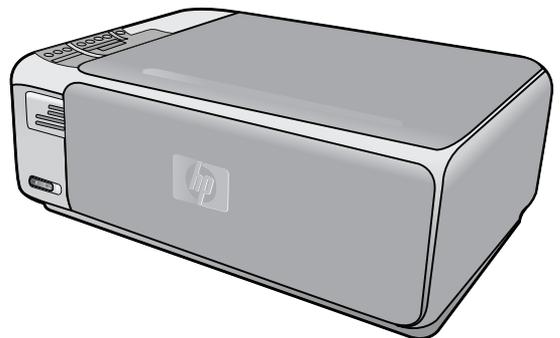


# HP Photosmart C4380 All-in-One series



## 基本指南 Basics Guide



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# HP Photosmart C4380 All-in-One series

## 基本指南

使用者指南的這一部分主要針對香港和台灣使用者。



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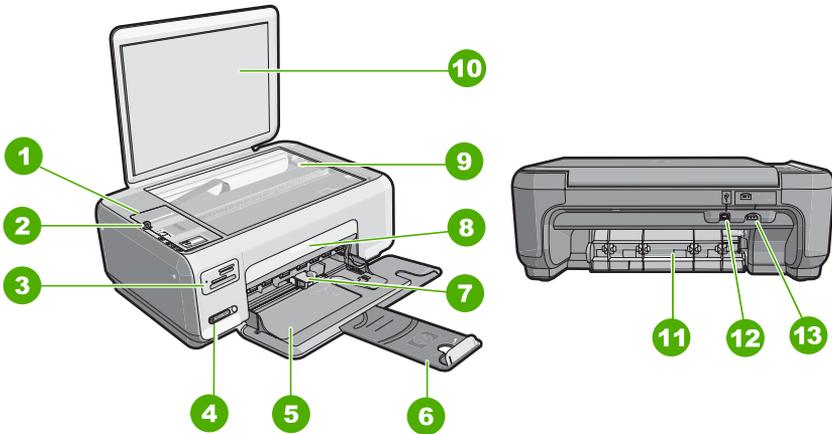
# 1 HP All-in-One 概觀

使用 HP All-in-One 即可快速並輕易地完成工作，如進行影印、掃描文件或從記憶卡列印相片。您不需啟動電腦，就可以直接從控制台存取 HP All-in-One 的許多功能。

 **附註** 本指南介紹了基本操作和疑難排解，以及提供用於聯絡 HP 支援和訂購耗材的資訊。

螢幕說明會詳細說明特性和功能的完整範圍，包含使用 HP All-in-One 隨附的 HP Photosmart 軟體。

## HP All-in-One 概觀



標籤	描述
1	控制台
2	開啓按鈕
3	記憶卡插槽
4	無線網路指示燈與按鈕
5	進紙匣
6	紙匣延伸架
7	紙張寬度導板
8	列印墨匣門
9	玻璃板
10	背蓋板

(續)

標籤	描述
11	後方機門
12	後方 USB 連接埠
13	電源連接*

\* 只能與 HP 提供的電源轉接器搭配使用。

## 控制台按鈕



標籤	圖示	名稱與描述
1		<b>亮起</b> 按鈕：開啓或關閉 HP All-in-One。當 HP All-in-One 在關閉狀態時，裝置仍使用最小量的電力。若要完全移除電力，請關閉 HP All-in-One，然後拔掉電源線。
2		<b>品質</b> 按鈕：變更影印品質或從記憶卡列印的相片品質。相片紙與一般紙張的預設品質為兩顆星。然而，產出的品質根據紙張類型而異。對於一般紙張而言，兩顆星代表正常品質。對於相片紙而言，兩顆星代表最佳品質。
3		「大小」按鈕：將影像大小變更為 100% ( <b>實際大小</b> )、符合頁面 ( <b>調整到適合頁面大小</b> ) 或列印無邊框影像 ( <b>無邊框</b> )。普通紙的預設設定為 100%，而相片紙的預設設定為列印無邊框影像。
4		<b>份數</b> 按鈕：指定想要的份數。

(續)

標籤	圖示	名稱與描述
5		<b>取消</b> 按鈕：停止任務 (如掃描或影印) 或重設設定 (如「品質」或「份數」)。
6		<b>掃描</b> 按鈕：開始掃描。插入記憶卡時，按此按鈕可前進到記憶卡上的下一張相片。
7		<b>開始影印黑白</b> 按鈕：可啟動黑白影印。在某些情況下 (例如，清除卡紙後)，按此按鈕可恢復列印。插入記憶卡時，此按鈕的作用為返回上一張影像。
8		<b>開始影印彩色</b> 按鈕：可啟動彩色影印。在某些情況下 (例如，清除卡紙後)，按此按鈕可恢復列印。插入記憶卡時，此按鈕會開始列印目前顯示的影像。

## 尋找更多資訊

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

- **安裝指南**

《安裝指南》提供設定 HP All-in-One 和安裝軟體的指示。請務必依照《安裝指南》的步驟順序進行。

如果安裝時發生問題，請參閱《安裝指南》最後一節的〈疑難排解〉，或是參閱本指南中的位於第 24 頁的「[疑難排解與支援](#)」。

- **螢幕說明**

螢幕操作說明提供本《使用者指南》中未提及之 HP All-in-One 功能的詳細指示 (包括只有透過 HP All-in-One 安裝的軟體才可使用的功能)。

- [www.hp.com/support](http://www.hp.com/support)

如果您可連線至網際網路，就可以從 HP 網站上取得說明和支援。此網站上提供技術支援、驅動程式、耗材和訂購資訊。

## 2 網路設定

本節將說明如何將 HP All-in-One 連接至網路，和如何檢視與管理網路設定。

為使您的無線網路獲得最佳的效能與安全性，HP 建議您使用無線路由器或無線存取點 (802.11) 連接 HP All-in-One 與其他網路元件。透過無線路由器或存取點連接網路元件時，稱為**基礎結構**網路。

如果您將 HP All-in-One 直接連線至具備無線功能的電腦，而不使用無線路由器或存取點，這也稱為**無線客戶端模式**網路。您可能只能在以無線客戶端模式連線時才能連線至無線裝置。

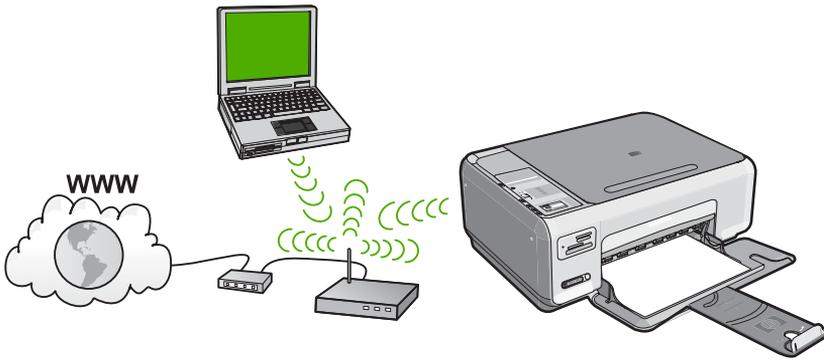
與 ad hoc 網路比較起來，無線基礎結構網路有以下優點：

- 進階的網路安全性
- 增強的可靠性
- 較高的網路彈性
- 更好的效能，特別是使用 802.11 g 模式

如果您想要：	請參閱本小節：
透過無線路由器（基礎結構）連接至無線網路。	位於第 8 頁的「 <a href="#">整合式無線 WLAN 802.11 網路設定</a> 」
不使用無線路由器（無線客戶端模式）直接連線至具備無線功能的電腦。	位於第 10 頁的「 <a href="#">無線客戶端模式網路設定</a> 」
為網路上的多部電腦增加連線。	位於第 12 頁的「 <a href="#">連接到網路上其他電腦</a> 」
將 HP All-in-One 從 USB 連線切換為網路連線。 附註 如果最初採用 USB 連線安裝 HP All-in-One，但現在想改為無線網路連線，則可依照本節中的指示。	位於第 13 頁的「 <a href="#">將 HP All-in-One 從 USB 連線切換為網路連線</a> 」
尋找疑難排解資訊	位於第 27 頁的「 <a href="#">無線設定疑難排解</a> 」

### 整合式無線 WLAN 802.11 網路設定

若您要使用無線路由器或存取點 (802.11) 將 HP All-in-One 與無線網路上的電腦連接，請參閱本節。HP 建議此方法。



若要在整合的無線 WLAN 802.11 網路上設定 HP All-in-One，您必須執行下列動作：

請參閱本節：

首先，準備好所有需要的項目。

位於第 9 頁的「[整合式無線 WLAN 802.11 網路的準備需求](#)」

接著，安裝軟體，並將 HP All-in-One 與無線路由器連接。

位於第 9 頁的「[連線到整合式無線 WLAN 802.11 網路](#)」

## 整合式無線 WLAN 802.11 網路的準備需求

若要将 HP All-in-One 連接至無線 WLAN 802.11 網路，您將需要以下物件：

- 包含無線路由器或存取點的無線 802.11 網路。
- 有無線網路支援或網路介面卡 (NIC) 的桌上型或筆記型電腦。在電腦上安裝 HP All-in-One 之前，您必須將電腦連接至無線網路。
- 若您將 HP All-in-One 連接到可存取網際網路的無線網路，HP 建議您採用應用動態主機設定通訊協定 (DHCP) 的無線路由器 (存取點或基地台)。
- 網路名稱 (SSID)。
- WEP 金鑰或 WPA 通關密語 (有需要時)。

## 連線到整合式無線 WLAN 802.11 網路

您可以使用 HP Photosmart 軟體 CD 和隨附的 USB 安裝纜線將 HP All-in-One 連接至無線網路。

△ **注意** 若要防止其他使用者存取您的無線網路，HP 強烈建議為您的無線路由器使用密碼或通關密語 (WPA 或 WEP 安全性) 和獨特的網路名稱 (SSID)。您的無線路由器可能已隨附預設的網路名稱，通常是製造商名稱。如果您使用預設的網路名稱，您的網路很容易會被其他使用者利用相同的預設網路名稱 (SSID) 來存取。這也表示 HP All-in-One 可能會不小心連接至您區域中使用相同網路名稱的不同無線網路上。如果發生這種狀況，您將無法存取 HP All-in-One。如需如何變更網路名稱的詳細資訊，請參閱您的無線路由器隨附的文件。

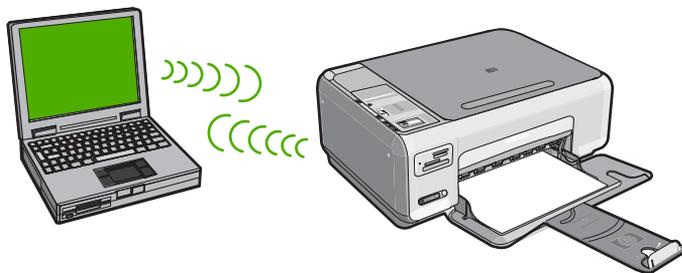
🔗 **附註** HP 所提供的線上工具可自動尋找您的無線安全性設定。請造訪：  
[www.hp.com/go/networksetup](http://www.hp.com/go/networksetup)。

### 連接 HP All-in-One

1. 將 HP Photosmart 軟體光碟放入電腦的 CD-ROM 光碟機。
2. 按照螢幕上的指示進行。  
當顯示提示時，使用包裝盒內的 USB 安裝纜線將 HP All-in-One 與電腦連接。HP All-in-One 將嘗試連接網路。如果連線失敗，請依照提示修正問題，然後再試一次。
3. 完成設定後，會提示您拔下 USB 纜線，並測試無線網路連線。只要 HP All-in-One 成功與網路連線，請將軟體安裝在網路上要使用該裝置的電腦。

## 無線客戶端模式網路設定

若您想要將 HP All-in-One 直接與具無線功能的電腦連接，但不使用無線路由器或存取點，請參閱本節。



為了將 HP All-in-One 與您的電腦連接 (無線客戶端模式)，您必須在您的電腦上建立無線客戶端模式網路設定檔。這包括為您的無線客戶端模式網路選擇網路名稱 (SSID) 和 WEP 安全性 (選用，但建議使用)。

若要在無線客戶端模式網路上設定 HP All-in-One，請執行下列動作：	請參閱本節：
首先，準備好所有需要的項目。	位於第 10 頁的「客戶端模式網路的準備需求」
接著，在您的電腦上建立網路設定檔。	位於第 10 頁的「建立 Windows XP 電腦的網路設定檔」 位於第 11 頁的「在其他作業系統上新增網路設定檔」
最後，安裝軟體。	位於第 12 頁的「圖 - 連接到無線客戶端模式網路」

### 客戶端模式網路的準備需求

若要使用無線客戶端模式連線將 HP All-in-One 與 Windows 電腦連接，電腦必須有無線網路轉接器和無線客戶端模式設定檔。

### 建立 Windows XP 電腦的網路設定檔

透過建立網路設定檔，將您的電腦準備成無線客戶端模式連線。

## 要新增網路設定檔

 **附註** HP All-in-One 已設定網路設定檔，其中網路名稱 (SSID) 設為 **hpsetup**。但是，基於安全性和隱私性考量，HP 建議依照本文所述在您的電腦上建立網路設定檔。

1. 在「控制台」中，連按兩下「網路連線」。
2. 在「網路連線」視窗上的「無線網路連線」按滑鼠右鍵。若在彈出式功能表上看到「啟用」，請選擇它。若在功能表上看到「停用」，表示無線連線已啟用。
3. 在「無線網路連線」圖示上按滑鼠右鍵，然後按「內容」。
4. 按「無線網路」標籤。
5. 選擇「使用 Windows 設定我的無線網路設定」核取方塊。
6. 按「新增」，然後執行下列動作：
  - a. 在「網路名稱 (SSID)」方塊中，為您的選擇輸入獨有的網路名稱。

 **附註** 網路名稱區分大小寫，所以必須記住任何大寫和小寫字母。

- b. 如果存在「網路驗證」清單，選擇「開啓」。否則，轉到下一步驟。
- c. 在「資料加密」清單中，選擇「WEP」。

 **附註** 您可建立不使用 WEP 金鑰的網路。但為保證網路的安全性，HP 建議您使用 WEP 金鑰。

- d. 請確定您未勾選「自動提供金鑰」旁的核取方塊。如果已選擇，請取消選擇該方塊。
- e. 在「網路金鑰」方塊中，輸入**正確的 5 個或正確的 13 個**英數 (ASCII) 字元的 WEP 金鑰。例如，若要輸入 5 個字元，您可輸入 **ABCDE** 或 **12345**。若要輸入 13 個字元，您可輸入 **ABCDEFG1234567** (12345 和 ABCDE 僅為參考範例。請選取適合您選項的組合)。您也可以使用 HEX (十六進位) 字元做為 WEP 金鑰。HEX WEP 金鑰必須是以 40 位元加密的 10 個字元，或是以 128 位元加密的 26 個字元。
- f. 在「確認網路金鑰」方塊中，輸入跟之前的步驟中所輸入的相同 WEP 金鑰。
- g. 記下剛才輸入的正確 WEP 金鑰，包括大寫和小寫字母。

 **附註** 您必須輸入正確的大寫和小寫字母。如果在 HP All-in-One 上輸入錯誤的 WEP 金鑰，則無法進行無線連線。

- h. 選擇「這是電腦對電腦 (無線客戶端模式) 網路；不使用無線存取點」核取方塊。
- i. 按「確定」，關閉「無線網路內容」視窗，然後再按「確定」。
- j. 再按一次「確定」以關閉「無線網路內容連線」視窗。

## 在其他作業系統上新增網路設定檔

若使用 Windows XP 以外的作業系統，HP 建議使用無線 LAN 配接卡的設定程式。若要找出無線 LAN 配接卡的設定程式，請找一找您電腦上的程式。

使用 LAN 介面卡設定程式，建立擁有下列各個值的網路設定檔：

- **網路名稱 (SSID)：** Mynetwork (僅供範例參考)

附註 您必須建立唯一且容易記住的網路名稱。只要記住網路名稱有大小寫區分。因此，必須記住名稱是大寫字母或小寫字母。

- **通訊模式：** Ad Hoc
- **加密：** 啟用

## 圖 - 連接到無線客戶端模式網路

HP Photosmart 軟體光碟以及所包含的 USB 安裝纜線讓使用者能夠很容易地將 HP All-in-One 直接與電腦連接，以進行無線客戶端模式網路。

### 連接 HP All-in-One

1. 將 HP Photosmart 軟體光碟放入電腦的 CD-ROM 光碟機。
2. 按照螢幕上的指示進行。  
當顯示提示時，使用包裝盒內的 USB 安裝纜線將 HP All-in-One 與電腦連接。HP All-in-One 將嘗試連接網路。如果連線失敗，請依照提示修正問題，然後再試一次。
3. 完成設定後，會提示您拔下 USB 纜線，並測試無線網路連線。只要 HP All-in-One 成功與網路連線，請將軟體安裝在網路上要使用該裝置的電腦。

## 連接到網路上其他電腦

您可以在網路上分享 HP All-in-One 供更多電腦使用。如果 HP All-in-One 已連接至網路上的電腦，您必須為其他電腦安裝 HP All-in-One 軟體。在安裝期間，軟體會為每部電腦尋找 HP All-in-One。在網路上設定 HP All-in-One 後，新增其他電腦時就不需要再重新設定。

### 將 Windows HP All-in-One 軟體安裝在其他網路電腦上

1. 結束電腦上所有執行中的應用程式，包括任何病毒偵測軟體。
2. 將 HP All-in-One 隨附的 Windows 光碟插入電腦的光碟機中，然後遵循螢幕指示。
3. 如果出現關於防火牆的對話方塊，請依照指示進行。若出現防火牆彈出式訊息，您必須接受或允許該訊息。
4. 在「連線類型」畫面，選擇「透過網路連接」，然後按「下一步」。  
安裝程式在網路上搜尋 HP All-in-One 時，會出現「搜尋中」畫面。
5. 在「找到印表機」畫面上，確定印表機描述正確。  
若要在網路上找到多個印表機，顯示「找到的印表機」畫面。選擇想要連接的 HP All-in-One。
6. 請依照提示安裝軟體。  
安裝完軟體後，HP All-in-One 已經準備好可供使用。
7. -如果已停用您電腦上任何病毒偵測軟體，請確定再次啓用它。
8. 若要測試網路連線，請移至您的電腦並列印 HP All-in-One 的自我測試報告。

## 將 HP All-in-One 從 USB 連線切換為網路連線

如果最初是採用 USB 連線安裝 HP All-in-One，您日後可以切換到無線網路連線。若您已經了解如何連接網路，即可使用下列一般指示。

### 將 USB 連線切換至整合式無線 WLAN 802.11 連線

1. 拔掉 HP All-in-One 背面的 USB 連線。
2. 將 HP All-in-One 光碟片放入電腦的 CD-ROM 光碟機。
3. 依照螢幕指示進行無線網路安裝。
4. 當完成安裝後，開啓「控制台」中的「印表機和傳真」（或「印表機」），並刪除 USB 安裝中的印表機。

有關將 HP All-in-One 連接到網路的詳細指示，請參閱：

- 位於第 8 頁的「[整合式無線 WLAN 802.11 網路設定](#)」
- 位於第 10 頁的「[無線客戶端模式網路設定](#)」

## 管理網路設定

您可以透過 HP All-in-One 控制台管理 HP All-in-One 的網路設定。

### 從控制台變更基本網路設定

HP All-in-One 控制台可進行諸多網路管理工作。包括列印網路設定、還原網路預設值、開啓或關閉無線通訊裝置，以及列印無線網路測試。

#### 列印網路設定

您可以列印網路組態頁，以檢視網路設定，如 IP 位址、通訊模式和網路名稱 (SSID)。

1. 按下 HP All-in-One 前方的**無線**按鈕。
2. 在顯示器上按下 ▼ 圖示旁邊的按鈕以反白顯示「**列印網路組態頁**」，然後按下「**確定**」旁邊的按鈕。

#### 還原網路預設值

您可以將 HP All-in-One 的網路設定重設為購買時的狀態。

1. 按下 HP All-in-One 前方的**無線**按鈕。
2. 在顯示器上按下 ▼ 圖示旁邊的按鈕以反白顯示「**還原網路預設值**」，然後按下「**確定**」旁邊的按鈕。
3. 確認您要還原網路預設值。

#### 開啓或關閉無線通訊裝置

預設狀況下，無線通訊裝置是關閉的，但當您安裝軟體並將 HP All-in-One 與網路連接後，無線通訊裝置會自動啓動。HP All-in-One 前端的藍色指示燈表示無線通訊裝置為開啓。若要保持無線網路連線，無線通訊裝置必須保持開啓。但是，如果使用 USB 連線將 HP All-in-One 直接與電腦連接，則不會使用無線通訊裝置。在這種情況下，您可能想要關閉無線通訊裝置。

1. 按下 HP All-in-One 前方的**無線**按鈕。
2. 在顯示器上按下 ▼ 圖示旁邊的按鈕以反白顯示「**開啓無線通訊裝置**」或「**關閉無線通訊裝置**」，然後按下「**確定**」旁邊的按鈕。

### 列印無線網路測試

無線網路測試會執行一系列的診斷測試，來判斷網路設定是否成功。如果偵測到問題，在列印出的報告中會提供如何更正問題的建議。您可以隨時列印無線網路測試。

1. 按下 HP All-in-One 前方的**無線**按鈕。
2. 在顯示器上按下 ▼ 圖示旁邊的按鈕以反白顯示「**無線網路測試**」，然後按下「**確定**」旁邊的按鈕。  
這時會列印「**無線網路測試**」。

## 3 使用 HP All-in-One 功能

本章包含如何使用 HP All-in-One 進行基本作業的相關資訊。此外，本章還提供放入紙張和替換列印墨匣的指示。

### 放入原稿與紙張

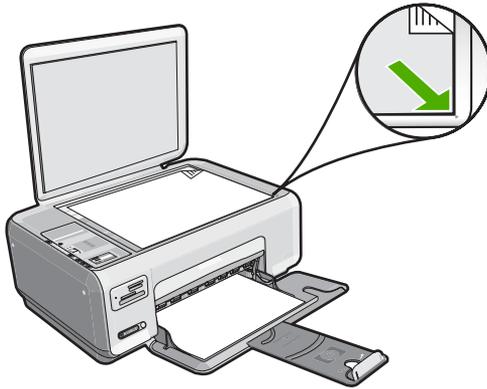
您可以在 HP All-in-One 中放入許多不同類型和尺寸的紙張，包括 Letter、A4 紙、相紙、投影片、信封和 HP CD/DVD 紋身紙標籤。依照預設，HP All-in-One 會自動偵測放入進紙匣中的紙張尺寸和類型，然後調整設定，以產生該紙張最高品質的輸出。

如果您使用特殊紙（例如相紙、投影片、信封或標籤），或使用「自動」設定所產生的列印品質很差，您可以手動設定列印和影印工作的紙張大小和類型。

若要在掃描器玻璃板上放入原稿

1. 掀起 HP All-in-One 的蓋板。
2. 將原稿列印面朝下放置在玻璃板上的右前方角落。

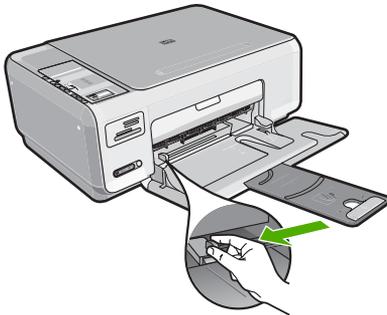
 提示 如需放入原稿的詳細說明，請參考刻在玻璃板邊緣的指導圖示。



3. 蓋上蓋板。

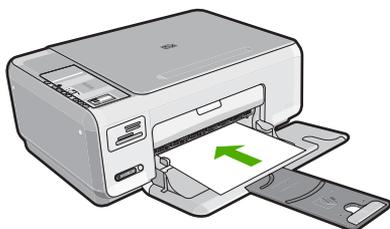
放入整頁大小的紙張

1. 將紙張寬度導板滑到最外側的位置。



 **附註** 如果您使用的是 Letter、A4 或更小的紙張，請確定紙匣延伸架一直保持開啓狀態。

2. 在平面上輕敲紙疊將邊緣對齊，然後檢查：
  - 確定紙張沒有撕裂、灰塵、皺紋或邊緣彎曲。
  - 確定整疊紙張的大小和類型都相同。
3. 將整疊紙較短的一側朝前插入進紙匣，列印面朝下。將整疊紙張向裡推，直到不能再推入爲止。

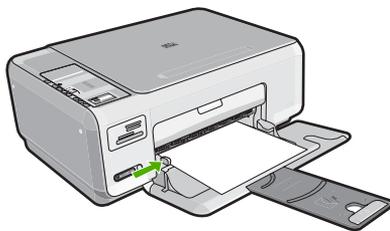


 **注意** 當您將紙張放入進紙匣時，請確認 HP All-in-One 處於閒置狀態並且不再發出聲音。如果 HP All-in-One 正在使用列印墨匣或正在進行其他工作，停留在裝置中的紙張可能不會在原位。您可以將紙張推入到最前面，讓 HP All-in-One 退出空白頁。

 **提示** 若您使用的是信箋，請先插入頁面頂端，列印面朝下。

4. 將紙張寬度導板向內推，直到接觸到紙張邊緣後停止。請勿在進紙匣中放入過量的紙張，同時確保整疊紙張都置入進紙匣內，高度不超過紙張寬度導板的上緣。

 **附註** 使用 Legal 大小的紙張時，請勿打開紙匣延伸架。

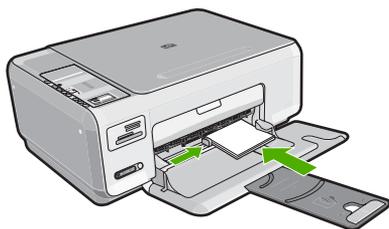


### 若要在進紙匣內放入 10 x 15 公分的相紙

1. 移除進紙匣裏的所有紙張。
2. 將整疊相紙較短的一側朝前插入進紙匣最右側，列印面朝下。將整疊相紙向里推，直到不能再推入為止。  
如果使用的相紙有預先穿孔的標籤，請將標籤朝向您，再放入相紙。

🔗 提示 如需放入小尺寸相紙的詳細說明，請參考刻在進紙匣底板上說明如何放入相紙的指導圖示。

3. 將紙張寬度導板向內推，直到接觸到紙張邊緣後停止。  
請勿在進紙匣中放入過量的紙張，同時確保整疊紙張都置入進紙匣內，高度不超過紙張寬度導板的上緣。



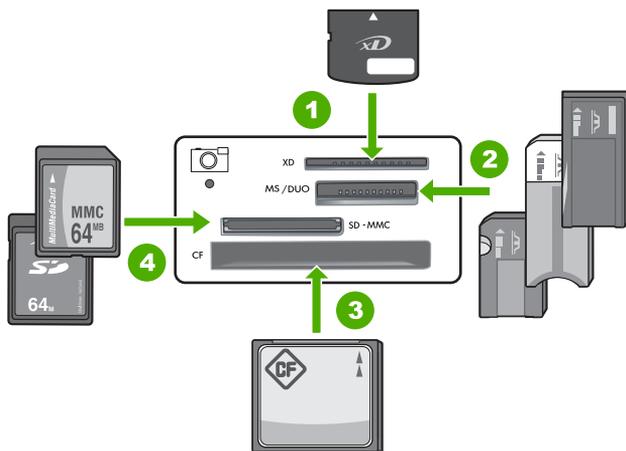
## 避免卡紙

為避免卡紙，請遵照下列指示。

- 經常取出出紙匣的紙張。
- 將所有未用過的紙張平放在可密封的袋子中，以避免捲曲或皺紋。
- 確定放入進紙匣的紙張平整且邊緣無彎折或破損。
- 請勿將不同類型和大小的紙張放入同一個進紙匣中；進紙匣中整疊紙張的類型和大小必須相同。
- 調整紙張寬度導板，使其貼緊進紙匣的所有紙張邊緣。確保紙張寬度導板不會使進紙匣中的紙張捲曲。
- 請勿在進紙匣中放入過量的紙張，同時確保整疊紙張都置入進紙匣內，高度不超過紙張寬度導板的上緣。
- 請勿用力強行將紙張推擠入進紙匣中。
- 使用建議用於 HP All-in-One 的紙張類型。

## 列印 10 x 15 公分 (4 x 6 英吋) 的相片

您可以在記憶卡上選取要列印為 10 x 15 公分 相片的特定相片。



1	xD-Picture 卡
2	Memory Stick、Memory Stick Pro、Memory Stick Select、Memory Stick Magic Gate、Memory Stick Duo 或 Duo Pro（轉接器可選）或 Memory Stick Micro（需要轉接器）
3	CompactFlash (CF) I 和 II 型
4	Secure Digital (SD)、Secure Digital Mini（需要轉接器）、Secure Digital High Capacity (SDHC)、MultiMediaCard (MMC)、MMC Plus、MMC Mobile（RS-MMC；需要轉接器）、TransFlash MicroSD 記憶卡，或 Secure MultiMedia 記憶卡

### 列印一或多張 10 x 15 公分 相片

- 將記憶卡插入 HP All-in-One 中正確的插槽。  
記憶卡上最近的影像會顯示於顯示器上。



- 將 10 x 15 公分相片紙放入進紙匣。
- 按顯示器上的▲和▼圖示旁的按鈕，捲動記憶卡中的相片，直到顯示您要列印的相片為止。
- 請執行下列其中一項操作：
  - 若要稍微降低解析度並加快列印速度，請將 **品質** 設定設為最佳解析度（顯示器上會顯示二顆星圖示）。
  - 如需適度減少解析度來加快列印速度，按**品質**按鈕直到在顯示器上顯示一顆星（表示一般解析度）。
  - 若要使用最高解析度，請按**品質**按鈕，直到顯示器上顯示三顆星圖示。
- 請將預設「大小」設定保留為「無邊框」。

- 按**份數**按鈕，直到顯示器上顯示您要列印的份數。
- 按「**列印**」按鈕。

 **提示** 列印相片時，您可繼續捲動記憶卡中的相片。當您看到想列印的相片時，可按下「**列印**」按鈕將這張相片加入列印佇列。

## 掃描影像或文件

對於原始文件或放在玻璃板上的影像，您可從電腦或 HP All-in-One 啓動掃描。本節說明第二種選項：如何從 HP All-in-One 控制台掃描至電腦。

若要使用掃描功能，HP All-in-One 必須與電腦連線並已開啓。進行掃描之前，電腦上必須安裝 HP Photosmart 軟體，且軟體可正常運作。若要確定 HP Photosmart 軟體是否正在 Windows 電腦上執行，請在螢幕右下方的系統工作列上，檢查時鐘附近是否出現「HP 數位影像監視器」圖示。

 **附註** 關閉 Windows 系統工作列上的「HP Digital Imaging Monitor」圖示可能會導致 HP All-in-One 喪失部分掃描功能。如發生這種狀況，您可以重新啓動電腦或啓動 HP Photosmart 軟體來還原完整功能。

### 掃描至電腦

- 將原稿列印面朝下放置在玻璃板上的右前方角落。
- 請確認 HP All-in-One 的記憶卡插槽中沒有記憶卡。
- 按一下「**掃描**」。  
掃描的預覽影像會出現在您的電腦上，以便進行編輯。您進行的任何編輯都只會套用於目前的掃描作業階段。  
「HP Photosmart 軟體」提供許多編輯掃描影像的工具。您可以調整影像的亮度、清晰度、色調與飽和度，來提高整體影像的品質。您還可裁剪、調正、旋轉或調整影像大小。
- 對預覽影像進行編輯，然後在完成後按一下「**接受**」。

## 進行影印

您可以從控制台進行高品質的影印。

### 從控制台進行影印

- 確定已在進紙匣內放入紙張。
- 將原稿列印面朝下放置在玻璃板上的右前方角落。
- 按「**開始影印黑白**」或「**開始影印彩色**」開始影印。

## 更換列印墨匣

請按照下列指示更換列印墨匣。

**附註** 當列印墨匣的墨水存量不足時，顯示器上會出現訊息。您也可以使用電腦上的 **HP Photosmart** 軟體的「印表機工具箱」，或電腦的「列印屬性」對話方塊來檢查墨水存量。

如果您的 **HP All-in-One** 沒有可替換的列印墨匣，您可以按一下電腦上的「購買 **HP** 耗材」圖示進行訂購。在 **Windows** 的電腦中，其位於「開始」功能表的「**HP**」資料夾中。

如需詳細資訊，請參閱 [www.hp.com/buy/supplies](http://www.hp.com/buy/supplies)。

### 更換列印墨匣

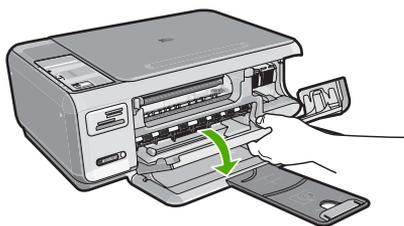
1. 確認 **HP All-in-One** 已經開啓。

△ **注意** 當您開啓列印墨匣門取出列印墨匣時，如果 **HP All-in-One** 是關閉的，則 **HP All-in-One** 不會鬆開墨匣讓您更換。當您試著取出列印墨匣時，若墨匣沒有牢固地固定，則可能會損壞 **HP All-in-One**。

2. 確定進紙匣中已放入未使用過的 **Letter** 或 **A4** 普通白紙。

3. 打開列印墨匣門。

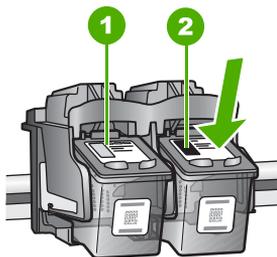
列印滑動架移至 **HP All-in-One** 的最右側。



4. 待列印滑動架停止不動而且不再發出聲音，再輕輕壓下列印墨匣將它鬆開。

如要更換三色列印墨匣，請取出左邊插槽中的列印墨匣。

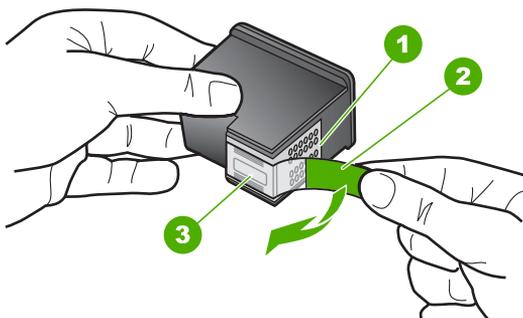
如要更換黑色或相片列印墨匣，請取出右邊插槽中的列印墨匣。



- |   |                  |
|---|------------------|
| 1 | 三色列印墨匣的墨匣插槽      |
| 2 | 黑色和相片列印墨匣的列印墨匣插槽 |

5. 將列印墨匣由插槽中向您自己的方向拉出。

6. 如果您為了安裝相片列印墨匣而取出黑色列印墨匣，請將黑色列印墨匣放入列印墨匣護套或密封的塑膠容器中。
7. 從包裝中拿出新列印墨匣，然後拉粉紅色的標籤輕輕的移除膠帶；請注意只能接觸黑色塑膠的部份。

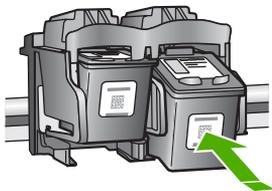


1	銅色接點
2	粉紅色拉啓式標籤膠帶（安裝前必須先移除）
3	膠帶底下的墨水噴嘴

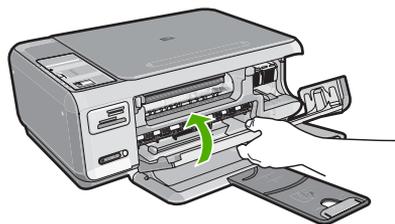
△ 注意 不要觸碰銅色接點或墨水噴嘴。同時，請勿以膠帶重新貼起列印墨匣。觸碰這些零件會導致墨水堵塞、無法噴墨及電子接點接觸不良。



8. 以 HP 標誌朝上的方式握住列印墨匣，將新列印墨匣插回空墨水匣插槽中。確認您穩固的推入列印墨匣，直到其卡入到位。  
如果安裝的是三色列印墨匣，請將它滑入左邊插槽。  
如果安裝的是黑色或相片列印墨匣，請將它滑入右邊插槽。



9. 關上列印墨匣門。



若您安裝了新列印墨匣，HP All-in-One 會列印一份列印墨匣校正頁。

10. 出現提示時，確認進紙匣中已載入一般白色紙張，再按「**確定**」旁的按鈕。

 **附註** 如果在校正列印墨匣時於進紙匣中放入彩色紙張，則校正作業會失敗。請在進紙匣中放入未使用過的普通白紙，然後再校正一次。

11. 將紙張以列印面朝下方式載入玻璃板右上角，然後按「**確定**」旁的按鈕以掃描頁面。  
當**亮起**按鈕停止閃爍時，就已完成對齊並可已移除頁面。請回收或丟棄該頁面。

## 清潔 HP All-in-One

為確保影印和掃描效果清晰，您可能需要清潔玻璃板和背蓋板；此外也需要清除 HP All-in-One 外殼上的灰塵。

-  **提示** 您可以為噴墨印表機和 All-in-Ones (Q6260A) 購買 HP 清潔套件，其提供的所有工具可讓您安全地清潔 HP 裝置。如需詳細資訊，請造訪：  
[www.shopping.hp.com/accessories-store/printer](http://www.shopping.hp.com/accessories-store/printer)。

### 清潔玻璃板

在主玻璃板表面的指紋、污跡、頭髮和灰塵均會降低其效能，並影像影印和掃描功能的準確性。

#### 清潔玻璃板

1. 關掉 HP All-in-One，拔下電源線，並且抬起蓋板。
2. 用柔軟的布料或海棉稍微沾一些非刺激性的玻璃清潔液。

 **注意** 不要在玻璃板上使用具有腐蝕性、丙酮、苯、或四氯化碳等物質，否則會損壞玻璃板。不要把液體直接傾倒或噴灑在玻璃板上。液體可能會滲到玻璃板下面，並對裝置造成損害。

3. 用一塊乾軟的無塵布擦乾玻璃，以防止髒污。
4. 插上電源線插頭，再開啓 HP All-in-One。

### 清潔背蓋板

HP All-in-One 蓋板底下的白色文件背板，可能會累積少許污垢。

### 清潔背蓋板

1. 關掉 HP All-in-One，拔下電源線，並且抬起蓋板。
2. 用柔軟的布料或海綿稍微沾一些溫肥皂水來清潔白色文件背板。輕輕地洗去髒污。請勿用力刷背板。
3. 用一塊乾軟的無塵布擦乾背板。

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△ 注意 請勿使用紙張來擦抹，因為它們可能會刮傷背板。

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4. 如果需要深層清潔，請使用酒精重複上述步驟，然後用一塊濕布將酒精徹底擦拭乾淨。

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△ 注意 請注意，不要將酒精潑灑在 HP All-in-One 的玻璃板或外殼，因為這可能會損壞裝置。

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5. 插上電源線，然後開啓 HP All-in-One。

## 4 疑難排解與支援

本章包含 HP All-in-One 的疑難排解資訊。提供有關安裝與組態設定問題的特定資訊，以及一些操作主題。有關疑難排解的詳細資訊，請參閱軟體隨附的螢幕說明。

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

### 疑難排解常見的安裝問題

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

△ 注意 只有當軟體安裝畫面出現提示後，才可以將 USB 纜線連接至電腦。

如需支援聯絡資訊，請參閱本指南的封底內頁。

### 解除安裝和重新安裝軟體

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

#### 從 Windows 電腦解除安裝後再重新安裝

1. 在 Windows 工作列中，按一下「開始」、「設定」、「控制台」（或者僅按一下「控制台」）。
2. 按兩下「新增／移除程式」（或按一下「解除安裝程式」）。
3. 選取「HP Deskjet All-in-One 驅動程式軟體」，然後按一下「變更／移除」。按照畫面上的指示操作。
4. 中斷 HP All-in-One 與電腦的連線。
5. 重新啟動電腦。

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

6. 將 HP All-in-One 光碟插入電腦的光碟機，然後啟動安裝程式。
7. 請遵循螢幕指示，以及 HP All-in-One 隨附之《安裝指南》中提供的指示。

### 硬體安裝疑難排解

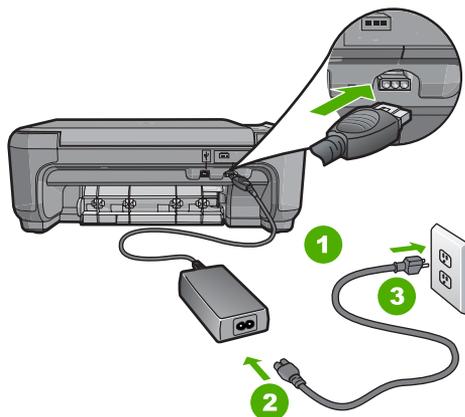
利用本節來解決您在安裝 HP All-in-One 硬體時可能遇到的問題。

#### HP All-in-One 未能開啓

原因： HP All-in-One 電源線沒有接好。

#### 解決方案

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



1	電源連接
2	電源線與供應器
3	電源插座

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

**原因：** 您太快按下「亮起」按鈕。

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

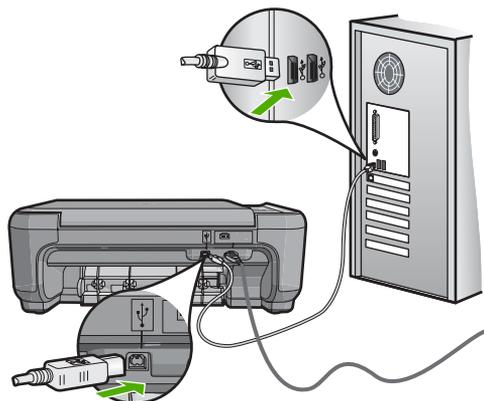
△ **注意** 如果仍未打開 HP All-in-One，可能存在機械故障。從電源插座拔下 HP All-in-One 並聯絡 HP。請至：[www.hp.com/support](http://www.hp.com/support) 如有提示，選擇您的國家／地區，然後按一下「聯絡 HP」，以取得關於呼叫技術支援的資訊。

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

**原因：** 安裝軟體之前，已連接好 USB 纜線。如果在出現提示之前就連接 USB 纜線，則會導致錯誤。

**解決方案：** 連接 USB 纜線之前，必須先安裝 HP All-in-One 隨附的軟體。安裝期間，除非螢幕操作指示出現提示，否則請勿插入 USB 纜線。

安裝軟體後，用 USB 纜線連接您的電腦與 HP All-in-One 便十分簡單。只要將 USB 纜線的一端插入電腦後方，而另一端插入 HP All-in-One 後方即可。您可以連接至電腦後方任一 USB 連接埠。



如需安裝軟體及連接 USB 纜線的詳細資訊，請參閱 HP All-in-One 隨附的《安裝指南》。

### HP All-in-One 無法列印

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

- 檢視 HP All-in-One 前面的「亮起」燈號。如果該燈號沒有亮起，則表示 HP All-in-One 已關閉。確定電源線已牢固連接至 HP All-in-One 並插到電源插座上。按「亮起」按鈕以開啓 HP All-in-One 的電源。
- 確定列印墨匣已裝妥。
- 確定已在進紙匣內放入紙張。
- 檢查 HP All-in-One 沒有卡紙。
- 檢查列印滑動架沒有卡住。  
打開列印墨匣門以進入列印滑動架區域。取出任何會擋住列印墨匣的物件，包括包裝材料。關閉 HP All-in-One，然後再開機。
- 確認 HP All-in-One 列印佇列並未暫停 (Windows) 或停止 (Mac)。若是，請選擇適當的設定以恢復列印。有關存取列印佇列的詳細資訊，請參閱電腦安裝之作業系統的隨附說明文件。
- 檢查 USB 纜線。如果使用較舊的纜線，則可能是纜線有問題。將它連接到另一個產品，檢查 USB 纜線是否能發揮作用。如果遇到問題，則可能需要更換 USB 纜線。另外請確定纜線的長度沒有超過 3 公尺。
- 確認電腦可支援 USB。某些作業系統，例如 Windows 95 與 Windows NT，並不支援 USB 連線。請檢查業系統隨附的說明文件，以取得詳細資訊。
- 檢查 HP All-in-One 與電腦的連線。確認 USB 纜線已牢固插入 HP All-in-One 背面的 USB 連接埠。確保 USB 纜線的另一端插入電腦的 USB 連接埠。在正確連接纜線後，關閉 HP All-in-One，然後再次開啓。
- 如果透過 USB 集線器連接 HP All-in-One，請確定集線器已開啓。如果集線器已開啓，請嘗試直接連接電腦。
- 檢查其他印表機或掃描器。您可能需要中斷與電腦連接的較舊產品。
- 嘗試將 USB 纜線連接到電腦上的另一個 USB 連接埠。在檢查連線後，請試著重新開啓電腦。關閉 HP All-in-One，然後重新開啓。
- 如果 HP All-in-One 為離線狀態，請關閉 HP All-in-One 後重新開機。開始掃描工作。
- 如有需要，請先移除與 HP All-in-One 一起安裝的軟體，然後再次安裝。

有關設定 HP All-in-One 以及連接至電腦的詳細資訊，請參閱 HP All-in-One 隨附的《安裝指南》。

## 無線設定疑難排解

本節描述設定網路時可能遇到的問題。

### 您在無線網路設定期間看不到顯示的 SSID (網路名稱)

**原因：** 無線路由器並未廣播其網路名稱 (SSID)，因為「**廣播 SSID**」選項已關閉。

**解決方案：** 存取路由器的嵌入式網路伺服器並開啓「**廣播 SSID**」選項。請參閱無線路由器隨附的使用者指南，以取得存取「嵌入式網路伺服器」和檢查「**廣播 SSID**」設定的資訊。

如需詳細資訊，請參閱：

位於第 9 頁的「[連線到整合式無線 WLAN 802.11 網路](#)」

**原因：** 無線路由器 (基礎結構) 或電腦 (無線客戶端模式) 與 HP All-in-One 的距離太遠或者出現干擾。

**解決方案：** 爲了在 HP All-in-One 和無線路由器 (基礎結構) 或電腦 (無線客戶端模式) 間建立良好訊號，您可能必須進行多次實驗。假設設備正常執行，請嘗試分別或同時執行下列事項：

- 如果電腦或無線路由器和 HP All-in-One 之間的距離很遠，請嘗試縮短距離。
- 若傳輸路徑上有金屬物件 (如金屬書架或冰箱)，請清理 HP All-in-One 和電腦或無線路由器之間的路徑。
- 若附近有會發出 2.4 GHz 無線電波訊號的有線電話、微波爐或其他裝置，請將它們移至遠一點的地方，以減少無線電干擾。
- 若您的電腦或無線路由器靠近外牆，請搬離牆壁。

**原因：** 當您在無線網路中安裝 HP All-in-One 時，您的網路名稱 (SSID) 可能會位於顯示的 SSID 清單底部。

**解決方案：** 按下 ▼ 以捲動到清單底部。先列出基礎結構項目，最後是 ad hoc 模式項目。

### 訊號弱

**原因：** HP All-in-One 與無線路由器間的距離太遠，或出現干擾。

**解決方案：** 爲了在 HP All-in-One 和無線路由器間建立良好訊號，您可能必須進行多次實驗。假設設備正常執行，請嘗試分別或同時執行下列事項：

- 如果電腦或無線路由器和 HP All-in-One 之間的距離很遠，請嘗試縮短距離。
- 若傳輸路徑上有金屬物件 (如金屬書架或冰箱)，請清理 HP All-in-One 和電腦或無線路由器之間的路徑。
- 若附近有會發出 2.4 GHz 無線電波訊號的有線電話、微波爐或其他裝置，請將它們移至遠一點的地方，以減少無線電干擾。
- 若您的電腦或無線路由器靠近外牆，請搬離牆壁。

### 設定期間無法連接至網路

**原因：** 本設備電源未開啓。

**解決方案:** 開啓網路裝置的電源，例如基礎結構網路的無線路由器，或無線客戶端模式網路的電腦等。如需更多關於開啓無線路由器電源的方式，請參閱無線路由器隨附的說明文件。

**原因:** HP All-in-One 沒有收到訊號。

**解決方案:** 將 HP All-in-One 和無線路由器移近一點。接著再次執行無線設定程序。如需詳細資訊，請參閱：

[位於第 8 頁的「整合式無線 WLAN 802.11 網路設定」](#)

**原因:** 如果您已手動輸入網路名稱 (SSID)，您輸入的名稱可能錯誤。

**解決方案:** 再次執行無線設定程序並小心輸入網路名稱 (SSID)。記住 SSID 的大小寫要正確。

如需詳細資訊，請參閱：

[位於第 9 頁的「連線到整合式無線 WLAN 802.11 網路」](#)

**原因:** 無線路由器可能已啓用 MAC 位址篩選。

**解決方案:** 停用無線路由器的 MAC 位址篩選，直到 HP All-in-One 成功連線至網路爲止。如果您在無線路由器上重新啓用 MAC 位址篩選，請確定 HP All-in-One 的 MAC 位址位於可接受的 MAC 位址清單中。

#### 無線設定期間無效的 WEP 金鑰

**原因:** 如果您正在使用 WEP 安全機制，您在無線設定過程中輸入的 WEP 金鑰可能不正確。

**解決方案:** 您在無線設定過程中輸入的 WEP 金鑰可能不正確。某些無線路由器最多可提供四個 WEP 金鑰。HP All-in-One 使用第一個 WEP 金鑰（由無線路由器選爲預設的 WEP 金鑰）。再執行一次無線設定程序並確定已使用無線路由器所提供的第一個 WEP 金鑰。輸入與無線路由器設定完全相同的 WEP 金鑰。WEP 金鑰區分大小寫。

如果您不知道 WEP 金鑰，請參閱無線路由器隨附的說明文件，取得存取路由器嵌入式網路伺服器的相關資訊。您可以使用無線網路上的電腦登入路由器的嵌入式網路伺服器以尋找 WEP 金鑰。

#### 無線設定期間無效的總金鑰。

**原因:** 您在無線設定過程中輸入的 WPA 總金鑰可能不正確。

**解決方案:** 再執行一次無線設定程序並輸入正確的總金鑰。總金鑰區分大小寫。

#### 安裝時出現「找不到印表機」畫面

**原因:** 防毒軟體或防間諜軟體應用程式會阻止 HP All-in-One 存取您的電腦。

**解決方案:** 解除安裝 HP All-in-One 軟體，然後重新啓動電腦。請暫時停用防毒軟體或防間諜軟體應用程式，然後解除安裝 HP All-in-One 軟體。安裝完成後，可重新啓用防毒軟體或防間諜軟體應用程式。若出現防火牆彈出式訊息，您必須接受或允許該訊息。

如果畫面仍然出現，請嘗試解除安裝 HP All-in-One 軟體，重新啓動電腦，在未重新安裝 HP All-in-One 軟體前，暫時停用防火牆。安裝完成後，可重新啓用防火牆應用程式。如果仍出現防火牆彈出式訊息，您必須接受或允許該訊息。

如需詳細資訊，請參閱防火牆軟體隨附的說明文件。

**原因：** 虛擬私人網路 (VPN) 阻止 HP All-in-One 存取電腦。

**解決方案：** 繼續安裝前請先暫時停用 VPN。

 **附註** HP All-in-One 的功能在 VPN 連線中會受限。

**原因：** HP All-in-One 未開啓。

**解決方案：** 開啓 HP All-in-One。

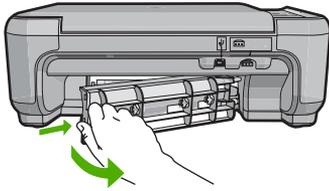
## 清除卡紙

如果 HP All-in-One 發生卡紙，請先檢查後匣門。

如果後方滾筒沒有卡紙，請檢查前門。

### 從後匣門清除卡紙

1. 按後匣門上左側的固定夾鬆開後匣門。從 HP All-in-One 拉出取下此門。



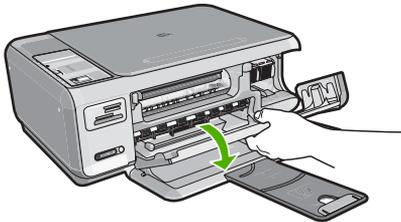
2. 慢慢地將紙張拉出滾筒。

△ **注意** 如果從滾筒中取出紙張時將紙張撕破，請檢查裝置中的滾筒或滾輪上是否有殘留紙張碎片。如果沒有取出 HP All-in-One 中的所有紙張碎片，便極有可能會再度發生卡紙。

3. 重新裝上後匣門。輕輕將門往前推直到卡住定位。
4. 按「**開始影印黑白**」或「**開始影印彩色**」繼續目前的工作。

### 從前門清除卡紙

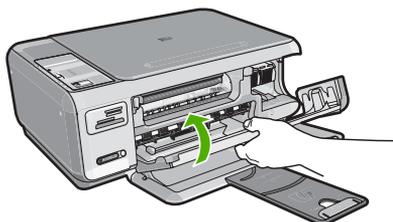
1. 如有需要，請向下拉進紙匣以開啓前門。然後拉低列印墨匣門。



2. 慢慢地將紙張拉出滾筒。

△ **注意** 如果從滾筒中取出紙張時將紙張撕破，請檢查裝置中的滾筒或滾輪上是否有殘留紙張碎片。如果沒有取出 HP All-in-One 中的所有紙張碎片，便極有可能會再度發生卡紙。

3. 關上列印墨匣門。



4. 按「開始影印黑白」以繼續目前的工作。

## 列印墨匣疑難排解

若您遇到列印問題，可能其中一個列印墨匣有問題。如需更多資訊，請參閱本指南位於第 19 頁的「更換列印墨匣」。

- 將所有列印墨匣保存在原始密封包裝中，直到需要時才拿出。
- 在室溫 (攝氏 15.6° - 26.6° 或華氏 60° - 78°) 環境中儲存列印墨匣。
- 如果列印墨匣的保護膠帶已經移除，請勿再貼回去。將膠帶再貼回去可能會損壞列印墨匣。移除膠帶之後，請立即將列印墨匣置於 HP All-in-One 中。如果無法立即裝入機器中，請將列印墨匣放入墨匣護套或可密封的塑膠容器中。
- HP 建議，待您已準備好更換的列印墨匣後，再將列印墨匣從 HP All-in-One 取下。
- 從控制台關閉 HP All-in-One。請勿以關閉電源延長線、或從 HP All-in-One 拔出電源線的方式來關閉裝置。如果不當關閉 HP All-in-One，列印滑動架將無法回到正確位置，使列印墨匣的墨水乾掉。
- 除非需要，否則不要打開列印墨匣門。這會使列印墨匣暴露在空氣中，縮短列印墨匣的壽命。

🔍 **附註** 如果長時間開啓列印墨匣門，HP All-in-One 將重新蓋上列印墨匣，以防止它們暴露在空氣中。

- 當您發現列印品質明顯下降時，請清潔列印墨匣。

💡 **提示** 如果列印墨匣已經長時間沒有使用，列印品質可能會下降。

- 若非必要，請勿清潔列印墨匣。這會浪費墨水並縮短墨匣壽命。
- 小心處理列印墨匣。安裝期間若掉下、搖動或粗暴地處理，可能會造成暫時的列印問題。如果在安裝墨匣之後列印品質不佳，請給予半小時時間讓列印墨匣復原。

## 支援程序

如果發生問題，請依照下列步驟：

1. 檢查 HP All-in-One 隨附的說明文件。
2. 造訪 HP 線上支援網站：[www.hp.com/support](http://www.hp.com/support)。所有 HP 客戶都可以使用 HP 線上支援。它是獲取最新裝置資訊和專家協助的最快來源，其中包括下列功能：
  - 快速連絡合格的線上支援人員
  - HP All-in-One 的軟體與驅動程式更新程式
  - 寶貴的 HP All-in-One 資訊與常見問題的疑難排解資訊
  - 註冊您的 HP All-in-One 後，即可及早取得裝置更新程式、支援警示及 HP 新聞簡訊
3. 致電 HP 支援中心。支援選項與可用性會因裝置、國家／地區及語言而異。如需支援電話號碼的清單，請參閱裝置隨附的列印版說明文件。

# 5 技術資訊

本節提供 HP All-in-One 的技術規格和國際法規資訊。

## 系統需求

軟體系統需求在讀我檔案中。

## 產品規格

如需產品規格的資訊，請造訪位於 [www.hp.com/support](http://www.hp.com/support) 的 HP 網站。

### 紙張規格

- 進紙匣容量：普通紙張：最多 100 張 (20 lb./75 gsm. 紙張)
- 出紙匣容量：普通紙張：最多 50 張 (20 lb./75 gsm. 紙張)

 附註 如需完整的支援材質尺寸清單，請參閱印表機軟體。

### 實體規格

- 高度：16.97 公分
- 寬度：44 公分
- 深度：25.9 公分
- 重量：4.5 公斤

### 電源規格

- 消耗電量：最多 25W (列印時平均值)
- 輸入電壓：AC 100 到 240 V ~ 600 mA 50-60 Hz
- 輸出電壓：DC 32 V===375 mA, 16 V===500 mA

 附註 只能與 HP 提供的電源轉接器搭配使用。

### 環境規格

- 建議的操作溫度範圍：15° 到 32° C (59° 到 90° F)
- 可允許的操作溫度範圍：5° 到 35° C (41° 到 95° F)
- 溼度：相對濕度 15% 到 80% (非凝結狀態)
- 非操作 (存放) 溫度範圍：-20° 到 50° C (-4° 到 122° F)
- 若 HP All-in-One 處於較高的電磁環境中，輸出可能會稍微失真
- HP 建議使用短於或等於 3 公尺 (10 呎) 的 USB 纜線，以減少由於高電磁環境中可能造成的列印噪音

## 列印墨匣的產能

墨水匣中的墨水用在列印過程的好幾個地方，包括初始化作業（讓裝置和墨水匣完成列印的準備工作）和噴墨頭維護（清潔噴嘴，讓墨水流動順暢）。此外，墨水匣在使用過後會留下一些殘墨。如需更多資訊，請參閱 [www.hp.com/go/inkusage](http://www.hp.com/go/inkusage)。請造訪 [www.hp.com/pageyield](http://www.hp.com/pageyield) 以取得更多關於預估墨匣產能的資訊。

## 法規注意事項

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

## 法規機型識別號碼

為用於法規識別，您的產品具有一個法規機型識別號碼 (Regulatory Model Number)。本產品的法規機型識別號碼為 **SNPRB-0721-01**。請勿將此法規號碼與行銷名稱 (HP Photosmart C4380 All-in-One series 等) 或產品序號 (CC280A 等) 混淆。

## 保固

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

### A. 有限保固範圍

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

### B. 保固限制

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

### C. 責任限制

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

### D. 當地法律

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

# HP Photosmart C4380 All-in-One series

## Basics Guide

English



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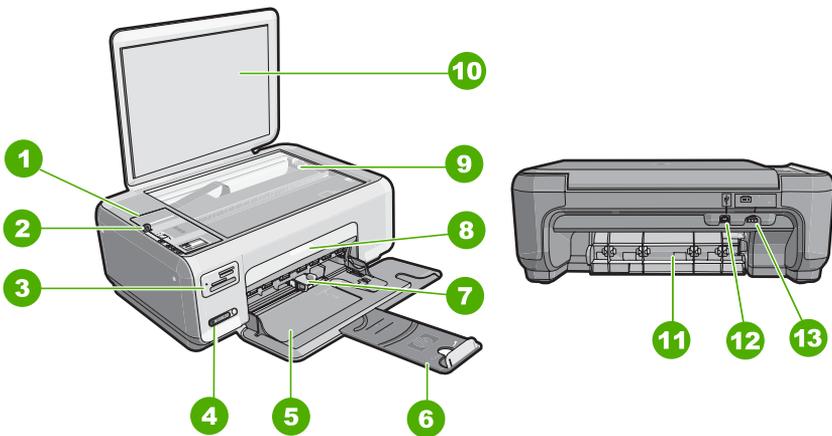
# 1 HP All-in-One overview

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.

(continued)

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 23](#) 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.

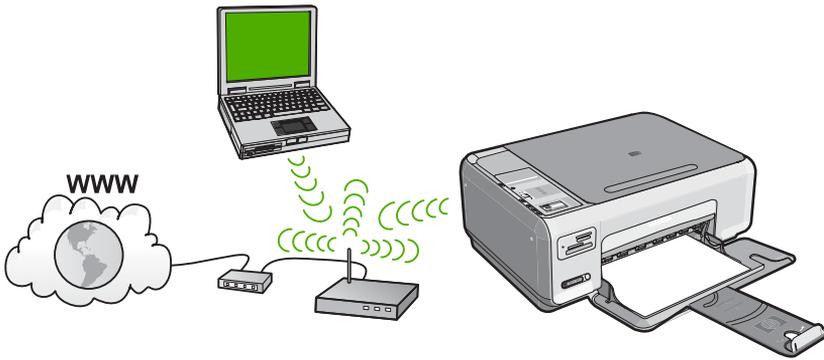
The advantages of a wireless infrastructure network as compared to an ad hoc network include:

- 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”</a> on page 6
Connect directly to a wireless-capable computer without a wireless router (ad-hoc).	<a href="#">“Wireless ad hoc network setup”</a> on page 8
Add connections to more computers on the network.	<a href="#">“Connect to additional computers on a network”</a> on page 11
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”</a> on page 11
Find troubleshooting information.	<a href="#">“Wireless setup troubleshooting”</a> on page 26

### 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” on page 7</a></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” on page 7</a></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.

△ **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.

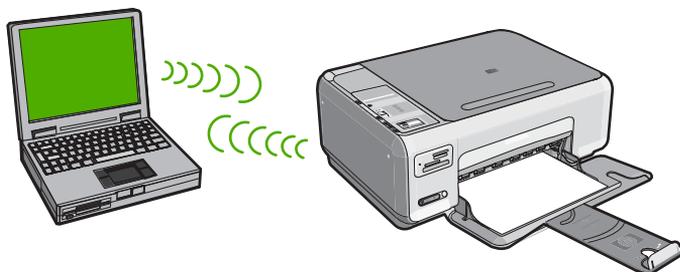
📄 **NOTE:** HP provides an online tool that might be able to find your wireless security settings automatically. Go to: [www.hp.com/go/networksetup](http://www.hp.com/go/networksetup).

### 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.

<b>To set up the HP All-in-One on a wireless ad hoc network, you need to do the following:</b>	<b>See this section:</b>
First, collect all of the required materials.	"What you need for an ad hoc network" on page 9
Next, prepare your computer by creating a network profile.	"Create a network profile for a Windows XP computer" on page 9 "Create a network profile for other operating systems" on page 10
Finally, install the software.	"Connect to a wireless ad hoc network" on page 10

## 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.

---

- **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 6
- [“Wireless ad hoc network setup”](#) on page 8

## 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.

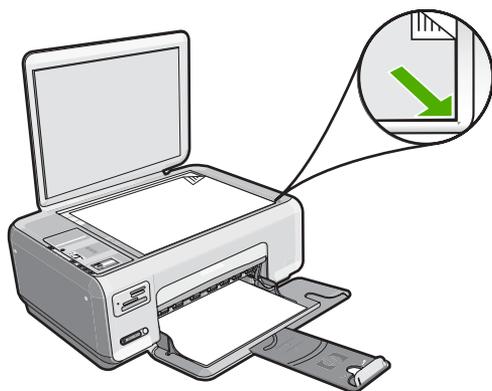
#### To load an original on the scanner glass

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.

---

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

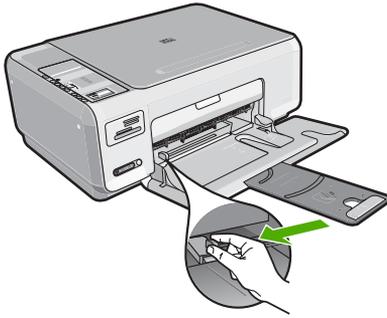
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3. Close the lid.

#### To load full-size paper

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

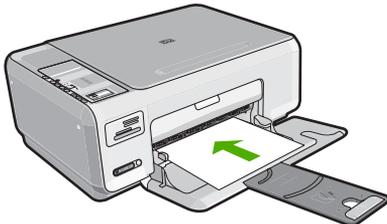


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 **NOTE:** If you are using letter, A4, or smaller paper, make sure the tray extender is open all the way.

---

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.



---

 **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.

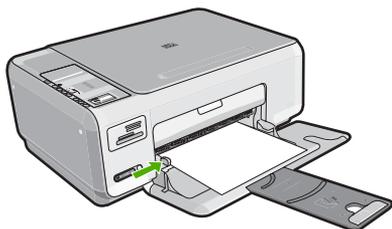
---

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.

---

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

---



### 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.

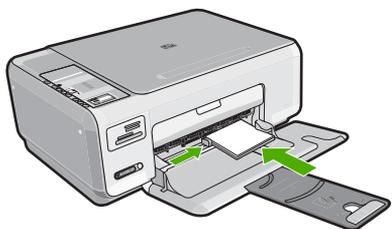
If the photo paper you are using has perforated tabs, load the photo paper so that the tabs are closest to you.

---

 **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.

---

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.



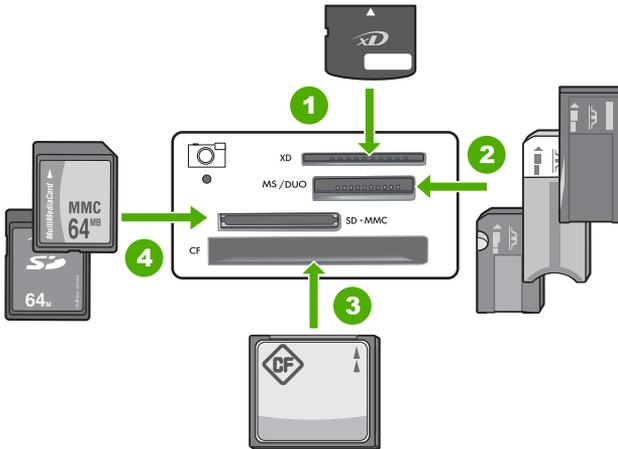
## Avoid paper jams

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.

---

 **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.

---

## 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.

---

 **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.

---

### 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.

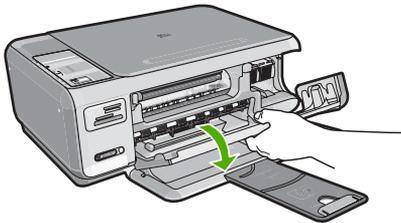
For more information see [www.hp.com/buy/supplies](http://www.hp.com/buy/supplies).

### To replace the print cartridges

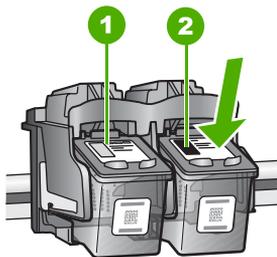
1. Make sure the HP All-in-One is on.

 **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.

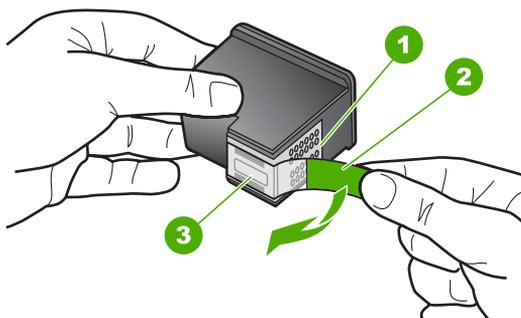


4. Wait until the print carriage is idle and silent, and then lightly press down on a print cartridge to release it.  
If you are replacing the tri-color print cartridge, remove the print cartridge from the slot on the left.  
If you are replacing the black or photo print cartridge, remove the print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



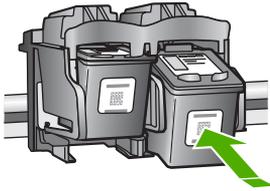
- |   |   |
|---|---|
| 1 | Copper-colored contacts   |
| 2 | Plastic tape with pink pull tab (must be removed before installing) |
| 3 | Ink nozzles under tape  |

△ **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.

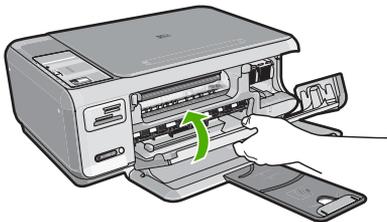


8. Hold the print cartridge with the HP logo on top, and insert the new print cartridge into the empty cartridge slot. Make sure you push the print cartridge in firmly until it snaps into place.

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

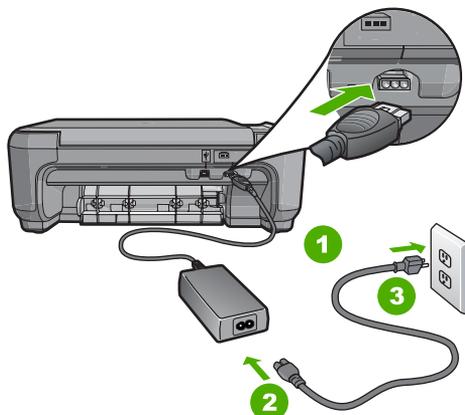
Use this section to solve any problems you might encounter while setting up the HP All-in-One hardware.

### 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.

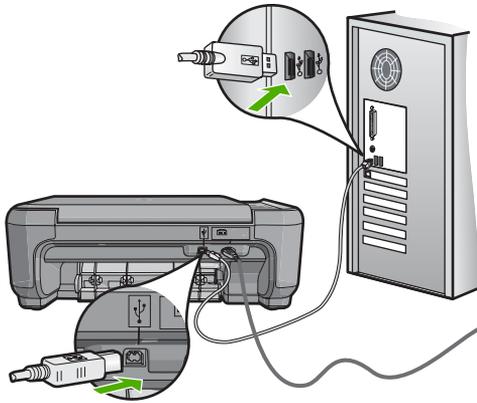
### I connected the USB cable, but I am having problems using the HP All-in-One with my computer

**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 7](#)

**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.

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### 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 6](#)

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**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 7](#)

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**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.

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### 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.

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### 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.

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**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.

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

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

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

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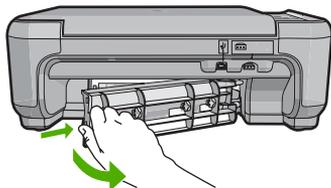
## Clear paper jams

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.

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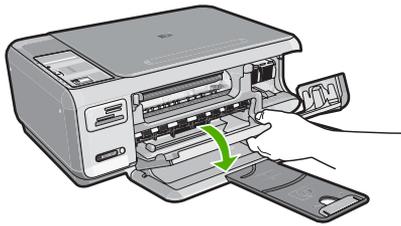
 **CAUTION:** If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the device. If you do not remove all the pieces of paper from the HP All-in-One, more paper jams are likely to occur.

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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

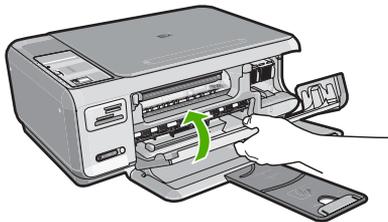
1. If necessary, pull the input tray down to open it. Then, lower the print cartridge door.



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 19 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.

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

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

- Do not clean the print cartridges unnecessarily. This wastes ink and shortens the life of the cartridges.
- 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)

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

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### 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: AC 100 to 240 V ~ 600 mA 50-60 Hz
- Output voltage: DC 32 V===375 mA, 16 V===500 mA

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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 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

- 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





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
+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	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
South Africa (RSA)	0860 104 771
Rest of West Africa	+ 351 213 17 63 80
Suomi	0 203 66 767
Sverige	077 120 4765
Switzerland	0848 672 672
臺灣	02-8722-8000
ไทย	+66 (2) 353 9000
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