

HP Officejet J5700

User Guide



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

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

Safety information

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

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

⚠ WARNING! Potential shock hazard

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

⚠ WARNING! This equipment will be inoperable when main power fails.

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1 HP Officejet J5700 All-in-One series Help

For information about the HP All-in-One, see:

- [Find more information](#)
- [HP All-in-One overview](#)
- [Finish setting up the HP All-in-One](#)
- [How do I?](#)
- [Load originals and load paper](#)
- [Print from your computer](#)
- [Use the fax features](#)
- [Use the copy features](#)
- [Use the scan features](#)
- [Maintain the HP All-in-One](#)
- [Troubleshooting](#)
- [Order supplies](#)
- [HP warranty and support](#)
- [Technical information](#)

2 Find more information

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

- [Sources of information](#)

Sources of information



Setup Poster

The Setup Poster provides instructions for setting up your HP All-in-One and installing software. Make sure you follow the steps in the Setup Poster in order.



User Guide

This User Guide contains information on how to use your HP All-in-One, including troubleshooting tips and step-by-step instructions. It also provides additional setup instructions to supplement those in the Setup Poster.



Readme

The Readme file contains the most recent information which might not be found in other publications.

Install the software to access the Readme file.

www.hp.com/support

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

3 HP All-in-One overview

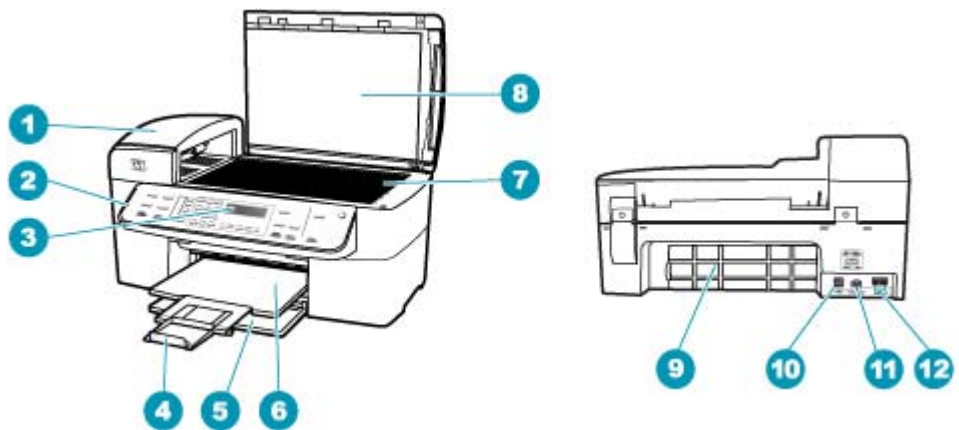
You can access many HP All-in-One functions directly, without turning on your computer. You can quickly and easily accomplish tasks such as making a copy or sending a fax from the HP All-in-One.

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

This section contains the following topics:

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

The HP All-in-One at a glance



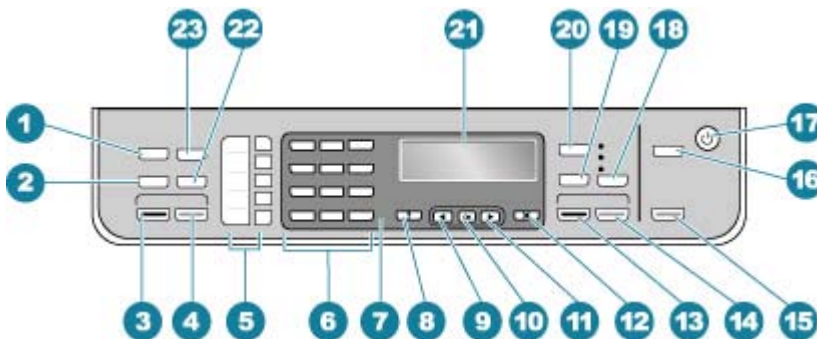
Label	Description
1	Automatic document feeder
2	Control panel
3	Control panel display (also referred to as the display)
4	Output tray extender (also referred to as the tray extender)
5	Input tray
6	Output tray
7	Glass

(continued)

Label	Description
8	Lid backing
9	Rear door
10	Rear USB port
11	Power connection
12	1-LINE (fax) and 2-EXT (phone) ports

Control panel features

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



Label	Name and Description
1	Menu in the Fax area: Presents the Fax Menu for selecting options.
2	Redial/Pause : Redials the most recently dialed number, or insert a 3-second pause in a fax number.
3	Start Fax Black : Starts a black-and-white fax.
4	Start Fax Color : Starts a color fax.
5	One-touch speed dial buttons: Access the first five speed dial numbers.
6	Keypad: Enters fax numbers, values, or text.
7	Attention light: When blinking, the attention light indicates an error that requires your attention has occurred.
8	Setup/? : Presents the Setup Menu for generating reports, changing fax and other maintenance settings, and accessing the Help menu. Press ▶ to scroll through the Help topics available, and then press OK to select a topic. The Help topic you select opens on your computer screen.
9	Left arrow: Decreases values on the display.
10	OK : Selects a menu or a setting on the display.
11	Right arrow: Increases values on the display.

(continued)

Label	Name and Description
12	Cancel: Stops a job, exits a menu, or exits settings.
13	Start Copy Black: Starts a black-and-white copy job.
14	Start Copy Color: Starts a color copy job.
15	Start Scan: Starts a scan job and sends it to the destination you selected using the Scan To button.
16	Scan To: Presents the Scan To menu for selecting a scan destination.
17	Power: Turns the HP All-in-One on or off. The On button is lit when the HP All-in-One is on. The light blinks while performing a job. When the HP All-in-One is off, a minimal amount of power is still supplied to the device. To completely disconnect the power supply to the HP All-in-One, turn the device off, and then unplug the power cord.
18	Quality: Selects Best , Normal , or Fast quality for copying.
19	Reduce/Enlarge: Changes the size of a copy for printing.
20	Menu in the Copy area: Presents the Copy Menu for selecting options.
21	Display: View menus and messages.
22	Speed Dial: Selects a speed dial number.
23	The functionality of this button depends on the country/region in which the HP All-in-One is sold. The button name is one of the following: Fax Resolution: Adjusts the resolution for the fax you are sending. Junk Fax Blocker: Presents the Junk Fax Blocker Set Up menu for managing unwanted fax calls. You are required to subscribe to a caller ID service with your phone company to use this feature.

Text and symbols

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

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

This section contains the following topics:

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


Enter text using the keypad on the control panel


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

To enter text

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



 **TIP:** Press a button multiple times to see the available characters. Depending on your language and country/region setting, other characters might be available in addition to the ones shown on the keypad.


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

To enter a space, pause, or symbol

- ▲ To insert a space, press **Space**.
To enter a pause, press **Redial/Pause**. A dash appears in the number sequence.
To enter a symbol, such as @, press the **Symbols** button repeatedly to scroll through the list of available symbols.

asterisk (*)	dash (-)	ampersand (&)
period (.)	slash (/)	parentheses ()
apostrophe (')	equals (=)	number sign (#)
at (@)	underscore (_)	plus (+)
exclamation (!)	semicolon (;)	question (?)
comma (,)	colon (:)	percent (%)
approximation (~)		

To erase a letter, number, or symbol

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

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

Available symbols for dialing fax numbers

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

Available symbols	Description	Available when entering
*	Displays an asterisk symbol when required for dialing.	Fax header name, speed dial names, speed dial numbers, fax or

(continued)

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

Use the software


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


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

Access to the software differs by operating system (OS). For example, if you have a Windows computer, the HP Solution Center Software entry point is the **HP Solution Center**. If you have a Mac, the HP Photosmart Studio (Mac) Software entry point is the HP Photosmart Studio window. Regardless, the entry point serves as the launching pad for the software and services.

To open the HP Solution Center Software on a Windows computer

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

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

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

Connection information

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

This section contains the following topics:

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

Supported connection types

Description	Recommended number of connected computers for best performance	Supported software features	Setup instructions
USB connection	One computer connected with a USB cable to the rear USB of the HP All-in-One.	All features are supported.	Follow the Setup Poster for detailed instructions.
Windows printer sharing	Up to five computers. The host computer must be turned on at all times, or the other computers will not be able to print to the HP All-in-One.	All features resident on the host computer are supported. Only print is supported from the other computers.	For setup instructions, see Use printer sharing .

Connect using a USB cable

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

Use printer sharing

If your computer is on a network, and another computer on the network is connected to the HP All-in-One by using a USB cable, you can use that device as your printer using Windows printer sharing. The computer connected directly to the HP All-in-One acts as

the host for the printer and has full feature functionality. Other computers on the network, which are referred to as clients, have access only to the print features. All other functions must be performed on the host computer.

For more information on enabling Windows printer sharing, refer to the user guide that came with your computer or the Windows onscreen Help.

4 Finish setting up the HP All-in-One

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

This section contains the following topics:

- [Set your preferences](#)
- [Fax setup](#)

Set your preferences

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

This section contains the following topics:

- [General preferences](#)
- [Fax preferences](#)

General preferences

Before you begin using the HP All-in-One, you should review and, if necessary, adjust the general device settings described in this section.

This section contains the following topics:

- [Set your language and country/region](#)
- [Set the date and time](#)
- [Set the scroll speed](#)
- [Set the prompt delay time](#)
- [Restore the factory defaults](#)

Set your language and country/region

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


To set your language and country/region

1. Press **Setup**.
2. Press **7**, and then press **1**.
This selects **Preferences** and then selects **Set Language & Country/Region**.

3. Press ◀ or ▶ to scroll through the languages. When the language you want to use appears, press **OK**.
4. When prompted, press **1** for **Yes** or **2** for **No**.
5. Press ◀ or ▶ to scroll through the countries/regions. When the country/region you want to select appears, press **OK**.
6. When prompted, press **1** for **Yes** or **2** for **No**.

Set the date and time

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

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

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

To set the date and time

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

Set the scroll speed

The **Set Scroll Speed** option enables you to control the rate at which text messages scroll from right to left on the display. For example, if the message is "**Aligning cartridges, please wait.**", it will not completely fit in the display and will need to scroll. This is so that you can read the entire message. You can choose the rate at which it will scroll: **Normal**, **Fast**, or **Slow**. The default is **Normal**.

To set the scroll speed

1. Press **Setup**.
2. Press **7**, then press **2**.
This selects **Preferences** and then selects **Set Scroll Speed**.
3. Press ▶ to select a scroll speed, then press **OK**.

Set the prompt delay time

The **Set Prompt Delay Time** option enables you to control the amount of time that passes before a message prompts you to take further action.


For example, if you press **Menu** in the Copy area and the prompt delay time passes before you press another button, the message "**Press Menu for settings.**" appears on the display.

To set the prompt delay time

1. Press **Setup**.
2. Press **7**, then press **3**.
This selects **Preferences** and then selects **Set Prompt Delay Time**.
3. Press **▶** to select a delay time, then press **OK**.
You can choose **Normal**, **Fast**, **Slow**, or **Off**. If you select **Off**, hints do not appear on the display but other messages, such as low ink warnings and error messages, do still appear.

Restore the factory defaults

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

 **NOTE:** Restoring the factory defaults will not affect any changes you made to scan settings and the language and country/region settings. Personal settings and lists, for example fax header, fax number, junk fax list, and speed dial list, that you have saved will not be deleted when restoring the factory defaults.

You can perform this process from the control panel only.

To restore the factory defaults

1. Press **Setup**.
2. Press **6**, then press **4**.
This selects **Tools** and then selects **Restore Factory Defaults**.
The factory default settings are restored.

Fax preferences

This section contains the following topics:

- [Set up the HP All-in-One to redial a fax number automatically](#)
- [Adjust the volume](#)
- [Set tone or pulse dialing](#)
- [Set the fax speed](#)

Set up the HP All-in-One to redial a fax number automatically

You can set the HP All-in-One to redial a busy or an unanswered number automatically. The default **Busy Redial** setting is **Redial**. The default **No Answer Redial** setting is **No Redial**.

To set redial options from the control panel

1. Press **Setup**.
2. Do one of the following:

To change the Busy Redial setting

- ▲ Press **5**, and then press **2**.
This selects **Advanced Fax Setup** and then selects **Busy Redial**.

To change the No Answer Redial setting


- ▲ Press **5**, and then press **3**.
This selects **Advanced Fax Setup** and then selects **No Answer Redial**.
3. Press **▶** to select **Redial** or **No Redial**.
 4. Press **OK**.

Adjust the volume

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

To adjust the volume from the control panel

1. Press **Setup**.
2. Press **4**, and then press **5** again.
This selects **Basic Fax Setup** and then selects **Ring and Beep Volume**.
3. Press **▶** to select one of the options: **Soft**, **Loud**, or **Off**.

 **NOTE:** The beeps you hear when pressing buttons maintain the same volume whether you choose **Loud** or **Soft**. These two options only affect ring, dial, and other tones you hear when faxing. If you choose **Off**, however, the sounds of button presses are also turned off.

If you select **Off**, you will not hear a dial tone, fax tones, or incoming ring tones. With the **Ring and Beep Volume** set to **Off**, you cannot send a fax using monitor dialing, such as when using a calling card to send a fax.

4. Press **OK**.

Related topics

[Send a fax using monitor dialing](#)

Set tone or pulse dialing

You can set the dial mode for the HP All-in-One to either tone dialing or pulse dialing. Most telephone systems work with either type of dialing. If your telephone system does not require pulse dialing, HP recommends using tone dialing. If you have a public telephone system or a private branch exchange (PBX) system, you might need to select **Pulse Dialing**. Contact your local telephone company if you are unsure which setting to use.



NOTE: If you select **Pulse Dialing**, some phone system features might not be available. It can also take longer to dial a fax or phone number.

NOTE: This feature is not supported in all countries/regions. If it is not supported in your country/region, **Tone or Pulse Dialing** does not appear in the **Basic Fax Setup** menu.

To set tone or pulse dialing from the control panel

1. Press **Setup**.
2. Press **4**, and then press **6**.
This selects **Basic Fax Setup** and then selects **Tone or Pulse Dialing**.
3. Press **▶** to select an option, and then press **OK**.

Set the fax speed

You can set the fax speed used to communicate between the HP All-in-One and other fax machines when sending and receiving faxes. The default fax speed varies by country/region.

If you use one of the following, setting the fax speed to a slower speed might be required:

- An Internet phone service
- A PBX system
- Fax over Internet Protocol (FoIP)
- An integrated services digital network (ISDN) service

If you experience problems sending and receiving faxes, you might want to try setting the **Fax Speed** setting to **Medium** or **Slow**.


To set the fax speed from the control panel

1. Press **Setup**.
2. Press **5**, and then press **7**.
This selects **Advanced Fax Setup** and then selects **Fax Speed**.
3. Press **▶** to select one of the following settings, and then press **OK**.

Fax speed setting	Fax speed
Fast	v.34 (33600 baud)
Medium	v.17 (14400 baud)
Slow	v.29 (9600 baud)

Fax setup

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

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


This section contains the following topics:

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

Set up the HP All-in-One for faxing

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

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

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

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


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

Table 4-1 Countries/regions with a parallel-type phone system

Argentina	Australia	Brazil
Canada	Chile	China
Colombia	Greece	India
Indonesia	Ireland	Japan
Korea	Latin America	Malaysia

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

Mexico	Philippines	Poland
Portugal	Russia	Saudi Arabia
Singapore	Spain	Taiwan
Thailand	USA	Venezuela
Vietnam		

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

- [Choose the correct fax setup for your home or office](#)
- [Select your fax setup case](#)
- [Case A: Separate fax line \(no voice calls received\)](#)
- [Case B: Set up the HP All-in-One with DSL](#)
- [Case C: Set up the HP All-in-One with a PBX phone system or an ISDN line](#)
- [Case D: Fax with a distinctive ring service on the same line](#)
- [Case E: Shared voice/fax line](#)
- [Case F: Shared voice/fax line with voice mail](#)
- [Case G: Fax line shared with computer dial-up modem \(no voice calls received\)](#)
- [Case H: Shared voice/fax line with computer dial-up modem](#)
- [Case I: Shared voice/fax line with answering machine](#)
- [Case J: Shared voice/fax line with computer dial-up modem and answering machine](#)
- [Case K: Shared voice/fax line with computer dial-up modem and voice mail](#)

Choose the correct fax setup for your home or office

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

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

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

1. Do you have a digital subscriber line (DSL) service through your telephone company? (DSL might be called ADSL in your country/region.)
 - Yes, I have DSL.
 - No.

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

If you answered No, please continue answering questions.

2. Do you have a private branch exchange (PBX) phone system or an integrated services digital network (ISDN) system?
 - If you answered Yes, proceed directly to [Case C: Set up the HP All-in-One with a PBX phone system or an ISDN line](#). You do not need to continue answering questions.
 - If you answered No, please continue answering questions.

3. Do you subscribe to a distinctive ring service through your telephone company that provides multiple phone numbers with different ring patterns?
- Yes, I have distinctive ring.
 - No.

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

If you answered No, please continue answering questions.

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

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

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

Please continue answering questions.

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

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

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

Please continue answering questions.

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

Please continue answering questions.

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


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

Select your fax setup case

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

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

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

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

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

(continued)

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

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

Austria	www.hp.com/at/faxconfig
Germany	www.hp.com/de/faxconfig
Switzerland (French)	www.hp.com/ch/fr/faxconfig
Switzerland (German)	www.hp.com/ch/de/faxconfig
United Kingdom	www.hp.com/uk/faxconfig
Spain	www.hp.es/faxconfig
The Netherlands	www.hp.nl/faxconfig
Belgium (France)	www.hp.be/fr/faxconfig
Belgium (Dutch)	www.hp.be/nl/faxconfig
Portugal	www.hp.pt/faxconfig
Sweden	www.hp.se/faxconfig
Finland	www.hp.fi/faxconfig
Denmark	www.hp.dk/faxconfig
Norway	www.hp.no/faxconfig
Ireland	www.hp.com/ie/faxconfig
France	www.hp.com/fr/faxconfig
Italy	www.hp.com/it/faxconfig

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

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

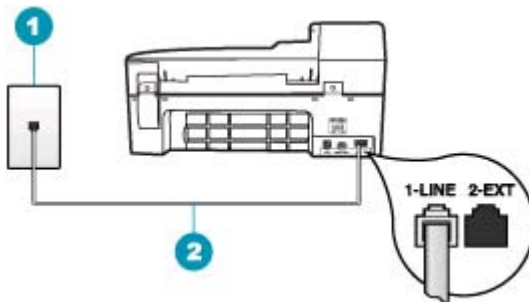



Figure 4-1 Back view of the HP All-in-One

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

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

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


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

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

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

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

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

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

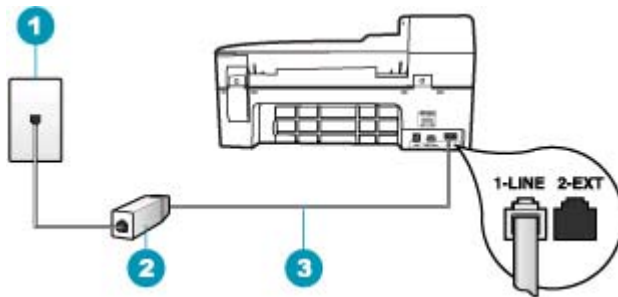



Figure 4-2 Back view of the HP All-in-One


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

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

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

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

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


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

4. Run a fax test.


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

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

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

 **NOTE:** Some ISDN systems allow you to configure the ports for specific phone equipment. For example, you might have assigned one port for telephone and Group 3 fax and another port for multiple purposes. If you have problems when connected to the fax/phone port of your ISDN converter, try using the port designated for multiple purposes; it might be labeled "multi-combi" or something similar.

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

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

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

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

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

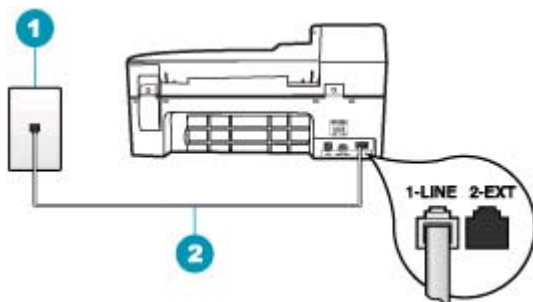



Figure 4-3 Back view of the HP All-in-One


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

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

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

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

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

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

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

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

Case E: Shared voice/fax line

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

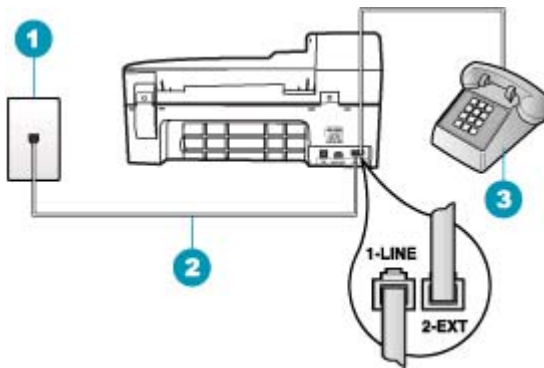



Figure 4-4 Back view of the HP All-in-One

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

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

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

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


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

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

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

Case F: Shared voice/fax line with voice mail

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

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

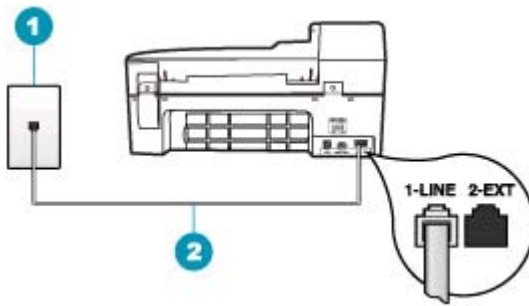



Figure 4-5 Back view of the HP All-in-One

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

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

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

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

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

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

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

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

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

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

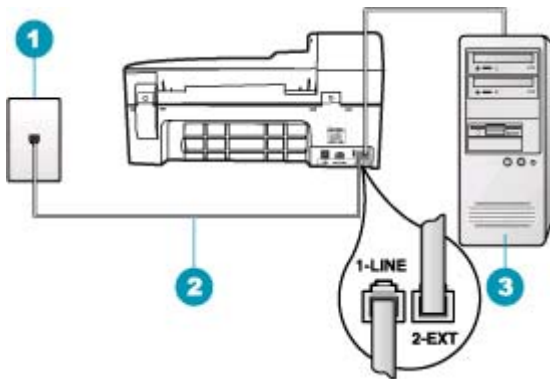



Figure 4-6 Back view of the HP All-in-One


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

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

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

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

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

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

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

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

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

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

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

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

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



Figure 4-7 Example of a parallel splitter

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

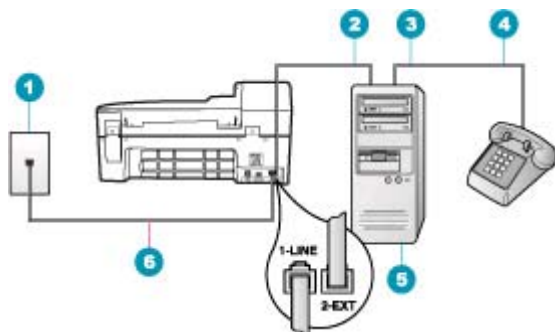



Figure 4-8 Back view of the HP All-in-One


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

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

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

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

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

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

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

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

Case I: Shared voice/fax line with answering machine

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

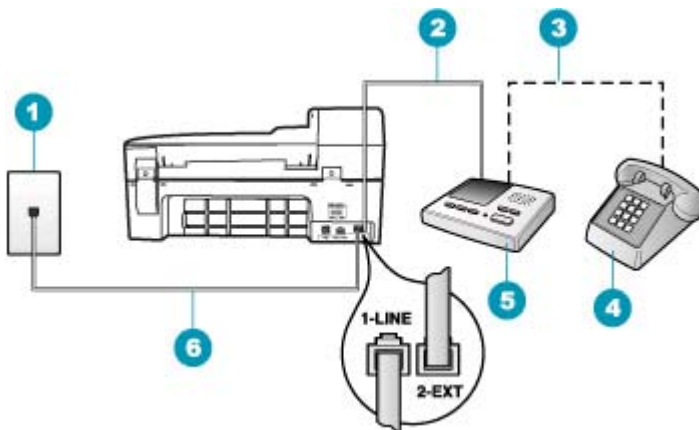



Figure 4-9 Back view of the HP All-in-One


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

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


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

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

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

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

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

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

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

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

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

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

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

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

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



Figure 4-10 Example of a parallel splitter

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

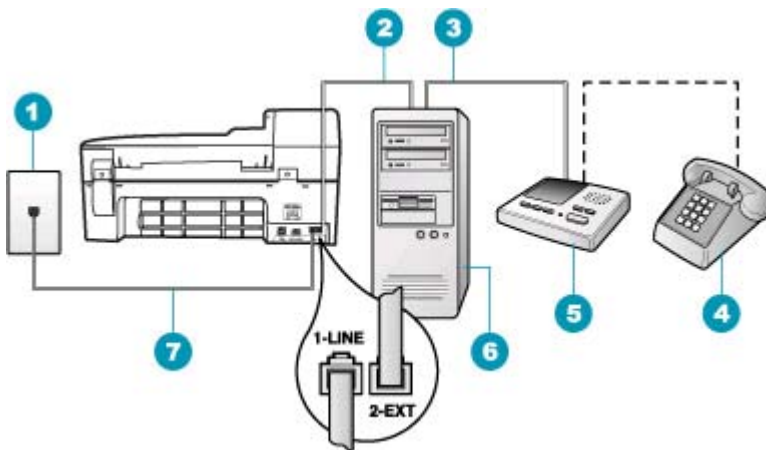



Figure 4-11 Back view of the HP All-in-One

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


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

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


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

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


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

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

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

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

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


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

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

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

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

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

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

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

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

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



Figure 4-12 Example of a parallel splitter

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

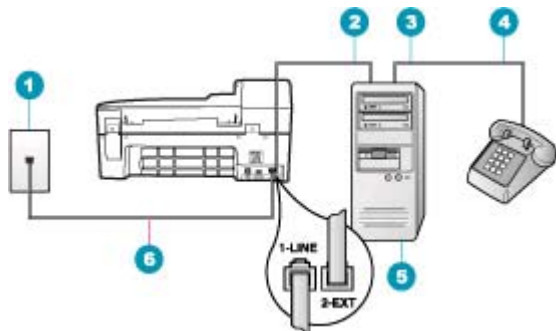


Figure 4-13 Back view of the HP All-in-One

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

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

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

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

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

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

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

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

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

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

This section contains the following topics:

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

Choose the recommended answer mode for your setup

Refer to the table below to determine how you should answer incoming fax calls based on your home or office setup. From the first column in the table, choose the type of equipment and services applicable to your office setup. Then, look up the appropriate setting in the second column. The third column describes how the HP All-in-One answers incoming calls.

After you have determined the recommended answer mode setting for your home or office setup, see [Set the answer mode](#) for more information.

Equipment/services sharing your fax line	Recommended Auto Answer setting	Description
None. (You have a separate phone line on which you receive only fax calls.)	On	The HP All-in-One automatically answers all incoming calls using the Rings to Answer setting.
A shared voice and fax line and no answering machine. (You have a shared phone line in which you receive both voice and fax calls.)	Off	The HP All-in-One will not automatically answer calls. You must press Start Fax Black or Start Fax Color to receive a fax. You might use this setting if the majority of calls on this phone line are voice calls and you rarely receive faxes.
Voice mail service provided by your telephone company.	Off	The HP All-in-One will not automatically answer calls. You must press Start Fax Black or Start Fax Color to receive a fax.
An answering machine and a shared voice and fax line.	On	The HP All-in-One will not automatically answer calls. Instead, the HP All-in-One will monitor the line when the call is answered by a person or by the answering machine. If the HP All-in-One detects fax tones on the line, the HP All-in-One receives the fax. If the answering machine answers a voice call, the answering machine records the incoming message. In addition to the Auto Answer setting, set the number of rings to answer on the HP All-in-One to a greater number of rings than the answering machine. You want the answering machine to answer before the HP All-in-One.

Equipment/services sharing your fax line	Recommended Auto Answer setting	Description
Distinctive ringing service.	On	The HP All-in-One automatically answers all incoming calls. Make sure the ring pattern the phone company set for your fax line matches the Distinctive Ring setting on the HP All-in-One.

Related topics



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

Set the answer mode

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

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

To set the answer mode

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

Related topics

- [Receive a fax manually](#)
- [Choose the recommended answer mode for your setup](#)

Set the number of rings before answering

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

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

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

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

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

Related topics

[Set the answer mode](#)

Change the answer ring pattern for distinctive ringing

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

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

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

To change the distinctive ring pattern from the control panel

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

Related topics

[Set the answer mode](#)

Test your fax setup

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

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

- Checks for an active phone line
- Tests the status of your phone line connection

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

To test your fax setup from the control panel

1. Set up the HP All-in-One for faxing according to your particular home or office setup instructions.
2. Insert the print cartridges and load full-size paper in the input tray before starting the test.
3. Press **Setup**.
4. Press **6**, then press **6** again.
This selects the **Tools** menu and then selects **Run Fax Test**.
The HP All-in-One displays the status of the test on the display and prints a report.
5. Review the report.
 - If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify the settings are correct. A blank or incorrect fax setting can cause problems faxing.
 - If the test fails, review the report for more information on how to fix any problems found.
6. After you pick up the fax report from the HP All-in-One, press **OK**.
If necessary, resolve any problems found and rerun the test.

Set the fax header

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

 **NOTE:** In some countries/regions the fax header information is a legal requirement.

To set a default fax header from the control panel

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

Related topics

[Text and symbols](#)

Set up speed dialing


You can assign speed dial entries to fax numbers you use often. This lets you dial those numbers quickly by using the control panel.

This section contains the following topics:

- [Set up individual speed dial entries](#)
- [Set up group speed dial entries](#)
- [Delete speed dial entries](#)
- [Print the speed dial list](#)

Set up individual speed dial entries

You can create speed dial entries for fax numbers that you use frequently. If necessary, you can also edit the name or fax number of a speed dial entry you have already created.

 **TIP:** You can include individual speed dial entries in a group speed dial entry. This enables you to send a fax to a group of people at one time. (The maximum number of individual speed dial entries allowed in a group speed dial entry varies by model.)



This section contains the following topics:

- [Create individual speed dial entries](#)
- [Update individual speed dial entries](#)

Create individual speed dial entries

You can create speed dial entries from the control panel or from your computer by using the software that you installed with the HP All-in-One.

To create speed dial entries from the control panel

1. Press **Setup**.
2. Press **3**, and then press **1**.
This selects **Speed Dial Setup** and then selects **Individual Speed Dial**.
The first unassigned speed dial entry appears on the display.
3. Press **OK** to select the displayed speed dial entry. You can also press  or  to select an empty entry, and then press **OK**.
4. Enter the fax number to assign to that entry, and then press **OK**.
5. Enter the name, and then press **OK**.
6. Press **1** if you want to set up another number, or press **2** if you are finished creating speed dial entries.

Related topics

[Text and symbols](#)


Update individual speed dial entries

You can edit the name or fax number in a speed dial entry from the control panel or from your computer by using the software that you installed with the HP All-in-One.

To update a speed dial entry from the control panel

1. Press **Setup**.
2. Press **3**, and then press **1**.
This selects **Speed Dial Setup** and then selects **Individual Speed Dial**.

3. Press ◀ or ▶ to scroll through the speed dial entries, and then press **OK** to select the appropriate entry.
4. When the current fax number appears, press ◀ to erase it.
5. Enter the new fax number, and then press **OK**.

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


6. Enter the new name, and then press **OK**.
7. Press **1** to update another speed dial entry, or press **2** when you are finished.

Related topics

[Text and symbols](#)

Set up group speed dial entries

You can place individual speed dial entries that you have set up into groups, so that you can fax the same document to multiple recipients at once. (The maximum number of individual speed dial entries allowed in a group speed dial entry varies by model.)

 **NOTE:** The numbers you include in the group speed dial entry must already be set up as individual speed dial entries on the HP All-in-One.

To create group speed dial entries from the control panel

1. Press **Setup**.
2. Press **3**, and then press **2**.
This selects **Speed Dial Setup** and then selects **Group Speed Dial**.
The first unassigned speed dial entry appears on the display.
3. Press **OK** to select the displayed speed dial entry. You can also press ◀ or ▶ to select an empty entry, and then press **OK**.
4. Press ◀ or ▶ to scroll through the individual speed dial entries you set up, and then press **OK** to select the appropriate entry.
5. Press **1** to add another individual speed dial entry, or press **2** if you are finished.
6. Enter the group speed dial name, and then press **OK**.
7. Press **1** to add another group, or press **2** if you are finished.

Related topics



- [Set up individual speed dial entries](#)
- [Text and symbols](#)

Delete speed dial entries

You can delete an individual or group speed dial entry. When deleting speed dial entries, consider the following:

- Deleting an individual speed dial entry also deletes that entry from any groups to which you have assigned it.
- Deleting a group speed dial entry does not delete the individual speed dial entries associated with it. You can still use the individual speed dial entries to send faxes.

To delete speed dial entries from the control panel


1. Press **Setup**.
2. Press **3**, and then press **3** again.
This selects **Speed Dial Setup** and then selects **Delete Speed Dial**.
3. Press  or  until the speed dial entry that you want to delete appears, and then press **OK** to delete it.

Print the speed dial list

You can print a list of all the speed dial entries that you programmed on the HP All-in-One.

To print the speed dial list

1. Press **Setup**.
2. Press **3**, and then press **4**.
This selects **Speed Dial Setup** and then selects **Print Speed Dial List**.

 **TIP:** You can also print this list by selecting **Speed Dial List** from the **Print Report** menu. Press **Setup**, press **2**, and then press **7**.

5 How do I?

This section contains links to commonly performed tasks, such as sharing and printing photos and optimizing your print jobs.

- [How do I print borderless photos on 10 x 15 cm \(4 x 6 inch\) paper?](#)
- [How do I get the best print quality?](#)
- [How do I test my fax?](#)
- [How do I manually send faxes](#)
- [How do I manually receive faxes?](#)
- [How do I print a fax confirmation report?](#)

6 Load originals and load paper

You can load many different types and sizes of paper in the HP All-in-One, including letter or A4 paper, photo paper, transparencies, and envelopes.

This section contains the following topics:

- [Load originals](#)
- [Select print media](#)
- [Load paper](#)
- [Avoid paper jams](#)

Load originals


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


This section contains the following topics:

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

Load an original in the automatic document feeder


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

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

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


To load an original in the document feeder tray

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

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



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


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

Related topics

[Load an original on the glass](#)

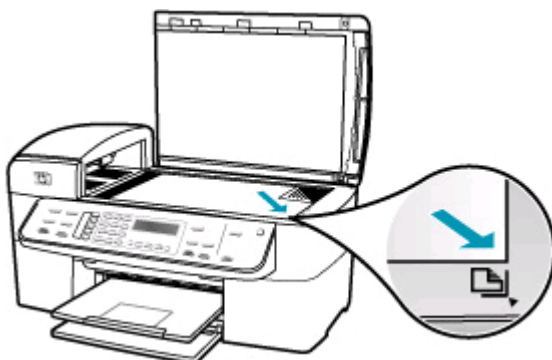
Load an original on the glass

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

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

To load an original on the scanner glass

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



3. Close the lid.

Related topics

- [Load an original in the automatic document feeder](#)
- [Clean the HP All-in-One](#)

Select print media

The device is designed to work well with most types of office media. It is best to test a variety of print media types before buying large quantities. Use HP media for optimum print quality. Visit the HP Web site at www.hp.com for more information about HP media.

- [Tips for selecting and using print media](#)
- [Understand specifications for supported media](#)
- [Set minimum margins](#)
- [Papers to avoid](#)

Tips for selecting and using print media

For the best results, observe the following guidelines.

- Always use media that conforms to the device specifications. For more information, see [Understand specifications for supported media](#).
- Load only one type of media at a time into a tray.
- For Tray 1 and Tray 2, load media print-side down and aligned against the right and back edges of the tray. Tray 2 is available with some models. For more information, see [Understand supported media types and weights](#).
- Tray 2 is designed to hold only plain paper.
- Do not overload the trays. For more information, see [Understand specifications for supported media](#).
- To prevent jams, poor print quality, and other printing problems, avoid the following media:
 - Multipart forms
 - Media that is damaged, curled, or wrinkled
 - Media with cutouts or perforations
 - Media that is heavily textured, embossed, or does not accept ink well
 - Media that is too lightweight or stretches easily

Cards and envelopes

- Avoid envelopes that have a very slick finish, self-stick adhesives, clasps, or windows. Also avoid cards and envelopes with thick, irregular, or curled edges, or areas that are wrinkled, torn, or otherwise damaged.
- Use tightly constructed envelopes, and make sure the folds are sharply creased.
- Load envelopes with the flaps facing up.

Photo media

- Use the **Best** mode to print photographs. Note that in this mode, printing takes longer and more memory is required from your computer.
- Remove each sheet as it prints and set it aside to dry. Allowing wet media to stack up may cause smearing.

Transparencies

- Insert transparencies with the rough side down and the adhesive strip pointing towards the back of the device.
- Use the **Normal** mode to print transparencies. This mode provides longer drying time and ensures that the ink dries completely before the next page is delivered to the output tray.
- Remove each sheet as it prints and set it aside to dry. Allowing wet media to stack up may cause smearing.

Custom-sized media

- Use only custom-sized media that is supported by the device.
- If your application supports custom-sized media, set the media size in the application before printing the document. If not, set the size in the print driver. You might need to reformat existing documents to print them correctly on custom-sized media.

Understand specifications for supported media

Use the [Understand supported sizes](#) and [Understand supported media types and weights](#) tables to determine the correct media to use with your device, and determine what features will work with your media.

- [Understand supported sizes](#)
- [Understand supported media types and weights](#)

Understand supported sizes

Media size	Tray 1	Duplexer	ADF
Standard media sizes			
U.S. Letter (216 x 279 mm; 8.5 x 11 inches)	✓	✓	✓
U.S. Legal (216 x 356 mm; 8.5 x 14 inches)	✓		✓
A4 (210 x 297 mm; 8.3 x 11.7 inches)	✓	✓	✓
U.S. Executive (184 x 267 mm; 7.25 x 10.5 inches)	✓	✓	✓
B5 (182 x 257 mm; 7.17 x 10.12 inches)	✓	✓	✓
A5 (148 x 210 mm; 5.8 x 8.3 inches)	✓	✓	✓

(continued)

Media size	Tray 1	Duplexer	ADF
Borderless A4 (210 x 297 mm; 8.3 x 11.7 inches)*	✓		
Borderless A5 (148 x 210 mm; 5.8 x 8.3 inches)*	✓		
Borderless B5 (182 x 257 mm; 7.17 x 10.12 inches)*	✓		
Envelopes			
U.S. #10 Envelope (105 x 241 mm; 4.12 x 9.5 inches)*	✓		
A2 Envelope (111 x 146 mm; 4.37 x 5.75 inches)*	✓		
DL Envelope (110 x 220 mm; 4.3 x 8.7 inches)*	✓		
C6 Envelope (114 x 162 mm; 4.5 x 6.4 inches)*	✓		
Japanese Envelope Chou #2 (119 x 277 mm; 4.7 x 10.9 inches)*	✓		
Japanese Envelope Chou #3 (120 x 235 mm; 4.7 x 9.3 inches)*	✓		
Japanese Envelope Chou #4 (90 x 205 mm; 3.5 x 8.1 inches)*	✓		
Cards			
Index card (76.2 x 127 mm; 3 x 5 inches)*	✓		
Index card (102 x 152 mm; 4 x 6 inches)*	✓	✓	
Index card (127 x 203 mm; 5 x 8 inches)*	✓	✓	
A6 card (105 x 148.5 mm; 4.13 x 5.83 inches)*	✓	✓	
Borderless A6 card (105 x 148.5 mm; 4.13 x 5.83 inches)*	✓		
Hagaki** (100 x 148 mm; 3.9 x 5.8 inches)*	✓		
Ofuku Hagaki** (200 x 148 mm; 7.9 x 5.8 inches)*	✓		
Photo media			
Photo media (102 x 152 mm; 4 x 6 inches)*	✓		
Photo media (5 x 7 inches)*	✓		

(continued)

Media size	Tray 1	Duplexer	ADF
Photo media (8 x 10 inches)*	✓		
Photo media (10 x 20 cm)*	✓		
Photo media (4 x 8 inches)*	✓		
Photo media HV*	✓		
Photo media cabinet (165 x 120 mm; 6.5 x 4.7 inches)*	✓		
Photo media 2L (178 x 127 mm; 7 x 5 inches)*	✓		
Photo media (13 x 18 cm)*	✓		
Photo media B7 (88 x 125 mm; 3.5 x 4.9 inches)*	✓		
Photo L (89 x 127 mm; 3.5 x 5 inches)*	✓		
Borderless photo media (102 x 152 mm; 4 x 6 inches)*	✓		
Borderless photo media (10 x 20 cm)*	✓		
Borderless photo media (4 x 8 inches)*	✓		
Borderless HV*	✓		
Borderless cabinet (165 x 120 mm; 6.5 x 4.7 inches)*	✓		
Borderless 2L (178 x 127 mm; 7 x 5 inches)*	✓		
Borderless photo media (5 x 7 inches)*	✓		
Borderless photo media (8 x 10 inches)*	✓		
Borderless photo media (8.5 x 11 inches)*	✓		
Borderless photo media (13 x 18 cm)*	✓		
Borderless B7 (88 x 125 mm; 3.5 x 4.9 inches)*	✓		
Borderless hagaki (100 x 148mm)*	✓		
Borderless Photo L (89 x 127 mm; 3.5 x 5 inches)*	✓		
Other media			
Custom-sized media between 76.2 to 216 mm wide and 127 to 594 mm long	✓		

(continued)

Media size	Tray 1	Duplexer	ADF
(3 to 8.5 inches wide and 5 to 23 inches long) *			
Custom-sized media (ADF) between 127 to 216 mm wide and 241 to 305 mm long (5 to 8.5 inches wide and 9.5 to 12 inches long)			✓
Panorama (4 x 10 inches, 4 x 11 inches, 4 x 12 inches, and double A4) *	✓		
Borderless panorama (4 x 10 inches, 4 x 11 inches, 4 x 12 inches, and double A4) *	✓		

* Not compatible for use with the ADF for single- or double-sided printing

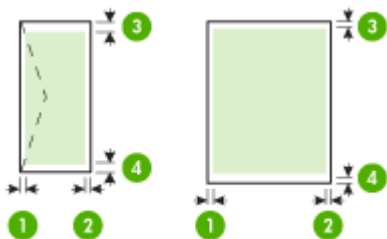
** The device is compatible with plain and inkjet hagaki from Japan Post only. It is not compatible with photo hagaki from Japan Post.

Understand supported media types and weights

Tray	Type	Weight	Capacity
Tray 1	Paper	60 to 105 g/m ² (16 to 28 lb bond)	Up to 250 sheets of plain paper (25 mm or 1 inch stacked)
	Transparencies		Up to 70 sheets (17 mm or 0.67 inch stacked)
	Photo media	280 g/m ² (75 lb bond)	Up to 100 sheets (17 mm or 0.67 inch stacked)
	Labels		Up to 100 sheets (17 mm or 0.67 inch stacked)
	Envelopes	75 to 90 g/m ² (20 to 24 lb bond envelope)	Up to 30 sheets (17 mm or 0.67 inch stacked)
	Cards	Up to 200 g/m ² (110 lb index)	Up to 80 cards
Duplexer	Paper	60 to 105 g/m ² (16 to 28 lb bond)	Not applicable
Output-bin	All supported media		Up to 150 sheets of plain paper (text printing)


Set minimum margins

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



Media	(1) Left margin	(2) Right margin	(3) Top margin	(4) Bottom margin*
U.S. Letter U.S. Legal A4 Photo media	2 mm (0.12 inch)	2 mm (0.12 inch)	1.8 mm (0.07 inch)	2 mm (0.12 inch)
U.S. Executive B5 A5 Cards	2 mm (0.12 inch)	2 mm (0.12 inch)	1.8 mm (0.07 inch)	6 mm (0.24 inch)
Envelopes	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	16.5 mm (0.65 inch)	16.5 mm (0.65 inch)

* To achieve this margin setting on a computer running Windows, click the **Advanced** tab in the print driver, and select **Minimize Margins**.

 **NOTE:** If you are using the duplexer (available with some models), the minimum top and bottom margins must match or exceed 12 mm (0.47 inch).

Papers to avoid

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

Papers to avoid for all print and copy jobs

- Any size paper other than those listed in the technical specifications. For more information, see [Paper sizes](#).
- Paper with cutouts or perforations (unless specifically designed for use with HP inkjet devices).


- Highly textured stock, such as linen. It might not print evenly, and the ink can bleed into these papers.
- Extremely smooth, shiny, or coated papers not specifically designed for the HP All-in-One. They can jam the HP All-in-One or repel the ink.
- Multi-part forms, such as duplicate and triplicate forms. They can wrinkle or get stuck, and the ink is more likely to smear.
- Envelopes with clasps or windows. They can get stuck in the rollers and cause paper jams.
- Banner paper.

Additional papers to avoid when copying

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

Load paper

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

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

This section contains the following topics:

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

Load full-size paper

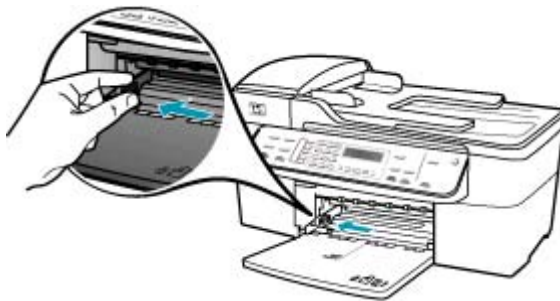
You can load many types of letter, A4, or legal paper into the input tray of the HP All-in-One.

To load full-size paper

1. Remove the output tray.



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



3. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
 - Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
 - Make sure all the paper in the stack is the same size and type.

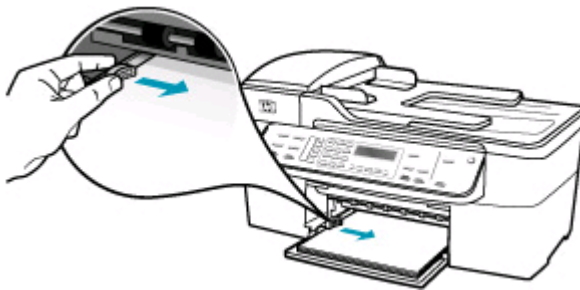
4. Insert the stack of paper into the input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.



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

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

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




6. Replace the output tray.




7. Flip the tray extender up toward you.



 **NOTE:** When you use legal-size paper, leave the tray extender closed.

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

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


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

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

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

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

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

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

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



5. Replace the output tray.

Related topics

- [Understand specifications for supported media](#)
- [Set the copy paper type](#)

Load index cards

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

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

To load index cards in the input tray

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




5. Replace the output tray.

Related topics

- [Load 10 x 15 cm \(4 x 6 inch\) photo paper](#)
- [Set the copy paper type](#)


Load envelopes

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

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

To load envelopes

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

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

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



5. Replace the output tray.

Avoid paper jams

To help avoid paper jams, follow these guidelines.

- Remove printed papers from the output tray frequently.
- Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.

- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Do not force paper too far forward in the input tray.
- Use paper types that are recommended for the HP All-in-One. For more information, see [Understand specifications for supported media](#).
- Do not leave originals on the glass. If you load an original in the automatic document feeder while there is already an original on the glass, the original can jam in the automatic document feeder.

7 Print from your computer

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

This section contains the following topics:


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

Print from a software application


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

To print from a software application

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

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

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

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

The settings you select apply only to the current print job.

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

Change the print settings

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

- [Windows users](#)

Windows users

Before you change print settings, you should decide if you want to change the settings for the current print job only, or if you want to make the settings the defaults for all future print jobs. How you display print settings depends on whether or not you want to apply the change to all future print jobs or just to the current print job.

To change the print settings for all future jobs

1. In the **HP Solution Center**, click **Settings**, point to **Print Settings**, and then click **Printer Settings**.
2. Make changes to the print settings, and click **OK**.

To change the print settings for the current job

1. On the **File** menu in your software application, click **Print**.
2. Make sure the HP All-in-One is the selected printer.
3. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
4. Make changes to the print settings, and click **OK**.
5. Click **Print** or **OK** in the **Print** dialog box to print the job.

Stop a print job

Although you can stop a print job from either the HP All-in-One or the computer, HP recommends you stop it from the HP All-in-One for best results.

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

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

8 Use the copy features

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

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

This section contains the following topics:


- [Make a copy](#)
- [Set the number of copies](#)
- [Set the copy paper size](#)
- [Set the copy paper type](#)
- [Change copy speed or quality](#)
- [Change default copy settings](#)
- [Make a 10 x 15 cm \(4 x 6 inch\) borderless copy of a photo](#)
- [Resize an original to fit onto letter or A4 paper](#)
- [Resize an original using custom settings](#)
- [Copy a legal-size document onto letter paper](#)
- [Adjust the lightness and darkness of your copy](#)
- [Enhance blurred areas of your copy](#)
- [Enhance light areas of your copy](#)
- [Stop copying](#)

Make a copy

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

To make a copy from the control panel


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


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

Set the number of copies

You can set the number of copies that you want to print by using the **Number of Copies** option.

To set the number of copies from the control panel

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.
If you use the document feeder tray, place the pages so that the top edge of the document goes in first.
3. In the Copy area, press **Menu** repeatedly until **Number of Copies** appears.
4. Press  or use the keypad to enter the number of copies, up to the maximum. (The maximum number of copies varies by model.)


 **TIP:** If you hold down either of the arrow buttons, the number of copies changes by increments of 5 to make it easier to set a large number of copies.

5. Press **Start Copy Black** or **Start Copy Color**.

Set the copy paper size

You can set the paper size on the HP All-in-One. The paper size you select should match what is loaded in your input tray.


To set the paper size from the control panel

1. In the Copy area, press **Menu** repeatedly until **Copy Paper Size** appears.
2. Press  until the appropriate paper size appears.
3. Press **Start Copy Black** or **Start Copy Color**.

Set the copy paper type

You can set the paper type on the HP All-in-One.

To set the paper type for copies

1. In the Copy area, press **Menu** repeatedly until **Paper Type** appears.
2. Press  until the appropriate paper type appears.
3. Press **Start Copy Black** or **Start Copy Color**.

Refer to the following table to determine which paper type setting to choose based on the paper loaded in the input tray.

Paper type	Control panel setting
Copier paper or letterhead	Plain Paper
HP Bright White Paper	Plain Paper
HP Premium Plus Photo Paper, Glossy	Premium Photo

(continued)

Paper type	Control panel setting
HP Premium Plus Photo Paper, Matte	Premium Photo
HP Premium Plus 10 x 15 cm (4 x 6 inch) Photo Paper	Premium Photo
HP Premium or Premium Plus Inkjet Transparency Film	Transparency
Other transparency film	Transparency
Plain Hagaki	Plain Paper
Glossy Hagaki	Premium photo
L (Japan only)	Premium Photo

Change copy speed or quality

The HP All-in-One provides three options that affect copy speed and quality:

- **Best** produces the highest quality for all paper and eliminates the banding (striping) effect that sometimes occurs in solid areas. **Best** copies slower than the other quality settings.
- **Normal** delivers high-quality output and is the recommended setting for most of your copying. **Normal** copies faster than **Best** and is the default setting.
- **Fast** copies faster than the **Normal** setting. The text is comparable to the quality of the **Normal** setting, but the graphics might be lower quality. The **Fast** setting uses less ink and extends the life of your print cartridges.


To change the copy quality


1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.
If you use the document feeder tray, place the pages so that the top edge of the document goes in first.
3. In the Copy area, press **Quality** until the appropriate quality setting is lit.
4. Press **Start Copy Black** or **Start Copy Color**.

Change default copy settings

When you change copy settings from the control panel, the settings apply only to the current copy job. To apply copy settings to all future copy jobs, you can save the settings as defaults.

To set default copy settings from the control panel

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

 **NOTE:** The settings you specify here are only saved on the HP All-in-One. They do not adjust the settings in the software. You can save your most frequently used settings by using the software that you installed with the HP All-in-One.

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


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


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

1. Load 10 x 15 cm (4 x 6 inch) photo paper in the input tray.
2. Load your original photo print side down on the right front corner of the glass. Position the photo on the glass so the long edge of the photo is along the front edge of the glass, as indicated by the engraved guides along the edge of the glass.



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

 **NOTE:** If you loaded tabbed paper in the photo tray, you can remove the tab from the copy of your photo once the ink has completely dried.

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


Related topics

- [Load 10 x 15 cm \(4 x 6 inch\) photo paper](#)
- [Set the copy paper type](#)
- [Use a photo print cartridge](#)



Resize an original to fit onto letter or A4 paper

If the image or text on your original fills the entire sheet with no margins, use **Fit to Page** or **Full Page 91%** to reduce your original and prevent unwanted cropping of the text or images at the edges of the sheet.



 **TIP:** You can also use **Fit to Page** to enlarge a small photo to fit within the printable area of a full-size page. In order to do this without changing the proportions of the original or cropping the edges, the HP All-in-One might leave an uneven amount of white space around the edges of the paper.

To resize a document from the control panel

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.
If you use the document feeder tray, place the pages so that the top edge of the document goes in first.
3. In the Copy area, press the **Reduce/Enlarge** button.
4. Do one of the following:
 - If you loaded your original in the document feeder tray or on the glass, press  until **Full Page 91%** appears.
 - If you loaded a full- or small-size original on the glass, press  until **Fit to Page** appears.
5. Press **Start Copy Black** or **Start Copy Color**.

Resize an original using custom settings

You can use your own custom settings to reduce or enlarge a copy of a document.


To set a custom size from the control panel

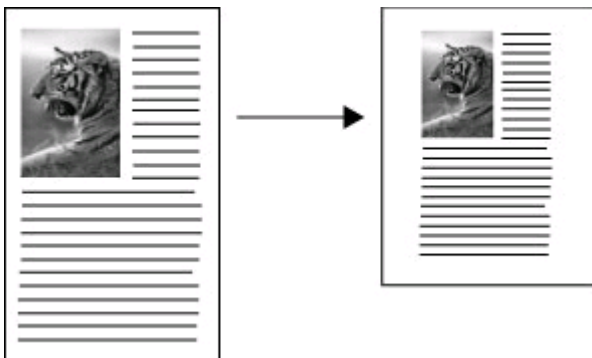
1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass.
If you use the document feeder tray, place the pages so that the top edge of the document goes in first.

3. In the Copy area, press the **Reduce/Enlarge** button.
4. Press **▶** until **Custom 100%** appears.
5. Press **OK**.
6. Press **▶** or use the keypad to enter a percentage to reduce or enlarge the copy. (The minimum and maximum percentage to resize a copy varies by model.)
7. Press **Start Copy Black** or **Start Copy Color**.

Copy a legal-size document onto letter paper

You can use the **Legal > Ltr 72%** setting to reduce a copy of a legal-size document to a size that fits onto letter paper.

 **NOTE:** The percentage in the example, **Legal > Ltr 72%**, might not match the percentage that appears in the display.





To copy a legal-size document onto letter paper

1. Make sure you have paper loaded in the input tray.
2. Load your legal-size document print side up in the document feeder tray. Place the page in the document feeder tray so that the top edge of the document goes in first.
3. In the Copy area, press the **Reduce / Enlarge** button.
4. Press **▶** until **Legal > Ltr 72%** appears.
5. Press **Start Copy Black** or **Start Copy Color**.

Adjust the lightness and darkness of your copy

You can use the **Lighter / Darker** option to adjust the contrast of the copies you make.

To adjust the copy contrast from the control panel


1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.
If you use the document feeder tray, place the pages so that the top edge of the document goes in first.
3. In the Copy area, press **Menu** repeatedly until **Lighter / Darker** appears.
4. Do one of the following:
 - Press  to darken the copy.
 - Press  to lighten the copy.
5. Press **Start Copy Black** or **Start Copy Color**.

Enhance blurred areas of your copy

You can use the **Enhancements** feature to adjust the quality of text documents by sharpening edges of black text or adjust photographs by enhancing light colors that might otherwise appear white.

The **Mixed** enhancement is the default option. Use the **Mixed** enhancement to sharpen edges of most originals.

To copy a blurred document from the control panel

1. Make sure you have paper loaded in the input tray.
2. Position the photo on the glass so the long edge of the photo is along the front edge of the glass.
Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.
3. In the Copy area, press **Menu** repeatedly until **Enhancements** appears.
4. Press  until the **Text** setting appears.
5. Press **Start Copy Black** or **Start Copy Color**.

If any of the following occur, turn off **Text** enhancement by selecting **Photo** or **None**:


- Stray dots of color surround some text on your copies
- Large, black typefaces look splotchy (not smooth)
- Thin, colored objects or lines contain black sections
- Horizontal grainy or white bands appear in light- to medium-gray areas

Enhance light areas of your copy

You can use **Photo** enhancements to enhance light colors that might otherwise appear white. You can also use **Photo** enhancements to eliminate or reduce any of the following that might occur when copying with **Text** enhancements:

- Stray dots of color surround some text on your copies
- Large, black typefaces look splotchy (not smooth)
- Thin, colored objects or lines contain black sections
- Horizontal grainy or white bands appear in light- to medium-gray areas

To copy an overexposed photo

1. Make sure you have paper loaded in the input tray.
2. Load your original photo print side down on the right front corner of the glass. Position the photo on the glass so the long edge of the photo is along the front edge of the glass.
3. In the Copy area, press **Menu** repeatedly until **Enhancements** appears.
4. Press  until the **Photo** enhancement setting appears.
5. Press **Start Copy Color**.

Stop copying

To stop copying

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

9 Use the scan features

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

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

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

This section contains the following topics:


- [Scan an image](#)
- [Edit a scanned preview image](#)
- [Edit a scanned image](#)

Scan an image


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

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


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

 **NOTE:** Closing the **HP Digital Imaging Monitor** icon in the Windows system tray can cause the HP All-in-One to lose some of its scan functionality and result in the **No Connection** error message. If this happens, you can restore full functionality by restarting your computer or by starting the HP Solution Center Software.

- On a Mac, the software is always running.

 **TIP:** You can use the HP Solution Center Software (Windows) or HP Photosmart Studio (Mac) Software (Mac) to scan images, including panorama images. Using this software, you can also edit, print, and even share your scanned images.

To scan to a computer

1. Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.
2. Press **Scan To**. A list of destinations, including software applications, appears on the display.
3. Press **OK** to select the default application to receive the scan, or press  to select a different application, and then press **OK**.
A preview image of the scan appears on your computer, where you can edit it.
4. Make any edits to the preview image, and then click **Accept** when you are finished. The HP All-in-One sends the scan to the selected application.

Edit a scanned preview image

You can use the tools in the **HP Scanning** software to modify a preview image. Any changes that you make, such as brightness, image type, resolution, and more apply only to this scan session.

You can make additional changes in the HP Photosmart Premier software after the image is scanned.

Edit a scanned image

You can edit a scanned image using the software you installed with the HP All-in-One. You can also edit a scanned document by using your Optical Character Recognition (OCR) software.

This section contains the following topics:

- [Edit a scanned photo or graphic](#)
- [Edit a scanned document](#)

Edit a scanned photo or graphic


You can edit a scanned photo or graphic using the software you installed with the HP All-in-One. Using this software, you can rotate or crop the image, as well as adjust the brightness, contrast, and color saturation.

Edit a scanned document

Scanning text (also known as optical character recognition or OCR) enables you to bring the content of magazine articles, books, and other printed matter into your favorite word processor and many other programs as fully editable text. Learning to do OCR right is important if you want to obtain the best results. Do not expect scanned text documents to be letter-perfect the first time you use your OCR software. Using OCR software is an art that takes time and practice to master. For more information about scanning documents, especially documents containing both text and graphics, see the documentation that came with your OCR software.

10 Use the fax features

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

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

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

This section contains the following topics:

- [Send a fax](#)
- [Receive a fax](#)
- [Block junk fax numbers](#)
- [Fax over the Internet using IP phone](#)
- [Print reports](#)
- [Stop faxing](#)

Send a fax


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


This section contains the following topics:

- [Send a basic fax](#)
- [Send a fax using speed dials](#)
- [Send a fax manually from a phone](#)
- [Send a fax using monitor dialing](#)
- [Send a fax from memory](#)
- [Schedule a fax to send later](#)
- [Send a fax to multiple recipients](#)
- [Send a color original or photo fax](#)
- [Change the fax resolution and Lighter / Darker settings](#)
- [Send a fax in Error Correction Mode](#)

Send a basic fax


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

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


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

To send a basic fax from the control panel


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

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

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

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

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

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

Related topics

- [Send a fax manually from a phone](#)
- [Send a fax using monitor dialing](#)
- [Change the fax resolution and Lighter / Darker settings](#)
- [Print fax confirmation reports](#)
- [Send a color original or photo fax](#)

Send a fax using speed dials

You can quickly send a black-and-white or color fax from the HP All-in-One or your computer by using speed dials. From the control panel, you can press **Speed Dial** or a one-touch speed dial button to access your speed dial entries. The one-touch speed dial buttons correspond to the first five speed dial entries that you set up.

Speed dial entries will not appear until you have set them up.

To send a fax using speed dials from the control panel

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



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

2. Do one of the following:
 - Press a one-touch speed dial button to access one of the first five speed dial entries.
 - Press **Speed Dial** repeatedly, until the appropriate speed dial entry appears.



TIP: You can also scroll through the speed dial entries by pressing ◀ or ▶, or you can select a speed dial entry by entering its speed dial code using the keypad on the control panel.

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

Related topics

[Set up speed dialing](#)


Send a fax manually from a phone

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


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

To send a fax manually from a phone


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

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


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

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

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

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

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


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

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

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

Send a fax using monitor dialing

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

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

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

To send a fax using monitor dialing from the control panel

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



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

2. Press **Start Fax Black** or **Start Fax Color**.
 - **If the device detects an original loaded in the automatic document feeder**, you will hear a dial tone.
 - **If the device does not detect an original loaded in the automatic document feeder**, the **Fax from glass?** prompt appears. Make sure your original is loaded on the glass, and then press **1** to select **Yes**.
3. Once you hear the dial tone, enter the number by using the keypad on the control panel.
4. Follow any prompts that might occur.



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

Your fax is sent when the receiving fax machine answers.

Related topics

- [Adjust the volume](#)
- [Set up speed dialing](#)

Send a fax from memory

You can scan a black-and-white fax into memory and then send the fax from memory. This feature is useful if the fax number you are trying to reach is busy or temporarily unavailable. The HP All-in-One scans the originals into memory and sends them once it is able to connect to the receiving fax machine. After the HP All-in-One scans the pages into memory, you can immediately remove the originals from the document feeder tray.


To send a fax from memory


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



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

2. In the Fax area, press **Menu**.
The **Enter Number** prompt appears.
3. Enter the fax number by using the keypad, press **Speed Dial** or a one-touch speed dial button to select a speed dial, or press **Redial/Pause** to redial the last number dialed.
4. In the Fax area, press **Menu** repeatedly until **How to Fax** appears.

5. Press  until **Scan & Fax** appears, and then press **OK**.
6. Press **Start Fax Black**.


 **NOTE:** If you press **Start Fax Color**, the fax will be sent in black and white and a message appears on the display.

The HP All-in-One scans the originals into memory and sends the fax when the receiving fax machine is available.

Schedule a fax to send later


You can schedule a black-and-white fax to be sent within the next 24 hours. This enables you to send a black-and-white fax late in the evening, when phone lines are not as busy or phone rates are lower, for example. When scheduling a fax, the originals must be loaded in the document feeder tray and not on the glass. The HP All-in-One automatically sends your fax at the specified time.


You can only schedule one fax to be sent at a time. You can continue to send faxes normally, however, while a fax is scheduled.

 **NOTE:** You cannot schedule a color fax due to memory limitations.

To schedule a fax from the control panel


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


 **NOTE:** Load your originals in the document feeder tray, and not on the glass. This feature is not supported if you load your originals on the glass.

2. In the Fax area, press **Menu** repeatedly until **How to Fax** appears.
3. Press  until **Send Fax Later** appears, and then press **OK**.
4. Enter the send time by using the numeric keypad, and then press **OK**. If prompted, press **1** for **AM**, or **2** for **PM**.
5. Enter the fax number by using the keypad, press **Speed Dial** or a one-touch speed dial button to select a speed dial, or press **Redial/Pause** to redial the last number dialed.
6. Press **Start Fax Black**.

The HP All-in-One scans all pages and the scheduled time appears on the display. The HP All-in-One sends the fax at the scheduled time.

To cancel a scheduled fax

1. In the Fax area, press **Menu** repeatedly until **How to Fax** appears.
2. Press  until **Send Fax Later** appears, and then press **OK**.
If there is a fax already scheduled, the **Cancel** prompt appears on the display.
3. Press **1** to select **Yes**.


 **NOTE:** You can also cancel the scheduled fax by pressing **Cancel** on the control panel when the scheduled time is visible on the display.

Send a fax to multiple recipients




You can send a fax to multiple recipients at once by grouping individual speed dial entries into group speed dial entries.

To send a fax to multiple recipients from the control panel

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


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

2. Press **Speed Dial** repeatedly, until the appropriate group speed dial entry appears.

 **TIP:** You can also scroll through the speed dial entries by pressing  or , or you can select a speed dial entry by entering its speed dial code using the keypad on the control panel.

3. Press **Start Fax Black**.

- **If the device detects an original loaded in the automatic document feeder**, the HP All-in-One sends the document to each number in the group speed dial entry.
- **If the device does not detect an original loaded in the automatic document feeder**, the **Fax from glass?** prompt appears. Make sure your original is loaded on the glass, and then press **1** to select **Yes**.

 **NOTE:** You can only use group speed dial entries to send faxes in black and white, because of memory limitations. The HP All-in-One scans the fax into memory then dials the first number. When a connection is made, the HP All-in-One sends the fax and dials the next number. If a number is busy or not answering, the HP All-in-One follows the settings for **Busy Redial** and **No Answer Redial**. If a connection cannot be made, the next number is dialed and an error report is generated.

Related topics

- [Set up group speed dial entries](#)
- [Print fax confirmation reports](#)


Send a color original or photo fax


You can fax a color original or photo from the HP All-in-One. If the HP All-in-One determines that the recipient's fax machine only supports black-and-white faxes, the HP All-in-One sends the fax in black and white.

HP recommends that you use only color originals for color faxing.


To send a color original or photo fax from the control panel

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

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


 **TIP:** To center a 10 x 15 cm (4 x 6 inch) photo, place the photo on the center of a blank letter- or A4-size sheet of paper, and then place the original on the glass.

2. In the Fax area, press **Menu**.
The **Enter Number** prompt appears.
3. Enter the fax number by using the keypad, press **Speed Dial** or a one-touch speed dial button to select a speed dial, or press **Redial/Pause** to redial the last number dialed.
4. Press **Start Fax Color**.
 - **If the device detects an original loaded in the automatic document feeder**, the HP All-in-One sends the document to the number you entered.
 - **If the device does not detect an original loaded in the automatic document feeder**, the **Fax from glass?** prompt appears. Make sure your original is loaded on the glass, and then press **1** to select **Yes**.

 **NOTE:** If the recipient's fax machine only supports black-and-white faxes, the HP All-in-One automatically sends the fax in black and white. A message appears after the fax has been sent indicating that the fax was sent in black and white. Press **OK** to clear the message.

Change the fax resolution and Lighter / Darker settings

You can change the **Resolution** and **Lighter / Darker** settings for documents that you are faxing.


 **NOTE:** These settings do not affect copy settings. Copy resolution and lightness/darkness are set independently from fax resolution and lightness/darkness. Also, the settings that you change from the control panel do not affect faxes you send from your computer.

This section contains the following topics:

- [Change the fax resolution](#)
- [Change the Lighter / Darker setting](#)
- [Set new default settings](#)

Change the fax resolution

The **Resolution** setting affects the transmission speed and quality of faxed black-and-white documents. If the receiving fax machine does not support the resolution you have chosen, the HP All-in-One sends faxes at the highest resolution supported by the receiving fax machine.

 **NOTE:** You can only change the resolution for faxes that you are sending in black and white. The HP All-in-One sends all color faxes using **Fine** resolution.


The following resolution settings are available for sending faxes: **Fine**, **Very Fine**, **Photo**, and **Standard**.

- **Fine:** provides high-quality text suitable for faxing most documents. This is the default setting. When sending faxes in color, the HP All-in-One always uses the **Fine** setting.
- **Very Fine:** provides the best quality fax when you are faxing documents with very fine detail. If you choose **Very Fine**, be aware that the faxing process takes longer to complete and you can only send black-and-white faxes using this resolution. If you send a color fax, it will be sent using **Fine** resolution instead.
- **Photo:** provides the best quality fax when sending photographs in black and white. If you choose **Photo**, be aware that the faxing process takes longer to complete. When faxing photographs in black and white, HP recommends that you choose **Photo**.
- **Standard:** provides the fastest possible fax transmission with the lowest quality.

When you exit the Fax menu, this option returns to the default setting unless you set your changes as the default.

To change the resolution from the control panel

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

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


2. In the Fax area, press **Menu**.
The **Enter Number** prompt appears.
3. Enter the fax number by using the keypad, press **Speed Dial** or a one-touch speed dial button to select a speed dial, or press **Redial/Pause** to redial the last number dialed.
4. In the Fax area, press **Menu** repeatedly until **Resolution** appears.
5. Press **▶** to select a resolution setting, and then press **OK**.
6. Press **Start Fax Black**.
 - **If the device detects an original loaded in the automatic document feeder**, the HP All-in-One sends the document to the number you entered.
 - **If the device does not detect an original loaded in the automatic document feeder**, the **Fax from glass?** prompt appears. Make sure your original is loaded on the glass, and then press **1** to select **Yes**.

Related topics

[Set new default settings](#)

Change the Lighter / Darker setting


You can change the contrast of a fax to be darker or lighter than the original. This feature is useful if you are faxing a document that is faded, washed out, or handwritten. You can darken the original by adjusting the contrast.



 **NOTE:** The **Lighter / Darker** setting applies to black and white faxes only, not color faxes.

When you exit the Fax menu, this option returns to the default setting unless you set your changes as the default.

To change the Lighter / Darker setting from the control panel

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

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

2. In the Fax area, press **Menu**.
The **Enter Number** prompt appears.
3. Enter the fax number by using the keypad, press **Speed Dial** or a one-touch speed dial button to select a speed dial, or press **Redial/Pause** to redial the last number dialed.
4. In the Fax area, press **Menu** repeatedly until **Lighter / Darker** appears.
5. Press  to lighten the fax or press  to darken it, and then press **OK**.
The indicator moves to the left or right as you press an arrow button.
6. Press **Start Fax Black**.
 - If the device detects an original loaded in the automatic document feeder, the HP All-in-One sends the document to the number you entered.
 - If the device does not detect an original loaded in the automatic document feeder, the **Fax from glass?** prompt appears. Make sure your original is loaded on the glass, and then press **1** to select **Yes**.


Related topics

[Set new default settings](#)

Set new default settings

You can change the default value for the **Resolution** and **Lighter / Darker** settings through the control panel.

To set new default settings from the control panel

1. Make changes to the **Resolution** and **Lighter / Darker** settings.
2. In the Fax area, press **Menu** repeatedly until **Set New Defaults** appears.
3. Press  until **Yes** appears, and then press **OK**.

Send a fax in Error Correction Mode

Error Correction Mode (ECM) prevents loss of data due to poor phone lines by detecting errors that occur during transmission and automatically requesting retransmission of the erroneous portion. Phone charges are unaffected, or might even be reduced, on good phone lines. On poor phone lines, ECM increases sending time and phone charges, but sends the data much more reliably. The default setting is **On**. Turn ECM off only if it

increases phone charges substantially, and you can accept poorer quality in exchange for reduced charges.

Before turning the ECM setting off, consider the following. If you turn ECM off

- The quality and transmission speed of faxes you send and receive are affected.
- The **Fax Speed** is automatically set to **Medium**.
- You will no longer be able to send or receive faxes in color.

To change the ECM setting from the control panel

1. Press **Setup**.
2. Press **5**, and then press **6**.
This selects **Advanced Fax Setup** and then selects **Error Correction Mode**.
3. Press **▶** to select **On** or **Off**.
4. Press **OK**.

Receive a fax

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


You can receive faxes manually from a phone that is:

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

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

This section contains the following topics:

- [Receive a fax manually](#)
- [Set up backup fax reception](#)
- [Reprint received faxes from memory](#)
- [Poll to receive a fax](#)
- [Forward faxes to another number](#)
- [Set the paper size for received faxes](#)
- [Set automatic reduction for incoming faxes](#)

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

Receive a fax manually

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

You can receive faxes manually from a phone that is:

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

To receive a fax manually

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

Related topics

- [Set the number of rings before answering](#)
- [Set the answer mode](#)

Set up backup fax reception


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

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


On	<p>The default setting. When Backup Fax Reception is On, the HP All-in-One stores all faxes it receives in memory. This enables you to reprint up to eight of the most recently printed faxes if they are still saved in memory.</p> <hr/> <p>NOTE: When the memory gets low, the HP All-in-One overwrites the oldest, printed faxes as it receives new faxes. If the memory becomes full of unprinted faxes, the HP All-in-One will stop answering incoming fax calls.</p> <hr/> <p>NOTE: If you receive a fax that is too large, such as a very detailed color photo, it might not be stored in memory due to memory limitations.</p> <hr/>
On Error Only	<p>Causes the HP All-in-One to store faxes in memory only if there is an error condition that prevents the HP All-in-One from printing the faxes (for example, if the HP All-in-One runs out of paper). The HP All-in-One will continue to store incoming faxes as long as there is memory available. (If the memory becomes full, the HP All-in-One will stop answering incoming fax calls.) When the error condition is resolved, the faxes stored in memory print automatically and are then deleted from memory.</p>
Off	<p>Means that faxes are never stored in memory. (You might want to turn off Backup Fax Reception for security purposes, for example.) If an error</p>

(continued)

condition occurs that prevents the HP All-in-One from printing (for example, the HP All-in-One runs out of paper), the HP All-in-One will stop answering incoming fax calls.

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

To set backup fax reception from the control panel


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

Related topics

[Reprint received faxes from memory](#)

Reprint received faxes from memory

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

 **NOTE:** After the memory becomes full, the HP All-in-One overwrites the oldest, printed faxes as it receives new faxes. If all the stored faxes are unprinted, the HP All-in-One will not receive any more fax calls until you print or delete the faxes from memory. You might also want to delete the faxes in memory for security or privacy purposes. For more information, see [Print the fax log](#).

You can select to print only one fax, or to print all faxes in the stored memory. For example, you might need to reprint your faxes if you lost the copy of your last printout.

To reprint faxes in memory from the control panel

1. Make sure you have paper loaded in the input tray.
2. Press **Setup**.
3. Press **6**, and then press **5**.
This selects **Tools** and then selects **Reprint Faxes in Memory**.
4. Highlight **Print One fax** or **Print All faxes**, and then press **OK**.
 - If you selected **Print One fax**, then highlight the fax you want to print and press **OK**.
 - If you selected **Print All faxes**, the faxes are printed in the reverse order they were received with the most recently received fax printed first, and so on.
5. If you want to stop reprinting the faxes in memory, press **Cancel**.

To delete all the faxes in memory from the control panel

- ▲ Turn off the HP All-in-One by pressing the Power button.

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



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

Related topics

[Set up backup fax reception](#)

Poll to receive a fax

Polling allows the HP All-in-One to ask another fax machine to send a fax that it has in its queue. When you use the **Poll to Receive** feature, the HP All-in-One calls the designated fax machine and requests the fax from it. The designated fax machine must be set for polling and have a fax ready to send.



NOTE: The HP All-in-One does not support polling pass codes. Polling pass codes are a security feature that require the receiving fax machine to provide a pass code to the device it is polling in order to receive the fax. Make sure the device you are polling does not have a pass code set up (or has not changed the default pass code) or the HP All-in-One will not be able to receive the fax.

To set up poll to receive a fax from the control panel

1. In the Fax area, press **Menu** repeatedly until **How to Fax** appears.
2. Press **▶** until **Poll to Receive** appears, and then press **OK**.
3. Enter the fax number of the other fax machine.
4. Press **Start Fax Black** or **Start Fax Color**.



NOTE: If you press **Start Fax Color** but the sender sent the fax in black and white, the HP All-in-One prints the fax in black and white.

Forward faxes to another number


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

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

To forward faxes from the control panel

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


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

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

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


Fax Forwarding appears on the display.

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

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

Set the paper size for received faxes

You can select the paper size for received faxes. The paper size you select should match what is loaded in your input tray. Faxes can be printed on letter, A4, or legal paper only.

 **NOTE:** If an incorrect paper size is loaded in the input tray when you receive a fax, the fax does not print and an error message appears on the display. Load letter, A4, or legal paper, and then press **OK** to print the fax.

To set the paper size for received faxes from the control panel

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


This selects **Basic Fax Setup** and then selects **Fax Paper Size**.
3. Press **▶** to select an option, and then press **OK**.

Set automatic reduction for incoming faxes

The **Automatic Reduction** setting determines what the HP All-in-One does if it receives a fax that is too large for the default paper size. This setting is turned on by default, so the image of the incoming fax is reduced to fit on one page, if possible. If this feature is turned off, information that does not fit on the first page is printed on a second page.

Automatic Reduction is useful when you receive a legal-size fax and letter-size paper is loaded in the input tray.

To set automatic reduction from the control panel


1. Press **Setup**.
2. Press **5**, and then press **4**.
This selects **Advanced Fax Setup** and then selects **Automatic Reduction**.
3. Press  to select **Off** or **On**.
4. Press **OK**.

Block junk fax numbers

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

This section contains the following topics:


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

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

Set the junk fax mode

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

To set the junk fax mode

1. Press **Setup**.
2. Press **4**, and then press **7**.
This selects **Basic Fax Setup** and then selects **Junk Fax Blocker Set Up**.
3. Press **4** to select **Block Junk Fax**.
4. Press  to select **On** or **Off**, and then press **OK**.

Add numbers to the junk fax list

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

To select a number from the caller ID list

1. Press **Setup**.
2. Press **4** and then press **7**.
This selects **Basic Fax Setup** and then selects **Junk Fax Blocker Set Up**.

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

To manually enter a number to block

1. Press **Setup**.
2. Press **4**, and then press **7**.
This selects **Basic Fax Setup** and then selects **Junk Fax Blocker Set Up**.
3. Press **1**, and then press **2**.
This selects **Add Number to Junk List** and then selects **Enter Number**.
4. Use the keypad to enter a fax number to block and then press **OK**.
Make sure you enter the fax number as it appears on the display, and not the fax number that appears on the fax header of the received fax, as these numbers can be different.
5. When the **Enter Another?** prompt appears, do one of the following:
 - **If you want to add another number to the list of junk fax numbers**, press **1** to select **Yes**, and then repeat step 4 for each number you want to block.
 - **If you are done**, press **2** to select **No**.

Remove numbers from the junk fax list

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

To remove numbers from the list of junk fax numbers


1. Press **Setup**.
2. Press **4**, and then press **7**.
This selects **Basic Fax Setup** and then selects **Junk Fax Blocker Set Up**.
3. Press **2**.
This selects **Remove Number from Junk List**.
4. Press **▶** to scroll through the numbers you have blocked. When the number you want to remove appears, press **OK** to select it.
5. When the **Delete Another?** prompt appears, do one of the following:
 - **If you want to remove another number from the list of junk fax numbers**, press **1** to select **Yes**, and then repeat step 4 for each number you want to block.
 - **If you are done**, press **2** to select **No**.

Fax over the Internet using IP phone

You might subscribe to a low-cost phone service that allows you to send and receive faxes with the HP All-in-One by using the Internet. This method is called Fax over Internet

Protocol (FoIP). You probably use a FoIP service (provided by your telephone company) if you:

- Dial a special access code along with the fax number, or
- Have an IP converter box that connects to the Internet and provides analog phone ports for the fax connection.

 **NOTE:** You can only send and receive faxes by connecting a phone cord to the 1-LINE port on the back of the HP All-in-One. This means that your connection to the Internet must be done either through a converter box (which supplies regular analog phone jacks for fax connections) or your telephone company.

The FoIP service might not work properly when the HP All-in-One is sending and receiving faxes at high speed (33600 bps). If you experience problems sending and receiving faxes, use a slower fax speed. You can do this by changing the **Fax Speed** setting from **Fast** (the default) to **Medium**.

You should also check with your telephone company to make sure their Internet phone service supports faxing. If they do not support faxing, you might encounter intermittent problems when trying to send and receive faxes through the Internet.

Related topics

[Set the fax speed](#)

Print reports

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

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

This section contains the following topics:


- [Print fax confirmation reports](#)
- [Print fax error reports](#)
- [Print the fax log](#)
- [Print other reports](#)

Print fax confirmation reports


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

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

To enable fax confirmation from the control panel

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


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

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

Print fax error reports

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

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

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

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

Print the fax log

The fax log enables you to print a log of approximately the last 30 fax transactions. If a fax transaction had an error, the error is indicated by an error code in the fax log.

If necessary (for security purposes, for example), you can easily clear the entire log from memory. This also deletes any saved faxes from memory.

To print the fax log from the control panel

1. Press **Setup**.
2. Press **2**, and then press **6**.
This selects **Print Report** and then prints the fax log.

To clear the fax log from memory

1. Press **Setup**.
2. Press **6**, and then press **7**.
This selects **Tools** menu and then selects **Clear Fax Log**.
The fax log and any faxes that might have been stored in memory are deleted.

Print other reports

You can manually generate reports about the HP All-in-One, such as the status of the last fax you sent, a list of programmed speed dial entries, or a self-test report for diagnostic purposes.

To print reports from the control panel

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

Fax Confirmation	Lets you set up fax confirmation reports to print automatically. TIP: If you choose On Fax Send or Send & Receive , and scan your fax to send from memory, you can include an image of the first page of the fax on the Fax Sent Confirmation report. Press Setup , press 2 , and then press 2 again. Select On from the Image on Fax Send Report menu.
Fax Error Report	Lets you set up fax error reports to print automatically.
Self-Test Report	Prints a report to assist you in diagnosing print and alignment problems. This report also contains valuable information if you need to call HP Support.
Last Transaction	Prints details of the last fax transaction.
Fax Log	Prints a log of approximately the last 30 fax transactions.
Speed Dial List	Prints a list of programmed speed dial entries. You can also print this report by selecting Print Speed Dial List from the Speed Dial Setup menu. To do so, press Setup , press 2 , and then press 4 .
Caller ID Report	If you subscribe to a caller ID service through your phone provider, this report prints a list of approximately the last 30 fax calls you received. The report shows the phone number, date and time, and, depending on the format your phone provider uses to transmit caller ID information, might include the name of the sender. NOTE: This feature is not supported in all countries/regions. If it is not supported in your country/region, Caller ID Report does not appear in the Print Report menu.
Junk Fax List	If you subscribe to a caller ID service through your phone provider, and have designated any numbers as junk fax numbers, this report prints a

list of the phone numbers you have blocked. (The maximum number of fax numbers you can block varies by model.)

NOTE: This feature is not supported in all countries/regions. If it is not supported in your country/region, **Junk Fax List** does not appear in the **Print Report** menu.

Related topics

- [Print fax confirmation reports](#)
- [Print fax error reports](#)
- [Print the fax log](#)
- [Print a self-test report](#)
- [Block junk fax numbers](#)

Stop faxing

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

To stop faxing from the control panel

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

To cancel a number you are dialing

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

11 Maintain the HP All-in-One

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

This section contains the following topics:

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

Clean the HP All-in-One

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

This section contains the following topics:

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

Clean the glass

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

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

To clean the glass

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

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


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

Clean the lid backing


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

To clean the lid backing


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

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

2. Clean the white document backing with a soft cloth or sponge slightly moistened with a mild soap and warm water.
Wash the backing gently to loosen debris. Do not scrub the backing.
3. Dry the backing with a dry, soft, lint-free cloth.


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

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

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

Clean the exterior

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

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

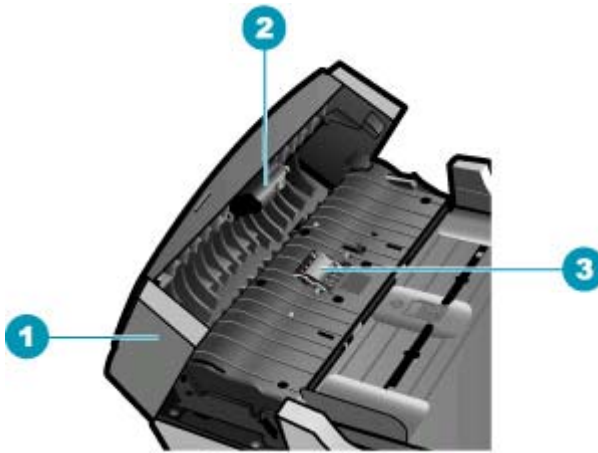
Clean the automatic document feeder

If the automatic document feeder picks up multiple pages or if it does not pick up plain paper, you can clean the rollers and separator pad. Lift the automatic document feeder

cover to access the pick assembly inside the automatic document feeder, clean the rollers or separator pad, and then close the cover.


To clean the rollers or separator pad

1. Remove all originals from the document feeder tray.
2. Lift the automatic document feeder cover (1).
This provides easy access to the rollers (2) and separator pad (3), as shown below.



1	Automatic document feeder cover
2	Rollers
3	Separator pad


3. Lightly dampen a clean lint-free cloth with distilled water, then squeeze any excess liquid from the cloth.
4. Use the damp cloth to wipe any residue off the rollers or separator pad.

 **NOTE:** If the residue does not come off using distilled water, try using isopropyl (rubbing) alcohol.

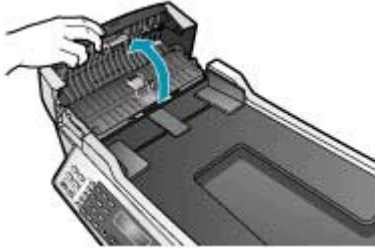
5. Close the cover of the automatic document feeder.

To clean the glass strip inside the automatic document feeder

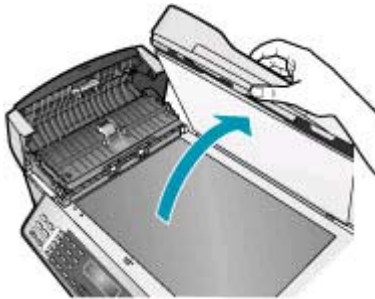
1. Turn off the HP All-in-One, and unplug the power cord.

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

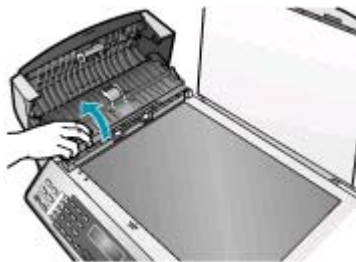
2. Lift the cover of the automatic document feeder.



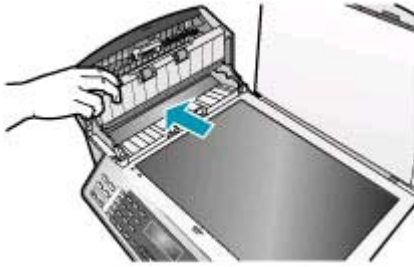
3. Raise the lid, as if you were loading an original on the glass.



4. Lift the automatic document feeder mechanism.



There is a glass strip under the automatic document feeder.



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

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

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

Check the estimated ink levels

You can easily check the ink supply level to determine how soon you might need to replace a print cartridge. The ink supply level shows an estimate of the amount of ink remaining in the print cartridges.

💡 **TIP:** You can also print a self-test report to see if your print cartridges might need to be replaced.

📄 **NOTE:** The HP All-in-One can only detect the ink levels for genuine HP ink. The ink levels in print cartridges that are refilled or have been used in other devices, might not register accurately.

NOTE: The ink levels shown are an estimate only. Actual ink volumes may vary.

To check the ink levels from the HP Solution Center Software

1. In the **HP Solution Center**, click **Settings**, point to **Print Settings**, and then click **Printer Toolbox**.

📄 **NOTE:** You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Services** tab, and then click **Service this device**.

The **Printer Toolbox** appears.

2. Click the **Estimated Ink Level** tab.
The estimated ink levels for the print cartridges appear.

Related topics

[Print a self-test report](#)

Print a self-test report

If you are experiencing problems with printing, print a self-test report before you replace the print cartridges. This report provides useful information on several aspects of your device, including your print cartridges.

To print a self-test report

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

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

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

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



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

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




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

Related topics

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

Work with print cartridges

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

 **NOTE:** Ink from cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the device and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used.

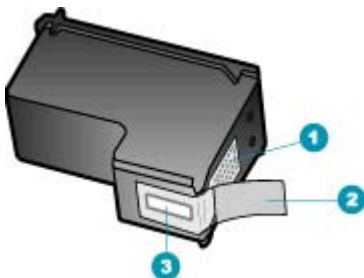
For more information see www.hp.com/go/inkusage.

This section contains the following topics:

- [Handle the print cartridges](#)
- [Replace the print cartridges](#)
- [Use a photo print cartridge](#)
- [Use the print cartridge protector](#)
- [Align the print cartridges](#)
- [Clean the print cartridges](#)
- [Clean the print cartridge contacts](#)
- [Clean the area around the ink nozzles](#)

Handle the print cartridges


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



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


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



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

Replace the print cartridges

Follow these instructions when the ink level is low.

 **NOTE:** When the ink level for the print cartridge is low, a message appears on the display. You can also check the ink levels by using the HP Photosmart Studio (Mac) Software on your computer.


NOTE: When the ink level for the print cartridge is low, a message appears on the display. You can also check the ink levels by using the **Printer Toolbox** available through the HP Solution Center Software on your computer or through the **Print Properties** dialog box on your computer.

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

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

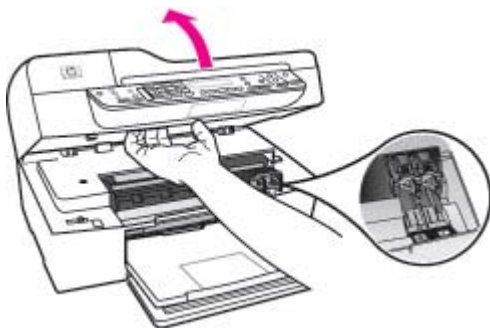
To replace the print cartridges

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

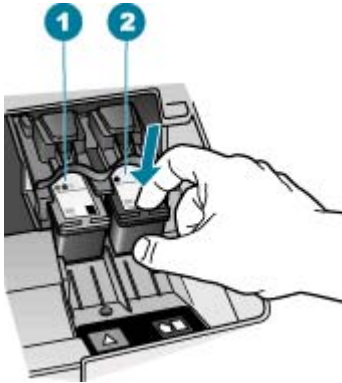
 **CAUTION:** If the HP All-in-One is off when you open the print cartridge door to access the print cartridges, the HP All-in-One will not release the cartridges for changing. You might damage the HP All-in-One if the print cartridges are not docked safely when you try to remove them.

2. Open the print cartridge door.

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



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

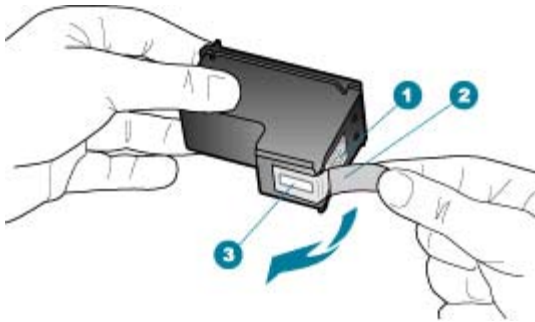


1	Print cartridge slot for the tri-color print cartridge
2	Print cartridge slot for the black print cartridges

4. Pull the print cartridge toward you out of its slot.
5. If you are removing the print cartridge because it is low or out of ink, recycle the print cartridge. The HP Inkjet Supplies Recycling Program is available in many countries/ regions, and lets you recycle used print cartridges free of charge. For more information, go to the following website:

www.hp.com/recycle

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



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

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



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



8. Close the print cartridge door.



9. If you installed a new print cartridge, the print cartridge alignment process begins.
10. Make sure you have plain paper loaded in the input tray, and press **OK**.
The HP All-in-One prints a print cartridge alignment sheet.
11. Load the print cartridge alignment sheet print side up and top first in the center of the document feeder tray, and then press **OK**.
The HP All-in-One aligns the print cartridges. Recycle or discard the print cartridge alignment sheet.

Related topics

- [Check the estimated ink levels](#)
- [Order print cartridges](#)

Use a photo print cartridge

You can optimize the quality of the color photos you print and copy with the HP All-in-One by purchasing a photo print cartridge. Remove the black print cartridge and insert the photo print cartridge in its place. With the tri-color print cartridge and photo print cartridge installed, you have a six-ink system, which provides enhanced quality color photos.

When you want to print regular text documents, swap the black print cartridge back in. Use a print cartridge protector or an airtight plastic container to keep your print cartridge secure when it is not being used.

Related topics

- [Order print cartridges](#)
- [Replace the print cartridges](#)
- [Use the print cartridge protector](#)

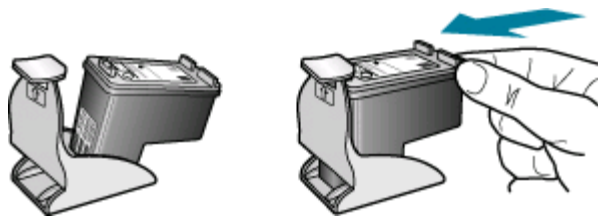
Use the print cartridge protector

In some countries/regions, when you purchase a photo print cartridge, you might also receive a print cartridge protector. In other countries/regions, a print cartridge protector comes in the box with the HP All-in-One. If neither your print cartridge nor the HP All-in-One came with a print cartridge protector, you can use an airtight plastic container to protect your print cartridge.

The print cartridge protector is designed to keep a print cartridge secure and prevent it from drying out when it is not being used. Whenever you remove a print cartridge from the HP All-in-One with the intention of using it again later, store it in the print cartridge protector. For example, store the black print cartridge in a print cartridge protector if you are removing it so you can print high-quality photos with the photo and tri-color print cartridges.

To insert a print cartridge into the print cartridge protector

- ▲ Place the print cartridge into the print cartridge protector at a slight angle and snap it securely into place.




To remove the print cartridge from the print cartridge protector

- ▲ Press down on the top of the print cartridge protector to release the print cartridge, then gently remove the print cartridge out of the print cartridge protector.




Align the print cartridges

The HP All-in-One prompts you to align cartridges every time you install or replace a print cartridge. You can also align the print cartridges at any time from the control panel or by using the software you installed with the HP All-in-One. Aligning the print cartridges ensures high-quality output.

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

To align the print cartridges from the control panel when prompted

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

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

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


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

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

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

To align the cartridges from the control panel at any time

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

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

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

2. Press **Setup**.

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

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


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

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

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


To align the print cartridges from the HP Solution Center Software

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

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

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

2. In the **HP Solution Center**, click **Settings**, point to **Print Settings**, and then click **Printer Toolbox**.

 **NOTE:** You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Services** tab, and then click **Service this device**.

The **Printer Toolbox** appears.

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

Clean the print cartridges

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

To clean the print cartridges from the control panel

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

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

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

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

To clean the print cartridges from the HP Solution Center Software

1. Load letter, A4, or legal unused plain white paper into the input tray.
2. In the **HP Solution Center**, click **Settings**, point to **Print Settings**, and then click **Printer Toolbox**.



NOTE: You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Services** tab, and then click **Service this device**.

The **Printer Toolbox** appears.

3. Click the **Device Services** tab.
4. Click **Clean the Print Cartridges**.
5. Follow the prompts until you are satisfied with the quality of the output, and then click **Done**.

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

Related topics

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

Clean the print cartridge contacts

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

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

Make sure you have the following materials available:

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



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


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




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

To clean the print cartridge contacts

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

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

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

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

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



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


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

Related topics

[Clean the area around the ink nozzles](#)


Clean the area around the ink nozzles

If the HP All-in-One is used in a dusty environment, a small amount of debris might accumulate inside the device. This debris can include dust, hair, carpet, or clothing fibers. When debris gets on the print cartridges, it can cause ink streaks and smudges on printed pages. Ink streaking can be corrected by cleaning around the ink nozzles as described here.


 **NOTE:** Clean the area around the ink nozzles only if you continue to see streaks and smudges on your printed pages after you have already cleaned the print cartridges by using the control panel or the software you installed with the HP All-in-One.

Make sure you have the following materials available:

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


 **TIP:** Coffee filters are lint-free and work well for cleaning print cartridges.

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


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

To clean the area around the ink nozzles

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

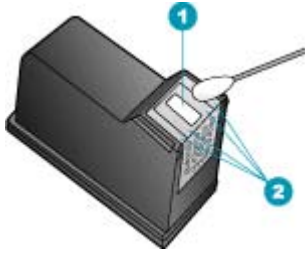
 **NOTE:** Depending how long the HP All-in-One is unplugged, the date and time might be erased. You might need to reset the date and time later, when you plug the power cord back in.

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

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

4. Place the print cartridge on a piece of paper with the ink nozzles facing up.
5. Lightly moisten a clean foam rubber swab with distilled water.

6. Clean the face and edges around the ink nozzle area with the swab, as shown below.



1	Nozzle plate (do not clean)
2	Face and edges around the ink nozzle area

△ CAUTION: Do **not** clean the nozzle plate.

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

Related topics

[Clean the print cartridges](#)

12 Troubleshooting

This section contains the following topics:

- [Troubleshooting tips](#)
- [Print quality troubleshooting](#)
- [Print troubleshooting](#)
- [Fax troubleshooting](#)
- [Copy troubleshooting](#)
- [Scan troubleshooting](#)
- [Device update](#)
- [Errors](#)

Troubleshooting tips

This section contains the following topics:

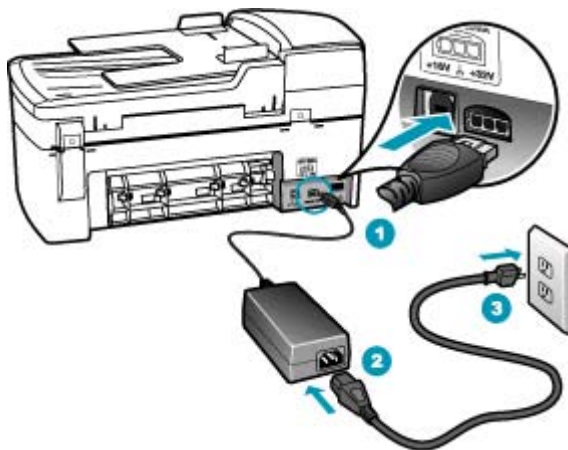
- [The HP All-in-One will not turn on](#)
- [Communication problems over a USB connection](#)
- [Information on print cartridges](#)
- [Information on paper](#)
- [Tips for using the automatic document feeder](#)
- [Clear paper jams](#)
- [Print cartridge troubleshooting](#)

The HP All-in-One will not turn on

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

Solution:

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



1	Power connection
2	Power cord and adapter
3	Grounded power outlet

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

Cause: You pressed the Power button too quickly.

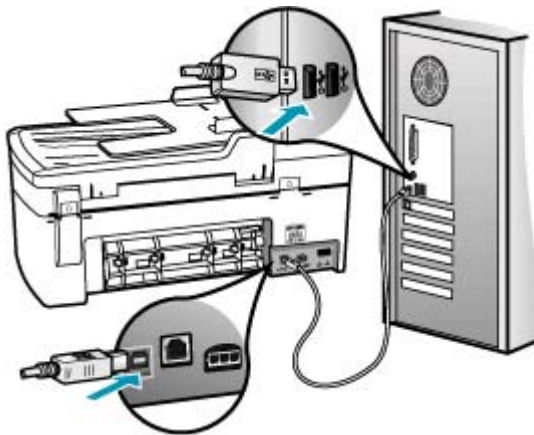
Solution: The HP All-in-One might not respond if you press the Power button too quickly. Press the Power button once. It might take a few minutes for the HP All-in-One to turn on. If you press the Power button again during this time, you might turn the device off.

△ **CAUTION:** If the HP All-in-One still does not turn on, it might have a mechanical failure. Unplug the HP All-in-One from the power outlet and contact HP. Go to: www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Communication problems over a USB connection

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

- Look at the display on the HP All-in-One. If the display is blank and the Power button is not lit, the HP All-in-One is turned off. Make sure the power cord is firmly connected to the HP All-in-One and plugged into a power outlet. Press the Power button to turn on the HP All-in-One.
- Check the USB cable. If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.
- Make sure your computer USB ports are enabled. Check the documentation that came with your operating system for more information.
- Check the connection from the HP All-in-One to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the HP All-in-One. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn the HP All-in-One off and then on again.




- If you are connecting the HP All-in-One through a USB hub, make sure the hub is turned on. If the hub is on, try connecting directly to your computer.
- Check other printers or scanners. You might need to disconnect older products from your computer.
- Try connecting the USB cable to another USB port on your computer. After you check the connections, try restarting your computer. Turn the HP All-in-One off and then on again.

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


Information on print cartridges

For best results, use HP print cartridges. The following tips help maintain HP print cartridges and ensure consistent print quality.

- Keep all print cartridges in the original sealed packages until they are needed.
- Store print cartridges at room temperature (15.6°-26.6° C or 60°-78° F).
- Do not reattach the protective tape once it has been removed from the print cartridge. Reattaching the plastic tape might damage the print cartridge. Place the print cartridge in the HP All-in-One immediately after removing the plastic tape. If this is not possible, store it in a print cartridge protector or airtight plastic container.
- HP recommends that you do not remove the print cartridges from the HP All-in-One until you have replacement print cartridges available to install.
- Turn off the HP All-in-One from the control panel. Do not turn off the device by turning off a power strip or unplugging the power cord from the HP All-in-One. If you improperly turn off the HP All-in-One, the print carriage does not return to the correct position and the print cartridges can dry out.
- Do not open the print cartridge door unless necessary. This exposes the print cartridges to air, which reduces the life of the print cartridges.

 **NOTE:** If you leave the print cartridge door open for a long period of time, the HP All-in-One will recap the print cartridges to protect them from exposure to air.

- Clean the print cartridges when you notice a significant decrease in print quality.

 **TIP:** You might notice a decrease in print quality if the print cartridges have not been used for a long time.

- Do not clean the print cartridges unnecessarily. This wastes ink and shortens the life of the cartridges.

For more information on print cartridges, see [Print cartridge troubleshooting](#).

Information on paper

The HP All-in-One is designed to work well with most paper types. Test a variety of paper types before buying a large quantity. Find a paper type that works well and is easy to purchase. HP Premium papers are designed for the best quality results. In addition, follow these tips:

- Do not use paper that is too thin, that has a slick texture, or that stretches easily. It can feed incorrectly through the paper path, causing paper jams.
- Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag.
- Do not leave unused photo paper in the input tray. The paper might start to curl, which might reduce the quality of your printouts. Curled paper can also cause paper jams.
- Always hold photo paper by the edges. Fingerprints on photo paper can reduce print quality.
- Do not use paper that is heavily textured. It can cause graphics or text to print improperly.

- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Store printed photos under glass or in a storage book to prevent bleeding over time from high humidity. Use HP Premium Plus photo paper for maximum performance.

Tips for using the automatic document feeder

Follow these simple suggestions to avoid common problems when using the automatic document feeder.

- Remove any staples or clips from the original document.
- Make sure the paper is not too thick or too thin for the HP All-in-One to process.
- Do not overload the document feeder tray. The document feeder tray can hold up to 20 sheets of letter or A4 paper, or up to 15 sheets of legal paper.
- Do not use spiral or frayed paper. If you must use paper that has been removed from a spiral binder, trim the edges.
- Do not load photos in the automatic document feeder. The automatic document feeder can damage photos. Always place photos on the glass to scan or copy.
- Make sure the paper-width guides in the document feeder tray fit snugly against the paper without bending the paper.
- Load your originals print side up into the document feeder tray.

Clear paper jams

If the paper was loaded in the input tray, you might need to clear the paper jam from the rear door.

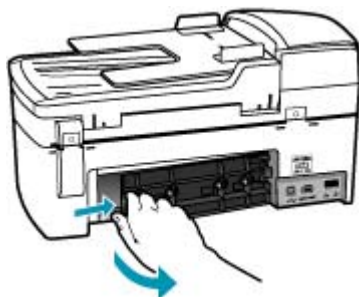
Paper can also jam in the automatic document feeder. Several common actions can cause paper to jam the automatic document feeder:

- Placing too much paper in the document feeder tray. For information on the maximum number of sheets allowed in the automatic document feeder, see [Technical information](#).
- Using paper that is too thick or too thin for the HP All-in-One.
- Trying to add paper to the document feeder tray while the HP All-in-One is feeding pages.

To clear a paper jam from the rear door

1. Press in the tab on the left side of the rear door to release the door. Remove the door by pulling it away from the HP All-in-One.

△ **CAUTION:** Trying to clear a paper jam from the front of the HP All-in-One can damage the print mechanism. Always access and clear paper jams through the rear door.



2. Gently pull the paper out of the rollers.

△ **CAUTION:** If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the device. If you do not remove all the pieces of paper from the HP All-in-One, more paper jams are likely to occur.

3. Replace the rear door. Gently push the door forward until it snaps into place.
4. Press **OK** to continue the current job.

To clear a paper jam in the automatic document feeder

1. Lift the cover of the automatic document feeder.



2. Gently pull the paper out of the rollers.

△ **CAUTION:** If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the device. If you do not remove all the pieces of paper from the HP All-in-One, more paper jams are likely to occur.

3. Close the cover of the automatic document feeder.

Print cartridge troubleshooting

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

To troubleshoot print cartridges

1. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.
Make sure the plastic tape has been removed. If it is still covering the ink nozzles, gently remove the plastic tape by using the pink pull tab.
2. Reinsert the print cartridge by sliding it forward into the slot. Then push the print cartridge forward until it clicks into the socket.



3. Repeat steps 1 and 2 for the tri-color print cartridge on the left side.
4. If the problem persists, print a self-test report to determine if there is a problem with the print cartridges.
This report provides useful information about your print cartridges, including status information.
5. If the self-test report shows a problem, clean the print cartridges.
6. If the problem persists, clean the copper-colored contacts of the print cartridges with a lint-free cloth, slightly damp; use distilled water.
7. If you are still experiencing problems with printing, determine which print cartridge is experiencing the problem and replace it.

For more information, see:

- [Replace the print cartridges](#)
- [Print a self-test report](#)
- [Clean the print cartridges](#)
- [Clean the print cartridge contacts](#)

Print quality troubleshooting

This section contains the following topics:

- [Ink is bleeding or smearing](#)
- [The automatic document feeder picks up too many pages or none at all](#)

- [Ink is not filling the text or graphics completely](#)
- [The text edges are jagged](#)
- [The printout has a horizontal band of distortion near the bottom of the page](#)
- [Colors run into each other on the printout](#)
- [Printouts have horizontal streaks or lines](#)
- [Printouts are faded or have dull colors](#)
- [Printouts seem blurry or fuzzy](#)
- [Printouts have vertical streaks](#)
- [Printouts are slanted or skewed](#)
- [The print quality of the fax I received is poor](#)
- [Some of the pages of a fax I received are faded or blank](#)
- [Ink is overspraying the paper when I copy or print a photo](#)
- [Paper is not picked up from the input tray](#)

Ink is bleeding or smearing

Cause: The paper type is not suitable for the HP All-in-One.

Solution: Use HP Premium Papers or any other paper type that is appropriate for the HP All-in-One.

Cause: The print cartridges need to be cleaned.

Solution: Print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information on print cartridges, see [Print cartridge troubleshooting](#).

Cause: The paper is too close to the print cartridge during printing.


Solution: If the paper is too close to the print cartridge during printing, the ink might be smeared. This can happen if the paper is raised, wrinkled, or very thick, such as a mailing envelope. Make sure the paper lays flat in the input tray and is not too wrinkled.

The automatic document feeder picks up too many pages or none at all

Cause: The separator pad or rollers inside the automatic document feeder might need to be cleaned. Pencil lead, wax, or ink can build up on the rollers and separator pad after extensive use, or if you copy handwritten originals or originals that are heavy with ink.

- If the automatic document feeder does not pick up any pages at all, the rollers inside the automatic document feeder need to be cleaned.
- If the automatic document feeder picks up multiple pages instead of single sheets, the separator pad inside the automatic document feeder needs to be cleaned.

Solution: Load one or two sheets of unused plain white full-size paper into the document feeder tray and press **Start Copy Black**. As the plain paper passes through the automatic document feeder, the paper releases and absorbs residue from the rollers and separator pad.

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

If the problem persists, or the automatic document feeder does not pick up the plain paper, you can clean the rollers and separator pad manually.

For more information, see [Clean the automatic document feeder](#).

Ink is not filling the text or graphics completely

Cause: The print cartridges need to be cleaned or might be out of ink.

Solution: Check the estimated ink levels remaining in the print cartridges. If the print cartridges are low or out of ink, you might need to replace the print cartridges.


If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information on print cartridges, see [Print cartridge troubleshooting](#).

Cause: The **Paper Type** setting is incorrect.

Solution: Change the **Paper Type** setting to match the type of paper loaded in the input tray.

To set the paper type for copies

1. In the Copy area, press **Menu** repeatedly until **Paper Type** appears.
2. Press  until the appropriate paper type appears.
3. Press **Start Copy Black** or **Start Copy Color**.

To set the paper type for printing

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Paper/Quality** tab.
6. In the **Type is** list, click the type of paper loaded in the input tray.

Cause: The print or copy quality setting on the HP All-in-One is set too low.

Solution: Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing or copying.

To change the print speed or quality

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Paper/Quality** tab.
6. In the **Type is** list, click the type of paper loaded in the input tray.
7. In the **Print quality** area, select the appropriate quality setting for your project.

To change the copy quality

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.
If you use the document feeder tray, place the pages so that the top edge of the document goes in first.
3. In the Copy area, press **Quality** until the appropriate quality setting is lit.
4. Press **Start Copy Black** or **Start Copy Color**.

The text edges are jagged

Cause: The font is a custom size.

Solution: Some software applications offer custom fonts that have jagged edges when enlarged or printed. Also, if you want to print bitmapped text, it might have jagged edges when enlarged or printed.

Use TrueType fonts to ensure that the HP All-in-One is able to print smooth fonts. When selecting a font, look for the TrueType icon.

The printout has a horizontal band of distortion near the bottom of the page

Cause: Your image has light blue, gray, or brown hues that print near the bottom of the page.

Solution: Load high-quality paper in the input tray and print the image with a high print quality setting, such as **Best**, **Maximum dpi**, or **High Resolution**. Always make sure the paper you are printing on is flat. For best results when printing images, use HP Premium Plus Photo Paper.

If the problem persists, use the software you installed with the HP All-in-One or another software application to rotate your image 180 degrees so that the light blue, gray, or brown hues in your image do not print at the bottom of the page. Print the image using six-ink printing. To do so, install the photo print cartridge in place of the

black print cartridge. With the photo print cartridge and the tri-color print cartridge installed, you have a six-ink system, which provides enhanced quality photos.

For more information on print cartridges, see [Print cartridge troubleshooting](#).

For more information on paper, see [Understand specifications for supported media](#).

Colors run into each other on the printout

Cause: The print or copy quality setting is set too high for the type of paper loaded in the HP All-in-One.

Solution: Check the quality setting. Use a lower quality setting to decrease the amount of ink used for printing or copying.

To change the print speed or quality

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Paper/Quality** tab.
6. In the **Type is** list, click the type of paper loaded in the input tray.
7. In the **Print quality** area, select the appropriate quality setting for your project.

To change the copy quality

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.
If you use the document feeder tray, place the pages so that the top edge of the document goes in first.
3. In the Copy area, press **Quality** until the appropriate quality setting is lit.
4. Press **Start Copy Black** or **Start Copy Color**.

Cause: The paper type is not suitable for the HP All-in-One.

Solution: Use HP Premium Papers or any other paper type that is appropriate for the HP All-in-One.


For more information on choosing paper, see [Understand specifications for supported media](#).

Cause: You are printing on the wrong side of the paper.

Solution: Load the paper with the print side down. For example, if you are loading glossy photo paper, load the paper with the glossy side down.

Cause: You are using non-HP ink.

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

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

Cause: The print cartridges need to be cleaned.

Solution: Print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information on print cartridges, see [Print cartridge troubleshooting](#).

Printouts have horizontal streaks or lines

Cause: The paper is not feeding properly or is loaded incorrectly.

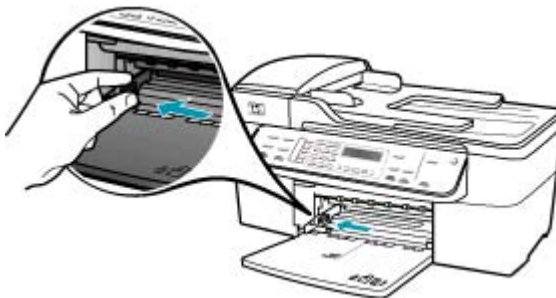
Solution: Make sure you have paper loaded correctly.

To load full-size paper

1. Remove the output tray.



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



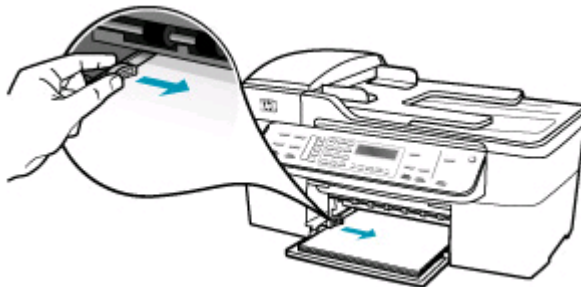
3. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
 - Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
 - Make sure all the paper in the stack is the same size and type.
4. Insert the stack of paper into the input tray with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



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

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

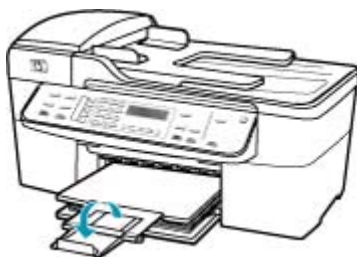
5. Slide the paper-width guide inward until it stops at the edge of the paper. Do not overload the input tray; make sure the stack of paper fits within the input tray and is no higher than the top of the paper-width guide.




6. Replace the output tray.



7. Flip the tray extender up toward you.



 **NOTE:** When you use legal-size paper, leave the tray extender closed.

Cause: The print or copy quality setting on the HP All-in-One is set too low.

Solution: Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing or copying.

To change the print speed or quality

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Paper/Quality** tab.
6. In the **Type is** list, click the type of paper loaded in the input tray.
7. In the **Print quality** area, select the appropriate quality setting for your project.

To change the copy quality

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.
If you use the document feeder tray, place the pages so that the top edge of the document goes in first.
3. In the Copy area, press **Quality** until the appropriate quality setting is lit.
4. Press **Start Copy Black** or **Start Copy Color**.

Cause: The print cartridges need to be cleaned or might be out of ink.

Solution: Check the estimated ink levels remaining in the print cartridges. If the print cartridges are low or out of ink, you might need to replace the print cartridges.

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information on print cartridges, see [Print cartridge troubleshooting](#).

Cause: There might be fiber or dust built up around the ink nozzle area on the print cartridges.

Solution: Check the print cartridges. If it looks as though there are fibers or dust around the ink nozzles, clean the ink nozzle area of the print cartridge.

To clean the area around the ink nozzles

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



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

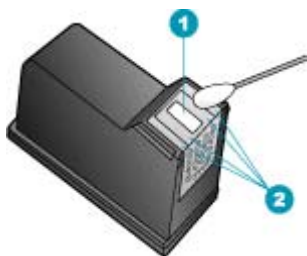
3. Lightly press down on the print cartridge to release it, and then pull it toward you out of the slot.



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

4. Place the print cartridge on a piece of paper with the ink nozzles facing up.
5. Lightly moisten a clean foam rubber swab with distilled water.

6. Clean the face and edges around the ink nozzle area with the swab, as shown below.



1	Nozzle plate (do not clean)
2	Face and edges around the ink nozzle area

△ **CAUTION:** Do **not** clean the nozzle plate.

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

Cause: The sending fax machine is having problems.

Solution: Ask the sender to check their fax machine for any problems.

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

Solution: If the failure was due to noise on the phone line, contact the sender to have them resend the fax. The quality might be better when you try again. You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If the problem persists, turn **Error**

Correction Mode (ECM) off and contact your telephone company.

To change the ECM setting from the control panel

1. Press **Setup**.
2. Press **5**, and then press **6**.
This selects **Advanced Fax Setup** and then selects **Error Correction Mode**.
3. Press **▶** to select **On** or **Off**.
4. Press **OK**.

Printouts are faded or have dull colors

Cause: The print cartridges need to be cleaned or might be out of ink.

Solution: Check the estimated ink levels remaining in the print cartridges. If the print cartridges are low or out of ink, you might need to replace the print cartridges.

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information on print cartridges, see [Print cartridge troubleshooting](#).

Cause: The print or copy quality setting on the HP All-in-One is set too low.

Solution: Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing or copying.

To change the print speed or quality

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Paper/Quality** tab.
6. In the **Type is** list, click the type of paper loaded in the input tray.
7. In the **Print quality** area, select the appropriate quality setting for your project.

To change the copy quality

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.
If you use the document feeder tray, place the pages so that the top edge of the document goes in first.
3. In the Copy area, press **Quality** until the appropriate quality setting is lit.
4. Press **Start Copy Black** or **Start Copy Color**.

Cause: The paper type is not suitable for the HP All-in-One.



Solution: If the paper you are using is too fibrous, the ink applied by the HP All-in-One might not fully cover the surface of the paper. Use HP Premium Papers or any other paper type that is appropriate for the HP All-in-One.

For more information on choosing paper, see [Understand specifications for supported media](#).

Cause: The **Lighter / Darker** copy setting for the HP All-in-One is set too light.

Solution: Adjust the lightness and darkness of the copies.


To adjust the copy contrast from the control panel

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.
If you use the document feeder tray, place the pages so that the top edge of the document goes in first.
3. In the Copy area, press **Menu** repeatedly until **Lighter / Darker** appears.
4. Do one of the following:
 - Press  to darken the copy.
 - Press  to lighten the copy.
5. Press **Start Copy Black** or **Start Copy Color**.

Cause: The **Paper Type** setting is incorrect.

Solution: Change the **Paper Type** setting to match the type of paper loaded in the input tray.

To set the paper type for copies

1. In the Copy area, press **Menu** repeatedly until **Paper Type** appears.
2. Press  until the appropriate paper type appears.
3. Press **Start Copy Black** or **Start Copy Color**.

To set the paper type for printing

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Paper/Quality** tab.
6. In the **Type is** list, click the type of paper loaded in the input tray.

Cause: Copying a poor-quality picture, such as a newspaper photo, causes bands, checks, or stripes to appear on your copy. These are called moiré patterns.

Solution: To reduce moiré patterns, try placing one or more clear plastic sheet protectors directly on the glass, and then place the original print side down on top of the sheet protectors.

Cause: Debris might be stuck on the glass or on the back of the document lid; this causes poor copy quality and slows down processing.

Solution:

To clean the glass


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

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

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

To clean the lid backing

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

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

2. Clean the white document backing with a soft cloth or sponge slightly moistened with a mild soap and warm water.
Wash the backing gently to loosen debris. Do not scrub the backing.
3. Dry the backing with a dry, soft, lint-free cloth.

△ **CAUTION:** Do not use paper-based wipes, as these might scratch the backing.

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

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

Printouts seem blurry or fuzzy

Cause: The fax sender is using a low resolution or the original was poor quality.

Solution: Ask the sender to increase the resolution and to verify the quality of the original.

Cause: The paper loaded in the input tray is not suitable for the HP All-in-One.


Solution: If the paper you are using is too fibrous, the ink applied by the HP All-in-One might not fully cover the surface of the paper. Use HP Premium Papers or any other paper type that is appropriate for the HP All-in-One.

For more information on choosing paper, see [Understand specifications for supported media](#).

Cause: The **Paper Type** copy or print setting is incorrect.

Solution: Change the **Paper Type** setting to match the type of paper loaded in the input tray.

To set the paper type for copies

1. In the Copy area, press **Menu** repeatedly until **Paper Type** appears.
2. Press  until the appropriate paper type appears.
3. Press **Start Copy Black** or **Start Copy Color**.

To set the paper type for printing

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Paper/Quality** tab.
6. In the **Type is** list, click the type of paper loaded in the input tray.

Cause: The print or copy quality setting on the HP All-in-One is set too low.

Solution: Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing or copying.

To change the print speed or quality

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Paper/Quality** tab.
6. In the **Type is** list, click the type of paper loaded in the input tray.
7. In the **Print quality** area, select the appropriate quality setting for your project.

To change the copy quality

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.
If you use the document feeder tray, place the pages so that the top edge of the document goes in first.
3. In the Copy area, press **Quality** until the appropriate quality setting is lit.
4. Press **Start Copy Black** or **Start Copy Color**.

Cause: You are printing on the wrong side of the paper.

Solution: Load paper with the print side down. For example, if you are loading glossy photo paper, load the paper with the glossy side down.

Printouts have vertical streaks

Cause: The paper type is not suitable for the HP All-in-One.

Solution: If the paper you are using is too fibrous, the ink applied by the HP All-in-One might not fully cover the surface of the paper. Use HP Premium Papers or any other paper type that is appropriate for the HP All-in-One.

For more information on choosing paper, see [Understand specifications for supported media](#).

Cause: The glass or automatic document feeder of the sending fax machine is dirty.

Solution: If you have vertical lines or streaks on the fax, the sender's fax machine might have dirt or dust on the glass or automatic document feeder. Check with the sender to see if the glass or automatic document feeder is clean.

Printouts are slanted or skewed

Cause: The paper is not feeding properly or is loaded incorrectly.

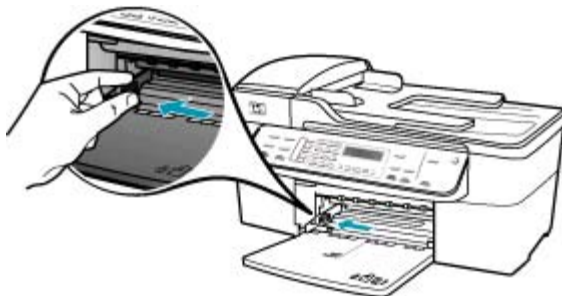
Solution: Make sure the paper is loaded correctly.

To load full-size paper

1. Remove the output tray.



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



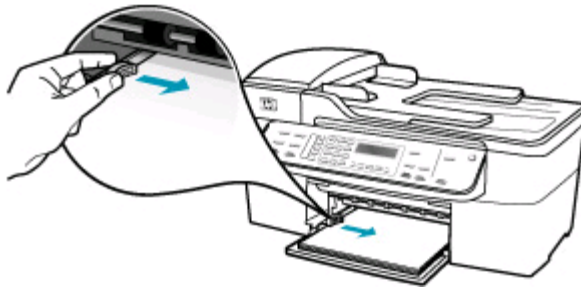
3. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
 - Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
 - Make sure all the paper in the stack is the same size and type.
4. Insert the stack of paper into the input tray with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



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

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

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




- Replace the output tray.



- Flip the tray extender up toward you.



 **NOTE:** When you use legal-size paper, leave the tray extender closed.

Cause: The original might have been loaded incorrectly into the sending fax machine.

Solution: Ask the sender to check that the fax was sent correctly.

Cause: More than one type of paper is loaded in the input tray.

Solution: Load only one type of paper at a time. When you are printing faxes, make sure letter, A4, or legal paper is loaded in the input tray.

The print quality of the fax I received is poor

Cause: The phone line connection is noisy.

Solution: If the failure was due to noise on the phone line, contact the sender to have them resend the fax. The quality might be better when you try again. You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If the problem persists, turn **Error**

Correction Mode (ECM) off and contact your telephone company.

To change the ECM setting from the control panel

1. Press **Setup**.
2. Press **5**, and then press **6**.
This selects **Advanced Fax Setup** and then selects **Error Correction Mode**.
3. Press **▶** to select **On** or **Off**.
4. Press **OK**.

Cause: The sending fax machine is having problems.

Solution: Ask the sender to check the sending fax machine for any problems. Also check to see if faxes from other senders have the same quality problems.

Cause: The glass or automatic document feeder of the sending fax machine is dirty.

Solution: If you have vertical lines or streaks on the fax, the sender's fax machine might have dirt or dust on the glass or automatic document feeder. Check with the sender to see if the glass or automatic document feeder is clean.

Cause: The print cartridges need to be cleaned or might be out of ink.

Solution: Check the estimated ink levels remaining in the print cartridges. If the print cartridges are low or out of ink, you might need to replace the print cartridges. If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information on print cartridges, see [Print cartridge troubleshooting](#).

Some of the pages of a fax I received are faded or blank

Cause: The print cartridges need to be cleaned or might be out of ink.

Solution: Check the estimated ink levels remaining in the print cartridges. If the print cartridges are low or out of ink, you might need to replace the print cartridges. If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the

self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information on print cartridges, see [Print cartridge troubleshooting](#).

Cause: The sender incorrectly loaded the originals in the sending fax machine.

Solution: Check with the sender to see if they correctly loaded the originals in the sending fax machine or accidentally sent a blank page.

Cause: The HP All-in-One picked up two sheets of paper while printing the fax.


Solution: If the HP All-in-One has only a few sheets remaining, load more paper in the input tray. If there is plenty of paper in the input tray, remove the paper, tap the stack of paper against a flat surface, and reload the paper into the input tray.

Cause: The paper loaded in the input tray is not suitable for your fax.

Solution: If the paper you are using is too fibrous, the ink applied by the HP All-in-One might not fully cover the surface of the paper. Use HP Premium Papers or any other paper type that is appropriate for the HP All-in-One.


Ink is overspraying the paper when I copy or print a photo

Cause: A small amount (a few millimeters) of overspray is common when making a copy of a photo. If there are more than a few millimeters of overspray, it might mean the HP All-in-One thinks the paper loaded is wider than it actually is.

 **TIP:** One way to tell if ink is overspraying the paper is to check the back side of pages you print after running a copy or print job. If the back side of the page has ink streaks, the HP All-in-One might have over sprayed your previous copy or print job.

Solution: Check the paper size setting. Set the paper size to match the paper loaded in the input tray.

To set the paper size from the control panel

1. In the Copy area, press **Menu** repeatedly until **Copy Paper Size** appears.
 2. Press  until the appropriate paper size appears.
 3. Press **Start Copy Black** or **Start Copy Color**.
-

Paper is not picked up from the input tray

Cause: There is not enough paper in the input tray.

Solution: If the HP All-in-One is out of paper or there are only a few sheets remaining, load more paper in the input tray. If there is paper in the input tray, remove the paper, tap the stack of paper against a flat surface, and reload the paper into the input tray. To continue your print job, press **OK** on the control panel of the HP All-in-One.

Print troubleshooting


Use this section to solve these printing problems:

- [Envelopes print incorrectly](#)
- [Borderless printing produces unexpected results](#)
- [The HP All-in-One is not responding](#)
- [The HP All-in-One prints meaningless characters](#)
- [Nothing happens when I try to print](#)
- [The pages in my document came out in the wrong order](#)
- [My document did not print](#)
- [The margins are not printing as expected](#)
- [Text or graphics are cut off at the edge of the page](#)
- [A blank page came out while printing](#)
- [Ink is spraying the inside of the HP All-in-One when I print a photo](#)

Envelopes print incorrectly

Cause: A stack of envelopes is loaded incorrectly.


Solution: Remove all paper from the input tray. Load a stack of envelopes in the input tray, with the envelope flaps facing up and on the left.

 **NOTE:** To avoid paper jams, tuck the flaps inside the envelopes.



To load envelopes

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

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

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



5. Replace the output tray.

Cause: The wrong type of envelopes is loaded.

Solution: Do not use shiny or embossed envelopes or envelopes that have clasps or windows.

Cause: The ink is smearing on the envelope.

Solution: If the ink smears when printing envelopes, tuck the flaps inside the envelopes. If the problem persists, remove the black print cartridge and print with only the tri-color print cartridge installed.

Borderless printing produces unexpected results

Cause: Printing a borderless image from a non-HP software application produces unexpected results.

Solution: Try printing the image from the photo imaging software that came with the HP All-in-One.

The HP All-in-One is not responding

Cause: The HP All-in-One is busy with another task.

Solution: If the HP All-in-One is performing another task such as copying, faxing, or scanning, your print job will be delayed until the HP All-in-One completes the current task.

Some documents take a long time to print. If nothing has printed several minutes after you sent a print job to the HP All-in-One, check the HP All-in-One display to see if there are any messages.

Cause: The HP All-in-One has a paper jam.

Solution: For information on clearing a paper jam, see [Clear paper jams](#).

Cause: The HP All-in-One is out of paper.

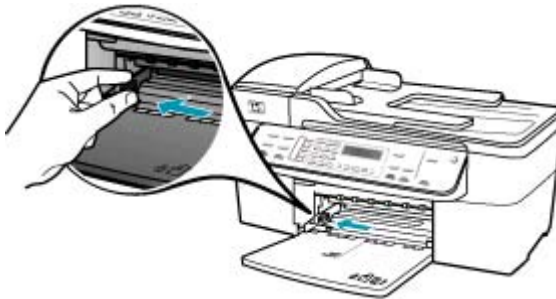
Solution: Load paper in the input tray.

To load full-size paper

1. Remove the output tray.

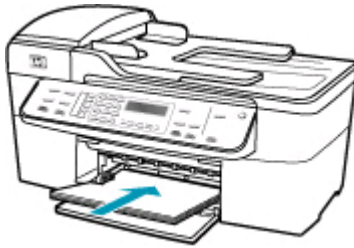


2. Slide the paper-width guide to its outermost position.



3. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
 - Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
 - Make sure all the paper in the stack is the same size and type.

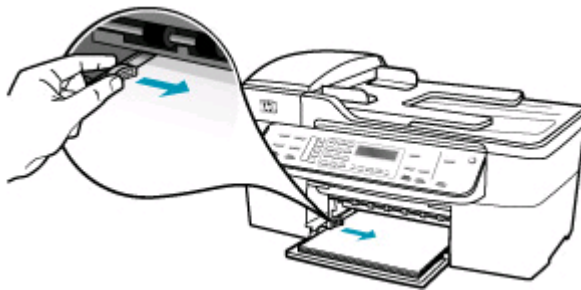
4. Insert the stack of paper into the input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.



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

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

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




6. Replace the output tray.



7. Flip the tray extender up toward you.



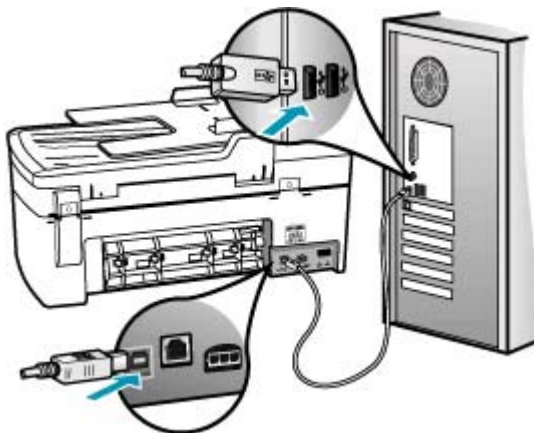
 **NOTE:** When you use legal-size paper, leave the tray extender closed.

Cause: The print carriage has stalled.

Solution: Turn the HP All-in-One off, remove any objects that are blocking the print carriage (including any packing materials), and then turn the HP All-in-One on again.

Cause: The computer is not communicating with the HP All-in-One.

Solution: If the HP All-in-One is not properly connected to the computer, communication errors can occur. Make sure the USB cable is connected to the HP All-in-One and the computer as shown below.



If the connections are secure, and nothing has printed several minutes after you sent a print job to the HP All-in-One, check the status of the HP All-in-One. In the HP Solution Center Software, click **Status**.

To print a test page

1. Select the **HP Device Manager** from the **Dock**.
The **HP Device Manager** window appears.
2. From the **Information and Settings** drop-down, select **Maintain Printer**.
3. Select the HP All-in-One, and then select **Launch Utility**.
4. Click **Print Test Page**.


A test page is printed as long as your connection is set up and working properly. For information on setting up the HP All-in-One, see the Setup Poster provided with the HP All-in-One.

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

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

Cause: The HP All-in-One experienced an error.

Solution: Turn the HP All-in-One off, and then unplug the power cord. Plug the power cord back in, and then press the Power button to turn on the HP All-in-One.

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

The HP All-in-One prints meaningless characters

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

Solution: Turn off the HP All-in-One and your computer for 60 seconds, then turn them both on and try printing again.

Cause: The document is corrupt.

Solution: Try printing another document from the same software application. If this works, then try printing a previously saved version of the document that is not corrupt.

Nothing happens when I try to print

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

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


Cause: The HP All-in-One is busy with another task.

Solution: If the HP All-in-One is performing another task such as copying, faxing, or scanning, your print job will be delayed until the HP All-in-One completes the current task.

Some documents take a long time to print. If nothing has printed several minutes after you sent a print job to the HP All-in-One, check the HP All-in-One display to see if there are any messages.

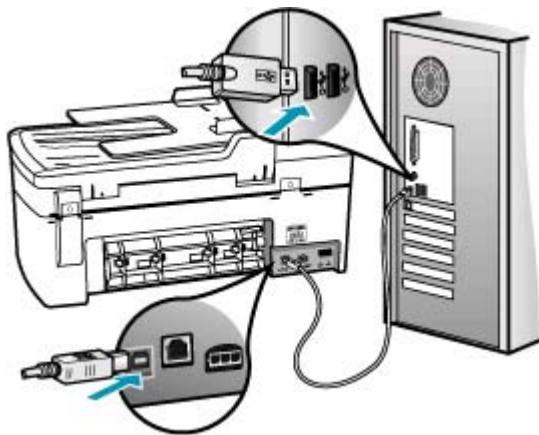
Cause: The HP All-in-One is not the selected printer.

Solution: Make sure the HP All-in-One is the selected printer in your software application.

 **TIP:** You can set the HP All-in-One as the default printer to ensure that the printer is automatically selected when you select **Print** in the **File** menu of your different software applications.

Cause: The computer is not communicating with the HP All-in-One.

Solution: If the HP All-in-One is not properly connected to the computer, communication errors can occur. Make sure the USB cable is connected to the HP All-in-One and the computer as shown below.



If the connections are secure, and nothing has printed several minutes after you sent a print job to the HP All-in-One, check the status of the HP All-in-One. In the HP Solution Center Software, click **Status**.

To print a test page

1. Select the **HP Device Manager** from the **Dock**.
The **HP Device Manager** window appears.
2. From the **Information and Settings** drop-down, select **Maintain Printer**.

3. Select the HP All-in-One, and then select **Launch Utility**.

4. Click **Print Test Page**.

A test page is printed as long as your connection is set up and working properly. For information on setting up the HP All-in-One, see the Setup Poster provided with the HP All-in-One.

Cause: The HP All-in-One has a paper jam.

Solution: For information on clearing paper jams, see [Clear paper jams](#).

Cause: The print carriage has stalled.

Solution: Turn the HP All-in-One off, remove any objects that are blocking the print carriage (including any packing materials), and then turn the HP All-in-One on again.

Cause: The HP All-in-One is out of paper.

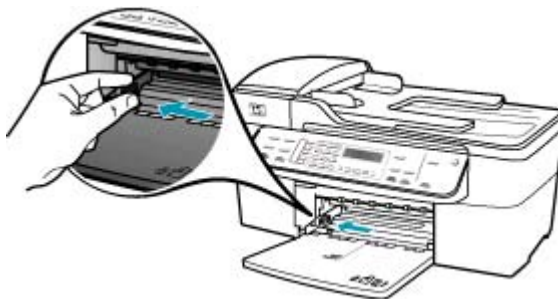
Solution: Load paper in the input tray.

To load full-size paper

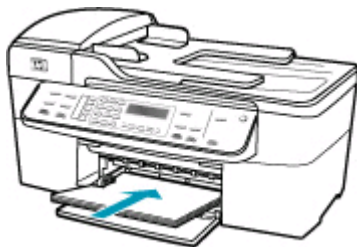
1. Remove the output tray.



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



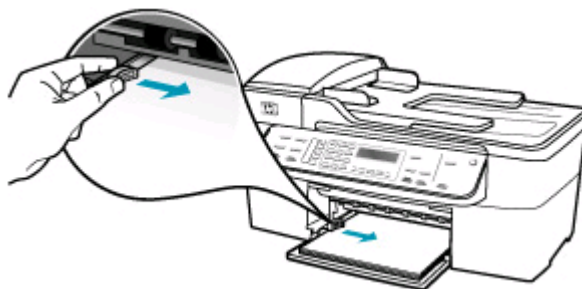
3. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
 - Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
 - Make sure all the paper in the stack is the same size and type.
4. Insert the stack of paper into the input tray with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



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

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

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



6. Replace the output tray.



7. Flip the tray extender up toward you.



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

The pages in my document came out in the wrong order

Cause: The print settings are set to print the first page of your document first. Because of the way the paper feeds through the HP All-in-One, this means the first page will be printed side up at the bottom of the stack.

Solution: Print the document in reverse order. When the document finishes printing, the pages will be in correct order.

To print a multiple-page document in reverse order

1. Make sure you have paper loaded in the input tray.
 2. Open the printer driver.
 3. Click on the **Advanced** tab.
 4. Click on **Layout Option** to select the order in which pages print.
-

My document did not print

Cause: The input tray is empty or there is a paper jam.

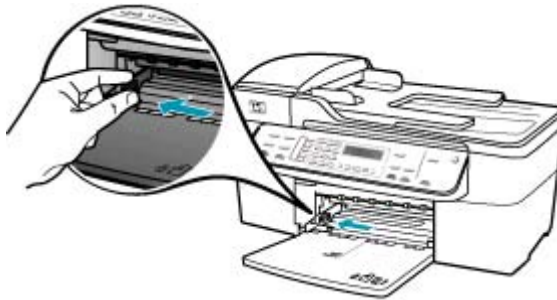
Solution: Make sure paper is loaded in the input tray and that there is no paper jam.

To load full-size paper

1. Remove the output tray.

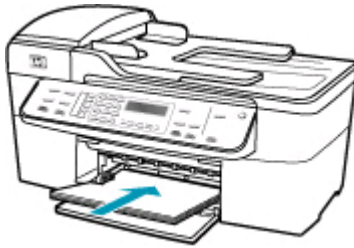


2. Slide the paper-width guide to its outermost position.



3. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
 - Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
 - Make sure all the paper in the stack is the same size and type.

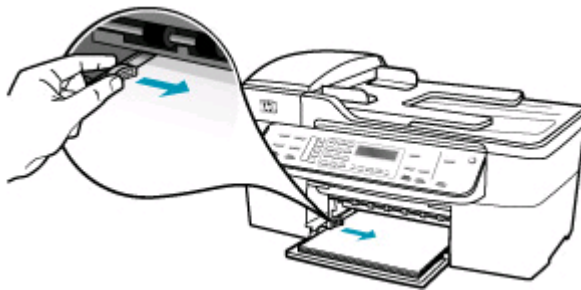
4. Insert the stack of paper into the input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.



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

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

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




6. Replace the output tray.



7. Flip the tray extender up toward you.



 **NOTE:** When you use legal-size paper, leave the tray extender closed.

For information on clearing a paper jam, see [Clear paper jams](#).

Cause: The print cartridges might be out of ink.

Solution: Check the estimated ink levels remaining in the print cartridges. If the print cartridges are low or out of ink, you might need to replace the print cartridges.

For more information on print cartridges, see [Print cartridge troubleshooting](#).

The margins are not printing as expected

Cause: The margins are not set correctly in your software application.

Solution: Check the printer margins.

To check your margin settings

1. Preview your print job before sending it to the HP All-in-One.
2. Check the margins.
The HP All-in-One uses the margins you have set in your software application, as long as they are greater than the minimum margins the HP All-in-One supports.
3. Cancel the print job if the margins are not satisfactory, and then adjust the margins in your software application.

Make sure the margin settings for the document do not exceed the printable area of the HP All-in-One.

Cause: The paper size setting might not be set correctly for the project you are printing.

Solution: Verify that you have selected the proper paper size setting for your project. Make sure that you have loaded the correct paper size in the input tray.

Cause: The paper guides are not positioned correctly.

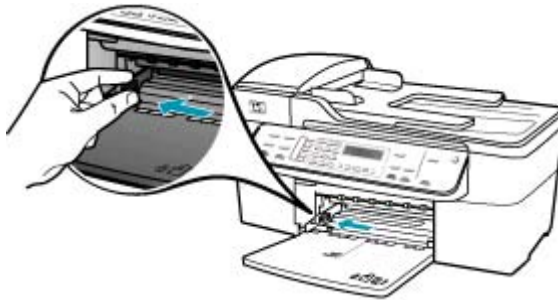
Solution: Remove the stack of paper from the input tray, and then reload the paper following the steps below.

To load full-size paper

1. Remove the output tray.

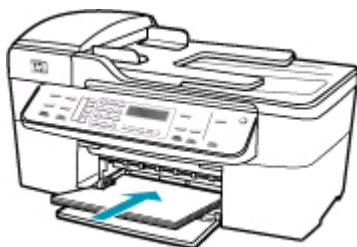


2. Slide the paper-width guide to its outermost position.



3. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
 - Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
 - Make sure all the paper in the stack is the same size and type.

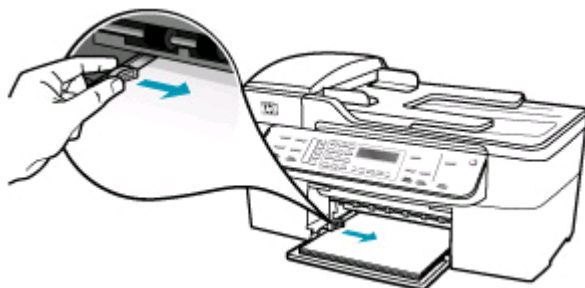
4. Insert the stack of paper into the input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.



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

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

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




6. Replace the output tray.




7. Flip the tray extender up toward you.



 **NOTE:** When you use legal-size paper, leave the tray extender closed.

Cause: A stack of envelopes is loaded incorrectly.

Solution: Remove all paper from the input tray. Load a stack of envelopes in the input tray, with the envelope flaps facing up and on the left.

 **NOTE:** To avoid paper jams, tuck the flaps inside the envelopes.



Text or graphics are cut off at the edge of the page

Cause: The margins are not set correctly in your software application.

Solution: Make sure the margin settings for the document do not exceed the printable area of the HP All-in-One.

To check your margin settings


1. Preview your print job before sending it to the HP All-in-One.
 2. Check the margins.
The HP All-in-One uses the margins you have set in your software application, as long as they are greater than the minimum margins the HP All-in-One supports.
 3. Cancel the print job if the margins are not satisfactory, and then adjust the margins in your software application.
-

Cause: The size of the document you are printing is larger than the paper loaded in the input tray.

Solution: Make sure the layout of the document you are trying to print fits on a paper size supported by the HP All-in-One.

To preview the print layout

1. Load the correct paper size into the input tray.
2. Preview your print job before sending it to the HP All-in-One.
3. Check the graphics in the document to make sure that the current size fits within the printable area of the HP All-in-One.
4. Cancel the print job if the graphics do not fit in the printable area of the page.

 **TIP:** Some software applications allow you to scale the document to fit the paper size currently selected. Additionally, you can scale the size of a document from the print **Properties** dialog box.

Cause: The paper is loaded incorrectly.

Solution: If the paper is misfeeding, it could cause parts of the document to cut off.

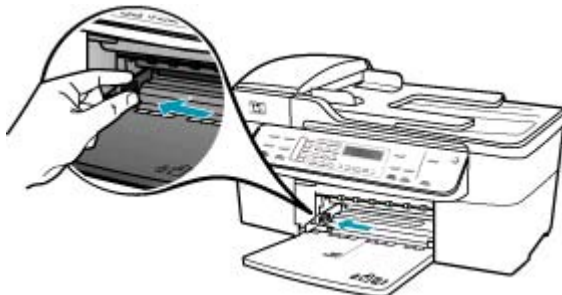
Remove the stack of paper from the input tray, and then reload the paper following the steps below.

To load full-size paper

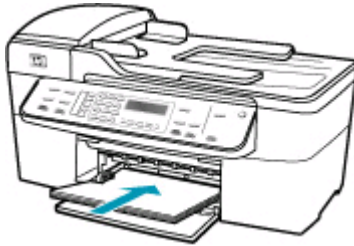
1. Remove the output tray.



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



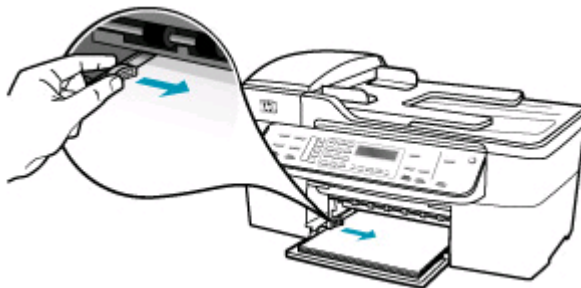
3. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
 - Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
 - Make sure all the paper in the stack is the same size and type.
4. Insert the stack of paper into the input tray with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



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

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

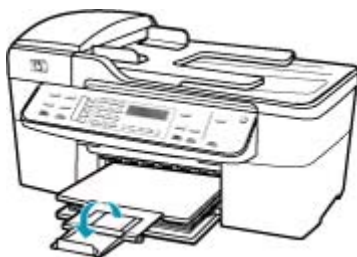
5. Slide the paper-width guide inward until it stops at the edge of the paper. Do not overload the input tray; make sure the stack of paper fits within the input tray and is no higher than the top of the paper-width guide.




6. Replace the output tray.



7. Flip the tray extender up toward you.



 **NOTE:** When you use legal-size paper, leave the tray extender closed.

A blank page came out while printing

Cause: If you are printing black text, and a blank page comes out of the HP All-in-One, the black print cartridge might be empty.

Solution: Check the estimated ink levels remaining in the print cartridges. If the print cartridges are low or out of ink, you might need to replace the print cartridges.

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information, see [Print cartridge troubleshooting](#).

Cause: The document you are printing contains an additional blank page.

Solution: Open the document file in your software application and remove any extra pages or lines at the end of the document.

Cause: The HP All-in-One picked up two sheets of paper.

Solution: If the HP All-in-One has only a few sheets remaining, load more paper in the input tray. If there is plenty of paper in the input tray, remove the paper, tap the

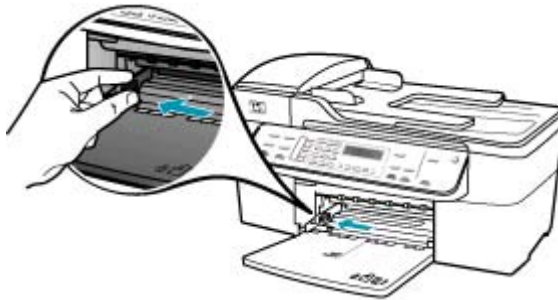
stack of paper against a flat surface, and reload the paper into the input tray. To continue your print job, press the **OK** button on the control panel of the HP All-in-One.

To load full-size paper

1. Remove the output tray.

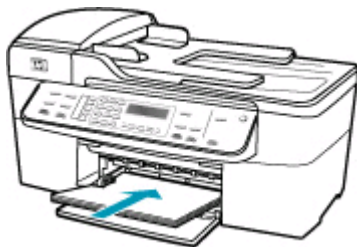


2. Slide the paper-width guide to its outermost position.



3. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
 - Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
 - Make sure all the paper in the stack is the same size and type.

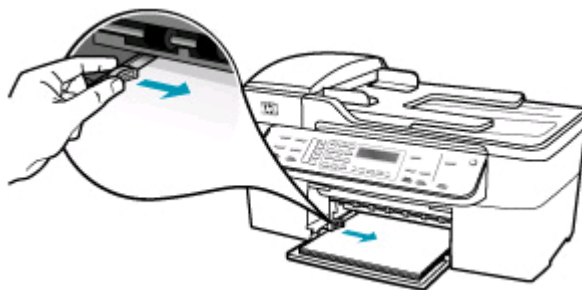
4. Insert the stack of paper into the input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.



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

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

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



6. Replace the output tray.



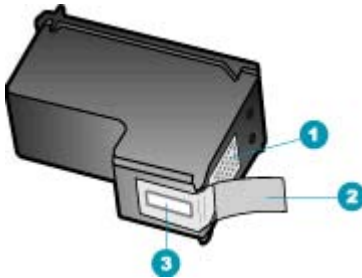
7. Flip the tray extender up toward you.



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

Cause: The protective plastic tape was only partially removed from the print cartridge.

Solution: Check each print cartridge. The tape might have been removed from the copper-colored contacts, but still might cover the ink nozzles. If the tape is still covering the ink nozzles, carefully remove the tape from the print cartridges. Do not touch the ink nozzles or the copper-colored contacts.



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



Ink is spraying the inside of the HP All-in-One when I print a photo

Cause: The borderless print settings require photo paper to be loaded in the input tray. You are using the wrong paper type.

Solution: Make sure you load photo paper in the input tray before you print a borderless print job.

Fax troubleshooting

Use this section to solve the following fax problems:

- [The HP All-in-One is having problems sending and receiving faxes](#)
- [The HP All-in-One cannot send faxes, but can receive faxes](#)
- [The HP All-in-One is having problems sending a manual fax](#)
- [Pages of a fax I sent are missing](#)
- [The quality of the fax I sent is poor](#)
- [Parts of a fax I sent are cut off](#)
- [The fax I sent was blank when it was received](#)
- [Fax transmission is slow](#)
- [The HP All-in-One cannot receive faxes, but can send faxes](#)
- [The HP All-in-One is having problems receiving a manual fax](#)
- [Fax tones are recorded on my answering machine](#)
- [The HP All-in-One is not answering incoming fax calls](#)
- [Pages of a fax I received are missing](#)
- [Faxes are received but do not print](#)
- [Parts of a fax I received are cut off](#)
- [The computer to which I am connecting has only one phone port](#)
- [I hear static on my telephone line since connecting the HP All-in-One](#)
- [The fax test failed](#)
- [I am having problems faxing over the Internet using IP phone](#)
- [The fax log report shows an error](#)

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

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

Solution: Follow the instructions to set up the HP All-in-One properly for faxing, based on the equipment and services you have on the same phone line as the HP All-in-One. Then, run a fax test to check the status of the HP All-in-One and to make sure you set it up properly. For more information, see [Set up the HP All-in-One for faxing](#).

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

To test your fax setup from the control panel


1. Set up the HP All-in-One for faxing according to your particular home or office setup instructions.
2. Insert the print cartridges and load full-size paper in the input tray before starting the test.
3. Press **Setup**.
4. Press **6**, then press **6** again.
This selects the **Tools** menu and then selects **Run Fax Test**.
The HP All-in-One displays the status of the test on the display and prints a report.
5. Review the report.
 - If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify the settings are correct. A blank or incorrect fax setting can cause problems faxing.
 - If the test fails, review the report for more information on how to fix any problems found.
6. After you pick up the fax report from the HP All-in-One, press **OK**.
If necessary, resolve any problems found and rerun the test.

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

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

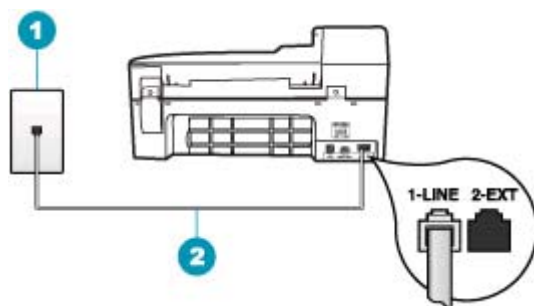
Cause: The wrong phone cord is used to connect the HP All-in-One or the phone cord is plugged into the wrong port.

Solution:

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

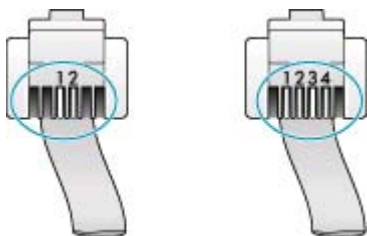
Make sure you used the phone cord supplied in the box with the HP All-in-One to connect to the telephone wall jack. One end of this special 2-wire phone cord should

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



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

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




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

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

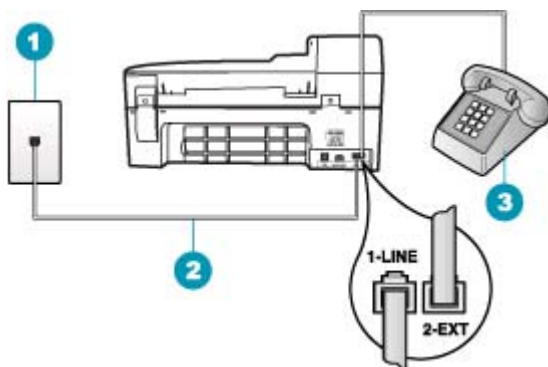
Cause: Other office equipment (such as an answering machine or a telephone) is not set up properly with the HP All-in-One.

Solution:

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

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

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



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

Cause: You are using a phone line splitter.

Solution: A phone line splitter can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.

Cause: The telephone wall jack is not working properly.

Solution: Try connecting a working telephone and phone cord to the telephone wall jack you are using for the HP All-in-One and check for a dial tone. If you do not hear a dial tone, call your local telephone company for service.

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

Solution: If the failure was due to noise on the phone line, contact the sender to have them resend the fax. The quality might be better when you try again. You can

check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If the problem persists, turn **Error Correction Mode** (ECM) off and contact your telephone company.

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

To change the ECM setting from the control panel

1. Press **Setup**.
2. Press **5**, and then press **6**.
This selects **Advanced Fax Setup** and then selects **Error Correction Mode**.
3. Press **▶** to select **On** or **Off**.
4. Press **OK**.

To set the fax speed from the control panel

1. Press **Setup**.
2. Press **5**, and then press **7**.
This selects **Advanced Fax Setup** and then selects **Fax Speed**.
3. Press **▶** to select one of the following settings, and then press **OK**.

Fax speed setting	Fax speed
Fast	v.34 (33600 baud)
Medium	v.17 (14400 baud)
Slow	v.29 (9600 baud)

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

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

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

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

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

Solution: Check the display or your computer for an error message providing information about the problem and how to solve it. If there is an error, the HP All-in-One will not send or receive a fax until the error condition is resolved.

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

For more information on error messages, see [Errors](#).

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

Solution:

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



NOTE: Some ISDN systems allow you to configure the ports for specific phone equipment. For example, you might have assigned one port for telephone and Group 3 fax and another port for multiple purposes. If you have problems when connected to the fax/phone port of your ISDN converter, try using the port designated for multiple purposes; it might be labeled "multi-combi" or something similar.

-
- Try setting the **Fax Speed** to **Medium** or **Slow**.

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

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

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

To set the fax speed from the control panel

1. Press **Setup**.
2. Press **5**, and then press **7**.
This selects **Advanced Fax Setup** and then selects **Fax Speed**.
3. Press **▶** to select one of the following settings, and then press **OK**.

Fax speed setting	Fax speed
Fast	v.34 (33600 baud)
Medium	v.17 (14400 baud)
Slow	v.29 (9600 baud)

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


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

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

Solution: If the DSL modem is not properly grounded, it can create noise on the phone line. Phone lines with poor sound quality (noise) can cause faxing problems. You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise.

If you hear noise

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

 **NOTE:** You might notice static on the phone line again in the future. If the HP All-in-One stops sending and receiving faxes, repeat this process.

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

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

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

If the problem persists, contact your Internet service provider.

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

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

Solution: Follow the instructions to set up the HP All-in-One properly for faxing, based on the equipment and services you have on the same phone line as the HP All-in-One. Then, run a fax test to check the status of the HP All-in-One and to make sure you set it up properly. For more information, see [Set up the HP All-in-One for faxing](#).

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

To test your fax setup from the control panel

1. Set up the HP All-in-One for faxing according to your particular home or office setup instructions.
2. Insert the print cartridges and load full-size paper in the input tray before starting the test.
3. Press **Setup**.
4. Press **6**, then press **6** again.
This selects the **Tools** menu and then selects **Run Fax Test**.
The HP All-in-One displays the status of the test on the display and prints a report.
5. Review the report.
 - If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify the settings are correct. A blank or incorrect fax setting can cause problems faxing.
 - If the test fails, review the report for more information on how to fix any problems found.
6. After you pick up the fax report from the HP All-in-One, press **OK**.
If necessary, resolve any problems found and rerun the test.

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

Solution: You might need to insert some pauses in the number sequence. For example, if you need to access an outside line before dialing the phone number, insert a pause following the access number. If your number is 95555555, and 9 accesses an outside line, you might insert pauses as follows: 9-555-5555. To enter a pause in the fax number you are typing, press **Redial/Pause**, or press the **Space** button repeatedly, until a dash (-) appears on the display.

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

You can also send the fax using monitor dialing. This enables you to listen to the phone line as you dial. You can set the pace of your dialing and respond to prompts as you dial.

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

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

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

Cause: The receiving fax machine is having problems.

Solution: To check this, try calling the fax number from a telephone and listen for fax tones. If you cannot hear fax tones, the receiving fax might not be turned on or

connected, or a voice mail service could be interfering with the recipient's phone line. You can also ask the recipient to check the receiving fax machine for any problems.

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

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


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

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


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

To send a fax manually from a phone


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

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


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

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

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

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

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


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

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

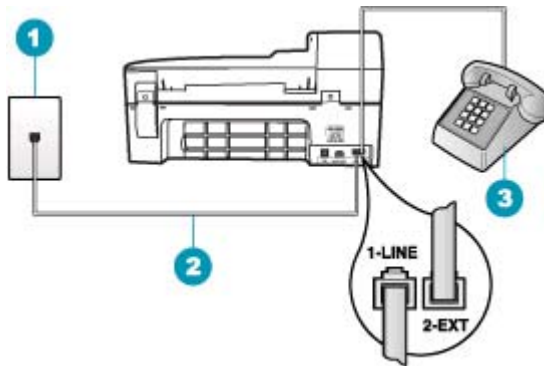
The telephone line is silent while the fax is transmitting. At this point, you can hang up the telephone. If you want to continue speaking with the recipient, remain on the line until the fax transmission is complete.

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

Solution:

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

To send a fax manually, the telephone must be connected directly to the port labeled 2-EXT on the HP All-in-One, as shown below.




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

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

Solution: Try setting the **Fax Speed** to **Medium** or **Slow**, and then resend the fax.

To set the fax speed from the control panel

1. Press **Setup**.
2. Press **5**, and then press **7**.
This selects **Advanced Fax Setup** and then selects **Fax Speed**.
3. Press  to select one of the following settings, and then press **OK**.

Fax speed setting	Fax speed
Fast	v.34 (33600 baud)
Medium	v.17 (14400 baud)
Slow	v.29 (9600 baud)

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

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

Pages of a fax I sent are missing

Cause: Two or more pages were fed through the document feeder tray at the same time.

Solution: Print a **Last Transaction** report to verify the number of pages that were sent. If two or more pages stuck together and were fed into the document feeder tray at the same time, the number of pages in the report would not match the actual number of pages. If the number of pages listed in the report does not match the actual number of pages, you might need to clean the separator pad in the automatic document feeder.

To print a Last Transaction report

1. Press **Setup**, and then press **2**.
This selects **Print Report**.
2. Press **▶** to select **Last Transaction**, and then press **OK**.

For more information on cleaning the separator pad, see [Clean the automatic document feeder](#).

Cause: The receiving fax machine is having problems.

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

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

Solution: If the failure was due to noise on the phone line, contact the sender to have them resend the fax. The quality might be better when you try again. You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If the problem persists, turn **Error Correction Mode** (ECM) off and contact your telephone company.

To change the ECM setting from the control panel

1. Press **Setup**.
 2. Press **5**, and then press **6**.
This selects **Advanced Fax Setup** and then selects **Error Correction Mode**.
 3. Press **▶** to select **On** or **Off**.
 4. Press **OK**.
-

The quality of the fax I sent is poor

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

Solution: If the failure was due to noise on the phone line, contact the sender to have them resend the fax. The quality might be better when you try again. You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If the problem persists, turn **Error Correction Mode (ECM)** off and contact your telephone company.

If the problem persists, check to see if **Error Correction Mode (ECM)** is **On**. If it is not, change the ECM setting to **On**. Faxes might take longer to send, but the print quality of the received fax should improve.

If the print quality is still poor, turn off ECM, and then contact your telephone provider.

To change the ECM setting from the control panel

1. Press **Setup**.
2. Press **5**, and then press **6**.
This selects **Advanced Fax Setup** and then selects **Error Correction Mode**.
3. Press  to select **On** or **Off**.
4. Press **OK**.

Cause: The fax resolution setting is set to a low resolution, such as **Standard**.


Solution: For the highest-quality fax, change the fax resolution to **Fine**, **Very Fine** (if available), or **Photo** (for black-and-white photographs).

To change the resolution from the control panel

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



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

2. In the Fax area, press **Menu**.
The **Enter Number** prompt appears.
3. Enter the fax number by using the keypad, press **Speed Dial** or a one-touch speed dial button to select a speed dial, or press **Redial/Pause** to redial the last number dialed.
4. In the Fax area, press **Menu** repeatedly until **Resolution** appears.
5. Press  to select a resolution setting, and then press **OK**.
6. Press **Start Fax Black**.
 - **If the device detects an original loaded in the automatic document feeder**, the HP All-in-One sends the document to the number you entered.
 - **If the device does not detect an original loaded in the automatic document feeder**, the **Fax from glass?** prompt appears. Make sure your original is loaded on the glass, and then press **1** to select **Yes**.

Cause: The glass of the HP All-in-One might be dirty.


Solution: If you are sending a fax from the glass, make a copy to check the quality of the printout. If the quality of the printout is poor, clean the glass.

To make a copy from the control panel

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.


If you use the document feeder tray, place the pages so that the top edge of the document goes in first.

3. Do one of the following:
 - Press **Start Copy Black** to initiate a black-and-white copy job.
 - Press **Start Copy Color** to initiate a color copy job.

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

To clean the glass

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

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

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

Cause: The receiving fax machine is having problems.

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

Cause: The **Lighter / Darker** setting might be set too light. If you are sending a faded, washed out, or handwritten fax, or a document with a watermark (such as a red seal or stamp), you can change the **Lighter / Darker** setting to send the fax darker than the original.



Solution: Make a copy to check the quality of the printout. If the printout is too light, you can darken it by adjusting the **Lighter / Darker** setting when sending the fax.

To change the Lighter / Darker setting from the control panel

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



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

2. In the Fax area, press **Menu**.
The **Enter Number** prompt appears.
 3. Enter the fax number by using the keypad, press **Speed Dial** or a one-touch speed dial button to select a speed dial, or press **Redial/Pause** to redial the last number dialed.
 4. In the Fax area, press **Menu** repeatedly until **Lighter / Darker** appears.
 5. Press  to lighten the fax or press  to darken it, and then press **OK**.
The indicator moves to the left or right as you press an arrow button.
 6. Press **Start Fax Black**.
 - **If the device detects an original loaded in the automatic document feeder**, the HP All-in-One sends the document to the number you entered.
 - **If the device does not detect an original loaded in the automatic document feeder**, the **Fax from glass?** prompt appears. Make sure your original is loaded on the glass, and then press **1** to select **Yes**.
-

Parts of a fax I sent are cut off

Cause: The fax is larger than letter or A4 paper.

Solution: Some fax machines cannot accept faxes larger than letter or A4 paper. Make sure the receiving fax machine can accept the paper size you are using. If not, ask the recipient if the receiving fax machine has a fit to page setting they can use to reduce the incoming fax to fit standard paper size such as letter or A4.


The fax I sent was blank when it was received

Cause: The original was not loaded or was loaded incorrectly.

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


To load an original in the document feeder tray

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

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

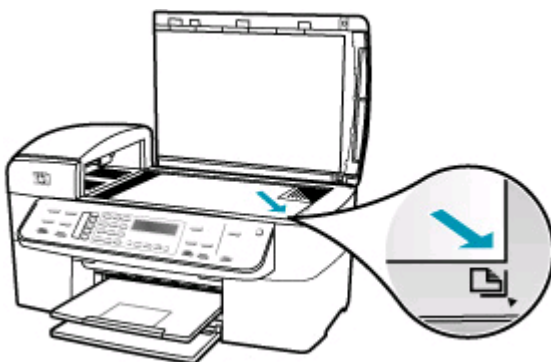


2. Slide the paper guides inward until they stop at the left and right edges of the paper.

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

To load an original on the scanner glass

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



3. Close the lid.
-

Fax transmission is slow

Cause: You are sending a fax in color.

Solution: Sending a fax in color can take longer than sending a black-and-white fax. Try sending the fax in black and white.

Cause: The document contains a lot of graphics or has very fine detail.


Solution: For faster transmission, use **Standard** resolution. This setting provides the fastest possible transmission with the lowest quality of fax. The default resolution is **Fine**, which can take longer to send.

To change the resolution from the control panel

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



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


2. In the Fax area, press **Menu**.
The **Enter Number** prompt appears.
 3. Enter the fax number by using the keypad, press **Speed Dial** or a one-touch speed dial button to select a speed dial, or press **Redial/Pause** to redial the last number dialed.
 4. In the Fax area, press **Menu** repeatedly until **Resolution** appears.
 5. Press  to select a resolution setting, and then press **OK**.
 6. Press **Start Fax Black**.
 - **If the device detects an original loaded in the automatic document feeder**, the HP All-in-One sends the document to the number you entered.
 - **If the device does not detect an original loaded in the automatic document feeder**, the **Fax from glass?** prompt appears. Make sure your original is loaded on the glass, and then press **1** to select **Yes**.
-

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

Solution: If the failure was due to noise on the phone line, contact the sender to have them resend the fax. The quality might be better when you try again. You can check the sound quality of the phone line by plugging a phone into the telephone wall

jack and listening for static or other noise. If the problem persists, turn **Error Correction Mode** (ECM) off and contact your telephone company.

To change the ECM setting from the control panel

1. Press **Setup**.
2. Press **5**, and then press **6**.
This selects **Advanced Fax Setup** and then selects **Error Correction Mode**.
3. Press  to select **On** or **Off**.
4. Press **OK**.

Cause: The fax resolution setting is set to a high resolution, such as **Fine** (the default) or **Photo**.


Solution: For faster transmission, use **Standard** resolution. This setting provides the fastest possible transmission with the lowest quality of fax.

To change the resolution from the control panel

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



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

2. In the Fax area, press **Menu**.
The **Enter Number** prompt appears.
3. Enter the fax number by using the keypad, press **Speed Dial** or a one-touch speed dial button to select a speed dial, or press **Redial/Pause** to redial the last number dialed.
4. In the Fax area, press **Menu** repeatedly until **Resolution** appears.
5. Press  to select a resolution setting, and then press **OK**.
6. Press **Start Fax Black**.
 - **If the device detects an original loaded in the automatic document feeder**, the HP All-in-One sends the document to the number you entered.
 - **If the device does not detect an original loaded in the automatic document feeder**, the **Fax from glass?** prompt appears. Make sure your original is loaded on the glass, and then press **1** to select **Yes**.

Cause: The receiving fax machine is having problems.

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

Cause: The **Fax Speed** option is set to a slow transmission speed.

Solution: Make sure the **Fax Speed** option is set to **Fast** or **Medium**.

To set the fax speed from the control panel

1. Press **Setup**.
2. Press **5**, and then press **7**.
This selects **Advanced Fax Setup** and then selects **Fax Speed**.
3. Press **▶** to select one of the following settings, and then press **OK**.

Fax speed setting	Fax speed
Fast	v.34 (33600 baud)
Medium	v.17 (14400 baud)
Slow	v.29 (9600 baud)

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

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

Solution: Follow the instructions to set up the HP All-in-One properly for faxing, based on the equipment and services you have on the same phone line as the HP All-in-One. Then, run a fax test to check the status of the HP All-in-One and to make sure you set it up properly. For more information, see [Set up the HP All-in-One for faxing](#).

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


To test your fax setup from the control panel

1. Set up the HP All-in-One for faxing according to your particular home or office setup instructions.
2. Insert the print cartridges and load full-size paper in the input tray before starting the test.
3. Press **Setup**.
4. Press **6**, then press **6** again.
This selects the **Tools** menu and then selects **Run Fax Test**.
The HP All-in-One displays the status of the test on the display and prints a report.
5. Review the report.
 - If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify the settings are correct. A blank or incorrect fax setting can cause problems faxing.
 - If the test fails, review the report for more information on how to fix any problems found.
6. After you pick up the fax report from the HP All-in-One, press **OK**.
If necessary, resolve any problems found and rerun the test.

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

Solution: Depending on your office setup, you might be able to set the HP All-in-One to answer incoming calls automatically. To find out what the recommended answer mode is for your office setup, see [Choose the recommended answer mode for your setup](#).

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

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

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

Solution: Set the HP All-in-One to answer faxes manually. You cannot receive faxes automatically if you have a voice mail service at the same phone number you use for fax calls. You must receive faxes manually; this means you must be available to respond in person to incoming fax calls.

For more information on how to set up the HP All-in-One when you have a voice mail service, see [Set up the HP All-in-One for faxing](#).

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

Solution: If you have a computer dial-up modem on the same phone line as the HP All-in-One, check to make sure that the software that came with your modem is not set to receive faxes automatically. Modems that are set up to receive faxes automatically take over the phone line to receive all incoming faxes, which prevents the HP All-in-One from receiving fax calls.

Cause: If you have an answering machine on the same phone line with the HP All-in-One, you might have one of the following problems:


- Your outgoing message might be too long or too loud to allow the HP All-in-One to detect fax tones, and the sending fax machine might disconnect.
- Your answering machine might not have enough quiet time after your outgoing message to allow the HP All-in-One to detect fax tones. This problem is most common with digital answering machines.

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

- Disconnect the answering machine and then try receiving a fax. If faxing is successful without the answering machine, the answering machine might be causing the problem.
- Reconnect the answering machine and record your outgoing message again. Record a message that is approximately 10 seconds in duration. Speak slowly and at a low volume when recording your message. Leave at least 5 seconds of silence at the end of the voice message. There should be no background noise when recording this silent time. Try to receive a fax again.

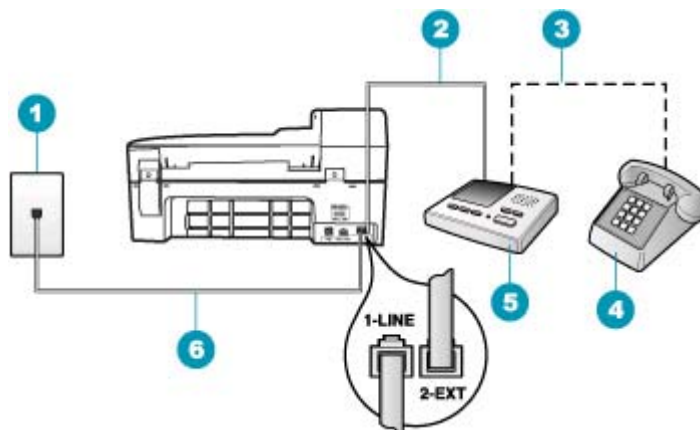
Cause: The answering machine is not set up properly with the HP All-in-One.

Solution:

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

When you have an answering machine on the same phone line you use for fax calls, you must connect the answering machine directly to the HP All-in-One using the port

labeled 2-EXT, as shown below. You also need to set the correct number of rings to answer for both the answering machine and HP All-in-One.



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

Make sure the HP All-in-One is set to receive faxes automatically and that the **Rings to Answer** setting is correct. The number of rings to answer for the HP All-in-One should be greater than the number of rings to answer for the answering machine. Set your answering machine to a low number of rings and the HP All-in-One to answer in the maximum number of rings supported by your device. (The maximum number of rings varies by country/region.) In this setup, the answering machine will answer the call and the HP All-in-One will monitor the line. If the HP All-in-One detects fax tones, the HP All-in-One will receive the fax. If the call is a voice call, the answering machine will record the incoming message.

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


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

To set the answer mode

1. Press **Setup**.
2. Press **4**, and then press **2**.
This selects **Basic Fax Setup** and then selects **Rings to Answer**.
3. Enter the appropriate number of rings by using the keypad, or press ◀ or ▶ to change the number of rings.
4. Press **OK** to accept the setting.

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

Solution: If you have a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), make sure that the **Distinctive Ring** setting on the HP All-in-One is set to match. For example, if the phone company has assigned your number a double ring pattern, make sure **Double Rings** is selected as the **Distinctive Ring** setting.

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

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

To change the distinctive ring pattern from the control panel

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

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

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

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

Solution: If the HP All-in-One shares the same phone line with other types of phone equipment, such as an answering machine, a computer dial-up modem, or a multi-port switch box, the fax signal level might be reduced. The signal level can also be

reduced if you use a splitter or connect extra cables to extend the length of your phone. A reduced fax signal can cause problems during fax reception.

- If you are using a splitter or extension cables, try removing them and connecting the HP All-in-One directly to the telephone wall jack.
- To find out if other equipment is causing a problem, disconnect everything except the HP All-in-One from the phone line, and then try to receive a fax. If you can receive faxes successfully without the other equipment, one or more pieces of the other equipment is causing problems; try adding them back one at a time and receiving a fax each time, until you identify which equipment is causing the problem.

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

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

- The HP All-in-One is not set up properly for faxing. For more information, see [Set up the HP All-in-One for faxing](#).
- There is no paper loaded in the input tray.
- There is a paper jam.
- The print cartridge door is open. Close the print cartridge door, as shown below:



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

Resolve any problems found. The HP All-in-One automatically begins printing all the unprinted faxes from memory. To clear the memory, you can also delete the faxes stored in memory by turning off the HP All-in-One.

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

Solution: Check for the following problems:

- The HP All-in-One is turned off. Press the Power button to turn on the device.
- The HP All-in-One is not set up properly for faxing. For more information, see [Set up the HP All-in-One for faxing](#).
- There is no paper loaded in the input tray.
- There is a paper jam.
- The print cartridge door is open. Close the print cartridge door.
- The print carriage is stalled. Turn the HP All-in-One off, remove any objects that are blocking the print carriage (including any packing materials), and then turn the HP All-in-One on again.



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

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

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

Cause: There are documents loaded in the document feeder tray.


Solution: The HP All-in-One will not receive a fax manually if documents are loaded in the document feeder tray. Instead, the HP All-in-One attempts to send the documents loaded in the document feeder tray. Remove any originals before manually receiving faxes.

You can also contact the sender to verify that there are documents loaded in the sending fax machine.

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

Solution: Set the **Fax Speed** to **Medium** or **Slow**, and then contact the sender to have them resend the fax.

To set the fax speed from the control panel

1. Press **Setup**.
2. Press **5**, and then press **7**.
This selects **Advanced Fax Setup** and then selects **Fax Speed**.
3. Press  to select one of the following settings, and then press **OK**.

Fax speed setting	Fax speed
Fast	v.34 (33600 baud)
Medium	v.17 (14400 baud)
Slow	v.29 (9600 baud)

Cause: There is an error message or other prompt on the display.

Solution: Check the display for an error message or prompt providing information about the problem and how to solve it. If there is an error message or prompt on the display, the HP All-in-One will not receive the fax manually until the error condition is resolved and the message is cleared.


If the HP All-in-One has an alignment message, you might be able to press **OK** to clear the message and resume faxing. For more information on alignment messages, see [Need alignment or alignment failed](#).

For more information about other errors, see [Errors](#).

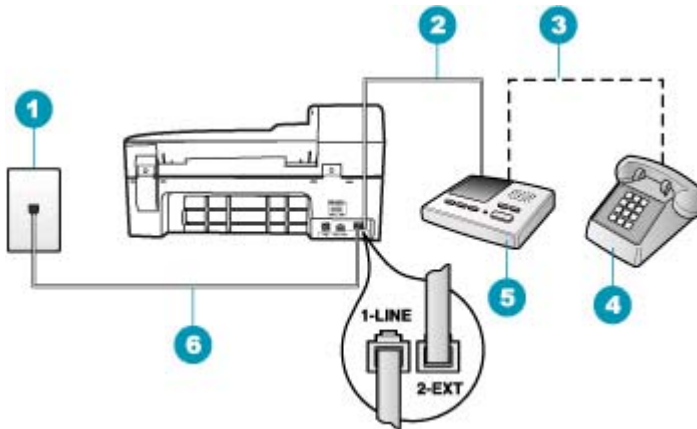
Fax tones are recorded on my answering machine

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

Solution:

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

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



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

Make sure the HP All-in-One is set to receive faxes automatically and that the **Rings to Answer** setting is correct. The number of rings to answer for the HP All-in-One should be greater than the number of rings to answer for the answering machine. If the answering machine and the HP All-in-One are set to the same number of rings to answer, both devices will answer the call and fax tones will be recorded on the answering machine.

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

To set the answer mode

1. Press **Setup**.
2. Press **4**, and then press **2**.
This selects **Basic Fax Setup** and then selects **Rings to Answer**.
3. Enter the appropriate number of rings by using the keypad, or press ◀ or ▶ to change the number of rings.
4. Press **OK** to accept the setting.

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

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

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

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

For more information on setting up the HP All-in-One when you have an answering machine, see [Set up the HP All-in-One for faxing](#).

The HP All-in-One is not answering incoming fax calls


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

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

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


Solution: Depending on your office setup, you might be able to set the HP All-in-One to answer incoming calls automatically. To find out what the recommended answer mode is for your office setup, see [Choose the recommended answer mode for your setup](#).

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

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


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

Solution: If you have a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), make sure that the **Distinctive Ring** feature on the HP All-in-One is set to match. For example, if the phone company has assigned your number a double ring pattern, make sure **Double Rings** is selected as the **Distinctive Ring** setting.

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

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

To change the distinctive ring pattern from the control panel

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

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

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

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


Solution: If the memory becomes full of faxes that have not yet been printed, the HP All-in-One stops answering calls. If an error condition exists that is preventing the HP All-in-One from printing faxes, review the display for information on the error condition. Also, check for the following problems:

- The HP All-in-One is not set up properly for faxing. For more information, see [Set up the HP All-in-One for faxing](#).
- There is no paper loaded in the input tray.
- There is a paper jam.

- The print cartridge door is open. Close the print cartridge door, as shown below:



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

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


Resolve any problems found. To clear the memory, you can either print or delete the faxes stored in memory.

To reprint faxes in memory from the control panel

1. Make sure you have paper loaded in the input tray.
2. Press **Setup**.
3. Press **6**, and then press **5**.
This selects **Tools** and then selects **Reprint Faxes in Memory**.
The faxes are printed in the reverse order they were received with the most recently received fax printed first, and so on.
4. If you want to stop reprinting the faxes in memory, press **Cancel**.

To delete all the faxes in memory from the control panel

- ▲ Turn off the HP All-in-One by pressing the Power button. All faxes stored in memory will be deleted from memory when you turn off the power to the HP All-in-One.

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

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

Solution: Check for the following problems:

- The HP All-in-One is turned off. Press the Power button to turn on the device.
- The HP All-in-One is not set up properly for faxing. For more information, see [Set up the HP All-in-One for faxing](#).
- There is no paper loaded in the input tray.
- There is a paper jam.
- The print cartridge door is open. Close the print cartridge door.
- The print carriage is stalled. Turn the HP All-in-One off, remove any objects that are blocking the print carriage (including any packing materials), and then turn the HP All-in-One on again.

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

Pages of a fax I received are missing

Cause: The paper is not loaded correctly in the input tray.

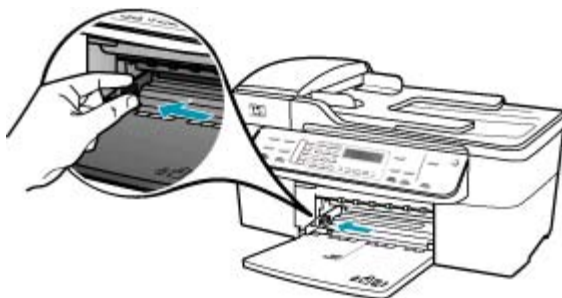
Solution: Make sure you have paper loaded correctly.

To load full-size paper

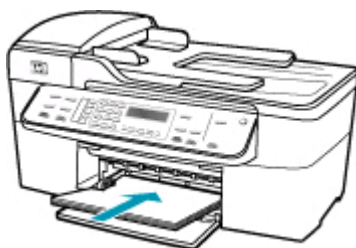
1. Remove the output tray.



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

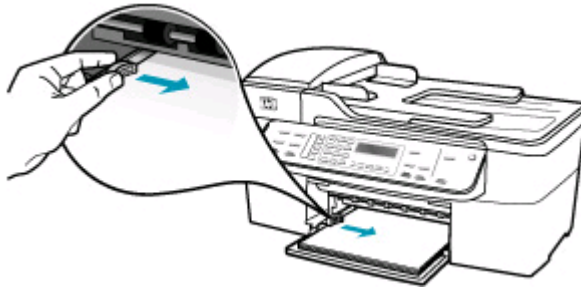


3. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
 - Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
 - Make sure all the paper in the stack is the same size and type.
4. Insert the stack of paper into the input tray with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



-
- △ **CAUTION:** Make sure that the HP All-in-One is idle and silent when you load paper into the input tray. If the HP All-in-One is servicing the print cartridges or otherwise engaged in a task, the paper stop inside the device might not be in place. You could push the paper too far forward, causing the HP All-in-One to eject blank pages.
- 💡 **TIP:** If you are using letterhead, insert the top of the page first with the print side down. For more help on loading full-size paper and letterhead, refer to the diagram engraved in the base of the input tray.
-

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



6. Replace the output tray.



7. Flip the tray extender up toward you.



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

If you have **Backup Fax Reception** enabled, the HP All-in-One might have stored the fax in memory upon reception. After you have correctly loaded the paper in the input tray, the HP All-in-One automatically begins printing all the unprinted faxes from memory, in the order they were received. If you do not have **Backup Fax Reception** enabled, or if the fax was not stored in memory for some reason (for example, if the HP All-in-One was out of memory), you will need to contact the sender and ask for the fax to be resent.

Cause: The sending fax machine is having problems.

Solution: Check with the sender to find out how many pages were sent. The sending fax machine might have failed to feed each page of the original.

Faxes are received but do not print

Cause: The HP All-in-One has a paper jam or is out of paper.

Solution: If you have **Backup Fax Reception** enabled, the HP All-in-One might have stored the fax in memory upon reception. After clearing the paper jam or loading paper in the input tray, the HP All-in-One automatically begins printing all the unprinted faxes from memory, in the order they were received. If you do not have **Backup Fax Reception** enabled, or if the fax was not stored in memory for some reason (for example, if the HP All-in-One was out of memory), ask the sender to resend the fax.

For more information on clearing paper jams, see [Clear paper jams](#).

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

Solution: Check the display or your computer for an error message providing information about the problem and how to solve it. If there is an error, the HP All-in-One will not print the fax until the error condition is resolved.

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

For more information on error messages, see [Errors](#).

Cause: The print cartridges might be out of ink.


Solution: Check the estimated ink levels remaining in the print cartridges. If the print cartridges are low or out of ink, you might need to replace the print cartridges.

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information on print cartridges, see [Print cartridge troubleshooting](#).

Cause: The print carriage is stalled.

Solution: Turn the HP All-in-One off, remove any objects that are blocking the print carriage (including any packing materials), and then turn the HP All-in-One on again.

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

Parts of a fax I received are cut off

Cause: The sending fax machine has a problem.

Solution: Check with the sender to see if the sending fax machine is having problems.

Cause: The fax originated on a larger paper size, such as legal, and the **Automatic Reduction** option is turned off.

Solution: You can print the fax on legal-size paper or you can set the **Automatic Reduction** feature to reduce the image so, if possible, it fits on one page.

To print the fax on legal paper

1. Load legal paper in the input tray.
 2. Change the paper size for received faxes to legal.
 3. Turn off **Automatic Reduction**.
-

Cause: The paper-width guide is not positioned correctly.

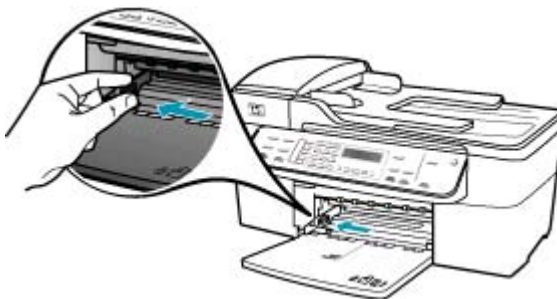
Solution: Make sure you have paper loaded correctly.

To load full-size paper

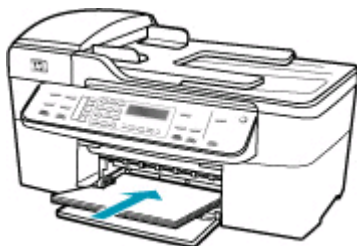
1. Remove the output tray.



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



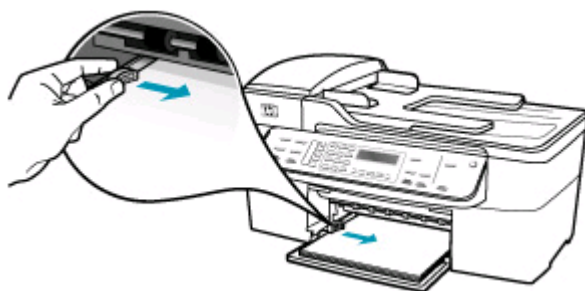
3. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
 - Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
 - Make sure all the paper in the stack is the same size and type.
4. Insert the stack of paper into the input tray with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



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

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

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



6. Replace the output tray.



7. Flip the tray extender up toward you.



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

Cause: A legal-size fax was sent that contained very fine detail, such as large graphics, and letter-size paper is loaded in the input tray.

Solution: If a legal-size fax was sent that contained very fine detail, such as large graphics, the HP All-in-One will attempt to fit the fax on one page (if automatic reduction is enabled). If the memory is full, the HP All-in-One might not be able to reduce the image, causing it to be cut off and printed on a second page. You can clear the memory and have the sender resend the fax.



NOTE: Clearing the memory will delete all faxes that are stored in memory, including any faxes that have not been printed. You might want to print all faxes in memory to make sure you do not lose any information.

To reprint faxes in memory from the control panel

1. Make sure you have paper loaded in the input tray.
2. Press **Setup**.
3. Press **6**, and then press **5**.


This selects **Tools** and then selects **Reprint Faxes in Memory**.

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

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

To delete all the faxes in memory from the control panel

- ▲ Turn off the HP All-in-One by pressing the Power button.
All faxes stored in memory will be deleted from memory when you turn off the power to the HP All-in-One.

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


Cause: The paper loaded in the input tray is a different size than the **Fax Paper Size** setting.

Solution: Make sure the paper loaded in the input tray matches the **Fax Paper Size** setting.

The computer to which I am connecting has only one phone port

Cause: I am setting up the HP All-in-One on a shared voice/fax line with a computer dial-up modem, and the computer has only one phone port.

Solution:

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

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



Figure 12-1 Example of a parallel splitter

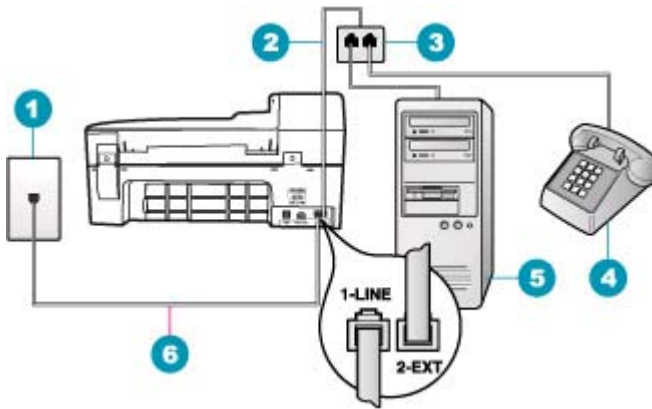



Figure 12-2 Back view of the HP All-in-One


1	Telephone wall jack
2	Phone cord connected to the 2-EXT port
3	Parallel splitter
4	Telephone (optional)
5	Computer with modem
6	Phone cord supplied in the box with the HP All-in-One connected to the 1-LINE port

To set up the HP All-in-One to a computer with one phone port

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

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

3. Remove the white plug from the port labeled 2-EXT on the back of the HP All-in-One.
4. Using another phone cord, connect one end to the port labeled 2-EXT on the back of the HP All-in-One. Connect the other end of the phone cord to the parallel splitter on the side with the single phone port.
5. Unplug your computer modem from the telephone wall jack, and connect it to the parallel splitter on the side with two phone ports.
6. If your modem software is set to receive faxes to your computer automatically, turn off that setting.


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

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

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

Cause: I am setting up the HP All-in-One on a shared voice/fax line with a computer dial-up modem and answering machine, and the computer only has one phone port.

Solution:

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

If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler). (A parallel splitter has one RJ-11 port on the front and two

RJ-11 ports on the back. Do not use a 2-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)

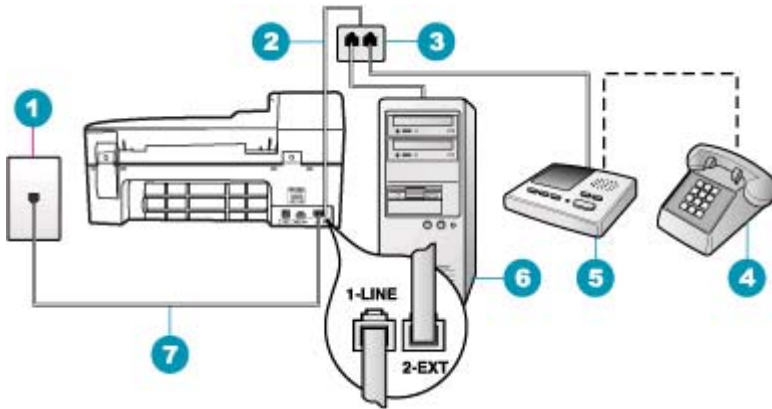


Figure 12-3 Back view of the HP All-in-One

1	Telephone wall jack
2	Phone cord connected to the 2-EXT port
3	Parallel splitter
4	Telephone (optional)
5	Answering machine
6	Computer with modem
7	Phone cord supplied in the box with the HP All-in-One connected to the 1-LINE port

To set up the HP All-in-One to a computer with one phone port


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




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

3. Remove the white plug from the port labeled 2-EXT on the back of the HP All-in-One.
4. Using another phone cord, connect one end to the port labeled 2-EXT on the back of the HP All-in-One. Connect the other end of the phone cord to the parallel splitter on the side with the single phone port.
5. Unplug your computer modem from the telephone wall jack, and connect it to the parallel splitter on the side with two phone ports.

6. Connect your answering machine to the other open phone port on the parallel splitter.

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

7. (Optional) If your answering machine does not have a built-in phone, for convenience you might want to connect a phone to the back of your answering machine at the "OUT" port.
8. If your modem software is set to receive faxes to your computer automatically, turn off that setting.


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

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

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

Cause: I am setting up the HP All-in-One on a shared voice/fax line with a computer dial-up modem and voice mail service, and the computer has only one phone port.

Solution:

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

If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler). (A parallel splitter has one RJ-11 port on the front and two

RJ-11 ports on the back. Do not use a 2-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)

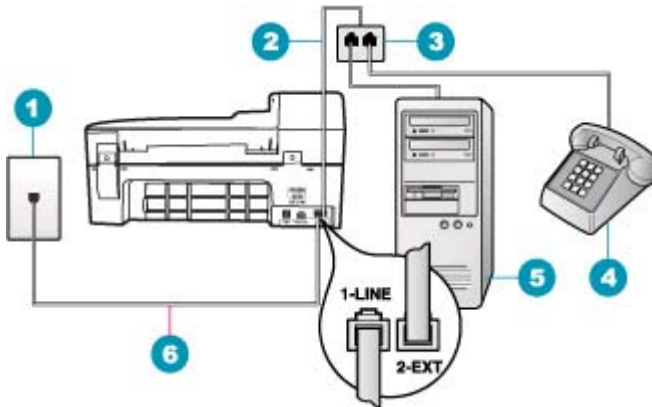



Figure 12-4 Back view of the HP All-in-One

1	Telephone wall jack
2	Phone cord connected to the 2-EXT port
3	Parallel splitter
4	Telephone (optional)
5	Computer with modem
6	Phone cord supplied in the box with the HP All-in-One connected to the 1-LINE port


To set up the HP All-in-One to a computer with one phone port

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


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

3. Remove the white plug from the port labeled 2-EXT on the back of the HP All-in-One.
4. Using another phone cord, connect one end to the port labeled 2-EXT on the back of the HP All-in-One. Connect the other end of the phone cord to the parallel splitter on the side with the single phone port.
5. Unplug your computer modem from the telephone wall jack, and connect it to the parallel splitter on the side with two phone ports.

6. Connect your answering machine to the other open phone port on the parallel splitter.

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

7. (Optional) If your answering machine does not have a built-in phone, for convenience you might want to connect a phone to the back of your answering machine at the "OUT" port.
8. If your modem software is set to receive faxes to your computer automatically, turn off that setting.

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


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

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

I hear static on my telephone line since connecting the HP All-in-One

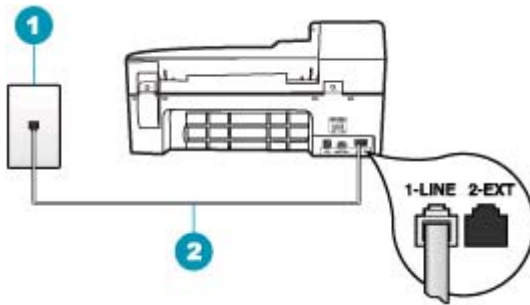
Cause: The HP All-in-One is not set up properly for faxing.

Solution:

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

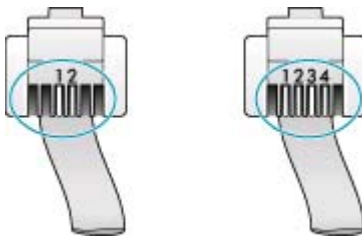
Connect the HP All-in-One to a working telephone wall jack. Make sure you used the phone cord supplied in the box with the HP All-in-One. Connect the 2-wire phone cord

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



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

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



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

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

For more information on setting up the HP All-in-One, see the printed documentation that came with the HP All-in-One.

Cause: You are using a phone line splitter between the 1-LINE port on the HP All-in-One and the wall.

Solution: A phone line splitter can affect the sound quality of your phone line and cause static. (A splitter is a two-cord connector that plugs into a telephone wall jack.)

Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.

Cause: You are not using a proper grounded power outlet for the HP All-in-One.

Solution: Try connecting to another power outlet.

The fax test failed

If you tried to run the fax test from your computer and the fax test failed to run, the HP All-in-One might be busy with another task or have an error condition preventing it from running the fax test.

What to check

- The HP All-in-One is set up properly, connected to a power supply, and is connected to your computer. For more information on setting up the HP All-in-One, see the Setup Poster that came with the HP All-in-One.
- The HP All-in-One is turned on. If it is not, press the Power button to turn on the HP All-in-One.
- The print cartridges are installed correctly, the print carriage is not blocked, and the print cartridge door is closed.
- The HP All-in-One is not currently busy with another task such as aligning the print cartridges. Check the display. If the HP All-in-One is busy, wait until it completes the current task and run the fax test again.
- The rear door is attached to the back of the HP All-in-One.
- There are no error messages on the display. If there is an error message, resolve the problem and run the fax test again.

If you run the fax test and the HP All-in-One reports that the test failed, read the following information carefully to determine how to correct any problems with your fax setup. Different portions of the fax test might fail for different reasons.

Cause: The "Fax Hardware Test" failed.

Solution:

What to do

- Turn off the HP All-in-One by using the Power button located on the control panel and then unplug the power cord from the back of the HP All-in-One. After a few seconds, plug the power cord back in and turn the power on. Run the test again. If the test fails again, continue reviewing the troubleshooting information in this section.



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

- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.
- If you are running the test from the **Fax Setup Wizard**, make sure the HP All-in-One is not busy completing another task, such as receiving a fax or making a copy. Check the display for a message indicating that the HP All-in-One is busy. If it is busy, wait until it is finished and in the idle state, before running the test.

After you resolve any problems found, run the fax test again to make sure it passes and the HP All-in-One is ready for faxing. If the **Fax Hardware Test** continues to fail and you experience problems faxing, contact HP Support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

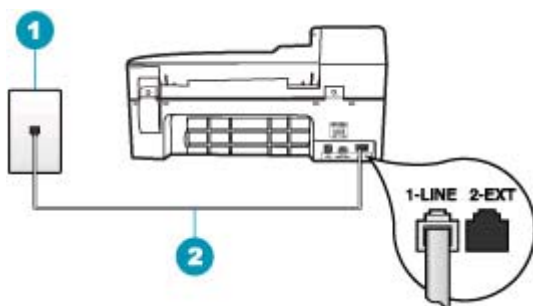
Cause: The "Fax Connected to Active Telephone Wall Jack" test failed.

Solution:

What to do

- Check the connection between the telephone wall jack and the HP All-in-One to make sure the phone cord is secure.
- Make sure you use the phone cord that came with the HP All-in-One. If you do not use the supplied phone cord to connect from the telephone wall jack to the HP All-in-One, you might not be able to send or receive faxes. After you plug in the phone cord that came with the HP All-in-One, run the fax test again.
- Make sure you have correctly connected the HP All-in-One to the telephone wall jack. Using the phone cord supplied in the box with the HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled

1-LINE on the back of the HP All-in-One. For more information, see [Set up the HP All-in-One for faxing](#).



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

- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the HP All-in-One and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.


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

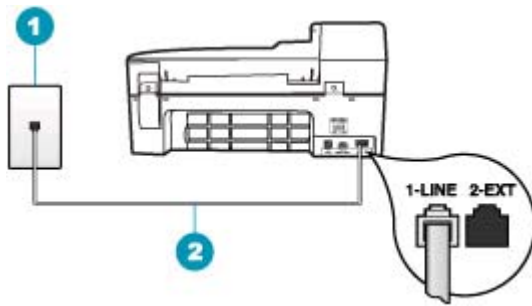
Cause: The "Phone Cord Connected to Correct Port on Fax" test failed.

Solution: Plug the phone cord into the correct port.

What to do

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

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



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

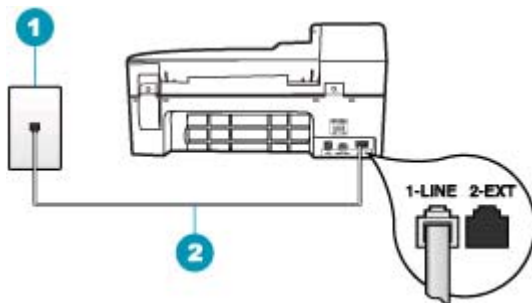
2. After you have connected the phone cord to the port labeled 1-LINE, run the fax test again to make sure it passes and the HP All-in-One is ready for faxing.
3. Try to send or receive a test fax.

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

Solution:

What to do

- Make sure you used the phone cord supplied in the box with the HP All-in-One to connect to the telephone wall jack. One end of the phone cord should be connected to the port labeled 1-LINE on the back of your HP All-in-One and the other end to your telephone wall jack, as shown below.



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

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

Cause: The "Fax Line Condition" test failed.

Solution:**What to do**

- Make sure you connect the HP All-in-One to an analog phone line or you will not be able to send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect the HP All-in-One to an analog phone line and try sending or receiving a fax.
- Check the connection between the telephone wall jack and the HP All-in-One to make sure the phone cord is secure.
- Make sure you have correctly connected the HP All-in-One to the telephone wall jack. Using the phone cord supplied in the box with the HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the HP All-in-One. For more information, see [Set up the HP All-in-One for faxing](#).
- Other equipment, which uses the same phone line as the HP All-in-One, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything except the HP All-in-One from the phone line, and then run the test again.
 - If the **Fax Line Condition Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.
 - If the **Fax Line Condition Test** fails without the other equipment, connect the HP All-in-One to a working phone line and continue reviewing the troubleshooting information in this section.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.

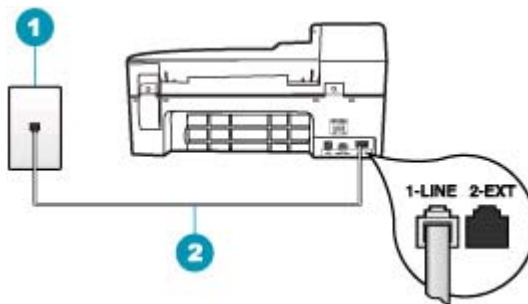
After you resolve any problems found, run the fax test again to make sure it passes and the HP All-in-One is ready for faxing. If the **Fax Line Condition Test** continues to fail and you experience problems faxing, contact your telephone company and have them check the phone line.

Cause: The "Dial Tone Detection" test failed.

Solution:

What to do

- Other equipment, which uses the same phone line as the HP All-in-One, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything except the HP All-in-One from the phone line, and then run the test again. If the **Dial Tone Detection Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the HP All-in-One and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Make sure you have correctly connected the HP All-in-One to the telephone wall jack. Using the phone cord supplied in the box with the HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the HP All-in-One. For more information, see [Set up the HP All-in-One for faxing](#).



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

- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.
- If your telephone system is not using a standard dial tone, such as some PBX systems, this might cause the test to fail. This will not cause a problem sending or receiving faxes. Try sending or receiving a test fax.

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

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

I am having problems faxing over the Internet using IP phone

Cause: The fax over Internet Protocol (FoIP) service might not work properly when the HP All-in-One is sending and receiving faxes at high speed (33600 bps).

Solution: If you experience problems sending and receiving faxes while using an Internet fax service, use a slower fax speed. You can do this by changing the **Fax Speed** setting from **Fast** (the default) to **Medium** or **Slow**.

To set the fax speed from the control panel

1. Press **Setup**.
2. Press **5**, and then press **7**.
This selects **Advanced Fax Setup** and then selects **Fax Speed**.
3. Press **▶** to select one of the following settings, and then press **OK**.

Fax speed setting	Fax speed
Fast	v.34 (33600 baud)
Medium	v.17 (14400 baud)
Slow	v.29 (9600 baud)

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

Solution: You can only send and receive faxes by connecting a phone cord to the port labeled 1-LINE on the HP All-in-One and not from the Ethernet port. This means that your connection to the Internet must be done either through a converter box (which supplies regular analog phone jacks for fax connections) or your telephone company.

Cause: Your telephone company does not support faxing over the Internet.

Solution: Check with your telephone company to make sure their Internet phone service supports faxing. If they do not support faxing, you will not be able to send and receive faxes through the Internet.

The fax log report shows an error

Cause: If there is a problem or error encountered during sending or receiving a fax, a **Fax Log** report will print.

Solution: Review the following table for information on the error codes in the **Fax Log** report. This information can help you troubleshoot any problems you encounter when using the fax features of the HP All-in-One. The table also indicates which codes are specific to **Error Correction Mode** (ECM). If the same error appears repeatedly, try turning off ECM.

To change the ECM setting from the control panel

1. Press **Setup**.
2. Press **5**, and then press **6**.
This selects **Advanced Fax Setup** and then selects **Error Correction Mode**.
3. Press **▶** to select **On** or **Off**.
4. Press **OK**.

Error code	Error definition
(223 Error Correction Mode) 224	One or more received pages might not be readable.
225-231	There is a feature incompatibility with the sending fax machine.
232-234 (235-236 Error Correction Mode) 237	The telephone connection was lost.
238 (239-241 Error Correction Mode)	The sending fax machine sent an unexpected communication.
242	The sending fax machine is attempting to receive instead of send.
243-244 (245-246 Error Correction Mode)	The sending fax machine prematurely ended the session.
247-248 (249-251 Error Correction Mode)	There was a communication error with the sending fax machine.
252	Telephone line conditions were too poor to receive a fax.
253	The sending fax machine attempted to use an unsupported page width.
281 (282 Error Correction Mode) 283-284	The telephone connection was lost.

(continued)

Error code	Error definition
(285 Error Correction Mode) 286	
290	There was a communication error with the sending fax machine.
291	The received fax could not be stored.
314-320	There is a feature incompatibility with the receiving fax machine.
321	There was a communication error with the receiving fax machine.
322-324	Telephone line conditions were too poor to send a fax.
(325-328 Error Correction Mode) 329-331	The receiving fax machine indicated one or more pages might not be readable.
332-337 (338-342 Error Correction Mode) 343	The receiving fax machine sent an unexpected communication.
344-348 (349-353 Error Correction Mode) 354-355	The telephone connection was lost.
356-361 (362-366 Error Correction Mode)	The receiving fax machine prematurely ended the session.
367-372 (373-377 Error Correction Mode) 378-380	There was a communication error with the receiving fax machine.
381	The telephone connection was lost.
382	The receiving fax machine stopped accepting pages.
383	The telephone connection was lost.
390-391	There was a communication error with the receiving fax machine.

Copy troubleshooting

Use this section to solve these copy problems:



- [Copies are too light or too dark](#)
- [Nothing happens when I try to copy](#)
- [Parts of the original do not appear or are cut off](#)
- [Fit to Page is not working as expected](#)
- [The printout is blank](#)
- [A borderless copy has white space around the edges](#)
- [The image is cropped when I make a borderless copy](#)

Copies are too light or too dark

Cause: The **Lighter / Darker** setting for the HP All-in-One is set too light or too dark.

Solution: Adjust the lightness and darkness of the copies.


To adjust the copy contrast from the control panel

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.
If you use the document feeder tray, place the pages so that the top edge of the document goes in first.
3. In the Copy area, press **Menu** repeatedly until **Lighter / Darker** appears.
4. Do one of the following:
 - Press  to darken the copy.
 - Press  to lighten the copy.
5. Press **Start Copy Black** or **Start Copy Color**.

Cause: Try using **Enhancements** improve an overexposed image.

Solution:

To copy an overexposed photo

1. Make sure you have paper loaded in the input tray.
2. Load your original photo print side down on the right front corner of the glass.
Position the photo on the glass so the long edge of the photo is along the front edge of the glass.
3. In the Copy area, press **Menu** repeatedly until **Enhancements** appears.
4. Press  until the **Photo** enhancement setting appears.
5. Press **Start Copy Color**.

Nothing happens when I try to copy

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

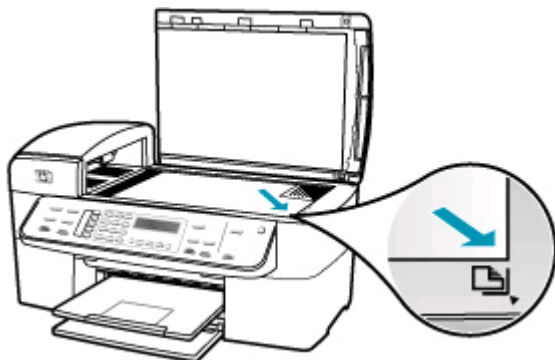
Solution: Look on the HP All-in-One control panel to see if the display is blank, and the Power button is not lit. If these two conditions exist, the HP All-in-One is turned

off. Make sure the power cord is connected and plugged into a power outlet. Press the Power button to turn on the HP All-in-One.

Cause: The original is placed incorrectly on the glass or in the document feeder tray.


Solution: Load the original on the glass or in the document feeder tray.

- If you are loading your original on the glass, place it print side down on the right front corner as shown below. To copy a photo, position the photo so that the long edge of the photo is along the front edge of the glass.



- If you are loading your original in the document feeder tray, place the paper, with the print side up, in the tray as shown below. Place the pages in the tray so that the top of the document goes in first.



 **NOTE:** Do not load photos in the document feeder tray to copy. If you are copying a photo, place it on the glass.

Cause: The HP All-in-One might be busy copying, printing, or receiving a fax.

Solution: Check the display to see if the HP All-in-One is busy.

Cause: The HP All-in-One does not recognize the paper type.

Solution: Do not use the HP All-in-One to copy onto envelopes or other papers the HP All-in-One does not support.

Cause: The HP All-in-One has a paper jam.

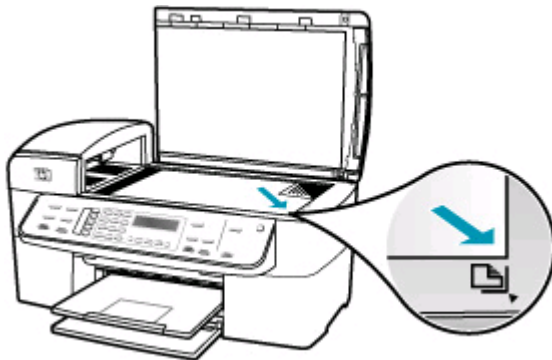
Solution: For information on clearing paper jams, see [Clear paper jams](#).

Parts of the original do not appear or are cut off

Cause: The original is placed incorrectly on the glass or in the document feeder tray.

Solution: Load the original on the glass or in the document feeder tray.

- If you are loading your original on the glass, place it print side down on the right front corner as shown below. To copy a photo, position the photo so that the long edge of the photo is along the front edge of the glass.



- If you are loading your original in the document feeder tray, place the paper, print side up, in the tray as shown below. Place the pages in the tray so that the top of the document goes in first.







NOTE: Do not load photos in the document feeder tray to copy. If you are copying a photo, place it on the glass.

Cause: The original fills the entire sheet.

Solution: If the image or text on your original fills the entire sheet with no margins, use the **Fit to Page** feature to reduce your original and prevent unwanted cropping of the text or images at the edges of the sheet.



To resize a document from the control panel

1. Make sure you have paper loaded in the input tray.
 2. Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.
If you use the document feeder tray, place the pages so that the top edge of the document goes in first.
 3. In the Copy area, press the **Reduce/Enlarge** button.
 4. Do one of the following:
 - If you loaded your original in the document feeder tray or on the glass, press  until **Full Page 91%** appears.
 - If you loaded a full- or small-size original on the glass, press  until **Fit to Page** appears.
 5. Press **Start Copy Black** or **Start Copy Color**.
-

Cause: The original is larger than the paper in the input tray.

Solution: If your original is larger than the paper in the input tray, use the **Fit to Page** feature to reduce your original to fit on the paper in the input tray.

To resize a document from the control panel

1. Make sure you have paper loaded in the input tray.
 2. Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.
If you use the document feeder tray, place the pages so that the top edge of the document goes in first.
 3. In the Copy area, press the **Reduce/Enlarge** button.
 4. Do one of the following:
 - If you loaded your original in the document feeder tray or on the glass, press  until **Full Page 91%** appears.
 - If you loaded a full- or small-size original on the glass, press  until **Fit to Page** appears.
 5. Press **Start Copy Black** or **Start Copy Color**.
-

Fit to Page is not working as expected

Cause: You are trying to increase the size of an original that is too small.

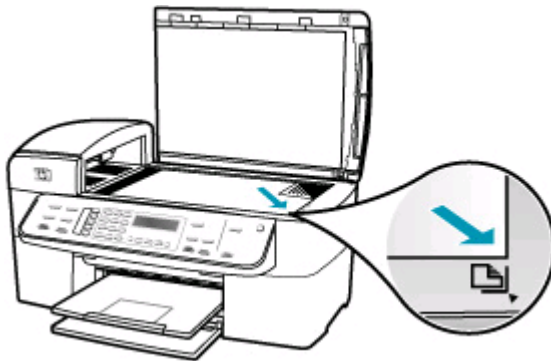
Solution: **Fit to Page** can only enlarge the original up to the maximum percentage allowed by your model. (The maximum percentage varies by model.) For example,

200% might be the maximum enlargement percentage allowed by your model. Enlarging a passport photo by 200% might not enlarge it enough for it to fit a full-size page.

If you want to make a large copy of a small original, scan the original into the computer, resize the image in the HP scanning software, and then print a copy of the enlarged image.

Cause: The original is placed incorrectly on the glass.

Solution: Load the original print side down on the right front corner of the glass as shown below. To copy a photo, position the photo on the glass so that the long edge of the photo is along the front edge of the glass.



Cause: The original is placed in the document feeder tray.

Solution: You cannot use the document feeder tray with the **Fit to Page** feature. To use the **Fit to Page** feature, the original must be placed print side down on the right front corner of the glass.

Cause: Debris might be stuck on the glass or on the back of the document lid. The HP All-in-One interprets anything it detects on the glass as part of the image.

Solution: Turn off the HP All-in-One, unplug the power cord, and then use a soft cloth to wipe the glass and the back of the document lid.

To clean the glass


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

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


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

To clean the lid backing


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

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

2. Clean the white document backing with a soft cloth or sponge slightly moistened with a mild soap and warm water.
Wash the backing gently to loosen debris. Do not scrub the backing.
3. Dry the backing with a dry, soft, lint-free cloth.

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

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

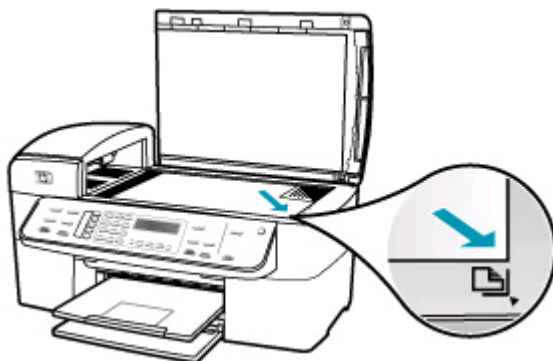
 **CAUTION:** Be careful not to spill alcohol on the glass or exterior of the HP All-in-One, as this might damage the device.

The printout is blank

Cause: The original is placed incorrectly on the glass or in the document feeder tray.


Solution: Load the original on the glass or in the document feeder tray.

- If you are loading your original on the glass, place it print side down on the right front corner as shown below. To copy a photo, position the photo so that the long edge of the photo is along the front edge of the glass.



- If you are loading your original in the document feeder tray, place the paper, with print side up, in the tray as shown below. Place the pages in the tray so that the top of the document goes in first.



 **NOTE:** Do not load photos in the document feeder tray to copy. If you are copying a photo, place it on the glass.

Cause: The print cartridges need to be cleaned or might be out of ink.

Solution: Check the estimated ink levels remaining in the print cartridges. If the print cartridges are low or out of ink, you might need to replace the print cartridges.

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information on print cartridges, see [Print cartridge troubleshooting](#).

A borderless copy has white space around the edges

Cause: You are trying to make a borderless copy of an original that is too small.

Solution: When you make a borderless copy of a small original, the HP All-in-One enlarges the original up to a maximum percentage. This might leave white space around the edges. (The maximum percentage varies by model.)

Depending on the size of the borderless copy you are trying to make, the minimum size of the original varies. For example, you cannot enlarge a passport photo to create a letter-size borderless copy.

If you want to make a borderless copy of a very small original, scan the original into the computer, resize the image in the HP scanning software, and then print a borderless copy of the enlarged image.

Cause: You are trying to make a borderless copy without using photo paper.


Solution: Use photo paper to make borderless copies.


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

1. Load 10 x 15 cm (4 x 6 inch) photo paper in the input tray.
2. Load your original photo print side down on the right front corner of the glass. Position the photo on the glass so the long edge of the photo is along the front edge of the glass, as indicated by the engraved guides along the edge of the glass.



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

 **NOTE:** If you loaded tabbed paper in the photo tray, you can remove the tab from the copy of your photo once the ink has completely dried.


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

Cause: Debris might be stuck on the glass or on the back of the document lid. The HP All-in-One interprets anything it detects on the glass as part of the image.

Solution: Turn off the HP All-in-One, unplug the power cord, and then use a soft cloth to wipe the glass and the back of the document lid.

To clean the glass

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

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

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

To clean the lid backing

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



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

2. Clean the white document backing with a soft cloth or sponge slightly moistened with a mild soap and warm water.
Wash the backing gently to loosen debris. Do not scrub the backing.
3. Dry the backing with a dry, soft, lint-free cloth.



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

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





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

The image is cropped when I make a borderless copy



Cause: The HP All-in-One cropped some of the image around the margins of the copy to achieve a borderless print without changing the proportions of the original.

Solution: If you want to enlarge a photo to fit a full-size page without cropping the edges, use **Fit to Page** or **Full Page 91%** .

To set a custom size from the control panel

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass.
If you use the document feeder tray, place the pages so that the top edge of the document goes in first.
3. In the Copy area, press the **Reduce/Enlarge** button.
4. Press  until **Custom 100%** appears.
5. Press **OK**.
6. Press  or use the keypad to enter a percentage to reduce or enlarge the copy. (The minimum and maximum percentage to resize a copy varies by model.)
7. Press **Start Copy Black** or **Start Copy Color**.



To resize a document from the control panel

1. Make sure you have paper loaded in the input tray.
 2. Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.
If you use the document feeder tray, place the pages so that the top edge of the document goes in first.
 3. In the Copy area, press the **Reduce/Enlarge** button.
 4. Do one of the following:
 - If you loaded your original in the document feeder tray or on the glass, press  until **Full Page 91%** appears.
 - If you loaded a full- or small-size original on the glass, press  until **Fit to Page** appears.
 5. Press **Start Copy Black** or **Start Copy Color**.
-

Cause: The original is larger than the paper in the input tray.

Solution: If your original is larger than the paper in the input tray, use the **Fit to Page** feature to reduce your original to fit on the paper in the input tray.

To resize a document from the control panel

1. Make sure you have paper loaded in the input tray.
 2. Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.
If you use the document feeder tray, place the pages so that the top edge of the document goes in first.
 3. In the Copy area, press the **Reduce/Enlarge** button.
 4. Do one of the following:
 - If you loaded your original in the document feeder tray or on the glass, press  until **Full Page 91%** appears.
 - If you loaded a full- or small-size original on the glass, press  until **Fit to Page** appears.
 5. Press **Start Copy Black** or **Start Copy Color**.
-

Scan troubleshooting

Use this section to solve these scan problems:

- [Scan halts](#)
- [Scan fails](#)
- [Scan fails because of insufficient computer memory](#)
- [Scan To menu does not appear](#)
- [Scan To menu does not appear](#)
- [Scanned image is blank](#)
- [Scanned image is incorrectly cropped](#)
- [Scanned image has incorrect page layout](#)

- [Scanned image shows dotted lines instead of text](#)
- [Text format is incorrect](#)
- [Text is incorrect or missing](#)
- [The scan feature does not work](#)

Scan halts

Cause: The computer system resources might be low.

Solution: Turn off the HP All-in-One and then turn it back on. Turn off the computer and then turn it back on.

If this does not work, try changing the scan to a lower resolution.

Scan fails

Cause: The computer is not turned on.

Solution: Turn on your computer.

Cause: Your computer is not connected to the HP All-in-One by a USB cable.

Solution: Connect your computer to the HP All-in-One with a standard USB cable.

Cause: The HP All-in-One software might not have been installed.

Solution: Insert the HP All-in-One installation CD and install the software.

Cause: The software you installed with the HP All-in-One is not running.

Solution: Open the software you installed with the HP All-in-One and try scanning again.

Scan fails because of insufficient computer memory

Cause: Too many programs are running on your computer.

Solution: Close all programs that are not in use. This includes programs that run in the background, such as screen savers and virus checkers. If you turn off your virus checker, remember to turn it back on after you finish your scan.

If this does not work, it might help to restart your computer. Some programs do not release memory when you close them. Restarting your computer will clear the memory.

If this problem occurs frequently, or if you encounter memory problems while using other programs, you might need to add more memory to your computer. See the user guide that came with your computer for more information.

Scan To menu does not appear

Cause: The **Scan To** menu does not appear if:

- The software that came with the HP All-in-One was not installed or necessary parts of it are not installed.
- The HP All-in-One is not connected to the computer.
- The computer is turned off.
- You closed the HP Digital Imaging Monitor icon in the Windows system tray on the taskbar.

Solution:

- Follow the directions in the Setup Poster to install the software that came with the HP All-in-One.
 - Make sure that the HP All-in-One is connected to a computer.
 - If the HP All-in-One is directly connected to a computer, make sure the computer is turned on.
 - Restart the computer or start the software you installed with the HP All-in-One.
-

Scan To menu does not appear

Cause: The **Scan To** menu does not appear if:

- The software that came with the HP All-in-One was not installed or necessary parts of it are not installed.
- The HP All-in-One is not connected to the computer.
- The computer is turned off.

Solution:

- Follow the directions in the Setup Poster to install the software that came with the HP All-in-One.
 - Make sure that the HP All-in-One is connected to a computer.
 - If the HP All-in-One is directly connected to a computer, make sure the computer is turned on.
 - Restart the computer or start the software you installed with the HP All-in-One.
-

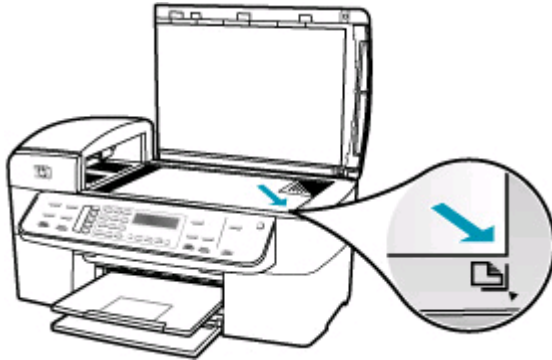
Scanned image is blank

Cause: The original is placed incorrectly on the glass.

Solution: Load the original print side down on the right front corner of the glass.

To load an original on the scanner glass

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



3. Close the lid.

Scanned image is incorrectly cropped

Cause: The software is set to automatically crop scanned pictures.

Solution: The **Autocrop** feature crops anything that is not part of the main image. Sometimes this might not be what you want. In that case, you can turn off autocropping and crop the scanned image manually, or not at all.

Scanned image has incorrect page layout

Cause: Automatic cropping is changing the page layout.

Solution: Turn off automatic cropping to retain the page layout.

Scanned image shows dotted lines instead of text

Cause: If you use the **Text** image type to scan text that you plan to edit, the scanner might not recognize color text. The **Text** image type scans at 300 x 300 dpi, in black and white.

If you are scanning an original that has graphics or artwork surrounding the text, the scanner might not recognize the text.

Solution: Make a black-and-white copy of the original and then scan the copy.

Text format is incorrect

Cause: The scan document settings are incorrect.

Solution: Some programs cannot handle framed text formatting. Framed text is one of the scan document settings. It maintains complex layouts, such as multiple columns from a newsletter, by putting the text in different frames (boxes) in the destination application.

Text is incorrect or missing

Cause: The brightness is not set correctly.

Solution: Adjust the brightness, and then rescan the original.

Cause: Debris might be stuck on the glass or on the back of the document lid. This can cause poor-quality scans.

Solution: Turn off the HP All-in-One, unplug the power cord, and use a soft cloth to wipe the glass and the back of the document lid.

To clean the glass


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

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

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

To clean the lid backing

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

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

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

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

△ **CAUTION:** Do not use paper-based wipes, as these might scratch the backing.

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

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

Cause: The scan document settings are not set to the correct optical character recognition (OCR) language. The **OCR language** tells the software how to interpret the characters it sees in the original image. If the **OCR language** does not match the language in the original, the scanned text might be incomprehensible.

Solution: Select the correct OCR language.

The scan feature does not work

Cause: There are several reasons why a scan might not occur:

- The computer is turned off.
- The HP All-in-One is not properly connected to the computer through a USB cable.
- The software that came with the HP All-in-One is not installed or is not running.

Solution:

- Turn the computer on.
 - Check the cables that connect the HP All-in-One to your computer.
 - Restart your computer. If that does not help, install or reinstall the software that came with the HP All-in-One.
-

Device update

The function of device update is to deliver firmware updates to the HP All-in-One to keep your device running smoothly with the most advanced technology available. There are several ways that you can update your device. Each involves downloading a file to your computer to start the **Device Update Wizard**.

Use one of the following to retrieve an update for your device:

- Use your Web browser to download an update for the HP All-in-One from www.hp.com/support. The file will be a self-extracting executable with the extension **.exe**. When you double-click the **.exe** file, the **Device Update Wizard** opens on your computer.
- Use the **Software Update** utility, provided with the software you installed with the HP All-in-One, to automatically search the HP support website for device updates at predetermined intervals. For more information on the **Software Update** utility, see the **HP Photosmart Software Help**.



NOTE: After the **Software Update** utility is installed on your computer, it searches for device updates. If you do not have the latest version of the **Software Update** utility at the time of install, a dialog appears on your computer prompting you to upgrade. Accept the upgrade.

To use device update

1. Do one of the following:
 - Double-click the update **.exe** file you downloaded from www.hp.com/support.
 - When prompted, accept the device update found by the **Software Update** utility. The **Device Update Wizard** opens on your computer.
2. At the **Welcome** screen, click **Next**.
The **Select a Device** screen appears.
3. Select the HP All-in-One from the list, and then click **Next**.
The **Important Information** screen appears.
4. Make sure your computer and device meet the requirements listed.
5. If you meet the requirements, click **Update**.
The **Updating Device** screen appears. A light begins to flash on the control panel of the HP All-in-One.
The screen on your display turns green as the update is loaded and extracted to your device.
6. Do not disconnect, shut down, or perform any other activities on your device while the update is occurring.



NOTE: If you disrupt the update, or an error message indicates the update failed, call HP support for assistance.

After the HP All-in-One shuts down and restarts, an update complete screen appears on your computer.

Your device is updated. It is now safe to use the HP All-in-One.

Errors

This section contains the following categories of messages on your device:

- [Device messages](#)
- [File messages](#)
- [General user messages](#)
- [Paper messages](#)

- [Power and connection messages](#)
- [Print cartridge messages](#)

Device messages

The following is a list of device-related error messages:

- [Automatic document feeder failed to load](#)
- [Automatic document feeder is jammed](#)
- [Fax receive failed](#)
- [Fax send failed](#)
- [Firmware revision mismatch](#)
- [Mechanism error](#)
- [Memory is full](#)
- [Scanner failure](#)

Automatic document feeder failed to load

Cause: The automatic document feeder did not work properly, and the job did not finish.

Solution: Try loading the originals in the automatic document feeder again, and restart the job. Do not load more than 20 sheets in the document feeder tray.

Automatic document feeder is jammed

Cause: Paper has jammed the automatic document feeder.

Solution: Clear the paper jam and try the job again. Do not load more than 20 sheets of paper in the document feeder tray.

For information on clearing jams, see [Clear paper jams](#).

Fax receive failed

Cause: An error caused a fax to fail while the HP All-in-One was receiving the fax. The error could be due to noisy lines or some other communication error.

Solution: Contact the sender and request that the fax be sent again.

For more fax troubleshooting information, see [Fax troubleshooting](#).

Fax send failed

Cause: The fax could not be completed because of a communication error, blacklisting (your number is blocked by the receiver), or a paper jam.

Solution: Check the HP All-in-One for a possible paper jam and send the fax again. If the problem persists, try to contact the owner of the fax number for clarification.

For more information on clearing a paper jam, see [Clear paper jams](#).

For more fax troubleshooting information, see [Fax troubleshooting](#).

Firmware revision mismatch

Cause: The revision number of the HP All-in-One firmware does not match the revision number of the software.

Solution: To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click

Contact HP for information on calling for technical support.

Mechanism error

Cause: The HP All-in-One has a paper jam.

Solution: Clear the paper jam. Turn the HP All-in-One off and then turn it on again.

For information on clearing jams, see [Clear paper jams](#).

△ **CAUTION:** Trying to clear a paper jam from the front of the HP All-in-One can damage the print mechanism. Always access and clear paper jams through the rear door.

Cause: The print carriage is blocked or stalled.

Solution: Turn the HP All-in-One off, remove any objects that are blocking the print carriage (including any packing materials), and then turn the HP All-in-One on again.

Memory is full

Cause: While receiving a fax, the HP All-in-One jammed with paper or ran out of paper.

Solution: If the HP All-in-One supports faxing and you have **Backup Fax Reception** enabled, the HP All-in-One might have stored the fax in memory upon reception.

After clearing the paper jam or loading paper in the input tray, you might be able to reprint the entire fax from memory. If you do not have **Backup Fax Reception** enabled, or if the fax was not stored in memory for some reason (for example, if the HP All-in-One was out of memory), you will need to contact the sender and ask for the fax to be resent.

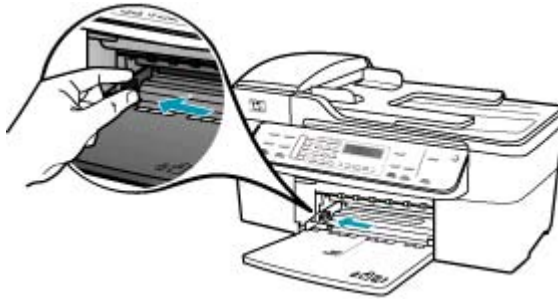
For more information on clearing paper jams, see [Clear paper jams](#).

To load full-size paper

1. Remove the output tray.

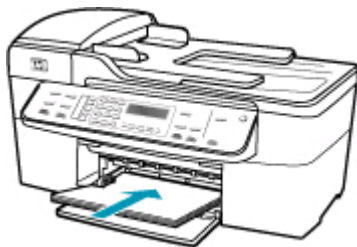


2. Slide the paper-width guide to its outermost position.



3. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
 - Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
 - Make sure all the paper in the stack is the same size and type.

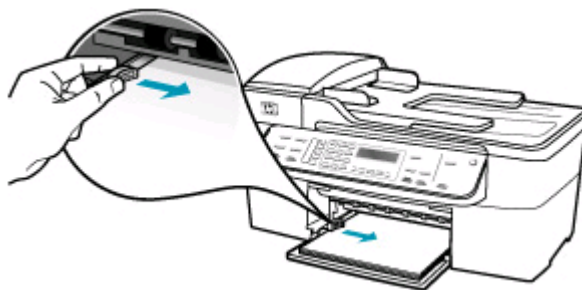
4. Insert the stack of paper into the input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.



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

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

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



6. Replace the output tray.



7. Flip the tray extender up toward you.



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

To reprint faxes in memory from the control panel

1. Make sure you have paper loaded in the input tray.
2. Press **Setup**.
3. Press **6**, and then press **5**.
This selects **Tools** and then selects **Reprint Faxes in Memory**.
The faxes are printed in the reverse order they were received with the most recently received fax printed first, and so on.
4. If you want to stop reprinting the faxes in memory, press **Cancel**.

Cause: The document you are copying has exceeded the memory of the HP All-in-One.

Solution: Try making fewer copies or, in the case of a multi-page document, copy fewer pages at a time.

Scanner failure

Cause: The HP All-in-One is busy or an unknown cause has interrupted your scan.

Solution: Turn off the HP All-in-One and then turn it on again. Restart your computer and then try to scan again.

File messages

The following is a list of file-related error messages:

- [Error reading or writing the file](#)
- [File format not supported](#)
- [Invalid file name](#)
- [Supported file types for the HP All-in-One](#)

Error reading or writing the file

Cause: The HP All-in-One software could not open or save the file.

Solution: Check to see if you typed the correct folder and file name.

File format not supported

Cause: The HP All-in-One software did not recognize or support the file format of the image you are trying to open or save. If the file extension indicates it is a supported file type, the file might be corrupted.

Solution: Open the file in another application, and save it in a format that the HP All-in-One software recognizes.

For more information about supported file types, see [Supported file types for the HP All-in-One](#).

Invalid file name

Cause: The file name you entered is invalid.

Solution: Make sure that you are not using any invalid symbols in the file name.

Supported file types for the HP All-in-One

The HP All-in-One software recognizes the following file formats: BMP, DCX, FPX, GIF, JPG, PCD, PCX, and TIF.

General user messages

The following is a list of messages related to common user errors:

- [Cannot crop](#)
- [Dialed fax busy](#)
- [Disconnected](#)
- [No scan options](#)
- [Not supported](#)
- [Receiving fax machine did not answer](#)
- [Receiving fax machine does not support color](#)

Cannot crop

Cause: The computer does not have enough memory.

Solution: Close all unnecessary applications. This includes applications that run in the background, such as screensavers and virus checkers. (If you turn off your virus checker, remember to turn it back on after you finish.) Try restarting your computer to clear the memory. You might need to purchase more RAM. Refer to the documentation that came with your computer.

Cause: For scanning, there must be at least 50 MB of space available on your computer's hard disk.

Solution: Empty the Recycle Bin on your desktop. You might also need to remove files from the hard disk.

Dialed fax busy

Cause: The fax number you attempted to call is busy.

Solution: Wait and try to send the fax to the number at a later time.

Disconnected

Cause: Several situations can cause the **Disconnected** error message to appear.

- Your computer is not turned on.
- Your computer is not connected to the HP All-in-One.
- The HP software that came with the HP All-in-One was not installed correctly.
- The HP software is installed, but it is not running.

Solution: Make sure your computer is turned on and is connected to the HP All-in-One. Also make sure you installed the software that came with the HP All-in-One.

No scan options

Cause: You did not install the software that came with the HP All-in-One, or the software is not running.

Solution: Make sure the software is installed and running. For more information, see the Setup Poster that came with the HP All-in-One.

Not supported

Cause: You tried to send a color fax from memory. The HP All-in-One does not support this procedure.

Solution: Try sending the color fax normally and not from memory.

Receiving fax machine did not answer

Cause: The receiving fax machine is not online, is turned off, is not functioning, or is not set to automatically answer incoming faxes.

For more fax troubleshooting information, see [Fax troubleshooting](#).

Solution: Try to send the fax to the number again at a later time. If the problem persists, try to contact the owner of the fax number.

Receiving fax machine does not support color

Cause: You have tried to send a color fax to a fax machine that does not support color.

Solution: The HP All-in-One alerts you to this situation and sends the color fax as black and white instead.

Paper messages

The following is a list of paper-related error messages:

- [Cannot load paper from input tray](#)
- [Ink is drying](#)
- [Out of paper](#)
- [Paper jam, misfeed or blocked carriage](#)
- [Paper mismatch](#)
- [Wrong paper width](#)

Cannot load paper from input tray

Cause: There is not enough paper in the input tray.

Solution: If the HP All-in-One is out of paper or there are only a few sheets remaining, load more paper in the input tray. If there is paper in the input tray, remove the paper, tap the stack of paper against a flat surface, and reload the paper into the input tray. To continue your print job, press **OK** on the control panel of the HP All-in-One.

Ink is drying

Cause: Transparencies and some other media require a drying time that is longer than normal.

Solution: Leave the sheet in the output tray until the message disappears. If it is necessary to remove the printed sheet before the message disappears, carefully hold the printed sheet on the underside or the edges, and place it on a flat surface to dry.

Out of paper

Cause: There is not enough paper in the input tray.

Solution: If the HP All-in-One is out of paper or there are only a few sheets remaining, load more paper in the input tray. If there is paper in the input tray, remove the paper, tap the stack of paper against a flat surface, and reload the paper into the input tray. To continue your print job, press **OK** on the control panel of the HP All-in-One.

Cause: The rear door is off the HP All-in-One.

Solution: If you removed the rear door to clear a paper jam, replace it.

For more information on clearing jams, see [Clear paper jams](#).

Paper jam, misfeed or blocked carriage

Cause: Paper has jammed the HP All-in-One or automatic document feeder.

Solution: Clear the jam.

For more information on clearing jams, see [Clear paper jams](#).

△ **CAUTION:** Trying to clear a paper jam from the front of the HP All-in-One can damage the print mechanism. Always access and clear paper jams through the rear door.

Cause: The print carriage is blocked.

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

Paper mismatch

Cause: The print setting for the print job does not match the paper type or size loaded in the HP All-in-One.

Solution: Change the print setting or load the appropriate paper in the input tray.

To change the print settings for the current job

1. On the **File** menu in your software application, click **Print**.
2. Make sure the HP All-in-One is the selected printer.
3. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
4. Make changes to the print settings, and click **OK**.
5. Click **Print** or **OK** in the **Print** dialog box to print the job.

For more information on choosing paper, see [Understand specifications for supported media](#).

Wrong paper width

Cause: Faxing requires letter, A4, or legal paper.

Solution: Load letter, A4, or legal paper in the input tray.

Cause: The print setting chosen for the print job does not match the paper loaded in the HP All-in-One.

Solution: Change the print setting or load the appropriate paper in the input tray.

To change the print settings for the current job

1. On the **File** menu in your software application, click **Print**.
2. Make sure the HP All-in-One is the selected printer.

3. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
4. Make changes to the print settings, and click **OK**.
5. Click **Print** or **OK** in the **Print** dialog box to print the job.

For more information on choosing paper, see [Understand specifications for supported media](#).

Power and connection messages

The following is a list of power- and connection-related error messages:

- [Communication test failed](#)
- [HP All-in-One not found](#)
- [Improper shutdown](#)
- [Two-way communication lost](#)

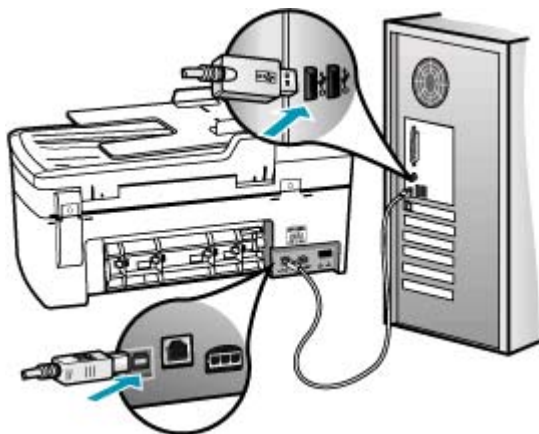
Communication test failed

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

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

Cause: The HP All-in-One is not connected to the computer.

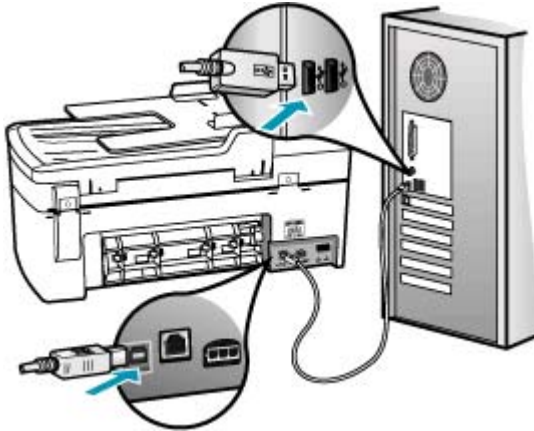
Solution: If the HP All-in-One is not properly connected to the computer, communication errors can occur. Make sure the USB cable is securely connected to the HP All-in-One and the computer, as shown below.



HP All-in-One not found

Cause: The USB cable is not plugged in properly.

Solution: If the HP All-in-One is not properly connected to the computer, communication errors can occur. Make sure the USB cable is securely connected to the HP All-in-One and the computer, as shown below.



Improper shutdown

Cause: The last time the HP All-in-One was used, it was not turned off properly. If the HP All-in-One is turned off by turning off the switch on a power strip or by using a wall switch, the device can be damaged.

Solution: Press the Power button located on the control panel of the HP All-in-One to turn the device on and off.

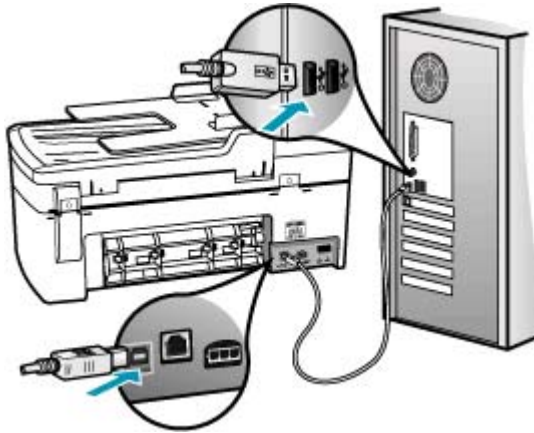
Two-way communication lost

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

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

Cause: The HP All-in-One is not connected to the computer.

Solution: If the HP All-in-One is not properly connected to the computer, communication errors can occur. Make sure the USB cable is securely connected to the HP All-in-One and the computer, as shown below.



Print cartridge messages


The following is a list of print cartridge error messages:

- [Low on ink](#)
- [Need alignment or alignment failed](#)
- [Print cartridge is missing, incorrectly installed, or not intended for your device](#)

Low on ink

Cause: One or both print cartridges might be out of ink.

Solution: Check the estimated ink levels remaining in the print cartridges. If the print cartridges are low or out of ink, you might need to replace the print cartridges.

 **NOTE:** The HP All-in-One can only detect the ink levels for genuine HP ink. The ink levels in print cartridges that are refilled or have been used in other devices, might not register accurately.

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

 **NOTE:** Do not remove the old print cartridge until a new one is available.

For more information on print cartridges, see [Print cartridge troubleshooting](#).

Need alignment or alignment failed

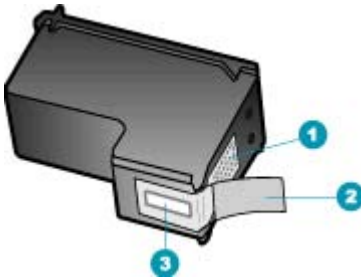
Cause: The incorrect type of paper is loaded in the input tray.

Solution: If you have colored paper loaded in the input tray when you align the print cartridges, the alignment fails. Load unused plain white letter or A4 paper into the input tray, and then try the alignment again. If the alignment fails again, you might have a defective sensor or print cartridge.

To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: Protective tape is covering the print cartridges.

Solution: Check each print cartridge. The tape might have been removed from the copper-colored contacts, but still might cover the ink nozzles. If the tape is still covering the ink nozzles, carefully remove the tape from the print cartridges. Do not touch the ink nozzles or the copper-colored contacts.



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



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

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

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

Cause: The print cartridge or sensor is defective.

Solution: To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: You installed new print cartridges which might need alignment.

Solution: You must align the print cartridges to ensure excellent print quality. After you insert a new print cartridge, load letter or A4 unused plain white paper into the input tray, and then press **OK** on the control panel. The HP All-in-One prints a print cartridge alignment sheet and aligns the print cartridges. Recycle or discard the page.

If the alignment page prints properly, showing green check marks on each line, but the alignment error persists, you can clear the message by pressing **OK** and **Setup** at the same time.

If the alignment error persists and you cannot clear it, your print cartridge might be defective. Contact HP for support.

To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

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

Cause: One or both of the print cartridges are not installed or are installed incorrectly.

Solution: For more information on print cartridges, see [Print cartridge troubleshooting](#).

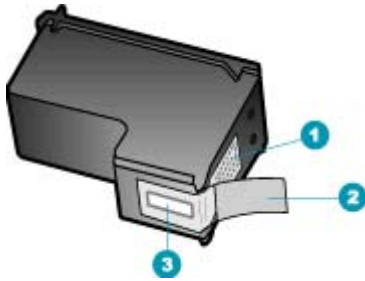
Cause: The print cartridge is missing.

Solution: For more information on print cartridges, see [Print cartridge troubleshooting](#).

Cause: Protective tape is covering the print cartridges.

Solution: Check each print cartridge. The tape might have been removed from the copper-colored contacts, but still might cover the ink nozzles. If the tape is still

covering the ink nozzles, carefully remove the tape from the print cartridges. Do not touch the ink nozzles or the copper-colored contacts.



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



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

Solution: To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

13 Order supplies

You can order HP products, such as recommended types of paper and print cartridges, online from the HP website.

This section contains the following topics:

- [Order paper or other media](#)
- [Order print cartridges](#)
- [Order other supplies](#)


Order paper or other media

To order HP papers and other supplies, such as HP Premium Photo Papers or HP All-in-One Paper, go to www.hp.com/learn/suresupply. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

Order print cartridges


For a list of print cartridge numbers, see the back cover of this guide. You can also use the software that came with the HP All-in-One to find out the reorder number for all the print cartridges. You can order print cartridges online from the HP website. Additionally, you can contact a local HP reseller to find out the correct print cartridge reorder numbers for your device and purchase print cartridges.

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

 **NOTE:** Ordering print cartridges online is not supported in all countries/regions. If it is not supported in your country/region, contact a local HP reseller for information about purchasing print cartridges.

To order print cartridges through the HP Solution Center Software

1. In the **HP Solution Center**, click **Settings**, point to **Print Settings**, and then click **Printer Toolbox**.

 **NOTE:** You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Services** tab, and then click **Service this device**.

2. Click the **Estimated Ink Levels** tab.
3. Click **Print Cartridge Ordering Information**.
The print cartridge reorder numbers appear.
4. Click **Order Online**.

HP sends detailed printer information, including model number, serial number, and ink supply levels, to an authorized online reseller. The supplies you need are preselected; you can change quantities, add or remove items, and then check out.

Order other supplies

To order other supplies, such as HP All-in-One software, a copy of the Setup Poster or other printed documentation, or other customer-replaceable parts, call the phone number for your country/region.

Country/region	Number for ordering
Asia Pacific (except for Japan)	65 272 5300
Australia	1300 721 147
Europe	+49 180 5 290220 (Germany) +44 870 606 9081 (U.K.)
New Zealand	0800 441 147
South Africa	+27 (0)11 8061030
U.S. and Canada	1-800-474-6836 (1-800-HP-INVENT)

To order supplies in other countries/regions not listed in the table, go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

14 HP warranty and support


Hewlett-Packard provides Internet and phone support for the HP All-in-One.

This section contains the following topics:

- [Warranty](#)
- [Get support and other information from the Internet](#)
- [Before you call HP customer support](#)
- [Access your serial number and service ID](#)
- [Call in North America during warranty](#)
- [Call elsewhere in the world](#)
- [HP Quick Exchange Service \(Japan\)](#)
- [Prepare the HP All-in-One for shipment](#)
- [Pack the HP All-in-One](#)

Warranty

To obtain HP repair service, you must first contact an HP service office or an HP Customer Support Center for basic troubleshooting. See [Before you call HP customer support](#) for steps to take before calling Customer Support.

 **NOTE:** This information does not apply to customers in Japan. For information on service options in Japan, see [HP Quick Exchange Service \(Japan\)](#).

For more information about the warranty, see the printed documentation that came with the HP All-in-One.

Warranty upgrades

Depending on your country/region, HP might offer (for an additional fee) a warranty upgrade option that extends or enhances your standard product warranty. Available options might include priority phone support, return service, or next business day exchange. Typically, service coverage begins on product purchase date and must be purchased within a limited time of product purchase.

For more information, see:

- In the U.S., dial 1-866-234-1377 to speak to an HP advisor.
- Outside the U.S., please call your local HP Customer Support office. See [Call elsewhere in the world](#) for a list of international Customer Support numbers.
- Go to the HP website at www.hp.com/support. If prompted, choose your country/region, and then find warranty information.

Get support and other information from the Internet

To find support and warranty information, go to the HP website at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

This website also offers technical support, drivers, supplies, ordering information and other options such as:

- Access online support pages.
- Send HP an e-mail message for answers to your questions.
- Connect with an HP technician by using online chat.
- Check for software updates.

Support options and availability vary by product, country/region, and language.

Before you call HP customer support

Software programs from other companies might be included with the HP All-in-One. If you experience problems with any of those programs, you will receive the best technical assistance by calling the experts at that company.



NOTE: This information does not apply to customers in Japan. For information on service options in Japan, see [HP Quick Exchange Service \(Japan\)](#).

If you need to contact HP Customer Support, do the following before you call:

1. Make sure that:
 - a. The HP All-in-One is plugged in and turned on.
 - b. The specified print cartridges are installed correctly.
 - c. The recommended paper is properly loaded in the input tray.
2. Reset the HP All-in-One:
 - a. Turn off the HP All-in-One by pressing the Power button.
 - b. Unplug the power cord from the back of the HP All-in-One.
 - c. Plug the power cord back into the HP All-in-One.
 - d. Turn on the HP All-in-One by pressing the Power button.
3. To find support and warranty information, go to the HP website at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.
Check the HP website for updated information or troubleshooting tips for the HP All-in-One .
4. If you are still experiencing problems and need to speak with an HP Customer Support Representative, do the following:
 - a. Have the specific name of the HP All-in-One, as it appears on the control panel, available.
 - b. Print a self-test report.
 - c. Make a color copy to have available as a sample printout.
 - d. Be prepared to describe your problem in detail.
 - e. Have your serial number and service ID ready.
5. Call HP Customer Support. Be near the HP All-in-One when you call.

Related topics

- [Print a self-test report](#)
- [Access your serial number and service ID](#)

Access your serial number and service ID

You can access important information by using the **Information Menu** of the HP All-in-One.



NOTE: If the HP All-in-One is not turning on, you can view the serial number by looking at the sticker on the rear side. The serial number is the 10-character code in the upper left corner of the sticker.

To access your serial number and service ID

1. Press and hold **OK**. While holding **OK**, press **4**. This displays the **Information Menu**.
2. Press **▶** until **Model Number** appears and then press **OK**. This displays the service ID.
Write down the complete service ID.
3. Press **Cancel**, and then press **▶** until **Serial Number** appears.
4. Press **OK**. This displays the serial number.
Write down the complete serial number.
5. Press **Cancel** until you to exit the **Information Menu**.

Call in North America during warranty

Call **1-800-474-6836 (1-800-HP invent)**. U.S. and Canada phone support is available in both English and Spanish languages 24 hours a day, 7 days a week (days and hours of support may change without notice). This service is free during the warranty period. A fee may apply outside the warranty period.

Call elsewhere in the world

To find support and warranty information, go to the HP website at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Alternatively, you can ask your dealer for the HP Support Service number in your country/region. Support service is free during the warranty period; however, your standard long-distance phone charges might apply. In some cases, per minute, per half-minute or a flat fee per single incident might also apply.

As part of our constant efforts to improve our phone support service, we advise you to check our website on a regular basis for new information regarding service features and delivery.



www.hp.com/support

Africa (English speaking)	+27 11 2345872	
Afrique (francophone)	+33 1 4993 9230	
	021 67 22 80	الجزائر
Argentina (Buenos Aires)	54-11-4708-1600	
Argentina	0-800-555-5000	
Australia	1300 721 147	
Australia (out-of-warranty)	1902 910 910	
Österreich	www.hp.com/support	
	17212049	البحرين
België	www.hp.com/support	
Belgique	www.hp.com/support	
Brasil (Sao Paulo)	55-11-4004-7751	
Brasil	0-800-709-7751	
Canada	1-(800)-474-6836 (1-800 hp invent)	
Central America & The Caribbean	www.hp.com/support	
Chile	800-360-999	
中国	10-68687980	
中国	800-810-3888	
Colombia (Bogotá)	571-606-9191	
Colombia	01-8000-51-4746-8368	
Costa Rica	0-800-011-1046	
Česká republika	810 222 222	
Danmark	www.hp.com/support	
Ecuador (Andinatel)	1-999-119 ☎ 800-711-2884	
Ecuador (Pacifitel)	1-800-225-528 ☎ 800-711-2884	
	(02) 6910602	مصر
El Salvador	800-6160	
España	www.hp.com/support	
France	www.hp.com/support	
Deutschland	www.hp.com/support	
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603	
Ελλάδα (εντός Ελλάδας)	801 11 75400	
Ελλάδα (από Κύπρο)	800 9 2654	
Guatemala	1-800-711-2884	
香港特別行政區	(852) 2802 4098	
Magyarország	06 40 200 629	
India	1-800-425-7737	
India	91-80-28526900	
Indonesia	+62 (21) 350 3408	
	+971 4 224 9189	العراق
	+971 4 224 9189	الكويت
	+971 4 224 9189	أبوظبي
	+971 4 224 9189	قطر
	+971 4 224 9189	اليمن
Ireland	www.hp.com/support	
	1-700-503-048	ישראל
Italia	www.hp.com/support	

Jamaica	1-800-711-2884	
日本	0570-000-5111	
日本(携帯電話の場合)	03-3335-9800	
	0800 222 47	الأردن
한국	1588-3003	
Luxembourg	www.hp.com/support	
Malaysia	1800 88 8588	
Mauritius	(262) 262 210 404	
México (Ciudad de México)	55-5258-9922	
México	01-800-472-68368	
	081 005 010	المغرب
Nederland	www.hp.com/support	
New Zealand	0800 441 147	
Nigeria	(01) 271 2320	
Norge	www.hp.com/support	
	24791773	عمان
Panamá	1-800-711-2884	
Paraguay	009 800 54 1 0006	
Perú	0-800-101111	
Philippines	(2) 867 3551	
Philippines	1800 144 10094	
Polska	0801 800 235	
Portugal	www.hp.com/support	
Puerto Rico	1-877-232-0589	
República Dominicana	1-800-711-2884	
Reunion	0820 890 323	
România	0801 033 390	
Россия (Москва)	+7 495 7773284	
Россия (Санкт-Петербург)	+7 812 3324240	
	800 897 1415	السعودية
Singapore	6272 5300	
Slovensko	0850 111 256	
South Africa (RSA)	0860 104 771	
Suomi	www.hp.com/support	
Sverige	www.hp.com/support	
Switzerland	www.hp.com/support	
臺灣	(02) 8722 8000	
ไทย	+66 (2) 353 9000	
	071 891 391	تونس
Trinidad & Tobago	1-800-711-2884	
Türkiye	+90 (212)291 36 65	
Україна	(044) 230-51-06	
	600 54 47 47	الإمارات العربية المتحدة
United Kingdom	www.hp.com/support	
United States	1-(800)-474-6836 (1-800 hp invent)	
Uruguay	0004-054-177	
Venezuela (Caracas)	58-212-278-8666	
Venezuela	0-800-474-68368	
Việt Nam	+84 (8) 823 4530	

HP Quick Exchange Service (Japan)

製品に問題がある場合は以下に記載されている電話番号に連絡してください。製品が故障している、または欠陥があると判断された場合、HP Quick Exchange Serviceがこの製品を正常品と交換し、故障した製品を回収します。保証期間中は、修理代と配送料は無料です。また、お住まいの地域にもよりますが、プリンタを次の日までに交換することも可能です。

電話番号：0570-000511（自動応答）
:03-3335-9800（自動応答システムが使用できない場合）
サポート時間：平日の午前 9:00 から午後 5:00 まで
土日の午前 10:00 から午後 5:00 まで。
祝祭日および1月1日から3日は除きます。

サービスの条件

- サポートの提供は、カスタマケアセンターを通してのみ行われます。
- カスタマケアセンターがプリンタの不具合と判断した場合に、サービスを受けることができます。
ご注意: ユーザの扱いが不適切であったために故障した場合は、保証期間中であっても修理は有料となります。詳細については保証書を参照してください。

その他の制限

- 運送の時間はお住まいの地域によって異なります。詳しくは、カスタマケアセンターに連絡してご確認ください。
- 出荷配送は、当社指定の配送業者が行います。
- 配送は交通事情などの諸事情によって、遅れる場合があります。
- このサービスは、将来予告なしに変更することがあります。

For instructions on how to pack your device for exchange, see [Pack the HP All-in-One](#).

Prepare the HP All-in-One for shipment

If after contacting HP Customer Support or returning to the point of purchase, you are requested to send the HP All-in-One in for service, make sure you remove and keep the following items before returning your device:

- The print cartridges
- The control panel faceplate
- The power cord, USB cable, and any other cable connected to the HP All-in-One
- Any paper loaded in the input tray
- Remove any originals you might have loaded in the HP All-in-One

This section contains the following topics:

- [Remove the print cartridges before shipment](#)
- [Remove the control panel faceplate](#)


Remove the print cartridges before shipment

Before you return the HP All-in-One, make sure you remove your print cartridges.


 **NOTE:** This information does not apply to customers in Japan. For information on service options in Japan, see [HP Quick Exchange Service \(Japan\)](#).

To remove print cartridges before shipment

1. Turn on the HP All-in-One and wait until the print carriage is idle and silent. If the HP All-in-One will not turn on, skip this step and go to step 2.
2. Open the print cartridge door.
3. Remove the print cartridges from their slots.

 **NOTE:** If the HP All-in-One does not turn on, you can unplug the power cord and then manually slide the print carriage to the far right side to remove the print cartridges.


4. Place the print cartridges in an airtight plastic container so they will not dry out, and put them aside. Do not send them with the HP All-in-One unless the HP customer support call agent instructs you to.
5. Close the print cartridge door and wait a few minutes for the print carriage to move back to its home position (on the left side).


 **NOTE:** Make sure the scanner is idle and has returned to its parked position before turning off the HP All-in-One.

6. Press the Power button to turn off the HP All-in-One.

Remove the control panel faceplate

Complete the following steps once you have removed the print cartridges.

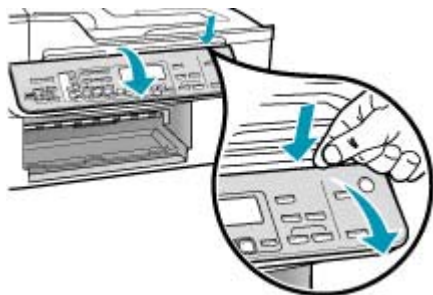
 **NOTE:** This information does not apply to customers in Japan. For information on service options in Japan, see [HP Quick Exchange Service \(Japan\)](#).

 **CAUTION:** The HP All-in-One must be unplugged before following these steps.

CAUTION: The replacement HP All-in-One will not be shipped with a power cord. Store the power cord in a safe place until the replacement HP All-in-One arrives.

To remove the control panel faceplate

1. Press the Power button to turn off the HP All-in-One.
2. Unplug the power cord, and then disconnect it from the HP All-in-One. Do not return the power cord with the HP All-in-One.
3. Lift the ADF lid.
4. Remove the control panel faceplate as follows:
 - a. Place your hands on each side of the control panel faceplate.
 - b. Use your fingertip or insert a thin object in the tab on the upper right corner of the faceplate to pry the control panel faceplate off.



5. Retain the control panel faceplate. Do not return the control panel faceplate with the HP All-in-One.

CAUTION: The replacement HP All-in-One might not come with a control panel faceplate. Store your control panel faceplate in a safe place, and when the replacement HP All-in-One arrives, reattach your control panel faceplate. You must attach your control panel faceplate to use the control panel functions on the replacement HP All-in-One.

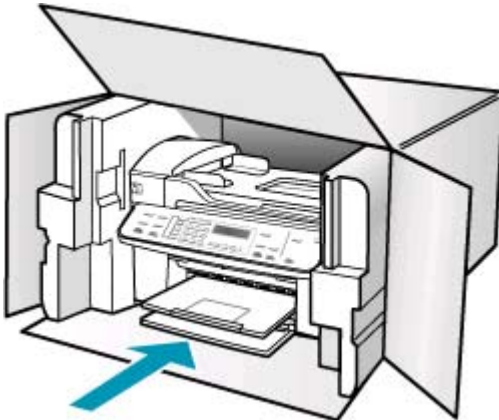
NOTE: See the Setup Poster that came with the HP All-in-One for instructions on how to attach your control panel faceplate. The replacement HP All-in-One might come with instructions for setting up your device.

Pack the HP All-in-One

Complete the following steps once you have removed the print cartridges, removed the control panel faceplate, turned off the HP All-in-One, and unplugged it.

To pack the HP All-in-One

1. If available, pack the HP All-in-One for shipment by using the original packing materials or the packaging materials that came with your exchange device.



If you do not have the original packaging materials, please use other adequate packaging materials. Shipping damage caused by improper packaging and/or improper transportation is not covered under the warranty.


2. Place the return shipping label on the outside of the box.
3. Include the following items in the box:
 - A complete description of symptoms for service personnel (samples of print quality problems are helpful).
 - A copy of the sales slip or other proof of purchase to establish the warranty coverage period.
 - Your name, address, and a phone number where you can be reached during the day.

15 Technical information

The technical specifications and international regulatory information for the HP All-in-One are provided in this section.

- [System requirements](#)
- [Paper specifications](#)
- [Print specifications](#)
- [Copy specifications](#)
- [Fax specifications](#)
- [Scan specifications](#)
- [Physical specifications](#)
- [Power specifications](#)
- [Environmental specifications](#)
- [Memory specifications](#)
- [Environmental product stewardship program](#)
- [Regulatory notices](#)
- [Declaration of conformity \(European Economic Area\)](#)
- [HP Officejet J5700 All-in-One series declaration of conformity](#)

System requirements

 **NOTE:** For the most current information about supported operating systems and system requirements, visit www.hp.com/support.

Operating system compatibility

- Windows 2000, Windows XP, Windows XP x64* (Professional and Home Editions)
 - Mac OS X (10.3, 10.4)
 - Linux
-

 **NOTE:** Printer and scanner drivers for Windows Server 2003 (both 32-bit and 64-bit versions) require a minimum of an Intel Pentium II or Celeron processor, 128 MB RAM, 200 MB free hard disk space. The drivers are available at <http://www.hp.com/support/>.

Minimum requirements

- **Windows 2000:** Intel Pentium II or Celeron processor, 128 MB RAM, 280 MB free hard disk space
- **Windows XP (32-bit):** Intel Pentium II or Celeron processor, 128 MB RAM, 280 MB free hard disk space
- **Windows XP x64:** Intel Pentium II or Celeron processor, 128 MB RAM, 280 MB free hard disk space
- **Mac OS X (10.3.8, 10.4.x):** 400 MHz Power PC G3 (v10.3.8 and v10.4.x) or 1.83 GHz Intel Core Duo (v10.4.x), 128 MB memory, 300 MB free hard disk space
- **Microsoft Internet Explorer 6.0**

Recommended requirements

- **Windows 2000:** Intel Pentium III or higher processor, 256 MB RAM, 500 MB free hard disk space
- **Windows XP (32-bit):** Intel Pentium III or higher processor, 256 MB RAM, 500 MB free hard disk space
- **Windows XP x64:** Intel Pentium III or higher processor, 256 MB RAM, 500 MB free hard disk space
- **Mac OS X (10.3.8, 10.4.x):** 400 MHz Power PC G3 (v10.3.8 and v10.4.x) or 1.83 GHz Intel Core Duo (v10.4.x), 256 MB memory, 600 MB free hard disk space
- **Microsoft Internet Explorer 6.0 or later**

Paper specifications

This section contains information about paper tray capacities, paper sizes, and print margin specifications.

- [Paper tray capacities](#)
- [Paper sizes](#)
- [Print margin specifications](#)

Paper tray capacities

Type	Paper weight	Input tray ¹	Output tray ²	Document feeder tray
Plain paper	16 to 24 lb. (60 to 90 gsm)	up to 100 (20 lb. paper)	up to 50 (20 lb. paper)	up to 35
Legal paper	20 to 24 lb. (75 to 90 gsm)	up to 100 (20 lb. paper)	up to 50 (20 lb. paper)	up to 20
Cards	up to 110 lb. index (200 gsm)	40	10	N/A
Envelopes	20 to 24 lb. (75 to 90 gsm)	15	10	N/A
Transparency film	N/A	25	25 or fewer	N/A
Labels	N/A	20	20	N/A
4 x 6 inch photo paper	up to 145 lb. (236 gsm)	30	10	N/A
8.5 x 11 inch photo paper	N/A	40	20	N/A

¹ Maximum capacity.

² Output tray capacity is affected by the type of paper and the amount of ink you are using. HP recommends emptying the output tray frequently.

Paper sizes

Type	Size
Paper	Letter: 216 x 280 mm (8.5 x 11 inches) A4: 210 x 297 mm

(continued)

Type	Size
	Legal: 216 x 356 mm (8.5 x 14 inches)
Envelopes	U.S. #10: 105 x 241 mm (4.125 x 9.5 inches) U.S. #9: 98 x 225 mm (3.9 x 8.9 inches) A2: 111 x 146 mm (4.4 x 5.8 inches) DL: 110 x 220 mm (4.3 x 8.7 inches) C6: 114 x 162 mm (4.5 x 6.4 inches)
Transparency film	Letter: 216 x 279 mm (8.5 x 11 inches) A4: 210 x 297 mm
Premium photo paper	102 x 152 mm (4 x 6 inches) Letter: 216 x 280 mm (8.5 x 11 inches) A4: 210 x 297 mm
Cards	A6: 105 x 148.5 mm Index card: 76 x 127 mm (3 x 5 inches) Index card: 101 x 152 mm (4 x 6 inches)
Labels	Letter: 216 x 279 mm (8.5 x 11 inches) A4: 210 x 297 mm
Custom	102 x 152 mm up to 216 x 356 mm (4 x 6 inches up to 8.5 x 14 inches)

Print margin specifications

	Top (leading edge)	Bottom (trailing edge)	Left and Right margins
U.S. Letter U.S. Legal A4 Photo media	1.8 mm (0.07 inches)	2 mm (0.12 inches)	2 mm (0.12 inches)
U.S. Executive B5 A5 Cards	1.8 mm (0.07 inches)	6 mm (0.24 inches)	2 mm (0.12 inches)
Envelopes	16.5 mm (0.65 inches)	16.5 mm (0.66 inches)	3.3 mm (0.13 inches)

Print specifications

- Resolution: 1200 x 1200 dpi black, 4800 optimized dpi color or 6 ink
- Method: drop-on-demand thermal inkjet
- Language: Lightweight Imaging Device Interface Language (LIDIL)
- Print speed varies according to the complexity of the document

Copy specifications

- Digital image processing
- Up to 100 copies from original (varies by model)
- Digital zoom: from 25 to 400% (varies by model)
- Fit to page, pre-scan
- Copy speeds vary according to the complexity of the document

Mode	Type	Scan resolution (dpi) ¹
Best	Black	up to 600 x 1200
	Color	up to 600 x 1200
Normal	Black	up to 300 x 300
	Color	up to 300 x 300
Fast	Black	up to 300 x 300
	Color	up to 300 x 300

1 Maximum at 400% scaling.

Fax specifications

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

	Photo (dpi)	Very Fine (dpi)	Fine (dpi)	Standard (dpi)
Black	196 x 203 (8-bit grayscale)	300 x 300	196 x 203	196 x 98
Color	200 x 200	200 x 200	200 x 200	200 x 200

Scan specifications

- Image editor included
- Integrated OCR software automatically converts scanned text to editable text
- Scan speeds vary according to the complexity of the document
- Twain-compliant interface
- Resolution: 2400 x 4800 ppi optical, up to 19,200 ppi enhanced

- Color: 16-bit per RGB color, 48-bit total
- Maximum scan size from glass: 216 x 297 mm (8.5 x 11.7 inches)

Physical specifications

- Height: 236 mm (9.29 inches)
- Width: 456 mm (17.95 inches)
- Depth: 326 mm (12.83 inches)
- Weight: 7.66 kg (16.9 pounds)

Power specifications

- Maximum power consumption: 40 W (average printing)
- Idle state power consumption: 6.5 W
- Power supply's input voltage: AC 100 to 240 VAC, 1A, 50-60 Hz, grounded
- System DC input: 16 Vdc at 500 mA, 32 Vdc at 700 mA



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

Environmental specifications

- Recommended operating temperature range: 15° to 32° C (59° to 90° F)
- Allowable operating temperature range: 5° to 40° C (41° to 104° F)
- Humidity: 15% to 80% RH non-condensing
- Non-operating (Storage) temperature range: -40° to 60° C (-40° to 140° F)

In the presence of high electromagnetic fields it is possible the output from the HP All-in-One might be slightly distorted.

HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields.

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

Memory specifications

Memory specifications: 8 MB ROM, 32 MB DDR

Environmental product stewardship program

This section provides information on protecting the environment; ozone production; energy consumption; paper use; plastics; material safety data sheets; and recycling programs.

This section contains information about environmental standards.

- [Protecting the environment](#)
- [Ozone production](#)
- [Paper use](#)
- [Plastics](#)
- [Material safety data sheets](#)
- [Hardware recycling program](#)
- [HP inkjet supplies recycling program](#)
- [Disposal of Waste Equipment by Users in Private Households in the European Union](#)

Protecting the environment

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment. For more information, visit HP's Commitment to the Environment website at: www.hp.com/hpinfo/globalcitizenship/environment/index.html

Ozone production

This product generates no appreciable ozone gas (O3).

Paper use

This product is suited for the use of recycled paper according to DIN 19309.

Plastics

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

Material safety data sheets

Material safety data sheets (MSDS) can be obtained from the HP website at: www.hp.com/go/msds
Customers without Internet access should contact their local HP Customer Care Center.

Hardware recycling program

HP offers an increasing number of product return and recycling programs in many countries, as well as partnering with some of the largest electronic recycling centers throughout the world. HP also conserves resources by refurbishing and reselling some of its most popular products. For information regarding recycling of HP products, please visit: www.hp.com/recycle.

HP inkjet supplies recycling program

HP is committed to protecting the environment. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges free of charge. For more information, go to the following website: www.hp.com/recycle

Disposal of Waste Equipment by Users in Private Households in the European Union

This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service, or the shop where you purchased the product.



Regulatory notices

The HP All-in-One meets product requirements from regulatory agencies in your country/region.

- [Regulatory model identification number](#)
- [Notice to users of the U.S. telephone network: FCC requirements](#)
- [FCC statement](#)
- [Note à l'attention des utilisateurs du réseau téléphonique canadien/notice to users of the Canadian telephone network](#)
- [Notice to users in Japan](#)
- [Power cord statement](#)
- [Notice to users in the European Economic Area](#)
- [Notice to users of the German telephone network](#)
- [Geräuschemission](#)
- [Notice to users in Korea](#)
- [Australia Wired Fax Statement](#)

Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SDGOB-0701. This regulatory number should not be confused with the marketing name HP Officejet J5700 All-in-One series.

Notice to users of the U.S. telephone network: FCC requirements

This equipment complies with FCC rules, Part 68. On this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalent Number (REN) for this equipment. If requested, provide this information to your telephone company.

An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant. This equipment connects to the telephone network through the following standard network interface jack: USOC RJ-11C.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your number is called. Too many devices on one line might result in failure to ring in response to an incoming call. In most, but not all, areas the sum of the RENs of all devices should not exceed five (5). To be certain of the number of devices you may connect to your line, as determined by the REN, you should call your local telephone company to determine the maximum REN for your calling area.

If this equipment causes harm to the telephone network, your telephone company may discontinue your service temporarily. If possible, they will notify you in advance. If advance notice is not practical, you will be notified as soon as possible. You will also be advised of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper operation of your equipment. If they do, you will be given advance notice so you will have the opportunity to maintain uninterrupted service.

If you experience trouble with this equipment, please contact the manufacturer, or look elsewhere in this manual, for warranty or repair information. Your telephone company may ask you to disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs. Contact your state public utility commission, public service commission, or corporation commission for more information.

This equipment includes automatic dialing capability. When programming and/or making test calls to emergency numbers:

- Remain on the line and explain to the dispatcher the reason for the call.
- Perform such activities in the off-peak hours, such as early morning or late evening.



NOTE: The FCC hearing aid compatibility rules for telephones are not applicable to this equipment.

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of transmission, the date and time it is sent and an identification of the business, other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.) In order to program this information into your fax machine, you should complete the steps described in the software.

FCC statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

Declaration of Conformity: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that might cause undesired operation. Class B limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and, if not installed and used in accordance with the instructions, might cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

For more information, contact the Product Regulations Manager, Hewlett-Packard Company, San Diego, (858) 655-4100.

The user may find the following booklet prepared by the Federal Communications Commission helpful: How to Identify and Resolve Radio-TV Interference Problems. This booklet is available from the U.S. Government Printing Office, Washington DC, 20402. Stock No. 004-000-00345-4.

⚠ CAUTION: Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by the Hewlett-Packard Company might cause harmful interference and void the FCC authorization to operate this equipment.

Note à l'attention des utilisateurs du réseau téléphonique canadien/notice to users of the Canadian telephone network

Cet appareil est conforme aux spécifications techniques des équipements terminaux d'Industrie Canada. Le numéro d'enregistrement atteste de la conformité de l'appareil. L'abréviation IC qui précède le numéro d'enregistrement indique que l'enregistrement a été effectué dans le cadre d'une Déclaration de conformité stipulant que les spécifications techniques d'Industrie Canada ont été respectées. Néanmoins, cette abréviation ne signifie en aucun cas que l'appareil a été validé par Industrie Canada.


Pour leur propre sécurité, les utilisateurs doivent s'assurer que les prises électriques reliées à la terre de la source d'alimentation, des lignes téléphoniques et du circuit métallique d'alimentation en eau sont, le cas échéant, branchées les unes aux autres. Cette précaution est particulièrement importante dans les zones rurales.

Le numéro REN (Ringer Equivalence Number) attribué à chaque appareil terminal fournit une indication sur le nombre maximal de terminaux qui peuvent être connectés à une interface téléphonique. La terminaison d'une interface peut se composer de n'importe quelle combinaison d'appareils, à condition que le total des numéros REN ne dépasse pas 5.

Basé sur les résultats de tests FCC Partie 68, le numéro REN de ce produit est 0.1B.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation IC before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution might be particularly important in rural areas.

 **NOTE:** The REN assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface might consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

The REN for this product is 0.1B, based on FCC Part 68 test results.

Notice to users in Japan

VCCI-2

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。
取り扱い説明書に従って正しい取り扱いをして下さい。

Power cord statement

The power cord cannot be repaired. If it is defective, it should be discarded or returned to the supplier.

製品には、同梱された電源コードをお使い下さい。
同梱された電源コードは、他の製品では使用出来ません。

Notice to users in the European Economic Area



This product is designed to be connected to the analog Switched Telecommunication Networks (PSTN) of the European Economic Area (EEA) countries/regions.

Network compatibility depends on customer selected settings, which must be reset to use the equipment on a telephone network in a country/region other than where the product was purchased. Contact the vendor or Hewlett-Packard Company if additional product support is necessary.

This equipment has been certified by the manufacturer in accordance with Directive 1999/5/EC (annex II) for Pan-European single-terminal connection to the public switched telephone network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point.

In the event of problems, you should contact your equipment supplier in the first instance.

This equipment is designed for DTMF tone dialing and loop disconnect dialing. In the unlikely event of problems with loop disconnect dialing, it is recommended to use this equipment only with the DTMF tone dial setting.

Notice to users of the German telephone network

This HP fax product is designed to connect only to the analogue public-switched telephone network (PSTN). Please connect the TAE N telephone connector plug, provided with the HP All-in-One into the wall socket (TAE 6) code N. This HP fax product can be used as a single device and/or in combination (in serial connection) with other approved terminal equipment.

Geräuschemission

LpA < 70 dB am Arbeitsplatz im Normalbetrieb nach DIN 45635 T. 19

Notice to users in Korea

<p>사용자 안내문(B급 기기) 이 기기는 비업무용으로 전자파 적합 등록을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.</p>

Australia Wired Fax Statement

In Australia, the device must be connected to a Telecommunication Network through a line cord which meets the requirements of the Technical Standard AS/ACIF S008.

Declaration of conformity (European Economic Area)

The Declaration of Conformity in this document complies with ISO/IEC Guide 17050-1 and EN 17050-1. It identifies the product, manufacturer's name and address, and applicable specifications recognized in the European community.

HP Officejet J5700 All-in-One series declaration of conformity



DECLARATION OF CONFORMITY

according to ISO/IEC 17050-1 and EN 17050-1

Manufacturer's Name: Hewlett-Packard Company DoC#: SDGOB-0701-rel.1.0

Manufacturer's Address: 16399 West Bernardo Drive
San Diego, CA 92127, USA

declares, that the product

Product Name: HP Officejet J5700 series
Regulatory Model:⁴⁾ SDGOB-0701
Product Options: ALL
Power Adapter: 0957-2177 & 0957-2178

conforms to the following Product Specifications:

SAFETY: IEC 60950-1:2001 / EN 60950-1:2001
IEC 60825-1 Ed. 1,2:2001 / EN 60825-1:1994+A1:2002+A2:2001 (LED)
GB4943:2001

EMC: CISPR 22:1997+A1:2000+A2:2002 / EN 55022:1998 +A1:2000+A2:2003 Class B³⁾
CISPR 24:1997+A1:2001+A2:2002 / EN 55024:1998 +A1:2001+A2:2003 Class B³⁾
IEC 61000-3-2:2000+A1:2000 / EN 61000-3-2:2000
IEC 61000-3-3:1994+A1:2001 / EN 61000-3-3:1995+A1:2001
FCC Title 47 CFR, Part 15 Class B / ICES-003, Issue 4
GB9254:1998, GB17625.1:2003

TELECOM: TBR21:1998, EG 201 121:1998, FCC Title 47 CFR Part 68, TIA/EIA/968:2001

Supplementary Information:

1. The product herewith complies with the requirements of the EMC Directive 89/336/EEC, the Low Voltage Directive 73/23/EEC and the R&TTE Directive 1999/5/EC and carries the CE-Marking accordingly
2. 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
3. The product was tested in a typical configuration.
4. For regulatory purposes, these products are assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).

San Diego, CA, USA
25 September, 2006

For Regulatory Topics only, contact:

European Contact: Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH,
Department HQ-TRE / Standards Europe, Herrenberger Strasse 140, D-71034 Böblingen, Germany (FAX: +49-7031-14-3143)

USA Contact: Product Regulations Manager, Hewlett Packard Company, San Diego, (858) 655-4100

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