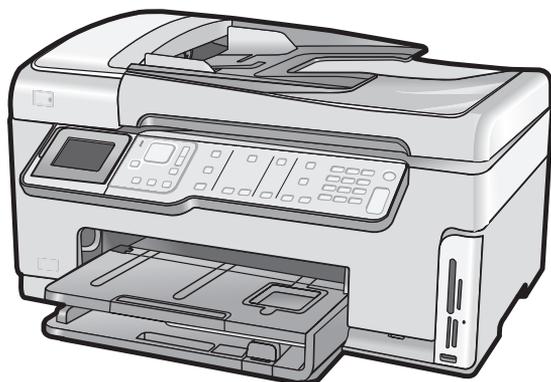


# HP Photosmart C7200 All-in-One series



## Basics Guide



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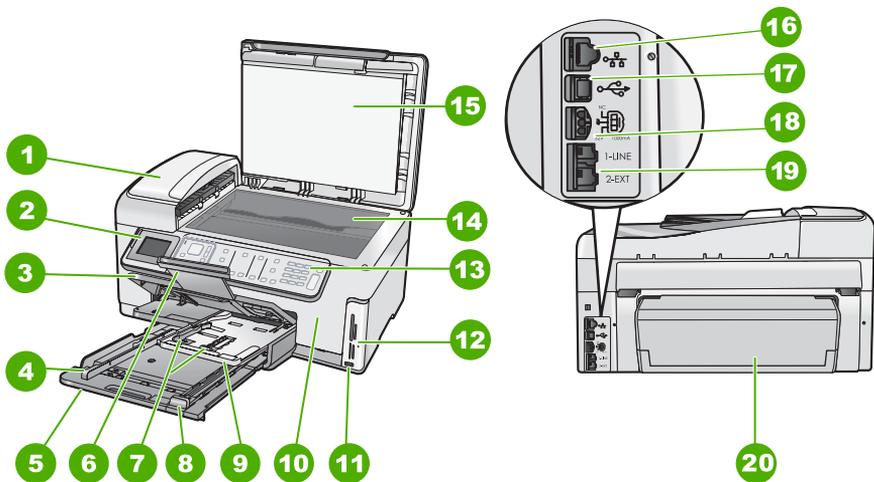
# 1 HP All-in-One overview

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

 **NOTE:** This guide introduces basic operations and troubleshooting, as well as provides information for contacting HP support and ordering supplies.

The onscreen Help details the full range of features and functions, including use of the HP Photosmart software that came with the HP All-in-One.

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



Label	Description
1	Automatic document feeder
2	Color graphics display (also referred to as the display)
3	Output tray
4	Paper-width guide for the main input tray
5	Main input tray (also referred to as the input tray)
6	Paper tray extender (also referred to as the tray extender)
7	Paper-width and paper-length guides for the photo tray

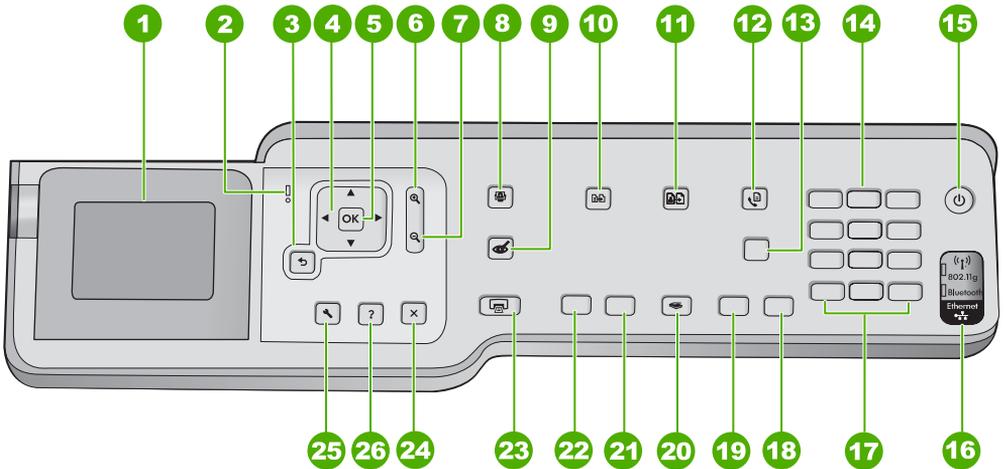
(continued)

Label	Description
8	Paper-length guide for the main input tray
9	Photo tray
10	Ink cartridge door
11	Front USB port for your camera or other storage device
12	Memory card slots and Photo light
13	Control panel
14	Glass
15	Lid backing
16	Ethernet port
17	Rear USB port
18	Power connection*
19	1-LINE (fax) and 2-EXT (phone) ports
20	Two-sided printing accessory

\* Use only with the power adapter supplied by HP.

## Control panel features

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



Label	Name and Description
1	<b>Display:</b> Displays menus, photos, and messages. The angle of the display can be changed for better viewing. Place a finger in the indented area to the left of the display and then pull up.
2	<b>Attention light:</b> Indicates a problem occurred. See the display for more information.
3	<b>Back:</b> Returns to the previous screen on the display.
4	<b>Directional pad:</b> Allows you to navigate through menu options by pressing the up, down, left, or right arrow buttons. If you are zooming in on a photo, you can also use the arrow buttons to pan around the photo and select a different area to print.
5	<b>OK:</b> Selects a menu setting, value, or photo on the display.
6	<b>Zoom out -</b> (magnifying glass icon): Zooms out to show more of a photo. If you press this button when a photo is shown on the display at 100%, the <b>Fit to Page</b> feature is applied to the photo automatically.
7	<b>Zoom in +</b> (magnifying glass icon): Zooms in to enlarge the image on the display. You can also use this button together with the arrows on the directional pad to adjust the crop box for printing.
8	<b>Photo Menu:</b> Launches the <b>Photosmart Express</b> menu for printing, saving, editing, and sharing photos.
9	<b>Red Eye Removal:</b> Turns the <b>Red Eye Removal</b> feature On or Off. By default, this feature is turned off. When the feature is turned on, the HP All-in-One automatically corrects red eye coloring in the photo currently shown on the display.
10	<b>Copy Menu:</b> Opens the <b>Copy Menu</b> where you can select copy options, such as number of copies, paper size, and paper type.
11	<b>Reprints:</b> Enables you to make a copy of an original photo placed on the glass.
12	<b>Fax Menu:</b> Presents the <b>Enter Fax Number</b> screen to enter a fax number. If you press it again, the <b>Fax Menu</b> appears where you can select fax options.
13	<b>Auto Answer:</b> When this button is lit, the HP All-in-One automatically answers incoming phone calls. When off, the HP All-in-One does not answer any incoming fax calls.
14	<b>Keypad:</b> Enters fax numbers, values, or text.
15	<b>On:</b> Turns the HP All-in-One on or off. When the HP All-in-One is off, a minimal amount of power is still supplied to the device. You can further reduce power supply by holding down the <b>On</b> button for 3 seconds. This places the HP All-in-One in Federal Energy Management Program (FEMP) mode. To completely remove power, turn the HP All-in-One off, and then unplug the power cord.
16	<b>Wireless radio light:</b> Indicates that the 802.11 b and g wireless radio is turned on.
17	<b>Space and #:</b> Enter spaces and pound signs for fax-related tasks. <b>Symbols and *:</b> Enter symbols and asterisks for fax-related tasks.
18	<b>Start Fax Color:</b> Starts a color fax.
19	<b>Start Fax Black:</b> Starts a black-and-white fax.
20	<b>Scan Menu:</b> Opens the <b>Scan Menu</b> where you can select a destination for your scan.
21	<b>Start Copy Color:</b> Starts a color copy.
22	<b>Start Copy Black:</b> Starts a black-and-white copy.

Label	Name and Description
23	<b>Print Photos:</b> Depending on whether you access your photos from the <b>View</b> , <b>Print</b> , or <b>Create</b> menu, the <b>Print Photos</b> button will display the <b>Print Preview</b> screen or it will print any selected photo(s). If no photos are selected, a prompt appears asking if you want to print all the photos on your card or storage device.
24	<b>Cancel:</b> Stops the current operation.
25	<b>Setup:</b> Presents the <b>Setup Menu</b> for generating reports, changing fax and network settings, and accessing tools and preferences.
26	<b>Help:</b> Opens the <b>Help Menu</b> menu on the display where you can select a topic to learn more about it. Depending on the topic you select, the topic will appear on your display or on your computer screen.  From the idle state, pressing <b>Help</b> lists a menu of items for which the user can obtain help. When viewing screens other than Idle, the <b>Help</b> button provides context sensitive 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 the 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 46 in this guide.
- **Onscreen Help**  
The onscreen Help provides detailed instructions on features of the HP All-in-One that are not described in this User Guide, including features that are only available using the software you installed with the HP All-in-One.
- [www.hp.com/support](http://www.hp.com/support)  
If you have Internet access, you can get help and support from the HP Web site. This Web site offers technical support, drivers, supplies, and ordering information.

## 2 Network setup

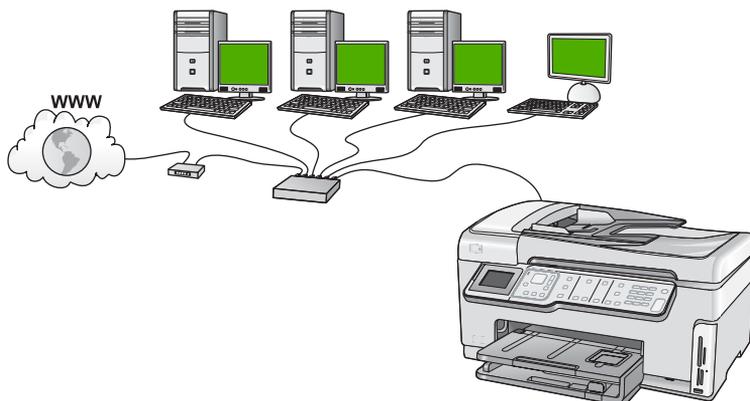
This section describes how to connect the HP All-in-One to a network and how to view and manage network settings.

If you want to:	See this section:
Connect to a wired (Ethernet) network.	<a href="#">“Wired network setup” on page 7</a>
Connect to a wireless network with a wireless router (infrastructure).	<a href="#">“Integrated wireless WLAN 802.11 network setup” on page 9</a>
Connect directly to a wireless-capable computer without a wireless router (ad hoc).	<a href="#">“Wireless ad hoc network setup” on page 12</a>
Install the HP All-in-One software for use in a networked environment.	<a href="#">“Install the software for a network connection” on page 16</a>
Add connections to more computers on the network.	<a href="#">“Connect to additional computers on a network” on page 16</a>
Change the HP All-in-One from a USB connection to a network connection.  <b>NOTE:</b> Use the instructions in this section if you first installed the HP All-in-One with a USB connection, and you now want to change to either a wireless or Ethernet network connection.	<a href="#">“Change the HP All-in-One from a USB connection to a network connection” on page 17</a>
View or change the network settings.	<a href="#">“Manage your network settings” on page 17</a>
Find troubleshooting information.	<a href="#">“Network troubleshooting” on page 49</a>

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

### Wired network setup

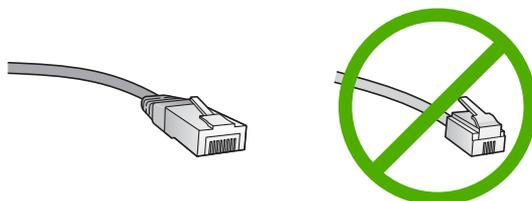
This section describes how to connect the HP All-in-One to a router, switch, or hub using an Ethernet cable and how to install the HP All-in-One software for a network connection. This is known as a wired or Ethernet network.



## What you need for a wired network

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

- A functional Ethernet network that includes a router, switch, or hub with an Ethernet port.
- CAT-5 Ethernet cable.



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

- A desktop computer or laptop with an Ethernet connection.

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

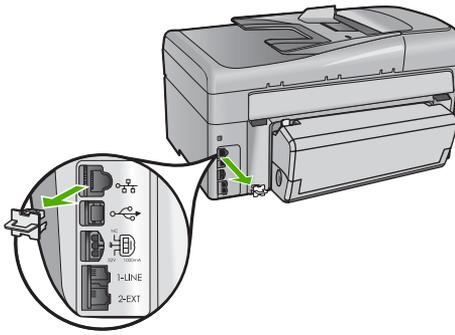
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## Connect the HP All-in-One to the network

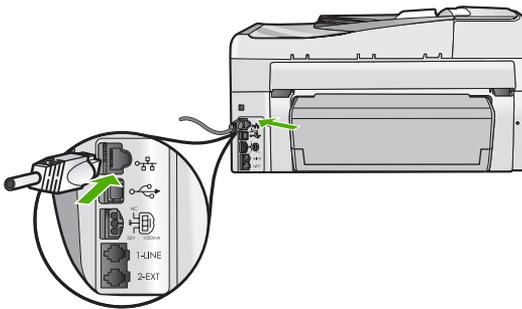
To connect the HP All-in-One to the network, use the Ethernet port on the back of the device.

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

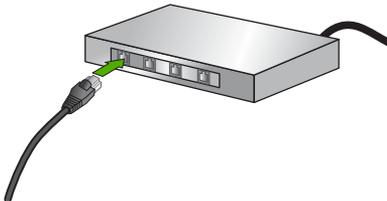
1. Remove the yellow plug from the back of the HP All-in-One.



2. Connect the Ethernet cable to the Ethernet port on the back of the HP All-in-One.



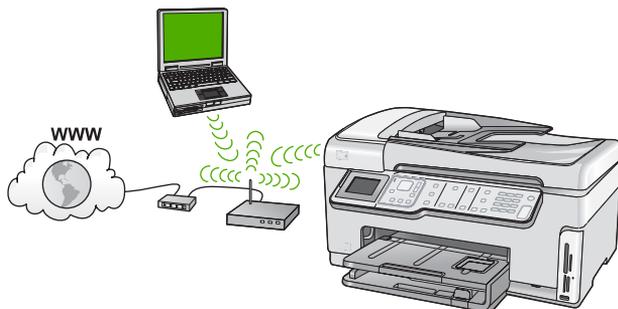
3. Connect the other end of the Ethernet cable to an available port on your Ethernet router, switch, or wireless router.



4. Once you have connected the HP All-in-One to the network, install the software as described in [“Install the software for a network connection”](#) on page 16.

## Integrated wireless WLAN 802.11 network setup

For optimal performance and security in your wireless network, HP recommends you use a wireless router or access point (802.11) to connect the HP All-in-One and the other network elements. When network elements are connected through a wireless router or access point, this is called an **infrastructure** network.



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

- Advanced network security
- Enhanced reliability
- Network flexibility
- Better performance, especially with 802.11 g mode
- Shared Broadband Internet access

<b>To set up the HP All-in-One on an integrated wireless WLAN 802.11 network, you need to do the following:</b>	<b>See this section:</b>
First, collect all of the required materials.	<a href="#">“What you need for an integrated wireless WLAN 802.11 network” on page 10</a>
Next, connect the HP All-in-One to the wireless router, and run the Wireless Setup Wizard.	<a href="#">“Connect to an integrated wireless WLAN 802.11 network” on page 10</a>
Finally, install the software.	<a href="#">“Install the software for a network connection” on page 16</a>

## What you need for an integrated wireless WLAN 802.11 network

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

- A wireless 802.11 network that includes a wireless router or access point.
- A computer with either wireless networking support or a network interface card (NIC). The computer must be connected to the wireless network that you intend to install the HP All-in-One on.
- Network name (SSID).
- WEP key or WPA Passphrase (if needed).
- If you connect the HP All-in-One on a wireless network that has Internet access, HP recommends that you use a wireless router (access point or base station) that uses Dynamic Host Configuration Protocol (DHCP).

## Connect to an integrated wireless WLAN 802.11 network

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

---

 **CAUTION:** To prevent other users from accessing your wireless network, HP strongly recommends using a password or passphrase (WPA or WEP security) and a unique network name (SSID) for your wireless router. Your wireless router might have been shipped with a default network name, which is typically the manufacturer name. If you use the default network name, your network can be easily accessed by other users using the same default network name (SSID). It also means that the HP All-in-One might accidentally connect to a different wireless network in your area which uses the same network name. If this happens you will not be able to access the HP All-in-One. For more information on how to change the network name, see the documentation that came with your wireless router.

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

---

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

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

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

---

 **NOTE:** HP provides an online tool that might be able to find your wireless security settings automatically. Go to: [www.hp.com/go/networksetup](http://www.hp.com/go/networksetup).

---

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

#### If you do not see your network name in the list

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

---

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

---

- c. When you have finished entering the new SSID, use the arrow buttons to highlight **Done** on the visual keyboard, and then press **OK**.

---

 **TIP:** If the HP All-in-One is unable to discover the network based on the network name you entered, you will see the following prompts. You may want to move the HP All-in-One closer to the computer and try running the Wireless Setup Wizard again to automatically discover the network.

---

- d. Press ▼ until **Infrastructure** is highlighted, and then press **OK**.
- e. Press ▼ until **WEP encryption** or **WPA encryption** is highlighted, and then press **OK**.

If you do **not** want to use WEP encryption, press ▼ until **No, my network does not use encryption** is highlighted, and then press **OK**. Go to step 7.

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

---

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

---

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

The HP All-in-One will attempt to connect to the network. If a message says you entered an invalid WPA or WEP key, check the key you wrote down for your new network, follow the prompts to correct the key, and then try again.

7. When the HP All-in-One connects successfully to the network, install the software on each computer that will use the device over the network.

### To connect the HP All-in-One with SecureEasySetup

1. Activate SecureEasySetup on your wireless router or access point.
2. On the control panel of the HP All-in-One, press **Setup**.
3. Press ▼ until **Network** is highlighted, and then press **OK**.
4. Press ▼ to highlight **Wireless Setup Wizard**, and then press **OK**.
5. Follow the onscreen prompts on the display to complete the connection.
6. When the HP All-in-One connects successfully to the network, go to your computer to install the software on each computer that will use the network.

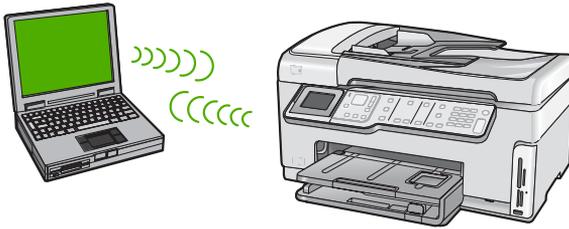
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 **NOTE:** If the connection fails, the wireless router or access point might have timed out after you activated SecureEasySetup. Repeat the above task, ensuring that you complete the steps on the control panel of the HP All-in-One immediately after pressing the button on the wireless router or access point.

---

## Wireless ad hoc network setup

Use this section if you want to connect the HP All-in-One to a wireless-capable computer without using a wireless router or access point.



---

 **NOTE:** An ad hoc connection is available if you do not have a wireless router or access point. However, it provides little flexibility, a low level of network security, and slower network performance than with a wireless router or access point.

---

In order to connect the HP All-in-One to your computer (ad hoc), you need to create an ad hoc network profile on your computer. This includes choosing a network name (SSID) and WEP security (optional but recommended) for your ad hoc network.

## What you need for an ad hoc network

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

## Create a network profile for a Windows XP computer

Prepare your computer for an ad hoc connection by creating a network profile.

### To create a network profile

---

 **NOTE:** The HP All-in-One comes configured with a network profile with **hpsetup** as the network name (SSID). However, for security and privacy HP recommends you create a new network profile on your computer as described here.

---

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

---

 **NOTE:** The network name is case sensitive, so it is important to remember any uppercase (capital) and lowercase (small) letters.

---

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

---

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

---

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

---

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

---

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

### Create a network profile for other operating systems

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

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

- **Network name (SSID):** Mynetwork (example only)

---

 **NOTE:** You should create a network name that is unique and easy for you to remember. Just remember that the network name is case-sensitive. Therefore, you must remember which letters are uppercase and lowercase.

---

- **Communication mode:** Ad Hoc
- **Encryption:** enabled

### Connect to a wireless ad hoc network

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

#### To connect to a wireless ad hoc network

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

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

#### **If you do not see your network name in the list**

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

---

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

---

- c. When you have finished entering the new SSID, use the arrow buttons to highlight **Done** on the visual keyboard, and then press **OK**.

---

 **TIP:** If the HP All-in-One is unable to discover the network based on the network name you entered, you will see the following prompts. You may want to move the HP All-in-One closer to the computer and try running the Wireless Setup Wizard again to automatically discover the network.

---

- d. Press ▼ until **Ad Hoc** is highlighted, and then press **OK**.
  - e. Press ▼ until **Yes, my network uses WEP encryption** is highlighted, and then press **OK**. The visual keyboard displays.  
If you do **not** want to use WEP encryption, press ▼ until **No, my network does not use encryption** is highlighted, and then press **OK**. Go to step 7.
6. If prompted, enter your WEP key as follows. Otherwise go to step 7.
    - a. Use the arrow buttons to highlight a letter or number on the visual keyboard, and then press **OK** to select it.

---

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

---

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

## Install the software for a network connection

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

 **NOTE:** If your computer is configured to connect to a series of network drives, make sure that your computer is currently connected to these drives before installing the software. Otherwise, HP All-in-One installation software might try to use one of the reserved drive letters, and you will not be able to access that network drive on your computer.

**NOTE:** Installation time can range from 20 to 45 minutes depending on your operating system, the amount of available space, and the processor speed of your computer.

### To install the Windows HP All-in-One software

1. Quit all applications running on your computer, including any virus detection software.
2. Insert the Windows CD that came with the HP All-in-One into the CD-ROM drive on your computer and follow the onscreen instructions.
3. If a dialog box about firewalls appears, follow the instructions. If you see firewall pop-up messages, you must always accept or allow the pop-up messages.
4. On the **Connection Type** screen, select **Through the network**, and then click **Next**.

The **Searching** screen appears as the Setup program searches for the HP All-in-One on the network.

5. On the **Printer Found** screen, verify that the printer description is correct. If more than one printer is found on the network, the **Printers Found** screen appears. Select the HP All-in-One you want to connect.
6. Follow the prompts to install the software. When you have finished installing the software, the HP All-in-One is ready for use.
7. If you disabled any virus detection software on your computer, make sure to enable it again.
8. To test your network connection, go to your computer and print a self-test report to the HP All-in-One.

## Connect to additional computers on a network

You can share the HP All-in-One on a network so that more computers can use it. If the HP All-in-One is already connected to a computer on the network, you must install the HP All-in-One software for each additional computer. During the installation, the software will discover the HP All-in-One on the network for each of the computers. Once you have set up the HP All-in-One on the network you will not need to configure it again when you add additional computers.

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

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

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

---

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

---

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

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

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

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

For more detailed instructions on connecting the HP All-in-One to a network, see:

- [“Wired network setup” on page 7](#)
- [“Integrated wireless WLAN 802.11 network setup” on page 9](#)
- [“Wireless ad hoc network setup” on page 12](#)

## Manage your network settings

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

## Change basic network settings from the control panel

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

### Use the Wireless Setup Wizard

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

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

### View and print network settings

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

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

### Restore network defaults

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

---

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

---

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

### Turn the wireless radio on and off

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

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

3. Press ▼ until **Wireless Radio** is highlighted, and then press **OK**.
4. Press ▼ to highlight **On** or **Off**, and then press **OK**.

### Print the wireless network test

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

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

## Change advanced network settings from the control panel settings

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

### Set link speed

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

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

### Change IP settings

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

 **NOTE:** When manually entering an IP setting, you must already be connected to an active network, otherwise the setting will not stay when you exit from the menu.

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

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

3. Press ▼ until **Advanced Setup** is highlighted, and then press **OK**.
4. Press ▼ until **IP Settings** is highlighted, and then press **OK**.  
If the HP All-in-One is already connected to a wired network, you are prompted to confirm that you want to change the IP settings. Press **OK**.
5. Press ▼ until **Manual** is highlighted, and then press **OK**.
6. Press ▼ to highlight one of the following IP settings, and then press **OK**.
  - **IP Address**
  - **Subnet Mask**
  - **Default Gateway**
7. Enter your changes, and then press **OK** to confirm the setting.

# 3 Fax setup

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

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

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

## Set up the HP All-in-One for faxing

Before you begin setting up the HP All-in-One for faxing, determine which type of equipment or services you have on the same phone line. 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 column. Step-by-step instructions are included for each case later in this section.

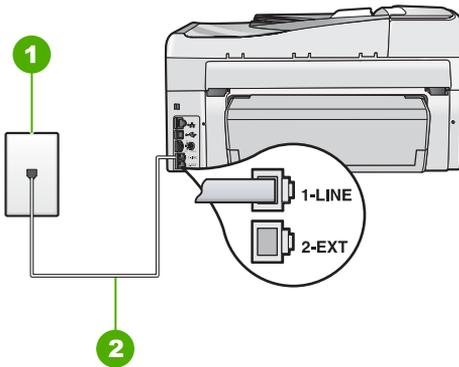
Other equipment/services sharing your fax line	Recommended fax setup
None. You have a dedicated phone line for faxing.	<a href="#">"Case A: Separate fax line (no voice calls received)" on page 22</a>
A digital subscriber line (DSL) service through your telephone company. (DSL might be called ADSL in your country/region.)	<a href="#">"Case B: Set up the HP All-in-One with DSL" on page 23</a>
A private branch exchange (PBX) phone system or an integrated services digital network (ISDN) system.	<a href="#">"Case C: Set up the HP All-in-One with a PBX phone system or an ISDN line" on page 24</a>
A distinctive ring service through your telephone company.	<a href="#">"Case D: Fax with a distinctive ring service on the same line" on page 25</a>
Voice calls. You receive both voice and fax calls on this phone line.	<a href="#">"Case E: Shared voice/fax line" on page 26</a>
Voice calls and voice mail service. You receive both voice and fax calls on this phone line and subscribe to a voice mail service through your telephone company.	<a href="#">"Case F: Shared voice/fax line with voice mail" on page 27</a>

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

Austria	<a href="http://www.hp.com/at/faxconfig">www.hp.com/at/faxconfig</a>
Germany	<a href="http://www.hp.com/de/faxconfig">www.hp.com/de/faxconfig</a>
Switzerland (French)	<a href="http://www.hp.com/ch/fr/faxconfig">www.hp.com/ch/fr/faxconfig</a>
Switzerland (German)	<a href="http://www.hp.com/ch/de/faxconfig">www.hp.com/ch/de/faxconfig</a>
United Kingdom	<a href="http://www.hp.com/uk/faxconfig">www.hp.com/uk/faxconfig</a>
Spain	<a href="http://www.hp.com/es/faxconfig">www.hp.com/es/faxconfig</a>
The Netherlands	<a href="http://www.hp.com/nl/faxconfig">www.hp.com/nl/faxconfig</a>
Belgium (France)	<a href="http://www.hp.com/be/fr/faxconfig">www.hp.com/be/fr/faxconfig</a>
Belgium (Dutch)	<a href="http://www.hp.com/be/nl/faxconfig">www.hp.com/be/nl/faxconfig</a>
Portugal	<a href="http://www.hp.com/pt/faxconfig">www.hp.com/pt/faxconfig</a>
Sweden	<a href="http://www.hp.com/se/faxconfig">www.hp.com/se/faxconfig</a>
Finland	<a href="http://www.hp.com/fi/faxconfig">www.hp.com/fi/faxconfig</a>
Denmark	<a href="http://www.hp.com/dk/faxconfig">www.hp.com/dk/faxconfig</a>
Norway	<a href="http://www.hp.com/no/faxconfig">www.hp.com/no/faxconfig</a>
Ireland	<a href="http://www.hp.com/ie/faxconfig">www.hp.com/ie/faxconfig</a>
France	<a href="http://www.hp.com/fr/faxconfig">www.hp.com/fr/faxconfig</a>
Italy	<a href="http://www.hp.com/it/faxconfig">www.hp.com/it/faxconfig</a>
South Africa	<a href="http://www.hp.com/za/faxconfig">www.hp.com/za/faxconfig</a>
Poland	<a href="http://www.hp.pl/faxconfig">www.hp.pl/faxconfig</a>
Russia	<a href="http://www.hp.ru/faxconfig">www.hp.ru/faxconfig</a>
North America	<a href="http://www.hp.com/us/faxsetup">www.hp.com/us/faxsetup</a>

### 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 3-1 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.

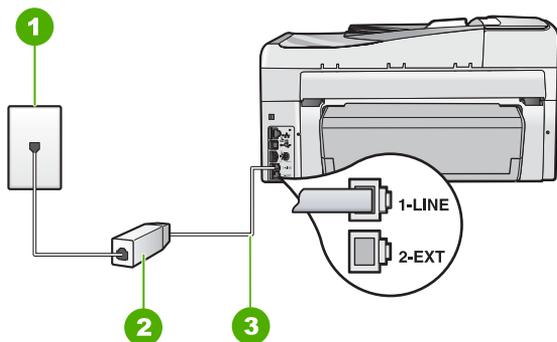
2. Turn on the **Auto Answer** setting.
3. (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).
4. Run a fax test.

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 3-2 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.

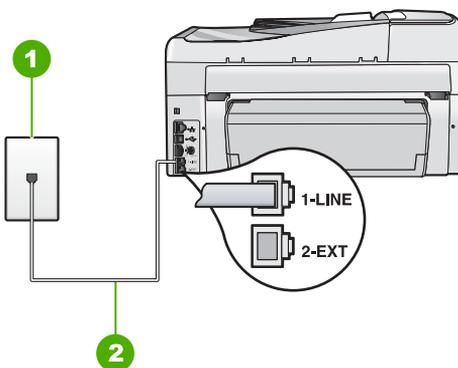
### Case C: Set up the HP All-in-One with a PBX phone system or an ISDN line

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 3-3 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

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. Change the **Distinctive Ring** setting to match the pattern that the telephone company assigned to your fax number.

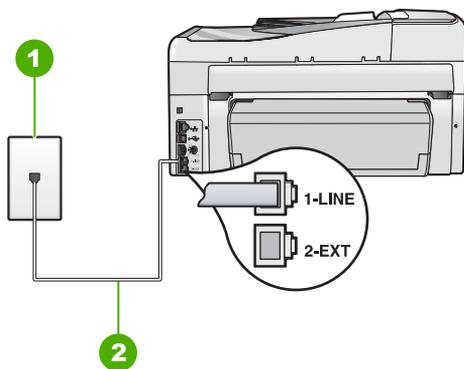
 **NOTE:** By default, the HP All-in-One is set to answer all ring patterns. If you do not set the **Distinctive Ring** to match the ring pattern assigned to your fax number, the HP All-in-One might answer both voice calls and fax calls or it might not answer at all.

4. (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).
5. 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 3-4 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

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

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

---

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

---

2. Now you need to decide how you want the HP All-in-One to answer calls, automatically or manually:
  - If you set up the HP All-in-One to answer calls **automatically**, it answers all incoming calls and receives faxes. The HP All-in-One will not be able to distinguish between fax and voice calls in this case; if you suspect the call is a voice call, you will need to answer it before the HP All-in-One answers the call. To set up the HP All-in-One to answer calls automatically, turn on the **Auto Answer** setting.
  - If you set up the HP All-in-One to answer faxes **manually**, you must be available to respond in person to incoming fax calls or the HP All-in-One cannot receive faxes. To set up the HP All-in-One to answer calls manually, turn off the **Auto Answer** setting.
3. Run a fax test.
4. Plug your phone into the telephone wall jack.
5. 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.

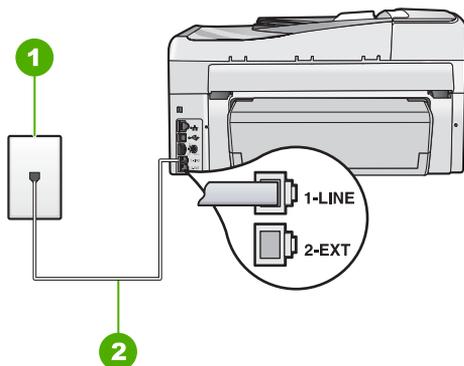
## Case F: Shared voice/fax line with voice mail

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 3-5 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.

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

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

### Set the answer mode

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

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

### To set the answer mode

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

## Set the number of rings before answering

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

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

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

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

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

## Change the answer ring pattern for distinctive ringing

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

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

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

### To change the distinctive ring pattern from the control panel

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

## Test your fax setup

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

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

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

### To test your fax setup from the control panel

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

## Set the fax header

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




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

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### To set a default fax header from the control panel

1. Press **Setup**.
2. Press ▼ to highlight **Basic Fax Setup** and press **OK**.
3. Press ▼ to highlight **Fax Header**, and then press **OK**.  
The visual keyboard appears on the display.

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

## 4 Use the HP All-in-One features

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

### Load originals and load paper

You can load many different types and sizes of paper in the HP All-in-One, including letter or A4 paper, legal paper, photo paper, transparencies, envelopes, and HP CD/DVD tattoo labels. By default, the HP All-in-One is set to detect the size and type of paper you load in the input tray automatically and then adjust its settings to generate the highest quality output for that paper.

If you are using special papers, such as photo paper, transparency film, envelopes, or labels, or if you experience poor print quality using the automatically-adjusted settings, you can manually set the paper size and type for print and copy jobs.

### Load an original in the automatic document feeder

You can copy, scan, or fax a single- or multiple-page letter-, A4-, or legal-size document by placing it in the document feeder tray.

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

---

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

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

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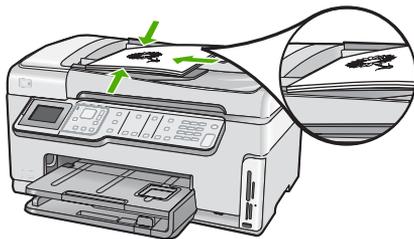
### To load an original in the document feeder tray

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

---

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

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

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

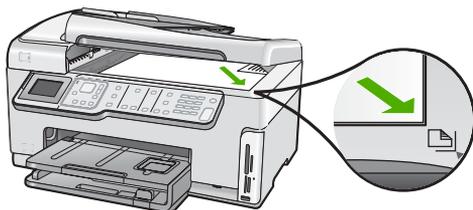
### Load an original on the glass

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

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

#### To load an original on the 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.

### Load full-size paper

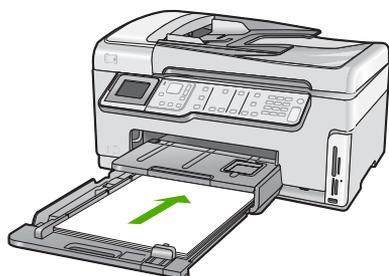
You can load many types of letter, A4, or legal paper into the main input tray of the HP All-in-One.

#### To load full-size paper

1. Pull out the main input tray, and then slide the paper-width and paper-length guides to their outermost positions.



2. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
  - Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
  - Make sure all the paper in the stack is the same size and type.
3. Insert the stack of paper into the main input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.




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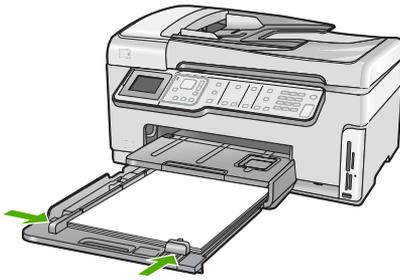
△ **CAUTION:** Make sure that the HP All-in-One is idle and silent when you load paper into the main input tray. If the HP All-in-One is servicing the ink cartridges or otherwise engaged in a task, the paper stop inside the device might not be in place. You could push the paper too far forward, causing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

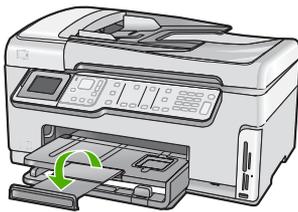
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4. Slide the paper-width and paper-length guides inward until they stop at the edges of the paper.

Do not overload the main input tray; make sure the stack of paper fits within the main input tray and is no higher than the top of the paper-width guide.



5. Push the main input tray back into the HP All-in-One.
6. Pull the output tray extender toward you, as far as it will go.




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

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

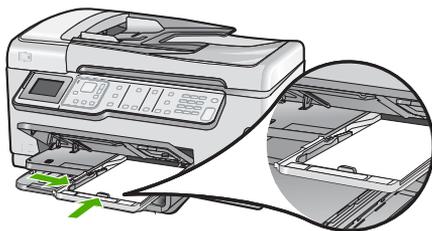
You can load up to 10 x 15 cm (4 x 6 inch) photo paper into the photo tray of the HP All-in-One. For the best results, use 10 x 15 cm (4 x 6 inch) HP Premium Plus Photo Paper or HP Premium Photo Paper.

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

1. Raise the output tray, and then pull out the photo tray.



2. Insert the stack of photo paper into the photo tray with the short edge forward and the glossy side down. Slide the stack of photo paper forward until it stops.  
If the photo paper you are using has perforated tabs, load the photo paper so that the tabs are closest to you.
3. Slide the paper-length and paper-width guides inward against the stack of photo paper until the guides stop.  
Do not overload the photo tray; make sure the stack of photo paper fits within the photo tray and is no higher than the top of the paper-width guide.



4. Push in the photo tray, and then lower the output tray.

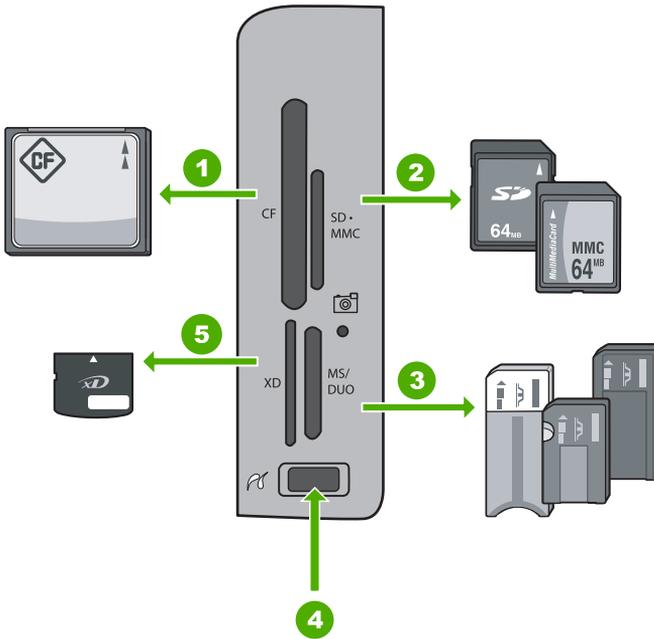
## Avoid paper jams

To help avoid paper jams, follow these guidelines.

- Remove printed papers from the output tray frequently.
- Do not leave originals on the glass. If you load an original in the automatic document feeder while there is already an original on the glass, the original can jam in the automatic document feeder.
- Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- If you are printing labels, ensure that the label sheets are no more than two years old. Labels on older sheets might peel off when the paper is pulled through the HP All-in-One, and cause paper jams.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Do not force paper too far forward in the input tray.
- Use paper types that are recommended for the HP All-in-One.

## View and select photos

You can view and select photos on your memory card or storage device before or while printing them.



1	CompactFlash (CF) types I and II
2	Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), MultiMediaCard (MMC), MMC Plus, MMC Mobile (RS-MMC; adapter required), TransFlash MicroSD Card, or Secure MultiMedia Card
3	Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Duo Pro (adapter optional), or Memory Stick Micro (adapter required)
4	Front USB port (for storage devices)
5	xD-Picture Card

### To view, select, and print photos

1. Insert a memory card into the appropriate slot on the HP All-in-One, or connect a storage device to the front USB port.  
The **Photosmart Express** menu appears, with the most recent photo shown on the display.
2. Load up to 10 x 15 cm (4 x 6 inch) photo paper in the photo tray or full-size photo paper in the main input tray.
3. Press **▶** until **View** is highlighted, and then press **OK**.  
The **View Photos** screen appears.
4. Press **◀** or **▶** to scroll through the thumbnails of your photos.
5. When the thumbnail of the photo you want to view is highlighted, press **OK**.
6. When the photo appears by itself on the display, press **OK** again.  
The **Photo Options** screen appears.
7. With **Print Preview** highlighted, press **OK**.  
The **Print Preview** screen appears, showing how your photo will look when printed.

8. If you want to select additional photos to view and print, press ▼ to highlight **Add More**, press **OK**, and repeat steps 4–6.  
Or, once you're in the **Add Photos** screen, the quickest way to select multiple photos (if you don't need the option to edit them) is to press ▲ to select a photo, and then press ◀ or ▶ to scroll through more photos to select.
9. (Optional) If you want to check and/or modify any of your print settings, press ▼ to highlight **Settings** and press **OK**.
10. To print the photo(s), use ▲ or ▼ to highlight **Print Now** (or press the **Print Photos** button on the control panel).  
A print status screen displays the number of pages to print and the estimated time to complete.

## Scan an image

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

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 **NOTE:** You can also use the software you installed with the HP All-in-One to scan images. Using this software, you can edit a scanned image and create special projects using a scanned image.

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## Scan an original to a computer

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

### To scan to a computer

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

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

---
  - b. Press **OK** to select the default computer, or press ▼ to select a different computer, and then press **OK**.  
The **Scan To** menu appears on the display, listing the applications on the selected computer.  
If the HP All-in-One is connected directly to a computer with a USB cable, proceed to step 5.
5. Press **OK** to select the default application to receive the scan, or press ▼ to select a different application, and then press **OK**.  
A preview image of the scan appears on your computer, where you can edit it.
6. Make any edits to the preview image, and then click **Accept** when you are finished.

## Scan an original to a memory card or storage device

You can send the scanned image as a JPEG image to the memory card that is currently inserted or a storage device that is currently attached to the front USB port. This enables

you to use the photo print options to print borderless prints and album pages from the scanned image.

---

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

---

#### To save a scan to a memory card or storage device

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

## Make a copy

You can make quality copies from the control panel.

#### To make a copy from the control panel

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.
3. Press **Start Copy Black** or **Start Copy Color** to begin copying.

## Send a basic fax

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

---

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

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

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

### To send a basic fax from the control panel

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

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 **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.

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2. Press **Fax Menu**.

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

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

---

3. Press **Start Fax Black**.

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

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

---

## Check the estimated ink levels

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

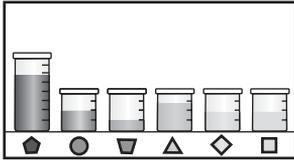
 **NOTE:** The HP All-in-One can only detect the ink levels for genuine HP ink. The ink levels in ink cartridges that are refilled or have been used in other devices might not register accurately.

**NOTE:** 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).

---

### To check the ink levels from the control panel

1. Press **Setup**.
2. Press ▼ to highlight **Tools**, and then press **OK**.
3. Press ▼ to highlight **Display Ink Gauge**, and then press **OK**.  
The HP All-in-One displays a gauge that shows the estimated ink levels of all cartridges installed.



4. Press any button to return to the **Tools** menu.

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

## Replace the ink cartridges

Follow these instructions when you need to replace ink cartridges.

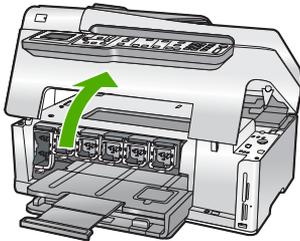
 **NOTE:** If you are installing ink cartridges in the HP All-in-One for the first time, be sure to use only the ink cartridges that came with the device. The ink in these cartridges is specially formulated to mix with the ink in the print head assembly at first-time setup.

If you do not already have replacement ink cartridges for the HP All-in-One, you can order them by clicking the **Shop for HP Supplies** icon on your computer. On a Windows computer this is located in the **HP** folder in the **Start** menu.

For more information see [www.hp.com/buy/supplies](http://www.hp.com/buy/supplies).

### To replace the ink cartridges

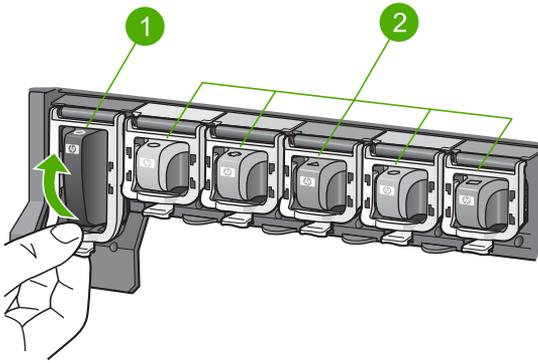
1. Make sure the HP All-in-One is turned on.
2. Open the ink cartridge door by lifting from the front center of the device, until the door locks into place.



3. Squeeze the bottom of the latch below the ink cartridge you want to replace, and then lift the latch.

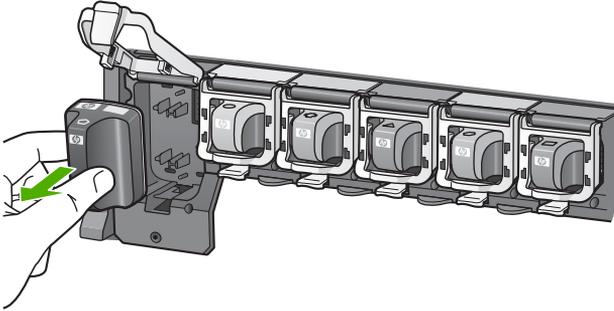
If you are replacing the black ink cartridge, lift the latch on the far left.

If you are replacing one of the five color ink cartridges, such as yellow, light cyan (blue), cyan, light magenta (pink), or magenta, lift the appropriate latch in the center area.

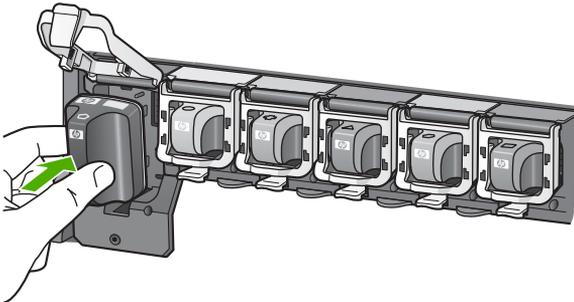


- |   |  |
|---|--|
| 1 | Ink cartridge latch for the black ink cartridge    |
| 2 | Ink cartridge latches for the color ink cartridges |

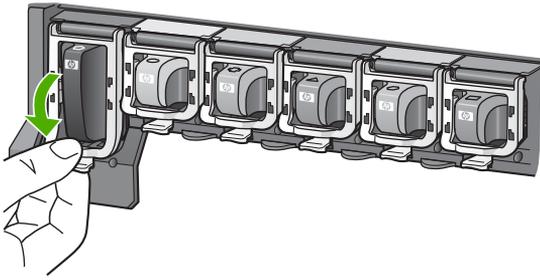
4. Pull the ink cartridge toward you out of its slot to remove it.



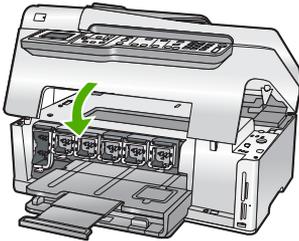
5. Remove the new ink cartridge from its packaging, and then, holding it by the handle, push the ink cartridge into the empty slot. Match the color and pattern of the ink cartridge to the color and pattern on the print carriage.



6. Close the latch and make sure it is secure.



7. Repeat steps 3 through 6 for each ink cartridge you are replacing.
8. Close the ink cartridge door.



## Clean the HP All-in-One

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

**TIP:** You can purchase an HP Cleaning Kit for Inkjet Printers and All-in-Ones (Q6260A) that provides everything needed to safely clean your HP device. For more information, go to: [www.shopping.hp.com/accessories-store/printer](http://www.shopping.hp.com/accessories-store/printer).

### Clean the glass

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

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

#### To clean the glass

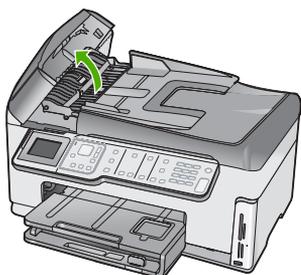
1. Turn off the HP All-in-One, and raise the lid.
2. Clean the glass with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.

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

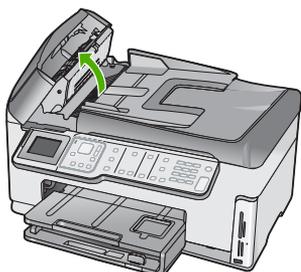
3. Dry the glass with a dry, soft, lint-free cloth to prevent spotting.
4. Turn on the HP All-in-One.

#### To clean the glass strip inside the automatic document feeder

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



3. Lift the automatic document feeder mechanism.



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

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

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⚠ **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.

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5. Lower the automatic document feeder mechanism, and then close the cover of the automatic document feeder.
6. Turn on the HP All-in-One.

#### Clean the lid backing

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

**To clean the lid backing**

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

---

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

---

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

---

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

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## 5 Troubleshooting and support

This chapter contains troubleshooting information for the HP All-in-One. Specific information is provided for installation and configuration issues, and some operational topics. For more troubleshooting information, see the onscreen Help that came with your software.

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

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

### Troubleshooting common setup issues

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

---

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

---

### Uninstall and reinstall the software

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

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

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



---

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

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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.

### Hardware setup troubleshooting

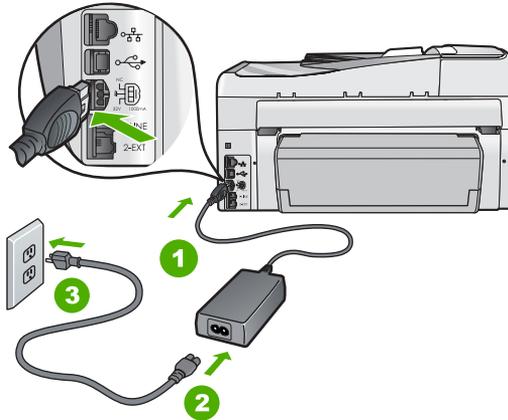
Use this section to solve any problems you might encounter while setting up the HP All-in-One hardware.

#### The HP All-in-One will not turn on

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

## Solution

- Make sure the power cord is firmly connected to both the HP All-in-One and the power 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 **On** button too quickly.

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

△ **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.

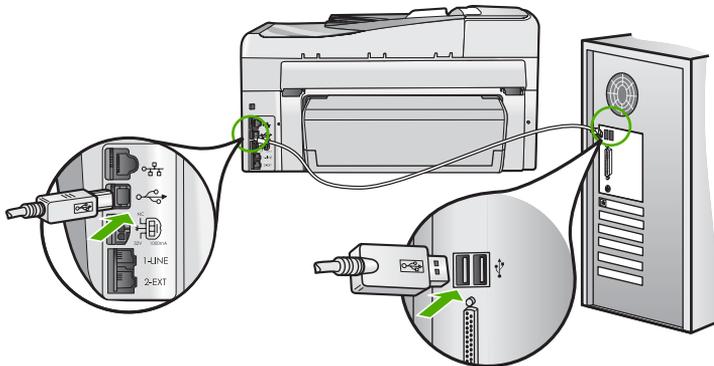
## I connected the USB cable, but I am having problems using the HP All-in-One with my computer

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

**Solution:** You must first install the software that came with the HP All-in-One before connecting the USB cable. During installation, do not plug in the USB cable until prompted by the onscreen instructions.

Once you have installed the software, connecting your computer to the HP All-in-One with a USB cable is straightforward. Simply plug one end of the USB cable into the back of your

computer and the other into the back of the HP All-in-One. You can connect to any USB port on the back of your computer.



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

### The display shows the wrong language

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

#### To set your language and country/region

1. Press **Setup**.
2. Press ▼ to highlight **Preferences**, and then press **OK**.
3. Press ▼ to highlight **Set Language**, and then press **OK**.
4. Press ▼ to scroll through the languages. When the language you want to use appears, press **OK**.
5. When prompted, press ▼ to highlight **Yes** or **No**, and then press **OK**.
6. Press ▼ to highlight **Set Country/Region**, and then press **OK**.
7. Press ▼ to scroll through the countries/regions. When the country/region you want to use appears, press **OK**.
8. When prompted, press ▼ to highlight **Yes** or **No**, and then press **OK**.

### I received a message on the display that the printer alignment failed

**Cause:** The incorrect type of paper is loaded in the input tray (for example, colored paper, paper with text on it or, certain recycled paper).

**Solution:** Load unused plain white letter or A4 paper into the input tray, and then try the alignment again.

If the alignment fails again, you might have a defective sensor on the print head assembly. Contact HP Support. Go to [www.hp.com/support](http://www.hp.com/support). If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

### The wrong measurements are showing in menus on the display

**Cause:** You might have selected the incorrect country/region when setting up the HP All-in-One. The country/region you select determines the paper sizes shown on the display.

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

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

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

---

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

**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 ink 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 ink 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 (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.
  - Make sure your computer is USB ready. Some operating systems, such as Windows 95 and Windows NT, do not support USB connections. 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.
  - 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.

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## Network troubleshooting

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

### Wired network setup troubleshooting

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

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

**Cause:** Cables are not connected properly.

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

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

**Cause:** Your computer's Local Area Network card (LAN card) is not set up properly.

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

### To check your LAN card (Windows 2000 and XP)

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

### To check your LAN card (Windows Vista)

1. On the Windows taskbar, click **Start**, **Computer**, and then click **Properties**.
2. Click **Device Manager**.
3. Make sure your card shows up under **Network Adapters**.
4. Refer to the documentation that came with your card.

**Cause:** You do not have an active network connection.

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

### To see if you have an active network connection

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

### To establish an active network connection

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

**Cause:** You were able to connect the HP All-in-One to the network previously, but now it will not connect.

**Solution:** Turn off the HP All-in-One, the computer, and the router. Wait 30 seconds. Turn on the router first, and then turn on the HP All-in-One and the computer.

**Cause:** The HP All-in-One and computer are not connected to the same network.

**Solution:** Try accessing the Embedded Web Server on the HP All-in-One. To find the IP address, print a network configuration page.

## The Printer not Found screen appears during installation

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

**Solution:** Turn on the HP All-in-One.

---

**Cause:** You do not have an active network connection.

**Solution:** Make sure you have an active network connection.

**To make sure your network connection is active**

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

---

**Cause:** Cables are not connected properly.

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

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

---

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

**Solution:** Uninstall the HP All-in-One software, and then reboot your computer. Temporarily disable anti-virus or anti-spyware applications, and then reinstall the HP All-in-One software. You can re-enable your anti-virus or anti-spyware applications after installation is complete. If you see firewall pop-up messages, you must always accept or allow the pop-up messages. If the screen still appears, try uninstalling the HP All-in-One software, rebooting your computer, and temporarily disabling your firewall before reinstalling the HP All-in-One software. You can re-enable your firewall application after installation is complete. For more information, see the documentation provided with the firewall software.

---

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

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

---

 **NOTE:** The HP All-in-One is not accessible during VPN sessions. However, print jobs are saved in the print queue. When you exit the VPN session, print jobs in the print queue will be printed.

---

## Wireless setup troubleshooting

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

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 **NOTE:** HP provides an online tool that might be able to find your wireless security settings automatically. Go to: [www.hp.com/go/networksetup](http://www.hp.com/go/networksetup).

---

### During wireless network setup you do not see the SSID (network name) displayed

**Cause:** Your wireless router is not broadcasting its network name (SSID) because the **Broadcast SSID** option is turned off.

**Solution:** Access the router's Embedded Web Server and turn on the **Broadcast SSID** option. See the user guide that came with your wireless router for information on how to access the Embedded Web Server and check the Broadcast SSID setting.

For more information, see:

[“Connect to an integrated wireless WLAN 802.11 network” on page 10](#)

**Cause:** The wireless router (infrastructure) or computer (ad hoc) is too far from the HP All-in-One or there is interference.

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

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

**Cause:** Your network name (SSID) may be at the bottom of the SSID list that is displayed when you install the HP All-in-One on a wireless network.

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

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

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

### Cannot connect to network during setup

**Cause:** The equipment is not turned on.

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

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

**Solution:** Move the wireless router and the HP All-in-One closer together. Then run the wireless setup again.

For more information, see:

[“Integrated wireless WLAN 802.11 network setup” on page 9](#)

**Cause:** If you manually entered your network name (SSID), you might have entered it incorrectly.

**Solution:** Run the wireless setup process again and enter your network name (SSID) carefully. Remember that the SSID is case-sensitive.

For more information, see:

[“Connect to an integrated wireless WLAN 802.11 network” on page 10](#)

**Cause:** The setting for MAC address filtering might be enabled on your wireless router.

**Solution:** Disable MAC address filtering on your wireless router until the HP All-in-One has successfully connected to your network. If you re-enable MAC address filtering on your wireless

router, make sure the MAC address of the HP All-in-One is on the list of acceptable MAC addresses.

---

### Invalid WEP key during wireless setup

**Cause:** If you are using WEP security, you might have entered the WEP key incorrectly during the wireless setup process.

**Solution:** Some wireless routers provide up to four WEP keys. The HP All-in-One uses the first WEP key (selected by the wireless router as the default WEP key). Run the wireless setup process again and be sure to use the first WEP key provided by the wireless router. Enter the WEP key exactly as it appears in the wireless router settings. The WEP key is case-sensitive. If you do not know the WEP key, see the documentation that came with your wireless router for information on how to access the router's Embedded Web Server. You can find the WEP key by logging onto the router's Embedded Web Server using a computer on the wireless network.

---

### Invalid passphrase during wireless setup

**Cause:** During the wireless setup process, you might have entered the WPA passphrase incorrectly.

**Solution:** Run the wireless setup process again and enter the correct passphrase. The passphrase is case-sensitive.

---

### The Printer Not Found screen appears during installation

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

**Solution:** Uninstall the HP All-in-One software, and then reboot your computer. Temporarily disable anti-virus or anti-spyware applications, and then reinstall the HP All-in-One software. You can re-enable your anti-virus or anti-spyware applications after installation is complete. If you see firewall pop-up messages, you must always accept or allow the pop-up messages. If the screen still appears, try uninstalling the HP All-in-One software, rebooting your computer, and temporarily disabling your firewall before reinstalling the HP All-in-One software. You can re-enable your firewall application after installation is complete. If you still see firewall pop-up messages, you must always accept or allow the pop-up messages.

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

---

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

**Solution:** Temporarily disable the VPN before proceeding with the installation.

---

 **NOTE:** The HP All-in-One functionality will be limited during VPN sessions.

---

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

**Solution:** Turn on the HP All-in-One.

---

## Network software installation troubleshooting

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

### I received a System Requirements Error: No TCP/IP

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

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

## The Printer Not Found screen appears during installation

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

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

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

**Solution:** Temporarily disable the VPN before proceeding with the installation.



**NOTE:** The HP All-in-One functionality will be limited during VPN sessions.

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

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

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

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

Check the following:

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

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

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

For more information, see:

["View and print network settings" on page 18](#)

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

**Solution:** Turn on the HP All-in-One.

## Fax setup troubleshooting

This section contains fax setup troubleshooting information for the HP All-in-One. If the HP All-in-One is not set up properly for faxing, you might experience problems when sending faxes, receiving faxes, or both.

### The fax test failed

If you ran a fax test and the test failed, review the report for basic information about the error. For more detailed information, check the report to see which part of the test failed, and then review the appropriate topic in this section for solutions to try.

- ["The "Fax Hardware Test" failed." on page 55](#)
- ["The "Fax Connected to Active Telephone Wall Jack" test failed" on page 55](#)
- ["The "Phone Cord Connected to Correct Port on Fax" test failed" on page 56](#)
- ["The "Using Correct Type of Phone Cord with Fax" test failed" on page 57](#)

- ["The "Dial Tone Detection" test failed" on page 58](#)
- ["The "Fax Line Condition" test failed" on page 59](#)

### The "Fax Hardware Test" failed.

#### Solution

- Turn off the HP All-in-One by using the **On** button located on the control panel and then unplug the power cord from the back of the HP All-in-One. After a few seconds, plug the power cord back in and turn the power on. Run the test again. If the test fails again, continue reviewing the troubleshooting information in this section.



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

- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.
- If you are running the test from the **Fax Setup Wizard**, make sure the HP All-in-One is not busy completing another task, such as making a copy. Check the display for a message indicating that the HP All-in-One is busy. If it is busy, wait until it is finished and in the idle state, before running the test.

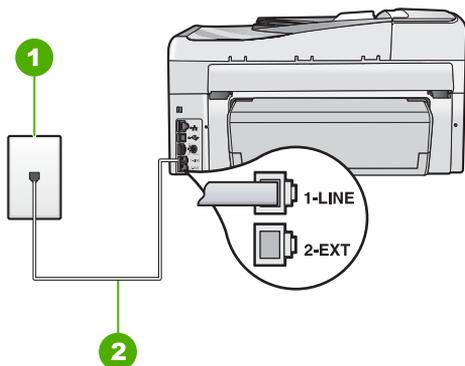
After you resolve any problems found, run the fax test again to make sure it passes and the HP All-in-One is ready for faxing. If the **Fax Hardware Test** continues to fail and you experience problems faxing, contact HP Support. Go to [www.hp.com/support](http://www.hp.com/support). If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

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

#### Solution

##### What to do

- Check the connection between the telephone wall jack and the HP All-in-One to make sure the phone cord is secure.
- Make sure you use the phone cord that came with the HP All-in-One. If you do not use the supplied phone cord to connect from the telephone wall jack to the HP All-in-One, you might not be able to send or receive faxes. After you plug in the phone cord that came with the HP All-in-One, run the fax test again.
- Make sure you have correctly connected the HP All-in-One to the telephone wall jack. Using the phone cord supplied in the box with the HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the HP All-in-One.



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

- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the HP All-in-One and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.

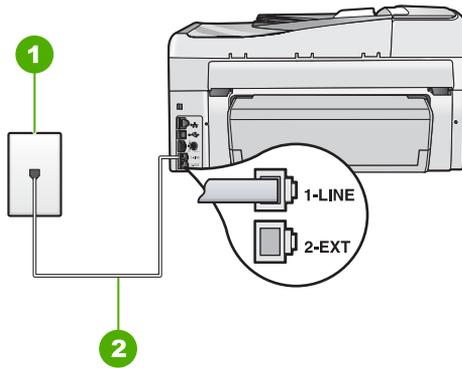
After you resolve any problems found, run the fax test again to make sure it passes and the HP All-in-One is ready for faxing.

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

**Solution:** Plug the phone cord into the correct port.

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

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



### Back view of the HP All-in-One

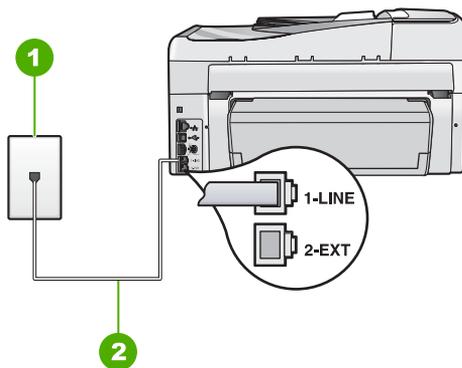
- |   |   |
|---|---|
| 1 | Telephone wall jack   |
| 2 | Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port |

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

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

#### Solution

- Make sure you used the phone cord supplied in the box with the HP All-in-One to connect to the telephone wall jack. One end of the phone cord should be connected to the port labeled 1-LINE on the back of the HP All-in-One and the other end to your telephone wall jack, as shown below.



- |   |                     |
|---|---------------------|
| 1 | Telephone wall jack |
|---|---------------------|

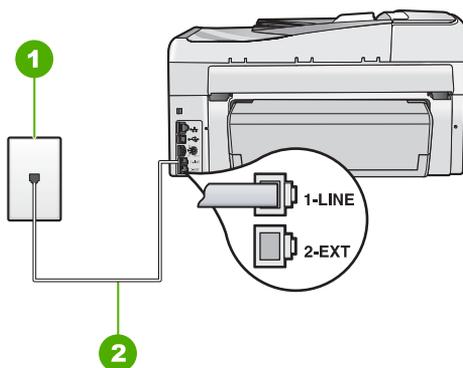
2	Phone cord supplied in the box with the HP All-in-One
---	---

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

### The "Dial Tone Detection" test failed

#### Solution

- Other equipment, which uses the same phone line as the HP All-in-One, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything except the HP All-in-One from the phone line, and then run the test again. If the **Dial Tone Detection Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the HP All-in-One and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Make sure you have correctly connected the HP All-in-One to the telephone wall jack. Using the phone cord supplied in the box with the HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the HP All-in-One.



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

- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.
- If your telephone system is not using a standard dial tone, such as some PBX systems, this might cause the test to fail. This will not cause a problem sending or receiving faxes. Try sending or receiving a test fax.

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

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

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## The "Fax Line Condition" test failed

### Solution

- Make sure you connect the HP All-in-One to an analog phone line or you will not be able to send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect the HP All-in-One to an analog phone line and try sending or receiving a fax.
- Check the connection between the telephone wall jack and the HP All-in-One to make sure the phone cord is secure.
- Make sure you have correctly connected the HP All-in-One to the telephone wall jack. Using the phone cord supplied in the box with the HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the HP All-in-One.
- Other equipment, which uses the same phone line as the HP All-in-One, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything except the HP All-in-One from the phone line, and then run the test again.
  - If the **Fax Line Condition Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.
  - If the **Fax Line Condition Test** fails without the other equipment, connect the HP All-in-One to a working phone line and continue reviewing the troubleshooting information in this section.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.

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

---

## The HP All-in-One is having problems sending and receiving faxes

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

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

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

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

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

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**Cause:** You are using a phone line splitter.

**Solution:** A phone line splitter can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.

---

**Cause:** The telephone wall jack is not working properly.

**Solution:** Try connecting a working telephone and phone cord to the telephone wall jack you are using for the HP All-in-One and check for a dial tone. If you do not hear a dial tone, call your local telephone company for service.

---

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

**Solution:** If the failure was due to noise on the phone line, contact the sender to have them resend the fax. The quality might be better when you try again. You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If the problem persists, turn **Error Correction Mode (ECM)** off and contact your telephone company.

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

---

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

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

---

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

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

---

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

**Solution:** Check the display or your computer for an error message providing information about the problem and how to solve it. If there is an error, the HP All-in-One will not send or receive a fax until the error condition is resolved.

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

---

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

**Solution**

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



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

For more information on how to set up the HP All-in-One with a PBX phone system or ISDN line, see ["Case C: Set up the HP All-in-One with a PBX phone system or an ISDN line" on page 24.](#)

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

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

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

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

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

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

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

**Solution:** If the DSL modem is not properly grounded, it can create noise on the phone line. Phone lines with poor sound quality (noise) can cause faxing problems. You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise.

**If you hear noise**

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



**NOTE:** You might notice static on the phone line again in the future. If the HP All-in-One stops sending and receiving faxes, repeat this process.

If the phone line is still noisy, contact your phone company. For information on turning your DSL modem off, contact your DSL provider for support.

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

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

If the problem persists, contact your Internet service provider.

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

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

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

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

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

**Solution:** You might need to insert some pauses in the number sequence. For example, if you need to access an outside line before dialing the phone number, insert a pause following the access number. If your number is 95555555, and 9 accesses an outside line, you might insert pauses as follows: 9-555-5555. To enter a pause in the fax number you are typing, press the **Space** button repeatedly until a dash (-) appears on the display.

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

You can also send the fax using monitor dialing. This enables you to listen to the phone line as you dial. You can set the pace of your dialing and respond to prompts as you dial.

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

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

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

**Cause:** The receiving fax machine is having problems.

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

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

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

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

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

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

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

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

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

**Solution:** If you did not load an original in the document feeder tray, or if the original is not pushed in far enough, you will be unable to send a fax manually. Load an original in the document

feeder tray, or push the original farther into the tray. Once the HP All-in-One detects the original, a confirmation message appears on the display.

---

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

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

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

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

---

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

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

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

---

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

---

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

**Solution:** Set the HP All-in-One to answer faxes manually. You cannot receive faxes automatically if you have a voice mail service at the same phone number you use for fax calls. You must receive faxes manually; this means you must be available to respond in person to incoming fax calls.

---

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

**Solution:** If you have a computer dial-up modem on the same phone line as the HP All-in-One, check to make sure that the software that came with your modem is not set to receive faxes automatically. Modems that are set up to receive faxes automatically take over the phone line to receive all incoming faxes, which prevents the HP All-in-One from receiving fax calls.

---

**Cause:** If you have an answering machine on the same phone line with the HP All-in-One, you might have one of the following problems:

- Your outgoing message might be too long or too loud to allow the HP All-in-One to detect fax tones, and the sending fax machine might disconnect.
- Your answering machine might not have enough quiet time after your outgoing message to allow the HP All-in-One to detect fax tones. This problem is most common with digital answering machines.

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

- Disconnect the answering machine and then try receiving a fax. If faxing is successful without the answering machine, the answering machine might be causing the problem.
- Reconnect the answering machine and record your outgoing message again. Record a message that is approximately 10 seconds in duration. Speak slowly and at a low volume when recording your message. Leave at least 5 seconds of silence at the end of the voice message. There should be no background noise when recording this silent time. Try to receive a fax again.

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

**Solution:** If you have a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), make sure that the **Distinctive Ring** setting on the HP All-in-One is set to match. For example, if the phone company has assigned your number a double ring pattern, make sure **Double Rings** is selected as the **Distinctive Ring** setting.



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

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

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

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

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

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

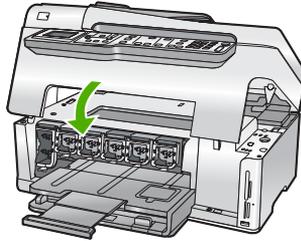
- If you are using a splitter or extension cables, try removing them and connecting the HP All-in-One directly to the telephone wall jack.
- To find out if other equipment is causing a problem, disconnect everything except the HP All-in-One from the phone line, and then try to receive a fax. If you can receive faxes successfully without the other equipment, one or more pieces of the other equipment is causing problems; try adding them back one at a time and receiving a fax each time, until you identify which equipment is causing the problem.

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

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

- The HP All-in-One is not set up properly for faxing.
- There is no paper loaded in the input tray.
- There is a paper jam.

- The ink cartridge door is open. Close the ink cartridge door, as shown below:



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

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

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

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

**Solution:** Check for the following problems:

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

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

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

### Fax tones are recorded on my answering machine

**Cause:** The 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.

## Clear paper jams

If the paper was loaded in the input tray, you might need to clear the paper jam from the rear of the HP All-in-One.

Paper can also jam in the automatic document feeder. Several common actions can cause paper to jam the automatic document feeder:

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

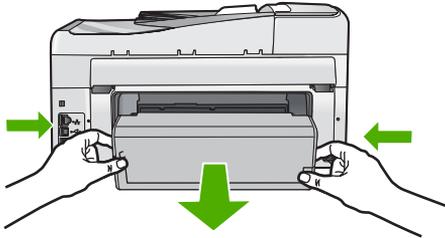
### To clear a paper jam from the Two-sided printing accessory

1. Turn off the HP All-in-One.
2. Press in the tabs on the left and right side of the Two-sided printing accessory. Remove the accessory by pulling it away from the HP All-in-One.

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△ **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 from the Two-sided printing accessory of the HP All-in-One.

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3. Gently pull the paper out of the rollers.

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△ **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.

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4. If the paper jam is cleared, proceed to step 5.  
If the paper jam is not cleared, do the following:
  - a. Open the Two-sided printing accessory by pulling the tabs up.
  - b. Remove any paper from inside the accessory.
  - c. Close the Two-sided printing accessory by pressing the tabs down until they lock into place.
5. Replace the Two-sided printing accessory. Gently push the accessory forward until it snaps into place.
6. Turn on the HP All-in-One, and then press **OK** to continue the current job.

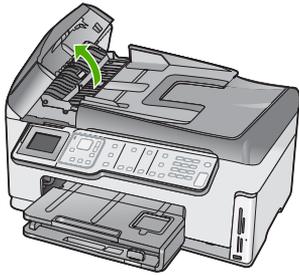
### To clear a paper jam in the automatic document feeder

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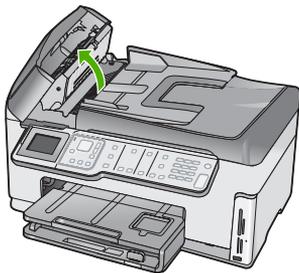
△ **CAUTION:** Do not lift the lid of the HP All-in-One and try to remove the jammed document from the glass. You might damage your original document.

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



3. Lift the automatic document feeder mechanism.



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

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

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

## Information on ink cartridges and the print head

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

- Install the ink cartridge on or before the install by date, which is printed on the ink cartridge package.
- Keep all ink cartridges in the original sealed packages until they are needed.
- Turn off the HP All-in-One by pressing the **On** button located on the device. Do not turn off the device by turning off a power strip or unplugging the power cord from the HP All-in-One. If you improperly turn off the HP All-in-One, the print head assembly might not return to the correct position.
- Store ink cartridges at room temperature (15.6°-26.6° C or 60°-78° F).
- HP recommends that you do not remove the ink cartridges from the HP All-in-One until you have replacement cartridges available to install.  
If you are transporting the HP All-in-One make sure you turn off the device by pressing the **On** button to power it down properly. Also, make sure you leave the ink cartridges installed. Doing these actions will prevent ink leaking from the print head assembly.
- Clean the print head (via the **Printer Toolbox** Software maintenance) when you notice a significant decrease in print quality.

- Do not clean the print head unnecessarily. This wastes ink and shortens the life of the cartridges.
- Handle ink cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems.

## Support process

**If you have a problem, follow these steps:**

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

# 6 Technical information

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

## System requirements

Software system requirements are located in the Readme file.

## Product specifications

For product specifications, go to the HP Web site at [www.hp.com/support](http://www.hp.com/support).

### Paper specifications

- Input tray capacity: Plain paper sheets: Up to 100 (20 lb./75 gsm. paper)
- Output tray capacity: Plain paper sheets: Up to 50 (20 lb./75 gsm. paper)
- Photo tray capacity: 4 x 6 inch (10 x 15 cm) Photo paper: Up to 20 (145 lb /236 gsm paper)

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

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### Physical specifications

- Height: 24.1cm (9.5inches)
- Width: 45 cm (17.7 inches)
- Depth: 44.3 cm (17.4 inches)
- Weight: 11 kg (24.3 lbs)

### Power specifications

- Power consumption: 32.5 W (Peak) 20.1 W (Average)
- Input voltage: AC 100 to 240 V ~1A 50–60 Hz
- Output voltage: DC 32 V===1560mA

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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 32° C (59° to 90° F)
- Allowable operating temperature range: 5° to 40° C (41° to 104° F)
- Humidity: 20% to 80% RH non-condensing
- Non-operating (Storage) temperature range: –20° to 60° C (–4° to 140° F)
- In the presence of high electromagnetic fields, it is possible the output from the HP All-in-One may be slightly distorted
- HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields

## Energy Star® notice

This product is designed to reduce power consumption and save natural resources without compromising product performance. It has been designed to reduce total energy consumption both during operation and when the device is not active. This product qualifies for ENERGY STAR® which is a voluntary program established to encourage the development of energy-efficient office products.



ENERGY STAR is a U.S. registered service mark of the U.S. EPA. As an ENERGY STAR partner, HP has determined that this product meets ENERGY STAR guidelines for energy efficiency. For more information on ENERGY STAR guidelines, go to the following Web site:  
[www.energystar.gov](http://www.energystar.gov)

## Ink cartridge yield

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). Visit [www.hp.com/pageyield](http://www.hp.com/pageyield) for more information on estimated cartridge yields.

## Regulatory notices

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

### **Regulatory model identification number**

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SDGOB-0713. This regulatory number should not be confused with the marketing name (HP Photosmart C7200 All-in-One series, etc.) or product numbers (CC567A, 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

021 672 280	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	لبنان
+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	0570-000511

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	0-800-10111
Philippines	2 867 3551
Polska	22 5666 000
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)	095 777 3284
Россия (Санкт-Петербург)	812 332 4240
800 897 1415	السعودية
Singapore	6 272 5300
Slovensko	0850 111 256
South Africa (international)	+ 27 (0)11 234 5872
South Africa (RSA)	0860 104 771
Rest of West Africa	+ 351 213 17 63 80
Suomi	www.hp.com/support
Sverige	www.hp.com/support
Switzerland	www.hp.com/support
臺灣	02-8722-8000
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071 891 391	تونس
Trinidad & Tobago	1-800-711-2884
Türkiye	+90 212 444 71 71
Україна	(044) 230-51-06
600 54 47 47	المتحدة العربية الإمارات
United Kingdom	www.hp.com/support
United States	1-(800)-474-6836
Uruguay	0004-054-177
Venezuela (Caracas)	58-212-278-8666
Venezuela	0-800-474-68368
Việt Nam	+84 88234530