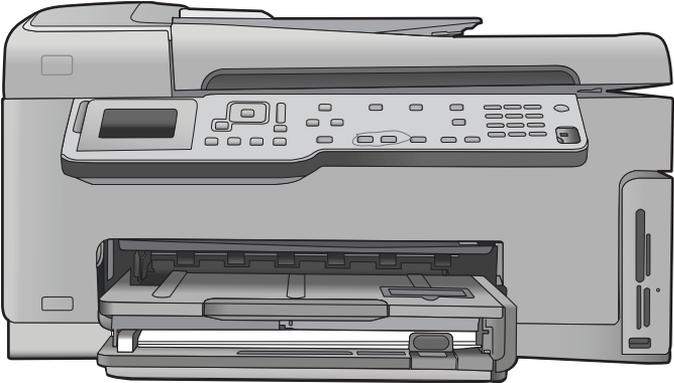
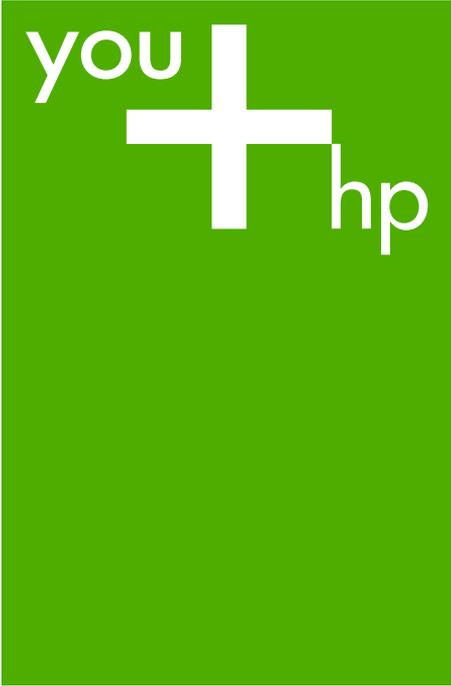


HP Photosmart C6100 All-in-One series

Basics Guide



HP Photosmart C6100 All-in-One series



Basics Guide

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Contents

1	HP All-in-One overview	3
	The HP All-in-One at a glance	4
	Control panel features	5
	Use the HP Photosmart software	7
	Find more information	8
	Access the onscreen Help	8
2	Network setup	9
	Wired network setup	9
	Install the software for a network connection	11
	Integrated wireless WLAN 802.11 network setup	13
	Wireless ad hoc network setup	16
	Connect to additional computers on a network	21
	Change the HP All-in-One from a USB connection to a network connection	21
	Manage your network settings	22
3	Fax setup	34
	Set up the HP All-in-One for faxing	34
	Change settings on the HP All-in-One to receive faxes	54
	Test your fax setup	56
	Set the fax header	56
4	Use the HP All-in-One features	58
	Load originals and load paper	58
	Avoid paper jams	60
	Make a copy	61
	Scan an image	61
	Print 10 x 15 cm (4 x 6 inch) photos	64
	Print from a software application	65
	Send a basic fax	67
	Replace the ink cartridges	67
	Align the printer	70
	Clean the HP All-in-One	70
5	Troubleshooting and support	73
	Uninstall and reinstall the software	73
	Hardware setup troubleshooting	74
	Fax setup troubleshooting	76
	Network troubleshooting	93
	Clear paper jams	99
	Information on ink cartridges	101
	Ink cartridge messages	101
	Support process	106
	HP support by phone	106
	Additional warranty options	106
6	Technical information	107
	System requirements	107
	Paper specifications	107
	Print specifications	107

Copy specifications.....	108
Scan specifications.....	108
Fax specifications.....	108
Physical specifications.....	108
Power specifications.....	108
Environmental specifications.....	109
Acoustic information.....	109
Environmental product stewardship program.....	109
Regulatory notices.....	109
Ink cartridge warranty information.....	109
Warranty.....	110
Index.....	111

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 and a front USB port that enable you to print or edit photos from a memory card or storage device without uploading your photos to a computer first. Additionally, if the HP All-in-One is network-connected or 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.

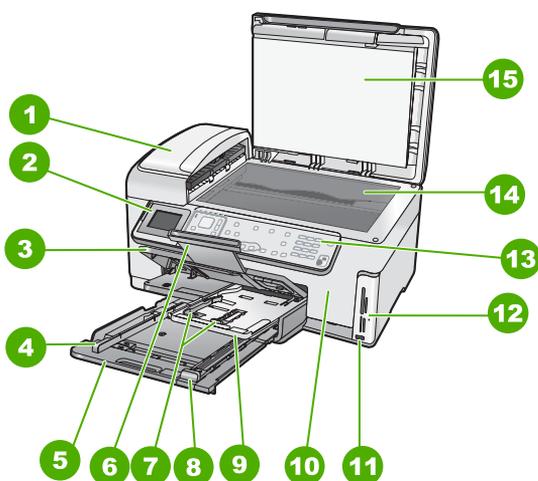
Scan

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.

Fax

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.

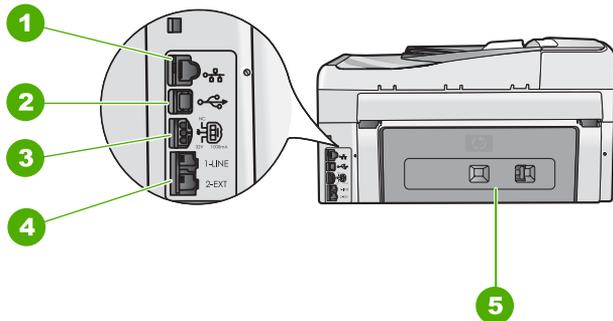
The HP All-in-One at a glance



Label	Description
1	Automatic document feeder
2	Color graphics display (also referred to as the display)
3	Output tray
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	Paper-length guide for the main input tray
9	Photo tray
10	Ink cartridge door
11	Front USB port for your camera or other storage device
12	Memory card slots and Photo light
13	Control panel

(continued)

Label	Description
14	Glass
15	Lid backing

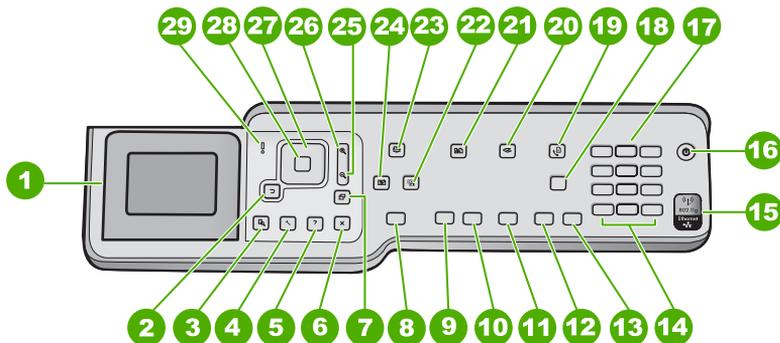


Label	Description
1	Ethernet port
2	Rear USB port
3	Power connection*
4	1-LINE (fax) and 2-EXT (phone) ports
5	Rear door

* 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): Displays menus, photos, and messages. The display can be pulled up and angled for better viewing.
2	Back button: Returns to the previous screen on the display.
3	Preview : Displays a preview of a copy or photo job.
4	Setup : Presents the Setup Menu for generating reports, changing fax and network settings, and accessing tools and preferences.
5	Help : Opens the Help Menu 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.
6	Cancel : Stops the current operation and returns to the main screen.
7	Rotate : Rotates the currently displayed photo 90 degrees clockwise. Subsequent presses continue to rotate the photo 90 degrees.
8	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.
9	Start Copy Black : Starts a black-and-white copy.
10	Start Copy Color : Starts a color copy.
11	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.
12	Start Fax Black : Starts a black-and-white fax.
13	Start Fax Color : Starts a color fax.
14	Space and # : Enter spaces and pound signs for fax-related tasks. Symbols and * : Enter symbols and asterisks for fax-related tasks.
15	Wireless radio light: Indicates that the 802.11 b and g wireless radio is turned on.
16	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.
17	Keypad: Enters fax numbers, values, or text.
18	Auto Answer : When this button is lit, the HP All-in-One automatically answers incoming phone calls. When off, the HP All-in-One does not answer any incoming fax calls.
19	Fax Menu : Presents the Enter Fax Number screen to enter a fax number. If you press it again, the Fax Menu appears where you can select fax options.

(continued)

Label	Name and Description
20	Scan Menu: Opens the Scan Menu where you can select a destination for your scan.
21	Copy Menu: Selects copy options, such as number of copies, paper size, and paper type.
22	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.
23	Photosmart Express: Launches the Photosmart Express menu for printing, saving, editing, and sharing photos.
24	Reprints: Scans a photo and prints it.
25	Zoom Out: Zooms out to show more of a photo or multiple photos at the same time, on the display.
26	Zoom In: Zooms in to enlarge the image on the display. You can also use this button to adjust the crop box when printing.
27	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.
28	OK: Selects a menu, setting, or value displayed on the display.
29	Attention light: Indicates a problem occurred. See the display for more information.

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.

2 Network setup

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

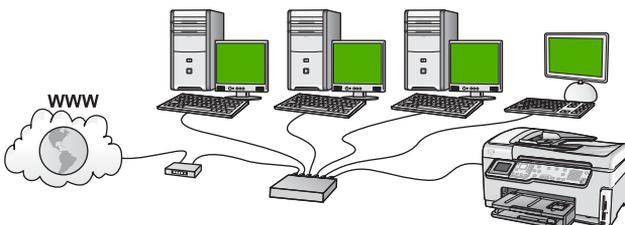
If you want to:	See this section:
Connect to a wired (Ethernet) network.	Wired network setup
Connect to a wireless network with an access point (802.11).	Integrated wireless WLAN 802.11 network setup
Connect to a wireless network without an access point.	Wireless ad hoc network setup
Install the HP All-in-One software for use in a networked environment.	Install the software for a network connection
Add connections to more computers on the network.	Connect to additional computers on a network
Change the HP All-in-One from a USB connection to a network connection. Note Use the instructions in this section if you first installed the HP All-in-One with a USB connection, and you now want to change to either a wireless or Ethernet network connection.	Change the HP All-in-One from a USB connection to a network connection
View or change the network settings.	Manage your network settings
Find troubleshooting information.	Network troubleshooting



Note You can connect the HP All-in-One to either a wireless or wired network, but not both at the same time.

Wired network setup

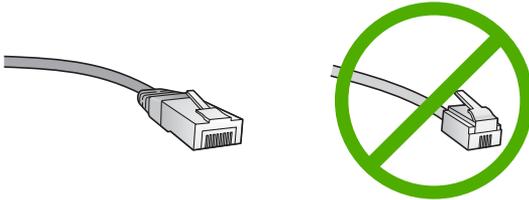
This section describes how to connect the HP All-in-One to a router, switch, or hub using an Ethernet cable and how to install the HP All-in-One software for a network connection. This is known as a wired or Ethernet network.



What you need for a wired network

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

- A functional Ethernet network that includes a router, switch, or hub with an Ethernet port.
- 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.

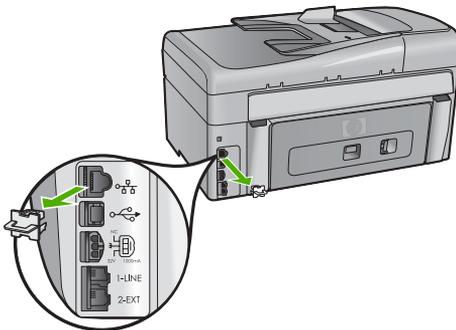
- HP recommends broadband Internet access such as cable or DSL. Broadband Internet access is required if you want to access HP Photosmart Share directly from the HP All-in-One.

Connect the HP All-in-One to the network

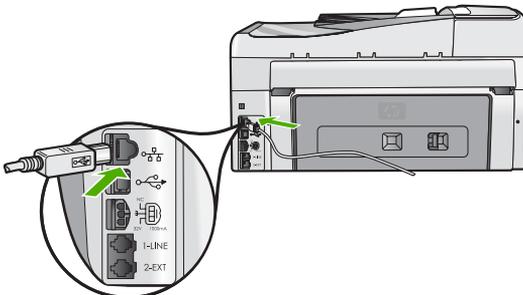
An Ethernet port is provided on the back of the HP All-in-One.

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

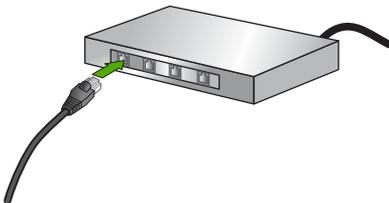
1. Remove the yellow plug from the back of the HP All-in-One.



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.

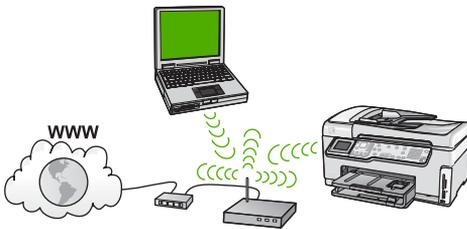
To install the Mac HP All-in-One software

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.

Integrated wireless WLAN 802.11 network setup

For optimal performance and security in your wireless network, HP recommends you use a wireless access point (802.11) to connect the HP All-in-One and the other network elements. When network elements are connected through an access point, this is called an **infrastructure** network (a wireless network without an access point is called an **ad hoc** network).



The advantages of a wireless infrastructure network as compared to an ad hoc network include:

- Advanced network security
- Enhanced reliability
- Network flexibility
- Better performance, especially with 802.11 g mode
- Shared Broadband Internet access
- HP Photosmart Share feature is enabled (with Broadband Internet access such as cable modem or DSL)

What you need for an integrated wireless WLAN 802.11 network

To connect the HP All-in-One to an integrated wireless WLAN 802.11 network, you will need the following:

- A wireless 802.11 network that includes a wireless access point.



Note Apple sells an easy-to-configure access point called AirPort. AirPort has to be connected to a Mac, but it accepts signals from any 802.11b-compatible wireless network device whether PC or Mac-based.

- A desktop computer or laptop with either wireless networking support, or a network interface card (NIC).



Note For Mac, wireless network support is usually provided by an AirPort card.

- ❑ Broadband Internet access (recommended) such as cable or DSL.
If you connect the HP All-in-One on a wireless network that has Internet access, HP recommends that you use a wireless router (access point or base station) that uses Dynamic Host Configuration Protocol (DHCP).



Note Broadband Internet access is required if you want to access HP Photosmart Share directly from the device.

- ❑ Network name (SSID).



Note The SSID, WEP key, and WPA passphrase are obtained from the wireless router, or access point using the router's embedded web server. See the documentation provided with your access point for more information.

- ❑ WEP key or WPA Passphrase (if needed).



Note Some access points provide more than one WEP key. Make sure you use the first WEP key (index 1) when setting up your wireless network.



Note 1 If IP address filtering is set up, ensure that the HP All-in-One address is listed.

Note 2 If MAC address filtering is set up, ensure that the HP All-in-One address is listed.

Connect to an integrated wireless WLAN 802.11 network

The Wireless Setup Wizard provides an easy way to connect the HP All-in-One to your network. You can also use SecureEasySetup, if your access point supports this feature. See the documentation that came with your access point to find out if your access point supports using EasySetup and for additional setup instructions.



Caution To prevent other users from accessing your wireless network, HP strongly recommends to use a password or passphrase and to use a unique SSID to your access point. Your access point might have been shipped with a default SSID, which can be accessed by other users using the same default SSID. For more information on how to change the SSID, see the documentation that came with your access point.



Note Before connecting to a wireless infrastructure network, ensure that the ethernet cable is not connected to the HP All-in-One.

To connect the HP All-in-One with the Wireless Setup Wizard

1. Write down the following information about your access point:
 - Network Name (also called SSID)
 - WEP Key, WPA Passphrase (if needed)

If you do not know where to find this information, see the documentation that came with your wireless access point. You might be able to find the SSID and the WEP key or WPA passphrase on the Embedded Web Server (EWS) for the access point.

For information on how to open the access point EWS, see the access point documentation.



Note If the network is set up with an Apple AirPort base station and you are using a password instead of WEP HEX or WEP ASCII to access this network, you need to get the equivalent WEP key. See the documentation that came with the Apple AirPort base station for more information.

2. On the control panel of the HP All-in-One, press **Setup**.
3. Press ▼ until **Network** is highlighted, and then press **OK**.
4. Press ▼ to highlight **Wireless Setup Wizard**, and then press **OK**.
This runs the **Wireless Setup Wizard**. The setup wizard searches for available networks, and then displays a list of detected network names (SSIDs). The networks with the strongest signal appear first, the weakest appear last.
The wireless network test also runs, performing a series of diagnostic tests to determine whether network setup is successful. The wireless network test prints upon completion of the test.
5. Press ▼ to highlight the name of the network you wrote down in step 1, and then press **OK**.

If you do not see your network name in the list

- a. Select **Enter a New Network Name (SSID)**. If necessary, use the ▼ to highlight it, and then press **OK**.
The visual keyboard appears.
- b. Enter the SSID. Use the arrow buttons on the HP All-in-One control panel to highlight a letter or number on the visual keyboard, and then press **OK** to select it.



Note You must enter the **exact** uppercase (capital) and lowercase (small) letters. Otherwise, the wireless connection will fail.

- c. When you are finished entering the new SSID, use the arrow buttons to highlight **Done** on the visual keyboard, and then press **OK**.
 - d. Press ▼ until **Infrastructure** is highlighted, and then press **OK**.
 - e. Press ▼ until **WEP encryption** or **WPA encryption** is highlighted, and then press **OK**.
If you do **not** want to use WEP encryption, press ▼ until **No, my network does not use encryption** is highlighted, and then press **OK**. Go to step 7.
6. If prompted, enter your WPA or WEP key as follows:
- a. Use the arrow buttons to highlight a letter or number on the visual keyboard, and then press **OK** to select it.



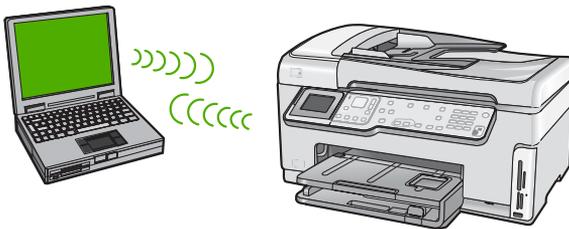
Note You must enter the **exact** uppercase (capital) and lowercase (small) letters. Otherwise, the wireless connection will fail.

- b. When you are finished entering the WPA or WEP key, use the arrow buttons to highlight **Done** on the visual keyboard.

- c. Press **OK** to confirm.
The HP All-in-One will attempt to connect to the network. If a message says you entered an invalid WPA or WEP key, check the key you wrote down for your new network, follow the prompts to correct the key, and then try again.
7. When the HP All-in-One connects successfully to the network, go to your computer to install the software on each computer that will use the network.

Wireless ad hoc network setup

Use this section if you want to connect the HP All-in-One to a computer on a wireless network without using an access point. This is called a **peer-to-peer** or **ad hoc** network in Windows. On a Mac, this is called a **computer-to-computer** network. You might want to use an ad hoc connection if you do not want to invest in an access point, or you want to set up a simpler, more casual network.



Note An ad hoc connection is available if you do not have an access point. However, it provides little flexibility, a low level of network security, and slower network performance than with an access point. In addition, you will likely not have shared broadband access (such as cable or DSL), and therefore not be able to use the HP Photosmart Share feature on the HP All-in-One.

In order to connect the HP All-in-One to your computer, you need to create a network profile on your computer. A network profile is comprised of the network settings, which includes the network name (SSID), the communication mode (ad hoc or infrastructure), and whether encryption is enabled or not.

Depending on your operating system, see one of the following sections:

- [Prepare a Windows XP computer](#)
- [Prepare a Mac](#)

What you need for an ad hoc network

To connect the HP All-in-One to a wireless network, you will need a Windows computer with a wireless network adapter or a Mac with an Airport card.

Prepare a Windows XP computer

First prepare your computer for connecting to the network, and then create a network profile.

To prepare your computer

1. Quit all applications running on your computer, and temporarily disable all firewalls including the internal XP firewall and any other firewall or virus detection software.
2. To protect your computer from virus infection, disable your Internet connection. If you have cable or DSL, disconnect the Ethernet cable from the back of your computer. If you have dial-up, disconnect the phone cord.
3. Disable all LAN connections (including Ethernet) other than your wireless connection. Also, disable all IEEE 1394 (such as Firewire, i.LINK or Lynx) to Ethernet connections.

To disable LAN connections with Windows XP

- a. Click the **Windows Start** button, click **Control Panel**, and then double-click **Network Connections**.
- b. Right-click each **Local Area Connection**, and then click **Disable**. If you see **Enable** on the pop-up menu, the **Local Area Connection** is already disabled.

To turn off the Windows firewall with Windows XP Service Pack 2

- a. On the Windows **Control Panel**, click **Security Center**.
- b. Click **Windows Firewall**, and select **Off**.

To turn off the Windows firewall with Windows XP Service Pack 1

- a. On the Windows **Control Panel**, open **Network Connections**.
- b. Click **Change settings of this connection**.
- c. Click the **Advanced** tab.
- d. Deselect the firewall protection check box.

To create a network profile



Note The HP All-in-One comes configured with a network profile with **hpsetup** as the SSID. However, for security and privacy HP recommends you create a new network profile on your computer as described here, and then run the Wireless Setup Wizard to detect the new network.

1. Make sure you have prepared your computer as instructed in the above task.
2. In the **Control Panel**, double-click **Network Connections**.
3. On the **Network Connections** window, right-click the **Wireless Network Connection**. If you see **Enable** on the pop-up menu, select it. Otherwise, if you see **Disable** on the menu, the wireless connection is already enabled.
4. Right-click the **Wireless Network Connection** icon, and then click **Properties**.
5. Click the **Wireless Networks** tab.
6. Select the **Use Windows to configure my wireless network settings** check box.
7. Click **Add**, and then do the following:
 - a. In **Network name (SSID)** box, type in the name **Mynetwork**.



Note Notice that the **M** in **Mynetwork** is uppercase (capital), and the rest of the letters are lowercase (small). This is important to remember in case you need to enter the SSID at a later time on the Wireless Setup Wizard.

- b. If there is a **Network Authentication** list, select **Open**. Otherwise, go to the next step.
- c. In the **Data encryption** list, select **WEP**.



Note It is possible to create a network that does not use a WEP key. However, HP recommends using a WEP key in order to secure your network.

- d. Make sure that the check box is **not** selected next to **The key is provided for me automatically**. If it is selected, click the check box to clear it.
- e. In the **Network key** box, type a WEP key that has **exactly** 5 or **exactly** 13 alphanumeric (ASCII) characters. For example, if you enter 5 characters, you might enter **ABCDE** or **12345**. Or, if you enter 13 characters, you might enter **ABCDEF1234567**. (12345 and ABCDE are examples only. Select a combination of your choosing.)
Alternatively, you can use HEX (hexadecimal) characters for the WEP key. A HEX WEP key must be 10 characters for 40 bit encryption, or 26 characters for 128 bit encryption.
- f. In the **Confirm network key** box, type the same WEP key you typed in the previous step.
- g. Write down the WEP key exactly as you typed it, including uppercase and lowercase letters.



Note You must remember the exact uppercase (capital) and lowercase (small) letters. If you enter your WEP key incorrectly on the HP All-in-One, the wireless connection will fail.

- h. Select the check box for **This is a computer-to-computer (ad hoc) network; wireless access points are not used**.
 - i. Click **OK** to close the **Wireless network properties** window, and then click **OK** again.
 - j. Click **OK** again to close the **Wireless Network Properties Connection** window.
8. Go to the HP All-in-One and use the **Wireless Setup Wizard** to connect the HP All-in-One to the wireless network.

Prepare a Mac

First prepare your computer for connecting to the network, and then create a network profile.

To prepare your computer

→ Quit all applications running on your computer and temporarily disable all firewalls.

To create a new network profile



Note The HP All-in-One comes configured with a network profile with **hpsetup** as the SSID. However, for security and privacy HP recommends you create a new network profile on your computer as described here, and then run the Wireless Setup Wizard to detect the new network.

1. Make sure that your AirPort is turned on.
When AirPort is turned on, the following icon appears in the menu bar (**Show AirPort** must be selected in the menu bar).



To check this, click on the **AirPort** icon.

If **Turn AirPort On** is available, select it to turn on AirPort.

If the AirPort icon is not present, do the following:

- a. On the **Network Preferences** screen, select **Airport Panel**.
 - b. Enable **Allow the computer to create networks**.
 - c. Enable **Show Airport status in menu bar**.
2. Click the **AirPort** icon.
 3. Select **Create Network...**
 4. On the **Computer to Computer** dialog, click in the **Name** box and enter a new network name.
For example you can type the name **Mynetwork** (or something more meaningful, such as your initials).



Note Notice that the **M** in **Mynetwork** is uppercase (capital), and the rest of the letters are lowercase (small). This is important to remember in case you need to enter the SSID at a later time on the Wireless Setup Wizard.

5. In the **Channel** box, use the default **Automatic** setting.
6. Click **Show Options**.
7. To enable encryption for security, select the **Encryption** check box.
8. In the **Password** box, type a password that has **exactly 5** or **exactly 13** alphanumeric (ASCII) characters. For example, if you enter 5 characters, you might enter **ABCDE** or **12345**. Or, if you enter 13 characters, you might enter **ABCDEF1234567**.
Alternatively, you can use HEX (hexadecimal) characters for the password. A HEX password must be 10 characters for 40 bit encryption, or 26 characters for 128 bit encryption.
9. In the **Confirm** box, type the same password.
10. Write down your password, which on your HP All-in-One is called a **WEP key**. You will need your WEP key when run the Wireless Setup Wizard.
11. Click **OK**.
12. Go to the HP All-in-One and use the **Wireless Setup Wizard** to connect your HP All-in-One to the wireless network.

Create a network profile for other operating systems

If you have an operating system other than Windows XP, HP recommends that you use the configuration program that came with your wireless LAN card. To find the configuration program for your wireless LAN card, access your computer's list of programs.

If you have an operating system other than Mac OS X, HP recommends that you use the configuration program that came with your wireless LAN card. To find the configuration program for your wireless LAN card, access your computer's list of programs.

Using the LAN card configuration program, create a network profile that has the following values:

- **Network name (SSID):** Mynetwork (example only)
- **Communication mode:** Ad Hoc
- **Encryption:** enabled



Note You should create a network name that is not the same as the example shown here, such as your initials. Just remember that the network name is case-sensitive. Therefore, you must remember which letters are uppercase and lowercase.

Connect to a wireless ad hoc network

You can use the Wireless Setup Wizard to connect the HP All-in-One to a wireless ad hoc network.

To connect to a wireless ad hoc network

1. On the control panel of the HP All-in-One, press **Setup**.
2. Press ▼ until **Network** is highlighted, and then press **OK**.
3. Press ▼ to highlight **Wireless Setup Wizard**, and then press **OK**.
This runs the **Wireless Setup Wizard**. The setup wizard searches for available networks, and then displays a list of detected network names (SSIDs). The infrastructure networks appear first in the list, followed by available ad hoc networks. The networks with the strongest signal appear first, the weakest appear last.
4. On the display, look for the network name you created on your computer (for example, Mynetwork).
5. Use the arrow buttons to highlight the network name, and then press **OK**.
If you found your network name and selected it, go on to step 6.

If you do not see your network name in the list

- a. Select **Enter a New Network Name (SSID)**.
The visual keyboard appears.
- b. Enter the SSID. Use the arrow buttons on the HP All-in-One control panel to highlight a letter or number on the visual keyboard, and then press **OK** to select it.



Note You must enter the **exact** uppercase (capital) and lowercase (small) letters. Otherwise, the wireless connection will fail.

- c. When you are finished entering the new SSID, use the arrow buttons to highlight **Done** on the visual keyboard, and then press **OK**.
- d. Press ▼ until **Ad Hoc** is highlighted, and then press **OK**.
- e. Press ▼ until **Yes, my network uses WEP encryption** is highlighted, and then press **OK**. The visual keyboard displays.
If you do **not** want to use WEP encryption, press ▼ until **No, my network does not use encryption** is highlighted, and then press **OK**. Go to step 7.

6. If prompted, enter your WEP key as follows. Otherwise go to step 7.
 - a. Use the arrow buttons to highlight a letter or number on the visual keyboard, and then press **OK** to select it.



Note You must enter the **exact** uppercase (capital) and lowercase (small) letters. Otherwise, the wireless connection will fail.

- b. When you are finished entering the WEP key, use the arrow buttons to highlight **Done** on the visual keyboard.
7. Press **OK** again to confirm.
The HP All-in-One will attempt to connect to the SSID. If a message says you entered an invalid WEP key, check the key you wrote down for your new network, follow the prompts to correct the WEP key, and then try again.
8. When the HP All-in-One connects successfully to the network, go to your computer to install the software.

Connect to additional computers on a network

You can connect the HP All-in-One to more than one computer on a small network of computers. If the HP All-in-One is already connected to a computer on a network, for each additional computer you must install the HP All-in-One software. During installation of a wireless connection, the software will discover the SSID (network name) of the existing network. Once you have set up the HP All-in-One on the network you will not need to configure it again when you add additional computers.



Note You can connect the HP All-in-One to either a wireless or wired network, but not both at the same time.

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

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



Note For optimal performance and security in your wireless network, use an access point (such as a wireless router) to connect the HP All-in-One.

To change a USB connection to an integrated wireless WLAN 802.11 connection

1. Unplug the USB connection from the back of the HP All-in-One.
2. On the control panel of the HP All-in-One, press **Setup**.
3. Press **▼** until **Network** is highlighted, and then press **OK**.
4. Press **▼** to highlight **Wireless Setup Wizard**, and then press **OK**.
This runs the **Wireless Setup Wizard**.
5. Install the software for a network connection, choose **Add a Device**, and then choose **Through the network**.
6. When the installation is complete, open **Printers and Faxes** in the **Control Panel** and delete the printers for the USB installation.

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

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

Manage your network settings

You can manage network settings for the HP All-in-One through the HP All-in-One control panel. Additional advanced settings are available in the Embedded Web Server, a configuration and status tool you access from your Web browser using an existing network connection to the HP All-in-One.

- [Change basic network settings from the control panel](#)
- [Change advanced network settings from the control panel settings](#)
- [Use the Embedded Web Server](#)
- [Network configuration page definitions](#)

Change basic network settings from the control panel

The HP All-in-One control panel enables you to set up and manage a wireless connection and to perform a variety of network management tasks. This includes viewing the network settings, restoring the network defaults, turning the wireless radio on and off, and changing the network settings.

- [Use the Wireless Setup Wizard](#)
- [View and print network settings](#)
- [Restore network defaults](#)
- [Turn the wireless radio on and off](#)
- [Print the wireless network test](#)

Use the Wireless Setup Wizard

The Wireless Setup Wizard provides an easy way to set up and manage a wireless connection to the HP All-in-One.

To run the **Wireless Setup Wizard**

1. On the control panel of the HP All-in-One, press **Setup**.
2. Press ▼ until **Network** is highlighted, and then press **OK**.
3. Press ▼ to highlight **Wireless Setup Wizard**, and then press **OK**.
This runs the **Wireless Setup Wizard**.

View and print network settings

You can display a summary of the network settings on the HP All-in-One control panel, or you can print a more detailed configuration page. The network configuration page lists all of the important network settings such as the IP address, link speed, DNS, and mDNS.

To view and print the network settings

1. On the control panel of the HP All-in-One, press **Setup**.
2. Press ▼ until **Network** is highlighted, and then press **OK**.
The **Network Menu** appears.
3. Press ▼ until **View Network Settings** is highlighted, and then press **OK**.
The **View Network Settings Menu** appears.
4. Do one of the following:
 - **To display wired network settings**, press ▼ until **Display Wired Summary** is highlighted, and then press **OK**.
This displays a summary of the wired (Ethernet) network settings.
 - **To display wireless network settings**, press ▼ until **Display Wireless Summary** is highlighted, and then press **OK**.
This displays a summary of the wireless network settings.
 - **To print the network configuration page**, press ▼ until **Print Network Configuration Page** is highlighted, and then press **OK**.
This prints the network configuration page.

Restore network defaults

You can reset the network settings to what they were when you purchased the HP All-in-One.



Caution This will erase all wireless setup information that you have entered. In order to restore this information, you will need to run the Wireless Setup Wizard again.

To restore network defaults

1. On the control panel of the HP All-in-One, press **Setup**.
2. Press ▼ until **Network** is highlighted, and then press **OK**.
3. Press ▼ until **Restore Network Defaults** is highlighted, and then press **OK**.
4. Confirm that you want to restore the network defaults.

Turn the wireless radio on and off

The wireless radio is off by default, as indicated by the blue light on the front of the HP All-in-One. In order to stay connected to a wireless network, the radio must stay on. However, if the HP All-in-One is connected to a wired network or you have a USB connection, the radio is not used. In this case you might want to turn the radio off.

To turn the wireless radio on and off

1. On the control panel of the HP All-in-One, press **Setup**.
2. Press ▼ until **Network** is highlighted, and then press **OK**.
3. Press ▼ until **Wireless Radio** is highlighted, and then press **OK**.
4. Press ▼ to highlight **On** or **Off**, and then press **OK**.

Print the wireless network test

The wireless network test performs a series of diagnostic tests to determine whether network setup is successful. The wireless network test prints automatically when the Wireless Setup Wizard is run. You also can print the wireless network test at any time.

To print the wireless test report

1. On the control panel of the HP All-in-One, press **Setup**.
2. Press ▼ until **Network** is highlighted, and then press **OK**.
3. Press ▼ until **Wireless Network Test** is highlighted, and then press **OK**.
The **Wireless Network Test** prints.

Change advanced network settings from the control panel settings

The advanced network settings are provided for your convenience. However, unless you are an advanced user, you should not change any of these settings.

- [Set link speed](#)
- [Change IP settings](#)

Set link speed

You can change the speed at which data is transmitted over the network. The default is **Automatic**.

To set link speed

1. Press **Setup**.
2. Press ▼ until **Network** is highlighted, then press **OK**.
The **Network Menu** appears.
3. Press ▼ until **Advanced Setup** is highlighted, and then press **OK**.
Press ▼ until **Set Link Speed** is highlighted, and then press **OK**.
4. Press ▼ to select the link speed that matches your network hardware, and then press **OK** to confirm the setting.
 - **Automatic**
 - **10-Full**
 - **10-Half**
 - **100-Full**
 - **100-Half**

Change IP settings

The default setting for the IP settings is **Automatic**, which sets the IP settings automatically. However, if you are an advanced user, you might want to manually change the IP address, subnet mask, or the default gateway. To see the IP address and subnet mask of the HP All-in-One, print a network configuration page from the HP All-in-One.



Note When manually entering an IP Setting, you must already be connected to an active Network, otherwise the setting will not stay when you exit from the menu.



Caution Be careful when manually assigning an IP address. If you enter an invalid IP address during the installation, your network components will not be able to connect with the HP All-in-One.

To change IP settings

1. Press **Setup**.
2. Press ▼ until **Network** is highlighted, then press **OK**.
The **Network Menu** appears.

3. Press ▼ until **Advanced Setup** is highlighted, and then press **OK**.
Press ▼ until **IP Settings** is highlighted, and then press **OK**.
4. Press ▼ until **Manual** is highlighted, and then press **OK**.
5. Press ▼ to highlight one of the following IP settings, and then press **OK**.
 - **IP Address**
 - **Subnet Mask**
 - **Default Gateway**
6. Enter your changes, and then press **OK** to confirm the setting.

Use the Embedded Web Server

If your computer is connected to an HP All-in-One on a wired network, you can access the Embedded Web Server that resides in the HP All-in-One. The Embedded Web Server is a web-based user interface that provides some options not available on the HP All-in-One control panel, including Webscan and advanced network security options. Also, the Embedded Web Server enables you to monitor status and order printer supplies.

For information on how to use the features available in the Embedded Web Server, see the onscreen help within the Embedded Web Server. To access Embedded Web Server help, open the Embedded Web Server, then click the **Help** link under **Other Links** on the Embedded Web Server **Home** tab.



Note Only use the Embedded Web Server to change network settings if you cannot access the HP All-in-One control panel, or you need to change an advanced option not available on the control panel.

- [Access the Embedded Web Server](#)
- [Use the Embedded Web Server setup wizard](#)

Access the Embedded Web Server

You can only access the Embedded Web Server on a computer connected to an HP All-in-One on a network.

To access the Embedded Web Server

1. Print a network configuration page to find the IP address for the HP All-in-One.
2. In the **Address** box in your Web browser on your computer, type the IP address of the HP All-in-One, as shown on the network settings page. For example, `http://192.168.1.101`.

The Embedded Web Server **Home** page appears, showing information for the HP All-in-One.



Note If you are using a proxy server in your browser, you might need to disable it to access the Embedded Web Server.

3. If you need to change the language displayed in the Embedded Web Server, do the following:
 - a. Click the **Settings** tab.
 - b. Click **Select Language** in the **Settings** navigation menu.
 - c. In the **Select Language** list, click the appropriate language.
 - d. Click **Apply**.

4. Click the **Home** tab to access device and network information, or click the **Networking** tab to access more network information or to modify network information.
5. Make any configuration changes.
6. Close the Embedded Web Server.

Use the Embedded Web Server setup wizard

The network setup wizard provided in the Embedded Web Server gives you an intuitive interface to your network connection parameters.

To access the Embedded Web Server setup wizard

1. Print a network configuration page to find the IP address for the HP All-in-One.
2. In the **Address** box in your Web browser on your computer, type the IP address of the HP All-in-One, as shown on the network settings page. For example, `http://192.168.1.101`.

The Embedded Web Server **Home** page appears, showing information for the HP All-in-One.



Note If you are using a proxy server in your browser, you might need to disable it to access the Embedded Web Server.

3. Click the **Networking** tab.
4. Click **Wired (802.3)** in the **Connections** navigation menu.
5. Click **Start Wizard**, and then follow all of the wizard instructions.

Network configuration page definitions

The network configuration page shows the network settings for the HP All-in-One. There are settings for general information, 802.3 wired (Ethernet), 802.11 wireless, and Bluetooth®.

General network settings

The following table describes the general network settings shown on the network configuration page.

Parameter	Description
Network Status	Status of the HP All-in-One: <ul style="list-style-type: none"> ● Ready: The HP All-in-One is ready to receive or transmit data. ● Offline: The HP All-in-One is not currently connected to the network.
Active connection type	Network mode of the HP All-in-One: <ul style="list-style-type: none"> ● Wired: The HP All-in-One is connected by Ethernet cable to an IEEE 802.3 network. ● Wireless: The HP All-in-One is connected to a wireless (802.11) network. ● None: There is no network connection.
URL	The IP address of the Embedded Web Server.

(continued)

Parameter	Description
	Note You will need to know this URL when you try to access the Embedded Web Server.
Firmware Revision	The internal networking component and device firmware revision code. Note If you call HP Support, depending on the problem, you might be asked to provide the firmware revision code.
Hostname	The TCP/IP name assigned by the installation software to the device. By default, this is the letters HP followed by the last 6 digits of the Media Access Control (MAC) address.
Admin Password	Status of the administrator's password for the Embedded Web Server: <ul style="list-style-type: none">● Set: Password is specified. You must enter the password to make changes to the Embedded Web Server parameters.● Not Set: No password is set. A password is not required for making changes to the Embedded Web Server parameters.
mDNS	Some local and ad hoc networks do not use central DNS servers. They use a DNS alternative called mDNS. With mDNS, your computer can find and use any HP All-in-One connected to your local area network. It can also work with any other Ethernet-enabled device that appears on the network.

Wired (802.3) network settings

The following table describes the 802.3 wired settings shown on the network configuration page.

Parameter	Description
Hardware Address (MAC)	The Media Access Control (MAC) address that identifies the HP All-in-One. This is a unique 12-digit identification number assigned to networking hardware for identification, including routers, switches, and other such devices. No two pieces of hardware have the same MAC address. Note Some Internet service providers (ISPs) require that you register the MAC address of the Network Card or LAN Adapter that was connected to your cable or DSL modem during installation.
IP Address	This address uniquely identifies the device on the network. IP addresses are assigned dynamically through DHCP or AutoIP. You can also set up a static IP address, though this is not recommended. Caution Be careful when manually assigning an IP address. An invalid IP address during installation will prevent your network components from seeing the HP All-in-One.

(continued)

Parameter	Description
Subnet Mask	<p>A subnet is an IP address assigned by the installation software to make an additional network available as part of a larger network. Subnets are specified by a subnet mask. This mask determines which of the HP All-in-One IP address bits identify the network and subnet, and which bits identify the device itself.</p> <p>Note It is recommended that the HP All-in-One and the computers that use it all reside on the same subnet.</p>
Default Gateway	<p>A node on a network that serves as an entrance to another network. A node in this instance can be a computer or some other device.</p> <p>Note The address of the default gateway is assigned by the installation software, unless you have already set a manual IP address.</p>
Configuration Source	<p>The protocol used to assign the IP address to the HP All-in-One:</p> <ul style="list-style-type: none"> ● AutoIP: The installation software automatically determines the configuration parameters. ● DHCP: The configuration parameters are supplied by a dynamic host configuration protocol (DHCP) server on the network. On small networks, this could be a router. ● Manual: The configuration parameters are set manually, such as a static IP address. ● Not Specified: The mode used when the HP All-in-One is initializing.
DNS server	<p>The IP address of the domain name service (DNS) for the network. When you use the web or send an e-mail message, you use a domain name to do it. For example, the URL http://www.hp.com contains the domain name hp.com. The DNS on the Internet translates the domain name into an IP address. Devices use the IP addresses to refer to one another.</p> <ul style="list-style-type: none"> ● IP Address: The IP address of the domain name server. ● Not Specified: The IP address is not specified, or the device is initializing. <p>Note Check to see if a DNS IP address appears on the network configuration page. If no address is shown, obtain the DNS IP address from your Internet service provider (ISP).</p>
Link Configuration	<p>The speed at which data is transmitted over a network. Speeds include 10TX-Full, 10TX-Half, 100TX-Full, and 100TX-Half. When set to None, networking is disabled.</p>

(continued)

Parameter	Description
Total Packets transmitted	The number of packets transmitted by the HP All-in-One without error since it has been turned on. The counter clears after the HP All-in-One is turned off. When a message is transmitted over a packet-switching network, it is broken up into packets. Each packet contains the destination address as well as the data.
Total Packets received	The number of packets received by the HP All-in-One without error since it has been turned on. The counter clears after the HP All-in-One is turned off.

Wireless (802.11) network settings

The following table describes the 802.11 wireless settings shown on the network configuration page.

Parameter	Description
Hardware Address (MAC)	<p>The Media Access Control (MAC) address that identifies the HP All-in-One. This is a unique 12-digit identification number assigned to networking hardware for identification, including wireless access points, routers, and other such devices. No two pieces of hardware have the same MAC address. Two MAC addresses are assigned: one for wired Ethernet and one for wireless 802.11.</p> <p>Note Some Internet service providers (ISPs) require that you register the MAC address of the Network Card or LAN Adapter that was connected to your cable or DSL modem during installation.</p>
IP Address	<p>This address uniquely identifies the device on the network. IP addresses are assigned dynamically through DHCP or AutoIP. You can also set up a static IP address, though this is not recommended.</p> <p>Note Manually assigning an invalid IP address during installation will prevent your network components from seeing the HP All-in-One.</p>
Subnet Mask	<p>A subnet is an IP address assigned by the installation software to make an additional network available as part of a larger network. Subnets are specified by a subnet mask. This mask determines which of the HP All-in-One IP address bits identify the network and subnet, and which bits identify the device itself.</p> <p>Note It is recommended that the HP All-in-One and the computers that use it all reside on the same subnet.</p>
Default Gateway	<p>A node on a network that serves as an entrance to another network. A node in this instance can be a computer or some other device.</p> <p>Note The address of the default gateway is assigned by the installation software.</p>

(continued)

Parameter	Description
Configuration Source	<p>The protocol used to assign the IP address to the HP All-in-One:</p> <ul style="list-style-type: none"> ● AutoIP: The installation software automatically determines the configuration parameters. ● DHCP: The configuration parameters are supplied by a dynamic host configuration protocol (DHCP) server on the network. On small networks, this could be a router. ● Manual: The configuration parameters are set manually, such as a static IP address. ● Not Specified: The mode used when the HP All-in-One is initializing.
DNS server	<p>The IP address of the domain name service (DNS) for the network. When you use the web or send an e-mail message, you use a domain name to do it. For example, the URL http://www.hp.com contains the domain name hp.com. The DNS on the Internet translates the domain name into an IP address. Devices use the IP addresses to refer to one another.</p> <ul style="list-style-type: none"> ● IP Address: The IP address of the domain name server. ● Not Specified: The IP address is not specified, or the device is initializing. <p>Note Check to see if a DNS IP address appears on the network configuration page. If no address is shown, obtain the DNS IP address from your Internet service provider (ISP).</p>
Wireless Status	<p>Status of the wireless network:</p> <ul style="list-style-type: none"> ● Connected: The HP All-in-One is connected to a wireless LAN and everything is working. ● Disconnected: The HP All-in-One is not connected to the wireless LAN due to incorrect settings (such as the wrong WEP key), the HP All-in-One is out of range, or an Ethernet cable is plugged in and connected to an active network. ● Disabled: The radio is turned off. ● Not applicable: This parameter does not apply to this network type.
Communication Mode	<p>An IEEE 802.11 networking framework in which devices or stations communicate with each other:</p> <ul style="list-style-type: none"> ● Infrastructure: The HP All-in-One communicates with other network devices through a wireless access point, such as a wireless router or base station. ● Ad hoc: The HP All-in-One communicates directly with each device on the network. No wireless access point is used. This is also called a peer-to-peer network. On Macs, ad hoc mode is called computer-to-computer mode. ● Not applicable: This parameter does not apply to this network type.

(continued)

Parameter	Description
Network Name (SSID)	Service Set Identifier. A unique identifier (up to 32 characters) that differentiates one wireless local area network (WLAN) from another. The SSID is also referred to as the network name. This is the name of the network to which the HP All-in-One is connected.
Signal Strength (1-5)	<p>The transmitting or return signal graded on a scale of 1 to 5:</p> <ul style="list-style-type: none">● 5: Excellent● 4: Good● 3: Fair● 2: Poor● 1: Marginal● No signal: No signal detected on the network.● Not applicable: This parameter does not apply to this network type.
Channel	<p>The channel number currently being used for wireless communication. This depends on the network in use, and might differ from the requested channel number. Value is from 1 to 14; countries/ regions might limit the range of approved channels.</p> <ul style="list-style-type: none">● (number): Value ranging from 1 to 14, depending on country/ region.● None: No channel is in use.● Not Applicable: The WLAN is disabled or this parameter does not apply to this network type. <p>Note In ad hoc mode, if you are not able to receive or transmit data between your computer and the HP All-in-One, make sure that you are using the same communication channel on your computer and the HP All-in-One. In infrastructure mode, the channel is dictated by the access point.</p>
Authentication type	<p>Type of authentication in use:</p> <ul style="list-style-type: none">● None: No authentication in use.● Open System (ad hoc and infrastructure): No authentication● Shared Key: WEP key is required.● WPA-PSK (infrastructure only): WPA with Pre-Shared Key.● Not applicable: This parameter does not apply to this network type. <p>Authentication verifies the identity of a user or device before granting access to the network, making it more difficult for unauthorized users to access network resources. This security method is common on wireless networks.</p> <p>A network using Open System authentication does not screen network users based on their identities. Any wireless user can have access from the network. However, such a network might use WEP (Wired Equivalent Privacy) encryption to provide a first level of security against casual eavesdroppers.</p>

(continued)

Parameter	Description
	<p>A network using Shared Key authentication provides increased security by requiring users or devices to identify themselves with a static key (a hexadecimal or alphanumeric string). Every user or device on the network shares the same key. WEP encryption is used along with shared key authentication, using the same key for both authentication and encryption.</p> <p>A network using server-based (WPA-PSK) authentication provides significantly stronger security, and is supported in most wireless access points and wireless routers. The access point or router verifies the identity of a user or device requesting access to the network before granting that access. Several different authentication protocols might be used on an authentication server.</p>
Encryption	<p>The type of encryption in use on the network:</p> <ul style="list-style-type: none"> ● None: No encryption is in use. ● 64-bit WEP: A 5-character or 10-hex-digit WEP key is in use. ● 128-bit WEP: A 13-character or 26-hex-digit WEP key is in use. ● WPA-AES: Advanced Encryption Standard encryption is in use. This is an encryption algorithm for securing sensitive but unclassified material by US Government agencies. ● WPA-TKIP: Temporal Key Integrity Protocol, an advanced encryption protocol, is in use. ● Automatic: AES or TKIP is in use. ● Not applicable: This parameter does not apply to this network type. <p>WEP aims to provide security by encrypting data over radio waves so that it is protected as it is transmitted from one end point to another. This security method is common on wireless networks.</p>
Access Point HW Address	<p>The hardware address of the access point on the network to which the HP All-in-One is connected:</p> <ul style="list-style-type: none"> ● (MAC address): The unique MAC (Media Access Control) hardware address of the access point. ● Not applicable: This parameter does not apply to this network type.
Total Packets transmitted	<p>The number of packets transmitted by the HP All-in-One without error since it has been turned on. The counter clears after the HP All-in-One is turned off. When a message is transmitted over a packet-switching network, it is broken up into packets. Each packet contains the destination address as well as the data.</p>
Total Packets received	<p>The number of packets received by the HP All-in-One without error since it has been turned on. The counter clears after the HP All-in-One is turned off.</p>

Bluetooth settings

The following table describes the Bluetooth settings shown on the network configuration page.

Parameter	Description
Device Address	The hardware address of the Bluetooth device.
Device Name	The device name assigned to the printer, which can identify it on a Bluetooth device.
Passkey	A value that the user must enter in order to print via Bluetooth.
Visibility	Shows whether or not the HP All-in-One is visible to Bluetooth devices that are within range. <ul style="list-style-type: none">● Visible to all: Any Bluetooth device within range can print to the HP All-in-One.● Not visible: Only Bluetooth devices that have stored the device address of the HP All-in-One can print to it.
Security	The level of security set for an HP All-in-One connected by Bluetooth. <ul style="list-style-type: none">● Low: The HP All-in-One does not require a passkey. Any Bluetooth device within range can print to it.● High: The HP All-in-One requires a passkey from the Bluetooth device before allowing the device to send a print job.

3 Fax setup

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

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



Tip You can also use the **Fax Setup Wizard** (Windows) or **Fax Setup Utility** (Mac) to help you quickly set up some important fax settings such as the answer mode and fax header information. You can access the **Fax Setup Wizard** (Windows) or **Fax Setup Utility** (Mac) through the software you installed with the HP All-in-One. After you run the **Fax Setup Wizard** (Windows) or **Fax Setup Utility** (Mac), follow the procedures in this section to complete your fax setup.

Set up the HP All-in-One for faxing

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

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



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

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



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

Countries/regions with a parallel-type phone system

Argentina	Australia	Brazil
Canada	Chile	China
Colombia	Greece	India
Indonesia	Ireland	Japan

Countries/regions with a parallel-type phone system (continued)

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.
2. Do you have a private branch exchange (PBX) phone system or an integrated services digital network (ISDN) system?
 - If you answered Yes, proceed directly to [Case C: Set up the HP All-in-One with a PBX phone system or an ISDN line](#). You do not need to continue answering questions.
 - If you answered No, please continue answering questions.
3. Do you subscribe to a distinctive ring service through your telephone company that provides multiple phone numbers with different ring patterns?
 - Yes, I have distinctive ring.
 - No.

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

If you answered No, please continue answering questions.

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

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

and another phone number with double rings to your fax calls. This allows you to tell the difference between voice and fax calls when the phone rings.

4. Do you receive voice calls at the same phone number you will use for fax calls on the HP All-in-One?
- Yes, I receive voice calls.
- No.

Please continue answering questions.

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

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

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

Please continue answering questions.

6. Do you have an answering machine that answers voice calls at the same phone number you will use for fax calls on the HP All-in-One?
- Yes, I have an answering machine.
- No.

Please continue answering questions.

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

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

Select your fax setup case

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

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

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



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

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

(continued)

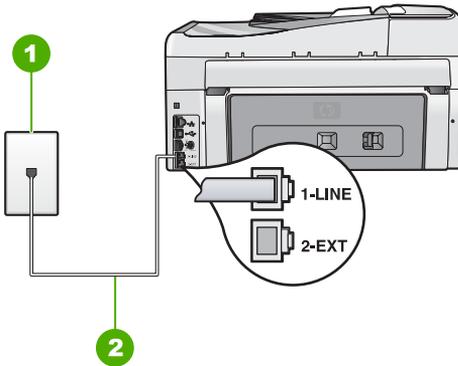
Other equipment/ services sharing your fax line	Recommended fax setup for parallel-type phone systems	Recommended fax setup for serial-type phone systems
Voice calls, computer dial-up modem, and answering machine (You answered Yes to questions 4, 5, and 6 only.)	Case J: Shared voice/fax line with computer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

For additional fax setup information, in specific countries/regions, see the Fax Configuration Web site 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
Spain	www.hp.es/faxconfig
The Netherlands	www.hp.nl/faxconfig
Belgium (France)	www.hp.be/fr/faxconfig
Belgium (Dutch)	www.hp.be/nl/faxconfig
Portugal	www.hp.pt/faxconfig
Sweden	www.hp.se/faxconfig
Finland	www.hp.fi/faxconfig
Denmark	www.hp.dk/faxconfig
Norway	www.hp.no/faxconfig
Ireland	www.hp.com/ie/faxconfig
France	www.hp.com/fr/faxconfig
Italy	www.hp.com/it/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

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



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

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

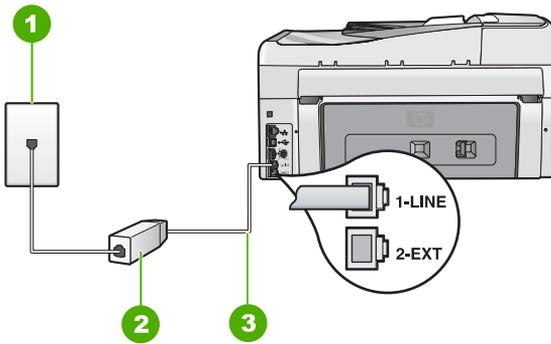
When the phone rings, the HP All-in-One will answer automatically after the number of rings you set in the **Rings to Answer** setting. Then it will begin emitting fax reception tones to the sending fax machine and receive the fax.

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".

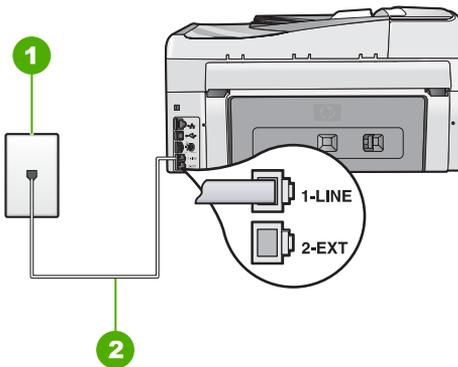


Note Many digital PBX systems include a call-waiting tone that is set to "on" by default. The call waiting tone will interfere with any fax transmission, and you will not be able to send or receive faxes with the HP All-in-One. Refer to the documentation that came with your PBX phone system for instructions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

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



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

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



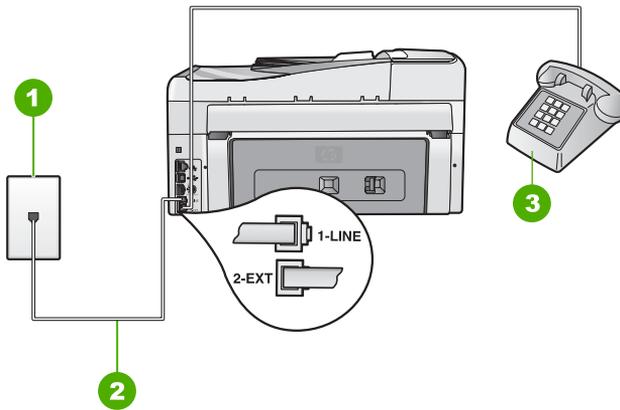
Note By default, the HP All-in-One is set to answer all ring patterns. If you do not set the **Distinctive Ring** to match the ring pattern assigned to your fax number, the HP All-in-One might answer both voice calls and fax calls or it might not answer at all.

- (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).
- 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, turn on the **Auto Answer** setting.
 - If you set up the HP All-in-One to answer faxes **manually**, you must be available to respond in person to incoming fax calls or the HP All-in-One cannot receive faxes. To set up the HP All-in-One to answer calls manually, turn off the **Auto Answer** setting.

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.

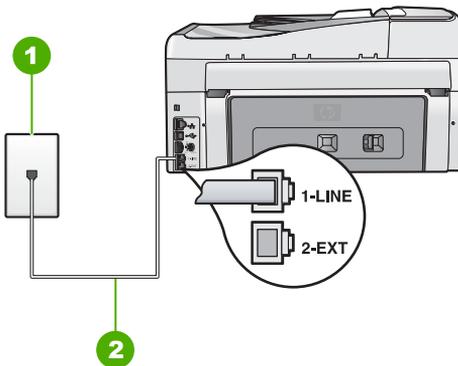
If you pick up the phone before the HP All-in-One answers the call and hear fax tones from a sending fax machine, you will need to answer the fax call manually.

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

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



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

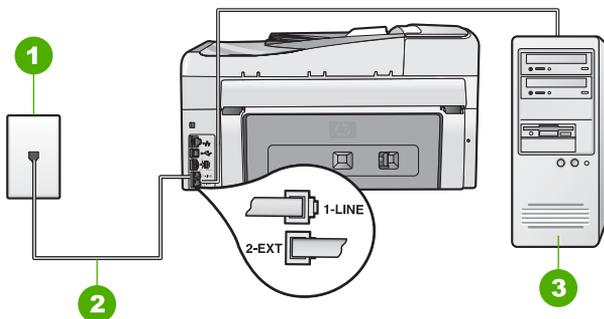
2. Turn off the **Auto Answer** setting.
3. Run a fax test.

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.

- 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.

- 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.

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

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

Case 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.

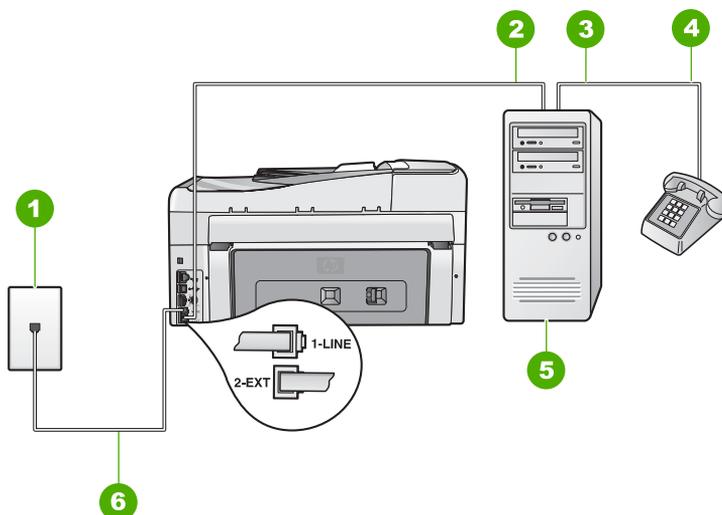
- If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler), as shown below. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2-line phone splitter, a serial

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.

- 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.

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



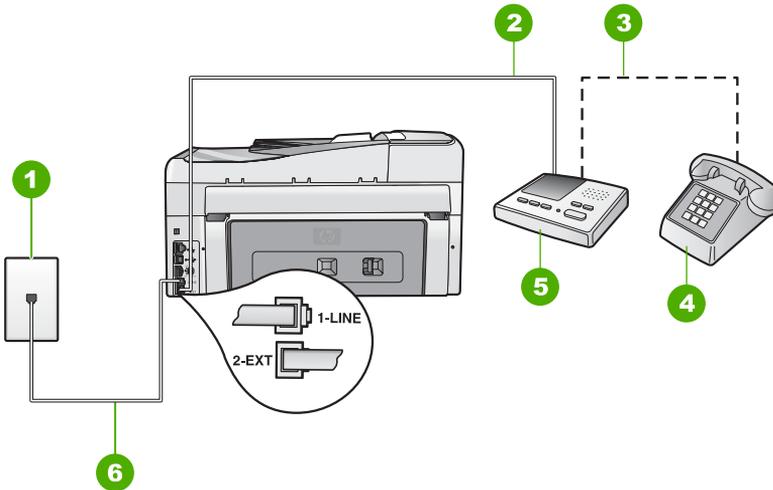
Note If you do not turn off the automatic fax reception setting in your modem software, the HP All-in-One will not be able to receive faxes.

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

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.

- 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.

- (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.

- Turn on the **Auto Answer** setting.
- Set your answering machine to answer after a low number of rings.
- 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.)
- 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.

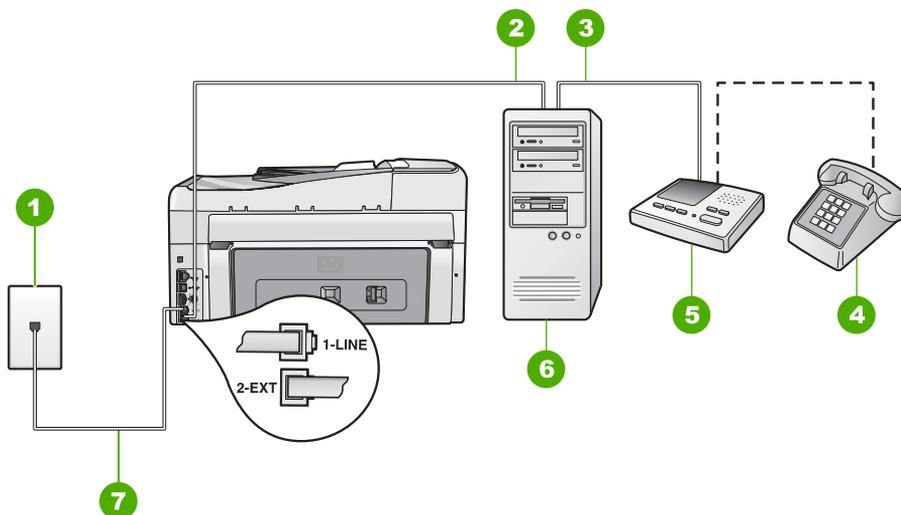
- If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler), as shown below. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2-line phone splitter, a serial

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 "OUT" port on the back of your computer modem.

This allows a direct connection between the HP All-in-One and your answering machine, even though the computer modem is connected first in line.



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

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



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

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



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

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



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

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

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

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

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



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

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

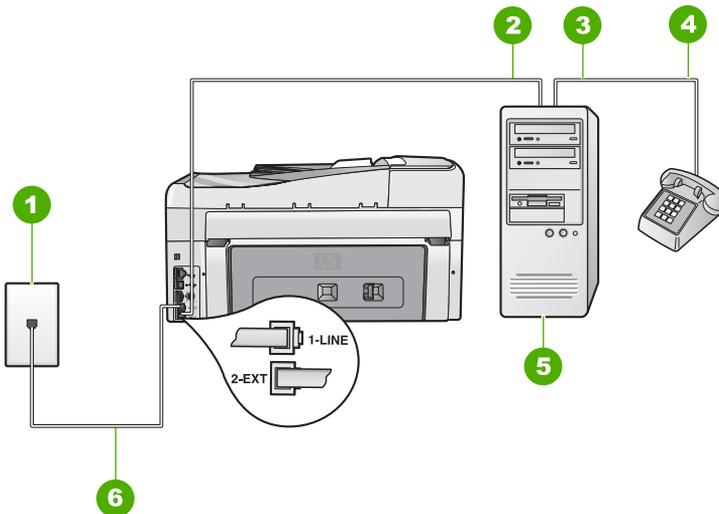
There are two different ways to set up the HP All-in-One with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

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



Example of a parallel splitter

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



Back view of the HP All-in-One

1	Telephone wall jack
2	"IN" phone port on your computer
3	"OUT" phone port on your computer

4	Telephone
5	Computer with modem
6	Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port

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

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



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

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



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

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

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

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

In order to receive faxes successfully, you might need to change some settings on the HP All-in-One. If you are unsure which setting to choose for a specific fax option, refer to the detailed fax setup instructions provided in this guide.

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

Set the answer mode

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

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

To set the answer mode

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

Set the number of rings before answering

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

The **Rings to Answer** setting is important if you have an answering machine on the same phone line as the HP All-in-One, because you want the answering machine to answer the phone before the HP All-in-One does. The number of rings to answer for the HP All-in-One should be greater than the number of rings to answer for the answering machine. For example, set your answering machine to a low number of rings and the HP All-in-One to answer in the maximum number of rings. (The maximum number of rings varies by country/region.) In this setup, the answering machine will answer the call and the HP All-in-One will monitor the line. If the HP All-in-One detects fax tones, the HP All-in-One will receive the fax. If the call is a voice call, the answering machine will record the incoming message.

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

1. Press **Setup**.
2. Press ▼ to highlight **Basic Fax Setup** and press **OK**.
3. Press ▼ to highlight **Rings to Answer** and then press **OK**.
4. Enter the appropriate number of rings by using the keypad, or press ▼ or ▲ to change the number of rings.
5. Press **OK** to accept the setting.

Change the answer ring pattern for distinctive ringing

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

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

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

To change the distinctive ring pattern from the control panel

1. Verify that the HP All-in-One is set to answer fax calls automatically.
2. Press **Setup**.
3. Press ▼ to highlight **Advanced Fax Setup**, and then press **OK**.
4. Press ▼ to highlight **Distinctive Ring**, and then press **OK**.
5. Press ▼ to highlight the appropriate 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 ink cartridges and load full-size paper in the input tray before starting the test.
3. Press **Setup**.
4. Press ▼ to highlight **Tools**, and then press **OK**.
5. Press ▼ to highlight **Run Fax Test**, and then press **OK**.
The HP All-in-One displays the status of the test on the display and prints a report.
6. 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.
7. 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 ▼ to highlight **Basic Fax Setup** and press **OK**.
3. Press ▼ to highlight **Fax Header**, and then press **OK**.
The visual keyboard appears on the display.

4. Use the visual keyboard to enter your personal or company name. When you are finished, highlight **Done** on the visual keyboard, and then press **OK**.
5. Enter your fax number by using the numeric keypad, and then press **OK**.

4 Use the HP All-in-One features

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

This chapter includes information about how to use the HP All-in-One for basic operations. In addition, it provides instructions about how to load paper and replace the ink cartridges.

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, legal paper, photo paper, transparencies, envelopes, and HP CD/DVD tattoo labels. 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 automatically-adjusted settings, you can manually set the paper size and type for print and copy jobs.

- [Load an original in the automatic document feeder](#)
- [Load an original on the glass](#)
- [Load 10 x 15 cm \(4 x 6 inch\) photo paper](#)

Load an original in the automatic document feeder

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.

The automatic document feeder holds up to 50 sheets of letter or A4 paper, or 35 sheets of legal paper.



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



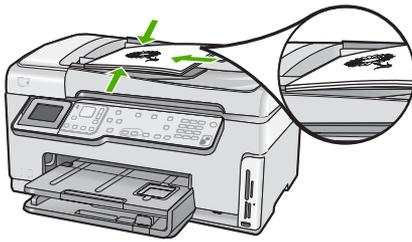
Caution Do not load photos in the automatic document feeder; this might cause damage to your photos.

To load an original in the document feeder tray

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



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

Load an original on the glass

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



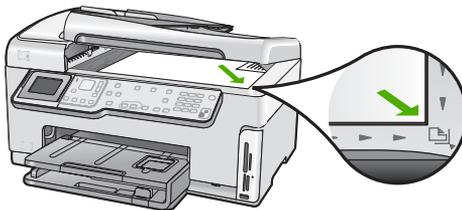
Note Many of the special features will not work correctly if the glass and lid backing are not clean.

To load an original on the glass

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



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



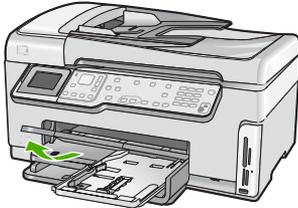
3. Close the lid.

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

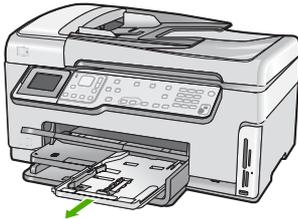
You can load up to 10 x 15 cm (4 x 6 inch) photo paper into the photo tray of the HP All-in-One. For the best results, use 10 x 15 cm (4 x 6 inch) HP Premium Plus Photo Paper or HP Premium Photo Paper.

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

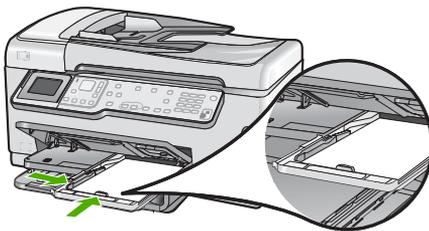
1. Raise the output tray until it goes no further.



2. Pull out the photo tray.



3. Insert the stack of photo paper into the photo tray with the short edge forward and the glossy side down. Slide the stack of photo paper forward until it stops. If the photo paper you are using has perforated tabs, load the photo paper so that the tabs are closest to you.
4. Slide the paper-length and paper-width guides inward against the stack of photo paper until 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.



5. 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.
- Do not leave originals on the glass. If you load an original in the automatic document feeder while there is already an original on the glass, the original can jam in the automatic document feeder.
- 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.

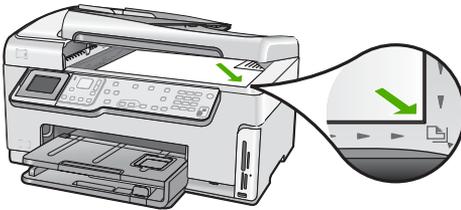
- If you are printing labels, ensure that the label sheets are no more than two years old. Labels on older sheets might peel off when the paper is pulled through the HP All-in-One, and cause paper jams.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper 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 All-in-One software must also be installed and running on your computer prior to scanning. To verify that the HP All-in-One software is running on a Windows computer, look for the HP All-in-One icon in the system tray at the lower right side of the screen, near the time.



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.

- [Scan an original to a computer](#)
- [Make reprints of your photos](#)
- [Scan an original to a memory card or storage device](#)

Scan an original to a computer

You can scan originals placed on the glass by using the control panel.

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.

Make reprints of your photos

You can scan a printed copy of a photo to make reprints in a variety of sizes, up to the size of letter (8.5 x 11 inch) or A4 (210 x 297 mm) paper.

By default, the HP All-in-One is set to detect the type of paper you are using automatically. For the best results when reprinting photos, leave the **Paper Type** set to **Automatic**, and load photo paper in the HP All-in-One. You should only change the **Paper Type** if you see print quality issues using the **Automatic** setting.

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.

Scan an original to a memory card or storage device

You can send the scanned image as a JPEG image to the memory card that is currently inserted or a storage device that is currently attached to the front USB port. This enables you to use the photo print options to print borderless prints and album pages from the scanned image.



Note If the HP All-in-One is connected to a network, you can access the scanned image only if the card or device is being shared across the network.

To save a scan to a memory card or storage device

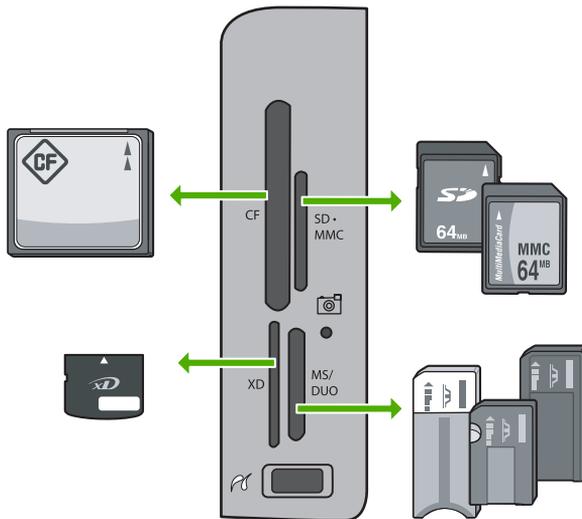
1. Make sure your memory card is inserted into the appropriate slot on the HP All-in-One, or a storage device is connected to the front USB port.
2. Load your original print side down in the right front corner of the glass.
3. Press the **Scan Menu** button.
4. Press ▼ to highlight **Scan to Memory Card**,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

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

You can select specific photos on your memory card or storage device 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 a memory card into the appropriate slot on the HP All-in-One, or connect a storage device to the front USB port.
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 appears on the display.
 3. Press **◀** or **▶** to scroll through the photos on your memory card or storage device.
 4. When the photo you want to print appears, press **OK**.
The **Print** menu appears. By default, **4 x 6** is highlighted.
-  **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) Change print settings or select additional photos to print.

To print more than one copy of the selected photo

- a. Press **OK** to display the selection menu.
- b. Press ▼ to highlight **Copies**, and then press **OK**.
- c. Press ▲ or ▼ to increase or decrease the number of copies, and then press **OK**.

To edit the selected photo before printing

- a. Press **OK** to display the selection menu.
- b. Press ▼ to highlight **Edit Photo**, and then press **OK**.

To select additional photos for printing

- a. Press ◀ or ▶ to scroll through the photos on your memory card or storage device.
- b. When the photo you want to print appears, press **OK**.
- c. Press **OK** to select **Select to Print**.
- d. Repeat these steps for each photo you want to print.
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.

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.

For more information about fax reports, sending faxes manually, and other fax features, see the onscreen Help.

To send a basic fax from the control panel

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



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

2. Press **Fax Menu**.
Enter the fax number by using the keypad, press ▲ to redial the last number dialed, or press ▼ to access speed dials.



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

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



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.

Replace the ink cartridges

Follow these instructions when you need to replace ink cartridges.



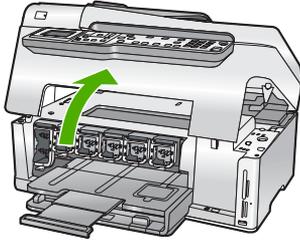
Note If you are installing ink cartridges in the HP All-in-One for the first time, be sure to use only the ink cartridges that came with the device. The ink in these cartridges is specially formulated to mix with the ink in the print head assembly at first-time setup.

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

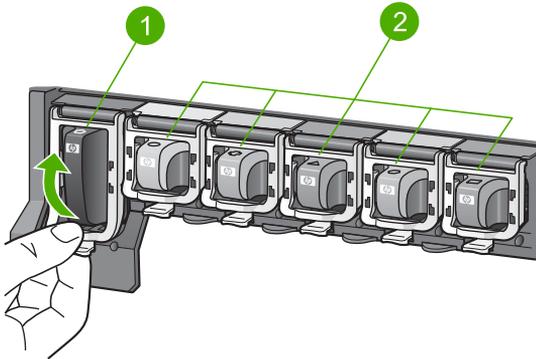
1. Make sure the HP All-in-One is turned on.
2. Open the ink cartridge door by lifting from the front center of the device, until the door locks into place.



3. Squeeze the tab below an ink cartridge to release the latch inside the HP All-in-One, and then lift the latch.

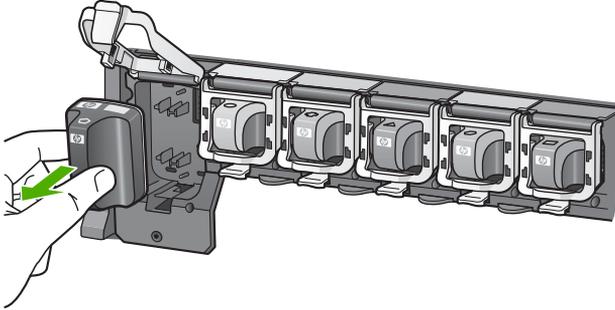
If you are replacing the black ink cartridge, lift the latch on the far left.

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.



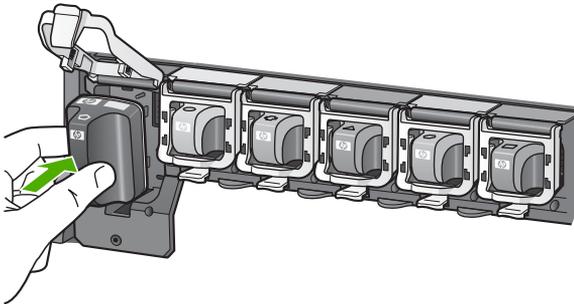
- | | |
|---|--|
| 1 | Ink cartridge latch for the black ink cartridge |
| 2 | Ink cartridge latches for the color ink cartridges |

4. Pull the ink cartridge toward you out of its slot to remove it.

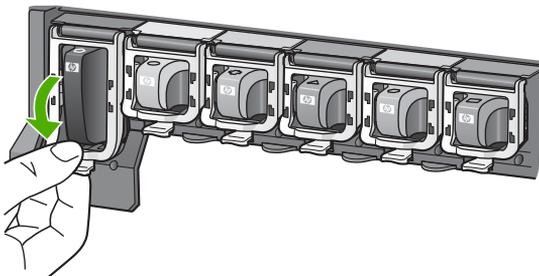


Tip You can recycle low or empty ink cartridges. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used ink cartridges free of charge. For more information, go to the following Web site: www.hp.com/hpinfo/globalcitizenship/environment/recycle/inkjet.html

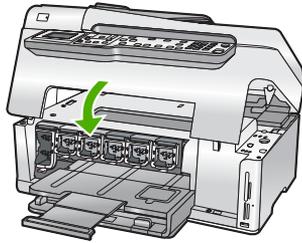
5. Remove the new ink cartridge from its packaging, and then, holding it by the handle, slide the ink cartridge into the empty slot. Make sure that you insert the ink cartridge into the slot that has the same shaped icon and color as the one you are installing.



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.



Align the printer

The printer automatically aligns when ink cartridges are replaced. You might want to use this feature when the self-test report shows streaking or white lines through any of the blocks of color.

If you still have print quality problems after aligning the printer, try cleaning the print head. If print quality problems persist after aligning and cleaning, contact HP customer support.

To align the printer from the control panel

1. Load letter, A4, or legal unused plain white paper into the input tray.
2. Press **Setup**.
The **Setup** menu appears.
3. Press ▼ to highlight **Tools**, and press **OK**.
The **Tools** menu appears.
4. Press ▼ to highlight **Align Printer**, and press **OK**.
5. The HP All-in-One prints a test page, aligns the print head, and calibrates the printer. Recycle or discard the page.
A success or failure message appears.



Note If you have colored paper loaded in the input tray when you align the printer, 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 ink 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.

6. Press **OK** to continue.
7. Recycle or discard the page.

Clean the HP All-in-One

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

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

Clean the glass

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

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

To clean the glass

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

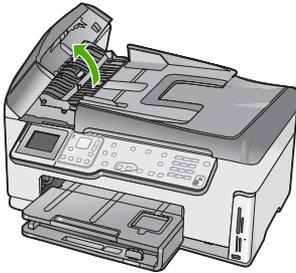


Caution Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass, since they can damage it. Do not place or spray liquid directly on the glass. The liquid might seep under the glass and damage the device.

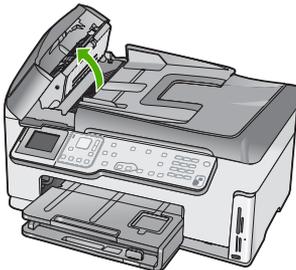
3. Dry the glass with a dry, soft, lint-free cloth to prevent spotting.
4. Turn on the HP All-in-One.

To clean the glass strip inside the automatic document feeder

1. Turn off the HP All-in-One.
2. Lift the cover of the automatic document feeder.



3. Lift the automatic document feeder mechanism.



There is a glass strip under the automatic document feeder mechanism.

4. 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.

5. Lower the automatic document feeder mechanism, and then close the cover of the automatic document feeder.
6. 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.

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.

5 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

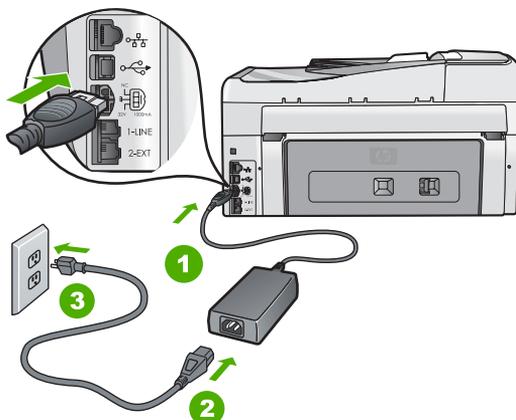
Use this section to solve any problems you might encounter while setting up the HP All-in-One hardware.

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

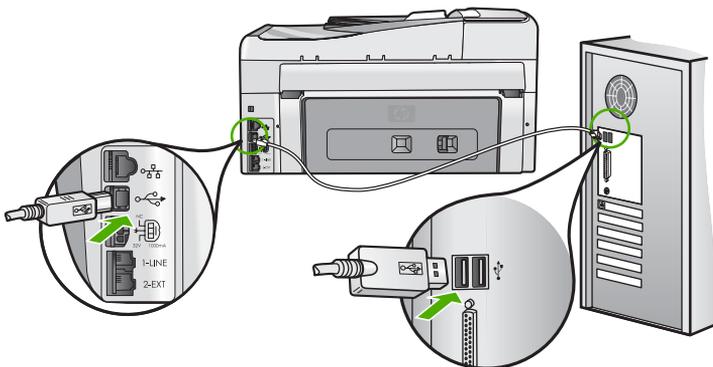
If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

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**.

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.

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 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.

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.

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.



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.

- 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**, make sure the HP All-in-One is not busy completing another task, such as 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.

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.

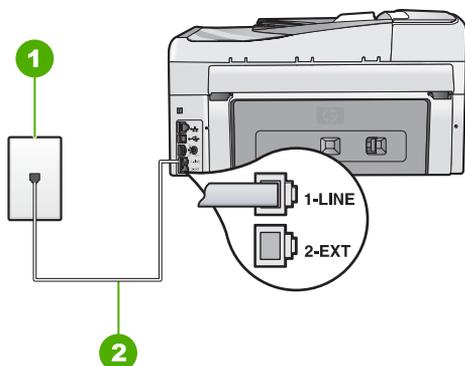
The "Fax Connected to Active Telephone Wall Jack" test failed

Solution

What to do

- 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.



- | | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with 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.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the HP All-in-One and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.

After you resolve any problems found, run the fax test again to make sure it passes and the HP All-in-One is ready for faxing.

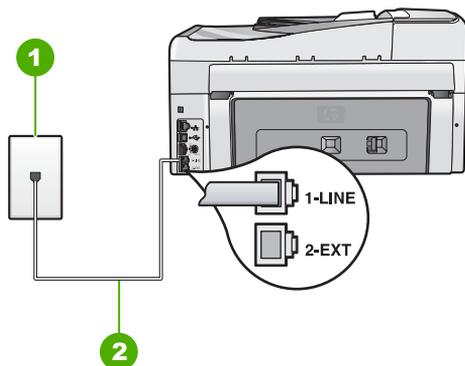
The "Phone Cord Connected to Correct Port on Fax" test failed

Solution Plug the phone cord into the correct port.

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



Note If you use the 2-EXT port to connect to the telephone wall jack, you will not be able to send or receive faxes. The 2-EXT port should only be used to connect other equipment, such as an answering machine or a telephone.



Back view of the HP All-in-One

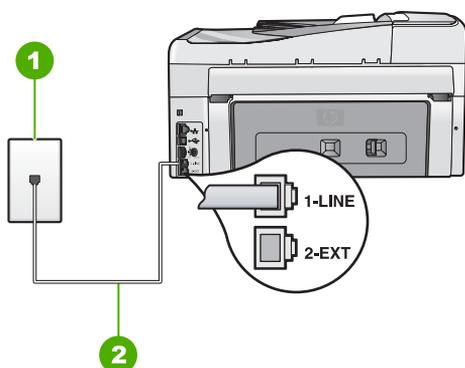
- 1 Telephone wall jack
 - 2 Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port
2. After you have connected the phone cord to the port labeled 1-LINE, run the fax test again to make sure it passes and the HP All-in-One is ready for faxing.
 3. Try to send or receive a test fax.
 - Make sure you use the phone cord that came with the HP All-in-One. If you do not use the supplied phone cord to connect from the telephone wall jack to the HP All-in-One, you might not be able to send or receive faxes. After you plug in the phone cord that came with the HP All-in-One, run the fax test again.
 - If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.

The "Using Correct Type of Phone Cord with Fax" test failed

Solution

- Make sure you used the phone cord supplied in the box with the HP All-in-One to connect to the telephone wall jack. One end of the phone cord should be connected to the port

labeled 1-LINE on the back of the HP All-in-One and the other end to your telephone wall jack, as shown below.



1	Telephone wall jack
2	Phone cord supplied in the box with the HP All-in-One

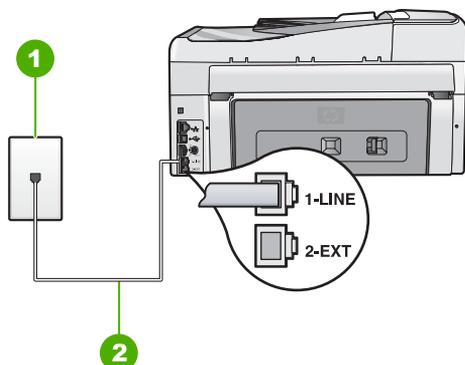
- Check the connection between the telephone wall jack and the HP All-in-One to make sure the phone cord is secure.

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 except the HP All-in-One 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.



1	Telephone wall jack
2	Use the phone cord supplied in the box with 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.

After you resolve any problems found, run the fax test again to make sure it passes and the HP All-in-One is ready for faxing. If the **Dial Tone Detection** test continues to fail, contact your telephone company and have them check the phone line.

The "Fax Line Condition" test failed

Solution

- Make sure you connect the HP All-in-One to an analog phone line or you will not be able to send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect the HP All-in-One to an analog phone line and try sending or receiving a fax.
- Check the connection between the telephone wall jack and the HP All-in-One to make sure the phone cord is secure.
- Make sure you have correctly connected the HP All-in-One to the telephone wall jack. Using the phone cord supplied in the box with the HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the HP All-in-One.

- Other equipment, which uses the same phone line as the HP All-in-One, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything except the HP All-in-One from the phone line, and then run the test again.
 - If the **Fax Line Condition Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.
 - If the **Fax Line Condition Test** fails without the other equipment, connect the HP All-in-One to a working phone line and continue reviewing the troubleshooting information in this section.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.

After you resolve any problems found, run the fax test again to make sure it passes and 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 HP All-in-One is having problems sending and receiving faxes

Cause The HP All-in-One is not set up properly for faxing.

Solution Follow the instructions in this guide to set up the HP All-in-One properly for faxing, based on the equipment and services you have on the same phone line as the HP All-in-One. Then, run a fax test to check the status of the HP All-in-One and to make sure you set it up properly.

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.

Cause The HP All-in-One is turned off.

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 wrong phone cord is used to connect the HP All-in-One or the phone cord is plugged into the wrong port.

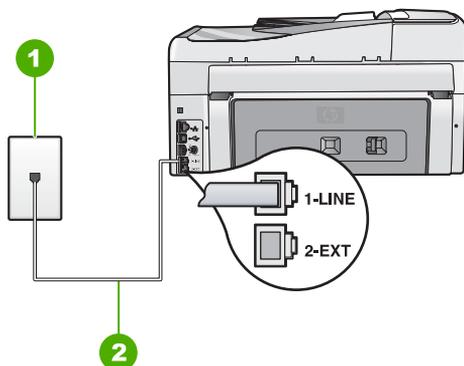
Solution



Note This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the HP All-in-One, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.

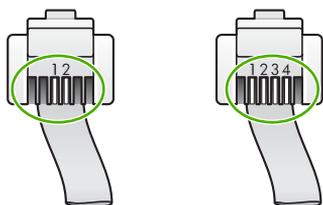
Make sure you used the phone cord supplied in the box with the HP All-in-One to connect to the telephone wall jack. One end of this special 2-wire phone cord should be connected to the

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

This special 2-wire phone cord is different from the more common 4-wire phone cords you might already have in your office. Check the end of the cord and compare it to the two types of cords shown below.



If you used a 4-wire phone cord, disconnect it, find the supplied 2-wire phone cord, and then connect the 2-wire phone cord to the port labeled 1-LINE on the back of the HP All-in-One.

If the HP All-in-One came with a 2-wire phone cord adaptor, you can use it with a 4-wire phone cord, in case the supplied 2-wire phone cord is too short. Attach the 2-wire phone cord adaptor to the port labeled 1-LINE on the back of the HP All-in-One. Attach your 4-wire phone cord to the open port on the adaptor and to the telephone wall jack. For more information on using the 2-wire phone cord adaptor, see the documentation that came with it.

Cause Other office equipment (such as an answering machine or a telephone) is not set up properly with the HP All-in-One.

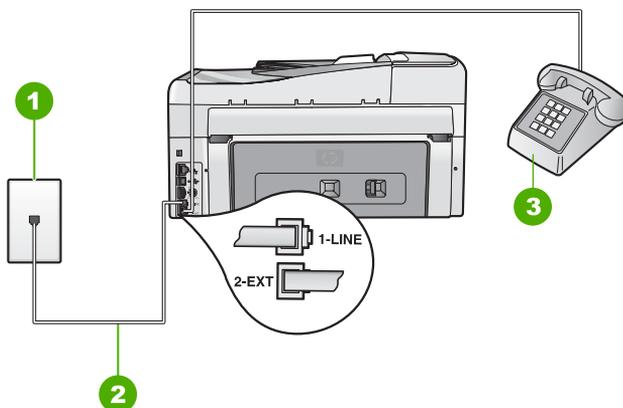
Solution



Note This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the HP All-in-One, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.

Make sure you have correctly connected the HP All-in-One to the telephone wall jack, and correctly connected any additional equipment and services that share the phone line with the HP All-in-One.

Use the port labeled 1-LINE on the back of the HP All-in-One to connect to the telephone wall jack. Use the 2-EXT port to connect to any other equipment, such as an answering machine or a telephone, as shown below.



1	Telephone wall jack
2	Use the phone cord supplied in the box with the HP All-in-One
3	Telephone (optional)

Cause You are using a phone line splitter.

Solution A phone line splitter 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.

Cause The telephone wall jack is not working properly.

Solution Try connecting a working telephone and phone cord to the telephone wall jack 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.

Cause The phone line connection is noisy. Phone lines with poor sound quality (noise) can cause faxing problems.

Solution If the failure was due to noise on the phone line, contact the sender to have them resend the fax. The quality might be better when you try again. 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 the problem persists, turn **Error Correction Mode (ECM)** off and contact your telephone company.

If you are still having problems faxing, set the **Fax Speed** to a slower rate such as **Medium (14400)** or **Slow (9600)**.

Cause Other equipment that uses the same phone line as the HP All-in-One might be in use.

Solution Make sure extension phones (phones on the same phone line, but not connected to the HP All-in-One) or other equipment are not in use or off the hook. For example, you cannot use the HP All-in-One for faxing if an extension phone is off the hook, or if you are using a computer dial-up modem to send e-mail or access the Internet.

Cause The HP All-in-One shares the same phone line with a DSL service and a DSL filter is not connected.

Solution If you use a DSL service, make sure that you have a DSL filter connected or you will not be able to fax successfully. The DSL service sends out a digital signal on the phone

line that can interfere with the HP All-in-One, preventing the HP All-in-One from sending and receiving faxes. The DSL filter removes the digital signal and allows the HP All-in-One to communicate properly with the phone line. To check if you already have a filter installed, listen to your phone line or dial tone. If you hear noise or static on the line, you probably do not have a DSL filter installed, or it is installed incorrectly. Obtain a DSL filter from your DSL provider. If you already have a DSL filter, make sure it is connected correctly.

Cause Another process has caused an error in the HP All-in-One.

Solution 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.

You can also check the status of the HP All-in-One by clicking **Status** in the HP Solution Center.

Cause You are using either a PBX or an ISDN converter/terminal adapter.

Solution

- Make sure the HP All-in-One is connected to the port that is designated for fax and phone use. Also, make sure that the terminal adapter is set to the correct switch type for your country/region, if possible.



Note 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.

For more information on how to set up the HP All-in-One with a PBX phone system or ISDN line, see [Case C: Set up the HP All-in-One with a PBX phone system or an ISDN line](#).

- Try setting the **Fax Speed** to **Medium (14400)** or **Slow (9600)**.

Cause The **Fax Speed** setting is set too fast.

Solution You might need to send and receive faxes at a slower rate. Try setting the **Fax Speed** to **Medium (14400)** or **Slow (9600)** if you use one of the following:

- An Internet phone service
- A PBX system
- Fax over Internet Protocol (FoIP)
- An ISDN service

Cause The HP All-in-One might be connected to a telephone wall jack that is set up for digital phones.

Solution Make sure you connect the HP All-in-One to an analog phone line or you will not be able to send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect the HP All-in-One to an analog phone line and try sending or receiving a fax.

Cause The HP All-in-One shares the same phone line with a DSL service and the DSL modem might not be properly grounded.

Solution 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, do the following

1. Turn off your DSL modem and completely remove power for at least 15 minutes.
2. Turn the DSL modem back on.
3. Listen to the dial tone again. If the dial tone sounds clear (no noise or static), try sending or receiving a fax.



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 phone company. For information on turning your DSL modem off, contact your DSL provider for support.

Cause You are faxing over the Internet using an IP phone, and there was a problem with the transmission.

Solution Try resending your fax at a later time. Also, make sure your Internet service provider supports faxing over the Internet.

If the problem persists, contact your Internet service provider.

The HP All-in-One cannot send faxes, but can receive faxes

Cause The HP All-in-One is not set up properly for faxing.

Solution Follow the instructions provided in this guide to set up the HP All-in-One properly for faxing, based on the equipment and services you have on the same phone line as the HP All-in-One. Then, run a fax test to check the status of the HP All-in-One and to make sure you set it up properly.

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.

Cause The HP All-in-One might be dialing too fast or too soon.

Solution 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 the **Space** button repeatedly until a dash (-) appears on the display.

If you are using a speed dial entry to send the fax, update the speed dial entry to include pauses in the number sequence.

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.

Cause The number you entered when sending the fax is not in the proper format.

Solution Check to see that the fax number you entered is correct and in the proper format. For example, you might need to dial a "9" prefix, depending on your phone system.

If your phone line has a PBX system, make sure you are dialing the number for an outside line before dialing the fax number.

Cause The receiving fax machine is having problems.

Solution To check this, try calling the fax number from a telephone and listen for fax tones. If you cannot hear fax tones, the receiving fax might not be turned on or connected, or a voice mail service could be interfering with the recipient's phone line. You can also ask the recipient to check the receiving fax machine for any problems.

The HP All-in-One is having problems sending a manual fax

Cause The recipient's fax machine might not support receiving faxes manually.

Solution Check with the recipient to see if their fax machine can receive faxes manually.

Cause You did not press **Start Fax Black** or **Start Fax Color** within three seconds of hearing fax tones.

Solution If you are sending a fax manually, make sure that you press **Start Fax Black** or **Start Fax Color** within three seconds of hearing the recipient's fax tones, otherwise the transmission might fail.

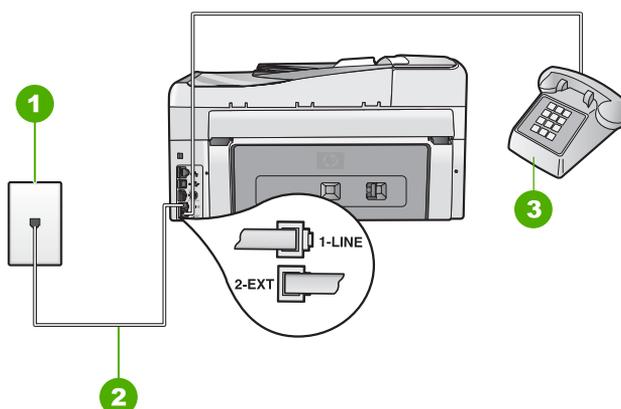
Cause The telephone used to initiate the fax call was not connected directly to the HP All-in-One or was not connected properly.

Solution



Note This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the HP All-in-One, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.

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
3	Telephone

Cause The **Fax Speed** setting might be set too fast.

Solution Try setting the **Fax Speed** to **Medium (14400)** or **Slow (9600)**, and then resend the fax.

Cause The HP All-in-One is not detecting an original loaded in the document feeder tray.

Solution If you did not load an original in the document feeder tray, or if the original is not pushed in far enough, you will be unable to send a fax manually. Load an original in the document feeder tray, or push the original farther into the tray. Once the HP All-in-One detects the original, a confirmation message appears on the display.

The HP All-in-One cannot receive faxes, but can send faxes

Cause The HP All-in-One is not set up properly for faxing.

Solution Follow the instructions in this guide to set up the HP All-in-One properly for faxing, based on the equipment and services you have on the same phone line as the HP All-in-One. Then, run a fax test to check the status of the HP All-in-One and to make sure you set it up properly.

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.

Cause **Auto Answer** is turned off, which means that the HP All-in-One will not answer incoming calls. You must be available to respond in person to incoming fax calls, or the HP All-in-One will not answer the incoming fax call.

Solution Depending on your office setup, you might be able to set the HP All-in-One to answer incoming calls automatically.

If you must have **Auto Answer** off, you will need to press **Start Fax Black** or **Start Fax Color** to receive a fax.



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

Cause You subscribe to a voice mail service at the same phone number you use for fax calls.

Solution Set the HP All-in-One to answer faxes manually. 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.

Cause You have a computer dial-up modem on the same phone line as the HP All-in-One.

Solution If you have a computer dial-up modem on the same phone line as 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.

Cause 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 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.

Solution If you have an answering machine on the same phone line with the HP All-in-One, do the following:

- 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.

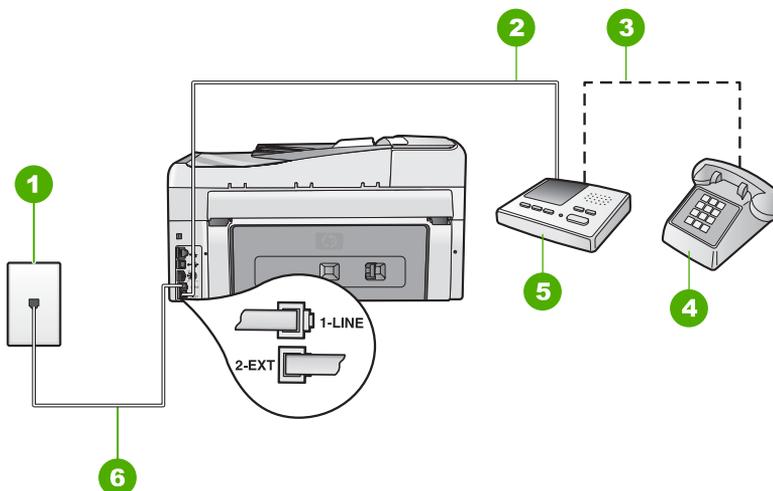
Cause The answering machine is not set up properly with the HP All-in-One.

Solution



Note This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the HP All-in-One, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.

When you have an answering machine on the same phone line you use for fax calls, you must connect the answering machine directly to the HP All-in-One using the port labeled 2-EXT, as shown below. You also need to set the correct number of rings to answer for both the answering machine and HP All-in-One.



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

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

Cause You have a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), and the **Distinctive Ring** setting on the HP All-in-One does not match.

Solution 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** setting on the HP All-in-One is set to match. For example, if the phone company has assigned your number a double ring pattern, make sure **Double Rings** is selected as the **Distinctive Ring** setting.



Note The HP All-in-One cannot recognize some ring patterns, such as those with alternating short and long ringing patterns. If you are having problems with a ring pattern of this type, ask your phone company to assign a non-alternating ring pattern.

If you are not using a distinctive ring service, make sure that the **Distinctive Ring** setting on the HP All-in-One is set to **All Rings**.

Cause The **Distinctive Ring** setting is not set to **All Rings** (and you are not using a distinctive ring service).

Solution If you are not using a distinctive ring service, make sure that the **Distinctive Ring** setting on the HP All-in-One is set to **All Rings**.

Cause The fax signal level might not be strong enough, which can cause fax reception problems.

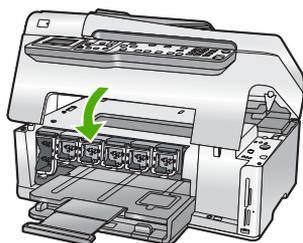
Solution If the HP All-in-One shares the same phone line with other types of phone equipment, such as an answering machine, a computer dial-up modem, or a multi-port switch box, the fax signal level might be reduced. The signal level can also be reduced if you use a splitter or connect extra cables to extend the length of your phone. A reduced fax signal can cause problems during fax reception.

- If you are using a splitter or extension cables, try removing them and connecting the HP All-in-One directly to the telephone wall jack.
- 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.

Cause The memory of the HP All-in-One is full.

Solution If **Backup Fax Reception** is enabled and there is an error condition on the HP All-in-One, the memory might become full of faxes that have not yet been printed and the HP All-in-One will stop answering calls. If an error condition exists that is preventing the HP All-in-One from printing faxes, review the display for information on the error condition. Also, check for the following problems:

- The HP All-in-One is not set up properly for faxing.
- There is no paper loaded in the input tray.
- There is a paper jam.
- The ink cartridge door is open. Close the ink cartridge door, as shown below:



- The print head assembly is stalled. Turn the HP All-in-One off, remove any objects that are blocking the print head assembly (including any packing materials), and then turn the HP All-in-One on again.

Resolve any problems found. If there are any unprinted faxes stored in memory, the HP All-in-One will begin printing all stored faxes in memory.



Note To clear the memory, you can also delete the faxes stored in memory by turning off the HP All-in-One.

Cause An error condition is preventing the HP All-in-One from receiving faxes and **Backup Fax Reception** is set to **Off**.

Solution Check for the following problems:

- The HP All-in-One is turned off. Press the **On** button to turn on the device.
- The HP All-in-One is not set up properly for faxing.
- There is no paper loaded in the input tray.
- There is a paper jam.
- The ink cartridge door is open. Close the ink cartridge door.
- The print head assembly is stalled. Turn the HP All-in-One off, remove any objects that are blocking the print head assembly (including any packing materials), and then turn the HP All-in-One on again.



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.

After you resolve any problems found, the HP All-in-One can begin answering incoming fax calls.

Fax tones are recorded on my answering machine

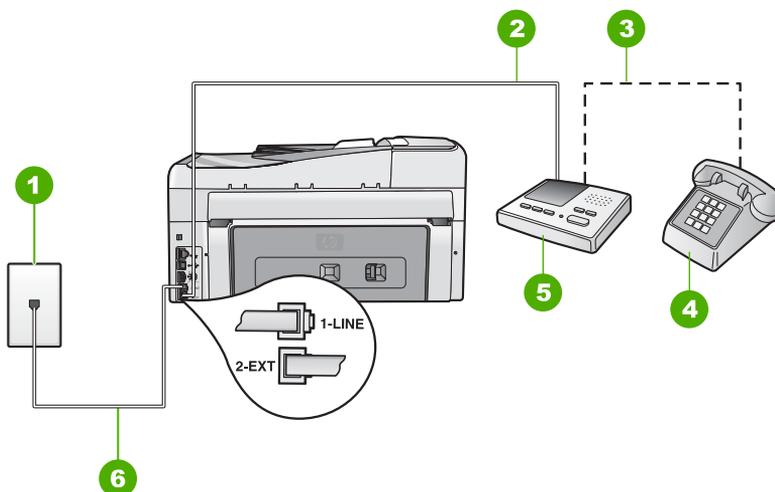
Cause The answering machine is not set up properly with the HP All-in-One or the **Rings to Answer** setting is not correct.

Solution



Note This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the HP All-in-One, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.

When you have an answering machine on the same phone line you use for fax calls, you must connect the answering machine directly to the HP All-in-One using the port labeled 2-EXT, as shown below.



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

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.

Cause The HP All-in-One is set up to receive faxes manually, which means that the HP All-in-One will not answer incoming calls. You must be available to respond in person to incoming fax calls, or the HP All-in-One will not receive the fax and your answering machine will record the fax tones.

Solution Set up the HP All-in-One to answer incoming calls automatically by turning on **Auto Answer**. If it is turned off, the HP All-in-One will not monitor incoming calls and receive faxes. In this case, the answering machine will answer the fax call and record the fax tones.

Network troubleshooting

This section addresses problems you might encounter while setting up a network.

- [Wired network setup troubleshooting](#)
- [Wireless setup troubleshooting](#)
- [Network software installation troubleshooting](#)

Wired network setup troubleshooting

This section addresses problems you might encounter setting up a wired network.

- [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 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 Uninstall the HP All-in-One software, and then reboot your computer. Temporarily disable the firewall, anti-virus, or anti-spyware, 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.

To print the network configuration page

1. On the control panel of the HP All-in-One, press **Setup**.
2. Press ▼ until **Network** is highlighted, and then press **OK**.
3. Press ▼ until **View Network Settings** is highlighted, and then press **OK**.
4. Press ▼ until **Print Network Configuration Page** is highlighted, and then press **OK**. This prints the network configuration page.

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.

Wireless setup troubleshooting

This section addresses problems you might encounter setting up a network. Check the device display for specific error messages.

- [You do not see the SSID](#)
- [Weak signal](#)
- [Error message: Cannot connect to network](#)
- [Error message: Cannot connect to network. Unsupported authentication or encryption type](#)
- [Error message: Invalid WEP Key](#)
- [Error message: Invalid passphrase](#)
- [Error message: The access point timed out before a connection could be made](#)
- [Error message: More than 1 SecureEZ Setup access point found](#)
- [Error message: Another device connected to the access point before your device tried connecting](#)

You do not see the SSID

Cause Your access point is not broadcasting its network name (SSID) because the **Broadcast SSID** option is turned off..

Solution Access the Embedded Web Server and turn on the **Broadcast SSID** option. You can also use the **Enter a New Network Name (SSID)** option in the Wireless Setup Wizard.

Cause The access point (infrastructure) or computer (ad hoc) is out of range.

Solution In order to establish a good signal between the HP All-in-One and access point (infrastructure) or computer (ad hoc), you might have to experiment a bit. Assuming the equipment is functioning properly, try doing the following things separately or in combination:

- If there is a long distance between your computer or access point and the HP All-in-One, move them closer together.
- If there are metal objects (such as a metal bookcase or refrigerator) in the transmission path, clear the path between the HP All-in-One and the computer or access point.
- If a cordless telephone, microwave, or other device that emits radio signals transmitting at 2.4 GHz is nearby, move it farther away to reduce radio interference.

Cause The SSID is out of sight at the bottom of the list.

Solution Press ▼ to scroll to the bottom of the list. Infrastructure entries are listed first, ad hoc last.

Cause The access point firmware needs updating.

Solution Check for firmware updates for your access point on the manufacturer's Web site. Update the firmware on the access point.

Cause Your wireless adapter on your computer is not broadcasting the SSID (ad hoc).

Solution Verify that the wireless adapter is broadcasting the SSID. Print a network configuration page from the HP All-in-One, and verify that the SSID for the wireless adapter appears on the network configuration page. If the wireless adapter is not broadcasting the SSID, see the documentation that came with your computer.

Cause The firmware for the wireless adapter on your computer needs updating (ad hoc).

Solution Check for firmware updates for your wireless adapter on the manufacturer's Web site, and then update the firmware.

Cause An Ethernet cable is connected to the HP All-in-One.

Solution When an Ethernet cable is plugged into the HP All-in-One, the wireless radio turns off. Unplug the Ethernet cable.

Weak signal

Cause The access point is too far away or there is interference.

Solution In order to establish a good signal between the HP All-in-One and access point, you might have to experiment a bit. Assuming the equipment is functioning properly, try doing the following things separately or in combination:

- If there is a long distance between your computer or access point and the HP All-in-One, move them closer together.
- If there are metal objects (such as a metal bookcase or refrigerator) in the transmission path, clear the path between the HP All-in-One and the computer or access point.
- If a cordless telephone, microwave, or other device that emits radio signals transmitting at 2.4 GHz is nearby, move it farther away to reduce radio interference.

Error message: Cannot connect to network

Cause The equipment is not turned on.

Solution Turn on the networked devices, such as the access point for an infrastructure network, or the computer for an ad hoc network. For more information on how to turn on the access point, see the documentation that came with your access point.

Cause The HP All-in-One is not receiving a signal.

Solution Move the access point and the HP All-in-One closer together. Then run the HP All-in-One Wireless Setup Wizard again.

Cause You have entered the SSID incorrectly.

Solution Enter the SSID correctly. Remember that the SSID is case-sensitive.

Cause You have entered the WEP key incorrectly.

Solution Enter the WEP key correctly. Remember that the WEP key is case-sensitive.

Cause The wireless settings on the HP All-in-One do not match the wireless settings of your access point.

Solution Use the Embedded Web Server to compare the wireless settings of the HP All-in-One with the wireless settings for your access point. Change either the device or access point settings so that both the HP All-in-One and the access point have matching wireless settings.

Cause You entered the wrong mode (ad hoc or infrastructure) or security type.

Solution Enter the correct mode or security type. Use the Embedded Web Server to compare the wireless settings of the HP All-in-One with the wireless settings for your access point. Change either the device or access point settings so that both the HP All-in-One and the access point have matching wireless settings.

Cause MAC filtering is enabled on your access point.

Solution Keep MAC filtering enabled, but change the settings to allow the access point to communicate with the HP All-in-One.

Error message: Cannot connect to network. Unsupported authentication or encryption type

Cause Your network is configured with an authentication protocol not supported by the HP All-in-One.

Solution Open the Embedded Web Server of your access point and change the security settings. Use one of the supported protocol types listed in the Embedded Web Server. Types **not** supported include: LEAP, PEAP, EAP-MD5, EAP-TLS, or EAP-TTLS.

Error message: Invalid WEP Key

Cause An invalid WEP key was entered.

Solution If you do not know the WEP key, see the documentation that came with your access point. The WEP key is stored within the access point. Usually you can find the WEP key by logging on to the Embedded Web Server of your access point through your computer.

Cause The WEP key index setting of your access point does not match the WEP key index setting of the HP All-in-One.

Solution The HP All-in-One is looking for a WEP key index of 1. If the WEP key index setting was changed on the access point, open the Embedded Web Server for the HP All-in-One and update the index setting to match the index setting of your access point. Once you've updated the index setting on the HP All-in-One, re-run the Wireless Setup Wizard.



Note Some access points provide more than one WEP key. Make sure you use the first WEP key (index 1) when setting up your wireless network.

Error message: Invalid passphrase

Cause You have entered the WPA passphrase incorrectly.

Solution Use the Wireless Setup Wizard to enter the correct passphrase. Make sure it has between 8 and 63 characters, and matches the passphrase programmed in the access point (case sensitive).

Error message: The access point timed out before a connection could be made

Cause You are using SecureEZ setup and your access point allows only a limited amount of time for you complete the setup.

Solution Start the setup process again and make sure to complete the setup in the time allowed.

Error message: More than 1 SecureEZ Setup access point found

Cause Someone else in the vicinity is also using SecureEZ Setup to set up a device.

Solution Cancel the setup and start over.

Error message: Another device connected to the access point before your device tried connecting

Cause Another device in the vicinity connected to your access point before the HP All-in-One was able to connect.

Solution Cancel the setup and start over.

Network software installation troubleshooting

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

- [I received a System Requirements Error: No TCP/IP](#)
- [The Printer Not Found screen appears during installation](#)

I received a System Requirements Error: No TCP/IP

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

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

The Printer Not Found screen appears during installation

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

Solution Uninstall the HP All-in-One software, and then reboot your computer. Temporarily disable the firewall, anti-virus, or anti-spyware, and then reinstall the HP All-in-One software. You can re-enable your firewall, anti-virus, or anti-spyware application after installation is complete. If you see firewall pop-up messages, you must accept or allow the pop-up messages. For more information, see the documentation provided with the firewall software.

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

Solution Temporarily disable the VPN before proceeding with the installation.



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

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

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

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

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

Check the following:

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

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

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

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

Solution Turn on the HP All-in-One.

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:

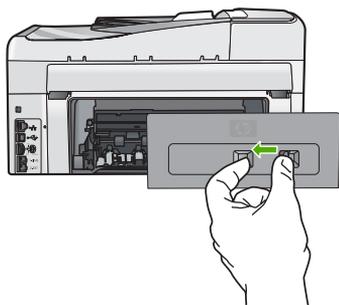
- Placing too much paper in the document feeder tray. The automatic document feeder can hold up to 50 sheets of letter or A4 paper, or 35 sheets of legal paper.
- Using paper that is too thick or too thin for the HP All-in-One.
- Trying to add paper to the document feeder tray while the HP All-in-One is feeding pages.

To clear a paper jam from the rear door

1. 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.

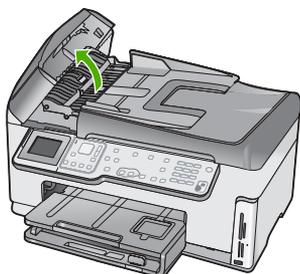
4. Replace the rear door. Gently push the door forward until it snaps into place.
5. Turn on the HP All-in-One, and then press **OK** to continue the current job.

To clear a paper jam in the automatic document feeder

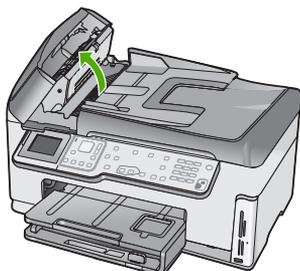


Caution Do not lift the lid of the HP All-in-One and try to remove the jammed document from the glass. You might damage your original document.

1. Remove all originals from the document feeder tray.
2. Lift the cover of the automatic document feeder.



3. Lift the automatic document feeder mechanism.



4. Gently pull out any paper that is jammed in the automatic document feeder mechanism.



Caution If the paper tears when you are removing it, check for torn pieces of paper that might remain inside the mechanism. If you do not remove all the pieces of paper from the automatic document feeder, more paper jams are likely to occur.

5. Lower the automatic document feeder mechanism, and then close the cover of the automatic document feeder.
The cover clicks when it is completely closed.

Information on ink cartridges

The following tips help maintain HP ink cartridges and ensure consistent print quality.

- Keep all ink cartridges in the original sealed packages until they are needed.
- Turn off the HP All-in-One from the control panel. Do not turn off the device by turning off a power strip or unplugging the power cord from the HP All-in-One. If you improperly turn off the HP All-in-One, the print head assembly might not return to the correct position.
- Store ink cartridges at room temperature (15.6°-26.6° C or 60°-78° F).
- HP recommends that you do not remove the ink cartridges from the HP All-in-One until you have replacement cartridges available to install. If you are transporting the HP All-in-One make sure you leave the ink cartridges installed to avoid ink leakage from the print head assembly.
- Clean the print head when you notice a significant decrease in print quality.
- Do not clean the print head unnecessarily. This wastes ink and shortens the life of the cartridges.
- Handle ink cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems.

Ink cartridge messages

Use this section to solve ink cartridge-related error messages that you might encounter while using the HP All-in-One.

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, follow the instructions provided in this guide.

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](#)
- [Ink cartridge warranty information](#)

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](#)

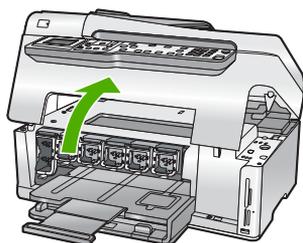
Print head assembly is stalled

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.

6 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 4800 x 4800
- 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 4800 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)

Fax specifications

- Walk-up black-and-white and color fax capability.
- Up to 110 speed dials (varies by model).
- Up to 120-page memory (varies by model, based on ITU-T Test Image #1 at standard resolution). More complicated pages or higher resolution takes longer and uses more memory.
- Manual fax send and receive.
- Automatic busy redial up to five times (varies by model).
- Automatic no-answer redial one time (varies by model).
- Confirmation and activity reports.
- CCITT/ITU Group 3 fax with Error Correction Mode.
- 33.6 Kbps transmission.
- 3 seconds per page speed at 33.6 Kbps (based on ITU-T Test Image #1 at standard resolution). More complicated pages or higher resolution take longer and use more memory.
- Ring detect with automatic fax/answering machine switching.

	Photo (dpi)	Very Fine (dpi)	Fine (dpi)	Standard (dpi)
Black	200 x 200 (8-bit grayscale)	300 x 300	200 x 200	200 x 100
Color	200 x 200	200 x 200	200 x 200	200 x 200

Physical specifications

Specification	In the open position	In the closed position
Height	45.7 cm (18 inches)	24.7 cm (9.7 inches)
Width	49.3 cm (19.4 inches)	45.7 cm (18 inches)
Depth	43.9 cm (17 inches)	38.5 cm (15.2 inches)
Weight	9.5 kg (21 pounds)	9.5 kg (21 pounds)

Power specifications

- Power consumption: 50 watts maximum (average printing)
- Input voltage: AC 100 to 240 V ~ 1 A 50–60 Hz, grounded
- Output voltage: DC 32 V===1560

Environmental specifications

- Recommended operating temperature range: 15° to 30° C (59° to 86° F)
- Allowable operating temperature range: 5° to 40° C (41° to 104° F)
- Humidity: 20% 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 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 Web site. 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.

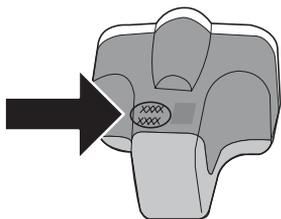
Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SDGOB-0605-02. This regulatory number should not be confused with the marketing name (HP Photosmart C6100 All-in-One series, etc.) or product numbers (Q8191A, 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

- 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 interrupted 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 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.
- 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

Index

Symbols/Numerics

- 10 x 15 cm photo paper
 - load 59
 - specifications 107
- 4 x 6 inch photo paper, load 59
- 802.11 wireless, configuration page 29
- 802.3 wired, configuration page 27

A

- access point connection 13
- access point HW address 32
- ad hoc network 16
- admin password 27
- ADSL. *See* DSL
- advanced network settings 24
- after the support period 106
- AirPort 13
- align printer 70
- answer ring pattern 42, 55
- answering machine
 - fax tones recorded 91
 - set up with fax 49, 50
- authentication type 31
- automatic document feeder
 - load original 58

B

- base station. *See* access point connection
- blocked print head 76
- Bluetooth, configuration page 33
- broadband Internet 14
- buttons, control panel 5

C

- cancel
 - button 6
- CAT-5 Ethernet cable 10
- channel, wireless communication 31
- clean
 - exterior 72
 - glass 71

- lid backing 72
 - color graphics display 6
 - communication mode 30
 - computer modem
 - set up with fax 45, 46, 50, 52
 - computer-to-computer network 16
 - config source (802.3 wired) 28
 - configuration page
 - 802.11 wireless 29
 - 802.3 wired 27
 - Bluetooth 33
 - general information 26
 - configuration source 30
 - connect
 - wired network (Ethernet) 9
 - wireless, with access point 13
 - wireless, without access point 13
 - connection problems
 - fax 82, 86, 87, 88
 - HP All-in-One does not turn on 74
 - control panel
 - buttons 5
 - features 5
 - copy
 - make a copy 61
 - specifications 108
 - correct port test, fax 78
 - customer support warranty 106
- ## D
- damaged, ink cartridge 102
 - default gateway 29
 - default gateway (802.3 wired) 28
 - default settings, restore 23
 - device address (Bluetooth) 33
 - device name (Bluetooth) 33
 - dial tone test, failure 80
 - dial-up modem. *See* computer modem
 - direction pad 7

- display
 - change language 75
 - change measurements 76
- distinctive ringing 42, 55
- DNS server 30
- DNS server (802.3 wired) 28
- DSL, set up with fax 39

E

- Embedded Web Server
 - access using web browser 25
 - password settings 27
 - setup wizard 26
- encryption
 - settings 32
 - WEP key 18
- envelopes
 - specifications 107
- environment
 - Environmental product stewardship program 109
 - environmental specifications 109
- EWS. *See* Embedded Web Server

F

- fax
 - answer mode 54
 - answer ring pattern 55
 - answering machine, set up 49, 50
 - auto answer 6, 54
 - button 6
 - computer modem, set up 45, 46, 50, 52
 - distinctive ringing 42, 55
 - DSL, set up 39
 - header 56
 - ISDN line, set up 41
 - PBX system, set up 41
 - phone cord 77
 - rings to answer 55
 - set up 34, 76
 - settings 54
 - specifications 108

- test failed 77
- test setup 56
- troubleshoot 76
- voice mail, set up 44, 52
- fax problems
 - fax tones recorded 91
 - receiving 82, 88
 - sending 82, 86, 87
- firmware version 27

G

- gateway, default setting 28, 29
- general information, configuration page 26
- glass
 - clean 71
 - load original 59

H

- hardware address 29
- hardware address (802.3 wired) 27
- hardware test, fax 77
- header, fax 56
- help
 - use onscreen Help 8
- Hewlett-Packard Company notices 2
- hostname 27

I

- infrastructure mode 13
- ink
 - empty 102
 - replace soon 104
- ink cartridges
 - damaged 102
 - empty 102
 - error message 105
 - expired 102
 - HP ink depleted 103
 - incorrect 101, 105
 - missing 102
 - non-HP ink 103
 - replace 67
 - replace soon 104
 - tips 101
 - troubleshoot 76
- interface card 13
- Internet, broadband 14
- IP
 - address 26, 27, 29

- settings 24
- ISDN line, set up with fax 41

J

- jams, paper 60, 76

K

- keypad 6

L

- labels
 - specifications 107
- left arrow 7
- legal paper
 - specifications 107
- letter paper
 - specifications 107
- lid backing, clean 72
- line condition test, fax 81
- link
 - configuration 28
 - speed 24
- load
 - 10 x 15 cm photo paper 59
 - 4 x 6 inch photo paper 59

M

- MAC address 27, 29
- maintenance
 - align printer 70
 - clean exterior 72
 - clean glass 71
 - clean lid backing 72
 - replace ink cartridges 67
- make a copy 61
- mDNS service name 27
- Media Access Control (MAC) address 27, 29
- memory cards
 - scan to 63
 - slots 3
- missing
 - ink cartridge 102
- modem. *See* computer modem

N

- network
 - advanced settings 24
 - connection type 26
 - interface card 13
 - name 31
 - restore settings 23

- security 18, 97
- status 26
- upgrade 21
- network configuration page 26

O

- OK button 7
- on button 6

P

- paper
 - jams 60, 76, 99
 - paper sizes 107
 - specifications 107
- paper tray capacities 107
- parallel phone system 35
- passkey (Bluetooth) 33
- password, Embedded Web Server 27
- PBX system, set up with fax 41
- PC modem. *See* computer modem
- peer-to-peer network 16
- phone cord
 - check 78
 - connection, failure 78
- phone line, answer ring pattern 55
- phone support 106
- phone support period
 - period for support 106
- photo paper
 - load 59
 - specifications 107
- Photosmart Express 7
- physical specifications 108
- power specifications 108
- print
 - from software application 65
 - specifications 107
- print head
 - failure 104
 - stalled 103
- print head, blocked 76
- printer found screen, Windows 12
- printer, align 70

- R**
- radio, turn off 23
 - receive fax
 - auto answer mode 54
 - rings to answer 55
 - regulatory notices
 - regulatory model
 - identification number 109
 - reinstall software 73
 - replace ink cartridges 67
 - reports
 - fax test failed 77
 - restore network defaults 23
 - right arrow 6
 - rings to answer 55
 - RJ-45 plug 10
 - rotate button 6
 - router 10
- S**
- save
 - scanned image 61
 - scan
 - button 7
 - documents 61
 - from control panel 61
 - photos 61
 - save to computer 61
 - save to memory card 63
 - save to storage device 63
 - scan specifications 108
 - to memory card 63
 - scan glass
 - clean 71
 - load original 59
 - security
 - Bluetooth 33
 - network, WEP key 11, 14, 18, 20, 30, 31, 32
 - troubleshoot 18, 19
 - send fax
 - basic fax 67
 - serial phone system 35
 - settings
 - fax 54
 - network 22
 - restore defaults 23
 - setup
 - answering machine 49, 50
 - button 6
 - computer modem 45, 46, 50, 52
 - distinctive ringing 42, 55
 - DSL 39
 - fax 34
 - ISDN line 41
 - PBX system 41
 - separate fax line 39
 - shared phone line 43
 - test fax 56
 - troubleshoot fax 76
 - voice mail 44, 52
 - sharing 21
 - signal strength 31
 - Smart Key 14
 - software application, print
 - from 65
 - software installation
 - reinstall 73
 - uninstall 73
 - specifications. *See* technical information
 - speed dial
 - send fax 67
 - SSID
 - troubleshoot 95
 - wireless setting 31
 - start copy black 6
 - start copy color 6
 - start fax
 - black 6
 - color 6
 - status, network 26
 - subnet mask 28, 29
 - subscriber identification code 56
 - support process 106
 - system requirements 107
- T**
- technical information
 - copy specifications 108
 - environmental
 - specifications 109
 - fax specifications 108
 - paper sizes 107
 - paper specifications 107
 - paper tray capacities 107
 - physical specifications 108
 - power specifications 108
 - print specifications 107
 - scan specifications 108
 - system requirements 107
 - weight 108
 - telephone line, answer ring
 - pattern 55
 - telephone wall jack, fax 77
 - test
 - dial tone 80
 - fax hardware 77
 - fax line condition 81
 - fax port 78
 - fax setup 56
 - fax test failed 77
 - phone cord 78
 - telephone wall jack 77
 - total packets
 - received 32
 - transmitted 32
 - total packets received (802.3 wired) 29
 - total packets transmitted (802.3 wired) 29
 - transparencies
 - specifications 107
 - troubleshoot
 - access point 98
 - blocked print head 76
 - fax 76
 - fax problems 82, 86, 87, 88, 91
 - hardware installation 74
 - incorrect measurements 76
 - jams, paper 60, 76
 - language, display 75
 - low signal 96
 - network connection 96
 - network setup 93
 - Passphrase, invalid 98
 - printer alignment 76
 - printer not found 98
 - USB cable 75
 - WEP key 97
 - wireless setup 98
 - wireless setup wizard 93, 95
 - troubleshooting
 - No TCP/IP 94, 98
 - Printer not Found 94
 - unable to discover device 93
 - using a cable modem
 - without a router 95
- U**
- uninstall software 73
 - upgrade to network 21

URL 26
USB cable installation 75

V

visibility (Bluetooth) 33
voice mail
 set up with fax 44, 52

W

wall jack test, fax 77
warranty 106
WEP key, setup 18
wireless
 radio, turn off 23
 setup wizard,
 troubleshoot 93, 95
 status 30
 troubleshoot 98
wireless router 10

Z

zoom
 button 7



021 672 280	الجزائر
Argentina (Buenos Aires) Argentina	54-11-4708-1600 0-800-555-5000
Australia Australia (out-of-warranty)	1300 721 147 1902 910 910
Österreich	+43 0820 87 4417
17212049	البحرين
België Belgique	+32 070 300 005 +32 070 300 004
Brasil (Sao Paulo) Brasil	55-11-4004-7751 0-800-709-7751
Canada	1-(800)-474-6836 (1-800 hp invent)
Central America & The Caribbean	www.hp.com/support
Chile	800-360-999
中国	021-3881 4518 800-810-3888
Colombia (Bogotá) Colombia	571-606-9191 01-8000-51-4746-8368
Costa Rica	0-800-011-1046
Česká republika	810 222 222
Danmark	+45 70 202 845
Ecuador (Andinatel) Ecuador (Pacifitel)	1-999-119 800-711-2884 1-800-225-528 800-711-2884
(02) 6910602	مصر
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España	+34 902 010 059
France	+33 0892 69 60 22
Deutschland	+49 01805 652 180
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Guatemala	1-800-711-2884
香港特別行政區	(852) 2802 4098
Magyarország	06 40 200 629
India	1-800-425-7737 91-80-28526900
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+971 4 224 9189	العراق
+971 4 224 9189	الكويت
+971 4 224 9189	لبنان
+971 4 224 9189	قطر
+971 4 224 9189	اليمن
Ireland	+353 1890 923 902
1-700-503-048	ישראל
Italia	+39 848 800 871
Jamaica	1-800-711-2884

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한국	1588-3003
Luxembourg Luxemburg	+352 900 40 006 +352 900 40 007
Malaysia	1800 88 8588
Mauritius	(262) 262 210 404
México (Ciudad de México) México	55-5258-9922 01-800-472-68368
081 005 010	المغرب
Nederland	+31 0900 2020 165
New Zealand	0800 441 147
Nigeria	(01) 271 2320
Norge	+47 815 62 070
24791773	عمان
Panamá	1-800-711-2884
Paraguay	009 800 54 1 0006
Perú	0-800-10111
Philippines	2 867 3551
Polska	22 5666 000
Portugal	+351 808 201 492
Puerto Rico	1-877-232-0589
República Dominicana	1-800-711-2884
Reunion	0820 890 323
România	0801 033 390
Россия (Москва) Россия (Санкт-Петербург)	095 777 3284 812 332 4240
800 897 1415	السعودية
Singapore	6 272 5300
Slovensko	0850 111 256
South Africa (international) South Africa (RSA)	+ 27 11 2589301 0860 104 771
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Тшш	+66 (2) 353 9000
071 891 391	تونس
Trinidad & Tobago	1-800-711-2884
Türkiye	+90 212 444 71 71
Україна	(044) 230-51-06
600 54 47 47	الإمارات العربية المتحدة
United Kingdom	+44 0870 010 4320
United States	1-(800)-474-6836
Uruguay	0004-054-177
Venezuela (Caracas) Venezuela	58-212-278-8666 0-800-474-68368
Việt Nam	+84 88234530