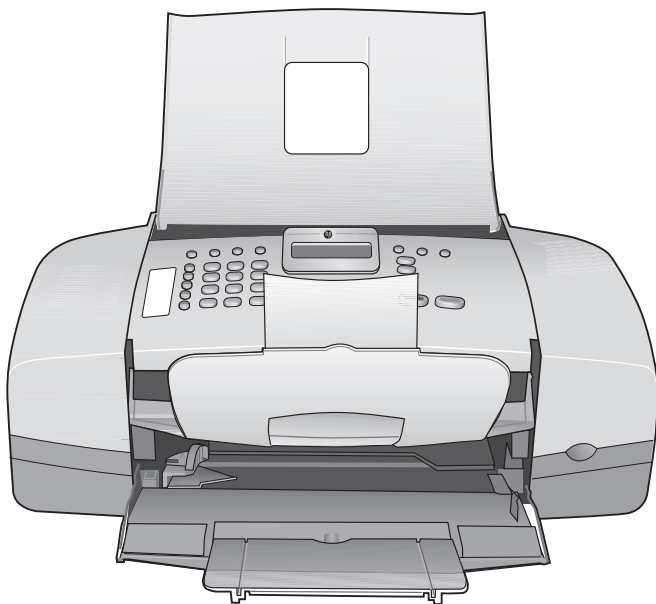


HP Officejet 4300 All-in-One series

User Guide

you + hp



HP Officejet 4300 All-in-One series



User Guide

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

- Governmental paper or documents:
 - Passports

- Immigration papers
- Selective service papers
- Identification badges, cards, or insignias

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

Safety information



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

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



Warning Potential shock hazard

1. Read and understand all instructions in the Setup Guide.
2. Use only a grounded electrical outlet when connecting the device to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
3. Observe all warnings and instructions marked on the product.
4. Unplug this product from wall outlets before cleaning.
5. Do not install or use this product near water or when you are wet.
6. Install the product securely on a stable surface.
7. Install the product in a protected location where no one can step on or trip over the power cord, and where the power cord will not be damaged.
8. If you have problems during setup, see Troubleshooting in the last section of the Setup Guide, or see [Troubleshooting information](#) in this User Guide.
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.



Warning 1 This equipment will be inoperable when main power fails.

Warning 2 The headset ear cap used with this product may attract dangerous objects like pins, staples, or needles. Take care to avoid harm that might occur from the retention of dangerous objects on the ear piece of the headset.

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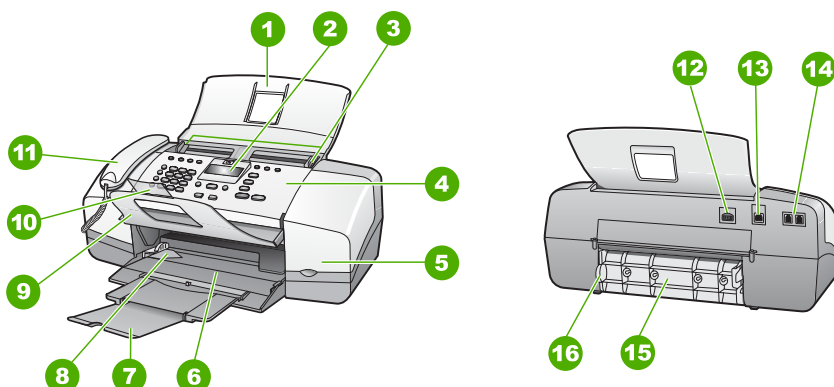
1 HP All-in-One overview

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



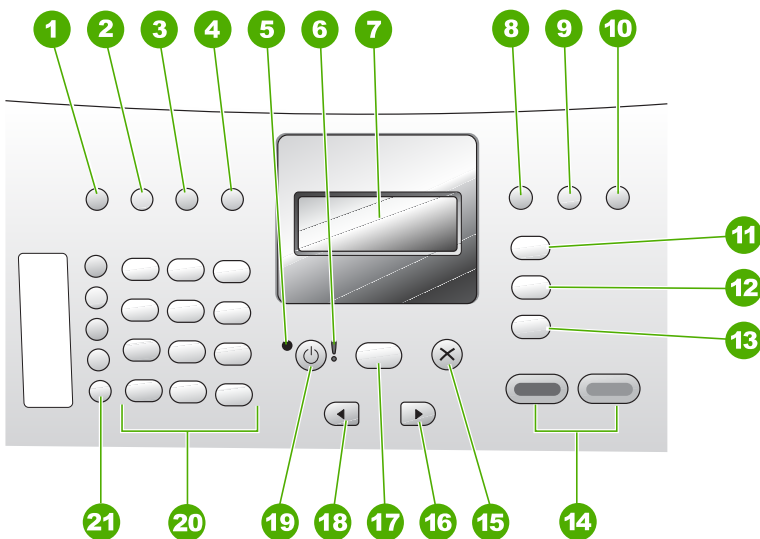
Label	Description
1	Document feeder tray
2	Control panel display (also referred to as the display)
3	Paper guides
4	Control panel
5	Print cartridge door
6	Input tray
7	Tray extender
8	Paper-width guide

(continued)

Label	Description
9	Document catcher
10	Document catcher extender
11	Handset (handset model only)
12	Power connection
13	Rear USB port
14	1-LINE (fax) and 2-EXT (phone) ports
15	Rear door
16	Rear door access tab

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	Speed Dial: Selects a speed dial number.
2	Redial/Pause: Redials the most recently dialed number or inserts a 3-second pause in a fax number.
3	Lighter / Darker: Lightens or darkens black-and-white faxes being sent.
4	Fax Resolution: Adjusts the resolution for black-and-white faxes being sent.

(continued)

Label	Name and Description
5	On light: Indicates, when lighted, that the HP All-in-One is on. The light blinks when the HP All-in-One is performing a task.
6	Attention light: When blinking, the attention light indicates an error has occurred that requires your attention.
7	Display: View menus and messages.
8	Answer Mode: Switches among the Answer Mode settings. Depending on the setting, the HP All-in-One automatically answers incoming phone calls, requires you to receive the fax manually, or "listens" for fax tones.
9	Flash: Cancels a fax and brings up a dial tone. Also, used to answer a call waiting (handset model only).
10	Setup: Presents the Setup Menu for generating reports, changing fax and other maintenance settings, and accessing the Help menu. Press ► to scroll through the Help topics available, and then press OK to select a topic. The Help topic you select opens on your computer screen.
11	Fax: Places the HP All-in-One in fax mode and presents the Fax Menu. Press Fax repeatedly to scroll through the options in the Fax Menu.
12	Scan: Places the HP All-in-One in scan mode and presents the Scan To menu for selecting a scan destination.
13	Copy: Places the HP All-in-One in copy mode and presents the Copy Menu. Press Copy repeatedly to scroll through the options in the Copy Menu.
14	Start Black: Starts a black-and-white copy, scan, or fax job. Start Color: Starts a color copy, scan, or fax job.
15	Cancel: Stops a job, exits a menu, or exits settings.
16	Right arrow: Increases values on the display.
17	OK: Selects a menu or a setting on the display.
18	Left arrow: Decrease values on the display.
19	On: Turns the HP All-in-One on or off. The On light next to 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.
20	Keypad: Enter fax numbers, values, or text.
21	One-touch speed dial buttons: Accesses the first ten speed dial numbers. Press a speed dial button once to select the speed dial number presented in the left column. Press the same speed dial button a second time to select the speed dial number in the right column.

Menu overview

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

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

Copy Menu

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

Number of Copies
Reduce / Enlarge
Copy Quality
Copy Paper Size
Paper Type
Lighter / Darker
Enhancements
Set New Defaults

Fax Menu

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

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

Scan To menu

When you press the **Scan** button, a list of software applications installed on your computer appears in the menu.

HP Photosmart
Microsoft PowerPoint
Adobe Photoshop
HP Photosmart Share

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.

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**

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. **Fax Troubleshooting**
7. **Use Fax Features**
8. **Use Scan Features**
9. **Get Support**
0. **Product Overview**

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

(continued)

Available symbols	Description	Available when entering
-	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.



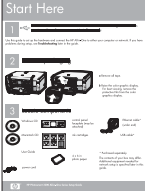



Note On a Mac, the features available in the HP Photosmart Mac software vary depending on the chosen device.

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

 A small booklet titled "Start Here" showing various HP All-in-One models and their features.	<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>
 A booklet titled "HP Photosmart 2600 series printer User Guide" showing a printer and a photo.	<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>
 A small icon of a bus, representing the HP Photosmart Software Tour.	<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>
 A screenshot of a software window titled "Onscreen Help" showing a list of topics.	<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

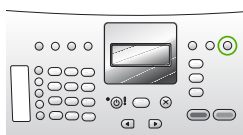


- provides information on how to view animated videos of common tasks you can perform with your software and device.
- The **Get step-by-step instructions** topic provides information on using the HP Photosmart Software with the HP All-in-One.
 - The **Explore what you can do** topic provides more information 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.

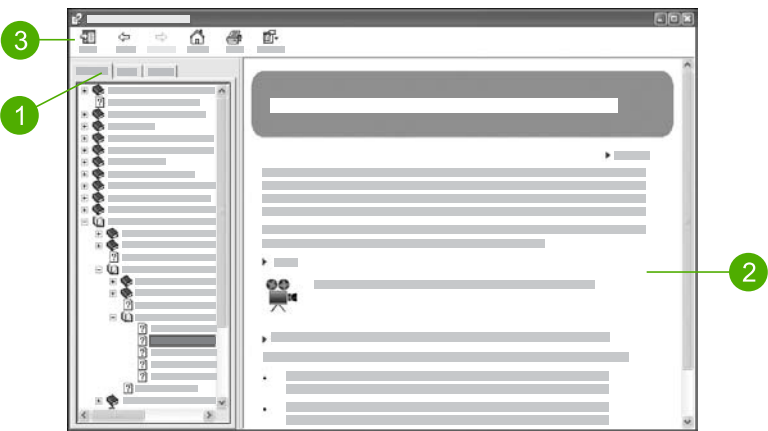
Use the Help on a Windows computer

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 **4300 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 **4300 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.

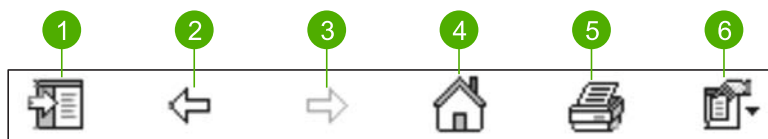
Display area

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.



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 **4300 series Help** section.
- For troubleshooting information about the HP All-in-One, double-click the **4300 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

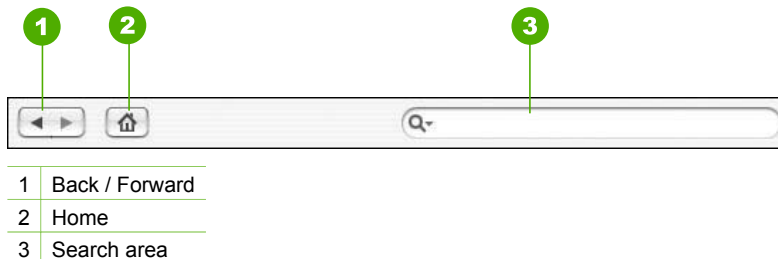
The display area in the right pane displays the Help topic you select from the **Contents** pane. Help topics include descriptive text, step-by-step instructions, and illustrations, if applicable.

- 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**.



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](#)
- [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 Beep Volume** and the **Phone Line Monitor Volume**.

The ring volume is the volume of the phone rings. The beep volume is the level of button press and error beeps. The default **Ring and Beep Volume** setting is **Soft**.

The **Phone Line Monitor Volume** is the volume of dial tones and fax tones. The default **Phone Line Monitor Volume** is **Medium**.

To adjust the **Ring and Beep 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**.

To adjust the **Phone Line Monitor Volume** from the control panel

1. Press **Setup**.
2. Press **4**, and then press **5**.
This selects **Basic Fax Setup** and then selects **Phone Line Monitor Volume**.
3. Press **▶** to select one of the options: **Medium**, **High**, or **Low**.
4. Press **OK**.

Connection information

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

- [Supported connection types](#)
- [Connect using a USB cable](#)

- [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 1.1 full speed peripheral connection port on the HP All-in-One.	All features are supported.	Follow the Setup Guide for detailed instructions.
Printer sharing	Five. The host computer must be on at all times in order to print from the other computers.	All features resident on the host computer are supported. Only printing is supported from the other computers.	Follow the instructions in Use printer sharing .

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.

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

- On both the client and host computers, do the following:
 - 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.

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.

- [Set up the HP All-in-One for faxing](#)
- [Change settings on the HP All-in-One to receive faxes](#)
- [Test your fax setup](#)
- [Set the fax header](#)

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	Case G: Fax line shared with computer dial-up	Not applicable.

(continued)

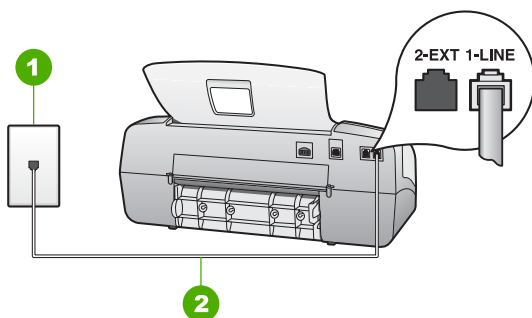
Other equipment/ services sharing your fax line	Recommended fax setup for parallel-type phone systems	Recommended fax setup for serial-type phone systems
(You answered Yes to question 5 only.)	modem (no voice calls received)	
Voice calls and computer dial-up modem (You answered Yes to questions 4 and 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.
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.

- Set the **Answer Mode** to **Fax**.
- (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).
- Run a fax test.

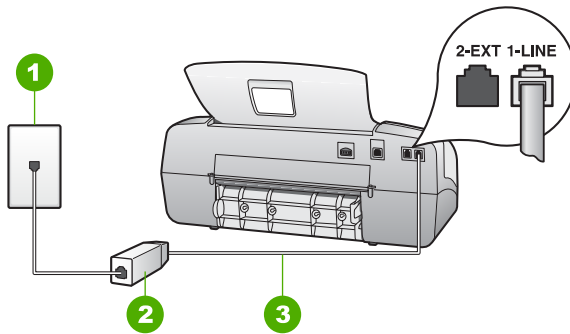
When the phone rings, the HP All-in-One will answer automatically after the number of rings you set in the **Rings to Answer** setting. Then it will begin emitting fax reception tones to the sending fax machine and receive the fax.

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".

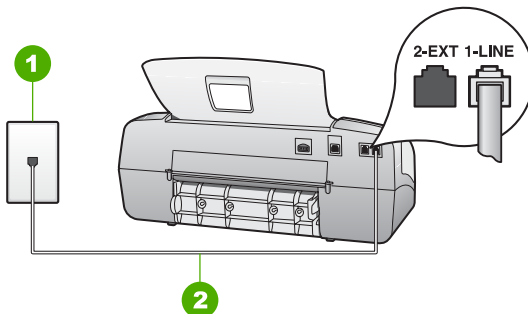


Note Many digital PBX systems include a call-waiting tone that is set to "on" by default. The call waiting tone will interfere with any fax transmission, and you will not be able to send or receive faxes with the HP All-in-One. Refer to the documentation that came with your PBX phone system for instructions 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. Set the **Answer Mode** to **Fax**.
3. Change the **Distinctive Ring** setting to match the pattern that the telephone company assigned to your fax number.



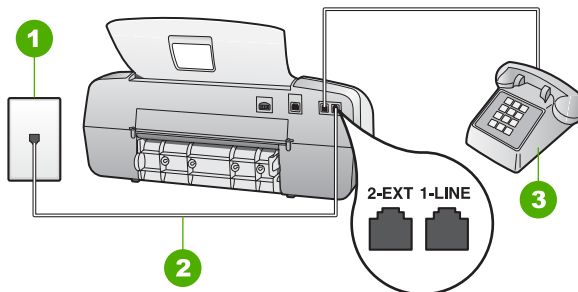
Note By default, the HP All-in-One is set to answer all ring patterns. If you do not set the **Distinctive Ring** to match the ring pattern assigned to your fax number, the HP All-in-One might answer both voice calls and fax calls or it might not answer at all.

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)

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

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. 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, set the **Answer Mode to Fax**.
 - 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, set the **Answer Mode to Tel**.
3. Run a fax test.
4. 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.

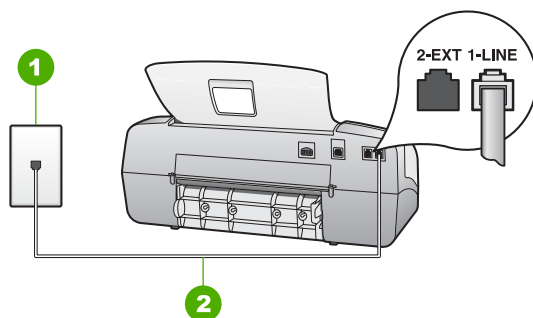
If you pick up the phone before the HP All-in-One answers the call and hear fax tones from a sending fax machine, you will need to answer the fax call manually.

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.

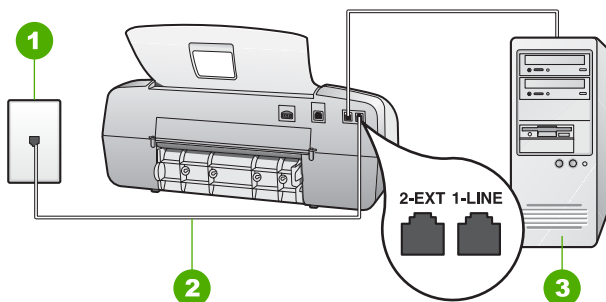
- Set the **Answer Mode** to **Tel**.
- Run a fax test.

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. Set the **Answer Mode** to **Fax**.
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.

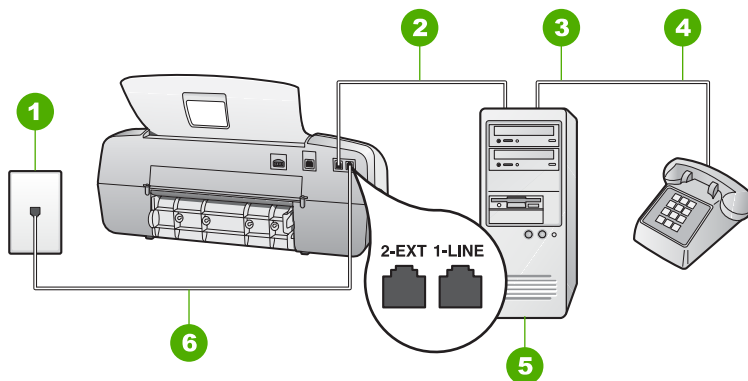
Since your computer dial-up modem shares the phone line with the HP All-in-One, you will not be able to use both your modem and the HP All-in-One simultaneously. For example, you cannot use the HP All-in-One for faxing if you are using your computer dial-up modem to send an e-mail or access the Internet.

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.



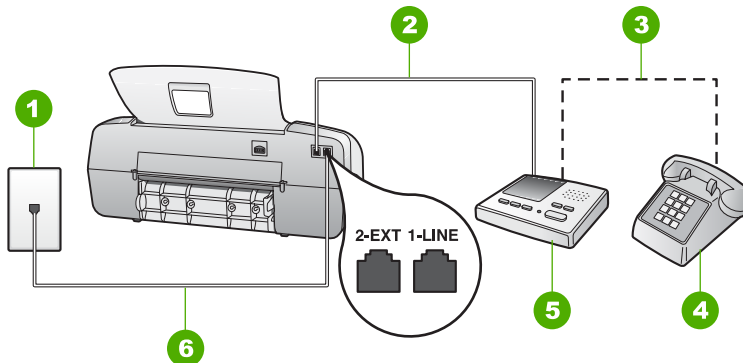
Note If you do not turn off the automatic fax reception setting in your modem software, the HP All-in-One will not be able to receive faxes.

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, set the **Answer Mode** to **Fax**.
 - 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, set the **Answer Mode** to **Tel**.
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. Set the **Answer Mode** to **AnswerMachine**.
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.

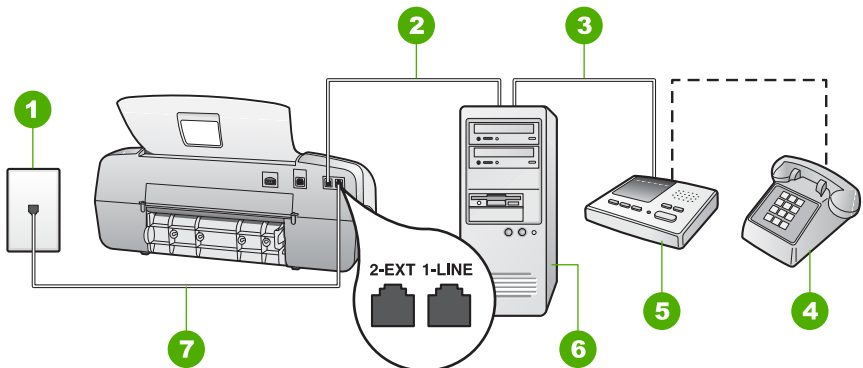
There are two different ways to set the HP All-in-One with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

- 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. Set the **Answer Mode** to **AnswerMachine**.
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.

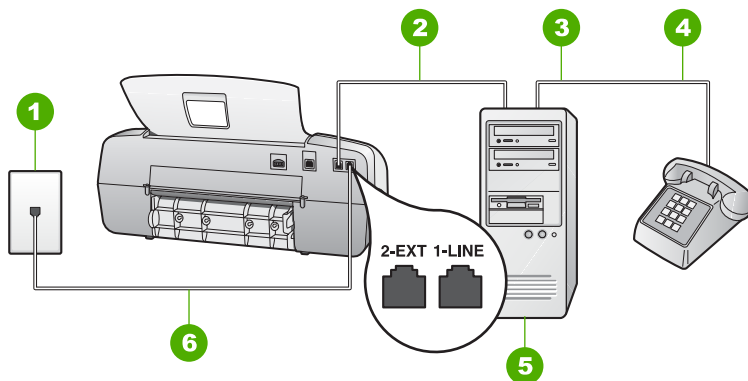
There are two different ways to set up the HP All-in-One with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

- 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. Set the **Answer Mode** to **Tel.**
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. The following modes are available:

Fax	The HP All-in-One will automatically answer incoming calls and receive faxes after the number of rings specified by the Rings to Answer setting. This is the default setting.
FaxTel (handset model only)	<p>The HP All-in-One automatically answers all incoming calls using the Rings to Answer setting. If the call is a fax call, the HP All-in-One will receive the fax. If the call is a voice call, the HP All-in-One will create a special ring to indicate it is a voice call. You will need to answer the incoming voice call using the attached handset.</p> <p>Note If the HP All-in-One determines the call is a voice call, only the HP All-in-One will ring with the special ring tone. The other phones on the same phone line will not ring at all. You will not be able to pick up the voice call using the other phones.</p>
Tel	The HP All-in-One will not answer calls. You will need to receive faxes manually.
AnswerMachine	The HP All-in-One will monitor the line when an incoming call is answered by a person or by the answering machine. If the HP All-in-One detects fax tones on the line, the HP All-in-One receives the fax.

To set the answer mode

1. Press **Answer Mode** to scroll through the available modes on the HP All-in-One.
2. When the appropriate option for your setup is shown on the display, press **OK** to select it.

Set the number of rings before answering

If you set the **Answer Mode** to **Fax**, **FaxTel** (handset model only), or **AnswerMachine** 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 answer ring pattern from the control panel

1. Verify that the **Answer Mode** on the HP All-in-One is set to **Fax** or **FaxTel** (handset model only).
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 copy, scan, or fax a single- or multiple-page letter-, A4-, or legal-size document by placing it in the document feeder tray.



Caution In areas of high humidity and temperature; avoid putting photo originals through the automatic document feeder. They could become jammed and damage your photos.

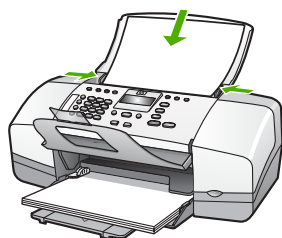


Tip To avoid scratches or other damage to your original photos, place your photo in a transparent photo sleeve before loading.

To load an original in the document feeder tray

1. Load your original print side down and top first in the center of 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 papers you loaded.

The automatic document feeder holds a maximum of 20 sheets of plain paper.



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



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

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.



Note 1 This device supports 10 x 15 cm (4 x 6 inch) with tab, A4-, letter-, and legal- (US only) size paper only.

Note 2 To achieve a borderless print, you must use 10 x 15 cm (4 x 6 inch) paper with tab. The HP All-in-One prints to the edge of three sides of the paper. When you remove the tab from the fourth side, you have a borderless print.

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. For more information, see [Technical information](#).
- 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.
- 10 x 15 cm (4 x 6 inch) photo paper with or without tabs.

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.

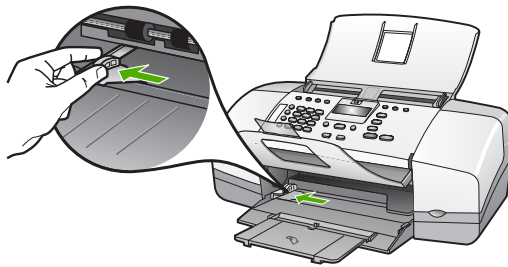
- [Load full-size paper](#)
- [Load 10 x 15 cm \(4 x 6 inch\) photo paper](#)
- [Load index cards](#)
- [Load envelopes](#)
- [Load other types of paper](#)

Load full-size paper

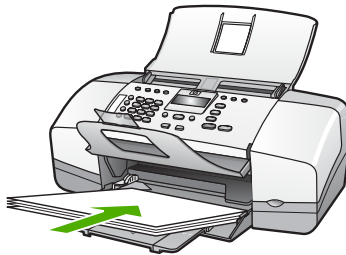
You can load many types of letter, A4, or legal paper into the input tray of the HP All-in-One.

To load full-size paper

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



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

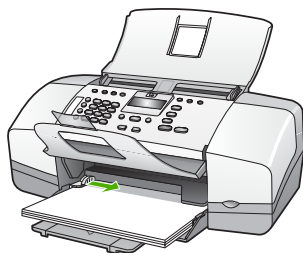


Caution Make sure that the HP All-in-One is idle and silent when you load paper into the input tray. If the HP All-in-One is servicing the print cartridges or otherwise engaged in a task, the paper stop inside the device might not be in place. You could push the paper too far forward, causing the HP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

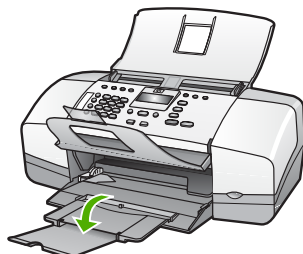


Tip If you are using letterhead, insert the top of the page first with the print side down. For more help on loading full-size paper and letterhead, refer to the diagram engraved in the base of the input tray.

4. 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.



5. 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 with tab.



Note For borderless printing, the HP All-in-One only supports printing 10 x 15 cm (4 x 6 inch) paper with tab.



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

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

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

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.

3. Slide the paper-width guide inward until it stops at the edge of the paper.

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



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

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.

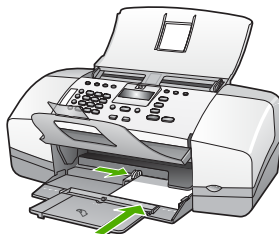
For best results, set the paper type and paper size before copying or printing.



Note The HP All-in-One leaves a 1.2 cm (.5 inch) border on one short edge. Before printing many cards, print one test card to make sure that the border does not crop your text.

To load index cards in the input tray

1. Remove all paper from the input tray.
 2. 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.
 3. 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.



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

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.

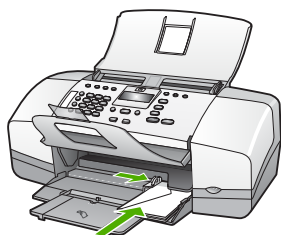
To load envelopes

1. Remove all paper from the input tray.
2. 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.

3. 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.



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)

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



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

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

HP Greeting Cards, HP Photo Greeting Cards, or HP Textured Greeting Cards (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.

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](#)
- [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 down and top first in the center of the document feeder tray.
2. Press **Fax**.
The **Enter Number** prompt appears.

3. 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.

4. Press **Start Black**.



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

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

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

To send a fax manually from a connected phone

1. Load your originals print side down and top first in the center of 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. 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 Black** or **Start Color**.



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

To send a fax manually from a phone using the attached handset (handset model only)

1. Load your originals print side down and top first in the center of the document feeder tray.
2. Pick up the handset that is attached to the HP All-in-One and dial the number by using the keypad on the control panel.
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 Black** or **Start Color**.



Note If prompted, press **1** to select **Send Fax**, and then press **Start Black** or **Start 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 down and top first in the center of the document feeder tray.
2. Press **Start Black** or **Start Color**.

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

Depending on the **Answer Mode** you select, the HP All-in-One can receive faxes automatically or manually. If you select the **Fax** (the default setting), **FaxTel** or **AnswerMachine** mode, the HP All-in-One will automatically answer incoming calls and receive faxes after the number of rings specified by the **Rings to Answer** setting. (The default **Rings to Answer** setting is five rings.) If the HP All-in-One is in **Tel** mode, you will need to receive faxes manually.

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](#)
- [Forward faxes to another number](#)
- [Block junk fax numbers](#)

Receive a fax manually

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



Note If the HP All-in-One has a handset, you can pick it up to talk or listen for fax tones.

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, press **Answer Mode** repeatedly until the **Tel** mode appears so the HP All-in-One manually receives a fax.

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 Black** or **Start 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.

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**, **On Error Only**, and **Off**.

- **On** is 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 one or all of the most recently printed faxes if they are still saved in memory.



Note 1 After the memory becomes full, 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.

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.

- **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.

You can reprint one or all 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. Press ► until **One fax** or **All Faxes** appears and then press **OK**.
5. 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**.

Forward faxes to another number

You can set up the HP All-in-One to forward your faxes to another fax number. If you receive a color fax, the HP All-in-One forwards the fax in black and white.

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

To forward faxes from the control panel

1. Press **Setup**.
2. Press **5**, and then press **8**.
This selects **Advanced Fax Setup** and then selects **Fax Forwarding Black Only**.

3. Press **►** until **On-Forward** or **On-Print & Forward** appears, and then press **OK**.
 - Choose **On-Forward** if you want to forward the fax to another number without printing a backup copy on the HP All-in-One.



Note If the HP All-in-One is not able to forward the fax to the designated fax machine (if it is not turned on, for example), the HP All-in-One will print the fax. If you set up the HP All-in-One to print error reports for received faxes, it will also print an error report.

- Choose **On-Print & Forward** to print a backup copy of your received fax on the HP All-in-One while forwarding the fax to another number.
4. At the prompt, enter the number of the fax machine that will receive the forwarded faxes.
 5. At the prompt, enter a start time and date and a stop time and date.
 6. Press **OK**.

Fax Forwarding appears on the display.

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



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

Block junk fax numbers

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

- [Set the junk fax mode](#)
- [Add numbers to the junk fax list](#)
- [Remove numbers from the junk fax list](#)



Note This feature is not supported in all countries/regions. If it is not supported in your country/region, **Junk Fax Blocker Set Up** does not appear in the **Basic Fax Setup** menu.

Set the junk fax mode

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

To set the junk fax mode

1. Press **Setup**.
2. Press **4**, and then press **6**.

- This selects **Basic Fax Setup** and then selects **Junk Fax Blocker Set Up**.
3. Press **4** to select **Block Junk Fax**.
4. Press **►** to select **On** or **Off**, and then press **OK**.

Add numbers to the junk fax list

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

To select a number from the caller ID list

1. Press **Setup**.
2. Press **4** and then press **6**.
This selects **Basic Fax Setup** and then selects **Junk Fax Blocker Set Up**.
3. Press **1**, and then press **1**.
This selects **Add Number to Junk List** and then selects **Select Number**.
4. Press **►** to scroll through the numbers from which you have received faxes. When the number you want to block appears, press **OK** to select it.
5. When the **Select Another?** prompt appears, do one of the following:
 - If you want to add another number to the list of junk fax numbers, press **1** to select **Yes**, and then repeat step 4 for each number you want to block.
 - If you are done, press **2** to select **No**.

To manually enter a number to block

1. Press **Setup**.
2. Press **4**, and then press **6**.
This selects **Basic Fax Setup** and then selects **Junk Fax Blocker Set Up**.
3. Press **1**, and then press **2**.
This selects **Add Number to Junk List** and then selects **Enter Number**.
4. Use the keypad to enter a fax number to block and then press **OK**.
Make sure you enter the fax number as it appears on the display, and not the fax number that appears on the fax header of the received fax, as these numbers can be different.
5. When the **Enter Another?** prompt appears, do one of the following:
 - If you want to add another number to the list of junk fax numbers, press **1** to select **Yes**, and then repeat step 4 for each number you want to block.
 - If you are done, press **2** to select **No**.

Remove numbers from the junk fax list

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

To remove numbers from the list of junk fax numbers

1. Press **Setup**.
2. Press **4**, and then press **6**.
This selects **Basic Fax Setup** and then selects **Junk Fax Blocker Set Up**.
3. Press **2**.

This selects **Remove Number from Junk List**.

4. Press ► to scroll through the numbers you have blocked. When the number you want to remove appears, press **OK** to select it.
5. When the **Delete Another?** prompt appears, do one of the following:
 - If you want to remove another number from the list of junk fax numbers, press **1** to select **Yes**, and then repeat step 4 for each number you want to block.
 - If you are done, press **2** to select **No**.

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 **1**.
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.



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](#)
- [Stop copying](#)

Make a copy

You can make quality copies from the control panel.

To make a copy from the control panel

1. Make sure you have paper loaded in the input tray.
2. Load your originals print side down and top first in the center of the document feeder tray.
Place the pages so that the top edge of the document goes in first.
3. Press **Copy** and then do one of the following:
 - Press **Start Black** to initiate a black-and-white copy job.
 - Press **Start Color** to initiate a color copy job.



Note If you have a color original, pressing **Start Black** produces a black-and-white copy of the color original, while pressing **Start 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. Press **Copy** repeatedly to display the appropriate options. The following options are available:
 - **Number of Copies**
 - **Reduce / Enlarge**
 - **Copy Quality**
 - **Copy Paper Size**
 - **Paper Type**
 - **Lighter / Darker**

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

To save the current settings as defaults for future jobs

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

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) 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 originals print side down and top first in the center of the document feeder tray.
2. Press **Scan**.

- The **Scan To** menu appears on the display.
3. Press **OK** to select the default application to receive the scan, or use the arrow buttons to highlight a different application, and then press **OK**.
-  **Tip** To force the scan to be in black and white, press **Start Black** instead of pressing **OK**.

The HP All-in-One sends the scan to the selected application.

Stop scanning

To stop scanning

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

9 Maintain the HP All-in-One

The HP All-in-One requires little maintenance. Sometimes you might want to clean the glass strip inside the automatic document feeder to 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 strip or white strip inside the automatic document feeder. You might also want to dust the exterior of the HP All-in-One.

- [Clean the glass strip](#)
- [Clean the white strip](#)
- [Clean the exterior](#)

Clean the glass strip

Minor debris can accumulate on the glass strip located inside the automatic document feeder. This can cause print quality issues such as streaks or lines to appear on your printouts.

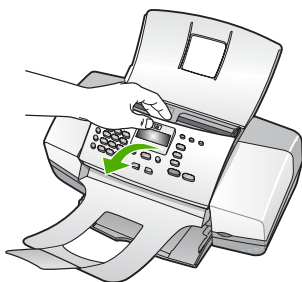
To clean the glass strip inside the automatic document feeder

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



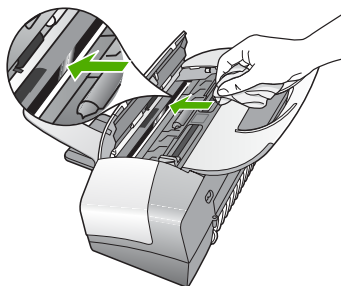
Note Depending how long the HP All-in-One is unplugged, the date and time might be erased. You might need to reset the date and time later, when you plug the power cord back in.

2. Lift the cover of the automatic document feeder.



There is a glass strip under the automatic document feeder.

3. 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.

4. Close the automatic document feeder cover.
5. Plug in the power cord, and then turn on the HP All-in-One.



Caution Make sure you close the automatic document feeder cover before loading any paper or originals. If you do not close the cover, you might damage the mechanism.

Clean the white strip

Minor debris can accumulate on the white strip located inside the automatic document feeder.

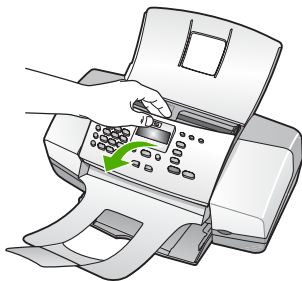
To clean the white strip

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

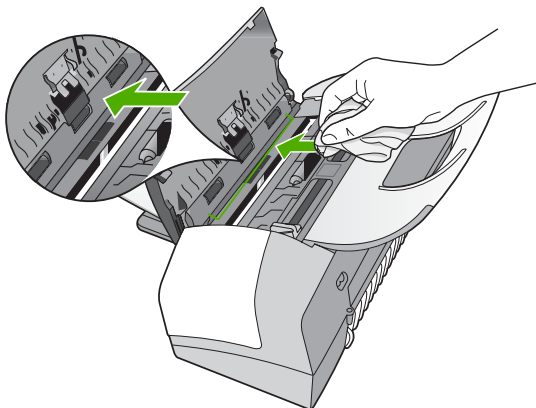


Note Depending how long the HP All-in-One is unplugged, the date and time might be erased. You might need to reset the date and time later, when you plug the power cord back in.

2. Lift the cover of the automatic document feeder.



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



4. If further cleaning is needed, repeat the previous steps using isopropyl (rubbing) alcohol, and wipe the strip 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.

5. Close the automatic document feeder cover.
6. Plug in the power cord, and then turn on the HP All-in-One.



Caution Make sure you close the automatic document feeder cover before loading any paper or originals. If you do not close the cover, you might damage the mechanism.

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.

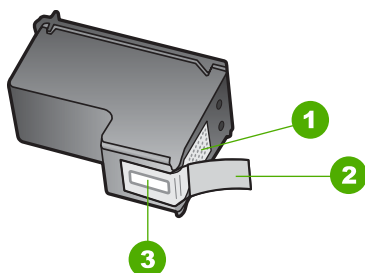
Work with print cartridges

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.

To replace the print cartridges

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



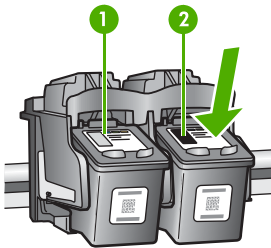
Caution If the HP All-in-One is off when you open the print cartridge door to access the print cartridges, the HP All-in-One will not release the cartridges for changing. You might damage the HP All-in-One if the print cartridges are not docked safely on the right side when you try to remove them.

2. Open the print cartridge door.

The print carriage should move to the far right side of the HP All-in-One. If the print carriage does not move to the right side, close the door. Then, turn the HP All-in-One off, and then on again.

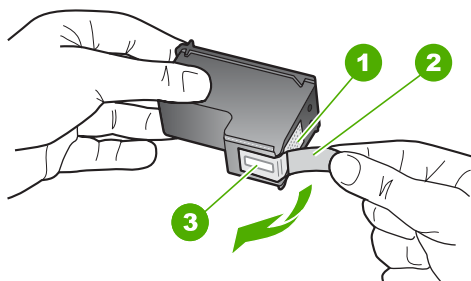


3. Wait until the print carriage is idle and silent, and then lightly press down on a print cartridge to release it.
If you are replacing the tri-color print cartridge, remove the print cartridge from the slot on the left.
If you are replacing the black print cartridge, remove the print cartridge from the slot on the right.



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

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



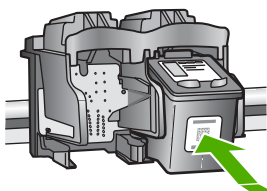
1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape



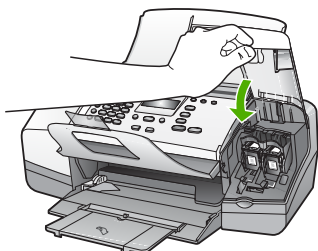
Caution Do not touch the copper-colored contacts or ink nozzles. Touching these parts can result in clogs, ink failure, and bad electrical connections.



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 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**.

The HP All-in-One prints a print cartridge alignment sheet.

11. Load the print cartridge alignment sheet print side down and top first in the center of the document feeder tray, and then press **OK**.

The HP All-in-One aligns the print cartridges. Recycle or discard the print cartridge alignment sheet.

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



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

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.

The HP All-in-One prints a print cartridge alignment sheet.

2. Load the print cartridge alignment sheet print side down and top first in the center of the document feeder tray, and then press **OK**.

The HP All-in-One aligns the print cartridges. Recycle or discard the print cartridge alignment sheet.

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.



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.

2. Press **Setup**.
3. Press **6**, then press **2**.

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

- The HP All-in-One prints a print cartridge alignment sheet.
4. Load the print cartridge alignment sheet print side down and top first in the center of the document feeder tray, and then press **OK**.
The HP All-in-One aligns the print cartridges. Recycle or discard the print cartridge alignment sheet.

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.



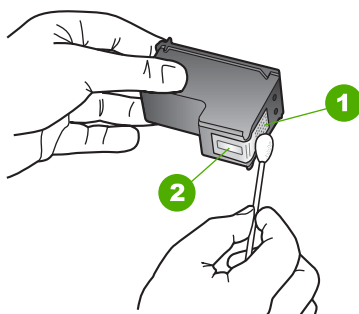
Note Depending how long the HP All-in-One is unplugged, the date and time might be erased. You might need to reset the date and time later, when you plug the power cord back in.

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.

10 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 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 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.

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 4300 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

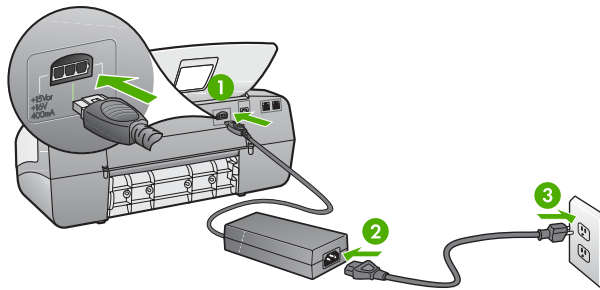
Use this section to solve any problems you might encounter while setting up the HP All-in-One hardware.

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:

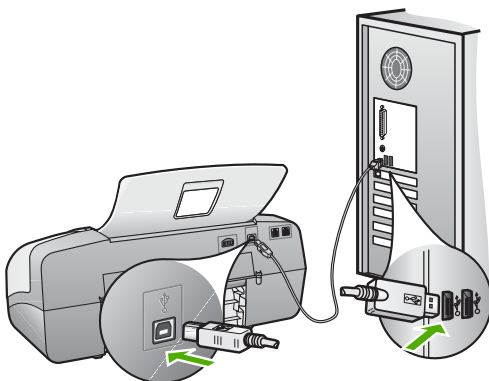
www.hp.com/support

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.

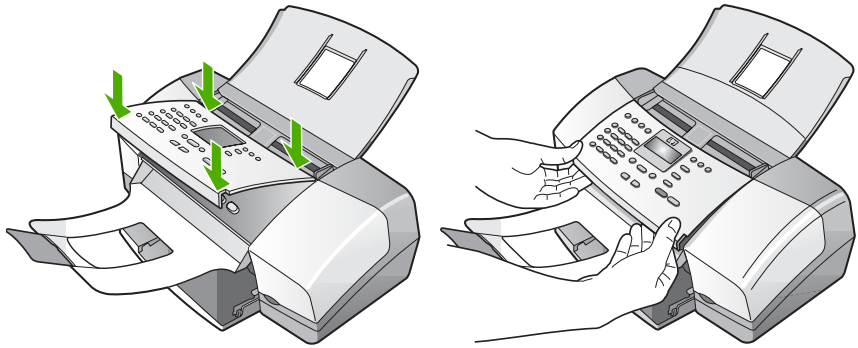
Once you have installed the software, connecting your computer to the HP All-in-One with a USB cable is straightforward. Simply plug one end of the USB cable into the back of your computer and the other into the back of the HP All-in-One. You can connect to any USB port on the back of your computer.



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. Ensure that there are no buttons trapped under the cover and that all buttons are visible and extend to the same height.



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.

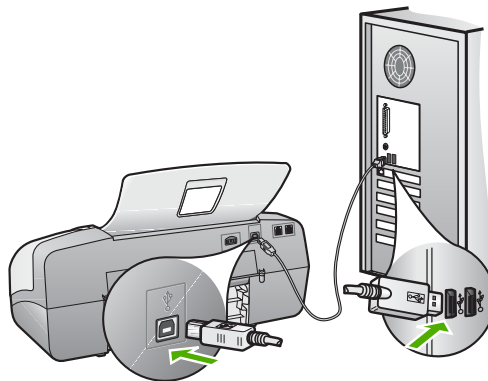
The HP All-in-One does not print

Solution If the HP All-in-One and computer 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 light next to the **On** button is not lit, the HP All-in-One is turned off. Make sure the power cord is firmly connected to the HP All-in-One and plugged into a power outlet. Press the **On** button to turn on the HP All-in-One.
- 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. 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.

If you remove any packaging material, 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.

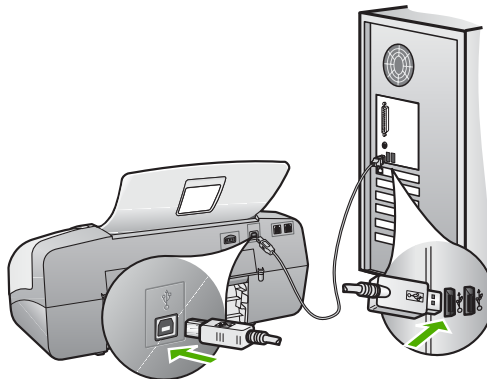
For more information about installing the HP Photosmart Essential software, see the Setup Guide that came with the HP All-in-One.

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 does not 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 4300 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 4300 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.

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.

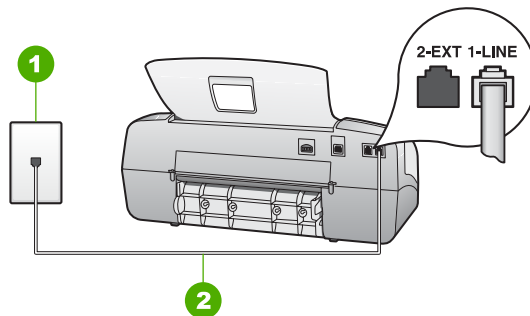
The "Phone Cord Connected to Correct Port on Fax" test failed

Solution Plug the phone cord into the correct port.

- 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.



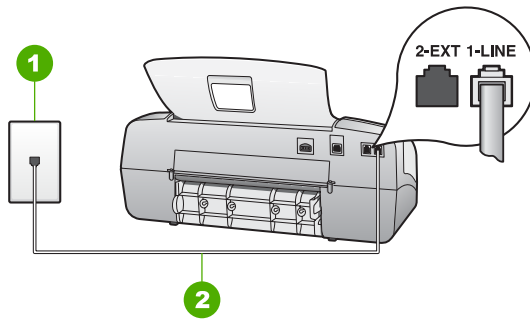
Back view of the HP All-in-One

- | | |
|---|---|
| 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 |
- 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.
 - 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 your HP All-in-One to an analog phone line or you will not be able to send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect 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](#).

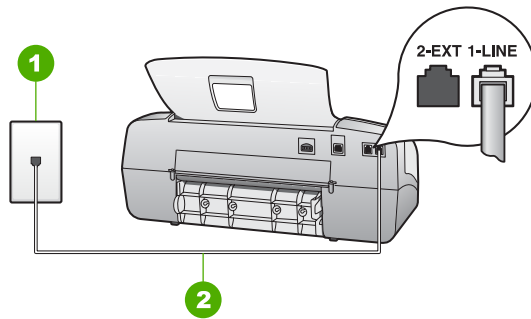
The HP All-in-One is having problems sending and receiving faxes

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 your 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.

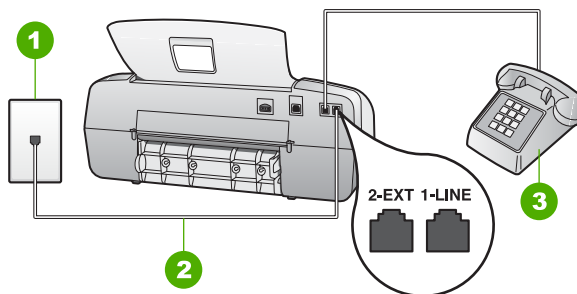
If the phone line is still noisy, contact your telephone company. For information on turning your DSL modem off, contact your DSL provider for support.

- 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

- 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 **Tel**, 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

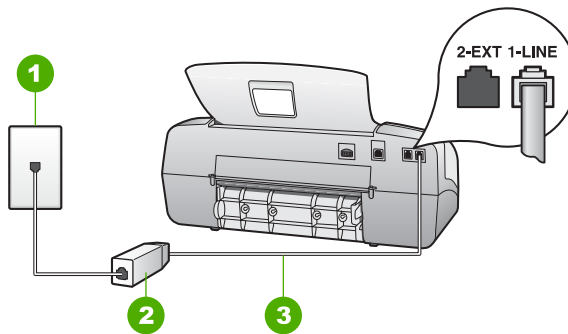
Solution If the phone cord that came with the HP All-in-One is not long enough, you can use a coupler to extend the length. You can purchase a coupler at an electronics store that carries phone accessories. You will also need another phone cord, which can be a standard phone cord that you might already 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.

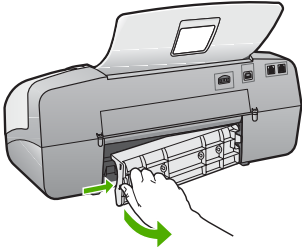
Paper can also jam in the automatic document feeder. Several common actions can cause paper to jam the automatic document feeder:

- Placing too much paper in the document feeder tray. The document feeder tray holds a maximum of 20 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.



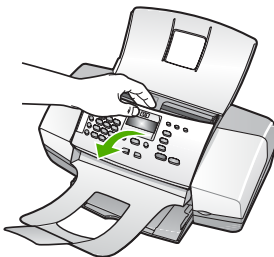
2. Gently pull the paper out of the rollers.

 **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. 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 Black**. As the plain paper passes through the automatic document feeder, the paper releases and absorbs residue from the rollers and separator pad.

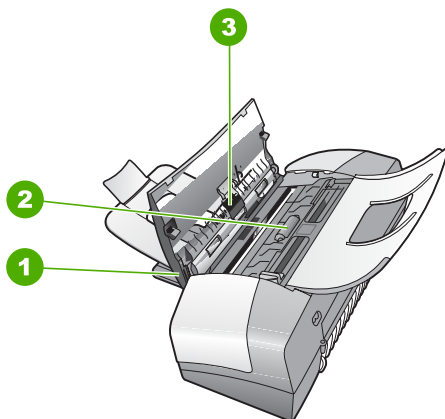


Tip If the automatic document feeder does not pick up the plain paper, try cleaning the front roller. Wipe the roller with a soft lint-free cloth dampened with distilled water.

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

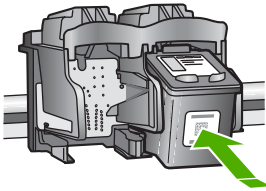
If you are experiencing problems with printing, you might have a problem with one of the print cartridges.

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 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
België	070 300 005	22 404747	المغرب
Belgique	070 300 004	Nederland	0900 2020 165 (0,20 € / min)
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 (Pacifitel)	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、修理代と配送料は無料です。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しっかり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.

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 and unplugged the HP All-in-One.

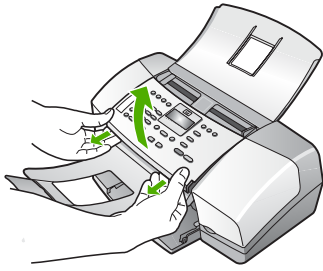


Caution 1 The HP All-in-One must be unplugged before following these steps.

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.



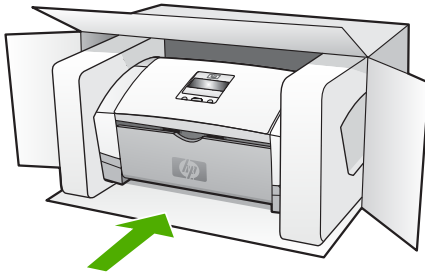
Note See the Setup Guide that came with the HP All-in-One for instructions on how to attach your control panel faceplate. The replacement HP All-in-One might come with instructions for setting up your device.

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.

13 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 (16 lb. paper)	up to 20 (16 lb. paper)	up to 20
Legal paper	20 to 24 lb. (75 to 90 gsm)	up to 100 (16 lb. paper)	up to 20 (16 lb. paper)	up to 15
Cards	up to 110 lb. index (200 gsm)	20	10	N/A
Envelopes	20 to 24 lb. (75 to 90 gsm)	10	10	N/A
Transparency film	N/A	25	up to 10	N/A
Labels	N/A	up to 20	up to 10	N/A
4 x 6 inch photo paper	up to 145 lb. (236 gsm)	30	20	N/A
8.5 x 11 inch photo paper	N/A	40	20	N/A

* Maximum capacity. The input tray has a maximum input stack height capacity of 10 mm.

† 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	A4: 210 x 297 mm (8.3 x 11.7 inches) Legal: 216 x 356 mm (8.5 x 14 inches) B5–JIS: 182 x 257 mm (7.2 x 10.1 inches)
Envelopes	U.S. #10: 105 x 241 mm (4.13 x 9.5 inches)

(continued)

Type	Size
	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	10 x 15 cm (4 x 6 inches) Letter: 216 x 280 mm (8.5 x 11 inches) A4: 210 x 297 mm
Cards	Index card: 127 x 203 mm (5 x 8 inches) A4: 210 x 297 mm
Labels	Letter: 216 x 279 mm (8.5 x 11 inches) A4: 105 x 149 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)	1.5 mm (0.06 inches)	12.7 mm (0.50 inches)	6.4 mm (0.25 inches)
ISO (A4, A5) and JIS (B5)	1.8 mm (0.07 inches)	12.7 mm (0.50 inches)	3.2 mm (0.13 inches)
Envelopes	3.2 mm (0.13 inches)	3.2 mm (0.13 inches)	1.0 mm (0.04 inches)
Cards	1.0 mm (0.04 inches)	12.7 mm (0.50 inches)	3.2 mm (0.13 inches)

Print specifications

- Resolution: 1200 x 1200 dpi black, 4800 optimized dpi color, 4800 dpi 6 ink
- Method: drop-on-demand thermal inkjet
- Language: Lightweight Imaging Device Interface Language (LIDIL)
- Duty cycle: 1000 pages per month

Copy specifications

- Digital image processing
- Up to 99 copies from original (varies by model)
- Digital zoom: from 25 to 400% (varies by model)

Mode	Type	Scan resolution (dpi)*
Best	Black	up to 600 x 1200

(continued)

Mode	Type	Scan resolution (dpi)*
Normal	Color	up to 600 x 1200
	Black	up to 300 x 300
Fast	Color	up to 300 x 300
	Black	up to 300 x 300
	Color	up to 300 x 300

* Maximum at 400% scaling.

Fax specifications

- Walk-up black-and-white and color fax capability.
- Up to 100 speed dials (varies by model).
- Up to 200-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.
- 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
- Twain-compliant interface
- Resolution: 1200 x 1200 dpi optical, up to 19,200 dpi enhanced
- Color: 16-bit per RGB color, 48-bit total
- Sheet feed scanner: maximum scan width 216 mm (8.5 inches), maximum scan length 356 mm (14 inches)

Physical specifications

- Height: 330.2 mm (13 inches)
- Width: 416.6 mm (16.4 inches)
- Depth: 203.2 mm (8 inches)
- Weight: 5.5 kg (12 pounds)

Power specifications

- External AC adaptor input (max): 100 to 240 VAC, 1A, 50-60 Hz
- System DC input (max): 15 Vdc or 16 Vdc at 400 mA, 32Vdc at 500 mA



Note The AC adaptor shipped might be specified to provide more power than system DC input (max) requirement above.

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: 2MB ROM, 16 MB RAM

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 and external power supply qualify 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 and EN 12281:2002.

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of 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-0604-02 or SDBOB-0604-03. This

regulatory number should not be confused with the marketing name (HP Officejet 4300 All-in-One series, etc.) or product number (Q8080A, Q8087A, Q8090A, etc.).

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 For HP Officejet 4300 All-in-One series models that include a telephone handset, this equipment is hearing aid compatible.

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、家庭環境でを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 4300 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-0604-01, SDGOB-0604-02, SDGOB-0604-03

Declares, that the product:

Product Name: HP Officejet 4300 All-in-One Series, HP Fax 1250

Power Adapter(s) HP part#: 0957-2146, 0957-2119, 0957-2201

Conforms to the following Product Specifications:

Safety: IEC 60950-1: 2001 / EN 60950-1: 2001
UL 60950-1: 2003 / CAN/CSA-22.2 No. 60950-1-03
NOM 019-SFCL-1993, AS/NZS 60950: 2000, GB4943: 2001

EMC: EN 55022:1994 + A1:1995 + A2:1997 / CISPR 22:1993 + A1:1995 + A2:1996
EN 55024:1998 +A1:2001 + A2:2003 / CISPR 24:1997 + A1: 2001 + A2:2003
IEC 61000-3-2: 2000 / EN 61000-3-2: 2000
IEC 61000-3-3:1994 +A1:2001 / EN 61000-3-3:1995 +A1:2001
FCC Part 15-Class B/ICES-003, Issue 4 / GB9254: 1998

Telecom: TBR 21:1998
TBR38:1998 (*SDGOB-0604-03 only*)
AS/ACIF S002: 2001+A1
TIA/EIA/968:2001
FCC Part 68

Supplementary Information:

- 1) 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 & IV) and carries the CE-marking accordingly. The product was tested in a typical configuration
- 2) The product was tested in a typical configuration. For regulatory purpose, this product is assigned a Regulatory Model Number (RMN). This number should not be confused with the product name or number.
- 3) 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. (2) This device must accept any interference received, including interference that may cause undesired operation.

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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