HP Photosmart Pro B8300 series

User's Guide
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Safety Information

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

Read and understand all instructions in the documentation that comes with the printer.

Use only a grounded electrical outlet when connecting this product to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.

Observe all warnings and instructions marked on the product.

Unplug this product from wall outlets before cleaning.

Do not install or use this product near water, or when you are wet.

Install the product securely on a stable surface.

Install the product in a protected location where no one can step on or trip over the line cord, and the line cord cannot be damaged.

If the product does not operate normally, see Troubleshooting.

There are no user-serviceable parts inside. Refer servicing to qualified service personnel.
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Welcome

Thank you for buying this HP Photosmart printer.

This section contains the following information:

- Special features
- Using this guide
- Finding other resources for the product
Special features

This printer is equipped with several exciting features.

- **Digital photo printing** – Print high-quality color and black-and-white photographs.
- **Wide-format printing** – Print on sizes up to 330 x 483 mm (13 x 19 inches) or A3+ borderless.
- **Borderless printing** – Use the entire page surface when printing photos and cards by using the borderless printing feature. Prints up to 330 x 483 mm (13 x 19 inches) or A3+ borderless.
- **Ink backup mode** – Continue printing with one print cartridge when the other print cartridge runs out of ink.
- **Color management** – The printer software translates the colors of your photo from their current color space to the selected color space in the printer driver. See printer driver online help for more information.
- **Automatic paper-type sensor** – The printer automatically selects the print settings that are appropriate for the media in the printer, particularly when used with HP media.
- **Cancel button** – Cancel unwanted print jobs at the touch of a button.
- **Power-saving mode** – The printer goes into a low-power, energy-efficient mode after it has been idle for 30 minutes.
- **Toolbox** – Get status and maintenance information about your printer. It also provides access to the myPrintMileage Web site, documentation, and online help tools for solving printer problems.
- **Panoramic printing** – Print high-quality panoramic photographs with or without borders.
- **Print multiple pages on a single sheet of paper** – Use the printer software to print up to 16 pages on a single sheet of paper.
Using this guide

This guide includes the following sections:

- **Getting started** – Describes the printer parts and explains how to connect using a USB cable, how to install the printer software, how to connect to a network, and how to connect to an external print server.

- **Using print cartridges and accessories** – Explains how to use the print cartridges and how to install the optional duplex unit.

- **Printing and loading media** – Describes and illustrates how to load print media and explains how to print on various media types and sizes. Explains six-ink printing, which enhances the print quality of photographs, and how to use the borderless printing feature. Also describes the printer driver features.

- **Using the Toolbox** – Describes the features of the Toolbox (such as ink level information, print cartridge maintenance, and links to troubleshooting instructions), HP Instant Support, and the myPrintMileage Web site (which keeps track of printer usage information). Also explains how to order printing supplies directly through the Toolbox.

- **Troubleshooting** – Helps you solve common printer problems such as paper jams or software installation issues, and printing problems such as borderless or photo printing problems.

- **Printer lights reference** – Describes and illustrates printer light combinations, what they indicate, and what action to take if necessary.

- **HP supplies and accessories** – Lists part numbers of the accessories, media, and print cartridges that can be purchased and used with the printer.

- **Customer support and warranty** – Lists support services to obtain assistance for your printer.

- **Printer specifications and Declaration of Conformity** – Lists information such as print speeds, tray capacity, and system requirements. Also contains a Declaration of Conformity.

- **Regulatory information** – Contains an FCC statement and other regulatory information, such as EMI statements, LEDs classification, energy consumption, and the regulatory model number.
Finding other resources for the product

You can obtain product information and further troubleshooting resources that are not included in this guide from the following resources:

- **Quick Start Guide** – Provides instructions for setting up the printer and information about the warranty and safety issues. Included as a printed guide in the box with the printer.

- **Readme file and release notes** – Provides late-breaking information and troubleshooting tips. Included on the Starter CD.

- **Toolbox** – Provides information about print cartridge ink levels and access to printer maintenance services. See Using the Toolbox for more information. Available if you choose an installation option that includes the Toolbox.

- **Printer-driver onscreen help (Windows)** – Provides an explanation of the features in the printer driver. Available from the printer driver.

- **HP Printer Utility (Macintosh)** – Contains tools to calibrate the printer, clean the print cartridges, print a test page, and find Web site support information. See Using the HP Printer Utility (Macintosh) for more information.

- **HP Instant Support** – Helps you quickly identify, diagnose, and resolve printing problems. See HP Instant Support for more information. Available through any standard Web browser or through the Toolbox (Windows).

- **Starter CD** – Includes printer software, a utility that lets you create customized installation packages, an electronic copy of this user's guide, and ordering information. See Troubleshooting.

- **Diagnostics page** – Provides information about the printer hardware, such as the firmware version and model number. See Printing a diagnostics page.

- **HP Web sites** – Provides the latest printer software, product and support information. Go to http://www.hp.com/support/.

- **HP telephone support** – During the warranty period, this support is often free of charge. See HP Telephone Support.
2 Getting started

This section contains the following information:

- Understanding the printer parts and functions
- Configuring the printer (Windows)
- Configuring the printer (Mac OS)
- Uninstalling the printer software
- Customizing the printer software setup program
- Installing other software
Understanding the printer parts and functions

Front view (trays, cover, and print cartridge cradle)

1 Extendable input tray
2 Extendable output tray
3 Front manual feed paper guide
4 Front manual feed slot
5 Top cover
6 Print cartridge latch
7 Print cartridge cradle
Front view (input tray)

1. Input tray lock
2. Small media guide
3. Paper width guide
4. Small media ejector

Printer lights

The printer lights provide visual cues about the status of the printer. For more information, see Printer lights reference.

1. Right print cartridge light (black, photo, or gray print cartridge)
2. Left print cartridge light (tri-color print cartridge)
3. Cancel button
**Back view**

1. Universal serial bus (USB) port
2. Rear access panel
3. Rear manual feed slot
4. Rear manual feed paper guide
5. Rear access panel release buttons
6. Power input

4. Resume button and light
5. Power button and light
Configuring the printer (Windows)

You can connect the printer directly to a computer, or you can share the printer on a locally shared network.

**NOTE** You must have administrator privileges to install a printer driver in Windows 2000, Windows Server 2000, or Windows XP.

### Direct connection

You can connect the printer directly to your computer with a USB cable.

**NOTE** If you install the printer software and connect a printer to a computer running Windows, you can connect additional printers to the same computer with USB cables without reinstalling the printing software.

### Installing printer software and sharing the printer

When setting up the printer, HP recommends that you connect the printer after you install the software because the installation program is designed to provide you with the easiest setup experience.

However, if you have connected the cable first, see To connect the printer before installing the software.

### To install the software before connecting the printer

It is recommended that you install the Toolbox, which provides status and maintenance information about your printer. It also provides access to documentation and online help tools for solving printer problems. If you do not install the Toolbox you will not see printer error messages on your computer screen and will not have access to the myPrintMileage Web site. See Using the Toolbox.

1. Close any running applications.
2. Insert the Starter CD into the CD drive. The CD menu runs automatically.
   
   If the CD menu does not start automatically, click **Start**, and then click **Run**. Browse to the CD-ROM drive for the computer, click **Autorun.exe**, and then click **Open**. In the **Run** dialog box, click **OK**.
3. On the CD menu, click **Install Printer Driver**.
4. Follow the instructions on the screen to complete the installation.
5. When prompted, connect the USB cable to the computer and the printer. The **Found New Hardware** wizard appears on the computer screen and the printer icon is created in the Printers folder.

**NOTE** You can also share the printer with other computers using a simple form of networking known as locally shared networking. See To share the printer on a locally shared network.

### To connect the printer before installing the software

If you connected the printer to the computer before installing the printer software, the **Found New Hardware** wizard appeared on the computer screen.
1. In the **Found New Hardware** dialog box that provides the option for selecting a method to locate the driver, select the **Advanced** option and click **Next**.

   **NOTE** Do not allow the **Found New Hardware** wizard to perform an automatic search for the driver.

2. Select the check box for specifying the driver location, and ensure that the other check boxes are clear.

3. Insert the Starter CD into the CD-ROM drive. If the CD menu appears, close the CD menu.

4. Browse to locate the root directory on the Starter CD (for example, D), and then click **OK**.

5. Click **Next**, and then follow the instructions on the screen.

6. Click **Finish** to close the **Found New Hardware** wizard. The wizard automatically starts the installation program (this might take a short while). For Windows 98 and Windows Me, you must complete the installation program at this point if you want to install a non-English driver.

7. Complete the installation process.

   **NOTE** The setup program provides options to install non-driver components such as the Toolbox, which you are recommended to install. For instructions about installing these components, follow the steps outlined in To install the software before connecting the printer.

   You can also share the printer with other computers using a simple form of networking known as locally shared networking. See To share the printer on a locally shared network.

---

**To share the printer on a locally shared network**

In a locally shared network, the printer is connected directly to the USB connector on a selected computer (known as the server) and is shared by other computers (clients).

**NOTE** When sharing a directly connected printer, use the computer that has the newest operating system as the server. For example, if you have a computer running Windows 2000 and another computer running an older version of Windows, use the computer running Windows 2000 as the server.

Use this configuration only in small groups or when usage is low. The computer that is connected to the printer is slowed down when many users print to the printer.

1. From the Windows desktop, click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.

2. Right-click the printer icon, click **Properties**, and then click the **Sharing** tab.

3. Click the option to share the printer, and give the printer a share name.

4. If you are sharing the printer with client computers that use other versions of Windows, you can click **Additional Drivers** to install their drivers as a convenience to them. This optional step requires you to have the Starter CD in your CD drive.
Configuring the printer (Mac OS)

You can use the printer with a single Macintosh computer using a USB cable, or you can share the printer among other users on a network.

To install the software for a locally shared network or for a direct connection

1. Connect the printer to the computer with the USB cable or to the network with a network cable.

2. Insert the Starter CD into the CD-ROM drive, double-click the CD icon on the desktop, and then double-click the Setup icon.

   -or-

   Locate the installer in the Installer folder of the Starter CD.

3. Click Install Driver and follow the instructions on the screen for your connection type.

4. Open the Printer Setup Utility, which is located in the Applications\Utilities folder.

5. To add the printer, click the Printers menu, and select Add.

6. For a direct connection, select USB from the menu.

   -or-

   For a network connection on an IP network, on the drop-down menu, select Auto or Manual.

7. If you select Auto, select the printer from the printer list.

   If you select Manual, type the IP address for the printer and click Connect.

8. Click Add. A mark appears beside the printer name, indicating that this printer is now the default printer.

9. Close the Print Center or the Printer Setup Utility.

10. If necessary, share the printer with other Macintosh computer users.

    - Direct connection: Share the printer with the other Macintosh computer users. See To share the printer on a locally shared network.
    
    - Network connection: Individual Macintosh computer users who want to use the network printer must install the printer software on their computers.
To share the printer on a locally shared network

When you connect the printer directly, you can still share the printer with other computers using a simple form of networking known as locally shared networking. Use this configuration only in small groups or when usage is low. The computer that is connected to the printer is slowed down when many users print to the printer.

Basic requirements for sharing in a Macintosh environment include the following items:

- The Macintosh computers must be using TCP/IP to communicate, and the Macintosh computers must have IP addresses. (AppleTalk is not supported.)
- The printer that is being shared must be connected to a built-in USB port on the host Macintosh computer.
- Both the host Macintosh computer and the client Macintosh computers that are using the shared printer must have printer-sharing software installed and the printer driver or PPD for the printer that is installed. (You can run the Installer program to install the printer sharing software and associated Help files.)
- The client Macintosh computers should have the appropriate HP printer drivers installed.
- The client Macintosh computers must be PowerMac computers.

For more information about USB printer sharing, see the support information that is available on the Apple Web site [http://www.apple.com](http://www.apple.com) or the Mac Help on the computer.

To share with other computers running Mac OS X (V10.3 and V10.4)

Use the following steps to share the printer among Macintosh computers that are running Mac OS X (V10.3 and V10.4):

1. Turn on printer sharing on the computer that is connected to the printer (the host).
2. Open System Preferences, click Sharing, click Services, and then select the Printer Sharing check box.
3. To print from the other Macintosh computers (the clients) on the network, preselect the printer in Sharing. Then, choose the neighborhood where the printer is shared and select the printer.
Uninstalling the printer software

To uninstall the software for Windows computers

If you are using Windows 2000 or Windows XP, you must have administrator privileges to uninstall the printer software.

1. If the printer is connected directly to the computer using a USB cable, disconnect the printer.
2. Close any running applications.
3. From the Start menu, open the Control Panel.
4. Double-click Add/Remove Programs.
5. Select the printing software that you wish to remove.
6. Click the button for adding or removing software.
7. Follow the instructions on the screen to complete the removal of the printer software.

NOTE If the uninstallation process fails, restart the computer and complete the steps above to uninstall the software.

8. (To run the scrubber utility, complete the following steps.) Disconnect the printer from the computer.
10. Insert the Starter CD in the CD drive. If the CD menu appears, exit the CD menu.
11. Locate the scrubber utility on the Starter CD and run the utility.
   ● For Windows 2000 and Windows XP, use the scrub2k.exe file located in the Utils\Scrubber \Win2k_XP folder.
12. Double-click the scrubber.exe file.
13. Restart your computer, and re-install the printer driver.

To uninstall the software for Macintosh computers

1. If the printer is connected directly to the computer using a USB cable, disconnect the printer.
2. Restart the computer.

NOTE If you do not restart the computer before you uninstall the software, some files are not removed from your computer when you run the Uninstall option.

3. Insert the Starter CD into the CD drive.
4. Double-click the CD icon on the desktop.
5. Double-click the installer icon located in the Installer folder and follow the instructions on the screen.
6. When the Main Installation dialog box appears, select Uninstall from the drop-down list located in the upper-left part of the dialog box.
7. Follow the instructions on the screen to remove the printer software.
Customizing the printer software setup program

The Starter CD contains a utility that allows system administrators to create customized installation packages that can be launched silently. System administrators can then distribute a customized installation package by sharing it from a local or mapped network drive.

To access the utility, select Customization Utility from the CD menu. A software installation package with the selected language and selected printer components will be created.

To run the print driver from a customized installation package, open the folder that contains the package and double-click the Install.bat file.

NOTE The Customization Utility is available only for Windows.
Installing other software

- Use **HP Photosmart Essential** to view and edit photos and image files in Windows. To install this software, insert the HP Photosmart Pro software CD, click the **HP Photosmart Essential** button on the CD browser menu, and select it from the list of software shown (see [HP Photosmart Essential software](#)).

- For the **Linux driver**, visit [www.linuxprinting.org](http://www.linuxprinting.org) to download the software. For information about using Linux with HP printers, visit [hp.sourceforge.net](http://hp.sourceforge.net).

**NOTE** If you are using Windows 2000 or Windows XP, you must have administrator privileges to install a printer driver.
3 Using print cartridges and accessories

This section contains the following information:

- Using the print cartridges
- Installing the optional automatic two-sided printing accessory (duplex unit)
Using the print cartridges

Supported print cartridges

<table>
<thead>
<tr>
<th>To print...</th>
<th>Insert this print cartridge in the left stall</th>
<th>Insert this print cartridge in the right stall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-color photos</td>
<td>HP Tri-color</td>
<td>HP Photo</td>
</tr>
<tr>
<td>Black-and-white photos</td>
<td>HP Tri-color</td>
<td>HP Gray Photo</td>
</tr>
<tr>
<td>Text and colored line drawings</td>
<td>HP Tri-color</td>
<td>HP Black</td>
</tr>
</tbody>
</table>

You can obtain a list of supported print cartridges for your printer in the following locations:

- In the Quick Start Guide
- On the label of the print cartridge that you are replacing
- **In Windows:** On the Printer Status tab in the Toolbox, click Cartridge Information, and click Order Information.
- **In Mac OS:** From the HP Inkjet Toolbox, open the supplies panel.

To purchase cartridges and other printer supplies, go to:

- [http://www.hpshopping.com](http://www.hpshopping.com) (U.S.)
- [http://www.hpshopping.ca](http://www.hpshopping.ca) (Canada)
- [http://www.hp.com/paper](http://www.hp.com/paper) (Asia/Pacific)

**NOTE** The availability of print cartridges varies by country/region. The print cartridges might come in different sizes.

**Inserting the print cartridges**

Use only the replacement cartridges that have the same cartridge number as the print cartridge that you are replacing.
To install or replace a print cartridge

1. Turn on the printer, open the top cover, and lift the print latch.

   △ **CAUTION** The print cartridge carriage may be moving into its correct position. Be sure the print cartridge carriage is parked at the right-hand side of the printer before removing or installing print cartridges.

2. **If you are replacing a print cartridge**, grasp the installed print cartridge and slide it out of its cradle. To ensure you are placing the new print cartridge into the correct position, verify the symbols on the latch match the symbols on the new cartridge.

3. **If you are installing a new print cartridge**, remove the print cartridge from its package, and then remove the clear nozzle protective tape by pulling on the pink pull-tab.

   △ **CAUTION** To prevent clogs, ink failure, and bad electrical connections, do not touch the print cartridge ink nozzles or copper contacts, and do not remove the copper contacts.
4. Hold the print cartridge with the copper contacts facing the printer, and then slide the print cartridge into the cradle.

**NOTE** Depending on the cartridge size, they may not align with each other.

If you have trouble inserting the print cartridge after lifting the carriage latch, verify the printer is on and wait a few seconds for the carriage to disengage before inserting the print cartridge.

5. Push down on the print cartridge latch until it snaps closed. Make sure the latch does not spring back open.

**NOTE** If you are installing a new print cartridge, the printer will automatically align the print cartridges and use one sheet of paper to print an alignment page. If you have higher-quality photo media loaded in the input tray, you may want to load a sheet of plain paper before installing the new print cartridge.

6. Close the top cover.

**Aligning the print cartridges**

The printer automatically aligns print cartridges whenever a new print cartridge is installed. However, if your printout is grainy, has stray dots, or jagged edges, you can realign the print cartridges.
For Windows

You can align the print cartridges from the Toolbox or the printer driver.

1. Load plain paper into the input tray (see Loading media in the input tray.)
2. Open the Toolbox from the Printer Properties settings. See Toolbox overview for more information.
   -or-
   Open the printer driver (see Changing print settings.)
3. Click the Printer Services tab (Toolbox) or Services tab (printer driver).
4. Click Align Print Cartridges and follow the onscreen instructions.

For Macintosh

1. Load plain paper into the input tray (see Loading media in the input tray.)
2. Open the HP Printer Utility. See Using the HP Printer Utility (Macintosh).
3. In the Configuration Settings area, select Align.
4. Click Align.

Cleaning the print cartridges

This section contains a procedure for cleaning the print cartridges automatically. For information about cleaning the cartridges manually, see The printer is rejecting the pen.

To clean the print cartridges automatically

The print cartridges have microscopic nozzles that can clog when exposed to air for too long. In addition, if a print cartridge is not used for long periods of time it can also clog, resulting in a noticeable decrease in print quality. Cleaning the print cartridges unclogs the nozzles.

Clean the print cartridges if the printed characters are incomplete, or if dots or lines are missing from the printed text or graphics.

NOTE Cleaning the print cartridges when it is not necessary wastes ink and reduces the life of the print cartridges.

If print quality has degraded, it could be that the cartridge is out of ink. Check the ink level before proceeding to clean the cartridges. If the cartridge is out of ink, replace it.

For Windows

You can clean the print cartridges from the Toolbox or the printer driver.

1. Load plain paper into the input tray (see Loading media in the input tray).
2. Open the Toolbox from the Printer Properties settings. See Toolbox overview for more information.
   -or-
   Open the printer driver (see Changing print settings.)
3. Click the **Printer Services** tab (Toolbox) or **Services** tab (printer driver).

4. Click **Clean Print Cartridges** and follow the onscreen instructions.

5. If you still find a problem in the printout, repeat this cleaning process.

6. If there is still a problem in the printout, either the print cartridge is out of ink and should be replaced or the cartridge has a problem. Replace the cartridge if it is out of warranty or contact HP customer service.

**For Macintosh**

1. Load plain paper into the input tray (see [Loading media in the input tray](#)).

2. Open the HP Printer Utility.

3. In the **Configuration Settings** area, select **Clean**.

4. Click **Clean**.

5. If you still find a problem in the printout, repeat this cleaning process.

6. If there is still a problem in the printout, either the print cartridge is out of ink and should be replaced or the cartridge has a problem. Replace the cartridge if it is out of warranty or contact HP customer service.

**Maintaining the print cartridges**

The following tips will help maintain HP print cartridges and ensure consistent print quality:

- Keep all print cartridges in their sealed packages until they are needed. Print cartridges should be stored at room temperatures between 15°C to 35°C (59°F to 95°F).

- Do not remove the plastic tape covering the ink nozzles until you are ready to install the print cartridge in the printer. If the plastic tape has been removed from the print cartridge, do not attempt to reattach it. Reattaching the tape damages the print cartridge.

⚠️ **CAUTION** Do not drop the print cartridge. Dropping the print cartridge may damage it.

**Storing the print cartridges**

When a cartridge is removed from the printer, store it in an airtight plastic container or in the Print Cartridge Protector. A Print Cartridge Protector is shipped with the photo print cartridges.

**NOTE** If you store the print cartridge in an airtight plastic container, make sure that the tri-color, photo, and gray photo ink nozzles face down and that the black print cartridges are stored with the ink nozzles face up.
To store the print cartridge in the Print Cartridge Protector

1. Insert the print cartridge into the protector and snap it securely in place.

2. To remove the print cartridge from the protector, press down and back on the tab inside the protector to release the print cartridge, and then remove the print cartridge.

Printing with a single print cartridge

NOTE To place the printer in Ink-backup Printing Mode, remove the empty cartridge.

If one of the print cartridges runs out of ink before you can replace it, you can still print with a single print cartridge.

<table>
<thead>
<tr>
<th>Cartridge used</th>
<th>Output</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tri-color</td>
<td>Color and very dark purple (not true black)</td>
</tr>
<tr>
<td>Photo</td>
<td>Grayscale for color segments and black for black segments</td>
</tr>
<tr>
<td>Black</td>
<td>Grayscale</td>
</tr>
<tr>
<td>Gray photo</td>
<td>Grayscale</td>
</tr>
</tbody>
</table>
NOTE  Printing from one print cartridge, rather than two, may be slower and the print quality may be affected. It is recommended to print with both print cartridges.

If using only the Photo print cartridge, colors may not print correctly.

For borderless printing, the tri-color print cartridge must be installed.

Calibrating the color

Whenever you replace a print cartridge, the printer automatically calibrates the colors to ensure the best printing quality. If you are not satisfied with the appearance of the colors, you can calibrate colors manually, as described below.

- Toolbox or printer driver (Windows): Click the Printer Services or Services tab. Then, click Calibrate Color and follow the onscreen instructions.
- HP Printer Utility (Macintosh): In the Configuration Settings area, select Color Calibration. Click Calibrate Color and follow the onscreen instructions.

NOTE  To calibrate color, both tri-color and photo print cartridges must be installed.
Installing the optional automatic two-sided printing accessory (duplex unit)

The printer can automatically print on both sides of a sheet of paper when a duplex unit is attached to the back of the printer.

**NOTE** The duplex unit is an optional accessory that is available for the HP Photosmart Pro B8300 series printer. It may be purchased separately in some countries/regions (see HP supplies and accessories.)

To install the duplex unit

1. Remove the rear access panel by pushing the release buttons toward each other.
2. Pull the rear access panel out of the printer.
3. Insert the duplex unit straight into the back of the printer until both sides snap into place.

**NOTE** Do not press the buttons on either side of the duplex unit when installing it. Use these buttons only for removing the duplex unit from the printer.
This section contains the following information:

- Selecting print media
- Loading media in the input tray
- Using the automatic paper-type sensor
- Changing print settings
- Understanding smart software features
- Printing digital photographs
- Printing borderless
- Printing in grayscale
- Printing panoramic photos
- Printing a document
- Printing with the front or rear manual feed slot
- Printing on various media types
- Printing on custom-sized paper
- Printing on envelopes
- Printing on cards and smaller-sized media
- Printing multiple pages on a single sheet of paper
- Printing booklets
- Printing posters
- Printing banners
- Printing labels
- Printing iron-on transfers
- Printing on both sides (duplexing)
- Cancelling a print job
Selecting print media

Your printer is designed to print on a variety of media types (such as photo paper, plain paper, envelopes, and transparencies) and sizes. The printer works well with most office paper types, and provides the best results on paper that accepts ink well. Always use media that conforms with the types, sizes, and weights listed in Understanding specifications for supported media.

It is best to test a variety of media types before buying large quantities. Find a media type that works well.

NOTE Use HP media for optimum print quality. These print media types are specifically designed to work well with the printer. For ordering information, see HP supplies and accessories.

Tips for selecting and using print media

● Paper that is too thin, has a slick texture, or stretches easily can feed improperly through the printer's paper path.

● Paper that is heavily textured or does not accept ink well can cause poorly filled graphics or text.

● To ensure that media feeds properly, load only one type of media at a time in the input tray or the manual feed slots.

● Do not use media that is damaged, curled, or wrinkled. It is recommended not to use paper with cutouts or perforations or paper that is heavily textured or embossed.

● Try to use a paper type that has previously worked well with your printer.

● If you are printing more than one page on transparencies, photo paper, or other special paper, the printing pauses and the Resume light blinks after each page is printed. This allows the printed page to dry before printing the next page. You can press the Resume button if you do not want to wait for the printed page to dry before printing the following page; however, it is recommended to allow each page to dry.

See the following sections for more information:

● Understanding specifications for supported media

● Setting minimum margins

Understanding specifications for supported media

This section provides information regarding the sizes, types, and weights of media that the printer supports.

● Understanding supported media sizes

● Understanding supported media types

● Understanding supported media weights and capacities

Understanding supported media sizes

The following table lists the sizes of media you can use with each paper path.
<table>
<thead>
<tr>
<th>Media size</th>
<th>Input tray</th>
<th>Front manual feed slot</th>
<th>Rear manual feed slot</th>
<th>Automatic two-sided printing accessory (duplex unit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A3</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>297 x 420 mm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(11.7 x 16.5 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A3+</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>330 x 483 mm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(13 x 19 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A4</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>210 x 297 mm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(8.27 x 11.69 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A5</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>148 x 210 mm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(5.83 x 8.27 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A6</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>105 x 148 mm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(4.13 x 5.83 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B4</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>257 x 364 mm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(10.1 x 14.3 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B5 (JIS)</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>182 x 257 mm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(7.17 x 10.2 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Banner A3</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>297 x 420 mm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(11.7 x 16.5 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Banner A4</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>210 x 297.4 mm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(8.27 x 11.69 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Banner Letter</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>215.9 x 279.4 mm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(8.5 x 11 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Banner Tabloid</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>279 x 432 mm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(11 x 17 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Envelope #10</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>104.9 x 241.3 mm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(4.13 x 9.5 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Envelope A2</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Media size</td>
<td>Input tray</td>
<td>Front manual feed slot</td>
<td>Rear manual feed slot</td>
<td>Automatic two-sided printing accessory (duplex unit)</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>------------</td>
<td>------------------------</td>
<td>-----------------------</td>
<td>-----------------------------------------------------</td>
</tr>
<tr>
<td>111 x 146 mm (4.37 x 5.75 inches)</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Envelope C5</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>162 x 229 mm (6.38 x 9.02 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Envelope C6</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>114 x 162 mm (4.49 x 6.38 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Envelope DL</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>110 x 220 mm (4.33 x 8.66 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Envelope Monarch</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>98.5 x 190.5 mm (3.88 x 7.5 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Executive</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>184.15 x 266.7 mm (7.25 x 10.5 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HP Greeting Card Envelope</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>111.25 x 152.4 mm (4.38 x 6 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Index card</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>76.2 x 127 mm (3 x 5 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Index card</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>101.6 x 152.4 mm (4 x 6 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Index card</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>127 x 203.2 mm (5 x 8 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Panorama A4</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>210 x 594 mm (8.27 x 23.39 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Panorama</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>101.6 x 254 mm (4 x 10 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Panorama</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>101.6 x 279.4 mm (4 x 11 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Media size</td>
<td>Input tray</td>
<td>Front manual feed slot</td>
<td>Rear manual feed slot</td>
<td>Automatic two-sided printing accessory (duplex unit)</td>
</tr>
<tr>
<td>------------</td>
<td>------------</td>
<td>------------------------</td>
<td>-----------------------</td>
<td>-----------------------------------------------------</td>
</tr>
<tr>
<td>Panorama</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>101.6 x 304.8 mm (4 x 12 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Photo</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>76.2 x 127 mm (3 x 5 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Photo</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>88.9 x 127 mm (3.5 x 5 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Photo</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>101.6 x 152.4 mm (4 x 6 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Photo with tab</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>101.6 x 152.4 mm (4 x 6 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Photo</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>127 x 177.8 mm (5 x 7 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Photo</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>203.2 x 254 mm (8 x 10 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Photo</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>279.4 x 355.6 mm (11 x 14 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Photo</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>304.8 x 304.8 mm (12 x 12 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Photo 10 x 15 cm</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100 x 150 mm (4 x 6 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Photo 10 x 15 cm with tab</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100 x 150 mm (4 x 6 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legal</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>215.9 x 355.6 mm (8.5 x 14 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Letter</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>215.9 x 279.4 mm (8.5 x 11 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Media size</td>
<td>Input tray</td>
<td>Front manual feed slot</td>
<td>Rear manual feed slot</td>
<td>Automatic two-sided printing accessory (duplex unit)</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>------------</td>
<td>------------------------</td>
<td>-----------------------</td>
<td>------------------------------------------------------</td>
</tr>
<tr>
<td>Statement</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>129.7 x 215.9 mm (5.5 x 8.5 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Super B</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>330 x 483 mm (13 x 19 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tabloid</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>279.4 x 431.8 mm (11 x 17 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borderless Photo Panorama A4</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>210 x 594 mm (8.27 x 23.39 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borderless Photo Panorama</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>101.6 x 254 mm (4 x 10 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borderless Photo Panorama</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>101.6 x 279.4 mm (4 x 11 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borderless Photo Panorama</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>101.6 x 304.8 mm (4 x 12 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borderless Photo</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>101.6 x 152.4 mm (4 x 6 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borderless Photo with tab</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>101.6 x 152.4 mm (4 x 6 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borderless Photo</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>127 x 177.8 mm (5 x 7 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borderless Photo</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>203.2 x 254 mm (8 x 10 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borderless Photo</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Media size</td>
<td>Input tray</td>
<td>Front manual feed slot</td>
<td>Rear manual feed slot</td>
<td>Automatic two-sided printing accessory (duplex unit)</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>------------</td>
<td>------------------------</td>
<td>-----------------------</td>
<td>-----------------------------------------------------</td>
</tr>
<tr>
<td>215.9 x 279.4 mm (8.5 x 11 inches)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Borderless Photo</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>279.4 x 355.6 mm (11 x 14 inches)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Borderless Photo</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>304.8 x 304.8 mm (12 x 12 inches)</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borderless Photo</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>88.9 x 127 mm (3.5 x 5 inches)</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borderless Photo</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 x 15 cm</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>100 x 150 mm (3.93 x 5.9 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borderless Photo</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 x 15 cm with tab</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>100 x 150 mm (3.93 x 5.9 inches)</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borderless Photo A3</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>297 x 420 mm (11.7 x 16.5 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borderless Photo A4</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>210 x 297 mm (8.27 x 11.69 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borderless Photo A5</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>148 x 210 mm (5.83 x 8.27 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borderless Photo A6</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>105 x 148 mm (4.13 x 5.83 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borderless Photo B5</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>182 x 257 mm (7.17 x 10.12 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borderless Super B</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>330 x 483 mm (13 x 19 inches)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borderless Photo Tabloid</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>
Understanding supported media types

All media support up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print more slowly.

The following table lists the types of media you can use.

<table>
<thead>
<tr>
<th>Media type</th>
<th>Input tray and front and rear manual feed slots</th>
<th>Manual duplex</th>
<th>Auto duplex</th>
<th>Borderless printing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Standard paper</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plain paper</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Thick plain paper</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>HP Bright White Paper</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>HP Premium Paper</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>HP Premium Presentation Paper</td>
<td>☑</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Other inkjet papers</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Photo papers</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HP Photo Paper</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Other photo papers</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Transparencies</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HP transparencies</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other transparency films</td>
<td>☑</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Specialty papers</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HP Banner Paper</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HP iron-on transfers</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HP labels</td>
<td>☑</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HP note cards</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>HP holiday photo cards</td>
<td>☑</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Other specialty papers</td>
<td>✓</td>
<td>☑</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Greeting cards</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Media type

<table>
<thead>
<tr>
<th>Input tray and front and rear manual feed slots</th>
<th>Manual duplex</th>
<th>Auto duplex</th>
<th>Borderless printing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HP greeting cards</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>HP photo greeting cards</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Other greeting cards</strong></td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td><strong>Brochure papers</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>HP brochure papers</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Other brochure papers</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

### Understanding supported media weights and capacities

The following table provides information about the media weights and capacity that the paper paths can support.

<table>
<thead>
<tr>
<th>Tray</th>
<th>Type</th>
<th>Weight</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Input tray</td>
<td>Paper, envelopes, cards</td>
<td>60 to 135 g/m² (16 to 36 lb bond)</td>
<td>Up to 19 mm (0.75 inches) or up to 150 sheets plain paper; up to 15 envelopes; up to 60 cards</td>
</tr>
<tr>
<td></td>
<td>Transparencies or labels</td>
<td></td>
<td>Up to 30</td>
</tr>
<tr>
<td>Front manual feed slot</td>
<td>Paper, envelopes, cards</td>
<td>65 to 135 g/m² (17 to 36 lb bond)</td>
<td>Up to 10 sheets plain paper; up to 5 envelopes or cards</td>
</tr>
<tr>
<td></td>
<td>Transparencies or labels</td>
<td></td>
<td>Up to 8</td>
</tr>
<tr>
<td>Rear manual feed slot</td>
<td>Paper, envelopes, cards</td>
<td>Up to 280 g/m² (74 lb bond)</td>
<td>One at a time; thick media (up to 0.3 mm)</td>
</tr>
<tr>
<td></td>
<td>Transparencies or labels</td>
<td></td>
<td>One at a time</td>
</tr>
<tr>
<td>Automatic two-sided printing accessory (duplex unit)</td>
<td>Paper</td>
<td>Up to 135 g/m² (36 lb bond)</td>
<td>(Does not support banners, index cards, or envelopes.)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Output tray</td>
<td></td>
<td></td>
<td>Up to 75 sheets</td>
</tr>
</tbody>
</table>

### Setting minimum margins

The document margins must match (or exceed) these minimum margin settings in portrait orientation.

<table>
<thead>
<tr>
<th>Media</th>
<th>Left and right margins</th>
<th>Top margin</th>
<th>Bottom margin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Photos</td>
<td>3.2 mm (0.13 inch)</td>
<td>3.2 mm (0.13 inch)</td>
<td>3.1 mm (0.12 inch)</td>
</tr>
<tr>
<td>Photo with tab</td>
<td>3.2 mm (0.13 inch)</td>
<td>3.2 mm (0.13 inch)</td>
<td>3.2 mm (0.13 inch)</td>
</tr>
<tr>
<td>10 x 15 cm (4 x 6 inches)</td>
<td>3.2 mm (0.13 inch)</td>
<td>3.2 mm (0.13 inch)</td>
<td>3.2 mm (0.13 inch)</td>
</tr>
<tr>
<td>Media</td>
<td>Left and right margins</td>
<td>Top margin</td>
<td>Bottom margin</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>------------------------</td>
<td>---------------</td>
<td>---------------</td>
</tr>
<tr>
<td>Letter, Tabloid, A3, A3+, A4, A5, A6, B4, B5, Super B, Statement, Executive, Legal</td>
<td>3.2 mm (0.13 inch)</td>
<td>1.8 mm (0.07 inch)</td>
<td>14.2 mm (0.56 inch)</td>
</tr>
<tr>
<td>Cards</td>
<td>3.2 mm (0.13 inch)</td>
<td>1.8 mm (0.07 inch)</td>
<td>14.2 mm (0.56 inch)</td>
</tr>
<tr>
<td>Envelopes</td>
<td>3.2 mm (0.13 inch)</td>
<td>14.2 mm (0.56 inch)</td>
<td>14.2 mm (0.56 inch)</td>
</tr>
<tr>
<td>Panorama media</td>
<td>3.2 mm (0.13 inch)</td>
<td>1.8 mm (0.07 inch)</td>
<td>14.2 mm (0.56 inch)</td>
</tr>
<tr>
<td>Banner</td>
<td>3.2 mm (0.13 inch)</td>
<td>0 mm (0 inch)</td>
<td>0 mm (0 inch)</td>
</tr>
<tr>
<td>Custom-sized media</td>
<td>3.2 mm (0.13 inch)</td>
<td>1.8 mm (0.07 inch)</td>
<td>14.2 mm (0.56 inch)</td>
</tr>
</tbody>
</table>
Loading media in the input tray

This section explains how to load plain paper and standard media sizes and types into the input tray. Following are general guidelines for loading media into trays:

- If you are printing on thick or photo paper, you can use the rear manual feed slot. See Printing with the front or rear manual feed slot.
- If you are printing cards or envelopes, see Printing on cards and smaller-sized media and Printing on envelopes.
- If you are printing one or just a few envelopes or sheets of paper, you can use the front manual feed slot and leave your regular media in the input tray. See Printing with the front or rear manual feed slot.

To load media in the input tray

1. Raise the output tray. If the output tray is extended, close the tray.
2. Press the input tray lock and extend the input tray.
   
   **NOTE** If the small media guide is in its open position, close it by moving it 90° counterclockwise.
3. Press the button on top of the paper width guide and slide the guide to the left to its outermost position.
4. Insert up to 150 sheets of paper or a stack of media that does not exceed the height of the paper width guide, print-side down along the right side of the input tray until it stops.
   
   Transparencies: Insert up to 30 transparencies, rough-side down and the adhesive strip pointing forward, along the right side of the input tray until it stops.
5. Press the button on top of the paper width guide and slide the guide to the right until it stops at the edge of the media.
6. Press the input tray lock and retract the tray until it stops at the edge of the media.

**NOTE** When 215.9 x 279.4 mm (8.5 x 11 inch) paper is loaded in the input tray, the tray extension will close to the edge of the paper and leave a slight gap between the extension and the tray. The tray extends further to accommodate larger-sized media.
7. Lower the output tray to its horizontal position.

8. Extend the output tray if necessary.
Using the automatic paper-type sensor

The automatic paper-type sensor automatically selects the print settings appropriate for the media in the printer, particularly when used with HP media.

The sensor scans the first page of the loaded media, determines the media type, and selects the most suitable settings for your document, and then prints the document.

NOTE If you know the media type, you can select the media in the Paper Type drop-down list.

Following are guidelines for using the automatic paper-type sensor:

- When printing with higher-quality media, it is recommended that you select the specific paper type in the printer driver.
- Do not place the printer in direct sunlight. Direct sunlight can interfere with the automatic paper-type sensor.
- If you want to set the automatic paper-type sensor as your default setting, see Changing print settings.

For Windows
1. Open the printer driver (see Printing a document).
2. Click the Features tab.
3. Select Automatic from the Paper Type drop-down list.
4. Change any other desired print settings and click OK.

For Macintosh
1. Click File, and then click Print.
2. Open the Paper Type/Quality panel.
3. Click the Paper tab.
4. Select Automatic from the Paper type drop-down list.
5. Change any other desired print settings and click Print.
Changing print settings

You can change print settings (such as media size or type) from an application or the printer driver. Changes made from an application take precedence over changes made from the printer driver. However, after the application is closed, the settings return to the defaults configured in the printer driver.

**NOTE**  To set print settings for all print jobs, make the changes in the printer driver. For more information about printer driver features in Windows, see the printer driver online help. For more information about printing from a specific application, see the documentation for that application.

You can also access this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.

---

To change settings from an application for current jobs (Windows)

1. Open the document you want to print.
2. On the **File** menu, click **Print**, and then click **Setup** or **Properties**.
   
   Specific options may vary depending on the application you are using.
3. Change any other desired settings and click **OK**, **Print**, or a similar command.

To change default settings for all future jobs (Windows)

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
2. Right-click the printer icon, and then choose **Properties**, **Document Defaults**, or **Printing Preferences**.
3. Change any other desired settings and click **OK**.

To change settings (Macintosh)

1. On the **File** menu, click **Page Setup**.
2. Change any desired settings and click **OK**.
3. On the **File** menu, click **Print**.
4. Change any desired settings and click **Print**.
Understanding smart software features

The printer driver provides the following smart software features. To access the printer driver, see Printing a document.

**NOTE** Some features are only available in Windows. To find more information on a specific feature in the Windows printer driver, right-click the feature and select What's This?

You can access some of these features from the Printing Shortcuts tab. Open the printer driver, select the Printing Shortcuts tab, and select the feature from the What do you want to do? drop-down list.

- **Borderless Printing**: Use the entire page surface when printing photos and cards using the borderless printing feature. See Printing borderless.
- **Resizing Options**: Enlarge or reduce the size of your documents with virtually no loss in print quality or resolution. On the Effects tab, select the Print Document On check box, and then select the desired document size, followed by the Scale to Fit check box. You can also select Center On Page to center your document on the printed page.
  
  Alternatively, you can use the % of Normal Size scroll bar to adjust the document size. You can zoom from 25 to 400% of the original document size, but page content may get truncated at times.
- **Two-sided printing**: Print on both sides of the paper to create professional looking brochures and catalogs. See Printing on both sides (duplexing).
- **Minimize Margins**: Print closer to the bottom edge of the page. On the Advanced tab, select Minimize Margins, and then reduce the document margins by adjusting the page setup settings in the application being used.
- **HP Digital Photography**: Improve the quality of your printed photographs. The Full setting should be used for high-resolution images (600 dpi or higher) printed on photo-quality paper. On the Features tab, select Full from the Photo fix drop-down list after you have selected a photo media.
- **Booklet Layout**: Produce booklets without worrying about pagination. All you need to do is fold the pages and bind them into a booklet. You can choose to bind the booklet on the left or right side by selecting left or right edge binding. See Printing booklets.
- **Pages per Sheet**: Arrange up to 16 pages on a single sheet of paper to reduce printing costs. You can arrange the order of the layout. See Printing multiple pages on a single sheet of paper.
- **Tiling or poster printing**: Take a one-page document and enlarge it up to five times (5 x 5) for documents up to A3+ (13 x 19 inch) size. The enlarged document can be printed on several sheets and assembled to form a large billboard. See Printing posters.
- **Mirror Image**: Flip a page horizontally. This lets you write on the underside of a transparency film, leaving the top side available for annotations with marker pens. The Mirror Image option is located on the Advanced tab.
- **Banner printing**: Print large images and bold, oversized fonts on continuous feeds of paper. See Printing banners.
- **Print in Sepia**: Print images in a brownish tone to give them an antique look. On the **Color** tab, select the **Print in Sepia** check box.

- **Print in Grayscale**: Both black-and-white and color documents can be converted to grayscale. For Windows, on the **Color** tab, select the **Print in Grayscale** check box. For Macintosh, on the **Paper** tab and under the **Color** drop-down list, select **Grayscale**.

**Printing digital photographs**

**Enhanced color printing**

Your printer uses six ink colors to enhance the quality of printed photographs. To obtain a list of supported print cartridges for your printer, see [Supported print cartridges](#).

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**NOTE**  You can print high-quality black-and-white photographs using a gray photo print cartridge, combined with the tri-color print cartridge.

**NOTE**  After you install a new print cartridge, the printer will automatically align the print cartridges and use one sheet of paper to print an alignment page. If you have higher-quality photo media loaded in the input tray, you may want to load a sheet of plain paper before installing the new print cartridge.

**Guidelines for printing photographs**

- For the best results when printing photographs and images, choose **Best** mode and select an HP photo paper in the printer driver. Best mode uses HP's unique PhotoREt IV color-layering technology and ColorSmart III color optimization technology to create realistic photo images, vivid color output, and extremely sharp text. With PhotoREt IV, a greater range of colors, lighter tones, and smoother gradations between tones can be achieved, ensuring the best photo and image print quality.

  Alternatively, select **Maximum dpi**, which provides up to 4800 x 1200 optimized dpi* for optimum print quality. See [4800 x 1200 optimized dpi](#).

  *Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print slower. Photo cartridge, if present, further enhances the print quality.

- To print borderless photographs, see [Printing borderless](#).

- It is recommended to remove each sheet of paper as it prints and set it aside to dry.

- If the printed colors visibly shift towards yellow, cyan or magenta, or there is a tinge of color in the gray shades, you need to calibrate the color. See [Calibrating the color](#).

- Align the photo print cartridges for the best possible print quality. You do not need to align the print cartridges every time you install a photo print cartridge, only when necessary. See [Aligning the print cartridges](#).

- To store a print cartridge, see [Storing the print cartridges](#).

- Always hold photo paper by the edges. Fingerprints on photo paper reduce print quality.

- Photo paper should be flat before printing. If the corners of the photo paper curl more than 10 mm or (3/8 inch), flatten the paper by putting it in the resealable storage bag, then rolling the bag on a table edge until the paper is flat.
To print digital photographs

1. Load the photo paper:
   - If you are loading a stack of photo paper, see Loading media in the input tray.
   - If you are printing one or just a few sheets, you can use the front manual feed slot. If you are printing on thick paper and desire a straight paper path, you can use the rear manual feed slot. If you are using either manual feed slot, load paper in a later step.
   - If you are printing 4 x 6 inch photos, you can use the input tray or rear manual feed slot.

2. Print your photographs. See Printing a document.
   Also see Guidelines for printing photographs.

3. If you are using the front or rear manual feed slot, see Printing with the front or rear manual feed slot for media loading instructions.

Understanding digital photography technologies

In addition to six-ink color printing, the printer software offers several features for printing digital photographs.

**NOTE** You can also access this feature from the Printing Shortcuts tab. Open the printer driver, click the Printing Shortcuts tab, and select the feature from the What do you want to do? drop-down list.

- PhotoREt printing
- 4800 x 1200 optimized dpi
- Printing Exif Print-enhanced photographs

PhotoREt printing

PhotoREt offers the best combination of print speed and quality for your image.

To print with PhotoREt technology, select Best as the print quality on the Features tab in the printer driver. See Printing a document for instructions on changing settings in the printer driver.

**4800 x 1200 optimized dpi**

4800 x 1200 optimized dpi* is the highest-quality resolution for this printer. When Maximum dpi is selected as the print quality, the tri-color print cartridge prints in the 4800 x 1200 optimized dpi mode.

To print with 4800 x 1200 optimized dpi, select Maximum dpi as the print quality on the Features tab in the printer driver. See Printing a document for instructions on changing settings in the printer driver.

*Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print slower. Photo cartridge, if present, further enhances the print quality.

**Printing Exif Print-enhanced photographs**

Exif (Exchangeable Image File Format 2.2) Print is an international digital imaging standard that simplifies digital photography and enhances printed photographs. When a photograph is taken with an Exif Print-enabled digital camera, Exif Print captures information such as exposure time, type of flash,
and color saturation, and stores it in the image's file. The printer software then uses this information to automatically perform image-specific enhancements, resulting in outstanding photographs.

Printing Exif Print-enhanced photos requires:

- A digital camera that supports Exif Print
- Exif Print-enabled photo software

To print Exif Print-enhanced photographs:

1. Open the file you wish to print using Exif Print-enabled photo software.
2. See Enhanced color printing for printing instructions.

**HP Photosmart Essential software**

HP Photosmart Essential is a Windows software application that provides a fast and easy way to make prints of your photos or to purchase prints online. It also provides access to other basic HP Photosmart software features, such as saving, viewing, and sharing your photos.

To open HP Photosmart Essential: On the taskbar, click **Start**, point to **Programs** or **All Programs**, point to **HP**, and then click **HP Photosmart Express**.
Printing borderless

Borderless printing lets you print to the edges of certain paper types and a range of standard paper sizes from 101.6 x 152.4 mm (4 x 6 inches) to 330 x 482.6 mm (13 x 19 inches), or A6 to A3+.

NOTE  Open the file in a software application and assign the image size. Make sure the size corresponds to the paper size on which you are printing the image.

You can also access this feature from the Printing Shortcuts tab. Open the printer driver, select the Printing Shortcuts tab, and select the Photo Printing-Borderless option.

For Windows

1. Load the appropriate paper:
   ● If you are printing one or just a few sheets, you can use the front or rear manual feed slot. If so, continue with the steps below and load the paper in a later step.
   ● If you are using the input tray, see Loading media in the input tray.
2. Open the file you wish to print.
3. Open the printer driver (see Printing a document).
4. Click the Features tab.
5. Select the paper size from the Size drop-down list.
6. Select the Borderless check box.
7. Select the paper source from the Paper Source drop-down list. If you are printing on thick or photo paper, select the Photo Tray option.
8. Select the paper type from the Paper Type drop-down list. Do not select Automatic.
9. Select the Scale to paper size check box to automatically resize the image to print without a border.
10. If you are printing photos, select Best from the Print Quality drop-down list. Alternatively, select Maximum dpi, which provides up to 4800 x 1200 optimized dpi* for optimum print quality.

*Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print slower. Photo cartridge, if present, further enhances the print quality.

11. Change any other desired print settings and click OK.
12. Print your document.
13. If you are using the front or rear manual feed slot, see Printing with the front or rear manual feed slot.
14. If you printed on photo paper with a tear-off tab, remove the tab to make the document completely borderless.
For Macintosh

1. Load the appropriate paper:
   - If you are printing one or just a few sheets, you can use the front or rear manual feed slot. If so, continue with the steps below and load the paper in a later step.
   - If you are using the input tray, see Loading media in the input tray.

2. Open the file you wish to print.

3. Click File, and then click Page Setup.

4. Select the borderless paper size and click OK.

5. Click File, and then click Print.

6. Open the Paper Type/Quality panel.

7. Click the Paper tab and select the media type from the Paper type drop-down list.

8. If you are printing photos, under the Quality drop-down list, select Best. Alternatively, select Maximum dpi, which provides up to 4800 x 1200 optimized dpi*.

   *Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print slower. Photo cartridge, if present, further enhances the print quality.

9. Select the paper source. If you are printing on thick or photo paper, select the manual feed option.

10. Change any other desired print settings and click Print.

11. If you are printing on thick or photo paper, insert paper into the rear manual feed slot at the back of the printer. (For instructions on feeding paper manually, see Printing with the front or rear manual feed slot.)

12. If you printed on photo paper with a tear-off tab, remove the tab to make the document completely borderless.
Printing in grayscale

The grayscale printing feature allows you to print high-quality, black-and-white photographs in shades of gray using a gray photo print cartridge.

For Windows
1. Load the print media (see Loading media in the input tray).
2. Open the Printer Properties dialog box.
3. Click Color.
4. In the Print in grayscale drop-down list, click one of the following:
   - High quality: Use this option for high-quality printouts.
   - Black ink only: Use this option for fast, economical printing.
5. Select any other print settings that you want, such as Print Quality, and then click OK.

For Macintosh
1. Click File and then click Print.
2. Open the Paper Type/Quality panel.
3. Click the Paper tab and under the Color drop-down list, select Grayscale.
4. Change any other desired print settings and click Print.
Printing panoramic photos

This section contains information about printing panoramic photos that contain borders and photos that are borderless. Following are guidelines for printing panoramic photos:

- For high-quality results, use a photo print cartridge in combination with the tri-color print cartridge.
- For maximum fade resistance, use HP Premium Plus Photo Paper and photo print cartridges in the printer.
- To learn how to use the photo printing features, see Printing digital photographs.
- Use HP Everyday Photo Paper, Semi-gloss to save money and ink when printing photos.
- Verify that the photo paper that you are using is flat. If the photo paper is not flat, put the paper in the resealable storage bag, and roll the bag on a table edge until the paper is flat.
- Do not exceed the input tray capacity: up to 25 sheets.

To set up the printer

1. Verify that the printer is turned on.
2. Raise the output tray, and then remove all of the paper from the input tray.
3. Slide the paper-width guide all the way to the left, and then either push the tray in or use the small media guide.
4. Verify that the photo paper is flat.
5. Place the photo paper in the input tray with the side to be printed on facing down.
6. Slide the paper guides firmly against the paper.

**NOTE** Some panoramic paper sizes may extend beyond the edge of the tray. When printing on such papers, be sure to slide the paper width-guide firmly against the edge of the paper.

7. Lower the output tray.

To set up the software

**NOTE** If your software program includes a photo printing feature, follow the instructions that are provided with the software program. Otherwise, follow these instructions.

1. Open the Printer Properties dialog box.
2. On the Printing Shortcuts tab, click Photo printing-with white borders as the type of document, and then select the following options:
   - **Print quality**: Normal, Best, or Max dpi
   - **Paper size**: The appropriate photo paper size
   - **Paper type**: The appropriate photo paper type
   - **Orientation**: Portrait or Landscape
3. Set the following options as appropriate on the **Features** and **Color** tabs:
   - Photo fix options
   - Advanced color options
   - Color management
   - Grayscale quality

4. Select any other desired print settings, and then click **OK**.
Printing a document

The steps to print a document vary depending on the software program. In general, follow this procedure to print a document.

NOTE You can also access this feature from the Printing Shortcuts tab. Open the printer driver, select the Printing Shortcuts tab, and select the feature from the What do you want to do? drop-down list.

1. Open the file you wish to print.
2. Click File, and then click Print.
3. To print with the printer's default print settings, click OK or Print.

-or-

To change the print settings for the document, open the printer driver:

For Windows: Click Properties or Setup.

For Macintosh: Click Print or Page Setup.

The path to the printer driver will vary depending on the software program.

4. Change any desired print settings and click OK or Print.

To find more specific printing instructions, see other sections in this section. Following are two additional references for printing documents:

- For descriptions of the printer driver features, see Understanding smart software features.
- To make print settings apply to all documents printed by the printer, see Changing print settings.
Printing with the front or rear manual feed slot

If you are printing one or just a few photos, envelopes, or sheets of paper, you can use the front manual feed slot and leave your regular media in the input tray.

The rear manual feed slot uses a straight paper path and is designed for printing single sheets on thick paper (up to 280 g/m²) like cardstock and photo paper.

For information on media types and sizes supported by the manual feed slots, see Understanding specifications for supported media.

Printing from the manual feed slots is performed in two stages: 1) changing the software settings, and 2) loading the media. The following sections contain procedures for performing each stage.

NOTE If the duplex unit accessory is installed and you want to print using the rear manual feed slot, replace the duplex unit with the rear access panel.

Changing the software settings

For Windows:

1. Open the printer driver (see Printing a document).
2. Click the Features tab.
3. Select the manual feed option from the Paper Source drop-down list.
4. Change any other desired print settings and click OK.
5. Print your document.

For Macintosh:

1. Click File, and then click Page Setup.
2. Select the media size and click OK.
3. Click File, and then click Print.
4. Open the Paper Type/Quality panel.
5. Click the Paper tab and select the media type and source.
6. Change any other desired print settings and click Print.
Loading the front manual feed slot

NOTE If there are any printouts on the output tray, remove them before using the front manual feed slot.

1. Extend the output tray.

2. Slide the paper guide to the left to its outermost position.

3. Lift the clear plastic flap and insert the media into the narrow opening between the output tray and the plastic flap. Insert up to 10 sheets of paper or 5 cards or envelopes, print-side down into the right side of the slot until the media stops. Insert envelopes with the flaps facing up and to the right.

4. Slide the paper guide to the right until it stops at the edge of the paper.

5. Press the Resume button to proceed with printing.

To resume printing from the input tray, remove the paper from the front manual feed slot.
Loading the rear manual feed slot

1. Before you load the paper, adjust the paper guide to the size of paper you are printing by aligning it with the appropriate icon below the rear manual feed slot.

2. Insert a single sheet of paper **print-side up** into the left side of the rear manual feed slot. The printer grips the paper.

3. Press the Resume button to proceed with printing. If you are printing more than one page, press the Resume button after inserting each sheet of paper.
Printing on various media types

*NOTE* Use HP media for optimum print quality. These media types are specifically designed to work with your printer. See [HP supplies and accessories](#) for ordering information.

If you are printing transparencies, HP recommends removing each transparency as it prints and setting it aside to dry.

For Windows

1. Load the print media (see [Loading media in the input tray](#)).
2. Open the printer driver (see [Printing a document](#)).
3. Click the **Features** tab.
4. Select the media type from the **Paper Type** drop-down list.
5. Select the media size from the **Size** drop-down list.
6. Select the paper source from the **Paper Source** drop-down list.
7. Change any other desired print settings and click **OK**.
8. Print your document.

For Macintosh

1. Load the print media (see [Loading media in the input tray](#)).
2. Click **File**, and then click **Page Setup**.
3. Select the media size and click **OK**.
4. Click **File**, and then click **Print**.
5. Open the **Paper Type/Quality** panel.
6. Click the **Paper** tab and select the media type and source.
7. Change any other desired print settings and click **Print**.
Printing on custom-sized paper

NOTE  The paper width must be between 76.2 and 330.2 mm (3 and 13 inches); the paper length must be between 127 and 1,270 mm (5 and 50 inches)

For Windows

1. Load the print media (see Loading media in the input tray).
2. Open the printer driver (see Printing a document).
3. Click the Features tab.
4. Select Custom in the Size drop-down list.
   If you are using Windows XP or Windows 2000, type a name and click Save.
5. In the custom paper size dialog box, type values for the width and length.
6. Choose any of the predefined names from the Name drop-down list and click Save to save the custom settings.
7. Click OK.
8. From the Size drop-down list, select the name of the custom paper size that you created.
9. Select the paper source from the Paper Source drop-down list.
10. Change any other desired print settings and click OK.
11. Print your document.

For Macintosh

1. Load the print media (see Loading media in the input tray).
2. Click File, and then click Page Setup.
3. From the Paper Size drop-down list, select Custom Page Sizes.
4. Click +, and then type values for the width, height, and margins.
5. Click OK and click Save.
6. Click File, and then click Page Setup.
7. Select the custom paper size just created and click OK.
8. Click File and click Print.
9. Change any other desired print settings and click Print.
Printing on envelopes

NOTE  If you are printing one or just a few envelopes, you can use the front manual feed slot. See Printing with the front or rear manual feed slot.

Avoid using envelopes that have clasps or windows; have thick, irregular, or curled edges; are shiny or embossed; or are wrinkled, torn, or otherwise damaged.

1. Raise the output tray and remove any media from the input tray.
2. Insert up to 15 envelopes along the right side of the input tray, with the flaps facing up and to the right, until they stop.
3. Press the button on top of the paper width guide and slide the guide to the right until it stops at the edge of the envelopes.
4. Press the input tray lock and retract the tray until it stops at the edge of the envelopes.
5. Lower the output tray.
6. For Windows:
   a. Open the printer driver (see Printing a document).
   b. Click the Features tab.
   c. Select the envelope size from the Size drop-down list.
   d. Change any other desired print settings and click OK.
   e. Print your file.

   For Macintosh:
   a. Click File, and then click Page Setup.
   b. Select the envelope size and click OK.
c. Click File and then click Print.

d. Change any other desired print settings and click Print.

7. **When you have finished printing, remove the remaining media:**

   a. Raise the output tray. Press the input tray lock and extend the tray.

   b. Remove the media and reload the desired media into the input tray (see Loading media in the input tray).
Printing on cards and smaller-sized media

NOTE If you are printing on thick paper (such as cardstock), you can use the rear manual feed slot. See Printing with the front or rear manual feed slot.

If you wish to print to the edge of the cards, see Printing borderless.

1. Raise the output tray and remove any media from the input tray.

2. Insert up to 60 cards, or a stack of media that does not exceed the height of the paper width guide, print-side down along the right side of the input tray until it stops.

3. Open the small media guide by moving it 90° clockwise from the start position to the end position.

4. Press the button on top of the paper width guide and slide the guide to the right until it stops at the edge of the cards.

5. Press the input tray lock and retract the tray until the small media guide stops at the edge of the cards. As you retract the tray, the small media guide extends until it touches the edge of the media.
6. Lower the output tray.

7. For Windows:
   a. Open the printer driver (see Printing a document).
   b. Click the Features tab.
   c. Select the size of the cards from the Size drop-down list.
      For instructions on printing custom-sized cards, see Printing on custom-sized paper.
   d. Select the paper type from the Paper Type drop-down list.
   e. Change any other desired print settings and click OK.
   f. Print your file.

   For Macintosh:
   a. Click File, and then click Page Setup.
   b. Select the size of the cards and click OK.
      For instructions on printing custom-sized cards, see Printing on custom-sized paper.
   c. Click File, and then click Print.
   d. Open the Paper Type/Quality panel.
   e. Click the Paper tab and select the media type from the Paper type drop-down list.
   f. Change any other desired print settings and click Print.

8. When you have finished printing, remove the remaining media:
   a. Raise the output tray.
b. Press the input tray lock and extend the tray.

c. Close the small media guide by moving it 90° counterclockwise.

d. Eject the media by pulling out the small media ejector.

e. After removing the media, push the small media ejector back to the original position.

f. Reload the desired media into the output tray (see Loading media in the input tray).
Printing multiple pages on a single sheet of paper

You can print multiple pages of a document on a single sheet of paper. The printer software automatically resizes the document text and images to fit on the printed page.

For Windows

1. Load the appropriate paper (see Loading media in the input tray).
2. Open the printer driver (see Printing a document).
3. Click the Features tab.
4. Select the number of pages you want to appear on each sheet of paper from the Pages Per Sheet drop-down list.
5. If you want a border to appear around each page image printed on the sheet of paper, select the Print Page Borders check box.
6. Select a layout for each sheet of paper from the Page Order drop-down list.
7. Change any other desired print settings and click OK.
8. Print your document.

For Macintosh

1. Load the appropriate paper (see Loading media in the input tray).
2. Click File, and then click Print.
3. Open the Layout panel.
4. Select the number of pages you wish to appear on each sheet of paper from the Pages per Sheet drop-down list.
5. If you want a border to appear around each page image printed on the sheet of paper, select the required border from the Border drop-down list.
6. Change any other desired print settings and click Print.
Printing booklets

Booklet printing automatically arranges and resizes the pages of a document so when the document is folded into a booklet, the page order is correct.

Performing manual booklet printing

For Windows

1. Load the appropriate paper (see Loading media in the input tray).
2. Open the printer driver (see Printing a document).
3. Click the Features tab.
5. Select Flip Pages Up to change the page orientation, if desired.
6. Select a booklet layout from the Booklet Layout drop-down list.
7. See Performing manual duplexing, steps 7 through 10.

Performing automatic booklet printing

You can print booklets automatically if a duplex unit is installed on the printer (see Installing the optional automatic two-sided printing accessory (duplex unit)).

NOTE The duplex unit is an optional accessory that is available for the HP Photosmart Pro B8300 series printer. It can be purchased separately in some countries/regions (see HP supplies and accessories).

For Windows 2000 and Windows XP, verify that the duplex unit is installed and that the auto-duplex feature is enabled. Open the print driver, select Properties and select Device Settings. Make sure that Allow Manual Duplexing is disabled.

You can also access this feature from the Printing Shortcuts tab. Open the printer driver, select the Printing Shortcuts tab, and select the feature from the What do you want to do? drop-down list.

For Windows

1. Load the appropriate paper (see Loading media in the input tray).
2. Open the printer driver (see Printing a document).
3. Click the Features tab.
4. On the Two-sided printing drop-down list, select Use Auto-Duplex Unit.
5. Select Preserve Layout.
6. Select a binding option on the Booklet Layout drop-down list.
7. Change any other desired print settings and click OK.
8. Print your document.
For Macintosh

1. Load the appropriate paper (see Loading media in the input tray).
2. Click File, and then click Print.
3. Open the Two-Sided Printing panel.
4. Select Print Both Sides.
5. Select the desired binding orientation by clicking the appropriate icon.
6. Change any other desired print settings and click Print.
Printing posters

You can enlarge your document from a single page to multiple tiles that can be pasted together into a poster. You can use this feature to enlarge a single-page document to many tiles depending on the size of your document.

NOTE You can also access this feature from the Printing Shortcuts tab. Open the printer driver, select the Printing Shortcuts tab, and select the feature from the What do you want to do? drop-down list.

For Windows

1. Load the appropriate media into the input tray (see Loading media in the input tray).
2. Open the printer driver (see Printing a document).
3. Click the Advanced tab.
4. In the Poster Printing drop-down list, select the number of sheets for your poster.
5. To print specific tiles in the poster, click Select Tiles.
6. Change any other desired print settings and click OK.
7. Print your document.

   After the sections of a poster have been printed, trim the edges of the sheets, then tape the sheets together.
Printing banners

You can print large images and bold, oversized fonts on continuous feeds of paper. Following are some guidelines for printing banners:

- Use HP banner paper for great results.
- Remove any perforated strips from the banner paper before loading it in the input tray.
- Input tray capacity: up to 20 continuous sheets.

For Windows
1. Load the appropriate media (see Loading media in the input tray). Make sure the unattached edge is on top of the paper stack pointing towards the printer.
2. If your software program includes a banner-printing feature, follow the instructions provided with the software program. Otherwise, follow the instructions below.
3. Open the printer driver (see Printing a document).
4. Click the Features tab.
5. Select the required banner size.
6. Select HP Banner Paper from the Paper Type drop-down list.
7. Change any other desired print settings and click OK.
8. Print your document.

For Macintosh
1. Load the appropriate media (see Loading media in the input tray). Make sure the unattached edge is on top of the paper stack pointing towards the printer.
2. If your software program includes a banner-printing feature, follow the instructions provided with the software program. Otherwise, follow the instructions below.
3. Click File, and then click Page Setup.
4. Select the correct banner paper size and click OK.
5. Click File, and then click Print.
6. Change any other desired print settings and click Print to print your document.
Printing labels

Following are guidelines for printing labels:

- Use only paper labels that are designed specifically for your printer.
- Use only full sheets of labels.
- Verify that the labels are not sticky, wrinkled, or pulling away from the protective backing.
- Do not use plastic or clear labels. The ink will not dry on these labels.
- Input tray capacity: up to 20 continuous sheets.

For Windows

1. Fan the edges of the label sheets to separate them, and then align the label edges.
2. Load up to 20 label sheets, label side down, in the input tray (see Loading media in the input tray).
3. Open the printer driver (see Printing a document).
4. Click the Features tab.
5. Select A4 or US Letter paper size.
6. Select HP Labels, Glossy, or HP Labels, Matte.
7. Ensure the option to print on both sides is cleared.
8. Change any other desired print settings and click OK.

For Macintosh

1. Fan the edges of the label sheets to separate them, and then align the label edges.
2. Load up to 20 label sheets, label side down, in the input tray (see Loading media in the input tray).
3. Click File, and then click Page Setup.
4. Select A4 or US Letter paper size and click OK.
5. Click File, and then click Print.
6. Open the Paper Type/Quality panel.
7. Select Automatic or the appropriate paper type.
8. Change any other desired print settings and click Print.
Printing iron-on transfers

Following are guidelines for printing iron-on transfers:

- Use HP iron-on t-shirt transfer paper for great results.
- When printing a mirror image, the text and pictures are horizontally reversed from what appears on the computer screen.
- Input tray capacity: up to 20 sheets.
- Iron-on transfers are available in Windows only.

To print iron-on transfers

1. Load iron-on transfer paper in the input tray print-side down (see Loading media in the input tray).
2. If your software program includes an iron-on transfer feature, follow the instructions provided with the software program. Otherwise, follow the instructions below.
3. Open the printer driver (see Printing a document).
4. Click the Features tab.
5. Select HP Iron-On Transfer from the Paper Type drop-down list.
6. Click the Advanced tab.
7. Set Mirror Image to On.
8. Change any other desired print settings and click OK.
Printing on both sides (duplexing)

This section contains guidelines and procedures for printing on both sides of the media.

Guidelines for printing on both sides of the paper

- Always use media that conforms to the printer specifications. See Understanding specifications for supported media for sizes and types of media supported by the duplex unit. For unsupported media types, print on both sides manually.

- Increasing the dry time may prevent ink smudges when printing on both sides.
  
  For Windows, adjust the ink drying time on the Advanced tab in the printer driver.
  
  For Macintosh, adjust the ink drying time by clicking the Ink tab in the Paper Type/Quality panel.

- For best results, do not print on paper heavier than 135 g/m² (36 lb bond), on both sides of labels or transparencies, or on both sides of pages that are covered densely with ink. Jams can occur when using these types of media for printing on both sides, and damage to the printer can occur when printing on both sides of labels.

- Specify duplex options in your application or in the printer driver.

- Do not print on both sides of transparencies, banner media, envelopes, photo paper, glossy media, or paper lighter than 16 lb bond (60 g/m²) or heavier than 24 lb bond (90 g/m²). Jams might occur with these media types.

- Several kinds of media require a specific orientation when you print on both sides of a page, such as letterhead, preprinted paper, and paper with watermarks and prepunched holes. When you print from a computer running Windows, the printer prints the first side of the media first. When you print from a computer using the Macintosh, the printer prints the second side first. Load the media with the front side facing down.

- When printing finishes on one side of the media, the printer holds the media and pauses while the ink dries. Once the ink dries, the media is pulled back into the printer and the second side is printed. When printing is complete, the media is dropped onto the output tray. Do not grab it before printing is complete.

- You can print on both sides of supported custom-sized media by using the printer's manual duplex capabilities. (For a list of supported custom-sized media, see Understanding specifications for supported media.)

  **NOTE** You can also access this feature from the Printing Shortcuts tab. Open the printer driver, select the Printing Shortcuts tab, and select the feature from the What do you want to do? drop-down list.

See the following sections for printing instructions:

- Performing manual duplexing
- Performing auto-duplexing

Performing manual duplexing

You can print on both sides of a sheet of paper by manually turning the paper over and feeding it into the printer again.
For Windows

1. Load the appropriate paper (see Loading media in the input tray).
2. Open the printer driver (see Printing a document).
3. Click the Features tab.
5. Select Flip Pages Up to change the page orientation, if desired.
6. Select a booklet layout from the Booklet Layout drop-down list, if you want one.
7. If you are using the manual feed slot, select Manual Feed in the Paper Source drop-down list. Change any other appropriate print settings and click OK.
8. Print your document.
9. After one side of the page is printed, follow the onscreen instruction to reload the printed pages to print on the other side of the paper. If you are printing from the rear manual feed slot, ignore the onscreen instruction and go to step 10.
10. If you are printing from the rear manual feed slot, maintaining the order of the printed pages, reinsert the pages one at a time, last printed page first, with the printed side facing down, and press the Resume button.

   **NOTE** The direction to reload the printed pages depends on whether you have selected the Flip Pages Up option.

   1. If you have selected Flip Pages Up, reinsert one page at a time, printed side down and reversed, with the blank side facing up.
   2. If you have not selected Flip Pages Up, reinsert one page at a time, printed side down and forward, with the blank side facing up.

**Performing auto-duplexing**

You can print on both sides of a sheet of paper automatically if a duplex unit is installed on the printer (see Installing the optional automatic two-sided printing accessory (duplex unit)).
The duplex unit is an optional accessory that is available for the HP Photosmart Pro B8300 series printer. It may be purchased separately in some countries/regions (see HP supplies and accessories.)

To make automatically printing on both sides the default setting for your printer, see Changing print settings.

You can also access this feature from the Printing Shortcuts tab. Open the printer driver, select the Printing Shortcuts tab, and select the feature from the What do you want to do? drop-down list.

For Windows 2000 and Windows XP, verify that the duplex unit is installed and that the auto-duplex feature is enabled. Open the print driver, select Properties, and then select Device Settings. Be sure Allow Manual Duplexing is disabled.

Advantages of using the duplex unit

- Print on both sides of a page without manually reloading the page.
- Print long documents quickly and efficiently.
- Use less paper by printing on both sides of paper.
- Create professional-looking brochures, reports, newsletters, and other special items.

NOTE After the first side of the page is printed, the printer pauses while the ink dries. Once the ink is dry, the paper is pulled back into the duplex unit and the reverse side of the page is printed.

For Windows

1. Load the appropriate paper (see Loading media in the input tray).
2. Open the printer driver (see Printing a document).
3. Click the Features tab.
4. In the Two-sided printing drop-down list, select Use Auto-Duplex Unit.
5. To automatically resize each page to match the document's onscreen layout, select Preserve Layout. Clearing this option may result in unwanted page breaks.
6. Select Flip Pages Up to change the page orientation, if desired.
7. Choose a booklet layout from the Booklet Layout drop-down list, if desired.
8. Change any other desired print settings and click OK.

For Macintosh

1. Load the appropriate paper (see Loading media in the input tray).
2. Click File, and then click Print.
3. Open the Two-Sided Printing panel.
4. Select Print Both Sides.
5. Select the desired binding orientation by clicking the appropriate icon.

6. Change any other desired print settings and click **Print**.
Cancelling a print job

You can cancel a print job using one of the following methods:

- **Control panel**: Press the Cancel button. This will clear the job that the printer is currently processing. It does not affect jobs waiting to be processed.

- **Windows**: Double-click the printer icon that appears in the lower right corner of the computer screen. Select the print job, and then press the Delete key on the keyboard.

- **Macintosh**: Click the **Printer Setup Utility** icon, and then double-click the printer icon. Select the print job and click Delete.
5 Using the Toolbox

This section contains the following information:

- Toolbox overview
- Printer Status tab
- Information tab
- Printer Services tab
- Using the HP Printer Utility (Macintosh)
Toolbox overview

The Toolbox provides status and maintenance information about your printer. It also provides access to documentation and online help tools for solving printer problems.

NOTE The Toolbox is available for Windows only. For Macintosh, see Using the HP Printer Utility (Macintosh).

To open the Toolbox:

1. Click the Start menu.
2. Select the Printer and Faxes settings.
3. Right-click the HP Photosmart Pro B8300 series icon, and select Printer Preferences.
**Printer Status tab**

The **Printer Status** tab displays ink level information for each print cartridge and also printer status.

The printer selection drop-down list lets you select the printer you wish to use with the Toolbox utilities. It lists printers that are compatible with the Toolbox. The status window displays messages related to current printer status, such as *Printing job*, *Top cover open*, and *Print cartridge empty*.

<table>
<thead>
<tr>
<th>Click this button...</th>
<th>To...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ink Cartridge Information</strong></td>
<td>Display the order numbers for the print cartridges compatible with the printer.</td>
</tr>
<tr>
<td><strong>Supplies Information</strong></td>
<td>View information on HP supplies, as well as ordering information.</td>
</tr>
<tr>
<td><strong>Preferences</strong></td>
<td>Open a dialog box where you can select the types of printer error or warning messages that will appear on your computer screen when problems occur. You can choose to be notified by an audio alert when this happens. You can also choose to enable myPrintMileage AutoSend, which will provide you with a closer forecast of your printer usage in the myPrintMileage Web site.</td>
</tr>
</tbody>
</table>
Information tab

Use the Information tab to register the printer and display printer hardware information. This tab also provides access to online troubleshooting through HP Instant Support, as well as information about your printer usage, using the printer, troubleshooting, and contacting HP.

<table>
<thead>
<tr>
<th>Click this button...</th>
<th>To...</th>
</tr>
</thead>
<tbody>
<tr>
<td>myPrintMileage</td>
<td>Access the myPrintMileage Web site and your printer usage information. You must have Internet access to perform this operation.</td>
</tr>
<tr>
<td>Printer Hardware</td>
<td>Display the printer model and firmware version number.</td>
</tr>
<tr>
<td>HP Instant Support</td>
<td>Access the HP Instant Support Web site for support services and troubleshooting tips. You must have Internet access to perform this operation.</td>
</tr>
<tr>
<td>Register Your Printer</td>
<td>Register your printer online. You must have Internet access to perform this operation.</td>
</tr>
<tr>
<td>How Do I...</td>
<td>Display help for performing common printer tasks.</td>
</tr>
<tr>
<td>Troubleshooting</td>
<td>View help for solutions to common printer problems such as paper jams or software installation issues, and printing problems such as borderless or photo printing problems.</td>
</tr>
<tr>
<td>Contact HP</td>
<td>Obtain information on how to contact HP.</td>
</tr>
</tbody>
</table>

HP Instant Support

HP Instant Support is a suite of Web-based troubleshooting tools. HP Instant Support helps you quickly identify, diagnose, and resolve printing problems.

HP Instant Support provides the following information about your device:

- Easy access to troubleshooting tips
  Provides tips that are customized for your device.

- Resolution of specific device errors
  Provides immediate access to information that can help you resolve error messages specific to your device.

To see a description of the problem, and recommendations for solving or preventing the problem, click Alerts on the left side of the HP Instant Support page.

- Notification of device driver and firmware updates
  Alerts you when a firmware or driver update is available. A message appears on the HP Instant Support homepage. Click the link within the message to go directly to the download section of the HP Web site.

- Obtaining support services
  Provides a list of the support services that are available for your device.

- Managing ink and media usage (myPrintMileage)
Helps you manage and forecast printer supplies usage.

- Self diagnostic testing for your device

Runs a diagnostic test of your device. Select Printer on the Self Help menu on the Instant Support page to start diagnosing the devices. HP Instant Support checks the computer, and a list of configured devices appears. When you select the device that you want to diagnose, HP Instant Support can help you with such tasks as making sure that you have the latest device driver available and gaining access to reports about the device status and detailed device-diagnostic information.

If any errors are detected during this process, you are given the option to perform updates to the device drivers or to perform detailed diagnostic tests on the device.

- HP expert help online (Active Chat)

Provides personalized help from an HP support expert over the Web at any time. Simply submit a question or a description of your problem. Your recent device history, system configuration, and any actions that you have attempted are automatically forwarded to HP (upon your approval) so that you will not need to describe the problem again. An HP support expert will respond online to solve your problem through a real-time Web chat.

- Knowledge database

Use the HP knowledge database to quickly find answers to your questions.

Security and privacy

When you use HP Instant Support, detailed device information, such as the serial number, error conditions, and status, is sent to HP. HP respects your privacy and manages this information according to the guidelines that are outlined in the HP Online Privacy Statement (http://www.hp.com/country/us/eng/privacy.htm).

NOTE To view all of the data that is sent to HP, select Source (for Internet Explorer) or Page Source (for Netscape) from the View menu in your Web browser.

To gain access to HP Instant Support

Use the Toolbox (Windows) to access HP Instant Support. In Toolbox, click the Information tab, and then click HP Instant Support.

NOTE Do not bookmark the Web pages that are used to open HP Instant Support. If you bookmark the site and connect to it by using the bookmark, the pages will not contain the current information.

myPrintMileage

myPrintMileage is a service that HP provides to help you keep track of your device usage to help you forecast device usage and plan the purchase of supplies. It consists of two parts:

- myPrintMileage Web site
- myPrintMileage AutoSend, a utility that periodically updates the device usage information on the myPrintMileage Web site
To use myPrintMileage, you must have the following:

- Toolbox (Windows) installed
- Internet connection
- Device connected

**NOTE** HP recommends that you enable myPrintMileage to send data for three to six months to allow a meaningful amount of data to accumulate on the myPrintMileage Web site.

To use the Print accounting features, you must register for the service through the myPrintMileage site.

On the myPrintMileage Web site, you can see the following items:

- Print analysis, such as the amount of ink you have used, whether you use more black or color ink, and the estimated number of pages you can print with the remaining amount of ink.
- Print accounting, which allows you to generate reports showing usage data, cost per page, or cost per job for a specific time period; export this data as Microsoft Excel spreadsheet files; and configure the e-mail alerts and notifications to receive print accounting reports.

**To gain access to myPrintMileage**

▲ From the Toolbox (Windows): On the Information tab, click myPrintMileage, and then follow the onscreen instructions.

- or -

From the Windows taskbar: Right-click the Toolbox icon, click myPrintMileage, and then select View my print usage.

**How Do I...**

The following list contains common printer tasks. Click an item in the list to get step-by-step help with that task:

- Changing print settings
- Cancelling a print job
- Clearing jams
- Loading media in the input tray
- Printing on various media types
- Printing on cards and smaller-sized media
- Printing digital photographs
- Printing borderless
- Printing with the front or rear manual feed slot
- Installing the optional automatic two-sided printing accessory (duplex unit)
- Inserting the print cartridges
- Aligning the print cartridges
- Cleaning the print cartridges
- Understanding the printer lights
- Ordering printing supplies through the Toolbox
The **Printer Services** tab provides utilities that help you maintain and test your printer. You can align and clean your print cartridges, or print a demo page.

<table>
<thead>
<tr>
<th>Click this button...</th>
<th>To...</th>
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</thead>
<tbody>
<tr>
<td>Align Print Cartridges</td>
<td>Align the print cartridges. See <a href="#">Aligning the print cartridges</a> for more information.</td>
</tr>
<tr>
<td>Clean Print Cartridges</td>
<td>Clean the print cartridges. See <a href="#">Cleaning the print cartridges</a> for more information.</td>
</tr>
<tr>
<td>Calibrate Color</td>
<td>Balance color tints on printed pages. See <a href="#">Calibrating the color</a> for more information.</td>
</tr>
<tr>
<td>Print a Demo Page</td>
<td>Send a demo page to the printer to verify that the printer is connected to the computer correctly and is working properly.</td>
</tr>
</tbody>
</table>
Using the HP Printer Utility (Macintosh)

The HP Printer Utility contains tools to calibrate the printer, clean the print cartridges, print a test page, print a configuration page for the printer, and find Web site support information.

Opening the HP Printer Utility

1. Double-click the Macintosh HD icon on the desktop.
2. Select Applications, select Utilities, and then select HP Printer Selector.

Viewing the HP Printer Utility panels

The following options are available on the HP Inkjet Toolbox Panel menu:

- **Sample Page**: Prints a sample page to view the print output quality.
- **Supplies Status**: Shows print-cartridge ink levels.
- **Test**: Prints a test page or a configuration page.
- **Clean**: Cleans the print cartridges.
- **Align**: Aligns the print cartridges.
- **Color Calibration**: Adjusts color to correct tint problems. Color calibration only occurs when the color and photo print cartridges are installed.
- **Supply Info**: Shows print-cartridge replacement information.
- **HP Support**: Provides access to the HP Web site where you can register the printer and find support for the printer and information about HP products and supplies.
6 Troubleshooting

This section contains the following information:

- Troubleshooting tips and resources
- General troubleshooting tips
- Printing a demo page
- Printing a diagnostics page
- Resolving printing problems
- Poor print quality and unexpected printouts
- Resolving paper-feed problems
- Troubleshooting installation issues
- Clearing jams
- Resolving photo printing problems
- Resolving borderless printing problems
- Resolving banner printing problems
- Resolving automatic two-sided printing problems
- Resolving network printing problems
Troubleshooting tips and resources

- For a paper jam problem, see Clearing jams.
- For paper-feed problems, such as the paper skew, see Resolving paper-feed problems.

Some printer problems can be resolved by resetting the printer.

To reset the printer

1. Press the Power button to turn off the printer.
2. Disconnect the power cord from the printer.
3. Wait about 20 seconds, and then reconnect the power cord.
4. Press the Power button to turn on the printer.
General troubleshooting tips

Ensure the following:

● Power light is on and not blinking. When the printer is first turned on, it takes approximately 45 seconds to warm up.

● Make sure the printer is in the Ready state. If lights are on or blinking, see Printer lights reference.

● No error messages appear on the computer screen.

● Power cord and other cables are working and firmly connected to the printer. Make sure the printer is connected firmly to a functioning alternating current (AC) power outlet and is turned on. See Printer specifications and Declaration of Conformity for voltage requirements.

● Media is loaded correctly in the tray and is not jammed in the printer.

● Print cartridges are properly installed in their correct color-coded slots. Press down firmly on each one to ensure proper contact. Ensure you have removed the tape from each print cartridge.

● Print cartridge cradle latches and all covers are closed. See Inserting the print cartridges.

● Rear access panel or duplex unit is locked into place.

● All packing tapes and materials are removed from the printer.

● Printer can print a diagnostics page. See Printing a diagnostics page.

● Printer is set as the current or default printer. For Windows, set the printer as the default in the Printers folder. For Mac OS, set the printer as the default in the Printer Setup Utility. See your computer's documentation for more information.

● Pause Printing is not selected if you are using a computer running Windows.

● You are not running too many programs when you are performing a task. Close programs that you are not using or restart the computer before attempting the task again.
**Printing a demo page**

Printing a demo page without being connected to a computer verifies whether the printer is set up correctly.

1. Make sure the printer is turned on.
2. Press and hold the *Resume* button for a few seconds.

   The printer prints a demo page.
Printing a diagnostics page

This page is useful to HP Technical Support if you have a printer problem.

1. Make sure the printer is turned on.

2. Press and hold the Power button, press the Resume button four times, and then release the Power button.

   The printer prints a diagnostic page.

**NOTE** You can also print a diagnostics page from the printer driver. Right-click the printer icon. Select **Printing Preferences**. On the **Services** tab, click **Print Configuration Page**.
Resolving printing problems

**Printer shuts down unexpectedly**

**Check power and power connections**

Make sure the printer is connected firmly to a functioning alternating current (AC) power outlet. See *Printer specifications and Declaration of Conformity* for voltage requirements.

**Check printer vents**

The printer vents are located on the sides of the printer. If the vents are covered and the printer overheats, the printer automatically turns off. Make sure the vents are not covered and the printer is in a cool, dry location. See *Printer specifications and Declaration of Conformity* for the required operating environment for the printer.

**All printer lights are blinking**

**A non-recoverable error has occurred.**

Reset the printer. See *To reset the printer*.

If the problem persists, contact HP. See *Customer support and warranty*.

**Printer is not responding (nothing prints)**

**Check printer setup**

See *Troubleshooting tips and resources*.

**Check the print cartridge initialization**

When print cartridges are installed or replaced, the printer automatically prints an alignment page to align the print cartridges. This process takes about seven minutes. Until this process is complete, only the automatic alignment page can be printed.

**Check the printer software installation**

Make sure the printer is connected firmly to a functioning alternating current (AC) power outlet and is turned on. See *Printer specifications and Declaration of Conformity* for voltage requirements.

**Check cable connections**

Make sure both ends of the USB cable are secure.

If the printer is connected to a network, check the following:

- Make sure you are not using a phone cord to connect the printer.
- The network hub, switch, or router is on and working properly.
Check printer setup for network environment

Ensure the correct printer driver and printer driver port are being used. For more information about network connections, see Configuring the printer (Windows), Configuring the printer (Mac OS), or the documentation provided by your network vendors.

Check any personal firewall software installed on the computer

The personal software firewall is a security program that protects a computer from intrusion. However, the firewall might block communication between the computer and the printer. If there is a problem communicating with the printer, try temporarily disabling the firewall. If the problem persists, the firewall is not the source of the communication problem. Re-enable the firewall.

If disabling the firewall allows you to communicate with the printer, you might want to assign the printer a static IP address and re-enable the firewall.

Printer does not accept a print cartridge

Print cartridge does not fit the printer

Verify that the print cartridge is in the correct print cartridge cradle. The symbol on the print cartridge and the print cartridge latch should match.

Printer does not recognize the print cartridge

Verify that the nozzle protective tape has been removed from the cartridge and that the cartridge is properly installed with the latch closed. See Inserting the print cartridges.

Clean the print cartridge contacts

Complete the print cartridge cleaning procedure. See Cleaning the print cartridges.

Remove the print cartridge and ensure the print cartridge latch is closed. Turn off the printer without the print cartridge installed. Restart the printer and reinsert the print cartridge (see Inserting the print cartridges).

After removing the print cartridge, turn the printer off, and then turn on the printer without the print cartridge installed. After the printer has restarted, reinsert the print cartridge.
The printer is rejecting the pen

Poor contact between the print cartridges and print cartridge cradles may cause the pen to be rejected. When this occurs, try cleaning the electrical contacts on the print cartridges and print cartridge cradles:

1. Remove the print cartridge from the printer (see Inserting the print cartridges).

2. Clean the electrical contacts on the print cartridge cradle with a dry cotton swab.
3. Carefully clean the electrical contacts on the print cartridge with a soft, dry, lint-free cloth.

**CAUTION** To prevent damage to the electrical contacts, you should wipe the contacts only once. Do not wipe the ink nozzles on the print cartridge.

4. Reinstall the print cartridge.

**Printer takes a long time to print**

**Check the system configuration**

Make sure the computer meets the minimum system requirements for the printer. See Printer specifications and Declaration of Conformity.

**Verify the number of software programs running on the computer**

Too many programs may be running at the same time. Close all unused software programs.

**Check the printer software settings**

The printer prints more slowly when Best or Maximum dpi is selected as the print quality. To increase the print speed, select different print settings in the printer driver. See Changing print settings.

**A large file is printing**

It is normal for a large file to take a long time to print.

**The printer may be in Ink-backup Printing Mode**

The printer enters Ink-backup Printing Mode when one of the print cartridges is removed. Replace the missing print cartridge with a new one. See Changing print settings.
Blank page printed

Check for empty print cartridges
If you are printing text and a blank page prints, the print cartridges might be empty. See Inserting the print cartridges.

If the Toolbox is installed, check the ink levels of the print cartridges from the Estimated Ink Level tab.

You may be printing in Ink-backup Printing Mode. The printer enters Ink-backup Printing Mode when one of the print cartridges is empty or removed. Replace the missing print cartridge with a new one.

The protective tape on the print cartridge nozzle has not been removed.
Verify the clear protective tape is removed from the print cartridge nozzle (see Inserting the print cartridges).

Check media settings
- Make sure you select the correct print quality settings in the printer driver for the media loaded in the tray. For example, Maximum dpi is only available for photo paper and cannot be used with other media types.
- Make sure the page settings in the printer driver matches the width of media loaded in the tray. See Changing print settings.

Something on the page is missing or incorrect

Check margin settings
Make sure the margin settings for the document do not exceed the printable area of the printer. See Setting minimum margins.

The printer may be in Ink-backup Printing Mode
The printer enters Ink-backup Printing Mode when one of the print cartridges is removed. Replace the missing print cartridge with a new one (see Inserting the print cartridges).

Verify the ink levels of the print cartridges
One of the print cartridges may be low on ink. To view the ink levels, print a diagnostics page (see Printing a diagnostics page). (For Windows, if the Toolbox is installed, you can find ink-level information by clicking the Estimated Ink Level tab.) If the print cartridge is low on ink, replace it (see Inserting the print cartridges).

The print cartridges may need to be cleaned
Perform the auto-clean procedure (see Cleaning the print cartridges).

Check color print settings
Make sure Print in Grayscale is not selected in the printer driver.
Check the print location and length of USB cable

High electromagnetic fields (such as those generated by USB cables) can sometimes slightly distort printouts. Move the printer away from the source of the electromagnetic fields. Also, it is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields.

Placement of the text or graphics is wrong

Check how the media is loaded

Make sure the media width and length guides fit snugly against the edges of the stack of media, and make sure the tray is not overloaded. See Loading media in the input tray.

Check the media size

- Content on a page might be cut off if the document size is larger than the media that you are using.
- Make sure the media size selected in the printer driver matches the size of media loaded in the tray. See Changing print settings.
- If you are using a computer running Windows, select Emulate LaserJet Margins in the printer driver to scale the document to fit the media size currently selected. See Changing print settings.

Check margin settings

If the text or graphics are cut off at the edges of the page, make sure the margin settings for the document do not exceed the printable area of your printer. See Setting minimum margins.

Check the page-orientation setting

Make sure the media size and page orientation selected in the application match the settings in the printer driver. See Changing print settings.

Check the printer location and length of USB cable

High electromagnetic fields (such as those generated by USB cables) can sometimes slightly distort printouts. Move the printer away from the source of the electromagnetic fields. Also, it is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields.

If the above solutions do not work, the problem may be caused by the inability of the application to interpret print settings properly. See the release notes for known software conflicts; or refer to the application's documentation, or contact the software manufacturer for specific help.
Poor print quality and unexpected printouts

This section provides solutions to print quality problems.

- Poor quality printouts
- Meaningless characters print
- Ink is smearing
- Ink is not filling the text or graphics completely
- The print settings may need to be changed
- Output is faded or dull colored
- Colors are printed as black and white
- Wrong colors are printing
- Printout shows bleeding colors
- Colors do not line up properly
- Lines or dots are missing from text or graphics

Poor quality printouts

Check the print cartridges

Replace any clogged print cartridges (see Using the print cartridges), and try to print again.

The printer may be in Ink-backup Printing Mode

The printer enters Ink-backup Printing Mode when one of the print cartridges is empty or removed. Replace the missing print cartridge with a new one (see Inserting the print cartridges).

Verify the ink levels of the print cartridges

One of the print cartridges may be low on ink. To view the ink levels, print a diagnostics page (see Printing a diagnostics page). (For Windows, if the Toolbox is installed, you can find ink-level information by clicking the Estimated Ink Level tab. For Macintosh, open the ink level panel from HP Inkjet Toolbox.) If the print cartridge is low on ink, replace it (see Inserting the print cartridges).

The print cartridges may need to be cleaned

Perform the auto-clean procedure (see Cleaning the print cartridges).

Check the paper quality

The paper might be too moist or too rough. Make sure the media used meets HP specifications (see Selecting print media), and try to print again.
Check the type of media loaded in the printer

- Make sure the tray supports the type of media you have loaded. See Understanding specifications for supported media.
- Make sure you have selected the tray in the printer driver that contains the media you want to use. See Changing print settings.

Check rollers in the printer

The rollers in the printer might be dirty, causing lines or smudges to appear on your printout. Turn off the printer, disconnect the power cord, clean the rollers in the printer with isopropyl alcohol on a lint-free cloth, and try to print again.

Check the printer location and length of USB cable

High electromagnetic fields (such as those generated by USB cables) can sometimes slightly distort printouts. Move the printer away from the source of the electromagnetic fields. Also, it is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields.

Meaningless characters print

If an interruption occurs to a job that is printing, the printer might not recognize the rest of the job.

Cancel the print job and wait for the printer to return to the ready state. If the printer does not return to the ready state, cancel all jobs, and wait again. When the printer is ready, resend the job. If prompted by the computer to retry the job, click Cancel.

Check the cable connections

Make sure the USB cable connections at both ends are secure. If the problem persists, turn off the printer, disconnect the cable from the printer, turn on the printer without connecting the cable, and delete any remaining jobs from the print spooler. When the Power light is on and not flashing, reconnect the cable.

Check the document file

The document file may be damaged. If you can print other documents from the same application, try printing a backup copy of your document, if available.

Ink is smearing

Check print settings

- When you print documents that use much ink, allow more time to dry before handling the printouts. This is especially true for transparencies. In the printer driver, select the Best print quality.
- Color documents that have rich, blended colors can wrinkle or smear when printed using the Best print quality. Try using the other print mode such as Draft to reduce ink, or use HP Premium Paper designed for printing vivid color documents. See Changing print settings.

Check the media type

Some types of media do not accept ink well. Ink will dry more slowly and smearing may occur. See Selecting print media.
Check the margin settings

- If you are using a computer running Windows, make sure the Minimize Margins option is not selected. See Changing print settings.

**NOTE** You can also access this feature from the Printing Shortcuts tab. Open the printer driver, select the Printing Shortcuts tab, and select the feature from the What do you want to do? drop-down list.

- Increase the margins in your document. For more information, see the documentation included with your software application.

Ink is not filling the text or graphics completely

The printer may be in Ink-backup Printing Mode

The printer enters Ink-backup Printing Mode when one of the print cartridges is empty or removed. Replace the missing print cartridge with a new one (see Inserting the print cartridges).

Verify the ink levels of the print cartridges

One of the print cartridges may be low on ink. To view the ink levels, print a diagnostics page (see Printing a diagnostics page). If the Toolbox is installed, you can find ink-level information by clicking the Estimated Ink Level tab. If the print cartridge is low on ink, replace it (see Inserting the print cartridges).

The print cartridges may need to be cleaned

Perform the auto-clean procedure (see Cleaning the print cartridges).

Check the media type

Some types of media do not accept ink well. Ink will dry more slowly and smearing may occur. See Selecting print media.

The print settings may need to be changed

Increase the print settings to a higher quality mode (for example, Draft to Normal, or Normal to Best).

Output is faded or dull colored

Check the print mode

The FastNormal and Draft modes in the printer driver allow you to print at a faster rate. They are good for printing drafts. To get better results, select Normal or Best. See Changing print settings.

You may not be using the best print cartridge for the project

For best results, use the HP Photo or HP Gray Photo print cartridges to print color or black and white photos, and use the HP black print cartridge to print text documents.
Check the paper type setting
When printing on transparencies or other special media, select the corresponding media type in the printer driver. See Printing on custom-sized paper.

Check the print cartridges
If lines in the text or image are broken or do not print properly, one or more of the ink cartridges may have run out of ink or are defective. Print a diagnostics page to review the performance of the print cartridges (see Printing a diagnostics page). If necessary, clean the print cartridges (see Cleaning the print cartridges), or replace the cartridges with new ones (see Inserting the print cartridges).

Colors are printed as black and white

Check the print settings
Make sure Print in Grayscale is not selected in the printer driver.

The printer is printing in Ink-backup Printing Mode
If the printer is printing in Ink-backup Printing Mode using a photo, black, or gray photo cartridge, colors will print as black and white. Verify that the correct print cartridges are installed.

Wrong colors are printing

Check the print settings
Make sure Print in Grayscale is not selected in the printer driver.

Check the print cartridges
Whenever print quality noticeably decreases, you may need to clean the print cartridge. See Using the print cartridges.
If a print cartridge is out of ink, the wrong color may print. See Inserting the print cartridges.

Printout shows bleeding colors

Check the print settings
Some media type settings (such as Transparency Films and Photo Papers) and print quality settings (such as Best) require more ink than others. Choose different print settings in the printer driver, making sure you select the correct media type. See Changing print settings.

Check the print cartridges
Make sure that the print cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the printer. HP does not guarantee or support refilled print cartridges. For ordering information, see HP supplies and accessories.
Colors do not line up properly

Check the print cartridges

The print cartridges are automatically aligned when a cartridge is replaced. However, you might notice improvement in the print quality by performing the alignment procedure yourself. See Using the print cartridges.

Check the graphics placement

Use the zoom or print preview feature of your software to check for gaps in the placement of graphics on the page.

Lines or dots are missing from text or graphics

The printer may be in Ink-backup Printing Mode

The printer enters Ink-backup Printing Mode when one of the print cartridges is empty or removed. Replace the missing print cartridge with a new one (see Inserting the print cartridges).

Verify the ink levels of the print cartridges

One of the print cartridges may be low on ink. To view the ink levels, print a diagnostics page (see Printing a diagnostics page). For Windows, if the Toolbox is installed, you can find ink-level information by clicking the Estimated Ink Level tab. If the print cartridge is low on ink, replace it (see Inserting the print cartridges).

The print cartridges may need to be cleaned

Perform the auto-clean procedure (see Cleaning the print cartridges).

Check the print cartridge contact pads

The print cartridge contact pads might need cleaning. See Using the print cartridges.
Resolving paper-feed problems

This section provides solutions to common paper-feed problems.

- Another paper feed problem is occurring

For information on resolving jams, see Clearing jams.

Another paper feed problem is occurring

Media is not supported for the printer or tray

Use only media that is supported for the printer and the tray being used. See Understanding specifications for supported media.

Media is not picked up from input tray

- Make sure the media guides are set to the correct markings in the trays for the media size you are loading. Also make sure the guides are snug, but not tight, against the stack.
- Make sure media in the tray is not curled. Uncurl paper by bending it in the opposite direction of the curl.
- Make sure the tray is inserted properly.

Media is not coming out correctly

- Make sure the output tray extension is extended, otherwise, printed pages may fall off the printer.
- Remove excess media from the output tray. There is a limit to the number of sheets the tray can hold.
- If the duplex unit is not installed properly during a duplex job, media may exit through the rear of the printer. Reinstall the duplex unit or close its cover.

Pages are skewing

Make sure that media loaded in the input tray is aligned to the right and front guides.

Multiple pages are being picked up

- Make sure the media guides are set to the correct markings in the trays for the media size you are loading. Also make sure the guides are snug, but not tight, against the stack.
- Make sure that the tray is not overloaded with paper.
- When you load paper, avoid fanning the stack. Fanning paper can cause static electricity to build up and intensify multiple-pick problems.
- When reinserting a tray into the printer, do so gently. Forceful insertion with a full stack of paper may cause sheets to slide up within the printer, causing the printer to jam or pick multiple sheets at one time.
Troubleshooting installation issues

This section provides solutions to common installation problems.

- Problems printing an alignment page
- Problems installing software

Problems printing an alignment page

When print cartridges are installed or replaced, the printer automatically prints an alignment page to align the cartridges. This process takes about seven minutes, and once complete, the alignment page may be discarded after it is printed. If the printer does not print the page, see Troubleshooting tips and resources.

Problems installing software

Verify the computer requirements

Make sure the computer meets the system requirements. See Printer specifications and Declaration of Conformity.

Verify installation preliminaries

- Before installing software on a Windows computer, ensure all other programs are closed.
- If the computer does not recognize the path to the CD drive that you type, ensure you are specifying the correct drive letter.
- If the computer cannot recognize the Starter CD in the CD drive, inspect the CD for damage. You can download the printer driver from http://www.hp.com/support/.

Reinstall the printer software

If you are using Windows and the computer cannot detect the printer, run the Scrubber utility (located in the Utils\Scrubber folder on the Starter CD) to perform a clean printer driver uninstallation. Restart your computer, and re-install the printer driver. See Uninstalling the printer software.
Clearing jams

Use the following methods to locate and clear a paper jam. For information on how to avoid jams, see Tips for avoiding paper jams.

**NOTE**  To prevent jammed paper from tearing off inside the printer, try to grasp jammed paper with both hands and exert even pressure on both sides while pulling the paper towards you.

**WARNING!**  Be sure to turn off the printer and unplug it before performing this procedure. Clearing a paper jam while printer parts are moving could cause injury.

1. Turn off the printer and then unplug it.
2. Remove the rear access panel, pull out any jammed paper, and then reinsert the rear access panel.
3. Remove the rear cover from the duplex unit (if installed), remove any paper, and replace the rear cover. If the paper jam is not visible by removing the rear cover, remove the duplex unit to locate the jam.

4. Lift up the output tray and remove any jammed paper from the input tray.
5. Open the top cover. The print cartridge carriage should return to the right side of the printer. If the carriage does not return to the right side, turn off the printer, and then move the carriage to the right. Pull any jammed paper towards you.

**CAUTION** Do not reach into the printer when the printer is on and the print cartridge carriage is stuck.

After you clear the jam, close all covers, turn on the printer (if you turned it off), and press the Resume button. The printer will continue the print job on the next page. You will need to resend any pages that were jammed in the printer.

**Tips for avoiding paper jams**

- Make sure nothing blocks the paper path.
- Do not use media that is damaged, curled, or wrinkled. It is recommended not to use paper with cutouts or perforations or paper that is heavily textured or embossed.
- To ensure that media feeds properly, load only one type of media at a time in the input tray or the manual feed slots.
- Make sure media is loaded correctly. See [Loading media in the input tray](#).
- For the input tray and front manual feed slot, load the media print-side down with the right edge of the media aligned against the right edge of the tray or slot. Make sure the paper width guide and tray extension fit against the edges of the media. For the rear manual feed slot, load the media print-side up.
- Do not load more than 150 sheets of paper, or 15 envelopes, or a stack of media that exceeds the height of the paper width guide into the input tray. Do not load more than 10 sheets of paper into the front manual feed slot. Load only one sheet of paper at a time into the rear manual feed slot.
- Always use media that conforms with the types, sizes, and weights listed in [Selecting print media](#). This section also lists tips and guidelines on recommended media.
Resolving photo printing problems

Also see Poor print quality and unexpected printouts for additional troubleshooting information.

● Make sure you are printing on the correct side of the media
  ● Load media print-side down in the input tray and front manual feed slot.
  ● Load media print-side up in the rear manual feed slot.

● Check the print settings
  1. Open the printer driver (see Printing a document).
  2. On the Features tab (Windows) or the Paper Type/Quality panel (Macintosh), check the following settings:
     ● Select the appropriate photo paper type.
     ● Select the highest resolution option such as Best or Maximum dpi on the print quality drop-down list.

● Colors are tinted or incorrect
  If colors in photographs appear tinted or incorrect, follow these steps:
  1. Calibrate the color (see Calibrating the color). Photo print cartridges must be installed for color calibration.
  2. Reprint the photograph.
  3. If colors are still tinted or incorrect, try the following steps:
     ● Windows: Open the printer driver (see Printing a document), click the Color tab, and then click More color options.
     ● Macintosh: Click File and click Print. Open the Paper Type/Quality panel and click the Color Options tab.
  4. Adjust the color tone sliders: If the colors are too yellow, move the color tone slider towards Cooler. If the colors are too blue, move the color tone slider towards Warmer.
  5. Reprint the photograph.
Resolving borderless printing problems

- Check the print settings

1. Open the printer driver (see Printing a document).

2. On the Features tab (Windows) or the Paper Type/Quality panel (Macintosh), check the following settings:
   - Verify that the paper size specified in the driver matches the size of the paper loaded in the input tray.
   - Select the appropriate paper type.

Streaks appear in a light portion of a printout

If streaks appear in a light portion approximately 63.6 mm (2.5 inches) from one of the long edges of a photograph, try the following:
   - Install a photo print cartridge (see Inserting the print cartridges).
   - Clean the print cartridges (see Cleaning the print cartridges).

Image is printed at an angle

- If paper is twisting as it feeds or margins appear crooked, make sure the paper width guide and tray extension fit against the edges of the paper.

Printing with a single print cartridge

To do borderless printing with a single print cartridge, the tri-color print cartridge must be installed. See Printing with a single print cartridge.
Resolving banner printing problems

- Make sure the paper is loaded correctly
  - Unfold and refold the paper when several sheets feed into the printer at once.
  - Make sure the unattached edge of the banner paper stack is on top and facing the printer.
  - Verify that the correct paper for banner printing is used.

Check the print settings

1. Open the printer driver (see Printing a document).

2. On the Features tab (Windows) or the Paper Type/Quality panel (Macintosh), check the following settings:
   - Make sure HP Banner Paper is selected as the paper type.
   - Make sure the appropriate banner size is selected.

Check the software

- Verify that the software application you are using prints banners. Not all software applications print banners.
- If gaps appear at the ends of the sheets, verify that the printer software is operating correctly.
Resolving automatic two-sided printing problems

NOTE You can print on both sides manually for unsupported media types. See Performing manual duplexing.

- Paper jam occurs inside the duplex unit
  See Clearing jams for instructions.

- Option for printing on both sides cannot be selected
  - Make sure the duplex unit is installed on the printer. Right-click the printer icon. Select Properties. From the Device Settings tab, select Duplex Unit. Verify that the duplex unit is installed.
  - Make sure the duplex unit is enabled in the printer driver. See Performing auto-duplexing.
  - Make sure the media type and size selected in the printer driver are supported by the duplex unit. See Understanding specifications for supported media.

- Only one side of the page prints when the print on both sides option is selected
  - Make sure the correct print options are set in both the printer driver and the application you are using. See Performing auto-duplexing.
  - Make sure the photo paper is not curled. Photo paper should be flat before printing. See guidelines under Printing digital photographs.
  - Make sure the media type and size selected in the printer driver are supported by the duplex unit. See Understanding specifications for supported media.

- Binding margin is in the wrong place
  1. Open the printer driver (see Printing a document).
  2. Do one of the following:
     - Windows: Click the Features tab.
     - Macintosh: Open the Two-Sided Printing Panel.
  3. Do one of the following:
     - Windows: Select Flip Pages Up for binding along the top (tablet binding). Select a booklet layout from the Booklet Layout drop-down list for binding along the side (book binding).
     - Macintosh: Select the binding orientation you desire (select the appropriate icon).
  See Printing on both sides (duplexing) for more information.

- Paper size changes when the print on both sides option is selected
  Make sure the paper size is supported by the duplex unit, and make sure the media type and size selected in the printer driver are supported by the duplex unit. See Understanding specifications for supported media.
Resolving network printing problems

If you are having difficulties printing to a shared network printer, try the following suggestions.

● If the Resume button is blinking, press it and wait a few seconds for printing to start.

● If printing does not resume, open the printer's top cover and check for a paper jam. See Clearing jams.

● Make sure the printer is turned on and the top cover is closed.

● Make sure the rear access panel or duplex unit is correctly installed and locked into place.

● Make sure the print cartridges are properly installed (see Inserting the print cartridges) and that media is properly loaded in the printer (see Loading media in the input tray).

● Make sure the network cable and the printer cable connections are firmly in place.

● Try printing a demo page to see if the printer is set up correctly. Make sure the printer is turned on, press and hold the Power button, press the Resume button once, and then release the Power button. The printer prints a demo page.

---

**NOTE** Sharing the printer in mixed Macintosh and PC networking environments is not recommended.

After checking the printer, try to print a document from another client over the network.

If the document was sent from another client and printed successfully, your system settings are probably not configured properly to use this printer. Check with your system administrator to solve the problem.

If the document did not print successfully from another client, print a demo page.

1. Connect the printer to a PC that is running Windows.
2. Install the printer software if it is not already installed on this PC.
3. Open the Toolbox (see Using the Toolbox).
4. From the Printer Services tab, click Print a Demo Page.

If the demo page printed, your printer is working, but your network settings may be configured incorrectly. Check with your system administrator for more information.

If the demo page did not print, this problem is likely caused by a failure in the printer or computer system. Call the HP Customer Care Center for help (see Customer support and warranty).

Before calling, record your serial number and printer model, along with any information about your computer system that is available.
The printer lights indicate printer status and are useful for diagnosing printing problems. This section contains information about the printer lights, what they indicate, and what action to take if necessary.

1. Right print cartridge light (photo, black, or gray print cartridge)
2. Left print cartridge light (tri-color print cartridge)
3. Cancel button
4. Resume button and light
5. Power button and light

NOTE You can also find printer light descriptions on the printer diagnostics page. See Printing a diagnostics page.
## Understanding the printer lights

<table>
<thead>
<tr>
<th>Printer light indication</th>
<th>Explanation and recommended action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Left and right print cartridge lights.</td>
<td>The left print cartridge light indicates tri-color print cartridge status; the right print cartridge light indicates photo or black print cartridge status.</td>
</tr>
<tr>
<td></td>
<td>The print cartridge lights can be on or blinking in combination with the Power light and Resume light behaviors listed in this table.</td>
</tr>
<tr>
<td></td>
<td>- <strong>On</strong>: Print cartridge is low on ink or out of ink. Replace the print cartridge soon. See <a href="#">Inserting the print cartridges</a>.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Blinking</strong>: Print cartridge is damaged, missing, or incompatible. Reinstall or replace the print cartridge. See <a href="#">Inserting the print cartridges</a>. If printing with a single print cartridge, ignore this light.</td>
</tr>
<tr>
<td>Printer lights cycle.</td>
<td>The printer lights cycle when the printer is reinitializing.</td>
</tr>
<tr>
<td></td>
<td>- No action required.</td>
</tr>
<tr>
<td>Power light on.</td>
<td>Printer is turned on and idle.</td>
</tr>
<tr>
<td></td>
<td>- No action required.</td>
</tr>
<tr>
<td>Power light blinks.</td>
<td>Printer is printing or processing a print job.</td>
</tr>
<tr>
<td></td>
<td>- No action required.</td>
</tr>
<tr>
<td>Power light blinks twice, stays off, then repeats the pattern.</td>
<td>Printer is cancelling a print job.</td>
</tr>
<tr>
<td></td>
<td>- No action required.</td>
</tr>
</tbody>
</table>
### Printer light indication

<table>
<thead>
<tr>
<th>Light Indication</th>
<th>Explanation and Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power light on, Resume light blinks.</td>
<td>Check for one of the following conditions:</td>
</tr>
<tr>
<td></td>
<td>● Printer is waiting for special media to dry. Press the Resume button if you do not want to wait. You can change the dry time in the printer driver. See Ink is smearing.</td>
</tr>
<tr>
<td></td>
<td>● Printer is out of paper. Load paper and press the Resume button to continue the print job.</td>
</tr>
<tr>
<td></td>
<td>● There is a media/banner size mismatch. Make sure the media/banner size selected in the printer driver matches the media/banner size loaded in the printer. To eject the media/banner, press the Resume button.</td>
</tr>
<tr>
<td></td>
<td>● I/O stall. Make sure your system is running properly and the printer is properly connected to your system. Turn off the printer, and then turn it on again. Then resend the print job. To check the system, see the guidelines in Troubleshooting.</td>
</tr>
<tr>
<td></td>
<td>● Clear the jammed paper. See Clearing jams. After clearing the jam, press the Resume button to continue the print job.</td>
</tr>
<tr>
<td></td>
<td>● If no paper jam exists, press the Resume button. If this does not work, turn off the printer, and then turn it on again. Then resend the print job.</td>
</tr>
<tr>
<td>Power and Resume lights blink together at same time.</td>
<td>Carriage stall.</td>
</tr>
<tr>
<td></td>
<td>● If there is a paper jam, clear the jammed paper. See Clearing jams. After clearing the jam, press the Resume button to continue the print job.</td>
</tr>
<tr>
<td></td>
<td>● If no paper jam exists, press the Resume button. If this does not work, turn off the printer, and then turn it on again. Then resend the print job.</td>
</tr>
<tr>
<td>Power and Resume lights blink, Left and right print cartridge lights on.</td>
<td>Service station stall.</td>
</tr>
<tr>
<td></td>
<td>● Open the top cover and unplug the power cord. Wait for the Resume and Power lights to go off. Close the top cover and plug in the power cord. Wait for the printer to reinitialize and resend the print job.</td>
</tr>
<tr>
<td>All printer lights blink together.</td>
<td>Hardware error.</td>
</tr>
<tr>
<td></td>
<td>● Make sure there is no paper jam in the printer. See Clearing jams.</td>
</tr>
<tr>
<td></td>
<td>● If you cannot resume the print job, cancel the print job. Turn off the printer, turn it back on, and then try to print again. If the problem persists, turn off the printer and disconnect the cable from the printer. Reconnect the cable, turn on the printer, and then try to print again.</td>
</tr>
<tr>
<td>Printer light indication</td>
<td>Explanation and recommended action</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Power and Resume lights on.</td>
<td>Check for one of the following conditions:</td>
</tr>
<tr>
<td></td>
<td>● Make sure the top cover is closed.</td>
</tr>
<tr>
<td></td>
<td>● Make sure the rear access panel or duplex unit is correctly installed and locked into place.</td>
</tr>
<tr>
<td>Left print cartridge light on, Power light on.</td>
<td>Tri-color print cartridge is low on ink or out of ink.</td>
</tr>
<tr>
<td></td>
<td>● Reinstall or replace the print cartridge. See <a href="#">Inserting the print cartridges</a>.</td>
</tr>
<tr>
<td></td>
<td>● You can still print with one print cartridge. See <a href="#">Printing with a single print cartridge</a>.</td>
</tr>
<tr>
<td>Right print cartridge light on, Power light on.</td>
<td>Photo or black print cartridge is low on ink or out of ink.</td>
</tr>
<tr>
<td></td>
<td>● Reinstall or replace the print cartridge. See <a href="#">Inserting the print cartridges</a>.</td>
</tr>
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<td>● You can still print with one print cartridge. See <a href="#">Printing with a single print cartridge</a>.</td>
</tr>
<tr>
<td>Left and right print cartridge lights on, Power light on.</td>
<td>The left (tri-color) and right (photo or black) print cartridges are both low on ink or out of ink.</td>
</tr>
<tr>
<td></td>
<td>● Reinstall or replace the print cartridges. See <a href="#">Inserting the print cartridges</a>.</td>
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<tr>
<td>Left print cartridge light blinks, Power light on.</td>
<td>Tri-color print cartridge is damaged or missing.</td>
</tr>
<tr>
<td></td>
<td>● Reinstall the print cartridge. If the error persists, replace the print cartridge. See <a href="#">Inserting the print cartridges</a>.</td>
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<tr>
<td><img src="image" alt="Diagram of printer lights" /></td>
<td></td>
</tr>
</tbody>
</table>
To order HP supplies and accessories from the HP World Wide Web, visit:

- [www.hpshopping.com (U.S.)](http://www.hpshopping.com)
- [www.hpshopping.ca (Canada)](http://www.hpshopping.ca)

You can also order printing supplies using the Toolbox. This section contains the following information:

- [Ordering printing supplies through the Toolbox](http://www.hp.com)
- [Accessories](http://www.hp.com)
- [Supplies](http://www.hp.com)
Ordering printing supplies through the Toolbox

The Toolbox lets you order print cartridges directly from your computer. There are three requirements to use this feature:

- The Toolbox must be installed on your computer (supported on Windows only).
- The printer must be connected to your computer with a USB cable.
- You must have Internet access.

To order directly through the Toolbox:

1. Click Start, point to Programs, point to HP Photosmart Pro B8300 series, and then click HP Photosmart Pro B8300 series Toolbox.
   -or-
   In the status area of the Windows taskbar (near the clock), click the Toolbox icon.
2. On the Printer Status tab, click Cartridge Information, and then click Order Supplies. The default browser opens and displays a Web site from which you can purchase printing supplies.
3. Follow the instructions on the Web site to select and order printing supplies.
Accessories

Following is a list of printer accessories.

**Automatic two-sided printing accessory**

HP automatic two-sided printing accessory

**USB cable**

HP USB A-B (2 m)
HP USB A-B (3 m)

**Network interface**

HP Jetdirect 175X external print server (USB)
HP Jetdirect 310X external print server (USB)
Supplies

Following is a list of printer supplies. To order supplies online, go to:

- www.hpshopping.com (U.S.)
- www.hpshopping.ca (Canada)
- www.hp.com/eur/hpoptions (Europe)
- www.hp.com/paper (Asia/Pacific)

NOTE  The availability of printer supplies varies by country/region.

Print cartridges

Use only the replacement cartridges that have the same cartridge number as the print cartridge you are replacing. See Supported print cartridges.

Photo papers

<table>
<thead>
<tr>
<th>Media</th>
<th>Sizes</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP Premium Photo Paper</td>
<td>10 x 15 cm (4 x 6 inches)</td>
</tr>
<tr>
<td></td>
<td>10 x 15 cm (4 x 6 inches), borderless</td>
</tr>
<tr>
<td></td>
<td>210 x 297 mm (8.27 x 11.69 inches), A4, satin matte</td>
</tr>
<tr>
<td></td>
<td>210 x 297 mm (8.27 x 11.69 inches), A4, glossy</td>
</tr>
<tr>
<td></td>
<td>10 x 15 cm (4 x 6 inches), with tab, satin matte</td>
</tr>
<tr>
<td></td>
<td>10 x 15 cm (4 x 6 inches), with tab</td>
</tr>
<tr>
<td></td>
<td>297 x 420 mm (11.7 x 16.54 inches), A3</td>
</tr>
<tr>
<td></td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
</tr>
<tr>
<td>HP Photo Paper, Glossy</td>
<td>210 x 297 mm (8.27 x 11.69 inches), A4</td>
</tr>
<tr>
<td></td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
</tr>
<tr>
<td></td>
<td>10 x 15 cm (4 x 6 inches), with tab</td>
</tr>
<tr>
<td>HP Everyday Photo Paper, Semi-Gloss</td>
<td>10 x 15 cm (4 x 6 inches), with tab</td>
</tr>
<tr>
<td></td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
</tr>
<tr>
<td></td>
<td>210 x 297 mm (8.27 x 11.69 inches), A4</td>
</tr>
<tr>
<td>HP Everyday Photo Paper, Matte</td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
</tr>
<tr>
<td>HP Premium High-Gloss Film</td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
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<td></td>
<td>210 x 297 mm (8.27 x 11.69 inches), A4</td>
</tr>
<tr>
<td>HP Premium Plus Photo</td>
<td>10 x 15 cm (4 x 6 inches), borderless</td>
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<tr>
<td></td>
<td>210 x 297 mm (8.27 x 11.69 inches), A4</td>
</tr>
<tr>
<td></td>
<td>10 x 15 cm (4 x 6 inches), with tab</td>
</tr>
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### Media Sizes

<table>
<thead>
<tr>
<th>Media</th>
<th>Sizes</th>
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</thead>
<tbody>
<tr>
<td>10 x 30 cm (4 x 12 inches), panorama</td>
<td></td>
</tr>
<tr>
<td>297 x 420 mm (11.7 x 16.5 inches), A3</td>
<td></td>
</tr>
<tr>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
<td></td>
</tr>
<tr>
<td>13 x 18 cm (5 x 7 inches), borderless</td>
<td></td>
</tr>
<tr>
<td>HP Colorfast Photo Paper, Glossy</td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
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<td></td>
<td>210 x 297 mm (8.27 x 11.69 inches), A4</td>
</tr>
<tr>
<td>HP Advanced Photo Paper, Glossy</td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
</tr>
<tr>
<td></td>
<td>210 x 297 mm (8.27 x 11.69 inches)</td>
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### Inkjet papers

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>HP Bright White Paper</td>
<td>210 x 297 mm (8.27 x 11.69 inches), A4</td>
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<tr>
<td></td>
<td>297 x 420 mm (11.7 x 16.5 inches), A3</td>
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<tr>
<td></td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
</tr>
<tr>
<td></td>
<td>279.4 x 431.8 (11 x 17 inches), B</td>
</tr>
<tr>
<td>HP Premium Paper</td>
<td>210 x 297 mm (8.27 x 11.69 inches), A4</td>
</tr>
<tr>
<td></td>
<td>297 x 420 mm (11.7 x 16.5 inches), A3</td>
</tr>
<tr>
<td>HP Premium Presentation Paper</td>
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</tr>
<tr>
<td></td>
<td>279.4 x 431.8 (11 x 17 inches), B</td>
</tr>
<tr>
<td>HP Photo and Project Paper, Matte</td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
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### Transparency films

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<tbody>
<tr>
<td>HP Premium Inkjet Transparency Film</td>
<td>210 x 297 mm (8.27 x 11.69 inches), A4</td>
</tr>
<tr>
<td>HP Premium Plus Inkjet Transparency Film</td>
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</table>

### Specialty papers

<table>
<thead>
<tr>
<th>Media</th>
<th>Sizes</th>
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<tbody>
<tr>
<td>HP Banner Paper</td>
<td>210 x 297 mm (8.27 x 11.69 inches), A4</td>
</tr>
<tr>
<td>HP Iron-on Transfers (for light and white color fabrics)</td>
<td>210 x 297 mm (8.27 x 11.69 inches), A4</td>
</tr>
<tr>
<td>HP Full-Sheet Labels</td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
</tr>
<tr>
<td>HP Address Labels, 33.86 x 101.6 mm (1 1/3 x 4 inches)</td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
</tr>
</tbody>
</table>
### Media Sizes

<table>
<thead>
<tr>
<th>Media</th>
<th>Sizes</th>
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</thead>
<tbody>
<tr>
<td>HP Address Labels, 25.4 x 66.67 mm (1 2 5/8 inches)</td>
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</tr>
<tr>
<td>HP Shipping Labels, 50.8 x 101.6 mm (2 x 4 inches)</td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
</tr>
<tr>
<td>HP Shipping Labels, 84.6 x 101.6 mm (3 1/3 x 4 inches)</td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
</tr>
<tr>
<td>HP Note Cards</td>
<td>152.4 x 203.2 mm (6 x 8 inches)</td>
</tr>
<tr>
<td>HP Note Cards (with content CD)</td>
<td>152.4 x 203.2 mm (6 x 8 inches)</td>
</tr>
<tr>
<td>HP Note Cards (with Disney friends)</td>
<td>152.4 x 203.2 mm (6 x 8 inches)</td>
</tr>
<tr>
<td>HP Holiday Photo Cards</td>
<td>101.6 x 203.2 mm (4 x 8 inches)</td>
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### Greeting cards

<table>
<thead>
<tr>
<th>Media</th>
<th>Sizes</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP Photo Greeting Cards, 1/2 fold</td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
</tr>
<tr>
<td>HP Photo Greeting Cards, Glossy, 1/2 fold</td>
<td>210 x 297 mm (8.27 x 11.69 inches), A4</td>
</tr>
<tr>
<td>HP Textured Greeting Cards, White, 1/2 fold</td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
</tr>
<tr>
<td>HP Textured Greeting Cards, Ivory, 1/2 fold</td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
</tr>
<tr>
<td>HP Textured Greeting Cards, Cream, 1/2 fold</td>
<td>210 x 297 mm (8.27 x 11.69 inches), A4</td>
</tr>
<tr>
<td>HP Linen Greeting Cards, White, 1/2 fold</td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
</tr>
<tr>
<td>HP Linen Greeting Cards, Ivory, 1/2 fold</td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
</tr>
<tr>
<td>HP Matte Greeting Cards, White, 1/4 fold</td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
</tr>
<tr>
<td></td>
<td>210 x 297 mm (8.27 x 11.69 inches), A4</td>
</tr>
<tr>
<td>HP Matte Greeting Cards, White, 1/2 fold (with Disney friends)</td>
<td>210 x 297 mm (8.27 x 11.69 inches), A4</td>
</tr>
</tbody>
</table>

### Brochure papers

<table>
<thead>
<tr>
<th>Media</th>
<th>Sizes</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP Brochure &amp; Flyer Paper, Gloss</td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
</tr>
<tr>
<td></td>
<td>297 x 420 mm (11.7 x 16.5 inches), A3</td>
</tr>
<tr>
<td>HP Brochure &amp; Flyer Paper, two-sided, glossy</td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
</tr>
<tr>
<td></td>
<td>210 x 297 mm (8.27 x 11.69 inches), A4</td>
</tr>
<tr>
<td>HP Brochure &amp; Flyer Paper, Matte</td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
</tr>
<tr>
<td>HP Matte Tri-fold Brochure Paper</td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
</tr>
<tr>
<td>HP Matte Tri-fold Brochure Paper, two-sided, glossy</td>
<td>215.9 x 279.4 mm (8.5 x 11 inches), A</td>
</tr>
</tbody>
</table>
The information in this section suggests solutions to common problems. If your printer is not operating properly and the suggestions in this guide do not solve your problem, try using one of the following support services to obtain assistance.

- **Obtaining electronic support**
- **HP Instant Support**
- **HP Telephone Support**
- **Hewlett-Packard Limited Warranty Statement**
Obtaining electronic support

You can obtain support from HP from the following electronic sources:

- Web
  
  Visit the printer Web site on hp.com for the latest software, product, operating system, and support information: http://www.hp.com/support/.

- Toolbox (Windows)
  
  The Toolbox provides easy, step-by-step solutions to common printing problems. See Using the Toolbox.
HP Instant Support

HP Instant Support is a Web-based tool that provides product-specific services, troubleshooting tips, and information about your printer's ink and media usage. You must have an Internet connection to use HP Instant Support.

To access HP Instant Support, open the Toolbox and click **HP Instant Support** on the **Information** tab.

**NOTE**  HP Instant Support Web pages are dynamically created. Do not bookmark this site; always access it from the Toolbox.
HP Telephone Support

During the warranty period, you may obtain assistance from the HP Customer Care Center.

- Before you call
- Telephone support numbers

Before you call

To assist our Customer Care Center representatives to serve you better, prepare the following information before calling.

1. Print the printer diagnostics page. See Printing a diagnostics page. If the printer does not print, get the following information ready:
   - model number and serial number (check the back of the printer.)
   - printer model

2. Check the operating system that you are using, such as Windows 2000.

3. If the printer is connected to the network, check the network operating system, such as Windows NT Server 4.0.

4. Obtain the printer driver and version number of the printer software, such as HP Photosmart Pro B8300 Version: 2.325.0.0.
   
   To find the printer driver version number in the printer driver, right-click the printer icon. Select Properties and click About. The version number displays in the Driver files list.

5. If you have a problem printing from a particular application, note the application and version number.

Telephone support numbers

In many locations, HP provides toll-free telephone support during the warranty period. However, some of the support numbers might not be toll free.

For the most current list of telephone support numbers, see http://www.hp.com/support.
<table>
<thead>
<tr>
<th>Country</th>
<th>Phone Number</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina</td>
<td>54-11-4708-1600</td>
<td>0-800-555-5000</td>
</tr>
<tr>
<td>Australia</td>
<td>1300 721 147</td>
<td>0900 910 910</td>
</tr>
<tr>
<td>Austria</td>
<td>+43 0820 87 4417</td>
<td></td>
</tr>
<tr>
<td>Belgium</td>
<td>+32 070 300 005</td>
<td>+32 070 300 004</td>
</tr>
<tr>
<td>Brazil</td>
<td>55-11-4004-7751</td>
<td>0-800-709-7751</td>
</tr>
<tr>
<td>Canada</td>
<td>1-(800)-474-6836</td>
<td>(1-800 hp invent)</td>
</tr>
<tr>
<td>Chile</td>
<td>800-360-999</td>
<td></td>
</tr>
<tr>
<td>China</td>
<td>021-3881 4518</td>
<td>800-810-3888</td>
</tr>
<tr>
<td>Colombia</td>
<td>571-606-9191</td>
<td>01-800-51-4746-8368</td>
</tr>
<tr>
<td>Costa Rica</td>
<td>0-800-001-2009</td>
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<tr>
<td>Czech Republic</td>
<td>810 222 222</td>
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</tr>
<tr>
<td>Denmark</td>
<td>+45 70 202 845</td>
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</tr>
<tr>
<td>Ecuador (Andean)</td>
<td>1-999.119</td>
<td>800-711-2884</td>
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<td>Ecuador (Pacific)</td>
<td>1-800-711-2884</td>
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<tr>
<td>Egypt</td>
<td>(02) 6910602</td>
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<tr>
<td>El Salvador</td>
<td>800-6160</td>
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<td>Spain</td>
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<td>France</td>
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<td>Germany</td>
<td>+49 01805 652 180</td>
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<td>+30 210 6073603</td>
<td>801 11 75400</td>
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<tr>
<td>Guatemala</td>
<td>1-800-711-2884</td>
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<tr>
<td>Singapore</td>
<td>6 272 5300</td>
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<tr>
<td>Slovakia</td>
<td>0850 111 256</td>
<td></td>
</tr>
<tr>
<td>South Africa (international)</td>
<td>+27 11 2589301</td>
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</tr>
<tr>
<td>South Africa (RSA)</td>
<td>0860 104 771</td>
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</tr>
<tr>
<td>Russia (Moscow)</td>
<td>095 777 3284</td>
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<tr>
<td>Russia (St. Petersburg)</td>
<td>812 332 4240</td>
<td></td>
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<tr>
<td>Switzerland</td>
<td>+41 0848 672 672</td>
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<tr>
<td>Taiwan</td>
<td>02-8722-8000</td>
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<tr>
<td>Tunisia</td>
<td>071 891 391</td>
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<tr>
<td>Trinidad &amp; Tobago</td>
<td>1-800-711-2884</td>
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<tr>
<td>Turkey</td>
<td>90 212 444 71 71</td>
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<tr>
<td>Ukraine</td>
<td>(044) 230-51-06</td>
<td></td>
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<tr>
<td>United Arab Emirates</td>
<td>+971 4 224 9189</td>
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<tr>
<td>United Kingdom</td>
<td>+44 0870 010 4320</td>
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<tr>
<td>United States</td>
<td>1-(800)-474-6836</td>
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<td>Uruguay</td>
<td>004-054-177</td>
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<tr>
<td>Venezuela</td>
<td>58-212-778-8666</td>
<td></td>
</tr>
<tr>
<td>Vietnam</td>
<td>+84 88234530</td>
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</tr>
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**Central America & The Caribbean**

**China**

**Colombia**

**Costa Rica**

**Czech Republic**

**Denmark**

**Ecuador (Andean)**

**Ecuador (Pacific)**

**Egypt**

**El Salvador**

**Spain**

**France**

**Germany**

**Greece**

**Guatemala**

**Singapore**

**Slovakia**

**South Africa (international)**

**South Africa (RSA)**

**Russia (Moscow)**

**Russia (St. Petersburg)**

**Switzerland**

**Taiwan**

**Trinidad & Tobago**

**Turkey**

**Ukraine**

**United Arab Emirates**

**United Kingdom**

**United States**

**Uruguay**

**Venezuela**

**Vietnam**
Hewlett-Packard Limited Warranty Statement

<table>
<thead>
<tr>
<th>HP product</th>
<th>Duration of limited warranty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software Media</td>
<td>90 days</td>
</tr>
<tr>
<td>Printer</td>
<td>1 year</td>
</tr>
<tr>
<td>Print or Ink cartridges</td>
<td>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, misled, or tampered with.</td>
</tr>
<tr>
<td>Accessories</td>
<td>1 year unless otherwise stated</td>
</tr>
</tbody>
</table>

A. Extent of limited warranty
1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
2. For software products, HP’s limited warranty applies only to a failure to execute programming instructions.
3. HP’s limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
   a. Improper maintenance or modification;
   b. Software, media, parts, or supplies not provided or supported by HP;
   c. Operation outside the product’s specifications;
   d. Unauthorized modification or misuse.
4. For HP printer products, the use of a non-HP cartridge or a refilled cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled cartridge or an expired ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP’s warranty, HP shall either repair or replace the product, at HP’s option.
6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP’s warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
10. HP’s Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

B. Limitations of warranty
1. 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.
2. To the extent allowed by local law, except for the obligations specifically set forth in this Warranty Statement, in no event shall HP or its third party suppliers be liable for direct, indirect, special, incidental, or consequential damages, whether based on contract, tort, or any other legal theory and whether advised of the possibility of such damages.

C. Limitations of liability
1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer’s sole and exclusive remedies.
2. To the extent allowed by local law, except for the obligations specifically set forth in this Warranty Statement, in no event shall HP or its third party suppliers be liable for direct, indirect, special, incidental, or consequential damages, whether based on contract, tort, or any other legal theory and whether advised of the possibility of such damages.

D. Local law
1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
   a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
   b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
   c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
3. All terms of the warranty are cumulative and apply in addition to any other warranties or conditions of any kind, whether express or implied warranties or conditions of merchantability, satisfactory quality, and fitness for a particular purpose.

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
10 Printer specifications and Declaration of Conformity

This section contains the following information:

- Printer specifications
- Declaration of Conformity
# Printer specifications

<table>
<thead>
<tr>
<th>Print Method</th>
<th>Drop-on-demand thermal inkjet printing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Print Speed</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Plain Paper (Letter/A4)</strong></td>
<td>Fast Draft</td>
</tr>
<tr>
<td>Black Text</td>
<td>30 ppm</td>
</tr>
<tr>
<td>Color Text</td>
<td>20 ppm</td>
</tr>
<tr>
<td>Full Page Color</td>
<td>8.0 ppm</td>
</tr>
<tr>
<td><strong>Photo Paper, bordered, 4 ink 10 x 15 cm (4 x 6 inches)</strong></td>
<td>Color Photo</td>
</tr>
<tr>
<td><strong>Photo Paper, borderless, 6 ink 10 x 15 cm (4 x 6 inches)</strong></td>
<td>Color Photo</td>
</tr>
</tbody>
</table>

*Approximate figures. Exact speed depends on the system configuration, software program, and document complexity.

<table>
<thead>
<tr>
<th>Color Resolution</th>
<th>Maximum of 4800 x 1200 dpi*</th>
</tr>
</thead>
</table>

*Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print more slowly. A photo cartridge, if present, further enhances the print quality.

<table>
<thead>
<tr>
<th>Printer Command Languages</th>
<th>HP PCL Level 3e</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Software Compatibility</th>
<th>Microsoft Windows (2000 or XP); Mac OS X (V10.3 and V10.4); MS-DOS applications</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Fonts</th>
<th>8 built-in fonts, 4 each in portrait and landscape orientations: CG Times, CG Times Italic; Courier, Courier Italic; Letter Gothic, Letter Gothic Italic; Univers, Univers Italic (Euro Symbol supported)</th>
</tr>
</thead>
</table>

**Smart Software Features**

- Borderless Printing, Minimize Margins*, HP Digital Photography, Customizing paper size, Print on Both Sides, Booklet printing, Pages per Sheet, Tiling*, Resizing Options, Color Management, Mirror Image*, Print preview*, Print All Text as Black, Print in Grayscale, Print in Sepia*, ColorSync**

*Note: *Windows only; **Macintosh only

<table>
<thead>
<tr>
<th>Media Types and Sizes</th>
<th>Paper: Plain, inkjet, photo, glossy, banner</th>
</tr>
</thead>
</table>

**Standard US:** Letter (8.5 x 11 inches), Legal (8.5 x 14 inches), Tabloid (11 x 17 inches), Super B (13 x 9 inches), Executive (7.25 x 10.5 inches), Statement (5.5 x 8.5 inches), Photo (4 x 6 inches)

**Standard International:** A6 (105 x 148.5 mm), A5 (148.5 x 210 mm), A4 (210 x 297 mm), A3 (297 x 420 mm), A3+ (330 x 482 mm), JIS-B4 (257 x 364 mm), JIS-B5 (182 x 257 mm)

**Transparencies:** US Letter (8.5 x 11 inches), A4 (210 x 297 mm)
**Envelopes**: US No. 10 (4.12 x 9.5 inches), US A2 Invitation (4.37 x 5.57 inches), US Monarch (3.87 x 7.5 inches), European DL (110 x 220 mm), C5 (162 x 229 mm), C6 (114 x 162 mm)

**Index Cards**: US Index card (4 x 6 inches), US Index card (5 x 8 inches), A6 card (105 x 148.5 mm)

**Labels**: US Labels (8.5 x 11 inches), A4 Labels (210 x 297 mm)

**Custom size**: 89.9 x 146.05 mm (3.54 x 5.75 inches) to 330.2 x 1,270 mm (13 x 50 inches)

<table>
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<th>Media Handling</th>
<th>Input tray:</th>
<th>Up to 19 mm (0.75 inches) or up to 150 sheets plain paper; up to 15 envelopes; up to 60 cards; up to 30 transparencies or labels; photo media</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Front manual feed slot:</td>
<td>Up to 10 sheets plain paper; up to 5 envelopes or cards; up to 8 transparencies; photo media</td>
</tr>
<tr>
<td></td>
<td>Rear manual feed slot:</td>
<td>Single sheet; thick media (up to 0.3 mm); envelopes; cards; transparencies; labels</td>
</tr>
<tr>
<td></td>
<td>Optional automatic two-sided printing accessory (duplex unit):</td>
<td>13 x 19 inches, 11 x 17 inches, Legal, Letter, Executive, A3+, A3, A4, and B5 (JIS). Does not support banners, index cards, envelopes, or custom sizes smaller than B5 (JIS) or larger than 13 x 19 inches/A3+</td>
</tr>
<tr>
<td></td>
<td>Output tray capacity:</td>
<td>Up to 75 sheets</td>
</tr>
</tbody>
</table>

**Recommended Media Weight**

| Paper: | 60 to 135 g/m² (16 to 36 lb bond) using input tray or front manual feed slot, and up to 280 g/m² (74 lb bond) using rear manual feed slot |
| Envelopes: | 75 to 90 g/m² (20 to 24 lb bond) |
| Cards: | 110 to 200 g/m² (110 lb index) using rear manual feed slot |

**I/O Interface**: Universal Serial Bus (USB)

**Printer Memory**: 16 MB of built-in RAM

**Dimensions**: HP Photosmart Pro B8300: 574.5 mm (22.62 inches) (width) by 186.3 mm (7.33 inches) (height) by 409.5 mm (16.12 inches) (depth)

With input tray fully extended: 631.0 mm (24.84 inches) (depth)

**Weight**: HP Photosmart Pro B8300: 11 kg (24.25 lb)

**Duty Cycle**: Up to 5,000 pages/month

**Power Supply**: Built-in Universal Power Supply

**Power Requirements**: Input 100-240V AC, 1300 mA 50/60Hz

Output 32V DC, 1500mA

**Power Consumption**: 60 watts maximum
### Operating Environment

**Operating temperature:** 5° to 40°C (41° to 104°F)

**Recommended operating conditions:** 15° to 30°C (59° to 95°F)

**Storage temperature:** –40° to 60°C (–40° to 140°F)

**Relative humidity:** 20 to 80% RH non-condensing

**Noise levels per ISO 9296:** Sound power LwAD: 6.1 B(A)

### System Requirements

**Minimum**

- Windows 2000: Pentium 300 MHz, 64 MB RAM, 145 MB hard disk space
- Windows XP 32 bit edition: Pentium 300 MHz, 64 MB RAM, 145 MB hard disk space
- Mac OS X: G3 (except original PowerBook G3), 128 MB RAM
- Internet Explorer 4.0

**Recommended**

- Windows 2000: Pentium 300 MHz, 64 MB RAM, 175 MB hard disk space
- Windows XP 32 bit edition: Pentium 300 MHz, 128 MB RAM, 190 MB hard disk space
- Mac OS X: G4 800 MHz, 256 MB RAM
- Internet Explorer 5.0 or later

### Warranty

1-year limited warranty

### Product Certifications

**Safety Certifications:** CCC S&E (China), CSA (Canada), PSB (Singapore), UL (USA), TUV-GS (Germany), K Mark (Korea), CE (European Union)

**EMC Certifications:** FCC Title 47 CFR Part 15 Class B (USA), CTICK (Australia and New Zealand), MIC Mark (Korea), CE (European Union), BSMI (Taiwan), GOST (Russia), ICES (Canada)
Declaration of Conformity

According to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name: Hewlett-Packard Singapore (Pte) Ltd
Manufacturer's Address: Imaging and Printing Manufacturing Operation Singapore,
60 Alexandra Terrace, #07-01, The Comtech, Singapore, 118502

declares, that the product

Product Name: HP Deskjet 9800, HP Deskjet 9800d
HP Deskjet 9803, HP Deskjet 9803d
HP Deskjet 9808, HP Deskjet 9808d
HP Deskjet 9860/9868
HP Photosmart Pro B8300 series

Regulatory Model Number (1): SNPRC-0405
Product Number: C8165A/B, C8166A/B
C8165C, C8166C
C8165D, C8166D
C8183A/D
C8492A/B/C/D

Product Accessory Number: C8258A/HP Automatic Two-Sided Printing Accessory

Product Options: All

Conforms to the following Product Specifications:


IEC 61000-3-2:2000 / EN 61000-3-2:2000
FCC Title 47 CFR, Part 15 Class B / VCCI-2 (2)
ICES-003 Issue 4

Supplementary Information:

(1) This product is assigned a Regulatory model number that stays with the regulatory aspects of the design. The Regulatory Model Number is the main product identifier in the regulatory documentation and test reports, this number should not be confused with the marketing name or the product numbers.

(2) The product was tested in a typical configuration with Hewlett Packard personal computer systems.

Chan Kum Yew
Director, Quality

Local contact for regulatory topics only:

European Contact: Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Strasse 140, D-71034 Böblingen, Germany

USA Contact: Hewlett-Packard Company, HPCC, 20555 S.H. 249 Houston, Texas, 77070

Australia Contact: Hewlett Packard Australia Ltd, Product Regulations Manager, 31-41 Joseph Street, Blackburn, Victoria 3130, Australia.

Singapore, 20 April 2006
11 Regulatory information

- FCC statement
- Miscellaneous regulatory information
- Environmental product stewardship program
- Disposal of Waste Equipment by Users in Private Households in the European Union
**FCC statement**

The U.S. Federal Communications Commission (in 47 cfr 15.105) has specified that the following notices be brought to the attention of users of this product.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Modifications (part 15.21): The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.

For further information, contact the Manager of Corporate Product Regulations, Hewlett-Packard Company, 3000 Hanover Street, Palo Alto, CA 94304, (650) 857–1501.

**Notice to Users in Korea**

**사용자 안내문(B급 기기)**

이 기기는 비업무용으로 전자파 적합등록을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.
Miscellaneous regulatory information

LEDs classification

CLASS 1 LED PRODUCT
LED KLASSE 1
APPARECCHIO LED DI CLASSE 1
PRODUCT CLASY 1 Z DIODAMI (EWHECYCMILED)
Appareil à Diode Electriuminescente de Classe 1
ZARİZENİ LED TRIY 1
KLASS 1 LED APPARAT
LUOKAN 1 LED

Regulatory model number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRC-0405. This regulatory number should not be confused with the marketing name (e.g., HP Photosmart Pro B8300 series) or product numbers (e.g., C8492A or C8492B).
Environmental product stewardship program

Hewlett-Packard encourages customers to recycle used electronic hardware, HP original print cartridges, and rechargeable batteries. HP is committed to providing quality products in an environmentally sound manner. Design for recycling has been incorporated into this product. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair.


Paper Use

This product is suited for the use of recycled paper according to the DIN 19309 and EN 12281:2002.

Plastics

Plastic parts over 25 grams are marked according to the international standards that enhance the ability to identify plastics for recycling purposes at the end of product life.

Recycling program

HP offers an increasing number of product return and recycling programs in many countries/regions, and partners with some of the largest electronic recycling centers throughout the world. HP conserves resources by reselling some of its most popular products. For more information regarding recycling of HP products, please visit:

http://www.hp.com/hpinfo/globalcitizenship/environment/recycle

HP inkjet supplies recycling program

HP is committed to protecting the environment. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges and ink cartridges free of charge. For more information, go to the following Web site:

http://www.hp.com/hpinfo/globalcitizenship/environment/recycle

Materials handling

This HP product contains materials that might require special handling at end-of-life.

Energy consumption - Energy Star

Power usage drops significantly while in PowerSave mode, which saves natural resources and saves money without affecting the high performance of this product. This product qualifies for ENERGY STAR® (version 3.0), which is a voluntary program to encourage the development of energy-efficient office products.
ENERGY STAR® is a U.S. registered service mark of the U.S. EPA. As an ENERGY STAR® Partner, HP has determined this product meets ENERGY STAR® guidelines for energy efficiency.

For more information on ENERGY STAR® guidelines, go to the following Web site:

http://www.energystar.gov

Energy consumption - Federal Energy Management Program

This product meets the Federal Energy Management Program (FEMP) requirements, the US government energy savings initiative aimed at reducing power when the product is turned OFF.

**Energy consumption in standby mode**: See the product specifications.

**Energy consumption in off-mode**: When the product is off, an amount of energy is still being consumed. Energy consumption can by prevented by turning the product power off, then disconnecting the end of the product power cord from the electrical source.
Disposal of Waste Equipment by Users in Private Households in the European Union

This symbol that appears on the product or its packaging indicates that the product must not be disposed of with your household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment are important ways to ensure that it is treated in a manner that protects the environment and human health.

Before discarding your equipment, please consult the information about where you can drop off your waste equipment for recycling, which is usually located next to your address or can be obtained from your local city office, your household waste disposal service or the shop where you purchased the product.

The presence of this symbol on the product or on its packaging indicates that you cannot dispose of this product as part of your municipal waste. Instead, you are responsible for the disposal of your waste equipment and, to this end, you are required to hand it over to an authorized collection point for the recycling of waste electrical and electronic equipment. For more information on your local collection points, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

Ravnanje z odpadno opremo v gospodinjstvih znotraj Evropske unije

Ta značilka na produktu ne odraža, da je njegov odpad klasičen kot običajni odpad. Vendar pa je vaše odgovornost, da odpadno opremo, ki jo je izgubil, posredujete na primerno mestno tovarno za zbrinjanje odpadne električne in elektronske opreme. Tako zmanjšati je proračun in proračun, saj se odpadno opremo gre za to, da se zbrinje na postopkih, ki ščitijo zdravje, varnost in okolje.

Zrustvovaní elektrických a elektronických odpadů uživateli v domácích věžích v EU

Tato značka na produktu neznamená, že jste povinni odpad posílat do běžného komunálního odpadu. Povinností vaší odpovědnosti je ztracené elektronické zařízení předat na určené stanoviště pro recyklaci odpadů elektrických a elektronických zařízení. Další informace o těchto stanovištích a jeho případném recyklovaném produktu můžete získat od místních městských úřadů nebo organizačních jednotek pro likvidaci a recyklaci odpadů.

Bortskaffelse af affaldsudstyr ved privat husholdninger i EU

Denne symbol, der vises på produktet eller forpakningen, betyder ikke, at produktet er en del af husholdningsaffald. Det er dit ansvar at bortskaffe affaldsudstyr, og til at dette endtiger du at give det til en affaldsudskaffelsesplads til genbrug af affaldsudstyr. Kontakt de lokale myndigheder for mere information om disse steder.

Bortskaffelse av förbrukningsmaterial, för hem- och privatanvändare i EU

Den här symbolen på produkten eller förpackningen betyder inte att produkten ska kastas som hushållsavfall. Det är din ansvar att sugerättna förbrukningsmaterial, och att återlämna det på det respektive återvinningsföretaget för el- och elektronikprodukter. För mer information om var frittåret kan återvinnas, kontakta lokala myndigheter eller det hemhushållsområdesförvaltning eller din hushållningstjänst, där du kan få information om hur du ska hantera det.

Las eliminación de los equipos de uso privado en el entorno del hogar en la Unión Europea

Este símbolo en el producto o en el embalaje indica que no se puede desechar el producto junto con los residuos domésticos. Por el contrario, si debe eliminar este tipo de residuo, debe hacerlo en un punto de reciclaje para aparatos eléctricos y electrónicos. Para obtener más información, comuníquese con el servicio municipal de residuos domésticos, el servicio de reciclaje de residuos domésticos o el establecimiento donde adquirió el producto.

Eliminación de residuos de aparatos eléctricos y electrónicos por parte de usuarios domésticos en la Unión Europea

Este símbolo en el producto o en el embalaje indica que no se puede desechar el producto junto con los residuos domésticos. Por el contrario, si debe eliminar este tipo de residuo, debe hacerlo en un punto de reciclaje para aparatos eléctricos y electrónicos. Para obtener más información, comuníquese con el servicio municipal de residuos domésticos, el servicio de reciclaje de residuos domésticos o el establecimiento donde adquirió el producto.

Διαχείριση αποβλήτων αποκατασταθέντων συσκευών στην Ευρωπαϊκή Ενωση

Το παρόν σύμβολο στον εξοπλισμό ή στη συσκευασία του υποδεικνύει ότι το προϊόν αυτό δεν πρέπει να πεταχτεί μαζί με άλλα οικιακά απορρίμματα. Αντίθετα, ευθύνη σας είναι να τον αποστείλετε σε κατάλληλες εφορευτικές ή στο προϊόντα που αποδίδουν προϊόντα αποκατασταθέντων συσκευών.

Eliminazione di apparecchiature di recupero da parte di privati nell’Unione Europea

L’assenza di questo simbolo sul prodotto e/o sull'imballaggio significa che non è consentito smaltire il prodotto come rifiuto municipale. E' perciò la tua responsabilità eliminare questo tipo di rifiuto consegnandolo presso l'appropriata struttura per il riciclo di apparecchiature elettriche ed elettroniche. Per ulteriori informazioni sulle tue eventuali opzioni di riciclo del prodotto, si prega di rivolgersi direttamente a un centro di riciclo elettrico ed elettronico autorizzato e alla tua casella del riciclo domestico.

Prventi di apparatature di recupero da parte di privati nell’Unione Europea

Questo simbolo che appare sul prodotto o sulle sue confezioni indica che il prodotto non è necessario viene smaltito assieme agli altri rifiuti domestici. È responsabilità di chi lo usa doversi assicurare che il prodotto venga smaltito in modo idoneo presso il corretto deposito per apparecchiature elettriche ed elettroniche. Per ulteriori informazioni sulle tue eventuali opzioni di riciclo del prodotto, si prega di rivolgersi direttamente a un centro di riciclo elettrico ed elettronico autorizzato e alla tua casella del riciclo domestico.
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