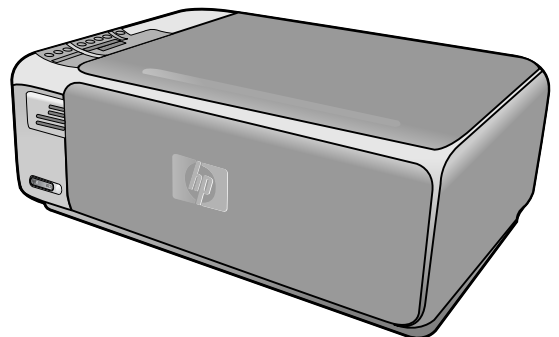


# HP Photosmart C4380 All-in-One series



## Basics Guide



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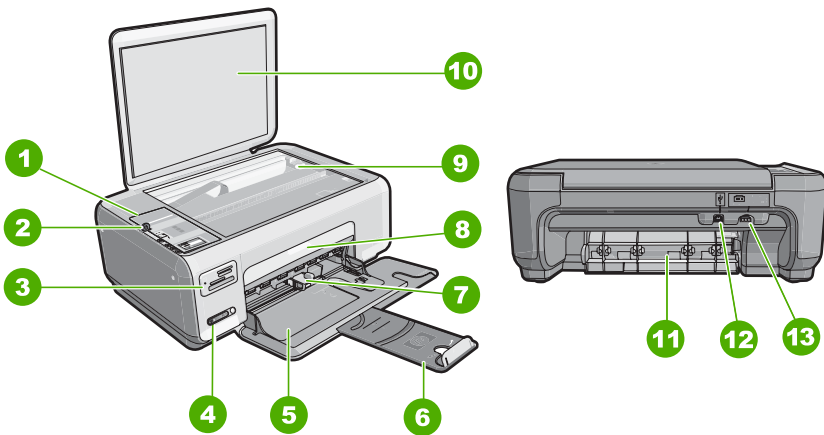
# 1 HP All-in-One overview

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

 **NOTE:** This guide introduces basic operations and troubleshooting, as well as 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



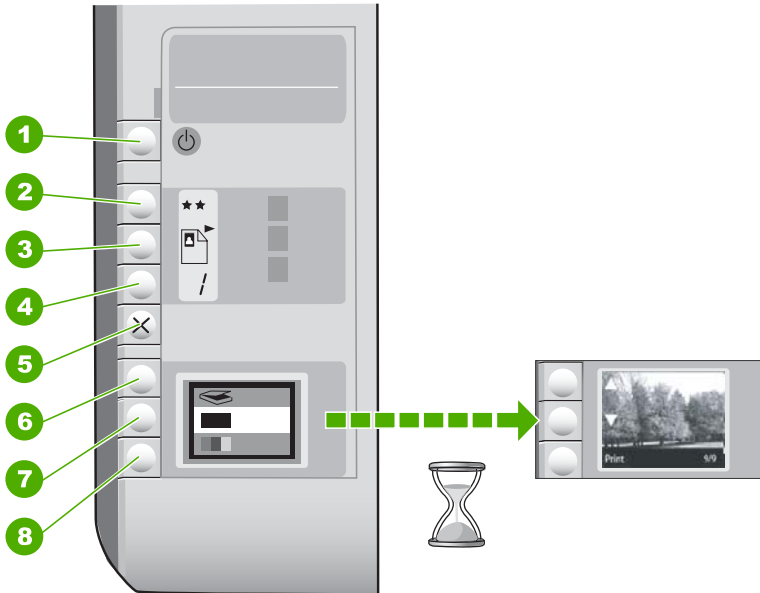
Label	Description
1	Control panel
2	On button
3	Memory card slots
4	Wireless network indicator light and button
5	Input tray
6	Tray extender
7	Paper-width guide
8	Print cartridge door
9	Glass
10	Lid backing
11	Rear door

(continued)





Label	Description
12	Rear USB port
13	Power connection*

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

## Control panel buttons



Label	Icon	Name and Description
1		<b>On</b> button: Turns the HP All-in-One on or off. When the HP All-in-One is off, a minimal amount of power is still used by the device. To completely remove power, turn the HP All-in-One off, and then unplug the power cord.
2		<b>Quality</b> button: Changes the copy quality or the quality of photos you print from a memory card. The default quality for both plain and photo papers is two stars. However, the quality produced varies depending on the paper type. For plain paper, two stars represents normal quality. For photo paper, two stars represents best quality.
3		<b>Size</b> button: Changes the image size to 100% ( <b>Actual Size</b> ), fits it to the page ( <b>Resize to Fit</b> ), or prints borderless images ( <b>Borderless</b> ). The default setting is 100% for plain paper and borderless for photo paper.
4		<b>Copies</b> button: Specifies the desired number of copies.

Label	Icon	Name and Description
5		<b>Cancel</b> button: Stops a task (such as scanning or copying) or resets settings (such as Quality and Copies).
6		<b>Scan</b> button: Starts a scan. When a memory card is inserted, this button advances to the next photo on the memory card when pressed.
7		<b>Start Copy Black</b> button: Starts a black-and-white copy. In certain situations (for example, after clearing a paper jam), this button resumes printing. When a memory card is inserted, this button acts as a previous image button.
8		<b>Start Copy Color</b> button: Starts a color copy. In certain situations (for example, after clearing a paper jam), this button resumes printing. When a memory card is inserted, this button starts printing the image currently on the display.

## 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 22 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.

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.

If you connect the HP All-in-One directly to a wireless-capable computer, without using a wireless router or access point, this is known as an **ad hoc** network. You might only be able to connect to one wireless device at a time with an ad hoc connection.

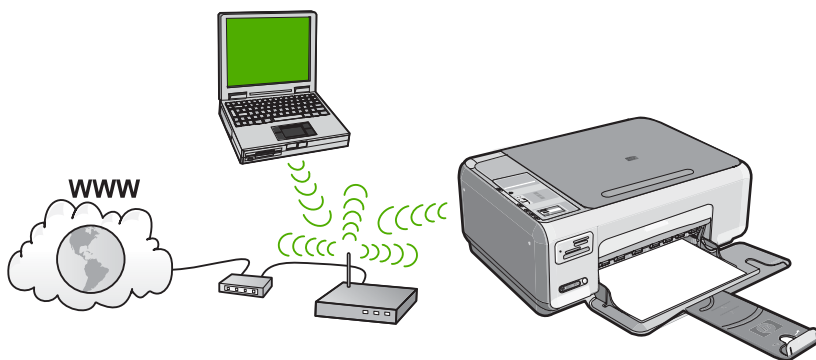
The advantages of a wireless infrastructure network as compared to an ad hoc network include:

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

If you want to:	See this section:
Connect to a wireless network with a wireless router (infrastructure).	<a href="#">"Integrated wireless WLAN 802.11 network setup" on page 5</a>
Connect directly to a wireless-capable computer without a wireless router (ad-hoc).	<a href="#">"Wireless ad hoc network setup" on page 7</a>
Add connections to more computers on the network.	<a href="#">"Connect to additional computers on a network" on page 10</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 a wireless network connection.	<a href="#">"Change the HP All-in-One from a USB connection to a network connection" on page 10</a>
Find troubleshooting information.	<a href="#">"Wireless setup troubleshooting" on page 25</a>

### Integrated wireless WLAN 802.11 network setup

Use this section if you want to connect the HP All-in-One to a computer on a wireless network using a wireless router or access point (802.11). HP recommends this method.



<p><b>To set up the HP All-in-One on an integrated wireless WLAN 802.11 network, you need to do the following:</b></p>	<p><b>See this section:</b></p>
<p>First, collect all of the required materials.</p>	<p><a href="#">“What you need for an integrated wireless WLAN 802.11 network”</a> on page 6</p>
<p>Next, install the software and connect the HP All-in-One to the wireless router.</p>	<p><a href="#">“Connect to an integrated wireless WLAN 802.11 network”</a> on page 6</p>

### 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 desktop computer or laptop 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.
- 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).
- Network name (SSID).
- WEP key or WPA Passphrase (if needed).

### Connect to an integrated wireless WLAN 802.11 network

The HP Photosmart Software CD and included USB setup cable provide an easy way to connect the HP All-in-One to your wireless network.



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△ **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:** 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).

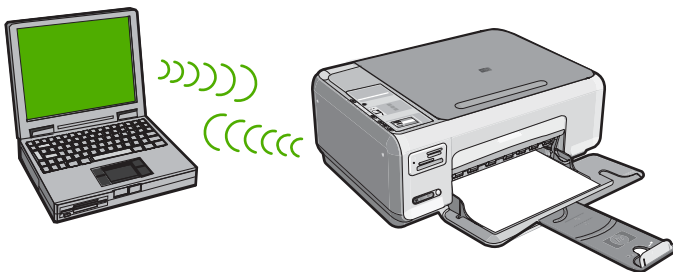
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### To connect the HP All-in-One

1. Insert the HP Photosmart Software CD in the computer CD-ROM drive.
2. Follow the instructions on the screen.  
When you are prompted, connect the HP All-in-One to the computer using the USB setup cable included in the box. The HP All-in-One will attempt to connect to the network. If the connection fails, follow the prompts to correct the problem, and then try again.
3. When the setup is finished, you will be prompted to disconnect the USB cable and test the wireless network connection. Once the HP All-in-One connects successfully to the network, install the software on each computer that will use the device over the network.

## Wireless ad hoc network setup

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

To set up the HP All-in-One on a wireless ad hoc network, you need to do the following:	See this section:
First, collect all of the required materials.	“ <a href="#">What you need for an ad hoc network</a> ” on page 8
Next, prepare your computer by creating a network profile.	“ <a href="#">Create a network profile for a Windows XP computer</a> ” on page 8 “ <a href="#">Create a network profile for other operating systems</a> ” on page 9
Finally, install the software.	“ <a href="#">Connect to a wireless ad hoc network</a> ” on page 9


## What you need for an ad hoc network

To connect the HP All-in-One to a Windows computer with an ad hoc connection, the computer must have a wireless network adapter and an ad hoc profile.


## 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.

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

## Connect to a wireless ad hoc network

The HP Photosmart Software CD and included USB setup cable provide an easy way to connect the HP All-in-One directly to your computer for an ad-hoc wireless network.

**To connect the HP All-in-One**

1. Insert the HP Photosmart Software CD in the computer CD-ROM drive.
2. Follow the instructions on the screen.  
When you are prompted, connect the HP All-in-One to the computer using the USB setup cable included in the box. The HP All-in-One will attempt to connect to the network. If the connection fails, follow the prompts to correct the problem, and then try again.
3. When the setup is finished, you will be prompted to disconnect the USB cable and test the wireless network connection. Once the HP All-in-One connects successfully to the network, install the software on each computer that will use the device over the network.

## 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.

**To install the Windows HP All-in-One software on additional networked computers**

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.

## 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 a wireless network connection. If you already understand how to connect to a network, you can use the general directions below.

### 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. Insert the HP All-in-One CD in the computer CD-ROM drive.
3. Follow the onscreen instructions for a wireless network installation.
4. When the installation is complete, open **Printers and Faxes** (or **Printers**) in the **Control Panel** and delete the printers for the USB installation.

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

- [“Integrated wireless WLAN 802.11 network setup”](#) on page 5
- [“Wireless ad hoc network setup”](#) on page 7

## Manage your network settings

You can manage network settings for the HP All-in-One through the HP All-in-One control panel.

### Change basic network settings from the control panel

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

#### Print network settings

You can print a network configuration page to see network settings such as the IP address, communication mode, and network name (SSID).

1. Press the **Wireless** button on the front of the HP All-in-One.
2. Press the button next to the ▼ icon on the display until **Print Network Configuration Page** is highlighted, and then press the button next to **OK**.

#### Restore network defaults

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

1. Press the **Wireless** button on the front of the HP All-in-One.
2. Press the button next to the ▼ icon on the display until **Restore Network Defaults** is highlighted, and then press the button next to **OK**.
3. Confirm that you want to restore the network defaults.

#### Turn the wireless radio on and off

The wireless radio is off by default, but when you install the software and connect the HP All-in-One to the network, the wireless radio is turned on automatically. The blue light on the front of the HP All-in-One indicates that the wireless radio is on. In order to stay connected to a wireless network, the radio must stay on. However, if the HP All-in-One is connected directly to a computer with a USB connection, the radio is not used. In this case you might want to turn the radio off.

1. Press the **Wireless** button on the front of the HP All-in-One.
2. Press the button next to the ▼ icon on the display until **Turn Radio On** or **Turn Radio Off** is highlighted, and then press the button next to **OK**.

### Print the wireless network test

The wireless network test performs a series of diagnostic tests to determine whether network setup is successful. If an issue is detected, a recommendation on how to correct the issue will be included on the printed report. You can print the wireless network test at any time.

1. Press the **Wireless** button on the front of the HP All-in-One.
2. Press the button next to the ▼ icon on the display until **Wireless Network Test** is highlighted, and then press the button next to **OK**.  
The **Wireless Network Test** prints.

# 3 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 print 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, 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 films, envelopes, or labels, or if you experience poor print quality using the **Automatic** setting, you can manually set the paper size and type for print and copy jobs.

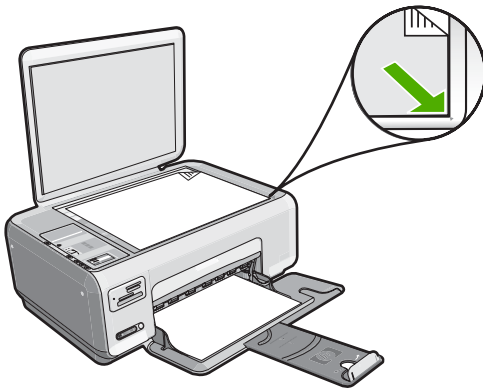
### To load an original on the scanner glass

1. Lift the lid on the HP All-in-One.
2. Load your original print side down on the right front corner of the glass.

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

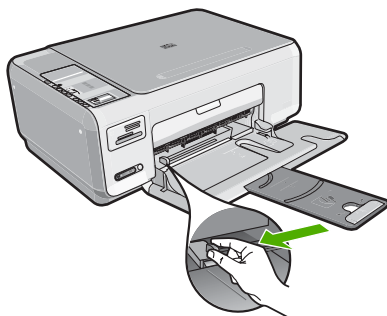
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3. Close the lid.

### To load full-size paper

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

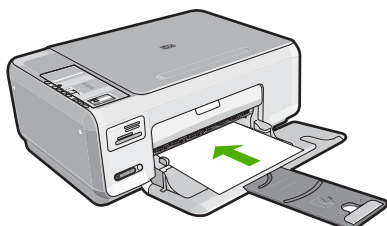



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 **NOTE:** If you are using letter, A4, or smaller paper, make sure the tray extender is open all the way.


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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 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 input tray. If the HP All-in-One is servicing the print cartridges or otherwise engaged in a task, the paper stop inside the device might not be in place. You could push the paper too far forward, causing the HP All-in-One to eject blank pages.

 **TIP:** If you are using letterhead, insert the top of the page first with the print side down.

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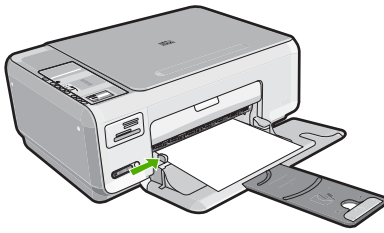
4. Slide the paper-width guide inward until it stops at the edge of the paper. Do not overload the input tray; make sure the stack of paper fits within the input tray and is no higher than the top of the paper-width guide.

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

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

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

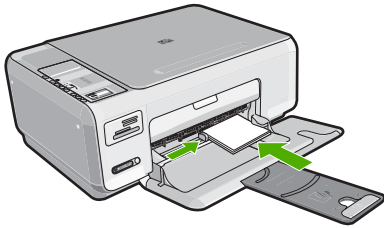
If the photo paper you are using has perforated tabs, load the photo paper so that the tabs are closest to you.

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

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



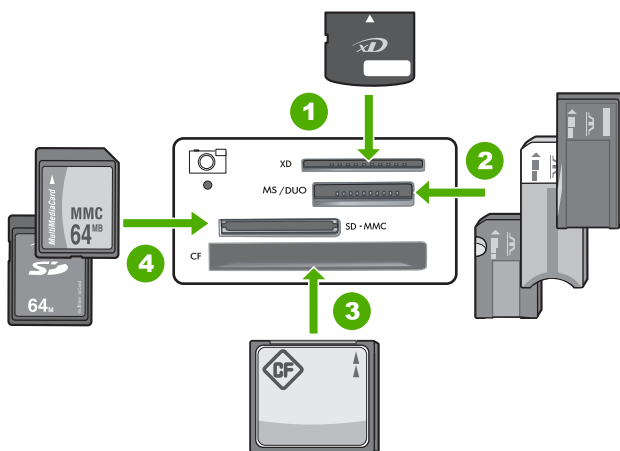
## Avoid paper jams

To help avoid paper jams, follow these guidelines.

- Remove printed papers from the output tray frequently.
- Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Do not overload the input tray; make sure the stack of paper fits within the input tray and is no higher than the top of the paper-width guide.
- Do not force paper too far forward in the input tray.
- Use paper types that are recommended for the HP All-in-One.

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

You can select specific photos on your memory card to print as 10 x 15 cm (4 x 6 inch) photos.



1	xD-Picture Card
2	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)
3	CompactFlash (CF) types I and II
4	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

### To print one or more 10 x 15 cm (4 x 6 inch) photos


1. Insert your memory card into the appropriate slot on the HP All-in-One. The most recent image on the card appears on the display.



2. Load 10 x 15 cm (4 x 6 inch) photo paper in the input tray.
3. Press the buttons next to the ▲ and ▼ icons on the display to scroll through the photos on your memory card until the photo you want to print appears.

4. Do one of the following:
  - For faster printing with slightly reduced resolution, leave the **Quality** setting at best resolution (as indicated by the two star icons on the display).
  - For much faster printing with moderately reduced resolution, press the **Quality** button until one star icon appears on the display (indicating normal resolution).
  - For maximum resolution, press the **Quality** button until three star icons appear on the display.
5. Leave the default **Size** setting as **Borderless**.
6. Press the **Copies** button until the number of copies you want to print appears on the display.
7. Press the **Print** button.

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 **TIP:** While the photo is printing, you can continue scrolling through the photos on your memory card. When you see a photo you want to print, you can press the **Print** button to add that photo to the print queue.


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## Scan an image or document

For original documents or images placed on the glass, you can start a scan from your computer or from the HP All-in-One. This section explains the second option: how to scan from the control panel of the HP All-in-One to a computer.

To use the scan features, the HP All-in-One and computer must be connected and turned on. The HP Photosmart Software must also be installed and running on your computer prior to scanning. To verify that the HP Photosmart Software is running on a Windows computer, look for the **HP Digital Imaging Monitor** icon in the system tray at the lower right side of the screen, near the time.

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 **NOTE:** Closing the **HP Digital Imaging Monitor** icon in the Windows system tray can cause the HP All-in-One to lose some of its scan functionality. If this happens, you can restore full functionality by restarting your computer or by starting the HP Photosmart Software.

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### To scan to a computer

1. Load your original print side down on the right front corner of the glass.
2. Ensure that there are no memory cards inserted in the memory card slots on the HP All-in-One.
3. Press **Scan**.

A preview image of the scan appears on your computer, where you can edit it. Any edits that you make apply to the current scan session only.

The HP Photosmart Software has many tools that you can use to edit your scanned image. You can improve the overall image quality by adjusting the brightness, sharpness, color tone, and saturation. You can also crop, straighten, rotate, or resize the image.
4. Make any edits to the preview image, and then click **Accept** when you are finished.

## 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.
3. Press **Start Copy Black** or **Start Copy Color** to begin copying.

## Replace the print cartridges

Follow these instructions when you need to replace print cartridges.


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

If you do not already have replacement print 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.

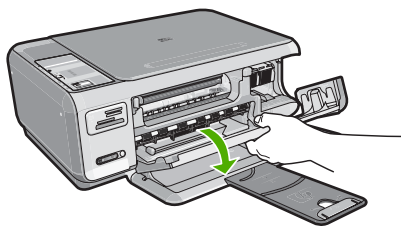
For more information see [www.hp.com/buy/supplies](http://www.hp.com/buy/supplies).

### To replace the print cartridges

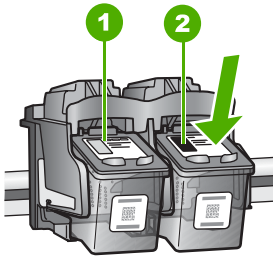
1. Make sure the HP All-in-One is on.

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

2. Make sure you have letter or A4 unused plain white paper loaded in the input tray.
3. Open the print cartridge door.  
The print carriage moves to the far right side of the HP All-in-One.

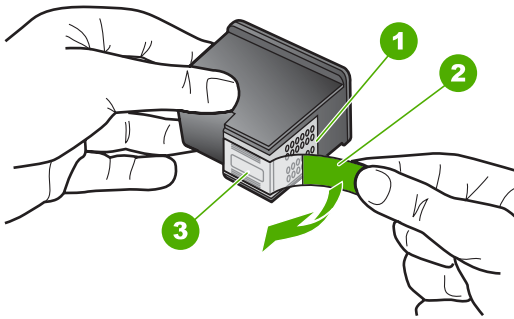


4. Wait until the print carriage is idle and silent, and then lightly press down on a print cartridge to release it.  
If you are replacing the tri-color print cartridge, remove the print cartridge from the slot on the left.  
If you are replacing the black or photo print cartridge, remove the print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



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

5. Pull the print cartridge towards you out of its slot.
6. If you are removing the black print cartridge in order to install the photo print cartridge, store the black print cartridge in the print cartridge protector or an airtight plastic container.
7. Remove the new print cartridge from its packaging and, being careful to touch only the black plastic, gently remove the plastic tape by using the pink pull tab.



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

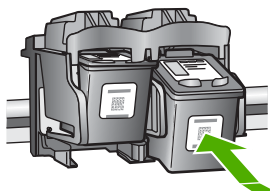
△ **CAUTION:** Do not touch the copper-colored contacts or ink nozzles. Also, do not re-tape the print cartridges. Doing so can result in clogs, ink failure, and bad electrical connections.



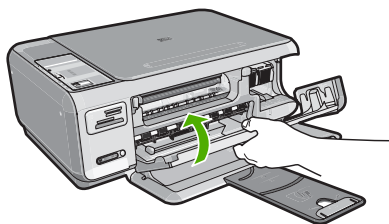
8. Hold the print cartridge with the HP logo on top, and insert the new print cartridge into the empty cartridge slot. Make sure you push the print cartridge in firmly until it snaps into place.

If you are installing the tri-color print cartridge, slide it into the left slot.

If you are installing a black or photo print cartridge, slide it into the right slot.




9. Close the print cartridge door.



If you installed a new print cartridge, the HP All-in-One prints a print cartridge alignment page.


10. When prompted, ensure plain white paper is loaded in the input tray, then press the button next to **OK**.

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

11. Load the page print side down on the right front corner of the glass, and then press the button next to **OK** to scan the page.  
When the **On** button stops flashing, the alignment is complete and the page can be removed. Recycle or discard the page.

## Clean the HP All-in-One

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

 **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

Fingerprints, smudges, hair, and dust on the main glass surface slow down performance and affect the accuracy of the copy and scan features.

### To clean the glass

1. Turn off the HP All-in-One, unplug the power cord, 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. Plug in the power cord, and then turn on the HP All-in-One.

### Clean the lid backing

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

#### To clean the lid backing

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

---

5. Plug in the power cord, and then turn on the HP All-in-One.

## 4 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.

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

### Troubleshooting common setup issues

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

---

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

---

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


### Uninstall and reinstall the software

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

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

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

---

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

---

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.

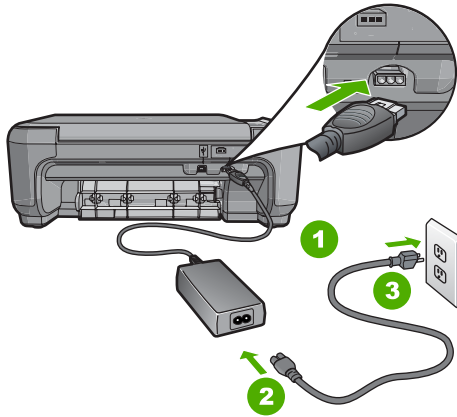
#### The HP All-in-One will not turn on

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



1	Power connection
2	Power cord and adapter
3	Power outlet

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

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

**Solution:** The HP All-in-One might not respond if you press the **On** button too quickly. Press the **On** button once. It might take a few 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.

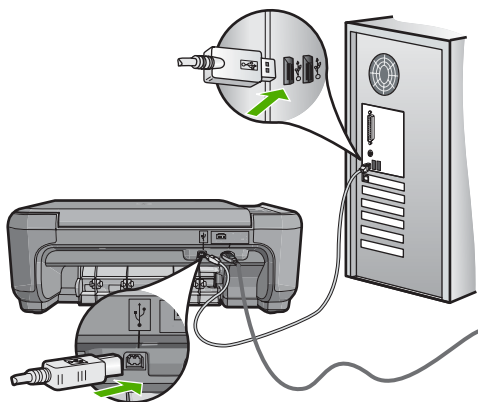
**I connected the USB cable, but I am having problems using the HP All-in-One with my computer**

**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 HP All-in-One does not print

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

- Look at the **On** light located on the front of the HP All-in-One. If it is not lit, the HP All-in-One is turned off. Make sure the power cord is firmly connected to the HP All-in-One and plugged into a power outlet. Press the **On** button to turn on the HP All-in-One.
- Make sure the print cartridges are installed.
- Make sure you have paper loaded in the input tray.
- Check that the HP All-in-One does not have a paper jam.
- Check that the print carriage is not jammed.  
Open the print cartridge door to access the print carriage area. Remove any objects that are blocking the print carriage, including any packing materials. Turn the HP All-in-One off and then turn it on again.
- Check that the HP All-in-One print queue is not paused (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.
- 

## Wireless setup troubleshooting

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

### 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 6](#)

---

**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.

---

### Weak signal

**Cause:** The HP All-in-One is too far away from the wireless router or there is interference.

**Solution:** In order to establish a good signal between the HP All-in-One and the wireless router, 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.

---

### 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 process again.

For more information, see:

[“Integrated wireless WLAN 802.11 network setup” on page 5](#)

---

**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 6](#)

---

**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:** During the wireless setup process, you might have entered the WEP key incorrectly. 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:** An 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.

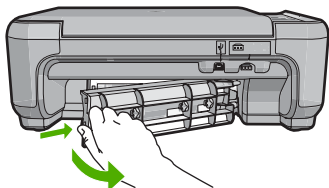
## Clear paper jams

If the HP All-in-One has a paper jam, first check the rear door.


If the jammed paper is not in the rear rollers, check the front door.

### To clear a paper jam from the rear door

1. Press in the tab on the left side of the rear door to release the door. Remove the door by pulling it away from the HP All-in-One.



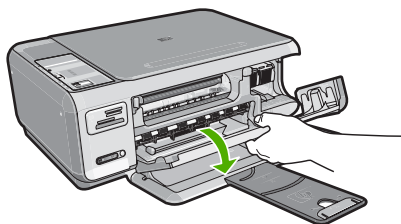
2. Gently pull the paper out of the rollers.

 **CAUTION:** If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the device. If you do not remove all the pieces of paper from the HP All-in-One, more paper jams are likely to occur.

3. Replace the rear door. Gently push the door forward until it snaps into place.
4. Press **Start Copy Black** or **Start Copy Color** to continue the current job.

### To clear a paper jam from the front door

1. If necessary, pull the input tray down to open it. Then, lower the print cartridge door.



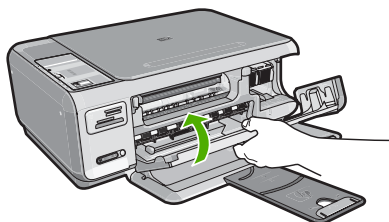
2. Gently pull the paper out of the rollers.

---

△ **CAUTION:** If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the device. If you do not remove all the pieces of paper from the HP All-in-One, more paper jams are likely to occur.

---

3. Close the print cartridge door.



4. Press **Start Copy Black** to continue the current job.

## Print cartridge troubleshooting

If you are experiencing problems with printing, you might have a problem with one of the print cartridges. For more information, see ["Replace the print cartridges"](#) on page 18 in this guide.

- Keep all print cartridges in the original sealed packages until they are needed.
- Store print cartridges at room temperature (15.6°-26.6° C or 60°-78° F).
- Do not reattach the protective tape once it has been removed from the print cartridge. Reattaching the plastic tape might damage the print cartridge. Place the print cartridge in the HP All-in-One immediately after removing the plastic tape. If this is not possible, store it in a print cartridge protector or airtight plastic container.
- HP recommends that you do not remove the print cartridges from the HP All-in-One until you have replacement print cartridges available to install.
- Turn off the HP All-in-One from the control panel. Do not turn off the device by turning off a power strip or unplugging the power cord from the HP All-in-One. If you improperly turn off the HP All-in-One, the print carriage does not return to the correct position and the print cartridges can dry out.
- Do not open the print cartridge door unless necessary. This exposes the print cartridges to air, which reduces the life of the print cartridges.



**NOTE:** If you leave the print cartridge door open for a long period of time, the HP All-in-One will recap the print cartridges to protect them from exposure to air.

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- Clean the print cartridges when you notice a significant decrease in print quality.



**TIP:** You might notice a decrease in print quality if the print cartridges have not been used for a long time.

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- Do not clean the print cartridges unnecessarily. This wastes ink and shortens the life of the cartridges.
- Handle print cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems. If print quality is poor right after cartridge installation, allow half an hour for the print cartridge to recover.

## 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 newsgrams that are available when you register the HP All-in-One
3. Call HP support. Support options and availability vary by device, country/region, and language. For a list of support phone numbers, see the printed documentation that came with the device.

# 5 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)

---

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

---


### Physical specifications

- Height: 16.97 cm (7.0 inches)
- Width: 44 cm (16.8 inches)
- Depth: 25.9 cm (10.2 inches)
- Weight: 4.5 kg (10 pounds)

### Power specifications

- Power consumption: 25 watts maximum (average printing)
- Input voltage (0957-2231): AC 100 to 240 V ~ 600 mA 50–60 Hz
- Input voltage (0957-2248): AC 200 to 240 V ~ 400 mA 50-60 Hz
- Output voltage: DC 32 V===375 mA, 16 V===500 mA

---

 **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 35° C (41° to 95° F)
- Humidity: 15% to 80% RH non-condensing
- Non-operating (Storage) temperature range: –20° to 50° C (–4° to 122° F)
- In the presence of high electromagnetic fields, it is possible the output from the HP All-in-One may be slightly distorted
- HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields

## Print 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 SNPRB-0721-01. This regulatory number should not be confused with the marketing name (HP Photosmart C4380 All-in-One series, etc.) or product numbers (CC280A, 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

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

## B. Limitations of warranty

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

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

## D. Local law

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



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	0820 87 4417
17212049	البحرين
België	070 300 005
Belgique	070 300 004
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	70 202 845
Ecuador (Andinetel)	1-999-119 ☎ 800-711-2884
Ecuador (Pacifitel)	1-800-225-528 ☎ 800-711-2884
(02) 6910602	مصر
El Salvador	800-6160
España	902 010 059
France	0892 69 60 22
Deutschland	01805 652 180
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
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+971 4 224 9189	الكويت
+971 4 224 9189	لبنان
+971 4 224 9189	قطر
+971 4 224 9189	اليمن
Ireland	1890 923 902
1-700-503-048	ישראל
Italia	848 800 871
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 (Français)	900 40 006
Luxembourg (Deutsch)	900 40 007
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	0900 2020 165
New Zealand	0800 441 147
Nigeria	(01) 271 2320
Norge	815 62 070
24791773	عمان
Panamá	1-800-711-2884
Paraguay	009 800 54 1 0006
Perú	0-800-10111
Philippines	2 867 3551
Polska	801 800 235
Portugal	808 201 492
Puerto Rico	1-877-232-0589
República Dominicana	1-800-711-2884
Reunion	0820 890 323
România	0801 033 390
Россия (Москва)	095 777 3284
Россия (Санкт-Петербург)	812 332 4240
800 897 1415	السعودية
Singapore	6 272 5300
Slovensko	0850 111 256
All other African English Speaking ISE countries	+ 27 (0)11 234 5872
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Rest of West Africa	+ 351 213 17 63 80
Suomi	0 203 66 767
Sverige	077 120 4765
Switzerland	0848 672 672
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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	0870 010 4320
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