HP Photosmart C5100 All-in-One series

Basics Guide

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Basics Guide

Hewlett-Packard Company notices

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1 HP All-in-One overview

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

> **Note** This guide introduces basic operations and troubleshooting, as well as providing information for contacting HP support and ordering supplies.
>
> The onscreen Help details the full range of features and functions, including use of the HP Photosmart software that came with the HP All-in-One. For more information, see Access the onscreen Help.

Print photos

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

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.

Copy

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

Scan

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.

The HP All-in-One at a glance
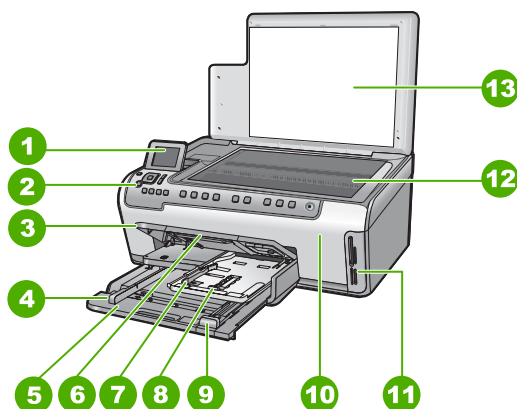
Label	Description
1	Color graphics display (also referred to as the display)
2	Control panel
3	Output tray (currently shown in the up position)
4	Paper-width guide for the main input tray
5	Main input tray (also referred to as the input tray)
6	Paper tray extender (also referred to as the tray extender)
7	Paper-width and paper-length guides for the photo tray
8	Photo tray
9	Paper-length guide for the main input tray
10	Ink cartridge door
11	Memory card slots
12	Glass
13	Lid backing
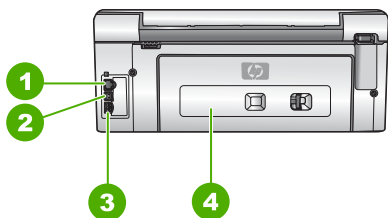
Label	Description
1	Ethernet port
2	USB port
3	Power connection*
4	Rear door

* Use only with the power adapter supplied by HP.

Control panel features

The following diagram and related table provide a quick reference to the HP All-in-One control panel features.
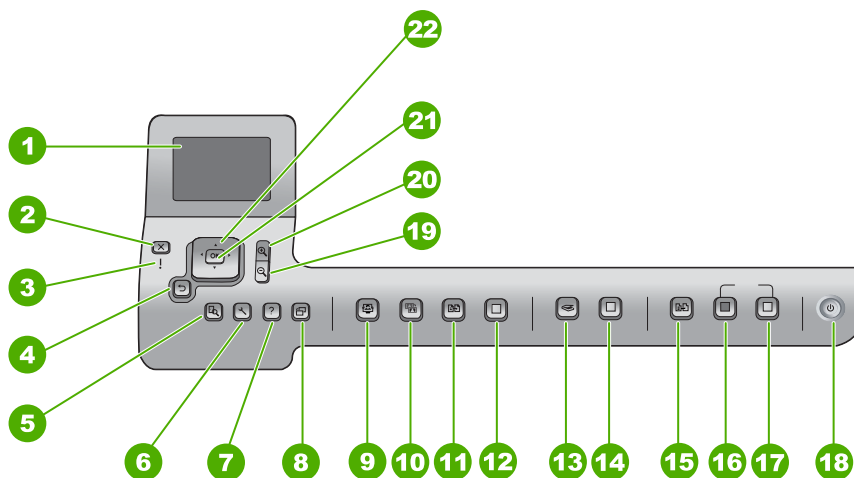
Label	Name and Description
1	Color graphics display (also referred to as the display): Shows menus, photos, and messages. The display can be pulled up and angled for better viewing.
2	**Cancel**: Stops the current operation and returns to the main screen.
3	Attention light: Indicates a problem occurred. See the display for more information.
4	Back button: Returns to the previous screen on the display.
5	**Preview**: Displays a preview of a copy or photo job.
6	**Setup**: Presents the **Setup Menu** for generating reports, changing fax and network settings, and accessing tools and preferences.
7	**Help**: Opens the **Help Menu** on the display where you can select a topic to learn more about it. Depending on the topic you select, the topic will appear on your display or on your computer screen.
8	**Rotate**: Rotates the currently displayed photo 90 degrees clockwise. Subsequent presses continue to rotate the photo 90 degrees.
9	**Photosmart Express**: Launches the **Photosmart Express** menu for printing, saving, editing, and sharing photos.
10	**Photo Fix**: Automatically adjusts a photo for viewing or printing when turned on. Features include color effects, photo brightness, frames, and red-eye removal. Press **Photo Fix** to turn the feature off and on. By default, this feature is turned on.
11	**Reprints**: Scans a photo and prints it.

Label	Name and Description
12	**Print Photos**: Prints the photos selected on your memory card. If no photos are currently selected, the HP All-in-One prints the photo currently showing on the display. From the idle state, pressing the **Print Photos** button launches the **Photosmart Express** menu.
13	**Scan Menu**: Opens the **Scan Menu** where you can select a destination for your scan.
14	**Start Scan**: From the idle state, pressing the **Start Scan** button opens the **Scan Menu** where you can choose a destination for your scan. If you are already in the **Scan Menu**, it sends the scan job to the highlighted destination.
15	**Copy Menu**: Selects copy options, such as number of copies, paper size, and paper type.
16	**Start Copy Black**: Starts a black-and-white copy.
17	**Start Copy Color**: Starts a color copy.
18	**On**: Turns the HP All-in-One on or off. When the HP All-in-One is off, a minimal amount of power is still supplied to the device. To completely remove power, turn the HP All-in-One off, and then unplug the power cord.
19	Zoom Out: Zooms out to show more of a photo or multiple photos at the same time on the display.
20	Zoom In: Zooms in to enlarge the image on the display. You can also use this button to adjust the crop box when printing.
21	**OK**: Selects a menu, setting, or value displayed on the display.
22	Direction pad: Allows you to navigate through menu options by pressing the up, down, left, or right arrow buttons. If you are zooming in on a photo, you can also use the arrow buttons to pan around the photo and select a different area to print.

Use the HP Photosmart software

You can use the HP Photosmart software (Windows) or the HP Photosmart Mac software (Mac) that you installed with the HP All-in-One to access many features not available from the control panel. The software provides a fast and easy way to make prints of your photos or to purchase prints online. It also provides access to other basic software features, such as saving, viewing, and sharing your photos.

For more information about the software, see the onscreen Help.

Find more information

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

- **Setup Guide**
  The Setup Guide provides instructions for setting up your HP All-in-One and installing software. Make sure you follow the steps in the Setup Guide in order.
  If you have problems during setup, see Troubleshooting in the last section of the Setup Guide, or see Troubleshooting and support in this guide.
- **HP Photosmart Software Tour** (Windows)
  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.
- **Onscreen Help**
  The onscreen Help provides detailed instructions on features of your HP All-in-One that are not described in this Basics Guide, including features that are only available using the software you installed with your HP All-in-One.
  For more information, see Access the onscreen Help.
- **Help from your device**
  Help is available from your device and contains additional information on select topics.
  To access help from the control panel, press the **Help** button.
- **Readme**
  The Readme file contains the most recent information which might be 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.

Access the onscreen Help

This 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.

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.

**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.

Finish setting up networking

This section describes how to connect the HP All-in-One to a network and how to view and manage network settings.

Wired network setup

This section describes how to connect the HP All-in-One to a router, switch, or hub using an Ethernet cable and how to install the HP All-in-One software for a network connection.
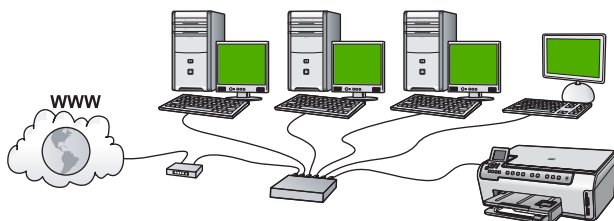
What you need for a wired network

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

❑ A functional Ethernet network that includes a router, switch, or hub with an Ethernet ports.

❑ CAT-5 Ethernet cable.
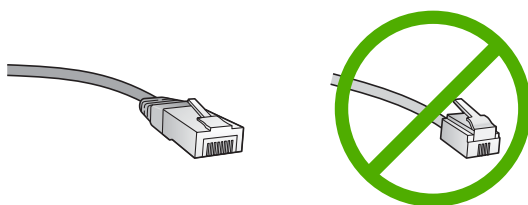
Although standard Ethernet cables look similar to standard telephone cables, they are not interchangeable. There is a different number of wires in each one, and each has a different connector. An Ethernet cable connector (also called an RJ-45 connector) is wider and thicker and always has 8 contacts on the end. A phone connector has between 2 and 6 contacts.

❑ A desktop computer or laptop with an Ethernet connection.

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

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

Connect the HP All-in-One to the network

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

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

1. Remove the yellow plug from the back of the HP All-in-One.
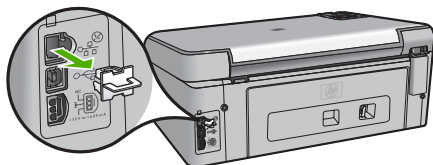
2. Connect the Ethernet cable to the Ethernet port on the back of the HP All-in-One.
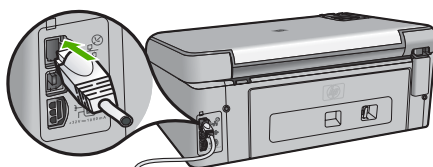
3. Connect the other end of the Ethernet cable to an available port on your Ethernet router or switch.
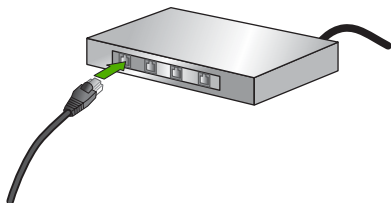
4. Once you have connected the HP All-in-One to the network, install the software.

Install the software for a network connection

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

> **Note 1** If your computer is configured to connect to a series of network drives, make sure that your computer is currently connected to these drives before installing the software. Otherwise, HP All-in-One installation software might try to use one of the reserved drive letters, and you will not be able to access that network drive on your computer.
>
> **Note 2** Installation time can range from 20 to 45 minutes depending on your operating system, the amount of available space, and the processor speed of your computer.

To install the Windows HP All-in-One software

1. Quit all applications running on your computer, and any firewall or virus detection software.
2. Insert the Windows CD that came with the HP All-in-One into the CD-ROM drive on your computer and follow the onscreen instructions.
3. If a dialog box pertaining to firewalls appears, respond as follows:
    –   The **Issues Stopping Installation** screen means that a firewall or anti-spyware program might be running that could interfere with the HP Software Installation. For best results, temporarily disable the firewall or anti-spyware programs during installation. See your firewall documentation for instructions. After the installation is complete you can re-enable the firewall or anti-spyware programs.

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

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

To install the Mac HP All-in-One software

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

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

Load originals and load paper

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

To load an original on the glass

1. Lift the lid on the HP All-in-One.
2. Load your original print side down in the right front corner of the glass.

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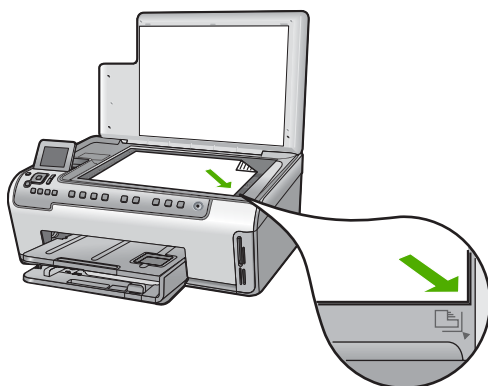
3. Close the lid.

To load full-size paper

1. Pull out the input tray, and then slide the paper-width and paper-length guides to their outermost positions.
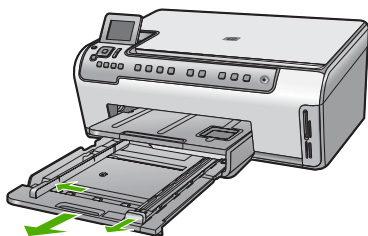
2. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
   – Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
   – Make sure all the paper in the stack is the same size and type.

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

    Tip If you are using letterhead, insert the top of the page first with the print side down. For more help on loading full-size paper and letterhead, refer to the diagram engraved in the base of the input tray.
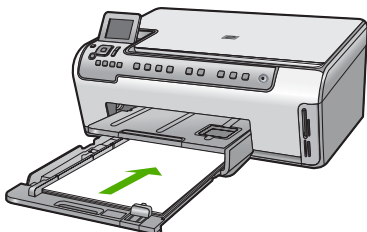
4. Slide the paper-width and paper-length guides inward until they stop at the edges of the paper.
    Do not overload the input tray; make sure the stack of paper fits within the input tray and is no higher than the top of the paper-width guide.
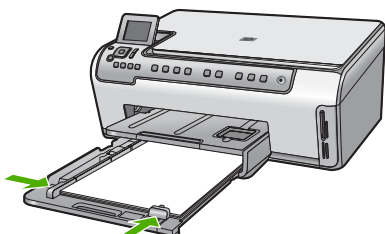
5. Push the input tray back into the HP All-in-One.
6. Pull the output tray extender toward you, as far as it will go. Flip the paper catch at the end of the output tray extender to open the extender the rest of the way.
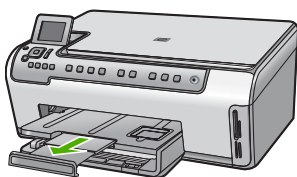
    Note When you use legal-size paper, leave the tray extender closed.

To load 10 x 15 cm (4 x 6 inch) photo paper in the photo tray
1.   Raise the output tray, and then pull out the photo tray.
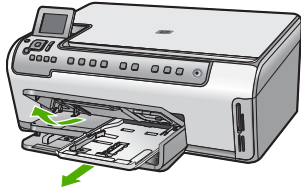
2.   Insert the stack of photo paper into the photo tray with the short edge forward and the print side down. Slide the stack of photo paper forward until it stops.
     If the photo paper you are using has perforated tabs, load the photo paper so that the tabs are closest to you.
3.   Slide the paper-length and paper-width guides inward against the stack of photo paper until the guides stop.
     Do not overload the photo tray; make sure the stack of photo paper fits within the photo tray and is no higher than the top of the paper-width guide.
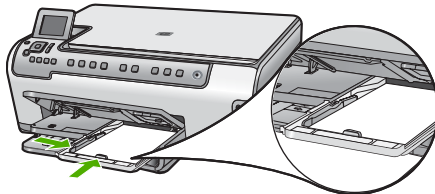
4.   Push in the photo tray, and then lower the output tray.

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.
●   If you are printing labels, ensure that the label sheets 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, and cause paper jams.
●   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.

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 original print side down in the right front corner of the glass.
3. Press **Start Copy Black** or **Start Copy Color** to begin copying.

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. 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 save a scan to a memory card
1. Make sure your memory card is inserted into the appropriate slot on the HP All-in-One.
2. Load your original print side down in the right front corner of the glass.
3. Press the **Scan Menu** button.
4. Press ▼ to highlight **Scan to Memory Card**, and then press **OK**.
    The HP All-in-One scans the image and saves the file to the memory card in the JPEG format.

To scan a photo and reprint it
1. Press **Reprints**.
2. When prompted, load your original photo print side down on the right front corner of the glass, and then do one of the following:

    To reprint your original photo using the default print settings
    ➔   Press **Print Photos**.

    To change print settings before reprinting your original photo
    a. Press **OK**.

b. Press ◄ or ► to highlight a paper size, and then press **OK**.
The paper size choices available vary depending on your country/region.

> **Note** Depending on the paper size you choose, you might be prompted to choose a layout for the photos on your pages.

c. When the **Fix Faded Original?** prompt appears, highlight **Yes** or **No** as appropriate, and then press **OK**.
The HP All-in-One scans your original and shows a preview of the photo on the display.

d. Press **OK** to display the selection menu.

> **Tip** If you want to print more than one copy of the selected photo, press ▼ to highlight **Copies**, and then press **OK**. Use the arrows to increase or decrease the number of copies.
>
> If you want to edit the photo before printing, press ▼ to highlight **Edit Photo**, and then press **OK**.

e. Press ▼ to highlight **Done**, and then press **OK**.
The **Print Summary** screen appears.

f. Press ▲ or ▼ to highlight one of the following options, and then press **OK**.

Print Options	Enables you to manually specify the type of paper on which you are printing and whether you want to print a date and time stamp on your photo.
	By default, the **Paper Type** is set to **Automatic** and the **Date Stamp** setting is set to **Off**. If you want, you can change the defaults of these settings with the **Set New Defaults** option.
Print Preview	Displays a preview of what your printed page will look like. This enables you to verify your settings before printing and wasting paper and ink on potential mistakes.
Print Now	Prints your photo with the size and layout you selected.

To scan to a computer

1. Load your original print side down in the right front corner of the glass.
2. Press **Scan Menu**.
3. Press ▼ to highlight **Scan to Computer**, and then press **OK**.
4. If the HP All-in-One is connected to one or more computers on a network, do the following:
   a. Press **OK** to select **Select Computer**.
   A list of the computers connected to the HP All-in-One appears on the display.

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

b.   Press **OK** to select the default computer, or press ▼ to select a different computer, and then press **OK**.
The **Scan To** menu appears on the display, listing the applications on the selected computer.

If the HP All-in-One is connected directly to a computer with a USB cable, proceed to step 5.

5.   Press **OK** to select the default application to receive the scan, or press ▼ to select a different application, and then press **OK**.
A preview image of the scan appears on your computer, where you can edit it.

6.   Make any edits to the preview image, and then click **Accept** when you are finished.

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

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

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

1.   Insert your memory card into the appropriate slot on the HP All-in-One. Turn the memory card so that the label faces left and the contacts are facing the HP All-in-One, and then push the card forward into the appropriate slot until the Photo light turns on.
The HP All-in-One supports the memory cards described below. Each type of memory card can only be inserted in the appropriate slot for that card.
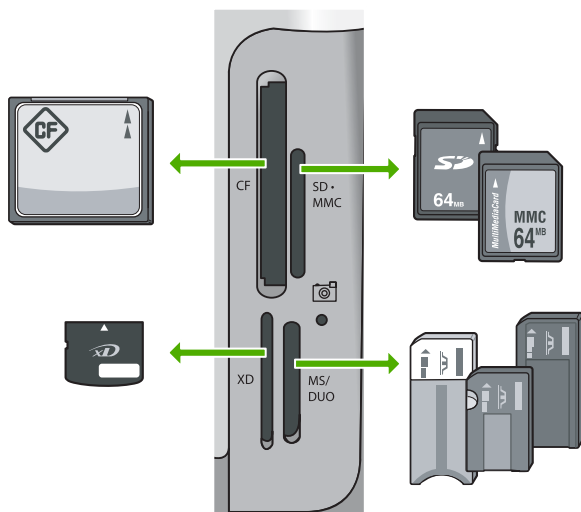
–   **Top left**: CompactFlash (I, II)
–   **Top right**: Secure Digital, MultiMediaCard (MMC), Secure MultiMedia Card

- **Bottom left**: xD-Picture Card
- **Bottom right**: Memory Stick, Magic Gate Memory Stick, Memory Stick Duo (with user-supplied adapter), Memory Stick Pro

2. Press **OK** to select **View & Print**.
When you press **OK**, the most recent photo on your memory card appears on the display.
3. Press ◄ or ► to scroll through the photos on your memory card.
4. When the photo you want to print appears, press **OK**.

> **Tip** If you want to print the photo using the default print settings, press **Print Photos**. The HP All-in-One will print a 10 x 15 cm (4 x 6 inch) copy of your photo onto the paper currently loaded in the photo tray.

5. Press **OK** to select **4 x 6**.
6. Press ◄ or ► to highlight a paper size, and then press **OK**.
The following options are available:
- Print one 10 x 15 cm (4 x 6 inch) borderless photo on each sheet of 10 x 15 cm (4 x 6 inch) photo paper
- Print up to three 10 x 15 cm (4 x 6 inch) photos with borders on a full-size sheet of paper

When you press **OK**, the selected photo reappears.
7. (Optional) Press ◄ and ► to select additional photos to print, or press **OK** to display the selection menu and change the print settings. For information on these options, see the onscreen Help that came with the HP All-in-One.
8. When you are done changing print settings and selecting photos, press **OK** to display the selection menu.
9. Press ▼ to highlight **Done Selecting**, and then press **OK**.
The **Print Summary** screen appears.
10. Press ▲ or ▼ to highlight one of the following options, and then press **OK**.

Print Options	Enables you to manually specify the type of paper on which you are printing and whether you want to print a date and time stamp on your photo.
	By default, the **Paper Type** is set to **Automatic** and the **Date Stamp** setting is set to **Off**. If you want, you can change the defaults of these settings with the **Set New Defaults** option.
Print Preview	Displays a preview of what your printed page will look like. This enables you to verify your settings before printing and wasting paper and ink on potential mistakes.
Print Now	Prints your photos with the size and layout you selected.

Print from a software application

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

To print from a software application (Windows)

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Select the HP All-in-One as the printer.
   If you set the HP All-in-One as the default printer, you can skip this step. The HP All-in-One will already be selected.
4. If you need to change settings, click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.

   Note When printing a photo, you must select options for the correct paper type and photo enhancement.

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

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

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

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**.
   The **Page Setup** dialog box appears, allowing you to specify the paper size, orientation, and scaling.
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.

   Note When printing a photo, you must select options for the correct paper type and photo enhancement.

8. Click **Print** to begin printing.

Replace the ink cartridges

Follow these instructions when you need to replace ink cartridges.

> **Note** If you are installing ink cartridges in the HP All-in-One for the first time, be sure to use only the ink cartridges that came with the device. The ink in these cartridges is specially formulated to mix with the ink in the print head assembly at first-time setup.

If you do not already have replacement ink cartridges for the HP All-in-One, to order cartridges , 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.

To replace the ink cartridges

1. Make sure the HP All-in-One is turned on.
2. Open the ink cartridge door by lifting from the front center of the device, until the door locks into place.
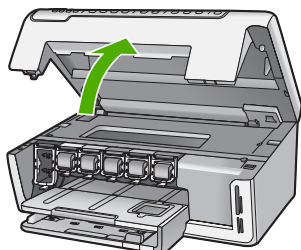
3. Squeeze the tab below an ink cartridge to release the latch inside the HP All-in-One, and then lift the latch.
    If you are replacing the black ink cartridge, lift the latch on the far left.
    If you are replacing one of the five color ink cartridges, such as yellow, light cyan (blue), cyan, light magenta (pink), or magenta, lift the appropriate latch in the center area.
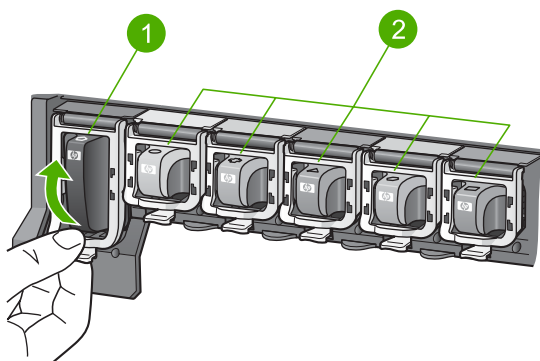
| 1 | Ink cartridge latch for the black ink cartridge |
| 2 | Ink cartridge latches for the color ink cartridges |

4. Pull the ink cartridge toward you out of its slot to remove it.
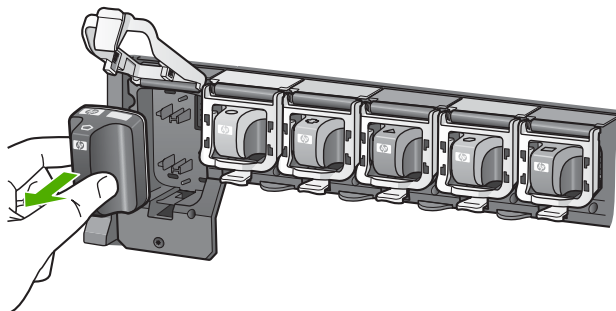
> 💡 **Tip** You can recycle low or empty ink cartridges. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used ink cartridges free of charge. For more information, go to the following Web site: www.hp.com/hpinfo/globalcitizenship/environment/recycle/inkjet.html

5. Remove the new ink cartridge from its packaging, and then, holding it by the handle, slide the ink cartridge into the empty slot.
Make sure that you insert the ink cartridge into the slot that has the same shaped icon and color as the one you are installing.
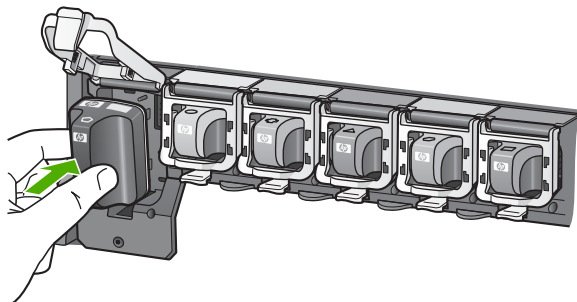
6. Press down on the gray latch until it clicks into place.
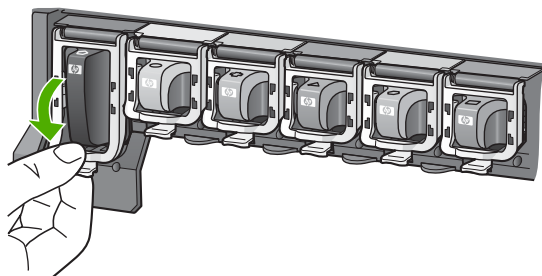
7. Repeat steps 2 through 5 for each ink cartridge you are replacing.
8. Close the ink cartridge door.
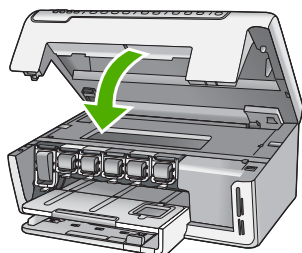
Clean the HP All-in-One

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

● Clean the glass
● Clean the lid backing
● Clean the exterior

Clean the glass

Glass that is dirty from fingerprints, smudges, hair, and dust on the main glass surface
slows down performance and affects the accuracy of some features.

To clean the glass

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

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

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

Clean the lid backing

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

To clean the lid backing

1. Turn off the HP All-in-One, and raise the lid.
2. Clean the white document backing with a soft cloth or sponge slightly moistened
    with a mild soap and warm water.
    Wash the backing gently to loosen debris. Do not scrub the backing.

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

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

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

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

5. Turn on the HP All-in-One.

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.

2 Troubleshooting and support

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.

This chapter also provides warranty and support information. For support contact information, see the inside back cover of this guide.

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.

Uninstall and reinstall the software

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

To uninstall from a Windows computer and then reinstall

1. On the Windows taskbar, click **Start**, **Settings**, **Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Select the HP All-in-One, 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.

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

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

To uninstall from a Mac and then reinstall

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

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.
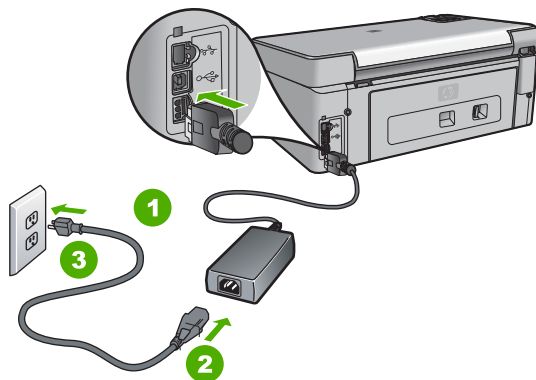
1	Power connection
2	Power cord and adaptor
3	Grounded power outlet

- 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

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

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.

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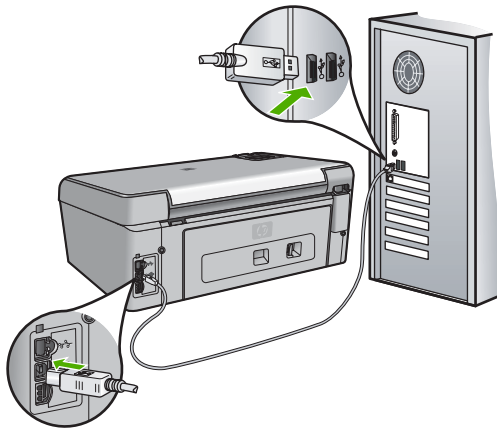
For more information on installing the software and connecting the USB cable, see the Setup Guide that came with the HP All-in-One.

The display shows the wrong language

Solution You can change the language settings at any time from the **Preferences** menu.

To set your language and country/region
1. Press **Setup**.
2. Press ▼ to highlight **Preferences**, and then press **OK**.
3. Press ▼ to highlight **Set Language**, and then press **OK**.
4. Press ▼ to scroll through the languages. When the language you want to use appears, press **OK**.
5. When prompted, press ▼ to highlight **Yes** or **No**, and then press **OK**.

6. Press ▼ to highlight **Set Country/Region**, and then press **OK**.
7. Press ▼ to scroll through the countries/regions. When the country/region you want to use appears, press **OK**.
8. When prompted, press ▼ to highlight **Yes** or **No**, and then press **OK**.

The wrong measurements are showing in menus on the display

Cause 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.

Solution To change the country/region, you must reset the language settings. You can change the language settings at any time from the **Preferences** menu.

I received a message on the display that the printer 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 on the print head assembly. 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.

I received a message on the display about a paper jam or a blocked print head assembly

Solution If either a paper jam or blocked print head assembly error message appears on the display, there might be some packing material inside the HP All-in-One. Open the ink cartridge door, and check for obstructions in the device. Remove any packing materials or other obstructions.

The HP All-in-One does not print

Cause The HP All-in-One and computer are not communicating with each other.

Solution Check the connection between the HP All-in-One and computer.

Cause There might be a problem with one or more of the ink cartridges.

Solution Check that the ink cartridges are installed properly and have ink.

Cause The HP All-in-One might not be turned on.

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

Cause The HP All-in-One might be out of paper.

Solution Load paper in the input tray.

Network troubleshooting

This section contains network troubleshooting information for the HP All-in-One. Specific information is provided for installation and configuration issues.

- The computer is unable to discover the HP All-in-One
- I received a System Requirements Error: No TCP/IP
- The Printer not Found screen appears during installation
- I am using a cable modem without a router and I do not have IP addresses

The computer is unable to discover the HP All-in-One

Cause Cables are not connected properly.

Solution Check the following cables to ensure they are connected properly.

- Cables between the HP All-in-One and the hub or router
- Cables between the hub or router and your computer
- Cables to and from your modem or HP All-in-One Internet connection (if applicable)

Cause Your Local Area Network card (LAN card) is not set up properly.

Solution Make sure that your LAN card is set up properly.

To check your LAN card (Windows)

1. Right-click **My Computer**.
2. In the **System Properties** dialog box, click the **Hardware** tab.
3. Click **Device Manager**.
4. Make sure your card shows up under **Network Adapters**.
5. Refer to the documentation that came with your card.

To check your LAN card (Mac)

1. Click the **Apple icon** on the **Menu** bar.
2. Select **About This Mac** and then click **More Info**.
   The System Profiler is displayed.
3. In the **System Profiler**, click **Network**.
   Make sure your LAN card appears in the list.

Cause You do not have an active network connection.

Solution Check to see if you have an active network connection.

To see if you have an active network connection

➔ Check the two Ethernet indicator lights on the top and bottom of the RJ-45 Ethernet jack on the back of the HP All-in-One. The lights indicate the following:
   a. Top light: If this light is a solid green, the device is properly connected to the network, and communications have been established. If the top light is off, there is no network connection.
   b. Bottom light: This yellow light flashes when data is being sent or received by the device over the network.

To establish an active network connection

1. Check the cable connections from the HP All-in-One to your gateway, router, or hub to ensure connections are secure.
2. If the connections are secure, turn off the power on the HP All-in-One, and then turn it on again. Press the **On** button on the control panel to turn the HP All-in-One off, and press it again to turn the device on. Also, turn off the power on your router or hub, and then turn it on again.

I received a System Requirements Error: No TCP/IP

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

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

The Printer not Found screen appears during installation

Cause The HP All-in-One is not turned on.

Solution Turn on the HP All-in-One.

Cause   You do not have an active network connection.

Solution   Make sure you have an active network connection.

To make sure your network connection is active

1.   If the connections are secure, turn off the power on the HP All-in-One, and then turn it on again. Press the **On** button on the control panel to turn the HP All-in-One off, and press it again to turn the device on. Also, turn off the power on your router or hub, and then turn it on again.
2.   Check the cable connections from the HP All-in-One to your gateway, router, or hub to ensure connections are secure.
3.   Make sure the HP All-in-One is connected to the network with a CAT-5 Ethernet cable.

Cause   Cables are not connected properly.

Solution   Check the following cables to ensure they are connected properly:

●   Cables between the HP All-in-One and the hub or router
●   Cables between the hub or router and your computer
●   Cables to and from your modem or HP All-in-One Internet connection (if applicable)

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

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

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

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

Solution   Try temporarily disabling the VPN before proceeding with the installation.

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

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

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

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

Solution   This indicates that the HP All-in-One is not connected properly to the network. Check the following:

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

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

Solution   Print a network configuration page, and verify that the router and HP All-in-One are on the same subnet and gateway.

I am using a cable modem without a router and I do not have IP addresses

Cause If you have a computer with a cable modem, a separate Local Area Network (LAN) for your other computers, and no DHCP or router, you must use AutoIP to assign IP addresses to the other computers and to the HP All-in-One.

Solution

To obtain an IP address for the computer with the cable modem

➔ Your Internet Service Provider (ISP) assigns either a static or dynamic IP address to the computer with the cable modem.

To assign IP addresses to the remaining computers and the HP All-in-One

➔ Use AutoIP to assign IP addresses to the remaining computers and the HP All-in-One. Do not assign a static IP address.

Clear paper jams

If the HP All-in-One has a paper jam, check the rear door.

To clear a paper jam from the rear door

1. Turn off the HP All-in-One.
2. Press in the tab on 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.
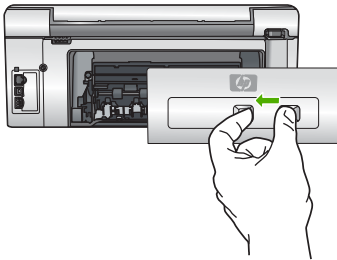
3. Gently pull the paper out of the rollers.

⚠ **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.

4. Replace the rear door. Gently push the door forward until it snaps into place.
5. Turn on the HP All-in-One, and then press **OK** to continue the current job.

Ink cartridge messages

The following is a list of ink cartridge error messages:

- Calibration error
- Cannot print
- The following ink cartridges cannot be used after device initialization and must be replaced
- Ink cartridge problem
- Ink cartridge(s) are empty
- Ink cartridge(s) are expired

Troubleshooting and support

- Ink expiration near
- Non-HP ink
- Original HP ink depleted
- Print head assembly is stalled
- Print head failure
- Printer alignment failed
- Replace ink cartridges soon
- Wrong ink cartridge(s) installed
- Ink cartridge is missing, incorrectly installed, or not intended for your device

Calibration error

Cause   An incorrect type of paper is loaded in the input tray.

Solution   If you have color or photo paper loaded in the input tray when the printer aligns, the calibration might fail. Load unused plain white letter or A4 paper into the input tray, and then press **OK** on the control panel.

Cannot print

Cause   The indicated ink cartridge(s) are out of ink.

Solution   Replace the indicated ink cartridge(s) immediately so that you can resume printing. The HP All-in-One cannot continue printing until the indicated ink cartridge(s) are replaced. All printing will stop.

For more information, see:

Replace the ink cartridges

The following ink cartridges cannot be used after device initialization and must be replaced

Cause   The wrong ink cartridge(s) are installed.

Solution   The indicated ink cartridge(s) cannot be used after the device has undergone first-time setup. Replace the ink cartridge(s) with the appropriate ink cartridges for the HP All-in-One. To find out the reorder number for all the ink cartridges that the HP All-in-One supports, see the printed documentation that came with the HP All-in-One.

For more information, see:

Replace the ink cartridges

Cause   The ink cartridge(s) are not intended for use in this device.

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.

Ink cartridge problem

Cause   The indicated ink cartridge(s) are missing or are damaged.

Solution   Replace the indicated ink cartridge(s) immediately so that you can resume printing. If there are no ink cartridges missing from the HP All-in-One, the ink cartridge contacts might need to be cleaned.

If there are no ink cartridges missing from the HP All-in-One, and you still receive this message after cleaning the ink cartridge contacts, you might have a damaged ink cartridge. Contact HP customer support. Go to:

www.hp.com/support

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

For more information, see:

Replace the ink cartridges

Ink cartridge(s) are empty

Cause   The indicated ink cartridge(s) are out of ink.

Solution   Replace the indicated ink cartridge(s) with new ink cartridge(s).

For more information, see:

Replace the ink cartridges

Ink cartridge(s) are expired

Cause   The ink in the indicated ink cartridge(s) is at the expiration date.

Solution   Each ink cartridge has an expiration date. The purpose of expiration is to protect the printing system and to ensure ink quality. When you receive an ink cartridge(s) are expired message, remove and replace the expired ink cartridge, and then close the message. You can also continue printing without replacing the ink cartridge, by following the instructions on the HP All-in-One or the ink cartridge expiration message on your computer screen. HP recommends replacing the expired ink cartridges. HP cannot guarantee the quality or reliability of expired ink cartridges. Device service or repairs required as a result of using expired ink will not be covered under warranty.

For more information, see:

- Replace the ink cartridges
- Ink cartridge warranty information

Ink expiration near

Cause   The ink in the indicated ink cartridge(s) is near expiration.

Solution   One or more of the ink cartridges are near their expiration date.

Each ink cartridge has an expiration date. The purpose of expiration is to protect the printing system and to ensure ink quality. When you receive an ink cartridge(s) are expired message, remove and replace the expired ink cartridge, and then close the message. You can also continue printing without replacing the ink cartridge, by following the instructions on the HP All-in-One or the ink cartridge expiration message on your computer screen. HP recommends replacing the expired ink cartridges. HP cannot guarantee the quality or reliability of expired ink cartridges. Device service or repairs required as a result of using expired ink will not be covered under warranty.

For more information, see:

Replace the ink cartridges

Non-HP ink

Cause   The HP All-in-One detected non-HP ink.

Solution   Replace the indicated ink cartridge(s).

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

Note   HP cannot guarantee the quality or reliability of non-HP ink. Printer service or repairs required as a result of printer failure or damage attributable to the use of non-HP ink will not be covered under warranty.

If you believe you purchased genuine HP ink cartridge(s), go to:

www.hp.com/go/anticounterfeit

For more information, see:

Replace the ink cartridges

Original HP ink depleted

Cause   The original HP ink in the indicated ink cartridge(s) has been depleted.

Solution   Replace the indicated ink cartridge(s) or press **OK** on the control panel to continue. HP recommends that you use genuine HP ink cartridges. Genuine HP ink cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

> **Note**   HP cannot guarantee the quality or reliability of non-HP ink. Printer service or repairs required as a result of printer failure or damage attributable to the use of non-HP ink will not be covered under warranty.
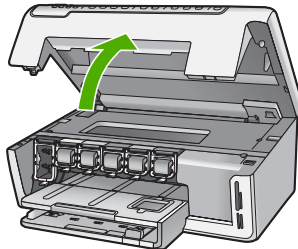
For more information, see:

Replace the ink cartridges

Print head assembly is stalled

Cause   The print head assembly is blocked.

Solution   Remove any objects that are blocking the print head assembly.

To clear the print head assembly

1. Open the ink cartridge door by lifting from the front center of the device, until the door locks into place.

2. Remove any objects that are blocking the print head assembly, including any packing materials.
3. Turn the HP All-in-One off, then turn it on again.
4. Close the ink cartridge door.

Print head failure

Cause   The print head assembly or the ink delivery system has failed and the HP All-in-One can no longer print.

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.

Printer alignment failed

Cause   An incorrect type of paper is loaded in the input tray.

Solution   If you have color or photo paper loaded in the input tray when you align the printer, the alignment might fail. 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. Contact HP Support. Go to:

www.hp.com/support

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

Cause   The print head assembly 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.

Replace ink cartridges soon

Cause   This warning indicates one or more ink cartridge is out of ink.

Solution   You might be able to continue printing for a short period of time with ink remaining in the print head assembly. Replace the indicated ink cartridge(s) or press **OK** on the control panel to continue.

For more information, see:

Replace the ink cartridges

Wrong ink cartridge(s) installed

Cause   The wrong ink cartridge(s) are installed.

Solution   The first time you set up and use the HP All-in-One, make sure to install the ink cartridges that were shipped with your device. The ink in these ink cartridges is specially formulated to mix with the ink in the print head assembly.

To resolve this error, replace the affected ink cartridge(s) with the ink cartridges that were shipped with the HP All-in-One.

For more information, see:

Replace the ink cartridges

Ink cartridge is missing, incorrectly installed, or not intended for your device

Cause   One or more ink cartridges are missing.

Solution   Remove and reinsert the ink cartridges and verify that they are fully inserted and locked in place.

Cause   One or more of the ink cartridges are not installed or are installed incorrectly.

Solution   Remove and reinsert the ink cartridges and verify that they are fully inserted and locked in place. If the problem persists, clean the copper-colored contacts of the print cartridges.

Cause   The ink cartridge is defective or not intended for use in this device.

Solution   Replace the indicated ink cartridge(s) immediately so that you can resume printing. If there are no ink cartridges missing from the HP All-in-One, the ink cartridge contacts might need to be cleaned.

If there are no ink cartridges missing from the HP All-in-One, and you still receive this message after cleaning the ink cartridge contacts, you might have a damaged ink cartridge. Contact HP customer support. Go to:

www.hp.com/support

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

For more information, see:

Replace the ink cartridges

Cause   The wrong ink cartridge(s) are installed.

Solution   The first time you set up and use the HP All-in-One, make sure to install the ink cartridges that were shipped with your device. The ink in these ink cartridges is specially formulated to mix with the ink in the print head assembly.

To resolve this error, replace the affected ink cartridge(s) with the ink cartridges that were shipped with the HP All-in-One.

For more information, see:

Replace the ink cartridges

Support process

If you have a problem, follow these steps:

1. Check the documentation that came with the HP All-in-One.
2. Visit the HP online support Web site at www.hp.com/support. HP online support is available to all HP customers. It is the fastest source for up-to-date device information and expert assistance and includes the following features:
    –   Fast access to qualified online support specialists
    –   Software and driver updates for the HP All-in-One
    –   Valuable HP All-in-One and troubleshooting information for common problems
    –   Proactive device updates, support alerts, and HP newsgrams that are available when you register the HP All-in-One
3. Call HP support. Support options and availability vary by device, country/region, and language.

HP support by phone

For a list of support phone numbers, see the inside back cover of this guide.

●   Phone support period
●   Placing a call
●   After the phone support period

Phone support period

One year of phone support is available in North America, Asia Pacific, and Latin America (including Mexico). To determine the duration of phone support in Europe, the Middle East, and Africa, go to www.hp.com/support. Standard phone company charges apply.

Placing a call

Call HP support while you are in front of the computer and the HP All-in-One. Be prepared to provide the following information:

●   Model number (located on the label on the front of the HP All-in-One)
●   Serial number (located on the back or bottom of the HP All-in-One)
●   Messages that appear when the situation occurs
●   Answers to these questions:
    –   Has this situation happened before?
    –   Can you re-create it?

- – Did you add any new hardware or software to your computer at about the time that this situation began?
- – Did anything else occur prior to this situation (such as a thunderstorm, HP All-in-One was moved, etc.)?

After the phone support period

After the phone support period, help is available from HP at an additional cost. Help may also be available at the HP online support Web site: www.hp.com/support. Contact your HP dealer or call the support phone number for your country/region to learn more about support options.

Additional warranty options

Extended service plans are available for the HP All-in-One at additional costs. Go to www.hp.com/support, select your country/region and language, then explore the services and warranty area for information about the extended service plans.

3 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 and paper sizes.

Paper tray capacities

Type	Paper weight	Paper tray*	Output tray†	Photo tray*
Plain paper	20 to 24 lb. (75 to 90 gsm)	Up to 100 (20 lb. paper)	50 (20 lb. paper)	n/a
Legal paper	20 to 24 lb. (75 to 90 gsm)	Up to 100 (20 lb. paper	50 (20 lb. paper)	n/a
Cards	110 lb. index max (200 gsm)	Up to 40	25	Up to 20
Envelopes	20 to 24 lb. (75 to 90 gsm)	Up to 10	10	n/a
Transparency film	N/A	Up to 30	15 or fewer	n/a
Labels	N/A	Up to 30	25	n/a
4 x 6 inch (10 x 15 cm) Photo paper	145 lb. (236 gsm)	Up to 30	25	Up to 20
8.5 x 11 inch (216 x 279 mm) Photo paper	N/A	Up to 30	10	n/a

*   Maximum capacity.
†   Output tray capacity is affected by the type of paper and the amount of ink you are using. HP recommends emptying the output tray frequently.
*   Maximum capacity.

Paper sizes

For a complete list of supported media sizes, see the printer software.

Print specifications

- Up to 1200 x 1200 rendered dpi black when printing from a computer
- Up to 4800 x 1200 optimized dpi color when printing from a computer and 1200-input dpi
- Print speeds vary according to the complexity of the document
- Panorama-size printing
- Method: drop-on-demand thermal inkjet
- Language: PCL3 GUI
- Duty cycle: Up to 3000 printed pages per month

Copy specifications

- Copy resolution up to 1200x1200
- Digital image processing
- Up to 99 copies from original (varies by model)
- Zoom to 400%, fit to page (varies by model)
- Copy speeds vary according to the complexity of the document

Scan specifications

- Image editor included
- Integrated OCR software automatically converts scanned text to editable text (if installed)
- Twain-compliant interface
- Resolution: up to 2400 x 4800 dpi optical (varies by model); 19200 dpi enhanced (software)
- Color: 48-bit color, 8-bit grayscale (256 levels of gray)
- Maximum scan size from glass: 21.6 x 29.7 cm (8.5 x 11.7 inches)

Physical specifications

Specification	In the open position	In the closed position
Height	43.6 cm (17 inches)	18.9 cm (7.4 inches)
Width	44.6 cm (17.4 inches)	44.6 cm (17.4 inches)
Depth	49.9 cm (19.5 inches)	38.7 cm (15.1 inches)
Weight	9.5 kg (21 pounds)	9.5 kg (21 pounds)

Power specifications

- Power consumption: 16 watts maximum (average printing)
- Input voltage: AC 100 to 240 V ~ 1 A 50–60 Hz, grounded
- Output voltage: DC 32 V===940 mA, 16 V===625mA

Environmental specifications

- Recommended operating temperature range: 15º to 32º C (59º to 90º F)
- Allowable operating temperature range: 5º to 35º C (41º to 95º F)
- Humidity: 15% to 80% RH non-condensing
- Non-operating (Storage) temperature range: –20º to 50º C (–4º to 122º F)
- In the presence of high electromagnetic fields, it is possible the output from the HP All-in-One may be slightly distorted
- HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields

Acoustic information

If you have Internet access, you can get acoustic information from the HP website. Go to: www.hp.com/support.

Environmental product stewardship program

Hewlett-Packard is committed to providing quality products in a environmentally sound manner. For information on HP's Environmental product stewardship program, see the onscreen Help.

Regulatory notices

The HP All-in-One meets product requirements from regulatory agencies in your country/region. For a complete listing of regulatory notices, see the onscreen Help.
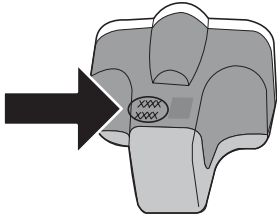
Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SDGOB-0605-01. This regulatory number should not be confused with the marketing name (HP Photosmart C5100 All-in-One series, etc.) or product numbers (Q8211A, etc.).

Ink cartridge warranty information

The HP ink cartridge(s) warranty is applicable when the product is used in its designated HP printing device. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.

During the warranty period the product is covered as long as the HP ink is not depleted and the end of warranty date has not been reached. The end of warranty date, in YYYY/MM/DD format, may be found on the product as indicated:

Warranty

HP product	Duration of limited warranty
Software Media	90 days
Printer	1 year
Print or Ink 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 unless otherwise stated

A. Extent of limited warranty
  1. 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.
  2. 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 interrupted or error free.
  3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
    a. Improper maintenance or modification;
    b. Software, media, parts, or supplies not provided or supported by HP;
    c. Operation outside the product's specifications;
    d. Unauthorized modification or misuse.
  4. For HP printer products, the use of a non-HP cartridge or a refilled 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 cartridge or an expired ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
  5. 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.
  6. 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.
  7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
  8. 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.
  9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
  10. 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
  1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
  2. 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
  1. 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.
  2. 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:
    a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
    b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
    c. 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.
  3. 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

Technical information

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www.hp.com/support

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
Australia	1902 910 910		(0,16 € / min)
(out-of-warranty)		Malaysia	1800 88 8588
Österreich	+ 43 1 86332 1000	Mexico (Mexico City)	55-5258-9922
	0810-0010000	Mexico	01-800-472-68368
	(Inland)	22 404747	المغرب
17212049	البحرين	Nederland	0900 2020 165
België	070 300 005		(0,20 € / min)
Belgique	070 300 004	New Zealand	0800 441 147
Brasil (Sao Paulo)	55-11-4004-7751	Nigeria	1 3204 999
Brasil	0-800-709-7751	Norge	+46 (0) 77 120 4765
Canada (Mississauga Area)	(905) 206-4663	Panama	1-800-711-2884
		Paraguay	009 800 54 1 0006
Canada	1-800-474-6836	Perú	0-800-10111
Central America & The Caribbean	www.hp.com/support	Philippines	(63) 2 867 3551
			1800 1441 0094
Chile	800-360-999	Polska	0 801 800 235
中国	86-10-68687980	Portugal	808 201 492
	800-810-3888	Puerto Rico	1-877-232-0589
Colombia (Bogota)	571-606-9191	República Dominicana	1-800-711-2884
Colombia	01-8000-51-4746-8368	România	0801 033 390
		Россия (Москва)	095 777 3284
Costa Rica	0-800-011-1046	Россия (Санкт-Петербург)	812 332 4240
Česká republika	810 222 222		
Danmark	+ 45 70 202 845	800 897 1415	السعودية
Ecuador (Andinatel)	1-999-119	Singapore	6 272 5300
	800-711-2884	Slovensko	0850 111 256
Ecuador (Pacifitel)	1-800-225-528	South Africa (international)	+ 27 11 2589301
	800-711-2884		
(02) 6910602	مصر	South Africa (RSA)	086 0001030
El Salvador	800-6160	Rest of West Africa	+ 351 213 17 63 80
España	902 010 059	Suomi	+358 (0) 203 66 767
France	+33 (0) 892 69 60 22	Sverige	+46 (0) 77 120 4765
	(0,34 € / min)	Switzerland	0848 672 672
Deutschland	+49 (0) 180 5652 180	臺灣	02-8722-8000
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603	ไทย	+66 (2) 353 9000
Ελλάδα (εντός Ελλάδας)	801 11 75400	71 89 12 22	تونس
Ελλάδα (από Κύπρο)	800 9 2654	Trinidad & Tobago	1-800-711-2884
Guatemala	1-800-711-2884	Türkiye	90 212 444 71 71
香港特別行政區	2802 4098	Україна	(044) 230 51 06
Magyarország	06 40 200 629	600 54 47 47	الإمارات العربية المتحدة
India	1600 425 7737	United Kingdom	+44 (0) 870 010 4320
Indonesia	+62 (21) 350 3408		
Ireland	1 890 923 902	United States	1-(800)-474-6836
1-700-503-048	ישראל	Uruguay	0004-054-177
Italia	848 800 871	Venezuela (Caracas)	58-212-278-8666
Jamaica	1-800-711-2884	Venezuela	0-800-474-68368
日本	0570-000511	Viêt Nam	+84 88234530