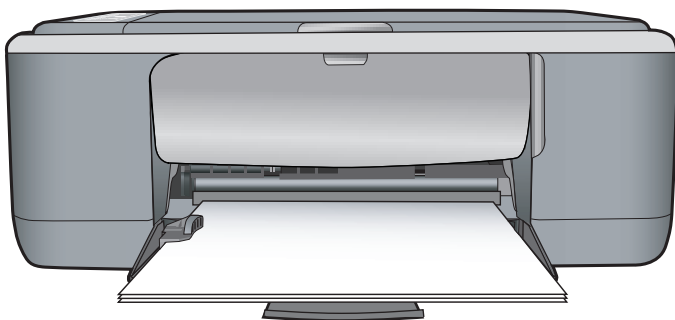


# HP Deskjet F4100 All-in-One series



基本指南

Basics Guide

## 惠普公司通告

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# HP Deskjet F4100 All-in-One series

## 基本概念指南



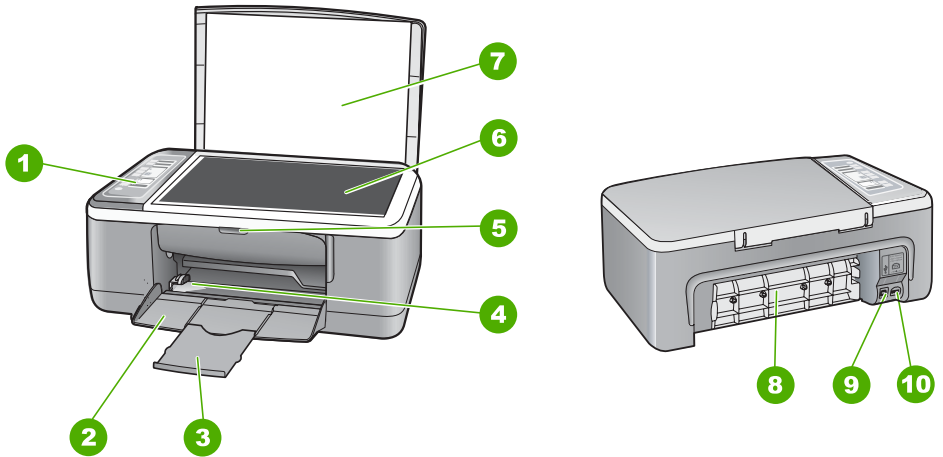
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# 1 HP All-in-One 概觀

HP Deskjet F4100 All-in-One series 是一功能極多的裝置，可讓您輕鬆地使用影印、掃描及列印。如需有關所有功能的詳細資訊，請參閱螢幕說明。

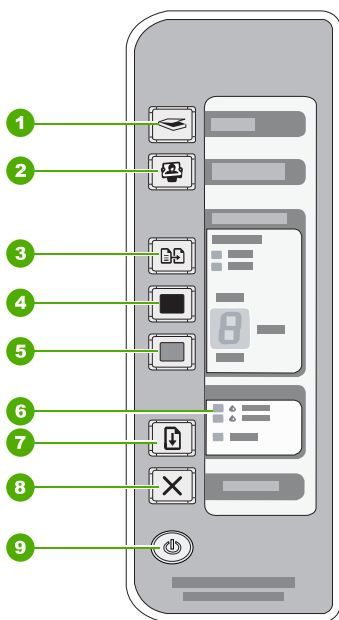
## HP All-in-One 概觀



標籤	描述
1	控制台
2	進紙匣
3	紙匣延伸架
4	紙張寬度導板
5	列印墨匣門
6	玻璃板
7	背蓋板
8	後匣門
9	後方 USB 連接埠
10	電源連接*

\* 只能與 HP 提供的電源轉接器搭配使用。

## 控制台按鈕



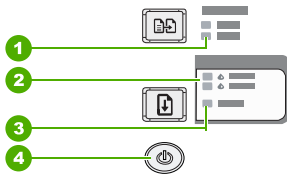
標籤	圖示	名稱與描述
1		<b>掃描</b> ：開始掃描目前在玻璃板上的原稿。如果 HP All-in-One 正在處理其他工作，則會忽略 Scan 指令。只有當電腦開啓時，Scan 指令才能正常運作。
2		「 <b>Photosmart Essential</b> 」按鈕：啓動 HP Photosmart 軟體，以列印、編輯和共享相片。  附註 如果 HP Photosmart 軟體尚未安裝在您的電腦上， <b>Photosmart Essential</b> 按鈕將不會執行任何動作。
3		<b>紙張類型</b> ：將紙張類型設定變更為普通紙或相片紙。確定適當的紙張已裝入紙匣。預設的紙張類型設定是普通紙。 [紙張類型] 燈號代表目前選取的紙張類型是「普通紙」或「相片紙」。
4		<b>開始影印/黑白</b> ：開始黑白影印工作。 按幾下這個按鈕以指定多份黑白影印副本。選取份數之後，印表機將會很快開始列印。要列印的份數會顯示在按鈕右側。  提示 您可以使用控制台設定最多列印 9 份 (會因型號而異)。
5		<b>開始影印/彩色</b> ：開始彩色影印工作。 按幾下這個按鈕以指定多份彩色影印副本。選取份數之後，印表機將會很快開始列印。要列印的份數會顯示在按鈕右側。  提示 您可以使用控制台設定最多列印 9 份 (會因型號而異)。

(續)

標籤	圖示	名稱與描述
6		[檢查列印墨匣] 燈號：指出需要重新插入指定的列印墨匣、更換列印墨匣或是關閉列印墨匣門。
7		<b>重新開始</b> ：指示 HP All-in-One 在問題解決之後繼續運作。 <b>重新開始</b> 按鈕旁邊閃爍的 <b>重新開始</b> 燈號指出需要載入紙張或清除夾紙。
8		<b>取消</b> ：停止列印、影印或掃描工作。
9		「 <b>開啓</b> 」：開啓或關閉 HP All-in-One。開啓 HP All-in-One 的電源時， <b>開啓</b> 按鈕會亮起。

## 狀態燈號概觀

有數種指示燈號會告知您 HP All-in-One 的狀態。



標籤	描述
1	紙張類型燈號 (「紙張類型」按鈕)
2	[檢查列印墨匣] 燈號
3	重新開始燈號
4	「開啓」按鈕

下表描述一般情況，並說明燈號的意義。

燈號狀態	燈號的意義
所有燈號都熄滅。	HP All-in-One 已關閉。按「 <b>開啓</b> 」按鈕以開啓裝置。
<b>開啓</b> 燈號和其中一個 [紙張類型] 燈號會亮起。	HP All-in-One 準備進行列印、掃描或影印。
<b>開啓</b> 燈號在閃爍。	HP All-in-One 正在進行列印、掃描、影印或校正列印墨匣。
<b>開啓</b> 燈號快速閃爍 3 秒，然後維持亮燈。	當 HP All-in-One 已在進行列印、掃描、影印或校正列印墨匣時，您按了某個按鈕。
<b>開啓</b> 燈號連續閃爍 20 秒，然後維持亮燈。	您按下「 <b>掃描</b> 」按鈕，但是電腦沒有回應。
<b>重新開始</b> 燈號在閃爍。	<ul style="list-style-type: none"> <li>HP All-in-One 紙張用完。</li> <li>HP All-in-One 卡紙。</li> <li>影印軟體中的紙張大小設定與進紙匣中偵測到的紙張大小不符。</li> </ul>

燈號狀態	燈號的意義
[檢查列印墨匣] 燈號在閃爍。	<ul style="list-style-type: none"><li>• 列印墨匣門為開啓狀態。</li><li>• 列印墨匣遺失或安裝的位置錯誤。</li><li>• 塑膠帶尚未從列印墨匣上移除。</li><li>• 列印墨匣不是此 HP All-in-One 的專用墨匣。</li><li>• 列印墨匣可能已損壞。</li></ul> <hr/> <p>附註 您的印表機可能只隨附三色列印墨匣。</p>
開啓、重新開始、[檢查紙張] 及 [檢查列印墨匣] 燈號在閃爍。	掃描器失敗。 關閉 HP All-in-One 然後再開機。如果問題仍然存在，請聯絡 HP 支援。
所有燈號都在閃爍。	HP All-in-One 發生嚴重錯誤。 <ol style="list-style-type: none"><li>1. 關閉 HP All-in-One。</li><li>2. 拔掉電源線。</li><li>3. 等候大約一分鐘，再插回電源線。</li><li>4. 再次開啓 HP All-in-One。</li></ol> 如果問題仍然存在，請聯絡 HP 支援。

## 載入原稿以進行掃描和影印

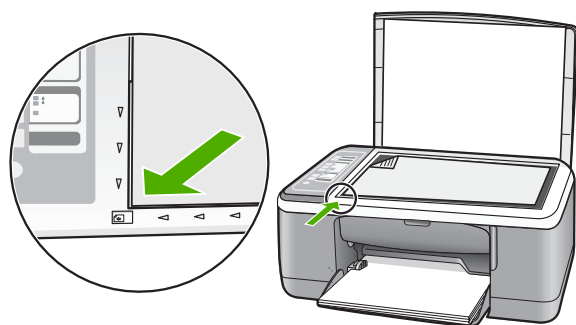
您可在 HP All-in-One 中放入許多不同類型和大小的紙張，包括 Letter、A4 紙、相紙、投影片和信封。

如需有關載入全尺寸紙張的詳細資訊，請參閱《安裝指南》。如需有關載入其他尺寸紙張的詳細資訊，請參閱螢幕說明。

### 在玻璃板上放入原稿

1. 掀起 HP All-in-One 的蓋板。
2. 以要列印或掃描面朝下的方式，將原稿放在玻璃板的左前角。

📌 提示 若要取得正確의 影片大小，請確定玻璃板上沒有膠帶或其他異物。



3. 蓋上蓋板。



## 進行影印

您可以從控制台進行高品質的影印。

### 從控制台進行影印

1. 確定已在進紙匣內放入紙張。
2. 以要列印或掃描面朝下的方式，將原稿放在玻璃板的左前角。
3. 按**紙張類型**按鈕設定紙張類型。
4. 按**開始影印/黑白**或**開始影印/彩色**。


## 掃描原始文件

如果是放在玻璃板上的原稿或影像，您就可以從電腦或 HP All-in-One 開始掃描。若要使用掃描功能，HP All-in-One 必須與電腦連線並已開啓。進行掃描之前，電腦上必須安裝 HP Photosmart 軟體，且軟體可正常運作。

### 掃描至電腦

1. 以要列印或掃描面朝下的方式，將原稿放在玻璃板的左前角。

---

 **提示** 如果要取得品質良好的副本，請確定掃描器的玻璃板是否乾淨以及是否有異物沾附在玻璃板上。

---

2. 按**掃描**。  
如果原稿是相片，掃描的預覽影像會出現在您的電腦上，您可以在此進行編輯。您所進行的任何編輯都只會套用到目前的掃描工作階段。
3. 對預覽影像進行編輯，然後在完成時按一下「接受」。

## 2 疑難排解與支援

本章涵蓋有關安裝與組態設定問題的疑難排解資訊，以及一些操作主題。如需疑難排解資訊，請參閱螢幕說明。

若在電腦上安裝 HP All-in-One 軟體前，即使用 USB 纜線將 HP All-in-One 連接至電腦，將會造成許多問題。如果您在軟體安裝畫面提示執行這項操作之前，已經將 HP All-in-One 連接至電腦，則必須遵循下列步驟：

### 疑難排解常見的安裝問題

1. 從電腦上拔除 USB 纜線。
2. 解除安裝軟體 (如果已安裝)。
3. 重新啓動電腦。
4. 關閉 HP All-in-One，等待一分鐘，然後重新啓動。
5. 重新安裝 HP All-in-One 軟體。

△ **注意** 只有當軟體安裝畫面出現提示後，才可以將 USB 纜線連接至電腦。

如需支援聯絡資訊，請參閱本指南的封底內頁。

### 解除安裝和重新安裝軟體

如果安裝未完成，或者在軟體安裝畫面顯示提示之前就連接 USB 纜線至電腦，可能需要解除安裝後再重新安裝軟體。請勿只是從電腦中刪除 HP All-in-One 應用程式檔案。務必使用安裝 HP All-in-One 隨附軟體時所提供的解除安裝公用程式，完整移除程式檔案。

#### 從 Windows 電腦解除安裝後再重新安裝

1. 在 Windows 工作列上，按一下「[開始]」，然後按一下「[控制台]」。
2. 按兩下「新增/移除程式」。
3. 選取「HP Deskjet All-in-One 驅動程式軟體」，然後按一下「變更/移除」。按照畫面上的指示操作。
4. 中斷 HP All-in-One 與電腦的連線。
5. 重新啓動電腦。

📖 **附註** 重新啓動電腦前，請務必中斷 HP All-in-One 的連線。在重新安裝軟體之前，請勿將 HP All-in-One 連接至您的電腦。

6. 將 HP All-in-One 光碟插入電腦的光碟機，然後啓動安裝程式。
7. 請遵循螢幕指示，以及 HP All-in-One 隨附《安裝指南》中提供的指示。完成軟體安裝時，「HP 數位影像監視器」圖示就會出現在 Windows 系統工作列中。若要確認軟體已安裝妥當，請連接兩下桌面上的 HP 解決方案中心圖示。如果 HP 解決方案中心顯示主要圖示（「掃描圖片」和「掃描文件」），表示軟體已安裝妥當。

#### 從 Mac 解除安裝後再重新安裝

1. 中斷 HP All-in-One 與 Mac 的連接。
2. 開啓「Applications」中的「Hewlett-Packard」資料夾。
3. 連接兩下「HP Uninstaller」(HP 解除安裝程式)。依照螢幕上的指示進行。

- 在軟體解除安裝後，請中斷與 HP All-in-One 的連線，再重新啓動電腦。

**附註** 重新啓動電腦前，請務必中斷 HP All-in-One 的連線。在重新安裝軟體之前，請勿將 HP All-in-One 連接至您的電腦。

- 要重新安裝軟體，請將 HP All-in-One 光碟插入電腦的光碟機中。
- 在桌面上開啓光碟，然後連接兩下「HP All-in-One Installer」(HP All-in-One 安裝程式)。
- 請遵循螢幕指示，以及 HP All-in-One 隨附《安裝指南》中提供的指示。

## 硬體安裝疑難排解

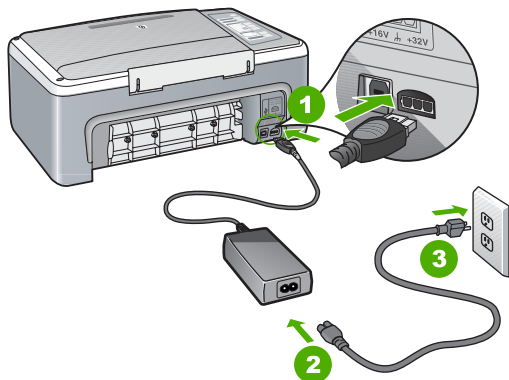
本節包含 HP All-in-One 的硬體疑難排解資訊。

### HP All-in-One 未能開啓

**原因：** HP All-in-One 電源線沒有接好。

#### 解決方案

- 確定 HP All-in-One 和電源供應器雙方的電源線都穩固連接。將電源線插入電源插座、突波保護器或電源延長線。



1	電源連接
2	電源線與供應器
3	電源插座

- 如果使用電源延長線，請確定電源延長線開關是開著的。否則請將 HP All-in-One 直接插到電源插座上。
- 測試電源插座，確定它是正常的。插入一個已知能正常運作的裝置，檢視其是否有電。若沒有電，則可能是電源插座有問題。
- 如果將 HP All-in-One 插入有開關的插座，請確認該插座是開啓的。如果該插座是開啓的但仍無法運作，則可能是電源插座有問題。

**原因：** 您太快按下「開啓」按鈕。

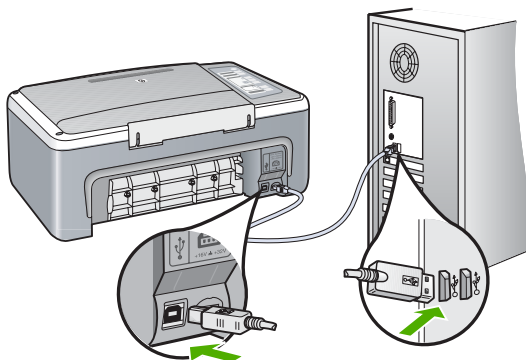
**解決方案：** 如果您太快按下開啓按鈕，HP All-in-One 可能沒有反應。請再按一次開啓按鈕。需稍等幾秒鐘，HP All-in-One 才會開啓。如果您在這段期間再次按下開啓按鈕，則可能會關閉裝置。

- △ **注意** 如果仍未打開 HP All-in-One，可能存在機械故障。從電源插座拔下 HP All-in-One 並聯絡 HP。請至：[www.hp.com/support](http://www.hp.com/support) 如有提示，選擇您的國家/地區，然後按一下「聯絡 HP」，以取得關於呼叫技術支援的資訊。

### 我已接上 USB 纜線，但無法搭配電腦使用 HP All-in-One

**解決方案：** 連接 USB 纜線之前，您必須先安裝 HP All-in-One 隨附的軟體。安裝時，在螢幕指示出現提示後再插入 USB 纜線。在提示之前就連接 USB 纜線可能會造成錯誤。

安裝軟體後，以 USB 纜線連接電腦與 HP All-in-One 非常簡單。只要將 USB 纜線的一端插入到電腦的後方，另一端插入 HP All-in-One 的後方即可。您可以連接到電腦後方的任何一個 USB 連接埠。



有關安裝軟體以及連接 USB 纜線的詳細資訊，請參閱 HP All-in-One 隨附的《安裝指南》。

### HP All-in-One 無法列印

**解決方案：** 如果 HP All-in-One 和電腦之間沒有進行通訊，請嘗試執行下列動作：

- 檢視 HP All-in-One 前面的「開啓」燈號。如果該燈號沒有亮起，則表示 HP All-in-One 已關閉。確定電源線已牢固連接至 HP All-in-One 並插到電源插座上。按「開啓」按鈕以開啓 HP All-in-One 的電源。
- 確定列印墨匣已裝妥。
- 確定已在進紙匣內放入紙張。
- 檢查 HP All-in-One 沒有夾紙。
- 檢查列印滑動架沒有卡住。打開列印墨匣門以存取列印滑動架區域。取出任何會擋住列印墨匣的物件，包括包裝材料。關閉 HP All-in-One，然後再開機。
- 確認 HP All-in-One 列印佇列並未暫停或離線 (Windows) 或停止 (Mac)。若是，請選擇適當的設定以恢復列印。有關存取列印佇列的詳細資訊，請參閱電腦安裝之作業系統的隨附說明文件。
- 檢查 USB 纜線。如果使用較舊的纜線，則可能是纜線有問題。將它連接到另一個產品，檢查 USB 纜線是否能發揮作用。如果遇到問題，則可能需要更換 USB 纜線。另外請確定纜線的長度沒有超過 3 公尺。

- 檢查 HP All-in-One 與電腦的連線。確認 USB 纜線已牢固插入 HP All-in-One 背面的 USB 連接埠。確定 USB 纜線的另一端已插入電腦的 USB 連接埠。在正確連接纜線後，關閉 HP All-in-One，然後再重新開機。
  - 如果透過 USB 集線器連接 HP All-in-One，請確定集線器已開啓。如果集線器已開啓，請嘗試直接連接電腦。
  - 檢查其他印表機或掃描器。您可能需要中斷與電腦連接的較舊產品。
  - 嘗試將 USB 纜線連接到電腦上的另一個 USB 連接埠。在檢查連線後，請試著重新啓動電腦。關閉 HP All-in-One，然後再重新開機。
  - 如果 HP All-in-One 為離線狀態，請關閉 HP All-in-One 後重新開機。開始掃描工作。
  - 如有需要，請先移除與 HP All-in-One 一起安裝的軟體，然後再次安裝。
- 有關設定 HP All-in-One 以及連接至電腦的詳細資訊，請參閱 HP All-in-One 隨附的《安裝指南》。

## 清除卡紙

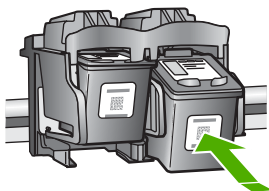
如需有關清除夾紙的詳細資訊，請參閱螢幕說明。

## 列印墨匣疑難排解

若您遇到列印問題，可能是列印墨匣其中之一有問題。

### 解決列印墨匣的問題

1. 從右邊的插槽中取出黑色列印墨匣。請勿觸摸墨水噴嘴或銅色接點。檢查銅色接點或墨水噴嘴是否有損壞。  
確定已移除膠帶。如果膠帶仍在墨水噴嘴上，請使用粉紅色拉啓式標籤輕輕地移除膠帶。
2. 將列印墨匣往前滑動，重新插入插槽中。然後將列印墨匣往前推，直到卡至定位。



3. 對左邊的三色列印墨匣重複步驟 1 和 2。
4. 如果問題持續發生，您可能需要列印自我測試報告或清除列印墨匣。如需詳細資訊，請參閱螢幕說明。

## 尋找更多資訊

各種印刷手冊和螢幕說明上的資源，都會提供有關安裝與使用 HP All-in-One 的資訊。

### 安裝指南

《安裝指南》提供設定 HP All-in-One 和安裝軟體的指示。請務必依照《安裝指南》的順序來執行步驟。

如果安裝時發生問題，請參閱《安裝指南》最後一節的〈疑難排解〉，或是參閱本指南中的位於第 10 頁的「[疑難排解與支援](#)」。

## 螢幕說明

螢幕說明提供了本指南中沒有提到的 HP All-in-One 詳細功能指示，其中包括只有透過與 HP All-in-One 一起安裝的軟體才可使用的功能。

在 **Windows 電腦上存取**「HP Photosmart 軟體說明」

1. 在 [HP 解決方案中心] 中，按一下 **HP All-in-One** 標籤。
2. 在「裝置支援」區域中，按一下「線上指南」或「疑難排解」。

## HP 網站

若能連線至網際網路，便可從 HP 網站上取得說明和支援，網址為 [www.hp.com/support](http://www.hp.com/support)。此網站上提供技術支援、驅動程式、以及耗材和訂購資訊。

## 油墨使用量

在多種情況下，列印過程中都會使用墨匣中的油墨，這裡情況包括準備供列印用之裝置和墨匣的初始化過程，以及保持列印噴頭清潔和出墨順暢的列印噴頭保養。此外，油墨在使用過後會在墨匣中留下剩餘油墨。如需詳細資訊，請參閱 [www.hp.com/go/inkusage](http://www.hp.com/go/inkusage)。

## HP 支援中心

您可以透過電話或網際網路與 HP 5 支援中心聯絡。支援選項和可用性會因產品、國家/地區和語言而異。

### 致電 HP 支援中心

如需支援中心的電話號碼清單，請參閱本手冊的封面內頁。  
支援選項和可用性會因產品、國家/地區和語言而異。

#### 電話支援期限

亞太地區及拉丁美洲 (包括墨西哥) 可獲得一年的電話支援。若要確定北美洲、歐洲、中東及非洲的電話支援期限，請瀏覽 [www.hp.com/support](http://www.hp.com/support)。  
您需要支付標準的電話費用。

#### 電話支援期限過後

電話支援期限過後，HP 提供的支援服務將酌情收費。  
請聯絡 HP 經銷商或致電您所在國家/地區的支援中心以了解關於支援選項的更詳細資訊。

### 在致電 HP 支援中心之前

1. 請確定：
  - a. HP All-in-One 已經插上電源，並已經開啓。
  - b. 指定的列印墨匣已正確安裝。
  - c. 建議使用的紙張已正確放入進紙匣。
2. 重設 HP All-in-One：
  - a. 按**開啓**按鈕以關閉 HP All-in-One 的電源。
  - b. 由 HP All-in-One 背面移除電源線。
  - c. 將電源線插回 HP All-in-One 的背面。
  - d. 按**開啓**按鈕以開啓 HP All-in-One 的電源。
3. 請備妥以下資訊：
  - a. HP All-in-One 的型號名稱，這可在控制台上找到。
  - b. 列印一份自我測試報告。(如需詳細資訊，請參閱「《使用者指南》」。)
  - c. 請備妥問題的詳細描述。

- d. 備妥您的序號和服務 ID，這可在自我測試報告上找到。
- e. 請在 HP All-in-One 的附近致電 HP 支援中心。

## 3 技術資訊


本節提供 HP All-in-One 的技術規格和國際法規資訊。

### 系統需求

軟體系統需求在讀我檔案中。

### 紙張規格

- 進紙匣容量：普通紙張最多 100 張 (20 lb. 紙張)
- 出紙匣容量：普通紙張最多 50 張 (20 lb. 紙張)


 **附註** 如需支援的材質尺寸之完整清單，請參閱印表機軟體。如需完整的紙張重量清單，請參閱螢幕說明。

### 實體規格

- 高度：18.05 公分
- 寬度：42.57 公分
- 深度：26.74 公分
- 重量：4.26 公斤

### 電源規格

- 消耗電量：20W (列印時平均值)
- 輸入電壓：100 到 240 V AC ~ 1 A 50 - 60 Hz
- 輸出電壓：DC 32 V ===375 mA，16 V ===500mA
- 電源供應器：0957-2231，100 到 240 V AC ~ 1 A 50 - 60 Hz

 **附註** 只能與 HP 提供的電源轉接器搭配使用。

### 環境規格

- 建議的操作溫度範圍：15° 到 30° C (59° 到 86° F)
- 可允許的操作溫度範圍：10° 到 35° C (50° 到 95° F)
- 溼度：相對濕度 15% 到 80% (非凝結狀態)
- 非操作 (存放) 溫度範圍：- 20° 到 50° C (- 4° 到 122° F)
- 若 HP All-in-One 處於較高的電磁環境中，輸出可能會稍微失真
- HP 建議使用短於或等於 3 公尺 (10 呎) 的 USB 纜線，以減少由於高電磁環境中可能造成的列印噪音

### 法規注意事項

HP All-in-One 符合您所在國家/地區法規機構的產品規定。如需完整的法規公告清單，請參閱螢幕說明。

#### 法規機型識別號碼

為用於法規識別，您的產品具有一個法規機型識別號碼 (Regulatory Model Number)。本產品的法規機型識別號碼為 VCVRA-0706。請勿將此法規號碼與行銷名稱 (HP Deskjet F4100 All-in-One series 等) 或產品序號 (CB580A 等) 混淆。



HP 產品	保固期限
軟體媒體	90 天
印表機	1 年
列印或墨匣	直至 HP 油墨已耗盡或印在列印墨匣上的「保固結束日期」到期，視何者為先。本保固不包含經過重新填裝、再製、整修、使用不當，或擅自修改的 HP 墨匣產品。
配件	90 天

#### A. 有限保固範圍

- Hewlett-Packard (HP) 向您 (最終使用者) 保證，自購買之日起到上述指定期限內，以上指定的 HP 產品無材料及製造的瑕疵；保固期限自客戶購買產品之日起生效。
- 對於軟體產品，HP 的有限保固僅適用於無法執行其程式指令的狀況。HP 並不保證任何產品工作時都不會中斷或無誤。
- HP 的有限保固僅涵蓋因正常使用產品而發生的瑕疵，而不適用於由其他情況發生的瑕疵，包括下列任何一種情況：
  - 不適當的維護或修改；
  - 使用非 HP 提供或支援的軟體、媒體、零件或耗材；
  - 違反產品規範的操作；
  - 未經授權的修改和誤用。
- 對於 HP 印表機產品，使用非 HP 列印墨匣或重新填裝的列印墨匣不會影響對客戶的保固或任何 HP 與客戶之間的支援合約。然而，如果印表機因為使用非 HP 列印墨匣或重新填裝的列印墨匣出問題或受損，HP 會針對該項問題或損壞維修所耗的時間和材料，收取標準的費用。
- 如果 HP 在有效的保固期限內，收到 HP 保固範圍內任何產品瑕疵的通知，HP 可以選擇修理或更換有瑕疵的產品。
- 如果 HP 不能修理或更換在 HP 保固範圍內的有瑕疵產品，HP 將在接到通知後於合理的時間內，退還購買產品的全款。
- 未收到客戶的瑕疵產品前，HP 沒有義務進行修理、更換或退款。
- 更換品可能是新產品或者相當於新的產品，只要在功能性上至少相當於被更換的產品即可。
- HP 產品可能包含性能上相當於新零件的再製零件、元件或材料。
- HP 的有限保固，在任何具有 HP 產品經銷的國家/地區都有效。其他保固服務 (如現場實地服務) 合約，可與 HP 授權服務機構簽訂，這些機構分布在由 HP 或授權進口商銷售的 HP 產品的國家/地區。

#### B. 保固限制

在當地法律許可的範圍內，對於 HP 的產品，HP 及其協力廠商都不會明示或暗示地提供其他保證或任何條件，並對於產品適售性、品質滿意度以及針對特定用途的適用性之暗示保證或條件，特別不予擔保。

#### C. 責任限制

- 在當地法律許可的範圍內，本保固聲明中提供的補償是客戶可獲得的唯一補償。
- 在當地法律許可的範圍內，除了本保固聲明中明確提出的義務之外，不論是否基於合約、侵權、或其他法律理論，也不論是否已告知損害的可能性，HP 及其協力廠商都不會對直接、間接、特殊、意外或者因果性的傷害負責。

#### D. 當地法律

- 本保固聲明賦予客戶特定的法律權利。客戶也可能有其他權利，這種權利在美國因州而異，在加拿大因省而異，在世界各地則因國家或地區而異。
- 若本保固聲明與當地法律不一致，以當地法律為準。在此情況下，本保固聲明的某些免責和限制條款可能不適用於客戶。例如，美國的某些州以及美國以外的某些政府 (包括加拿大的某些省)，可能會：
  - 排除本保固聲明中的無擔保聲明和限制條款，以免限制客戶的法定權利 (例如英國)；
  - 限制製造商實施這些免責或限制條款的能力；或者
  - 賦予客戶其他保固權利，指定製造商不能聲明免責的暗示保固期限，或者不允許對暗示的保固期限進行限制。
- 除了法律許可的範圍外，本保固聲明中的條款，不得排除、限制或修改對客戶銷售 HP 產品的強制性法定權利，而是對這些權利的補充。

# HP Deskjet F4100 All-in-One series

## Basics Guide

English



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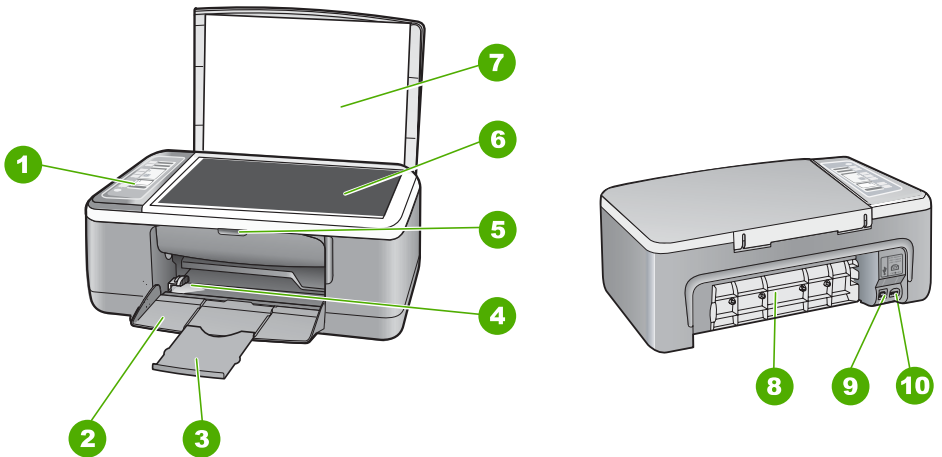
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# 1 HP All-in-One overview

The HP Deskjet F4100 All-in-One series is a versatile device that gives you easy-to-use copying, scanning, and printing. For information about the full range of features and functions, see the onscreen Help.

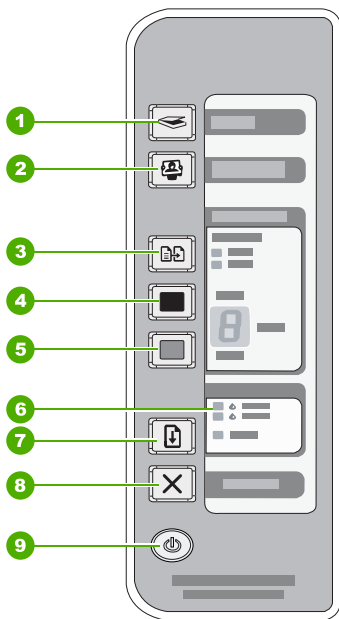
## The HP All-in-One at a glance



Label	Description
1	Control panel
2	Input tray
3	Tray extender
4	Paper-width guide
5	Print cartridge door
6	Glass
7	Lid backing
8	Rear door
9	Rear USB port
10	Power connection*





\* □□□ HP □□□□□□□□

## Control panel buttons



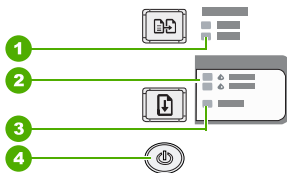
Label	Icon	Name and Description
1		<b>Scan:</b> Starts scanning the original currently on the glass. The Scan command is ignored if the HP All-in-One is busy with any other job. The Scan command functions only when the computer is on.
2		<b>Photosmart Essential</b> button: Launches the HP Photosmart Software for printing, editing, and sharing photos.  <b>NOTE:</b> If the HP Photosmart Software is not installed on your computer, the <b>Photosmart Essential</b> button will not do anything.
3		<b>Paper Type:</b> Changes the paper type setting to either plain or photo paper. Make sure the appropriate paper type is loaded in the input tray. The default paper type setting is Plain.  The Paper Type lights indicate the currently selected paper type, Plain or Photo.
4		<b>Start Copy Black:</b> Starts a black-and-white copy job.  Press this button multiple times to specify multiple black copies. The printer will start printing shortly after the number of copies have been selected. The number of copies to be printed is shown to the right of this button.  <b>TIP:</b> You can make up to 9 copies using the control panel (varies by model).
5		<b>Start Copy Color:</b> Starts a color copy job.  Press this button multiple times to specify multiple color copies. The printer will start printing shortly after the number of copies have been selected. The number of copies to be printed is shown to the right of this button.

(continued)

Label	Icon	Name and Description
		<b>TIP:</b> You can make up to 9 copies using the control panel (varies by model).
6		Check Print Cartridge lights: Indicates the need to reinsert the specified print cartridge, replace the print cartridge, or close the print cartridge door.
7		<b>Resume:</b> Instructs the HP All-in-One to continue after a problem is solved. A blinking <b>Resume</b> light next to the <b>Resume</b> button indicates the need to load paper or clear a paper jam.
8		<b>Cancel:</b> Stops a print, copy, or scan job.
9		<b>On:</b> Turns the HP All-in-One on or off. The <b>On</b> button is lit when the HP All-in-One is powered on.

## Status light overview

Several indicator lights inform you of the status of the HP All-in-One.



Label	Description
1	<b>Paper Type</b> lights (for the <b>Paper Type</b> button)
2	Check Print Cartridge lights
3	<b>Resume</b> light
4	<b>On</b> button

The following table describes common situations and explains what the lights mean.

Light status	What it means
All lights are off.	The HP All-in-One is turned off. Press the <b>On</b> button to turn on the device.
The <b>On</b> light and one of the Paper Type lights are on.	The HP All-in-One is ready for printing, scanning, or copying.
The <b>On</b> light is blinking.	The HP All-in-One is busy printing, scanning, copying, or aligning the print cartridges.
The <b>On</b> light blinks quickly for 3 seconds and then is on steady.	You pressed a button while the HP All-in-One is already busy printing, scanning, copying, or aligning the print cartridges.
The <b>On</b> light blinks for 20 seconds and then is steady.	You pressed the <b>Scan</b> button and there was no response from the computer.

Light status	What it means
The <b>Resume</b> light is blinking.	<ul style="list-style-type: none"><li>• The HP All-in-One is out of paper.</li><li>• The HP All-in-One has a paper jam.</li><li>• The paper size setting in the copy software does not match the paper size detected in the input tray.</li></ul>
The Check Print Cartridge light is blinking.	<ul style="list-style-type: none"><li>• The print cartridge door is open.</li><li>• The print cartridges are missing or not seated correctly.</li><li>• The tape was not removed from the print cartridge.</li><li>• The print cartridge is not intended for use in this HP All-in-One.</li><li>• The print cartridge might be defective.</li></ul> <p><b>NOTE:</b> Your printer might be packaged with only a tri-color print cartridge.</p>
The <b>On</b> , <b>Resume</b> , and Check Print Cartridge lights are blinking.	Scanner failure. Turn off the HP All-in-One, then turn it on again. If the problem persists, contact HP Support.
All lights are blinking.	The HP All-in-One has a fatal error. <ol style="list-style-type: none"><li>1. Turn the HP All-in-One off.</li><li>2. Unplug the power cord.</li><li>3. Wait a minute, then plug the power cord back in.</li><li>4. Turn the HP All-in-One back on.</li></ol> If the problem persists, contact HP Support.


## Load originals for scanning and copying

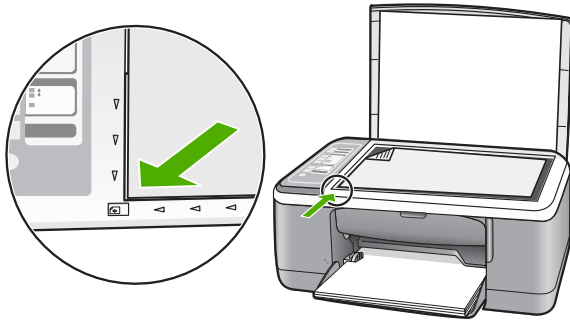
You can load many different types and sizes of paper in the HP All-in-One, including letter or A4 paper, photo paper, transparencies, and envelopes.

For information about loading full-size paper, see the Setup Guide. For information about loading other paper sizes, see the onscreen Help.

### To load an original on the glass

1. Lift the lid on the HP All-in-One.
2. Place your original with the side you want to copy or scan face down on the left front corner of the glass.

 **TIP:** To get the correct copy size, make sure that there is no tape or other foreign object on the glass.



3. Close the lid.

## Make a copy

You can make quality copies from the control panel.

### To make a copy from the control panel

1. Make sure you have paper loaded in the input tray.
2. Place your original with the side you want to copy or scan face down on the left front corner of the glass.
3. Press the **Paper Type** button to set the paper type.
4. Press **Start Copy Black** or **Start Copy Color**.


## Scan an original

For original documents or images placed on the glass, you can start a scan from your computer or from the HP All-in-One. To use the scan features, the HP All-in-One and computer must be connected and turned on. The HP Photosmart Software must also be installed and running on your computer prior to scanning.

### To scan to a computer

1. Place your original with the side you want to copy or scan face down on the left front corner of the glass.

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 **TIP:** For quality copies, ensure that the scanner glass is clean and that there are no foreign materials adhering to it.

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2. Press **Scan**.  
If the original is a photo, a preview image of the scan appears on your computer, where you can edit it. Any edits that you make apply to the current scan session only.
3. Make any edits to the preview image, and then click **Accept** when you are finished.



## 2 Troubleshooting and support


This chapter contains troubleshooting information for installation and configuration issues and some operational topics. For more troubleshooting information, see the onscreen Help.

Many issues are caused when the HP All-in-One is connected to the computer using a USB cable before the HP All-in-One software is installed on the computer. If you connected the HP All-in-One to your computer before the software installation screen prompts you to do so, you must follow these steps:

### Troubleshooting common setup issues

1. Disconnect the USB cable from the computer.
2. Uninstall the software (if you have already installed it).
3. Restart your computer.
4. Turn off the HP All-in-One, wait one minute, then restart it.
5. Reinstall the HP All-in-One software.

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 **CAUTION:** Do not connect the USB cable to the computer until prompted by the software installation screen.

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For support contact information, see the inside back cover of this guide.

### Uninstall and reinstall the software

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

#### To uninstall from a Windows computer and then reinstall

1. On the Windows taskbar, click **Start**, and then click **Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Select **HP Deskjet All-in-One Driver Software**, and then click **Change/Remove**.  
Follow the onscreen instructions.
4. Disconnect the HP All-in-One from your computer.
5. Restart your computer.



**NOTE:** It is important that you disconnect the HP All-in-One before restarting your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.

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6. Insert the HP All-in-One CD-ROM into your computer's CD-ROM drive and then start the Setup program.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the HP All-in-One.


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

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

#### To uninstall from a Mac and then reinstall

1. Disconnect the HP All-in-One from your Mac.
2. Open the **Applications:Hewlett-Packard** folder.

3. Double-click **HP Uninstaller**.  
Follow the onscreen instructions.
4. After the software is uninstalled, disconnect the HP All-in-One, and then restart your computer.

 **NOTE:** It is important that you disconnect the HP All-in-One before restarting your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.

5. To reinstall the software, insert the HP All-in-One CD-ROM into your computer's CD-ROM drive.
6. On the desktop, open the CD-ROM and then double-click **HP All-in-One Installer**.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the HP All-in-One.

## Hardware setup troubleshooting

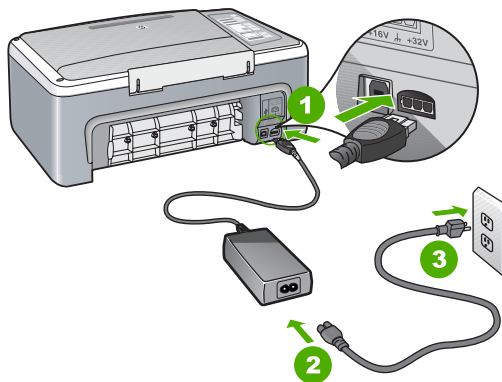
This section contains hardware troubleshooting information for the HP All-in-One.

### 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 power outlet, surge protector, or power strip.



1	Power connection
2	Power cord and adapter
3	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 power outlet.
- Test the power outlet to make sure it is working. Plug in an appliance that you know works, and see if the appliance has power. If not, then there might be a problem with the power outlet.
- If you plugged the HP All-in-One into a switched outlet, make sure the switch is on. If it is switched to on but still does not work, then there might be a problem with the power outlet.

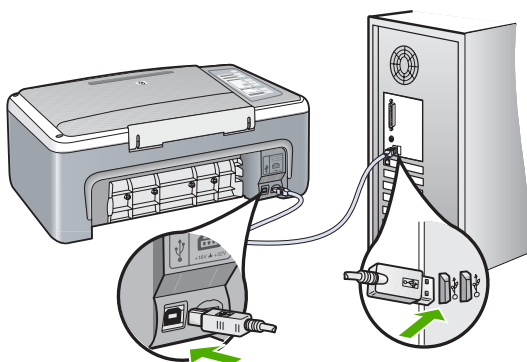
**Cause:** You pressed the **On** button too quickly.

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

- △ **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](http://www.hp.com/support). If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

### I connected the USB cable, but I am having problems using the HP All-in-One with my computer

**Solution:** You must first install the software that came with the HP All-in-One before connecting the USB cable. During installation, do not plug in the USB cable until prompted by the onscreen instructions. Connecting the USB cable before prompted can cause errors. Once you have installed the software, connecting your computer to the HP All-in-One with a USB cable is straightforward. Simply plug one end of the USB cable into the back of your computer and the other into the back of the HP All-in-One. You can connect to any USB port on the back of your computer.



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

### The HP All-in-One does not print

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

- Look at the **On** light located on the front of the HP All-in-One. If it is not lit, the HP All-in-One is turned off. Make sure the power cord is firmly connected to the HP All-in-One and plugged into a power outlet. Press the **On** button to turn on the HP All-in-One.
- Make sure the print cartridges are installed.
- Make sure you have paper loaded in the input tray.
- Check that the HP All-in-One does not have a paper jam.
- Check that the print carriage is not jammed. Open the print cartridge door to access the print carriage area. Remove any objects that are blocking the print carriage, including any packing materials. Turn the HP All-in-One off and then turn it on again.
- Check that the HP All-in-One print queue is not paused or offline (Windows) or stopped (Mac). If it is, choose the appropriate setting to resume printing. For more information about accessing the print queue, see the documentation that came with the operating system installed on your computer.

- Check the USB cable. If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.
- 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.
- If the HP All-in-One is offline, turn the HP All-in-One off and on again. Start a print job.
- If necessary, remove and then install the software you installed with the HP All-in-One again.

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

## Clear paper jams

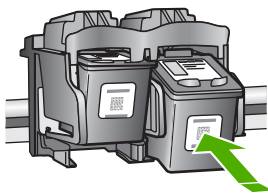
For more information about clearing a paper jam, see the onscreen Help.

## 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, you may need to print a self-test report or clean the print cartridges. For more information, see the onscreen Help.

## Find more information

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

## Setup Guide

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

If you have problems during setup, see Troubleshooting in the last section of the Setup Guide, or see "[Troubleshooting and support](#)" on page 8 in this guide.

## Onscreen Help

The onscreen Help provides detailed instructions on features of your HP All-in-One that are not described in this guide, including features that are only available using the software you installed with your HP All-in-One.

### To access the HP Photosmart Software Help on a Windows computer

1. In the HP Solution Center, click the tab for the HP All-in-One.
2. In the **Device Support** area, click **Onscreen Guide** or **Troubleshooting**.

## HP Web site

If you have Internet access, you can get help and support from the HP Web site at [www.hp.com/support](http://www.hp.com/support). This Web site offers technical support, drivers, supplies, and ordering information.

## Ink usage

Ink from the 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](http://www.hp.com/go/inkusage).

## HP support

You can contact HP Support by phone and online. Support options and availability vary by product, country/region, and language.

### HP support by phone

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

Support options and availability vary by product, country/region, and language.

### Phone support period

One year of phone support is available in Asia Pacific and Latin America (including Mexico). To determine the duration of phone support in North America, Eastern Europe, the Middle East, and Africa, go to [www.hp.com/support](http://www.hp.com/support).

Standard phone company charges apply.

### After the phone support period

After the phone support period, help is available from HP at an additional cost.

Contact your HP dealer or call the support phone number for your country/region to learn more about support options.

### Before calling HP Support

1. Make sure that:
  - a. The HP All-in-One is plugged in and turned on.
  - b. The specified print cartridges are installed correctly.
  - c. The recommended paper is properly loaded in the input tray.
2. Reset the HP All-in-One:
  - a. Turn off the HP All-in-One by pressing the **On** button.
  - b. Unplug the power cord from the back of the HP All-in-One.
  - c. Plug the power cord back into the HP All-in-One.
  - d. Turn on the HP All-in-One by pressing the **On** button.

3. Have the following information available:
  - a. Specific name of the HP All-in-One, as it appears on the control panel.
  - b. Print a self-test report. (For more information, see the *User Guide*.)
  - c. Be prepared to describe your problem in detail.
  - d. Have your serial number and service ID ready, found on the self-test report.
  - e. Be near the HP All-in-One printer when you call HP Support.

# 3 Technical information

The technical specifications and international regulatory information for the HP All-in-One are provided in this section.


## System requirements

Software system requirements are located in the Readme file.

## Paper specifications

- Input tray capacity: Plain paper sheets: Up to 100 (20 lb. paper)
- Output tray capacity: Plain paper sheets: Up to 50 (20 lb. paper)

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 **NOTE:** For a complete list of supported media sizes, see the printer software. For a complete list of paper weights, see the onscreen Help.

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## Physical specifications

- Height: 18.05 cm (7.11 inches)
- Width: 42.57 cm (16.76 inches)
- Depth: 26.74 cm (10.53 inches)
- Weight: 4.26 kg (9.39 pounds)

## Power specifications

- Power consumption: 20 watts (average printing)
- Input voltage: AC 100 to 240 V ~ 1 A 50–60 Hz
- Output voltage: DC 32 V===375 mA, 16 V===500mA
- Power supply: 0957-2231, AC 100 to 240 V ~ 1 A 50–60 Hz

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 **NOTE:** Use only with the power adapter supplied by HP.

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## Environmental specifications

- Recommended operating temperature range: 15° to 30° C (59° to 86° F)
- Allowable operating temperature range: 10° to 35° C (50° to 95° F)
- Humidity: 15% to 80% RH non-condensing
- Non-operating (Storage) temperature range: –20° to 50° C (–4° to 122° F)
- In the presence of high electromagnetic fields, it is possible the output from the HP All-in-One may be slightly distorted
- HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields

## Regulatory notices

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

### Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is VCVRA-0706. This regulatory number should not be confused with the marketing name (HP Deskjet F4100 All-in-One series, etc.) or product numbers (CB580A, etc.).

# Warranty

HP product	Duration of limited warranty
Software Media	90 days
Printer	1 year
Print or Ink cartridges	Until the HP ink is depleted or the "end of warranty" date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Accessories	1 year unless otherwise stated

## A. Extent of limited warranty

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

## B. Limitations of warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

## C. Limitations of liability

- To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
- TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

## D. Local law

- This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
- To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
  - Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
  - Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
  - Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
- THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

### HP Limited Warranty

Dear Customer,

You will find below the name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country.

**You may have additional statutory rights against the seller based on your purchase agreement. Those rights are not in any way affected by this HP Limited Warranty.**

**Ireland:** Hewlett-Packard Ireland Ltd, 30 Herbert Street IRL-Dublin 2

**United Kingdom:** Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN







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	البحرين
	+971 4 224 9189	قطر
	+971 4 224 9189	البحرين
Ireland	www.hp.com/support	
	1-700-503-048	ישראל
Italia	www.hp.com/support	

Jamaica	1-800-711-2884	
日本	0570-000-511	
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	لبنان
Panamá	1-800-711-2884	
Paraguay	009 800 54 1 0006	
Perú	0-800-10111	
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 38 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	