HP PSC 1500 All-in-One series
User Guide

you **+** hp

HP PSC 1500 All-in-One series

User Guide

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Notice

It is not lawful in many places to make copies of the following items. When in doubt, check with a legal representative first.

- Governmental paper or documents:
    - Passports
    - Immigration papers
    - Selective service papers
    - Identification badges, cards, or insignias
- Governmental stamps:

    Postage stamps

    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 line cord, and where the line cord will not be damaged.

8. If the product does not operate normally, see the online 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.

Contents

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 or printing photos from a camera 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, 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
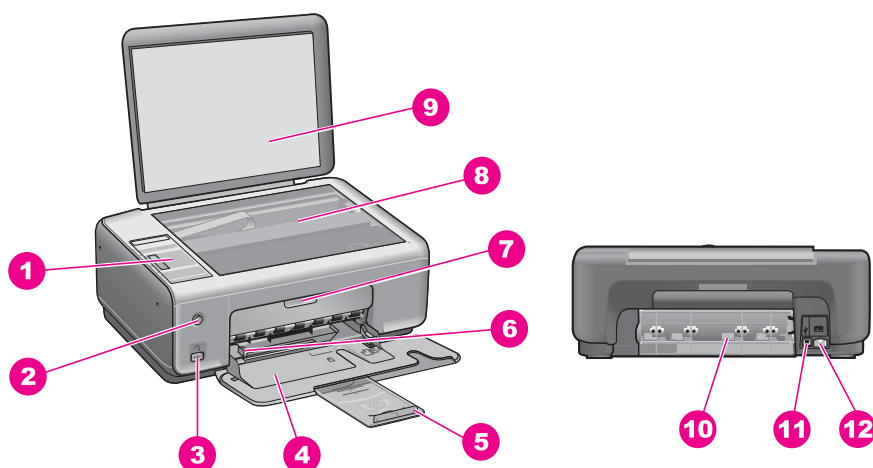
Label	Description
1	Control panel
2	On button
3	PictBridge camera port
4	Paper tray
5	Paper tray extender
6	Paper-width guide
7	Print-carriage access / front clean-out door

(continued)

Label	Description
8	Glass
9	Lid
10	Rear clean-out door
11	Rear USB port
12	Power connection

Control panel overview
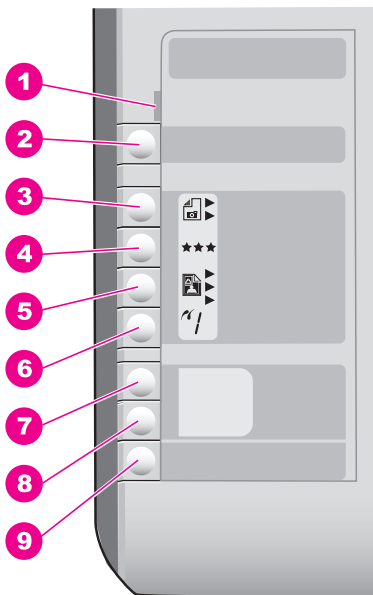
Label	Name and Description
1	**Check Paper**/**Check Print Cartridge**: Indicates the need to load paper, remove a paper jam, reinsert the print cartridge, replace the print cartridge, or close the print-carriage access door.
2	**Cancel / Resume** button: Stop a job or exit settings. In certain situations (for example, after clearing a paper jam), this button resumes printing.
3	**Type** button: Change the paper type setting to match the type of paper loaded in the paper tray (plain or photo paper). The default setting is plain paper.
4	**Quality** button: Change the copy quality. The default quality for plain paper is Normal (two stars). The default quality for photo paper is Best (three stars).

Label	Name and Description
5	**Size** button: Change the image size to 100%, fit it to the page, or print borderless images. The default setting is 100% for plain paper and print borderless images for photo paper.
6	**Copies** button: Specify the desired number of copies.
7	**Start Copy Black** button: Start a black copy job.
8	**Start Copy Color** button: Start a color copy job.
9	**Start Scan** button: Start a scan job.

Status light overview

Several indicator lights inform you of the status of your HP All-in-One. The following table describes common situations and explains what the lights mean.

For more information about status lights and resolving issues, see Troubleshooting information.

Light	What it means
All lights are off.	The HP All-in-One is turned off.
The **On** button light, **Start Copy Black** backlight, and **Start Copy Color** backlight are on.	The HP All-in-One is on and ready.
The **On** button light is blinking, and the **Start Copy Black** backlight and **Start Copy Color** backlight are on.	The HP All-in-One is printing, scanning, or aligning the print cartridges.
The **On** button light and the **Start Copy Black** backlight are blinking, and the **Start Copy Color** backlight is on.	The HP All-in-One is making a black and white copy.
The **On** button light and the **Start Copy Color** backlight are blinking, and the **Start Copy Black** backlight is on.	The HP All-in-One is making a color copy.
The **Check Paper** light is blinking, and the **On** button light, **Start Copy Black** backlight, and **Start Copy Color** backlight are on.	The HP All-in-One is out of paper, has a paper jam, or has the wrong paper size loaded.
The **Check Print Cartridge** light is blinking, and the **On** button light, **Start Copy Black** backlight, and **Start Copy Color** backlight are on.	The print-carriage access / front clean-out door is open, the print cartridges are missing or not installed properly, the protective tape is still on a print cartridge, or a print cartridge is defective.

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). For example, if you have a computer running Windows, the **HP Image Zone** software entry point is the **HP Director** (or **HP Solution Center**). If you have a Mac and are running OS X v10.1.5 or later, the **HP Image Zone** software entry point is the **HP Image Zone** window. If you have a Mac and are running OS 9.2.6 or earlier, the **HP Image Zone** software entry point is the **HP Director**. Regardless, the entry point serves as the launching pad for 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** (or **HP Solution Center**) from the desktop icon, system tray icon, or the **Start** menu. The **HP Image Zone** software features appear in the **HP Director** (or **HP Solution Center**).

Do one of the following:

- On the Windows desktop, double-click the **HP Director** (or **HP Solution Center**) 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 **HP Director** (or **HP Solution Center**).

Open the HP Image Zone software (Mac OS X v10.1.5 and above)

Note Mac OS X v10.0.0 - v10.1.4 are not supported.

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

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.

Access the HP Director software (Mac OS 9)

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 or copying, and to open the **HP Gallery** to view, modify, and manage the images on your computer.

The **HP Director** is a standalone application that must be opened before its features can be accessed. Use one of the following methods to open the **HP Director**:

- 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.
  The **HP Director** displays only the task buttons that pertain to the selected device.

2 Find more information

A variety of resources, both printed and onscreen, provide information about setting up and using your HP All-in-One.
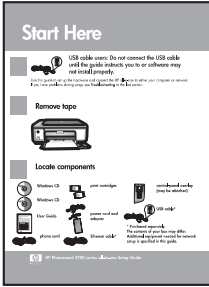
	Setup Guide The Setup Guide provides instructions for setting up your HP All-in-One and installing software. Make sure you follow the steps in order. If you have problems during setup, see Troubleshooting in the last section of the Setup Guide, the Troubleshooting section in this guide, or visit www.hp.com/support.
	User Guide The 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 **HP Image Zone** can help you edit, organize, and print your photos.
	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 you can do with the **HP Image Zone** software and your HP devices. ● If you need further assistance or want to check for HP software updates, see the **Troubleshooting and support** topic.
	Readme The Readme file contains the most recent information which might not be found in other publications. Install the software to access the Readme file.

3   Connection information

Your HP All-in-One comes equipped with a USB port so you can connect directly to a computer using a USB cable. You can also share your printer over an existing Ethernet network using a computer as a print server.

Supported connection types

Description	Recommended number of connected computers for best performance	Supported software features	Setup 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.	Follow the Setup Guide for detailed instructions.
Printer sharing (Windows)	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 Use printer sharing (Windows).
Printer sharing (Mac)	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 Use printer sharing (Mac OS X).

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 printer sharing (Windows)

If your computer is on a network, and another computer on the network has an HP All-in-One connected to it by means of a USB cable, you can use that device as your

printer using printer sharing. The computer directly connected 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 (Mac 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**.

Connection information

4 Load originals and load paper

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

Load an original

You can copy or scan up to letter- or A4-size originals by loading them on the glass, as described here.

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. Lift the lid and place your original face down on the right front corner of the glass.

   Tip For more help on loading an original, refer to the guide engraved under the glass.
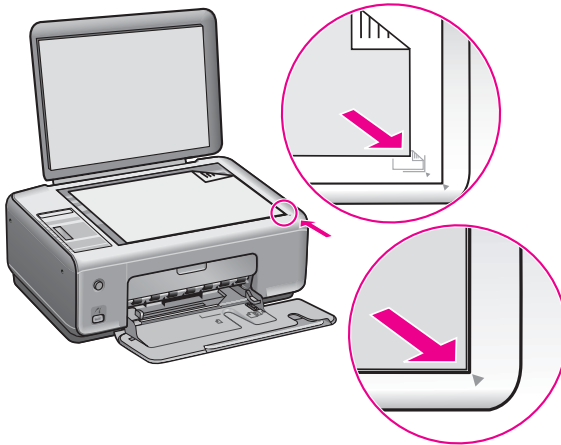
2. Close the lid.

   Tip You can copy or scan oversized originals by completely removing the lid from your HP All-in-One. To remove the lid, lift the lid part way and push out either at the left or right side to release the lid hook from its latch, then gently slide the remaining hook from its latch.

Load originals and load paper
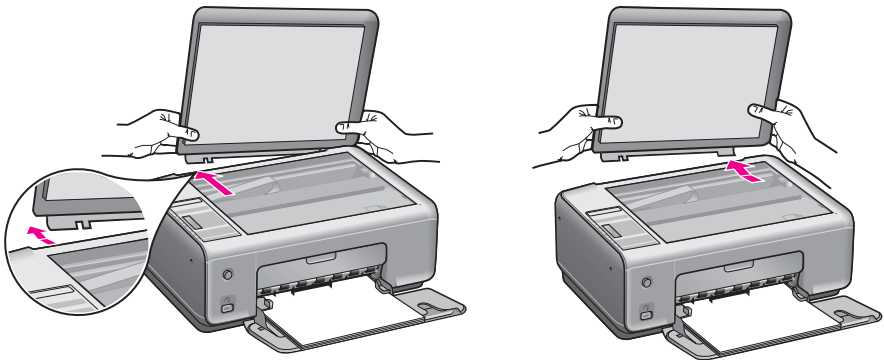
Choose papers for printing and copying

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 paper tray. If you are printing a brochure or presentation, use a type of paper specifically designed for that purpose.

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

For more information about HP papers, see the onscreen **HP Image Zone Help**, or go to 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 they can cause paper jams)
- Banner paper

We do not recommend copying to the following papers:
- Any size paper other than letter, A4, 10 x 15 cm (4 x 6 inch), Hagaki (Japan only), or L (Japan only)
- Paper with cutouts or perforations (unless specifically designed for use with HP inkjet devices)
- Envelopes
- Banner paper
- Transparency film
- Multiple-part forms or label stock
- Iron-on transfer paper

Load paper

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

> **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 paper tray of your HP All-in-One.

To load full-size paper
1. Open the paper tray door.
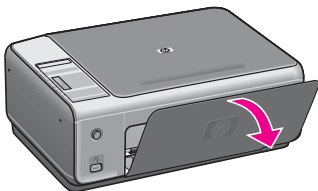
2. Pull the paper tray extender toward you, as far as it will go. Flip the paper catch at the end of the paper tray extender to open the extender the rest of the way.

> **Warning** Legal paper might get caught on the paper tray extender if it is fully extended when you print onto legal paper. To avoid a paper jam when using legal-size paper, do **not** open the paper tray extender.

3. Squeeze and hold the tab on the top of the paper-width guide, then slide the paper-width guide to its outermost position.
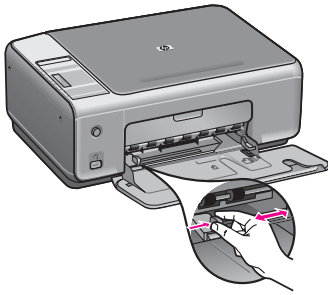
4. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
   – Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
   – Make sure all the paper in the stack is the same size and type.
5. Insert the stack of paper into the paper tray 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 paper tray.
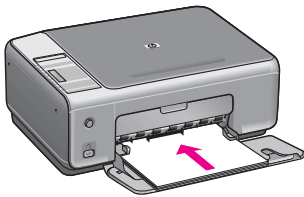
6. Squeeze and hold the tab on the top of the paper-width guide, then slide the paper-width guide inward until it stops at the edge of the paper.
   Do not overload the paper tray; make sure the stack of paper fits within the paper tray and is no higher than the top of the paper-width guide.
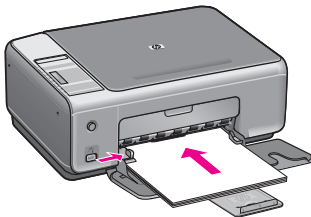
Load 10 x 15 cm (4 x 6 inch) photo paper

You can load 10 x 15 cm (4 x 6 inch) photo paper into the paper tray of your HP All-in-One. For best results, use a recommended type of 10 x 15 cm (4 x 6 inch) photo paper. For more information, see Recommended papers.

For best results, set the paper type and paper size before copying or printing. For information on changing paper settings, 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
1. Remove all paper from the paper tray.
2. Insert the stack of photo paper into the far right side of the paper 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.
3. Squeeze and hold the tab on the top of the paper-width guide, then slide the paper-width guide inward against the stack of photo paper until it stops.
   Do not overload the paper tray; make sure the stack of photo paper fits within the paper tray and is no higher than the top of the paper-width guide.
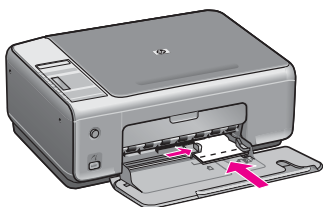
Load postcards or Hagaki cards

You can load postcards or Hagaki cards into the paper tray of your HP All-in-One.

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
1. Remove all paper from the paper tray.
2. Insert the stack of cards into the far right side of the paper tray with the short edge forward and the print side down. Slide the stack of cards forward until it stops.
3. Squeeze and hold the tab on the top of the paper-width guide, then slide the paper-width guide inward against the stack of cards until it stops.
   Do not overload the paper tray; make sure the stack of cards fits within the paper tray and is no higher than the top of the paper-width guide.
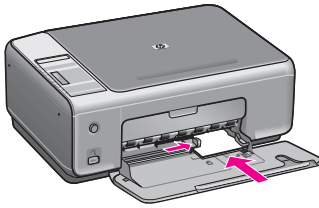
Load envelopes

You can load one or more envelopes into the paper 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 all paper from the paper tray.
2. Insert one or more envelopes into the far right side of the paper 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 paper tray.

3. Squeeze and hold the tab on the top of the paper-width guide, then slide the paper-width guide inward against the stack of envelopes until it stops.
   Do not overload the paper tray; make sure the stack of envelopes fits within the paper tray and is no higher than the top of the paper-width guide.
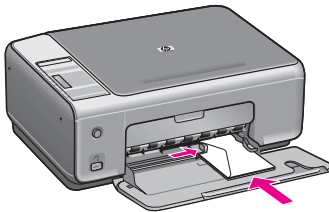
Load other types of paper

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.

> **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 or printing photos from a digital camera. Papers that are only available for printing from a software application are indicated as such, below.

Load originals and load paper

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Paper	Tips
HP papers	● HP Premium Paper: Locate the gray arrow on the nonprinting side of the paper, and then slide the paper into the paper tray with the arrow side facing up. ● 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 paper tray first. (For printing from a software application only.) Note The HP All-in-One cannot automatically detect transparency film. For best results, set the paper type in the software application to transparency film before printing onto transparency film. ● 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 paper tray with the blue stripe facing up. (For printing from a software application only.) ● HP Matte Greeting Cards, HP Photo Greeting Cards, or HP Textured Greeting Cards: Insert a small stack of HP greeting card paper into the paper tray with the print side down; slide the stack of cards forward until it stops. (For printing from a software application only.)
Labels (for printing from a software application only)	Always use letter or A4 label sheets designed for use with HP inkjet devices, and make sure that the labels are no more than two years old. Labels on older sheets might peel off when the HP All-in-One, causing paper jams. 1. Fan the stack of labels to make sure none of the pages are sticking together. 2. Place a stack of label sheets on top of full-size plain paper in the paper tray, label side down. Do not insert labels one sheet at a time.

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 paper tray frequently.
● Ensure that paper loaded in the paper tray lays flat and the edges are not bent or torn.
● Do not combine different paper types and paper sizes in the paper tray; the entire stack of paper in the paper tray must be the same size and type.
● Adjust the paper-width guide in the paper tray to fit snugly against all paper. Make sure the paper guide does not bend the paper in the paper tray.

- Do not force paper too far forward in the paper tray.
- Use paper types that are recommended for your HP All-in-One. For more information, see Choose papers for printing and copying.

For more information about clearing paper jams, see Paper troubleshooting.

Load originals and load paper

5 Use a PictBridge camera

This HP All-in-One supports the PictBridge standard, which allows you to connect any PictBridge-compliant camera and print photos without using your computer. Check your camera's user guide to see if it supports PictBridge capability.

Your HP All-in-One features a PictBridge camera port on the front of the device, as shown below.

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 your computer screen.

Connect a 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 photos contained on the memory card in the camera. We recommend you connect your camera's power cable to the camera to conserve battery power.

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.
   – When the camera is connected correctly, the PictBridge logo appears in the **Copy** area of the control panel, next to the number of copies, as shown below.

For more information on 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 PictBridge icon will blink, and an error icon appears in the number of copies area on the control panel as shown below.

When this occurs, 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 on PictBridge camera port troubleshooting, see the **Troubleshooting Help** that came with your **HP Image Zone** software.

Print photos from a digital camera

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 paper tray. Refer to the user guide that came with your camera for detailed information on printing from the camera.

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.

6 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. You can enlarge or reduce the size of an original to fit a specific paper size, adjust the copy quality, and make high-quality copies of photos, including borderless copies.

This chapter provides instructions for increasing copy speed, enhancing copy quality, setting the number of copies to print, and guidelines for choosing the best paper type for your job.

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

For information on setting the paper type, see Set the copy paper type.

For information on setting the copy quality, see Increase copy speed or quality.

Set the copy paper type

You can set the paper type on your HP All-in-One to either **Plain Paper** or **Photo Paper**.

To set the paper type from the control panel
1. Make sure you have paper loaded in the paper tray.
2. Load your original face down on the right front corner of the glass.
3. Press the Type button to select either **Plain Paper** or **Photo Paper**.
4. 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 paper tray.

Paper type	Control panel setting
Copier paper or letterhead	Plain
HP Bright White Paper	Plain
HP Premium Plus Photo Paper, Glossy	Photo
HP Premium Plus Photo Paper, Matte	Photo
HP Premium Plus 4 x 6 inch Photo Paper	Photo
HP Photo Paper	Photo
HP Everyday Photo Paper	Photo
HP Everyday Photo Paper, Semi Gloss	Photo
Other photo paper	Photo
HP Premium Paper	Plain

(continued)

Paper type	Control panel setting
Other inkjet paper	Plain
Plain Hagaki (Japan only)	Plain
Glossy Hagaki (Japan only)	Photo
L (Japan only)	Photo

Increase copy speed or quality

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

- Fast (one star): copies faster than the Normal setting. The text is comparable to the quality of the Normal setting, but the graphics might be lower quality. The Fast setting uses less ink and extends the life of your print cartridges.

  Note Fast is not available when the paper type is set to **Photo**.

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

To change the copy quality from the control panel
1. Make sure you have paper loaded in the paper tray.
2. Load your original face down on the right front corner of the glass.
3. Press the **Quality** button to select fast (one star), normal (two stars), or best (three stars).
4. Press **Start Copy Black** or **Start Copy Color**.

Make multiple copies of the same original

You can set the number of copies from the control panel or from the **HP Image Zone** software.

To make multiple copies of an original from the control panel
1. Make sure you have paper loaded in the paper tray.
2. Load your original face down on the right front corner of the glass.
3. Press the **Copies** button to increase the number of copies up to a maximum of 9.

   Tip Use the **HP Image Zone** software to set the number of copies higher than 9. If the number of copies is greater than 9, only the last digit of the number of copies is displayed on the control panel.

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

Use the copy features

Copy a two-page 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.
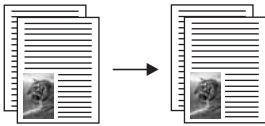
To copy a two-page document from the control panel
1. Make sure you have paper loaded in the paper tray.
2. Load the first page of your original face down on the right front corner of the glass.
3. Press **Start Copy Black**.
4. Remove the first page from the glass and load the second page.
5. Press **Start Copy Black**.

Make a borderless copy of a photo

For the best quality when copying a photo, load photo paper in the paper tray and then use the Type button to select **Photo Paper**. 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. For more information, see Use a photo print cartridge.

To copy a photo from the control panel
1. Load photo paper in the paper tray.

   Note In order to make a borderless copy, you must have photo paper loaded.

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 the Type button to select **Photo Paper**.

   Note When **Photo Paper** is selected, the HP All-in-One defaults to the **Borderless** setting.

4. Press **Start Copy Color**.

The HP All-in-One makes a borderless copy of your original photo, as shown below.

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 the **Resize to Fit** setting to reduce your original and prevent unwanted cropping of the text or images at the edges of the sheet.

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

To resize a document from the control panel
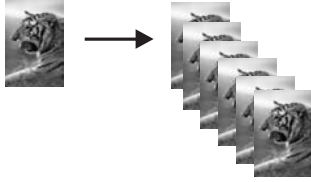1. Make sure you have paper loaded in the paper tray.
2. Load your original face down on the right front corner of the glass.
3. Press the Size button to select **Resize to Fit**.
4. Press **Start Copy Black** or **Start Copy Color**.

Stop copying

➜ To stop copying, press **Cancel / Resume** on the control panel.

7 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 computer or a Mac. 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 and newsletters; print images directly 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 digital camera, see Use a 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)
1. Make sure you have paper loaded in the paper 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 **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
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 (Mac)
1. Make sure you have paper loaded in the paper tray.

2. Select the HP All-in-One in the **Chooser** (OS 9), **Print Center** (OS X v10.2 or earlier), or **Printer Setup Utility** (OS X v10.3 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** (or **HP Solution Center**), click **Settings**, point to **Print Settings**, and then click **Printer 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 **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
4. Make changes to the print settings, and click **OK**.
5. Click **Print** or **OK** in the **Print** dialog box to print the job.

Mac 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 X v10.2 or earlier), or **Printer Setup Utility** (OS X v10.3 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 X v10.2 or earlier), or **Printer Setup Utility** (OS X v10.3 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 / Resume** on the control panel. If the job does not stop printing, press **Cancel / Resume** again.

Print from your computer

Print from your computer

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, text documents, and even 3D objects, as long as you are careful not to scratch the glass on your HP All-in-One.

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, or archive treasured photos in an electronic scrapbook.

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 computer, look for the HP Digital Imaging Monitor in the system tray at the lower right side of the screen, near the time. On a Mac, the HP All-in-One software is always running.

> **Note** Closing the HP Windows system tray icon 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 on 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: sending a scan to and from different destinations, and adjusting the preview image.

Scan to an application

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

1. Load the original face down on the right front corner of the glass.
2. Press **Start Scan** on the control panel.
   A preview image of the scan appears in the **HP Document Viewer** window on the computer, where you can edit it.
   For more information on editing a preview image, see the onscreen **HP Image Zone Help** that came with your software.
3. 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 **HP Image Zone** software, which automatically opens and displays the image.

The **HP Image Zone** has many tools that you can use to edit your scanned image. You can improve the overall image quality by adjusting the brightness, sharpness, color tone, or saturation. You can also crop, straighten, rotate, or resize the image. When the scanned image looks just the way you want it, you can open it in another application, send it through e-mail, save it to a file, or print it. For more information on using the **HP Image Zone**, see the onscreen **HP Image Zone Help**.

Stop scanning

➔ To stop scanning, press the **Cancel / Resume** button on the control panel, or in the **HP Image Zone** software, click **Cancel**.
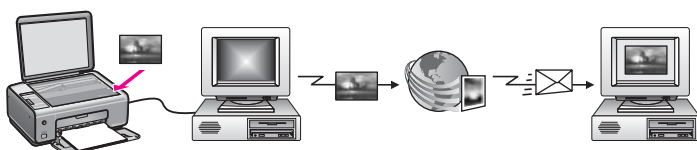
9 Use HP Instant Share

HP Instant Share makes it easy to share photos with family and friends. Using the **HP Image Zone** software installed on your computer, 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

If your HP All-in-One is USB-connected, you can share photos with friends and relatives using your device and the **HP Image Zone** software installed on your computer. A USB-connected device is an HP All-in-One that is connected to a computer by means of a USB cable and relies on the computer for access to the Internet.

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 Send images using your computer.

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 scan an image and send it to the destination of your choice.

> **Note** For more information on scanning an image, see Use the scan features.

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 with a USB cable
- Internet access through the computer to which the HP All-in-One is connected
- **HP Image Zone** software installed on your computer. Mac users will find that the **HP Instant Share** client application software is also installed.

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 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)

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.

> **Note** For more information on using the **HP Image Zone** software, see the onscreen **HP Image Zone Help**.

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.
6. From 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 over the Web.
    – 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 related 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** field 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 (Mac OS X v10.2.8 and later)

> 📝 **Note** Mac OS X v10.2.1 and 10.2.2 are **not** supported.

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.
9. From 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 over the Web.
    –   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 related 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** field 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 (Mac OS X v10.1)

Note Mac OS X v10.0 and v10.1.4 are **not** supported.

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 Imaging Gallery section in the onscreen **HP Photo and Imaging 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 Photo and Imaging Gallery** opens on your computer.
4. Select one or more images to share.
    For more information, see the onscreen **HP Photo and Imaging Help**.
5. Click **E-mail**.
    The e-mail program on your Mac opens.
    Send the images as an e-mail attachment by following the prompts on your computer screen.

Share images using the HP Director (Mac OS 9.2.2)

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 Imaging Gallery section in the onscreen **HP Photo and Imaging 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 Photo and Imaging Gallery** opens on your desktop.
3. Select one or more images to share.
    For more information, see the onscreen **HP Photo and Imaging Help**.
4. Click **E-mail**.
    The e-mail program on your Mac opens.
    Send the images as an e-mail attachment by following the prompts on your computer screen.

10 Order supplies

You can order recommended types of HP paper and print cartridges online from the HP website.

- Order paper, transparency film, or other media
- Order print cartridges
- Order other supplies

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. 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	#92
HP tri-color inkjet print cartridge	#93
HP photo inkjet print cartridge	#99 color photo 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** (or **HP Solution Center**), 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**.

Or, you can contact a local HP reseller or go to 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. 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 supplies

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. 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
U.S. and Canada	1-800-HP-INVENT (1-800-474-6836)

11 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

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

Clean the glass

Dirty glass from fingerprints, smudges, hair, and dust slows down performance and affects the accuracy of features such as **Resize to Fit**.

1. Turn off the HP All-in-One, unplug the power cord, and raise the lid.
2. Clean the glass with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.

> ⚠ **Warning** 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.

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.
2. Clean the white document backing with a soft cloth or sponge slightly moistened with a mild soap and warm water.
   Wash the backing gently to loosen debris. Do not scrub the backing.
3. Dry the backing with a chamois or soft cloth.

> ⚠ **Warning** Do not use paper-based wipes, as these might scratch the backing.

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

> ⚠ **Warning** 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.

⚠️ **Warning** 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, 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.

To check the ink levels from the HP Director (Windows)

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

    📝 **Note** You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Services** tab, and then click **Service this device**.

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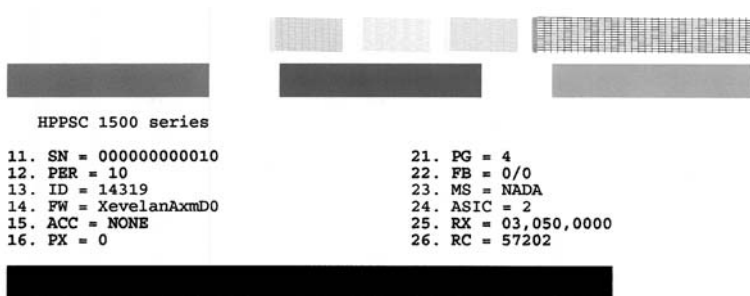   The estimated ink levels for the print cartridges appear.

To check the ink levels from the HP Image Zone software (Mac)

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 paper tray.
2. Press and hold the **Cancel / Resume** button and then press the **Start Copy Color** button.
3. 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.

```
HPPSC 1500 series

11. SN = 000000000010          21. PG = 4
12. PER = 10                   22. FB = 0/0
13. ID = 14319                 23. MS = NADA
14. FW = XevelanAxmD0          24. ASIC = 2
15. ACC = NONE                 25. RX = 03,050,0000
16. PX = 0                     26. RC = 57202
```

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 color blocks have even consistency and are representative of the colors listed below.

    You should see cyan, magenta, and yellow color blocks.

6. Check the color blocks and lines of color for streaking or white lines.

    Streaks might indicate clogged nozzles or dirty contacts. You might need to clean the print cartridges. For more information on cleaning the print cartridges, see Clean the print cartridges. Do not clean with alcohol.

    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.
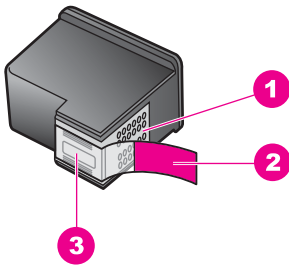
Work with print cartridges

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.

You might also need to check your print cartridges if the **Check Print Cartridge** light is on. This might mean that the print cartridges are not installed properly or are missing, the plastic tape has not been removed from the print cartridges, the print cartridges are out of ink, or the print carriage is blocked.

For more information on troubleshooting problems with your print cartridges, see the onscreen **HP Image Zone Help** that came with your software.
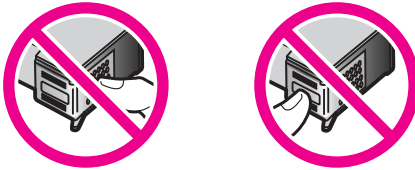
Handle the print cartridges

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.

Warning 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, replace the print cartridge. Make sure you have a replacement print cartridge available before removing the empty print cartridge. You should also replace the print cartridges when you see faded text or if you experience print quality issues related to the print cartridges.

You can 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 on checking the ink levels from the **HP Director** (or **HP Solution Center**), see Check the estimated ink levels.

Tip You can also use these instructions to replace the black print cartridge with a photo print cartridge for printing high-quality color 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. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.
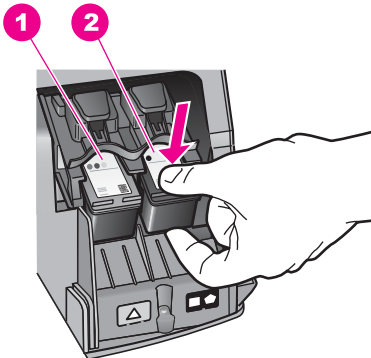
To replace the print cartridges

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. Make sure the paper tray is down and there is letter or A4 unused plain white paper loaded in the paper tray.

3. Open the print-carriage access door by lowering the door.
   The print carriage moves to the far right side of the HP All-in-One.
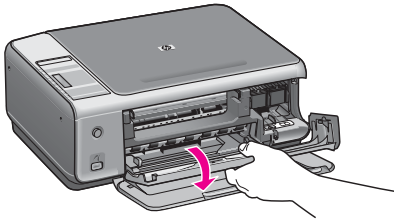
4. Wait until the print carriage is idle and silent, and then, using your thumb, lightly press down on a print cartridge to release it.
   If you are replacing the tri-color print cartridge, remove the print cartridge from the slot on the left.
   If you are replacing the black or photo print cartridge, remove the print cartridge from the slot on the right.


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

5. Pull the print cartridge toward you out of its slot.

6. If you are removing the black print cartridge in order to install the photo print cartridge, store the black print cartridge in the print cartridge protector. 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

7. 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.
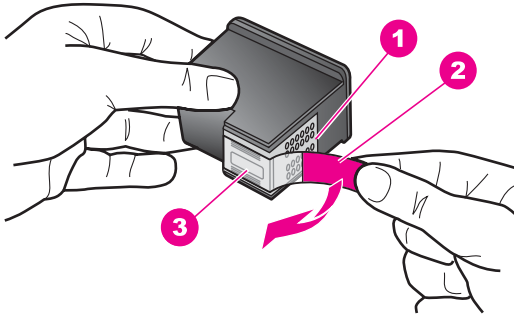

| 1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

Caution   Do not touch the copper-colored contacts or ink nozzles. Touching these parts can result in clogs, ink failure, and bad electrical connections.
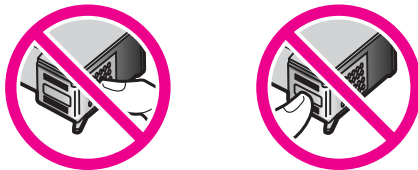
8. Slide the new print cartridge forward at a slight upward angle into the empty slot. Using your index finger, push the print cartridge forward until it clicks into place.

   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 label for the slot is green with a solid white triangle.

   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 label for the slot is black with a solid white square and a solid white pentagon.
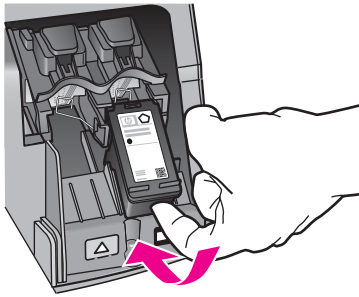
9. Close the print-carriage access door.
   If you are installing a new print cartridge, the HP All-in-One begins to print a print cartridge alignment sheet.
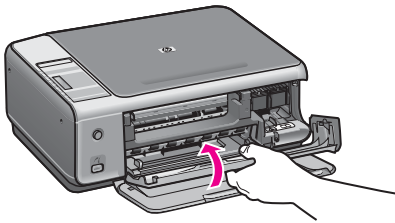
10. Load the print cartridge alignment sheet on the right front corner of the glass with the top of the page to the right.
11. Press the **Start Scan** button.
    The HP All-in-One aligns the print cartridges. Recycle or discard the print cartridge alignment sheet. For more information on aligning the print cartridges, see Align the print cartridges.

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.
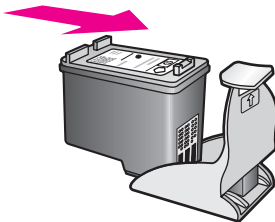
Use the print cartridge protector

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.

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.
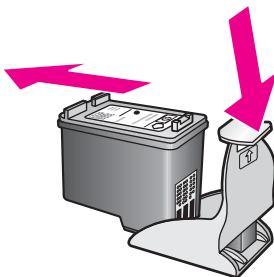
Align the print cartridges

The HP All-in-One aligns the print cartridges every time you install or replace a print cartridge. You can also align the print cartridges at any time from 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 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 newly installed print cartridges

1. Make sure you have letter or A4 unused plain white paper loaded in the paper tray.
   The HP All-in-One prints a print cartridge alignment sheet.

   > **Note** If you have colored paper loaded in the paper tray when you align
   > the print cartridges, the alignment will fail. Load unused plain white paper
   > into the paper 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. If prompted,
   > choose your country/region, and then click **Contact HP** for information on
   > calling for technical support.

2. Load the print cartridge alignment sheet on the right front corner of the glass with
   the top of the page to the right.
3. Press the **Start Scan** button.
   The HP All-in-One aligns the print cartridges. Recycle or discard the print
   cartridge alignment sheet.

Clean the print cartridges

Before cleaning the print cartridges, print a self test page. For more information, see
Print a self-test report.

If the self-test report indicates a problem, clean the print cartridges using the HP
Image Zone software. For more information, see the HP Image Zone Help.

If you continue to have problems, clean the print cartridge contacts and the area
around the nozzles. For more information, see the HP Image Zone Help.

Maintain your HP All-in-One

Maintain your HP All-in-One

12 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** file that came with your software.

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. 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 section contains the following topics:

- **Setup troubleshooting**: Contains information on hardware setup, software installation, and HP Instant Share 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 computer, 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 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 the Windows taskbar by clicking **Start**, pointing to **Programs** or **All Programs**, pointing to **Hewlett-Packard**, pointing to **HP PSC 1500 All-in-One series**, and then clicking **View the Readme File**.

● In Mac 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.

● System requirements.

Setup troubleshooting

This section includes installation and configuration troubleshooting tips for some of the most common issues associated with software installation and hardware setup.
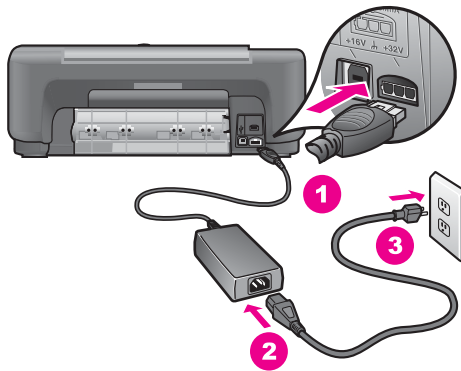
Hardware setup troubleshooting

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 cable is firmly connected to both the HP All-in-One and the power adaptor, as shown below.

Troubleshooting information

- Plug the power cable 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.
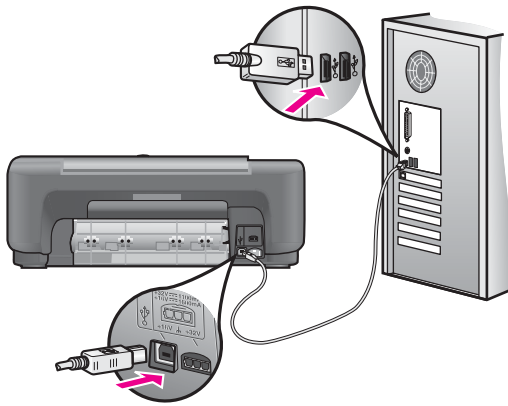
Connecting your computer to your HP All-in-One with a USB cable is straightforward. Simply plug one end of the USB cable into the back of your computer and the other into the back of the HP All-in-One. You can connect to any USB port on the back of your computer.

Note 1   AppleTalk is not supported.

Note 2   Do not plug the USB cable into the USB port on your keyboard.

I received a message on the computer to attach the control panel overlay

Solution   This might mean the control panel overlay is not attached, or it is attached incorrectly. Peel and remove the back of the control panel overlay. Lift the lid and insert the overlay tabs into the device. Press down on the overlay to ensure it is firmly attached.
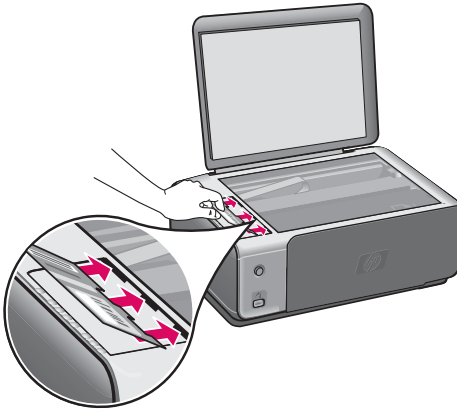
I received a message on the computer that the print cartridge alignment failed

**Cause**   The incorrect type of paper is loaded in the paper tray.

Solution   If you have colored paper loaded in the paper tray when you align the print cartridges, the alignment fails. Load unused plain white letter or A4 paper into the paper 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. If prompted, choose your

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

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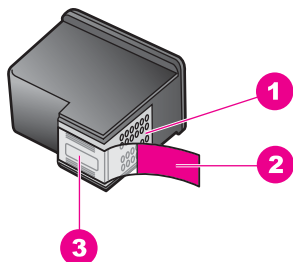
1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

Reinsert the print cartridges and verify that they are fully inserted and locked in place.

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.

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. 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:

● 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.
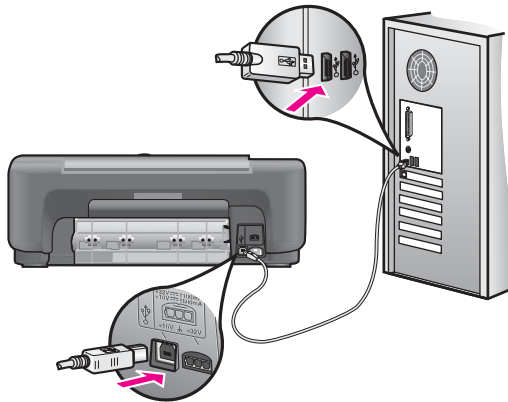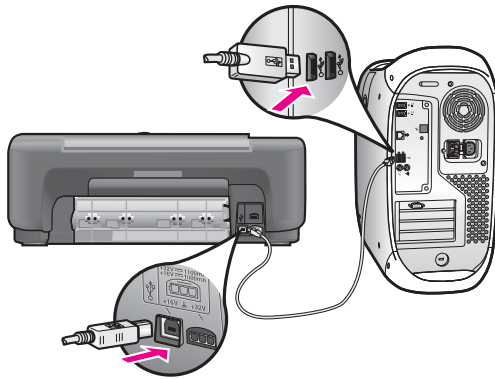
- If you are using a Mac: Check the Apple System Profiler (OS 9) or the System Profiler (OS X) to verify your USB connection. If the HP All-in-One shows up in the USB window, then the USB connection between your computer and HP All-in-One is working. If it is working, there might be a problem with the 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.
- If your HP All-in-One is networked, see the Network Guide that came with your HP All-in-One.
- After you check the connections, try restarting your computer. Turn your HP All-in-One off and then on again.

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.

I received a message on the computer about a paper jam or a blocked carriage

Cause   If either a paper jam or blocked carriage error message appears on the computer, there might be some packing material inside the HP All-in-One.

Solution   Lift open the print-carriage access door to expose the print cartridges and remove any packing material, tape, or other foreign objects. 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.

Software installation troubleshooting

If you encounter a software problem during installation, see the topics below for a possible solution. If you encounter a hardware problem during installation, see Hardware setup troubleshooting.

During a normal installation of the HP All-in-One software, the following things occur:

● The HP All-in-One CD-ROM runs automatically
● The software installs
● Files are copied to your hard drive
● You are requested to plug in the HP All-in-One
● A green OK and check mark appear on an installation wizard screen
● You are requested to restart your computer (most systems)
● 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** (or **HP Solution Center**) and check to make sure the following icons appear: **Scan Picture**, **Scan Document**, and **HP Image Zone**. For information on starting **HP Director** (or **HP Solution Center**), 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 (or HP Solution Center).
● 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 my computer's 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, and then unplug the HP All-in-One and then plug it in again.
2. Verify that the USB and power cables are plugged in.
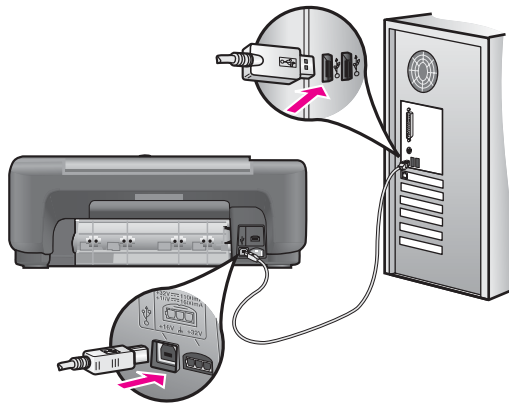
3. Verify that the USB cable is set up properly as follows:
   – Unplug the USB cable and plug it in again.
   – Do not attach the USB cable to a keyboard or non-powered hub.
   – Verify that the USB cable is 3 meters (9.8 feet) or less in length.
   – If you have several USB devices attached to your computer, you might want to unplug the other devices during the installation.
4. Continue with the installation and restart the computer when prompted. Then open **HP Director** (or **HP Solution Center**) and check for the essential icons (**Scan Picture**,**Scan Document**, and **HP Image Zone**).
5. If the essential icons do not appear, remove the software and then reinstall it. For more information, see Uninstall and reinstall the software.

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. For information , see Uninstall and reinstall the software.

Some of the icons are missing in the HP Director (or HP Solution Center)

If you installed the full version of the software and the essential icons (**Scan Picture**, **Scan Document**, and **HP Image Zone**) do not appear, your installation might not be complete. If you did not install the full version of the software, the essential icons are **Scan Picture** and **Scan Document** (the **HP Image Zone Express** icon will appear on your desktop, not in the **HP Director**).

Solution   If your installation is incomplete, you might need to uninstall and then reinstall the software. 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.

Troubleshooting information

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 PSC 1500 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** (or **HP Solution Center**) to check whether or not essential icons are there. For more information, see the **Use the HP Director** section of the **HP Image Zone Help** that came with your software.

The system tray normally appears at the bottom 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. 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 Mac 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**, **Programs** or **All Programs** (XP), **Hewlett-Packard**, **HP PSC 1500 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** (or **HP Solution Center**) icon on the desktop. If the **HP Director** (or **HP Solution Center**) shows the essential icons (**Scan Picture**, **Scan Document**, and **HP Image Zone**), 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 PSC & OfficeJet 4.5**, 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 PSC 1500 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 PSC 1500 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 Mac computer
1. Disconnect the HP All-in-One from your Mac.
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.

Operational troubleshooting

The **1500 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** (or **HP Solution Center**), 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 Mac 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 **1500 series Troubleshooting** in the Help Viewer.

If you have Internet access, you can get help from the HP website at www.hp.com/support.

If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

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 the onscreen **HP Image Zone Help**, or go to www.hp.com/support.

Do not load curled or wrinkled paper, or paper with bent or torn edges, into the paper 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 tab on the left side of the rear clean-out door to release the door. Remove the door by pulling it away from the HP All-in-One.
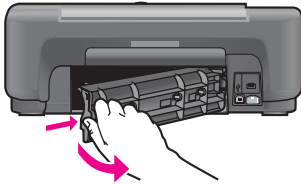
⚠ **Caution** Trying to clear a paper jam from the front of the HP All-in-One can damage the print mechanism. Always access and clear paper jams through the rear clean-out door.

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 **Cancel / Resume** to continue the current job.

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 and reinsert the print cartridges and verify that they are fully inserted and locked in place.
2. 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.
3. If the self-test report shows a problem, clean the print cartridges.
4. If the problem persists, clean the copper-colored contacts of the print cartridges.
5. If you are still experiencing problems with printing, determine which print cartridge is experiencing the problem and replace it.

For more information on these topics, see Maintain your HP All-in-One.

Troubleshooting information

Print troubleshooting

My document did not print

Solution If you have multiple printers installed, make sure you select the HP PSC 1500 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 HP Image Zone Help.

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** (or **HP Solution Center**), click **Status**.

Resolve any errors found. For information on error messages, see the onscreen Troubleshooting Help that came with your **HP Image Zone** software.

Device update

Several means are provided to update your HP All-in-One. Each involves downloading a file to your computer to start the **Device Update Wizard**. For example, based on advice from HP customer support you might access the HP support website to retrieve an update for your device.

Device update (Windows)

Use one of the following to retrieve an update for your device:

- Use your Web browser to download an update for your HP All-in-One from 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 **HP Image Zone Help**.

Tip 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.

Note If you installed the **HP Image Zone Express** software, the update utility is called **Update**. The button that opens the **Update** utility is located in the upper left corner of the software window.

To use device update

1. Do one of the following:
   – Double-click the update .exe file you downloaded from 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 displays.
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 (Mac)

The device update installer provides a means 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.
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.

Troubleshooting information

13 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. 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 1**   This information does not apply to customers in Japan. For information on service options in Japan, see HP Quick Exchange Service (Japan).

> **Note 2**   For more information on the HP limited warranty, please see the printed User Guide that came with your device.

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
  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 control panel overlay is firmly and correctly attached.
   c. The specified print cartridges are installed correctly.
   d. The recommended paper is properly loaded in the paper 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.
   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 the serial number and service ID for your HP All-in-One by printing a self-test report.

Note If you cannot turn on your HP All-in-One, you can view the serial number by looking at the sticker above the rear clean-out door. The serial number is the 10-character code in the upper left corner of the sticker.

To print a self-test report
1. Press and hold **Cancel / Resume** on the control panel.
2. While holding **Cancel / Resume**, press **Start Copy Color**.
   The self-test report prints, containing the serial number and service ID.

Call in North America

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. Canada phone support is available in both English and French 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 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.

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.

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[1]	+213 61 56 45 43	Luxembourg (French)	www.hp.com/support
Argentina	(54)11-4708-1600, 0-800-555-5000	Luxembourg (German)	www.hp.com/support
Australia during warranty	1300 721 147	Malaysia	1-800-805405
Australia once warranty has ended (per-call charge)	1902 910 910	Mexico	01-800-474-6836 (01-800-51-HP invent)
Austria	www.hp.com/support	Mexico (Mexico City)	(55) 5258-9922
Bahrain	800 171	Middle East (international)	+971 4 366 2020
Bangladesh	fax to: +65-6275-6707	Morocco[1]	+212 22 404747
Belgium (Dutch)	www.hp.com/support	Netherlands	www.hp.com/support
Belgium (French)	www.hp.com/support	New Zealand	0800 441 147
Bolivia	800-100293	Nigeria	+234 1 3204 999
Brazil (Demais Localidades)	0800 709-7751	Norway	www.hp.com/support
Brazil (Grande São Paulo)	(55)11-4004-7751	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
Canada	1-800-474-6836 (1-800-HP invent)	Panama	001-800-711-2884
Canada (local Mississauga number)	905-206-4663	Peru	0-800-10111

Country/Region	HP technical support	Country/Region	HP technical support
Caribbean & Central America	www.hp.com/support	Philippines	632-867-3551
Chile	800-360-999	Poland	+48 22 5666 000
China	021-38814518, 8008103888	Portugal	www.hp.com/support
Colombia	01-800-51-474-6836 (01-800-51-HP invent)	Puerto Rico	787-474-8570, 1-877-232-0589
Costa Rica	0-800-011-1046	Qatar	+971 4 366 2020
Czech Republic	+420 261307310	Romania	+40 (21) 315 4442
Denmark	www.hp.com/support	Russian Federation, Moscow	+7 095 7973520
Dominican Republic	1-800-711-2884	Russian Federation, St. Petersburg	+7 812 3467997
Ecuador (Andinatel)[2]	1-999-119 +800-711-2884	Saudi Arabia	800 897 1444
Ecuador (Pacifitel)[2]	1-800-225-528 +800-711-2884	Singapore	65 - 62725300
Egypt	+20 2 532 5222	Slovakia	+421 2 50222444
English International	www.hp.com/support	South Africa (RSA)	086 0001030
Finland	www.hp.com/support	South Africa, Outside Republic	+27 11 2589301
France	www.hp.com/support	Spain	www.hp.com/support
Germany	www.hp.com/support	Sri Lanka	fax to: +65-6275-6707
Greece (Cyprus to Athens toll free)	800 9 2649	Sweden	www.hp.com/support
Greece, inside country/region	801 11 22 55 47	Switzerland	www.hp.com/support
Greece, international	+30 210 6073603	Syria	+971 4 366 2020
Guatemala	1-800-711–2884	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
India	91-80-8526900	Tunisia[1]	+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	www.hp.com/support	United Arab Emirates	800 4520

Country/Region	HP technical support	Country/Region	HP technical support
Israel	+972 (0) 9 830 4848	United Kingdom	www.hp.com/support
Italy	www.hp.com/support	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)	58-212-278-8666
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 Dial the first number, then wait for the second dial tone before dialing the second number for a free toll call.

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)

Get HP support

Call HP Japan 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、修理代と配送料は無料です。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, please follow the steps below to avoid further damage to the HP product.

Note This information does not apply to customers in Japan. For information on service options in Japan, see HP Quick Exchange Service (Japan).

1. Turn on the HP All-in-One.
   Disregard steps 1 through 7 if your HP All-in-One will not turn on. You will not be able to remove the print cartridges. Proceed to step 8.

HP PSC 1500 All-in-One series

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.
    For information on removing the print cartridges, see Replace the print cartridges.
4. Place the print cartridges in print cartridge protectors or an airtight plastic container 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 left 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.

    > **Caution**   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. 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.
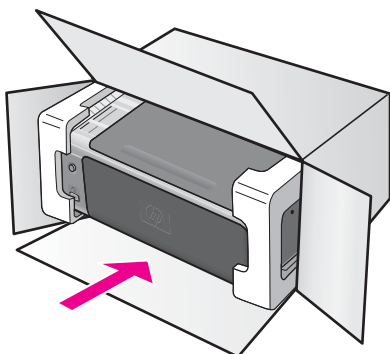
    If you do not have the original packaging materials, please use other adequate packaging materials. Shipping damage caused by improper packaging and/or improper transportation is not covered under the warranty.
9. Place the return shipping label on the outside of the box.
10. Include the following items 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.

Get HP support

14 Technical information

The technical specifications and international regulatory information for your HP All-in-One are provided in this section.

This chapter provides information on system requirements for Windows and Mac; paper, print, copy, memory card, specifications for scan, physical, power, and environmental concerns; regulatory notices; and the declaration of conformity.

System requirements

Software system requirements are located in the Readme file. 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. If Windows software is already installed, you can access the Readme file from the **Start** button on the taskbar; select **Programs**, **Hewlett-Packard**, **HP PSC 1500 Series**, **View the Readme File**.

Paper specifications

This section provides information on paper-tray capacities, paper sizes, and print margin specifications.

Paper-tray capacities

Type	Paper weight	Input tray*	Output tray**
Plain paper	16 to 24 lb. (60 to 90 gsm)	100 (20 lb. paper)	50 (20 lb. paper)
Legal paper	20 to 24 lb. (75 to 90 gsm)	100 (20 lb. paper	50 (20 lb. paper)
Cards	110 lb. index max (200 gsm)	20	10
Envelopes	20 to 24 lb. (75 to 90 gsm)	10	10
Transparency film	N/A	30	15 or fewer
Labels	N/A	20	10
4 by 6 inch (10 by 15 cm) Photo Paper	145 lb. (236 gsm)	30	15
8.5 by 11 inch (216 by 279 mm) Photo Paper	N/A	20	10

* 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
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)*
Paper or transparency film		
U.S. (Letter, Legal, Executive)	1.8 mm (0.07 inches)	6.7 mm (0.3 inches)
ISO (A4, A5) and JIS (B5)	1.8 mm (0.07 inches)	6.7 mm (0.3 inches)
Envelopes		

	Top (leading edge)	Bottom (trailing edge)*
	3.2 mm (0.13 inches)	6.7 mm (0.3 inches)
Cards		
	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

- 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: 500 printed pages per month (average)
- Duty cycle: 5000 printed pages per month (maximum)

Mode		Resolution (dpi)	Speed (ppm)
Maximum dpi	Black	1200 x 1200 rendered dpi	0.5
	Color	1200 x 4800 optimized dpi*	0.5
Best	Black	1200 x 1200 rendered dpi	2.4
	Color	1200 x 1200	2.4
Normal	Black	600 x 600	7.4
	Color	600 x 600	5
Fast Normal	Black	600 x 600	8.5
	Color	600 x 600	6.5
Fast Draft	Black	300 x 300	up to 20
	Color	300 x 300	up to 18

* 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
- Copy speeds vary by model and according to the complexity of the document

Mode		Speed (ppm)	Print resolution (dpi)	Scan resolution (dpi)*
Best	Black	up to 0.8	1200 x 1200**	1200 x 1200
	Color	up to 0.8	1200 x 1200**	1200 x 1200

Mode		Speed (ppm)	Print resolution (dpi)	Scan resolution (dpi)*
Normal	Black	up to 7	600 x 1200	300 x 300
	Color	up to 4	600 x 600	300 x 300
Fast	Black	up to 20	300 x 300	300 x 300
	Color	up to 18	300 x 300	300 x 300

* Maximum at 400% scaling.

** Up to 4800 x 1200 optimized dpi color printing on premium photo papers, 1200 x 1200 input dpi.

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: up to 1200 x 1200 dpi optical, 48 bit color and up to 19200 dpi enhanced (maximum resolution is limited by available computer memory, disk space, and other system factors)
- Maximum scan size from glass: 21.6 by 29.7 cm (8.5 by 11.7 inches)

PictBridge specifications

The following lists the PictBridge features your PictBridge-compliant camera can use to print photos on the device without using your computer. (Your camera may have other features, but they are not supported on the device.) Print functionality is managed by your camera's features. Refer to your camera's user guide to determine which features it supports.

- File types: Exif/JPEG, JPEG, DPOF (TIFF and RAW image formats are not supported)
- Image crop and print: Yes
- Paper type and size:
- Layout: Index prints and the following layouts are supported.

Layout	Letter	A4
1/page*	8 by 10 inches	20 by 25 cm
2/page**	5 by 7 inches	13 by 18 cm
3/page	4 by 6 inches	10 by 15 cm
4/page**	3.5 by 5 inches	9 by 13 cm
9/page	2.5 by 3.25 inches	6 by 8 cm

* Default setting.

** In Japan: 2/page is 2L, 4/page is L

Physical specifications

- Height: 16.2 cm (6.38 inches)
- Width: 43.4 cm (17.09 inches)
- Depth: 29.0 cm (11.42 inches)
- Weight: 5.08 kg (11.19 pounds)

Power specifications

- Power consumption: 40 W maximum
- Input Voltage: 100–240VAC @ 50–60 Hz
- Output voltage: 16 V @ 625 mA, 32V @ 940 mA DC

Environmental specifications

- Recommended operating temperature range: 15º to 32º C (59º to 90º F)
- Allowable operating temperature range: 5º to 40º C (41º to 104º F)
- Humidity: 15% to 85% RH non-condensing
- Non-operating (Storage) temperature range: –40º to 60º C (–40º to 140º F)
- 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

Memory: 8 MB ROM, 32 MB DRAM

If you have Internet access, you can get acoustic information from the HP website. Go to: 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

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

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

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, 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 (As of July 1, 2006 all newly-manufactured products will contain lead-free solder and components according to European Union Directive 2002/95/EC.)

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

Important recycling information for our customers in the European Union

To preserve the environment, this product must be recycled after its useful life as required by law. The symbol below indicates that this product may not be disposed in the general trash. Please return the product for proper recovery/disposal to the authorized collection location nearest to you. For more information regarding return and recycling of HP products generally, please visit: http://www.hp.com/hpinfo/globalcitizenship/environment/recycle/index.html.

Regulatory notices

The HP All-in-One meets product requirements from regulatory agencies in your country/region.

This section provides information on the regulatory model identification number for your HP All-in-One; an FCC statement; and separate notices to users in Australia, Japan, and Korea.

Technical information

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-0502. This regulatory number should not be confused with the marketing name (HP PSC 1500 All-in-One series) or other product numbers.

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.

Note à l'attention des utilisateurs Canadien/notice to users in Canada

Le présent appareil numérique n'émet pas de bruit radioélectrique dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

This digital apparatus does not exceed the Class B limits for radio noise emissions from the digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Notice to users in Australia

This equipment complies with Australian EMC requirements.

Geräuschemission

LpA < 70 dB am Arbeitsplatz im Normalbetrieb nach DIN 45635 T. 19

Notice to users in Japan

製品には、同梱された電源コードをお使い下さい。
同梱された電源コードは、他の製品では使用出来ません。

Notice to users in 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)

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

Regulatory Model Number: SDGOB-0502

Declares, that the product:
Product Name: HP PSC 1500 All-in-One series

Conforms to the following Product Specifications:

Safety:
IEC 60950-1: 2001
EN 60950-1: 2002
UL 60950: 1999
CAN/CSA-22.2 No. 60950-1-03
GB4943: 2001

EMC:
CISPR 22:1997 / EN 55022:1998 Class B
CISPR 24:1997 / EN 55024:1998 +A1:2001
IEC 61000-3-2: 2000 / EN 61000-3-2: 2000
IEC 61000-3-3/A1: 2001 / EN 61000-3-3/ A1: 2001
FCC Part 15-Class B/ICES-003, Issue 2
GB9254: 1998

Supplementary Information:

The product herewith complies with the requirements of the Low Voltage Directive 73/23/EC, the EMC Directive 89/336/EC and carries the CE-marking accordingly.

1) The product was tested in a typical configuration.
2) Please refer to the declaration of similarity (DoS) for all tested power supplies.

06 Jan 2005   San Diego Regulatory Manager
Date

European Contact for regulatory topics only: Hewlett Packard GmbH, HQ-TRE, Herrenberger Strasse 140,
D-71034 Böblingen Germany. (FAX +49-7031-14-3143

Technical information

15 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	Ireland	Danmark
Hewlett-Packard Belgium BVBA/ SPRL	Hewlett-Packard Ireland Ltd.	Hewlett-Packard A/S
Luchschipstraat 1	30 Herbert Street	Kongevejen 25
Rue de l'aeronef	IRL-Dublin 2	DK-3460 Birkeroed
B-1140 Bruxelles		

HP PSC 1500 All-in-One series

(continued)

Nederland	France	Portugal
Hewlett-Packard Nederland BV Startbaan 16 1187 XR Amstelveen NL	Hewlett-Packard France 1 Avenue du Canada Zone d'Activite de Courtaboeuf F-91947 Les Ulis Cedex	Hewlett-Packard Portugal - Sistemas de Informática e de Medida S.A. Edificio D. Sancho I Quinta da Fonte Porto Salvo 2780-730 Paco de Arcos P-Oeiras
Deutschland Hewlett-Packard GmbH Herrenberger Straße 110-140 D-71034 Böblingen	Österreich Hewlett-Packard Ges.m.b.H. Lieblgasse 1 A-1222 Wien	España Hewlett-Packard Española S.L. C/ Vicente Aleixandre 1 Parque Empresarial Madrid - Las Rozas 28230 Las Rozas E-Madrid
Suomi Hewlett-Packard Oy Piispankalliontie 17 FIN-02200 Espoo	Greece Hewlett-Packard Hellas Ε.Π.Ε. Voriou Epirou 76 151 25 Maroussi Athens	Sverige Hewlett-Packard Sverige AB Skalholtsgatan 9 S-164 97 Kista
Italia Hewlett-Packard Italiana S.p.A Via G. Di Vittorio 9 20063 Cernusco sul Naviglio I-Milano	United Kingdom Hewlett-Packard Ltd Cain Road Bracknell GB-Berks RG12 1HN	Polska Hewlett-Packard Polska Sp. z o.o. ul. Szturmowa 2A 02–678 Warszawa Wpisana do rejstru przedsiebiorcow w Sadzie Rejonowym dla m.st. Warszawy, XX Wydzial Gospodarczy pod numerem KRS 0000016370
Hungary Hewlett-Packard Magyarország Kft. 1117 Budapest Neumann J. u. 1.	Lietuva UAB "Hewlett-Packard" Šeimyniškių g. 21B 09200 Vilnius	Latvia Hewlett-Packard SIA Palasta iela 7 Riga, LV-1050
Slovenská republika Hewlwtt-Packard Slovakia, s.r.o. Miletičova 23 826 00 Bratislava	Česka republika HEWLETT-PACKARD s.r.o. Vyskočilova 1/1410 140 21 Praha 4	Estonia HP Oy Eesti Filiaal Estonia pst. 1 EE-10143 Tallinn tel +372 6 813 820

Hewlett-Packard LIMITED WARRANTY STATEMENT

		fax +372 6 813 822
Slovenia	Cyprus/Kibris	Malta
Hewlett-Packard d.o.o.	Hewlett-Packard Hellas Ε.Π.Ε.	Hewlett-Packard Europe B.V.
Tivolska cesta 48	Voriou Epirou 76	Amsterdam, Meyrin Branch
1000 Ljubliana	151 25 Maroussi	150, Route de Nant d'Avril
	Athens, Greece	1217 Meyrin, Geneva
		Switzerland

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