](#)

Solution 1: Check the sending fax machine for problems

Solution: Check with the sender to see if the sending fax machine is having problems.

Cause: The sending fax machine had a problem.

If this did not solve the issue, try the next solution.

Solution 2: Make sure paper is loaded in the input tray

Solution: Make sure you have paper loaded correctly.

For more information, see:

[“Load full-size paper or small-size photo paper” on page 33](#)

Cause: The paper-width guide was not positioned correctly.

If this did not solve the issue, try the next solution.

The fax I received is blank

Solution: Check with the sender to see if the sending fax machine is having problems.

Cause: The sending fax machine had a problem.

The computer to which I am connecting has only one phone port

Solution: This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the HP All-in-One, including: 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, and Vietnam.


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 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.)

Figure 14-1 Example of a parallel splitter




To set up the product on a shared fax/voice line with a computer dial-up modem

1. 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 product.
2. Using the phone cord supplied in the box with the product, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the product.

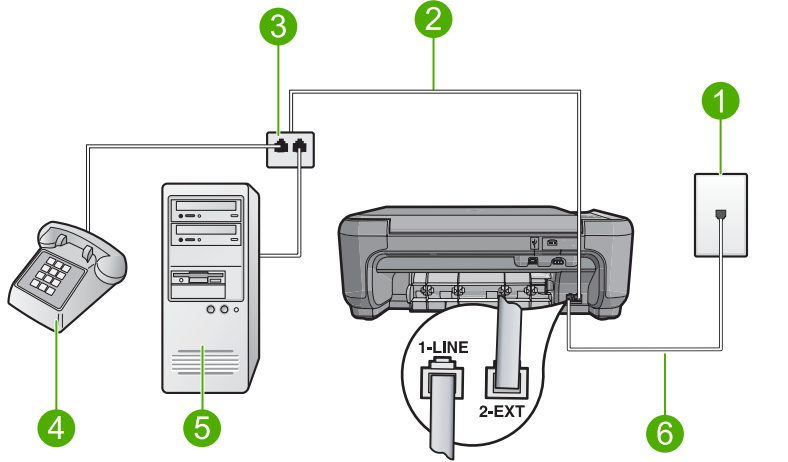
 **NOTE:** If you do not use the supplied cord to connect from the telephone wall jack to the product, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

3. Remove the white plug from the port labeled 2-EXT on the back of the product.
4. Using another phone cord, connect one end to the port labeled 2-EXT on the back of the product. Connect the other end of the phone cord to the parallel splitter on the side with the single phone port.
5. Unplug your computer modem from the telephone wall jack, and connect it to the parallel splitter on the side with two phone ports.
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 product will not be able to receive faxes.

7. (Optional) Connect a phone to the other open phone port on the parallel splitter.

Figure 14-2 Back view of the product



1	Telephone wall jack
2	Phone cord connected to the 2-EXT port
3	Parallel splitter
4	Telephone (optional)
5	Computer with modem
6	Phone cord supplied in the box with the product connected to the 1-LINE port

8. Now you need to decide how you want the product to answer calls, automatically or manually:
 - If you set up the product to answer calls **automatically**, it answers all incoming calls and receives faxes. The product 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 product answers the call. To set up the product to answer calls automatically, turn on the **Auto Answer** setting.
 - If you set up the product to answer faxes **manually**, you must be available to respond in person to incoming fax calls or the product cannot receive faxes. To set up the product to answer calls manually, turn off the **Auto Answer** setting.
9. Run a fax test.

If you pick up the phone before the product answers the call and hear fax tones from a sending fax machine, you will need to answer the fax call manually.

To set up the product on a shared fax/voice line with a computer dial-up modem and answering machine

1. 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 product.
2. Using the phone cord supplied in the box with the product, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the product.



NOTE: If you do not use the supplied cord to connect from the telephone wall jack to the product, 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.

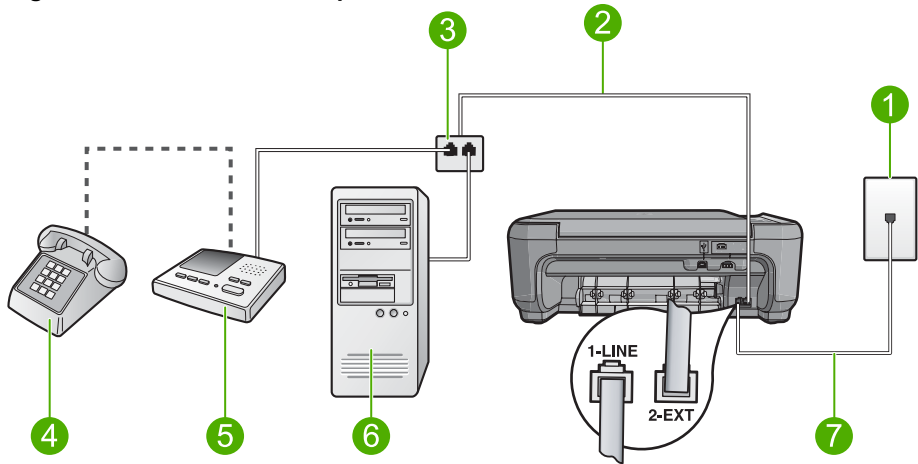
3. Remove the white plug from the port labeled 2-EXT on the back of the product.
4. Using another phone cord, connect one end to the port labeled 2-EXT on the back of the product. Connect the other end of the phone cord to the parallel splitter on the side with the single phone port.
5. Unplug your computer modem from the telephone wall jack, and connect it to the parallel splitter on the side with two phone ports.
6. Connect your answering machine to the other open phone port on the parallel splitter.



NOTE: If you do not connect your answering machine in this way, 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 product.


7. (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.

Figure 14-3 Back view of the product



1	Telephone wall jack
2	Phone cord connected to the 2-EXT port
3	Parallel splitter
4	Telephone (optional)
5	Answering machine
6	Computer with modem
7	Phone cord supplied in the box with the product connected to the 1-LINE port

8. 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 product will not be able to receive faxes.

9. Turn on the **Auto Answer** setting.
10. Change the number of rings to wait on the product to the maximum number of rings supported by your product. (The maximum number of rings varies by country/region.)
11. Set your answering machine to answer after a low number of rings.
12. 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 product monitors the call during this time, "listening" for fax tones. If incoming fax tones are detected, the product will emit fax reception tones and receive the fax; if there are no fax tones, the product stops monitoring the line and your answering machine can record a voice message.

To set up the product on a shared fax/voice line with a computer dial-up modem and voice mail service

1. 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 product.
2. Using the phone cord supplied in the box with the product, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the product.



NOTE: If you do not use the supplied cord to connect from the telephone wall jack to the product, 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.

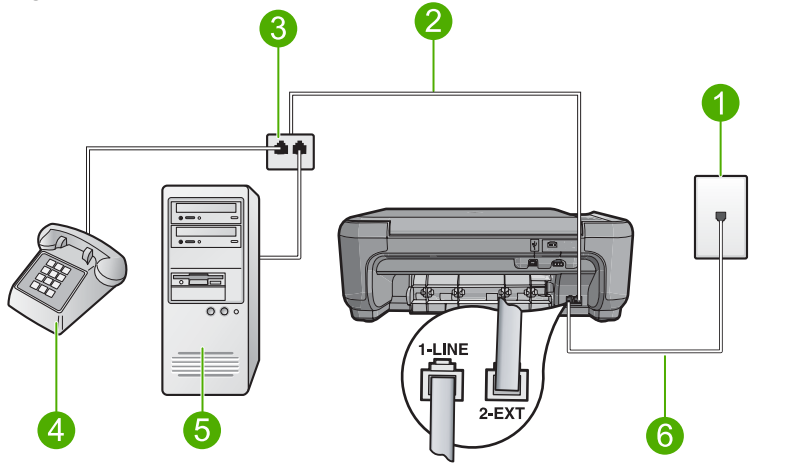
3. Remove the white plug from the port labeled 2-EXT on the back of the product.
4. Using another phone cord, connect one end to the port labeled 2-EXT on the back of the product. Connect the other end of the phone cord to the parallel splitter on the side with the single phone port.
5. Unplug your computer modem from the telephone wall jack, and connect it to the parallel splitter on the side with two phone ports.
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 product will not be able to receive faxes.

7. (Optional) Connect a phone to the other open phone port on the parallel splitter.

Figure 14-4 Back view of the product



1	Telephone wall jack
2	Phone cord connected to the 2-EXT port
3	Parallel splitter
4	Telephone (optional)
5	Computer with modem
6	Phone cord supplied in the box with the product connected to the 1-LINE port

8. Turn off the **Auto Answer** setting.
9. Run a fax test.

If you pick up the phone before the product answers the call and hear fax tones from a sending fax machine, you will need to answer the fax call manually.


I hear static on my telephone line since connecting the product

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

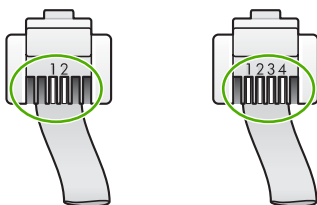
- [Solution 1: Make sure you set up the product as described in the printed documentation](#)
- [Solution 2: Try removing the splitter](#)
- [Solution 3: Try another power outlet](#)

Solution 1: Make sure you set up the product as described in the printed documentation

Solution:

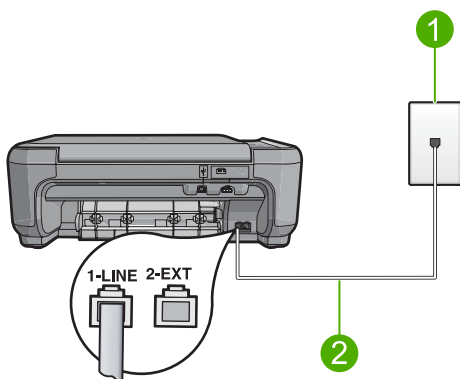
 **NOTE:** This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the product, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.

This special 2-wire phone cord is different from the more common 4-wire phone cords you might already have in your office. Check the end of the cord and compare it to the two types of cords shown below.



Connect the product to a working telephone wall jack. Make sure you used the phone cord supplied in the box with the product.

Connect the 2-wire phone cord to the port labeled 1-LINE on the back of the product and to your telephone wall jack, as shown below.



- | | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the product |

If you used a 4-wire phone cord, disconnect it, find the supplied 2-wire phone cord, and then connect the 2-wire phone cord to the port labeled 1-LINE on the back of the product.

If the product came with a 2-wire phone cord adapter, you can use it with a 4-wire phone cord, in case the supplied 2-wire phone cord is too short. Attach the 2-wire phone cord adapter to the port labeled 1-LINE on the back of the product. Attach your 4-wire phone cord to the open port on the adapter and to the telephone wall jack. For more information on using the 2-wire phone cord adapter, see the documentation that came with it.

For more information on setting up the product, see the printed documentation that came with the product.

Cause: The product was not set up properly for faxing.

If this did not solve the issue, try the next solution.

Solution 2: Try removing the splitter

Solution: A phone line splitter can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) If you are using a splitter, remove it and connect the product directly to the telephone wall jack.

Cause: You were using a phone line splitter.

If this did not solve the issue, try the next solution.

Solution 3: Try another power outlet

Solution: Try connecting to another power outlet.

Cause: You were not using a proper power outlet for the product.

The fax test failed

If you tried to run the fax test from your computer and the fax test failed to run, the product might be busy with another task or have an error condition preventing it from running the fax test.

What to check

- The product is set up properly, connected to a power supply, and is connected to your computer. For more information on setting up the product, see the Setup Guide that came with the product.
- The product is turned on. If it is not, press the **On** button to turn on the product.
- The print cartridges are installed correctly, the print cartridge carriage is not blocked, and the print cartridge door is closed.
- The product is not currently busy with another task such as aligning the printer. Check the display. If the product is busy, wait until it completes the current task and run the fax test again.
- The rear door is attached to the back of the product.
- There are no error messages on the display. If there is an error message, resolve the problem and run the fax test again.


If you run the fax test and the product reports that the test failed, read the following information carefully to determine how to correct any problems with your fax setup. Different portions of the fax test might fail for different reasons.

- [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 "Fax Line Condition" test failed](#)
- [The "Dial Tone Detection" test failed](#)

The "Fax Hardware Test" failed

Solution:

- Turn off the product by pressing the **On** button located on the control panel and then unplug the power cord from the back of the product. After a few seconds, plug the power cord back in and turn the power on. Run the test again. If the test fails again, continue reviewing the troubleshooting information in this section.

 **NOTE:** Depending how long the product 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.

- 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**, make sure the product is not busy completing another task, such as making a copy. Check the display for a message indicating that the product is busy. If it is busy, wait until it is finished and in the idle state, before running the test.

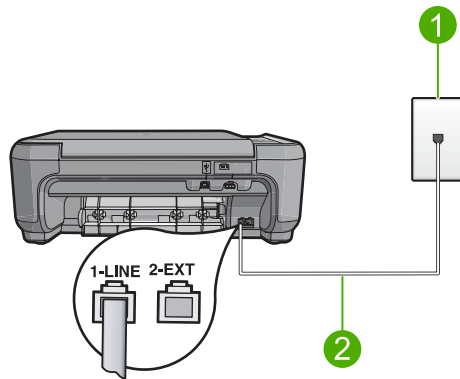
After you resolve any problems found, run the fax test again to make sure it passes and the product is ready for faxing. If the **Fax Hardware Test** continues to fail and you experience problems faxing, contact HP Support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **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 product to make sure the phone cord is secure.
- Make sure you use the phone cord that came with the product. If you do not use the supplied phone cord to connect from the telephone wall jack to the product, you might not be able to send or receive faxes. After you plug in the phone cord that came with the product, run the fax test again.
- Make sure you have correctly connected the product to the telephone wall jack. Using the phone cord supplied in the box with the product, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE

on the back of the product. For more information on setting up the product for faxing, see the printed documentation.



1	Telephone wall jack
2	Use the phone cord supplied in the box with the product

- 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 product 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 product 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 product is ready for faxing.

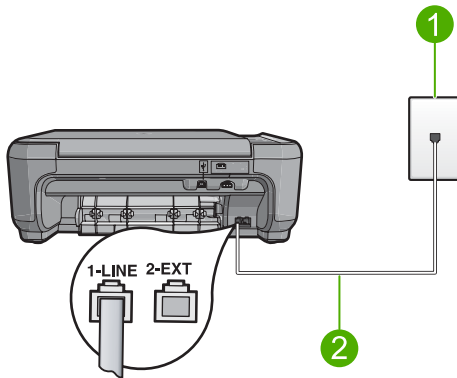
The "Phone Cord Connected to Correct Port on Fax" test failed

Solution: Plug the phone cord into the correct port.

To plug the phone cord into the correct port

1. Using the phone cord supplied in the box with the product, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the product.

 **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 or a telephone.



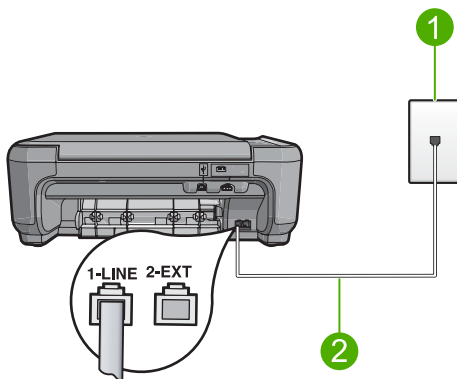
1	Telephone wall jack
2	Use the phone cord supplied in the box with the product

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 product is ready for faxing.
3. Try to send or receive a test fax.

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 product 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 product and the other end to your telephone wall jack, as shown below.



1	Telephone wall jack
2	Phone cord supplied in the box with the product


- Check the connection between the telephone wall jack and the product to make sure the phone cord is secure.
-

The "Fax Line Condition" test failed

Solution:

- Make sure you connect the product 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 product to an analog phone line and try sending or receiving a fax.
- Check the connection between the telephone wall jack and the product to make sure the phone cord is secure.
- Make sure you have correctly connected the product to the telephone wall jack. Using the phone cord supplied in the box with the product, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the product. For more information on setting up the product for faxing, see the printed documentation that came with the product.
- Other equipment, which uses the same phone line as the product, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything except the product 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 product 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 product directly to the telephone wall jack.

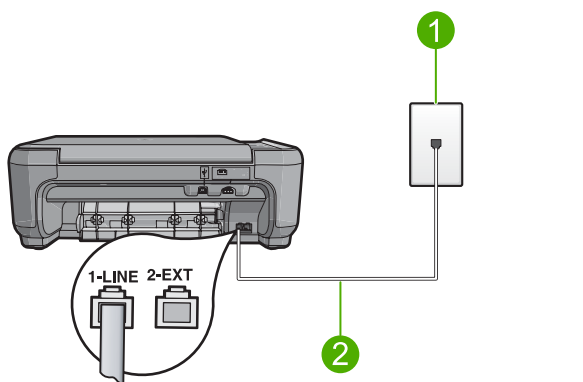
After you resolve any problems found, run the fax test again to make sure it passes and the product is ready for faxing. If the **Fax Line Condition Test** continues to fail and you experience problems faxing, contact your telephone company and have them check the phone line.

 **NOTE:** If you are unsure of the kind of phone line you have (analog or digital), check with your service provider.

The "Dial Tone Detection" test failed

Solution:

- Other equipment, which uses the same phone line as the product, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything except the product 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 product 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 product to the telephone wall jack. Using the phone cord supplied in the box with the product, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the product. For more information on setting up the product for faxing, see the printed documentation that came with the product.



1	Telephone wall jack
2	Use the phone cord supplied in the box with the product

- 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 product 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 product 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 product to an analog phone line and try sending or receiving a fax.



NOTE: If you are unsure of the kind of phone line you have (analog or digital), check with your service provider.

After you resolve any problems found, run the fax test again to make sure it passes and the product is ready for faxing. If the **Dial Tone Detection Test** continues to fail, contact your telephone company and have them check the phone line.

I am having problems faxing over the Internet using IP phone

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Change the fax speed](#)
- [Solution 2: Make sure the phone cord is connected to the correct port on the product](#)
- [Solution 3: Make sure the telephone company supports faxing over the Internet](#)

Solution 1: Change the fax speed

Solution: 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 **Fast (33600)** (the default) to **Medium (14400)** or **Slow (9600)**.

For more information, see:

[“Set the fax speed” on page 18](#)

Cause: The fax over Internet Protocol (FoIP) service might not have worked properly when the product was sending and receiving faxes at high speed (33600 bps).

If this did not solve the issue, try the next solution.

Solution 2: Make sure the phone cord is connected to the correct port on the product

Solution: You can only send and receive faxes by connecting a phone cord to the port labeled 1-LINE on the product. 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.

Cause: The product was not set up properly for faxing.

If this did not solve the issue, try the next solution.

Solution 3: Make sure the telephone company supports faxing over the Internet

Solution: Check with your telephone company to make sure their Internet phone service supports faxing. If they do not support faxing, you will not be able to send and receive faxes through the Internet.

Cause: Your telephone company did not support faxing over the Internet.

The fax log report shows an error

Solution: Review the following table for information on the error codes in the **Fax Log** report. This information can help you troubleshoot any problems you encounter when using the fax features of the product. The table also indicates which codes are specific to **Error Correction Mode (ECM)**. If the same error appears repeatedly, try turning off ECM.

Error code	Error definition
(223 Error Correction Mode) 224	One or more received pages might not be readable.
225-231	There is a feature incompatibility with the sending fax machine.
232-234 (235-236 Error Correction Mode) 237	The telephone connection was lost.
238 (239-241 Error Correction Mode)	The sending fax machine sent an unexpected communication.
242	The sending fax machine is attempting to receive instead of send.
243-244 (245-246 Error Correction Mode)	The sending fax machine prematurely ended the session.
247-248 (249-251 Error Correction Mode)	There was a communication error with the sending fax machine.
252	Telephone line conditions were too poor to receive a fax.
253	The sending fax machine attempted to use an unsupported page width.
281 (282 Error Correction Mode) 283-284 (285 Error Correction Mode) 286	The telephone connection was lost.

(continued)

Error code	Error definition
290	There was a communication error with the sending fax machine.
291	The received fax could not be stored.
314-320	There is a feature incompatibility with the receiving fax machine.
321	There was a communication error with the receiving fax machine.
322-324	Telephone line conditions were too poor to send a fax.
(325-328 Error Correction Mode) 329-331	The receiving fax machine indicated one or more pages might not be readable.
332-337 (338-342 Error Correction Mode) 343	The receiving fax machine sent an unexpected communication.
344-348 (349-353 Error Correction Mode) 354-355	The telephone connection was lost.
356-361 (362-366 Error Correction Mode)	The receiving fax machine prematurely ended the session.
367-372 (373-377 Error Correction Mode) 378-380	There was a communication error with the receiving fax machine.
381	The telephone connection was lost.
382	The receiving fax machine stopped accepting pages.
383	The telephone connection was lost.
390-391	There was a communication error with the receiving fax machine.

For more information, see:

[“Send a fax in Error Correction Mode” on page 82](#)

Cause: If there is a problem or error encountered during sending or receiving a fax, a **Fax Log** report will print.

Errors

If the product has an error, the lights on the product might flash, or an error message might appear on your computer screen.

This section contains the following topics:

- [Product messages](#)
- [File messages](#)
- [General user messages](#)
- [Paper messages](#)
- [Power and connection messages](#)
- [Print cartridge messages](#)

Product messages

The following is a list of product-related error messages:

- [Carriage jam](#)
- [Mechanism error](#)
- [Carriage blocked](#)
- [Door open](#)
- [Firmware revision mismatch](#)
- [Memory is full](#)
- [Scanner failure](#)
- [Scan errors](#)
- [Unable to print](#)
- [Product might not be correctly installed](#)
- [Product was not found](#)
- [Product could not find available scan destinations](#)
- [Required software component was not found or was incorrectly installed](#)
- [Error occurred while communicating with the product](#)
- [Missing HP Photosmart Software](#)

Carriage jam

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Clear the paper jam from the rear door](#)
- [Solution 2: Clear the paper jam from the front](#)
- [Solution 3: Make sure the print carriage can move freely](#)
- [Solution 4: Verify that the product is properly connected to a power source](#)
- [Solution 5: Print a self-test report](#)
- [Solution 6: Reset the product](#)
- [Solution 7: Contact HP support for service](#)

Solution 1: Clear the paper jam from the rear door

Solution: Clear the paper jam from the rear door.

For more information, see:

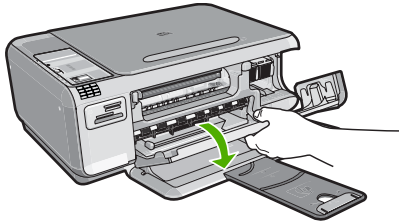
[“Clear paper jams” on page 120](#)

Cause: The product had a paper jam.

If this did not solve the issue, try the next solution.

Solution 2: Clear the paper jam from the front

Solution: Turn off the product and open the print cartridge door to access the print carriage area. Gently remove any paper that is stuck between the rollers, and then turn on the product again.



If this did not solve the issue, try the next solution.

Cause: Paper was stuck in the front rollers.

If this did not solve the issue, try the next solution.

Solution 3: Make sure the print carriage can move freely

Solution: Unplug the power cable if it is not already unplugged. Check to see if the print cartridge carriage will move freely from one side of the printer to the other. Do not try to force it to move if it is hung up on something.

△ **CAUTION:** Be careful not to force the print cartridge carriage. If the carriage is stuck, forcing it to move will damage the printer.

For more information, see:

[“Carriage stall” on page 268](#)

Cause: The print carriage had stalled.

If this did not solve the issue, try the next solution.

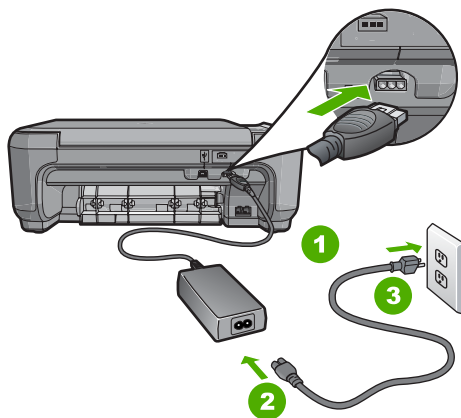
Solution 4: Verify that the product is properly connected to a power source

Solution: Verify that the product is properly connected to a suitable power source.

To verify the product is connected to a suitable power source

1. Make sure that you are using the power cord provided with the product.
2. If the product is connected to a computer, make sure the computer has a grounded (three-prong) power plug.
3. Make sure the power cord is firmly connected to both the product and the power adaptor.

4. Plug the power cord directly into a power outlet.



1	Power connection
2	Power cord and adaptor
3	Power outlet

5. Try to print from your computer.
If the product prints when plugged directly into a power outlet while disconnected from any power strips or surge suppressors, the power strip or surge suppressor might not be allowing sufficient voltage to reach the product.
6. If the product cannot print and the print carriage is still stalled, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: There might not be sufficient voltage for the product.

If this did not solve the issue, try the next solution.

Solution 5: Print a self-test report

Solution: Print a self-test report to see if the product can print.

To print a self-test report

1. Load letter or A4 unused plain white paper into the input tray.
2. Press and hold the **Cancel** button and then press the **Start Copy Color** button. The product prints a self-test report, which might indicate the source of the printing problem. A sample of the ink test area of the report is shown below.



3. Make sure the test patterns show a complete grid and the thick color lines are complete.
 - If more than a few lines in a pattern are broken, this might indicate a problem with the nozzles. You might need to clean the print cartridges.
 - If the black line is missing, faded, streaked, or shows lines, this might indicate a problem with the black or photo print cartridge in the right slot.
 - If any of the color lines are missing, faded, streaked, or show lines, this might indicate a problem with the tri-color print cartridge in the left slot.

If the product can print a self-test report and can print from the computer (if applicable), then there is no need to follow the remaining solutions, as the error message might be false.

Cause: The error was false.

If this did not solve the issue, try the next solution.

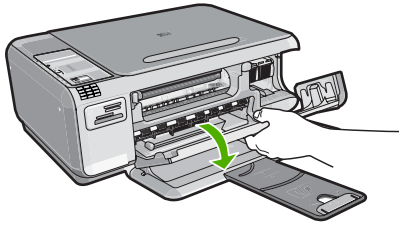
Solution 6: Reset the product

Solution: Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the **On** button to turn on the product.

To reset the product

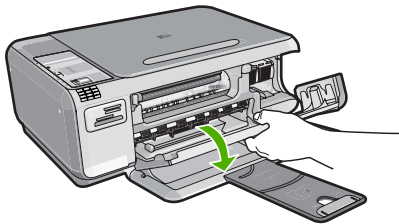
1. Remove all paper loaded in the input tray.
2. Make sure that the product is turned on and remove the USB cable from the back of the product.

3. Open the print cartridge door.



The print carriage should move to the far right side of the product.

4. Remove the print cartridges and keep them aside carefully.
5. Close the print cartridge door.
6. Disconnect the power cord from the product and wait for 60 seconds.
7. Reconnect the power cord to the product.
8. Turn on the product by pressing the **On** button.
9. Open the print cartridge door.



The print carriage should move to the far right side of the product.

10. Reinsert the print cartridges in the appropriate slots.
11. Close the print cartridge door.
12. Load paper in the input tray.
13. If prompted, print a cartridge calibration page, and then scan it.

Cause: The product experienced an error and had to be reset.

If this did not solve the issue, try the next solution.

Solution 7: Contact HP support for service

Solution: If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for technical support.

Cause: You might need assistance to enable the product or software to function properly.

Mechanism error

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Clear the paper jam](#)
- [Solution 2: Remove objects that are blocking the print carriage](#)

Solution 1: Clear the paper jam

Solution: Clear the paper jam.

For more information, see:

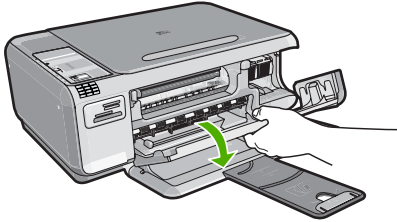
[“Clear paper jams” on page 120](#)

Cause: The product had a paper jam.

If this did not solve the issue, try the next solution.

Solution 2: Remove objects that are blocking the print carriage

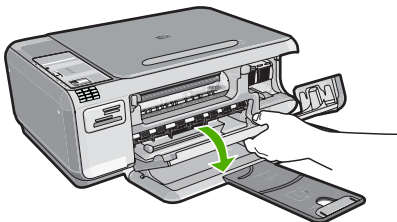
Solution: Lower the print cartridge door to access the print carriage area. Remove any objects that are blocking the print carriage, including any packing materials. Turn off the product and then turn it on again.



Cause: The print carriage was blocked.

Carriage blocked

Solution: Turn the product off and open the print cartridge door to access the print carriage area. Remove any objects that are blocking the print carriage (including any packing materials), and then turn the product on again.

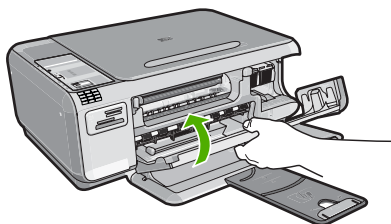


Follow the prompts on the display to continue.

Cause: The print carriage was blocked.

Door open

Solution: Close the print cartridge door.



Cause: The print cartridge door was open.

Firmware revision mismatch

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The revision number of the product firmware did not match the revision number of the software.

Memory is full

Solution: Try making fewer copies at a time.

Cause: The document you were copying exceeded the memory of the product.

Scanner failure

Solution: Turn off the product and then turn it on again. Restart your computer and then try to scan again.


If the problem persists, try plugging the power cord directly into a power outlet rather than a surge protector or power strip. If the problem continues, 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.

Cause: The product was busy or an unknown cause interrupted your scan.

Scan errors

Review this section if you receive an error such as one of the following:

- An error occurred communicating with the scanning device.
- The scanning device could not be initialized.
- The scanning device could not be found.
- An internal error has occurred.
- The computer cannot communicate with the scanning device.

 **NOTE:** Before starting to troubleshoot, make a copy to verify that the hardware is functioning correctly. If you cannot make a copy, see [“Troubleshooting”](#) on page 109 for more troubleshooting information.

Try each of the following solutions separately. After completing the steps for each solution, try to scan again. If the product still does not work, then go to the next solution.

- [Solution 1: Verify if the software is installed correctly](#)
- [Solution 2: Refresh the Windows Device Manager](#)
- [Solution 3: Verify if the Digital Imaging Monitor is running](#)
- [Solution 4: Check the status of the product in the HP Solution Center](#)
- [Solution 5: Check the power supply](#)
- [Solution 6: Check the USB connection between the product and the computer](#)
- [Solution 7: Try scanning with Windows Image Acquisition \(WIA\)](#)
- [Solution 8: Disable the Lexbces service](#)
- [Solution 9: Run the Scan Diagnostic Utility](#)
- [Solution 10: Download and install the unexpected internal error and communications failure patch](#)
- [Solution 11: Check the USB chipset and controller](#)
- [Solution 12: Uninstall and then reinstall the software](#)

Solution 1: Verify if the software is installed correctly


Solution: Verify that the software was installed correctly. Open the HP Solution Center and verify that all the icons are present.

If the appropriate buttons for your product (such as **Make Copies**) do not appear, your installation might not be complete, and you might need to uninstall and then reinstall the software. Do not simply delete the application files from your hard drive. Make sure to remove them properly using the uninstall utility provided with the software.


To uninstall and reinstall the software

1. On the Windows taskbar, click **Start, Settings, Control Panel** (or just **Control Panel**).
2. Double-click **Add/Remove Programs** (or click **Uninstall a program**).
3. Select **HP Photosmart All-In-One Driver Software**, and then click **Change/Remove**.
Follow the onscreen instructions.
4. Disconnect the product from your computer.

- Restart your computer.

 **NOTE:** It is important that you disconnect the product before restarting your computer. Do not connect the product to your computer until after you have reinstalled the software.

- Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.

 **NOTE:** If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

NOTE: When the computer is turned on, a software group called the Terminate and Stay Resident (TSR) programs automatically loads. These programs activate some of the computer utilities, such as the anti-virus software, that are not required for the computer to function. Occasionally, TSR's prevent the HP software from loading so that it does not install properly. In Windows Vista and Windows XP, use the MSCONFIG utility to prevent TSR programs and services from starting up.

- Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the product.

After you have reinstalled the software, try to scan again.

Cause: The software installation was not complete.

If this did not solve the issue, try the next solution.

Solution 2: Refresh the Windows Device Manager

Solution: Refresh the Windows Device Manager.

To refresh the Windows Device Manager

- On the Windows taskbar, click **Start**, right-click **My Computer**, and then click **Properties**.
- Click the **Hardware** tab, and then click **Device Manager**.
- Double-click **Universal Serial Bus Controllers**.
- Click **USB Composite Device**, click **Action**, and then click **Uninstall**.
If a screen appears to confirm the deletion, confirm the deletion.
- Disconnect the USB cable from the product.
- Wait a few seconds, and then reconnect the cable.
This should restart the Windows device detection (Plug and Play). A **New Hardware found screen** might appear.
- Click **Next** through all of the screens that appear in the Wizard to install the USB Composite Device.
- Click **Finish** to complete the installation.
- Try to scan again.
- If these steps do not resolve the problem, try using a different USB cable to connect the product to the computer.

Cause: Communication problems between the product and the USB controller caused this error to occur. This might be caused by an incomplete installation, a USB cable longer than 3 meters (9.8 feet) in length, or a defective USB cable.

If this did not solve the issue, try the next solution.

Solution 3: Verify if the Digital Imaging Monitor is running

Solution: Verify that the **Digital Imaging Monitor** is running.

To check that the Digital Imaging Monitor is running

1. Look for the **Digital Imaging Monitor** icon in the system tray at the lower right side of the screen, near the time.
2. If the **Digital Imaging Monitor** icon is not present, restart the computer.
3. After the computer restarts, try to scan again.

Cause: The **Digital Imaging Monitor** was not running.

If this did not solve the issue, try the next solution.

Solution 4: Check the status of the product in the HP Solution Center

Solution: Check the status of the product in the HP Solution Center.

To check the status of the product

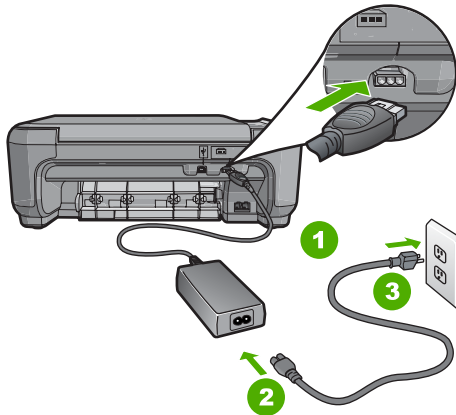
1. On the Windows taskbar, click **Start, Programs** or **All Programs, HP, HP Solution Center**.
2. Verify that the product is listed in the **Select Device** area or that the appropriate tab is selected.
3. Click **Status**.
If the product is working properly, a message appears indicating your product is ready.
4. If you receive a **Disconnected** error message, then check whether there is another instance or another tab for the product with a copy number included, such as HP Photosmart C4340 All-in-One series 2.
5. Select the second instance of the product and repeat steps 2 through 4.
6. Try to scan again.

Cause: There might have been two instances of the product connected to the HP Solution Center.

If this did not solve the issue, try the next solution.

Solution 5: Check the power supply**Solution:** Check the power supply.**To check the power supply**

1. Make sure the power cord is firmly connected to both the product and the power adaptor. Plug the power cord into a power outlet, surge protector, or power strip.



1	Power connection
2	Power cord and adaptor
3	Power outlet

2. Make sure the product is turned on.
3. If the product is not receiving electrical power, connect it to another power outlet.
4. Turn off the product and reset it by disconnecting the power cord.
5. Wait five seconds, and plug in the power cord.
6. Turn on the product.
7. Try to scan again.

Cause: The product was not properly connected to a power supply or needed to be reset.

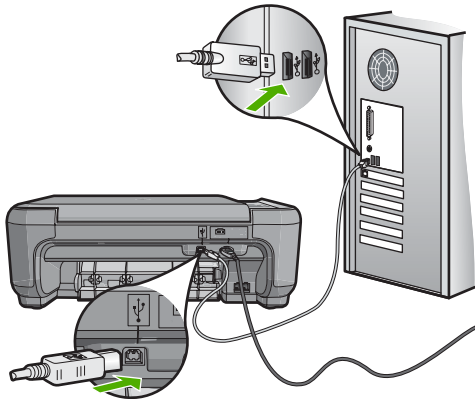
If this did not solve the issue, try the next solution.

Solution 6: Check the USB connection between the product and the computer

Solution: Check the USB connection between the product and the computer.

To check the USB connection

1. Verify that the USB cable is securely plugged into the USB port on the back of the product.
2. Make sure the other end of the USB cable is plugged into a USB port on your computer.



3. Try to scan again.
If the scan fails, continue to the next step.
4. Do one of the following, depending upon how the product is connected to the computer:
 - If the USB cable is connected to a USB hub, try unplugging and replugging the USB cable into the hub. If that does not work, try turning off the hub and then turning it on again. Finally, try disconnecting the cable from the hub and connecting it directly to the computer.
 - If the USB cable is connected to a docking station for a laptop, disconnect the cable from the docking station and connect it directly to the computer.
 - If the USB cable is directly connected to the computer, try plugging it into another USB port on the computer.
5. If there are other USB devices connected to the computer, disconnect the other devices, except for the keyboard and the mouse.
6. Check the USB cable to make sure it is functioning properly.



NOTE: If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.

7. If another USB cable is available, try using that one instead.
8. Restart the computer.
9. After the computer restarts, try to scan again.

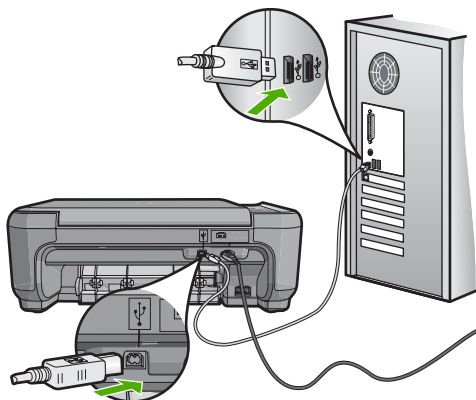
Cause: The product was not properly connected to the computer.
If this did not solve the issue, try the next solution.

Solution 7: Try scanning with Windows Image Acquisition (WIA)

Solution: Try scanning with Windows Image Acquisition (WIA) instead of the HP Solution Center.

To scan using WIA

1. Make sure the product is turned on.
2. Verify that the USB cable is securely plugged into the USB port on the back of the product.
The USB icon on the cable faces up when the cable is properly connected.
3. Make sure the other end of the USB cable is plugged into a USB port on your computer.



4. On the Windows taskbar, click **Start**, click **Programs** or **All Programs**, and then click **Accessories**.
5. Click **Imaging**.
6. From the Imaging application, click **File** and then click **Select Device**.
7. Select the product from the TWAIN source list.
8. Click **File**, and then click **Scan New**.

Imaging for Windows will scan from the product using TWAIN software instead of the HP Solution Center.


Cause: If you could scan using WIA, this is an indication that there was a problem with the HP Solution Center. You can continue to use WIA to scan, or try the next solution.

If this did not solve the issue, try the next solution.

Solution 8: Disable the Lexbces service

Solution: Check if the **Lexbces** service is started, and disable it.

If a Lexmark or Dell all-in-one device is connected with a USB cable to a computer where product is installed, the HP software might not scan because the **Lexbces** service is running.

 **NOTE:** This solution only applies if you have a Lexmark or Dell all-in-one.

To check for and disable the service

1. Log into Windows as an Administrator.
2. Press the **Ctrl + Alt + Delete** to open the **Task Manager**.
3. Click the **Processes** tab.
4. If the Lexbceserver service is listed in the **Image Name** list, disable it.

To disable the service

- a. On the Windows taskbar, click **Start**, right-click **My Computer**, and then click **Manage**.
The **Computer Management** appears.
 - b. Double-click **Services and Applications**, and then double-click **Services**.
 - c. In the right pane, right-click **Lexbceserver**, and then click **Properties**.
 - d. On the **General** tab, in the **Service status** area, click **Stop**.
 - e. From the **Startup type** drop-down menu, select **Disabled**, and then click **OK**.
 - f. Click **OK** to close the dialog box.
5. Backup the Registry.

△ **CAUTION:** Incorrectly editing the registry might severely damage your system. Before making changes to the registry, back up valuable data on the computer.

To back up the Registry

- a. On the Windows taskbar, click **Start**.
- b. Depending on your operating system, do one of the following:
 - In Windows Vista: In **Start Search**, type `regedit`, and then press **Enter**.
When the User Account Control dialog box appears, click **Continue**.
 - In Windows XP: Click **Run**. When the **Run** dialog box appears, type `regedit`, and then press **Enter**.
The **Registry Editor** appears.
- c. In the **Registry Editor**, select **My Computer**.
- d. With **My Computer** highlighted, click **File**, and then click **Export**.
- e. Browse to a storage location that is easy for you to remember; for example: **My Documents** or **Desktop**.
- f. In the **Export Range** area, select **All**.

- g. Enter a filename for the backed up Registry.
HP suggests naming the file with the current date; for example: Registry Backup 04_01_07.
 - h. Click **Save** to save the Registry.
6. Edit the registry.

To edit the Registry

- a. Select the **HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\Spooler** Registry key.
Details of the Registry key appears on the pane to the right.
 - b. Check the **DependOnService** data string (in the pane on the right) to see if **lexbces** is listed in the **Data** column.
 - c. If the **Data** column contains **lexbces**, right-click **DependOnService** and select **Modify**.
Do one of the following:
 - If you see only **lexbces**, but not **RPCSS**, delete **lexbces** and enter **RPCSS**.
 - If you see both **lexbces** and **RPCSS**, delete only **lexbces** and keep **RPCSS**.
 - d. Click **OK**.
7. Restart the computer, and then try to scan again.
If you can scan successfully, then proceed with the next step to restart the **Lexbcservice** service.



NOTE: Restarting the service enables the normal functionality of the Lexmark or Dell devices without affecting HP software.

8. Restart the **Lexbcservice** service.

To restart the service

- a. On the Windows taskbar, click **Start**, right-click **My Computer**, and then click **Manage**.
The **Computer Management** screen appears.
- b. Double-click **Services and Applications**, and then double-click **Services**.
- c. In the right pane, right-click **Lexbcservice**, and then click **Properties**.
- d. On the **General tab**, in the **Service status** area, click **Start**.
- e. From the **Startup type** drop-down menu, select **Automatic**, and then click **OK**.
- f. Click **OK** to close the dialog box.

Cause: The **Lexbcservice** service installed by a Lexmark printer, Lexmark all-in-one, or Dell all-in-one, caused a scan communication error.

If this did not solve the issue, try the next solution.

Solution 9: Run the Scan Diagnostic Utility

Solution: Download and run the **Scan Diagnostic** utility to find and correct problems with your product.

To download and run the Scan Diagnostic utility

1. Go to: www.hp.com and click **Software and driver downloads**.
2. Select **Download drivers and software (and firmware)**.
3. Type your product name and model number in the field provided, and then press **Enter**.
4. Select the operating system of your computer where the HP software is installed.
5. Go to the **Utility** section and download the **HP Scan diagnostic** utility.
6. Try to scan.

If an error condition is identified with any of the HP software components, a red X is displayed next to the component. If there is no error condition, a green check mark is displayed next to the component. The utility is equipped with a **Fix** button to correct the error conditions.

Cause: There was a problem with the connection between the product and the computer.

If this did not solve the issue, try the next solution.

Solution 10: Download and install the unexpected internal error and communications failure patch

Solution: Download and install the **unexpected internal error and communications failure** patch.

This patch resolves the **An unexpected internal error has occurred** error and other communication failures with the product.

To install the patch

1. Go to: www.hp.com and click **Software and driver downloads**.
2. Select **Download drivers and software (and firmware)**.
3. Select the operating system of your computer where the HP software is installed.
4. Go to the **Patch** section and download the **HP Image zone/photo and imaging unexpected internal error and communications failure patch**.
5. Double-click the patch to install it on the computer.
6. Try to scan.

Cause: You needed to install the **unexpected internal error and communications failure** patch.

If this did not solve the issue, try the next solution.

Solution 11: Check the USB chipset and controller


Solution: Check the USB chipset and controller.

Scan communication errors can occur because of compatibility issues with USB chipsets installed on the computer. This can be caused by a mismatch in the

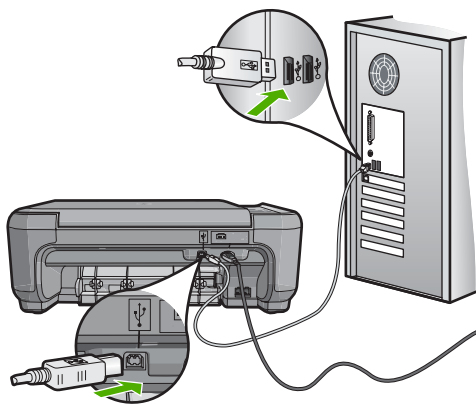
handshake timing between HP product chipset and certain types of USB chipsets on the computer.

To check the USB chipset and controller

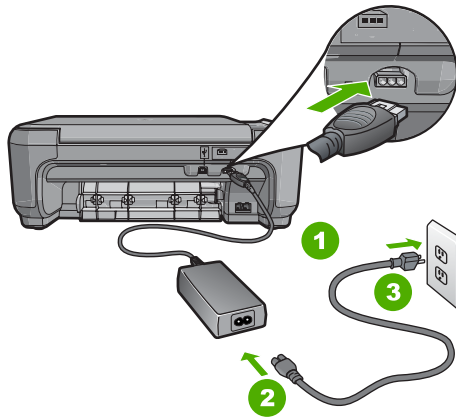
1. On the Windows taskbar, click **Start**, right-click **My Computer**, and then click **Properties**.
2. Click the **Hardware** tab, and then click **Device Manager**.
3. Open **Universal Serial Bus Controllers** by clicking the plus sign (+) next to it.
4. Check if you have one of the following chipsets listed:
 - SIS 7001 USB host controller
 - ALI chipsets
 - NEC universal host controllers
 - Intel 82801 AA, Intel 82801BA/BAM

 **NOTE:** This is not a comprehensive list. If you are experiencing communication issues while trying to scan, follow the steps below to resolve the issue.

5. Disconnect all USB devices (printers, scanners, cameras, etc.) from the computer, except the mouse or keyboard.
6. Reconnect the USB cable to the USB port on the back of the product.
7. Reconnect the other end of the USB cable to a USB port on your computer.



8. Make sure the power cord is firmly connected to both the product and the power adaptor. Plug the power cord into a power outlet, surge protector, or power strip.



1	Power connection
2	Power cord and adaptor
3	Power outlet

9. Turn on the product.
10. Print a self-test report to test the basic standalone functionality of the product. See the following procedure for more information about printing a self-test report.
11. Try to scan.
If the scan is successful, other USB devices connected to the computer might be causing the problem.
12. If the scan is successful, then connect one USB device at a time to the computer.
13. Test the scanning functionality after each connection, until you identify which piece of equipment is causing the problem.
14. If the product fails to scan. Or, does not establish communication with the computer along with any of the USB devices plugged in, then connect a powered USB hub between the product and the computer.
This might help to establish, or to maintain, communication between the computer and the product. See the following section for more information about USB hubs.

To print a self-test report

1. Load letter or A4 unused plain white paper into the input tray.
2. Press and hold the **Cancel** button and then press the **Start Copy Color** button. The product prints a self-test report, which might indicate the source of the printing problem. A sample of the ink test area of the report is shown below.



3. Make sure the test patterns show a complete grid and the thick color lines are complete.
 - If more than a few lines in a pattern are broken, this might indicate a problem with the nozzles. You might need to clean the print cartridges.
 - If the black line is missing, faded, streaked, or shows lines, this might indicate a problem with the black or photo print cartridge in the right slot.
 - If any of the color lines are missing, faded, streaked, or show lines, this might indicate a problem with the tri-color print cartridge in the left slot.

More information about using a USB hub

- Verify that the USB hub is a powered hub and the power adapter is plugged in. Some powered hubs do not include the power adapter as a standard item.
- The hub must be plugged into a power source.
- Some hubs cannot handle more than four full-power USB devices. You can connect a maximum of five hubs to the system.
- If the product has trouble with a hub when the hubs are connected together, or there are more than four devices on the hub, connect the product to the hub that is directly connected to the computer (unless there are known issues).

Cause: There was a compatibility issue with USB chipsets installed on the computer.

If this did not solve the issue, try the next solution.

Solution 12: Uninstall and then reinstall the software

Solution: Uninstall the software completely, and then reinstall it.

To uninstall the software and reset the product

1. Disconnect and reset the product.

To disconnect and reset the product

- a. Make sure the product is turned on.
 - b. Press the **On** button to turn off the product.
 - c. Disconnect the power cord from the back of the product.
 - d. Reconnect the power cord to the back of the product.
 - e. Press the **On** button to turn on the product.
2. Uninstall the software completely.



NOTE: It is important that you follow the uninstall procedure carefully to ensure you have removed the software completely from the computer, before reinstalling it.


To uninstall the software completely

- a. On the Windows taskbar, click **Start, Settings, Control Panel**, (or just **Control Panel**).
- b. Double-click **Add/Remove Programs** (or click **Uninstall a program**).
- c. Remove all the items that are related to the HP Photosmart Software.

△ **CAUTION:** If the computer is manufactured by HP or Compaq, **do not** remove any applications other than those listed below.


- HP Imaging device functions
 - HP Document Viewer
 - HP Photosmart Essential
 - HP Image Zone
 - HP Photo and imaging gallery
 - HP Photosmart, Officejet, Deskjet (with the product name and software version number)
 - HP Software update
 - HP Share to Web
 - HP Solution Center
 - HP Director
 - HP Memories Disk Greeting Card Creator 32
- d. Go to `C:\Program Files\HP` or `C:\Program Files\Hewlett-Packard` (for some older products) and delete the Digital Imaging folder.
 - e. Go to `C:\WINDOWS` and rename the `twain_32` folder to `twain_32 old`.

3. Turn off programs that run in the background.

 **NOTE:** When the computer is turned on, a software group called the Terminate and Stay Resident (TSR) programs automatically loads. These programs activate some of the computer utilities, such as the anti-virus software, but are not required for the computer to function. Occasionally, TSR's prevent the HP software from loading so that it does not install properly. In Windows Vista and Windows XP, use the MSCONFIG utility to prevent TSR programs and services from starting up.

To turn off programs that run in the background

- a. On the Windows taskbar, click **Start**.
- b. Depending on your operating system, do one of the following:
 - In Windows Vista: In **Start Search**, type **MSCONFIG**, and then press **Enter**.
When the User Account Control dialog box appears, click **Continue**.
 - In Windows XP: Click **Run**. When the **Run** dialog box appears, type **MSCONFIG**, and then press **Enter**.
The **MSCONFIG** utility application appears.
- c. Click the **General** tab.
- d. Click **Selective Startup**.
- e. If there is a check mark next to **Load Startup Items**, click the check mark to remove it.
- f. Click the **Services** tab, and select the **Hide All Microsoft Services** box.
- g. Click **Disable all**.
- h. Click **Apply**, and then click **Close**.

 **NOTE:** If you receive a message stating **Access is denied** while making changes, click **OK** and continue. The message will not prevent you from making the changes.

- i. Click **Restart** to apply the changes to the computer during the next restart. After the computer restarts, the **You've used system configuration utility to make changes to the way windows starts** message appears.
 - j. Click the check box next to **Do not show this message again**.
4. Run the **Disk Cleanup** utility to delete temporary files and folders.

To run the Disk Cleanup utility

- a. On the Windows taskbar, click **Start**, click **Programs** or **All Programs**, and then click **Accessories**.
- b. Click **System Tools**, and then click **Disk Cleanup**.
The **Disk Cleanup** analyzes the hard drive and then presents a report with a list of components to delete.

- c. Select the appropriate check boxes to remove the unnecessary components.

More information about the Disk Cleanup utility

The Disk Cleanup utility frees hard disk space on your computer by doing the following:


- Deleting temporary Internet files
- Deleting downloaded program files
- Emptying the Recycle Bin
- Deleting files from your temporary folder
- Deleting files created by other Windows tools
- Removing optional Windows components that you do not use

- d. After selecting the components to remove, click **OK**.

5. Install the software.

To install the software

- a. Insert software CD into the CD-ROM drive of the computer.
The software installation will start automatically.

 **NOTE:** If the installation does not run automatically, from the Windows **Start** menu, click **Start Search** (or **Run**). In the **Start Search** (or **Run** dialog box), type `d:\setup.exe`, and then press **Enter**. (If your CD-ROM drive is not assigned to drive letter D, enter the appropriate drive letter.)

- b. Follow the prompts on the computer screen to install the software.

6. Try using the product again.

Cause: The software needed to be completely uninstalled and reinstalled.

Unable to print

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Print a test page](#)
- [Solution 2: Clear the print queue](#)
- [Solution 3: Disconnect and reconnect the USB cable](#)
- [Solution 4: Verify that the product is set as the default printer](#)
- [Solution 5: Check if the printer is paused or offline](#)
- [Solution 6: Clear the print queue manually](#)
- [Solution 7: Stop and restart the print spooler](#)
- [Solution 8: Verify whether the software application has a problem](#)

Solution 1: Print a test page

Solution: Print a test page to see if the product can print and is communicating with the computer.

To print a test page

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. Right-click the icon for your product, and then click **Properties**.
3. On the **General** tab, click **Print Test Page**.
The product should print a test page.

If the test page fails to print, make sure you set up the product properly. See the Setup Guide that came with the product for information about setting it up.

Cause: The product was not set up properly.

If this did not solve the issue, try the next solution.

Solution 2: Clear the print queue

Solution: Restart your computer to clear the print queue.

To clear the print queue

1. Restart your computer.
2. After the computer has restarted, check the print queue.
 - a. 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**.
 - b. Double-click the icon for your product to open the print queue.
If there are no print jobs pending, the issue might have been resolved.
3. Try to print again.

Cause: The computer needed to be restarted to clear the print queue.

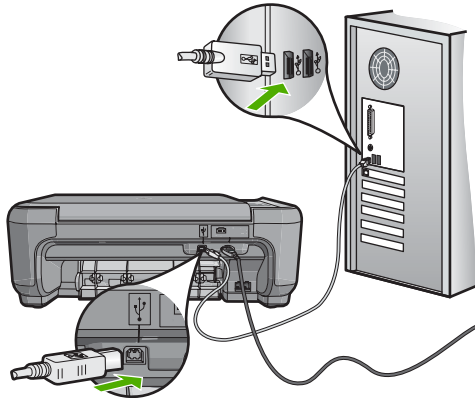
If this did not solve the issue, try the next solution.

Solution 3: Disconnect and reconnect the USB cable


Solution: Disconnect the USB cable from the computer and product, and then reconnect it.

To disconnect and reconnect the USB cable

1. Disconnect the USB cable from the product.
2. Disconnect the USB cable from the computer.
3. Leave the USB cable disconnected for 5-6 seconds.
4. Reconnect the USB cable to the product and the computer.



After reconnecting the USB cable, the product should start printing the jobs in queue.

 **NOTE:** If you are connecting the product through a USB hub, make sure the hub is turned on. If the hub is on, try connecting directly to your computer.

5. If the product does not start printing automatically, start another print job.

Cause: The USB cable needed to be disconnected.

If this did not solve the issue, try the next solution.

Solution 4: Verify that the product is set as the default printer

Solution: Check to make sure the product is set as the default printer and it is using the correct printer driver.

To verify that the product is set as the default printer

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. Make sure the correct product is set as the default printer.
The default printer has a check mark in a black circle next to it.
3. If the wrong product is set as the default printer, right-click the correct product and select **Set as Default**.

To verify the print driver

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. Right-click the icon next to the product, and select **Properties**.
3. Click the **Ports** tab to verify that the product is using the correct port.
The port that the product is using is highlighted and has a check mark next to it. The product should be set to use a DOT4 or the USB00X (where X is replaced by a number) port.
4. If the product is using the wrong port, click the correct port to select it.
The port that the product is now using is highlighted and has a check mark next to it.
5. Click the **Advanced** tab.
6. Check the driver listed in the **Driver** drop-down menu to verify that the product is using the correct driver.
The name of your product should be listed as the driver.
7. If the wrong driver is selected, select the correct driver from the **Driver** drop-down menu.
8. Click **OK** to save your changes.

Cause: The product was not be set as the default printer, or the wrong driver might have been configured.

If this did not solve the issue, try the next solution.

Solution 5: Check if the printer is paused or offline

Solution: Check to make sure the product is not paused or offline.

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**.

On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**. If a check mark is present on either option, click the menu option to remove it. If the menu has the **Use Printer Online** option, select that option to put a check mark next to it.

4. If you made any changes, try to print again.

Cause: The product was paused or offline.

If this did not solve the issue, try the next solution.

Solution 6: Clear the print queue manually

Solution: Manually clear the print queue.

To clear the print queue manually

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, click **Cancel all documents** or **Purge Print Document**, and then click **Yes** to confirm.
4. If there are still documents in the queue, restart the computer and try printing again after the computer has restarted.
5. Check the print queue again to make sure it is clear, and then try to print again. If the print queue is not clear, or if it is clear but jobs are still failing to print, proceed to the next solution.

Cause: The print queue needed to be manually cleared.

If this did not solve the issue, try the next solution.

Solution 7: Stop and restart the print spooler

Solution: Restart the print spooler.

To stop and restart the print spooler

1. On the Windows taskbar, click **Start**, and then click **Control Panel**.
2. Double-click **Administrative Tools**, and then double-click **Services**.
3. Scroll down the list and click **Print Spooler**, and then click **Stop** to stop the service.
4. Click **Start** to restart the service, and then click **OK**.
5. Restart the computer and try printing again after the computer has restarted.

Cause: The print spooler needed to be restarted.

If this did not solve the issue, try the next solution.

Solution 8: Verify whether the software application has a problem

Solution: Verify whether the software application is the problem.

To verify the software application

1. Close the software application and reopen it.
2. Try to print again from the software application.



NOTE: The printer might not support printing from a DOS application. Determine if the software application is Windows-based or DOS-based by checking the system requirements of the application.

3. Try printing from Notepad to see if the issue is the software application or the driver.

To print from Notepad

- a. On the Windows taskbar, click **Start**, and then click **Programs** or **All Programs**.
- b. Click **Accessories**, and then click **Notepad**.
- c. Type a few characters of text into Notepad.
- d. Click **File**, and then click **Print**.
4. If printing is successful from Notepad but not the software application, contact the manufacturer of that application for support.

Cause: The software application was failing or could not communicate with the print driver correctly.

Product might not be correctly installed

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Reset the product](#)
- [Solution 2: Check the power cord and USB cable](#)
- [Solution 3: Restart the computer](#)
- [Solution 4: Uninstall and reinstall the product](#)
- [Solution 5: Uninstall and reinstall the HP Photosmart Software](#)

Solution 1: Reset the product

Solution: Turn off the product and reset it by disconnecting the power cord. Wait 60 seconds, and then plug in the power cord. Turn on the product.

Cause: The product had to be reset.

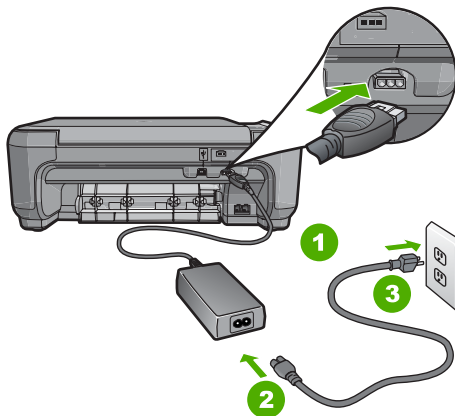
If this did not solve the issue, try the next solution.

Solution 2: Check the power cord and USB cable

Solution: Make sure that the power cord and USB cable are properly attached and plugged in. Also, make sure that the product is turned on.

To check the power supply

1. Make sure the power cord is firmly connected to both the product and the power adaptor. Plug the power cord into a power outlet, surge protector, or power strip.

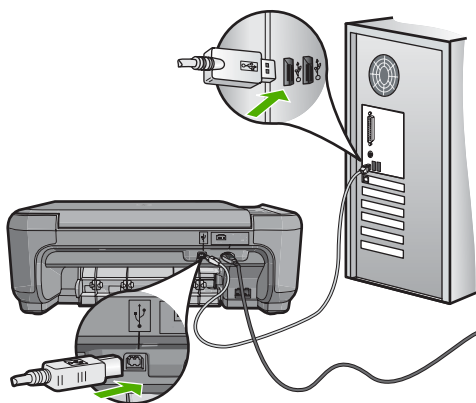


1	Power connection
2	Power cord and adaptor
3	Power outlet

2. Make sure the product is turned on.
3. If the product is not receiving electrical power, connect it to another power outlet.
4. Turn off the product and reset it by disconnecting the power cord.
5. Wait 5 seconds, and plug in the power cord.
6. Turn on the product.
7. Try to scan again.

To check the USB connection

1. Verify that the USB cable is securely plugged into the USB port on the back of the product.
2. Make sure the other end of the USB cable is plugged into a USB port on your computer.



3. Try to scan again.
If the scan fails, continue to the next step.
4. Do one of the following, depending upon how the product is connected to the computer:
 - If the USB cable is connected to a USB hub, try unplugging and replugging the USB cable into the hub. If that does not work, try turning off the hub and then turning it on again. Finally, try disconnecting the cable from the hub and connecting it directly to the computer.
 - If the USB cable is connected to a docking station for a laptop, disconnect the cable from the docking station and connect it directly to the computer.
 - If the USB cable is directly connected to the computer, try plugging it into another USB port on the computer.
5. If there are other USB devices connected to the computer, disconnect the other devices, except for the keyboard and the mouse.

6. Check the USB cable to make sure it is functioning properly.



NOTE: If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.

7. If another USB cable is available, try using that one instead.
8. Restart the computer.
9. After the computer restarts, try to scan again.

Cause: The power cord or USB cable was not attached properly.

If this did not solve the issue, try the next solution.

Solution 3: Restart the computer

Solution: Restart the computer.

Cause: You might not have restarted the computer after installing the product software. Or, there might have been another problem with the computer.

If this did not solve the issue, try the next solution.

Solution 4: Uninstall and reinstall the product

Solution: Uninstall the product from the **Printers and Faxes** control panel and then reinstall it.

To uninstall and reinstall the product

1. Disconnect the USB cable between the product and the computer.
2. On the Windows taskbar, click **Start, Printers and Faxes**.
3. Right-click the product and select **Delete**.
4. Wait several seconds, and then reconnect the product to the computer with the USB cable.
5. Follow any onscreen prompts to reinstall the product.

Cause: There might have been a problem when you originally installed the product.

If this did not solve the issue, try the next solution.


Solution 5: Uninstall and reinstall the HP Photosmart Software

Solution: Uninstall the complete HP Photosmart Software from the computer and then reinstall it using the CD that came with your product.


To uninstall and reinstall the software

1. On the Windows taskbar, click **Start, Settings, Control Panel**.
2. Double-click **Add/Remove Programs**.


3. Remove all the items that are related to the HP scanning software. A message appears on the computer to restart after removing some programs from the **Add/Remove Programs** list.
4. Select **Click here to restart later**.
5. Disconnect the product from your computer and then restart your computer.

 **NOTE:** It is important that you disconnect the product before restarting your computer. Do not connect the product to your computer until after you have reinstalled the software.

6. Insert the HP Photosmart CD-ROM into your computer's CD-ROM drive and then start the Setup program.

 **NOTE:** If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the product.
8. If you are still having trouble scanning, remove the following additional applications from the Add/Remove Programs list, if they are present.

 **CAUTION:** If the computer is manufactured by HP or Compaq, do **not** remove any applications other than those listed below.

- HP Imaging device functions
- HP Document Viewer
- HP Photosmart Essential
- HP Image Zone
- HP Photo and imaging gallery
- HP Photosmart, Officejet, Deskjet, (with product name and software version number)
- HP Software update
- HP Share to web
- HP Solution Center
- HP Director
- HP Memories Disk Greeting Card Creator 32

Cause: There might have been a problem when you originally installed the HP Photosmart Software.

Product was not found

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Reset the product](#)
- [Solution 2: Check the power cord and USB cable](#)
- [Solution 3: Restart the computer](#)

- [Solution 4: Uninstall and reinstall the product](#)
- [Solution 5: Uninstall and reinstall the HP Photosmart Software](#)

Solution 1: Reset the product

Solution: Turn off the product and reset it by disconnecting the power cord. Wait 60 seconds, and then plug in the power cord. Turn on the product.

Cause: You needed to reset the product.

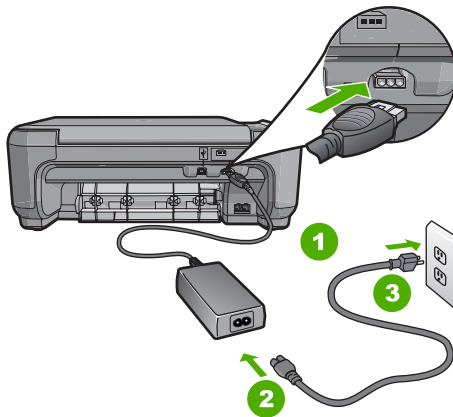
If this did not solve the issue, try the next solution.

Solution 2: Check the power cord and USB cable

Solution: Make sure that the power cord and USB cable are properly attached and plugged in. Also, make sure that the product is turned on.

To check the power supply

1. Make sure the power cord is firmly connected to both the product and the power adaptor. Plug the power cord into a power outlet, surge protector, or power strip.

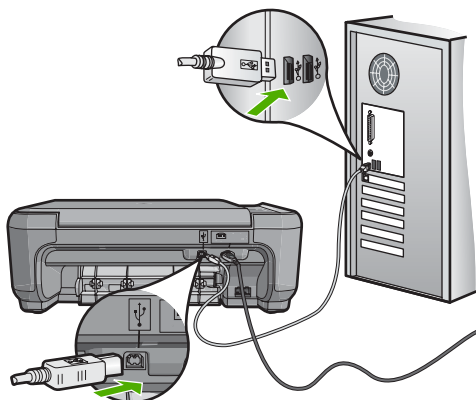


1	Power connection
2	Power cord and adaptor
3	Power outlet


2. Make sure the product is turned on.
3. If the product is not receiving electrical power, connect it to another power outlet.
4. Turn off the product and reset it by disconnecting the power cord.
5. Wait 5 seconds, and plug in the power cord.
6. Turn on the product.
7. Try to scan again.

To check the USB connection

1. Verify that the USB cable is securely plugged into the USB port on the back of the product.
2. Make sure the other end of the USB cable is plugged into a USB port on your computer.



3. Try to scan again.
If the scan fails, continue to the next step.
4. Do one of the following, depending upon how the product is connected to the computer:
 - If the USB cable is connected to a USB hub, try unplugging and replugging the USB cable into the hub. If that does not work, try turning off the hub and then turning it on again. Finally, try disconnecting the cable from the hub and connecting it directly to the computer.
 - If the USB cable is connected to a docking station for a laptop, disconnect the cable from the docking station and connect it directly to the computer.
 - If the USB cable is directly connected to the computer, try plugging it into another USB port on the computer.
5. If there are other USB devices connected to the computer, disconnect the other devices, except for the keyboard and the mouse.
6. Check the USB cable to make sure it is functioning properly.

 **NOTE:** If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.

7. If another USB cable is available, try using that one instead.
8. Restart the computer.
9. After the computer restarts, try to scan again.

Cause: The power cord or USB cable was not attached properly.

If this did not solve the issue, try the next solution.

Solution 3: Restart the computer

Solution: Restart the computer.

Cause: You might not have restarted the computer after installing the product software. Or, there might have been another problem with the computer.

If this did not solve the issue, try the next solution.

Solution 4: Uninstall and reinstall the product

Solution: Uninstall the product from the **Printers and Faxes** control panel and then reinstall it.

To uninstall and reinstall the product

1. Disconnect the USB cable between the product and the computer.
2. On the Windows taskbar, click **Start, Printers and Faxes**.
3. Right-click the product and select **Delete**.
4. Wait several seconds, and then reconnect the product to the computer with the USB cable.
5. Follow any onscreen prompts to reinstall the product.

Cause: There might have been a problem when you originally installed the product.

If this did not solve the issue, try the next solution.

Solution 5: Uninstall and reinstall the HP Photosmart Software

Solution: Uninstall the complete HP Photosmart Software from the computer and then reinstall it using the CD that came with your product.

To uninstall and reinstall the software

1. On the Windows taskbar, click **Start, Settings, Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Remove all the items that are related to the HP scanning software.
A message appears on the computer to restart after removing some programs from the **Add/Remove Programs** list.
4. Select **Click here to restart later**.
5. Disconnect the product from your computer and then restart your computer.



NOTE: It is important that you disconnect the product before restarting your computer. Do not connect the product to your computer until after you have reinstalled the software.

6. Insert the HP Photosmart CD-ROM into your computer's CD-ROM drive and then start the Setup program.



NOTE: If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the product.
8. If you are still having trouble scanning, remove the following additional applications from the Add/Remove Programs list, if they are present.

△ **CAUTION:** If the computer is manufactured by HP or Compaq, do **not** remove any applications other than those listed below.

- HP Imaging device functions
- HP Document Viewer
- HP Photosmart Essential
- HP Image Zone
- HP Photo and imaging gallery
- HP Photosmart, Officejet, Deskjet, (with product name and software version number)
- HP Software update
- HP Share to web
- HP Solution Center
- HP Director
- HP Memories Disk Greeting Card Creator 32

Cause: There might have been a problem when you originally installed the HP Photosmart Software.

Product could not find available scan destinations

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Restart the computer](#)
- [Solution 2: Uninstall and reinstall the HP Photosmart Software](#)

Solution 1: Restart the computer

Solution: Restart the computer.

Cause: You might not have restarted the computer after installing the product software. Or, there might have been another problem with the computer.

If this did not solve the issue, try the next solution.

Solution 2: Uninstall and reinstall the HP Photosmart Software

Solution: Uninstall the complete HP Photosmart Software from the computer and then reinstall it using the CD that came with your product.

To uninstall and reinstall the software

1. On the Windows taskbar, click **Start, Settings, Control Panel**.
2. Double-click **Add/Remove Programs**.

3. Remove all the items that are related to the HP scanning software.
A message appears on the computer to restart after removing some programs from the **Add/Remove Programs** list.
4. Select **Click here to restart later**.
5. Disconnect the product from your computer and then restart your computer.



NOTE: It is important that you disconnect the product before restarting your computer. Do not connect the product to your computer until after you have reinstalled the software.

6. Insert the HP Photosmart CD-ROM into your computer's CD-ROM drive and then start the Setup program.



NOTE: If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the product.
8. If you are still having trouble scanning, remove the following additional applications from the Add/Remove Programs list, if they are present.



CAUTION: If the computer is manufactured by HP or Compaq, do **not** remove any applications other than those listed below.

- HP Imaging device functions
- HP Document Viewer
- HP Photosmart Essential
- HP Image Zone
- HP Photo and imaging gallery
- HP Photosmart, Officejet, Deskjet, (with product name and software version number)
- HP Software update
- HP Share to web
- HP Solution Center
- HP Director
- HP Memories Disk Greeting Card Creator 32

Cause: There might have been a problem when you originally installed the HP Photosmart Software.


Required software component was not found or was incorrectly installed

Solution: Uninstall the complete HP Photosmart Software from the computer and then reinstall it using the CD that came with your product.


To uninstall and reinstall the software

1. On the Windows taskbar, click **Start, Settings, Control Panel**.
2. Double-click **Add/Remove Programs**.


3. Remove all the items that are related to the HP scanning software.
A message appears on the computer to restart after removing some programs from the **Add/Remove Programs** list.
4. Select **Click here to restart later**.
5. Disconnect the product from your computer and then restart your computer.

 **NOTE:** It is important that you disconnect the product before restarting your computer. Do not connect the product to your computer until after you have reinstalled the software.

6. Insert the HP Photosmart CD-ROM into your computer's CD-ROM drive and then start the Setup program.

 **NOTE:** If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the product.
8. If you are still having trouble scanning, remove the following additional applications from the Add/Remove Programs list, if they are present.

 **CAUTION:** If the computer is manufactured by HP or Compaq, do **not** remove any applications other than those listed below.

- HP Imaging device functions
- HP Document Viewer
- HP Photosmart Essential
- HP Image Zone
- HP Photo and imaging gallery
- HP Photosmart, Officejet, Deskjet, (with product name and software version number)
- HP Software update
- HP Share to web
- HP Solution Center
- HP Director
- HP Memories Disk Greeting Card Creator 32

Cause: There might have been a problem when you originally installed the HP Photosmart Software.

Error occurred while communicating with the product

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Reset the product](#)
- [Solution 2: Check the power cord and USB cable](#)
- [Solution 3: Restart the computer](#)
- [Solution 4: Uninstall and reinstall the product](#)

- [Solution 5: Uninstall and reinstall the HP Photosmart Software](#)
- [Solution 6: Contact HP support for service](#)

Solution 1: Reset the product

Solution: Turn off the product and reset it by disconnecting the power cord. Wait 60 seconds, and then plug in the power cord. Turn on the product.

Cause: You needed to reset the product.

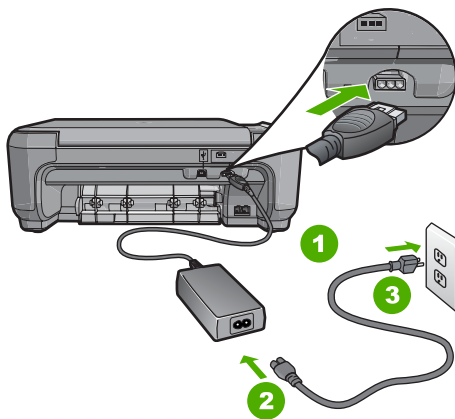
If this did not solve the issue, try the next solution.

Solution 2: Check the power cord and USB cable

Solution: Make sure that the power cord and USB cable are properly attached and plugged in. Also, make sure that the product is turned on.

To check the power supply

1. Make sure the power cord is firmly connected to both the product and the power adaptor. Plug the power cord into a power outlet, surge protector, or power strip.

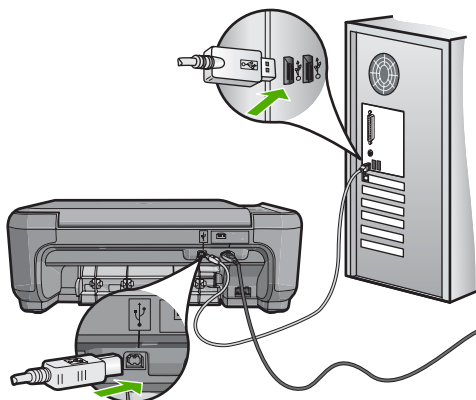


1	Power connection
2	Power cord and adaptor
3	Power outlet


2. Make sure the product is turned on.
3. If the product is not receiving electrical power, connect it to another power outlet.
4. Turn off the product and reset it by disconnecting the power cord.
5. Wait 5 seconds, and plug in the power cord.
6. Turn on the product.
7. Try to scan again.

To check the USB connection

1. Verify that the USB cable is securely plugged into the USB port on the back of the product.
2. Make sure the other end of the USB cable is plugged into a USB port on your computer.



3. Try to scan again.
If the scan fails, continue to the next step.
4. Do one of the following, depending upon how the product is connected to the computer:
 - If the USB cable is connected to a USB hub, try unplugging and replugging the USB cable into the hub. If that does not work, try turning off the hub and then turning it on again. Finally, try disconnecting the cable from the hub and connecting it directly to the computer.
 - If the USB cable is connected to a docking station for a laptop, disconnect the cable from the docking station and connect it directly to the computer.
 - If the USB cable is directly connected to the computer, try plugging it into another USB port on the computer.
5. If there are other USB devices connected to the computer, disconnect the other devices, except for the keyboard and the mouse.
6. Check the USB cable to make sure it is functioning properly.

 **NOTE:** If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.

7. If another USB cable is available, try using that one instead.
8. Restart the computer.
9. After the computer restarts, try to scan again.

Cause: The power cord or USB cable was not attached properly.

If this did not solve the issue, try the next solution.

Solution 3: Restart the computer

Solution: Restart the computer.

Cause: You might not have restarted the computer after installing the product software. Or, there might have been another problem with the computer.

If this did not solve the issue, try the next solution.

Solution 4: Uninstall and reinstall the product

Solution: Uninstall the product from the **Printers and Faxes** control panel and then reinstall it.

To uninstall and reinstall the product

1. Disconnect the USB cable between the product and the computer.
2. On the Windows taskbar, click **Start, Printers and Faxes**.
3. Right-click the product and select **Delete**.
4. Wait several seconds, and then reconnect the product to the computer with the USB cable.
5. Follow any onscreen prompts to reinstall the product.

Cause: There might have been a problem when you originally installed the product.

If this did not solve the issue, try the next solution.

Solution 5: Uninstall and reinstall the HP Photosmart Software

Solution: Uninstall the complete HP Photosmart Software from the computer and then reinstall it using the CD that came with your product.

To uninstall and reinstall the software

1. On the Windows taskbar, click **Start, Settings, Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Remove all the items that are related to the HP scanning software.
A message appears on the computer to restart after removing some programs from the **Add/Remove Programs** list.
4. Select **Click here to restart later**.
5. Disconnect the product from your computer and then restart your computer.



NOTE: It is important that you disconnect the product before restarting your computer. Do not connect the product to your computer until after you have reinstalled the software.

6. Insert the HP Photosmart CD-ROM into your computer's CD-ROM drive and then start the Setup program.



NOTE: If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the product.
8. If you are still having trouble scanning, remove the following additional applications from the Add/Remove Programs list, if they are present.

△ **CAUTION:** If the computer is manufactured by HP or Compaq, do **not** remove any applications other than those listed below.

- HP Imaging device functions
- HP Document Viewer
- HP Photosmart Essential
- HP Image Zone
- HP Photo and imaging gallery
- HP Photosmart, Officejet, Deskjet, (with product name and software version number)
- HP Software update
- HP Share to web
- HP Solution Center
- HP Director
- HP Memories Disk Greeting Card Creator 32

Cause: There might have been a problem when you originally installed the HP Photosmart Software.

If this did not solve the issue, try the next solution.

Solution 6: Contact HP support for service

Solution: If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for technical support.

Cause: You might need assistance to enable the product or software to function properly.

Missing HP Photosmart Software

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Install the HP Photosmart Software](#)
- [Solution 2: Turn on the product](#)
- [Solution 3: Turn on the computer](#)
- [Solution 4: Check the connection from the product to your computer](#)

Solution 1: Install the HP Photosmart Software

Solution: Install the HP Photosmart Software that came with the product. If it is installed, restart your computer.

To install the HP Photosmart Software

1. Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.
2. When prompted, click **Install More Software** to install the HP Photosmart Software.
3. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the product.

Cause: The HP Photosmart Software was not installed.

If this did not solve the issue, try the next solution.

Solution 2: Turn on the product

Solution: Turn on the product.

Cause: The product was turned off.

If this did not solve the issue, try the next solution.

Solution 3: Turn on the computer

Solution: Turn on the computer

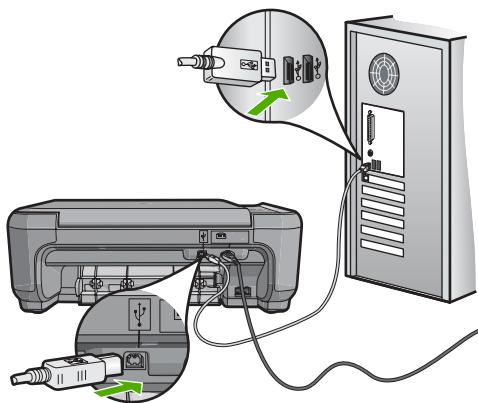
Cause: The computer was turned off.

If this did not solve the issue, try the next solution.

Solution 4: Check the connection from the product to your computer

Solution: Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. Make

sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn off the product and then on again.



For more information on setting up the product and connecting it to your computer, see the Setup Guide that came with the product.

Cause: The product was not properly connected to the computer.

File messages

The following is a list of file-related error messages:

- [Error reading or writing the file](#)
- [Unreadable files. NN files could not be read](#)
- [Photos not found](#)
- [File not found](#)
- [File format not supported](#)
- [Invalid file name](#)
- [Supported file types for the product](#)
- [File corrupted](#)

Error reading or writing the file

Solution: Check to see if you have the right folder and file name.

Cause: The product software could not open or save the file.

Unreadable files. NN files could not be read

Solution: Reinsert the memory card in the product. If this does not work, retake the photos with your digital camera. If you already transferred the files to your computer, try printing those files by using the HP Photosmart Software. The copies might not be damaged.

Cause: Some of the files on the inserted memory card were damaged.

Photos not found

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Reinsert the memory card](#)
- [Solution 2: Print photos from the computer](#)

Solution 1: Reinsert the memory card

Solution: Reinsert the memory card. If this does not work, retake the photos with your digital camera. If you already transferred the files to your computer, try printing those files by using the HP Photosmart Software. The copies might not be damaged.

Cause: Some of the files on the inserted memory card were damaged.

If this did not solve the issue, try the next solution.

Solution 2: Print photos from the computer

Solution: Take some photos with your digital camera, or if you previously saved photos on your computer, you can print them using the HP Photosmart Software.

Cause: No photos were found on the memory card.

File not found

Solution: Close some applications and try the task again.

Cause: There was not enough available memory on your computer to create a print preview file.

File format not supported

Solution: Open the file in another application, and save it in a format that the HP software recognizes.

Cause: The HP software did not recognize or support the file format of the image you are trying to open or save. If the file extension indicates it is a supported file type, the file might be corrupted.

Invalid file name

Solution: Make sure that you are not using any invalid symbols in the file name.

Cause: The file name you entered was invalid.

Supported file types for the product

The product software only recognizes JPG and TIF images.

File corrupted

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Reinsert the memory card in the product](#)
- [Solution 2: Reformat the memory card in your digital camera.](#)

Solution 1: Reinsert the memory card in the product

Solution: Reinsert the memory card in the product. If this does not work, retake the photos with your digital camera. If you already transferred the files to your computer, try printing those files by using the HP Photosmart Software. The copies might not be damaged.

Cause: Some of the files on the inserted memory card were damaged.

If this did not solve the issue, try the next solution.

Solution 2: Reformat the memory card in your digital camera.

Solution: Check the computer screen for an error message telling you that the images on the memory card are corrupted.

If the file system on the card is corrupt, reformat the memory card in your digital camera.

△ **CAUTION:** Reformatting the memory card will delete any photos stored on the card. If you have previously transferred the photos from your memory card to a computer, try printing the photos from the computer. Otherwise, you will need to retake any photos you might have lost.

Cause: The memory card file system was corrupted.

General user messages

The following is a list of messages related to common user errors:

- [Cannot crop](#)
- [Borderless printing error](#)
- [Memory card error](#)
- [Disconnected](#)
- [Out of disk space](#)
- [Card access error](#)
- [Use only one card at a time](#)
- [Card is inserted incorrectly](#)
- [Card is not fully inserted](#)
- [Card is damaged](#)

Cannot crop

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Close some applications or restart your computer](#)
- [Solution 2: Empty the Recycle Bin on your desktop](#)

Solution 1: Close some applications or restart your computer

Solution: Close all unnecessary applications. This includes applications that run in the background, such as screensavers and virus checkers. (If you turn off your virus checker, remember to turn it back on after you finish.) Try restarting your computer to clear the memory. You might need to purchase more RAM. Refer to the documentation that came with your computer.

Cause: The computer did not have enough memory.

If this did not solve the issue, try the next solution.

Solution 2: Empty the Recycle Bin on your desktop

Solution: Empty the Recycle Bin on your desktop. You might also need to remove files from the hard disk; for example, delete temporary files.

Cause: For scanning, there must be at least 50 MB of space available on your computer's hard disk.

Borderless printing error

Solution: Borderless printing cannot occur with only the black print cartridge installed. Install the tri-color print cartridge.

For more information, see:

[“Replace the print cartridges” on page 93](#)

Cause: The product was in ink-backup mode with only the black print cartridge installed, and a borderless print job was initiated.

Memory card error

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Remove all but one memory card](#)
- [Solution 2: Remove the memory card and reinsert it correctly](#)
- [Solution 3: Push the memory card all the way forward](#)

Solution 1: Remove all but one memory card

Solution: Remove all but one memory card. The product reads the remaining memory card and displays the first photo stored on the memory card.

Cause: There were two or more memory cards inserted into the product at the same time.

If this did not solve the issue, try the next solution.

Solution 2: Remove the memory card and reinsert it correctly

Solution: Remove the memory card and reinsert it correctly. The label of the memory card faces up and should be readable as you insert it into the slot.

Cause: You had inserted the memory card backwards or upside down.

If this did not solve the issue, try the next solution.

Solution 3: Push the memory card all the way forward

Solution: Remove the memory card and reinsert it in the memory card slot until it stops.

Cause: You had not fully inserted the memory card.

Disconnected

Solution: Make sure your computer is turned on and is connected to the product. Also make sure you installed the software that came with the product.

Cause: Several situations caused this error message to appear.

- Your computer was not turned on.
 - Your computer was not connected to the product.
 - The software that came with the product was not installed correctly.
 - The software that came with the product was installed, but it was not running.
-

Out of disk space

Solution: Close some applications and try the task again.

Cause: There was not enough available memory on your computer to perform the task.

Card access error

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Remove all but one memory card](#)
- [Solution 2: Remove the memory card and reinsert it correctly](#)
- [Solution 3: Push the memory card all the way forward](#)

Solution 1: Remove all but one memory card

Solution: Remove all but one memory card. The product reads the remaining memory card and displays the first photo stored on the memory card.

Cause: There were two or more memory cards inserted into the product at the same time.

If this did not solve the issue, try the next solution.

Solution 2: Remove the memory card and reinsert it correctly

Solution: Remove the memory card and reinsert it correctly. The label of the Compact Flash card faces up and should be readable as you insert it into the slot.

Cause: You had inserted the Compact Flash memory card backwards or upside down.

If this did not solve the issue, try the next solution.

Solution 3: Push the memory card all the way forward

Solution: Remove the memory card and reinsert it in the memory card slot until it stops.

Cause: You had not fully inserted the memory card.

Use only one card at a time

Solution: You can insert only one memory card at a time.

If more than one memory card is inserted, the green Photo light (near the memory card slots) will blink rapidly, and an error message will appear on the computer screen. Remove the additional memory card to resolve the problem.

Cause: Multiple memory cards were inserted in the product.

Card is inserted incorrectly

Solution: Turn the memory card so that the label faces up and the contacts are facing the product, and then push the card forward into the appropriate slot until the Photo light turns on.

If the memory card is not inserted properly, the product will not respond and the green Photo light (near the memory card slots) will blink rapidly.

After the memory card has been inserted properly, the Photo light will blink green for a few seconds, and then remain lit.

Cause: The card was inserted backwards or upside down.

Card is not fully inserted

Solution: Make sure you fully insert the memory card into the appropriate slot on the product.

If the memory card is not inserted properly, the product will not respond and the green Photo light (near the memory card slots) will blink rapidly.

After the memory card has been inserted properly, the Photo light will blink green for a few seconds, and then remain lit.

Cause: The memory card was not fully inserted.

Card is damaged

Solution: Reformat your memory card in your camera or format your memory card in a Windows XP computer by selecting the FAT format. For more information, see the documentation that came with your digital camera.

△ **CAUTION:** Reformatting the memory card will delete any photos stored on the card. If you have previously transferred the photos from your memory card to a computer, try printing the photos from the computer. Otherwise, you will need to retake any photos you might have lost.

Cause: You formatted the card on a Windows XP computer. By default, Windows XP will format a memory card of 8 MB or less and 64 MB or more with the FAT32 format. Digital cameras and other devices use the FAT (FAT16 or FAT12) format and cannot recognize a FAT32 formatted card.

Paper messages

The following is a list of paper-related error messages:

- [Paper upside down](#)
- [Paper orientation error](#)
- [Cannot load paper from input tray](#)
- [Ink is drying](#)
- [Out of paper](#)
- [Paper jam or misfeed](#)
- [Paper mismatch](#)
- [Wrong paper width](#)

Paper upside down

Solution: Load paper in the input tray print side down.

Cause: Paper in the input tray was upside down.

Paper orientation error

Solution: Insert paper into the input tray with the short edge forward and the print side down. Slide the paper forward until it stops.

Cause: Paper in the input tray was in landscape orientation.

Cannot load paper from input tray

Solution: If the product is out of paper or there are only a few sheets remaining, load more paper in the input tray. If there is paper in the input tray, remove the paper, tap the stack of paper against a flat surface, and reload the paper into the input tray. Press the button next to **OK** to continue your print job.

Cause: There was not enough paper in the input tray.

Ink is drying

Solution: Leave the sheet in the output tray until the message disappears. If it is necessary to remove the printed sheet before the message disappears, carefully hold the printed sheet on the underside or the edges, and place it on a flat surface to dry.

Cause: Transparencies and some other media require a drying time that is longer than normal.

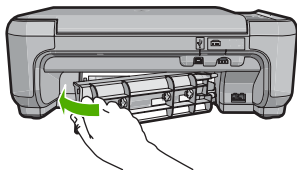
Out of paper

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Replace the rear door](#)
- [Solution 2: Make sure the paper is loaded correctly](#)
- [Solution 3: Check the print settings](#)
- [Solution 4: Clean the paper feed rollers with the HP Paper Feed Cleaning Kit](#)
- [Solution 5: Clean the rollers](#)
- [Solution 6: Contact HP support for service](#)

Solution 1: Replace the rear door

Solution: If you removed the rear door to clear a paper jam, replace it. Gently push the door forward until it snaps into place.



Cause: The rear door was removed from the product.
If this did not solve the issue, try the next solution.

Solution 2: Make sure the paper is loaded correctly

Solution: Make sure that the paper is loaded correctly in the input tray.

For more information, see:

[“Load paper” on page 32](#)

Cause: The paper was not loaded correctly.

If this did not solve the issue, try the next solution.

Solution 3: Check the print settings

Solution: Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:

- [“Set the paper type for printing” on page 43](#)
- [“Change the print speed or quality” on page 44](#)
- [“Print using Maximum dpi” on page 51](#)
- [“Change copy speed or quality” on page 69](#)

Cause: The paper type or print quality settings were set incorrectly.

If this did not solve the issue, try the next solution.

Solution 4: Clean the paper feed rollers with the HP Paper Feed Cleaning Kit

Solution: Some inkjet products require a special kit, called the HP Paper Feed Cleaning Kit, to clean the paper feed rollers and resolve this issue. To see if this affects your product, go to: www.hp.com/support.

Search for "HP Paper Feed Cleaning Kit" for more information about this kit and to check whether it is required for your product.

Cause: The paper feed rollers were dirty and needed to be cleaned with the HP Paper Feed Cleaning Kit.

If this did not solve the issue, try the next solution.

Solution 5: Clean the rollers

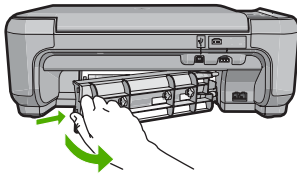
Solution: Clean the rollers.

Make sure you have the following materials available:

- Lint-free cloth, or any soft material that will not come apart or leave fibers.
- Distilled, filtered, or bottled water.

To clean the rollers

1. Turn off the product and remove the power cord.
2. Press in the tab on the left side of the rear door to release the door. Remove the door by pulling it away from the product.



3. Dip the lint-free cloth into the purified or distilled water, and squeeze any excess water from it.
4. Clean the rubber rollers to remove any dust or dirt buildup.
5. Replace the rear door. Gently push the door forward until it snaps into place.
6. Plug the power cord back in, and turn on the product.
7. Try to print again.

Cause: The rollers were dirty and needed to be cleaned.

If this did not solve the issue, try the next solution.

Solution 6: Contact HP support for service

Solution: If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for technical support.

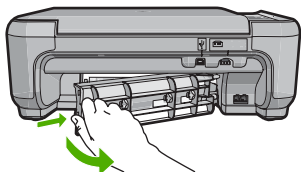
Cause: You might need assistance to enable the product or software to function properly.

Paper jam or misfeed

Solution: In case of a paper jam, check the rear door. You might need to clear the paper jam from the rear door.

To clear a paper jam from the rear door

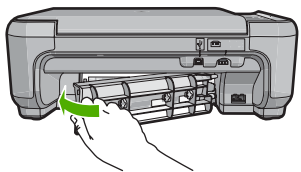
1. Press in the tab on the left side of the rear door to release the door. Remove the door by pulling it away from the product.



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 be remaining inside the product. If you do not remove all the pieces of paper from the product, more paper jams are likely to occur.

3. Replace the rear door. Gently push the door forward until it snaps into place.



4. Press the button next to **OK** to continue the current job.

Cause: Paper had jammed in the product.

Paper mismatch

Solution: Change the print setting or load the appropriate paper in the input tray.

- Do not use paper that is too thin, that has a slick texture, or that stretches easily. It can feed incorrectly through the paper path, causing paper jams.
- Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry 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 plastic bag.
- Always hold photo paper by the edges. Fingerprints on photo paper can reduce print quality.
- Do not use paper that is heavily textured. It can cause graphics or text to print improperly.

- 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.
- Store printed photos under glass or in a storage book to prevent bleeding over time from high humidity.

For more information, see:

- [“Set the paper type for printing” on page 43](#)
- [“Set the paper size” on page 42](#)

Cause: The print setting for the print job did not match the paper type or size loaded in the product.

Wrong paper width

Solution: Change the print setting or load the appropriate paper in the input tray.

For more information, see:

[“Set the paper type for printing” on page 43](#)

Cause: The print setting chosen for the print job did not match the paper loaded in the product.

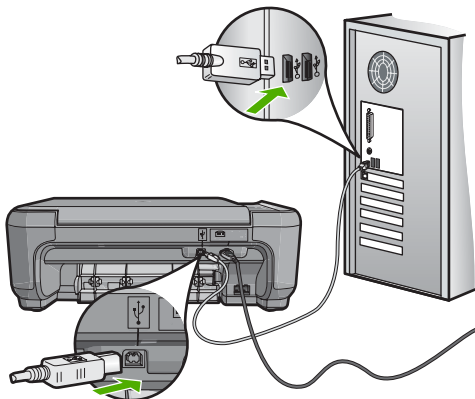
Power and connection messages

The following is a list of power- and connection-related error messages:

- [Product not found](#)
- [Communication test failed](#)
- [Improper shutdown](#)
- [Two-way communication lost](#)

Product not found

Solution: If the product is not properly connected to the computer, communication errors might occur. Make sure the USB cable is securely connected to the product and the computer, as shown below.



Cause: The USB cable was not plugged in properly.

Communication test failed

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Turn on the product](#)
- [Solution 2: Connect the product to the computer](#)

Solution 1: Turn on the product

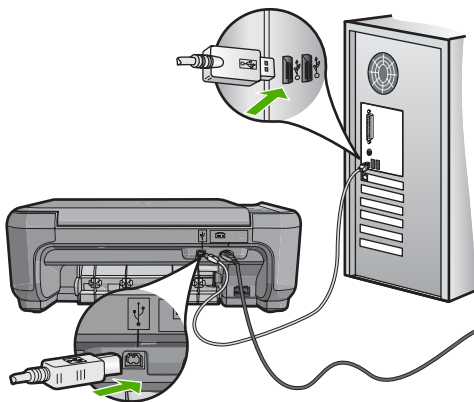
Solution: Look at the display on the product. If the display is blank and the **On** light is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the **On** button to turn on the product.

Cause: The product was turned off.

If this did not solve the issue, try the next solution.

Solution 2: Connect the product to the computer

Solution: If the product is not properly connected to the computer, communication errors can occur. Make sure the USB cable is securely connected to the product and the computer, as shown below.



Cause: The product was not connected to the computer.

Improper shutdown

Solution: Press the **On** button to turn the product on and off.

Cause: The last time the product was used, it was not turned off properly. If the product is turned off by turning off the switch on a power strip or by using a wall switch, the product might be damaged.

Two-way communication lost

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Turn on the product](#)
- [Solution 2: Connect the product to the computer](#)

Solution 1: Turn on the product

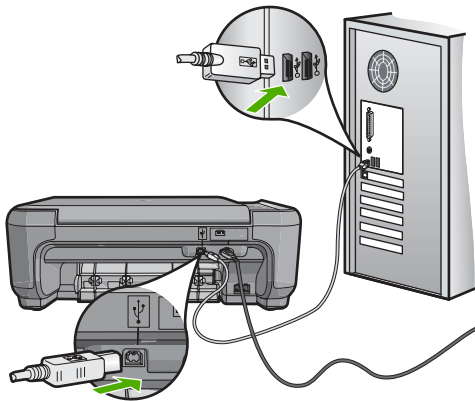
Solution: Look at the display on the product. If the display is blank and the **On** light is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the **On** button to turn on the product.

Cause: The product was turned off.

If this did not solve the issue, try the next solution.

Solution 2: Connect the product to the computer

Solution: If the product is not properly connected to the computer, communication errors can occur. Make sure the USB cable is securely connected to the product and the computer, as shown below.



Cause: The product was not connected to the computer.

Print cartridge messages

The following is a list of print cartridge error messages:

- [Low on ink](#)
- [Carriage stall](#)
- [Need alignment or alignment failed](#)
- [Print cartridges incorrectly installed](#)
- [Non-HP cartridges installed](#)
- [Printing in ink-backup mode](#)
- [Print cartridge is missing, incorrectly installed, or not intended for your product](#)
- [Print cartridges missing or not detected](#)
- [Incompatible print cartridges](#)
- [Print cartridge is not intended for use in this product](#)
- [Print cartridges in wrong slot](#)
- [Print cartridge problem](#)
- [Previously used genuine HP cartridge installed](#)
- [Original HP ink has been depleted](#)
- [General printer error](#)

Low on ink

Solution: 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 the print cartridges until print quality becomes unacceptable.

If you have installed a refilled or remanufactured cartridge, or a cartridge that has been used in another product, the ink level indicator may be inaccurate or unavailable.

For HP product return and recycling information, visit us at: www.hp.com/recycle.

Cause: The indicated print cartridges were estimated to be low on ink and might need to be replaced soon.

Carriage stall

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Clear the paper jam from the rear door](#)
- [Solution 2: Clear the paper jam from the front](#)
- [Solution 3: Make sure the print carriage can move freely](#)
- [Solution 4: Verify that the product is properly connected to a power source](#)
- [Solution 5: Print a self-test report](#)
- [Solution 6: Reset the product](#)
- [Solution 7: Contact HP support for service](#)

Solution 1: Clear the paper jam from the rear door

Solution: Clear the paper jam from the rear door.

For more information, see:

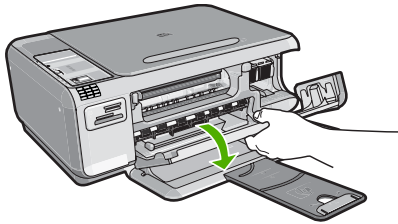
[“Clear paper jams” on page 120](#)

Cause: The product had a paper jam.

If this did not solve the issue, try the next solution.

Solution 2: Clear the paper jam from the front

Solution: Turn off the product and open the print cartridge door to access the print carriage area. Gently remove any paper that is stuck between the rollers, and then turn on the product again.



If this did not solve the issue, try the next solution.

Cause: Paper was stuck in the front rollers.

If this did not solve the issue, try the next solution.

Solution 3: Make sure the print carriage can move freely

Solution: Unplug the power cable if it is not already unplugged. Check to see if the print cartridge carriage will move freely from one side of the printer to the other. Do not try to force it to move if it is hung up on something.

△ **CAUTION:** Be careful not to force the print cartridge carriage. If the carriage is stuck, forcing it to move will damage the printer.

Cause: The print carriage had stalled.

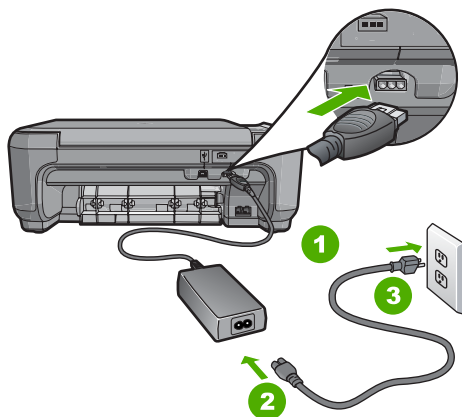
If this did not solve the issue, try the next solution.

Solution 4: Verify that the product is properly connected to a power source

Solution: Verify that the product is properly connected to a suitable power source.

To verify the product is connected to a suitable power source

1. Make sure that you are using the power cord provided with the product.
2. If the product is connected to a computer, make sure the computer has a grounded (three-prong) power plug.
3. Make sure the power cord is firmly connected to both the product and the power adaptor.
4. Plug the power cord directly into a power outlet.



1	Power connection
2	Power cord and adaptor
3	Power outlet

5. Try to print from your computer.
If the product prints when plugged directly into a power outlet while disconnected from any power strips or surge suppressors, the power strip or surge suppressor might not be allowing sufficient voltage to reach the product.
6. If the product cannot print and the print carriage is still stalled, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: There might not be sufficient voltage for the product.

If this did not solve the issue, try the next solution.

Solution 5: Print a self-test report

Solution: Print a self-test report to see if the product can print.

If the product can print a self-test report and can print from the computer (if applicable), then there is no need to follow the remaining solutions, as the error message might be false.

For more information, see:

[“Print a self-test report” on page 90](#)

Cause: The error was false.

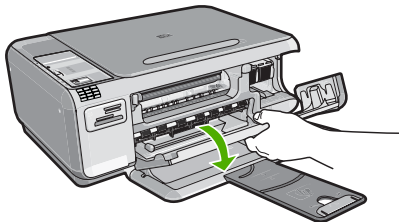
If this did not solve the issue, try the next solution.

Solution 6: Reset the product

Solution: Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the **On** button to turn on the product.

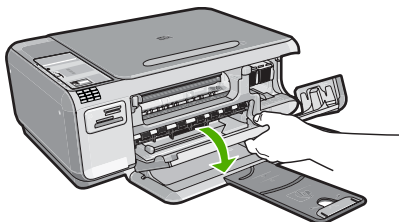
To reset the product

1. Remove all paper loaded in the input tray.
2. Make sure that the product is turned on and remove the USB cable from the back of the product.
3. Open the print cartridge door.



The print carriage should move to the far right side of the product.

4. Remove the print cartridges and keep them aside carefully.
5. Close the print cartridge door.
6. Disconnect the power cord from the product and wait for 60 seconds.
7. Reconnect the power cord to the product.
8. Turn on the product by pressing the **On** button.
9. Open the print cartridge door.



The print carriage should move to the far right side of the product.

10. Reinsert the print cartridges in the appropriate slots.
11. Close the print cartridge door.
12. Load paper in the input tray.
13. If prompted, print a cartridge calibration page, and then scan it.

Cause: The product experienced an error and had to be reset.

If this did not solve the issue, try the next solution.

Solution 7: Contact HP support for service

Solution: If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for technical support.

Cause: You might need assistance to enable the product or software to function properly.

Need alignment or alignment failed

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Incorrect type of paper is loaded in the input tray](#)
- [Solution 2: Make sure the protective tape is removed from the print cartridges](#)
- [Solution 3: Check if print cartridges are fully inserted](#)
- [Solution 4: Align newly installed print cartridges](#)
- [Solution 5: Print cartridge might be defective](#)

Solution 1: Incorrect type of paper is loaded in the input tray

Solution: If you have colored paper loaded in the input tray when you align the print cartridges, the alignment fails. Load unused plain white letter or A4 paper into the input tray, and then try the alignment again. If the alignment fails again, you might have a defective print cartridge.

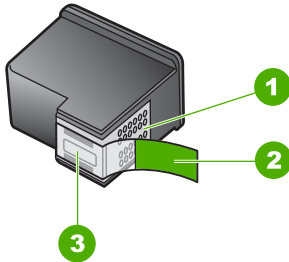
To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: Incorrect type of paper was loaded in the input tray.

If this did not solve the issue, try the next solution.

Solution 2: Make sure the protective tape is removed from the print cartridges

Solution: Check each print cartridge. The tape might have been removed from the copper-colored contacts, but still might cover the ink nozzles. If the tape is still covering the ink nozzles, carefully remove the tape from the print cartridges. Do not touch the ink nozzles or the copper-colored contacts.



1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape



Remove and then reinsert the print cartridges. Verify that they are fully inserted and locked in place.

Cause: Protective tape was covering the print cartridges.

If this did not solve the issue, try the next solution.

Solution 3: Check if print cartridges are fully inserted

Solution: Remove and then reinsert the print cartridges. Verify that they are fully inserted and locked in place.

Cause: The contacts on the print cartridge were not touching the contacts in the print carriage.

If this did not solve the issue, try the next solution.

Solution 4: Align newly installed print cartridges

Solution: You must align the print cartridges to ensure excellent print quality.

If the alignment error persists and you cannot clear it, your print cartridge might be defective. Check to see if your print cartridge is still under warranty and end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new print cartridge.
- If the end of warranty date has not been reached, 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.

For more information, see:

- “[Align the print cartridges](#)” on page 99
- “[Print cartridge warranty information](#)” on page 291
- “[Shop for ink supplies](#)” on page 107

Cause: You installed new print cartridges that needed alignment.

If this did not solve the issue, try the next solution.

Solution 5: Print cartridge might be defective

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The print cartridge was defective.

Print cartridges incorrectly installed

Solution: Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place.

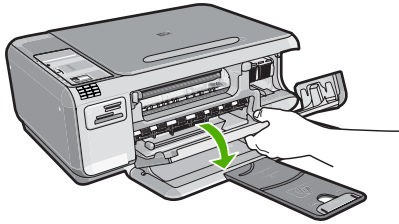
Also, make sure the print cartridges are installed into the correct slots.

To make sure the print cartridges are installed correctly

1. Make sure the product is turned on.

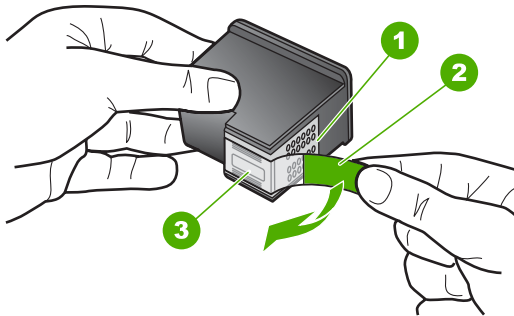
△ **CAUTION:** If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product if the print cartridges are not docked safely when you try to remove them.

2. Open the print cartridge door.
The print carriage moves to the far right side of the product.



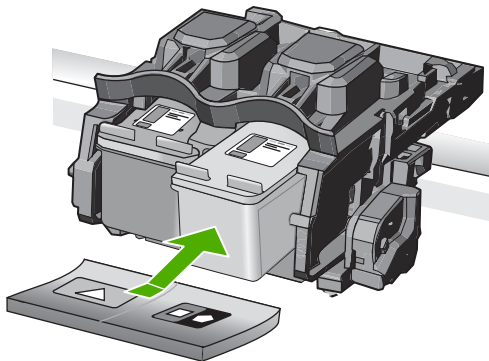
3. Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.
4. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.

Make sure the clear plastic tape has been removed. If it is still covering the ink nozzles, gently remove the clear plastic tape by using the pink pull tab. Make sure you do not remove the copper colored tape containing the electrical contacts.



1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

5. Reinsert the print cartridge by sliding it forward into the slot on the right. Then push the print cartridge forward until it clicks into the socket.




6. Repeat steps 1 and 2 for the tri-color print cartridge on the left side.

Cause: The indicated print cartridges were installed incorrectly.

Non-HP cartridges installed

Solution: Follow the prompts on the display to continue, or replace the indicated print cartridges with genuine HP cartridges.

HP recommends that you use genuine HP print cartridges. Genuine HP print cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

 **NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Printer service or repairs required as a result of using of a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP print cartridges, go to:

www.hp.com/go/anticounterfeit

For more information, see:

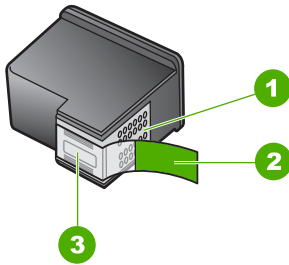
“[Replace the print cartridges](#)” on page 93

Cause: The product detected that a non-HP print cartridge was installed.

Printing in ink-backup mode

Solution: If you receive the ink-backup mode message and two print cartridges are installed in the product, verify that the protective piece of plastic tape has been

removed from each print cartridge. When plastic tape covers the print cartridge contacts, the product cannot detect that the print cartridge is installed.



1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

Cause: When the product detected that only one print cartridge is installed, ink-backup mode is initiated. This printing mode lets you print with a single print cartridge, but it slows the product and affects the quality of printouts.

Print cartridge is missing, incorrectly installed, or not intended for your product

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Insert the print cartridges](#)
- [Solution 2: Remove the tape from the print cartridges](#)
- [Solution 3: Remove and reinsert the print cartridges](#)
- [Solution 4: Contact HP support](#)

Solution 1: Insert the print cartridges

Solution: One or both of the print cartridges is missing. Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place. If the problem persists, clean the contacts of the print cartridges.

For more information, see:

[“Clean the print cartridge contacts” on page 101](#)

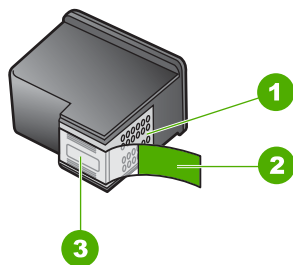
Cause: The print cartridge was missing.

If this did not solve the issue, try the next solution.

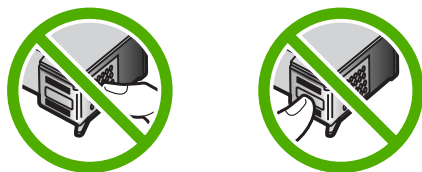
Solution 2: Remove the tape from the print cartridges

Solution: Check each print cartridge. The tape might have been removed from the copper-colored contacts, but still might cover the ink nozzles. If the tape is still

covering the ink nozzles, carefully remove the tape from the print cartridges. Do not touch the ink nozzles or the copper-colored contacts.



1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape



Cause: Protective tape was covering the print cartridges.

If this did not solve the issue, try the next solution.

Solution 3: Remove and reinsert the print cartridges

Solution: One or both of the print cartridges are not installed or are installed incorrectly. Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place. If the problem persists, clean the copper-colored contacts of the print cartridges.

For more information, see:

“[Clean the print cartridges](#)” on page 100

Cause: One or both of the print cartridges were not installed or were installed incorrectly.

If this did not solve the issue, try the next solution.

Solution 4: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The print cartridge was defective or not intended for use in this product.

Print cartridges missing or not detected

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Reinsert the print cartridges](#)
- [Solution 2: Clean the print cartridge contacts](#)
- [Solution 3: Replace the print cartridge](#)

Solution 1: Reinsert the print cartridges

Solution: Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place.

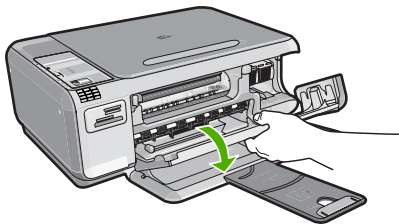
Also, make sure the print cartridges are installed into the correct slots.

To make sure the print cartridges are installed correctly

1. Make sure the product is turned on.

△ **CAUTION:** If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product if the print cartridges are not docked safely when you try to remove them.

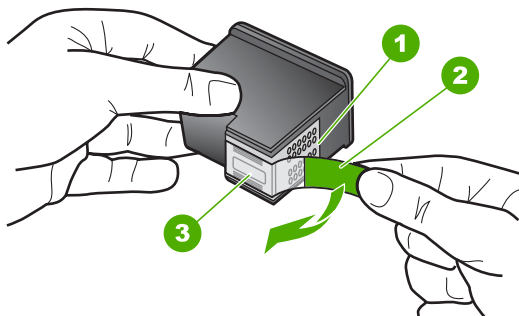
2. Open the print cartridge door.
The print carriage moves to the far right side of the product.



3. Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.

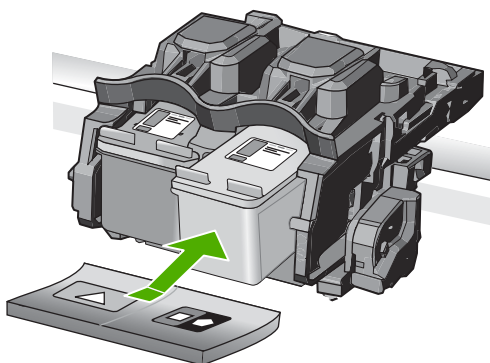
- Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.

Make sure the clear plastic tape has been removed. If it is still covering the ink nozzles, gently remove the clear plastic tape by using the pink pull tab. Make sure you do not remove the copper colored tape containing the electrical contacts.



1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

- Reinsert the print cartridge by sliding it forward into the slot on the right. Then push the print cartridge forward until it clicks into the socket.



- Repeat steps 1 and 2 for the tri-color print cartridge on the left side.

Cause: The indicated print cartridges were installed incorrectly.


If this did not solve the issue, try the next solution.

Solution 2: Clean the print cartridge contacts


Solution: Clean the print cartridge contacts.

Make sure you have the following materials available:

- Dry foam rubber swabs, lint-free cloth, or any soft material that will not come apart or leave fibers.

 **TIP:** Coffee filters are lint-free and work well for cleaning print cartridges.

- Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the print cartridges).

 **CAUTION:** Do **not** use platen cleaners or alcohol to clean the print cartridge contacts. These can damage the print cartridge or the product.

For more information, see:


[“Clean the print cartridge contacts” on page 101](#)

Cause: The print cartridge contacts needed to be cleaned.

If this did not solve the issue, try the next solution.

Solution 3: Replace the print cartridge

Solution: Replace the indicated print cartridge. You can also remove the indicated print cartridge and print using ink-backup mode.

 **NOTE:** During ink-backup mode, the product can only print jobs from the computer. You cannot initiate a print job from the control panel (such as printing a photo from a memory card).

Check to see if your print cartridge is still under warranty and end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new print cartridge.
- If the end of warranty date has not been reached, 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.

For more information, see:

[“Print cartridge warranty information” on page 291](#)

Cause: The print cartridge was damaged.

Incompatible print cartridges

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Check the print cartridge](#)
- [Solution 2: Contact HP support for service](#)

Solution 1: Check the print cartridge

Solution: Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.

If you are using print cartridges that are not compatible with the product, replace the indicated print cartridges with print cartridges that are compatible.

If it appears that you are using the correct print cartridges, proceed to the next solution.

For more information, see:

[“Replace the print cartridges” on page 93](#)

Cause: The indicated print cartridges were not compatible with the product.

If this did not solve the issue, try the next solution.

Solution 2: Contact HP support for service

Solution: If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for technical support.

Cause: The print cartridges were not intended for use in this product.

Print cartridge is not intended for use in this product

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The print cartridge was not intended for use in this product.

Print cartridges in wrong slot

Solution: Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place.

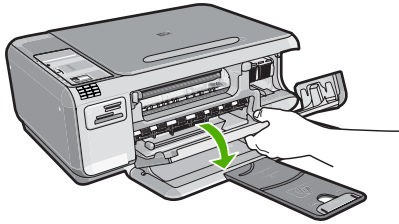
Also, make sure the print cartridges are installed into the correct slots.

To make sure the print cartridges are installed correctly

1. Make sure the product is turned on.

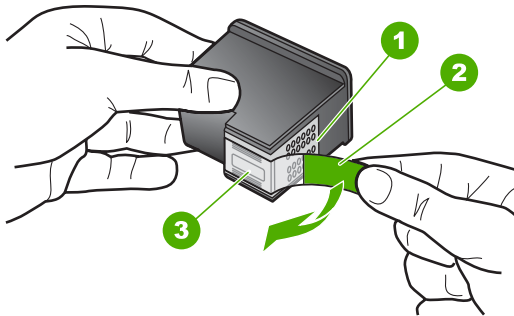
△ **CAUTION:** If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product if the print cartridges are not docked safely when you try to remove them.

2. Open the print cartridge door.
The print carriage moves to the far right side of the product.



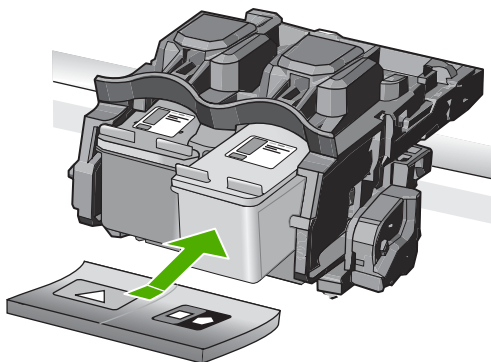
3. Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.
4. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.

Make sure the clear plastic tape has been removed. If it is still covering the ink nozzles, gently remove the clear plastic tape by using the pink pull tab. Make sure you do not remove the copper colored tape containing the electrical contacts.




1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

- Reinsert the print cartridge by sliding it forward into the slot on the right. Then push the print cartridge forward until it clicks into the socket.



- Repeat steps 1 and 2 for the tri-color print cartridge on the left side.

 **NOTE:** If the print cartridges are installed in the wrong slots and you cannot remove them from the product, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The indicated print cartridges were installed incorrectly.

Print cartridge problem

The message might indicate which cartridge is causing the problem. If so, try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

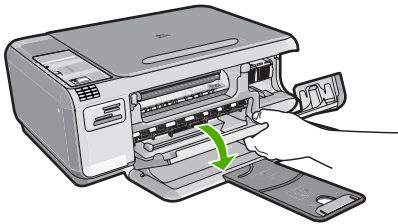
If the message does not indicate which cartridge is causing the problem, follow these steps to determine which cartridge is the problem cartridge. After you determine which cartridge is the problem cartridge, continue with the first solution.

To determine which print cartridge is having the problem

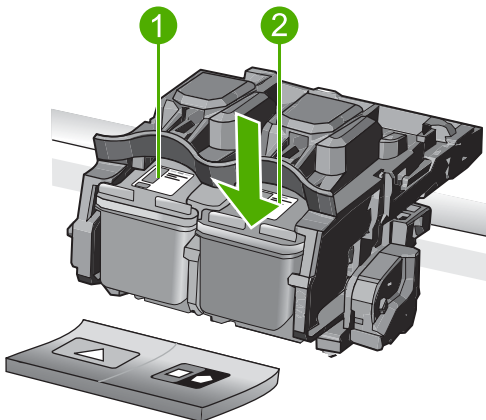
1. Make sure the product is on.

△ **CAUTION:** If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product if the print cartridges are not docked safely when you try to remove them.

2. Open the print cartridge door.
The print carriage moves to the far right side of the product.

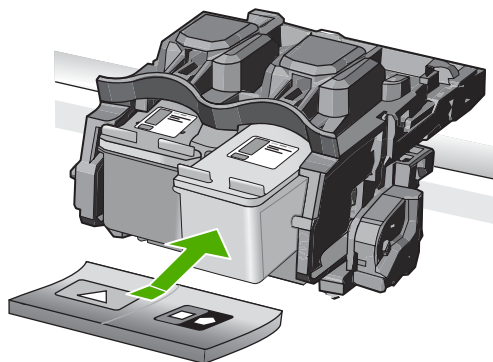


3. Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.
4. Remove the black print cartridge from the slot on the right.
Press down on the cartridge to release it, and then pull it toward you out of the slot.



1	Tri-color print cartridge
2	Black print cartridge

5. Close the print cartridge door.
6. Check to see if the error has been resolved.
 - If the error has been resolved, then there is a problem with the black print cartridge.
 - If the error has not been resolved, continue to the next step.
7. Open the print cartridge door and reinsert the black print cartridge by sliding it forward into the slot on the right. Then push the print cartridge forward until it clicks into the slot.



8. Remove the tri-color print cartridge from the slot on the left. Press down on the cartridge to release it, and then pull it toward you out of the slot.
9. Close the print cartridge door.
10. Check to see if the error has been resolved.
 - If the error has been resolved, then there is a problem with the tri-color print cartridge.
 - If the error has not been resolved, then there is a problem with both print cartridges.
11. Open the print cartridge door and reinsert the tri-color print cartridge by sliding it forward into the slot on the left. Then push the print cartridge forward until it clicks into the slot.
12. Close the print cartridge door.
 - [Solution 1: Remove and reinsert the print cartridges](#)
 - [Solution 2: Clean the print cartridge contacts](#)
 - [Solution 3: Replace the print cartridge](#)

Solution 1: Remove and reinsert the print cartridges

Solution: Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place.

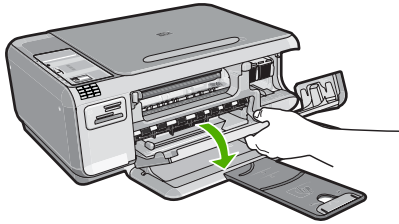
Also, make sure the print cartridges are installed into the correct slots.

To make sure the print cartridges are installed correctly

1. Make sure the product is turned on.

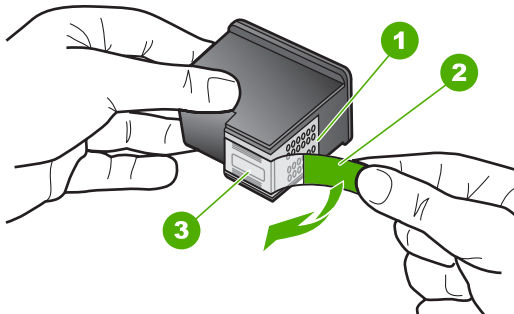
△ **CAUTION:** If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product if the print cartridges are not docked safely when you try to remove them.

2. Open the print cartridge door.
The print carriage moves to the far right side of the product.



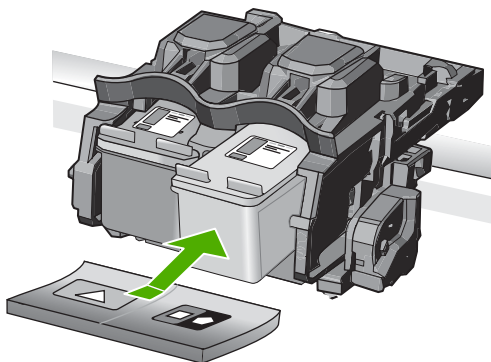
3. Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.
4. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.

Make sure the clear plastic tape has been removed. If it is still covering the ink nozzles, gently remove the clear plastic tape by using the pink pull tab. Make sure you do not remove the copper colored tape containing the electrical contacts.



1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

- Reinsert the print cartridge by sliding it forward into the slot on the right. Then push the print cartridge forward until it clicks into the socket.



- Repeat steps 1 and 2 for the tri-color print cartridge on the left side.

Cause: The indicated print cartridges were installed incorrectly.


If this did not solve the issue, try the next solution.

Solution 2: Clean the print cartridge contacts


Solution: Clean the print cartridge contacts on the print cartridges that are experiencing the problem.

Make sure you have the following materials available:

- Dry foam rubber swabs, lint-free cloth, or any soft material that will not come apart or leave fibers.

 **TIP:** Coffee filters are lint-free and work well for cleaning print cartridges.

- Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the print cartridges).

 **CAUTION:** Do **not** use platen cleaners or alcohol to clean the print cartridge contacts. These can damage the print cartridge or the product.

For more information, see:


[“Clean the print cartridge contacts” on page 101](#)

Cause: The print cartridge contacts needed to be cleaned.

If this did not solve the issue, try the next solution.

Solution 3: Replace the print cartridge

Solution: Replace the print cartridges that are experiencing the problem. If only one of the print cartridges is experiencing the problem, you can also remove it and print using ink-backup mode.

 **NOTE:** During ink-backup mode, the product can only print jobs from the computer. You cannot initiate a print job from the control panel (such as printing a photo from a memory card).

Cause: One or both of the print cartridges were having a problem.

Previously used genuine HP cartridge installed

Solution: Check the print quality of the current print job. If it is satisfactory, follow the prompts on the display to continue.

HP recommends that you have a new print cartridge available, to avoid printing delays.


 **NOTE:** Ink levels might not be available for the indicated print cartridges.

Cause: The genuine HP ink cartridge was previously used in some other product.

Original HP ink has been depleted

Solution: Follow the prompts on the display to continue, or replace the indicated print cartridges with genuine HP cartridges.

HP recommends that you use genuine HP print cartridges. Genuine HP print cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

 **NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Printer service or repairs required as a result of using of a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP print cartridges, go to:

www.hp.com/go/anticounterfeit

For more information, see:

[“Replace the print cartridges” on page 93](#)

Cause: The original HP ink in the indicated print cartridges has been depleted.

General printer error

Solution: 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.

Cause: There was a problem with the product.

15 HP warranty and support

Hewlett-Packard provides Internet and phone support for the HP All-in-One.

This section contains the following topics:

- [Warranty](#)
- [Print cartridge warranty information](#)
- [Support process](#)
- [Before you call HP support](#)
- [HP support by phone](#)
- [Additional warranty options](#)
- [HP Quick Exchange Service \(Japan\)](#)
- [HP Korea customer support](#)
- [Prepare the product for shipment](#)
- [Pack the HP All-in-One](#)

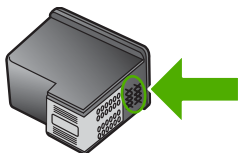
Warranty

For more information about the warranty, see the printed documentation that came with the product.

Print 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/DD format, may be found on the product as indicated:



For a copy of the HP Limited Warranty Statement, see the printed documentation that came with the product.

Support process

If you have a problem, follow these steps:

1. Check the documentation that came with the product.
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 product information and expert assistance and includes the following features:
 - Fast access to qualified online support specialists
 - Software and driver updates for the product

- Valuable product and troubleshooting information for common problems
 - Proactive product updates, support alerts, and HP newsgrams that are available when you register the product
3. Call HP support. Support options and availability vary by product, country/region, and language.

Before you call HP support

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 \(Japan\)](#)" on page 294.

If you need to contact HP support, do the following before you call:

1. Make sure that:
 - a. The product is plugged in and turned on.
 - b. The specified print cartridges are installed correctly.
 - c. The recommended paper is properly loaded in the input tray.
2. Reset the product:
 - a. Turn off the product by pressing the **On** button.
 - b. Unplug the power cord from the back of the product.
 - c. Plug the power cord back into the product.
 - d. Turn on the product by pressing the **On** button.
3. 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.
Check the HP Web site for updated information or troubleshooting tips for the product.
4. If you are still experiencing problems and need to speak with an HP support representative, do the following:
 - a. Have the specific name of the product, as it appears on the control panel, available.
 - b. Print a self-test report.
 - c. Make a color copy to have available as a sample printout.
 - d. Be prepared to describe your problem in detail.
 - e. Have your serial number ready.
You can view the serial number by looking at the sticker on the rear side of the product. The serial number is the 10-character code in the upper left corner of the sticker.
5. Call HP support. Be near the product when you call.

Related topics

["Print a self-test report"](#) on page 90

HP support by phone

For a list of support phone numbers, see the printed documentation that came with the product.

This section contains the following topics:

- [Phone support period](#)
- [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.

Placing a call

Call HP support while you are in front of the computer and the product. Be prepared to provide the following information:

- Model number (located on the label on the front of the product)
- Serial number (located on the back or bottom of the product)
- 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, product 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)

プリント カートリッジ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。プリント カートリッジが故障している、または欠陥があると判断された場合、HP Quick Exchange Service がこのプリント カートリッジを正常品と交換し、故障したプリント カートリッジを回収します。保障期間中は、修理代と送料は無料です。また、お住まいの地域にもよりますが、プリンタを次の日までに交換することも可能です。

電話番号： 0570-000511 (自動応答)
03-3335-9800 (自動応答システムが使用できない場合)

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、将来予告な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 HP All-in-One” on page 295](#).

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 product for shipment

If after contacting HP support or returning to the point of purchase you are requested to send the product in for service, make sure you remove and keep the following items before returning your product:

- The print cartridges
- The power cord, USB cable, and any other cable connected to the HP All-in-One
- Any paper loaded in the input tray
- Any originals loaded in the HP All-in-One

To remove print cartridges before shipment

1. Turn on the product and wait until the print carriage is idle and silent. If the product will not turn on, skip this step and go to step 2.
2. Open the print cartridge door.
3. Remove the print cartridges from their slots.



NOTE: If the product does not turn on, you can unplug the power cord and then manually slide the print carriage to the right to remove the print cartridges.

4. Place the print cartridges in an airtight plastic container so they will not dry out, and put them aside. Do not send them with the product unless the HP customer support call agent instructs you to.
5. Close the print cartridge door and wait a few minutes for the print carriage to move back to its home position (on the left side).



NOTE: Make sure the scanner is idle and has returned to its parked position before turning off the product.

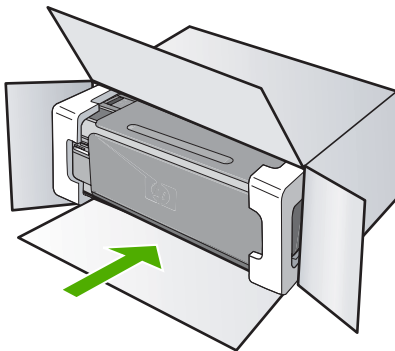
6. Press the **On** button to turn off the product.

Pack the HP All-in-One

Complete the following steps once you have removed the print cartridges, turned off the product, and unplugged it.

To pack the product

1. If available, pack the product for shipment by using the original packing materials or the packaging materials that came with your exchange product.



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.

16 Technical information

The technical specifications and international regulatory information for the HP All-in-One are provided in this section.

For additional specifications, see the printed documentation that came with the HP All-in-One.

This section contains the following topics:

- [Specifications](#)
- [Environmental product stewardship program](#)
- [Regulatory notices](#)

Specifications

Technical specifications for the HP All-in-One are provided in this section. For additional specifications, see the printed documentation that came with the HP All-in-One.

System requirements

Software and system requirements are located in the Readme file.

For information about future operating system releases and support, visit the HP online support Web site at www.hp.com/support.

Paper specifications

Type	Paper weight	Input tray*	Output tray†	Photo tray*
Plain paper	16 to 24 lb. (60 to 90 gsm)	Up to 125 (20 lb. paper)	50 (20 lb. paper)	n/a
Legal paper	20 to 24 lb. (75 to 90 gsm)	Up to 125 (20 lb. paper)	50 (20 lb. paper)	n/a
Cards	110 lb. index max (200 gsm)	Up to 40	25	Up to 20
Envelopes	20 to 24 lb. (75 to 90 gsm)	Up to 15	15	n/a
Transparency film	N/A	Up to 40	25	n/a
Labels	N/A	Up to 40	25	n/a
5 x 7 inch (13 x 18 cm) Photo paper	67 lb. Bond (252 gsm)	Up to 40	25	20
4 x 6 inch (10 x 15 cm) Photo paper	67 lb. Bond (252 gsm)	Up to 40	25	20
L 3.5 x 5 inch (8.9 x 12.7 cm) Photo paper	67 lb. Bond (252 gsm)	Up to 40	25	20
Letter (8.5 x 11 inch) / A4 (210mmx297mm) Photo paper	67 lb. Bond	Up to 40	25	n/a

Type	Paper weight	Input tray*	Output tray†	Photo tray*
	(252 gsm)			

- * Maximum capacity.
- † Output tray capacity is affected by the type of paper and the amount of ink you are using. HP recommends emptying the output tray frequently.
- *

 **NOTE:** For a complete list of supported media sizes, see the printer driver.

Print specifications

- Up to 1200 x 1200 rendered dpi black when printing from a computer
- Up to 4800 x 1200 optimized dpi color when printing from a computer and 1200-input dpi
- Print speeds vary according to the complexity of the document
- Panorama-size printing
- Method: drop-on-demand thermal inkjet
- Language: PCL3 GUI
- Duty cycle: Up to 3000 printed pages per month

Copy specifications

- Digital image processing
- Up to 9 copies from original (depends on model)
- Copy speeds vary according to the complexity of the document and model
- Maximum copy enlargement ranging from 200-400% (depends on model)
- Maximum copy reduction ranging from 25-50% (depends on model)

Scan specifications

- Image editor included
- Integrated OCR software automatically converts scanned text to editable text (if installed)
- Twain-compliant software interface
- Resolution: up to 4800 x 4800 ppi optical (depends on model); 19200 ppi enhanced (software)
For more information about ppi resolution, see the scanner software.
- Color: 48-bit color, 8-bit grayscale (256 levels of gray)
- Maximum scan size from glass: 21.6 x 29.7 cm (8.5 x 11.7 inches)

Print resolution

To find out about the printer resolution, see the printer software. For more information, see [“View the print resolution”](#) on page 43.

Print cartridge yield

Visit www.hp.com/pageyield for more information on estimated cartridge yields.

Acoustic information

If you have Internet access, you can get acoustic information from the HP Web site. Go to: www.hp.com/support.

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.

For more information, visit HP's Commitment to the Environment Web site at:

www.hp.com/hpinfo/globalcitizenship/environment/index.html

This section contains the following topics:

- [Paper use](#)
- [Plastics](#)
- [Material safety data sheets](#)
- [Recycling program](#)
- [HP inkjet supplies recycling program](#)
- [Energy Consumption](#)
- [Disposal of waste equipment by users in private households in the European Union](#)

Paper use

This product is suited for the use of recycled paper according to DIN 19309 and EN 12281:2002.

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of product life.

Material safety data sheets

Material safety data sheets (MSDS) can be obtained from the HP Web site at:

www.hp.com/go/msds

Recycling program

HP offers an increasing number of product return and recycling programs in many countries/regions, and partners with some of the largest electronic recycling centers throughout the world. HP conserves resources by reselling some of its most popular products. For more information regarding recycling of HP products, please visit:

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

HP inkjet supplies recycling program

HP is committed to protecting the environment. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges and ink cartridges free of charge. For more information, go to the following Web site:

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

Energy Consumption

This product is designed to reduce power consumption and save natural resources without compromising product performance. It has been designed to reduce total energy consumption both during operation and when the product is not active.

Disposal of waste equipment by users in private households in the European Union



Technical Information

Disposal of Waste Equipment by Users in Private Households in the European Union
 This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment in the form of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

Evacuación de los equipos usados por los usuarios en los hogares privados en la Unión Europea
 La presencia de este símbolo en el producto o en su embalaje indica que este no se puede desechar con el resto de los residuos domésticos. En su lugar, es su responsabilidad disponer de su equipo electrónico entregándolo en un punto de recogida designado para el reciclado de aparatos electrónicos y eléctricos. La separación y el reciclado de su equipo electrónico en forma de residuos ayudará a preservar recursos naturales y a garantizar que se recicla de forma que proteja la salud y el medio ambiente. Si desea información adicional sobre los lugares donde puede dejar estos residuos para su reciclado, póngase en contacto con las autoridades locales de su ciudad, con el servicio de gestión de residuos domésticos o con la tienda donde adquirió el producto.

Entsorgung von Elektrogeräten durch Benutzer in privaten Haushalten in der EU
 Dieses Symbol auf dem Produkt oder dessen Verpackung gibt an, dass das Produkt nicht zusammen mit dem Restmüll entsorgt werden darf. Es obliegt daher Ihrer Verantwortung, das Gerät an einer entsprechenden Stelle für die Entsorgung oder Wiederverwertung von Elektrogeräten oder Alt-Abzügen (z.B. einen Wertstoffhof). Die separate Sammlung und das Recycling Ihrer alten Elektrogeräte zum Zeitpunkt Ihrer Entsorgung trägt zum Schutz der Umwelt bei und gewährleistet, dass sie auf eine Art und Weise recycelt werden, die keine Gefährdung für die Gesundheit des Menschen und der Umwelt darstellt. Weitere Informationen darüber, wo Sie alte Elektrogeräte zum Recyceln abgeben können, erhalten Sie bei den örtlichen Behörden, Wertstoffhöfen oder dort, wo Sie das Gerät erworben haben.

Smaltimento di apparecchiature da rottamare da parte di privati nell'Unione Europea
 Questo simbolo che appare sul prodotto o sulla confezione indica che il prodotto non deve essere smaltito assieme agli altri rifiuti domestici. Gli utenti devono provvedere allo smaltimento delle apparecchiature da rottamare portandole al luogo di raccolta indicato per il riciclaggio delle apparecchiature elettriche ed elettroniche. La raccolta e il riciclaggio separati delle apparecchiature da rottamare in fase di smaltimento favoriscono la conservazione delle risorse naturali e garantiscono che tali apparecchiature vengano rottamate nel rispetto dell'ambiente e della tutela della salute. Per ulteriori informazioni sui punti di raccolta delle apparecchiature da rottamare, contattare il proprio comune di residenza, il servizio di smaltimento dei rifiuti locale o il negozio presso il quale è stato acquistato il prodotto.

Eliminación de residuos de aparatos eléctricos y electrónicos por parte de usuarios domésticos en la Unión Europea
 Este símbolo en el producto o en el embalaje indica que no se puede desechar el producto junto con los residuos domésticos. Por el contrario, si debe eliminar este tipo de residuo, es responsable del sujeción entregándolo en un punto de recogida designado de reciclado de aparatos electrónicos y eléctricos. El reciclaje y la recogida por separado de estos residuos en el momento de la eliminación ayudará a preservar recursos naturales y a garantizar que el reciclaje proteja la salud y el medio ambiente. Si desea información adicional sobre los lugares donde puede dejar estos residuos para su reciclado, póngase en contacto con las autoridades locales de su ciudad, con el servicio de gestión de residuos domésticos o con la tienda donde adquirió el producto.

Likvidace vyzvolúložho zařízení uživateli v domácnosti v zemích EU
 Toto značka na produktu nebo na jeho obalu označuje, že tento produkt nesmí být likvidován společným vyhazováním do běžného domovního odpadu. Odpovědné za to, že vyzvolúložho zařízení bude přičteno k vyřazení z provozu a k jeho likvidaci v určeném místě, je uživatel. Likvidace vyzvolúložho zařízení samostatným způsobem a recyklaci nemožného zařízení přírodních zdrojů a zařízení, že recyklace proběhne způsobem chránícím lidské zdraví a životní prostředí. Další informace o tom, kam můžete vyzvolúložho zařízení předat k recyklaci, můžete získat od úřadů místní samosprávy, od společnosti provádějící svoz a likvidaci domovního odpadu nebo v obchodě, kde jste produkt zakoupili.

Bortskaffelse af affaldsudyret for brugere i private husholdninger i EU
 Dette symbol på produktet eller på dens emballage indikerer, at produktet ikke må bortskaffes sammen med andet husholdningsaffald. I stedet er det din ansvar for bortskaffelse af affaldet ved at overføre det til et bestemt opsamlingspunkt for genbrug af elektrisk og elektronisk affald. Den separate indsamling og genbrug af affaldsudyret på tilsvarende for bortskaffelse er med til at bevare naturlige ressourcer og sikre, at genbrug finder sted på en måde, der beskytter menneskers helbreds samt miljøet. Hvis du vil vide mere om, hvor du kan aflevere dit affaldsudyret til genbrug, kan du kontakte den lokale myndighed ansvarlig for den forenning, hvor du købte produktet.

Afvoer van afgedankte apparatuur door gebruikers in particuliere huishoudens in de Europese Unie
 Dit symbool op het product of de verpakking geeft aan dat dit product niet mag worden afgevoerd met het huishoudelijk afval. Het is uw verantwoordelijkheid uw afgedankte apparatuur af te leveren op een aangewezen inzamelpunt voor de verwerking van afgedankte elektrische en elektronische apparatuur. De gescheiden inzameling en verwerking van uw afgedankte apparatuur draagt bij tot het sparen van natuurlijke bronnen en tot het hergebruik van materiaal op een wijze die de volksgen gezondheid en het milieu beschermt. Voor meer informatie over waar u uw afgedankte apparatuur kunt inleveren voor recycling kunt u contact opnemen met het gemeentehuis in uw woonplaats, de reinigingsdienst of de winkel waar u het product hebt aangekocht.

Ermojeladnostis kasuslietu šķārdatortāme sademete kaitlmeine Eiropas Savienībā
 Šis simbols uz ierīci vai tā iepakojuma norāda, ka šis ierīcis nedrīkst tikt izmetts kopā ar citiem mājokļa atkritumiem. Tā vietā ir jūsu atbildība par ierīces nodošanu atsevišķi uz noteiktu savākšanas vietu. Atsevišķa savākšana un reciklējums palīdzēs saglabāt dabas resursus un nodrošinās, ka ierīces tiek pārstrādātas drošā un vides draudzīgā veidā. Ja vēlaties uzzināt vairāk par to, kur var nodot savus atkritumus, sazinieties ar vietējo pašvaldību, atkritumu apsaimniekotāju vai veikalu, kur ierīci esat iegādājies.

Hävlettavien laiteiden käsittely kotoalojen yhteisessä Euroopan unionin alueella
 Tämä kotoalojen yhteisessä käytössä olevien laitteiden symboli osoittaa, ettei laitteita saa heittää tavallisten talousjätteen joukkoon. Käyttäjien vastuulla on huolehtia siitä, että hävlettävät laitteet toimittavat erikseen erilliselle keräilyasemalle. Hävlettävien laitteiden erillinen keräily ja käsittely säästää luonnonvaroja. Niin toimittamalla varmistetaan myös, että laitteita käytetään tavalla, joka suojaa ihmisten terveyttä ja ympäristöä. Saat tarvittavaa lisätietoa lähimmästä keräilyasemasta paikallisista viranomaisista, joihin voit myös kysyä lisätietoja.

Απόρριψη χηρμένων συσκευών στην Ευρωπαϊκή Ένωση
 Το παρόν σύμβολο στον εξοπλισμό ή στη συσκευασία του υποδηλώνει ότι το προϊόν αυτό δεν πρέπει να πεταχτεί μαζί με άλλα οικιακά απόβλητα. Αντίθετα, ευθύνος είναι ο χρήστης να φέρει τον εξοπλισμό σε μια καθορισμένη θέση συλλογής απορριψών για την ανακύκλωση ή τη διαχείριση ηλεκτρικού και ηλεκτρονικού εξοπλισμού. Η χωριστή συλλογή και ανακύκλωση των χηρμένων συσκευών θα συμβάλει στη διατήρηση των φυσικών πόρων και στη διασφάλιση ότι η ανακύκλωση θα γίνεται σωστά, ώστε να προστατευτεί η υγεία των ανθρώπων και το περιβάλλον. Για περισσότερες πληροφορίες σχετικά με το πού μπορείτε να απορρίψετε τις χηρμένες συσκευές, να ανακύκλωση, επικοινωνήστε με τις κατά τόπους αρχές αρμόδιες ή με το κατάστημα από το οποίο αγοράσθηκε το προϊόν.

A hulladékokatkezelése a megadhatortásokban az Európai Unióban
 Ez a szimbólum arra, a termék vagy annak csomagolásán található, hogy a termék nem kezelhető együtt az egyéb háztartási hulladékkal. Az Ön feladata, hogy a készletek hulladékgyűjtő állomásra olyan kijelölt gyűjtőhelyre, amely az elektronikus hulladékkezeléssel és az elektronikus hulladékokkal foglalkozik. A hulladékgyűjtő elkötelezett gyűjtésre és újrahasznosításra hozza az új termelési elvárások megadásához, egyáltalán azt is biztosítja, hogy a hulladék újrahasznosítása az egészséges és környezetbarát módon történjen. Ha további információkat szeretne kinyitni az eszközről a helyszínen, akkor beszéljen a vállalkozással a hulladékkezeléssel, forduljon a helyi önkormányzatához, a háztartási hulladék begyűjtésével foglalkozó vállalkozás vagy a termék forgalmazójához.

Lietotāju atbildības nosacījumi nedrīgtiem Eiropas Savienības privātajos mājāsismēģinājumos
 Šis simbols uz ierīci vai tā iepakojuma norāda, ka šis ierīcis nedrīkst tikt izmetts kopā ar citiem mājokļa atkritumiem. Tā vietā ir jūsu atbildība par ierīces nodošanu atsevišķi uz noteiktu savākšanas vietu. Atsevišķa savākšana un reciklējums palīdzēs saglabāt dabas resursus un nodrošinās, ka ierīces tiek pārstrādātas drošā un vides draudzīgā veidā. Ja vēlaties uzzināt vairāk par to, kur var nodot savus atkritumus, sazinieties ar vietējo pašvaldību, atkritumu apsaimniekotāju vai veikalu, kur ierīci esat iegādājies.

Europas Savienijos vartotojų ir privačių namų ūkių atliekoms įrangos išmetimas
 Šis simbolis apti produktą arba jo pakuotę nurodo, kad produktas negali būti išmetamas kartu su kitomis namų ūkių atliekomis. Jūs privalote išimti savo atliekams įrangą atskirai (jei ji atliekams elektronikos ir elektros įrangos perdavimo prietaisai). Jūs atliekams įrangą bus atskirai surenkama ir perdirbama, bus išsaugomi natūralūs išteklių ir aplinkosauga, kad įrangą yra perdirbta žmogaus sveikatai ir gamtą tausojančiu būdu. Dėl informacijos apie tai, kur galite išimti atliekams perdirbti skirtą įrangą kreipkitės į atliekams vietas namų, namų ūkių atliekų išvežimo kampaniją arba į parduotuvę, kurioje pirkote produktą.

Użytkowania zużytego sprzętu przez użytkowników domowych w Unii Europejskiej
 Symbol ten umieszczony na produkcie lub opakowaniu oznacza, że tego produktu nie należy wyrzucać razem z innymi odpadami domowymi. Użytkownik jest odpowiedzialny za dostarczenie zużytego sprzętu do wyznaczonego punktu gromadzenia zużytych urządzeń elektrycznych i elektronicznych. Gromadzenie odpadów i recykling tego typu odpadów przyczynia się do oszczędności zasobów naturalnych i jest bezpieczny dla zdrowia i środowiska naturalnego. Dodatkowe informacje na temat sposobu użycia zużytych urządzeń można uzyskać u odpowiednich władz lokalnych, w przedsiębiorstwie zajmującym się usuwaniem odpadów lub w miejscu zakupu produktu.

Descarte de equipamentos por usuários em residências da União Europeia
 Este símbolo no produto ou no embalagem indica que o produto não pode ser descartado junto com o lixo doméstico. No entanto, é sua responsabilidade levar os equipamentos a serem descartados a um ponto de coleta designado para o reciclagem de equipamentos eletro-eletrônicos. A coleta separada e o reciclagem dos equipamentos no momento do descarte ajudam na conservação dos recursos naturais e garantem que os equipamentos serão reciclados de forma a proteger a saúde das pessoas e o meio ambiente. Para obter mais informações sobre onde descartar equipamentos para reciclagem, entre em contato com o escritório local de sua cidade, o serviço de limpeza pública de seu bairro ou a loja em que adquiriu o produto.

Postup používateľov v krajinách Európskej únie pri vyhazovaní zariadenia v domácom používaní do odpadu
 Tento symbol na produkte alebo na jeho obale znamená, že nesmie byť vyhodený s iným komunálnym odpadom. Namiesto toho máte povinnosť odovzdať toto zariadenie na zbernom mieste, kde sa zberajúce recyklácie elektrických a elektronických zariadení. Separovaný zber a recyklácia zariadenia určeneho na odpočt pomôže chrániť prírodné zdroje a zabezpečí taký spôsob recyklácie, ktorý bude zdravý ľudského životného prostredia. Dodatočné informácie o separovanom zbere a recyklácii získate na miestnom zbernom úrade, vo firme zabezpečujúcej zber vášho komunálneho odpadu alebo v predajni, kde ste produkt kúpili.

Ravnanje z odpadno opremo v gospodinjstvih znotraj Evropske unije
 To znak na izdelku ali embalaži označuje, da tega izdelka ne smete izločiti skupaj z drugimi gospodinjstvenimi odpadki. Odpadno opremo ste dolžni oddati na določenem zbirnem mestu za recikliranje odpadne elektrčne in elektronske opreme. Z ločenim zbiranjem in recikliranjem odpadne opreme ob odlaganju boste pomagali ohraniti naravne vire in zagotovili, da bo odpadna oprema reciklirana tako, da se varuje zdravje ljudi in okolje. Več informacij o mestih, kjer lahko oddate odpadno opremo za recikliranje, lahko dobite na občini, v komunalnem podjetju ali trgovini, kjer ste izdelek kupili.

Kassering av förbrukningsmaterial, för hem- och privatvårdare i EU
 Produkt eller produktförpackning med den här symbolen får inte kasseras med vanlig hushållsavfall. I stället får du ansvar för att produkten lämnas till en behållning överenskommen för hantering av ett visst elektriskt eller elektroniskt avfall. Den separata samlningen och recyklingen av avfall hjälper till att bevara våra naturliga resurser. Dessutom skyddas människors hälsa och miljön när produkter återvinns på rätt sätt. Kommunala myndigheter, sophanteringsföretag eller butiken där varan köptes kan ge mer information om var du lämnar kasserade produkter för återvinning.

Изхвърляне на отработване за отпадъци от потребители в частни домове в Европейския съюз
 Този символ върху продукта или опаковката ви показва, че продуктът не трябва да се изхвърля заедно с домашните отпадъци. Вместо това отговорността да изхвърлите отработването за отпадъци, като го предадете на определен пункт за рециклиране на електрични или механични отработване за отпадъци. Отделното събиране и рециклиране на отработването за отпадъци при използването ви помага за запазването на природни ресурси и предотвратяване на замърсяване, включително това, че да не замърсявате човешкото здраве и околната среда. За повече информация къде можете да осигурите отработването за отпадъци за рециклиране се свържете със съответния офис в град ви, фирмата за събиране на отпадъци или магазин, от който сте закупили продукта.

Inhátorové echipamentelor uzate de către utilizatori casnici din Uniunea Europeană
 Acest simbol de pe produs sau de pe ambalajul produsului indică faptul că acest produs nu trebuie aruncat alături de celelalte deșeur casnice. În loc să procedați astfel, aveți responsabilitatea să vă debarasați de echipamentul uzat procedând la un centru de colectare separat pentru reciclarea deșeurilor electrice și a echipamentelor electronice. Colectarea și reciclarea separată a echipamentului uzat ajută atât să îl amănăm cât și să asigurăm reciclară naturală și asigură reciclarea echipamentului într-o manieră care protejează sănătatea umană și mediul. Pentru informații suplimentare referitoare la locurile în care se poate preda echipamentul uzat pentru reciclare, luați legătura cu primăria locală, cu serviciul de salubritate sau cu vânzătorul de la care ați achiziționat produsul.

Regulatory notices

The HP All-in-One meets product requirements from regulatory agencies in your country/region.

This section contains the following topics:

- [Regulatory model identification number](#)
- [FCC statement](#)
- [Notice to users of the U.S. telephone network: FCC requirements](#)
- [Notice to users of the Canadian telephone network](#)
- [Notice to users in the European Economic Area](#)
- [Notice to users of the German telephone network](#)
- [Australia wired fax statement](#)
- [Notice to users in Korea](#)
- [VCCI \(Class B\) compliance statement for users in Japan](#)
- [Notice to users in Japan about the power cord](#)
- [Noise emission statement for Germany](#)
- [Toxic and hazardous substance table](#)
- [Declaration of conformity \(European Economic Area\)](#)
- [HP Photosmart C4340 All-in-One series declaration of conformity](#)

Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRB-0722. This regulatory number should not be confused with the marketing name (HP Photosmart C4340 All-in-One series, etc.) or product numbers (CC270A, etc.).

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.

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

Notice to users in the European Economic Area



This product is designed to be connected to the analog Switched Telecommunication Networks (PSTN) of the European Economic Area (EEA) countries/regions.

Network compatibility depends on customer selected settings, which must be reset to use the equipment on a telephone network in a country/region other than where the product was purchased. Contact the vendor or Hewlett-Packard Company if additional product support is necessary.

This equipment has been certified by the manufacturer in accordance with Directive 1999/5/EC (annex II) for Pan-European single-terminal connection to the public switched telephone network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point.

In the event of problems, you should contact your equipment supplier in the first instance.

This equipment is designed for DTMF tone dialing and loop disconnect dialing. In the unlikely event of problems with loop disconnect dialing, it is recommended to use this equipment only with the DTMF tone dial setting.

Notice to users of the German telephone network

Hinweis für Benutzer des deutschen Telefonnetzwerks

Dieses HP-Fax ist nur für den Anschluss eines analogen Public Switched Telephone Network (PSTN) gedacht. Schließen Sie den TAE N-Telefonstecker, der im Lieferumfang des HP All-in-One enthalten ist, an die Wandsteckdose (TAE 6) Code N an. Dieses HP-Fax kann als einzelnes Gerät und/oder in Verbindung (mit seriellem Anschluss) mit anderen zugelassenen Endgeräten verwendet werden.

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.

Notice to users in Korea

사용자 안내문(B급 기기)

이 기기는 비업무용으로 전자파 적합 등록을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

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。

Noise emission statement for Germany

Geräuschemission

LpA < 70 dB am Arbeitsplatz im Normalbetrieb nach DIN 45635 T. 19

Toxic and hazardous substance table

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》						
零件描述	有毒有害物质和元素					
	铅	汞	镉	六价铬	多溴联苯	多溴联苯醚
外壳和托盘*	0	0	0	0	0	0
电线*	0	0	0	0	0	0
印刷电路板*	X	0	0	0	0	0
打印系统*	X	0	0	0	0	0
显示器*	X	0	0	0	0	0
喷墨打印机墨盒*	0	0	0	0	0	0
驱动光盘*	X	0	0	0	0	0
扫描仪*	X	X	0	0	0	0
网络配件*	X	0	0	0	0	0
电池板*	X	0	0	0	0	0
自动双面打印系统*	0	0	0	0	0	0
外部电源*	X	0	0	0	0	0

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

Declaration of conformity (European Economic Area)

The Declaration of Conformity in this document complies with ISO/IEC Guide 22 and EN 45014. It identifies the product, manufacturer's name and address, and applicable specifications recognized in the European community.

HP Photosmart C4340 All-in-One series declaration of conformity



DECLARATION OF CONFORMITY

according to ISO/IEC 17050-1 and EN 17050-1

DoC #: SNPRB-0722 Rev A

Supplier's Name:
Supplier's Address:

Hewlett-Packard Company
60 Alexandra Terrace, #07-01 The Comtech, Singapore 118502

declares, that the product

Product Name and Model: HP Photosmart C4340 Series
Regulatory Model Number:¹⁾ SNPRB-0722
Product Options: All

Conforms to the following Product Specifications and Regulations:

EMC: Class B

CISPR 22: Ed5 2005 / EN 55022: 2006
EN 55024:1998 + A1:2001 + A2:2003
EN 61000-3-2: 2000 +A2: 2005
EN61000-3-3:1995+A1:2001+A2:2005
FCC CFR 47 Part 15 / ICES-003, Issue 4

Safety:

IEC 60950-1:2001 / EN 60950-1:2001
IEC 60825-1 Ed. 1.2:2001 / EN 60825-1+A2+A1:2002 (LED)

Telecom:

TIA/EIA/IS-968
ES 203 021-1 (V2.1.1 2005-08)
ES 203 021-2 (V2.1.2 2006-01)
ES 203 021-3 (V2.1.2 2006-01)
IC CS-03

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.

The product herewith complies with the requirements of the Low Voltage Directive 2006/95/EC, the EMC Directive 2004/108/EC and the R&TTE Directive 99/5/EC, WEEE Directive 2002/96/EC and RoHS Directive 2002/95/EC and carries the CE-marking accordingly.

Additional 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)

Singapore
12 July 2007


Chan Kum Yew, Director Quality, Manager
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
U.S.: Hewlett-Packard, 3000 Hanover St., Palo Alto 94304, U.S.A. 650-857-1501

Index

Symbols/Numerics

- 10 x 15 cm photo paper
 - load 33
 - specifications 297
- 2 pages on 1, print 54
- 4 pages on 1, print 54
- 4 x 6 inch (10 x 15 cm)
 - borderless photos
 - print 48
- 4 x 6 inch photo paper, load 33

A

- A4 paper, load 33
- addresses, print 57
- after the support period 293
- align print cartridges 99
- alignment
 - failed 272
 - print cartridges 272
- answer ring pattern 20
- answering machine
 - fax tones recorded 181
 - set up with fax 195
- answering machine, set up with fax 19

B

- backup fax reception 21
- baud rate 18
- best copy quality 69
- blank
 - copy 160
 - scan 163
- blank pages
 - fax 179
- booklet printing 53
- borderless copies
 - 10 x 15 cm (4 x 6 inch)
 - photo 70
- borderless photos
 - copy has borders 160
 - crop is wrong 159
 - print 48
 - print from memory card 64
- brightness, change in print 45
- buttons, control panel 6

C

- calling card, fax using 80, 82
- cancel
 - copy 73
 - fax 84
 - print job 59
 - scan 77
- cancel button 7
- carriage
 - jam 212
 - stalled 217
- Carriage stall 268
- cartridge 99
- cartridges. *See* print cartridges
- choose paper 29
- clean
 - exterior 89
 - glass 89
 - lid backing 90
 - print cartridge contacts 101
 - print cartridge ink nozzle
 - area 104
 - print cartridges 100
- color
 - dull 130
- color tone, change in print 45
- communication problems
 - test failed 266
 - two-way communication
 - lost 267
- computer modem, set up with fax 195
- confirmation reports, fax 85
- connection problems
 - device not found 265
 - fax 166, 173, 175, 182, 188
 - HP All-in-One will not turn on 110
- connection types supported
 - printer sharing 15
- contrast, fax 24
- control panel
 - buttons 6,
 - enter text and symbols 8
- copies button 7

copy

- blank 160
- borderless has borders 160
- cancel 73
- crop is wrong 159
- fit to page fails 158
- make a copy 67
- missing information 158
- number of copies 68
- quality 69
- specifications 298
- speed 69
- troubleshooting 156
- correct port test, fax 205
- credit card, fax using 80, 82
- crop
 - borderless copy is wrong 159
 - fails 257
- customer support
 - warranty 291, 293

D

- darken
 - faxes 24
- date 17
- declaration of conformity
 - European Economic Area 306
- default printer, set as 42
- default settings
 - fax 24
- delete
 - faxes from memory 22
- device
 - no response 139
 - not found 265
- dial tone test, fax 208
- disconnected error 258
- distinctive ringing 19, 20
- documents
 - edit scanned 76
 - scan 75
- double-sided prints 52, 53
- DPOF file 65

- E**
- ECM. *See* error correction mode
 - edit photos 66
 - edit scanned images 76
 - enter text and symbols 8
 - envelopes
 - load 37
 - specifications 297
 - environment
 - Environmental product stewardship program 298
 - error correction mode 82
 - error messages
 - memory cards 257
 - out of paper 261
 - reading or writing file 254
 - error reports, fax 85
- F**
- fast copy quality 69
 - fax
 - answer ring pattern 20
 - answer setting 19
 - answering machine, set up 19, 195
 - backup fax reception 21
 - cancel 84
 - computer modem, set up 195
 - contrast 24
 - coupler 195
 - darken or lighten 24
 - default settings 24
 - delete from memory 22
 - distinctive ringing 19, 20
 - enter text and symbols 8
 - error correction mode 82
 - header 23
 - Internet, over 84, 209
 - IP phone, using 84, 209
 - lighten or darken 24
 - log 86
 - menu 8
 - monitor dialing 82
 - not answering 189
 - paper checking 21
 - paper width incorrect 265
 - parallel splitter 195
 - pause 8
 - poor quality printouts 124
 - problems receiving 189
 - pulse or tone dial 18
 - receive 83
 - resolution 23
 - send 79
 - set up 16
 - settings 18, 22
 - speed 18
 - test setup 25
 - tone or pulse dial 18
 - troubleshoot 165
 - voice mail, set up 19, 195
 - volume 17
 - fax button 7
 - fax problems
 - blank pages 179
 - fax tones recorded 181
 - not printing 193
 - pages missing 177, 192
 - poor print quality 124, 177
 - receiving 166, 179, 182, 188
 - sending 166, 173, 175, 179
 - slow transmission 179
 - static on phone line 201
 - text cut off 179, 195
 - troubleshoot 165
 - file
 - invalid name 255
 - supported formats 255
 - unreadable 254
 - unsupported formats 255
 - firmware revision mismatch 218
 - fit to page 72
 - fit to page fails 158
 - FoIP 84, 209
- G**
- glass
 - clean 89
 - greeting cards, load 38
- H**
- hardware test, fax 204
 - header, fax 23
 - HP JetDirect 15
 - HP Photosmart Share
 - send images 66
- I**
- images
 - edit scanned 76
 - scan 75
 - improper shutdown 266
- ink**
- drying time 261
 - low 150, 268
 - sprays inside HP All-in-One 151
 - streaks on the back of paper 135
- ink cartridges
- HP ink depleted 289
- ink levels, check 92
- ink supplies
- purchase 107
- ink, removing ink from skin and clothing 98
- ink-backup mode 98
- install software, troubleshoot 109
- Internet, fax using 84, 209
- invalid file name 255
- IP
 - phone 84, 209
- iron-on transfers 56
- J**
- jams, paper 39
- K**
- keypad 7, 8
- L**
- labels
 - load 38
 - specifications 297
 - landscape orientation 44
 - legal paper
 - load 33
 - specifications 297
 - letter paper
 - load 33
 - specifications 297
 - lid backing, clean 90
 - lighten
 - faxes 24
 - line condition test, fax 207
 - load
 - 10 x 15 cm photo paper 33
 - 4 x 6 inch photo paper 33
 - A4 paper 33
 - envelopes 37
 - full-size paper 33
 - greeting cards 38
 - index cards 36

- iron-on transfers 38
- labels 38
- legal paper 33
- letter paper 33
- original 27
- small-size photo paper 33
- transparencies 38

log, fax 86

M

maintain

- print cartridge 99

maintenance

- align print cartridges 99
- cartridges 99
- check ink levels 92
- clean exterior 89
- clean glass 89
- clean lid backing 90
- clean print cartridges 100
- print cartridges 91
- replace print cartridges 93
- self-test report 90
- Standby/Off, set mode 106

make a copy 67

manual

- send, fax 80, 82

margins

- incorrect 146
- text or graphic cut off 148

media. *See* paper

memory

- delete faxes 22
- save faxes 21

memory cards

- digital camera cannot read 152
- e-mail photos 66
- error message 257
- file unreadable 254
- HP All-in-One cannot read 153
- insert 65
- photos missing 255
- print DPOF file 65
- print photos 64
- save files to computer 65
- share photos 66
- slots 61
- troubleshoot 151

menus

- fax 8
- scan 8

- missing
 - information from copy 158
 - text from scan 164
- modem. *See* computer modem
- monitor dialing 82

N

- normal copy quality 69
- number of copies
 - copy 68

O

- on button 7
- order
 - ink supplies 107
 - print cartridges 107
- out of paper 261
- overheads, print 57

P

- page order 55
- paper
 - choose 29
 - feed fails 135
 - incompatible types 32
 - jam 217, 264
 - jams 39, 119, 120
 - load 32
 - misfeed 264
 - out of 261
 - recommended sizes for printing 42
 - recommended types 30, 31
 - size incorrect 264
 - specifications 297
 - tips 120
 - type incorrect 264
 - type, check before faxing 21
 - width incorrect 265
- paper checking, fax 21
- paper type 43
- PC modem. *See* computer modem
- phone
 - send fax 80
- phone cord
 - check 205
 - connection, failure 205
- phone line, answer ring
 - pattern 20
- phone numbers, support 292
- phone support 292
- phone support period
 - period for support 293
- photo paper
 - load 33
 - specifications 297
- photos
 - borderless 64
 - e-mail 66
 - edit 66
 - edit scanned 76
 - ink sprays 151
 - missing 255
 - photo print cartridge 96
 - print borderless 48
 - print from DPOF file 65
 - print on photo paper 49
 - send using HP Photosmart Share 66
 - share 66
- poor fax printout quality 124
- poor print quality
 - fax 177
- poor printout quality 121
- portrait orientation 44
- posters 58
- preview print job 45
- print
 - 2 or 4 pages on 1 54
 - addresses 57
 - blank printout 150
 - booklet 53
 - borderless fails 139
 - borderless photos 48
 - both sides of page 52
 - cancel job 59
 - correct order 55
 - distorted printout 127
 - envelopes 57
 - envelopes print
 - incorrectly 138
 - faded 130
 - fax reports 86
 - from computer 41
 - from software application 41
 - iron-on transfers 56
 - labels 57
 - margins incorrect 146, 148
 - meaningless characters 142
 - multiple pages on one sheet 54
 - nothing happens 143
 - on photo paper 49
 - photos from DPOF file 65

- photos from memory
 - card 64
 - posters 58
 - preview 45
 - print options 42, 46
 - quality, troubleshoot 121, 124, 128, 132, 177
 - reverse images 56
 - reversed page order 146
 - self-test report 90
 - special print jobs 48
 - specifications 298
 - transparencies 57
 - troubleshooting 138
 - vertical streaks 133
 - Web pages 58
 - print cartridge protector 97
 - print cartridges
 - align 99, 272
 - check ink levels 92
 - clean 100
 - clean contacts 101
 - clean ink nozzle area 104
 - damaged 279
 - error message 277, 279
 - handle 92
 - incorrect 277
 - low ink 150
 - low on ink 268
 - missing 279
 - non-HP ink 276
 - order 107
 - part names 92
 - photo print cartridge 96
 - previously used 289
 - replace 93
 - store 97
 - print quality
 - smear ink 121
 - print settings
 - brightness 45
 - color tone 45
 - layout 44
 - orientation 44
 - paper size 42
 - paper type 43
 - print quality 121
 - quality 44
 - reduce/enlarge 45
 - resizing options 45
 - resolution 44
 - saturation 45
 - speed 44
 - printer sharing
 - Mac 15
 - Windows 15
 - printing
 - with one ink cartridge 98
 - Printing Shortcuts tab 46
 - problems
 - copy 156
 - error messages 211
 - print 138
 - scan 161
 - pulse dial 18
- Q**
- quality
 - print 44
 - quality button 7
 - quality, copy 69
- R**
- Readme file 109
 - receive fax
 - auto answer setting 19
 - automatically 83
 - recycle
 - ink cartridges 299
 - reduce/enlarge copies
 - resize to fit letter or A4 72
 - regulatory notices
 - declaration of conformity (European Economic Area) 306
 - regulatory model
 - identification number 301
 - reinstall software 118
 - removing ink from skin and clothing 98
 - replace print cartridges 93
 - reports
 - caller ID 86
 - confirmation, fax 85
 - error, fax 85
 - fax log 86
 - junk fax numbers 86
 - last fax transaction 86
 - log, fax 86
 - print cartridges 99
 - self-test 90
 - speed dial list 86
 - resolution
 - print 44
 - resolution, fax 23
- S**
- saturation, change in print 45
 - save
 - faxes in memory 21
 - photos to computer 65
 - scan
 - blank 163
 - cancel 77
 - crop incorrect 163
 - documents 75
 - edit image 76
 - fails 162, 218
 - features 75
 - halts 161
 - menu 8
 - page layout incorrect 163
 - photos 75
 - scan specifications 298
 - stop 77
 - text appears as dotted
 - lines 163
 - text format incorrect 164
 - text incorrect 164
 - troubleshooting 161
 - scan button 7
 - scan glass
 - clean 89
 - self-test report 90
 - send fax
 - basic fax 79
 - calling card, using 80, 82
 - credit card, using 80, 82
 - manually 80, 82
 - monitor dialing 82
 - set
 - print options 42, 46
 - settings
 - date and time 17
 - fax 18, 22
 - setup
 - answering machine 19, 195
 - computer modem 195
 - distinctive ringing 20
 - fax 16
 - test fax 25
 - voice mail 19, 195
 - ship your product 295
 - size button 7
 - smear ink 121
 - software application, print
 - from 41

Index

- software installation
 - reinstall 118
 - uninstall 118
 - sound, adjust volume 17
 - speed
 - copy 69
 - print 44
 - speed dial
 - print list 86
 - send fax 79
 - start black 7
 - start color 7
 - stop
 - copy 73
 - fax 84
 - print job 59
 - scan 77
 - subscriber identification
 - code 23
 - support
 - contact 292
 - support process 291
 - symbols, enter 8
 - system requirements 297
- T**
- T-shirt transfers. *See* iron-on transfers
 - technical information
 - copy specifications 298
 - paper specifications 297
 - print specifications 298
 - scan specifications 298
 - system requirements 297
 - telephone
 - send fax 80
 - telephone line, answer ring
 - pattern 20
 - telephone numbers,
 - support 292
 - telephone wall jack test, fax 204
 - test
 - dial tone 208
 - fax hardware 204
 - fax line condition 207
 - fax port 205
 - fax setup 25
 - phone cord 205
 - telephone wall jack 204
 - text
 - cut off 148, 179, 195
 - dotted lines on scan 163
 - incorrect format on
 - scan 164
 - incorrect or missing on
 - scan 164
 - jagged 137
 - meaningless characters 142
 - not filled in 124
 - smooth fonts 137
 - text, enter 8
 - time 17
 - tone dial 18
 - transparencies
 - load 38
 - specifications 297
 - troubleshoot
 - fax problems 124, 165, 166, 173, 175, 177, 179, 181, 182, 188, 189, 192, 193, 195, 201, 209
 - jams, paper 39
 - print quality 121
 - Readme file 109
 - setup 109
 - USB cable 112
 - troubleshooting
 - copy 156
 - error messages 211
 - memory card 151
 - print 138
 - scan 161
 - two-sided prints 52, 53
- U**
- uninstall software 118
 - USB cable
 - communication lost 267
 - USB cable installation 112
- V**
- voice mail, set up with fax 19, 195
 - volume, adjust 17
- W**
- wall jack test, fax 204
 - warranty 291, 293
 - Web pages, print 58

