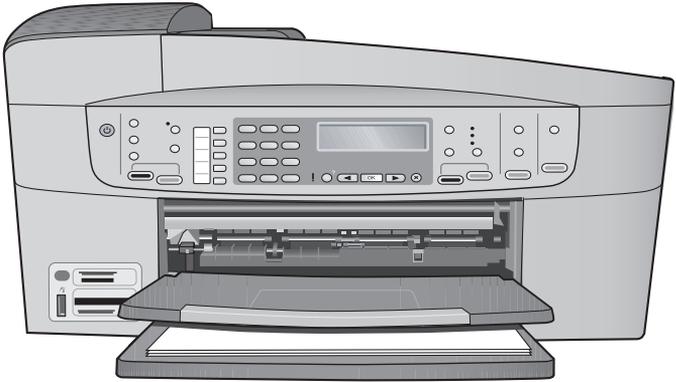
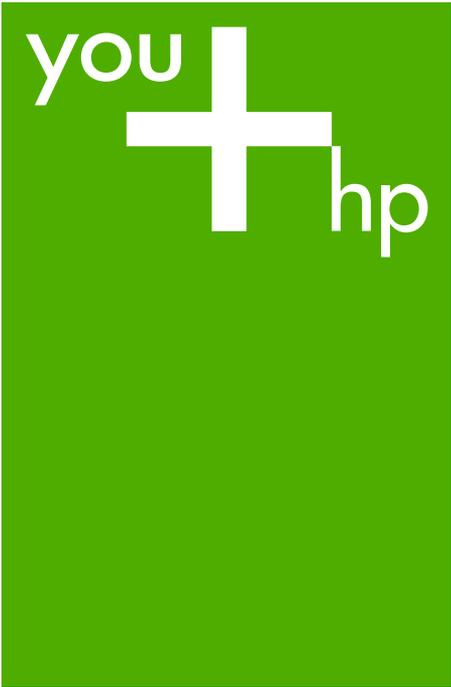


HP Officejet 6300 All-in-One series

User Guide



HP Officejet 6300 All-in-One series



User Guide

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- 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



Warning This equipment will be inoperable when main power fails.

Safety information



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

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



Warning Potential shock hazard

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

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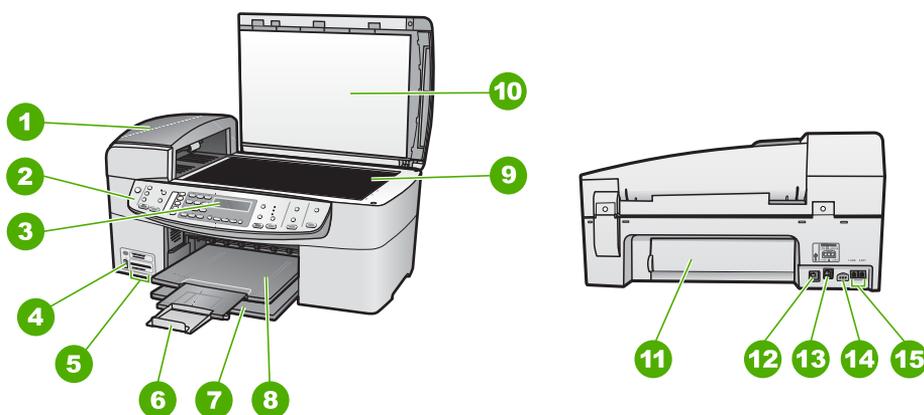
1 HP All-in-One overview

You can access many HP All-in-One functions directly, without turning on your computer. You can quickly and easily accomplish tasks such as making a copy or sending a fax from the HP All-in-One.

This section describes the HP All-in-One hardware features and control panel functions.

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

The HP All-in-One at a glance



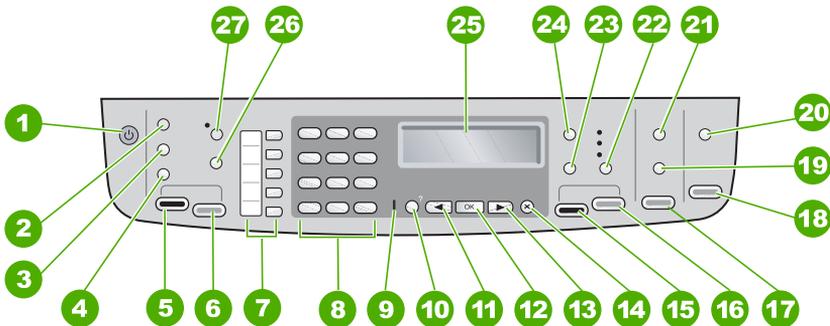
| Label | Description |
|-------|--|
| 1 | Automatic document feeder |
| 2 | Control panel |
| 3 | Control panel display (also referred to as the display) |
| 4 | Front USB port for your camera or other storage device |
| 5 | Memory card slots |
| 6 | Output tray extender (also referred to as the tray extender) |

(continued)

| Label | Description |
|-------|--------------------------------------|
| 7 | Input tray |
| 8 | Output tray |
| 9 | Glass |
| 10 | Lid backing |
| 11 | Rear door |
| 12 | Rear USB port |
| 13 | Ethernet port |
| 14 | Power connection |
| 15 | 1-LINE (fax) and 2-EXT (phone) ports |

Control panel features

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



| Label | Name and Description |
|-------|---|
| 1 | On: Turns the HP All-in-One on or off. The On button is lit when the HP All-in-One is on. The light blinks while performing a job. When the HP All-in-One is off, a minimal amount of power is still supplied to the device. To completely disconnect the power supply to the HP All-in-One, turn the device off, and then unplug the power cord. |
| 2 | Menu in the Fax area: Presents the Fax Menu for selecting options. |
| 3 | Redial/Pause: Redials the most recently dialed number, or insert a 3-second pause in a fax number. |
| 4 | Speed Dial: Selects a speed dial number. |

(continued)

| Label | Name and Description |
|-------|---|
| 5 | Start Fax Black: Starts a black-and-white fax. |
| 6 | Start Fax Color: Starts a color fax. |
| 7 | One-touch speed dial buttons: Access the first five speed dial numbers. |
| 8 | Keypad: Enters fax numbers, values, or text. |
| 9 | Attention light: When blinking, the attention light indicates an error that requires your attention has occurred. |
| 10 | Setup/?: Presents the Setup Menu for generating reports, changing fax and other maintenance settings, and accessing the Help menu. The topic that you select from the Help menu opens a help window on your computer screen. |
| 11 | Left arrow: Decreases values on the display. |
| 12 | OK: Selects a menu or a setting on the display. |
| 13 | Right arrow: Increases values on the display. |
| 14 | Cancel: Stops a job, exits a menu, or exits settings. |
| 15 | Start Copy Black: Starts a black-and-white copy job. |
| 16 | Start Copy Color: Starts a color copy job. |
| 17 | Print Photos: Selects the photo function. Use this button to print photos from a memory card or storage device, or to save photos to your computer. |
| 18 | Start Scan: Starts a scan job and sends it to the destination you selected using the Scan To button. |
| 19 | Proof Sheet: Prints a proof sheet when a memory card has been inserted in a memory card slot. A proof sheet shows thumbnail views of all the photos on the memory card. You can select photos on the proof sheet, then print those photos by scanning the proof sheet. |
| 20 | Scan To: Presents the Scan To menu for selecting a scan destination. |
| 21 | Menu in the Photo area: Presents the Photo Menu for selecting options. |
| 22 | Quality: Selects Best , Normal , or Fast quality for copying. |
| 23 | Reduce/Enlarge: Changes the size of a copy for printing. |
| 24 | Menu in the Copy area: Presents the Copy Menu for selecting options. |
| 25 | Display: View menus and messages. |
| 26 | The functionality of this button depends on the country/region in which the HP All-in-One is sold. The button name is one of the following: Fax Resolution: Adjusts the resolution for the fax you are sending. |

| Label | Name and Description |
|-------|--|
| | Junk Fax Blocker: Presents the Junk Fax Blocker Set Up menu for managing unwanted fax calls. You are required to subscribe to a caller ID service to use this feature. |
| 27 | Auto Answer: When this button is lit, the HP All-in-One automatically answers incoming phone calls. When off, the HP All-in-One does not answer any incoming fax calls. |

Menu overview

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

- [Setup Menu](#)
- [Help Menu](#)
- [Fax Menu](#)
- [Copy Menu](#)
- [Scan To menu](#)
- [Photo Menu](#)
- [Proof Sheet Menu](#)

Setup Menu

The following options are available when you press the **Setup** button on the control panel.

1. **Help**
2. **Print Report**
3. **Speed Dial Setup**
4. **Basic Fax Setup**
5. **Advanced Fax Setup**
6. **Tools**
7. **Preferences**
8. **Network Setup**
9. **Bluetooth**



Note **Bluetooth** appears as a menu item only when the HP bt450, Printer and PC Adapter with Bluetooth® Wireless Technology is connected.

Help Menu

The **Help** menu provides quick access to key help topics and is available in the Setup Menu when you press the **Setup** button. The following options are available. After you select a topic, the topic appears on your computer screen.

1. **How Do I**
2. **Error Messages**
3. **Print Cartridges**
4. **Load Originals and Load Paper**
5. **General Troubleshooting**
6. **Network Troubleshooting**
7. **Use Fax Features**
8. **Use Scan Features**
9. **Get Support**
0. **Product Overview**

Fax Menu

The following options are available when you press the **Menu** button on the control panel.

- Enter Number**
- Resolution**
- Lighter / Darker**
- How to Fax**
- Set New Defaults**

Copy Menu

The following options are available when you press the **Menu** button in the Copy area on the control panel.

- Number of Copies**
- Copy Paper Size**
- Paper Type**
- Lighter / Darker**
- Enhancements**
- Set New Defaults**

Scan To menu

When you press the **Scan To** button, a list of software application installed on your computer appears in the menu. Choose the application you want to use to open and edit your scanned image. The options vary depending on the software applications installed on your computer, and might include one or more of the applications in the following example.

The **Memory Device** option only appears if you have a memory card plugged into one of the slots or a storage device connected at the front USB port. This enables you to scan a digital copy onto the memory card or storage device.

HP Photosmart
 Microsoft PowerPoint
 Adobe Photoshop
 HP Photosmart Share
Memory Device

Photo Menu

The following options are available when you press the **Menu** button in the Photo area on the control panel.

Photo Transfer*
Select Photos
Number of Copies
Layout
Paper Size
Paper Type
Smart Focus
Digital Flash
Date Stamp
Set New Defaults

* Photo Transfer menu only appears if the device is network-connected.

Proof Sheet Menu

The following options are available when you press the **Proof Sheet** button in the Photo area on the control panel.

Print Proof Sheet
Scan Proof Sheet

A proof sheet enables you to do the following:

- View your photos from a memory card or a storage device in an index sheet format.
- Print selected photos easily from a memory card or a storage device.

Text and symbols

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

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

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

Enter text using the keypad on the control panel

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

To enter text

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



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

Depending on your language and country/region setting, other characters might be available in addition to the ones shown on the keypad.

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

To enter a space, pause, or symbol

→ To insert a space, press **Space**.

To enter a pause, press **Redial/Pause**. A dash appears in the number sequence.

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

To erase a letter, number, or symbol

→ If you make a mistake, press ◀ to clear it, and then make the correct entry.

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

Available symbols for dialing fax numbers

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

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

Use the software

You can use the HP Photosmart Software (Windows) or HP Photosmart Mac Software (Mac) to access many features not available from the control panel.

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



Note Windows users: If you selected the minimum installation of the HP Photosmart Software, the HP Photosmart Essential software is installed rather than the full application, HP Photosmart Premier. HP Photosmart Essential is recommended for computers with limited memory resources. HP Photosmart Essential includes a basic set of photo editing features instead of the standard set that is included on the full installation of HP Photosmart Premier.

Any mention of the software in this guide and in the onscreen Help refers to both versions of HP Photosmart Software unless otherwise noted.

Access to the software differs by operating system (OS). For example, if you have a Windows computer, the HP Photosmart Software entry point is the **HP Solution Center**. If you have a Mac, the HP Photosmart Mac Software entry point is the

HP Photosmart Studio window. Regardless, the entry point serves as the launching pad for the software and services.

To open the HP Photosmart Software on a Windows computer

1. Do one of the following:
 - On the Windows desktop, double-click the **HP Solution Center** icon.
 - In the system tray at the far right of the Windows taskbar, double-click the **HP Digital Imaging Monitor** icon.
 - On the taskbar, click **Start**, point to **Programs** or **All Programs**, select **HP**, and then click **HP Solution Center**.
2. If you have more than one HP device installed, select the HP All-in-One tab.



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



Tip If the **HP Solution Center** on your computer does not contain any icons, an error might have occurred during the software installation. To correct this, use the Control Panel in Windows to completely uninstall the HP Photosmart Software; then reinstall the software. For more information, see the onscreen Help that came with the HP All-in-One.

To open the HP Photosmart Mac Software on a Mac

1. Click the HP Photosmart Studio icon in the Dock.
The HP Photosmart Studio window appears, where you can manage, edit, and share photos.



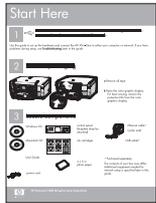
Note On a Mac, the features available in the HP Photosmart Mac software vary depending on the chosen device.

2. In the HP Photosmart Studio task bar, click **Devices**.
The **HP Device Manager** window appears.
3. In the **Select Device** area, click the icon for the HP All-in-One.
From here, you can scan, make copies, and perform maintenance procedures such as checking the ink levels for the print cartridges.

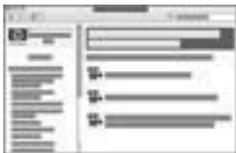
2 Find more information

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

Sources of information

| | |
|---|--|
|  | <p>Setup Guide</p> <p>The Setup Guide provides instructions for setting up your HP All-in-One and installing software. Make sure you follow the steps in the Setup Guide in order.</p> <p>Note To take full advantage of the features on the HP All-in-One, you might need to perform additional setup or set additional preferences, described in the User Guide you are reading. For more information, see Finish setting up the HP All-in-One.</p> <p>If you have problems during setup, see Troubleshooting in the last section of the Setup Guide, or see Troubleshooting information in this User Guide.</p> |
|  | <p>User Guide</p> <p>This User Guide contains information on how to use your HP All-in-One, including troubleshooting tips and step-by-step instructions. It also provides additional setup instructions to supplement those in the Setup Guide.</p> |
|  | <p>HP Photosmart Software Tour (Windows)</p> <p>The HP Photosmart Software Tour is a fun, interactive way to get a brief overview of the software included with your HP All-in-One. You'll learn how the software you installed with your HP All-in-One can help you edit, organize, and print your photos.</p> |
|  | <p>Onscreen Help</p> <p>The onscreen Help provides detailed instructions on features of your HP All-in-One that are not described in this User Guide, including features that are only available using the software you installed with your HP All-in-One.</p> <p>HP Photosmart Software Help (Windows)</p> <ul style="list-style-type: none">• The Get the most out of your help topic provides information about using the onscreen Help to find instructions for using the HP Photosmart Software or the HP All-in-One. The topic also |

Find more information



- provides information on how to view animated videos of common tasks you can perform with your software and device.
- The **Get step-by-step instructions** topic provides information on using the HP Photosmart Software with the HP All-in-One.
 - The **Explore what you can do** topic provides more information about the practical and creative things you can do with the HP Photosmart Software and the HP All-in-One.
 - If you need further assistance or want to check for HP software updates, see the **Troubleshooting and support** topic.

HP Photosmart Mac Help (Mac)

- The **How Do I?** topic provides access to animated videos that show you how to perform common tasks.
- The **Get Started** topic provides information about importing, modifying, and sharing your images.
- The **Use Help** topic provides information about finding information in the onscreen Help.

For more information, see [Use the onscreen Help](#).



Onscreen help from your device

Onscreen help is available from your device and contains additional information on select topics.

To access onscreen help from the control panel

1. Press the **Setup** button.
2. Press **▶** until the appropriate help topic appears, and then press **OK**. The help topic opens on your computer screen.



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.

www.hp.com/support

If you have Internet access, you can get help and support from the HP website. This website offers technical support, drivers, supplies, and ordering information.

Use the onscreen Help

This User Guide describes a sampling of the features available, so you can get started using the HP All-in-One. Explore the onscreen Help that came with your device for information on all the features that the HP All-in-One supports.



Note The onscreen Help also provides troubleshooting topics to assist you in resolving any issues you might encounter with the HP All-in-One.

The way you access and use the onscreen Help varies slightly depending on whether you are viewing the Help on a Windows computer or a Mac. Guidelines for using both Help systems are included in the following sections.

Use the Help on a Windows computer

This section explains how to access the onscreen Help on a Windows computer. It tells you how to use the navigation, search, and index features in the Help system to find the specific information you need.

To access the **HP Photosmart Software Help** on a Windows computer

1. In the **HP Solution Center**, click the tab for the HP All-in-One.
2. In the **Device Support** area, click **Onscreen Guide** or **Troubleshooting**.
 - If you click **Onscreen Guide**, a pop-up menu appears. You can choose to open the welcome page for the entire Help system or to go specifically to the Help for the HP All-in-One.
 - If you click **Troubleshooting**, the **Troubleshooting and support** page opens.

The following diagram highlights features for finding your way around the Help.



| | |
|---|----------------------------------|
| 1 | Contents, Index, and Search tabs |
| 2 | Display area |
| 3 | Help toolbar |

Contents, Index, and Search tabs

The **Contents**, **Index**, and **Search** tabs enable you to find any topic in the **HP Photosmart Software Help**.

- **Contents**

The **Contents** tab provides a top-down view of the topics in the Help, similar to the table of contents in a book. This is a useful way to find all the information provided about a single feature, such as printing photos.

- For information on tasks and features available from the control panel of the HP All-in-One, open the **6300 series Help** book near the bottom of the list.
- For troubleshooting information about the HP All-in-One, open the **Troubleshooting and support** book, and then open the **6300 series Troubleshooting** book.
- The other books listed on the **Contents** tab provide information on using the HP Photosmart Software to complete tasks on the HP All-in-One.



Sections that contain subtopics are indicated in the list by a book icon. To view a list of the subtopics within a book, click the + sign next to the book icon. (The + sign changes to a - sign when the section is already expanded.) To view the information in a topic, click the book name or topic name on the **Contents** tab. The selected topic appears in the display area on the right.

- **Index**

The **Index** tab provides an alphabetical list of index entries relevant to the topics in the **HP Photosmart Software Help**.



You can use the scroll bar on the right side of the list to view the different entries, or you can begin typing keywords in the text box above the list. As you type, the list of index entries automatically advances to the entries that begin with the letters you type.

When you see an index entry that relates to the information you are trying to find, double-click the index entry.

- If there is only one topic in the Help associated with that index entry, that topic appears in the display area on the right.
- If there are many applicable topics, the **Topics Found** dialog box appears. Double-click any topic listed in the dialog box to view it in the display area.

- **Search**

The **Search** tab enables you to search the entire Help system for specific words, such as "borderless print".



Tip If any of the words you are entering are fairly common (such as "print", in the "borderless print" example), you might want to place quotation marks around the combination of words for which you are searching. This limits your search so that the results are more relevant to the information you need. Instead of returning all topics that contain either the word "borderless" or the word "print", the search will only return topics that contain the phrase "borderless print".



After entering your search criteria, click **List Topics** to view all the Help topics that contain the words or phrases you entered. The results are listed in a three-column table. Each row contains the topic **Title**, the **Location** in the Help where the topic is contained, and the **Rank**, assigned based on its relevance to your search criteria.

By default, the results are sorted by **Rank**, so that the topic containing the most instances of your search criteria is at the top of the list. You can also sort the results by the topic's **Title** or **Location**, by clicking the table heading for that column. To view the contents of a topic, double-click that row in the results table. The selected topic appears in the display area on the right.

Display area

The display area on the right side of the Help window displays the Help topic you select from one of the tabs on the left. Help topics include descriptive text, step-by-step instructions, and illustrations, if applicable.

- Topics often include links to other topics in the Help system where you can find additional information. Sometimes a link automatically opens the new topic in the display area. At other times, there might be more than one applicable topic. When this is the case, the **Topics Found** dialog box appears. Double-click any topic listed in the dialog box to view it in the display area.
- Some topics include detailed instructions or additional information that is not immediately visible on the page. Look for the words **Show All** or **Hide All** at the top right side of the page. If these words are visible, it means there is additional information hidden on the page. The hidden information is indicated by dark blue text with an arrow. You can view the hidden information by clicking the dark blue text.
- Some topics include animated videos that show you how to use a particular feature. These animations are identified by a video camera icon, followed by the words "Show me how". When you click the "Show me how" link text, the animation runs in a new window.

Help toolbar

The Help toolbar, shown below, contains buttons that enable you to move around the topics in the Help. You can move backwards and forwards through topics that you have already viewed, or you can click the **Home** button to return to the main page in the **HP Photosmart Software Help**.



| | |
|---|-----------|
| 1 | Show/Hide |
| 2 | Back |
| 3 | Forward |
| 4 | Home |
| 5 | Print |
| 6 | Options |

The Help toolbar also contains buttons for changing the way the onscreen Help appears on your computer screen. For example, if you need more room to view the help topics in the display area on the right, you can hide the **Contents**, **Index**, and **Search** tabs by clicking the **Hide** button.

Finally, the **Print** button enables you to print the page that is currently displayed on the computer screen. If the **Contents** tab is visible on the left when you click **Print**, the **Print Topics** dialog box appears. You can choose to print just the topic you are currently viewing in the display area, or you can print the current topic plus any subtopics associated with it. This feature is not available if the **Index** or **Search** tab is visible on the right side of the Help window.

Use the Help on a Mac

This section explains how to access the onscreen Help on a Mac. It tells you how to navigate and search the Help system to find the specific information you need.

To access the **HP Photosmart Mac Help**

- On the **Help** menu in the HP Photosmart Studio, choose **HP Photosmart Mac Help**.

The **HP Photosmart Mac Help** appears. The following diagram highlights features for finding your way around the Help.



| | |
|---|---------------|
| 1 | Contents pane |
| 2 | Display area |
| 3 | Help toolbar |

Contents pane

The **HP Photosmart Mac Help** opens in the Help Viewer. It is divided into two panes. When you first open the Help, the left pane contains a list of the sections in the Help related to your HP All-in-One and software.

- For information on tasks and features available from the control panel of the HP All-in-One, double-click the **6300 series Help** section.
- For troubleshooting information about the HP All-in-One, double-click the **6300 series Troubleshooting** section.
- The other sections listed on the **Contents** pane provide information on using the HP Photosmart Mac Software to complete tasks.

After you select a section of the Help to view, the **Contents** pane changes to show a top-down view of the topics in that section, similar to the table of contents in a book. This is a useful way to find all the information provided about a single feature, such as printing photos.

Display area

The display area in the right pane displays the Help topic you select from the **Contents** pane. Help topics include descriptive text, step-by-step instructions, and illustrations, if applicable.

- Many topics in the **HP Photosmart Mac Help** include information about how to use a feature from the control panel on the HP All-in-One as well as from the HP Photosmart Mac Software. Use the scroll bars to the right of the display area

- to view all the content in a particular topic. Sometimes important information is not visible in the window without scrolling.
- Topics often include links or references to other topics in the Help system where you can find additional information.
 - If the related topic appears in the same section of the Help, the topic automatically opens in the display area.
 - If the related topic appears in a different section of the Help, the current topic provides a reference telling you which section you need to open. To view other sections in the Help, click **Main Menu** from the **Contents** pane on the left, and then click the appropriate section. You can then locate the related topic by using the list of topics that appears on the **Contents** pane, or you can search for the topic, as described in the next section.
- Some topics include animated videos that show you how to use a particular feature. These animations are identified by a video camera icon, followed by the words "Show me how". When you click the video camera icon, the animation runs in a new window.

Help toolbar

The Help toolbar, shown below, contains buttons that enable you to move around the topics in the Help. You can move backwards or forwards through topics that you have already viewed, or you can click the **Home** button to access other sections of the **HP Photosmart Mac Help**.



| | |
|---|----------------|
| 1 | Back / Forward |
| 2 | Home |
| 3 | Search area |

The Help toolbar also contains a text box that enables you to search the entire Help system for specific words, such as "borderless print".

After entering your search criteria, press RETURN on your keyboard to view a list of all the topics that contain the words or phrases you entered. The results are listed in a multi-column table. Each row contains the title of the **Topic** and the **Relevance** (assigned based on its relevance to your search criteria). If you are using OS 10.2.8 or 10.3.x, the search results also include the **Location** in the Help where the topic is contained.

By default, the results are sorted by **Relevance**, so that the topic that best matches your search criteria is at the top of the list. You can also sort the results by the **Topic** or **Location** (OS 10.2.8 or 10.3.x) by clicking the table heading for that column. To view the contents of a topic, double-click that row in the results table. The selected topic appears.

3 Finish setting up the HP All-in-One

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

- [Set your preferences](#)
- [Connection information](#)
- [Connect to a network](#)
- [Fax setup](#)

Set your preferences

You can change the settings on the HP All-in-One so that it behaves according to your preference. For example, you can set general device preferences, such as the language used to display messages and the date and time on the display. You can also restore the device settings to what they were when you purchased your device. This will erase any new defaults you have set.

- [Set your language and country/region](#)
- [Set the date and time](#)
- [Adjust the volume](#)

Set your language and country/region

The language and country/region setting determines which language the HP All-in-One uses to show messages on the display. Usually, you set the language and country/region when you first set up the HP All-in-One. However, you can change the setting at any time by using the following procedure.

To set your language and country/region

1. Press **Setup**.
2. Press **7**, and then press **1**.
This selects **Preferences** and then selects **Set Language & Country/Region**.
3. Press **◀** or **▶** to scroll through the languages. When the language you want to use appears, press **OK**.
4. When prompted, press **1** for **Yes** or **2** for **No**.
5. Press **◀** or **▶** to scroll through the countries/regions. When the country/region you want to select appears, press **OK**.
6. When prompted, press **1** for **Yes** or **2** for **No**.

Set the date and time

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



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

If the HP All-in-One loses power for more than 72 hours, you might need to reset the date and time.

To set the date and time

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

Adjust the volume

The HP All-in-One provides three levels for adjusting the ring and speaker volume. The ring volume is the volume of the phone rings. The speaker volume is the level of everything else, such as the dial tones, fax tones, and button press beeps. The default setting is **Soft**.

To adjust the volume from the control panel

1. Press **Setup**.
2. Press **4**, and then press **4** again.
This selects **Basic Fax Setup** and then selects **Ring and Beep Volume**.
3. Press **▶** to select one of the options: **Soft**, **Loud**, or **Off**.
4. Press **OK**.

Connection information

You can use the HP All-in-One as a stand-alone copier, fax machine, and photo printer, or you can connect the HP All-in-One to a computer or bluetooth device to enable printing and other software features. The different connection options available to you are described in the following sections.

- [Supported connection types](#)
- [Connect using a USB cable](#)
- [Connect using Ethernet](#)
- [Connect using the HP bt450, Printer and PC Adapter with Bluetooth® Wireless Technology](#)
- [Set Bluetooth security for the HP All-in-One](#)
- [Use a Bluetooth® connection to print from your computer](#)
- [Use printer sharing](#)

Supported connection types

| Description | Recommended number of connected computers for best performance | Supported software features | Setup instructions |
|--|--|---|--|
| USB connection | One computer connected with a USB cable to the rear USB 2.0 HS port on the HP All-in-One. | All features are supported, except Webscan*. | Follow the Setup Guide for detailed instructions. |
| Ethernet (wired) connection | Up to five computers connected to an HP All-in-One using a hub or router. | All features are supported, including Webscan. | Follow the instructions in the Setup Guide, and then see Connect to a network in this User Guide for further instructions. |
| HP bt450, Printer and PC Adapter with Bluetooth® Wireless Technology | One Bluetooth device or computer. | Printing from a Bluetooth device such as a PDA, camera phone, or Bluetooth-enabled computer. | Follow the instructions in Connect using the HP bt450, Printer and PC Adapter with Bluetooth® Wireless Technology . |
| Printer sharing | Up to five computers. The host computer must be turned on at all times, or the other computers will not be able to print to the HP All-in-One. | All features resident on the host computer are supported. Only print is supported from the other computers. | Follow the instructions in Use printer sharing . |

* For information on Webscan, see the onscreen Help.

Connect using a USB cable

Refer to the Setup Guide that came with the HP All-in-One for detailed instructions on using a USB cable to connect a computer to the rear USB port.

Connect using Ethernet

The HP All-in-One supports both 10 Mbps and 100 Mbps Ethernet network connections. For information on connecting the HP All-in-One to an Ethernet (wired) network, first refer to the Setup Guide that came with your device. Then, see [Connect to a network](#) for further instructions.

Connect using the HP bt450, Printer and PC Adapter with Bluetooth® Wireless Technology

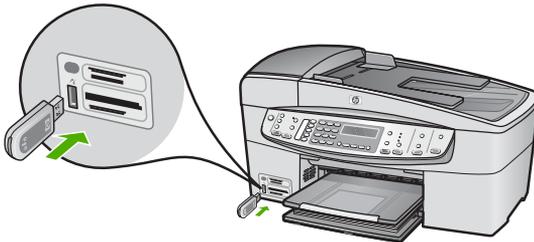
The HP bt450, Printer and PC Adapter with Bluetooth® Wireless Technology allows you to print images from most Bluetooth devices to the HP All-in-One without a cable connection. Simply insert the HP bt450 into the front USB port and print from a Bluetooth device such as a PDA or camera phone.



Note You can also use Bluetooth technology to print from a computer to the HP All-in-One.

To connect the HP bt450 to the HP All-in-One

1. Insert the HP bt450 into the front USB port (shown in the graphic below).



2. Some Bluetooth devices exchange device addresses when they communicate with each other and establish a connection. Also, some Bluetooth devices display the name of the printer when connected. If you do not want the default name displayed as the name of the HP All-in-One, you can change the device name. Do the following, as appropriate:

To find out the device address of the HP All-in-One

- a. Press **Setup**.
- b. Press **9**, and then press **1**.
This selects **Bluetooth** and then selects **Device Address**. The **Device Address** appears, which is read only.
- c. To enter the address into your device, follow the instructions that came with your Bluetooth device.

To change the device name of the HP All-in-One from the default

- a. Press **Setup**.
- b. Press **9**, and then press **2**.
This selects **Bluetooth** and then selects **Device Name**.



Note The HP All-in-One ships with the predefined name of **"Officejet 6300 Series"**.

- c. Use the keypad to enter a new name.
- d. When you have finished entering a name for the HP All-in-One, press **OK**.

The name you entered will appear on your Bluetooth device when you connect to the HP All-in-One to print.

3. Press **OK** to exit the Setup menu.

Set Bluetooth security for the HP All-in-One

You can enable printer security settings through the **Bluetooth** menu on the HP All-in-One. Press **Setup** on the control panel, and select **Bluetooth** from the Setup Menu. From the **Bluetooth** menu, you can:

- Require passkey authentication prior to someone printing to the HP All-in-One from a Bluetooth device.
- Make the HP All-in-One visible or invisible to Bluetooth devices that are within range.
- [Use a passkey to authenticate Bluetooth devices](#)
- [Set the HP All-in-One to be invisible to Bluetooth devices](#)
- [Reset Bluetooth settings on the HP All-in-One](#)

Use a passkey to authenticate Bluetooth devices

You can set the security level of the HP All-in-One to either **Low** or **High**.

- **Low:** The HP All-in-One does not require a passkey. Any Bluetooth device within range can print to it.



Note The default security setting is **Low**. Low level security does not require authentication.

- **High:** The HP All-in-One requires a passkey from the Bluetooth device before allowing the device to send a print job to it.



Note The HP All-in-One ships with a predefined passkey that is set to four zeroes "0000".

To set the HP All-in-One to require passkey authentication

1. Press **Setup**.
2. Press **9**, and then press **3**.
This selects **Bluetooth** and then selects **Passkey**.
3. Use the keypad to enter a new passkey.



Note The passkey must be 1 to 4 characters long, and can only consist of numbers.

4. When you have finished entering your passkey, press **OK**.
The **Bluetooth** menu appears.
5. Press **5** to select **Security Level**.
6. Press **OK** to select **High**.
High level security requires authentication.
Passkey authentication is now set for the HP All-in-One.

Set the HP All-in-One to be invisible to Bluetooth devices

You can set the HP All-in-One to be either **Visible to all** Bluetooth devices (public) or **Not visible** to any (private).

- **Visible to all:** Any Bluetooth device within range can print to the HP All-in-One.
- **Not visible:** Only Bluetooth devices that have stored the device address of the HP All-in-One can print to it.



Note The HP All-in-One ships with a default accessibility level of **Visible to all**.

To set the HP All-in-One to be Not visible

1. Press **Setup** on the control panel of the HP All-in-One.
2. Press **9**, and then press **4**.
This selects **Bluetooth** and then selects **Visibility**.
3. Press **▶** to select **Not visible**, and then press **OK**.
The HP All-in-One is inaccessible to Bluetooth devices that have not stored its device address.

Reset Bluetooth settings on the HP All-in-One

You can reset all of the Bluetooth settings on the HP All-in-One to the factory defaults.



Note Only select **Reset Bluetooth** if you want all of the HP All-in-One Bluetooth settings returned to factory defaults.

To reset the Bluetooth settings

1. Press **Setup** on the control panel of the HP All-in-One.
2. Press **9**, and then press **6**.
This selects **Bluetooth** and then selects **Reset Bluetooth**.

Use a Bluetooth® connection to print from your computer

A Bluetooth connection provides a quick and easy way to print images from a Bluetooth-enabled computer without using a cable. With a Bluetooth connection you can access many of the same printing features as with a USB connection. For example, you can check the printer status, as well as the estimated amount of ink remaining in your print cartridges.



Note The only software functionality available with a Bluetooth connection is printing. Scanning and software-based faxing cannot be done over a Bluetooth connection. However, stand-alone copy and fax functions are still available.

Before you print, you must connect an HP bt450, Printer and PC Adapter with Bluetooth® Wireless Technology to the HP All-in-One.

Windows users

You must have Windows XP and either the Microsoft Bluetooth® Protocol Stack or the Widcomm Bluetooth® Protocol Stack installed in order to connect the HP All-in-One. It

is possible to have both the Microsoft Stack and the Widcomm Stack on your computer, but use only one of them to connect the HP All-in-One.

- **Microsoft stack** If you have Windows XP with Service Pack 2 installed on your computer, then your computer has the Microsoft Bluetooth® Protocol Stack. The Microsoft stack allows you to install an external Bluetooth® adapter automatically. If your Bluetooth® adapter supports the Microsoft stack but it does not install automatically, then you do not have the Microsoft stack on your computer. Check the documentation that came with the Bluetooth® adapter to see if it supports the Microsoft stack.
- **Widcomm stack:** If you have an HP computer with Bluetooth® built in, or if you have installed an HP bt450, then your computer has the Widcomm stack. If you have an HP computer and plug in an HP bt450, it will install automatically using the Widcomm stack.

To install and print using the Microsoft stack

1. Make sure that you have installed the HP All-in-One software on the computer.



Note The purpose of installing the software is to make sure the printer driver is available for the Bluetooth® connection. Therefore, if you have already installed the software, you do not need to reinstall it. If you want both a USB and a Bluetooth® connection to the HP All-in-One, install the USB connection first. For more information, see the Setup Guide. However, if you do not want a USB connection, select **Directly to the computer** on the **Connection Type** screen. Also, on the **Connect Your Device Now** screen, select the check box next to **If you are unable to connect your device now...** at the bottom of the screen.

2. Attach an HP bt450 to the front USB port of the HP All-in-One.
3. If you are using an external Bluetooth® adapter for your computer, make sure your computer is started and then attach the Bluetooth® adapter to a USB port on the computer. If you have Windows XP with Service Pack 2 installed, the Bluetooth® drivers are installed automatically. If you are prompted to select a Bluetooth® profile, select **HCRP**.
If your computer has Bluetooth® built in, just make sure the computer is started.
4. On the Windows taskbar, click **Start**, and then click **Printers and Faxes**.
5. Double-click the **Add Printer** icon.
6. Click **Next**, and then select **A Bluetooth Printer**.
7. Follow the onscreen instructions to finish the installation.
8. Print as you would to any printer.

To install and print using the Widcomm stack

1. Make sure that you have installed the HP All-in-One software on the computer.



Note The purpose of installing the software is to make sure the printer driver is available for the Bluetooth® connection. Therefore, if you have already installed the software, you do not need to reinstall it. If you want both a USB and a Bluetooth® connection to the HP All-in-One, install the USB connection first. For more information, see the Setup Guide. However, if you do not want a USB connection, select **Directly to the**

computer on the **Connection Type** screen. Also, on the **Connect Your Device Now** screen, select the check box next to **If you are unable to connect your device now...** at the bottom of the screen.

2. Attach an HP bt450 to the front USB port of the HP All-in-One.
3. Click the **My Bluetooth Places** icon on the desktop or in the taskbar.
4. Click **View devices in range**.
5. Once the available printers are discovered, double-click the name of HP All-in-One to finish the installation.
6. Print as you would to any printer.

Mac users

You can connect the HP All-in-One to a Mac that has Bluetooth® built in, or you can install an external Bluetooth® adapter.

To install and print using Bluetooth®

1. Make sure that you have installed the HP All-in-One software on the computer.
2. Attach an HP bt450 to the front USB port of the HP All-in-One.
3. Press the **On** button on the control panel to turn the HP All-in-One off, and press it again to turn the device on.
4. Attach a Bluetooth® adapter to the computer and turn it on. Make sure that you have installed the software that came with the adapter. Or, if your computer has Bluetooth® built in, just turn on your computer.
5. Open the **Printer Setup Utility** from the **Applications:Utilities** folder.



Note This utility is called the **Printer Setup Utility** on 10.3 and later. It is called **Print Center** on 10.2.x.

6. From the pop-up menu, choose **Bluetooth**, then click **Add**.
The computer searches for the HP All-in-One.
7. In the printer list, select the HP All-in-One, then click **Add**.
The HP All-in-One is added to the printer list.
8. Print as you would to any printer.

Use printer sharing

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

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

To enable printer sharing on a Windows computer

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

To enable printer sharing on a Mac

1. On both the client and host computers, do the following:
 - a. Click **System Preferences** in the Dock, or, from the **Apple** menu, choose **System Preferences**.
The **System Preferences** dialog appears.
 - b. In the **Internet & Network** area, click **Sharing**.
 - c. From the **Services** tab, click **Printer Sharing**.
2. On the host computer, do the following:
 - a. Click **System Preferences** in the Dock, or, from the **Apple** menu, choose **System Preferences**.
The **System Preferences** dialog appears.
 - b. In the **Hardware** area, click **Print & Fax**.
 - c. Do one of the following, depending on your OS:
 - (OS 10.2.8 or 10.3.x) From the **Printing** tab, click the check box to **Share my printers with other computers**.
 - (OS 10.4.x) Click **Sharing**, click the check box to **Share this printer with other computers**, and then select the printer to share.

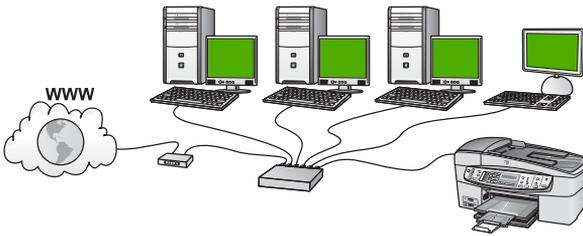
Connect to a network

This section describes how to connect the HP All-in-One to a network and troubleshoot problems with the network connections. For definitions of networking terms and information on printing or changing the network settings, refer to the onscreen Help that came with the HP All-in-One.

| If you want to: | See this section: |
|--|--|
| Connect to a wired (Ethernet) network. | Wired network setup |
| Install the HP All-in-One software for use in a network-connected environment. | Install the software for a network connection |
| Add connections to more computers on the network. | Connect to additional computers on a network |
| Change the HP All-in-One from a USB connection to a network connection. Note Use the instructions in this section if you first installed the HP All-in-One with a USB connection, and you now want to change to wired (Ethernet) network connection. | Change the HP All-in-One from a USB connection to a network connection |
| Find troubleshooting information. | Network setup troubleshooting |

Wired network setup

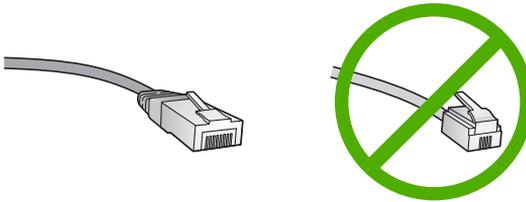
This section describes how to connect the HP All-in-One to an Ethernet router, switch, or wireless router using an Ethernet cable and install the HP All-in-One software for a network connection. This is known as a wired or Ethernet network.



What you need for a wired network

Before you connect the HP All-in-One to a network, make sure you have all of the required materials.

- A functional Ethernet network that includes an Ethernet router, switch, or a wireless router with Ethernet ports.
- CAT-5 Ethernet cable.



Although standard Ethernet cables look similar to standard telephone cables, they are not interchangeable. There is a different number of wires in each one, and each has a different connector. An Ethernet cable connector (also called an RJ-45 connector) is wider and thicker and always has 8 contacts on the end. A phone connector has between 2 and 6 contacts.

- A desktop computer or laptop with a connection to the Ethernet or wireless router.



Note The HP All-in-One supports both 10 Mbps and 100 Mbps Ethernet networks. If you are purchasing, or have purchased, a network interface card (NIC), make sure it can operate at either speed.

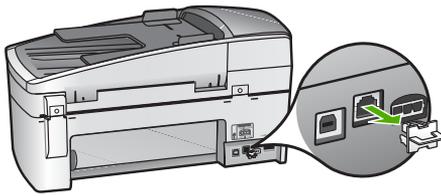
- HP recommends Broadband Internet access such as cable or DSL. Broadband Internet access is required if you want to access HP Photosmart Share directly from the HP All-in-One.

Connect the HP All-in-One to the network

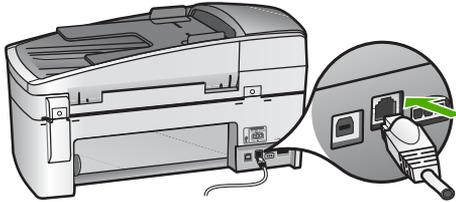
An Ethernet port is provided on the back of the HP All-in-One.

To connect the HP All-in-One to the network

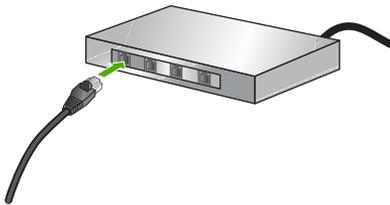
1. Remove the yellow plug from the back of the HP All-in-One.



2. Connect the Ethernet cable to the Ethernet port on the back of the HP All-in-One.



3. Connect the other end of the Ethernet cable to an available port on your Ethernet router, switch, or wireless router.



4. Once you have connected the HP All-in-One to the network, install the software as described in the next section.

Install the software for a network connection

Use this section to install the HP All-in-One software on a Windows or Mac computer connected to a network. Before you install the software, make sure you have connected the HP All-in-One as described in the previous section.



Note 1 If your computer is configured to connect to a series of network drives, make sure that your computer is currently connected to these drives before installing the software. Otherwise, HP All-in-One installation software might try to use one of the reserved drive letters, and you will not be able to access that network drive on your computer.

Note 2 Installation time can range from 20 to 45 minutes depending on your operating system, the amount of available space, and the processor speed of your computer.

To install the Windows HP All-in-One software

1. Quit all applications running on your computer, and any firewall or virus detection software.
2. Insert the Windows CD that came with the HP All-in-One into the CD-ROM drive on your computer and follow the onscreen instructions.

3. If a dialog box pertaining to firewalls appears, respond as follows:
 - The **Issues Stopping Installation** screen means that a firewall or anti-spyware program might be running that could interfere with the HP Software Installation. For best results, temporarily disable the firewall or anti-spyware programs during installation. See your firewall documentation for instructions. After the installation is complete you can re-enable the firewall or anti-spyware programs.



Note If the **Issues Stopping Installation** screen appears after the firewall or anti-spyware program is disabled, continue with the installation.

- The **Notice about Firewalls** means that the Microsoft Internet Connection Firewall or Windows Firewall is enabled. Click **Next** to allow the Setup program to open the necessary ports and continue with the installation. If a **Windows Security Alert** appears for a program published by Hewlett-Packard, please unblock this program.
4. On the **Connection Type** screen, select **Through the network**, and then click **Next**.
The **Searching** screen appears as the Setup program searches for the HP All-in-One on the network.
 5. On the **Printer Found** screen, verify that the printer description is correct. If more than one printer is found on the network, the **Printers Found** screen appears. Select the HP All-in-One you want to connect.
To see the device settings on the HP All-in-One, print the network configuration page:
 - a. Press **Setup**.
 - b. Press **8** to select **Network Setup**.
 - c. Press **1**.
This selects **Print Network Settings** and then prints the network configuration page.
 6. If the device description is correct, select **Yes, install this printer**.
 7. At the prompt, restart your computer to finish the installation process.
When you have finished installing the software, the HP All-in-One is ready for use.
 8. If you disabled a firewall or virus detection software on your computer, make sure to enable it again.
 9. To test your network connection, go to your computer and print a self-test report to the HP All-in-One.

To install the Mac HP All-in-One software

1. Quit all applications running on your Mac.
2. Insert the Mac CD that came with the HP All-in-One into the CD-ROM drive on your Mac.
3. Double-click the HP All-in-One **installer** icon.
4. In the **Authenticate** dialog, enter the Administrator password used to access your Mac or network.
The installer software looks for HP All-in-One devices.

5. From the **HP Installer** dialog, select your language and the HP All-in-One you want to connect.
6. Follow the onscreen instructions to complete all the installation steps, including the **Setup Assistant**.
When you have finished installing the software, the HP All-in-One is ready for use.
7. To test your network connection, go to your Mac and print a self-test report to the HP All-in-One.

For more information, see:

- [Print a self-test report](#)
- [Network setup troubleshooting](#)

Connect to additional computers on a network

If you have additional computers on the same network as the HP All-in-One, you can use the additional computers with the HP All-in-One after you have installed the HP software on each computer. Once you have set up the HP All-in-One on the network you will not need to configure it again when you add additional computers.

For more information, see:

[Install the software for a network connection](#)

Change the HP All-in-One from a USB connection to a network connection

If you first install the HP All-in-One with a USB connection, you can later change to an Ethernet network connection. If you already understand how to connect to a network, you can use the general directions below.

To change a USB connection to a wired (Ethernet) connection

1. Unplug the USB connection from the back of the HP All-in-One.
2. Connect an Ethernet cable from the Ethernet port on the back of the HP All-in-One to an available Ethernet port on the router, switch, or wireless router.
3. Run the installation CD, choose **Add a Device**, then choose **Through the network**.
4. (Windows only) When the installation is complete, open **Printers and Faxes** in the **Control Panel** and delete the printers from the previous USB installation.

For more information, see:

- [Connect the HP All-in-One to the network](#)
- [Install the software for a network connection](#)

Fax setup

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

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



Tip You can also use the **Fax Setup Wizard** (Windows) or **Fax Setup Utility** (Mac) to help you quickly set up some important fax settings such as the answer mode and fax header information. You can access the **Fax Setup**

Wizard (Windows) or **Fax Setup Utility** (Mac) through the software you installed with the HP All-in-One. After you run the **Fax Setup Wizard** (Windows) or **Fax Setup Utility** (Mac), follow the procedures in this section to complete your fax setup.

Set up the HP All-in-One for faxing

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

- If you do not see your country/region listed in the table below, you probably have a serial-type phone system. In a serial-type phone system, the connector type on your shared telephone equipment (modems, phones, and answering machines) does not allow a physical connection to the "2-EXT" port on the HP All-in-One. Instead, all equipment must be connected at the telephone wall jack.



Note In some countries/regions that use serial-type phone systems, the phone cord that came with the HP All-in-One might have an additional wall plug attached to it. This enables you to connect other telecom devices to the wall jack where you plug in the HP All-in-One.

- If your country/region is listed in the table below, you probably have a parallel-type telephone system. In a parallel-type phone system, you are able to connect shared telephone equipment to the phone line by using the "2-EXT" port on the back of the HP All-in-One.



Note If you have a parallel-type phone system, HP recommends you use the 2-wire phone cord supplied with the HP All-in-One to connect the HP All-in-One to the telephone wall jack.

Countries/regions with a parallel-type phone system

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

If you are unsure which kind of telephone system you have (serial or parallel), check with your telephone company.

Choose the correct fax setup for your home or office

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

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

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

1. Do you have a digital subscriber line (DSL) service through your telephone company? (DSL might be called ADSL in your country/region.)

- Yes, I have DSL.
- No.

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

If you answered No, please continue answering questions.

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

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

If you answered No, please continue answering questions.

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

- Yes, I have distinctive ring.
- No.

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

If you answered No, please continue answering questions.

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

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

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

- Yes, I receive voice calls.
- No.

- Please continue answering questions.
5. Do you have a computer dial-up modem on the same phone line as the HP All-in-One?
- Yes, I have a computer dial-up modem.
- No.

Are you unsure if you use a computer dial-up modem? If you answer Yes to any of the following questions, you are using a computer dial-up modem:

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

Please continue answering questions.

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

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

Select your fax setup case

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

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

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



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

| Other equipment/ services sharing your fax line | Recommended fax setup for parallel-type phone systems | Recommended fax setup for serial-type phone systems |
|---|---|--|
| None (You answered No to all questions.) | Case A: Separate fax line (no voice calls received) | Case A: Separate fax line (no voice calls received) |
| DSL service (You answered Yes to question 1 only.) | Case B: Set up the HP All-in-One with DSL | Case B: Set up the HP All-in-One with DSL |
| PBX or ISDN system (You answered Yes to question 2 only.) | Case C: Set up the HP All-in-One with a PBX phone system or an ISDN line | Case C: Set up the HP All-in-One with a PBX phone system or an ISDN line |
| Distinctive ring service (You answered Yes to question 3 only.) | Case D: Fax with a distinctive ring service on the same line | Case D: Fax with a distinctive ring service on the same line |
| Voice calls (You answered Yes to question 4 only.) | Case E: Shared voice/fax line | Case E: Shared voice/fax line |
| Voice calls and voice mail service (You answered Yes to questions 4 and 7 only.) | Case F: Shared voice/fax line with voice mail | Case F: Shared voice/fax line with voice mail |
| Computer dial-up modem (You answered Yes to question 5 only.) | Case G: Fax line shared with computer dial-up modem (no voice calls received) | Not applicable. |
| Voice calls and computer dial-up modem (You answered Yes to questions 4 and 5 only.) | Case H: Shared voice/fax line with computer dial-up modem | Not applicable. |
| Voice calls and answering machine (You answered Yes to questions 4 and 6 only.) | Case I: Shared voice/fax line with answering machine | Not applicable. |

(continued)

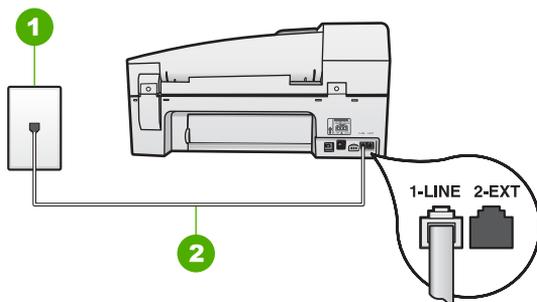
| Other equipment/ services sharing your fax line | Recommended fax setup for parallel-type phone systems | Recommended fax setup for serial-type phone systems |
|--|---|--|
| Voice calls, computer dial-up modem, and answering machine (You answered Yes to questions 4, 5, and 6 only.) | Case J: Shared voice/fax line with computer dial-up modem and answering machine | Not applicable. |
| Voice calls, computer dial-up modem, and voice mail service (You answered Yes to questions 4, 5, and 7 only.) | Case K: Shared voice/fax line with computer dial-up modem and voice mail | Not applicable. |

For additional fax setup information, in specific countries/regions, see the Fax Configuration website listed below.

| | |
|----------------------|--|
| Austria | www.hp.com/at/faxconfig |
| Germany | www.hp.com/de/faxconfig |
| Switzerland (French) | www.hp.com/ch/fr/faxconfig |
| Switzerland (German) | www.hp.com/ch/de/faxconfig |
| United Kingdom | www.hp.com/uk/faxconfig |

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

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



Back view of the HP All-in-One

| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port |

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

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



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

- Turn on the **Auto Answer** setting.
- (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).
- Run a fax test.

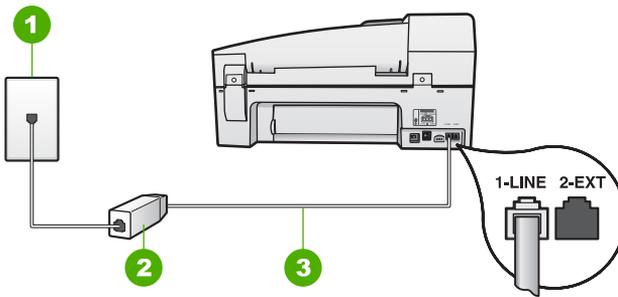
When the phone rings, the HP All-in-One will answer automatically after the number of rings you set in the **Rings to Answer** setting. Then it will begin emitting fax reception tones to the sending fax machine and receive the fax.

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

If you have a DSL service through your telephone company, use the instructions in this section to connect a DSL filter between the telephone wall jack and the HP All-in-One. The DSL filter removes the digital signal that can interfere with the HP All-in-One, so the HP All-in-One can communicate properly with the phone line. (DSL might be called ADSL in your country/region.)



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



Back view of the HP All-in-One

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

To set up the HP All-in-One with DSL

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



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

3. Connect the DSL filter cord to the telephone wall jack.



Note If you have other office equipment or services attached to this phone line, such as a distinctive ring service, answering machine, or voice mail, see the appropriate section in this section for additional setup guidelines.

4. Run a fax test.

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

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

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



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

converter, try using the port designated for multiple purposes; it might be labeled "multi-combi" or something similar.

- If you are using a PBX phone system, set the call waiting tone to "off".

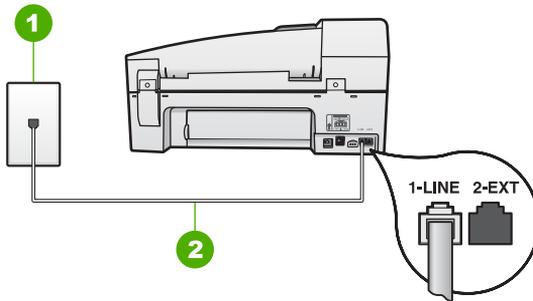


Note Many digital PBX systems include a call-waiting tone that is set to "on" by default. The call waiting tone will interfere with any fax transmission, and you will not be able to send or receive faxes with the HP All-in-One. Refer to the documentation that came with your PBX phone system for instructions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

- If you are using a PBX phone system, dial the number for an outside line before dialing the fax number.
- Make sure you use the supplied cord to connect from the telephone wall jack to the HP All-in-One. If you do not, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, you can purchase a coupler from your local electronics store and extend it.

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

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



Back view of the HP All-in-One

| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port |

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

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



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

2. Turn on the **Auto Answer** setting.
3. Change the **Distinctive Ring** setting to match the pattern that the telephone company assigned to your fax number.



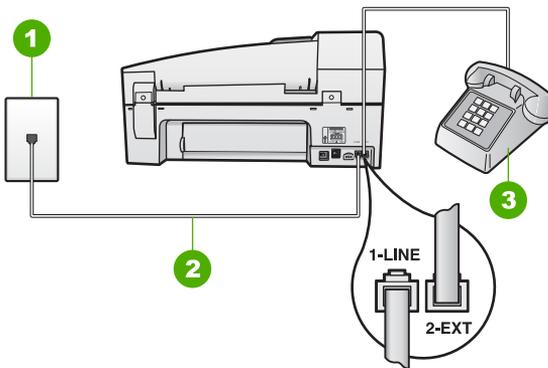
Note By default, the HP All-in-One is set to answer all ring patterns. If you do not set the **Distinctive Ring** to match the ring pattern assigned to your fax number, the HP All-in-One might answer both voice calls and fax calls or it might not answer at all.

4. (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).
5. Run a fax test.

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

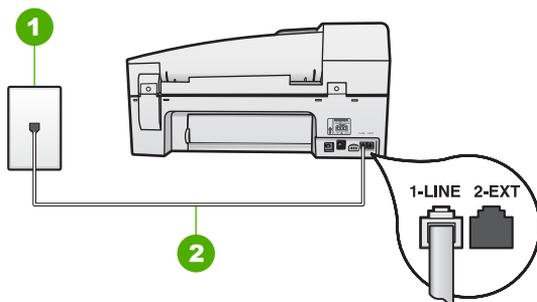
Case E: Shared voice/fax line

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



Back view of the HP All-in-One

| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port |
| 3 | Telephone (optional) |



Back view of the HP All-in-One

| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port |

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

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



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

- Now you need to decide how you want the HP All-in-One to answer calls, automatically or manually:
 - If you set up the HP All-in-One to answer calls **automatically**, it answers all incoming calls and receives faxes. The HP All-in-One will not be able to distinguish between fax and voice calls in this case; if you suspect the call is a voice call, you will need to answer it before the HP All-in-One answers the call. To set up the HP All-in-One to answer calls automatically, turn on the **Auto Answer** setting.
 - If you set up the HP All-in-One to answer faxes **manually**, you must be available to respond in person to incoming fax calls or the HP All-in-One cannot receive faxes. To set up the HP All-in-One to answer calls manually, turn off the **Auto Answer** setting.
- Run a fax test.
- Do one of the following, depending on your phone system:
 - If you have a parallel-type phone system, remove the white plug from the port labeled 2-EXT on the back of the HP All-in-One, and then connect a phone to this port.
 - If you have a serial-type phone system, you might plug your phone directly on top of the HP All-in-One cable which has a wall plug attached to it.

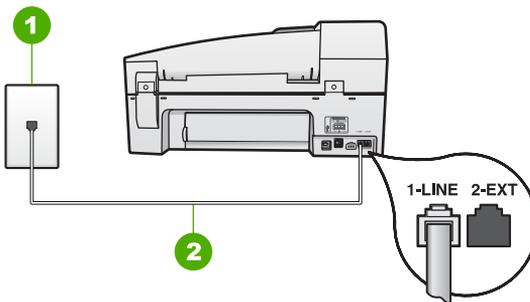
If you pick up the phone before the HP All-in-One answers the call and hear fax tones from a sending fax machine, you will need to answer the fax call manually.

Case F: Shared voice/fax line with voice mail

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



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



Back view of the HP All-in-One

- | | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port |

To set up the HP All-in-One with voice mail

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



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

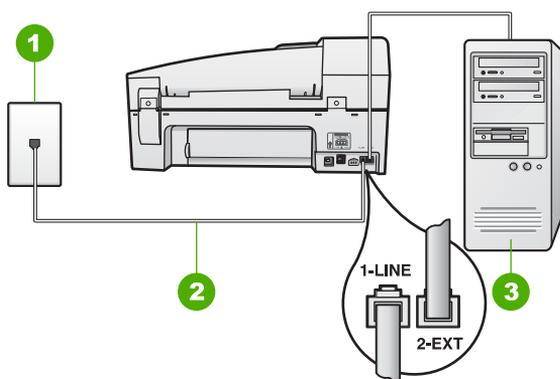
- Turn off the **Auto Answer** setting.
- Run a fax test.

You must be available to respond in person to incoming fax calls, or the HP All-in-One cannot receive faxes.

Case G: Fax line shared with computer dial-up modem (no voice calls received)

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

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



Back view of the HP All-in-One

| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port |
| 3 | Computer with modem |

To set up the HP All-in-One with a computer dial-up modem

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



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

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



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

5. Turn on the **Auto Answer** setting.

6. (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).
7. Run a fax test.

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

Case H: Shared voice/fax line with computer dial-up modem

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

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

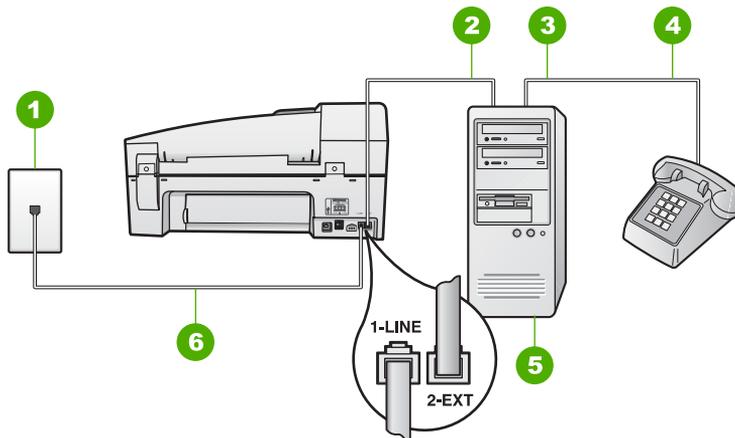
There are two different ways to set up the HP All-in-One with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

- If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler), as shown below. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)



Example of a parallel splitter

- If your computer has two phone ports, set up the HP All-in-One as described below.



Back view of the HP All-in-One

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

To set up the HP All-in-One on the same phone line as a computer with two phone ports

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



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

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



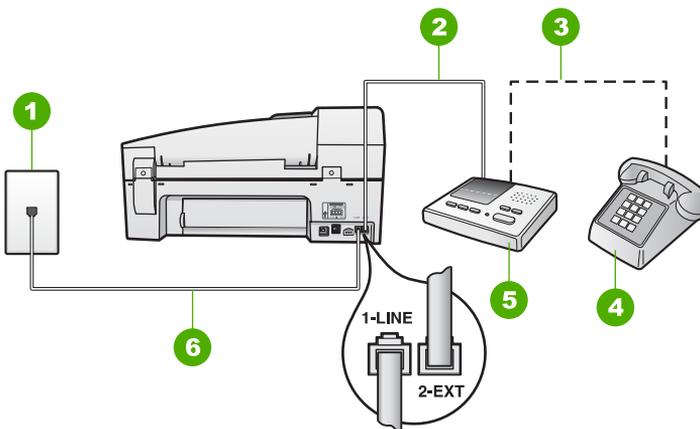
Note If you do not turn off the automatic fax reception setting in your modem software, the HP All-in-One will not be able to receive faxes.

6. Now you need to decide how you want the HP All-in-One to answer calls, automatically or manually:
 - If you set up the HP All-in-One to answer calls **automatically**, it answers all incoming calls and receives faxes. The HP All-in-One will not be able to distinguish between fax and voice calls in this case; if you suspect the call is a voice call, you will need to answer it before the HP All-in-One answers the call. To set up the HP All-in-One to answer calls automatically, turn on the **Auto Answer** setting.
 - If you set up the HP All-in-One to answer faxes **manually**, you must be available to respond in person to incoming fax calls or the HP All-in-One cannot receive faxes. To set up the HP All-in-One to answer calls manually, turn off the **Auto Answer** setting.
7. Run a fax test.

If you pick up the phone before the HP All-in-One answers the call and hear fax tones from a sending fax machine, you will need to answer the fax call manually.

Case I: Shared voice/fax line with answering machine

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



Back view of the HP All-in-One

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

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

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



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

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



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

4. (Optional) If your answering machine does not have a built-in phone, for convenience you might want to connect a phone to the back of your answering machine at the "OUT" port.



Note If your answering machine does not let you connect an external phone, you can purchase and use a parallel splitter (also known as a coupler) to connect both the answering machine and telephone to the HP All-in-One. You can use standard phone cords for these connections.

5. Turn on the **Auto Answer** setting.
6. Set your answering machine to answer after a low number of rings.
7. Change the **Rings to Answer** setting on the HP All-in-One to the maximum number of rings supported by your device. (The maximum number of rings varies by country/region.)
8. Run a fax test.

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

Case J: Shared voice/fax line with computer dial-up modem and answering machine

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

Since your computer dial-up modem shares the phone line with the HP All-in-One, you will not be able to use both your modem and the HP All-in-One simultaneously.

For example, you cannot use the HP All-in-One for faxing if you are using your computer dial-up modem to send an e-mail or access the Internet.

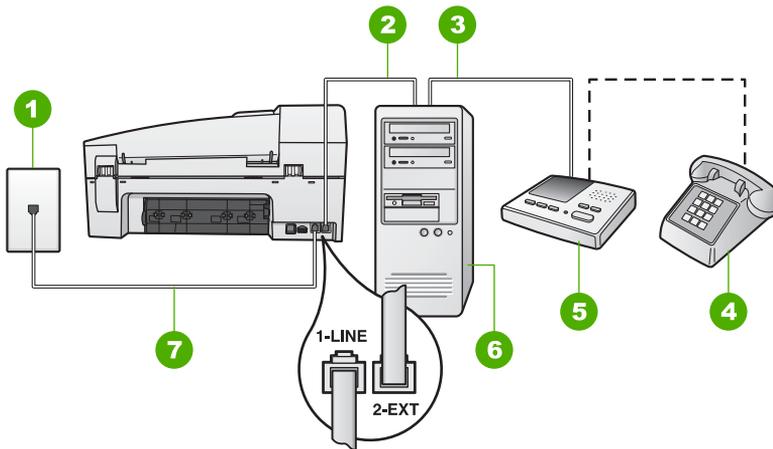
There are two different ways to set the HP All-in-One with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

- If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler), as shown below. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)



Example of a parallel splitter

- If your computer has two phone ports, set up the HP All-in-One as described below.



Back view of the HP All-in-One

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

To set up the HP All-in-One on the same phone line as a computer with two phone ports

1. Remove the white plug from the port labeled 2-EXT on the back of the HP All-in-One.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled 2-EXT on the back of the HP All-in-One.
3. Unplug your answering machine from the telephone wall jack, and connect it to the port labeled 2-EXT on the back of the HP All-in-One.



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

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



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

5. (Optional) If your answering machine does not have a built-in phone, for convenience you might want to connect a phone to the back of your answering machine at the "OUT" port.



Note If your answering machine does not let you connect an external phone, you can purchase and use a parallel splitter (also known as a coupler) to connect both the answering machine and telephone to the HP All-in-One. You can use standard phone cords for these connections.

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



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

7. Turn on the **Auto Answer** setting.
8. Set your answering machine to answer after a low number of rings.
9. Change the **Rings to Answer** setting on the HP All-in-One to the maximum number of rings supported by your device. (The maximum number of rings varies by country/region.)
10. Run a fax test.

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

tones, the HP All-in-One stops monitoring the line and your answering machine can record a voice message.

Case K: Shared voice/fax line with computer dial-up modem and voice mail

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



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

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

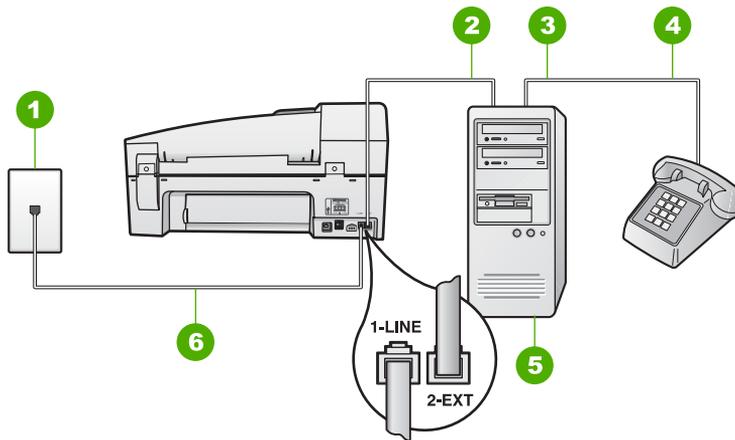
There are two different ways to set up the HP All-in-One with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

- If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler), as shown below. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)



Example of a parallel splitter

- If your computer has two phone ports, set up the HP All-in-One as described below.



Back view of the HP All-in-One

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

To set up the HP All-in-One on the same phone line as a computer with two phone ports

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



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

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



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

6. Turn off the **Auto Answer** setting.
7. Run a fax test.

You must be available to respond in person to incoming fax calls, or the HP All-in-One cannot receive faxes.

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

In order to receive faxes successfully, you need to change some settings on the HP All-in-One. If you are unsure which setting to choose for a specific fax option, see the fax setup information in the previous sections.

- [Set the answer mode](#)
- [Set the number of rings before answering](#)
- [Change the answer ring pattern for distinctive ringing](#)

Set the answer mode

The answer mode determines whether the HP All-in-One answers incoming calls or not.

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

To set the answer mode

- Press **Auto Answer** to turn the light on or off, as appropriate for your setup. When the **Auto Answer** light is on, the HP All-in-One answers calls automatically. When the light is off, the HP All-in-One does not answer calls.

Set the number of rings before answering

If you turn on the **Auto Answer** setting, you can specify how many rings should occur before the HP All-in-One automatically answers the incoming call.

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

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

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

1. Press **Setup**.
2. Press **4**, and then press **2**.

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

Change the answer ring pattern for distinctive ringing

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

If you connect the HP All-in-One to a line with distinctive ringing, have your telephone company assign one ring pattern to voice calls and another ring pattern to fax calls. HP recommends that you request double or triple rings for a fax number. When the HP All-in-One detects the specified ring pattern, it will answer the call and receive the fax.

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

To change the distinctive ring pattern from the control panel

1. Verify that the HP All-in-One is set to answer fax calls automatically.
2. Press **Setup**.
3. Press **5**, and then press **1**.
This selects **Advanced Fax Setup** and then selects **Distinctive Ring**.
4. Press ▶ to select an option, and then press **OK**.
When the phone rings with the ring pattern assigned to your fax line, the HP All-in-One answers the call and receives the fax.

Test your fax setup

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

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

The HP All-in-One prints a report with the results of the test. If the test fails, review the report for information on how to fix the problem and rerun the test.

To test your fax setup from the control panel

1. Set up the HP All-in-One for faxing according to your particular home or office setup instructions.
2. Insert the print cartridges and load full-size paper in the input tray before starting the test.

3. Press **Setup**.
4. Press **6**, then press **6** again.
This selects the **Tools** menu and then selects **Run Fax Test**.
The HP All-in-One displays the status of the test on the display and prints a report.
5. Review the report.
 - If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify the settings are correct. A blank or incorrect fax setting can cause problems faxing.
 - If the test fails, review the report for more information on how to fix any problems found.
6. After you pick up the fax report from the HP All-in-One, press **OK**.
If necessary, resolve any problems found and rerun the test.

Set the fax header

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



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

To set a default fax header from the control panel

1. Press **Setup**.
2. Press **4**, and then press **1**.
This selects **Basic Fax Setup** and then selects **Fax Header**.
3. Enter your personal or company name, and then press **OK**.
4. Enter your fax number by using the numeric keypad, and then press **OK**.

4 Load originals and load paper

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

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

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

Load originals

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

- [Load an original in the automatic document feeder](#)
- [Load an original on the glass](#)

Load an original in the automatic document feeder

You can copy, scan, or fax a single- or multiple-page letter-, A4- (up to 35 pages of plain paper), or legal-size document (up to 20 sheets of plain paper) by placing it in the document feeder tray.



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



Note Some features, such as the **Fit to Page** copy feature, do not work when you load your originals in the automatic document feeder. You must load your originals on the glass.

The automatic document feeder holds a maximum of 35 sheets of plain paper.

To load an original in the document feeder tray

1. Load your original, with the print side up, into the document feeder tray. Slide the paper into the automatic document feeder until you hear a beep or see a message on the display indicating that the HP All-in-One detected the pages you loaded.



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



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



Note Remove all originals from the document feeder tray before lifting the lid on the HP All-in-One.

Load an original on the glass

You can copy, scan, or fax up to letter- or A4-size originals by loading them on the glass. If your original is legal-size or contains multiple full-size pages, load it in the automatic document feeder.



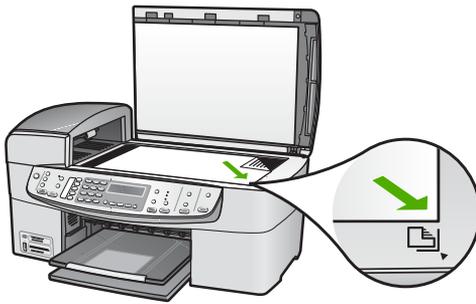
Note Many of the special features will not work correctly if the glass and lid backing are not clean.

To load an original on the glass

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



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



3. Close the lid.

Choose papers for printing and copying

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

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

Recommended papers for printing and copying

If you want the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing. If you are printing photos, for example, load HP Premium or HP Premium Plus photo paper in the input tray.

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



Note At this time, this portion of the HP website is available in English only.

Papers to avoid

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

Papers to avoid for all print and copy jobs

- Any size paper other than those listed in the technical specifications chapter of your User Guide.
- 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 the HP All-in-One. They can jam the HP All-in-One or repel the ink.
- Multi-part forms, such as duplicate and triplicate forms. They can wrinkle or get stuck, and the ink is more likely to smear.

- Envelopes with clasps or windows. They can get stuck in the rollers and cause paper jams.
- Banner paper.

Additional papers to avoid when copying

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

Load paper

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



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

- [Load full-size paper](#)
- [Load 10 x 15 cm \(4 x 6 inch\) photo paper](#)
- [Load index cards](#)
- [Load envelopes](#)
- [Load other types of paper](#)

Load full-size paper

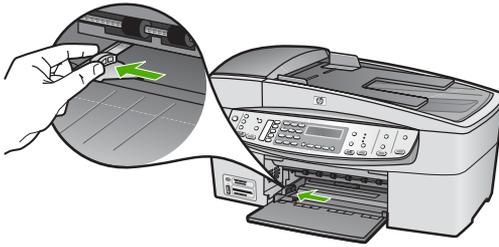
You can load many types of letter, A4, or legal paper into the input tray of the HP All-in-One.

To load full-size paper

1. Remove the output tray.



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



3. 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.
4. Insert the stack of paper into the input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.

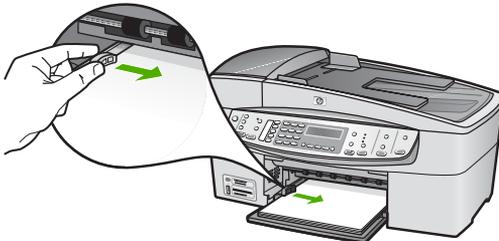


Caution Make sure that the HP All-in-One is idle and silent when you load paper into the input tray. If the HP All-in-One is servicing the print cartridges or otherwise engaged in a task, the paper stop inside the device might not be in place. You could push the paper too far forward, causing the HP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

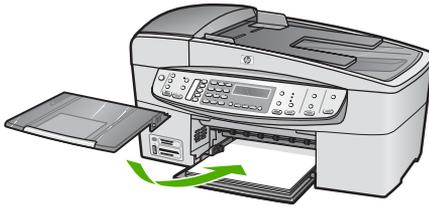


Tip If you are using letterhead, insert the top of the page first with the print side down. For more help on loading full-size paper and letterhead, refer to the diagram engraved in the base of the input tray.

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



6. Replace the output tray.



7. Flip the tray extender up toward you.



Note When you use legal-size paper, leave the tray extender closed.

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 input tray of the HP All-in-One. For the best results, use 10 x 15 cm (4 x 6 inch) HP Premium Plus Photo Paper or HP Premium Photo Paper.

- 💡 **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.

For best results, set the paper type and paper size before copying or printing.

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

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

Load the photo paper so that the tabs are closest to you.



Tip For more help on loading small-size photo paper, refer to the guides engraved in the base of the input tray for loading photo paper.

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



5. Replace the output tray.

Load index cards

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

For best results, set the paper type and paper size before copying or printing.

To load index cards in the input tray

1. Remove the output tray.
2. Remove all paper from the input tray.
3. Insert the stack of cards, print side down, into the far-right side of the input tray. Slide the stack of cards forward until it stops.
4. Slide the paper-width guide inward against the stack of cards until it stops.
Do not overload the input tray; make sure the stack of cards fits within the input tray and is no higher than the top of the paper-width guide.



5. Replace the output tray.

Load envelopes

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



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

To load envelopes

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



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

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



- Replace the output tray.

Load other types of paper

The following papers require extra attention to load them properly.



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 faxing. Papers that are only available for printing from a software application are indicated as such.

HP Premium Inkjet Transparency Film and HP Premium Plus Inkjet Transparency Film

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



Note The HP All-in-One cannot automatically detect the paper size or paper type. For best results, set the paper type to transparency film before printing or copying onto transparency film.

HP Iron-On Transfers (for printing only)

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



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

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

HP Greeting Cards, HP Photo Greeting Cards, or HP Textured Greeting Cards (for printing only)

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



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

HP Inkjet labels (for printing only)

1. Always use letter or A4 label sheets designed for use with HP inkjet devices (such as HP inkjet labels), and make sure that the labels are no more than two years old. Labels on older sheets might peel off when the paper is pulled through the HP All-in-One, causing subsequent paper jams.
2. Fan the stack of labels to make sure none of the pages are sticking together.
3. Place a stack of label sheets on top of full-size plain paper in the input tray, label side down. Do not insert labels one sheet at a time.

For best results, set the paper type and paper size before copying or printing.

Avoid paper jams

To help avoid paper jams, follow these guidelines.

- Remove printed papers from the output tray frequently.
- Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Do not force paper too far forward in the input tray.
- Use paper types that are recommended for the HP All-in-One. For more information, see [Choose papers for printing and copying](#).
- Do not leave originals on the glass. If you load an original in the automatic document feeder while there is already an original on the glass, the original can jam in the automatic document feeder.

5 Print from your computer

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

- [Print from a software application](#)
- [Change the print settings](#)
- [Stop a print job](#)

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 a software application (Windows)

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. If you need to change settings, click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Select the appropriate options for your print job by using the features available in the **Advanced**, **Paper/Quality**, **Effects**, **Finishing**, and **Color** tabs.
6. Click **OK** to close the **Properties** dialog box.
7. Click **Print** or **OK** to begin printing.

To print from a software application (Mac)

1. Make sure you have paper loaded in the input tray.
2. From the **File** menu in your software application, choose **Page Setup**.
3. Make sure the HP All-in-One is the selected printer.
4. Specify the page attributes:
 - Choose the paper size.
 - Select the orientation.
 - Enter the scaling percentage.
5. Click **OK**.
6. From the **File** menu in your software application, choose **Print**.
The **Print** dialog box appears, and 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 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. From the **File** menu in your software application, choose **Page Setup**.
2. Make sure the HP All-in-One is the selected printer.
3. Make changes to the paper size, orientation, and scaling percentage settings, and click **OK**.

To change all other print settings

1. From the **File** menu in your software application, choose **Print**.
2. Make sure the HP All-in-One is the selected printer.
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, HP recommends you stop it from the HP All-in-One for best results.

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

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

6 Use the fax features

You can use the HP All-in-One to send and receive faxes, including color faxes. You can set up speed dial entries to send faxes quickly and easily to frequently used numbers. From the control panel, you can also set a number of fax options, such as resolution and the contrast between lightness/darkness on the faxes you send.



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

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

- [Send a fax](#)
- [Receive a fax](#)
- [Print reports](#)
- [Stop faxing](#)

Send a fax

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

- [Send a basic fax](#)
- [Send a fax manually from a phone](#)
- [Send a fax using monitor dialing](#)

Send a basic fax

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



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



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

To send a basic fax from the control panel

1. Load your originals print side up into the document feeder tray. If you are sending a single-page fax, such as a photograph, you can also load your original print side down on the glass.



Note If you are sending a multiple-page fax, you must load the originals in the document feeder tray. You cannot fax a multiple-page document from the glass.

2. Enter the fax number by using the keypad, press **Speed Dial** or a one-touch speed dial button to select a speed dial, or press **Redial/Pause** to redial the last number dialed.



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

3. Press **Start Fax Black**.
 - **If the device detects an original loaded in the automatic document feeder**, the HP All-in-One sends the document to the number you entered.
 - **If the device does not detect an original loaded in the automatic document feeder**, the **Fax from glass?** prompt appears. Make sure your original is loaded print side down on the glass, and then press **1** to select **Yes**.



Tip If the recipient reports issues with the quality of the fax you sent, you can try changing the resolution or contrast of your fax.

Send a fax manually from a phone

You can initiate a fax call from a telephone on the same phone line as the HP All-in-One if you are more comfortable using the keypad on your phone, rather than using the keypad on the control panel of the HP All-in-One. This method of sending a fax is called manually sending a fax. When you send a fax manually, you can hear the dial tones, telephone prompts, or other sounds through the handset on your telephone. This makes it easy for you to use a calling card to send your fax.

Depending on how the recipient has their fax machine set up, the recipient might answer the phone, or the fax machine might take the call. If a person answers the phone, you can speak with the recipient before sending the fax. If a fax machine answers the call, you can send the fax directly to the fax machine when you hear the fax tones from the receiving fax machine.

To send a fax manually from a phone

1. Load your originals print side up into the document feeder tray.



Note This feature is not supported if you load your originals on the glass. You must load your originals in the document feeder tray.

2. Dial the number by using the keypad on the phone that is connected to the HP All-in-One.



Note Do not use the keypad on the control panel of the HP All-in-One when manually sending a fax. You must use the keypad on your phone to dial the recipient's number.

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



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

4. Once you are ready to send the fax, press **Start Fax Black** or **Start Fax Color**.



Note If prompted, press **1** to select **Send Fax**, and then press **Start Fax Black** or **Start Fax Color** again.

If you were speaking with the recipient before sending the fax, inform the recipient that they should press Start on their fax machine after they hear fax tones.

The telephone line is silent while the fax is transmitting. At this point, you can hang up the telephone. If you want to continue speaking with the recipient, remain on the line until the fax transmission is complete.

Send a fax using monitor dialing

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



Tip If you do not enter your calling card PIN fast enough, the HP All-in-One might start sending fax tones too soon and cause your PIN not to be recognized by the calling card service. If this is the case, you can create a speed dial entry to store the PIN for your calling card.



Note Make sure the volume is turned on, or you will not hear a dial tone.

To send a fax using monitor dialing from the control panel

1. Load your originals print side up into the document feeder tray. If you are sending a single-page fax, such as a photograph, you can also load your original print side down on the glass.



Note If you are sending a multiple-page fax, you must load the originals in the document feeder tray. You cannot fax a multiple-page document from the glass.

2. Press **Start Fax Black** or **Start Fax Color**.
 - **If the device detects an original loaded in the automatic document feeder**, you will hear a dial tone.
 - **If the device does not detect an original loaded in the automatic document feeder**, the **Fax from glass?** prompt appears. Make sure your original is loaded on the glass, and then press **1** to select **Yes**.

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



Tip If you are using a calling card to send a fax and you have your calling card PIN stored as a speed dial, when prompted to enter your PIN, press **Speed Dial** or a one-touch speed dial button to select the speed dial entry where you have your PIN stored.

Your fax is sent when the receiving fax machine answers.

Receive a fax

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

You can receive faxes manually from a phone that is:

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

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

- [Receive a fax manually](#)
- [Set up backup fax reception](#)
- [Reprint received faxes from memory](#)



Note If you installed a photo print cartridge for printing photos, you might want to replace it with the black print cartridge when receiving faxes.

Receive a fax manually

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

You can receive faxes manually from a phone that is:

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



Note In some countries/regions that use serial-type phone systems, the phone cord that came with the HP All-in-One might have an additional wall plug attached to it. This enables you to connect other telecom devices to the wall jack where you plug in the HP All-in-One.

To receive a fax manually

1. Make sure the HP All-in-One is turned on and you have paper loaded in the input tray.
2. Remove any originals from the document feeder tray.
3. Set the **Rings to Answer** setting to a high number to allow you to answer the incoming call before the HP All-in-One answers. Or, turn off the **Auto Answer** setting so that the HP All-in-One does not automatically answer incoming calls.
4. If you are currently on the phone with the sender, instruct the sender to press Start on their fax machine.
5. When you hear fax tones from a sending fax machine, do the following:
 - a. Press **Start Fax Black** or **Start Fax Color** on the control panel of the HP All-in-One.
 - b. When prompted, press **2** to select **Fax Receive**.
 - c. After the HP All-in-One begins to receive the fax, you can hang up the phone or remain on the line. The phone line is silent during fax transmission.

If you are not close enough to the HP All-in-One to reach the control panel, wait several seconds, and then press **1 2 3** on your phone. If the HP All-in-One does not begin receiving the fax, wait several more seconds and press **1 2 3** again. After the HP All-in-One begins to receive the fax, you can hang up the phone.

Set up backup fax reception

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

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

| | |
|-----------|---|
| On | <p>The default setting. When Backup Fax Reception is On, the HP All-in-One stores all faxes it receives in memory. This enables you to reprint up to eight of the most recently printed faxes if they are still saved in memory.</p> <p>Note 1 When the memory gets low, the HP All-in-One overwrites the oldest, printed faxes as it receives new faxes. If the memory becomes full of unprinted faxes, the HP All-in-One will stop answering incoming fax calls.</p> <p>Note 2 If you receive a fax that is too large, such as a very detailed color photo, it might not be stored in memory due to memory limitations.</p> |
|-----------|---|

(continued)

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



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

To set backup fax reception from the control panel

1. Press **Setup**.
2. Press **5**, and then press **5** again.
This selects **Advanced Fax Setup** and then selects **Backup Fax Reception**.
3. Press **▶** to select **On**, **On Error Only**, or **Off**.
4. Press **OK**.

Reprint received faxes from memory

If you set the **Backup Fax Reception** mode to **On**, the HP All-in-One stores faxes it receives in memory, whether the device has an error condition or not.



Note After the memory becomes full, the HP All-in-One overwrites the oldest, printed faxes as it receives new faxes. If all the stored faxes are unprinted, the HP All-in-One will not receive any more fax calls until you print or delete the faxes from memory. You might also want to delete the faxes in memory for security or privacy purposes.

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

To reprint faxes in memory from the control panel

1. Make sure you have paper loaded in the input tray.
2. Press **Setup**.
3. Press **6**, and then press **5**.
This selects **Tools** and then selects **Reprint Faxes in Memory**.

The faxes are printed in the reverse order they were received with the most recently received fax printed first, and so on.

4. If you want to stop reprinting the faxes in memory, press **Cancel**.

To delete all the faxes in memory from the control panel

→ Turn off the HP All-in-One by pressing the **On** button.

All faxes stored in memory will be deleted from memory when you turn off the power to the HP All-in-One.



Note You can also delete any faxes stored in memory by selecting **Clear Fax Log** from the **Tools** menu. To do so, press **Setup**, press **6**, and then press **7**.

Print reports

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

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

- [Print fax confirmation reports](#)
- [Print fax error reports](#)

Print fax confirmation reports

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

The default fax confirmation setting is **Off**. This means that the HP All-in-One will not print a confirmation report for each fax sent or received. A confirmation message indicating whether a fax was successfully sent appears briefly on the display after each transaction.

To enable fax confirmation from the control panel

1. Press **Setup**.
2. Press **2**, and then press **3**.
This selects **Print Report** and then selects **Fax Confirmation**.
3. Press **▶** to select one of the following, and then press **OK**.

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

| | |
|---------------------------|--|
| On Fax Receive | Prints a fax confirmation report for every fax you receive. |
| Send & Receive | Prints a fax confirmation report for every fax you send and receive. |



Tip If you choose **On Fax Send** or **Send & Receive**, and scan your fax to send from memory, you can include an image of the first page of the fax on the **Fax Sent Confirmation** report. Press **Setup**, press **2**, and then press **2** again. Select **On** from the **Image on Fax Send Report** menu.

Print fax error reports

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

To set the HP All-in-One to print fax error reports automatically

1. Press **Setup**.
2. Press **2**, and then press **3**.
This selects **Print Report** and then selects **Fax Error Report**.
3. Press **▶** to select one of the following, and then press **OK**.

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

Stop faxing

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

To stop faxing from the control panel

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

To cancel a number you are dialing

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

7 Use the copy features

The HP All-in-One enables you to produce high-quality color and black-and-white copies on a variety of paper types, including transparencies. You can enlarge or reduce the size of an original to fit a specific paper size, adjust the darkness of the copy, and use special features to make high-quality copies of photos, including borderless copies.

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

- [Make a copy](#)
- [Change the copy settings](#)
- [Make a 10 x 15 cm \(4 x 6 inch\) borderless copy of a photo](#)
- [Stop copying](#)

Make a copy

You can make quality copies from the control panel. Load multiple-page originals into the document feeder tray.

To make a copy from the control panel

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.
If you use the document feeder tray, place the pages so that the top edge of the document goes in first.
3. Do one of the following:
 - Press **Start Copy Black** to initiate a black-and-white copy job.
 - Press **Start Copy Color** to initiate a color copy job.



Note If you have a color original, pressing **Start Copy Black** produces a black-and-white copy of the color original, while pressing **Start Copy Color** produces a full-color copy of the color original.

Change the copy settings

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

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

To change the copy settings for the current job only

1. In the Copy area, press **Menu** repeatedly to display the appropriate options. The following options are available:
 - **Number of Copies**
 - **Copy Paper Size**

- **Paper Type**
 - **Lighter / Darker**
 - **Enhancements**
 - **Set New Defaults**
2. Press the ► until the appropriate setting appears.
 3. Do one of the following:
 - To change more settings, press **Menu**.
This selects the current setting and displays the next option.
 - To start the copy job, press **Start Copy Color** or **Start Copy Black**.

To save the current settings as defaults for future jobs

1. Make any needed changes to the settings in the **Copy Menu**.
2. In the Copy area, press **Menu** repeatedly until **Set New Defaults** appears.
3. Press ► until **Yes** appears and then press **OK**.

Make a 10 x 15 cm (4 x 6 inch) borderless copy of a photo

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

To make a borderless copy of a photo from the control panel

1. Load 10 x 15 cm (4 x 6 inch) photo paper in the input tray.
2. Load your original photo print side 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, as indicated by the engraved guides along the edge of the glass.



3. Press **Start Copy Black** or **Start Copy Color**.
The HP All-in-One makes a 10 x 15 cm (4 x 6 inch) borderless copy of your original photo.



Note You can remove the tab from the copy of your photo once the ink has completely dried.



Tip If the output is not borderless set the paper type to **Premium Photo**, and then try making the copy again.

Stop copying

To stop copying

→ Press **Cancel** on the control panel.

8 Use the scan features

Scanning is the process of converting text and pictures into an electronic format for your computer. You can scan almost anything (photos, magazine articles and text documents), as long as you are careful not to scratch the glass on the HP All-in-One.

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

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

Scan an image

You can start a scan from your computer or from the HP All-in-One. This section explains how to scan from the control panel of the HP All-in-One only.

To use the scan features, the HP All-in-One and computer must be connected and turned on. The HP Photosmart Software (Windows) or HP Photosmart Mac Software (Mac) must also be installed and running on your computer prior to scanning.

- On a Windows computer, look for the **HP Digital Imaging Monitor** icon in the Windows system tray (at the lower right side of the screen, near the time) to verify the software is running.



Note Closing the **HP Digital Imaging Monitor** icon in the Windows system tray can cause the HP All-in-One to lose some of its scan functionality 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 Photosmart Software.

- On a Mac, the software is always running.



Tip You can use the HP Photosmart Software (Windows) or HP Photosmart Mac Software (Mac) to scan images, including panorama images. Using this software, you can also edit, print, and even share your scanned images. For more information, see the onscreen Help that came with the HP All-in-One.

To scan to a computer

1. Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.
2. Press **Scan To**.
 - If the HP All-in-One is directly connected to a computer with a USB cable, a list of destinations, including software applications, appears on the display. Skip to step 4.
 - If the HP All-in-One is network-connected, the **Scan Menu** appears on the display. Continue to the next step.
3. If the HP All-in-One is connected to one or more computers on a network, do the following:
 - a. Press **OK** to select **Select Computer**.
A list of the computers connected to the HP All-in-One appears on the display.



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

- b. Press **OK** to select the default computer, or press ► to select a different computer, and then press **OK**.
The **Scan To** menu appears on the display, listing the applications on the selected computer.
4. Press **OK** to select the default application to receive the scan, or press ► to select a different application, and then press **OK**.
A preview image of the scan appears on your computer, where you can edit it.
5. Make any edits to the preview image, and then click **Accept** when you are finished.
The HP All-in-One sends the scan to the selected application.

Stop scanning**To stop scanning**

- Press **Cancel** on the control panel.

9 Use the photo and video features

The HP All-in-One can access your memory cards or storage devices so you can print, store, manage, and share your photos. You can insert the memory card into the HP All-in-One, or connect a storage device (such as a USB keychain drive) or digital camera to the front USB port, letting the HP All-in-One read the contents. You can also connect a digital camera with PictBridge mode to the front USB port to print photos directly from your camera.

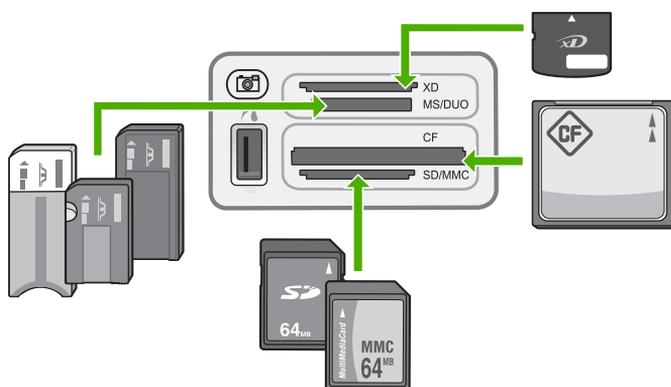
- [Insert a memory card](#)
- [Connect a digital camera](#)
- [Connect a storage device](#)
- [Select photos and videos for printing](#)
- [Print selected photos and videos](#)
- [Print photos using a proof sheet](#)

Insert a memory card

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

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

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



- **Top slot:** xD-Picture Card
- **Second slot from top:** Memory Stick, Magic Gate Memory Stick, Memory Stick Duo (with user-supplied adapter), Memory Stick Pro

- **Third slot from top:** CompactFlash (I, II)
- **Bottom slot:** Secure Digital, MultiMediaCard (MMC), Secure MultiMedia Card

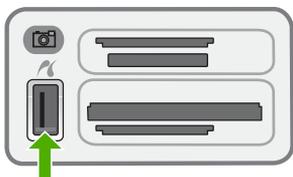
To insert a memory card

1. Turn the memory card so that the label faces up, and the contacts are facing the HP All-in-One.
2. Insert the memory card into the corresponding memory card slot.

Connect a digital camera

The HP All-in-One supports the PictBridge mode, which enables you to connect any camera in PictBridge mode to the front USB port and print photos contained on the memory card in the camera. See the documentation that came with your camera to find out if it supports PictBridge.

The front USB port is located next to the memory card slots:



If your camera is not in PictBridge mode or does not support PictBridge, you can still access photos in the camera by using the camera in storage device mode.

After you successfully connect your camera in PictBridge mode to the HP All-in-One, you can print your photos. Make sure the size of the paper loaded in the HP All-in-One matches the setting on your camera. If the paper size setting on your camera is set to the default, the HP All-in-One uses the paper that is currently loaded in the input tray. Refer to the user guide that came with your camera for detailed information on printing directly from the camera using PictBridge.

To print photos from a camera with PictBridge

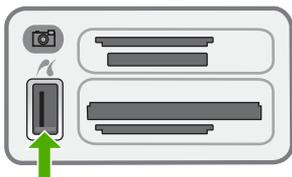
1. Connect your camera to the front USB port on the HP All-in-One using the USB cable supplied with your camera.
2. Turn on your camera and make sure it is in PictBridge mode.



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

Connect a storage device

You can connect a storage device such as a keychain drive, portable hard drive, or a digital camera in storage mode to the front USB port on the HP All-in-One. The front USB port is located next to the memory card slots:



Note Digital cameras that are in storage mode can be attached to the front USB port. The HP All-in-One treats cameras in this mode as a normal storage device. Digital cameras in storage mode are referred to as storage devices throughout this section.

Check your camera documentation to verify how to change the USB mode to storage mode. Different cameras use different terms to describe the storage mode. For instance, some cameras have a **digital camera** setting and a **disk drive** setting. In this instance, the **disk drive** setting is the storage mode setting. If storage mode does not work on your camera, you might need to upgrade the camera firmware. For more information, see the documentation that came with the camera.

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

- Transfer the files to your computer
- View photos
- Edit photos and videos using the control panel
- Print photos on the HP All-in-One
- Send photos and videos to your friends and family



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

Select photos and videos for printing

You can use the control panel on the HP All-in-One to select photos and videos for printing.

To select individual photos and videos

1. Insert a memory card into the appropriate slot on the HP All-in-One, or connect a storage device to the front USB port.
2. In the Photo area, press **Menu** repeatedly until **Select Photos** appears.
3. Press **▶** to select **Custom**, and then press **OK**.
4. Press **◀** or **▶** to scroll to the photo or video file you want to select.



Note From the control panel on the HP All-in-One, you can only access the following types of image files: JPEG, TIFF, MPEG-1, AVI, and Quicktime. To print other types of files, transfer the files from your memory card or storage device to your computer and use the HP Photosmart Software.



Tip You can press and hold down ◀ or ▶ to quickly navigate through all photos and videos.

5. Press **OK** to select the photo or video currently shown on the display. A check mark appears next to the selected photo or video.
6. Repeat the previous steps to select as many photos or videos as you want.

To deselect photos and videos

- Do one of the following:
- Press **OK** to deselect the currently selected photo or video shown on the display.
 - Press **Cancel** to deselect **all** photos and videos and return to the idle screen.

Print selected photos and videos

You can print selected photos or video frames directly from the control panel without using a proof sheet.



Note If you have selected a video file, only the first frame of the video will print.

To print selected photos and videos

1. Insert a memory card into the appropriate slot on the HP All-in-One, or connect a storage device to the front USB port.
2. In the Photo area, press **Menu** repeatedly until **Select Photos** appears.
3. Press ▶ to select **Custom**, and then press **OK**.
4. Press ◀ or ▶ to move backward or forward through the photos, one photo at a time. Press and hold ◀ or ▶ to move rapidly through the photos.



Note From the control panel on the HP All-in-One, you can only access the following types of image files: JPEG, TIFF, MPEG-1, AVI, and Quicktime. To print other types of files, transfer the files from your memory card or storage device to your computer and use the HP Photosmart Software.

5. When the photo you want to print appears, press **OK**. A check mark appears next to the selected photo.
6. In the Photo area, press **Menu** and then modify the photo print options as desired.
7. In the Photo area, press **Print Photos** to print the selected photos.

Print photos using a proof sheet

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



Note 1 You cannot print a proof sheet of photos on a camera in PictBridge mode. The camera must be in storage mode.

Note 2 From the control panel on the HP All-in-One, you can only access the following types of image files: JPEG, TIFF, MPEG-1, AVI, and Quicktime. To print other types of files, transfer the files from your memory card or storage device to your computer and use the HP Photosmart Software.

In order to print photos from a proof sheet you must complete the following tasks, explained in detail in the procedures below.

- Print a proof sheet of the images on your memory card or storage device
- Complete the proof sheet
- Scan the proof sheet

To print a proof sheet

1. Insert a memory card into the appropriate slot on the HP All-in-One, or connect a storage device to the front USB port.
2. In the Photo area, press **Proof Sheet**, and then press **OK**.
This selects the **Proof Sheet Menu** and then selects **Print Proof Sheet**.



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

3. If there are more than 20 photos on the card, the **Select Photos** menu appears. Press **▶** to select one of the following:
 - **All**
 - **Custom**
 If you select a video, only the first frame of the video will print on the proof sheet.
4. If you choose **Custom**, press **◀** or **▶** until the photo number for the first photo appears, then press **OK**.



Note You can erase photo numbers by pressing ◀ to backspace.

5. Press ◀ or ▶ until the photo number for the last photo appears, then press **OK**.
6. Complete the proof sheet.

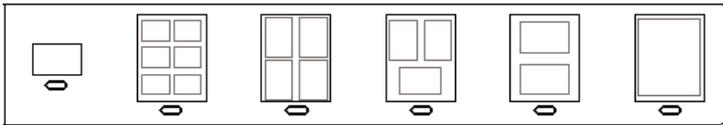
To complete a proof sheet

1. Select the photos to print by using a dark pen or pencil to fill in the circles located under the thumbnail images on the proof sheet.



Note If you select a video on the proof sheet, only the first frame of the video will be printed.

2. Select one layout style by filling in a circle in step 2 of the proof sheet.

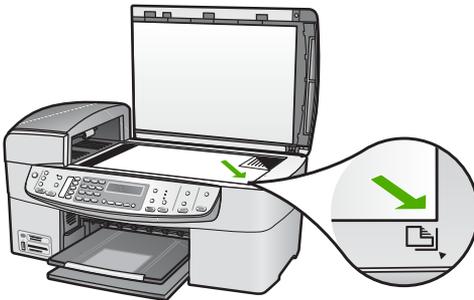


Note If you need more control over print settings than the proof sheet provides, you can print photos directly from the control panel.

3. Scan the proof sheet.

To scan a completed proof sheet

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



2. Load photo paper in the input tray. Make sure the same memory card or storage device you used to print the proof sheet is still inserted or connected to the HP All-in-One when you scan that proof sheet.
3. In the Photo area, press **Proof Sheet**.
The **Proof Sheet Menu** appears.
4. Press ▶ until **Scan Proof Sheet** appears, then press **OK**.
The HP All-in-One scans the proof sheet and prints the selected photos.

10 Maintain the HP All-in-One

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

- [Clean the HP All-in-One](#)
- [Print a self-test report](#)
- [Work with print cartridges](#)

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

Clean the glass

Glass that is dirty from fingerprints, smudges, hair, and dust on the main glass surface slows down performance and affects the accuracy of features such as [Fit to Page](#).

In addition to the main glass surface, you might also need to clean the small glass strip inside the automatic document feeder. Streaks can occur if the glass strip inside the automatic document feeder is dirty.

To clean the glass

1. Turn off the HP All-in-One, unplug the power cord, and raise the lid.



Note Depending how long the HP All-in-One is unplugged, the date and time might be erased. You might need to reset the date and time later, when you plug the power cord back in.

2. Clean the glass with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.



Caution Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass, since they can damage it. Do not place or spray liquid directly on the glass. The liquid might seep under the glass and damage the device.

3. Dry the glass with a chamois or cellulose sponge to prevent spotting.
4. Plug in the power cord, and then turn on the HP All-in-One.

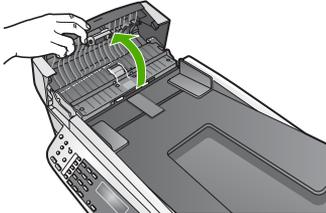
To clean the glass strip inside the automatic document feeder

1. Turn off the HP All-in-One, and unplug the power cord.

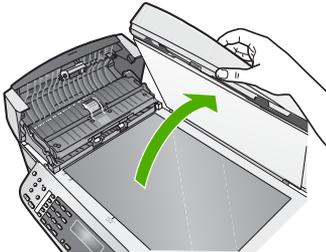


Note Depending how long the HP All-in-One is unplugged, the date and time might be erased. You might need to reset the date and time later, when you plug the power cord back in.

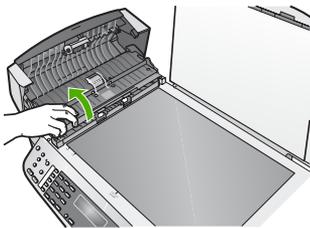
2. Lift the cover of the automatic document feeder.



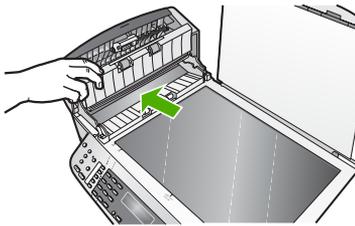
3. Raise the lid, as if you were loading an original on the glass.



4. Lift the automatic document feeder mechanism.



There is a glass strip under the automatic document feeder.



5. Clean the glass strip with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.



Caution Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass, since they can damage it. Do not place or spray liquid directly on the glass. The liquid might seep under the glass and damage the device.

6. Lower the automatic document feeder mechanism, and then close the cover of the automatic document feeder.
7. Close the lid.
8. Plug in the power cord, and then turn on the HP All-in-One.

Clean the lid backing

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

To clean the lid backing

1. Turn off the HP All-in-One, unplug the power cord, and raise the lid.



Note Depending how long the HP All-in-One is unplugged, the date and time might be erased. You might need to reset the date and time later, when you plug the power cord back in.

2. 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.



Caution Do not use paper-based wipes, as these might scratch the backing.

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



Caution Be careful not to spill alcohol on the glass or exterior of the HP All-in-One, as this might damage the device.

Clean the exterior

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



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

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.

To print a self-test report

1. Load letter, A4, or legal unused plain white paper into the input tray.
2. Press **Setup**.
3. Press **2**, then press **4**.

This selects **Print Report** and then selects **Self-Test Report**.

The HP All-in-One prints a self-test report, which might indicate the source of the printing problem. A sample of the ink test area of the report is shown below.

4. Make sure the lines of color extend across the page.



If the black line is missing, faded, streaked, or shows lines, this might indicate a problem with the black print cartridge in the right slot.

If any of the remaining three lines are missing, faded, streaked, or show lines, this might indicate a problem with the tri-color print cartridge in the left slot.



If the color bars do not appear as black, cyan, magenta and yellow, you might need to clean the print cartridges. If the problem is not resolved by cleaning the print cartridges, you might need to replace the print cartridges.

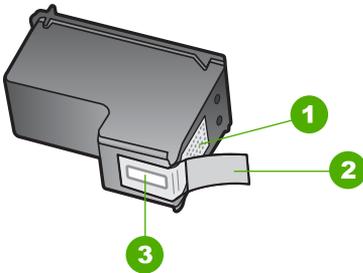
Work with print cartridges

To ensure the best print quality from the HP All-in-One, you will need to perform some simple maintenance procedures and, when prompted by a message on the display, replace the print cartridges.

- [Handle the print cartridges](#)
- [Replace the print cartridges](#)
- [Align the print cartridges](#)
- [Clean the print cartridges](#)
- [Clean the print cartridge contacts](#)

Handle the print cartridges

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



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

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



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

Replace the print cartridges

Follow these instructions when the ink level is low.



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

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

To order print cartridges for the HP All-in-One, go to www.hp.com/learn/suresupply. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

For a list of print cartridge numbers, see the back cover of this guide.



Tip You can also use these instructions to replace the black print cartridge with a photo print cartridge for printing high-quality color photos.

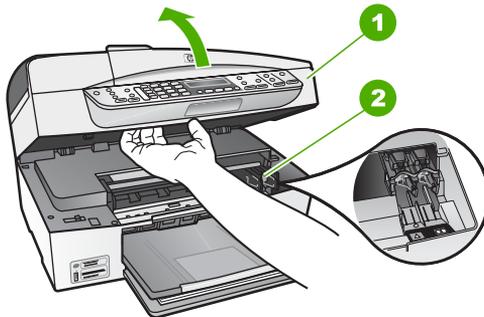
To replace the print cartridges

1. Make sure the HP All-in-One is on.



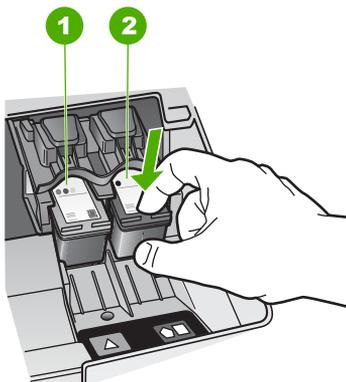
Caution If the HP All-in-One is off when you open the print cartridge door to access the print cartridges, the HP All-in-One will not release the cartridges for changing. You might damage the HP All-in-One if the print cartridges are not docked safely on the right side when you try to remove them.

2. Open the print cartridge door.
The print carriage moves to the far right side of the HP All-in-One.



- | | |
|---|----------------------|
| 1 | Print cartridge door |
| 2 | Print carriage |

3. Wait until the print carriage is idle and silent, and then 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.



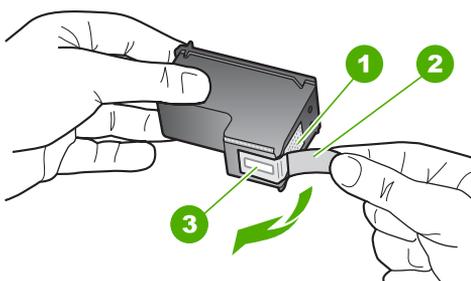
- | | |
|---|---|
| 1 | Print cartridge slot for the tri-color print cartridge |
| 2 | Print cartridge slot for the black and photo print cartridges |

4. Pull the print cartridge toward you out of its slot.
5. If you are removing the black print cartridge in order to install the photo print cartridge, store the black print cartridge in the print cartridge protector or an airtight plastic container.

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

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



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



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



7. Slide the new print cartridge forward into the empty slot. Then gently push on the upper part of the print cartridge forward until it clicks into the socket.
If you are installing the tri-color print cartridge, slide it into the left slot.
If you are installing a black or photo print cartridge, slide it into the right slot.



8. Close the print cartridge door.



9. If you installed a new print cartridge, the print cartridge alignment process begins.
10. Make sure you have plain paper loaded in the input tray, and then press **OK**.
11. The HP All-in-One aligns the print cartridges. Recycle or discard the print cartridge alignment sheet.
12. Press **OK**.

Align the print cartridges

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

panel or by using the software you installed with the HP All-in-One. Aligning the print cartridges ensures high-quality output.



Note If you remove and reinstall the same print cartridge, the HP All-in-One will not prompt you to align the print cartridges. The HP All-in-One remembers the alignment values for that print cartridge, so you do not need to realign the print cartridges.

To align the print cartridges from the control panel when prompted

1. Make sure you have letter or A4 unused plain white paper loaded in the input tray, and then press **OK**.
2. The HP All-in-One prints a test page, aligns the print head, and calibrates the printer. Recycle or discard the page.



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

If the alignment fails again, you might have a defective sensor or print cartridge. Contact HP Support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

To align the cartridges from the control panel at any time

1. Load letter, A4, or legal unused plain white paper into the input tray.
2. Press **Setup**.
3. Press **6**, then press **2**.
This selects **Tools** and then selects **Align Print Cartridge**.
4. The HP All-in-One prints a test page, aligns the print head, and calibrates the printer. Recycle or discard the page.

Clean the print cartridges

Use this feature when the self-test report shows streaking, white lines through any of the lines of color or when a color is muddy after installing a print cartridge for the first time. Do not clean print cartridges unnecessarily, as this wastes ink and shortens the life of the ink nozzles.

To clean the print cartridges from the control panel

1. Load letter, A4, or legal unused plain white paper into the input tray.
2. Press **Setup**.
3. Press **6**, then press **1**.

This selects **Tools** and then selects **Clean Print Cartridge**.

The HP All-in-One prints a page that you can recycle or discard.

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

Clean the print cartridge contacts

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

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

Make sure you have the following materials available:

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



Tip Coffee filters are lint-free and work well for cleaning print cartridges.

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



Caution Do **not** use platen cleaners or alcohol to clean the print cartridge contacts. These can damage the print cartridge or the HP All-in-One.

To clean the print cartridge contacts

1. Turn on the HP All-in-One and open the print cartridge door.
The print carriage moves to the far right side of the HP All-in-One.
2. Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the HP All-in-One.



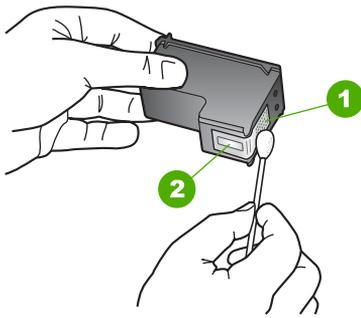
Note Depending how long the HP All-in-One is unplugged, the date and time might be erased. You might need to reset the date and time later, when you plug the power cord back in.

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



Note Do not remove both print cartridges at the same time. Remove and clean each print cartridge one at a time. Do not leave a print cartridge outside the HP All-in-One for more than 30 minutes.

4. Inspect the print cartridge contacts for ink and debris buildup.
5. Dip a clean foam rubber swab or lint-free cloth into distilled water, and squeeze any excess water from it.
6. Hold the print cartridge by its sides.
7. Clean only the copper-colored contacts. Allow the print cartridges to dry for approximately ten minutes.



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

8. Slide the print cartridge back into the slot. Push the print cartridge forward until it clicks into place.
9. Repeat if necessary for the other print cartridge.
10. Gently close the print cartridge door and plug the power cord into the back of the HP All-in-One.

11 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 Help 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:

Troubleshooting common setup issues

1. Disconnect the USB cable from the computer.
2. Uninstall the software (if you have already installed it).
3. Restart your computer.
4. Turn off the HP All-in-One, wait one minute, then restart it.
5. Reinstall the HP All-in-One software.



Caution Do not connect the USB cable to the computer until prompted by the software installation screen.

For information about uninstalling and reinstalling the software, see [Uninstall and reinstall the software](#).

See the list below for information on other topics covered in this chapter.

Additional troubleshooting topics in this User Guide

- **Setup troubleshooting:** Contains information on hardware setup, software installation, and fax setup troubleshooting information.
- **Operational troubleshooting:** Contains information on issues that might occur during normal tasks when using the HP All-in-One features.

Additional sources of information are also available for helping you troubleshoot issues you might have with the HP All-in-One or HP Photosmart Software. See [Find more information](#).

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.

View the Readme file

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

- From a Windows computer, you can access the Readme file by clicking **Start**, pointing to **Programs** or **All Programs**, pointing to **HP**, pointing to **OfficeJet All-in-One 6300 series**, and then clicking **Readme**.
- From a Mac, you can access the Readme file by double-clicking the icon located in the top-level folder of the HP All-in-One software CD-ROM.

Setup troubleshooting

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

Hardware setup troubleshooting

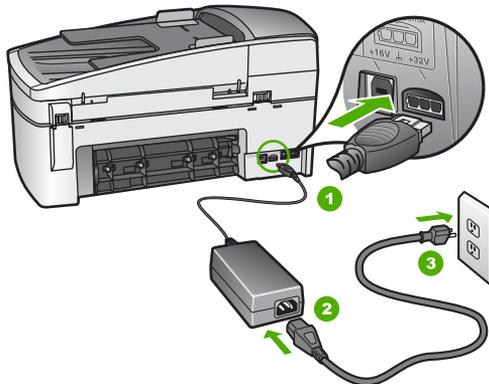
Use this section to solve any problems you might encounter while setting up the HP All-in-One hardware.

The HP All-in-One will not turn on

Cause The HP All-in-One is not properly connected to a power supply.

Solution

- Make sure the power cord is firmly connected to both the HP All-in-One and the power adaptor. Plug the power cord into a grounded power outlet, surge protector, or power strip.



| | |
|---|------------------------|
| 1 | Power connection |
| 2 | Power cord and adaptor |
| 3 | Grounded power outlet |

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

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

Solution The HP All-in-One might not respond if you press the **On** button too quickly. Press the **On** button once. It might take a few minutes for the HP All-in-

One to turn on. If you press the **On** button again during this time, you might turn the device off.



Warning If the HP All-in-One still does not turn on, it might have a mechanical failure. Unplug the HP All-in-One from the power outlet and contact HP. Go to:

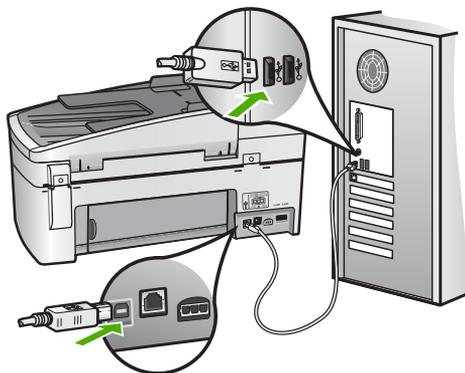
www.hp.com/support

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

I connected the USB cable, but I am having problems using the HP All-in-One with my computer

Solution You must first install the software that came with the HP All-in-One before connecting the USB cable. During installation, do not plug in the USB cable until prompted by the onscreen instructions. Connecting the USB cable before prompted can cause errors.

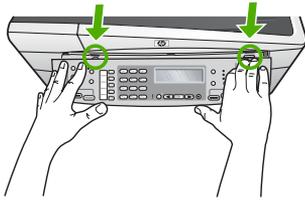
Once you have installed the software, connecting your computer to the HP All-in-One with a USB cable is straightforward. Simply plug one end of the USB cable into the back of your computer and the other into the back of the HP All-in-One. You can connect to any USB port on the back of your computer.



For more information on installing the software and connecting the USB cable, see the Setup Guide that came with the HP All-in-One.

I received a message on the display to attach the control panel faceplate

Solution This might mean the control panel faceplate is not attached, or it is attached incorrectly. Make sure to align the faceplate over the buttons on the top of the HP All-in-One and snap it firmly into place.



For more information on attaching the control panel faceplate, see the Setup Guide that came with the HP All-in-One.

The display shows the wrong language

Solution You can change the language settings at any time from the **Setup Menu**. For more information, see [Set your language and country/region](#).

The wrong measurements are showing in menus on the display

Solution You might have selected the incorrect country/region when setting up the HP All-in-One. The country/region you select determines the paper sizes shown on the display.

To change the country/region, you must reset the language settings. You can change the language settings at any time from the **Setup Menu**. For more information, see [Set your language and country/region](#).

I received a message on the display to align the print cartridges

Solution The HP All-in-One prompts you to align cartridges every time you install a new print cartridge. For more information, see [Align the print cartridges](#).



Note If you remove and reinstall the same print cartridge, the HP All-in-One will not prompt you to align the print cartridges. The HP All-in-One remembers the alignment values for that print cartridge, so you do not need to realign the print cartridges.

I received a message on the display that the print cartridge alignment failed

Cause The incorrect type of paper is loaded in the input tray (for example, colored paper, paper with text on it or, certain recycled paper).

Solution Load unused plain white letter or A4 paper into the input tray, and then try the alignment again.

If the alignment fails again, you might have a defective 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. The tape might have been removed from the copper-colored contacts, but still might cover the ink nozzles. If the tape is still covering the ink nozzles, carefully remove the tape from the print cartridges. Do not touch the ink nozzles or the copper-colored contacts.

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

For more information about installing print cartridges, see [Replace the print cartridges](#).

Cause The contacts on the print cartridge are not touching the contacts in the print carriage.

Solution Remove and then reinsert the print cartridges. Verify that they are fully inserted and locked in place.

For more information about installing print cartridges, see [Replace 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

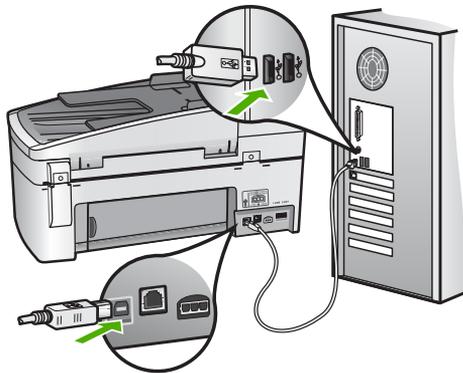
Solution If the HP All-in-One is network-connected, see the onscreen Help for information on troubleshooting network communication problems.

If the HP All-in-One and computer are USB-connected and are not communicating with each other, try the following:

- Look at the display on the HP All-in-One. If the display is blank and the **On** button is not lit, the HP All-in-One is turned off. Make sure the power cord is firmly connected to the HP All-in-One and plugged into a power outlet. Press the **On** button to turn on the HP All-in-One.
- Make sure the print cartridges are installed.
- Make sure you have paper loaded in the input tray.
- Check that the HP All-in-One does not have a paper jam.
- Check that the print carriage is not jammed.

Open the print cartridge door to access the print carriage area. Remove any objects that are blocking the print carriage, including any packing materials and the orange shipping lock. Turn the HP All-in-One off and then turn it on again.

- Check that the HP All-in-One print queue is not paused (Windows) or stopped (Mac). If it is, choose the appropriate setting to resume printing. For more information about accessing the print queue, see the documentation that came with the operating system installed on your computer.
- Check the USB cable. If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.
- Make sure your computer is USB ready. 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 the HP All-in-One to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the 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 the HP All-in-One off and then on again.

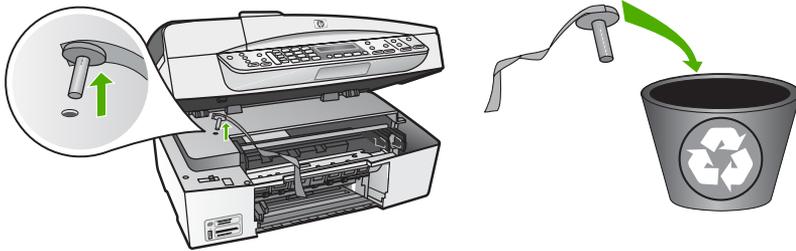


- If you are connecting the HP All-in-One through a USB hub, make sure the hub is turned on. If the hub is on, try connecting directly to your computer.
- Check other printers or scanners. You might need to disconnect older products from your computer.
- Try connecting the USB cable to another USB port on your computer. After you check the connections, try restarting your computer. Turn the HP All-in-One off and then on again.
- After you check the connections, try restarting your computer. Turn the HP All-in-One off and then on again.
- If necessary, remove and then install the software you installed with the HP All-in-One again. For more information, see [Uninstall and reinstall the software](#).

For more information on setting up the HP All-in-One and connecting it to your computer, see the Setup Guide that came with the HP All-in-One.

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

Solution If either a paper jam or blocked carriage error message appears on the display, there might be some packing material inside the HP All-in-One. Look inside the device, including the print cartridge door. The shipping lock might still be in place on the left side of the HP All-in-One. Remove and recycle or discard the orange shipping lock.



After you remove the orange shipping lock, turn off the HP All-in-One, and then turn it on again.

Software installation troubleshooting

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

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

1. The HP All-in-One software CD-ROM runs automatically.
2. The software installs.
3. Files are copied to your computer.
4. You are requested to connect the HP All-in-One to your computer.
5. A green OK and check mark appear on an installation wizard screen.
6. You are requested to restart your computer.
7. The **Fax Setup Wizard** (Windows) or **Fax Setup Utility** (Mac) runs.
8. The registration process runs.

If any of these things did not occur, there might be a problem with the installation.

To check the installation on a Windows computer, verify the following:

- Start the **HP Solution Center** and check to make sure the following buttons appear: **Scan Picture**, **Scan Document**, **Send a Fax**. 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 buttons are missing in the HP Solution Center \(Windows\)](#).
- 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 If the installation does not run automatically, you can start it manually.

To start the installation from a Windows computer

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

To start the installation from a Mac

1. Double-click the CD icon on your desktop to view the contents of the CD.
2. Double-click the installation icon.

The minimum system checks screen appears (Windows)

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.

You can also try installing HP Photosmart Essential instead. HP Photosmart Essential provides less functionality than the HP Photosmart Premier software, but it requires less space and memory on your computer.

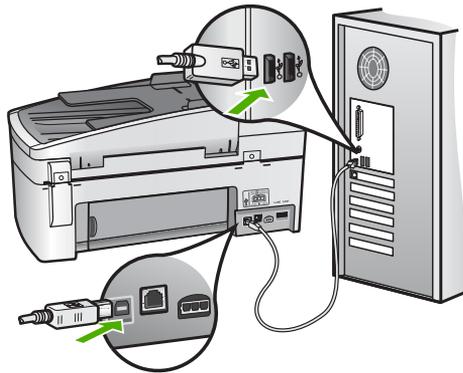
For more information about installing the HP Photosmart Essential software, see the Setup Guide that came with the HP All-in-One.

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 faceplate is firmly attached, unplug the HP All-in-One power cord, and then plug it in again.
2. Verify that the USB cable and power cord are plugged in.



3. Click **Retry** to retry the plug and play setup. If this does not work, continue to the next step.
4. Verify that the USB cable is set up properly as follows:
 - Unplug the USB cable and plug it in again.
 - Do not attach the USB cable to a keyboard or non-powered hub.
 - Verify that the USB cable is 3 meters (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.
5. Continue with the installation and restart the computer when prompted.
6. If you are using a Windows computer, open the **HP Solution Center** and check for the essential icons (**Scan Picture**, **Scan Document**, and **Send a Fax**). 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. Do not simply delete the HP All-in-One application files from your computer. Make sure to remove them properly using the uninstall utility provided when you installed the software that came with the HP All-in-One.

For more information, see [Uninstall and reinstall the software](#).

Some of the buttons are missing in the HP Solution Center (Windows)

If the essential icons (**Scan Picture**, **Scan Document**, and **Send a Fax**) do not appear, your installation might not be complete.

Solution If your installation is incomplete, you might need to uninstall and then reinstall the software. Do not simply delete the HP All-in-One application 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](#).

The Fax Setup Wizard (Windows) or Fax Setup Utility (Mac) does not start

Solution You can manually start the **Fax Setup Wizard** (Windows) or **Fax Setup Utility** (Mac) to finish setting up the HP All-in-One.

To start the Fax Setup Wizard (Windows)

→ In the **HP Solution Center**, click **Settings**, point to **Fax Settings & Setup**, and then click **Fax Setup Wizard**.

To start the Fax Setup Utility (Mac)

1. In the HP Photosmart Studio task bar, click **Devices**.
The **HP Device Manager** window appears.
2. In the **Devices** pop-up menu, choose the HP All-in-One.
3. In the **Information and Settings** pop-up menu, choose **Fax Setup Utility**.

The registration screen does not appear (Windows)

Solution You can access the registration (Sign up now) screen from the Windows taskbar by clicking **Start**, pointing to **Programs** or **All Programs**, **HP**, **OfficeJet All-In-One 6300 series**, and then clicking **Product Registration**.

The HP Digital Imaging Monitor does not appear in the system tray (Windows)

Solution If the **HP Digital Imaging Monitor** does not appear in the system tray (normally located at the lower-right corner of the desktop), start the **HP Solution Center** to check whether or not the essential icons are there.

For more information about missing essential buttons in the **HP Solution Center**, see [Some of the buttons are missing in the HP Solution Center \(Windows\)](#).

Uninstall and reinstall the software

If your installation is incomplete, or if you connected the USB cable to the computer before prompted by the software installation screen, you might need to uninstall and then reinstall the software. Do not simply delete the HP All-in-One application files from your computer. Make sure to remove them properly using the uninstall utility provided when you installed the software that came with the HP All-in-One.

A reinstall can take from 20 to 40 minutes. There are three methods to uninstall the software on a Windows computer, and one method to uninstall on a Mac.

To uninstall from a Windows computer, method 1

1. Disconnect the 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. Press the **On** button to turn off the HP All-in-One.
3. On the Windows taskbar, click **Start**, **Programs** or **All Programs**, **HP**, **OfficeJet All-In-One 6300 series**, **Uninstall**.
4. Follow the onscreen instructions.

5. If you are asked whether you would like to remove shared files, click **No**. Other programs that use these files might not work properly if the files are deleted.
6. Restart your computer.



Note It is important that you disconnect the 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.

7. 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 the HP All-in-One.
8. After the software is installed, connect the HP All-in-One to your computer.
9. Press the **On** button to turn the HP All-in-One on.
After connecting and turning on the HP All-in-One, you might have to wait several minutes for all of the Plug and Play events to complete.
10. Follow the onscreen instructions.

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

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

To uninstall from a Windows computer, method 2



Note Use this method if **Uninstall** is not available in the Windows Start menu.

1. On the Windows taskbar, click **Start, Settings, Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Select **HP PSC & Officejet 6.0**, and then click **Change/Remove**.
Follow the onscreen instructions.
4. Disconnect the HP All-in-One from your computer.
5. Restart your computer.



Note It is important that you disconnect the 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. Insert the HP All-in-One CD-ROM into your computer's CD-ROM drive and then start the Setup program.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the HP All-in-One.

To uninstall from a Windows computer, method 3



Note Use this method if **Uninstall** is not available in the Windows Start menu.

1. Insert the HP All-in-One CD-ROM into your computer's CD-ROM drive and then start the Setup program.
2. Select **Uninstall** and follow the onscreen directions.
3. Disconnect the HP All-in-One from your computer.
4. Restart your computer.



Note It is important that you disconnect the 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. Start the Setup program for the HP All-in-One again.
6. Select **Reinstall**.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the HP All-in-One.

To uninstall from a Mac

1. Disconnect the HP All-in-One from your Mac.
2. Double-click the **Applications:Hewlett-Packard** folder.
3. Double-click **HP Uninstaller**.
Follow the onscreen instructions.
4. After the software is uninstalled, disconnect the HP All-in-One, and then restart your computer.



Note It is important that you disconnect the 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 the HP All-in-One.

Network setup troubleshooting

This section addresses network setup problems you might encounter after establishing the network connection, inserting the CD and starting the software installation.

I received a System Requirements Error: No TCP/IP

Cause Your Local Area Network (LAN) card (NIC) is not installed properly.

Solution Make sure your LAN card is installed properly and set up for TCP/IP. See the instructions that came with your LAN card.

The Printer Not Found screen appears during installation

Cause A firewall, anti-virus, or anti-spyware application is preventing the HP All-in-One from accessing your computer.

Solution Temporarily disable the firewall, anti-virus, or anti-spyware, and uninstall and then reinstall the HP All-in-One software. You can re-enable your firewall, anti-virus, or anti-spyware application after installation is complete. If you see firewall pop-up messages, you must accept or allow the pop-up messages.

For more information, see the documentation provided with the firewall software.

Cause A Virtual Private Network (VPN) is preventing the HP All-in-One from accessing your computer.

Solution Temporarily disable the VPN before proceeding with the installation.



Note The HP All-in-One functionality will be limited during VPN sessions.

Cause The Ethernet cable is not plugged in to the router, switch, or hub, or the cable is defective.

Solution Reinsert the cables. Or, if necessary, try a different cable.

Cause The HP All-in-One is assigned an AutoIP address instead of DHCP.

Solution The HP All-in-One is not connected properly to the network.

Check the following:

- Make sure all cables are connected properly and securely.
- If the cables are connected properly, your access point, router, or home gateway might not be sending an address. If this is the case, you might need to reset the HP All-in-One.
- Make sure the HP All-in-One is on the correct network.

Cause The HP All-in-One is on the wrong subnet or gateway.

Solution Print a network configuration page, and verify that the router and HP All-in-One are on the same subnet and gateway. For more information, see the onscreen Help that came with the HP All-in-One.

Cause The HP All-in-One is not turned on.

Solution Turn on the HP All-in-One.

Fax setup troubleshooting

This section contains fax setup troubleshooting information for the HP All-in-One. If the HP All-in-One is not set up properly for faxing, you might experience problems when sending faxes, receiving faxes, or both.

If you are having faxing problems, you can print a fax test report to check the status of the HP All-in-One. The test will fail if the HP All-in-One is not set up properly for faxing. Perform this test after you have completed setting up the HP All-in-One for faxing. For more information, see [Test your fax setup](#).

If the test fails, review the report for information on how to fix any problems found. For more information, you can also see the next section, [The fax test failed](#).

The fax test failed

If you ran a fax test and the test failed, review the report for basic information about the error. For more detailed information, check the report to see which part of the test failed, and then review the appropriate topic in this section for solutions to try.

- [The "Fax Hardware Test" failed](#)
- [The "Fax Connected to Active Telephone Wall Jack" test failed](#)
- [The "Phone Cord Connected to Correct Port on Fax" test failed](#)
- [The "Using Correct Type of Phone Cord with Fax" test failed](#)
- [The "Dial Tone Detection" test failed](#)
- [The "Fax Line Condition" test failed](#)

The "Fax Hardware Test" failed

Solution

- Turn off the HP All-in-One by using the **On** button located on the control panel and then unplug the power cord from the back of the HP All-in-One. After a few seconds, plug the power cord back in and turn the power on. Run the test again. If the test fails again, continue reviewing the troubleshooting information in this section.
- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.
- If you are running the test from the **Fax Setup Wizard** (Windows) or **Fax Setup Utility** (Mac), make sure the HP All-in-One is not busy completing another task, such as receiving a fax or making a copy. Check the display for a message indicating that the HP All-in-One is busy. If it is busy, wait until it is finished and in the idle state, before running the test.
- Make sure you use the phone cord that came with the HP All-in-One. If you do not use the supplied phone cord to connect from the telephone wall jack to the HP All-in-One, you might not be able to send or receive faxes. After you plug in the phone cord that came with the HP All-in-One, run the fax test again.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.

After you resolve any problems found, run the fax test again to make sure it passes and the HP All-in-One is ready for faxing. If the **Fax Hardware Test** continues to fail and you experience problems faxing, contact HP Support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

The "Fax Connected to Active Telephone Wall Jack" test failed

Solution

- Check the connection between the telephone wall jack and the HP All-in-One to make sure the phone cord is secure.
- Make sure you use the phone cord that came with the HP All-in-One. If you do not use the supplied phone cord to connect from the telephone wall jack to the HP All-in-One, you might not be able to send or receive faxes. After you plug in the phone cord that came with the HP All-in-One, run the fax test again.
- Make sure you have correctly connected the HP All-in-One to the telephone wall jack. Using the phone cord supplied in the box with the HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the HP All-in-One. For more information on setting up the HP All-in-One for faxing, see [Fax setup](#).
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the HP All-in-One and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.

After you resolve any problems found, run the fax test again to make sure it passes and the HP All-in-One is ready for faxing.

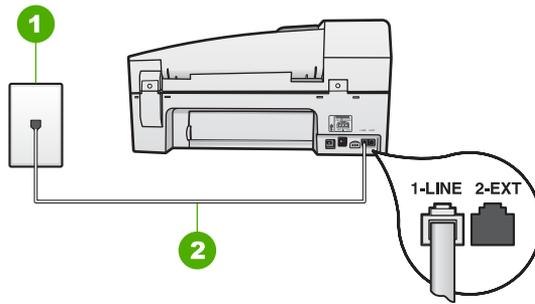
The "Phone Cord Connected to Correct Port on Fax" test failed

Solution Plug the phone cord into the correct port.

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



Note If you use the 2-EXT port to connect to the telephone wall jack, you will not be able to send or receive faxes. The 2-EXT port should only be used to connect other equipment, such as an answering machine or a telephone.



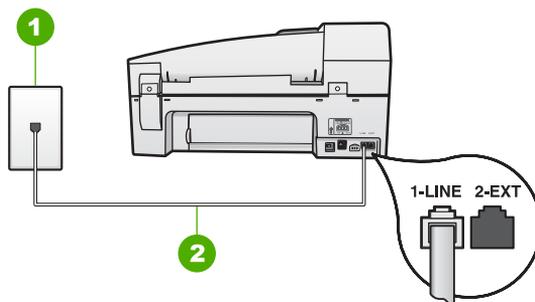
Back view of the HP All-in-One

- | | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port |
2. After you have connected the phone cord to the port labeled 1-LINE, run the fax test again to make sure it passes and the HP All-in-One is ready for faxing.
 3. Try to send or receive a test fax.
 - Make sure you use the phone cord that came with the HP All-in-One. If you do not use the supplied phone cord to connect from the telephone wall jack to the HP All-in-One, you might not be able to send or receive faxes. After you plug in the phone cord that came with the HP All-in-One, run the fax test again.
 - If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.

The "Using Correct Type of Phone Cord with Fax" test failed

Solution

- Make sure you used the phone cord supplied in the box with the HP All-in-One to connect to the telephone wall jack. One end of the phone cord should be connected to the port labeled 1-LINE on the back of the HP All-in-One and the other end to your telephone wall jack, as shown below.



| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port |

If the supplied phone cord is not long enough, you can extend it. For information, see [The phone cord that came with my HP All-in-One is not long enough](#).

- Check the connection between the telephone wall jack and the HP All-in-One to make sure the phone cord is secure.
- Make sure you use the phone cord that came with the HP All-in-One. If you do not use the supplied phone cord to connect from the telephone wall jack to the HP All-in-One, you might not be able to send or receive faxes. After you plug in the phone cord that came with the HP All-in-One, run the fax test again.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.

The "Dial Tone Detection" test failed

Solution

- Other equipment, which uses the same phone line as the HP All-in-One, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything from the phone line, and then run the test again. If the **Dial Tone Detection Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the HP All-in-One and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Make sure you have correctly connected the HP All-in-One to the telephone wall jack. Using the phone cord supplied in the box with the HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the HP All-in-One.

- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.
- If your telephone system is not using a standard dial tone, such as some PBX systems, this might cause the test to fail. This will not cause a problem sending or receiving faxes. Try sending or receiving a test fax.
- Check to make sure the country/region setting is set appropriately for your country/region. If the country/region setting is not set or is set incorrectly, the test might fail and you might have problems sending and receiving faxes.
- Make sure you connect the HP All-in-One to an analog phone line or you will not be able to send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect the HP All-in-One to an analog phone line and try sending or receiving a fax.
- Make sure you use the phone cord that came with the HP All-in-One. If you do not use the supplied phone cord to connect from the telephone wall jack to the HP All-in-One, you might not be able to send or receive faxes. After you plug in the phone cord that came with the HP All-in-One, run the fax test again.

After you resolve any problems found, run the fax test again to make sure it passes and the HP All-in-One is ready for faxing. If the **Dial Tone Detection** test continues to fail, contact your telephone company and have them check the phone line.

The "Fax Line Condition" test failed

Solution

- Make sure you connect the HP All-in-One to an analog phone line or you will not be able to send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect the HP All-in-One to an analog phone line and try sending or receiving a fax.
- Check the connection between the telephone wall jack and the HP All-in-One to make sure the phone cord is secure.
- Make sure you have correctly connected the HP All-in-One to the telephone wall jack. Using the phone cord supplied in the box with the HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the HP All-in-One.
- Other equipment, which uses the same phone line as the HP All-in-One, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything from the phone line, and then run the test again.
 - If the **Fax Line Condition Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try

adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.

- If the **Fax Line Condition Test** fails without the other equipment, connect the HP All-in-One to a working phone line and continue reviewing the troubleshooting information in this section.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.
- Make sure you use the phone cord that came with the HP All-in-One. If you do not use the supplied phone cord to connect from the telephone wall jack to the HP All-in-One, you might not be able to send or receive faxes. After you plug in the phone cord that came with the HP All-in-One, run the fax test again.

After you resolve any problems found, run the fax test again to make sure it passes and the HP All-in-One is ready for faxing. If the **Fax Line Condition** test continues to fail and you experience problems faxing, contact your telephone company and have them check the phone line.

The display always shows Phone Off Hook

Solution You are using the wrong type of phone cord. Make sure you are using the phone cord that came with the HP All-in-One to connect the device to your phone line. For more information, see [The "Using Correct Type of Phone Cord with Fax" test failed](#).

Solution Other equipment that uses the same phone line as the HP All-in-One might be in use. Make sure extension phones (phones on the same phone line, but not connected to the HP All-in-One) or other equipment are not in use or off the hook. For example, you cannot use the HP All-in-One for faxing if an extension phone is off the hook, or if you are using a computer dial-up modem to send e-mail or access the Internet.

The HP All-in-One is having problems sending and receiving faxes

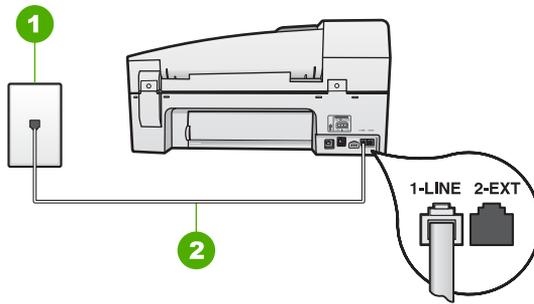
Solution Make sure the HP All-in-One is turned on. Look at the display on the HP All-in-One. If the display is blank and the **On** light is not lit, the HP All-in-One is turned off. Make sure the power cord is firmly connected to the HP All-in-One and plugged into a power outlet. Press the **On** button to turn on the HP All-in-One.

After turning on the HP All-in-One, HP recommends you wait five minutes before sending or receiving a fax. The HP All-in-One cannot send or receive faxes while it is initializing after being turned on.

Solution

- Make sure you used the phone cord supplied in the box with the HP All-in-One to connect to the telephone wall jack. One end of the phone cord should

be connected to the port labeled 1-LINE on the back of the HP All-in-One and the other end to your telephone wall jack, as shown below.



| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port |

If the supplied phone cord is not long enough, you can extend it. For information, see [The phone cord that came with my HP All-in-One is not long enough.](#)

- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the HP All-in-One and check for a dial tone. If you do not hear a dial tone, call your local telephone company for service.
- Other equipment, which uses the same phone line as the HP All-in-One, might be in use. For example, you cannot use the HP All-in-One for faxing if an extension phone is off the hook, or if you are using a computer dial-up modem to send an e-mail or access the Internet.
- Check to see if another process has caused an error. Check the display or your computer for an error message providing information about the problem and how to solve it. If there is an error, the HP All-in-One will not send or receive a fax until the error condition is resolved.
- The phone line connection might be noisy. Phone lines with poor sound quality (noise) can cause faxing problems. Check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If you hear noise, turn **Error Correction Mode (ECM)** off and try faxing again. For information about changing ECM, see the onscreen Help. If the problem persists, contact your telephone company.
- If you are using a digital subscriber line (DSL) service, make sure that you have a DSL filter connected or you will not be able to fax successfully. For more information, see [Case B: Set up the HP All-in-One with DSL.](#)
- Make sure the HP All-in-One is not connected to a telephone wall jack that is set up for digital phones. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones.
- If you are using either a private branch exchange (PBX) or an integrated services digital network (ISDN) converter/terminal adapter, make sure the HP All-in-One is connected to the correct port and the terminal adapter is set to the correct switch type for your country/region, if possible. For more

information, see [Case C: Set up the HP All-in-One with a PBX phone system or an ISDN line](#).

- If the HP All-in-One shares the same phone line with a DSL service, the DSL modem might not be properly grounded. If the DSL modem is not properly grounded, it can create noise on the phone line. Phone lines with poor sound quality (noise) can cause faxing problems. You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If you hear noise, turn off your DSL modem and completely remove power for at least 15 minutes. Turn the DSL modem back on and listen to the dial tone again.



Note You might notice static on the phone line again in the future. If the HP All-in-One stops sending and receiving faxes, repeat this process.

If the phone line is still noisy, contact your telephone company. For information on turning your DSL modem off, contact your DSL provider for support.

- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.

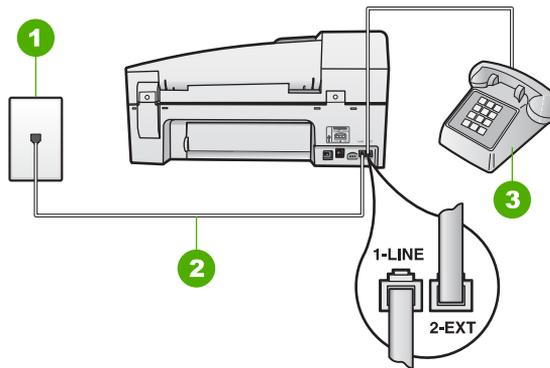
The HP All-in-One is having problems sending a manual fax

Solution



Note This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the HP All-in-One, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.

- Make sure the telephone you use to initiate the fax call is connected directly to the HP All-in-One. To send a fax manually, the telephone must be connected directly to the port labeled 2-EXT on the HP All-in-One, as shown below.



| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port |
| 3 | Telephone |

- If you are sending a fax manually from your phone that is connected directly to the HP All-in-One, you must use the keypad on the telephone to send the fax. You cannot use the keypad on the control panel of the HP All-in-One.



Note If using a serial-type phone system, please connect your phone directly on top of the HP All-in-One cable which has a wall plug attached to it.

The HP All-in-One cannot receive faxes, but can send faxes

Solution

- If you are not using a distinctive ring service, check to make sure that the **Distinctive Ring** feature on the HP All-in-One is set to **All Rings**. For information, see [Change the answer ring pattern for distinctive ringing](#).
- If **Auto Answer** is set to **Off**, you will need to receive faxes manually; otherwise, the HP All-in-One will not receive the fax. For information on receiving faxes manually, see [Receive a fax manually](#).
- If you have a voice mail service at the same phone number you use for fax calls, you must receive faxes manually, not automatically. This means that you must be available to respond in person to incoming fax calls. For information on setting up the HP All-in-One when you have a voice mail service, see [Fax setup](#). For information on receiving faxes manually, see [Receive a fax manually](#).
- If you have a computer dial-up modem on the same phone line with the HP All-in-One, check to make sure that the software that came with your modem is not set to receive faxes automatically. Modems that are set up to receive faxes automatically take over the phone line to receive all incoming faxes, which prevents the HP All-in-One from receiving fax calls.

- If you have an answering machine on the same phone line with the HP All-in-One, you might have one of the following problems:
 - Your answering machine might not be set up properly with the HP All-in-One.
 - Your outgoing message might be too long or too loud to allow the HP All-in-One to detect fax tones, and the sending fax machine might disconnect.
 - Your answering machine might not have enough quiet time after your outgoing message to allow the HP All-in-One to detect fax tones. This problem is most common with digital answering machines.

The following actions might help solve these problems:

- When you have an answering machine on the same phone line you use for fax calls, try connecting the answering machine directly to the HP All-in-One as described in [Fax setup](#).
- Make sure the HP All-in-One is set to receive faxes automatically. For information on setting up the HP All-in-One to receive faxes automatically, see [Set the answer mode](#).
- Make sure the **Rings to Answer** setting is set to a greater number of rings than the answering machine. For more information, see [Set the number of rings before answering](#).
- Disconnect the answering machine and then try receiving a fax. If faxing is successful without the answering machine, the answering machine might be causing the problem.
- Reconnect the answering machine and record your outgoing message again. Record a message that is approximately 10 seconds in duration. Speak slowly and at a low volume when recording your message. Leave at least 5 seconds of silence at the end of the voice message. There should be no background noise when recording this silent time. Try to receive a fax again.



Note Some digital answering machines might not retain the recorded silence at the end of your outgoing message. Play back your outgoing message to check.

- If the HP All-in-One shares the same phone line with other types of phone equipment, such as an answering machine, a computer dial-up modem, or a multi-port switch box, the fax signal level might be reduced. The signal level can also be reduced if you use a splitter or connect extra cables to extend the length of your phone. A reduced fax signal can cause problems during fax reception.

To find out if other equipment is causing a problem, disconnect everything except the HP All-in-One from the phone line, and then try to receive a fax. If you can receive faxes successfully without the other equipment, one or more pieces of the other equipment is causing problems; try adding them back one at a time and receiving a fax each time, until you identify which equipment is causing the problem.

- If you have a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), make sure that the

Distinctive Ring feature on the HP All-in-One is set to match. For more information, see [Change the answer ring pattern for distinctive ringing](#).

The HP All-in-One cannot send faxes, but can receive faxes

Solution

- The HP All-in-One might be dialing too fast or too soon. You might need to insert some pauses in the number sequence. For example, if you need to access an outside line before dialing the phone number, insert a pause following the access number. If your number is 95555555, and 9 accesses an outside line, you might insert pauses as follows: 9-555-5555. To enter a pause in the fax number you are typing, press **Redial/Pause**, or press the **Space (#)** button repeatedly, until a dash (-) appears on the display. You can also send the fax using monitor dialing. This enables you to listen to the phone line as you dial. You can set the pace of your dialing and respond to prompts as you dial. For more information, see [Send a fax using monitor dialing](#).
 - The number you entered when sending the fax is not in the proper format or the receiving fax machine is having problems. To check this, try calling the fax number from a telephone and listen for fax tones. If you cannot hear fax tones, the receiving fax machine might not be turned on or connected, or a voice mail service could be interfering with the recipient's phone line. You can also ask the recipient to check the receiving fax machine for any problems.
-

Fax tones are recorded on my answering machine

Solution

- When you have an answering machine on the same phone line you use for fax calls, try connecting the answering machine directly to the HP All-in-One as described in [Fax setup](#). If you do not connect the answering machine as recommended, fax tones might be recorded on your answering machine.
 - Make sure the HP All-in-One is set to receive faxes automatically and that the **Rings to Answer** setting is correct. The number of rings to answer for the HP All-in-One should be greater than the number of rings to answer for the answering machine. If the answering machine and the HP All-in-One are set to the same number of rings to answer, both devices will answer the call and fax tones will be recorded on the answering machine.
 - Set your answering machine to a low number of rings and the HP All-in-One to answer in the maximum number of rings supported. (The maximum number of rings varies by country/region.) In this setup, the answering machine will answer the call and the HP All-in-One will monitor the line. If the HP All-in-One detects fax tones, the HP All-in-One will receive the fax. If the call is a voice call, the answering machine will record the incoming message. For more information, see [Set the number of rings before answering](#).
-

The phone cord that came with my HP All-in-One is not long enough

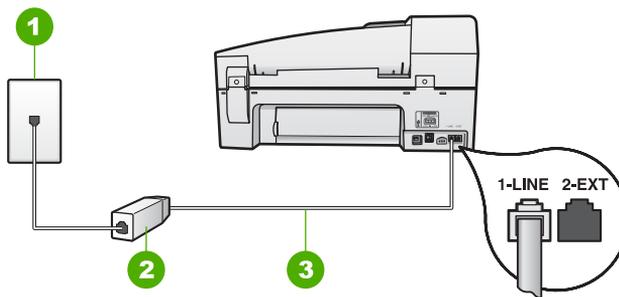
Solution If the phone cord that came with the HP All-in-One is not long enough, you can use a coupler to extend the length. You can purchase a coupler at an electronics store that carries phone accessories. You will also need another phone cord, which can be a standard phone cord that you might already have in your home or office.



Tip If the HP All-in-One came with a 2-wire phone cord adaptor, you can use it with a 4-wire phone cord to extend the length. For information on using the 2-wire phone cord adaptor, see the documentation that came with it.

To extend your phone cord

1. Using the phone cord supplied in the box with the HP All-in-One, connect one end to the coupler, then connect the other end to the port labeled 1-LINE on the back of the HP All-in-One.
2. Connect another phone cord to the open port on the coupler and to the telephone wall jack, as shown below.



| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Coupler |
| 3 | Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port |

Operational troubleshooting

This section contains information on paper and print cartridge troubleshooting.

The troubleshooting section in the onscreen Help contains more complete troubleshooting tips for some of the most common issues associated with the HP All-in-One. For more information, see [Use the onscreen Help](#).

If you have Internet access, you can get help from the HP website at www.hp.com/support. The website also provides answers to frequently asked questions.

Paper troubleshooting

To help avoid paper jams, only use paper types that are recommended for the HP All-in-One. For a list of recommended papers go to www.hp.com/support.

Do not load curled or wrinkled paper, or paper with bent or torn edges, into the input tray.

If paper does become jammed in your device, follow these instructions to clear the paper jam.

Clear paper jams

If the paper was loaded in the input tray, you might need to clear the paper jam from the rear door.

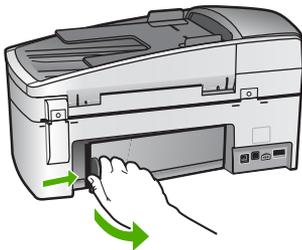
Paper can also jam in the automatic document feeder. Several common actions can cause paper to jam the automatic document feeder:

- Placing too much paper in the document feeder tray. The document feeder tray holds a maximum of 35 sheets of plain paper.
- Using paper that is too thick or too thin for the HP All-in-One.
- Trying to add paper to the document feeder tray while the HP All-in-One is feeding pages.

To clear a paper jam from the rear door

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



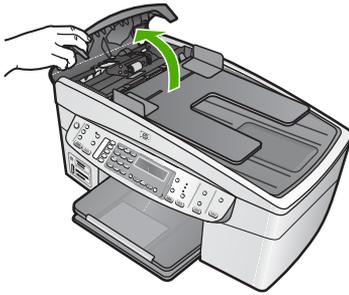
2. Gently pull the paper out of the rollers.

 **Caution** If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the 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 door. Gently push the door forward until it snaps into place.
4. Press **OK** to continue the current job.

To clear a paper jam in the automatic document feeder

1. Lift the cover of the automatic document feeder.

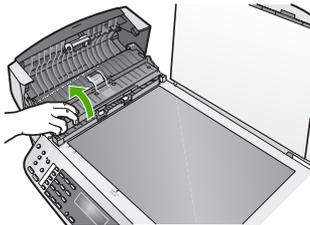


2. Gently pull the paper out of the rollers.

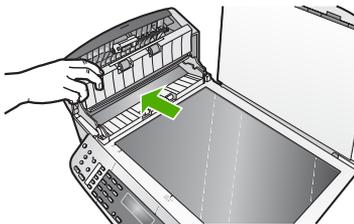


Caution If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the device. If you do not remove all the pieces of paper from the HP All-in-One, more paper jams are likely to occur.

3. If you do not see any paper jammed in the rollers, lift the automatic document feeder mechanism.



4. Check for any paper jammed in the automatic document feeder mechanism.



5. Lower the automatic document feeder mechanism, and then close the cover of the automatic document feeder.

The automatic document feeder picks up too many pages or none at all

Cause The separator pad or rollers inside the automatic document feeder might need to be cleaned. Pencil lead, wax, or ink can build up on the rollers and

separator pad after extensive use, or if you copy handwritten originals or originals that are heavy with ink.

- If the automatic document feeder does not pick up any pages at all, the rollers inside the automatic document feeder need to be cleaned.
- If the automatic document feeder picks up multiple pages instead of single sheets, the separator pad inside the automatic document feeder needs to be cleaned.

Solution Load one or two sheets of unused plain white full-size paper into the document feeder tray and press **Start Copy Black**. As the plain paper passes through the automatic document feeder, the paper releases and absorbs residue from the rollers and separator pad.

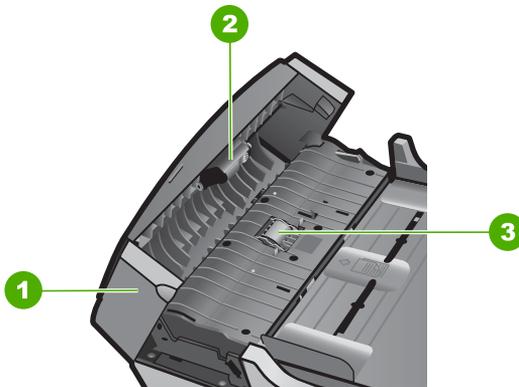


Tip If the automatic document feeder does not pick up the plain paper, try cleaning the front roller. Wipe the roller with a soft lint-free cloth dampened with distilled water.

If the problem persists, or the automatic document feeder does not pick up the plain paper, you can clean the rollers and separator pad manually.

To clean the rollers or separator pad

1. Remove all originals from the document feeder tray.
2. Lift the automatic document feeder cover (1).
This provides easy access to the rollers (2) and separator pad (3), as shown below.



| | |
|---|---------------------------------|
| 1 | Automatic document feeder cover |
| 2 | Rollers |
| 3 | Separator pad |

3. Lightly dampen a clean lint-free cloth with distilled water, then squeeze any excess liquid from the cloth.

4. Use the damp cloth to wipe any residue off the rollers or separator pad.



Note If the residue does not come off using distilled water, try using isopropyl (rubbing) alcohol.

5. Close the cover of the automatic document feeder.

Print cartridge troubleshooting

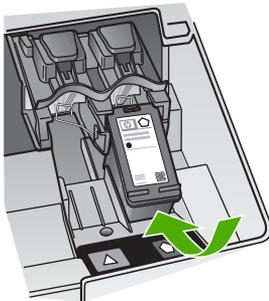
If you are experiencing problems with printing, you might have a problem with one of the print cartridges.

To troubleshoot print cartridges

1. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.

Make sure the plastic tape has been removed. If it is still covering the ink nozzles, gently remove the plastic tape by using the pink pull tab.

2. Reinsert the print cartridge by sliding it forward into the slot. Then push the print cartridge forward until it clicks into the socket.



3. Repeat steps 1 and 2 for the tri-color print cartridge on the left side.
4. If the problem persists, print a self-test report to determine if there is a problem with the print cartridges.
This report provides useful information about your print cartridges, including status information.
5. If the self-test report shows a problem, clean the print cartridges.
6. If the problem persists, clean the copper-colored contacts of the print cartridges.
7. If you are still experiencing problems with printing, determine which print cartridge is experiencing the problem and replace it.

For more information, see:

- [Replace the print cartridges](#)
- [Print a self-test report](#)
- [Clean the print cartridges](#)
- [Clean the print cartridge contacts](#)

12 Order supplies

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

- [Order paper, or other media](#)
- [Order print cartridges](#)
- [Order accessories](#)
- [Order other supplies](#)

Order paper, or other media

To order HP papers and other supplies, such as HP Premium Photo Papers or HP All-in-One Paper, go to www.hp.com/learn/suresupply. 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

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

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



Note Ordering print cartridges online is not supported in all countries/regions. If it is not supported in your country/region, contact a local HP reseller for information about purchasing print cartridges.

To order print cartridges through the HP Photosmart Software

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



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

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

To find out the reorder number through the HP Photosmart Mac Software

1. In the HP Photosmart Studio task bar, click **Devices**.
The **HP Device Manager** window appears.
2. Make sure the HP All-in-One is selected in the **Devices** pop-up menu.
3. From the **Information and Settings** pop-up menu, choose **Maintain Printer**.
The **Select Printer** window appears.
4. If the **Select Printer** dialog box appears, choose the HP All-in-One, and click **Launch Utility**.
The **HP Printer Utility** window appears.
5. In the **Configuration Settings** list, click **Supply Info**.
The print cartridge reorder numbers appear.
6. If you want to order print cartridges, click **Supplies Status** in the **Configuration Settings** area, and then click **Order HP Supplies**.

Order accessories

To order accessories for the HP All-in-One, go to www.hp.com/learn/suresupply. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page. Depending on your country/region, the HP All-in-One might support the following accessories.

| Accessory and HP model number | Description |
|--|---|
| HP bt450, Printer and PC Adapter with Bluetooth® Wireless Technology | Enables you to print from a Bluetooth device to the HP All-in-One. This accessory plugs into the front USB port on the HP All-in-One and accepts print jobs from supported Bluetooth devices, such as a digital camera phone, personal digital assistant (PDA), or Bluetooth-enabled Windows or Mac computer. |

Order other supplies

To order other supplies, such as HP All-in-One software, a copy of the User Guide, a Setup Guide, or other customer-replaceable parts, call the phone number for your country/region.

| 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) |

To order supplies in other countries/regions not listed in the table, go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

13 HP warranty and support

This chapter provides warranty information as well as how to get support from the Internet, access your serial number and service ID, contact HP customer support, and prepare the 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 section. 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.

Warranty

To obtain HP repair service, you must first contact an HP service office or an HP Customer Support Center for basic troubleshooting. See [Before you call HP customer support](#) for steps to take before calling Customer Support.



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

Warranty upgrades

Depending on your country/region, HP might offer (for an additional fee) a warranty upgrade option that extends or enhances your standard product warranty. Available options might include priority phone support, return service, or next business day exchange. Typically, service coverage begins on product purchase date and must be purchased within a limited time of product purchase.

For more information, see:

- 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 at www.hp.com/support. If prompted, choose your country/region, and then find warranty information.

Warranty information

| HP product | Duration of limited warranty |
|---|---|
| Software | 90 days |
| 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 | 1 year |
| Printer peripheral hardware (see the following for details) | 1 year |

A. 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:
 - Improper maintenance or modification;
 - Software, media, parts, or supplies not provided or supported by HP;
 - Operation outside the product's specifications;
 - 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 where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

B. Limitations of warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

C. Limitations of liability

- 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.

D. 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.

HP Limited Warranty

Dear Customer,

You will find below the name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country.

You may have additional statutory rights against the seller based on your purchase agreement. Those rights are not in any way affected by this HP Limited Warranty.

Ireland: Hewlett-Packard Ireland Ltd. 30 Herbert Street IRL-Dublin 2

United Kingdom: Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN

Get support and other information from the Internet

To find support and warranty information, go to the HP website at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

This website also offers technical support, drivers, supplies, ordering information and other options such as:

- Access online support pages.
- Send HP an e-mail message for answers to your questions.
- Connect with an HP technician by using online chat.
- Check for software updates.

Support options and availability vary by product, country/region, and language.

Before you call HP customer support

Software programs from other companies might be included with the HP All-in-One. If you experience problems with any of those programs, you will receive the best technical assistance by calling the experts at that company.



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

If you need to contact HP Customer Support, do the following before you call:

1. Make sure that:
 - a. The HP All-in-One is plugged in and turned on.
 - b. The specified print cartridges are installed correctly.
 - c. The recommended paper is properly loaded in the input tray.
2. Reset the 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. To find support and warranty information, go to the HP website at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.
Check the HP website for updated information or troubleshooting tips for the HP All-in-One .
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 the HP All-in-One, as it appears on the control panel, available.
 - b. Print a self-test report.
 - c. Make a color copy to have available as a sample printout.
 - d. Be prepared to describe your problem in detail.
 - e. Have your serial number and service ID ready.
5. Call HP Customer Support. Be near the HP All-in-One when you call.

For more information, see:

- [Print a self-test report](#)
- [Access your serial number and service ID](#)

Access your serial number and service ID

You can access important information by using the **Information Menu** of the HP All-in-One.



Note If the HP All-in-One is not turning on, you can view the serial number by looking at the sticker on the rear side. The serial number is the 10-character code in the upper left corner of the sticker.

To access your serial number and service ID

1. Press and hold **OK**. While holding **OK**, press **4**. This displays the **Information Menu**.
2. Press **▶** until **Model Number** appears and then press **OK**. This displays the service ID. Write down the complete service ID.
3. Press **Cancel**, and then press **▶** until **Serial Number** appears.
4. Press **OK**. This displays the serial number. Write down the complete serial number.
5. Press **Cancel** until you to exit the **Information Menu**.

Call in North America during warranty

Call **1-800-474-6836 (1-800-HP invent)**. U.S. phone support is available in both English and Spanish languages 24 hours a day, 7 days a week (days and hours of support may change without notice). This service is free during the warranty period. A fee may apply outside the warranty period.

Call elsewhere in the world

The numbers listed below are current as of the publication date of this guide. For a list of current international HP Support Service numbers, go to www.hp.com/support and choose your own country/region or language.

Support service is free during the warranty period; however, your standard long-distance phone charges will apply. In some cases, additional fees might 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.



| | | | |
|------------------------------------|---|------------------------------|-----------------------------------|
| 61 56 45 43 | الجزائر | 日本 (携帯電話の場合) | 03-3335-9800 |
| Argentina (Buenos Aires) | 54-11-4708-1600 | 한국 | 1588-3003 |
| Argentina | 0-800-555-5000 | Luxembourg | 900 40 006 |
| Australia | 1300 721 147 | Luxemburg | 900 40 007 (0,16 € / min) |
| Australia (out-of-warranty) | 1902 910 910 | Malaysia | 1800 88 8588 |
| Österreich | + 43 1 86332 1000 0810-0010000 (in country) | Mexico (Mexico City) | 55-5258-9922 |
| 17212049 | البحرين | Mexico | 01-800-472-68368 22 404747 |
| België | 070 300 005 | المغرب | 0900 2020 165 (0,20 € / min) |
| Belgique | 070 300 004 | Nederland | 0800 441 147 |
| Brasil (Sao Paulo) | 55-11-4004-7751 | New Zealand | 0800 441 147 |
| Brasil | 0-800-709-7751 | Nigeria | 1 3204 999 |
| Canada (Mississauga Area) | (905) 206-4663 | Norge | +46 (0) 77 120 4765 |
| Canada | 1-800-474-6836 | Panama | 1-800-711-2884 |
| Central America & The Caribbean | www.hp.com/support | Paraguay | 009 800 54 1 0006 |
| Chile | 800-360-999 | Perú | 0-800-10111 |
| 中国 | 86-10-68687980 800-810-3888 | Philippines | (63) 2 867 3551 1800 1441 0094 |
| Colombia (Bogota) | 571-606-9191 | Polska | 0 801 800 235 |
| Colombia | 01-8000-51-4746- 8368 | Portugal | 808 201 492 |
| Costa Rica | 0-800-011-1046 | Puerto Rico | 1-877-232-0589 |
| Česká republika | 810 222 222 | República Dominicana | 1-800-711-2884 |
| Danmark | + 45 70 202 845 | România | 0801 033 390 |
| Ecuador (Andinatel) | 1-999-119 | Россия (Москва) | 095 777 3284 |
| Ecuador (Pacífitel) | 800-711-2884 1-800-225-528 800-711-2884 | Россия (Санкт- Петербург) | 812 332 4240 |
| (02) 6910602 | مصر | 800 897 1415 | السعودية |
| El Salvador | 800-6160 | Singapore | 6 272 5300 |
| España | 902 010 059 | Slovensko | 0850 111 256 |
| France | +33 (0) 892 69 60 22 (0,34 € / min) | South Africa | + 27 11 2589301 |
| Deutschland | +49 (0) 180 5652 180 | (international) | |
| Ελλάδα (από το εξωτερικό) | + 30 210 6073603 | South Africa (RSA) | 086 0001030 |
| Ελλάδα (εντός Ελλάδας) | 801 11 75400 | Rest of West Africa | + 351 213 17 63 80 |
| Ελλάδα (από Κύπρο) | 800 9 2654 | Suomi | +358 (0) 203 66 767 |
| Guatemala | 1-800-711-2884 | Sverige | +46 (0) 77 120 4765 |
| 香港特別行政區 | 2802 4098 | Switzerland | 0848 672 672 |
| Magyarország | 06 40 200 629 | 臺灣 | 02-8722-8000 |
| India | 1600 425 7737 | ໄທ | +66 (2) 353 9000 |
| Indonesia | +62 (21) 350 3408 | 71 89 12 22 | تونس |
| Ireland | 1 890 923 902 | Trinidad & Tobago | 1-800-711-2884 |
| 1-700-503-048 | ישראל | Türkiye | 90 212 444 71 71 |
| Italia | 848 800 871 | Україна | (044) 230 51 06 |
| Jamaica | 1-800-711-2884 | الإمارات العربية المتحدة | 600 54 47 47 |
| 日本 | 0570-000511 | United Kingdom | +44 (0) 870 010 4320 |
| | | United States | 1-(800)-474-6836 |
| | | Uruguay | 0004-054-177 |
| | | Venezuela (Caracas) | 58-212-278-8666 |
| | | Venezuela | 0-800-474-68368 |
| | | Việt Nam | +84 88234530 |

HP Quick Exchange Service (Japan)

製品に問題がある場合は以下に記載されている電話番号に連絡してください。製品が故障している、または欠陥があると判断された場合、HP Quick Exchange Serviceがこの製品を正常品と交換し、故障した製品を回収します。保証期間中は、修理代と送料は無料です。また、お住まいの地域にもよりますが、プリンタを次の日までに交換することも可能です。

電話番号：0570-000511（自動応答）

:03-3335-9800（自動応答システムが使用できない場合）

サポート時間：平日の午前 9:00 から午後 5:00 まで

土日の午前 10:00 から午後 5:00 まで。

祝祭日および1月1日から3日は除きます。

サービスの条件

- サポートの提供は、カスタマケアセンターを通してのみ行われます。
- カスタマケアセンターがプリンタの不具合と判断した場合に、サービスを受けることができます。

ご注意: ユーザの扱いが不適切であったために故障した場合は、保証期間中であっても修理は有料となります。詳細については保証書を参照してください。

その他の制限

- 運送の時間はお住まいの地域によって異なります。詳しくは、カスタマケアターに連絡してご確認ください。
- 出荷配送は、当社指定の配送業者が行います。
- 配送は交通事情などの諸事情によって、遅れる場合があります。
- このサービスは、将来予告なしに変更することがあります。

For instructions on how to pack your device for exchange, see [Pack the HP All-in-One](#).

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)

Prepare the HP All-in-One for shipment

If after contacting HP Customer Support or returning to the point of purchase, you are requested to send the HP All-in-One in for service, make sure you remove and keep the following items before returning your device:

- The print cartridges
- The control panel faceplate
- The power cord, USB cable, and any other cable connected to the HP All-in-One

- Any paper loaded in the input tray
- Remove any originals you might have loaded in the HP All-in-One
- [Remove the print cartridges before shipment](#)
- [Remove the control panel faceplate](#)

Remove the print cartridges before shipment

Before you return the HP All-in-One, make sure you remove your print cartridges.



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

To remove print cartridges before shipment

1. Turn on the HP All-in-One and wait until the print carriage is idle and silent. If the HP All-in-One will not turn on, skip this step and go to step 2.
2. Open the print cartridge door.
3. Remove the print cartridges from their slots.



Note If the HP All-in-One does not turn on, you can unplug the power cord and then manually slide the print carriage to the far right side to remove the print cartridges.

4. Place the print cartridges in an airtight plastic container so they will not dry out, and put them aside. Do not send them with the HP All-in-One unless the HP customer support call agent instructs you to.
5. Close the print cartridge door and wait a few minutes for the print carriage to move back to its home position (on the left side).



Note Make sure the scanner is idle and has returned to its parked position before turning off the HP All-in-One.

6. Press the **On** button to turn off the HP All-in-One.

Remove the control panel faceplate

Complete the following steps once you have removed the print cartridges.



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



Caution 1 The HP All-in-One must be unplugged before following these steps.

Caution 2 The replacement HP All-in-One will not be shipped with a power cord. Store the power cord in a safe place until the replacement HP All-in-One arrives.

To remove the control panel faceplate

1. Press the **On** button to turn off the HP All-in-One.
2. Unplug the power cord, and then disconnect it from the HP All-in-One. Do not return the power cord with the HP All-in-One.
3. Remove the control panel faceplate as follows:
 - a. Place your hands on each side of the control panel faceplate.
 - b. Use your fingertips to pry the control panel faceplate off.



4. Retain the control panel faceplate. Do not return the control panel faceplate with the HP All-in-One.



Caution The replacement HP All-in-One might not come with a control panel faceplate. Store your control panel faceplate in a safe place, and when the replacement HP All-in-One arrives, reattach your control panel faceplate. You must attach your control panel faceplate to use the control panel functions on the replacement HP All-in-One.



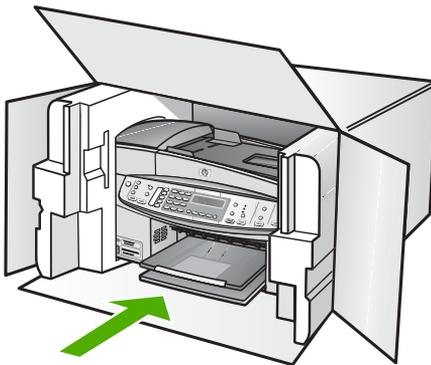
Note See the Setup Guide that came with the HP All-in-One for instructions on how to attach your control panel faceplate. The replacement HP All-in-One might come with instructions for setting up your device.

Pack the HP All-in-One

Complete the following steps once you have removed the print cartridges, removed the control panel faceplate, turned off the HP All-in-One, and unplugged it.

To pack the HP All-in-One

1. 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.

2. Place the return shipping label on the outside of the box.
3. Include the following items in the box:
 - A complete description of symptoms for service personnel (samples of print quality problems are helpful).
 - A copy of the sales slip or other proof of purchase to establish the warranty coverage period.
 - Your name, address, and a phone number where you can be reached during the day.

14 Technical information

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

System requirements

Software system requirements are located in the Readme file.

Paper specifications

This section contains information about paper tray capacities, paper sizes, and print margin specifications.

Paper tray capacities

| Type | Paper weight | Input tray* | Output tray* | Document feeder tray |
|---------------------------|-------------------------------|-----------------------------|----------------------------|----------------------|
| Plain paper | 16 to 24 lb. (60 to 90 gsm) | up to 100 (20 lb. paper) | up to 50 (20 lb. paper) | up to 35 |
| Legal paper | 20 to 24 lb. (75 to 90 gsm) | up to 100 (20 lb. paper) | up to 50 (20 lb. paper) | up to 20 |
| Cards | up to 110 lb. index (200 gsm) | 40 | 10 | N/A |
| Envelopes | 20 to 24 lb. (75 to 90 gsm) | 15 | 10 | N/A |
| Transparency film | N/A | 25 | 25 or fewer | N/A |
| Labels | N/A | 20 | 20 | N/A |
| 4 x 6 inch photo paper | up to 145 lb. (236 gsm) | 30 | 10 | N/A |
| 8.5 x 11 inch photo paper | N/A | 40 | 20 | N/A |

* 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 280 mm (8.5 x 11 inches) A4: 210 x 297 mm Legal: 216 x 356 mm (8.5 x 14 inches) |
| Envelopes | U.S. #10: 105 x 241 mm (4.125 x 9.5 inches) |

(continued)

| Type | Size |
|---------------------|--|
| | U.S. #9: 98 x 225 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 |
| Premium photo paper | 102 x 152 mm (4 x 6 inches) Letter: 216 x 280 mm (8.5 x 11 inches) A4: 210 x 297 mm |
| Cards | A6: 105 x 148.5 mm Index card: 76 x 127 mm (3 x 5 inches) Index card: 101 x 152 mm (4 x 6 inches) |
| Labels | Letter: 216 x 279 mm (8.5 x 11 inches) A4: 210 x 297 mm |
| Custom | 102 x 152 mm up to 216 x 356 mm (4 x 6 inches up to 8.5 x 14 inches) |

Print margin specifications

| | Top (leading edge) | Bottom (trailing edge) | Left and Right margins |
|---------------------------------|--------------------|------------------------|------------------------|
| U.S. (Letter, Legal, Executive) | 3 mm (0.12 inches) | 3 mm (0.12 inches) | 7.1 mm (0.28 inches) |
| ISO (A4, A5) and JIS (B5) | 3 mm (0.12 inches) | 3 mm (0.12 inches) | 7.1 mm (0.28 inches) |
| Envelopes | 3 mm (0.12 inches) | 3 mm (0.12 inches) | 7.1 mm (0.28 inches) |
| Cards | 3 mm (0.12 inches) | 3 mm (0.12 inches) | 7.1 mm (0.28 inches) |

Print specifications

- Resolution: 1200 x 1200 dpi black, 4800 optimized dpi color or 6 ink
- Method: drop-on-demand thermal inkjet
- Language: Lightweight Imaging Device Interface Language (LIDIL)
- Print speed: up to 30 pages per minute black; up to 24 pages per minute color (varies by model)
- Print speed varies according to the complexity of the document
- Duty cycle: 3000 pages per month

| Mode | Type | Speed (ppm) on plain paper | Speed (seconds) 4 x 6 inch borderless photo |
|-------------|-----------------|----------------------------|---|
| Maximum dpi | Black and Color | up to .4 | as fast as 140 |
| Best | Black and Color | up to 2.3 | as fast as 74 |
| Normal | Black | up to 8.5 | as fast as 54 |
| | Color | up to 5.3 | as fast as 54 |
| Fast Normal | Black | up to 11 | as fast as 30 |
| | Color | up to 8 | as fast as 30 |
| Fast Draft | Black | up to 30 | as fast as 30 |
| | Color | up to 24 | as fast as 30 |

Copy specifications

- Digital image processing
- Up to 100 copies from original (varies by model)
- Digital zoom: from 25 to 400% (varies by model)
- Fit to page, pre-scan
- Copy speed: up to 30 copies per minute black; 24 copies per minute color (varies by model)
- Copy speeds vary according to the complexity of the document

| Mode | Type | Speed (ppm) | Scan resolution (dpi) |
|--------|-------|-------------|-----------------------|
| Best | Black | up to 0.8 | up to 600 x 1200 |
| | Color | up to 0.8 | up to 600 x 1200 |
| Normal | Black | up to 8.5 | up to 300 x 300 |
| | Color | up to 5.1 | up to 300 x 300 |
| Fast | Black | up to 30 | up to 300 x 300 |
| | Color | up to 24 | up to 300 x 300 |

* Maximum at 400% scaling.

Memory card specifications

- Maximum recommended number of files on a memory card: 1,000
- Maximum recommended individual file size: 12 megapixel maximum, 8 MB maximum
- Maximum recommended memory card size: 1 GB (solid state only)



Note Approaching any of the recommended maximums on a memory card might cause the performance of the HP All-in-One to be slower than expected.

Supported memory card types

- CompactFlash
- Memory Stick

- Memory Stick Duo
- Memory Stick Pro
- Secure Digital
- MultiMediaCard (MMC)
- xD-Picture Card

Other memory cards, including Memory Stick Magic Gate Duo, Memory Stick Duo, and Secure Multimedia Card, are supported with the use of an adapter. See the instructions that came with your memory card for more information.

Fax specifications

- Walk-up black-and-white and color fax capability.
- Up to 110 speed dials (varies by model).
- Up to 120-page memory (varies by model, based on ITU-T Test Image #1 at standard resolution). More complicated pages or higher resolution takes longer and uses more memory.
- Manual fax send and receive.
- Automatic busy redial up to five times (varies by model).
- Automatic no-answer redial one time (varies by model).
- Confirmation and activity reports.
- CCITT/ITU Group 3 fax with Error Correction Mode.
- 33.6 Kbps transmission.
- 3 seconds per page speed at 33.6 Kbps (based on ITU-T Test Image #1 at standard resolution). More complicated pages or higher resolution take longer and use more memory.
- Ring detect with automatic fax/answering machine switching.

| | Photo (dpi) | Very Fine (dpi) | Fine (dpi) | Standard (dpi) |
|-------|-----------------------------|-----------------|------------|----------------|
| Black | 196 x 203 (8-bit grayscale) | 300 x 300 | 196 x 203 | 196 x 98 |
| Color | 200 x 200 | 200 x 200 | 200 x 200 | 200 x 200 |

Scan specifications

- Image editor included
- Integrated OCR software automatically converts scanned text to editable text
- Scan speeds vary according to the complexity of the document
- Twain-compliant interface
- Resolution: 2400 x 4800 ppi optical, up to 19,200 ppi enhanced
- Color: 16-bit per RGB color, 48-bit total
- Maximum scan size from glass: 216 x 297 mm (8.5 x 11.7 inches)

Physical specifications

- Height: 236 mm (9.29 inches)
- Width: 456 mm (17.95 inches)
- Depth: 326 mm (12.83 inches)
- Weight: 7.66 kg (16.9 pounds)

Power specifications

- Maximum power consumption: 60 W
- Idle state power consumption: 8.5 W

- Input voltage: AC 100 to 240 VAC, 1A, 50-60 Hz, grounded
- Output voltage: 32 Vdc 900 mA, 16Vdc 600 mA

Environmental specifications

- Recommended operating temperature range: 15° to 32° C (59° to 90° F)
- Allowable operating temperature range: 5° to 40° C (41° to 104° F)
- Humidity: 15% to 80% RH non-condensing
- Non-operating (Storage) temperature range: -40° to 60° C (-40° to 140° F)

In the presence of high electromagnetic fields it is possible the output from the HP All-in-One might 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.

If you have Internet access, you can get acoustic information from the HP website. Go to www.hp.com/support.

Memory specifications

Memory specifications: up to 10 MB ROM, 64 MB DDR

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.

This section contains information about environmental standards.

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.

Hardware 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.

For information regarding recycling of HP products, please visit: www.hp.com/recycle.

HP inkjet supplies recycling program

HP is committed to protecting the environment. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges free of charge. For more information, go to the following website:

www.hp.com/recycle

Disposal of Waste Equipment by Users in Private Households in the European Union

This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service, or the shop where you purchased the product.



Regulatory notices

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

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-0506. This regulatory number should not be confused with the marketing name HP Officejet 6300 All-in-One series.

Notice to users of the U.S. telephone network: FCC requirements

This equipment complies with FCC rules, Part 68. On this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalent Number (REN) for this equipment. If requested, provide this information to your telephone company.

An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant. This equipment connects to the telephone network through the following standard network interface jack: USOC RJ-11C.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your number is called. Too many devices on one line might result in failure to ring in response to an incoming call. In most, but not all, areas the sum of the RENs of all devices should not exceed five (5). To be certain of the number of devices you may connect to your line, as determined by the REN, you should call your local telephone company to determine the maximum REN for your calling area.

If this equipment causes harm to the telephone network, your telephone company may discontinue your service temporarily. If possible, they will notify you in advance. If advance notice is not practical, you will be notified as soon as possible. You will also be advised of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper operation of your equipment. If they do, you will be given advance notice so you will have the opportunity to maintain uninterrupted service.

If you experience trouble with this equipment, please contact the manufacturer, or look elsewhere in this manual, for warranty or repair information. Your telephone company may ask you to disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs. Contact your state public utility commission, public service commission, or corporation commission for more information.

This equipment includes automatic dialing capability. When programming and/or making test calls to emergency numbers:

- Remain on the line and explain to the dispatcher the reason for the call.
- Perform such activities in the off-peak hours, such as early morning or late evening.



Note The FCC hearing aid compatibility rules for telephones are not applicable to this equipment.

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of transmission, the date and time it is sent and an identification of the business, other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.) In order to program this information into your fax machine, you should complete the steps described in the software.

FCC statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

Declaration of Conformity: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that might 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, might 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 might cause harmful interference and void the FCC authorization to operate this equipment.

Note à l'attention des utilisateurs du réseau téléphonique canadien/notice to users of the Canadian telephone network

Cet appareil est conforme aux spécifications techniques des équipements terminaux d'Industrie Canada. Le numéro d'enregistrement atteste de la conformité de l'appareil. L'abréviation IC qui précède le numéro d'enregistrement indique que l'enregistrement a été effectué dans le cadre d'une Déclaration de conformité stipulant que les spécifications techniques d'Industrie Canada ont été respectées. Néanmoins, cette abréviation ne signifie en aucun cas que l'appareil a été validé par Industrie Canada.

Pour leur propre sécurité, les utilisateurs doivent s'assurer que les prises électriques reliées à la terre de la source d'alimentation, des lignes téléphoniques et du circuit métallique d'alimentation en eau sont, le cas échéant, branchées les unes aux autres. Cette précaution est particulièrement importante dans les zones rurales.

Le numéro REN (Ringer Equivalence Number) attribué à chaque appareil terminal fournit une indication sur le nombre maximal de terminaux qui peuvent être connectés à une interface téléphonique. La terminaison d'une interface peut se composer de n'importe quelle combinaison d'appareils, à condition que le total des numéros REN ne dépasse pas 5.

Basé sur les résultats de tests FCC Partie 68, le numéro REN de ce produit est 0.1B.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation IC before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution might be particularly important in rural areas.



Note The REN assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface might consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

The REN for this product is 0.1B, based on FCC Part 68 test results.

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。

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 the European Economic Area



This product is designed to be connected to the analog Switched Telecommunication Networks (PSTN) of the European Economic Area (EEA) countries/regions.

Network compatibility depends on customer selected settings, which must be reset to use the equipment on a telephone network in a country/region other than where the product was purchased. Contact the vendor or Hewlett-Packard Company if additional product support is necessary.

This equipment has been certified by the manufacturer in accordance with Directive 1999/5/EC (annex II) for Pan-European single-terminal connection to the public switched telephone network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point.

In the event of problems, you should contact your equipment supplier in the first instance.

This equipment is designed for DTMF tone dialing and loop disconnect dialing. In the unlikely event of problems with loop disconnect dialing, it is recommended to use this equipment only with the DTMF tone dial setting.

Notice to users of the German telephone network

This HP fax product is designed to connect only to the analogue public-switched telephone network (PSTN). Please connect the TAE N telephone connector plug, provided with the HP All-in-One into the wall socket (TAE 6) code N. This HP fax product can be used as a single device and/or in combination (in serial connection) with other approved terminal equipment.

Geräuschemission

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

Notice to users in Korea

사용자 안내문(B급 기기)

이 기기는 비업무용으로 전자파 적합 등록을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

Declaration of conformity (European Economic Area)

The Declaration of Conformity in this document complies with ISO/IEC Guide 22 and EN 45014. It identifies the product, manufacturer's name and address, and applicable specifications recognized in the European community.

HP Officejet 6300 All-in-One series declaration of conformity



DECLARATION OF CONFORMITY

according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name: Hewlett-Packard Company
Manufacturer's Address: 16399 West Bernardo Drive
San Diego CA 92127, USA
Regulatory Model Number: SDGOB-0506
Declares, that the product:
Product Name: HP Officejet 6300 series
Power Adapters HP part#: 0957-2175 & 0957-2176

Conforms to the following Product Specifications:

Safety: IEC 60950-1: 2001
EN60950-1: 2001
IEC 60825-1 Edition 1.2: 2001 / EN 60825-1:1994+A1:2002+A2: 2001 Class 1(Laser/Led)
UL 60950-1: 2003 / CAN/CSA-22.2 No. 60950-1-03
NOM 019-SFCI-1993, AS/NZS 60950: 2000, GB4943: 2001

EMC: CISPR 22:1997+A1+A2 / EN 55022:1998+A1:2000+A2:2003 Class B
CISPR 24:1997+A1+A2 / EN 55024:1998+A1:2001+A2:2003
IEC 61000-3-2: 2000 / EN 61000-3-2: 2000
IEC 61000-3-3:1995 + A1:2001 / EN 61000-3-3:1995+A1:2001
CNS13438:1998
FCC Part 15-Class B/ICES-003, Issue 4
GB9254: 1998, VCC1-2

Telecom: TBR21:1998, EG 201 121:1998, FCC Title 47 CFR Part 68

Supplementary Information:

The product herewith complies with the requirements of the Low Voltage Directive 73/23/EC, the EMC Directive 89/336/EC, and with the R&TTE Directive 1999/5/EC (Annex II) and carries the CE-marking accordingly. The product was tested in a typical configuration.

This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation

For regulatory purpose, this product is assigned a Regulatory Model Number (RMN). This number should not be confused with the product marketing name or number.

San Diego, California USA
August 2005

For Regulatory Topics only, contact:

Australia Contact: Product Regulations Manager, Hewlett-Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130, Australia.
European Contact: Hewlett Packard GmbH, HQ-TRE, Herrenberger Strasse 140, D-71034 Böblingen Germany. (FAX +49-7031-14-3143)
USA Contact: Product Regulations Manager, Hewlett Packard Company, San Diego, (858) 655-4100.

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