

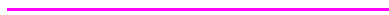
# HP Officejet 7200 All-in-One series

## User Guide

you  
+  
hp



HP Officejet 7200 All-in-One series



## **User Guide**

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  - Food stamps
- Checks or drafts drawn on Governmental agencies
- Paper currency, traveler's checks, or money orders
- Certificates of deposit
- Copyrighted works

## Safety information



**Warning** To prevent fire or shock hazard, do not expose this product to rain or any type of moisture.

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



**Warning** Potential shock hazard.

1. Read and understand all instructions in the Setup Guide.
2. Use only a grounded electrical outlet when connecting the device to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
3. Observe all warnings and instructions marked on the product.
4. Unplug this product from wall outlets before cleaning.
5. Do not install or use this product near water or when you are wet.
6. Install the product securely on a stable surface.
7. Install the product in a protected location where no one can step on or trip over the power cord, and where the power cord will not be damaged.
8. If the product does not operate normally, see the onscreen Troubleshooting help.
9. No operator-serviceable parts inside. Refer servicing to qualified service personnel.
10. Use in a well-ventilated area.



**Warning** This equipment will be inoperable when main power fails.

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# 1 HP All-in-One overview

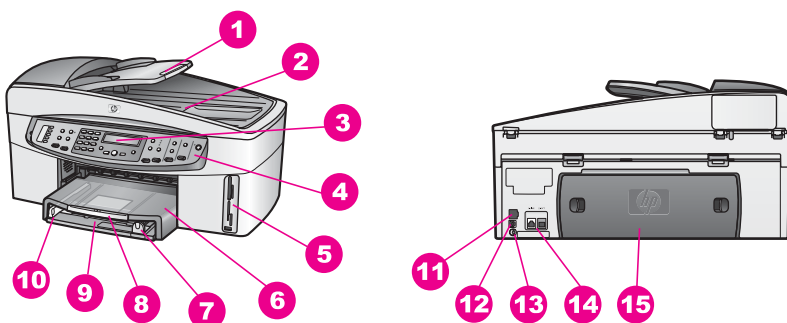
Many HP All-in-One functions can be accessed directly, without turning on your computer. Tasks such as making a copy, sending a fax, or printing photos from a memory card can be accomplished quickly and easily from your HP All-in-One.

This chapter describes the HP All-in-One hardware features, control panel functions, and how to access the **HP Image Zone** software.



**Tip** You can do more with your HP All-in-One by using the **HP Image Zone** software installed on your computer. The software provides enhanced copy, fax, scan, and photo functionality. For more information, see the onscreen **HP Image Zone Help** and [Use the HP Image Zone to do more with your HP All-in-One](#).

## The HP All-in-One at a glance

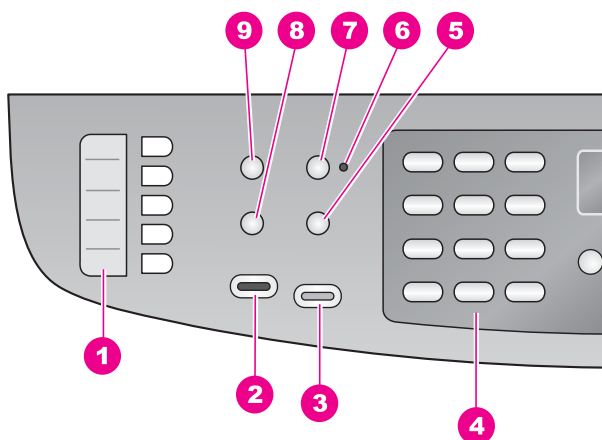


Label	Description
1	Document feeder tray
2	Lid
3	Control panel display
4	Control panel
5	Memory card slots and PictBridge camera port
6	Output tray
7	Paper-length guide
8	Output tray extender
9	Input tray
10	Paper-width guide

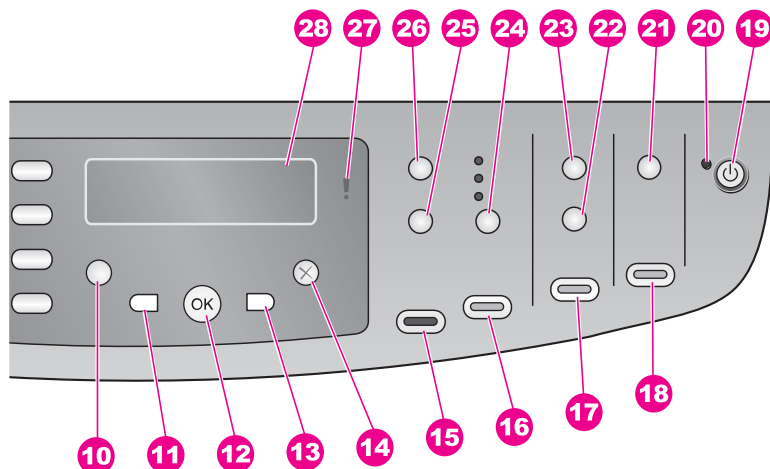
(continued)

Label	Description
11	Ethernet port and Ethernet indicator lights
12	Rear USB port
13	Power connection
14	Fax ports (1-LINE and 2-EXT)
15	Rear clean-out door

## Control panel overview



Label	Name and Description
1	<b>One-touch speed dial buttons:</b> Access the first five speed dial numbers.
2	<b>Start Fax Black:</b> Start a black and white fax.
3	<b>Start Fax Color:</b> Start a color fax.
4	<b>Keypad:</b> Enter fax numbers, values, or text.
5	<b>Redial/Pause:</b> Redial the most recently dialed number, or insert a 3-second pause in a fax number.
6	<b>Auto Answer light:</b> When the <b>Auto Answer</b> light is on, the HP All-in-One is set to receive faxes automatically.
7	<b>Auto Answer:</b> Set the fax function to answer the phone automatically after a specified number of rings.
8	<b>Menu (Fax):</b> Select fax options, including <b>Resolution</b> and <b>Lighter/Darker</b> , using the <b>Menu</b> button in the Fax area.
9	<b>Speed Dial:</b> Select a speed dial number.



Label	Name and Description
10	<b>Setup:</b> Access the menu system for reports, fax settings, maintenance tools, preferences and network settings. Also access product-launched Help.
11	<b>Left arrow:</b> Decrease values, or go back when viewing filenames on the control panel display.
12	<b>OK:</b> Select a menu or setting, or select filenames on the control panel display for printing.
13	<b>Right arrow:</b> Increase values, or go forward when viewing filenames on the control panel display.
14	<b>Cancel:</b> Stop a job, exit a menu, or exit settings.
15	<b>Start Copy Black:</b> Start a black and white copy job.
16	<b>Start Copy Color:</b> Start a color copy job.
17	<b>Print Photos:</b> Print the photo whose filename is currently displayed on the control panel display, or print all of the photos you selected using the <b>OK</b> button.
18	<b>Start Scan:</b> Start a scan job and send it to the destination you selected using the <b>Scan To</b> button.
19	<b>On:</b> Turn the HP All-in-One on or off. When the HP All-in-One is off, a minimal amount of power is still supplied to the device. To completely disconnect the power supply to the HP All-in-One, turn the device off, and then unplug the power cord.
20	<b>On light:</b> When lit, the <b>On</b> light indicates that the HP All-in-One is on. The light blinks while performing a job.
21	<b>Scan To:</b> Select a scan destination.

(continued)

Label	Name and Description
22	<b>Proof Sheet:</b> Print a proof sheet when a memory card has been inserted in a memory card slot. A proof sheet shows thumbnail views of all the photos on the memory card. You can select photos on the proof sheet, then print those photos by scanning the proof sheet.
23	<b>Menu</b> (Photo): Adjust settings to print a customized photo without using your computer, by using the <b>Menu</b> button in the Photo area.
24	<b>Quality:</b> Control the speed and quality of copies.
25	<b>Reduce/Enlarge:</b> Change the size of the copy.
26	<b>Menu</b> (Copy): Select copy options, including <b>Number of Copies</b> , <b>Paper Type</b> , <b>Paper Size</b> , and several other options using the <b>Menu</b> button in the Copy area.
27	<b>Attention light:</b> When blinking, the <b>Attention</b> light indicates an error has occurred that requires your attention.
28	<b>Control panel display:</b> View menus, photo filenames, and messages.

## Menu overview

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

### Fax menu

The **Fax menu** allows you to adjust the fax that you want to send.

Fax Number  
Resolution  
Lighter/Darker  
How to Fax  
Two-Sided Send  
Set New Defaults

### Setup menu

The **Help menu** selection on the **Setup menu** provides quick access to key help topics. Most of the information is presented on a connected computer screen.



**Tip** Press the number to advance directly to the menu item.

1. Help Menu  
2. Print Report  
3. Speed Dial Setup

## Chapter 1

(continued)

4. Basic Fax Setup
5. Advanced Fax Setup
6. Tools
7. Preferences
8. Network Setup

**Copy menu**

The **Two-Sided Copy** and **Tray Select** features appear only when an HP two-sided printing accessory is installed.

Number of Copies  
Copy Paper Size  
Copy Paper Type  
Lighter/Darker  
Enhancements  
Color Intensity  
Two-Sided Copy  
Tray Select  
Set New Defaults

**Reduce/Enlarge menu**

To use the **Legal->Ltr 72%** feature, you must load the legal-size original in the document feeder tray. To use the **Fit to Page**, **Fill Entire Page**, **Image Sizes**, and **Poster** features, you must use the glass. For more information about loading originals in the document feeder tray or on the glass, see [Load originals](#).

Actual Size  
Fit to Page  
Fill Entire Page  
Custom 100%  
Full Page 91%  
Legal-Ltr 72%  
Image Sizes  
Poster

## Photo menu

When the HP All-in-One is connected to one or more computers on a network or when a two-sided printing accessory is attached, the **Photo menu** shows additional options. The following menu includes all available options.

- Photo Transfer
- Select Photos
- Number of Copies
- Image Size
- Tray Select
- Photo Paper Size
- Photo Paper Type
- Layout Style
- Smart Focus
- Digital Flash
- Set New Defaults

## Proof Sheet menu

The **Proof Sheet menu** allows you to print a proof sheet of the photos on your memory card. You can fill in the bubbles for the photos that you want to print, then scan the proof sheet to print those selected photos.

- Print Proof Sheet
- Scan Proof Sheet

## Scan To menu

The **Scan To menu** lists scan destinations, including applications, installed on your computer. The **Scan To menu** on a network-connected printer will list the other computers and HP All-in-One devices on your network. Therefore, your **Scan To menu** might list scan destinations different than the ones shown here.

### USB-connected

#### Windows

- HP Image Zone
- Microsoft PowerPoint
- Adobe Photoshop
- Microsoft Word
- Memory Card

### USB-connected

#### Macintosh



JPEG to HP Gallery  
 Microsoft Word  
 Apple Mail  
 Adobe Photoshop  
 Memory Card

### Network-connected

Miguel's computer  
 AltheaMac  
 Jody's iBook  
 DavidWatsonPC  
 Memory Card

## Use the HP Image Zone to do more with your HP All-in-One

The **HP Image Zone** software is installed on your computer when you set up your HP All-in-One. For further information, see the Setup Guide that came with your device.

Access to the **HP Image Zone** software differs by operating system (OS):

- If you have a PC and are running Windows, the **HP Image Zone** software entry point is the **HP Director** window.
- If you have a Macintosh and are running OS 10.1.5 or later, the **HP Image Zone** software entry point is the **HP Image Zone** window.
- If you have a Macintosh and are running OS 9.2.6 or earlier, the **HP Image Zone** software entry point is the **HP Director** window.

The entry point gets you started with the **HP Image Zone** software and services.

You can quickly and easily expand the functionality of your HP All-in-One by using the **HP Image Zone** software. Look for boxes like this throughout the guide that provide topic-specific tips and helpful information for your projects.

### Access the HP Image Zone software (Windows)

Open the **HP Director** from the desktop icon, system tray icon, or the **Start** menu. The **HP Image Zone** software features appear in the **HP Director**.

#### To open the HP Director








1. Do one of the following:
  - On the Windows desktop, double-click the **Director** icon.
  - In the system tray at the far right of the Windows taskbar, double-click the **Hewlett-Packard Digital Imaging Monitor** icon.
  - On the taskbar, click **Start**, point to **Programs** or **All Programs**, select **HP**, and then click **Director**.
2. In the **Select Device** box, click to see a list of installed devices.

3. Select the HP All-in-One.

Icons for some of the features supported by the HP Officejet 7200 All-in-One series are shown in the following table. The **HP Director** might also include additional icons to those shown here. The **HP Director** is customized to display icons for features and functions associated with the device that is selected. If the selected device is not equipped with a particular feature or function, then the icon for that feature or function does not appear in the **HP Director**.



**Tip** If the **HP Director** on your computer does not contain any icons, an error might have occurred during the software installation. To correct this, uninstall and reinstall the software using one of the methods in [Uninstall and reinstall the software](#).

Button	Name and Purpose
	<b>Scan Picture:</b> Scans a photo, picture, or drawing and displays it in the <b>HP Image Zone</b> .
	<b>Scan Document:</b> Scans a document that contains text or both text and graphics, and displays it in your selected program.
	<b>Make Copies:</b> Displays the Copy dialog box for the selected device, from which you can make a printed copy of your image or document. You can select the copy quality, number of copies, color, and size.
	<b>HP Image Zone:</b> Displays the <b>HP Image Zone</b> , where you can: <ul style="list-style-type: none"> <li>• View and edit images</li> <li>• Print photos in multiple sizes</li> <li>• Make and print a photo album, postcard, or flyer</li> <li>• Make a multimedia CD</li> <li>• Share images through e-mail or a website</li> </ul>
	<b>Transfer Images:</b> Displays the HP Image Transfer software, which allows you to transfer images from the HP All-in-One, and save them on your computer.
	<b>Document viewer:</b> Import, find, edit, view, process, print, and send documents.
	<b>Send Fax:</b> Use this feature to send a fax in black and white or color.



**Note** For information on additional features and menu items such as Software Update, Creative Ideas, and HP Shopping, see the onscreen **HP Image Zone Help**.

Menus and list items are also available to help you select the device you want to use, check its status, adjust a variety of software settings, and access the onscreen help. The following table explains these items.

Feature	Purpose
Help	Use this feature to access the <b>HP Image Zone Help</b> , which provides software help and troubleshooting information for your HP All-in-One.
Select Device	Use this feature to select the device you want to use from a list of installed devices.
Settings	Use this feature to view or change various settings for your HP All-in-One, such as print, scan, or copy.
Status	Use this feature to display the current status of your HP All-in-One.

## Access the HP Image Zone software (Macintosh OS 10.1.5 or later)



**Note** Macintosh OS 10.0.0 - 10.1.4 are **not** supported.

When you install the **HP Image Zone** software, the **HP Image Zone** icon is placed in the Dock.

You can access the **HP Image Zone** software in one of two ways:

- Through the **HP Image Zone** window
- Through the **HP Image Zone** Dock menu

### Use the HP Image Zone window

The **HP Image Zone** window has two main elements:

- The display area for the **Products/Services** tabs
  - The **Products** tab gives you access to many of the features of your HP imaging products, such as an installed products pop-up menu and a list of tasks available for the current product. The list might include tasks such as copy, scan, fax, or transfer images. Clicking on a task opens an application to assist you with that task.
  - The **Services** tab gives you access to digital imaging applications that can help you view, edit, manage, and share you images.
- The **Search HP Image Zone Help** text box  
The **Search HP Image Zone Help** text box lets you search the **HP Image Zone Help** for keywords or phrases.









**To open the HP Image Zone window:**

- ➔ Click the **HP Image Zone** icon in the Dock.




The **HP Image Zone** window appears.

The **HP Image Zone** window displays only the **HP Image Zone** features that are appropriate for the selected device.

The **HP Image Zone** window is customized to display features and functions associated with the device that is selected. If the selected device is not equipped with a particular feature or function, then that feature or function does not appear in the **HP Image Zone** window. Icons for some of the features supported by the HP Officejet 7200 All-in-One series are shown in the following table.

Products	
Icon	Feature and Purpose
	<b>Unload Images:</b> Use this feature to transfer images from a memory card to your computer.
	<b>Scan Picture:</b> Use this feature to scan an image and display it in the HP Gallery.
	<b>Scan to OCR:</b> Use this feature to scan text and display it in the selected destination text editing software program. <b>Note</b> Availability of this feature varies by country/region.
	<b>Scan to PDF:</b> Use this feature to scan and archive documents in PDF format. <b>Note</b> Availability of this feature varies by country/region.
	<b>Make Copies:</b> Use this feature to make a copy in black and white or color.
	<b>Send Fax:</b> Use this feature to send a fax in black and white or color.
Services	
Icon	Feature and Purpose
	<b>HP Image Edit:</b> Use this feature to edit images. (10.2 and later)
	<b>HP Gallery:</b> Use this feature to view images. (10.2 and later) Use this feature to view and edit images. (10.1.5 only)

**Services**

Icon	Feature and Purpose
	<b>HP Image Print:</b> Use this feature to print images from an album using one of several templates available.
	<b>HP Instant Share:</b> Use this feature to open the <b>HP Instant Share</b> software client application. (10.2 and later only)
	<b>HP Email Portal:</b> Use this feature to easily send photos through e-mail.

Menus and list items are also available to help you select the device you want to use, check its status, adjust a variety of software settings, and access the onscreen help. The following table explains these items.

Feature	Purpose
Select Device	Use this feature to select the device you want to use from a list of installed devices.
Settings	Use this feature to view or change various settings for your HP All-in-One, such as print, scan, or copy.
Search <b>HP Image Zone Help</b>	Use this feature to search the <b>HP Image Zone Help</b> , which provides software help and troubleshooting information for your HP All-in-One.

**Use the HP Image Zone Dock menu**

The **HP Image Zone** Dock menu provides a shortcut to **HP Image Zone** services. The Dock menu automatically contains all of the applications available in the **HP Image Zone** window **Services** tab list. You can also set **HP Image Zone** preferences to add other items to the menu, such as tasks from the **Products** tab list or **HP Image Zone Help**. For more information, see the **HP Image Zone Help**.

**To display the HP Image Zone Dock menu:**

- Press and hold the mouse on the **HP Image Zone** Dock icon.

**Access the HP Image Zone software (Macintosh OS 9.2.6 or earlier)**

The **HP Director** is the entry point to the **HP Image Zone** software. Depending on the capabilities of your HP All-in-One, the **HP Director** lets you initiate device functions such as scanning, copying, faxing, or unloading images from a digital camera or

memory card. You can also use the **HP Director** to open the **HP Gallery** to view, modify, and manage the images on your computer.

### To open the HP Director:

1. You can access the **HP Image Zone** software in one of two ways:
  - Double-click the **HP Director** alias on the desktop.
  - Double-click the **HP Director** alias in the **Applications:Hewlett-Packard:HP Photo and Imaging Software** folder.







**Note** If you install several HP devices of different kinds (for example, an HP All-in-One, a camera, and an HP scanner), an **HP Director** icon for each kind of device appears on the desktop. However, if you install two of the same kind of device (for example, you might have a laptop that you connect to two different HP All-in-One devices: one at work and one at home) only one **HP Director** icon is displayed on the desktop.

2. The **HP Director** window appears.  
The **HP Director** displays only the task buttons that pertain to the selected device.




**Note** The icons in the table below might appear differently on your computer. The **HP Director** is customized to display icons for features and functions associated with the device that is selected. If the selected device is not equipped with a particular feature or function, then the icon for that feature or function does not appear. Icons for the features supported by the HP Officejet 7200 All-in-One series are shown in the following table.

Device Tasks	
Icon	Purpose
	<p><b>Unload Images:</b> Use this feature to transfer images from a memory card to your computer.</p> <p><b>Note</b> Image transfer from a memory card to your computer is <b>not</b> supported over a network.</p>
	<p><b>Scan Picture:</b> Use this feature to scan an image and display it in the <b>HP Gallery</b>.</p>
	<p><b>Scan Document:</b> Use this feature to scan text and display it in the selected destination text editing software program.</p> <p><b>Note</b> Availability of this feature varies by country/region.</p>
	<p><b>Make Copies:</b> Use this feature to make a copy in black and white or color.</p>

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**Manage and Share**

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Icon	Purpose
	<b>HP Gallery:</b> Use this feature to display the <b>HP Gallery</b> to view and edit images.

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In addition to the icons shown, several menu items without icons allow you to select other applications on your computer, change feature settings on your HP All-in-One, and access the onscreen help. The following table explains these items.

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**Manage and Share**

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Feature	Purpose
More Applications	Use this feature to select other applications on your computer.
HP on the Web	Use this feature to select an HP website.
HP Help	Use this feature to select a source for help with your HP All-in-One.
Settings	Use this feature to view or change various settings for your HP All-in-One, such as print, scan, or copy.

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## 2 Find more information

A variety of resources, both printed and onscreen, provide information about setting up and using your HP All-in-One.



### Setup Guide

The Setup Guide provides instructions for setting up your HP All-in-One and installing software. Make sure you follow the steps in order.

If you have problems during setup, see [Troubleshooting](#) in the last section of the Setup Guide, or see [Troubleshooting information](#).



### User Guide

This User Guide contains information on how to use your HP All-in-One, including troubleshooting tips and step-by-step instructions.



### HP Image Zone Tour

The **HP Image Zone** tour is a fun, interactive way to get a brief overview of the software included with your HP All-in-One. You'll learn how the **HP Image Zone** can help you edit, organize, and print your photos.

If you did not take the tour when you installed the **HP Image Zone** software, you can find it in the **Start** menu. The tour is available for Windows only.



### HP Director

The **HP Director** provides easy access to the software applications, default settings, status, and onscreen help for the HP All-in-One.




### HP Image Zone Help

The **HP Image Zone Help** provides detailed information on using the software for your HP All-in-One.

- The **Get step-by-step instructions** topic provides information on using the **HP Image Zone** software with HP devices.
- The **Explore what you can do** topic provides more information about the practical and creative things



	<p>you can do with the <b>HP Image Zone</b> software and your HP devices.</p> <ul style="list-style-type: none"><li>• If you need further assistance or want to check for HP software updates, see the <b>Troubleshooting and support</b> topic.</li></ul>
	<p><b>Onscreen help from your device</b></p> <p>Onscreen help is available from your device and contains additional information on select topics. You can access the Onscreen help from the control panel.</p> <ol style="list-style-type: none"><li>1. Press <b>Setup</b> on the control panel. The Help menu appears on the control panel display.</li><li>2. Press <b>OK</b>.</li><li>3. Press ◀ or ▶ to scroll through the available help options.</li><li>4. Press <b>OK</b> to view the selected topic on your computer screen.</li></ol>
	<p><b>Readme</b></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><a href="http://www.hp.com/support">www.hp.com/support</a></p>	<p>If you have Internet access, you can get help and support from the HP website. This website offers technical support, drivers, supplies, and ordering information.</p>

# 3 Connection information

Your HP All-in-One comes equipped with an RJ-45 Ethernet port for wired networking capability. It also comes equipped with a USB port so you can connect directly to a computer using a USB cable.

## Supported connection types

Description	Recommended number of connected computers for best performance	Supported software features	Setup instructions
Ethernet (wired) connection	Up to five computers connected to an HP All-in-One using a hub or router.	All features are supported, including Webscan. For more information on Webscan, see <a href="#">Use Webscan</a> .	Follow the Setup Guide for detailed instructions.
USB connection	One computer connected to an HP All-in-One using a USB cable. The USB port is located on the rear of the HP All-in-One.	All features are supported, except Webscan.	Follow the Setup Guide for detailed instructions.
Windows printer sharing	Up to five computers. The host computer must be turned on at all times, or the other computers will not be able to print to the HP All-in-One.	All features resident on the host computer are supported. Only print is supported from the other computers.	For setup instructions, see <a href="#">Use Windows printer sharing</a> .
Printer sharing (Macintosh)	Up to five computers. The host computer must be turned on at all times, or the other computers will not be able to print to the HP All-in-One.	All features resident on the host computer are supported. Only print is supported from the other computers.	For setup instructions, see <a href="#">Use printer sharing (Macintosh OS X)</a> .

## Connect using Ethernet

The HP Officejet 7200 All-in-One series supports both 10 Mbps and 100 Mbps Ethernet network connections. Detailed instructions on connecting your HP All-in-One to an Ethernet (wired) network are included in the Setup Guide that came with your device.

## Connect using a USB cable

Detailed instructions for connecting a computer to your HP All-in-One using a USB cable are included in the Setup Guide that came with your device.

## Use Windows printer sharing

If your computer is on a network, and another computer on the network is connected to the HP All-in-One by using a USB cable, you can use that device as your printer using Windows printer sharing. The computer connected directly to the HP All-in-One acts as the host for the printer and has full feature functionality. Other computers on the network, which are referred to as clients, have access only to the print features. All other functions must be performed on the host computer.

### To enable Windows printer sharing

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

## Use printer sharing (Macintosh OS X)

If your computer is on a network, and another computer on the network is connected to the HP All-in-One by using a USB cable, you can use that device as your printer using printer sharing. Other computers on the network, which are referred to as clients, have access only to the print features. All other functions must be performed on the host computer.

### To enable printer sharing

1. On the host computer, select **System Preferences** in the Dock.  
The **System Preferences** window appears.
2. Select **Sharing**.
3. From the **Services** tab, click **Printer Sharing**.

## Use Webscan

Webscan lets you scan photos and documents from your HP All-in-One to your computer using a Web browser. This feature is available even if you chose not to install the device software on your computer.

1. Print a network configuration page to obtain the IP address of your HP All-in-One.



**Note** For more information, see [Manage your network](#).

2. Enter the IP address in a Web browser on your computer.  
The embedded Web server Home page appears in your browser.
3. In the left-hand column, under **Applications**, select **Scan**.
4. Follow the onscreen instructions.

Webscan does not support scan-to destinations like the **HP Image Zone** scanning software. The e-mail functionality of Webscan is limited, so it is recommended you use the **HP Image Zone** scanning software for this feature.

# 4 Work with photos

Your HP All-in-One allows you to transfer, edit, share, and print photos in several different ways. This chapter contains a brief overview of the wide range of options for performing each of these tasks, depending on your preferences and computer setup. More detailed information for each task is available in other chapters within this guide, or in the onscreen **HP Image Zone Help**.

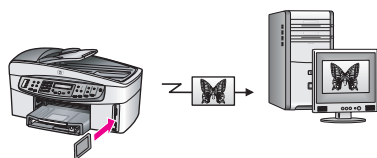
## Transfer photos

You have several different options for transferring photos. You can transfer photos to your HP All-in-One, your computer, or a memory card. See the appropriate section below for the operating system on your computer.

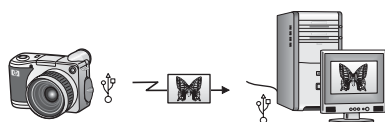
### Transfer photos using a Windows computer

The graphics below show methods for transferring photos to your Windows computer or to a memory card.

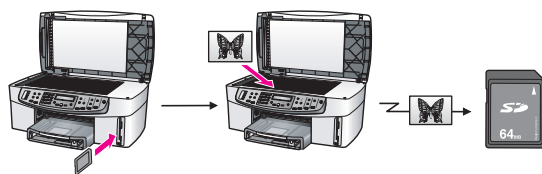
You can transfer a photo from a memory card inserted into your HP All-in-One to your Windows computer.



You can transfer a photo from your digital camera to your Windows computer.



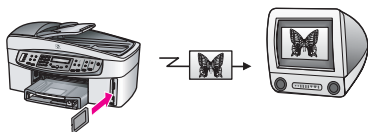
You can transfer a photo to a memory card by scanning it directly onto a memory card inserted into your HP All-in-One.



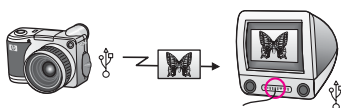
## Transfer photos using a Macintosh

The graphics below show methods for transferring photos to your Macintosh or to a memory card.

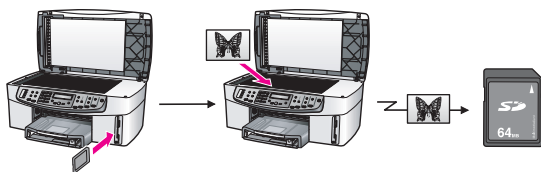
You can transfer a photo from a memory card inserted into your HP All-in-One to your Macintosh.



You can transfer a photo from your digital camera to your Macintosh.



You can transfer a photo to a memory card by scanning it directly onto a memory card inserted into your HP All-in-One.



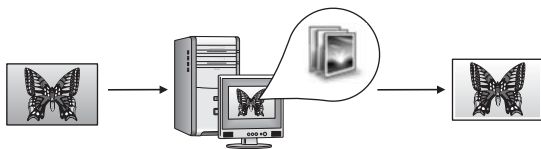
## Edit photos

You have several different options for editing photos. See the appropriate section below for the operating system on your computer.

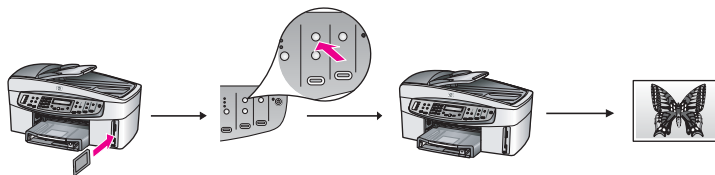
### Edit photos using a Windows computer

The graphics below show methods for editing photos when your computer is running Windows.

You can edit a photo on your Windows computer using the **HP Image Zone** software.



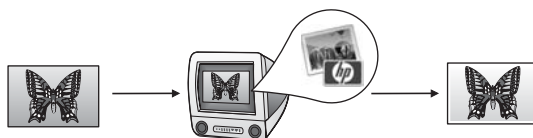
You can edit a photo using control panel options on your HP All-in-One.



## Edit photos using a Macintosh

The graphics below show methods for editing photos when your computer is a Macintosh.

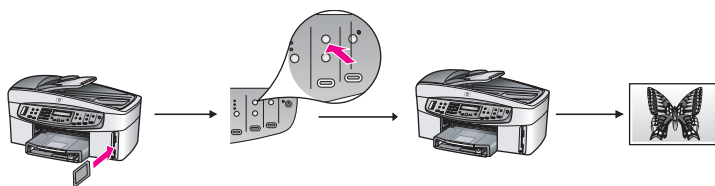
You can edit a photo on your Macintosh using the **HP Image Zone** software.



You can edit a photo on your Macintosh using the iPhoto software.



You can edit a photo using control panel options on your HP All-in-One.



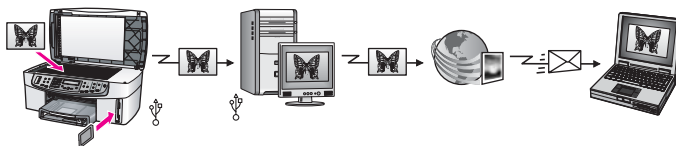
## Share photos

You have several different options for sharing photos with friends and family. See the appropriate section below for the operating system on your computer.

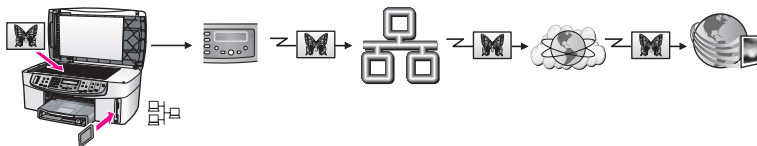
### Share photos using a Windows computer

The graphics below show methods for sharing photos when your computer is running Windows.

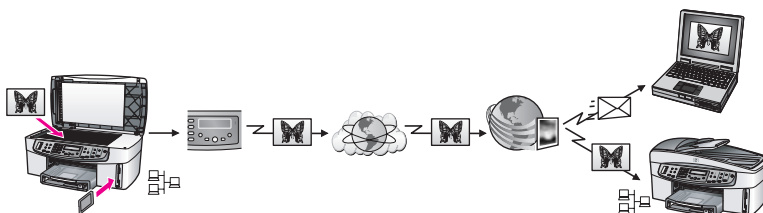
You can share photos from your USB-connected HP All-in-One using the HP Instant Share service. If your HP All-in-One is connected by USB to your Windows computer, you can transfer photos to the computer, and then use the HP Instant Share service to send them as an e-mail to your friends and family.



You can share photos from your network-connected HP All-in-One through the Internet to the HP Instant Share service where the photos are stored in an online photo album.



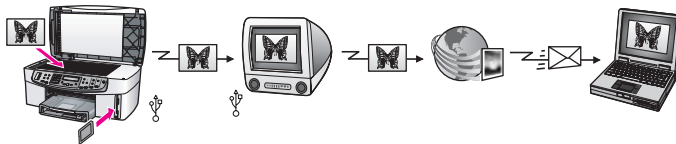
You can share photos from your network-connected HP All-in-One through the Internet to the HP Instant Share service. The HP Instant Share service can then send the photos to friends or family as an e-mail, or to another network-connected HP All-in-One.



## Share photos using a Macintosh

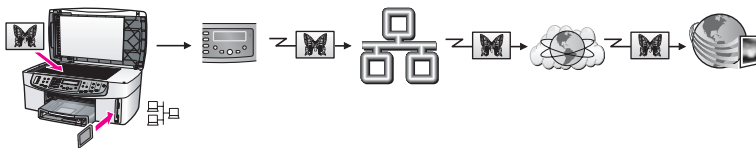
The graphics below show methods for sharing photos when your computer is a Macintosh.

You can share photos from your USB-connected HP All-in-One using the HP Instant Share service. If your HP All-in-One is connected by USB to your Macintosh, you can transfer photos to the computer, and then use the HP Instant Share service to send them as an e-mail to your friends and family.

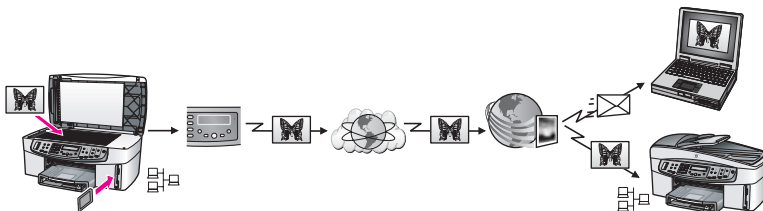


You can share photos from your network-connected HP All-in-One through the Internet to the HP Instant Share service where the photos are stored in an online photo album.





You can share photos from your network-connected HP All-in-One through the Internet to the HP Instant Share service. The HP Instant Share service can then send the photos to friends or family as an e-mail, or to another network-connected HP All-in-One.



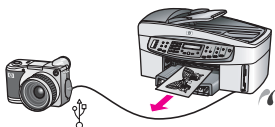
## Print photos

You have several options for printing photos. See the appropriate section below for the operating system on your computer.

### Print photos using a Windows computer

The graphics below show methods for printing photos when your computer is running Windows.

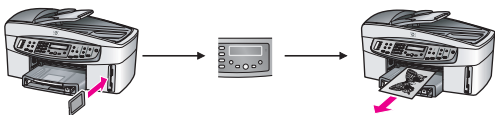
You can print photos from your PictBridge-compatible digital camera.



You can print photos from your camera using a software application, such as the **HP Image Zone** software, on your computer.



You can print photos from a memory card using options on the HP All-in-One control panel.



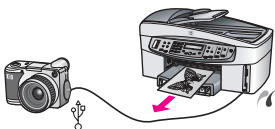
You can print photos from a memory card by transferring photos to your Windows computer and printing them using the **HP Image Zone** software.



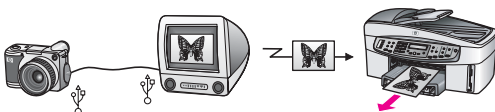
## Print photos using a Macintosh

The graphics below show methods for printing photos when your computer is a Macintosh.

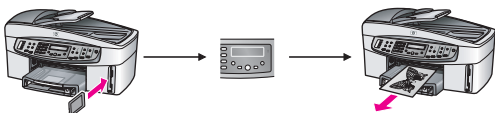
You can print photos from your PictBridge-compatible digital camera.



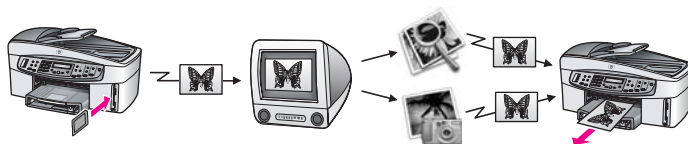
You can print photos from your camera using a software application, such as the **HP Image Zone** software, on your computer.



You can print photos from a memory card using options on the HP All-in-One control panel.



You can print photos from a memory card by transferring photos to your Macintosh and printing them using the **HP Gallery** or iPhoto software.



# 5 Load originals and load paper

This chapter provides instructions for loading originals in the automatic document feeder or on the glass to copy, scan, or fax; choosing the best paper type for your job; loading paper in the input tray; and avoiding paper jams.

## Load originals

You can load an original for a copy, fax, or scan job in the automatic document feeder or on the glass. Originals that are loaded in the automatic document feeder will automatically be fed into the HP All-in-One.

### Load an original in the automatic document feeder

You can copy, scan, or fax a multiple-page letter-, A4-, or legal-size document (up to 50 pages of plain paper) by placing it in the document feeder tray.



**Warning** Do not load photos in the automatic document feeder; this might cause damage to your photos.



**Note** Some features, such as the **Fit to Page** and **Fill Entire Page** copy features, do not work when you load your originals in the automatic document feeder. Additionally, if you are scanning a proof sheet to print photos from a memory card, you must load the proof sheet on the glass. For more information, see [Load an original on the glass](#).

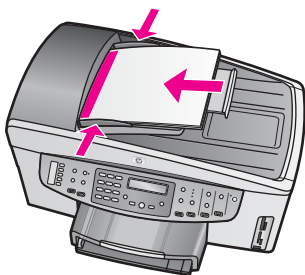
### To load an original in the automatic document feeder

1. Load your originals face up in the document feeder tray with the top of the page on the left.

The automatic document feeder holds a maximum of 50 sheets of plain paper.



**Tip** For more help on loading originals in the automatic document feeder, refer to the diagram engraved in the document feeder tray.



2. Slide the paper guides inward until they stop at the left and right edges of the paper.

## Load an original on the glass

You can copy, scan, or fax up to letter- or A4-size single-page originals by loading them on the glass, as described here. If your original contains multiple full-size pages, load it in the automatic document feeder. For more information, see [Load an original in the automatic document feeder](#).

You should also follow these instructions when loading a proof sheet on the glass for photo printing. If your proof sheet contains multiple pages, load each page on the glass one at a time. Do not load a proof sheet in the automatic document feeder.



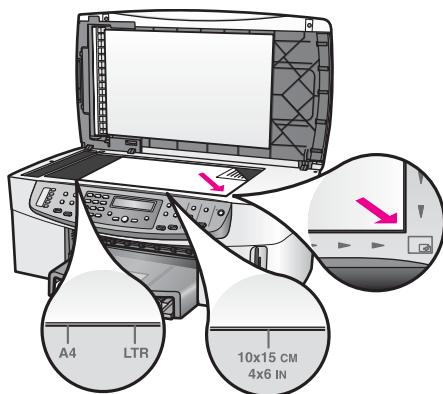
**Note** Many of the special features will not work correctly if the glass and lid backing are not clean. For more information, see [Clean the HP All-in-One](#).

### To load an original on the glass

1. Remove all originals from the document feeder tray, then lift the lid on the HP All-in-One.
2. Place your original face down on the right front corner of the glass.  
If you are loading a proof sheet, make sure the top of the proof sheet is lined up against the right edge of the glass.



**Tip** For more help on loading an original, refer to the guides along the front and right edges of the glass.



3. Close the lid.

## Choose papers for printing and copying

You can use many types and sizes of paper in your HP All-in-One. Review the following recommendations to get the best printing and copying quality. Whenever you change paper types or sizes, remember to change those settings.

### Recommended papers

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 glossy or matte photo paper in the input tray. If you are printing a brochure or presentation, use a type of paper specifically designed for that purpose. For more information about HP papers, see the onscreen **HP Image Zone Help** or see the HP website:

[www.hp.com/support/inkjet\\_media](http://www.hp.com/support/inkjet_media)



**Note** At this time, this portion of the site is available in English only.

## Papers to avoid

Using paper that is too thin, 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.

### We do not recommend printing to the following papers:

- Paper with cutouts or perforations (unless specifically designed for use with HP inkjet devices).
- 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 your HP All-in-One. They can jam the HP All-in-One 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.

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

### We do not recommend copying to the following papers:

- Any size paper other than letter, A4, 10 x 15 cm (4 x 6 inch), 13 x 18 cm (5 x 7 inch), Hagaki (Japan only), or L (Japan only). Depending on your country/region, some of these papers might not be available to you.
- Paper with cutouts or perforations (unless specifically designed for use with HP inkjet devices).
- Envelopes.
- Banner paper.
- Transparency film other than HP Premium Inkjet Transparency Film or HP Premium Plus Inkjet Transparency Film.
- Multiple-part forms or label stock.

## Load paper

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



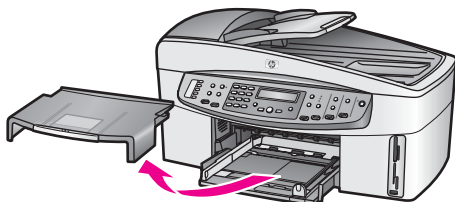
**Tip** To help prevent rips, wrinkles, and curled or bent edges, store all paper flat in a resealable bag. If the paper is not stored properly, extreme changes in temperature and humidity might result in curled paper that does not work well in the HP All-in-One.

## Load full-size paper

You can load many types of letter, A4, or legal paper into the input tray of your HP All-in-One.

### To load full-size paper

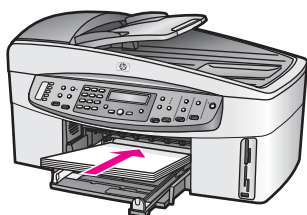
1. Remove the output tray and slide the paper-width and paper-length guides to their outermost positions.



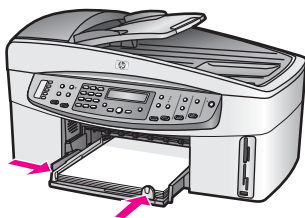
2. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
  - Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
  - Make sure all the paper in the stack is the same size and type.
3. Insert the stack of paper into the input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.



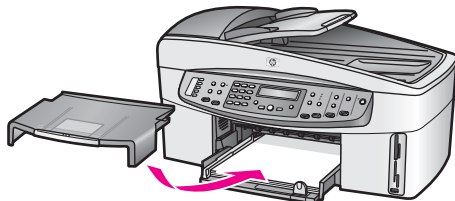
**Tip** If you are using letterhead, insert the top of the page first with the print side down. For more help on loading full-size paper and letterhead, refer to the diagram engraved in the base of the input tray.



4. Slide the paper-width and paper-length guides inward until they stop at the edges 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.



5. Replace the output tray.



6. Pull the output tray extender toward you, as far as it will go. Flip the paper catch at the end of the output tray extender to open the extender the rest of the way.

### Load 10 x 15 cm (4 x 6 inch) photo paper

You can load 10 x 15 cm (4 x 6 inch) photo paper into the main input tray of your HP All-in-One, or into an optional rear input tray. (This accessory is called the HP Auto Two-sided Print Accessory with Small Paper Tray. In Japan, this accessory is called the Hagaki Tray with Auto Two-sided Print Accessory.)

For the best results, use 10 x 15 cm (4 x 6 inch) HP Premium photo paper or HP Premium Plus photo paper, and set the paper type and size for your print or copy job. For more information, see the onscreen **HP Image Zone Help**.



**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.

### To load 10 x 15 cm (4 x 6 inch) photo paper in the main input tray

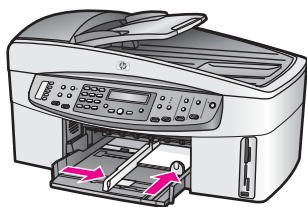
1. Remove the output tray.
2. Remove all paper from the input tray.
3. Insert the stack of photo paper into the far-right side of the input tray with the short edge forward and the glossy side down. Slide the stack of photo paper forward until it stops.

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

4. Slide the paper-length and paper-width guides inward against the stack of photo paper until they stop.

Do not overload the input tray; make sure the stack of photo paper fits within the input tray and is no higher than the top of the paper-width guide.





5. Replace the output tray.

#### **To load 10 x 15 cm (4 x 6 inch) photo paper in the optional rear tray**

- The HP Auto Two-sided Print Accessory with Small Paper Tray and the Hagaki Tray with Auto Two-sided Print Accessory are available for this product. For information on loading paper in either of these accessories, read and follow the instructions that came with the accessory.

### **Load postcards or Hagaki cards**

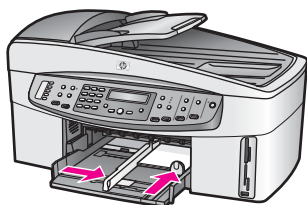
You can load postcards or Hagaki cards into the main input tray of your HP All-in-One, or into an optional rear input tray. (This accessory is the HP Auto Two-sided Print Accessory with Small Paper Tray. In Japan, it is called the Hagaki Tray with Auto Two-sided Print Accessory.)

For the best results, set the paper type and size before printing or copying. For more information, see the onscreen **HP Image Zone Help**.

#### **To load postcards or Hagaki cards in the main input tray**

1. Remove the output tray.
2. Remove all paper from the input tray.
3. Insert the stack of cards into the far-right side of the input tray with the short edge forward and the print side down. Slide the stack of cards forward until it stops.
4. Slide the paper-length and paper-width guides inward against the stack of cards until they stop.

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.



5. Replace the output tray.

#### **To load postcards or Hagaki cards in the optional rear tray**

- The HP Auto Two-sided Print Accessory with Small Paper Tray and the Hagaki Tray with Auto Two-sided Print Accessory are available for this product. For

information on loading paper in either of these accessories, read and follow the instructions that came with the accessory.

## Load envelopes

You can load one or more envelopes into the input tray of your 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.

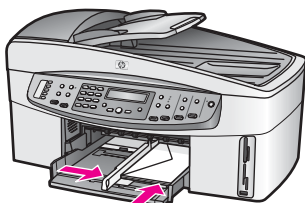
### To load envelopes

1. Remove the output tray.
2. Remove all paper from the input tray.
3. Insert one or more envelopes into the far-right side of the input tray with the envelope flaps up and to the left. Slide the stack of envelopes forward until it stops.



**Tip** For more help on loading envelopes, refer to the diagram engraved in the base of the input tray.

4. Slide the paper-length and paper-width guides inward against the stack of envelopes until they stop.  
Do not overload the input tray; make sure the stack of envelopes fits within the input tray and is no higher than the top of the paper-width guide.



5. Replace the output tray.

## Load other types of paper

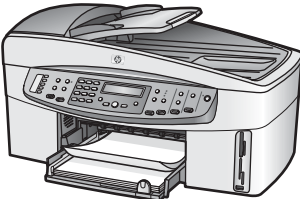
The following table provides guidelines for loading certain types of paper. For best results, adjust the paper settings each time you change paper sizes or paper types. For information on changing paper settings, see the onscreen **HP Image Zone Help**.



**Note** Not all paper sizes and paper types are available with all the functions on the HP All-in-One. Some paper sizes and paper types can only be used if you are starting a print job from the **Print** dialog box in a software application. They are not available for copying, faxing, or printing photos from a memory card or digital camera. Papers that are only available for printing from a software application are indicated as such.

Paper	Tips
HP papers	<ul style="list-style-type: none"> <li>● HP Premium Paper: Locate the gray arrow on the nonprinting side of the paper, and then slide the paper into the input tray with the arrow side facing up.</li> <li>● 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.</li> </ul> <p><b>Note</b> The HP All-in-One might not automatically detect transparency film if it is loaded incorrectly, or if you use transparency film other than HP transparency film. For best results, set the paper type to transparency film before printing or copying onto transparency film.</p> <ul style="list-style-type: none"> <li>● HP Iron-On Transfers: Flatten the transfer sheet completely before using it; do not load curled sheets. (To prevent curling, keep transfer sheets sealed in the original package until you are ready to use them.) 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.</li> <li>● 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.</li> </ul>
Labels (for printing from a software application only)	<p>Always use letter or A4 label sheets designed for use with HP inkjet devices (such as Avery inkjet labels), and make sure that the labels are no more than two years old. Labels on older sheets might peel off when the paper is pulled through the HP All-in-One, causing paper jams.</p> <ol style="list-style-type: none"> <li>1. Fan the stack of labels to make sure none of the pages are sticking together.</li> <li>2. Place a stack of label sheets on top of full-size plain paper in the input tray, label side down. Do not insert labels one sheet at a time.</li> </ol>
Continuous banner paper (for printing from a software application only)	<p>Continuous banner paper is also known as computer or z-fold paper.</p> <ol style="list-style-type: none"> <li>1. Remove the output tray.</li> <li>2. Remove all paper from the input tray.</li> </ol> <p><b>Note</b> Leave the output tray off of the HP All-in-One while the banner prints to prevent the continuous banner paper from tearing.</p> <ol style="list-style-type: none"> <li>3. Verify that the stack of banner paper contains at least five pages in the stack.</li> </ol> <p><b>Note</b> If you use non-HP banner paper, make sure you use 20-lb. paper.</p> <ol style="list-style-type: none"> <li>4. Carefully tear off the perforated edge strips from both sides of the paper stack, if any, and unfold and refold the paper to make sure the pages do not stick together.</li> </ol>

(continued)

Paper	Tips
	<ol style="list-style-type: none"> <li>5. Slide the paper into the input tray so that the unattached edge is at the top of the stack.</li> <li>6. Insert the first edge into the input tray until it stops, as shown below.</li> </ol> 

## Avoid paper jams

To help avoid paper jams, follow these guidelines:

- Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
- Remove printed papers from the output tray frequently.
- Ensure that paper loaded in the input tray lies 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 guides in the input tray to fit snugly against all paper. Make sure the paper guides do 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 your HP All-in-One. For more information, see [Choose papers for printing and copying](#).
- Do not leave originals on the glass. If you load an original in the automatic document feeder while there is already an original on the glass, the original can jam in the automatic document feeder.

For more information about clearing paper jams, see [Paper troubleshooting](#).

# 6 Use a memory card or PictBridge camera

The HP All-in-One can read the memory cards used in most digital cameras so you can print, store, and manage your photos. You can insert the memory card into the HP All-in-One, or connect your camera directly, letting the HP All-in-One read the contents of the memory card while it is still in the camera.

This chapter contains information on using memory cards or a PictBridge camera with your HP All-in-One. Read this section for information on transferring photos to your computer, setting photo print options, printing photos, and editing photos.

## The memory card slots and camera port

If your digital camera uses a memory card to store photos, you can insert the memory card in your HP All-in-One to print or save your photos.

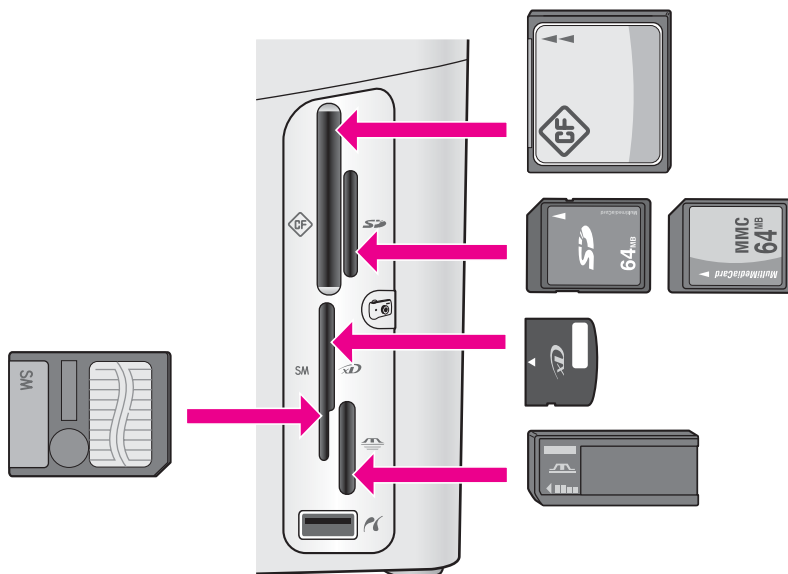
You can print a proof sheet, which might be several pages long and shows thumbnail views of photos stored on the memory card, and print photos from the memory card, even if your HP All-in-One is not connected to a computer. You can also connect a digital camera that supports PictBridge to the HP All-in-One through the camera port and print directly from the camera.

Your HP All-in-One can read the following memory cards: CompactFlash (I, II), Memory Sticks, MultiMediaCard (MMC), Secure Digital, SmartMedia, and xD-Picture Card.

Your HP All-in-One features four slots for memory cards, shown in the following illustration with the memory cards that correspond to each slot.



**Note** You can only use one memory card in your HP All-in-One at a time.



The slots are configured as follows:

- Top left slot: CompactFlash (I, II)
- Top right slot: Secure Digital, MultiMediaCard (MMC)
- Bottom left slot: SmartMedia, xD-Picture Card (fits in top right of the slot)
- Bottom right slot: Memory Stick, Magic Gate Memory Stick, Memory Stick Duo (with user-supplied adapter), Memory Stick Pro
- Camera port (below the memory card slots): compatible with any USB-equipped digital camera that supports PictBridge. Look for the PictBridge icon (📷).



**Note** The camera port only supports USB-equipped digital cameras that support PictBridge. It does not support other types of USB devices. If you attach a USB device that is not a compatible digital camera to the camera port, an error message appears on the control panel display. If you have an older HP-brand digital camera, try using the USB cable that came with the camera. Plug it into the USB port on the back of the HP All-in-One and not into the camera port near the memory card slots.



**Tip** 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 operate with a FAT32 formatted card. Either format your memory card in your camera or select FAT format to format your memory card in a Windows XP PC.

## Transfer digital images to your computer

After you take photos with your digital camera, you can print them immediately or save them directly to your computer. To save them to your computer, you need to

remove the memory card from the camera and insert it in the appropriate memory card slot on the HP All-in-One.



**Note** You can only use one memory card in your HP All-in-One at a time.

1. Insert the memory card into the appropriate slot on your HP All-in-One.  
When the memory card is inserted correctly, the status light next to the memory card slots begins to blink. **Reading photos...** appears on the control panel display. The status light next to the memory card slots blinks green when the card is being accessed.  
If you insert a memory card incorrectly, the status light next to the memory card slots blinks amber and the control panel display shows an error message such as **Card is in backwards** or **Card is not fully inserted**.



**Caution** Never attempt to remove a memory card while it is being accessed. Doing so can damage photo files on the card. You can safely remove a card only when the status light next to the memory card slots is not blinking.

2. If there are photo files on the memory card that have never been transferred before, a dialog box on your computer asks whether you want to save the photo files to your computer.  
If the HP All-in-One is on a network, the **Photo** menu appears with **Photo Transfer** selected. Press ► to select **Yes**, and then press **OK**. The transfer process is launched.  
When the **Transfer To** menu appears, press ► to select the computer where you want to transfer the photos. Press **OK**. The **HP Photo Transfer** software dialog box appears on your computer screen.
3. Click the option to save.  
This saves all the new photo files from the memory card to your computer.  
**For Windows:** by default, photo files are saved in month and year folders from when you extracted the files from your camera. The folders are created under the **C:\Documents and Settings\username\My Documents\My Pictures** folder in Windows XP and Windows 2000.  
**For Macintosh:** by default, photo files are saved to the computer at **Hard Drive: Documents:HP All-in-One Data:Photos** folder (OS 9) or **Hard Drive:Users:User Name:Pictures:HP Photos** folder (OS X).



**Tip** You can also use the control panel to transfer photo files to an attached computer. In the Photo area, press **Menu**, and then press ► to select **Transfer to computer**, and then press **OK**. Follow the prompts on the computer. In addition, the memory card appears as a drive on your computer. You can move the photo files from the memory card to the desktop.

When the HP All-in-One finishes reading the memory card, the status light next to the memory card slots stops blinking and stays lit. The first photo on the memory card appears on the control panel display.

To navigate through the photo files on the memory card, press ◀ or ▶ to move backward or forward through the photo files, one photo file at a time. Press and hold ◀ or ▶ to move rapidly backward or forward through the photo files.

## Print photos from a proof sheet

A proof sheet is a simple and convenient way to select photos and make prints directly from a memory card without using a computer. A proof sheet, which might be several pages long, shows thumbnail views of photos stored on the memory card. The file name, index number, and date appear under each thumbnail. Proof sheets are also a quick way to create a printed catalog of your photos.

There are three steps required to print photos from a proof sheet: print the proof sheet, select the photos, and then scan the proof sheet. This section contains detailed information on all three steps.

### Print a proof sheet

The first step in using a proof sheet is to print it from the HP All-in-One.

1. Insert the memory card into the appropriate slot on your HP All-in-One.
2. In the Photo area, press **Proof Sheet**, and then press **OK**.  
This displays the **Proof Sheet** menu, and then selects **Print**.



**Note** Depending on how many photos are on the memory card, the time it takes to print a proof sheet can vary greatly.

3. If there are more than 20 photos on the card, the **Select Photos** menu appears. Press **►** to scroll to the option you want to select, and then press **OK**.
  - **All**
  - **Last 20**
  - **Custom Range**
4. If you choose **Custom Range**, you must enter the photo index numbers for the first and last photos you want to print. When the **First Photo** prompt appears, press **►** until the number for the first photo in the range appears, and then press **OK**.



**Note** If you enter the wrong number, press **Cancel** to cancel the process and then start over.

5. When the **Last Photo** prompt appears, press **►** until the number for the last photo in the range appears, and then press **OK**.

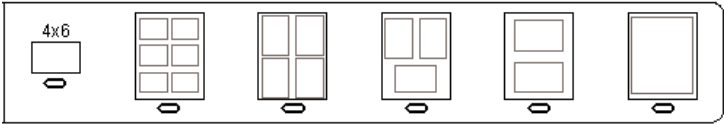


Complete the proof sheet

After you have printed a proof sheet, you can use it to select the photos you want to print.

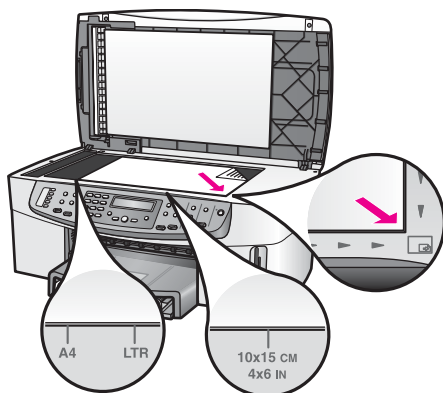


1. Select the photos to print by using a dark pen or pencil to fill in the circles located under the thumbnail images on the proof sheet.
2. Select one layout style by filling in a circle in step 2 of the proof sheet.



**Note** If you need more control over print settings than the proof sheet provides, you can print photos directly from the control panel. For more information, see [Print photos directly from a memory card](#).

3. Load the proof sheet face down on the right front corner of the glass. Make sure the sides of the proof sheet touch the right and front edges. Close the lid.



Continue to the [Scan a proof sheet](#) section.

## Scan a proof sheet

The final step in using a proof sheet is to scan the completed sheet you have placed on the glass.



**Tip** Make sure the glass of the HP All-in-One is completely clean or the proof sheet might not scan properly. For more information, see [Clean the glass](#).

1. Load the proof sheet face down on the right front corner of the glass. Make sure the sides of the proof sheet touch the right and front edges. Close the lid.
2. Make sure you have photo paper loaded in the input tray. Make sure the same memory card you used to print the proof sheet is still in the slot when you scan that proof sheet.
3. In the Photo area, press **Proof Sheet**, and then press ► to select **Scan**.
4. Press **OK**.

The HP All-in-One scans the proof sheet and prints the selected photos.

## Set photo print options

From the control panel, you can control how your HP All-in-One prints photos, including paper type and size, layout, and more.

This section contains information on the following topics: setting photo print options, changing print options, and setting new photo print option defaults.

You access and set photo print options from the **Photo** menu available through the control panel.

You can also use the **HP Image Zone** software to set photo print options. For more information, see the **HP Image Zone Help**.

Use the Photo menu to set photo print options

The **Photo** menu gives you access to a variety of settings that affect the way photos print, by selecting options for number of copies, paper types, and more. The default measurements and sizes vary according to country/region.

- 1. Insert a memory card into the appropriate slot on your HP All-in-One.
- 2. In the Photo area, press **Menu**.  
The **Photo** menu appears.
- 3. Press **Menu** repeatedly until the setting you want to change appears on the control panel display. When the option appears, press **OK**.

Setting	Description
Select Photos	Lets you select the photo files you want to print. <b>All</b> selects all photos on the memory card, and <b>Custom</b> allows you to manually select each photo file you want to print.
Number of Copies	Lets you set the number of copies to be printed.
Image Size	Lets you set the size at which you want the image printed. Most choices are self-explanatory, but two require some explanation: <b>Fill Entire Page</b> and <b>Fit to Page</b> . <ul style="list-style-type: none"><li>– The <b>Fill Entire Page</b> setting scales the image to cover all of the output paper without any white border area. Some cropping might occur.</li><li>– <b>Fit to Page</b> scales the image to cover as much of the page as possible while keeping the original aspect ratio without cropping. The image is centered on the page and is surrounded by a white border.</li></ul>
Tray Select	Lets you select the input tray (front or rear) that the HP All-in-One should use. This setting is only available if a rear tray is detected when you turn on the HP All-in-One.
Photo Paper Size	Lets you select the paper size for the current print job. The <b>Automatic</b> setting defaults to a large (letter or A4) and small 10 x 15 cm (4 x 6 inch) paper size that varies by country/region. When <b>Paper Size</b> and <b>Paper Type</b> are both set to <b>Automatic</b> , the HP All-in-One selects the best print options for the current print job. The other <b>Paper Size</b> settings let you override the automatic settings.
Photo Paper Type	Lets you select the paper type for the current print job. The <b>Automatic</b> setting lets the HP All-in-One detect and set the paper type automatically. When <b>Paper Size</b> and <b>Paper Type</b> are both set to <b>Automatic</b> , the

Setting	Description
	HP All-in-One selects the best options for the current print job. The other <b>Paper Type</b> settings let you override the automatic settings.
<b>Layout Style</b>	Lets you select one of three layout styles for the current print job.  The <b>Paper Saver</b> layout fits as many photos on the paper as possible, rotating and cropping photos if necessary.  The <b>Album</b> layouts keep the orientation of the original photos. <b>Album</b> refers to the orientation of the page, not the photos themselves. Some cropping might occur.
<b>Smart Focus</b>	Lets you enable or disable automatic digital sharpening of photos. <b>Smart Focus</b> affects only printed photos. It does not change the actual image file on the memory card. <b>Smart Focus</b> is enabled by default.
<b>Digital Flash</b>	Lets you make dark photos appear lighter. <b>Digital Flash</b> affects only printed photos. It does not change the appearance of the actual image file on the memory card. <b>Digital Flash</b> is turned off by default.
<b>Set New Defaults</b>	Lets you save the current photo print options settings as the new defaults.

## Change photo print options

You change each photo print option setting in the same way.

1. In the Photo area, press **Menu** repeatedly until the photo print option you want to change appears.
2. Make the change to the setting, and then press **OK**.

For information on setting default photo print options, see [Set new photo print options defaults](#).

## Set new photo print options defaults

You can change the photo print options defaults from the control panel.

1. In the Photo area, press **Menu** repeatedly until the photo print option you want to change appears.
2. Make changes to any options as needed. When you have finished changing an option, press **OK**.  
The **Photo** menu reappears when you confirm a new setting for any option.
3. In the Photo area, press **Menu** until **Set New Default** appears, and then press **OK**.
4. Press **►** to select **Yes**, and then press **OK**.  
All the current settings become the new defaults.

## Print photos directly from a memory card

You can insert a memory card in your HP All-in-One and use the control panel to print photos. For information on printing photos on your HP All-in-One from a PictBridge-compatible camera, see [Print photos from a PictBridge-compatible digital camera](#).

This section contains information on the following topics: printing individual photos, creating borderless photos, and deselecting photos.



**Note** When printing photos, you should select options for the correct paper type and photo enhancement. For more information, see [Set photo print options](#). You might also want to use the photo print cartridge for superior print quality. For more information, see [Use a photo print cartridge](#).

You can do more than print your photos if you use the **HP Image Zone** software. This software lets you use photos for iron-on transfers, posters, banners, stickers, and other creative projects. For more information, see the onscreen **HP Image Zone Help**.

### Print individual photos

You can print photos directly from the control panel without using a proof sheet.

1. Insert the memory card into the appropriate slot on your HP All-in-One. The status light next to the memory card slots lights up.
2. Load photo paper in the input tray. Make sure you load the correct size of paper for the photo size you want to print.
3. Press ◀ or ▶ to move backward or forward through the file names on the memory card. Press and hold ◀ or ▶ to move rapidly through the file names.
4. When the file name of the photo you want to print appears on the control panel display, press **OK**. A check mark appears next to the selected file name.
5. In the Photo area, press **Menu** to display the **Photo** menu, and then modify the photo print options as desired. The print option settings revert back to the default settings after the print job is completed.
6. In the Photo area, press **Print Photos** to print the selected photos.

### Create borderless prints

An exceptional feature of your HP All-in-One is its ability to turn photo files on a memory card into professional, borderless prints.

1. Insert the memory card into the appropriate slot on your HP All-in-One. The status light next to the memory card slots lights up.
2. Press ◀ or ▶ to move backward or forward through the file names on the memory card. Press and hold ◀ or ▶ to move rapidly through the file names.
3. When the file name of the photo you want to print appears on the control panel display, press **OK**. A check mark appears next to the selected file name.
4. Load photo paper face down in the back right corner of the input tray and adjust the paper guides.



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

5. In the Photo area, press **Print Photos** to print the selected photo files as borderless prints.

## Deselect photos

You can deselect photo files from the control panel.

→ Do one of the following:

- Press **OK** to deselect the currently selected photo file shown in the display.
- Press **Cancel** to deselect **all** photo files and return to the idle screen.

## Print photos from a PictBridge-compatible digital camera

The HP All-in-One supports the PictBridge standard, which lets you connect any PictBridge-compatible camera to the camera port and print JPEG photo files contained on the memory card in the camera.



**Note** Your HP All-in-One only supports JPEG file formats when printing from the PictBridge port. For more information about changing the file format on your PictBridge-compatible digital camera, see the documentation that came with your camera.

1. Make sure the HP All-in-One is turned on and that the initialization process is finished.
2. Connect your PictBridge-compatible digital camera to the camera port on the front of your HP All-in-One using the USB cable supplied with your camera.
3. Turn on your camera and make sure it is in PictBridge mode.



**Note** When the camera is connected correctly, the status light next to the memory card slots is illuminated. The status light blinks green when you are printing from the camera.

For more information about printing from a PictBridge-compatible digital camera, see the documentation that came with your camera.

If the camera is not PictBridge-compliant or is not in PictBridge mode, the status light blinks amber and an error message appears on your computer monitor (if you have the HP All-in-One software installed). Disconnect the camera, correct the problem on the camera and reconnect. For more information about PictBridge camera port troubleshooting, see the onscreen

**Troubleshooting Help** that came with your **HP Image Zone** software.

After you successfully connect your PictBridge-compliant camera to the HP All-in-One, you can print your photos. Make sure the size of the paper loaded in the HP All-in-One matches the setting on your camera. If the paper size setting on your camera is set to the default, the HP All-in-One uses the paper that is currently loaded in the input tray. For more information about printing from a PictBridge-compatible digital camera, see the documentation that came with your camera.



**Tip** If your digital camera is an HP model that does not support PictBridge, you can still print directly to the HP All-in-One. Connect the camera to the USB port on the back of the HP All-in-One instead of to the camera port. This works with HP digital cameras only.

## Print the current photo

You can use the **Print Photos** button to print the photo file currently shown on the control panel display.

1. Insert the memory card into the appropriate slot on your HP All-in-One.
2. Navigate to a photo you want to print.
3. In the Photo area, press **Print Photos** to print the photo file using the current settings.



**Note** If your HP All-in-One is connected to a Macintosh computer, an error message might display on your computer screen when you remove a memory card from the HP All-in-One. You can ignore this error. Click **OK** to close the error message window.

## Print a DPOF file

The Digital Print Order Format (DPOF) is an industry-standard file that can be created by some digital cameras. Camera-selected photos are photos you marked for printing with your digital camera. When you select photos with your camera, the camera creates a DPOF file that identifies which photos have been tagged for printing. Your HP All-in-One can read the DPOF file from the memory card so you do not have to reselect the photo files to print.



**Note** Not all digital cameras allow you to tag your photos for printing. See your digital camera documentation to see if it supports DPOF. Your HP All-in-One supports DPOF file format 1.1.

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 your HP All-in-One.

The DPOF file is stored by the digital camera on a memory card and 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)

### To print camera-selected photos

1. Insert the memory card into the appropriate slot on your HP All-in-One. If there are DPOF-tagged photos, the **Print DPOF?** prompt appears on the control panel display.
2. Do one of the following:
  - Press **Y** to print all DPOF-tagged photo files on the memory card. This selects **Yes** and prints the photos using the DPOF settings.
  - Press **▶** and then press **Y**. This selects **No** and bypasses DPOF printing.

# 7 Use the copy features

The HP All-in-One allows you to produce high-quality color and black-and-white copies on a variety of paper types, including transparencies. You can enlarge or reduce the size of an original to fit a specific paper size, adjust the darkness and color intensity of the copy, and use special features to make high-quality copies of photos, including 10 x 15 cm (4 x 6 inch) borderless copies.

This chapter provides instructions for increasing copy speed, enhancing copy quality, setting the number of copies to print, guidelines for choosing the best paper type and size for your job, making posters, and making iron-on transfers.



**Tip** For the best copy performance on standard copy projects, set the paper size to **Letter** or **A4**, the paper type to **Plain Paper**, and the copy quality to **Fast**.

For more information on how to set the paper size, see [Set the copy paper size](#).

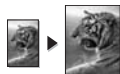
For information on how to set the paper type, see [Set the copy paper type](#).

For information on setting the copy quality, see [Increase copy speed or quality](#).

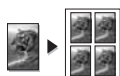
You can learn how to perform photo copy projects, such as making borderless copies of photos, enlarging and reducing the copies of photos to suit your preference, making multiple copies of photos on a page, and making quality enhancements to copies of faded photos.



[Make a borderless copy of a photo.](#)



[Copy a photo onto a full-size page.](#)



[Copy a photo several times on one page.](#)



[Enhance light areas of your copy.](#)

## Set the copy paper size

You can set the paper size on your HP All-in-One. The paper size you select should match what is loaded in your input tray. The default paper size setting for copying is **Automatic**, which causes the HP All-in-One to detect the size of paper in the input tray.

### To set the paper size from the control panel

1. Make sure you have paper loaded in the input tray.
2. Load your original face down on the right front corner of the glass or face up in the document feeder tray.  
If you use the document feeder tray, place the page so that the top of the document is inserted first.
3. In the Copy area, press **Menu** until **Copy Paper Size** appears.
4. Press **►** to select the appropriate paper size, and then press **OK**.
5. Press **Start Copy Black** or **Start Copy Color**.



Refer to the following table to determine which paper size to choose based on the paper loaded in the input tray.

Paper type	Suggested paper size settings
Copier, multi-purpose, or plain papers	Letter or A4
Inkjet papers	Letter or A4
Iron-on transfers	Letter or A4
Letterhead	Letter or A4
Photo papers	10 x 15 cm or 10 x 15 cm Borderless 13 x 18 cm or 13 x 18 cm Borderless 4 x 6 inches or 4 x 6 Borderless 5 x 7 inches or 5 x 7 Borderless Letter or Letter Borderless A4 or A4 Borderless L-size or L-size Borderless (Japan only)
Hagaki cards	Hagaki or Hagaki Borderless (Japan only)
Transparency films	Letter or A4

# Set the copy paper type

You can set the paper type on your HP All-in-One. The default paper type setting for copying is **Automatic**, which causes the HP All-in-One to detect the type of paper in the input tray.

If you copy onto special papers, or if you experience poor print quality by using the **Automatic** setting, you can set the paper type manually from the Copy menu.

1. Make sure you have paper loaded in the input tray.
2. Load your original face down on the right front corner of the glass or face up in the document feeder tray.  
If you use the document feeder tray, place the page so that the top of the document is inserted first.
3. In the Copy area, press **Menu** until **Copy Paper Type** appears.
4. Press **►** to select a paper type setting, and then press **OK**.
5. Press **Start Copy Black** or **Start Copy Color**.

Refer to the following table to determine which paper type setting to choose based on the paper loaded in the input tray.

Paper type	Control panel setting
Copier paper or letterhead	Plain Paper
HP Bright White Paper	Plain Paper

(continued)

Paper type	Control panel setting
HP Premium Plus Photo Paper, Glossy	Premium Photo
HP Premium Plus Photo Paper, Matte	Premium Photo
HP Premium Plus 4 x 6 inch Photo Paper	Premium Photo
HP Photo Paper	Photo Paper
HP Everyday Photo Paper	Everyday Photo
HP Everyday Photo Paper, Semi Gloss	Everyday Matte
Other photo paper	Other Photo
HP Iron-On Transfer (for color fabrics)	Iron-On
HP Iron-On Transfer (for light or white fabrics)	Iron-On Mirrored
HP Premium Paper	Premium Inkjet
Other inkjet paper	Premium Inkjet
HP Professional Brochure & Flyer Paper (Glossy)	Brochure Glossy
HP Professional Brochure & Flyer Paper (Matte)	Brochure Matte
HP Premium or Premium Plus Inkjet Transparency Film	Transparency
Other transparency film	Transparency
Plain Hagaki (Japan only)	Plain Paper
Glossy Hagaki (Japan only)	Premium Photo
L (Japan only)	Premium Photo

## Increase copy speed or quality

The HP All-in-One provides three options that affect copy speed and quality.

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

### To change the copy quality from the control panel

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

2. Load your original face down on the right front corner of the glass or face up in the document feeder tray.  
If you use the document feeder tray, place the page so that the top of the document is inserted first.
3. In the Copy area, press **Quality** to select **Best**, **Normal**, or **Fast**.
4. Press **Start Copy Black** or **Start Copy Color**.

## Select an input tray for copying

If you have an HP two-sided printing accessory installed, you can specify which input tray to use for making copies:

- You can load all types of supported paper types and sizes, such as photo paper or transparencies, in the main input tray.
- You can load small paper such as photo paper or Hagaki cards in the optional HP Auto Two-sided Print Accessory with Small Paper Tray or Hagaki Tray with Auto Two-sided Print Accessory.

For example, you could load the optional tray with 10 x 15 cm (4 x 6 inch) photo paper and the input tray with full-size paper. Using the optional input tray saves time because you don't have to remove and reload paper each time you make copies on different sizes and types of paper.



**Note** For information on loading paper in an accessory, read and follow the instructions that came with the accessory.

### To select an input tray from the control panel

1. Load paper in the input tray from which you want to make copies.
2. Load your original face down on the right front corner of the glass or face up in the document feeder tray.  
If you use the document feeder tray, place the page so that the top of the document is inserted first.
3. In the Copy area, press **Menu** until **Tray Select** appears.  
The **Tray Select** menu item will appear if an optional paper tray is attached to the HP All-in-One.
4. Press **▶** to select the input tray, and then press **OK**.  
This chooses the input tray and then displays the Copy menu.
5. Make any needed changes to the settings in the Copy menu.
6. Press **Start Copy Black** or **Start Copy Color**.

## Make multiple copies of the same original

You can set the number of copies that you want to print by using the **Number of Copies** option in the Copy menu.

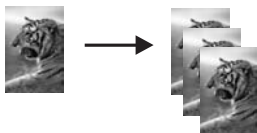
1. Make sure you have paper loaded in the input tray.
2. Load your original face down on the right front corner of the glass or face up in the document feeder tray.  
If you use the document feeder tray, place the page so that the top of the document is inserted first.
3. In the Copy area, press **Menu** until **Number of Copies** appears.

4. Press **▶** or use the keypad to enter the number of copies, up to the maximum, and then press **OK**.  
(The maximum number of copies varies by model.)



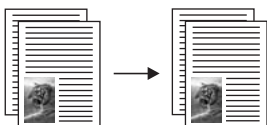
**Tip** If you hold down either of the arrow buttons, the number of copies changes by increments of five to make it easier to set a large number of copies.

5. Press **Start Copy Black** or **Start Copy Color**.  
In the following example, the HP All-in-One makes three copies of the original 10 x 15 cm (4 x 6 inch) photo.



## Copy a two-page black-and-white document

You can use the HP All-in-One to copy a single- or multiple-page document in color or black and white. In this example, the HP All-in-One is used to copy a two-page black-and-white original.



### To copy a two-page document from the control panel

1. Make sure you have paper loaded in the input tray.
2. Load your originals face up in the document feeder tray.  
Place the pages so that the top of the document is inserted first.
3. Press **Start Copy Black**.

## Make two-sided copies

You can make two-sided copies from single-sided or double-sided letter- or A4-sized originals.



**Note** You can make two-sided copies only if your HP All-in-One has an HP two-sided printing accessory. The HP two-sided printing accessory is standard equipment with some models or can be purchased separately.

### To make two-sided copies from the control panel

1. Make sure you have paper loaded in the input tray.
2. Load your letter- or A4-sized originals face up in the document feeder tray.  
Place the pages so that the top of the document is inserted first.



**Note** You cannot make two-sided copies from legal-sized originals.

3. In the Copy area, press **Menu** until **Two-Sided Copy** appears.
4. Choose one of the following by pressing ► to select the desired setting, and then press **OK**.
  - **1 > 1**: this option produces a standard single-sided copy from a single-sided original.
  - **1 > 2**: this option takes two single-sided originals and produces a two-sided copy.
  - **2 > 1**: this option produces single-sided copies of a two-sided original.
  - **2 > 2**: this option produces a two-sided copy from a two-sided original.
5. Press **Start Copy Black** or **Start Copy Color**.



**Note** Do not take the paper out of the tray until both sides of the copy are complete.

## Make a borderless copy of a photo

You can use the **Fill Entire Page** setting to create a borderless copy of a photo. In order to achieve a borderless print without changing the proportions of the original, the HP All-in-One might crop some of the image around the margins. In most cases, this cropping will not be noticeable.

For the best quality when copying a photo, load photo paper in the input tray and change your copy settings for the correct paper type and photo enhancement. You might also want to use the photo print cartridge for superior print quality. With the tri-color and photo print cartridges installed, you have a six-ink system. See [Use a photo print cartridge](#) for more information.



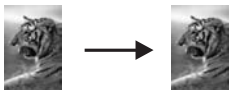
**Note** In order to make a borderless copy, you must have photo paper (or other specialty paper) loaded. If the HP All-in-One detects plain paper in the input tray, it will not make a borderless copy. Instead, your copy will have borders.

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



**Note** If your HP All-in-One has more than one input tray, you might need to select the correct input tray. See [Select an input tray for copying](#) for more information.

2. Load your original photo face down on the right front corner of the glass. Position the photo on the glass so the long edge of the photo is along the front edge of the glass.
3. Press **Reduce/Enlarge**.  
The **Reduce/Enlarge** menu appears.
4. Press ► until **Fill Entire Page** appears, and then press **OK**.
5. Press **Start Copy Color**.  
The HP All-in-One makes a 10 x 15 cm (4 x 6 inch) borderless copy of your original photo, as shown below.



**Tip** If the output is not borderless, then set the paper size to the appropriate **Borderless** menu selection, set the paper type to **Photo Paper**, set the **Photo** enhancement, and then try again.

For more information on setting the paper size, see [Set the copy paper size](#).

For information on setting the paper type, see [Set the copy paper type](#).

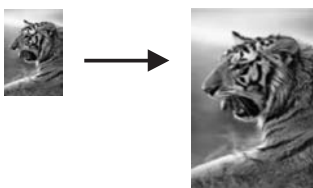
For information on setting the **Photo** enhancement, see [Enhance light areas of your copy](#).

## Copy a photo onto a full-size page

You can use the **Fill Entire Page** setting to enlarge or reduce your original to fill the printable area of the paper size loaded in the input tray. In this example, **Fill Entire Page** is used to enlarge a 10 x 15 cm (4 x 6 inch) photo to create a full-size borderless copy. When copying a photo, you might want to use the photo print cartridge for superior print quality. With the tri-color and photo print cartridges installed, you have a six-ink system. See [Use a photo print cartridge](#) for more information.



**Note** In order to achieve a borderless print without changing the proportions of the original, the HP All-in-One might crop some of the image around the margins. In most cases, this cropping will not be noticeable.



**Note** In order to make a borderless copy, you must have photo paper (or other specialty paper) loaded. If the HP All-in-One detects plain paper in the input tray, it will not make a borderless copy. Instead, your copy will have borders.



**Note** This feature will not work correctly if the glass and lid backing are not clean. For more information, see [Clean the HP All-in-One](#).

1. Load letter or A4 photo paper in the input tray.  
If your HP All-in-One has more than one input tray, you might need to select the correct input tray. See [Select an input tray for copying](#) for more information.
2. Load your original photo face down on the right front corner of the glass.  
Position the photo on the glass so the long edge of the photo is along the front edge of the glass.
3. In the Copy area, press **Reduce/Enlarge** until **Fill Entire Page** appears.
4. Press **Start Copy Color**.



**Tip** If the output is not borderless, then set the paper size to **Letter Borderless** or **A4 Borderless**, set the paper type to **Photo Paper**, set the **Photo** enhancement, and then try again.

For more information on setting the paper size, see [Set the copy paper size](#).

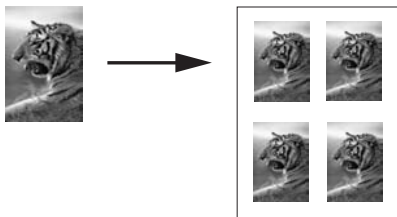
For information on setting the paper type, see [Set the copy paper type](#).

For information on setting the **Photo** enhancement, see [Enhance light areas of your copy](#).

## Copy a photo several times on one page

You can print multiple copies of an original on one page by selecting an image size from the **Reduce/Enlarge** menu.

After you select one of the available sizes, you might be prompted whether you want to print multiple copies of the photo to fill the paper you have loaded in the input tray.



### To copy a photo several times on one page from the control panel

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



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

2. Load your original photo face down on the right front corner of the glass. Position the photo on the glass so the long edge of the photo is along the front edge of the glass.
3. In the Copy area, press **Reduce/Enlarge** until **Image Sizes** appears.
4. Press **►** to select the size in which you want to copy the photo, and then press **OK**. Depending on the image size you select, the **Many on Page** prompt might appear to determine whether you want to print multiple copies of the photo to fill the paper in the input tray, or just one copy. Some larger sizes do not prompt you for a number of images. In this case, only one image is copied to the page.
5. If the **Many on Page** prompt appears, press **►** to select **Yes** or **No**, and then press **OK**.
6. Press **Start Copy Color**.

## Resize an original to fit onto letter or A4 paper

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



**Tip** You can also enlarge a small photo to fit within the printable area of a full-size page. In order to do this without changing the proportions of the original or cropping the edges, the HP All-in-One might leave an uneven amount of white space around the edges of the paper.

1. Make sure you have paper loaded in the input tray.
2. Load your original face down on the right front corner of the glass or face up in the document feeder tray.

If you use the document feeder tray, place the page so that the top of the document is inserted first.



**Note** If you are using the **Fit to Page** setting, you must load your original on the glass.

3. In the Copy area, press **Reduce/Enlarge**.
4. Choose one of the following by pressing **►** to select the desired setting, and then press **OK**.
  - **Full Page 91%**: use this setting if you have loaded your original in the document feeder tray.
  - **Fit to Page**: use this setting if you have loaded your original face down on the right front corner of the glass.
5. Press **Start Copy Black** or **Start Copy Color**.

## Resize an original using custom settings

You can use your own custom settings to reduce or enlarge a copy of an original.

1. Make sure you have paper loaded in the input tray.
2. Load your original face down on the right front corner of the glass or face up in the document feeder tray.

If you use the document feeder tray, place the page so that the top of the document is inserted first.
3. In the Copy area, press **Reduce/Enlarge** until **Custom 100%** appears, and then press **OK**.
4. Press **◀** or **▶**, or use the keypad to enter a percentage to reduce or enlarge the copy, and then press **OK**.

(The minimum and maximum percentage to resize a copy varies by model.)





**Tip** If you hold down either of the arrow buttons, the reduce/enlarge percentage changes by increments of five.

5. Press **Start Copy Black** or **Start Copy Color**.

## Copy a legal-size document onto letter paper

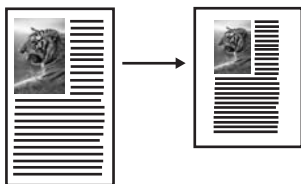
You can use the **Legal > Ltr 72%** setting to reduce a copy of a legal-size document to a size that fits onto letter paper.



**Note** The percentage in the example, **Legal > Ltr 72%**, might not match the percentage that appears in the control panel display.

### To copy a legal-size document onto letter paper from the control panel

1. Make sure you have paper loaded in the input tray.
2. Load your original face up in the document feeder tray.  
Place the page in the document feeder tray so that the top of the document is inserted first.
3. In the Copy area, press **Reduce/Enlarge** until **Legal > Ltr 72%** appears.
4. Press **Start Copy Black** or **Start Copy Color**.  
The HP All-in-One reduces the size of your original to fit within the printable area of the letter paper, as shown below.



## Copy a faded original

You can use the **Lighter/Darker** option to adjust the lightness and darkness of the copies you make. You can also adjust the color intensity to make colors on your copy more vivid or more subtle.

1. Make sure you have paper loaded in the input tray.
2. Load your original face down on the right right front corner of the glass or face up in the document feeder tray.  
If you use the document feeder tray, place the page so that the top of the document is inserted first.
3. In the Copy area, press **Menu** until **Lighter/Darker** appears.
4. Press **▶** to darken the copy, and then press **OK**.



**Note** You can also press **◀** to lighten the copy.

5. In the Copy area, press **Menu** until **Color Intensity** appears.
6. Press **▶** to make the image more vivid, and then press **OK**.



**Note** You can also press ◀ to make the image more pale.

7. Press **Start Copy Black** or **Start Copy Color**.

## Copy a document that has been faxed several times

You can use the **Enhancements** feature to adjust the quality of text documents by sharpening edges of black text or adjust photographs by enhancing light colors that might otherwise appear white.

The **Mixed** enhancement is the default option. Use the **Mixed** enhancement to sharpen edges of most originals.

### To copy a blurred document from the control panel

1. Make sure you have paper loaded in the input tray.
2. Load your original face down on the right front corner of the glass or face up in the document feeder tray.  
If you use the document feeder tray, place the page so that the top of the document is inserted first.
3. In the Copy area, press **Menu** until **Enhancements** appears.
4. Press ▶ to select the **Text** enhancement setting, and then press **OK**.
5. Press **Start Copy Black** or **Start Copy Color**.



**Tip** If any of the following occur, turn off **Text** enhancement by selecting **Photo** or **None**:

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

## Enhance light areas of your copy

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

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

### To copy an overexposed photo from the control panel

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

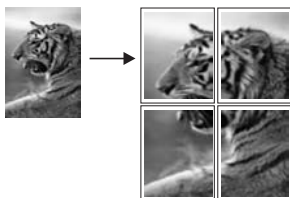


**Tip** For the best quality when copying a photo, load photo paper in the input tray.

2. Load your original photo face down on the right front corner of the glass. Position the photo on the glass so the long edge of the photo is along the front edge of the glass.
3. In the Copy area, press **Menu** until **Enhancements** appears.
4. Press **►** to select the **Photo** enhancement setting, and then press **OK**.
5. Press **Start Copy Color**.

## Make a poster

You can use the **Poster** feature to create an enlarged copy of your original in sections and assemble them into a poster.



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



**Tip** If you are copying a photo into a poster, use full-size photo paper to achieve the highest quality copy.

2. Load your original face down on the right front corner of the glass. If you are copying a photo, position the photo on the glass so the long edge of the photo is along the front edge of the glass.
3. In the Copy area, press **Reduce/Enlarge** until **Poster** appears, and then press **OK**.
4. Press **►** to select a page width for the poster. The default poster size is two pages wide.
5. Press **Start Copy Black** or **Start Copy Color**. After you select the poster width, the HP All-in-One adjusts the length automatically to maintain the proportions of the original.



**Tip** If the original cannot be enlarged to the selected poster size because it exceeds the maximum zoom percentage, an error message appears that tells you to try a smaller width. Select a smaller poster size and make the copy again.

6. After the poster has printed, trim the edges of the sheets and tape the sheets together.

## Prepare a color iron-on transfer

You can copy an image or text onto an iron-on transfer, then iron it onto a T-shirt, pillow cover, place mat, or other piece of fabric.



**Tip** Practice applying an iron-on transfer on an old garment first.

1. Load the iron-on transfer paper in the input tray.
2. Load your original face down on the right front corner of the glass.  
If you are copying a photo, position the photo on the glass so the long edge of the photo is along the front edge of the glass.
3. In the Copy area, press **Menu** until **Copy Paper Type** appears.
4. Press **►** to select **Iron-On** or **Iron-On Mirrored**, and then press **OK**.
  - Select **Iron-On** as the paper type if you are using HP Iron-On Transfers for color fabrics. If you are using HP Iron-On Transfers for color fabrics the image does not need to be reversed to appear properly on the fabric.
  - Select **Iron-On Mirrored** if you are using HP Iron-On Transfers for light or white fabrics. The HP All-in-One automatically copies a mirror image of your original so that it will appear properly when you iron it onto light or white fabric.
5. Press **Start Copy Black** or **Start Copy Color**.

## Change default copy settings

When you change copy settings from the control panel, the settings apply only to the current copy job. To apply copy settings to all future copy jobs, you can save the settings as defaults.

When you change copy settings from the control panel or the **HP Director**, the settings apply only to the current copy job. To apply copy settings to all future copy jobs, you can save the settings as defaults.

- 1.

- Make sure you have paper loaded in the input tray.
2. Load your original face down on the right front corner of the glass or face up in the document feeder tray.  
If you use the document feeder tray, place the page so that the top of the document is inserted first.
3. In the Copy area, press **Menu** and make any needed changes to the copy settings.
4. In the Copy area, press **Menu** until **Set New Defaults** appears.
5. Press **►** to select **Yes**.
6. Press **OK** to accept the settings as the new default settings.
7. Press **Start Copy Black** or **Start Copy Color**.

The settings you specify here are only saved on the HP All-in-One. They do not adjust the settings in the software. You can save your most frequently used settings by using the **HP Image Zone** software that came with your HP All-in-One. For more information, see the onscreen **HP Image Zone Help**.

## Stop copying

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

## 8 Use the scan features

Scanning is the process of converting text and pictures into an electronic format for your computer. You can scan just about anything: photos, magazine articles, and text documents as long as you are careful not to scratch the glass on your HP All-in-One. Scanning to a memory card makes your scanned images even more portable.

You can use the scanning features of your 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** Scanning text (also known as optical character recognition or OCR) lets you bring the content of magazine articles, books, and other printed matter into your favorite word processor (and many other programs) as fully editable text. Learning to do OCR right 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. For more information about scanning documents, especially documents containing both text and graphics, see the documentation that came with your OCR software.

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



**Note** If you close the Hewlett-Packard Digital Imaging Monitor icon in the Windows system tray, it can cause your HP All-in-One to lose some of its scan functionality and result in the **No Connection** error message. If this happens, you can restore full functionality by restarting your computer or by starting the **HP Image Zone** software.

For information about how to scan from the computer, and how to adjust, resize, rotate, crop, and sharpen your scans, see the onscreen **HP Image Zone Help** that came with your software.

This chapter contains information on scanning to an application, to an HP Instant Share destination, and to a memory card. It also contains information about scanning from the **HP Director**, and adjusting the preview image.

### Scan to an application

You can scan originals placed on the glass directly from the control panel.



**Note** The menus shown in this section might vary in content depending on the operating system on your computer, and which applications you set up as scan destinations in the **HP Image Zone** software.

### Scan an original (USB-connected)

Follow these steps if your HP All-in-One is directly connected to a computer through a USB cable.

1. Load the original face down on the right front corner of the glass.
2. In the Scan area, press **Scan To**.  
The Scan To menu appears, listing destinations, including applications, for anything you scan. The default destination is the one you selected the last time you used this menu. The Scan To menu can be configured. You can designate which applications and other destinations appear on the Scan To menu by using the **HP Image Zone** software on your computer.
3. To select an application to receive the scan, press ► until the destination you want displays on the control panel display, and then press **Start Scan**.  
A preview image of the scan appears in the **HP Scan** window on the computer, where you can make changes to the preview before the final scan. Changes made to the preview image are not saved to the original image file.  
For more information about editing a preview image, see the onscreen **HP Image Zone Help** that came with your software.
4. Make any edits to the preview image in the **HP Scan** window. When you have finished, click **Accept**.  
The HP All-in-One sends the scan to the selected application. For example, if you chose the **HP Image Zone** software, it automatically opens and displays the image.

### Scan an original (network-connected)

Follow these steps if your HP All-in-One is connected to one or more computers over a network.

1. Load the original face down on the right front corner of the glass.
2. In the Scan area, press **Scan To**.  
The Scan To menu appears, listing various options.
3. Press ► to highlight **Select Computer**, and then press **OK**.  
The **Select Computer** menu appears, listing computers connected to the HP All-in-One.



**Note** The **Select Computer** menu might list computers with a USB connection in addition to those connected through the network.

4. To select the default computer, press **OK**. To select another computer, press ► to highlight your selection and then press **OK**. To send the scan to an application on your computer, choose your computer in the menu.  
The Scan To menu appears, listing destinations, including applications, for anything you scan. The default destination is whichever one you selected the last time you used this menu. You designate which destinations appear on the Scan To menu by using the **HP Image Zone** software on your computer. For more information, see the onscreen **HP Image Zone Help** that came with your software.

5. To select an application to receive the scan, press ► to highlight it and then press **OK** or **Start Scan**.  
If you chose the **HP Image Zone** software, a preview image of the scan appears in the **HP Scan** window on the computer, where you can edit it.
6. Make any desired edits to the preview image in the **HP Scan** window. When you finish, click **Accept**.  
The HP All-in-One sends the scan to the selected application. For example, if you chose the **HP Image Zone** software, it automatically opens and displays the image.

## Send a scan to an HP Instant Share destination

HP Instant Share lets you share your photos with family and friends through e-mail messages, online photo albums, and high-quality prints.



**Note** Not all countries/regions can order printed photos online.

This section contains information on sharing a scanned image from a USB-connected device and a network-connected device.

### Share a scanned image with friends and relatives (USB-connected device)

Share a scanned image by pressing **Scan To** on the control panel. To use the **Scan To** button, place an image face down on the glass, select a destination to which you want to send the image, and start the scan.



**Note** If you previously set up HP Instant Share on a network, you will not be able to use HP Instant Share on a USB-connected device.

1. Load your original face down on the right front corner of the glass or (if you are using the document feeder tray) in the document tray.
2. In the Scan area, press **Scan To**.  
The Scan To menu appears on the control panel display.
3. Use the ► arrow to highlight **HP Instant Share**.
4. Press **OK** to select the destination and scan the image.  
The image is scanned and uploaded to your computer.  
For Windows users, the **HP Image Zone** software opens on your computer. The **HP Instant Share** tab appears. A thumbnail of the scanned image appears in the Selection Tray. For more information on the **HP Image Zone** software, see the onscreen **HP Image Zone Help** that came with the software.  
For Macintosh users, the **HP Instant Share** client application software opens on your computer. A thumbnail of the scanned image appears in the **HP Instant Share** window.



**Note** If you are using a version of the Macintosh OS earlier than OS X v10.2 (including OS 9), the scanned image is uploaded to the **HP Gallery** on your Macintosh. Click **E-mail**. Send the image as an e-mail attachment by following the prompts on your computer screen.

Follow the prompts on your computer for sharing the scan with others using HP Instant Share.



## Share a scanned image with friends and relatives (network-connected)

Share a scanned image by pressing **Scan To** on the control panel. To use the **Scan To** button, place an image face down on the glass, select a destination to which you want to send the image, and start the scan.

Before you can share a scanned image on a network-connected HP All-in-One, you must first have the **HP Image Zone** software installed on your computer. For more information on installing the **HP Image Zone** software on your computer, see the Setup Guide that came with your HP All-in-One.

1. Load your original face down on the right front corner of the glass or (if you are using the document feeder tray) in the document tray.
2. In the Scan area, press **Scan To**.  
The Scan To menu appears on the control panel display.
3. Press **▶** to highlight **Select Computer**, and then press **OK**.  
The **Select Computer** menu appears on the control panel display.
4. Press **▶** to highlight the computer to where you want to send the scan, and then press **OK**.  
The Scan To Application menu appears.
5. Press **▶** to highlight **HP Instant Share**, and then press **OK**.
6. The image is scanned and sent to the computer you selected.

## Send a scan to a memory card

You can send a scanned image as a JPEG image to the memory card that is currently inserted in one of the memory card slots on the HP All-in-One. This enables you to use the memory card features to generate borderless prints and album pages from the scanned image. It also enables you to access the scanned image from other devices that support the memory card.

### Send a scan to a memory card loaded in your HP All-in-One (USB-connected)

You can send the scanned image as a JPEG image to a memory card. This section describes the process when your HP All-in-One is directly connected to your computer through a USB cable. Make sure you have a memory card inserted in the HP All-in-One.

1. Load the original face down on the right front corner of the glass.
2. In the Scan area, press **Scan To** until **Memory Card** displays on the control panel display.
3. Press **OK**.  
The HP All-in-One scans the image and saves the file to the memory card in the JPEG format.

## Send a scan to a memory card loaded in your HP All-in-One (network-connected)

You can send a scanned image as a JPEG image to a memory card. This section describes the process when your HP All-in-One is connected to a network.

1. Load the original face down on the right front corner of the glass.
2. In the Scan area, press **Scan To** until **Memory Card** displays on the control panel display.
3. Press **OK**.  
The HP All-in-One scans the image and saves the file to the memory card in the JPEG format.

## Stop scanning

- To stop scanning, press **Cancel** on the control panel, or in the **HP Image Zone** software, click **Cancel**.

## 9 Print from your computer

The HP All-in-One can be used with any software application that allows printing. The instructions vary slightly depending on whether you are printing from a Windows PC or a Macintosh. Make sure you follow the instructions for your operating system in this chapter.

In addition to the printing capabilities described in this chapter, you can print special print jobs such as borderless prints, newsletters, and banners; print images directly from a memory card or from a digital camera that supports PictBridge; and use scanned images in printing projects in the **HP Image Zone**.

- For more information on printing from a memory card or digital camera, see [Use a memory card or PictBridge camera](#).
- For more information on performing special print jobs or printing images in the **HP Image Zone**, see the onscreen **HP Image Zone Help**.

### Print from a software application

Most print settings are automatically handled by the software application you are printing from or by HP ColorSmart technology. 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 the software application you used to create your document (Windows users)

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Select the HP All-in-One as the 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 **Preferences**, **Properties**, **Options**, **Printer Setup**, or **Printer**.
5. Select the appropriate options for your print job by using the features available in the **Paper/Quality**, **Finishing**, **Effects**, **Basics**, 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 **What do you want to do?** 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, or you can make your changes on the other tabs in the **Properties** dialog box.

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

#### To print from the software application you used to create your document (Macintosh users)

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

2. Select the HP All-in-One in the **Chooser** (OS 9), **Print Center** (OS 10.2 or earlier), or **Printer Setup Utility** (OS 10.3 or later) before you begin printing.
3. From the **File** menu in your software application, choose **Page Setup**. The **Page Setup** dialog box appears, allowing you to specify the paper size, orientation, and scaling.
4. Specify the page attributes:
  - Choose the paper size.
  - Select the orientation.
  - Enter the scaling percentage.



**Note** For OS 9, the **Page Setup** dialog box also includes options to print a mirrored (or reversed) version of the image, and to adjust the page margins for two-sided printing.

5. Click **OK**.
6. From the **File** menu in your software application, choose **Print**. The **Print** dialog box appears. If you are using OS 9, the **General** panel opens. If you are using OS X, the **Copies & Pages** panel opens.
7. Change the print settings for each option in the pop-up menu, as appropriate for your project.
8. Click **Print** to begin printing.

## Change the print settings

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

### Windows users

Before you change print settings, you should decide if you want to change the settings for the current print job only, or if you want to make the settings the defaults for all future print jobs. How you display print settings depends on whether or not you want to apply the change to all future print jobs or just to the current print job.

#### To change the print settings for all future jobs

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

#### To change the print settings for the current job

1. On the **File** menu in your software application, click **Print**.
2. Make sure the HP All-in-One is the selected printer.
3. Click the button that opens the **Properties** dialog box.  
Depending on your software application, this button might be called **Preferences**, **Properties**, **Options**, **Printer Setup**, or **Printer**.
4. Make changes to the print settings, and click **OK**.
5. Click **Print** or **OK** in the **Print** dialog box to print the job.

## Macintosh users

Use the **Page Setup** and **Print** dialog boxes to change the settings for your print job. Which dialog box you use depends on which setting you want to change.

### To change the paper size, orientation, or scaling percentage

1. Select the HP All-in-One in the **Chooser** (OS 9), **Print Center** (OS 10.2 or earlier), or **Printer Setup Utility** (OS 10.3 or later) before you begin printing.
2. From the **File** menu in your software application, choose **Page Setup**.
3. Make changes to the paper size, orientation, and scaling percentage settings, and click **OK**.

### To change all other print settings

1. Select the HP All-in-One in the **Chooser** (OS 9), **Print Center** (OS 10.2 or earlier), or **Printer Setup Utility** (OS 10.3 or later) before you begin printing.
2. From the **File** menu in your software application, choose **Print**.
3. Make changes to the print settings, and click **Print** to print the job.

## Stop a print job

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

### To stop a print job from the HP All-in-One

- Press **Cancel** on the control panel. Look for the **Print Cancelled** message on the control panel display. If the message does not appear, press **Cancel** again.

# 10 Fax setup

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

In this chapter, you will learn how to set up your HP All-in-One so that faxing works successfully with equipment and services you might already have on the same phone line as your HP All-in-One.



**Tip** You can also use the **Fax Setup Wizard** (Windows) or **Setup Assistant** (Macintosh) to help you quickly set up some important fax settings such as the answer mode and fax header information. You can access the **Fax Setup Wizard** (Windows) or **Setup Assistant** (Macintosh) through the **HP Image Zone** software. For information on accessing the **HP Image Zone** software, see [Use the HP Image Zone to do more with your HP All-in-One](#). After you run the **Fax Setup Wizard** (Windows) or **Setup Assistant** (Macintosh), follow the procedures in this chapter to complete your fax setup.

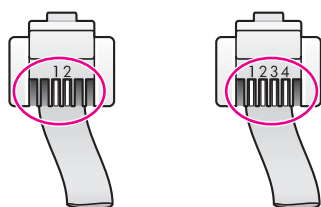
Before you begin setting up your HP All-in-One for faxing, determine which kind of phone system your country/region uses. The instructions for setting up your HP All-in-One for faxing differ depending whether you have a serial or parallel phone system.

- If the connector type on your shared telephone equipment (modems, phones, and answering machines) does not allow a physical connection to the "2-EXT" port on your HP All-in-One and instead must be connected at the telephone wall jack, you probably have a serial-type telephone system. Check the table below to make sure that your country/region does not appear in this list. If you are unsure which kind of telephone system you have (serial or parallel), check with your telephone company. This type of phone system uses a 4-wire phone cord to connect the HP All-in-One to the telephone wall jack.
- If your country/region is listed in the table, you probably have a parallel-type telephone system. This type of phone system uses a 2-wire phone cord to connect the HP All-in-One to the telephone wall jack.

Argentina	Australia	Brazil
Canada	Chile	China
Colombia	Greece	India
Indonesia	Ireland	Japan
Korea	Latin America	Malaysia
Mexico	Philippines	Poland
Portugal	Russia	Saudi Arabia
Singapore	Spain	Taiwan
Thailand	USA	Venezuela
Vietnam		



**Tip** You can also check the end of the phone cord that came in the box with your HP All-in-One. If the phone cord appears to have two wires, you have a 2-wire phone cord. If the phone cord has four wires, you have a 4-wire phone cord. The graphic below shows the differences between the phone cords.



## Choose the right fax setup for your home or office

To fax successfully, you need to know what types of equipment and services (if any) share the same phone line with your HP All-in-One. This is important because you might need to connect some of your existing office equipment directly to your HP All-in-One, and you might also need to change some fax settings before you can fax successfully.

To determine the best way to set up the HP All-in-One in your home or office, first read through the questions in this section and record your answers. Next, refer to the table in the following section and choose the recommended setup case based on your answers.

Make sure to read and answer the following questions in the order they are presented.

1. Do you have a digital subscriber line (DSL) service through your telephone company?
  - ☐ Yes, I have DSL.
  - ☐ No.

If you answered Yes, proceed directly to [Case B: Set up your HP All-in-One with DSL](#). You do not need to continue answering questions.

If you answered No, please continue answering questions.

2. Do you have a private branch exchange (PBX) phone system or an integrated services digital network (ISDN) system?

If you answered Yes, proceed directly to [Case C: Set up your HP All-in-One with a PBX phone system or an ISDN line](#). You do not need to continue answering questions.

If you answered No, please continue answering questions.

3. Do you subscribe to a distinctive ring service through your telephone company that provides multiple phone numbers with different ring patterns?

☐ Yes, I have distinctive ring.

☐ No.

If you answered Yes, proceed directly to [Case D: Fax with a distinctive ring service on the same line](#). You do not need to continue answering questions.

If you answered No, please continue answering questions.

Are you unsure if you have distinctive ring? Many phone companies offer a distinctive ring feature that allows you to have several phone numbers on one phone line.

When you subscribe to this service, each phone number will have a different ring pattern. For example, you can have single, double, and triple rings for the different numbers. You might assign one phone number with a single ring to your voice calls, and another phone number with double rings to your fax calls. This allows you to tell the difference between voice and fax calls when the phone rings.

4. Do you receive voice calls at the same phone number you will use for fax calls on your HP All-in-One?

☐ Yes, I receive voice calls.

☐ No.

Please continue answering questions.

5. Do you have a computer modem on the same phone line as your HP All-in-One?

☐ Yes, I have a computer modem.

☐ No.

If you answer Yes to any of the following questions, you are using a computer modem:

- Do you send and receive faxes directly to and from your computer software programs through a dial-up connection?
- Do you send and receive e-mail messages on your computer through a dial-up connection?
- Do you access the Internet from your computer through a dial-up connection?

Please continue answering questions.



6. Do you have an answering machine that answers voice calls at the same phone number you will use for fax calls on your HP All-in-One?
- ☐ Yes, I have an answering machine.
- ☐ No.
- Please continue answering questions.
7. Do you subscribe to a voice mail service through your telephone company at the same phone number you will use for fax calls on your HP All-in-One?
- ☐ Yes, I have a voice mail service.
- ☐ No.

After you have completed answering the questions, proceed to the next section to select your fax setup case.

## Select your fax setup case

Now that you have answered all of the questions about the equipment and services that share the phone line with your HP All-in-One, you are ready to choose the best setup case for your home or office.

From the first column in the following table, choose the combination of equipment and services applicable to your home or office setting. Then look up the appropriate setup case in the second or third column based on your phone system. Step-by-step instructions are included for each case later in this chapter.

If you have answered all of the questions in the previous section and have none of the described equipment or services, choose "None" from the first column in the table.



**Note** If your home or office setup is not described in this chapter, set up the HP All-in-One as you would a regular analog phone. Make sure you use the phone cord supplied in the box to connect one end to your telephone wall jack and the other end to the port labeled "1-LINE" on the back of your HP All-in-One. If you use another phone cord, you might experience problems sending and receiving faxes.

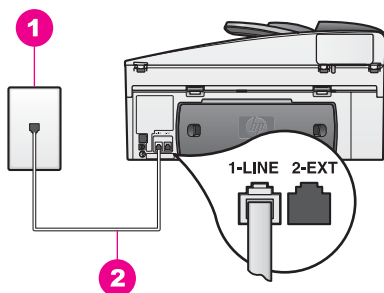
Other equipment/services sharing your fax line	Recommended fax setup for parallel-type phone systems	Recommended fax setup for serial-type phone systems
None (You answered No to all questions.)	Case A: Separate fax line (no voice calls received)	Case A: Separate fax line (no voice calls received)
DSL service (You answered Yes to question 1 only.)	Case B: Set up your HP All-in-One with DSL	Case B: Set up your HP All-in-One with DSL
PBX or ISDN system You answered Yes to question 2 only.)	Case C: Set up your HP All-in-One with a PBX phone system or an ISDN line	Case C: Set up your HP All-in-One with a PBX phone system or an ISDN line

(continued)

Other equipment/services sharing your fax line	Recommended fax setup for parallel-type phone systems	Recommended fax setup for serial-type phone systems
Distinctive ring service (You answered Yes to question 3 only.)	Case D: Fax with a distinctive ring service on the same line	Case D: Fax with a distinctive ring service on the same line
Voice calls (You answered Yes to question 4 only.)	Case E: Shared voice/fax line	Case E: Shared voice/fax line
Voice calls and voice mail service (You answered Yes to questions 4 and 7 only.)	Case F: Shared voice/fax line with voice mail	Case F: Shared voice/fax line with voice mail
Computer modem (You answered Yes to question 5 only.)	Case G: Fax line shared with computer modem (no voice calls received)	Not applicable.
Voice calls and computer modem (You answered Yes to questions 4 and 5 only.)	Case H: Shared voice/fax line with computer modem	Not applicable.
Voice calls and answering machine (You answered Yes to questions 4 and 6 only.)	Case I: Shared voice/fax line with answering machine	Not applicable.
Voice calls, computer modem, and answering machine (You answered Yes to questions 4, 5, and 6 only.)	Case J: Shared voice/fax line with computer modem and answering machine	Not applicable.
Voice calls, computer modem, and voice mail service (You answered Yes to questions 4, 5, and 7 only.)	Case K: Shared voice/fax line with computer modem and voice mail	Not applicable.

## Case A: Separate fax line (no voice calls received)

If you have a separate phone line on which you receive no voice calls, and you have no other equipment connected on this phone line, set up your HP All-in-One as described in this section.



### Back view of the HP All-in-One

- |   |   |
|---|---|
| 1 | Telephone wall jack   |
| 2 | Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port |

### To set up your HP All-in-One with a separate fax line

- Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One.



**Caution** If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, see [The phone cord that came with my HP All-in-One is not long enough](#) for information on extending it.

- Set up the HP All-in-One to answer incoming calls automatically. Press the **Auto Answer** button until the light is on.
- (Optional) Change the **Rings to Answer** setting to one ring or two rings. For information on changing this setting, see [Set the number of rings before answering](#).
- Run a fax test. For information, see [Test your fax setup](#).

When the phone rings, your HP All-in-One will answer automatically after the number of rings you set in the **Rings to Answer** setting. Then it will begin emitting fax reception tones to the sending fax machine and receive the fax.

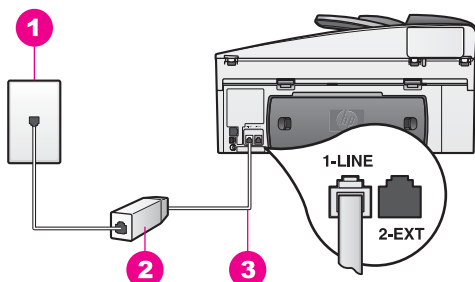
## Case B: Set up your HP All-in-One with DSL

If you have a DSL service through your telephone company, use the instructions in this section to connect a DSL filter between the telephone wall jack and your HP All-in-One. The DSL filter removes the digital signal that can interfere with your HP All-in-

One from communicating properly with the phone line. (DSL might be called ADSL in your country/region.)



**Caution** If you have a DSL line and you do not connect the DSL filter, you will not be able to send and receive faxes with your HP All-in-One.



#### Back view of the HP All-in-One

1	Telephone wall jack
2	DSL filter and cord supplied by your DSL provider
3	Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port

#### To set up your HP All-in-One with DSL

1. Obtain a DSL filter from your DSL provider.
2. Using the phone cord supplied in the box with your HP All-in-One, connect one end to the open port on the DSL filter, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One.



**Caution** If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

3. Connect the DSL filter cord to the telephone wall jack.
4. Run a fax test. For information, see [Test your fax setup](#).

## Case C: Set up your HP All-in-One with a PBX phone system or an ISDN line

If you are using either a PBX phone system or an ISDN converter/terminal adapter, make sure you do the following:

- If you are using either a PBX or an ISDN converter/terminal adaptor, connect the HP All-in-One to the port that is designated for fax and phone use. Also, make sure that the terminal adapter is set to the correct switch type for your country/region, if possible.



**Note** Some ISDN systems allow you to configure the ports for specific phone equipment. For example, you might have assigned one port for telephone and Group 3 fax and another port for multiple purposes. If you have problems when connected to the fax/phone port of your ISDN

- converter, try using the port designated for multiple purposes; it might be labeled "multi-combi" or something similar.
- If you are using a PBX phone system, set the call waiting tone to "off."

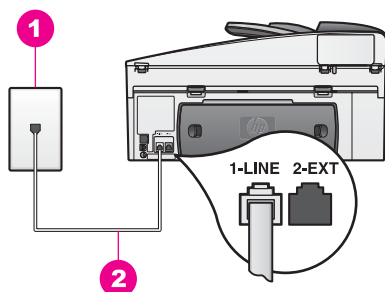


**Caution** Many digital PBX systems include a call-waiting tone that is factory-set to "on." The call waiting tone will interfere with any fax transmission, and you will not be able to send or receive faxes with your HP All-in-One. Refer to the documentation that came with your PBX phone system for instructions on how to turn off the call-waiting tone.

- If you are using a PBX phone system, dial the number for an outside line before dialing the fax number.
- Make sure you use the supplied cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, see [The phone cord that came with my HP All-in-One is not long enough](#) for information on extending it.

## Case D: Fax with a distinctive ring service on the same line

If you subscribe to a distinctive ring service (through your telephone company) that allows you to have multiple phone numbers on one phone line, each with a different ring pattern, set up your HP All-in-One as described in this section.



### Back view of the HP All-in-One

- |   |   |
|---|---|
| 1 | Telephone wall jack   |
| 2 | Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port |

### To set up your HP All-in-One with a distinctive ring service

1. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One.



**Caution** If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord

is too short, see [The phone cord that came with my HP All-in-One is not long enough](#) for information on extending it.

2. Set the HP All-in-One to answer incoming calls automatically. Press the **Auto Answer** button until the light is on.
3. Change the **Answer Ring Pattern** setting to the pattern that has been assigned to your fax number by the telephone company, for example, double rings or triple rings.

For information on changing this setting, see [Change the answer ring pattern \(distinctive ringing\)](#).



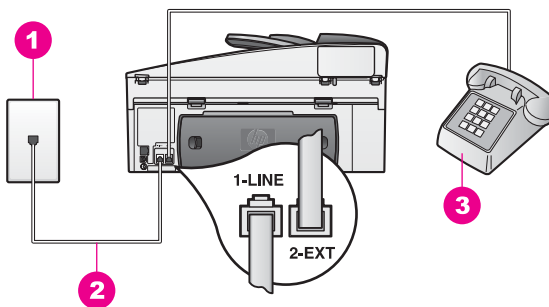
**Note** Your HP All-in-One is factory-set to answer all ring patterns. If you do not set the correct ring pattern assigned to your fax number by the telephone company, your HP All-in-One might answer both voice calls and fax calls or it might not answer at all.

4. (Optional) Change the **Rings to Answer** setting to one ring or two rings. For information on changing this setting, see [Set the number of rings before answering](#).
5. Run a fax test. For information, see [Test your fax setup](#).

Your HP All-in-One will automatically answer incoming calls that have the ring pattern you selected (**Answer Ring Pattern** setting) after the number of rings you selected (**Rings to Answer** setting). Then it will begin emitting fax reception tones to the sending fax machine and receive the fax.

## Case E: Shared voice/fax line

If you receive both voice calls and fax calls at the same phone number, and you have no other office equipment (or voice mail) on this phone line, set up your HP All-in-One as described in this section.



### Back view of the HP All-in-One

- |   |   |
|---|---|
| 1 | Telephone wall jack   |
| 2 | Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port |
| 3 | Optional phone for the HP All-in-One  |

### To set up your HP All-in-One with a shared voice/fax line

1. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One.



**Caution** If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, see [The phone cord that came with my HP All-in-One is not long enough](#) for information on extending it.

2. Do one of the following, depending on your phone system:
  - If you have a parallel-type phone system, remove the white plug from the port labeled "2-EXT" on the back of your HP All-in-One, and then connect a phone to this port.
  - If you have a serial-type phone system, you might plug your phone directly to the telephone wall jack.
3. Now you need to decide how you want the HP All-in-One to answer calls, automatically or manually:
  - If you set up the HP All-in-One to answer calls automatically, it answers all incoming calls and receives faxes. Your HP All-in-One 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 HP All-in-One answers the call.  
To answer fax calls automatically, press the **Auto Answer** button until the light is on.
  - If you set up the HP All-in-One to answer faxes manually, you must be available to respond in person to incoming fax calls or your HP All-in-One cannot receive faxes.  
To answer fax calls manually, press the **Auto Answer** button until the light is off.
4. Run a fax test. For information, see [Test your fax setup](#).

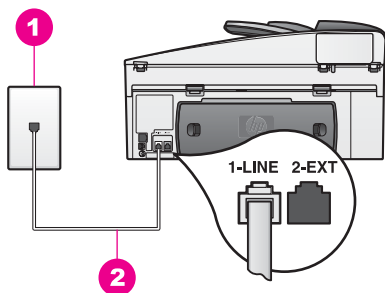
If you pick up the phone before the HP All-in-One and hear fax tones from a sending fax machine, you will need to answer the fax call manually. For information, see [Receive a fax manually](#).

## Case F: Shared voice/fax line with voice mail

If you receive both voice calls and fax calls at the same phone number, and you also subscribe to a voice mail service through your telephone company, set up your HP All-in-One as described in this section.



**Note** You cannot receive faxes automatically if you have a voice mail service at the same phone number you use for fax calls. You must receive faxes manually; this means you must be available to respond in person to incoming fax calls. If you want to receive faxes automatically instead, contact your telephone company to subscribe to a distinctive ring service, or to obtain a separate phone line for faxing.



### Back view of the HP All-in-One

- |   |   |
|---|---|
| 1 | Telephone wall jack   |
| 2 | Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port |

### To set up your HP All-in-One with voice mail

- Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One.



**Caution** If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, see [The phone cord that came with my HP All-in-One is not long enough](#) for information on extending it.

- Set up the HP All-in-One to answer incoming calls manually. Press the **Auto Answer** button until the light is off.
- Run a fax test. For information, see [Test your fax setup](#).

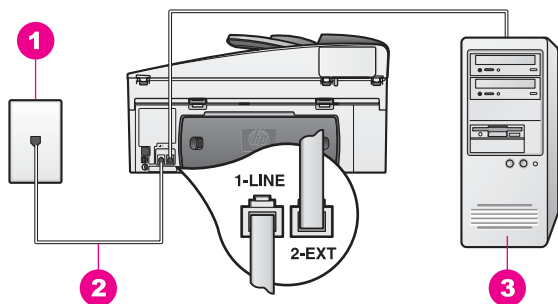
You must be available to respond in person to incoming fax calls, or your HP All-in-One cannot receive faxes. For information on receiving faxes manually, see [Receive a fax manually](#).

## Case G: Fax line shared with computer modem (no voice calls received)

If you have a fax line on which you receive no voice calls, and you also have a computer modem connected on this line, set up your HP All-in-One as described in this section.

Since your computer modem shares the phone line with your HP All-in-One, you will not be able to use both your computer modem and your HP All-in-One for faxing simultaneously. For example, you cannot use your HP All-in-One for faxing if you are using your computer modem to send an e-mail or access the Internet.





### Back view of the HP All-in-One

1	Telephone wall jack
2	Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port
3	Computer with modem

### To set up your HP All-in-One with a computer modem

1. Remove the white plug from the port labeled "2-EXT" on the back of your HP All-in-One.
2. Find the phone cord that connects from the back of your computer (your computer 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 your HP All-in-One.
3. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One.



**Caution** If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, see [The phone cord that came with my HP All-in-One is not long enough](#) for information on extending it.

4. If your computer modem software is set to receive faxes to your computer automatically, turn off that setting.



**Caution** If you do not turn off the auto fax receive setting in your computer modem software, your HP All-in-One will not be able to receive faxes.

5. Set up the HP All-in-One to answer incoming calls automatically. Press the **Auto Answer** button until the light is on.
6. (Optional) Change the **Rings to Answer** setting to one ring or two rings. For information on changing this setting, see [Set the number of rings before answering](#).
7. Run a fax test. For information, see [Test your fax setup](#).

When the phone rings, your HP All-in-One will answer automatically after the number of rings you set in the **Rings to Answer** setting. Then it will begin emitting fax reception tones to the sending fax machine and receive the fax.

## Case H: Shared voice/fax line with computer modem

If you receive both voice calls and fax calls at the same phone number, and you also have a computer modem connected on this phone line, set up your HP All-in-One as described in this section.

Since your computer modem shares the phone line with your HP All-in-One, you will not be able to use both your computer modem and your HP All-in-One for faxing simultaneously. For example, you cannot use your HP All-in-One for faxing if you are using your computer modem to send an e-mail or access the Internet.

There are two different ways to set up your HP All-in-One with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports:

- If your computer has only one phone port, see the next section, [Set up your HP All-in-One to a computer with 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.)

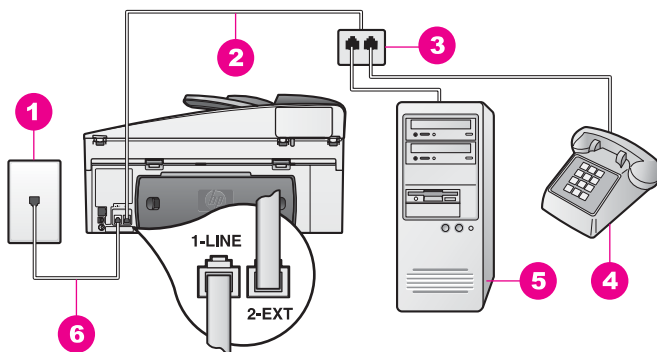


**Example of a parallel splitter**

- If your computer has two phone ports, see [Set up your HP All-in-One to a computer with two phone ports](#).

## Set up your HP All-in-One to a computer with one phone port

This section describes how to set up your HP All-in-One with a computer modem if your computer has only one phone port.



### Back view of the HP All-in-One

1	Telephone wall jack
2	Phone cord connected to the "2-EXT" port
3	Parallel splitter
4	Telephone
5	Computer with modem
6	Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port

### To set up your HP All-in-One to a computer with one phone port

1. Find the phone cord that connects from the back of your computer (your computer modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the parallel splitter on the side with two phone ports.
2. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One.



**Caution** If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, see [The phone cord that came with my HP All-in-One is not long enough](#) for information on extending it.

3. Remove the white plug from the port labeled "2-EXT" on the back of your HP All-in-One.
4. Using another phone cord, connect one end to the port labeled "2-EXT" on the back of your HP All-in-One. Connect the other end of the phone cord to the parallel splitter on the side with the single phone port.
5. If your computer modem software is set to receive faxes to your computer automatically, turn off that setting.



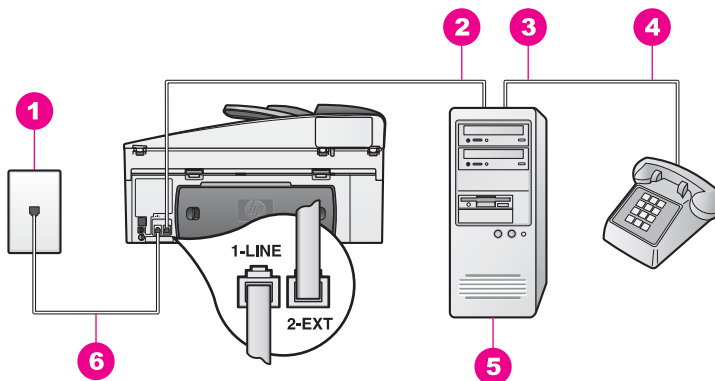
**Caution** If you do not turn off the auto fax receive setting in your computer modem software, your HP All-in-One will not be able to receive faxes.

6. (Optional) Connect a phone to the other open phone port on the parallel splitter.
7. Now you need to decide how you want the HP All-in-One to answer calls, automatically or manually:
  - If you set up the HP All-in-One to answer calls automatically, it answers all incoming calls and receives faxes. Your HP All-in-One 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 HP All-in-One answers the call.  
To answer fax calls automatically, press the **Auto Answer** button until the light is on.
  - If you set up the HP All-in-One to answer faxes manually, you must be available to respond in person to incoming fax calls or your HP All-in-One cannot receive faxes.  
To answer fax calls manually, press the **Auto Answer** button until the light is off.
8. Run a fax test. For information, see [Test your fax setup](#).

If you pick up the phone before the HP All-in-One and hear fax tones from a sending fax machine, you will need to answer the fax call manually. For information, see [Receive a fax manually](#).

## Set up your HP All-in-One to a computer with two phone ports

This section describes how to set up your HP All-in-One with a computer modem if your computer has two phone ports.



### Back view of the HP All-in-One

1	Telephone wall jack
2	"IN" phone port on your computer
3	"OUT" phone port on your computer
4	Telephone
5	Computer with modem
6	Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port

### To set up your HP All-in-One to a computer with two phone ports

1. Remove the white plug from the port labeled "2-EXT" on the back of your HP All-in-One.
2. Find the phone cord that connects from the back of your computer (your computer 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 your HP All-in-One.
3. Connect a phone to the "OUT" port on the back of your computer modem.
4. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One.



**Caution** If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, see [The phone cord that came with my HP All-in-One is not long enough](#) for information on extending it.

5. If your computer modem software is set to receive faxes to your computer automatically, turn off that setting.



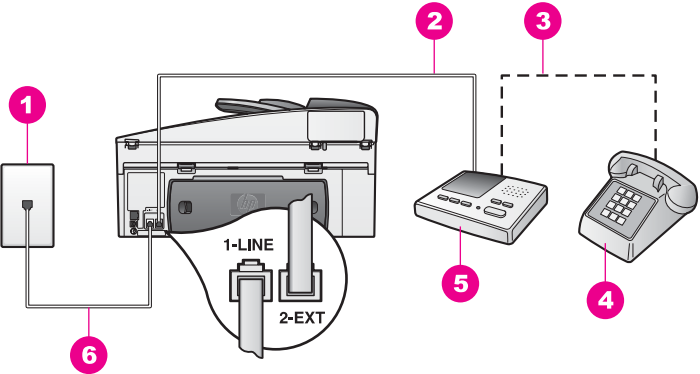
**Caution** If you do not turn off the auto fax receive setting in your computer modem software, your HP All-in-One will not be able to receive faxes.

6. Now you need to decide how you want the HP All-in-One to answer calls, automatically or manually:
  - If you set up the HP All-in-One to answer calls automatically, it answers all incoming calls and receives faxes. Your HP All-in-One 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 HP All-in-One answers the call.  
To answer fax calls automatically, press the **Auto Answer** button until the light is on.
  - If you set up the HP All-in-One to answer faxes manually, you must be available to respond in person to incoming fax calls or your HP All-in-One cannot receive faxes.  
To answer fax calls manually, press the **Auto Answer** button until the light is off.
7. Run a fax test. For information, see [Test your fax setup](#).

If you pick up the phone before the HP All-in-One and hear fax tones from a sending fax machine, you will need to answer the fax call manually. For information, see [Receive a fax manually](#).

# Case I: Shared voice/fax line with answering machine

If you receive both voice calls and fax calls at the same phone number, and you also have an answering machine that answers voice calls at this phone number, set up your HP All-in-One as described in this section.



## Back view of the HP All-in-One

1	Telephone wall jack
2	"IN" port on your answering machine
3	"OUT" port on your answering machine
4	Telephone (optional)
5	Answering machine
6	Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port

## To set up your HP All-in-One with a shared voice/fax line with answering machine

1. Remove the white plug from the port labeled "2-EXT" on the back of your HP All-in-One.
2. Unplug your answering machine from the telephone wall jack, and connect it to the port labeled "2-EXT" on the back of your HP All-in-One.



**Note** If you do not connect your answering machine directly to your HP All-in-One, fax tones from a sending fax machine might be recorded on your answering machine, and you probably will not be able to receive faxes with your HP All-in-One.

3. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One.



**Caution** If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to fax successfully. This special phone cord is different from the phone cords

you might already have in your home or office. If the supplied phone cord is too short, see [The phone cord that came with my HP All-in-One is not long enough](#) for information on extending it.

4. (Optional) If your answering machine does not have a built-in phone, for convenience you might want to connect a phone to the back of your answering machine at the "OUT" port.
5. Set up the HP All-in-One to answer incoming calls automatically. Press the **Auto Answer** button until the light is on.
6. Set your answering machine to answer after four or fewer rings.
7. Change the **Rings to Answer** setting on your HP All-in-One to six rings. For information on changing this setting, see [Set the number of rings before answering](#).
8. Run a fax test. For information, see [Test your fax setup](#).

When the phone rings, your answering machine will answer after the number of rings you have set, and then play your recorded greeting. The HP All-in-One monitors the call during this time, "listening" for fax tones. If incoming fax tones are detected, the HP All-in-One will emit fax reception tones and receive the fax; if there are no fax tones, the HP All-in-One stops monitoring the line and your answering machine can record a voice message.

## Case J: Shared voice/fax line with computer modem and answering machine

If you receive both voice calls and fax calls at the same phone number, and you also have a computer modem and answering machine connected on this phone line, set up your HP All-in-One as described in this section.

Since your computer modem shares the phone line with your HP All-in-One, you will not be able to use both your computer modem and your HP All-in-One for faxing simultaneously. For example, you cannot use your HP All-in-One for faxing if you are using your computer modem to send an e-mail or access the Internet.

There are two different ways to set up your HP All-in-One with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports:

- If your computer has only one phone port, see the next section, [Set up your HP All-in-One to a computer with 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.)



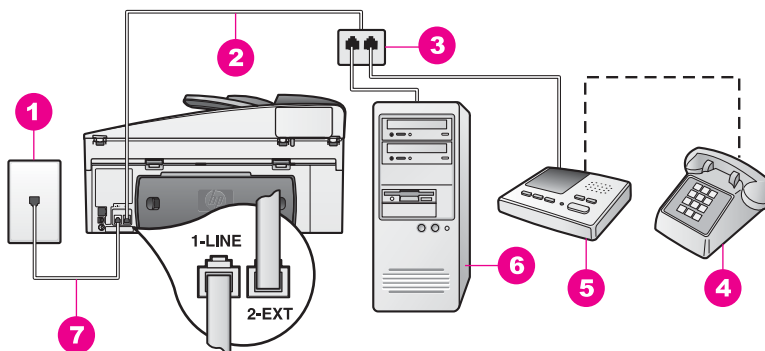
**Example of a parallel splitter**

- If your computer has two phone ports, see [Set up your HP All-in-One to a computer with two phone ports](#).



## Set up your HP All-in-One to a computer with one phone port

This section describes how to set up your HP All-in-One with a computer modem if your computer has only one phone port.



### Back view of the HP All-in-One

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 your HP All-in-One connected to the "1-LINE" port

### To set up your HP All-in-One to a computer with one phone port

1. Find the phone cord that connects from the back of your computer (your computer modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the parallel splitter on the side with two phone ports.
2. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One.



**Caution** If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, see [The phone cord that came with my HP All-in-One is not long enough](#) for information on extending it.

3. Remove the white plug from the port labeled "2-EXT" on the back of your HP All-in-One.
4. Using another phone cord, connect one end to the port labeled "2-EXT" on the back of your HP All-in-One. Connect the other end of the phone cord to the parallel splitter on the side with the single phone port.
5. Unplug your answering machine from the telephone wall jack, and connect it to the parallel splitter on the side with two phone ports.



**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 your HP All-in-One.

6. (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.
7. If your computer modem software is set to receive faxes to your computer automatically, turn off that setting.



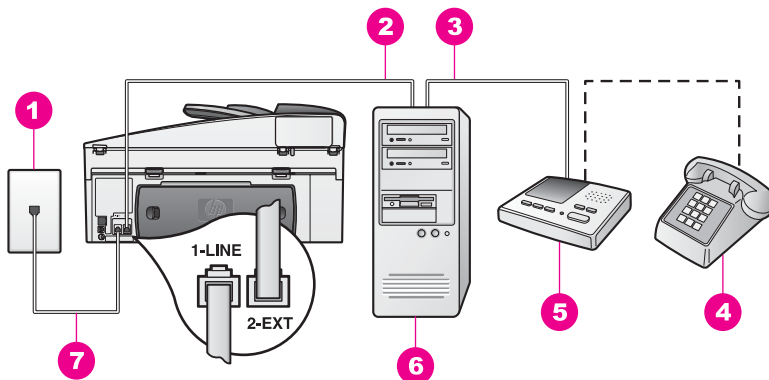
**Caution** If you do not turn off the auto fax receive setting in your computer modem software, your HP All-in-One will not be able to receive faxes.

8. Set up the HP All-in-One to answer incoming calls automatically. Press the **Auto Answer** button until the light is on.
9. Set your answering machine to answer after four or fewer rings.
10. Change the **Rings to Answer** setting on your HP All-in-One to six rings. For information on changing this setting, see [Set the number of rings before answering](#).
11. Run a fax test. For information, see [Test your fax setup](#).

When the phone rings, your answering machine will answer after the number of rings you have set, and then play your recorded greeting. The HP All-in-One monitors the call during this time, "listening" for fax tones. If incoming fax tones are detected, the HP All-in-One will emit fax reception tones and receive the fax; if there are no fax tones, the HP All-in-One stops monitoring the line and your answering machine can record a voice message.

## Set up your HP All-in-One to a computer with two phone ports

This section describes how to set up your HP All-in-One with a computer modem if your computer has two phone ports.



### Back view of the HP All-in-One

1	Telephone wall jack
2	"IN" phone port on your computer
3	"OUT" phone port on your computer
4	Telephone
5	Answering machine
6	Computer with modem
7	Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port

### To set up your HP All-in-One to a computer with two phone ports

1. Remove the white plug from the port labeled "2-EXT" on the back of your HP All-in-One.
2. Find the phone cord that connects from the back of your computer (your computer 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 your HP All-in-One.
3. Unplug your answering machine from the telephone wall jack, and connect it to the "OUT" port on the back of your computer modem.  
This allows a direct connection between the HP All-in-One and your answering machine, even though the computer modem is connected first in line.



**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 your HP All-in-One.

4. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One.



**Caution** If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, see [The phone cord that came with my HP All-in-One is not long enough](#) for information on extending it.

5. (Optional) If your answering machine does not have a built-in phone, for convenience you might want to connect a phone to the back of your answering machine at the "OUT" port.
6. If your computer modem software is set to receive faxes to your computer automatically, turn off that setting.



**Caution** If you do not turn off the auto fax receive setting in your computer modem software, your HP All-in-One will not be able to receive faxes.

7. Set up the HP All-in-One to answer incoming calls automatically. Press the **Auto Answer** button until the light is on.
8. Set your answering machine to answer after four or fewer rings.
9. Change the **Rings to Answer** setting on your HP All-in-One to six rings. For information on changing this setting, see [Set the number of rings before answering](#).
10. Run a fax test. For information, see [Test your fax setup](#).

When the phone rings, your answering machine will answer after the number of rings you have set, and then play your recorded greeting. The HP All-in-One monitors the call during this time, "listening" for fax tones. If incoming fax tones are detected, the HP All-in-One will emit fax reception tones and receive the fax; if there are no fax tones, the HP All-in-One stops monitoring the line and your answering machine can record a voice message.

## Case K: Shared voice/fax line with computer modem and voice mail

If you receive both voice calls and fax calls at the same phone number, use a computer modem on the same phone line, and subscribe to a voice mail service through your telephone company, set up your HP All-in-One as described in this section.



**Note** You cannot receive faxes automatically if you have a voice mail service at the same phone number you use for fax calls. You must receive faxes manually; this means you must be available to respond in person to incoming fax calls. If you want to receive faxes automatically instead, contact your telephone company to subscribe to a distinctive ring service, or to obtain a separate phone line for faxing.

Since your computer modem shares the phone line with your HP All-in-One, you will not be able to use both your computer modem and your HP All-in-One for faxing simultaneously. For example, you cannot use your HP All-in-One for faxing if you are using your computer modem to send an e-mail or access the Internet.

There are two different ways to set up your HP All-in-One with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports:

- If your computer has only one phone port, see the next section, [Set up your HP All-in-One to a computer with 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.)

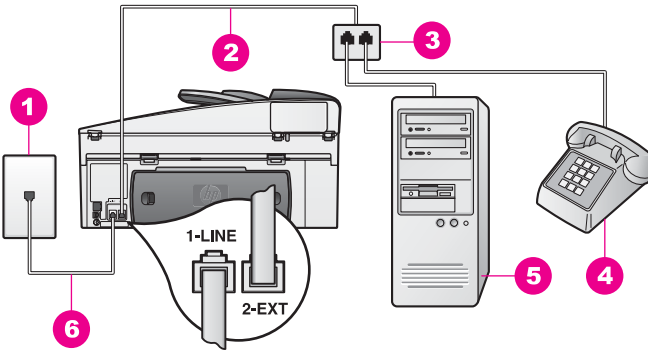


**Example of a parallel splitter**

- If your computer has two phone ports, see [Set up your HP All-in-One to a computer with two phone ports](#).

### Set up your HP All-in-One to a computer with one phone port

This section describes how to set up your HP All-in-One with a computer modem if your computer has only one phone port.



#### Back view of the HP All-in-One

1	Telephone wall jack
2	Phone cord connected to the "2-EXT" port
3	Parallel splitter
4	Telephone
5	Computer with modem
6	Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port

#### To set up your HP All-in-One to a computer with one phone port

1. Find the phone cord that connects from the back of your computer (your computer modem) to a telephone wall jack. Disconnect the cord from the

telephone wall jack and plug it into the parallel splitter on the side with two phone ports.

2. Remove the white plug from the port labeled "2-EXT" on the back of your HP All-in-One.
3. Using another phone cord, connect one end to the port labeled "2-EXT" on the back of your HP All-in-One. Connect the other end of the phone cord to the parallel splitter on the side with the single phone port.
4. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One.



**Caution** If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, see [The phone cord that came with my HP All-in-One is not long enough](#) for information on extending it.

5. If your computer modem software is set to receive faxes to your computer automatically, turn off that setting.

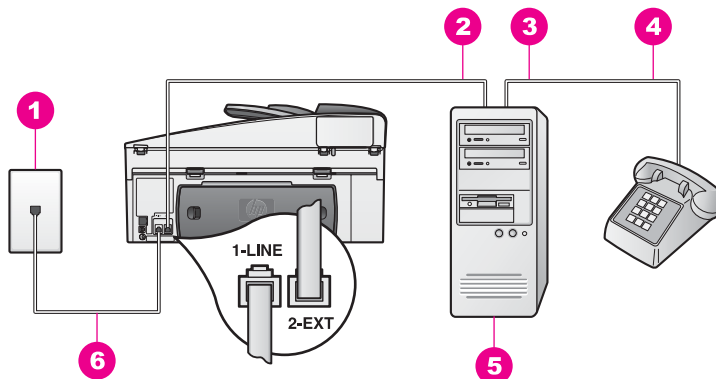


**Caution** If you do not turn off the auto fax receive setting in your computer modem software, your HP All-in-One will not be able to receive faxes.

6. (Optional) Connect a phone to the other open phone port on the parallel splitter.
7. Set up the HP All-in-One to answer incoming calls manually. Press the **Auto Answer** button until the light is off.
8. Run a fax test. For information, see [Test your fax setup](#).

You must be available to respond in person to incoming fax calls, or your HP All-in-One cannot receive faxes. For information on receiving faxes manually, see [Receive a fax manually](#).

## Set up your HP All-in-One to a computer with two phone ports



### Back view of the HP All-in-One

1	Telephone wall jack
2	"IN" phone port on your computer
3	"OUT" phone port on your computer
4	Telephone
5	Computer with modem
6	Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port

### To set up your HP All-in-One to a computer with two phone ports

1. Remove the white plug from the port labeled "2-EXT" on the back of your HP All-in-One.
2. Find the phone cord that connects from the back of your computer (your computer 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 your HP All-in-One.
3. Connect a phone to the "OUT" port on the back of your computer modem.
4. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One.



**Caution** If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, see [The phone cord that came with my HP All-in-One is not long enough](#) for information on extending it.

5. If your computer modem software is set to receive faxes to your computer automatically, turn off that setting.



**Caution** If you do not turn off the auto fax receive setting in your modem software, your HP All-in-One will not be able to receive faxes.

6. Set up the HP All-in-One to answer incoming calls manually. Press the **Auto Answer** button until the light is off.
7. Run a fax test. For information, see the next section, [Test your fax setup](#).

You must be available to respond in person to incoming fax calls, or your HP All-in-One cannot receive faxes. For information on receiving faxes manually, see [Receive a fax manually](#).

## Test your fax setup

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

- Checks the fax hardware
- Verifies that the phone cord is plugged into the correct port
- Checks for a dial tone
- Checks for an active phone line
- Checks 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 your HP All-in-One for faxing according to the setup instructions in this chapter.
2. Make sure you have inserted the print cartridges and loaded paper before starting the test.  
For more information, see [Replace the print cartridges](#) and [Load full-size paper](#).
3. Press **Setup**.
4. Press **6**, then press **5**.  
This displays the **Tools** menu and then selects **Run Fax Test**.  
The HP All-in-One displays the status of the test on the control panel display and prints a report.
5. Review the report.
  - If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify the settings are correct. A blank or incorrect fax setting can cause problems faxing.
  - If the test fails, review the report for more information on how to fix any problems found.
6. After you pick up the fax report from your HP All-in-One, press **OK**.  
If necessary, resolve any problems found and rerun the test.  
For more information on resolving any problems found during the test, see [The fax test failed](#).



# 11 Use the fax features

You can use your HP All-in-One to send and receive faxes, including color faxes. You can set up speed dials to send faxes quickly and easily to frequently used numbers. From the control panel, you can also set a number of fax options, such as resolution.



**Note** Before you begin, make sure you have set up your HP All-in-One properly for faxing. For more information, see [Fax setup](#). You can also use the **Fax Setup Wizard** (Windows) or **Setup Assistant** (Mac) to help you quickly set up some important fax settings such as the answer mode and fax header information. You can access the **Fax Setup Wizard** (Windows) or **Setup Assistant** (Mac) through the **HP Image Zone** software. For information on accessing the **HP Image Zone** software, see [Use the HP Image Zone to do more with your HP All-in-One](#).

You should explore the **HP Image Zone** software to take full advantage of all of its features. Using the **HP Image Zone** software, you can send a fax from your computer, include a computer-generated cover page, and quickly set up speed dials. For more information, see the onscreen **HP Image Zone Help**.

For information on accessing the **HP Image Zone** software and the onscreen help, see [Use the HP Image Zone to do more with your HP All-in-One](#).

## Set up the HP All-in-One to receive faxes

Your HP All-in-One can be set up to receive faxes automatically or manually, depending on your home or office setup. If you set up the HP All-in-One to answer faxes automatically, it answers all incoming calls and receives faxes. If you set up the HP All-in-One to answer faxes manually, you must be available to respond in person to the incoming fax call or your HP All-in-One cannot receive faxes. For more information on receiving faxes manually, see [Receive a fax manually](#).

In certain situations you might want to receive faxes manually. For example, if you share a phone line between your HP All-in-One and phone and you do not have distinctive ringing or an answering machine, you will need to set up the HP All-in-One to answer fax calls manually. If you subscribe to a voice mail service, you will also need to answer fax calls manually. This is because the HP All-in-One will not be able to distinguish between fax calls and phone calls.



**Note** For more information on setting up your office equipment with the HP All-in-One, see [Fax setup](#).

## Choose the recommended answer mode for your setup

Refer to the table below to determine the recommended answer mode for your HP All-in-One based on your home or office setup. From the first column in the table, choose the type of equipment and services applicable to your office setup. Then, look up the recommended answer mode in the second column. The third column describes how the HP All-in-One will answer incoming calls.

After you have determined the recommended answer mode setting for your home or office setup, see [Set the answer mode](#) for more information.

Equipment/services sharing your fax phone line	Recommended answer mode	Description
None. (You have a separate phone line on which you receive only fax calls.)	Automatic (The <b>Auto Answer</b> light is on.)	The HP All-in-One automatically answers all incoming calls using the <b>Rings to Answer</b> setting. For more information on setting the number of rings, see <a href="#">Set the number of rings before answering</a> .
A shared voice and fax phone line and no answering machine. (You have a shared phone line in which you receive both voice and fax calls.)	Manual (The <b>Auto Answer</b> light is off.)	The HP All-in-One will not automatically answer calls. You must receive all faxes manually by pressing <b>Start Fax Black</b> or <b>Start Fax Color</b> . For information on receiving faxes manually, see <a href="#">Receive a fax manually</a> .  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.	Manual (The <b>Auto Answer</b> light is off.)	The HP All-in-One will not automatically answer calls. You must receive all faxes manually by pressing <b>Start Fax Black</b> or <b>Start Fax Color</b> . For information on receiving faxes manually, see <a href="#">Receive a fax manually</a> .
An answering machine and a shared voice and fax phone line.	Automatic (The <b>Auto Answer</b> light is on.)	The answering machine will answer the call and the HP All-in-One will monitor the line. If the HP All-in-One detects fax tones, the HP All-in-One will receive the fax.  <b>Note</b> This is the recommended setting if you have an answering machine. Make sure the answering machine is set up properly with the HP All-in-One. For information, see <a href="#">Fax setup</a> .  Also, set the number of rings to answer for the HP All-in-One to a number greater than the number of rings to answer for the answering machine. The answering machine must answer the call before your HP All-in-One. For more information on setting the number of rings to answer, see <a href="#">Set the number of rings before answering</a> .
Distinctive ringing service.	Automatic (The <b>Auto Answer</b> light is on.)	The HP All-in-One automatically answers all incoming calls.  Make sure the ring pattern the phone company set for your fax phone line matches the <b>Answer Ring Pattern</b> set for the HP All-in-One. For more information, see <a href="#">Change the answer ring pattern (distinctive ringing)</a> .

## Set the answer mode

The answer mode determines whether your HP All-in-One answers incoming calls or not. If you set up the HP All-in-One to answer faxes automatically (the **Auto Answer** light is on), it answers all incoming calls and receives faxes. If you set up the HP All-in-One to answer faxes manually (the **Auto Answer** light is off), you must be available to respond in person to the incoming fax call or your HP All-in-One will not receive faxes. For more information on receiving faxes manually, see [Receive a fax manually](#).

If you do not know which answer mode to use, see [Choose the recommended answer mode for your setup](#).

- Press the **Auto Answer** button to set the answer mode.

When the **Auto Answer** light is on, your HP All-in-One automatically answers calls. When the light is off, your HP All-in-One does not answer calls.

## 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 your HP All-in-One. You can also send a fax manually from an attached phone. This allows you to speak with the recipient before sending the fax.

If you frequently send faxes to the same numbers, you can set up speed dials and quickly send faxes by using the **Speed Dial** button or a one-touch speed dial button. Review this section for more information on all the ways you can send faxes.

### Send a basic fax

You can send a basic single- or multiple-page fax by using the control panel.



**Note** If you need printed confirmation that your faxes were successfully sent, enable fax confirmation **before** you send any faxes. For information, see [Print fax confirmation reports](#).



**Tip** You can also send a fax using monitor dialing. This allows you to control the pace of your dialing. This feature is useful when you want to use a calling card to charge the call and you need to respond to tone prompts while dialing. For more information, see [Send a fax using monitor dialing](#).

1. Load your originals face up in the document feeder tray with the top of the page on the left. If you are sending a single-page fax, you can also load it on the glass.



**Note** If you are sending a multiple-page fax, you must load the originals in the automatic document feeder.

2. Enter the fax number by using the keypad.



**Tip** To enter a pause in the fax number, press **Redial/Pause**.

3. Press **Start Fax Black**.
4. If your original is loaded on the glass, **Fax from Glass?** appears. Press **1** to select **Yes**.



**Tip** You can also send a fax in color, such as a photo, from your HP All-in-One. Just press **Start Fax Color** instead of **Start Fax Black**. You can also change the resolution or contrast of your fax. For more information see [Change the fax resolution and lighter/darker settings](#).

Did you know that you can send a fax from your computer by using the **HP Director** that came with your **HP Image Zone** software? You can also create and attach a computer-generated cover page to send with your fax. It's easy. For more information, see the onscreen **HP Image Zone Help** that came with your **HP Image Zone** software.

## 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 and select either **On Fax Send** or **Send & Receive**.

The default fax confirmation setting is **Off**. This means that your 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 control panel display after each transaction.

1. Press **Setup**.
2. Press **2**, and then press **1**.  
This selects **Print Report** and then selects **Fax Confirmation**.
3. Press **►** to select one of the following.
  - **Off**: does not print a fax confirmation report when you send and receive a fax.
  - **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.
4. Press **OK**.

## Send two-sided originals

If you have an HP two-sided printing accessory installed, you can send two-sided originals in black and white. For information on loading paper in your accessory, read and follow the instructions that came with the accessory.

This feature is only supported for sending black-and-white faxes. It is not available if you are sending color faxes.



**Tip** You can also print received faxes on both sides of the page. For more information, see [Set up the HP All-in-One to print single- or two-sided faxes](#).

1. Load your originals face up in the document feeder tray with the top of the page on the left.



**Note** Your originals must be loaded in the document feeder tray; sending two-sided originals is not supported when sending a fax from the glass.

2. Enter the fax number by using the keypad.
3. In the Fax area, press **Menu** until **Two-Sided Send** appears.

4. Press **▶** to select one of the following two-sided options, and then press **OK**:
  - If you want to send two-sided originals and include a cover page, select **2-Sided + Cover**.  
This setting scans and sends only the front of the cover page, and scans and sends both sides of the rest of your pages. This prevents a blank page from accidentally being sent when you include a cover page.
  - If you want to send two-sided originals and you do not have a cover page, select **2-SidedOriginal**.  
This setting scans and sends both sides of all of your pages. Use this setting if all of your originals have text on both sides.



**Note** Make sure you do not remove the originals from the output area before they are scanned on both sides. The HP All-in-One scans the front side of an original, places it in the output area, and then picks it back up to scan the opposite side. After both sides of every page have been scanned, you can remove the originals.

5. Press **Start Fax Black**.



**Note** The option you select applies only to the current fax. If you want all future faxes you send to use this same option, change the default. For more information, see [Set new default settings](#).

## Send a fax manually from a phone

You can make a phone call and talk with the recipient before you send your fax. This method of sending a fax is called manually sending a fax. Sending a fax manually is useful if you want to make sure the recipient is available to receive the fax before you send it.

The phone you use to make the call must be connected to the "2-EXT" port on the back of the HP All-in-One. For information on setting up your HP All-in-One with your phone, see [Fax setup](#).

1. Load your originals face up in the document feeder tray with the top of the page on the left.
2. Dial the number by using the keypad on the phone that is connected to your HP All-in-One.



**Note** You must use the keypad on the phone to dial the number. Do not use the keypad on the control panel of the HP All-in-One.

3. Do one of the following:
  - If after dialing the number you hear fax tones, press **Start Fax Black** or **Start Fax Color** within three seconds to send the fax.
  - If the recipient answers the telephone, you can engage in a conversation before sending your fax. Once you are ready to send your fax, press the **Start Fax Black** or **Start Fax Color** button on the control panel.

## Send a fax using redial

You can use redial to send a fax to the last fax number dialed from the control panel.

1. Load your originals face up in the document feeder tray with the top of the page on the left.

2. Press **Redial/Pause**.  
The last number dialed appears in the control panel display.
3. Press **Start Fax Black** or **Start Fax Color**.

## Send a fax using speed dials

You can quickly send a fax by pressing **Speed Dial** or a one-touch speed dial button on the control panel.



**Note** The one-touch speed dial buttons correspond to the first five speed-dial entries.

Speed-dial entries will not appear until you have set them up. For more information, see [Set up speed dialing](#).

1. Load your originals face up in the document feeder tray with the top of the page on the left.
2. Do one of the following:
  - Press **Speed Dial** until the appropriate speed-dial entry appears in the top line of the control panel display.
  - Press **Speed Dial** and then enter the speed-dial code by using the keypad on the control panel.
  - Press a one-touch speed dial button.
3. Press **Start Fax Black** or **Start Fax Color**.

## Schedule a fax

You can schedule a black-and-white fax to be sent later the same day within the next 24 hours (when phone lines are not as busy or phone rates are lower, for example). When scheduling a fax, the originals must be loaded in the document feeder tray and not on the glass. The HP All-in-One automatically sends your fax when the specified time is reached.

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

1. Load your originals face up in the document feeder tray with the top of the page on the left.



**Note** Load your originals in the document feeder tray, and not on the glass. This feature is not supported if you load your originals on the glass.

2. In the Fax area, press **Menu** until **How to Fax** appears.
3. Press **►** to select **Send Fax Later**, and then press **OK**.
4. Enter the send time by using the numeric keypad, and then press **OK**.
5. If prompted, press **1** for AM, or **2** for PM.
6. Enter the fax number by using the keypad, press a one-touch speed dial button, or press **Speed Dial** until the appropriate speed-dial entry appears.
7. Press **Start Fax Black**.  
The HP All-in-One sends the fax at the scheduled time. **Send Fax Later** appears on the control panel display along with the scheduled time.

## Cancel a scheduled fax

You can cancel your scheduled fax. After you schedule a fax, the scheduled time appears on the control panel display.

### To change or cancel a scheduled fax from the control panel

- After the scheduled time appears on the control panel display, press **Cancel**, and then press **1**.  
The scheduled fax is cancelled.

## Send a fax from memory

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

1. Load your originals face up in the document feeder tray with the top of the page on the left.



**Note** Load your originals in the document feeder tray, and not on the glass. This feature is not supported if you load your originals on the glass.

2. In the Fax area, press **Menu** until **How to Fax** appears.
3. Press **▶** to select **Scan and Fax**, and then press **OK**.
4. Enter the fax number by using the keypad, press a one-touch speed dial button, or press **Speed Dial** until the appropriate speed-dial entry appears.
5. Press **Start Fax Black**.



**Note** If you press **Start Fax Color**, the fax will be sent in black and white and a message appears on the control panel display.

The HP All-in-One scans the originals into memory and sends the fax when the receiving fax machine is available.

## 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. This feature is useful when you want to use a calling card to charge the call and you need to respond to tone prompts while dialing. It also allows you to dial the number at your own pace, if necessary.



**Note** Make sure the volume is turned on, or you will not hear a dial tone. For information, see [Adjust the volume](#).

1. Load your originals face up in the document feeder tray with the top of the page on the left. If you are sending a single-page fax, you can also load it on the glass.
2. Press **Start Fax Black** or **Start Fax Color**.
3. If your original is loaded on the glass, **Fax from Glass?** appears. Press **1**.
4. After you hear the dial tone, enter the number by using the keypad on the control panel.

5. Follow any prompts that might occur.  
Your fax is sent when the receiving fax machine answers.

## Receive a fax

Your HP All-in-One can receive faxes automatically or manually, depending on the answer mode that you set. If the light next to the **Auto Answer** button is on, your HP All-in-One automatically answers incoming calls and receives faxes. If the light is off, you need to receive faxes manually. For more information on the answer mode, see [Set up the HP All-in-One to receive faxes](#).



**Tip** You can set up the HP All-in-One to print received faxes on both sides of the page to save paper. For information, see [Set up the HP All-in-One to print single- or two-sided faxes](#).



**Note** If you installed a photo or gray photo print cartridge for printing photos, you might want to replace it with the black print cartridge when receiving faxes. See [Work with print cartridges](#).

## Set the number of rings before answering

You can specify how many rings should occur before your HP All-in-One automatically answers the incoming call.



**Note** This setting only applies if your HP All-in-One is set to receive faxes automatically.

The **Rings to Answer** setting is important if you have an answering machine on the same phone line as your HP All-in-One. The answering machine must answer the call before your HP All-in-One. The number of rings to answer for the HP All-in-One should be greater than the number of rings to answer for the answering machine.

For example, set your answering machine to answer in 4 rings and your HP All-in-One to answer in the maximum number of rings supported by your device. (The maximum number of rings varies by country/region.) In this setup, the answering machine will answer the call and the HP All-in-One will monitor the line. If the HP All-in-One detects fax tones, the HP All-in-One will receive the fax. If the call is a voice call, the answering machine will record the incoming message.

### To set the number of rings before answering from the control panel

1. Press **Setup**.
2. Press **4**, and then press **3**.  
This selects **Basic Fax Setup** and then selects **Rings to Answer**.
3. Enter the appropriate number of rings by using the keypad.
4. Press **OK** to accept the setting.

## Set up the HP All-in-One to print single- or two-sided faxes

If you have an HP two-sided printing accessory installed, you can print two-sided faxes. For information on loading paper in your accessory, read and follow the instructions that came with the accessory.





**Tip** You can also send two-sided originals by using the automatic document feeder. For more information, see [Send two-sided originals](#).

1. Make sure you have paper loaded in the input tray.
2. Press **Setup**, and then press **4**.  
This selects **Basic Fax Setup**
3. Press **▶** until **Two-Sided Fax Print** appears, and then press **OK**.



**Note** This option only appears if you have an HP two-sided printing accessory installed.

4. Press **▶** to select one of the following options:
  - If you want to print on one side of the page, select **1-Sided Output**.
  - If you want to print on both sides of the page, to select **2-Sided Output**.



**Note** If you select **2-Sided Output**, make sure you do not remove the pages from the output tray before the HP All-in-One finishes printing the fax. The HP All-in-One prints the front side of the page, places it in the output tray, and then picks it back up to print the opposite side. After both sides of every page have been printed, you can remove the fax.

When you receive a fax and **2-Sided Output** is selected, the HP All-in-One will print black-and-white faxes with the top along the short side of the paper, or portrait-style. The HP All-in-One will print color faxes with the top along the long side of the paper, or landscape-style.

5. Press **OK**.  
The HP All-in-One uses this setting to print all faxes.

## Receive a fax manually

If you set up your HP All-in-One to receive faxes manually (the **Auto Answer** light is off) or you answer the phone and hear fax tones, use the instructions in this section to receive faxes.

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 phone line, but is not connected to the HP All-in-One
1. Make sure the HP All-in-One is turned on and you have paper loaded in the input tray.
  2. Remove any originals from the document feeder tray.
  3. Set the **Rings to Answer** setting to a high number to allow you to answer the incoming call before the HP All-in-One answers. Or, set your HP All-in-One to answer faxes manually.  
For information on setting the number of rings to answer, see [Set the number of rings before answering](#). For information on setting the HP All-in-One to answer faxes manually, see [Set the answer mode](#).
  4. Do one of the following:
    - If your phone is on the same phone line (but not plugged into the back of the HP All-in-One) and you hear fax tones from a sending fax machine, wait 5 -

10 seconds before pressing **1 2 3** on your phone. If the HP All-in-One does not begin receiving the fax, wait several more seconds and press **1 2 3** again.



**Note** When the HP All-in-One receives an incoming call, it displays **Ringing** on the control panel display. If you pick up the phone, **Phone off hook** appears after a few seconds. You must wait until **Phone off hook** appears before pressing **1 2 3** on your phone or you will not be able to receive the fax.

- If your phone is plugged directly into the back of the HP All-in-One and you hear fax tones from a sending fax machine, press the **Start Fax Black** or **Start Fax Color** button on the control panel.
- If you are currently on the phone with the sender using a phone connected to the HP All-in-One, instruct them to press Start on their fax machine first. After you hear fax tones from the sending fax machine, press the **Start Fax Black** or **Start Fax Color** button on the control panel.



**Note** If you press **Start Fax Color** but the sender sent the fax in black and white, the HP All-in-One prints the fax in black and white.

After the HP All-in-One begins to receive the fax, you can hang up the phone.

## Poll to receive a fax

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



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

1. In the Fax area, press **Menu** until **How to Fax** appears.
2. Press **►** to select **Poll to Receive**, and then press **OK**.
3. Enter the fax number of the other fax machine.
4. Press **Start Fax Black** or **Start Fax Color**.



**Note** If you press **Start Fax Color** but the sender sent the fax in black and white, the HP All-in-One prints the fax in black and white.

## Set the date and time

You can set the date and time from the control panel. When a fax is transmitted, the current date and time are printed along with the fax header. The date and time format is based on the language and country/region setting.



**Note 1** In some countries/regions the date and time stamp is a legal requirement.

**Note 2** If your HP All-in-One loses power for more than 72 hours, you will need to reset the date and time.

1. Press **Setup**.
2. Press **4**, and then press **1**.  
This selects **Basic Fax Setup** and then selects **Date and Time**.
3. 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.  
The underline cursor is presented initially beneath the first digit; it automatically advances to the next digit when you press a button. The time prompt automatically appears after you enter the last digit of the date.
4. Enter the hours and minutes.  
If your time is displayed in the 12-hour format, the **AM or PM** prompt automatically appears after you enter the last digit.
5. If prompted, press **1** for AM, or **2** for PM.  
The new date and time settings appear on the control panel display.

## Set the fax header

The fax header prints your name and fax number on the top of every fax you send. We recommend that you set up the fax header by using the **Fax Setup Wizard** (Windows users) or the **Setup Assistant** (Macintosh users) during the **HP Image Zone** software installation.

You can also set up or change the fax header from the control panel.



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

1. Press **Setup**.
2. Press **4**, and then press **2**.  
This selects **Basic Fax Setup** and then selects **Fax Header**.
3. Enter your personal or company name by using the numeric keypad, and then press **OK**.  
For information on entering text from the control panel, see [Enter text and symbols](#). You can enter up to 25 characters.
4. Enter your fax number by using the numeric keypad. You can enter up to 19 digits.
5. Press **OK**.

You might find it easier to enter fax header information by using the **HP Image Zone** software. In addition to entering fax header information, you can also enter cover page information that will be used when you send a fax from your computer and attach a cover page. For more information, see the onscreen **HP Image Zone Help** that came with your **HP Image Zone** software.

## Enter text and symbols

You can enter text and symbols from the control panel by using the keypad on the control panel when you set up speed-dial entries and 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.

## Enter text using the keypad on the control panel

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

- 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.



- Press a button multiple times to see the available characters.



**Note** Depending on your language and country/region setting, additional characters might be available.

- After the correct letter appears, wait for the cursor to advance automatically to the right, or press ►. 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 insert a space, press **Space (#)**.
- To enter a pause, press **Redial/Pause**. A dash appears in the number sequence.
- To enter a symbol, such as @, press the **Symbols (\*)** button repeatedly to scroll through the list of available symbols: asterisk (\*), dash (-), ampersand (&), period (.), slash (/), parentheses ( ), apostrophe ('), equal (=), number (#), at (@), underscore (\_), plus (+), exclamation (!), semicolon (;), question (?), comma (,), colon (:), percent (%), and approximation (~).
- If you make a mistake, press ◀ to erase the character.
- When you are finished entering text, numbers, or symbols, press **OK**.

## Print reports

You can set up your 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 your HP All-in-One.

By default, your 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 control panel display after each transaction.



**Tip** You can also print fax confirmation reports. For more information see [Print fax confirmation reports](#).

### Print fax error reports

You can configure your HP All-in-One so that it automatically prints a report when there is an error during fax transmission. The default is **On**.

1. Press **Setup**.

2. Press **2**, and then press **2** again.  
This selects **Print Report** and then selects **Fax Error Report**.
3. Press **►** to select one of the following options, and then press **OK**.
  - **Send & Receive**: prints fax error reports for errors encountered during fax transmission.
  - **Off**: does not print fax error reports if there are errors encountered during fax transmission.
  - **On Fax Send**: prints fax error reports for errors encountered while the HP All-in-One is sending a fax.
  - **On Fax Receive**: prints fax error reports for errors encountered while the HP All-in-One is receiving a fax.

## Print other reports

You can manually generate reports about your HP All-in-One, such as the status of the last fax you sent, a list of programmed speed-dial entries, or a self-test report for diagnostic purposes.

1. Press **Setup**, and then press **2** again.  
This selects **Print Report**.
2. Press **►** to scroll through the following report types:
  - **1: Fax Confirmation**: prints fax confirmation reports as described in [Print fax confirmation reports](#).
  - **2: Fax Error Report**: prints reports for any error encountered during fax transmission as described in [Print fax error reports](#).
  - **3: Last Transaction**: prints details of the last fax transaction.
  - **4: Fax Log**: prints a log of approximately the last 30 fax transactions.
  - **5: Speed Dial List**: prints a list of programmed speed-dial entries.
  - **6: Self-Test Report**: prints a report to assist you in diagnosing print and alignment problems. For more information, see [Print a self-test report](#).
3. After the report that you want is highlighted, press **OK**.

## Set up speed dialing

You can assign speed-dial entries to fax numbers you use often. Use the one-touch speed dial buttons on the control panel to send faxes quickly. You can also press **Speed Dial** to scroll through and select from the list of speed-dial entries.

The first five speed-dial entries are automatically saved to the one-touch speed dial buttons on the control panel.

For information on sending a fax using speed dials, see [Send a fax using speed dials](#).

You can also set up group speed dials. This saves you time by sending a fax to a group of people at once, rather than sending the fax to each recipient individually.

You can quickly and easily set up speed-dial entries from your computer by using the **HP Image Zone** software. For more information, see the onscreen **HP Image Zone Help** that came with your **HP Image Zone** software.

## Create speed-dial entries

You can create speed-dial entries for fax numbers that you use frequently.

1. Press **Setup**.

2. Press **3**, and then press **1**.  
This selects **Speed Dial Setup** and then selects **Individual Speed Dial**.  
The first unassigned speed-dial entry appears on the control panel display.
3. Press **OK** to select the displayed speed-dial entry. You can also press **►** or **◄** to select an empty entry, and then press **OK**.
4. Enter the fax number to assign to that entry, and then press **OK**.



**Tip** To enter a pause in the fax number, press **Redial/Pause**.

5. Enter the name, and then press **OK**.  
For more information on entering text, see [Enter text and symbols](#).
6. Press **1** if you want to set up another number, or press **2** to exit the **Speed Dial Setup** menu.

## Create group speed-dial entries

You can create a group speed-dial entry that contains up to 48 individual speed-dial entries. This allows you to send black-and-white faxes to specific groups of people by using one speed-dial entry.



**Note** You can only send black-and-white faxes when sending a fax to groups. **Very Fine** resolution is also not supported when using this feature.

You can only assign previously entered individual speed-dial numbers to a group. Additionally, only individual speed-dial entries can be added; you can't assign one group to another group.

1. Press **Setup**.
2. Press **3**, and then press **2**.  
This selects **Speed Dial Setup** and then selects **Group Speed Dial**.  
The first unassigned speed-dial entry appears on the control panel display.
3. Press **OK** to select the displayed speed-dial entry. You can also press **►** or **◄** to select another empty entry, and then press **OK**.
4. Press **►** to select an individual speed-dial entry to add to the group speed dial.
5. Press **OK**.
6. Press **1** to add another speed-dial entry, or press **2** if you are finished.
7. Enter the group speed-dial name, and then press **OK**.  
For more information on entering text, see [Enter text and symbols](#).
8. Press **1** if you want to add another group, or press **2** to exit.

## Update speed-dial entries

You can change the phone number or name of an individual speed-dial entry.



**Note** If you update an individual speed-dial entry that is included in a group speed dial, the group is updated as well.

1. Press **Setup**.
2. Press **3**, and then press **1**.  
This selects **Speed Dial Setup** and then selects **Individual Speed Dial**.
3. Press **►** to scroll through the speed-dial entries, and then press **OK** to select the appropriate entry.

4. When the current fax number appears, press ◀ to erase it.
5. Enter the new fax number.
6. Press **OK** to save the new number.
7. Enter the new name.  
For more information on entering text, see [Enter text and symbols](#).
8. Press **OK**.
9. Press **1** to update another speed-dial entry, or press **2** to exit.

## Delete speed-dial entries

You can delete an individual or group speed-dial entry. When you delete an individual speed-dial entry that is included in a group speed dial, the entry is deleted from the group as well.

1. Press **Setup**.
2. Press **3**, and then press **3** again.  
This selects **Speed Dial Setup** and then selects **Delete Speed Dial**.
3. Press ▶ until the speed-dial entry that you want to delete appears, and then press **OK** to delete it. You can also enter the speed-dial code by using the keypad on the control panel.  
The speed-dial entry is deleted.

## Change the fax resolution and lighter/darker settings

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

### Change the fax resolution

The **Resolution** setting affects the transmission speed and quality of faxed black-and-white documents. The HP All-in-One sends faxes at the highest resolution supported by the receiving fax machine. 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:

- **Fine**: provides high-quality text suitable for faxing most documents. This is the default 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. If you choose **Photo**, be aware that the faxing process takes longer to complete. When faxing photographs, we recommend that you choose **Photo**.
- **Standard**: provides the fastest possible fax transmission with the lowest quality.

This setting returns to the default setting after the job has been completed, unless you set your changes as the default. For information, see [Set new default settings](#).

### To change the resolution from the control panel

1. Load your originals face up in the document feeder tray with the top of the page on the left.

2. Enter the fax number by using the keypad, press a one-touch speed dial button, or press **Speed Dial** until the appropriate speed-dial entry appears.
3. In the Fax area, press **Menu** until **Resolution** appears.
4. Press **►** to select a resolution setting.
5. Press **Start Fax Black**.



**Note** If you press **Start Fax Color**, the fax will be sent using the **Fine** setting.

Your fax is sent with the **Resolution** setting you selected. If you want to send all faxes with this setting, change it to the default. For more information, see [Set new default settings](#).

## 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.

This setting returns to the default setting after the job has been completed, unless you set your changes as the default. For information, see [Set new default settings](#).

1. Load your originals face up in the document feeder tray with the top of the page on the left.
2. Enter the fax number by using the keypad, press a one-touch speed dial button, or press **Speed Dial** until the appropriate speed-dial entry appears.
3. In the Fax area, press **Menu** until **Lighter/Darker** appears.
4. Press **◀** to lighten the fax or press **►** to darken it.  
The indicator moves to the left or right as you press an arrow.
5. Press **Start Fax Black** or **Start Fax Color**.

Your fax is sent with the **Lighter/Darker** setting you selected. If you want to send all faxes with this setting, change it to the default. For more information, see [Set new default settings](#).

## Set new default settings

You can change the default value for the **Two-Sided Send**, **Resolution**, and **Lighter/Darker** settings through the control panel.

1. Make your changes to the **Two-Sided Send** (if available), **Resolution**, or **Lighter/Darker** settings.
2. In the Fax area, press **Menu** until **Set New Defaults** appears.
3. Press **►** to select **Yes**.
4. Press **OK**.

## Set fax options

There are numerous fax options that you can set, such as controlling whether the HP All-in-One redials a busy number automatically, adjusting the volume of the HP All-in-One, and forwarding faxes to another number. When you make changes to the following options, the new setting becomes the default. Review this section for information on changing fax options.



## Set the paper size for received faxes

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



**Note** If an incorrect paper size is loaded in the input tray when a fax is received, the fax does not print and an error message appears on the control panel display. Load letter, A4, or legal paper, and then press **OK** to print the fax.

1. Press **Setup**.
2. Press **4**, and then press **4** again.  
This selects **Basic Fax Setup** and then selects **Fax Paper Size**.
3. Press **▶** to select an option, and then press **OK**.

## Set tone or pulse dialing

You can set the dial mode for your 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, we recommend 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 1** 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 2** 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 menu.

1. Press **Setup**.
2. Press **4**, and then press **7**.  
This selects **Basic Fax Setup** and then selects **Tone or Pulse Dialing**.
3. Press **▶** to select an option, and then press **OK**.

## Adjust the volume

Your HP All-in-One provides three levels for adjusting the ring and speaker volume. The ring volume is the volume of the phone rings. The speaker volume is the level of everything else, such as the dial tones, fax tones, and button press beeps. The default setting is **Soft**.

1. Press **Setup**.
2. Press **4**, and then press **5**.  
This selects **Basic Fax Setup** and then selects **Ring and Beep Volume**.
3. Press **▶** to select one of the options: **Soft**, **Loud**, or **Off**.



**Note** If you select **Off**, you will not hear a dial tone, fax tones, or incoming ring tones.

4. Press **OK**.

## Forward faxes to another number

You can set up your HP All-in-One to forward your faxes to another fax number. If a color fax is received, the fax is forwarded in black and white.



**Note** When the HP All-in-One is forwarding your faxes, it will not print the faxes it receives unless there is a problem. If the HP All-in-One is not able to forward the fax to the designated fax machine (if it is not turned on, for example), the HP All-in-One will print the fax and an error report.

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

1. Press **Setup**.
2. Press **4**, and then press **6**.  
This selects **Basic Fax Setup** and then selects **Fax Forwarding Black Only**.
3. Press **►** to select **On**.
4. At the prompt, enter the number of the fax machine that will receive the forwarded faxes.
5. Press **OK**.  
**Fax Forwarding** appears on the control panel display.

## Cancel fax forwarding

You can cancel your fax forwarding setup from the control panel.

### To cancel fax forwarding from the control panel

- Press **Cancel**, and then press **1**.  
Fax forwarding is cancelled.

## Change the answer ring pattern (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. For example, you can have single, double, and triple rings for the different numbers. You can set up your HP All-in-One to answer incoming calls that have a specific ring pattern.

If you connect your 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. We recommend 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.

For example, you might have your telephone company assign double rings to your fax number and a single ring to your voice number. In this setup, set the **Answer Ring Pattern** for your HP All-in-One to **Double Rings**. You can also set the **Rings to Answer** setting to **3**. When a call comes in with a double ring, the HP All-in-One answers it after three rings and receives the fax.

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

### To change the answer ring pattern from the control panel

1. Verify that your HP All-in-One is set to answer fax calls automatically. For information, see [Set the answer mode](#).

2. Press **Setup**.
3. Press **5**, and then press **1**.  
This selects **Advanced Fax Setup** and then selects **Answer Ring Pattern**.
4. Press **►** to select an option, and then press **OK**.  
When the phone rings with the ring pattern assigned to your fax phone line, the HP All-in-One answers the call and receives the fax.

### Redial a busy or unanswered number automatically

You can set your HP All-in-One to redial a busy or an unanswered number automatically. The default setting for **Busy Redial** is **Redial**. The default setting for **No Answer Redial** is **No Redial**.

1. Press **Setup**.
2. Do one of the following:
  - To change the **Busy Redial** setting, press **5**, and then press **2**.  
This selects **Advanced Fax Setup** and then selects **Busy Redial**.
  - To change the **No Answer Redial** setting press **5**, and then press **3**.  
This selects **Advanced Fax Setup** and then selects **No Answer Redial**.
3. Press **►** to select **Redial** or **No Redial**.
4. Press **OK**.

### Set automatic reduction for incoming faxes

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

1. Press **Setup**.
2. Press **5**, and then press **4**.  
This selects **Advanced Fax Setup** and then selects **Automatic Reduction**.
3. Press **►** to select **Off** or **On**.
4. Press **OK**.

### Set backup fax reception

The HP All-in-One stores all received faxes in memory. If there is an error condition that prevents the HP All-in-One from printing the faxes, **Backup Fax Reception** allows you to continue receiving faxes. During the error condition, with **Backup Fax Reception** enabled, the faxes are stored in memory.

For example, if the HP All-in-One is out of paper and **Backup Fax Reception** is enabled, all received faxes are stored in memory. After you load more paper, you can print the faxes. If you disable this feature, the HP All-in-One will not answer incoming fax calls until the error condition is resolved.

During normal operation (whether **Backup Fax Reception** is **On** or **Off**), the HP All-in-One stores all faxes in memory. After the memory becomes full, the HP All-in-One overwrites the oldest, printed faxes as it receives new faxes. If you want to delete all the faxes in memory, turn off the HP All-in-One by pressing the **On** button.



**Note** If **Backup Fax Reception** is **On** and there is an error condition, the HP All-in-One stores the faxes it receives in memory as "unprinted." All unprinted faxes remain in memory until they are printed or deleted. When the memory becomes full of unprinted faxes, the HP All-in-One will not receive any more fax calls until the unprinted faxes are printed or deleted from memory. For information on printing or deleting faxes from memory, see [Reprint or delete the faxes in memory](#).

The default **Backup Fax Reception** setting is **On**.

#### To set backup fax reception from the control panel

1. Press **Setup**.
2. Press **5**, and then press **5** again.  
This selects **Advanced Fax Setup** and then selects **Backup Fax Reception**.
3. Press **►** to select **On** or **Off**.
4. Press **OK**.

### Use error correction mode

**Error Correction Mode (ECM)** eliminates data that is lost 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 increases sending time and phone charges, but sends the data much more reliably. The default setting is on. Turn ECM off only if it increases phone charges substantially, and you can accept poorer quality in exchange for reduced charges.

The following rules apply to ECM:

- If you turn ECM off, this applies only to faxes that you send. This does not apply to faxes that you receive.
- If you turn ECM off, set the **Fax Speed** to **Medium**. If the **Fax Speed** is set to **Fast**, the fax will automatically be sent with ECM on. For information on changing the **Fax Speed**, see [Set the fax speed](#).
- If you send a fax in color, the fax will be sent with ECM on, regardless of the option currently set.

#### To change the ECM setting from the control panel

1. Press **Setup**.
2. Press **5**, and then press **6**.  
This selects **Advanced Fax Setup** and then selects **Error Correction Mode**.
3. Press **►** to select **Off** or **On**.
4. Press **OK**.

### Set the fax speed

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

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

- An Internet phone service
- A PBX system

- Fax over Internet Protocol (FoIP)
- An integrated services digital network (ISDN) service

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

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

#### To set the fax speed from the control panel

1. Press **Setup**.
2. Press **5**, and then press **7**.  
This selects **Advanced Fax Setup** and then selects **Fax Speed**.
3. Press **►** to select an option, and then press **OK**.

## Reprint or delete the faxes in memory

You can reprint the last eight faxes in memory or delete all the faxes stored in memory. You might need to reprint a fax in memory if your HP All-in-One runs out of paper while receiving a fax. Or, you might want to delete all the faxes in memory for security purposes.



**Note** The HP All-in-One stores all faxes it receives in memory, even when the faxes are printed. This allows you to reprint the last eight faxes later, if needed. After the memory becomes full, the HP All-in-One overwrites the oldest, printed faxes as it receives new faxes.

If you receive a fax that is too large, such as a very detailed color photo, it might not be stored in memory due to memory limitations. You will not be able to reprint faxes that were too large to be stored in memory.

#### To reprint faxes in memory from the control panel

1. Make sure you have paper loaded in the input tray.
2. Press **Setup**.
3. Press **6**, and then press **4**.  
This selects **Tools** and then selects **Reprint Faxes in Memory**.  
The faxes are printed in the reverse order they were received with the most recently received fax printed first, and so on.
4. If you do not need a fax that is printing, press **Cancel**.  
The HP All-in-One begins printing the next fax in memory.



**Note** You will need to press **Cancel** for each stored fax in order to stop it from printing.

### To delete all the faxes in memory from the control panel

- To delete all the faxes from memory, turn off the HP All-in-One by pressing the **On** button.

All faxes stored in memory will be deleted from memory after you turn off the power to your HP All-in-One.

## Fax over the Internet

You might subscribe to a low-cost phone service that allows you to send and receive faxes with your 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 port labeled "1-LINE" on the HP All-in-One and not from the Ethernet port. 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 while using an Internet fax service, use a slower fax speed. You can do this by changing the **Fax Speed** setting from **High** (the default) to **Medium**. For information on changing this setting, see [Set the fax speed](#).

You should also 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.

## 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. Look for the **Fax Cancelled** message on the control panel display. If it does not appear, press **Cancel** again. The HP All-in-One 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.

# 12 Use HP Instant Share

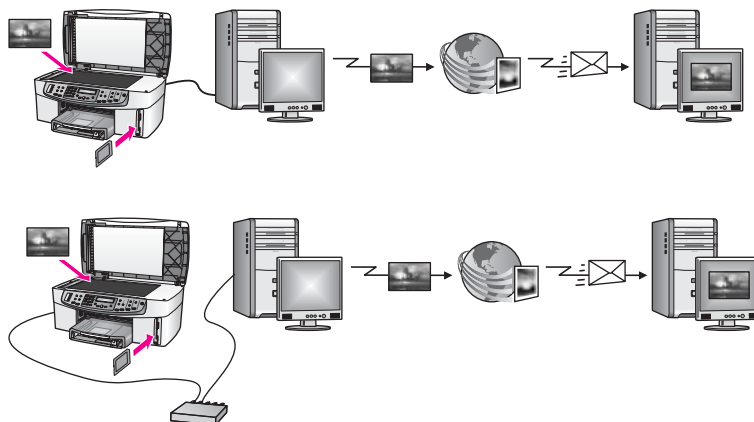
HP Instant Share makes it easy to share photos with family and friends. Just scan a photo or insert a memory card into the appropriate card slot on your HP All-in-One, select one or more photos to share, select a destination for your photos, and then send the photos on their way. You can even upload your photos to an online photo album or an online photo finishing service. Availability of services varies by country/region.

With **HP Instant Share E-mail**, family and friends always get photos they can view -- no more large downloads or images that are too big to open. An e-mail message with thumbnail images of your photos is sent with a link to a secure Web page where family and friends can easily view, share, print, and save the photos.

## Overview

Your HP Officejet 7200 All-in-One series is equipped with a USB port so you can connect directly to your PC using a USB cable. It is also equipped with an Ethernet port so you can connect to an existing local area network (LAN). Choose the port that best matches the environment to which you are connecting your HP All-in-One. Now you can share photos with friends and relatives using your HP All-in-One and the **HP Image Zone** software installed on your computer.

USB- and network-connected devices are shown below.



Use HP Instant Share to send images from your HP All-in-One to a destination of your choice. The destination, for example, can be an e-mail address, an online photo album, or an online photo finishing service. Availability of services varies by country/region.



**Note** You can also send images to a friend or relative's network-connected HP All-in-One or photo printer. To send to a device, you must have an HP Passport user ID and password. The receiving device must be set up and registered with HP Instant Share. You will also need to obtain the name the

recipient assigned to the receiving device. Further instructions are provided in step 7 in [Send images using your HP All-in-One](#).

## Get started

You must have the following to use HP Instant Share with your HP All-in-One:

- An HP All-in-One connected to a computer (either with a USB cable or through a LAN)
- Broadband Internet access
- Based on your operating system:
  - Windows: **HP Image Zone** software installed on your computer
  - Macintosh: **HP Image Zone** software installed on your computer, including the **HP Instant Share** client application software

Once you have set up your HP All-in-One and installed the **HP Image Zone** software, you are ready to start sharing photos using HP Instant Share. For more information on setting up your HP All-in-One, see the Setup Guide that came with your device.

## Send images using your HP All-in-One

Images can be photos or scanned documents. Either can be shared with friends and relatives using your HP All-in-One and HP Instant Share. Simply transfer photos to your computer from a memory card or scan an image, select one or more images to share, and send your images to the destination of your choice.

### Send photos from a memory card

You can use your HP All-in-One to share photos from a memory card. Transfer your photos to your computer, select the photos you want to send, and share them using **HP Instant Share E-mail**.



**Note** For more information on using a memory card, see [Use a memory card or PictBridge camera](#).

1. Make sure the memory card is inserted into the appropriate card slot on your HP All-in-One.
  - If you are connected using a USB cable, skip to step 5.
  - If you are connected through an Ethernet network, continue with step 2.
2. The **Photo** menu displays on the control panel display with **Photo Transfer** selected. Press ► to select **Yes**, and then press **OK**.  
The transfer process is started.



**Note** Movie file types might not be supported by the HP Instant Share service.

3. When the **Transfer To** menu appears, press ► to select the computer to which you want to transfer the photos.
4. Press **OK**.



## 5. Perform one of the following:

- For Windows users, the HP photo transfer software dialog box displays on your computer screen. Click the option to save the photos to your computer.
- For Macintosh OS X users, the **Image Capture** dialog displays on your computer screen.



**Note** **Image Capture** opens automatically only if you have configured it as described in the **Transfer Images** section of the **HP Image Zone Help**.

- Choose a destination for your images from the **Download To** pop-up menu.
- Choose **View Images with HP Gallery** from the **Automatic Task** pop-up menu.
- For Macintosh OS 9 users, the **Unload** images software dialog displays on your computer screen.



**Tip** If you are using Macintosh OS 9, upload your photos to the **HP Gallery** on your Macintosh. Click **E-mail**, and send the photos as an e-mail attachment by following the prompts on your computer screen.

## 6. Follow the steps appropriate for your operating system:

**If you are using a Windows-based computer:**

- Double-click the **HP Image Zone** icon on your desktop.  
The **HP Image Zone** window opens on your computer. The **My Images** tab appears in the window.
- Select one or more images from the folder(s) in which they are stored.  
For more information, see the onscreen **HP Image Zone Help**.
- Click the **HP Instant Share** tab.  
The **HP Instant Share** tab appears in the **HP Image Zone** window.
- From either the **Control** or **Work** areas of the **HP Instant Share** tab, click the link or icon of the service you want to use to send your photos.



**Note** If you click **See All Services**, you can choose from among all of the services available in your country/region, for example: **HP Instant Share E-mail** and **Create Online Albums**. Follow the onscreen instructions.

The **Go Online** screen appears in the **Work** area.

- Click **Next** and follow the onscreen instructions.

**If you are using Macintosh OS X:**

- In the **HP Gallery** Image Area, select one or more photos to share.
- On the **Sidebar**, click the **Share Images** icon.  
The **HP Instant Share** client application software window appears.
- Make sure the photos you want to share display in the **HP Instant Share** window.  
Use the - button to remove photos, or the + button to add photos to the window.
- Click **Continue** and follow the onscreen instructions.

- e. From the HP Instant Share services list, select the service you want to use to send your photos.
  - f. Follow the onscreen instructions.
7. If you select the **HP Instant Share E-mail** service, you can:
    - Send an e-mail message with thumbnail images of your photos which can be viewed, printed, and saved.
    - Open and maintain an e-mail address book. Click **Address Book**, register with HP Instant Share, and create an HP Passport account.
    - Send your e-mail message to multiple addresses. Click the multiple address link.
    - Send a collection of images to a friend or relative's network-connected device. Enter the name assigned to the device by the recipient in the **E-mail address** text box followed by @send.hp.com. You will be prompted to sign in to HP Instant Share with your HP Passport **userid** and **password**.



**Note** If you have not previously set up HP Instant Share, click **I need an HP Passport account** on the **Sign in with HP Passport** screen. Obtain an HP Passport user ID and password.

## Send a scanned image

You can share a scanned image. Place the image on the glass, select a destination, scan the image, and share your image using **HP Instant Share E-mail**.



**Note** For more information on scanning an image, see [Use the scan features](#).

1. Load your original face down on the right front corner of the glass.
2. Press **Scan To** on the control panel of your HP All-in-One. The **Scan** menu appears on the control panel display.
3. Perform one of the following:
  - If you are connected using a USB cable, skip to step 6.
  - If you are connected through an Ethernet network, continue with step 4.
4. Press ► to select **Select Computer**, and then press **OK**.
5. Press ► to select the computer to which you want to send the image, and then press **OK**.
6. Press ► to select **HP Instant Share**, and then press **OK** or **Start Scan**. The image is scanned and uploaded to your computer.

For Windows users, the **HP Image Zone** software opens on your computer. The **HP Instant Share** tab appears. A thumbnail of the scanned image appears in the Selection Tray. For more information on the **HP Image Zone**, see the onscreen help.

For Macintosh OS X users (v10.2 and later), the **HP Instant Share** client application software opens on your computer. A thumbnail of the scanned image appears in the **HP Instant Share** window.



**Note** If you are using Macintosh OS X (earlier than v10.2) or OS 9, your photos are uploaded to the **HP Gallery** on your Macintosh. Click **E-mail**. Send the scanned image as an e-mail attachment by following the prompts on your computer screen.

7. Follow the steps appropriate for your operating system:

**If you are using a Windows-based computer:**

- a. From either the **Control** or **Work** areas of the **HP Instant Share** tab, click the link or icon of the service you want to use to send your scanned image.



**Note** If you click **See All Services**, you can choose from among all of the services available in your country/region, for example:

**HP Instant Share E-mail** and **Create Online Albums**. Follow the onscreen instructions.

The **Go Online** screen appears in the Work area.

- b. Click **Next** and follow the onscreen instructions.

**If you are using a Macintosh:**

- a. Make sure the scanned image you want to share displays in the **HP Instant Share** window.  
Use the - button to remove photos, or the + button to add photos to the window.
  - b. Click **Continue** and follow the onscreen instructions.
  - c. From the HP Instant Share services list, select the service you want to use to send your scanned image.
  - d. Follow the onscreen instructions.
8. If you select the **HP Instant Share E-mail** service, you can:
- Send an e-mail message with thumbnail images of your photos which can be viewed, printed, and saved.
  - Open and maintain an e-mail address book. Click **Address Book**, register with HP Instant Share, and create an HP Passport account.
  - Send your e-mail message to multiple addresses. Click the multiple address link.
  - Send a collection of images to a friend or relative's network-connected device. Enter the name assigned to the device by the recipient in the **E-mail address** text box followed by @send.hp.com. You will be prompted to sign in to HP Instant Share with your HP Passport **userid** and **password**.



**Note** If you have not previously set up HP Instant Share, click **I need an HP Passport account** on the **Sign in with HP Passport** screen. Obtain an HP Passport user ID and password.



**Note** You can also use the **Scan To** button to send a scanned image. For more information, see [Use the scan features](#).

## Send images using your computer

In addition to using your HP All-in-One to send images through HP Instant Share, you can use the **HP Image Zone** software installed on your computer to send images. The **HP Image Zone** software lets you select and edit one or more images, and then access HP Instant Share to select a service (for example, **HP Instant Share E-mail**) and send your images. At a minimum, you can share images through the following:

- HP Instant Share E-mail (send to an e-mail address)
- HP Instant Share E-mail (send to a device)
- Online albums
- Online photo finishing (availability varies by country/region)

## Send images using the HP Image Zone software (Windows)

You can use the **HP Image Zone** software to share images with friends and relatives. Simply open the **HP Image Zone**, select the images you want to share, and forward the images using the **HP Instant Share E-mail** service.

### To use the HP Image Zone software

1. Double-click the **HP Image Zone** icon on your desktop.  
The **HP Image Zone** window opens on your computer. The **My Images** tab appears in the window.
2. Select one or more images from the folder(s) in which they are stored.  
For more information, see the onscreen **HP Image Zone Help**.



**Note** Use the **HP Image Zone** image editing tools to edit your images and achieve the results you want. For more information, see the onscreen **HP Image Zone Help**.

3. Click the **HP Instant Share** tab.  
The **HP Instant Share** tab appears in the **HP Image Zone** window.
4. From either the **Control** or **Work** areas of the **HP Instant Share** tab, click the link or icon of the service you want to use to send your scanned image.



**Note** If you click **See All Services**, you can choose from among all of the services available in your country/region, for example: **HP Instant Share E-mail** and **Create Online Albums**. Follow the onscreen instructions.

- The **Go Online** screen appears in the **Work** area of the **HP Instant Share** tab.
5. Click **Next** and follow the onscreen instructions.  
If you select the **HP Instant Share E-mail** service, you can:
    - Send an e-mail message with thumbnail images of your photos which can be viewed, printed, and saved.
    - Open and maintain an e-mail address book. Click **Address Book**, register with HP Instant Share, and create an HP Passport account.
    - Send your e-mail message to multiple addresses. Click the multiple address link.
    - Send a collection of images to a friend or relative's network-connected device. Enter the name assigned to the device by the recipient in the **E-mail address** text box followed by @send.hp.com. You will be prompted to sign in to HP Instant Share with your HP Passport **userid** and **password**.



**Note** If you have not previously set up HP Instant Share, click **I need an HP Passport account** on the **Sign in with HP Passport** screen. Obtain an HP Passport user ID and password.

## Send images using the HP Instant Share client application software (Macintosh OS X v10.2 and later)



**Note** Macintosh OS X v10.2.1 and v10.2.2 are **not** supported.

You can use the HP Instant Share client application to share images with friends and relatives. Simply open the HP Instant Share window, select the images you want to share, and forward the images using the **HP Instant Share E-mail** service.



**Note** For more information on using the **HP Instant Share** client application software, see the onscreen **HP Image Zone Help**.

### To use the HP Instant Share client application

1. Select the **HP Image Zone** icon from the Dock.  
The **HP Image Zone** opens on your desktop.
2. In the **HP Image Zone**, click the **Services** button at the top of the window.  
A list of applications appears in the lower part of the **HP Image Zone**.
3. Choose **HP Instant Share** from the list of applications.  
The **HP Instant Share** client application software opens on your computer.
4. Use the + button to add an image to the window, or the - button to remove an image.



**Note** For more information on using the **HP Instant Share** client application software, see the onscreen **HP Image Zone Help**.

5. Make sure the images you want to share display in the **HP Instant Share** window.
6. Click **Continue** and follow the onscreen instructions.
7. From the HP Instant Share services list, select the service you want to use to send your scanned image.
8. Follow the onscreen instructions.

If you select the **HP Instant Share E-mail** service, you can:

- Send an e-mail message with thumbnail images of your photos which can be viewed, printed, and saved.
- Open and maintain an e-mail address book. Click **Address Book**, register with HP Instant Share, and create an HP Passport account.
- Send your e-mail message to multiple addresses. Click the multiple address link.
- Send a collection of images to a friend or relative's network-connected device. Enter the name assigned to the device by the recipient in the **E-mail address** text box followed by @send.hp.com. You will be prompted to sign in to HP Instant Share with your HP Passport **userid** and **password**.



**Note** If you have not previously set up HP Instant Share, click **I need an HP Passport account** on the **Sign in with HP Passport** screen. Obtain an HP Passport user ID and password.

## Share images using the HP Image Zone (Macintosh OS X earlier than v10.2)



**Note** Macintosh OS X v10.0 and v10.0.4 are **not** supported.

You can share images with anyone who has an e-mail account. Simply start the **HP Image Zone** and open the **HP Gallery**. Then create a new e-mail message using an e-mail application installed on your computer.



**Note** For more information, see the **HP Gallery** section in the onscreen **HP Image Zone Help**.

### To use the e-mail option within the HP Image Zone

1. Select the **HP Image Zone** icon from the Dock.  
The **HP Image Zone** opens on your desktop.
2. In the **HP Image Zone**, click the **Services** button at the top of the window.  
A list of applications appears in the lower part of the **HP Image Zone**.
3. Choose **HP Gallery** from the list of applications.  
The **HP Gallery** opens on your computer.
4. Select one or more images to share.  
For more information, see the onscreen **HP Image Zone Help**.
5. Click **E-mail**.  
The e-mail program on your Macintosh opens.  
Send the images as an e-mail attachment by following the prompts on your computer screen.

## Share images using the HP Director (Macintosh OS 9)



**Note** Macintosh OS 9 v9.1.5 and later and v9.2.6 and later **are** supported.

You can share images with anyone who has an e-mail account. Simply start the **HP Director** and open the **HP Gallery**. Then create a new e-mail message using an e-mail application installed on your computer.



**Note** For more information, see the **HP Gallery** section in the onscreen **HP Image Zone Help**.

### To use the e-mail option within the HP Director

1. Double-click the **HP Director** shortcut on your desktop.  
The **HP Director** menu opens on your desktop.
2. Double-click **HP Gallery**.  
The **HP Gallery** opens on your desktop.
3. Select one or more images to share.  
For more information, see the onscreen **HP Image Zone Help**.
4. Click **E-mail**.  
The e-mail program on your Macintosh opens.  
Send the images as an e-mail attachment by following the prompts on your computer screen.

# 13 Set up your network

This chapter describes how to connect your HP All-in-One to an Ethernet network so that you can share your HP All-in-One with other computers. Also included are examples of recommended networks and network management information. If you are connecting your HP All-in-One to a network for the first time or you want a direct USB connection instead, please see the printed Setup Guide that came with your HP All-in-One.

Use this chapter to help you find information on the following topics:

- [Switch from a USB connection to a network connection](#)
- [Choose a recommended Ethernet network](#)
- [Connect to an Ethernet network](#)
- [Install the software for a network connection](#)
- [Connect additional computers](#)
- [Manage your network](#)
- [Network glossary](#)



**Note** For definitions of network terms used in this chapter, see the [Network glossary](#).

## Switch from a USB connection to a network connection

If you first install your HP All-in-One with a USB connection, you can later switch to a network connection.

### To switch a USB connection to a network connection

1. Unplug the USB connection from the back of your HP All-in-One.
2. Install the software, as described in [Install the software for a network connection](#).
3. When the installation is complete, access the printer icons on your computer as follows:
  - For **Windows XP**: Open the **Printers and Faxes** folder.
  - For **Windows 9.x or Windows 2000**: Open the **Printers** folder.
  - For **Macintosh OS X**: Open the **Printer Setup Utility** in the **Utilities** list.
4. Check to see if the USB printer icon for your HP All-in-One is there. If it is, delete it.

## Choose a recommended Ethernet network

Use this section to help you identify what kind of Ethernet network you already have in place or want to set up. Each network shown here uses a device, such as an Ethernet router, to connect the network elements. A network connected in this manner is called an **infrastructure** network. An Ethernet network provides superior performance, reliability, and network security.

Ethernet networks might or might not be connected to the Internet. If you place your HP All-in-One on an Ethernet network connected to the Internet, it is recommended that you use a gateway so that the IP address for the HP All-in-One is assigned dynamically through Dynamic Host Configuration Protocol (DHCP). A gateway can either be a router or a Windows computer running Internet Connection Sharing (ICS).



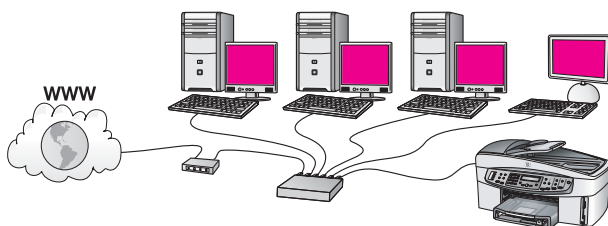
**Note** For definitions of terms not defined here, see the [Network glossary](#).

We recommend the wired LAN (local area network) configurations below to support your HP All-in-One.

## Ethernet connection to a wired network with DSL or cable Internet access

If your network has DSL or cable Internet access, you can use either a router or a computer as the Internet gateway. With either DSL or cable, you are able to access the full functionality of your HP All-in-One, including sharing pictures over the Internet with HP Instant Share.

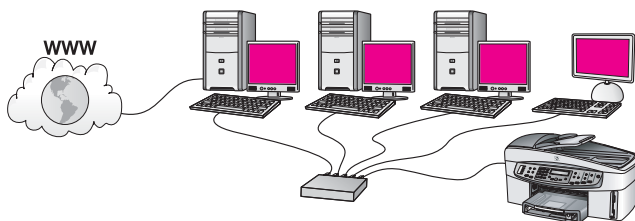
### Router gateway



In this example, a router manages the network connections, and a DSL or cable modem provides Internet access. If you use this configuration, connect your HP All-in-One to the router with an Ethernet cable.

With this configuration, you are able to access the full functionality of the HP All-in-One, including sharing pictures over the Internet. For connection instructions, see [Connect to an Ethernet network](#).

### Computer gateway



In this example, the network devices are connected to a switch or router. A computer on the network acts as the gateway between the network and the Internet. The gateway computer uses Windows Internet Connection Sharing (ICS) or similar software to manage the network connections and provide Internet access to the other devices.

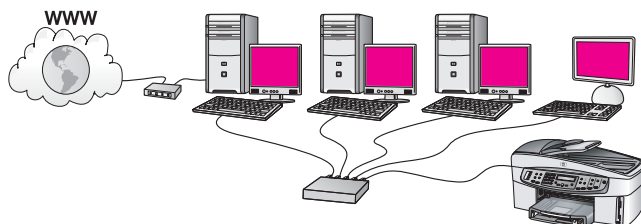




**Note** If the computer acting as a gateway is turned off, the other computers on the network will lose their Internet connection. The HP All-in-One will not support Internet-related functions.

If you use this configuration, connect your HP All-in-One to the switch or router with an Ethernet cable. For connection instructions, see [Connect to an Ethernet network](#).

## Ethernet connection to a wired network with modem Internet access

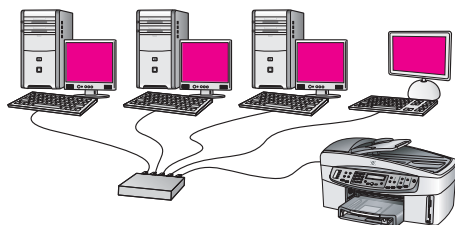


In this example, the network devices are connected to a switch or router, and a modem (shown here connected to the computer on the left) provides Internet access. The modem is connected to the computer using a phone cord and jack. Only one computer has Internet access. Neither the HP All-in-One nor any of the other computers on the network have access to the Internet. If you use this configuration, connect your HP All-in-One to the switch or router with an Ethernet cable. For connection instructions, see [Connect to an Ethernet network](#).



**Note** In order to use the HP Instant Share features on your HP All-in-One, you will need broadband Internet access, such as cable or DSL. For more information about HP Instant Share, see [Use HP Instant Share](#).

## Ethernet connection to a wired network without Internet

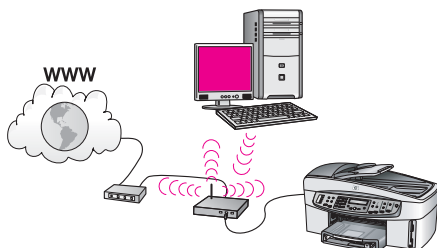


In this example, the network devices are connected to a switch or router, and there is no Internet connection. Devices use AutoIP, which means IP addresses are configured automatically. If you have this configuration, connect your HP All-in-One to the switch or router with an Ethernet cable. For connection instructions, see [Connect to an Ethernet network](#).



**Note** In order to use the HP Instant Share features on your HP All-in-One, you will need broadband Internet access, such as cable or DSL. For more information about HP Instant Share, see [Use HP Instant Share](#).

## Ethernet connection to a wireless network



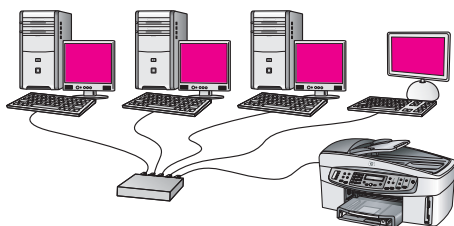
Your access point connects a wired device to a wireless network. In this model, your computer is configured for wireless networking using a wireless network adapter, and transfers and receives data through the access point. Your HP All-in-One is configured for wired networking and is connected with an Ethernet cable to the access point. A DSL or cable modem can provide Internet access. For connection instructions, see [Connect to an Ethernet network](#).



**Note** In this configuration, we recommend that you route the Internet connection directly through the access point using an Ethernet cable.

## Connect to an Ethernet network

Use this chapter to connect your HP All-in-One to a router, switch, or access point using an Ethernet cable.



For ideas on how to set up a wired network, see [Choose a recommended Ethernet network](#).

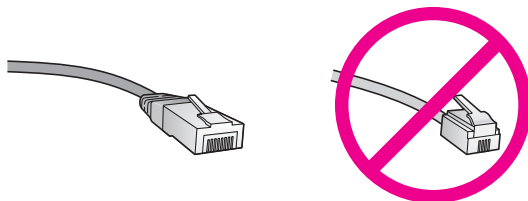


**Note** For definitions of terms not defined here, see the [Network glossary](#).

To connect your HP All-in-One to your computer, first see the next section for the things you will need. When you are finished connecting your HP All-in-One, you will need to install the software as described in [Install the software for a network connection](#).

## What you need

- A functional Ethernet network that includes an Ethernet router, switch, or a wireless access point with Ethernet ports.
- CAT-5 Ethernet cable. If the Ethernet cable provided is not long enough for your network configuration, you might need to purchase a longer cable.



Although standard Ethernet cables look similar to standard telephone cables, they are not interchangeable. There is a different number of wires in each one, and each has a different connector. An Ethernet cable connector (also called an RJ-45 connector) is wider and thicker and always has 8 contacts on the end. A phone connector has between 2 and 6 contacts.

- A desktop computer or laptop with either a wired or wireless connection to the router or access point.

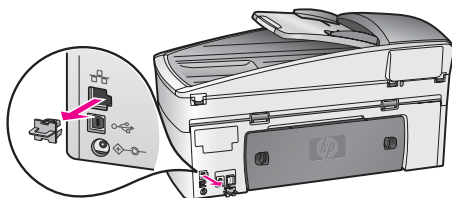


**Note** The HP All-in-One supports both 10 Mbps and 100 Mbps Ethernet networks. If you are purchasing, or have purchased, a network interface card (NIC), make sure it can operate at either speed.

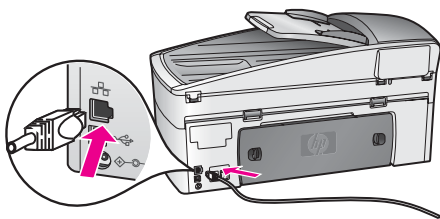
- Broadband Internet access such as cable or DSL (only if you want to access **HP Instant Share** directly from the device). For more information on HP Instant Share, see [Use HP Instant Share](#).

## Connect your HP All-in-One

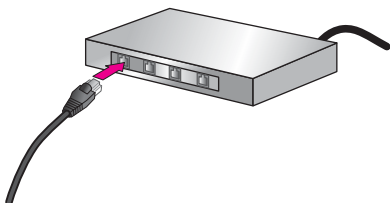
1. Remove the yellow plug from the back of the HP All-in-One.



2. Connect the Ethernet cable to the Ethernet port on the back of your HP All-in-One.



3. Connect the other end of the Ethernet cable to an available port on your Ethernet router, switch, or wireless access point.



4. Once you have connected the HP All-in-One to the network, go to your computer to install the software. See [Install the software for a network connection](#).

## Install the software for a network connection

Use this section to install your HP All-in-One software on either a Windows or Macintosh computer connected to an Ethernet network. However, before you install the software, make sure you have connected your HP All-in-One to an Ethernet network as described in the previous section, [Connect to an Ethernet network](#).



**Note** If your computer is configured to connect to a series of network drives, make sure that your computer is currently connected to these drives before installing the software. Otherwise, HP All-in-One installation software might take one of the reserved drive letters, and you will not be able to access that network drive on your computer.

See the instructions below for your Windows or Macintosh computer.

### For Windows

The following instructions are for Windows computers only.



**Note** Installation time can range from 20 to 45 minutes depending on your operating system, the amount of available space, and the processor speed of your computer.

#### To install your HP All-in-One software

1. Quit all applications running on your computer, including the internal XP firewall and any other firewall or virus detection software.

2. Insert the Windows CD that came with your HP All-in-One into the CD-ROM drive on your computer.  
The **Welcome** screen appears.



**Note Windows XP only:** If the startup screen does not appear, double-click **My Computer**, double-click the CD-ROM icon, and then double-click **setup.exe**.

3. Click **Next** on the installation screens for checking and preparing the system, and for installing drivers, plug-ins, and software.  
After several screens, the **Connection Type** screen appears.



**Note** On the screens warning about firewalls on your system, you must accept them in order to continue with the installation.

4. On the **Connection Type** screen, select **Through the network**, and then click **Next**.  
The **Searching** screen appears as the Setup program searches for your HP All-in-One on the network.
5. On the **Printer Found** screen, verify that the printer description is correct. If more than one printer is found on the network, the **Printers Found** screen appears. Select the device you wish to connect.  
To see the device settings on your HP All-in-One:
  - a. Go to the control panel on your device.
  - b. Select **View Network Settings** on the **Network Menu**, and then select **Display Summary**.
6. If the device description is correct, select **Yes, install this printer**.
7. At the prompt, restart your computer to finish the installation process.  
When you have finished installing the software, your HP All-in-One is ready for service.
8. If you disabled a firewall or virus detection software on your computer, make sure to enable it again.
9. To test your network connection, go to your computer and print a test page to your HP All-in-One. For more information, see [Print from your computer](#).

## For Macintosh

The following instructions are for Macintosh computers only.



**Note** Installation time can range from 20 to 45 minutes depending on your operating system, the amount of available space, and the processor speed.

### To install your HP All-in-One software

1. Quit all applications running on your computer.
2. Insert the Macintosh CD that came with your HP All-in-One into the CD-ROM drive on your computer.
3. Double-click the **HP All-in-One installer** icon.
4. On the **Authentication** screen, enter the Administrator password used to access your computer or network.  
The installer software looks for HP All-in-One devices, and then lists them.
5. On the **Select Device** screen, select your HP All-in-One.

6. Follow the onscreen instructions to complete all the installation steps, including the **Setup Assistant**.  
When you have finished installing the software, your HP All-in-One is ready for service.
7. To test your network connection, go to your computer and print a test page to your HP All-in-One. For more information, see [Print from your computer](#).

## Connect additional computers

If your HP All-in-One is connected to one of the recommended networks you can share your HP All-in-One with additional computers on the network. For each additional computer, you must install the HP All-in-One software, as described in [Install the software for a network connection](#). During installation, the software will discover the SSID (network name) of the existing network. Once you have set up your HP All-in-One on the network you will not need to configure it again when you add additional computers.

## Manage your network

This section describes how to use the network tools on the HP All-in-One control panel and the Embedded Web Server. These tools enable you to view and edit network settings, and add advanced security to your network.

### Use the HP All-in-One control panel

#### Print and view a network configuration page

The **Network Configuration Page** lists all of the important network settings such as the IP address, link speed, DNS, and DNS-SD.

#### To print a network configuration page

1. Press **Setup**.
2. Press **8**, and then press **1**.  
This selects the **Network Setup** menu and then selects **Print Network Settings**.
3. Press **1** or **OK** to confirm.

For definitions of the items on the configuration page, see [Configuration page definitions](#).

#### Restore network defaults

If necessary, you can reset the HP All-in-One network to factory defaults.

#### To reset to factory defaults

1. Press **Setup**.
2. Press **8**, and then press **4**.  
This selects the **Network Setup** menu and then selects **Restore Network Defaults**.
3. Press **OK** to confirm.

### Advanced network settings

The advanced network settings are provided for your convenience. However, unless you are an advanced user, you should not change any of these settings. The advanced settings include **Set Link Speed** and **IP Settings**.

This section contains the following topics:

- [Set link speed](#)
- [Change IP settings](#)

### Set link speed

You can change the speed at which data is transmitted over the network. The default is **Automatic**.

#### To set the link speed

1. Press **Setup**.
2. Press **8**, and then press **2**.  
This selects the **Network Setup** menu and then selects **Set Link Speed**.
3. Press **►** until the link speed appears:
  - **Automatic**
  - **10-Full**
  - **10-Half**
  - **100-Full**
  - **100-Half**

### Change IP settings

The default IP setting is **Automatic**. However, if necessary, you can manually change the IP address, subnet mask, or the default gateway. To see the IP address and subnet mask of your HP All-in-One, print a network configuration page from your HP All-in-One (see [Print and view a network configuration page](#)). For a description of the items on the configuration page, including the IP address and subnet mask, see [Configuration page definitions](#).

#### To change the IP settings from the control panel

1. Press **Setup**.
2. Press **8**, and then press **3**.  
This selects the **Network Setup** menu and then selects **IP Settings**.
3. Press **►** until **Manual** appears, and then press **OK**.
4. Edit the **IP Address**, and then press **OK**.
5. Edit the **Subnet Mask**, and then press **OK**.
6. Edit the **Default Gateway**, and then press **OK**.

### Use the Embedded Web Server

The best way to manage the general network settings for the HP All-in-One is through the HP All-in-One control panel. For more information, see [Use the HP All-in-One control panel](#).

However, for more advanced settings you can use the Embedded Web Server (EWS), a network configuration tool you access from your web browser. The EWS enables

you to monitor status, configure HP All-in-One networking parameters, or access HP All-in-One features.

For more information about features available in the EWS, see the onscreen help within the Embedded Web Server. To access Embedded Web Server Help, open the Embedded Web Server as described below, then click the **Help** link under **Other Links** on the Embedded Web Server **Home** tab.



**Tip** You can use the Embedded Web Server to check the amount of ink remaining in the print cartridges. For more information, see [Check the estimated ink levels](#).

### To access the Embedded Web Server

1. Press **Setup**.
2. Press **8**, and then press **1**.  
This prints a configuration page for your HP All-in-One, including the IP address. You will use the IP address in the next step.
3. In the **Address** box in your web browser, enter the IP address of the HP All-in-One, as shown on the network configuration page. For example, <http://195.168.0.5>.  
The Embedded Web Server **Home** page appears, showing the HP All-in-One device information.



**Note** If you are using a proxy server in your browser, you might need to disable it to access the Embedded Web Server.

4. If you need to change the language displayed in the Embedded Web Server, do the following:
  - a. Click the **Settings** tab.
  - b. Click **Select Language** in the **Settings** navigation menu.
  - c. In the **Select Language** list, click the appropriate language.
  - d. Click **Apply**.
5. Click the **Home** tab to access device and network information, or click the **Networking** tab to access more network information or to modify network information.



**Note** Do not disable TCP/IP (Transmission Control Protocol/Internet Protocol) on your computer. It is required for communication with the Embedded Web Server.

## Configuration page definitions

This section explains the items that appear on the network configuration page.

This section contains the following topics:

- [General network settings](#)
- [Wireless network settings](#)
- [Miscellaneous](#)



## General network settings

The following table describes the general network settings shown on the network configuration page.

Parameter	Description
Network Status	<p>Status of the HP All-in-One:</p> <ul style="list-style-type: none"> <li>● <b>Ready:</b> the HP All-in-One is ready to receive or transmit data.</li> <li>● <b>Offline:</b> the HP All-in-One is not currently connected to the network.</li> </ul>
Active Connection Type	<p>Network mode of the HP All-in-One:</p> <ul style="list-style-type: none"> <li>● <b>Wired:</b> the HP All-in-One is connected by Ethernet cable to an IEEE 802.3 network.</li> <li>● <b>None:</b> There is no network connection.</li> </ul> <p><b>Note</b> Only one connection type can be active at a time.</p>
URL	<p>The web or IP address of the Embedded Web Server.</p> <p><b>Note</b> You will need to know this URL when you try to access the Embedded Web Server.</p>
Hardware Address (MAC)	<p>The Media Access Control (MAC) address that identifies the HP All-in-One. This is a unique 12-digit identification number assigned to networking hardware for identification. No two pieces of hardware have the same MAC address.</p> <p><b>Note</b> Some Internet service providers (ISPs) require that you register the MAC address of the Network Card or LAN Adapter that was connected to your cable or DSL modem during installation.</p>
Firmware Revision	<p>The internal networking component and device firmware revision code separated by a hyphen.</p> <p><b>Note</b> If you call in for support, depending on the problem, you might be asked to provide the firmware revision code.</p>
Hostname	<p>The TCP/IP name assigned by the install software to the device. By default, this is the letters HP followed by the last 6 digits of the MAC address.</p>
IP Address	<p>This address uniquely identifies the device on the network. IP addresses are assigned dynamically through DHCP or AutoIP. You can also set up a static IP address, though this is not recommended.</p> <p><b>Note</b> Manually assigning an invalid IP address during install will prevent your network components from seeing the HP All-in-One.</p>
Subnet Mask	<p>A subnet is an IP address assigned by the install software to make an additional network available as part of a larger network. Subnets are specified by a subnet mask. This mask determines</p>

(continued)

Parameter	Description
	<p>which of the HP All-in-One IP address bits identify the network and subnet, and which bits identify the device itself.</p> <p><b>Note</b> It is recommended that the HP All-in-One and the computers that use it all reside on the same subnet.</p>
Default Gateway	<p>A node on a network that serves as an entrance to another network. A node in this instance can be a computer or some other device.</p> <p><b>Note</b> The address of the default gateway is assigned by the install software.</p>
Configuration Source	<p>The protocol used to assign the IP address to the HP All-in-One:</p> <ul style="list-style-type: none"> <li>• <b>AutoIP:</b> the installation software automatically determines the configuration parameters.</li> <li>• <b>DHCP:</b> the configuration parameters are supplied by a dynamic host configuration protocol (DHCP) server on the network. On small networks, this could be a router.</li> <li>• <b>Manual:</b> the configuration parameters are set manually, such as a static IP address.</li> <li>• <b>Not Specified:</b> the mode used when the HP All-in-One is initializing.</li> </ul>
DNS Server	<p>The IP address of the domain name service (DNS) for the network. When you use the web or send an e-mail message, you use a domain name to do it. For example, the URL <a href="http://www.hp.com">http://www.hp.com</a> contains the domain name hp.com. The DNS on the Internet translates the domain name into an IP address. Devices use the IP addresses to refer to one another.</p> <ul style="list-style-type: none"> <li>• <b>IP Address:</b> the IP address of the domain name server.</li> <li>• <b>Not Specified:</b> the IP address is not specified, or the device is initializing.</li> </ul> <p><b>Note</b> Check to see if a DNS IP address appears on the network configuration page. If no address is shown, obtain the DNS IP address from your Internet service provider (ISP).</p>
mDNS	<p>Rendezvous is used with local and ad hoc networks that don't use central DNS servers. To perform name services, Rendezvous uses a DNS alternative called mDNS.</p> <p>With mDNS, your computer can find and use any HP All-in-One connected to your local area network. It can also work with any other Ethernet-enabled device that appears on the network.</p>

(continued)

Parameter	Description
Admin Password	<p>Status of the administrator's password for the Embedded Web Server:</p> <ul style="list-style-type: none"> <li>• <b>Set:</b> password is specified. You must enter the password to make changes to the Embedded Web Server parameters.</li> <li>• <b>Not Set:</b> no password is set. A password is not required for making changes to the Embedded Web Server parameters.</li> </ul>
Link Configuration	<p>The speed at which data is transmitted over a network:</p> <ul style="list-style-type: none"> <li>• <b>10TX-Full:</b> for wired network.</li> <li>• <b>10TX-Half:</b> for wired network.</li> <li>• <b>100TX-Full:</b> for wired network.</li> <li>• <b>100TX-Half:</b> for wired network.</li> <li>• <b>None:</b> networking is disabled.</li> </ul>

### Wireless network settings

The following table describes the wireless network settings shown on the network configuration page.

Parameter	Description
Wireless Status	<p>Status of the wireless network:</p> <ul style="list-style-type: none"> <li>• <b>Connected:</b> the HP All-in-One is connected to a wireless LAN and everything is working.</li> <li>• <b>Disconnected:</b> the HP All-in-One is not connected to the wireless LAN due to incorrect settings (such as the wrong WEP key), or the HP All-in-One is out of range.</li> <li>• <b>Disabled:</b> either the radio is turned off, or the Ethernet cable is plugged in.</li> <li>• <b>Not applicable:</b> this parameter does not apply to this network type.</li> </ul>
Communication Mode	<p>An IEEE 802.11 networking framework in which devices or stations communicate with each other:</p> <ul style="list-style-type: none"> <li>• <b>Infrastructure:</b> the HP All-in-One communicates with other network devices through a wireless access point, such as a wireless router or base station.</li> <li>• <b>ad hoc:</b> the HP All-in-One communicates directly with each device on the network. No wireless access point is used. This is also called a peer-to-peer network. On Macintosh networks, ad hoc mode is called computer-to-computer mode.</li> <li>• <b>Not applicable:</b> this parameter does not apply to this network type.</li> </ul>
Network Name (SSID)	<p>Service Set Identifier. A unique identifier (up to 32 characters) that differentiates one wireless local area network (WLAN) from</p>

(continued)

Parameter	Description
	another. The SSID is also referred to as the network name. This is the name of the network to which the HP All-in-One is connected.
Signal Strength (1-5)	<p>The transmitting or return signal graded on a scale of 1 to 5:</p> <ul style="list-style-type: none"> <li>● <b>5:</b> Excellent</li> <li>● <b>4:</b> Good</li> <li>● <b>3:</b> Fair</li> <li>● <b>2:</b> Poor</li> <li>● <b>1:</b> Marginal</li> <li>● <b>No signal:</b> no signal detected on the network.</li> <li>● <b>Not applicable:</b> this parameter does not apply to this network type.</li> </ul>
Channel	<p>The channel number currently being used for wireless communication. This depends on the network in use, and might differ from the requested channel number. Value is from 1 to 14; countries/regions might limit the range of approved channels.</p> <ul style="list-style-type: none"> <li>● <b>&lt;number&gt;:</b> value ranging from 1 to 14, depending on country/region.</li> <li>● <b>None:</b> no channel is in use.</li> <li>● <b>Not Applicable:</b> the WLAN is disabled or this parameter does not apply to this network type.</li> </ul> <p><b>Note</b> In ad hoc mode, if you are not able to receive or transmit data between your computer and the HP All-in-One, make sure that you are using the same communication channel on your computer and the HP All-in-One. In infrastructure mode, the channel is dictated by the access point.</p>
Authentication type	<p>Type of authentication in use:</p> <ul style="list-style-type: none"> <li>● <b>None:</b> no authentication in use.</li> <li>● <b>Open System</b> (ad hoc and infrastructure): no authentication.</li> <li>● <b>Shared Key</b> (infrastructure only): WEP key is required.</li> <li>● <b>WPA-PSK</b> (infrastructure only): WPA with Pre-Shared Key.</li> <li>● <b>Not applicable:</b> this parameter does not apply to this network type.</li> </ul> <p>Authentication verifies the identity of a user or device before granting access to the network, making it more difficult for unauthorized users to get at network resources. This security method is common on wireless networks.</p> <p>A network using Open System authentication does not screen network users based on their identities. Any wireless user can have access from the network. However, such a network might use WEP (Wired Equivalent Privacy) encryption to provide a first level of security against casual eavesdroppers.</p> <p>A network using Shared Key authentication provides increased security by requiring users or devices to identify themselves with a</p>

(continued)

Parameter	Description
	<p>static key (a hexadecimal or alphanumeric string). Every user or device on the network shares the same key. WEP encryption is used along with shared key authentication, using the same key for both authentication and encryption.</p> <p>A network using server-based (WPA-PSK) authentication provides significantly stronger security, and is supported in most wireless access points and wireless routers. The access point or router verifies the identity of a user or device requesting access to the network before granting that access. Several different authentication protocols might be used on an authentication server.</p> <p><b>Note</b> Shared key and WPA-PSK authentication can only be entered through the Embedded Web Server.</p>
Encryption	<p>The type of encryption in use on the network:</p> <ul style="list-style-type: none"> <li>• <b>None:</b> no encryption is in use.</li> <li>• <b>64-bit WEP:</b> a 5-character or 10-hex-digit WEP key is in use.</li> <li>• <b>128-bit WEP:</b> a 13-character or 26-hex-digit WEP key is in use.</li> <li>• <b>WPA-AES:</b> Advanced Encryption Standard encryption is in use. This is an encryption algorithm for securing sensitive but unclassified material by US Government agencies.</li> <li>• <b>WPA-TKIP:</b> Temporal Key Integrity Protocol, an advanced encryption protocol, is in use.</li> <li>• <b>Automatic:</b> AES or TKIP is in use.</li> <li>• <b>Not applicable:</b> this parameter does not apply to this network type.</li> </ul> <p>WEP aims to provide security by encrypting data over radio waves so that it is protected as it is transmitted from one end point to another. This security method is common on wireless networks.</p>
Access Point HW Address	<p>The hardware address of the access point on the network to which the HP All-in-One is connected:</p> <ul style="list-style-type: none"> <li>• <b>&lt;MAC address&gt;:</b> the unique MAC (media access control) hardware address of the access point.</li> <li>• <b>Not applicable:</b> this parameter does not apply to this network type.</li> </ul>

### Miscellaneous

The following table describes the data transmission and receipt information shown on the network configuration page.

Parameter	Description
Total Packets transmitted	The number of packets transmitted by the HP All-in-One without error since it has been turned on. The counter clears after the HP All-in-One is turned off. When a message is transmitted over a

(continued)

Parameter	Description
	packet-switching network, it is broken up into packets. Each packet contains the destination address as well as the data.
Total Packets received	The number of packets received by the HP All-in-One without error since it has been turned on. The counter clears after the HP All-in-One is turned off.

## Network glossary

ASCII	American Standard Code for Information Interchange. The standard for numbers used by computers to represent all the uppercase and lowercase Latin letters, numbers, punctuation, etc.
autoIP	A feature of the installation software, which determines the configuration parameters of devices on the network.
DHCP	Dynamic Host Configuration Protocol. A server on the network that supplies configuration parameters to devices on the network. On small networks, this could be a router.
DNS	Domain Name Service. When you use the web or send an e-mail message, you use a domain name to do it. For example, the URL <a href="http://www.hp.com">http://www.hp.com</a> contains the domain name <a href="http://www.hp.com">hp.com</a> . The DNS on the Internet translates the domain name into an IP address. Devices use the IP addresses to refer to one another.
DNS-SD	See DNS. The SD portion stands for Service Discovery. This is part of a protocol developed by Apple that enables automatic discovery of computers, devices, and services on IP networks.
DSL	Digital Subscriber Line. A high-speed connection to the Internet.
Ethernet	The most common local network technology that connects computers using copper cabling.
Ethernet cable	The cable used to connect network elements in a wired network. The CAT-5 Ethernet cable is also known as a straight-through cable. When using an Ethernet cable, the network elements must be attached to a router. The Ethernet cable uses an RJ-45 connector.
EWS	Embedded Web Server. A browser-based utility that provides a simple way to manage your HP All-in-One. You can monitor status, configure HP All-in-One networking parameters, or access HP All-in-One features. For more information, see <a href="#">Use the Embedded Web Server</a> .
Gateway	A computer or other device, such as a router, that serves as an entrance to the Internet or another network.

HEX	Hexadecimal. The base 16 numbering system, which uses the digits 0-9 plus the letters A-F.
hub	No longer used much in modern home networks, a hub takes its signal from each computer and sends it to all of the other computers connected to the hub. Hubs, are passive; other devices on the network plug into the hub in order to communicate with one another. A hub does not manage the network.
IP address	A number that uniquely identifies the device on the network. IP addresses are assigned dynamically through DHCP or AutoIP. You can also set up a static IP address, though this is not recommended.
infrastructure	An infrastructure network uses a router, switch, or access point to connect network elements.
MAC address	Media Access Control (MAC) address that uniquely identifies the HP All-in-One. This is a unique 12-digit identification number assigned to networking hardware for identification. No two pieces of hardware have the same MAC address.
NIC	Network Interface Card. A card on your computer that provides an Ethernet connection so that you can connect your computer to a network.
RJ-45 connector	The connector on the ends of an Ethernet cable. Although standard Ethernet cable connectors (RJ-45 connectors) look similar to standard telephone cable connectors, they are not interchangeable. An RJ-45 connector is wider and thicker and always has 8 contacts on the end. A phone connector has between 2 and 6 contacts.
SSID	Service Set Identifier. A unique identifier (up to 32 characters) that differentiates one wireless local area network (WLAN) from another. The SSID is also referred to as the network name. This is the name of the network to which the HP All-in-One is connected.
router	A router provides a bridge between two or more networks. A router can link a network to the Internet, link two networks and connect both to the Internet, and help secure networks through the use of firewalls and assigning dynamic addresses. A router can also act as a gateway, while a switch cannot.
switch	A switch makes it possible for several users to send information over a network at the same time without slowing each other down. Switches allow different nodes (a network connection point, typically a computer) of a network to communicate directly with one another.

# 14 Order supplies

You can order recommended types of HP paper, print cartridges, and HP All-in-One accessories online from the HP website.

## Order paper, transparency film, or other media

To order media such as HP Premium Paper, HP Premium Plus Photo Paper, HP Premium Inkjet Transparency Film, or HP Iron-On Transfers, go to [www.hp.com](http://www.hp.com). If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

## Order print cartridges

Print cartridge reorder numbers vary by country/region. If the reorder numbers listed in this guide do not match the numbers on the print cartridges currently installed in your HP All-in-One, order new print cartridges with the same numbers as those you currently have installed. Your HP All-in-One supports the following print cartridges.

Print cartridges	HP reorder number
HP black inkjet print cartridge	#96 28 ml black print cartridge
HP tri-color inkjet print cartridge	#97 16 ml color print cartridge #95 11 ml color print cartridge
HP photo inkjet print cartridge	#99 15 ml color photo print cartridge
HP gray photo inkjet print cartridge	#100 15 ml gray print cartridge

You can also find out the reorder numbers for all the print cartridges your device supports by doing the following:

- For **Windows users**: In the **HP Director**, click **Settings**, point to **Print Settings**, and then click **Printer Toolbox**. Click the **Estimated Ink Levels** tab, and then click **Print Cartridge Ordering Information**.
- For **Mac users**: In the **HP Director** (OS 9) or **HP Image Zone** (OS X), choose **Settings**, choose **Maintain Printer**. If prompted, select your HP All-in-One, and then click **Utilities**. From the pop-up menu, choose **Supplies**.

Additionally, you can contact a local HP reseller or go to [www.hp.com/support](http://www.hp.com/support) to confirm the correct print cartridge reorder numbers for your country/region.

To order print cartridges for your HP All-in-One, go to [www.hp.com](http://www.hp.com). If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.



# Order accessories

To order accessories for your HP All-in-One, such as an additional paper tray or a duplexer for automatic two-sided printing, go to [www.hp.com](http://www.hp.com). If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

Depending on your country/region, your HP All-in-One might support the following accessories.

Accessory and HP model number	Description
HP Automatic Two-sided Printing Accessory ph5712	Enables you to automatically print on both sides of a sheet of paper. With this accessory installed you can print on both sides of the page without having to manually flip and reload the pages in the middle of your print job.
HP Auto Two-sided Print Accessory with Small Paper Tray (also called the Hagaki Tray with Auto Two-sided Print Accessory) ph3032	Adds a dedicated paper tray for small paper sizes and envelopes to the rear of your HP All-in-One and enables you to automatically print on both sides of full- and small-size papers. With this accessory installed, you can load full-size paper in the main input tray and small paper, such as Hagaki cards, in the rear input tray. This saves you time when switching between print jobs on different size papers because you do not need to remove and reload paper each time.

# Order other supplies

To order other supplies, such as HP All-in-One software, a copy of the printed User Guide, a Setup Guide, or other customer-replaceable parts, call the appropriate number below:

- In the U.S. or Canada, dial **1-800-474-6836 (1-800-HP invent)**.
- In Europe, dial +49 180 5 290220 (Germany) or +44 870 606 9081 (U.K.).

To order HP All-in-One software in other countries/regions, call the phone number for your country/region. The numbers listed below are current as of the publication date of this guide. For a list of current ordering numbers, go to [www.hp.com/support](http://www.hp.com/support). If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Country/region	Number for ordering
Asia Pacific (except for Japan)	65 272 5300
Australia	1300 721 147
Europe	+49 180 5 290220 (Germany) +44 870 606 9081 (U.K.)
New Zealand	0800 441 147
South Africa	+27 (0)11 8061030

(continued)

Country/region	Number for ordering
U.S. and Canada	1-800-HP-INVENT (1-800-474-6836)

# 15 Maintain your 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 occasionally. This chapter provides instructions for keeping your HP All-in-One in top working condition. Perform these simple maintenance procedures as necessary.

## Clean the HP All-in-One

Fingerprints, smudges, hair, and other debris on the glass or lid backing slow down performance and affect the accuracy of special features such as **Fit to Page**. 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.

### Clean the glass

Dirty glass from fingerprints, smudges, hair, and dust slows down performance and affects the accuracy of features such as **Fit to Page**.

1. Turn off the HP All-in-One, unplug the power cord, and raise the lid.



**Caution** When you unplug the power cord for more than 72 hours, the date and time are erased. You will need to reset the date and time later, when you plug the power cord back in. For more information, see [Set the date and time](#). Any faxes stored in memory are also erased.

2. Clean the glass with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.

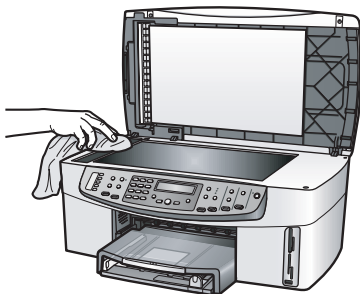


**Caution** Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass; they can damage it. Do not place or spray liquid directly on the glass; the liquid might seep under the glass and damage the device.

3. Dry the glass with a chamois or cellulose sponge to prevent spotting.



**Note** Make sure you clean the small glass strip to the left of the main glass surface. This strip is for processing jobs from the automatic document feeder. Streaks can occur if the glass strip is dirty.



## Clean the lid backing

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

1. Turn off the HP All-in-One, unplug the power cord, and raise the lid.



**Caution** When you unplug the power cord for more than 72 hours, the date and time are erased. You will need to reset the date and time later, when you plug the power cord back in. For more information, see [Set the date and time](#). Any faxes stored in memory are also erased.

2. Clean the white document backing with a soft cloth or sponge slightly moistened with a mild soap and warm water.
3. Wash the backing gently to loosen debris. Do not scrub the backing.
4. Dry the backing with a chamois or soft cloth.



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

5. 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 painted parts of the HP All-in-One, as this might damage the device.

## 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 painted parts of the HP All-in-One, do not use alcohol or alcohol-based cleaning products on the control panel, document feeder tray, lid, or other painted parts of the device.

## 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.



**Tip** You can also print a self-test report to see if your print cartridges might need to be replaced. For more information, see [Print a self-test report](#).

If you are using a Windows computer and have a network-connected device, you will need to use the Embedded Web Server to check the estimated ink levels. For information see, [To check the ink levels by using the Embedded Web Server \(Windows\)](#).

### To check the ink levels from the HP Director (Windows)

1. In the **HP Director**, 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 **Services** tab, and then click **Service this device**.

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

### To check the ink levels by using the Embedded Web Server (Windows)

1. Press **Setup**.
2. Press **8**, and then press **1**.  
This prints a configuration page for your HP All-in-One, including the IP address. You will use the IP address in the next step.
3. Open your web browser. In the **Address** box in your web browser, enter the IP address of the HP All-in-One, as shown on the network configuration page. For example, <http://195.168.0.5>.  
The Embedded Web Server **Home** page appears, showing the device information.



**Note** If you are using a proxy server in your browser, you might need to disable it to access the Embedded Web Server.

4. Click the **Home** tab to access the device information.



**Note** Do not disable TCP/IP (Transmission Control Protocol/Internet Protocol) on your computer. It is required for communication with the Embedded Web Server.

5. In the **Status** section, check the estimated ink levels for the print cartridges you have installed.  
For more information on using the Embedded Web Server, see [Use the Embedded Web Server](#). For more information on connecting your HP All-in-One to a network, see [Set up your network](#).

### To check the ink levels from the HP Image Zone software (Macintosh)

1. In the **HP Director** (OS 9) or **HP Image Zone** (OS X), choose **Settings**, and then choose **Maintain Printer**.
2. If the **Select Printer** dialog box appears, select your HP All-in-One, and then click **Utilities**.
3. From the pop-up menu, choose **Ink Level**.  
The estimated ink levels for the print cartridges appear.

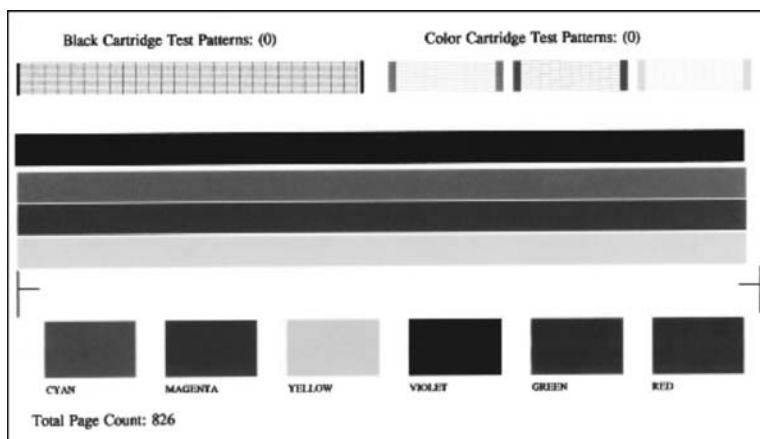
## Print a self-test report

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 device, including your print cartridges.

1. Load letter, A4, or legal unused plain white paper into the input tray.
2. Press **Setup**.
3. Press **2**, then press **6**.

This selects the **Print Report** menu and then selects **Self-Test Report**.

The HP All-in-One 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.



4. Make sure the test patterns are even and show a complete grid.  
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. For more information, see [Clean the print cartridges](#).
5. Make sure the lines of color extend across the page.  
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 remaining three lines are missing, faded, streaked, or show lines, this might indicate a problem with the tri-color print cartridge in the left slot.
6. Make sure the color blocks have even consistency and are representative of the colors listed below.

You should see cyan, magenta, yellow, violet, green, and red color blocks. If color blocks are missing, or if a block of color is muddy or does not match the label indicated below the block, this might indicate that the tri-color print cartridge is out of ink. You might need to replace the print cartridge. For more information on replacing print cartridges, see [Replace the print cartridges](#).



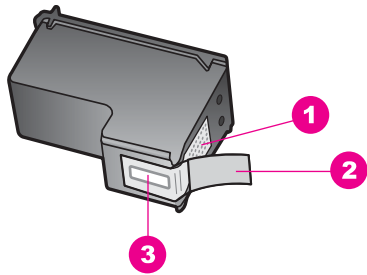
**Note** For examples of test patterns, lines of color, and color blocks from normal and malfunctioning print cartridges, see the onscreen **HP Image Zone Help** that came with your software.

## Work with print cartridges

To ensure the best print quality from your 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.

### 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.



**Caution** Be careful not to drop the print cartridges. This can damage them, making them unusable.

## Replace the print cartridges

When the ink level for the print cartridge is low, a message appears on the control panel display.



**Note** You can also check the estimated amount of ink remaining in your cartridges by using the **HP Image Zone** software that came with your HP All-in-One. For information, see [Check the estimated ink levels](#).

When you receive a low-ink warning message on the control panel display, 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.



**Tip** You can also use these instructions to replace the black print cartridge with a photo or gray photo print cartridge for printing high-quality color or black-and-white photos.

To find out the reorder number for all the print cartridges that your HP All-in-One supports, see [Order print cartridges](#). To order print cartridges for your HP All-in-One, go to [www.hp.com](http://www.hp.com). If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

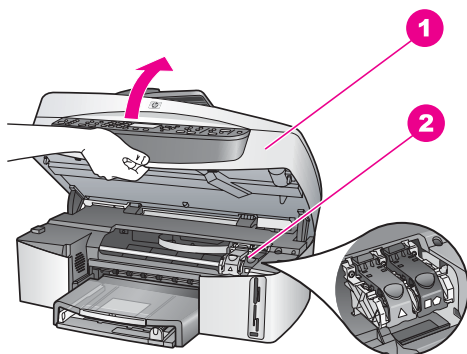
### To replace the print cartridges

1. Make sure the HP All-in-One is on.



**Caution** If the HP All-in-One is off when you lift the print-carriage access door to access the print cartridges, the HP All-in-One will not release the cartridges for changing. You might damage the HP All-in-One if the print cartridges are not docked safely on the right side when you try to remove them.

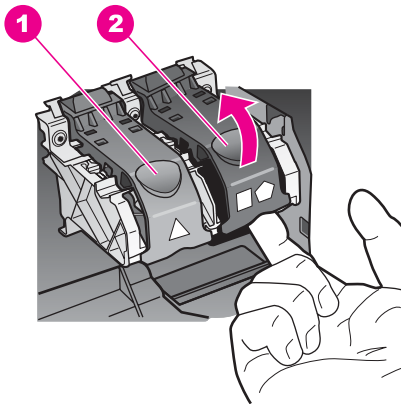
2. Open the print-carriage access door by lifting from the front center of the device, until the door locks into place. The print carriage is on the far right side of the HP All-in-One.



1	Print-carriage access door
2	Print carriage

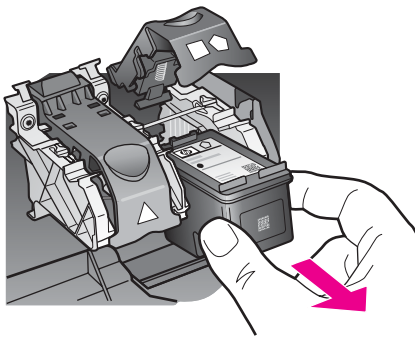


3. When the print carriage is idle and silent, press down and then lift a latch inside the HP All-in-One.  
If you are replacing the tri-color print cartridge, lift the green latch on the left.  
If you are replacing the black, photo, or gray photo print cartridge, lift the black latch on the right.

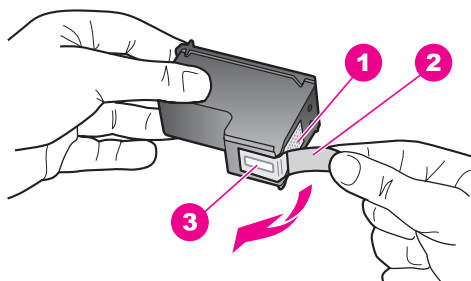


1	Print cartridge latch for the tri-color print cartridge
2	Print cartridge latch for the black, photo, and gray photo print cartridges

4. Push down on the print cartridge to release it, and then pull it toward you out of its slot.



5. If you are removing the black print cartridge in order to install the photo or gray photo print cartridge, store the black print cartridge in the print cartridge protector. For more information, see [Use the print cartridge protector](#).  
If you are removing the print cartridge because it is low or out of ink, recycle the print cartridge. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges free of charge. For more information, go to the following website:  
[www.hp.com/hpinfo/globalcitizenship/environment/recycle/inkjet.html](http://www.hp.com/hpinfo/globalcitizenship/environment/recycle/inkjet.html)
6. 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.



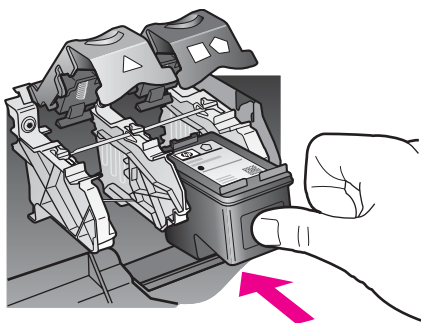
1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape



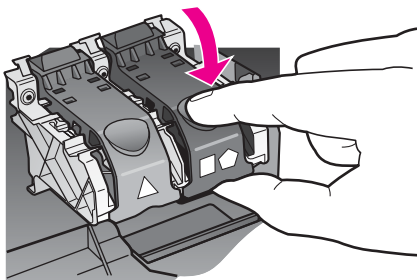
**Caution** Do not touch the copper-colored contacts or ink nozzles. Touching these parts can result in clogs, ink failure, and bad electrical connections.



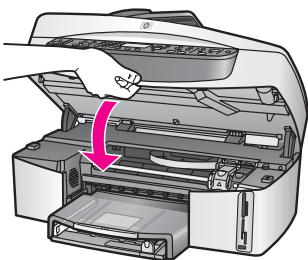
7. Slide the new print cartridge down the ramp and into the empty slot. Push the print cartridge forward until it clicks into place.  
If the print cartridge you are installing has a white triangle on its label, slide the print cartridge into the slot on the left. The latch is green with a solid white triangle on it.  
If the print cartridge you are installing has a white square or a white pentagon on its label, slide the print cartridge into the slot on the right. The latch is black with a solid white square and a solid white pentagon on it.



8. Press down on the latch until it stops. Make sure the latch catches below the bottom tabs.



9. Close the print-carriage access door.



### Use a photo print cartridge

You can optimize the quality of the color photos you print and copy with your 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 to keep your print cartridge secure when it is not being used.

- For more information on purchasing a photo print cartridge, see [Order print cartridges](#).
- For more information on replacing print cartridges, see [Replace the print cartridges](#).
- For more information on using the print cartridge protector, see [Use the print cartridge protector](#).

### Use a gray photo print cartridge

You can optimize the quality of the black-and-white photos you print and copy with your HP All-in-One by purchasing a gray photo print cartridge. Remove the black print cartridge and insert the gray photo print cartridge in its place. With the tri-color print

cartridge and gray photo print cartridge installed, you can print a full range of gray tones, which provides enhanced quality black-and-white photos.

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

- For more information on purchasing a gray photo print cartridge, see [Order print cartridges](#).
- For more information on replacing print cartridges, see [Replace the print cartridges](#).
- For more information on using the print cartridge protector, see [Use the print cartridge protector](#).

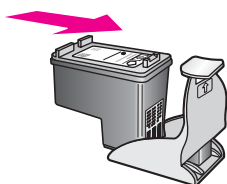
## Use the print cartridge protector

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 your HP All-in-One. If neither your print cartridge nor your HP All-in-One came with a print cartridge protector, you can order one from HP Support. Go to [www.hp.com/support](http://www.hp.com/support).

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.

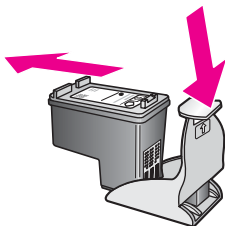
### To insert a print cartridge into the print cartridge protector

- Slide 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 and back on the top of the print cartridge protector to release the print cartridge, then slide the print cartridge out of the print cartridge protector.



## Align the print cartridges

The HP All-in-One prompts you to align cartridges every time you install or replace a print cartridge. You can also align the print cartridges at any time from the control panel or by using the **HP Image Zone** software on your computer. Aligning the print cartridges ensures high-quality output.



**Note** If you remove and reinstall the same print cartridge, the HP All-in-One will not prompt you to align the print cartridges. The HP All-in-One remembers the alignment values for that print cartridge, so you do not need to realign the print cartridges.

### To align the print cartridges from the control panel when prompted

- Make sure you have letter or A4 unused plain white paper loaded in the input tray, and then press **OK**.

The HP All-in-One prints a print cartridge alignment sheet and aligns the print cartridges. Recycle or discard the 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.

If the alignment fails again, you might have a defective sensor or print cartridge. Contact HP Support. Go to [www.hp.com/support](http://www.hp.com/support). If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

### To align the cartridges from the control panel at any other time

1. Load letter or A4 unused plain white paper into the input tray.
2. Press **Setup**.
3. Press **6**, then press **2**.

This selects the **Tools** menu and then selects **Align Print Cartridge**.

The HP All-in-One prints a print cartridge alignment sheet and aligns the print cartridges. Recycle or discard the page.

For information on aligning the print cartridges by using the **HP Image Zone** software that came with your HP All-in-One, see the onscreen **HP Image Zone Help** that came with your software.

## Clean the print cartridges

Use this feature when the self-test report shows streaking or white lines through any of the lines of color. 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 control panel

1. Load letter or A4 unused plain white paper into the input tray.
2. Press **Setup**.
3. Press **6**, then press **1**.

This selects the **Tools** menu and then selects **Clean Print Cartridge**.

The HP All-in-One prints a page that you can recycle or discard.

If copy or print quality still seem poor after you clean the print cartridges, try cleaning the print cartridge contacts before replacing the affected print cartridge. For information on cleaning the print cartridge contacts, see [Clean the print cartridge contacts](#). For information on replacing the print cartridges, see [Replace the print cartridges](#).

For information on cleaning the print cartridges by using the **HP Image Zone** software that came with your HP All-in-One, see the onscreen **HP Image Zone Help** that came with your software.

## Clean the print cartridge contacts

Clean the print cartridge contacts only if you get repeated messages on the control panel display 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 HP All-in-One.

### To clean the print cartridge contacts

1. Turn on the HP All-in-One and open the print-carriage access door. The print carriage is on the far right side of the HP All-in-One.
2. Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the HP All-in-One.



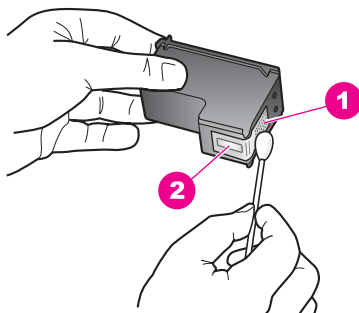
**Caution** When you unplug the power cord for more than 72 hours, the date and time are erased. You will need to reset the date and time later, when you plug the power cord back in. For more information, see [Set the date and time](#). Any faxes stored in memory are also erased.

3. Lift one of the latches to the open position, and then remove the print cartridge.



**Caution** 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 HP All-in-One for more than 30 minutes.

4. Inspect the print cartridge contacts for ink and debris buildup.
5. Dip a clean foam rubber swab or lint-free cloth into distilled water, and squeeze any excess water from it.
6. Hold the print cartridge by its sides.
7. Clean only the copper-colored contacts. For information on cleaning the ink nozzle area, see [Clean the area around the ink nozzles](#).



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

8. Allow the print cartridge to dry for approximately ten minutes.
9. Place the print cartridge back into the print carriage slot and close the latch.
10. Repeat if necessary for the other print cartridge.
11. Gently close the print-carriage access door and plug the power cord into the back of the HP All-in-One.

### Clean the area around the ink nozzles

If the HP All-in-One is used in a dusty environment, a small amount of debris might accumulate inside the device. 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 control panel or the **HP Image Zone**. For more information, see [Clean the print cartridges](#).

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. Turn on the HP All-in-One and open the print-carriage access door. The print carriage is on the far right side of the HP All-in-One.
2. Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the HP All-in-One.



**Caution** When you unplug the power cord for more than 72 hours, the date and time are erased. You will need to reset the date and time later, when you plug the power cord back in. For more information, see [Set the date and time](#). Any faxes stored in memory are also erased.

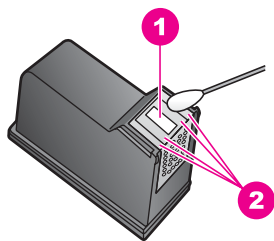
3. Lift one of the latches to the open position, and then remove the print cartridge.



**Caution** 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 HP All-in-One for more than 30 minutes.

4. Place the print cartridge on a piece of paper with the ink nozzles facing up.
5. Lightly moisten a clean foam rubber swab with distilled water.
6. 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.

7. Allow the ink nozzle area to dry for approximately ten minutes.
8. Place the print cartridge back into the print carriage slot and close the latch.
9. Repeat if necessary for the other print cartridge.
10. Gently close the print-carriage access door and plug the power cord into the back of the HP All-in-One.

## Change the device settings

You can change the power save time and prompt delay time settings on your HP All-in-One so that it behaves according to your preference. You can also restore the device settings to what they were when you purchased your device. This will erase any new defaults you have set.

### Set the scroll speed

The **Scroll Speed** option lets you control the rate that text messages scroll in the control panel display. For example, if the message is "Load paper, then press OK.", it will not completely fit in the control panel display and will need to scroll. This is so that you can read the entire message. You can choose the rate at which it will scroll: **Normal**, **Fast**, or **Slow**. The default is **Normal**.

1. Press **Setup**.
2. Press **7**, and then press **2**.  
This selects the **Preferences** menu and then selects **Set Scroll Speed**.
3. Press **▶** to select a scroll speed, then press **OK**.

### Set the power save time

The light bulb in the scanner of your HP All-in-One remains on for a specified period so that the HP All-in-One is immediately ready to respond to your request. When the HP All-in-One has not been used within that specified period, it turns the light bulb off to preserve power. You can exit this mode by pressing any button on the control panel.

Your HP All-in-One is automatically set to enter power save mode after 12 hours. Follow these steps if you want the HP All-in-One to enter this mode earlier.

1. Press **Setup**.

2. Press **7**, and then press **4**.  
This selects **Preferences** and then selects **Set Power Save Mode Time**.
3. Press **►** to select the appropriate time, then press **OK**.  
You can choose 1, 4, 8, or 12 hours for the power save time.

## Set the prompt delay time

The **Prompt Delay Time** option allows you to control the amount of time that passes before a message prompts you to take further action. For example, if you press **Menu** in the Fax area and the prompt delay time passes without you pressing another button, the message "**Press Start Black or Color**." appears in the control panel display. You can choose **Fast**, **Normal**, **Slow**, or **Off**. If you select **Off**, hints will not appear on the control panel display but other messages, such as low ink warnings and error messages, will still appear.

1. Press **Setup**.
2. Press **7**, then press **3**.  
This selects the **Preferences** menu and then selects **Set Prompt Delay Time**.
3. Press **►** to select a delay time, then press **OK**.

## Restore the factory defaults

You can change the current device settings to restore the factory defaults to what they were when you purchased your HP All-in-One.



**Note** Restoring the factory defaults will not change the date information you set, nor will it affect any changes you made to scan settings and the language and country/region settings.

You can perform this process from the control panel only.

1. Press **Setup**.
2. Press **6**, then press **3**.  
This selects the **Tools** menu and then selects **Restore Factory Defaults**.  
The factory default settings are restored.

## Self-maintenance sounds

The HP All-in-One might make noises after long periods (approximately 2 weeks) of inactivity. This is normal operation and is necessary to ensure the HP All-in-One produces the best quality printouts.

# 16 Troubleshooting information

This chapter contains troubleshooting information for the HP All-in-One. Specific information is provided for installation and configuration issues, and some operational topics. For more troubleshooting information, see the onscreen **HP Image Zone Help**.

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

1. Disconnect the USB cable from the computer.
2. Uninstall the software (if you have already installed it).
3. Restart your computer.
4. Turn off the HP All-in-One, wait one minute, then restart it.
5. Reinstall the HP All-in-One software.



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

For information about uninstalling and reinstalling the software, see [Uninstall and reinstall the software](#).

This chapter contains the following topics:

- **Setup troubleshooting:** contains information on hardware setup, software installation, and fax setup troubleshooting information.
- **Operational troubleshooting:** contains information on issues that might occur during normal tasks when using the HP All-in-One features.
- **Device update:** Based on advice from HP customer support or a message on the control panel display, you might access the HP support website to retrieve an upgrade for your device. This section contains information about updating your device.

## Before you call HP Support

If you have a problem, follow these steps:

1. Check the documentation that came with the HP All-in-One.
  - **Setup Guide:** The Setup Guide explains how to set up the HP All-in-One.
  - **User Guide:** The User Guide is the book you are reading. This book describes the basic features of the HP All-in-One, explains how to use the HP All-in-One without connecting it to a computer, and contains setup and operational troubleshooting information.

- **HP Image Zone Help:** The onscreen **HP Image Zone Help** describes how to use the HP All-in-One with a computer and contains additional troubleshooting information not covered in the User Guide.
  - **Readme file:** The Readme file contains information on possible installation problems. For more information, see [View the Readme file](#).
2. If you are unable to solve the problem using the information in the documentation, visit [www.hp.com/support](http://www.hp.com/support) to do the following:
    - Access online support pages
    - Send HP an e-mail message for answers to your questions
    - Connect with an HP technician by using online chat
    - Check for software updates

Support options and availability vary by product, country/region, and language.
  3. Contact your local point of purchase. If the HP All-in-One has a hardware failure, you will be asked to bring the HP All-in-One to where you purchased it. Service is free during the HP All-in-One limited warranty period. After the warranty period, you will be quoted a service charge.
  4. If you are unable to solve the problem using the onscreen Help or HP websites, call HP Support using the number for your country/region. For more information, see [Get HP support](#).

## View the Readme file

You might want to refer to the Readme file for more information on possible installation problems.

- In Windows, you can access the Readme file from Windows taskbar by clicking **Start**, pointing to **Programs** or **All Programs**, pointing to **Hewlett-Packard**, pointing to **HP Officejet 7200 All-in-One series**, and then clicking **View the Readme File**.
- In Macintosh OS 9 or OS X, 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.

The Readme file provides more information, including:

- Using the reinstall utility after a failed installation to return your computer to a state that will allow the HP All-in-One to be reinstalled.
- Using the reinstall utility in Windows 98 to recover a missing Composite USB System Driver.

## Setup troubleshooting

This section includes installation and configuration troubleshooting tips for some of the most common issues associated with HP All-in-One hardware installation, software, and fax setup.

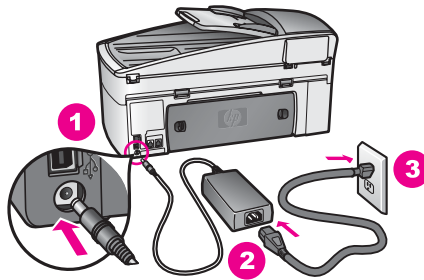
### Hardware setup troubleshooting

Use this section to solve any problems you might encounter while setting up the HP All-in-One hardware.

**My HP All-in-One does not turn on**

**Solution** Try the following:

- Make sure the power cord is firmly connected to both the HP All-in-One and the power adaptor, as shown below.



- Plug the power cord into a grounded power outlet, surge protector, or power strip. If you are using a power strip, make sure the power strip is on.
- 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 HP All-in-One into a switched outlet, make sure the switch is on.
- When you press the **On** button, wait a few seconds for the HP All-in-One to turn on.

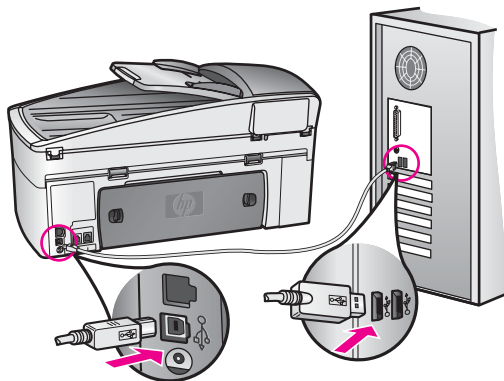
### My USB cable is not connected

**Solution** You must first install the software that came with your HP All-in-One before connecting the USB cable. During installation, do not plug in the USB cable until prompted by the onscreen instructions. Connecting the USB cable before prompted can cause errors.

Once you have installed the software, connecting your computer to your HP All-in-One 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 HP All-in-One. You can connect to any USB port on the back of your computer.



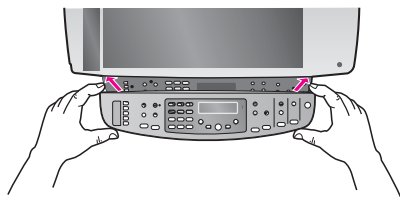
**Note** Do not plug the USB cable into the USB port on your keyboard.



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**I received a message on the control panel display to attach the control panel overlay**

**Solution** This might mean the control panel overlay is not attached, or it is attached incorrectly. Lift the lid before you install the overlay. Make sure to align the overlay over the buttons on the top of the HP All-in-One and snap it firmly into place.



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**The control panel display shows the wrong language**

**Solution** Usually, you set the language and country/region when you first set up the HP All-in-One. However, you can change these settings at any time by using the following procedure:

1. Press **Setup**.
2. Press **7**, and then press **1**.  
This selects **Preferences**, and then selects **Set Language & Country/Region**. A list of languages appears. You can scroll through the list of languages by pressing the **▶**.

3. When your language is selected, press **OK**.
4. When prompted, press **1** for Yes or **2** for No.  
The countries/regions for the selected language appear. Press **►** to scroll through the list.
5. Use the keypad to enter the two-digit number for the appropriate country/region.
6. When prompted, press **1** for Yes or **2** for No.

Print a **Self-Test Report** to confirm the language and country/region:

1. Press **Setup**.
2. Press **2**, and then press **6**.  
This selects **Print Report**, and then selects **Self-Test Report**.

### The wrong measurements are showing in menus on the control panel display

**Solution** You might have selected the incorrect country/region when setting up your HP All-in-One. The country/region you select determines the paper sizes shown on the control panel display.

To change the country/region, you must first set the default language again. You can change these settings at any time by using the following procedure:

1. Press **Setup**.
2. Press **7**, and then press **1**.  
This selects **Preferences**, and then selects **Set Language & Country/Region**.  
A list of languages appears. You can scroll through the list of languages by pressing **►**.
3. When your language is selected, press **OK**.
4. When prompted, press **1** for Yes or **2** for No.  
The countries/regions for the selected language appear. Press **►** to scroll through the list.
5. Use the keypad to enter the two-digit number for the appropriate country/region.
6. When prompted, press **1** for Yes or **2** for No.

Print a **Self-Test Report** to confirm the language and country/region:

1. Press **Setup**.
2. Press **2**, and then press **6**.  
This selects **Print Report**, and then selects **Self-Test Report**.

### I received a message on the control panel display to align the print cartridges

**Solution** The HP All-in-One prompts you to align cartridges every time you install a new print cartridge. Make sure you have letter or A4 unused plain white paper loaded in the input tray, and then press **OK**. The HP All-in-One prints a print cartridge alignment sheet and aligns the print cartridges. Recycle or discard the page. For more information, see [Align the print cartridges](#).



**Note** If you remove and reinstall the same print cartridge, the HP All-in-One will not prompt you to align the print cartridges. The HP All-in-One

remembers the alignment values for that print cartridge, so you do not need to realign the print cartridges.

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### **I received a message on the control panel display that the print cartridge alignment failed**

**Cause** The incorrect type of paper is loaded in the input tray.

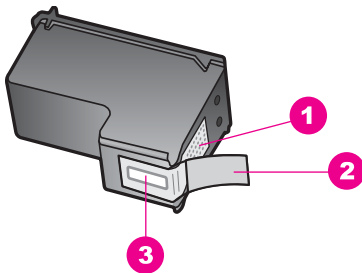
**Solution** If you have colored paper loaded in the input tray when you align the print cartridges, the alignment fails. Load unused plain white letter or A4 paper into the input tray, and then try the alignment again. For more information, see [Align the print cartridges](#).

If the alignment fails again, you might have a defective sensor or print cartridge. Contact HP Support. Go to [www.hp.com/support](http://www.hp.com/support). If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

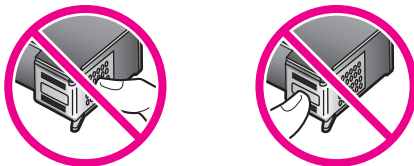
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**Cause** Protective tape is covering the print cartridges.

**Solution** Check each print cartridge. If the plastic tape is still covering the ink nozzles, gently remove the plastic tape by using the pink pull tab. 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



Reinsert the print cartridges and verify that they are fully inserted and locked in place, and then try the alignment again. For more information, see [Align the print cartridges](#).



**Cause** The contacts on the print cartridge are not touching the contacts in the print carriage.

**Solution** Remove and then reinsert the print cartridges. Verify that they are fully inserted and locked in place, and then try the alignment again. For more information, see [Align the print cartridges](#).

**Cause** You are not using HP print cartridges or you are using print cartridges that have been refilled.

**Solution** The alignment process might fail if you are not using HP print cartridges. It might also fail if you are using refilled print cartridges. Replace the print cartridges with genuine HP print cartridges that have not been refilled, and then try the alignment again. For more information on replacing the print cartridges, see [Replace the print cartridges](#). For more information on aligning the print cartridges, see [Align the print cartridges](#).

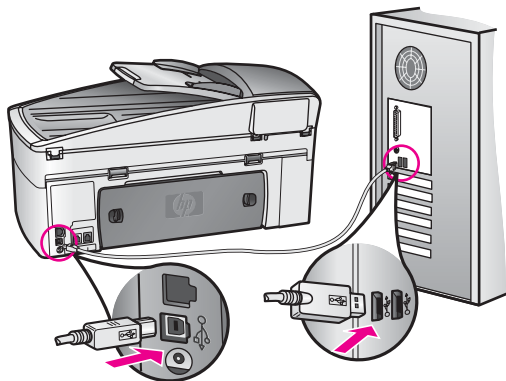
**Cause** The print cartridge or sensor is defective.

**Solution** Contact HP Support. Go to [www.hp.com/support](http://www.hp.com/support). If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

### The HP All-in-One does not print

**Solution** If your HP All-in-One and computer are not communicating with each other, try the following:

- Look at the control panel display on the HP All-in-One. If the control panel display is blank and the light next to the **On** button is not lit, the HP All-in-One is turned off. Make sure the power cord is firmly connected to the HP All-in-One and plugged into a power outlet. Press the **On** button to turn on the HP All-in-One.
- 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. Some operating systems, such as Windows 95 and Windows NT, do not support USB connections. Check the documentation that came with your operating system for more information.
- Check the connection from your HP All-in-One to your computer. Verify that the USB cable is securely plugged into the USB port on the back of your HP All-in-One. 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 your HP All-in-One off and then on again.



- If you are using a Macintosh: Check the Apple System Profiler (OS 9) or the System Profiler (OS X) to verify your USB connection. If the HP All-in-One shows up in the USB window, then the USB connection between your computer and HP All-in-One is working. If it is working, there might be a problem with the software. Try to run the **HP All-in-One Setup Assistant** to see if it can detect the HP All-in-One. (You can access the **HP All-in-One Setup Assistant** through the **HP Image Zone** software.)
- 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 your HP All-in-One off and then on again.
- If your HP All-in-One is networked, see [Set up your network](#) for information on setting up the HP All-in-One on your network.
- After you check the connections, try restarting your computer. Turn your HP All-in-One off and then on again.
- If necessary, remove and then install the **HP Image Zone** software again. For more information on uninstalling the software, see [Uninstall and reinstall the software](#).

For more information on setting up your HP All-in-One and connecting it to your computer, see the Setup Guide that came with your HP All-in-One.

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### **I received a message on the control panel display about a paper jam or a blocked carriage**

**Solution** If either a paper jam or blocked carriage error message appears on the control panel display, there might be some packing material inside the HP All-in-One. Lift open the print-carriage access door to expose the print cartridges and remove any packing material (such as tape or cardboard) or any other foreign objects blocking the carriage path. Turn off the HP All-in-One, wait one minute, and then press the **On** button to turn the HP All-in-One back on.

For more information about clearing paper jams, see [Paper has jammed the HP All-in-One](#).

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## Software installation troubleshooting

If you encounter a problem during software installation, see the topics below for a possible solution. If you encounter a hardware problem during setup, see [Hardware setup troubleshooting](#).

During a normal installation of the HP All-in-One software, the following events occur:

1. The HP All-in-One software CD-ROM runs automatically
2. The software installs
3. Files are copied to your hard drive
4. You are requested to connect the HP All-in-One to your computer
5. A green OK and check mark appear on an installation wizard screen
6. You are requested to restart your computer
7. The Fax Setup wizard runs
8. The registration process runs

If any of these things did not occur, there might be a problem with the installation. To check the installation on a Windows computer, verify the following:

- Start the **HP Director** and check to make sure the following icons appear: **Scan Picture**, **Scan Document**, and **Send Fax**. For information on starting **HP Director**, see the onscreen **HP Image Zone Help** that came with your software. If the icons do not appear immediately, you might need to wait a few minutes for the HP All-in-One to connect to your computer. Otherwise, see [Some of the icons are missing in the HP Director](#).



**Note** If you performed a minimum installation of the software (as opposed to a typical installation), the **HP Image Zone** and **Copy** are not installed and will not be available from the **HP Director**.

- Open the Printers dialog box and check to see that the HP All-in-One is listed.
- Look in the system tray at the far right of the Windows taskbar for an HP All-in-One icon. This indicates that the HP All-in-One is ready.

### When I insert the CD-ROM into the CD-ROM drive, nothing happens

**Solution** Do the following:

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

### The minimum system checks screen appears

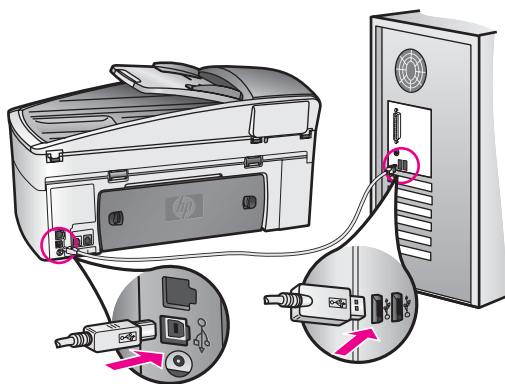
**Solution** Your system does not meet the minimum requirements to install the software. Click **Details** to see what the specific problem is, and then correct the problem before attempting to install the software.

### A red X appears on the USB connect prompt

**Solution** Normally, a green check appears indicating that the plug and play is successful. A red X indicates that the plug and play failed.

Do the following:

1. Verify that the control panel overlay is firmly attached, unplug the HP All-in-One power cord, and then plug it in again.
2. Verify that the USB and power cords are plugged in.



3. Click **Retry** to retry the plug and play setup. If this does not work, continue to the next step.
4. Verify that the USB cable is set up properly as follows:
  - Unplug the USB cable and plug it in again.
  - Do not attach the USB cable to a keyboard or non-powered hub.
  - Verify that the USB cable is 3 meters 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.
5. Continue with the installation and restart the computer when prompted. Then open **HP Director** and check for the essential icons (**Scan Picture**, **Scan Document**, and **Send Fax**).
6. If the essential icons do not appear, remove the software and then reinstall it. For more information, see [Uninstall and reinstall the software](#).

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### **I received a message that an unknown error has occurred**

**Solution** Try to continue with the installation. If that doesn't work, stop and then restart the installation, and follow the directions on the screen. If an error occurs, you might need to uninstall and then reinstall the software.



**Caution** Do not simply delete the HP All-in-One program files from your hard drive. Make sure to remove them properly using the uninstall utility provided in the HP All-in-One program group.

For more information, see [Uninstall and reinstall the software](#).

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### **Some of the icons are missing in the HP Director**

If the essential icons (**Scan Picture**, **Scan Document**, and **Send Fax**) do not appear, your installation might not be complete.

**Solution** If your installation is incomplete, you might need to uninstall and then reinstall the software. For more information, see [Uninstall and reinstall the software](#).



**Caution** Do not simply delete the HP All-in-One program files from your hard drive. Make sure to remove them properly using the uninstall utility provided in the HP All-in-One program group.

### The Fax Setup Wizard does not start

**Solution** Launch the **Fax Setup Wizard** as follows:

1. Start the **HP Director**. For more information, see the onscreen **HP Image Zone Help** that came with your software.
2. Click the **Settings** menu, point to **Fax Settings and Setup**, then click **Fax Setup Wizard**.

### The registration screen does not appear

#### Solution

→ In Windows, you can access the registration screen from the Windows taskbar by clicking Start, pointing to **Programs** or **All Programs** (XP), **Hewlett-Packard**, **HP Officejet 7200 All-in-One series**, and then clicking **Sign up now**.

### The Digital Imaging Monitor does not appear in the system tray

**Solution** If the Digital Imaging Monitor does not appear in the system tray, start the **HP Director** to check whether or not essential icons are there. For more information about starting the **HP Director**, see the onscreen **HP Image Zone Help** that came with your software.

For more information about missing essential icons in the **HP Director**, see [Some of the icons are missing in the HP Director](#).

The system tray normally appears in the lower-right corner of the desktop.

### 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.



**Caution** Do not simply delete the HP All-in-One program files from your hard drive. Make sure to remove them properly using the uninstall utility provided in the HP All-in-One program group.

A reinstall can take from 20 to 40 minutes for both Windows and Macintosh computers. There are three methods to uninstall the software on a Windows computer.

#### To uninstall from a Windows computer, method 1

1. Disconnect your HP All-in-One from your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.
2. On the Windows taskbar, click **Start, Start Programs** or **All Programs** (XP), **Hewlett-Packard, HP Officejet 7200 All-in-One series, uninstall software**.
3. Follow the onscreen instructions.
4. If you are asked whether you would like to remove shared files, click **No**. Other programs that use these files might not work properly if the files are deleted.
5. Restart your computer.



**Note** It is important that you disconnect your HP All-in-One before restarting your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.

6. To reinstall the software, insert the HP All-in-One CD-ROM into your computer's CD-ROM drive, and follow the onscreen instructions and the instructions provided in the Setup Guide that came with your HP All-in-One.
7. After the software is installed, connect the HP All-in-One to your computer.
8. Press the **On** button to turn the HP All-in-One on.  
After connecting and turning on your HP All-in-One, you might have to wait several minutes for all of the Plug and Play events to complete.
9. Follow the onscreen instructions.

When the software installation is complete, the Status Monitor icon appears in the Windows system tray.

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

#### To uninstall from a Windows computer, method 2



**Note** Use this method if **Uninstall Software** is not available in the Windows Start menu.

1. On the Windows taskbar, click **Start, Settings, Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Select **HP All-in-One & Officejet 4.0**, and then click **Change/Remove**. Follow the onscreen instructions.
4. Disconnect your HP All-in-One from your computer.
5. Restart your computer.



**Note** It is important that you disconnect your HP All-in-One before restarting your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.

6. Launch setup.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with your HP All-in-One.

### To uninstall from a Windows computer, method 3



**Note** This is an alternate method if **Uninstall Software** is not available in the Windows Start menu.

1. Run the HP Officejet 7200 All-in-One series software Setup program.
2. Select **Uninstall** and follow the onscreen directions.
3. Disconnect your HP All-in-One from your computer.
4. Restart your computer.



**Note** It is important that you disconnect your HP All-in-One before restarting your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.

5. Run the HP Officejet 7200 All-in-One series software Setup program again.
6. Launch **Reinstall**.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with your HP All-in-One.

### To uninstall from a Macintosh computer

1. Disconnect the HP All-in-One from your Macintosh.
2. Double-click the **Applications: HP All-in-One Software** folder.
3. Double-click **HP Uninstaller**.  
Follow the onscreen instructions.
4. After the software is uninstalled, disconnect your HP All-in-One, and then restart your computer.



**Note** It is important that you disconnect your HP All-in-One before restarting your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.

5. To reinstall the software, insert the HP All-in-One CD-ROM into your computer's CD-ROM drive.
6. On the desktop, open the CD-ROM and then double-click **HP all-in-one installer**.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with your HP All-in-One.

### Fax setup troubleshooting

This section contains fax setup troubleshooting information for the HP All-in-One. If your HP All-in-One is not set up properly for faxing, you might experience problems when sending faxes, receiving faxes, or both.



**Tip** This section contains only setup-related troubleshooting. For additional fax troubleshooting topics, such as problems with your printouts or slow fax reception, see the onscreen Troubleshooting Help that came with your **HP Image Zone** software.

If you are having faxing problems, you can print a fax test report to check the status of your HP All-in-One. The test will fail if your HP All-in-One is not set up properly for faxing. Perform this test after you have completed setting up your HP All-in-One for faxing.

## To test your fax setup

1. Make sure you have inserted the print cartridges and loaded paper before starting the test.  
For more information, see [Replace the print cartridges](#) and [Load full-size paper](#).
2. Press **Setup**.
3. Press **6**, then press **5**.  
This displays the **Tools** menu and then selects **Run Fax Test**.  
The HP All-in-One displays the status of the test on the control panel display and prints a report.
4. 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 faxing problems.
  - If the test fails, review the report for information on how to fix any problems found. For more information, you can also see the next section, [The fax test failed](#).
5. Press **OK** to return to the **Setup Menu**.

If you are still experiencing faxing problems, continue with the following sections for more troubleshooting help.

## The fax test failed

If you ran a fax test and the test failed, review the report for basic information about the error. For more detailed information, check the report to see which part of the test failed, and then navigate to the appropriate topic in this section for information:

- [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 fax line condition test failed](#)
- [The dial tone detection test failed](#)

## The fax hardware test failed

### Solution

- Turn off the HP All-in-One by using the **On** button located on the control panel and then unplug the power cord from the back of the HP All-in-One. 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.
- 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 using a Windows computer and are running the test from the **Fax Setup Wizard**, make sure the HP All-in-One is not busy completing another task, such as receiving a fax or making a copy. Check the control panel display for a message indicating that the HP All-in-One 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 your HP All-in-One 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](http://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 HP All-in-One to make sure the phone cord is secure.
- Make sure you use the phone cord that came with your HP All-in-One. If you do not use the supplied phone cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to send or receive faxes. After you plug in the phone cord that came with your HP All-in-One, run the fax test again.
- Make sure you have correctly connected the HP All-in-One to the telephone wall jack. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One. For more information on setting up your HP All-in-One for faxing, see [Fax setup](#).
- 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 HP All-in-One 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 HP All-in-One 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 your HP All-in-One is ready for faxing.

### The phone cord connected to correct port on fax test failed

**Solution** The phone cord is plugged into the wrong port on the back of the HP All-in-One.

1. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One.



**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.

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 your HP All-in-One is ready for faxing.
3. Try to send or receive a test fax.

## The fax line condition test failed

### Solution

- Make sure you connect your HP All-in-One 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 your HP All-in-One to an analog phone line and try sending or receiving a fax.
- Check the connection between the telephone wall jack and the HP All-in-One to make sure the phone cord is secure.
- Make sure you have correctly connected the HP All-in-One to the telephone wall jack. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One. For more information on setting up your HP All-in-One for faxing, see [Fax setup](#).
- Other equipment, which uses the same phone line as the HP All-in-One, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything from the phone line, and then run the test again.
  - If the **Fax Line Condition Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.
  - If the **Fax Line Condition Test** fails without the other equipment, connect the HP All-in-One 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 HP All-in-One directly to the telephone wall jack.

After you resolve any problems found, run the fax test again to make sure it passes and your HP All-in-One 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.

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## The dial tone detection test failed

### Solution

- Other equipment, which uses the same phone line as the HP All-in-One, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything from the phone line, and then run the test again. If the **Dial Tone Detection Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the HP All-in-One 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 HP All-in-One to the telephone wall jack. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One. For more information on setting up your HP All-in-One for faxing, see [Fax setup](#).
- 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 HP All-in-One 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. To check the setting, press **Setup** and then press **7**. The language and country/region settings appear on the control panel display. If the country/region setting is incorrect, press **OK** and follow the prompts on the control panel display to change it.
- Make sure you connect your HP All-in-One 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 your HP All-in-One to an analog phone line and try sending or receiving a fax.

After you resolve any problems found, run the fax test again to make sure it passes and your HP All-in-One is ready for faxing. If the **Dial Tone Detection** test continues to fail, contact your telephone company and have them check the phone line.

---

### The HP All-in-One is having problems sending and receiving faxes

**Solution** Make sure the HP All-in-One is turned on. Look at the control panel display on the HP All-in-One. If the control panel display is blank and the light next to the **On** button is not lit, the HP All-in-One is turned off. Make sure the power cord is firmly connected to the HP All-in-One and plugged into a power outlet. Press the **On** button to turn on the HP All-in-One.

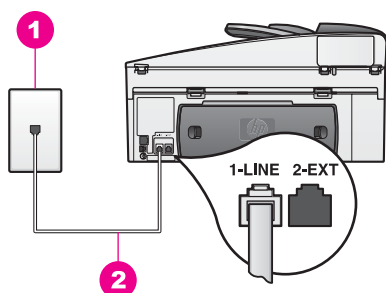
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### Solution



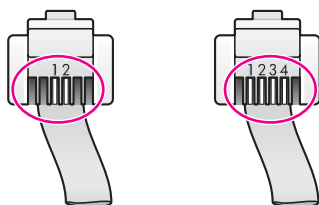
**Note** This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the HP All-in-One, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.

- Make sure you used the phone cord supplied in the box with your HP All-in-One to connect to the telephone wall jack. One end of this special 2-wire cord should be connected to the port labeled "1-LINE" on the back of your HP All-in-One and the other end to your telephone wall jack, as shown below.



- |   |  |
|---|--|
| 1 | Telephone wall jack                                    |
| 2 | Phone cord supplied in the box with your HP All-in-One |

This special 2-wire cord is different from the more common 4-wire phone cords you might already have in your home or office. Check the end of the cord and compare it to the two types of cords shown below.



If you used the 4-wire phone cord, disconnect it, find the supplied 2-wire cord, and then connect the 2-wire cord to the port labeled "1-LINE" on the back of your HP All-in-One. For more information on connecting this phone cord and setting up your HP All-in-One for faxing, see [Fax setup](#).

If the supplied phone cord is not long enough, you can extend it. For information, see [The phone cord that came with my HP All-in-One is not long enough](#).

- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the HP All-in-One and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Other equipment, which uses the same phone line as the HP All-in-One, might be in use. For example, you cannot use your HP All-in-One for faxing if an extension phone is off hook, or if you are using your computer modem to send an e-mail or access the Internet.
- Check to see if another process has caused an error. Check the control panel display or your computer for an error message providing information about the problem and how to solve it. If there is an error, the HP All-in-One will not send or receive a fax until the error condition is resolved.

- The phone line connection might be noisy. Phone lines with poor sound quality (noise) can cause faxing problems. Check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If you hear noise, turn **Error Correction Mode (ECM)** off and try faxing again. For information, see [Use error correction mode](#). If the problem persists, contact your telephone company.
- If you are using a digital subscriber line (DSL) service, make sure that you have a DSL filter connected or you will not be able to fax successfully. The DSL filter removes the digital signal and allows your HP All-in-One to communicate properly with the phone line. Obtain a DSL filter from your DSL provider. If you already have a DSL filter, make sure it is connected correctly. For information, see [Case B: Set up your HP All-in-One with DSL](#).
- Make sure your HP All-in-One is not connected to a telephone wall jack that is set up for digital phones. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones.
- If you are using either a private branch exchange (PBX) or an integrated services digital network (ISDN) converter/terminal adapter, make sure the HP All-in-One 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 that 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 continue to have problems when connected to the fax/phone port, try using the port designated for multiple purposes; it might be labeled "multi-combi" or something similar. For information on setting up your HP All-in-One with a PBX phone system or ISDN line, see [Fax setup](#).
- If your HP All-in-One shares the same phone line with a DSL service, the DSL modem might not be properly grounded. If the DSL modem is not properly grounded, it can create noise on the phone line. Phone lines with poor sound quality (noise) can cause faxing problems. You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If you hear noise, turn off your DSL modem and completely remove power for at least 15 minutes. Turn the DSL modem back on and listen to the dial tone again.



**Note** You might notice static on the phone line again in the future. If your HP All-in-One stops sending and receiving faxes, repeat this process.

If the phone line is still noisy or for more information on turning your DSL modem off, contact your DSL provider for support. You can also contact your telephone company.

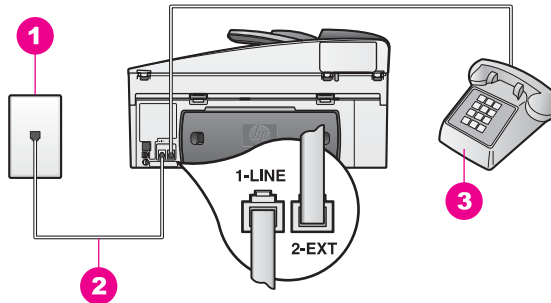
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.

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### The HP All-in-One is having problems sending a manual fax

### Solution

- Check with the recipient to see if their fax machine can receive faxes manually.
- Make sure the telephone you use to initiate the fax call is connected directly to the HP All-in-One. To send a fax manually, the telephone must be connected directly to the port labeled "2-EXT" on the HP All-in-One, as shown below. For information on sending faxes manually, see [Send a fax manually from a phone](#).



1	Telephone wall jack
2	Phone cord supplied in the box with your HP All-in-One
3	Telephone

- If you are sending a fax manually from your phone that is connected directly to the HP All-in-One, you must use the keypad on the telephone to send the fax. You cannot use the keypad on the control panel of the HP All-in-One.
- Make sure that you press **Start Fax Black** or **Start Fax Color** within three seconds of hearing the recipient's fax tones, otherwise the transmission might fail.

### The HP All-in-One cannot receive faxes, but can send faxes

#### Solution

- If you are not using a distinctive ring service, check to make sure that the **Answer Ring Pattern** feature on your HP All-in-One is set to **All Rings**. For information, see [Change the answer ring pattern \(distinctive ringing\)](#).
- If **Auto Answer** is set to **Off**, you will need to manually receive faxes; otherwise, your HP All-in-One will not receive the fax. For information on receiving faxes manually, see [Receive a fax manually](#).
- If you have a voice mail service at the same phone number you use for fax calls, you must receive faxes manually, not automatically. This means that you must be available to respond in person to incoming fax calls. For information on setting up your HP All-in-One when you have a voice mail service, see [Fax setup](#). For information on receiving faxes manually, see [Receive a fax manually](#).
- If you have a computer modem on the same phone line with your HP All-in-One, check to make sure that the computer modem software is not set to

receive faxes automatically. Modems with the auto fax receive feature turned on will receive all incoming faxes, which prevents the HP All-in-One from receiving fax calls.

- If you have an answering machine on the same phone line with your HP All-in-One, you might have one of the following problems:
  - Your answering machine might not be set up properly with your HP All-in-One.
  - Your outgoing message might be too long or too loud to allow the HP All-in-One to detect fax tones, and the calling fax machine might disconnect.
  - Your answering machine might hang up too quickly after the outgoing message plays if it does not detect someone trying to record a message, as when a fax is calling. This prevents the HP All-in-One from detecting the fax tones. This problem is most common with digital answering machines.

Try the following:

- When you have an answering machine on the same phone line you use for fax calls, try connecting the answering machine directly to the HP All-in-One as described in [Fax setup](#).
- Make sure your HP All-in-One is set to receive faxes automatically. For information on setting up your HP All-in-One to receive faxes automatically, see [Set up the HP All-in-One to receive faxes](#).
- Make sure the **Rings to Answer** setting is correct. Set your answering machine to answer in 4 rings and your HP All-in-One to answer in the maximum number of rings supported by your device. (The maximum number of rings varies by country/region.) In this setup, the answering machine will answer the call and the HP All-in-One will monitor the line. If the HP All-in-One detects fax tones, the HP All-in-One will receive the fax. If the call is a voice call, the answering machine will record the incoming message. For information on setting the number of rings to answer, see [Set the number of rings before answering](#).
- Disconnect the answering machine and then try receiving a fax. If you can receive a fax without the answering machine, the answering machine might be causing the problem.
- Reconnect the answering machine and rerecord your outgoing message. Make sure the message is as short as possible (no more than 10 seconds long), and that you speak softly and slowly when recording it. At the end of your message, leave 3 - 4 seconds of silence with no background noise. Try to receive a fax again.



**Note** Some digital answering machines might not retain the recorded silence at the end of your outgoing message. Play back your outgoing message to check.

- If your HP All-in-One shares the same phone line with other types of phone equipment, such as an answering machine, a computer modem, or multi-port switch box, the fax signal level might be reduced. This can cause problems during fax reception.

To find out if other equipment is causing a problem, disconnect everything except the HP All-in-One from the phone line, and then try to receive a fax. If you can receive faxes successfully without the other equipment, one or more pieces of the other equipment is causing problems; try adding them back one

at a time and receiving a fax each time, until you identify which equipment is causing the problem.

- If you have a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), make sure that the **Answer Ring Pattern** feature on your HP All-in-One is set to match. For example, if the telephone company has assigned your fax number a double ring pattern, make sure **Double Rings** is selected as the **Answer Ring Pattern** setting. For information on changing this setting, see [Change the answer ring pattern \(distinctive ringing\)](#).



**Note** The HP All-in-One 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 telephone company to assign a non-alternating ring pattern.

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## The HP All-in-One cannot send faxes, but can receive faxes

### Solution

- The HP All-in-One might be dialing too fast or too soon. You might need to insert some pauses in the number sequence. For example, if you need to access an outside line before dialing the phone number, insert a pause following the access number. If your number is 95555555, and 9 accesses an outside line, you might insert pauses as follows: 9-555-5555. To insert a pause during dialing, press **Redial/Pause** repeatedly until a dash character appears.  
If you are using a speed-dial entry to send the fax, recreate the speed-dial entry and insert some pauses in the number sequence. For more information on speed dials, see [Set up speed dialing](#).
- The number you entered when sending the fax is not in the proper format. 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.
- The receiving fax machine is having problems. To check this, try calling the fax number from a telephone and listen for fax tones. If you cannot hear fax tones, the receiving fax 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.

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## Fax tones are recorded on my answering machine

### Solution

- When you have an answering machine on the same phone line you use for fax calls, try connecting the answering machine directly to the HP All-in-One



as described in [Fax setup](#). If you do not connect the answering machine as recommended, fax tones might be recorded on your answering machine.

- Make sure your HP All-in-One is set to receive faxes automatically. If your HP All-in-One is set up to receive faxes manually, the HP All-in-One will not answer incoming calls. You must be available to respond in person to incoming fax calls, or the HP All-in-One will not receive the fax and your answering machine will record the fax tones. For information on setting up your HP All-in-One to receive faxes automatically, see [Set up the HP All-in-One to receive faxes](#).
- Make sure the **Rings to Answer** setting is correct. The number of rings to answer for the HP All-in-One should be greater than the number of rings to answer for the answering machine. If the answering machine and the HP All-in-One 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 answer in 4 rings and your HP All-in-One to answer in the maximum number of rings supported by your device. (The maximum number of rings varies by country/region.) In this setup, the answering machine will answer the call and the HP All-in-One will monitor the line. If the HP All-in-One detects fax tones, the HP All-in-One will receive the fax. If the call is a voice call, the answering machine will record the incoming message. For information on setting the number of rings to answer, see [Set the number of rings before answering](#).

### I hear static on my phone line since connecting the HP All-in-One

#### Solution

- Make sure you used the phone cord supplied in the box with your HP All-in-One 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 your HP All-in-One and the other end to your telephone wall jack. If the supplied phone cord is not long enough, you can extend it. For information, see [The phone cord that came with my HP All-in-One is not long enough](#).
- If you are using a phone splitter, this can cause static on the phone line. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.
- If you are not using a proper grounded power outlet for your HP All-in-One, you might hear static on your phone line. Try connecting to another power outlet.

### The phone cord that came with my HP All-in-One is not long enough

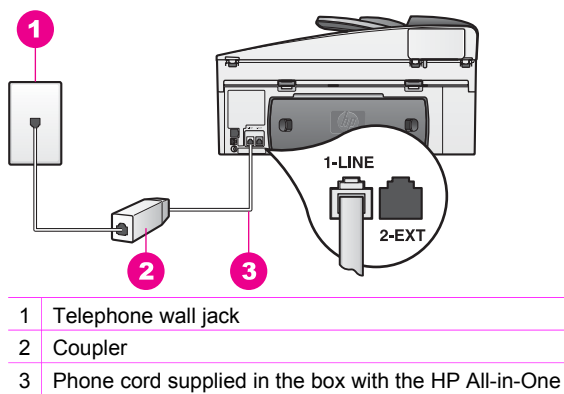
**Solution** If the phone cord that came with your HP All-in-One is not long enough, you can use a coupler to extend the length. You can purchase a coupler at an electronics store that carries phone accessories. You will also need another phone cord, which can be a standard phone cord that you might already have in your home or office.



**Tip** If your HP All-in-One came with a 2-wire phone cord adaptor, you can use it with a 4-wire phone cord to extend the length. For information on using the 2-wire phone cord adaptor, see the documentation that came with it.

### To extend your phone cord

1. Using the phone cord supplied in the box with your HP All-in-One, connect one end to the coupler, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One.
2. Connect another phone cord to the open port on the coupler and to the telephone wall jack, as shown below.



## I am having problems faxing over the Internet

### Solution

Check the following:

- 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 while using an Internet fax service, use a slower fax speed. You can do this by changing the **Fax Speed** setting from **High** (the default) to **Medium**. For information on changing this setting, see [Set the fax speed](#).
- You can only send and receive faxes by connecting a phone cord to the port labeled "1-LINE" on the HP All-in-One and not from the Ethernet port. 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.
- 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.

## Operational troubleshooting

The HP Officejet 7200 All-in-One series troubleshooting section in the **HP Image Zone Help** contains troubleshooting tips for some of the most common issues associated with your HP All-in-One.

To access the troubleshooting information from a Windows computer, go to the **HP Director**, click **Help**, and then choose **Troubleshooting and Support**. Troubleshooting is also available through the Help button that appears on some error messages.

To access troubleshooting information from Macintosh OS X v10.1.5 and later, click the **HP Image Zone** icon in the Dock, select **Help** from the menu bar, choose **HP Image Zone Help** from the **Help** menu, and then choose HP Officejet 7200 All-in-One series in the Help Viewer.

If you have Internet access, you can get help from the HP website at:

[www.hp.com/support](http://www.hp.com/support)

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

The website also provides answers to frequently asked questions.

## Paper troubleshooting

To help avoid paper jams, only use paper types that are recommended for your HP All-in-One. For a list of recommended papers, see [Recommended papers](#) or go to [www.hp.com/support](http://www.hp.com/support). If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Do not load curled or wrinkled paper, or paper with bent or torn edges, into the input tray. For more information, see [Avoid paper jams](#).

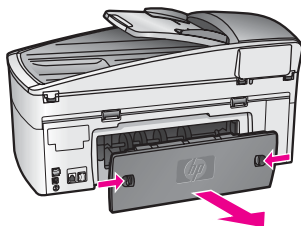
If paper does become jammed in your device, follow these instructions to clear the paper jam.

### Paper has jammed the HP All-in-One

#### Solution

1. Press in the tabs on the rear clean-out door to remove the door as shown below.

If your HP All-in-One came with a two-sided printing accessory, your device might not have the rear clean-out door shown here. To remove a paper jam, you might have to remove the accessory instead. For more information, see the printed guide that came with your two-sided printing accessory.



**Caution** Trying to clear a paper jam from the front of the HP All-in-One can damage the print mechanism. Always access and clear paper jams through the rear clean-out door.

2. Gently pull the paper out of the rollers.



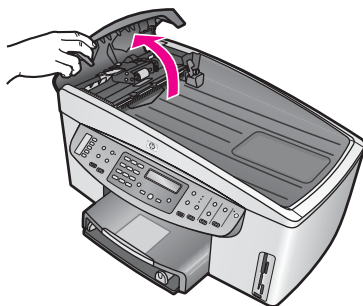
**Warning** If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the device. If you do not remove all the pieces of paper from the HP All-in-One, more paper jams are likely to occur.

3. Replace the rear clean-out door. Gently push the door forward until it snaps into place.
4. Press **OK** to continue the current job.

## Paper has jammed the automatic document feeder

### Solution

1. Pull the document feeder tray from the HP All-in-One to remove it.
2. Lift the cover of the automatic document feeder.



3. Gently pull the paper out of the rollers.



**Warning** 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 automatic document feeder. If you do not remove all the pieces of paper from the HP All-in-One, more paper jams are likely to occur.

In the rare occurrence of a severe paper jam, you might need to remove the face plate from the front of the automatic document feeder and lift the pick assembly to remove torn pieces of paper from deep inside the automatic document feeder. For more information, see [The automatic document feeder picks up too many pages or none at all](#).

4. Close the cover of the automatic document feeder, and then reattach the document feeder tray.

### Paper has jammed the optional two-sided printing accessory

**Solution** You might need to remove the two-sided printing accessory. For more information, see the printed guide that came with your two-sided printing accessory.



**Note** If you turned the HP All-in-One off before clearing the paper jam, turn it back on, and then restart your print, copy, or fax job.

### The automatic document feeder picks up too many pages or none at all

**Cause** You need to clean the separator pad or rollers inside the automatic document feeder. Pencil lead, wax, or ink can build up on the rollers and separator pad after extensive use, or if you copy handwritten originals or originals that are heavy with ink.

- If the automatic document feeder does not pick up any pages at all, the rollers inside the automatic document feeder need to be cleaned.
- If the automatic document feeder picks up multiple pages instead of single sheets, the separator pad inside the automatic document feeder needs to be cleaned.

**Solution** Load one or two sheets of unused plain white full-size paper into the document feeder tray, and then press **Start Copy Black** to pull the pages through the automatic document feeder. The plain paper releases and absorbs residue from the rollers and separator pad.



**Tip** If the automatic document feeder does not pick up the plain paper, try cleaning the front roller. Wipe the roller with a soft lint-free cloth dampened with distilled water.

If the problem persists, or the automatic document feeder does not pick up the plain paper, you can clean the rollers and separator pad manually. Remove the face plate from the front of the automatic document feeder to access the pick assembly inside the automatic document feeder, clean the rollers or separator pad, and then reattach the face plate, as described in the following procedures.

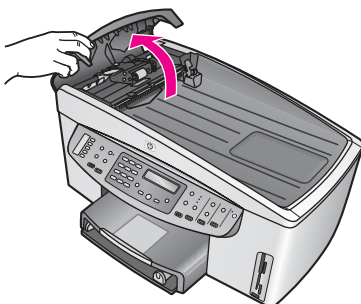
#### To remove the face plate from the front of the automatic document feeder

1. Remove all originals from the document feeder tray.



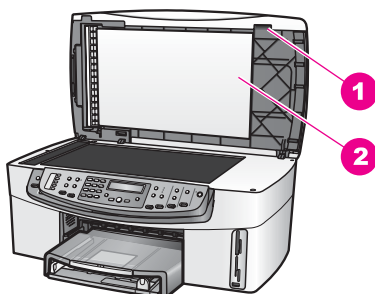
**Tip** You might find it easier to work with the automatic document feeder if you first remove the document feeder tray.

2. Lift the cover of the automatic document feeder, as shown in Figure 1.



**Figure 1**

3. Lift the lid on the HP All-in-One, as if you were loading an original on the glass.  
Figure 2 shows the lid open and the location of a notch (1) near the top right edge of the lid backing (2).



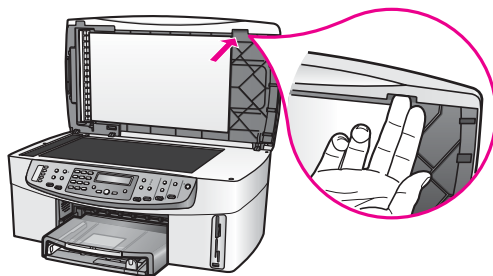
**Figure 2**

- |   |             |
|---|-------------|
| 1 | Notch       |
| 2 | Lid backing |

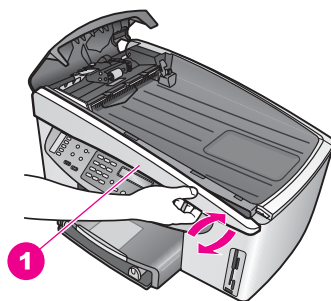
4. Place one or two fingers in the notch, as shown in Figure 3.



**Warning** Do not pull the face plate all the way off yet. There is a plastic catch on the far left inside of the face plate that helps secure the face plate in place. If you pull the face plate straight off, you might damage the plastic catch on the inside of the face plate.

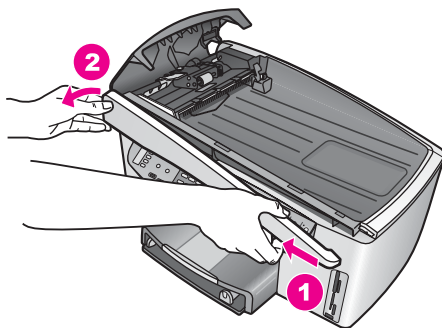
**Figure 3**

5. Keep your fingers in the notch as you lower the lid back down until the lid is almost closed.
6. Push against the top of the face plate (1) with your thumb as you pull the bottom away from the right side of the HP All-in-One with your fingers, as shown in Figure 4.  
Use a slight twisting motion to help release the face plate on the right side.

**Figure 4**

1 Face plate

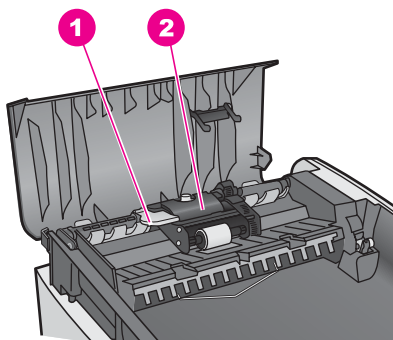
7. As shown in Figure 5, slide the face plate left (1) until the plastic catch on the left side is not touching any part of the HP All-in-One, then pull the face plate away from the device (2).



**Figure 5**

### To clean the rollers or separator pad

1. Use the blue-green handle (1) shown in Figure 6 to lift the pick assembly (2).

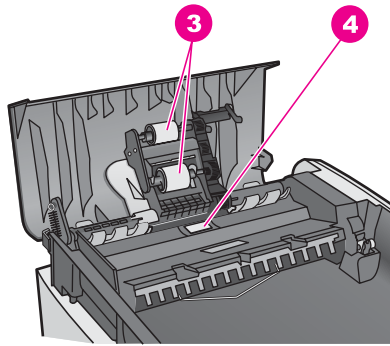


**Figure 6**

1	Handle
2	Pick assembly

This provides easy access to the rollers (3) and separator pad (4), as shown in Figure 7.



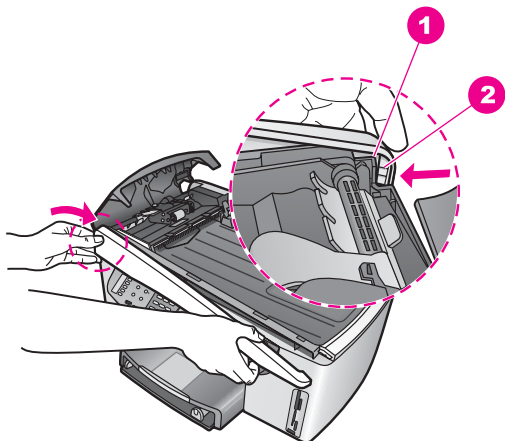
**Figure 7**

3	Rollers
4	Separator pad

2. Lightly dampen a clean lint-free cloth with distilled water, then squeeze any excess liquid from the cloth.
3. Use the damp cloth to wipe any residue off the rollers or separator pad.
4. If the residue does not come off using distilled water, try using isopropyl (rubbing) alcohol.
5. Use the blue-green handle to lower the pick assembly.

**To reattach the face plate to the front of the automatic document feeder**

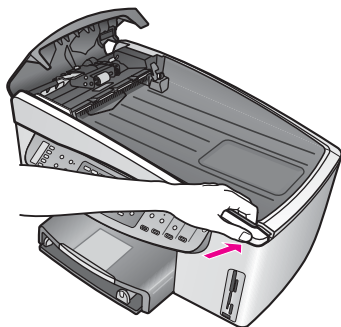
1. As shown in Figure 8, hook the face plate onto the left side of the HP All-in-One so that the plastic catch (2) on the far left inside of the face plate catches on the notch (1) on the front of the automatic document feeder.



**Figure 8**

1	Notch
2	Plastic catch

2. Line up the right edge of the face plate with the right side of the HP All-in-One, and then press the right side of the face plate until it snaps securely into place, as shown in Figure 9.



**Figure 9**

3. Place your hands towards the center of the face plate, as shown in Figure 10, then press until the center of the face plate snaps into place. You should hear clicks when the left side snaps into place and when the right side snaps into place.

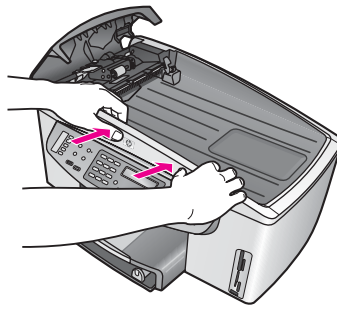


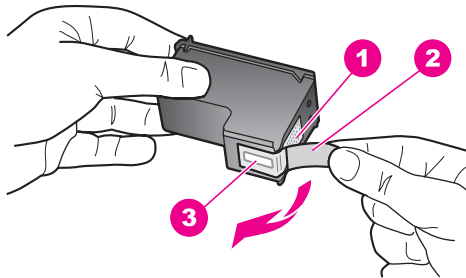
Figure 10

4. Close the cover of the automatic document feeder.
5. If you removed the document feeder tray, reattach it.

## Print cartridge troubleshooting

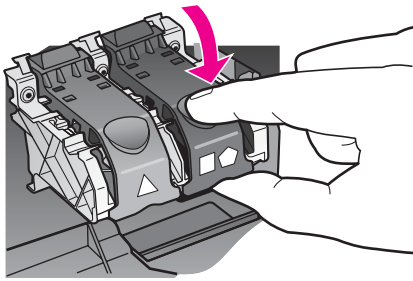
If you are experiencing problems with printing, you might have a problem with one of the print cartridges. Try the following:

1. Remove the print cartridge on the right side to make sure the plastic tape has been removed. If it is still covering the ink nozzles, gently remove the plastic tape by using the pink pull tab. 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

2. Reinsert the print cartridge and verify that it is fully inserted and locked in place.



3. Repeat steps 1 and 2 for the print cartridge on the left side.
4. If the problem persists, print a self-test report to determine if there is a problem with the print cartridges.  
This report provides useful information about your print cartridges, including status information. For more information, see [Print a self-test report](#).
5. If the self-test report shows a problem, clean the print cartridges.  
For more information, see [Clean the print cartridges](#).
6. If the problem persists, clean the copper-colored contacts of the print cartridges.  
For more information, see [Clean the print cartridge contacts](#).
7. If you are still experiencing problems with printing, determine which print cartridge is experiencing the problem and replace it.

## Print troubleshooting

### My document did not print

**Solution** If you have multiple printers installed, make sure you select the HP Officejet 7200 All-in-One series in your software application for the print job.



**Note** You can set the HP All-in-One as the default printer to ensure that the printer is automatically selected when you print from your software applications. For information, see the onscreen Troubleshooting Help that came with your **HP Image Zone** software.

---

**Solution** Check the status of your HP All-in-One to make sure it does not have an error, such as a paper jam or out of paper message. Try the following:

- Check the HP All-in-One control panel display to see if there are any error messages.
- Windows users: Check the status of the HP All-in-One from your computer. In the **HP Director**, click **Status**.

Resolve any errors found. For information on error messages, see the onscreen Troubleshooting Help that came with your **HP Image Zone** software.

---

## Memory card troubleshooting

The following troubleshooting tips relate only to Macintosh users of iPhoto.

**You insert a memory card into a networked HP All-in-One, but iPhoto does not see it**

**Solution** A memory card must appear on the desktop for iPhoto to find it, but a memory card inserted in a networked HP All-in-One does not automatically mount on the desktop. If you simply launch iPhoto from its folder or by double-clicking an alias, the application cannot see the inserted, but unmounted memory card. Instead start the **HP Director** and choose **iPhoto** from **More Applications**. When you start iPhoto from within the **HP Director** in this way, the application sees and mounts the memory card automatically.

**You have video clips on a memory card, but they do not appear in iPhoto after you import the memory card's contents.**

**Solution** iPhoto handles still photos only. To manage both video clips and still images, use **Unload Images** from the **HP Director** instead.

## Device update

If directed by HP customer support or prompted by a message on your computer, update your HP All-in-One. Several update methods are available; each involves downloading a file to your computer to start the **Device Update Wizard**.

### Device update (Windows)

Use one of the following to retrieve an update for your device:

- If directed by HP customer support, use your Web browser to download an update for your HP All-in-One from [www.hp.com/support](http://www.hp.com/support). The file will be a self-extracting executable with the extension .exe. When you double-click the .exe file, the **Device Update Wizard** opens on your computer.
- Use the **Software Update** utility, provided with the **HP Image Zone** software, to automatically search the HP support website for device updates at predetermined intervals. For more information on the **Software Update** utility, see the onscreen **HP Image Zone Help**.



**Note** After the **Software Update** utility is installed on your computer, it searches for device updates. If you do not have the latest version of the **Software Update** utility at the time of install, a dialog appears on your computer prompting you to upgrade. Accept the upgrade. Once the upgrade is finished, restart the **Software Update** utility to locate updates for your HP All-in-One.

#### To use device update

1. Do one of the following:
  - Double-click the update .exe file you downloaded from [www.hp.com/support](http://www.hp.com/support).
  - When prompted, accept the device update found by the **Software Update** utility.

The **Device Update Wizard** opens on your computer.
2. At the **Welcome** screen, click **Next**.  
The **Select a Device** screen appears.

3. Select your HP All-in-One from the list, and then click **Next**.  
The **Important Information** screen appears.
4. Make sure your computer and device meet the requirements listed.
5. If you meet the requirements, click **Update**.  
A progress bar or other such designator appears on the device display.
6. Do not disconnect, shut down, or otherwise disturb your device while the update is occurring.



**Note** If you disrupt the update, or an error message indicates the update failed, call HP support for assistance.

After your HP All-in-One restarts, the **Update Complete** screen appears on your computer and a test page prints from your device.

7. Your device is updated. It is now safe to use your HP All-in-One.

## Device update (Macintosh)

If directed by HP customer support or prompted by an error message, use the device update installer to apply updates to your HP All-in-One as follows:

1. Use your Web browser to download an update for your HP All-in-One from [www.hp.com/support](http://www.hp.com/support).
2. Double-click the downloaded file.  
The installer opens on your computer.
3. Follow the onscreen prompts to install the update to your HP All-in-One.
4. Restart the HP All-in-One to complete the process.

# 17 Get HP support

Hewlett-Packard provides Internet and phone support for your HP All-in-One.

This chapter provides information on how to get support from the Internet, contact HP customer support, access your serial number and service ID, call in North America during warranty, call HP Japan customer support, call HP Korea customer support, call elsewhere in the world, call Australia post-warranty, and prepare your HP All-in-One for shipment.

If you are unable to find the answer you need in the printed or onscreen documentation supplied with your product, you can contact one of the HP support services listed in the following pages. Some support services are available only in the U.S. and Canada, while others are available in many countries/regions worldwide. If a support service number is not listed for your country/region, contact your nearest authorized HP dealer for help.

## Get support and other information from the Internet

If you have Internet access, you can get help from [www.hp.com/support](http://www.hp.com/support). This website offers technical support, drivers, supplies, and ordering information.

## Warranty support

To obtain HP repair service, you must first contact an HP service office or an HP Customer Support Center for basic troubleshooting. See [HP customer support](#) for steps to take before calling Customer Support.



**Note** This information does not apply to customers in Japan. For information on service options in Japan, see [HP Quick Exchange Service \(Japan\)](#).

## Warranty upgrades

Depending on your country/region, HP might offer, for an additional fee, a warranty upgrade option that extends or enhances your standard product warranty. Available options might include priority phone support, return service, or next business day exchange. Typically, service coverage begins on product purchase date and must be purchased within a limited time of product purchase.

For more information:

- In the U.S., dial 1-866-234-1377 to speak to an HP advisor.
- Outside the U.S., please call your local HP Customer Support office. See [Call elsewhere in the world](#) for a list of international Customer Support numbers.
- Go to the HP website:  
[www.hp.com/support](http://www.hp.com/support)

If prompted, choose your country/region, and then find warranty information.

## Returning your HP All-in-One for service

Before returning your HP All-in-One for service, you must call HP Customer Support. See [HP customer support](#) for steps to take before calling Customer Support.



**Note** This information does not apply to customers in Japan. For information on service options in Japan, see [HP Quick Exchange Service \(Japan\)](#).

## HP customer support

Software programs from other companies might be included with your 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.

If you need to contact HP Customer Support, do the following before you call.

1. Make sure that:
  - a. Your HP All-in-One 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 your HP All-in-One:
  - a. Turn off the HP All-in-One by pressing the **On** button.
  - b. Unplug the power cord from the back of the HP All-in-One.
  - c. Plug the power cord back into the HP All-in-One.
  - d. Turn on the HP All-in-One by pressing the **On** button.
3. For more information, go to [www.hp.com/support](http://www.hp.com/support).  
This website offers technical support, drivers, supplies, and ordering information.
4. If you are still experiencing problems and need to speak with an HP Customer Support Representative, do the following:
  - a. Have the specific name of your HP All-in-One, as it appears on the control panel, available.
  - b. Print a self-test report. For information on printing a self-test report, see [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 and service ID ready. For information on how to access your serial number and service ID, see [Access your serial number and service ID](#).
5. Call HP Customer Support. Be near your HP All-in-One when you call.

## Access your serial number and service ID

You can access important information by using the **Information Menu** of your HP All-in-One.



**Note** If your HP All-in-One is not turning on, you can view the serial number by looking at the sticker on the rear upper left corner of the device. The serial number is the 10-character code in the upper left corner of the sticker.

1. Press and hold **OK**. While holding **OK**, press **4**.  
This displays the **Information Menu**.
2. Press **►** until **Model Number** appears, and then press **OK**.  
This displays the service ID. Write down the complete service ID.
3. Press **Cancel**, and then press **►** until **Serial Number** appears.
4. Press **OK**.  
This displays the serial number. Write down the complete serial number.
5. Press **Cancel** to exit the **Information Menu**.

## Call in North America during warranty

Call **1-800-474-6836 (1-800-HP invent)**. US phone support is available in both English and Spanish languages 24 hours a day, 7 days a week (days and hours of support may change



without notice). This service is free during the warranty period. A fee may apply outside the warranty period.

## Call elsewhere in the world

The numbers listed below are current as of the publication date of this guide. For a list of current international HP Support Service numbers, go to [www.hp.com/support](http://www.hp.com/support) and choose your own country/region or language.

You can call the HP support center in the following countries/regions. If your country/region is not listed, contact your local dealer or nearest HP Sales and Support Office to find out how to obtain services.

Support service is free during the warranty period; however, your standard long-distance phone charges will apply. In some cases, a flat fee per single incident will also apply.



**Note** Per call and per minute rates quoted in this section are approximate.

For phone support in Europe, please check for the details and conditions of phone support in your country/region by going to [www.hp.com/support](http://www.hp.com/support).

Alternatively, you can ask your dealer or call HP at the phone number provided in this guide.

As part of our constant efforts to improve our phone support service, we advise you to check our website on a regular basis for new information regarding service features and delivery.

Country/Region	HP technical support	Country/Region	HP technical support
Algeria <sup>1</sup>	+213 61 56 45 43	Luxembourg (French)	900 40 006
Argentina	(54)11-4778-8380, 0-810-555-5520	Luxembourg (German)	900 40 007
Australia during warranty	1300 721 147	Malaysia	1-800-805405
Australia once warranty has ended (per-call charge)	1902 910 910	Mexico	01-800-472-6684
Austria	+43 1 86332 1000	Mexico (Mexico City)	(55) 5258-9922
Bahrain	800 171	Middle East (international)	+971 4 366 2020
Bangladesh	fax to: +65-6275-6707	Morocco <sup>1</sup>	+212 22 404747
Belgium (Dutch)	+32 070 300 005	Netherlands (0.10 Euro/ min.)	0900 2020 165
Belgium (French)	+32 070 300 004	New Zealand	0800 441 147
Bolivia	800-100247	Nigeria	+234 1 3204 999
Brazil (Demais Localidades)	0800 157751	Norway <sup>2</sup>	+47 815 62 070
Brazil (Grande São Paulo)	(11) 3747 7799	Oman	+971 4 366 2020
Brunei	fax to: +65-6275-6707	Pakistan	fax to: +65-6275-6707
Cambodia	fax to: +65-6275-6707	Palestine	+971 4 366 2020

(continued)

Country/Region	HP technical support	Country/Region	HP technical support
Canada during warranty	(905) 206 4663	Panama	001-800-711-2884
Canada once warranty has ended (per-call charge)	1-877-621-4722	Peru	0-800-10111
Caribbean & Central America	1-800-711-2884	Philippines	632-867-3551
Chile	800-360-999	Poland	+48 22 5666 000
China	021-38814518, 8008103888	Portugal	+351 808 201 492
Colombia	01-800-51-474-6836 (01-800-51-HP invent)	Puerto Rico	1-877-232-0589
Costa Rica	0-800-011-4114, 1-800-711-2884	Qatar	+971 4 366 2020
Czech Republic	+420 261307310	Romania	+40 (21) 315 4442
Denmark	+45 70 202 845	Russian Federation, Moscow	+7 095 7973520
Dominican Republic	1-800-711-2884	Russian Federation, St. Petersburg	+7 812 3467997
Ecuador (Andinatel)	999119+1-800-7112884	Saudi Arabia	800 897 1444
Ecuador (Pacifitel)	1-800-225528 +1-800-7112884	Singapore	65 - 62725300
Egypt	+20 2 532 5222	Slovakia	+421 2 50222444
English International	+44 (0) 207 512 5202	South Africa (RSA)	086 0001030
Finland	+358 (0) 203 66 767	South Africa, Outside Republic	+27 11 2589301
France (0.34 Euro/min.)	+33 (0)892 69 60 22	Spain	+34 902 010 059
Germany (0.12 Euro/ min.)	+49 (0) 180 5652 180	Sri Lanka	fax to: +65-6275-6707
Greece (Cyprus to Athens toll free)	800 9 2649	Sweden	+46 (0) 77 120 4765
Greece, inside country/ region	801 11 22 55 47	Switzerland <sup>3</sup>	+41 0848 672 672
Greece, international	+30 210 6073603	Syria	+971 4 366 2020
Guatemala	1800-999-5105	Taiwan	+886 (2) 8722-8000, 0800 010 055
Hong Kong SAR	+(852) 2802 4098	Thailand	0-2353-9000
Hungary	+36 1 382 1111	Trinidad & Tobago	1-800-711-2884

## Appendix 17 (continued)

Country/Region	HP technical support	Country/Region	HP technical support
India	91-80-8526900	Tunisia <sup>1</sup>	+216 71 89 12 22
India (toll free)	1600-4477 37	Turkey	+90 216 579 71 71
Indonesia	62-21-350-3408	Ukraine, Kiev	+7 (380 44) 4903520
Ireland	+353 1890 923 902	United Arab Emirates	+971 4 366 2020
Israel	+972 (0) 9 830 4848	United Kingdom	+44 (0) 870 010 4320
Italy	+39 848 800 871	United States	1-800-474-6836 (1-800-HP invent)
Jamaica	1-800-711-2884	Venezuela	0-800-474-6836 (0-800-HP invent)
Japan	+81-3-3335-9800	Venezuela (Caracas)	(502) 207-8488
Jordan	+971 4 366 2020	Vietnam	84-8-823-4530
Korea	+82 1588 3003	W. Africa	+351 213 17 63 80
Kuwait	+971 4 366 2020	Yemen	+971 4 366 2020
Lebanon	+971 4 366 2020		

- 1 This Call Center supports French-speaking customers from the following countries: Morocco, Tunisia, and Algeria.
- 2 Setup price per call: 0.55 Norway kroner (0.08 Euro), customer price per minute: 0.39 Norway kroner (0.05 Euro).
- 3 This Call Center supports German-, French-, and Italian-speaking customers in Switzerland (0.08 CHF/min. during peak hours, 0.04 CHF/min. during off-peak hours).

## Call in Australia under warranty and post-warranty

If your product is under warranty, call 1300 721 147.

If your product is not under warranty, call 1902 910 910. A per-incident, out-of-warranty support fee will be charged to your phone bill.

## Call 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)

## Call HP Japan customer support

### カスタマー・ケア・センター

TEL : 0570-000-511 (ナビダイヤル)

03-3335-9800 (ナビダイヤルをご利用いただけない場合)

FAX : 03-3335-8338

月～金 9:00 ～ 17:00

土・日 10:00 ～ 17:00 (祝祭日、1/1～3を除く)

FAXによるお問い合わせは、ご質問内容とともに、ご連絡先、

弊社製品名、接続コンピュータ名をご記入ください。

## HP Quick Exchange Service (Japan)

製品に問題がある場合は以下に記載されている電話番号に連絡してください。製品が故障している、または欠陥があると判断された場合、**HP Quick Exchange Service**がこの製品を正常品と交換し、故障した製品を回収します。保証期間中は、修理代と送料は無料です。また、お住まいの地域にも依りますが、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、保証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

- 運送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。

## Prepare your HP All-in-One for shipment

If after contacting HP Customer Support or returning to the point of purchase, you are requested to send your HP All-in-One in for service, remove the print cartridges and pack the HP All-in-One in the original packing materials to avoid further damage. You can remove the print cartridges from your HP All-in-One whether it is turned on or not. Retain the power cord and control panel overlay in case the HP All-in-One needs to be replaced.

This section provides instructions on how to remove print cartridges from a functional HP All-in-One, remove print cartridges from a non-functional HP All-in-One, remove the control panel overlay, and pack your HP All-in-One.



**Note** This information does not apply to customers in Japan. For information on service options in Japan, see [HP Quick Exchange Service \(Japan\)](#).

## Remove print cartridges from a functional HP All-in-One

1. Turn on the HP All-in-One.  
See [Remove print cartridges from a nonfunctional HP All-in-One](#) if your device will not turn on.
2. Open the print-carriage access door.
3. Wait until the print carriage is idle and silent, and then remove the print cartridges from their slots and lower the latches. For information on removing the print cartridges, see [Replace the print cartridges](#).



**Note** Remove both print cartridges and lower both latches. Failure to do so might damage your HP All-in-One.

4. Place the print cartridges in an airtight plastic container (or print cartridge protectors if available) so they will not dry out, and put them aside. Do not send them with the HP All-in-One unless the HP customer support call agent instructs you to.
5. Close the print-carriage access door and wait a few minutes for the print carriage to move back to its home position (on the right side).



**Note** Make sure the scanner has returned to its parked position before turning off the HP All-in-One.

6. Press the **On** button to turn off the HP All-in-One.
7. Unplug the power cord, and then disconnect it from the HP All-in-One.



**Note** Do not return the power cord and power supply with the HP All-in-One. The replacement HP All-in-One will not be shipped with these items. Store the power cord and power supply in a safe place until the replacement HP All-in-One arrives.

8. See [Remove the control panel overlay and pack your HP All-in-One](#) to complete preparation for shipment.

## Remove print cartridges from a nonfunctional HP All-in-One

Follow these steps if you need to remove print cartridges for shipment and your HP All-in-One will not turn on. See [Remove print cartridges from a functional HP All-in-One](#) if your device is turning on. Follow the steps below to unlock the print cartridge cradle, remove the print cartridges, and then lock the print cartridge cradle.

1. Unplug the power cord, and then disconnect it from the HP All-in-One.



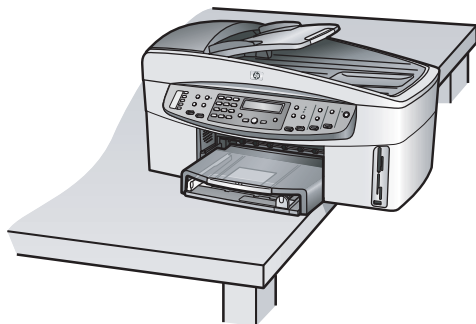
**Note** Do not return the power cord and power supply with the HP All-in-One. The replacement HP All-in-One will not be shipped with these items. Store the power cord and power supply in a safe place until the replacement HP All-in-One arrives.

2. Facing the front of the HP All-in-One, turn the right-hand side toward you until approximately 12.5 cm (5 inches) of the bottom right side hangs over the edge of a flat surface (such as a desk or table).

This exposes a round purple cover on the bottom.



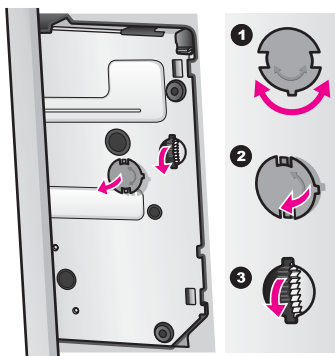
**Warning** Do not tilt the HP All-in-One on its side; this might damage the device.



3. Locate the cover on the bottom, and then follow the steps below to unlock the print cartridge cradle.
  - a. Use the tab to rotate the cover 1/4 turn in either direction.
  - b. Remove the cover. This exposes a gear that controls the height of the print cartridge cradle.
  - c. Rotate the gear toward the back of the device until it stops.



**Note** You will rotate the gear a number of times before it stops.



4. Open the print-carriage access door, and then remove the print cartridges from their slots and lower the latches.



**Note** Remove both print cartridges and lower both latches. Failure to do so might damage your HP All-in-One.

5. Place the print cartridges in an airtight plastic container (or print cartridge protectors if available) so they will not dry out, and put them aside. Do not send them with the HP All-in-One unless the HP customer support call agent instructs you to.
6. Rotate the gear toward the front of the HP All-in-One until it stops. This locks and secures the print cartridge cradle for safe shipment.
7. Reattach the cover to the bottom of the HP All-in-One by aligning the two tabs directly across from each other on the cover with the whole slots. With the cover in position rotate it 1/4 turn to lock the cover in its place.
8. See [Remove the control panel overlay and pack your HP All-in-One](#) to complete preparation for shipment.

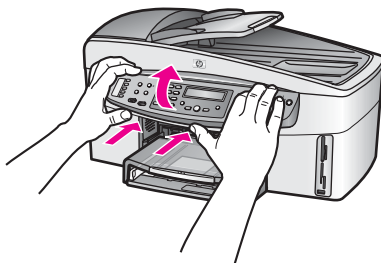
## Remove the control panel overlay and pack your HP All-in-One

Complete the following steps once you have removed the print cartridges and unplugged the HP All-in-One.



**Warning** The HP All-in-One must be unplugged before following these steps.

1. Remove the control panel overlay as follows:
  - a. Place your hands on each side of the control panel overlay.
  - b. Use your thumbs to pry the control panel overlay off.



2. Retain the control panel overlay. Do not return the control panel overlay with the HP All-in-One.



**Note** The replacement HP All-in-One might not come with a control panel overlay. Store your control panel overlay in a safe place, and when the replacement HP All-in-One arrives, reattach your control panel overlay. You must attach your control panel overlay to use the control panel functions on the replacement HP All-in-One.

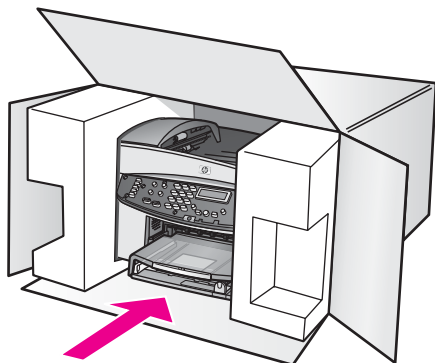


**Tip** See the Setup Guide that came with your HP All-in-One for instructions on how to attach your control panel overlay.



**Note** The replacement HP All-in-One might come with instructions for setting up your device.

3. If your HP All-in-One has an HP two-sided printing accessory, remove it from the back of the device.
4. If available, pack the HP All-in-One for shipment by using the original packing materials or the packaging materials that came with your exchange device.



If you do not have the original packaging materials, please use other adequate packaging materials. Shipping damage caused by improper packaging and/or improper transportation is not covered under the warranty.

5. Place the return shipping label on the outside of the box.
6. 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.



# 18 Hewlett-Packard LIMITED WARRANTY STATEMENT

## Duration of limited warranty

HP product	Duration of limited warranty
Software	90 Days
Printer	1 Year
Print cartridges	Until the HP ink is depleted or the “end of warranty” date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Accessories	90 days

## Extent of limited warranty

Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.

For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.

HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of: a. Improper maintenance or modification; b. Software, media, parts, or supplies not provided or supported by HP; c. Operation outside the product's specifications; d. Unauthorized modification or misuse.

For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.

If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.

If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.

HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.

Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.

HP products may contain remanufactured parts, components, or materials equivalent to new in performance.

HP's Limited Warranty Statement is valid in any country/region where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

## Limitation of warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

## Limitation of liability

To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.

TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

## Local law

This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.

To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:

Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);

Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.

THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

## Limited warranty information for EU countries/regions

Listed below are the names and addresses of the HP entities which grant HP's Limited Warranty (manufacturer's warranty) in your country.

**You may also have statutory legal rights against the seller on the basis of the purchase agreement in addition to the manufacturer's warranty, which are not restricted by this manufacturer's warranty.**

Belgique/Luxembourg Hewlett-Packard Belgium BVBA/ SPRL Luchtschipstraat 1 Rue de l'aeronef B-1140 Bruxelles	Ireland Hewlett-Packard Ireland Ltd. 30 Herbert Street IRL-Dublin 2	Danmark Hewlett-Packard A/S Kongevejen 25 DK-3460 Birkerød
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<p>Nederland Hewlett-Packard Nederland BV Startbaan 16 1187 XR Amstelveen NL</p>	<p>France Hewlett-Packard France 1 Avenue du Canada Zone d'Activite de Courtaboeuf F-91947 Les Ulis Cedex</p>	<p>Portugal Hewlett-Packard Portugal - Sistemas de Informática e de Medida S.A. Edifício D. Sancho I Quinta da Fonte Porto Salvo 2780-730 Paco de Arcos P-Oeiras</p>
<p>Deutschland Hewlett-Packard GmbH Herrenberger Straße 110-140 D-71034 Böblingen</p>	<p>Österreich Hewlett-Packard Ges.m.b.H. Lieblgasse 1 A-1222 Wien</p>	<p>España Hewlett-Packard Española S.L. C/ Vicente Aleixandre 1 Parque Empresarial Madrid - Las Rozas 28230 Las Rozas E-Madrid</p>
<p>Suomi Hewlett-Packard Oy Piispankalliontie 17 FIN-02200 Espoo</p>	<p>Greece Hewlett-Packard Hellas E.Π.Ε. Voriou Epirou 76 151 25 Maroussi Athens</p>	<p>Sverige Hewlett-Packard Sverige AB Skalholtskatan 9 S-164 97 Kista</p>
<p>Italia Hewlett-Packard Italiana S.p.A Via G. Di Vittorio 9 20063 Cernusco sul Naviglio I-Milano</p>	<p>United Kingdom Hewlett-Packard Ltd Cain Road Bracknell GB-Berks RG12 1HN</p>	<p>Polska Hewlett-Packard Polska Sp. z o.o. ul. Szturmowa 2A 02-678 Warszawa Wpisana do rejestru przedsiębiorców w Sądzie Rejonowym dla m.st. Warszawy, XX Wydział Gospodarczy pod numerem KRS 0000016370</p>
<p>Hungary Hewlett-Packard Magyarország Kft. 1117 Budapest Neumann J. u. 1.</p>	<p>Lietuva UAB "Hewlett-Packard" Šeimyniškių g. 21B 09200 Vilnius</p>	<p>Latvia Hewlett-Packard SIA Palasta iela 7 Riga, LV-1050</p>
<p>Slovenská republika Hewlett-Packard Slovakia, s.r.o. Miletičova 23 826 00 Bratislava</p>	<p>Česka republika HEWLETT-PACKARD s.r.o. Vyskočilova 1/1410 140 21 Praha 4</p>	<p>Estonia HP Oy Eesti Filiaal Estonia pst. 1 EE-10143 Tallinn tel +372 6 813 820 fax +372 6 813 822</p>

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Slovenia Hewlett-Packard d.o.o. Tivolska cesta 48 1000 Ljubljana	Cyprus/Kibris Hewlett-Packard Hellas E.Π.Ε. Voriou Epirou 76 151 25 Maroussi Athens, Greece	Malta Hewlett-Packard Europe B.V. Amsterdam, Meyrin Branch 150, Route de Nant d'Avril 1217 Meyrin, Geneva Switzerland
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# 19 Technical information

This chapter contains the following information:

- Windows and Macintosh system requirements
- Paper, print, copy, fax, memory card, and scan specifications
- Physical, power, and environmental specifications
- Regulatory notices
- Declaration of Conformity

## System requirements

Software system requirements are located in the Readme file. For information on viewing the Readme file, see [View the Readme file](#).

## Paper specifications

This section contains information about paper-tray capacities, paper sizes, and print margin specifications.

### Paper-tray capacities

Type	Paper weight	Input tray*	Output tray**
Plain paper	60 to 90 gsm (16 to 24 lb.)	150 (20 lb. paper)	50 (20 lb. paper)
Legal paper	75 to 90 gsm (20 to 24 lb.)	150 (20 lb. paper)	50 (20 lb. paper)
Cards	200 gsm index max (110 lb.)	60	10
Envelopes	75 to 90 gsm (20 to 24 lb.)	22	10
Banners	60 to 90 gsm (16 to 24 lb.)	20	20 or fewer
Transparency film	N/A	25	25 or fewer
Labels	N/A	20	20
10 x 15 cm (4 x 6 inch) Photo Paper	236 gsm (145 lb.)	30	30
216 x 279 mm (8.5 x 11 inch) Photo Paper	N/A	20	20

\* 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.

## Paper sizes

Type	Size
Paper	Letter: 216 x 279 mm (8.5 x 11 inches) A4: 210 x 297 mm A5: 148 x 210 mm Executive: 184 x 267 mm (7.25 x 10.5 inches) Legal: 216 x 356 mm (8.5 x 14 inches) B5: 176 x 250 mm
Banner	HP Banner Paper, A4 Z-fold Computer Paper: (Tractor Perforations Removed)
Envelopes	U.S. #10: 105 x 241 mm (4.125 x 9.5 inches) U.S. #9: 99 x 226 mm (3.9 x 8.9 inches) A2: 111 x 146 mm (4.4 x 5.8 inches) DL: 110 x 220 mm (4.3 x 8.7 inches) C6: 114 x 162 mm (4.5 x 6.4 inches)
Transparency film	Letter: 216 x 279 mm (8.5 x 11 inches) A4: 210 x 297 mm
Photo paper	102 x 152 mm (4 x 6 inches) 127 x 178 mm (5 x 7 inches) Letter: 216 x 280 mm (8.5 x 11 inches) A4: 210 x 297 mm 102 x 305 mm (4 x 12 inch) panoramic 127 x 305 mm (5 x 12 inch) panoramic
Cards	76 x 127 mm (3 x 5 inches) Index card: 101 x 152 mm (4 x 6 inches) 127 x 178 mm (5 x 7 inches) A6: 105 x 149 mm Hagaki card: 100 x 148 mm (3.94 x 5.83 inches)
Labels	Letter: 216 x 279 mm (8.5 x 11 inches) A4: 210 x 297 mm
Custom	76 x 127 mm up to 216 x 356 mm (3 x 5 inches up to 8.5 x 14 inches)

## Print margin specifications

	Top (leading edge)	Bottom (trailing edge)*
<b>Paper or transparency film</b>		
U.S. (Letter, Legal, Executive)	1.8 mm (0.07 inches)	6.7 mm (0.3 inches)

	Top (leading edge)	Bottom (trailing edge)*
ISO (A4, A5) and JIS (B5)	1.8 mm (0.07 inches)	6.7 mm (0.3 inches)
<b>Envelopes</b>		
	3.2 mm (0.13 inches)	6.7 mm (0.3 inches)
<b>Cards</b>		
	1.8 mm (0.07 inches)	6.7 mm (0.3 inches)

\* This margin is not compatible with the HP All-in-One; however, the total writing area is compatible. The writing area is offset from center by 5.4 mm (0.21 inches), which causes asymmetric top and bottom margins.

## Print specifications

- 1200 x 1200 dpi black
- 2400 x 1200 dpi color with HP PhotoREt III
- Method: drop-on-demand thermal inkjet
- Language: HP PCL Level 3, PCL3 GUI or PCL 10
- Print speeds vary according to the complexity of the document
- Duty cycle per month: 500 printed pages (average), 5000 printed pages (maximum)
- Panorama-size printing

Mode		Resolution (dpi)	Speed (ppm)
Best	Black	1200 x 1200	2
	Color	1200 x 1200 up to 4800 dpi optimized*	2
Normal	Black	600 x 600	9
	Color	600 x 600	7
Fast	Black	300 x 300	30
	Color	300 x 300	20

\* Up to 4800 x 1200 optimized dpi color printing on premium photo papers, 1200 x 1200 input dpi.

## Copy specifications

- Digital image processing
- Up to 99 copies from original (varies by model)
- Digital zoom from 25 to 400% (varies by model)
- Fit to page, Poster, Many on page
- Up to 30 copies per minute black; 20 copies per minute color (varies by model)
- Copy speeds vary according to the complexity of the document

Mode		Speed (ppm)	Print resolution (dpi)	Scan resolution (dpi)*
Best	Black	up to 2	1200 x 1200	1200 x 2400
	Color	up to 2	1200 x 1200**	1200 x 2400
Normal	Black	up to 9	600 x 1200	600 x 1200

(continued)

Mode		Speed (ppm)	Print resolution (dpi)	Scan resolution (dpi)*
	Color	up to 5	600 x 600	600 x 1200
Fast	Black	up to 30	300 x 1200	600 x 1200
	Color	up to 20	600 x 300	600 x 1200

\* Maximum at 400% scaling.

\*\* On photo paper or premium paper.

## Fax specifications

- Up to 75 speed dials (varies by model)
- Up to 90-page memory (varies by model, based on ITU-T Test Image #1 at standard resolution; more complicated pages or higher resolution will take longer and use more memory)
- Up to 33.6 Kbps transmission
- Up to 6 seconds per page speed at 33.6 Kbps (based on ITU-T Test Image #1 at standard resolution; more complicated pages or higher resolution take longer and use more memory)
- CCITT/ITU Group 3 fax with Error Correction Mode
- Walk-up black and white and color fax capability
- Manual multiple-page fax
- Automatic redial (up to five times)
- Confirmation and activity reports
- Ring detect with automatic fax/answering machine switching

	Photo (dpi)	Fine (dpi)	Standard (dpi)
Black	200 x 200 (8-bit grayscale)	200 x 200	200 x 100
Color	200 x 200	200 x 200	200 x 200

## Memory card specifications

- Maximum recommended number of files on a memory card: 1,000
- Maximum recommended individual file size: 12 megapixel maximum, 8 MB maximum
- Maximum recommended memory card size: 1 GB (solid state only)



**Note** Approaching any of the recommended maximums on a memory card might cause the performance of the HP All-in-One to be slower than expected.

### Supported memory card types

- CompactFlash
- SmartMedia
- Magic Gate Memory Stick
- Memory Stick
- Memory Stick Duo
- Memory Stick Pro
- Secure Digital
- MultimediaCard (MMC)
- xD-Picture Card



## Scan specifications

- Image editor included
- Integrated OCR software automatically converts scanned text to editable text
- Scan speeds vary according to the complexity of the document
- Twain-compliant interface
- Resolution: 2400 x 4800 dpi optical, up to 19,200 dpi enhanced
- Color: 48-bit color, 8-bit grayscale (256 levels of gray)
- Maximum scan size from glass: 216 x 279 mm (8.5 x 11 inches)

## Physical specifications

- **Height:** 290 mm (11.4 inches)
- **Width:** 381 mm (15 inches)
- **Depth:** 502 mm (19.75 inches)
- **Weight:** 10.5 kg (23.2 pounds)

## Power specifications

- Power consumption: 75 W maximum
- Input voltage: AC 100 to 240 V ~ 2 A 50–60 Hz, grounded
- Output voltage: DC 31Vdc===2420 mA

## Environmental specifications

- Recommended operating temperature range: 15° to 32° C (59° to 90° F)
- Allowable operating temperature range: 15° to 35° C (59° to 95° F)
- Humidity: 15% to 85% RH non-condensing
- Non-operating (Storage) temperature range: -40° to 60° C (-40° to 140° F)



**Note** In the presence of high electromagnetic fields it is possible the output from the HP All-in-One may be slightly distorted.

HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields.

## Additional specifications

If you have Internet access, you can get acoustic information from the HP website. Go to: [www.hp.com/support](http://www.hp.com/support).

## Environmental product stewardship program

This section provides information on protecting the environment; ozone production; energy consumption; paper use; plastics; material safety data sheets; and recycling programs.

### Protecting the environment

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

For more information, visit HP's Commitment to the Environment website at:

[www.hp.com/hpinfo/globalcitizenship/environment/index.html](http://www.hp.com/hpinfo/globalcitizenship/environment/index.html)

### Ozone production

This product generates no appreciable ozone gas (O3).

### Energy consumption

Energy usage drops significantly while in ENERGY STAR® mode, which saves natural resources, and saves money without affecting the high performance of this product. This product

qualifies for ENERGY STAR, which is a voluntary program established to encourage the development of energy-efficient office products.



ENERGY STAR is a U.S. registered service mark of the U.S. EPA. As an ENERGY STAR partner, HP has determined that this product meets ENERGY STAR guidelines for energy efficiency.

For more information on ENERGY STAR guidelines, go to the following website:

[www.energystar.gov](http://www.energystar.gov)

### **Paper use**

This product is suited for the use of recycled paper according to DIN 19309.

### **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 the product's life.

### **Material safety data sheets**

Material safety data sheets (MSDS) can be obtained from the HP website at:

[www.hp.com/go/msds](http://www.hp.com/go/msds)

Customers without Internet access should contact their local HP Customer Care Center.

### **Recycling program**

HP offers an increasing number of product return and recycling programs in many countries/regions, as well as partnering with some of the largest electronic recycling centers throughout the world. HP also conserves resources by refurbishing and reselling some of its most popular products.

This HP product contains the following materials that may require special handling at end-of-life:

- Mercury in the fluorescent lamp in the scanner (< 2 mg)
- Lead in the solder

### **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 free of charge. For more information, go to the following website:

[www.hp.com/hpinfo/globalcitizenship/environment/recycle/inkjet.html](http://www.hp.com/hpinfo/globalcitizenship/environment/recycle/inkjet.html)

## **Regulatory notices**

The HP All-in-One meets product requirements from regulatory agencies in your country/region.

This section contains regulatory topics that do not pertain to wireless functions.

### **Regulatory model identification number**

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SDGOB-0305-01. This regulatory number should

not be confused with the marketing name (HP Officejet 7200 All-in-One series) or product number (Q3460A, Q3463A).

### 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 may 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 may 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 may 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 may 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 may 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.

### 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.

**Declaration of Conformity:** 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. 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. Class B 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 more information, contact the Product Regulations Manager, Hewlett-Packard Company, San Diego, (858) 655-4100.

The user may find the following booklet prepared by the Federal Communications Commission helpful: How to Identify and Resolve Radio-TV Interference Problems. This booklet is available from the U.S. Government Printing Office, Washington DC, 20402. Stock No. 004-000-00345-4.



**Caution** Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by the Hewlett-Packard Company may cause harmful interference and void the FCC authorization to operate this equipment.

#### Exposure to radio frequency radiation



**Caution** The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized. This product and any attached external antenna, if supported, shall be placed in such a manner to minimize the potential for human contact during normal operation. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm (8 inches) during normal operation.

#### 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.



**Note** 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 0.2B.

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 may be particularly important in rural areas.



**Note** The Ringer Equivalence Number (REN) 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 may 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 0.2B, based on FCC Part 68 test results.

### 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

This HP fax product is designed to connect only to the analogue public-switched telephone network (PSTN). Please connect the TAE N telephone connector plug, provided with the HP All-

in-One into the wall socket (TAE 6) code N. This HP fax product can be used as a single device and/or in combination (in serial connection) with other approved terminal equipment.

### Geräuschemission

LpA < 70 dB am Arbeitsplatz im Normalbetrieb nach DIN 45635 T. 19

### Notice to users in Japan (VCCI-2)

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 Korea

#### 사용자 안내문(B급 기기)

이 기기는 비업무용으로 전자파 적합 등록을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

## 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 Officejet 7200 All-in-One series declaration of conformity



#### DECLARATION OF CONFORMITY

according to ISO/IEC Guide 22 and EN 45014

**Manufacturer's Name:** Hewlett-Packard Company

**Manufacturer's Address:** 16399 West Bernardo Drive  
San Diego CA 92127, USA

**declares, that the product**

**Regulatory Model Number:** SDGOB-0305-01

**Product Name:** OfficeJet 7200 Series (**Q3460A, Q3463A**)

**Model Number(s):** OfficeJet 7210 (Q5560A/B), 7210xi (Q5561A), 7210v (Q5566A),  
7205 (Q5567A/B), 7213 (Q5572C), 7215 (Q5568B), 7208 (Q5565D)  
7210 (Q5575A, Q5574C)

**Power Adapter(s) HP part#:** 0950-4483 (domestic), 0950-4484 (international)  
0957-2106 (international)

#### conforms to the following Product Specifications:

**Safety:** IEC 60950-1: 2001  
EN 60950-1: 2002  
IEC 60825-1 Edition 1.2: 2001 / EN 60825-1+A11+A2+A1: 2002 Class 1(Laser/Led)  
UL 60950-1: 2003, CAN/CSA-22.2 No. 60950-1-03  
NOM 019-SFCI-1993, AS/NZS 60950: 2000, GB4943: 2001

**EMC:** CISPR 22:1997 / EN 55022:1998 Class B  
CISPR 24:1997 / EN 55024:1998  
IEC 61000-3-2: 2000 / EN 61000-3-2: 2000  
IEC 61000-3-3/A1: 2001 / EN 61000-3-3/ A1: 2001  
AS/NZS CISPR 22: 2002  
CNS13438:1998, VCCI-2  
FCC Part 15-Class B/ICES-003, Issue 2  
GB9254: 1998, EN 301-489-17:2002

**Telecom:** TBR 21:1998, AS/ACIF S002:2002

#### Supplementary Information:

The product herewith complies with the requirements of the Low Voltage Directive 73/23/EC, the EMC Directive 89/336/EC and with the R&TTE Directive 1999/5/EC (Annex II) and carries the CE-marking accordingly. The product was tested in a typical configuration

29 June 2004  
Date

  
Steve Smith, Hardware Test & Regs MGR.

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