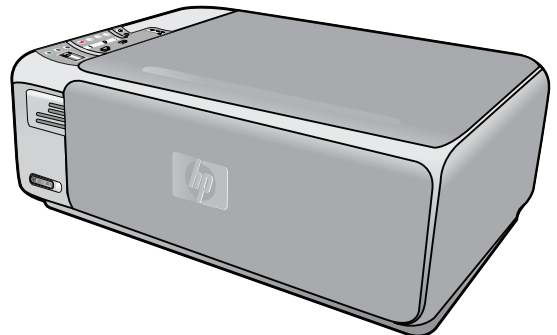


HP Photosmart C4380 All-in-One series



Windows Help



Contents

| | | |
|----------|--|-----------|
| 1 | HP Photosmart C4380 All-in-One series Help | 5 |
| 2 | HP All-in-One overview | |
| | The HP All-in-One at a glance | 7 |
| | Control panel buttons | 8 |
| | Use the HP Photosmart Software | 9 |
| 3 | Find more information | 11 |
| 4 | How do I? | 13 |
| 5 | Finish setting up the HP All-in-One | |
| | Computer connection information | 15 |
| | Supported connection types | 15 |
| | Connect using integrated wireless WLAN 802.11 | 15 |
| | Use printer sharing | 16 |
| | Connect to a network | 16 |
| | Integrated wireless WLAN 802.11 network setup | 17 |
| | What you need for an integrated wireless WLAN 802.11 network | 17 |
| | Connect to an integrated wireless WLAN 802.11 network | 18 |
| | Wireless ad hoc network setup | 18 |
| | What you need for an ad hoc network | 19 |
| | Create a network profile for a Windows XP computer | 19 |
| | Create a network profile for other operating systems | 20 |
| | Connect to a wireless ad hoc network | 20 |
| | Connect to additional computers on a network | 21 |
| | Change the HP All-in-One from a USB connection to a network connection | 22 |
| | Manage your network settings | 22 |
| | Change basic network settings from the control panel | 22 |
| | Network configuration page definitions | 24 |
| | Network glossary | 28 |
| 6 | Load originals and load paper | |
| | Load originals | 31 |
| | Choose papers for printing and copying | 32 |
| | Recommended papers for printing and copying | 32 |
| | Recommended papers for printing only | 33 |
| | Papers to avoid | 34 |
| | Load paper | 35 |
| | Load full-size paper | 35 |
| | Load 10 x 15 cm (4 x 6 inch) photo paper | 36 |
| | Load index cards | 37 |
| | Load envelopes | 38 |
| | Load other types of paper | 39 |
| | Avoid paper jams | 40 |

7 Print from your computer

| | |
|--|----|
| Print from a software application..... | 41 |
| Make the HP All-in-One the default printer..... | 42 |
| Change the print settings for the current job..... | 42 |
| Set the paper size..... | 42 |
| Set the paper type for printing..... | 43 |
| View the print resolution..... | 43 |
| Change the print speed or quality..... | 44 |
| Change the page orientation..... | 44 |
| Scale the document size..... | 45 |
| Change the saturation, brightness, or color tone..... | 45 |
| Preview your print job..... | 45 |
| Change the default print settings..... | 46 |
| Printing shortcuts..... | 46 |
| Create printing shortcuts..... | 47 |
| Delete printing shortcuts..... | 47 |
| Perform special print jobs..... | 48 |
| Print a borderless image..... | 48 |
| Print a photo on photo paper..... | 49 |
| Print custom CD/DVD labels..... | 50 |
| Print using Maximum dpi | 50 |
| Print on both sides of the page..... | 51 |
| Print a multiple-page document as a booklet..... | 52 |
| Print multiple pages on a single sheet..... | 54 |
| Print a multiple-page document in reverse order..... | 55 |
| Reverse an image for iron-on transfers..... | 56 |
| Print on transparencies..... | 56 |
| Print a group of addresses on labels or envelopes..... | 57 |
| Print a poster..... | 58 |
| Print a Web page..... | 58 |
| Stop a print job..... | 59 |

8 Use the photo features

| | |
|---|----|
| Print photos..... | 62 |
| Print 10 x 15 cm (4 x 6 inch) photos..... | 62 |
| Print enlargements..... | 63 |
| Print photos from the HP Photosmart Software..... | 64 |
| Print camera-selected (DPOF) photos..... | 64 |
| Save photos to your computer..... | 65 |
| Edit photos using your computer..... | 65 |
| Share photos with friends and relatives..... | 65 |

9 Use the scan features

| | |
|--------------------------------|----|
| Scan an image or document..... | 67 |
| Edit a scanned image..... | 68 |
| Edit a scanned document..... | 68 |
| Stop scanning..... | 69 |

10 Use the copy features

| | |
|------------------|----|
| Make a copy..... | 71 |
|------------------|----|

| | |
|--|-----------|
| Change the copy settings for the current job..... | 71 |
| Make multiple copies of the same original..... | 71 |
| Change copy speed or quality..... | 72 |
| Perform special copy jobs..... | 72 |
| Make a borderless copy of a photo..... | 73 |
| Resize an original to fit onto letter or A4 paper..... | 73 |
| Stop copying..... | 74 |
| 11 Maintain the HP All-in-One..... | 75 |
| Clean the HP All-in-One..... | 75 |
| Clean the exterior..... | 75 |
| Clean the glass..... | 75 |
| Clean the lid backing..... | 76 |
| Print a self-test report..... | 76 |
| Work with print cartridges..... | 77 |
| Handle the print cartridges..... | 78 |
| Check the estimated ink levels..... | 78 |
| Replace the print cartridges..... | 79 |
| Use a photo print cartridge..... | 82 |
| Use the print cartridge protector..... | 82 |
| Align the print cartridges..... | 84 |
| Clean the print cartridges..... | 85 |
| Clean the print cartridge contacts..... | 85 |
| Clean the area around the ink nozzles..... | 86 |
| Remove ink from your skin and clothing..... | 88 |
| Turn off the HP All-in-One..... | 88 |
| 12 Shop for ink supplies..... | 89 |
| 13 Troubleshooting..... | 91 |
| Troubleshooting tips..... | 91 |
| Communication problems over a USB connection..... | 91 |
| Information on print cartridges..... | 92 |
| Information on paper..... | 93 |
| Clear paper jams..... | 94 |
| Troubleshoot print cartridges..... | 95 |
| View the Readme file..... | 101 |
| Hardware setup troubleshooting..... | 101 |
| Software installation troubleshooting..... | 103 |
| Uninstall and reinstall the software..... | 106 |
| Wireless setup troubleshooting..... | 108 |
| Print quality troubleshooting..... | 112 |
| Print troubleshooting..... | 119 |
| Memory card troubleshooting..... | 127 |
| Scan troubleshooting..... | 131 |
| Copy troubleshooting..... | 134 |

| | |
|---|------------|
| Errors..... | 139 |
| Device messages..... | 139 |
| File messages..... | 141 |
| Supported file types for the HP All-in-One..... | 143 |
| General user messages..... | 143 |
| Paper messages..... | 146 |
| Power and connection messages..... | 149 |
| Print cartridge messages..... | 151 |
| 14 HP warranty and support | |
| Warranty..... | 159 |
| Print cartridge warranty information..... | 159 |
| Support process..... | 159 |
| Before you call HP support..... | 160 |
| HP support by phone..... | 160 |
| Phone support period..... | 161 |
| Placing a call..... | 161 |
| After the phone support period..... | 161 |
| Additional warranty options..... | 161 |
| HP Quick Exchange Service (Japan)..... | 162 |
| Call HP Korea customer support..... | 162 |
| Prepare the HP All-in-One for shipment..... | 163 |
| Pack the HP All-in-One..... | 163 |
| 15 Technical information | |
| Specifications..... | 165 |
| Environmental product stewardship program..... | 165 |
| Paper use..... | 166 |
| Plastics..... | 166 |
| Material safety data sheets..... | 166 |
| Recycling program..... | 166 |
| HP inkjet supplies recycling program..... | 166 |
| Energy consumption..... | 166 |
| Disposal of Waste Equipment by Users in Private Households in the European Union..... | 167 |
| Regulatory notices..... | 167 |
| Regulatory model identification number..... | 168 |
| FCC statement..... | 168 |
| Notice to users in Korea..... | 169 |
| VCCI (Class B) compliance statement for users in Japan..... | 169 |
| Notice to users in Japan about power cord..... | 169 |
| Geräuschemission..... | 169 |
| Regulatory wireless statements..... | 169 |
| Wireless: Exposure to radio frequency radiation..... | 169 |
| Wireless: Notice to users in Brazil..... | 170 |
| Wireless: Notice to users in Canada..... | 170 |
| European Union Regulatory Notice..... | 171 |
| Wireless: Notice to users in Taiwan..... | 171 |
| Declaration of conformity (European Economic Area)..... | 172 |
| HP Photosmart C4380 All-in-One series declaration of conformity..... | 172 |
| Index..... | 173 |

1 HP Photosmart C4380 All-in-One series Help

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

- [“HP All-in-One overview”](#) on page 7
- [“Find more information”](#) on page 11
- [“How do I?”](#) on page 13
- [“Finish setting up the HP All-in-One”](#) on page 15
- [“Load originals and load paper”](#) on page 31
- [“Print from your computer”](#) on page 41
- [“Use the photo features”](#) on page 61
- [“Use the scan features”](#) on page 67
- [“Use the copy features”](#) on page 71
- [“Maintain the HP All-in-One”](#) on page 75
- [“Shop for ink supplies”](#) on page 89
- [“HP warranty and support”](#) on page 159
- [“Technical information”](#) on page 165

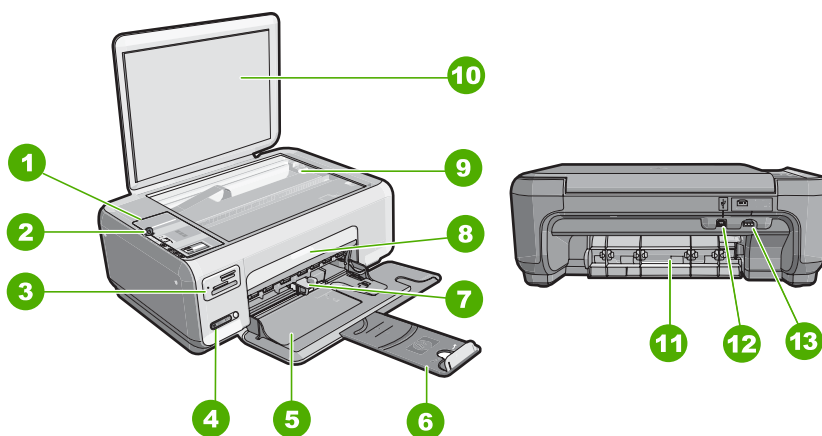
2 HP All-in-One overview

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.

This section contains the following topics:

- [The HP All-in-One at a glance](#)
- [Control panel buttons](#)
- [Use the HP Photosmart Software](#)

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 | | On 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 | | Quality 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 | | Size button: Changes the image size to 100% (Actual Size), fits it to the page (Resize to Fit), or prints borderless images (Borderless). The default setting is 100% for plain paper and borderless for photo paper. |
| 4 | | Copies button: Specifies the desired number of copies. |

(continued)

| Label | Icon | Name and Description |
|-------|---|---|
| 5 |  | Cancel button: Stops a task (such as scanning or copying) or resets settings (such as Quality and Copies). |
| 6 |  | Scan button: Starts a scan. When a memory card is inserted, this button advances to the next photo on the memory card when pressed. |
| 7 |  | Start Copy Black 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 |  | Start Copy Color 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. |

Use the HP Photosmart Software

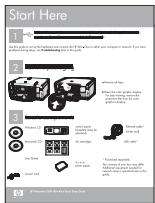


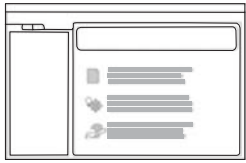

The HP Photosmart Software provides a fast and easy way to make prints of your photos. It also provides access to other basic HP imaging software features, such as saving and viewing your photos.

For more information on using the HP Photosmart Software:

- Check the **Contents** panel on the left. Look for the **HP Photosmart Software Help contents** book at the top.
- If you do not see the **HP Photosmart Software Help contents** book at the top of the **Contents** panel, access the software help through the HP Solution Center.

3 Find more information

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

| | |
|---|--|
|  | Setup Guide <p>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.</p> <p>If you have problems during setup, check the Setup Guide for troubleshooting information, or see “Troubleshooting” on page 91 in this onscreen Help.</p> |
|  | Basics Guide <p>The Basics Guide contains an overview of the HP All-in-One, including step-by-step instructions for basic tasks, troubleshooting tips, and technical information.</p> |
|  | HP Photosmart Essential animations <p>The HP Photosmart Essential animations are an interactive way to get a brief overview of the software included with the HP All-in-One. You will learn how the software can help you create, share, organize, and print your photos.</p> |
|  | Onscreen Help <p>The onscreen Help provides detailed instructions on using all features of the HP All-in-One.</p> <ul style="list-style-type: none">• The How Do I? topic provides links so you can quickly find information on performing common tasks.• The HP All-in-One overview topic provides general information about the main features of the HP All-in-One.• The Troubleshooting topic provides information about resolving errors you might encounter with the HP All-in-One. |
|  | Readme <p>The Readme file contains the most recent information which might not be found in other publications.</p> <p>Install the software to access the Readme file.</p> |
| www.hp.com/support | <p>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.</p> |

4 How do I?

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

- [“How do I make a borderless copy of a photo?”](#) on page 73
- [“How do I print borderless photos on 10 x 15 cm \(4 x 6 inch\) paper?”](#) on page 48
- [“How do I get the best print quality?”](#) on page 44
- [“How do I print on both sides of the paper?”](#) on page 51
- [“How do I make multiple copies of a document?”](#) on page 71

5 Finish setting up the HP All-in-One

After you have completed the steps in the Setup Guide, refer to this section to finish setting up the HP All-in-One.

This section contains the following topics:

- [Computer connection information](#)
- [Connect to a network](#)

Computer connection information

The HP All-in-One comes equipped with a USB port so you can connect directly to a computer using a USB cable. You can also connect the HP All-in-One to a wireless network or use printer sharing to share the device over an existing home network.

This section contains the following topics:

- [Supported connection types](#)
- [Connect using integrated wireless WLAN 802.11](#)
- [Use printer sharing](#)

Supported connection types

The following table contains a list of supported connection types.

| Description | Recommended number of connected computers for best performance | Supported software features | Setup instructions |
|--|---|--|--|
| USB connection | One computer connected with a USB cable to the rear USB 2.0 High Speed port on the HP All-in-One. | All features are supported. | Follow the Setup Guide for detailed instructions. |
| Integrated wireless WLAN 802.11 connection | Up to five computers connected using a wireless router (infrastructure mode). | All features are supported. | Follow instructions in "Integrated wireless WLAN 802.11 network setup" on page 17. |
| Printer sharing | Five. The host computer must be on at all times in order to print from the other computers. | All features resident on the host computer are supported. Only printing is supported from the other computers. | Follow the instructions in "Use printer sharing" on page 16. |

Connect using integrated wireless WLAN 802.11

The HP All-in-One uses an internal networking component that supports a wireless network. For detailed instructions on connecting the HP All-in-One to a wireless (802.11) network, see ["Integrated wireless WLAN 802.11 network setup"](#) on page 17.

Use printer sharing

If your computer is on a network, and another computer on the network has an HP All-in-One connected to it by a USB cable, you can print to that printer using printer sharing. The computer directly connected to the HP All-in-One acts as the **host** for the printer and has full software functionality. The other computer, which is referred to as a **client**, has access only to the print features. You must perform other functions, such as scanning and copying, from the host computer or from the control panel on the HP All-in-One.

To enable printer sharing on a Windows computer

- ▲ Refer to the user guide that came with your computer or see the Windows onscreen Help.

Connect to a network

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.

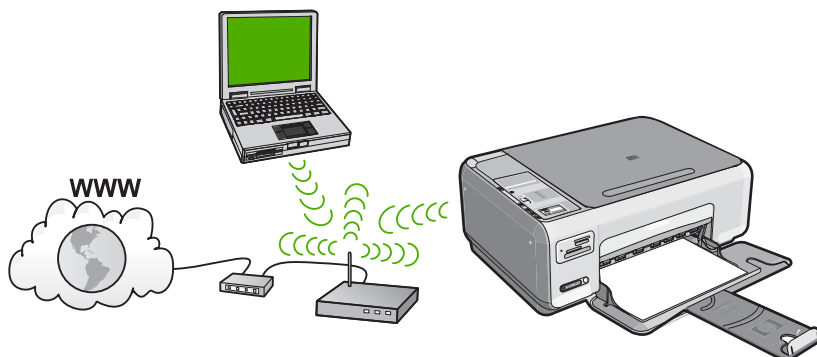
The advantages of a wireless infrastructure network as compared to an ad hoc network include:

- 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). | “Integrated wireless WLAN 802.11 network setup” on page 17 |
| Connect directly to a wireless-capable computer without a wireless router (ad-hoc). | “Wireless ad hoc network setup” on page 18 |
| Add connections to more computers on the network. | “Connect to additional computers on a network” on page 21 |
| Change the HP All-in-One from a USB connection to a network connection. NOTE: 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. | “Change the HP All-in-One from a USB connection to a network connection” on page 22 |
| Find troubleshooting information. | “Wireless setup troubleshooting” on page 108 |

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.



To set up the HP All-in-One on an integrated wireless WLAN 802.11 network, you need to do the following:

See this section:

First, collect all of the required materials.

["What you need for an integrated wireless WLAN 802.11 network" on page 17](#)

Next, install the software and connect the HP All-in-One to the wireless router.

["Connect to an integrated wireless WLAN 802.11 network" on page 18](#)

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.
- ☐ Broadband Internet access (recommended) such as cable or DSL.
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.

To connect the HP All-in-One

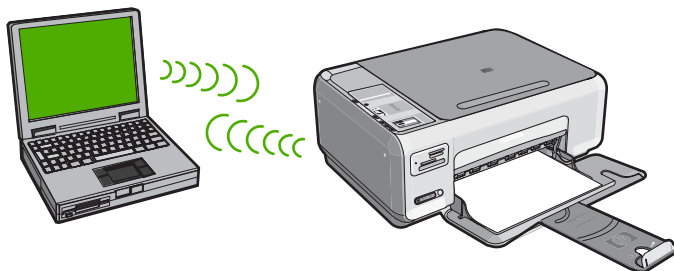
1. Insert the HP Photosmart Software CD in the computer CD-ROM drive.
2. Follow the instructions on the screen.
When you are prompted, connect the HP All-in-One to the computer using the USB setup cable included in the box. The HP All-in-One will attempt to connect to the network. If the connection fails, 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.

Related topics

- [“Print the wireless network test” on page 23](#)
- [“Connect to additional computers on a network” on page 21](#)
- [“Wireless setup troubleshooting” on page 108](#)

Wireless ad hoc network setup

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



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

| To set up the HP All-in-One on a wireless ad hoc network, you need to do the following: | See this section: |
|---|--|
| First, collect all of the required materials. | "What you need for an ad hoc network" on page 19 |
| Next, prepare your computer by creating a network profile. | "Create a network profile for a Windows XP computer" on page 19 "Create a network profile for other operating systems" on page 20 |
| Finally, install the software. | "Connect to a wireless ad hoc network" on page 20 |


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.

Related topics

- [“Network glossary” on page 28](#)
- [“Connect to a wireless ad hoc network” on page 20](#)

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.

Related topics

- [“Connect to additional computers on a network” on page 21](#)
- [“Wireless setup troubleshooting” on page 108](#)

Connect to additional computers on a network

More than one computer on a network can share the HP All-in-One. If the HP All-in-One is already connected to a computer on a network, for each additional computer you must install the HP All-in-One software. During installation of a wireless connection, the software will discover the network name (SSID) of the existing network. 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.

Related topics

- [“Print the wireless network test”](#) on page 23
- [“Wireless setup troubleshooting”](#) on page 108

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 17
- [“Wireless ad hoc network setup”](#) on page 18

Manage your network settings

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

This section contains the following topics:

- [Change basic network settings from the control panel](#)
- [Network configuration page definitions](#)

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.

This section contains the following topics:

- [Print network settings](#)
- [Restore network defaults](#)
- [Turn the wireless radio on and off](#)
- [Print the 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).

To print the network configuration page

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**.

Related topics

[“Network configuration page definitions” on page 24](#)

Restore network defaults

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

To restore network defaults

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.

To turn the wireless radio on and 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.

To print the wireless test report

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.

Related topics

[“Wireless setup troubleshooting” on page 108](#)

Network configuration page definitions

The network configuration page shows the network settings for the HP All-in-One. There are settings for general information and 802.11 wireless.

This section contains the following topics:

- [General network settings](#)
- [Wireless \(802.11\) network settings](#)

Related topics

- [“Print network settings” on page 22](#)
- [“Network glossary” on page 28](#)

General network settings

The following table describes the general network settings shown on the network configuration page.

| Parameter | Description |
|------------------------|--|
| Network Status | Status of the HP All-in-One: <ul style="list-style-type: none">• Ready: The HP All-in-One is ready to receive or transmit data.• Offline: The HP All-in-One is not currently connected to the network. |
| Active connection type | Network mode of the HP All-in-One: <ul style="list-style-type: none">• Wireless: The HP All-in-One is connected to a wireless (802.11) network.• None: There is no network connection. |
| URL | The IP address of the Embedded Web Server. NOTE: You will need to know this URL when you try to access the Embedded Web Server. |
| Firmware Revision | The internal networking component and device firmware revision code. NOTE: If you call HP Support, depending on the problem, you might be asked to provide the firmware revision code. |
| Hostname | The TCP/IP name assigned by the installation software to the device. By default, this is the letters HP followed by the last 6 digits of the Media Access Control (MAC) address. |
| Admin Password | Status of the administrator's password for the Embedded Web Server: <ul style="list-style-type: none">• Set: Password is specified. You must enter the password to make changes to the Embedded Web Server parameters.• Not Set: No password is set. A password is not required for making changes to the Embedded Web Server parameters. |
| mDNS | Some local and ad hoc networks do not use central DNS servers. They use a DNS alternative called mDNS. With mDNS, your computer can find and use any HP All-in-One connected to your local area network. It can also work with any other Ethernet-enabled device that appears on the network. |

Wireless (802.11) network settings

The following table describes the 802.11 wireless settings shown on the network configuration page.

| Parameter | Description |
|------------------------|---|
| Hardware Address (MAC) | <p>The Media Access Control (MAC) address that identifies the HP All-in-One. This is a unique 12-digit identification number assigned to networking hardware for identification, including wireless access points, routers, and other such devices. No two pieces of hardware have the same MAC address.</p> <p>NOTE: Some Internet service providers (ISPs) require that you register the MAC address of the Network Card or LAN Adapter that was connected to your cable or DSL modem during installation.</p> |
| IP Address | <p>This address uniquely identifies the device on the network. IP addresses are assigned dynamically through DHCP or AutoIP. You can also set up a static IP address, though this is not recommended.</p> <p>NOTE: Manually assigning an invalid IP address during installation will prevent your network components from seeing the HP All-in-One.</p> |
| Subnet Mask | <p>A subnet is an IP address assigned by the installation software to make an additional network available as part of a larger network. Subnets are specified by a subnet mask. This mask determines which of the HP All-in-One IP address bits identify the network and subnet, and which bits identify the device itself.</p> <p>NOTE: It is recommended that the HP All-in-One and the computers that use it all reside on the same subnet.</p> |
| Default Gateway | <p>A node on a network that serves as an entrance to another network. A node in this instance can be a computer or some other device.</p> <p>NOTE: The address of the default gateway is assigned by the installation software.</p> |
| Configuration Source | <p>The protocol used to assign the IP address to the HP All-in-One:</p> <ul style="list-style-type: none">• AutoIP: The installation software automatically determines the configuration parameters.• DHCP: The configuration parameters are supplied by a dynamic host configuration protocol (DHCP) server on the network. On small networks, this could be a router.• Manual: The configuration parameters are set manually, such as a static IP address.• Not Specified: The mode used when the HP All-in-One is initializing. |
| DNS server | <p>The IP address of the domain name service (DNS) for the network. When you use the Web or send an e-mail message, you use a domain name to do it. For example, the URL http://www.hp.com contains the domain name hp.com. The DNS on the Internet translates the domain name into an IP address. Devices use the IP addresses to refer to one another.</p> <ul style="list-style-type: none">• IP Address: The IP address of the domain name server.• Not Specified: The IP address is not specified, or the device is initializing. |

(continued)

| Parameter | Description |
|-----------------------|---|
| | <p>NOTE: Check to see if a DNS IP address appears on the network configuration page. If no address is shown, obtain the DNS IP address from your Internet service provider (ISP).</p> |
| Wireless Status | <p>Status of the wireless network:</p> <ul style="list-style-type: none"> • Connected: The HP All-in-One is connected to a wireless LAN and everything is working. • Disconnected: The HP All-in-One is not connected to the wireless LAN due to incorrect settings (such as the wrong WEP key), or the HP All-in-One is out of range. • Disabled: The radio is turned off. • Not applicable: This parameter does not apply to this network type. |
| Communication Mode | <p>An IEEE 802.11 networking framework in which devices or stations communicate with each other:</p> <ul style="list-style-type: none"> • Infrastructure: The HP All-in-One communicates with other network devices through a wireless access point, such as a wireless router or base station. • Ad hoc: The HP All-in-One communicates directly with each device on the network. No wireless router or access point is used. This is also called a peer-to-peer network. • Not applicable: This parameter does not apply to this network type. |
| Network Name (SSID) | <p>Service Set Identifier. A unique identifier (up to 32 characters) that differentiates one wireless local area network (WLAN) from another. The SSID is also referred to as the network name. This is the name of the network to which the HP All-in-One is connected.</p> |
| Signal Strength (1-5) | <p>The transmitting or return signal graded on a scale of 1 to 5:</p> <ul style="list-style-type: none"> • 5: Excellent • 4: Good • 3: Fair • 2: Poor • 1: Marginal • No signal: No signal detected on the network. • Not applicable: This parameter does not apply to this network type. |
| Channel | <p>The channel number currently being used for wireless communication. This depends on the network in use, and might differ from the requested channel number. Value is from 1 to 14; countries/regions might limit the range of approved channels.</p> <ul style="list-style-type: none"> • (number): Value ranging from 1 to 14, depending on country/region. • None: No channel is in use. • Not Applicable: The WLAN is disabled or this parameter does not apply to this network type. <p>NOTE: In ad hoc mode, if you are not able to receive or transmit data between your computer and the HP All-in-One, make sure that you are using the same communication channel on your computer and the HP All-in-One. In infrastructure mode, the channel is dictated by the access point.</p> |

(continued)

| Parameter | Description |
|---------------------------|---|
| Authentication type | <p>Type of authentication in use:</p> <ul style="list-style-type: none">• None: No authentication in use.• Open System (ad hoc and infrastructure): No authentication• Shared Key: WEP key is required.• WPA-PSK (infrastructure only): WPA with Pre-Shared Key.• Not applicable: This parameter does not apply to this network type. <p>Authentication verifies the identity of a user or device before granting access to the network, making it more difficult for unauthorized users to access network resources. This security method is common on wireless networks.</p> <p>A network using Open System authentication does not screen network users based on their identities. Any wireless user can have access from the network. However, such a network might use WEP (Wired Equivalent Privacy) encryption to provide a first level of security against casual eavesdroppers.</p> <p>A network using Shared Key authentication provides increased security by requiring users or devices to identify themselves with a static key (a hexadecimal or alphanumeric string). Every user or device on the network shares the same key. WEP encryption is used along with shared key authentication, using the same key for both authentication and encryption.</p> <p>A network using server-based (WPA-PSK) authentication provides significantly stronger security, and is supported in most wireless access points and wireless routers. The access point or router verifies the identity of a user or device requesting access to the network before granting that access. Several different authentication protocols might be used on an authentication server.</p> |
| Encryption | <p>The type of encryption in use on the network:</p> <ul style="list-style-type: none">• None: No encryption is in use.• 64-bit WEP: A 5-character or 10-hex-digit WEP key is in use.• 128-bit WEP: A 13-character or 26-hex-digit WEP key is in use.• WPA-AES: Advanced Encryption Standard encryption is in use. This is an encryption algorithm for securing sensitive but unclassified material by US Government agencies.• WPA-TKIP: Temporal Key Integrity Protocol, an advanced encryption protocol, is in use.• Automatic: AES or TKIP is in use.• Not applicable: This parameter does not apply to this network type. <p>WEP aims to provide security by encrypting data over radio waves so that it is protected as it is transmitted from one end point to another. This security method is common on wireless networks.</p> |
| Access Point HW Address | <p>The hardware address of the wireless router or access point on the network to which the HP All-in-One is connected:</p> <ul style="list-style-type: none">• (MAC address): The unique MAC (Media Access Control) hardware address of the access point.• Not applicable: This parameter does not apply to this network type. |
| Total Packets transmitted | <p>The number of packets transmitted by the HP All-in-One without error since it has been turned on. The counter clears after the HP All-in-One is turned off. When a message is transmitted over a packet-switching network, it is broken up into packets. Each packet contains the destination address as well as the data.</p> |

(continued)

| Parameter | Description |
|------------------------|--|
| Total Packets received | The number of packets received by the HP All-in-One without error since it has been turned on. The counter clears after the HP All-in-One is turned off. |

Network glossary

| | |
|----------------|---|
| access point | A network router that has wireless capability. |
| ASCII | American Standard Code for Information Interchange. The standard for numbers used by computers to represent all the uppercase and lowercase Latin letters, numbers, punctuation, etc. |
| AutoIP | A feature of the installation software, which determines the configuration parameters of devices on the network. |
| DHCP | Dynamic Host Configuration Protocol. A server on the network that supplies configuration parameters to devices on the network. On small networks, this could be a router. |
| DNS | Domain Name Service. When you use the Web or send an e-mail message, you use a domain name to do it. For example, the URL http://www.hp.com contains the domain name hp.com. The DNS on the Internet translates the domain name into an IP address. Devices use the IP addresses to refer to one another. |
| DNS-SD | See DNS. The SD portion stands for Service Discovery. This is part of a protocol developed by Apple that enables automatic discovery of computers, devices, and services on IP networks. |
| DSL | Digital Subscriber Line. A high-speed connection to the Internet. |
| Ethernet | The most common local network technology that connects computers using copper cabling. |
| Ethernet cable | The cable used to connect network elements in a wired network. The CAT-5 Ethernet cable is also known as a straight-through cable. When using an Ethernet cable, the network elements must be attached to a router. An Ethernet cable uses an RJ-45 connector. |
| EWS | Embedded Web Server. A browser-based utility that provides a simple way to manage the HP All-in-One. You can monitor status, configure HP All-in-One networking parameters, or access HP All-in-One features. |
| Gateway | A computer or other device, such as a router, that serves as an entrance to the Internet or another network. |
| HEX | Hexadecimal. The base 16 numbering system, which uses the digits 0-9 plus the letters A-F. |
| host computer | The computer at the center of a network. |
| Hostname | The TCP/IP name assigned by the installation software to the device. By default, this is the letters HP followed by the last 6 digits of the Media Access Control (MAC) address. |
| hub | No longer commonly used in modern home networks, a hub takes its signal from each computer and sends it to all of the other computers connected to the hub. Hubs are passive; other devices on the network plug into the hub in order to communicate with one another. A hub does not manage the network. |

(continued)

| | |
|-----------------|---|
| IP address | A number that uniquely identifies the device on the network. IP addresses are assigned dynamically through DHCP or AutoIP. You can also set up a static IP address, though this is not recommended. |
| MAC address | Media Access Control (MAC) address that uniquely identifies the HP All-in-One. This is a unique 12-digit identification number assigned to networking hardware for identification. No two pieces of hardware have the same MAC address. |
| network name | The SSID or network name identifies a wireless network. |
| NIC | Network Interface Card. A card on your computer that provides an Ethernet connection so that you can connect your computer to a network. |
| RJ-45 connector | The connector on the ends of an Ethernet cable. Although standard Ethernet cable connectors (RJ-45 connectors) look similar to standard telephone cable connectors, they are not interchangeable. An RJ-45 connector is wider and thicker and always has 8 contacts on the end. A phone connector has between 2 and 6 contacts. |
| router | A router provides a bridge between two or more networks. A router can link a network to the Internet, link two networks and connect both to the Internet, and help secure networks through the use of firewalls and assigning dynamic addresses. A router can also act as a gateway, while a switch cannot. |
| SSID | The SSID or network name identifies a wireless network. |
| switch | A switch makes it possible for several users to send information over a network at the same time without slowing each other down. Switches allow different nodes (a network connection point, typically a computer) of a network to communicate directly with one another. |
| WEP | Wired Equivalent Privacy (WEP) is a type of encryption used for wireless network security. |
| WPA | Wi-Fi Protected Access (WPA) is a type of encryption used for wireless network security. WPA offers greater security than WEP. |

6 Load originals and load paper

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

This section contains the following topics:


- [Load originals](#)
- [Choose papers for printing and copying](#)
- [Load paper](#)
- [Avoid paper jams](#)

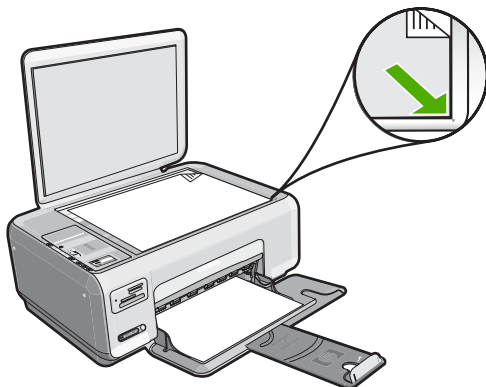
Load originals

You can copy or scan up to letter- or A4-size originals by loading them on the glass.

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.



3. Close the lid.

Choose papers for printing and copying

You can use different types and sizes of paper in the HP All-in-One. Review the following recommendations to get the best printing and copying quality. If you use plain or photo paper, the HP All-in-One can automatically detect the paper type and size. If you use other types of paper, change the paper type and size settings in the software.

This section contains the following topics:

- [Recommended papers for printing and copying](#)
- [Recommended papers for printing only](#)
- [Papers to avoid](#)

Recommended papers for printing and copying

If you want the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing. If you are printing photos, for example, load HP Premium or HP Premium Plus photo paper in the input tray.

The following is a list of HP papers you can use for copying and printing. Depending on your country/region, some of these papers might not be available.

HP Premium Plus Photo Paper

HP Premium Plus Photo Papers are the best HP photo paper, with image quality and fade resistance superior to store-processed photos. They are ideal for printing your high-resolution images for framing or including in a photo album. These papers are available in several sizes, including 10 x 15 cm (4 x 6 inch) (with or without tabs), A4, and 8.5 x 11 inch sizes for printing or copying photos from the HP All-in-One.

HP Premium Photo Paper

HP Premium Photo Papers are high-quality, glossy-finish or soft gloss-finish photo papers. They look and feel like store-processed photos and can be mounted under glass or in an album. These papers are available in several sizes, including 10 x 15 cm (4 x 6 inch) (with or without tabs), A4, and 8.5 x 11 inch sizes for printing or copying photos from the HP All-in-One.

HP Advanced Photo Paper or HP Photo Paper

HP Advanced Photo Paper or HP Photo Paper is a sturdy, glossy photo paper that features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. Your prints have a look and feel comparable to a store-processed photo. It is available in several sizes, including A4, 8.5 x 11 inch, and 10 x 15 cm (4 x 6 inch) (with or without tabs) for printing or copying photos from the HP All-in-One. HP Advanced Photo Paper is marked on the nonprinting corners with the following symbol.



HP Premium Inkjet Transparency Film and HP Premium Plus Inkjet Transparency Film

HP Premium Inkjet Transparency Film and HP Premium Plus Inkjet Transparency Film make your color presentations vivid and even more impressive. This film is easy to use and handle and dries quickly without smudging.

HP Premium Inkjet Paper

HP Premium Inkjet Paper is the ultimate coated paper for high-resolution usage. A smooth, matte finish makes it ideal for your highest-quality documents.


HP Bright White Inkjet Paper

HP Bright White Inkjet Paper delivers high-contrast colors and sharp text. It is opaque enough for two-sided color usage with no show-through, which makes it ideal for newsletters, reports, and flyers.

HP All-in-One Paper or HP Printing Paper

- HP All-in-One Paper is specifically designed for HP All-in-One devices. It has an extra bright blue-white shade that produces sharper text and richer colors than ordinary multifunction papers.
- HP Printing Paper is a high-quality multifunction paper. It produces documents that look and feel more substantial than documents printed on standard multipurpose or copy paper.

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

 **NOTE:** At this time, some portions of the HP Web site are available in English only.

Recommended papers for printing only

Certain papers are supported only when you start the print job from your computer. The following list provides information about these papers.

If you want the best print quality, HP recommends using HP papers. Using paper that is too thin or too thick, paper that has a slick texture, or paper that stretches easily can cause paper jams. Using paper that has a heavy texture or does not accept ink can cause printed images to smear, bleed, or not fill in completely.

Depending on your country/region, some of these papers might not be available.

HP Iron-On Transfers

HP Iron-On Transfers (for color fabrics or for light or white fabrics) are the ideal solution for creating custom T-shirts from your digital photos.

HP Premium Photo Cards

HP Premium Photo Cards enable you to make your own greeting cards.

HP Brochure & Flyer Paper

HP Brochure & Flyer Paper (Gloss or Matte) is glossy-coated or matte-coated on both sides for two-sided use. They are the perfect choice for near-photographic reproductions

and business graphics for report covers, special presentations, brochures, mailers, and calendars.

HP Premium Presentation Paper

HP Premium Presentation Paper gives your presentation a quality look and feel.

HP CD/DVD Tattoos

HP CD/DVD Tattoos allow you to personalize your CDs and DVDs by printing high-quality, low-cost CD or DVD labels.

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



NOTE: At this time, some portions of the HP Web site are available in English only.

Papers to avoid

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

Papers to avoid for all print and copy jobs


- Any size paper other than those listed in “[Specifications](#)” on page 165 or in the printer driver.
- Paper with cutouts or perforations (unless specifically designed for use with HP inkjet devices).
- Highly textured stock, such as linen. It might not print evenly, and the ink can bleed into these papers.
- Extremely smooth, shiny, or coated papers not specifically designed for the HP All-in-One. They can jam the HP All-in-One or repel the ink.
- Multi-part forms, such as duplicate and triplicate forms. They can wrinkle or get stuck, and the ink is more likely to smear.
- Envelopes with clasps or windows. They can get stuck in the rollers and cause paper jams.
- Banner paper.


Additional papers to avoid when copying

- Envelopes.
- Transparency film other than HP Premium Inkjet Transparency Film or HP Premium Plus Inkjet Transparency Film.
- Iron-On Transfers.
- Greeting card paper.
- HP CD/DVD tattoo labels.

Load paper

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

 **NOTE:** After a copy or print job has started, the paper width sensor can determine whether the paper is Letter, A4, or a smaller size.

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

This section contains the following topics:

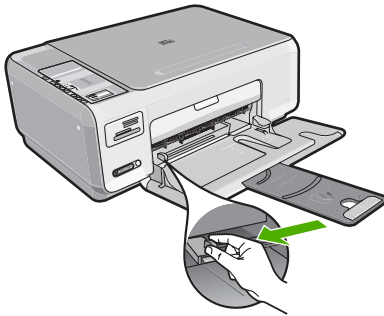
- [Load full-size paper](#)
- [Load 10 x 15 cm \(4 x 6 inch\) photo paper](#)
- [Load index cards](#)
- [Load envelopes](#)
- [Load other types of paper](#)


Load full-size paper

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

To load full-size paper

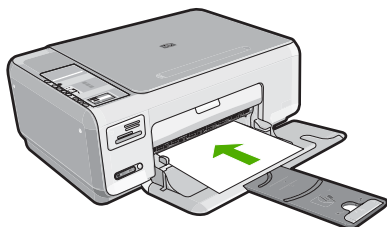
1. Slide the paper-width guide to its outermost position.



 **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.

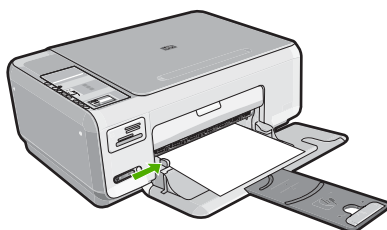


CAUTION: Make sure that the HP All-in-One is idle and silent when you load paper into the input tray. If the HP All-in-One is servicing the print cartridges or otherwise engaged in a task, the paper stop inside the device might not be in place. You could push the paper too far forward, causing the HP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



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


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

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

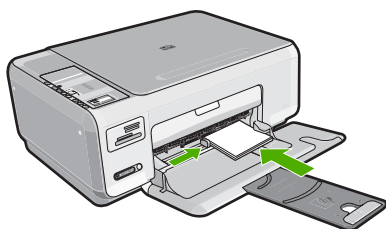
To load 10 x 15 cm (4 x 6 inch) photo paper in the input tray

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.



Related topics

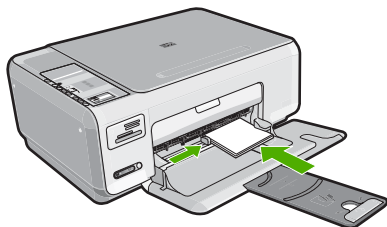
- [“Recommended papers for printing and copying”](#) on page 32
- [“Make a borderless copy of a photo”](#) on page 73
- [“Print 10 x 15 cm \(4 x 6 inch\) photos”](#) on page 62
- [“Print a borderless image”](#) on page 48

Load index cards

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

To load index cards in the input tray


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

**Related topics**

- [“Load 10 x 15 cm \(4 x 6 inch\) photo paper” on page 36](#)
- [“Change the print settings for the current job” on page 42](#)


Load envelopes

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

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

To load envelopes

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

 **TIP:** To avoid paper jams, tuck the flap inside each envelope.



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

Related topics

[“Print a group of addresses on labels or envelopes” on page 57](#)

Load other types of paper

The following types of paper are designed for special projects. Create your project in the HP Photosmart Software or another application, set the paper type and size, and then print.

HP Premium Inkjet Transparency Film and HP Premium Plus Inkjet Transparency Film

- ▲ Insert the film so that the white transparency strip (with arrows and the HP logo) is on top and is going into the input tray first.



NOTE: For best results, set the paper type to transparency film before printing on transparency film.

HP Iron-On Transfers

1. Flatten the transfer sheet completely before using it; do not load curled sheets.



TIP: To prevent curling, keep transfer sheets sealed in the original package until you are ready to use them.

2. Locate the blue stripe on the nonprinting side of the transfer paper and then manually feed one sheet at a time into the input tray with the blue stripe facing up.

HP Greeting Cards, HP Photo Greeting Cards, or HP Textured Greeting Cards

- ▲ Insert a small stack of HP greeting card paper into the input tray with the print side down; slide the stack of cards forward until it stops.



TIP: Make sure the area on which you want to print is inserted first, print side down in the input tray.

HP Inkjet labels

1. Always use letter or A4 label sheets designed for use with HP inkjet devices (such as HP inkjet labels), and make sure that the labels are no more than two years old. Labels on older sheets might peel off when the paper is pulled through the HP All-in-One, causing subsequent paper jams.
2. Fan the stack of labels to make sure none of the pages are sticking together.
3. Place a stack of label sheets on top of full-size plain paper in the input tray, label side down. Do not insert labels one sheet at a time.

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

HP CD/DVD Tattoo labels

- ▲ Place one sheet of CD/DVD tattoo paper in the input tray with the print side down; slide the CD/DVD tattoo paper forward until it stops.



NOTE: When you use CD/DVD tattoo labels, leave the tray extender closed.

Related topics

- [“Choose papers for printing and copying”](#) on page 32
- [“Set the paper type for printing”](#) on page 43
- [“Print on transparencies”](#) on page 56
- [“Reverse an image for iron-on transfers”](#) on page 56
- [“Print a group of addresses on labels or envelopes”](#) on page 57
- [“Print custom CD/DVD labels”](#) on page 50

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.

Related topics

[“Clear paper jams”](#) on page 94

7 Print from your computer

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

This section contains the following topics:

- [Print from a software application](#)
- [Make the HP All-in-One the default printer](#)
- [Change the print settings for the current job](#)
- [Change the default print settings](#)
- [Printing shortcuts](#)
- [Perform special print jobs](#)
- [Stop a print job](#)

Print from a software application

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

To print from a software application

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



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

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



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

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

Make the HP All-in-One the default printer

You can set the HP All-in-One as the default printer to use from all software applications. This means that the HP All-in-One is automatically selected in the printer list when you select **Print** from the **File** menu in a software application. The default printer is automatically selected when you click the **Print** button in the toolbar of most software applications. For more information, see the Windows Help.

Change the print settings for the current job

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

This section contains the following topics:

- [Set the paper size](#)
- [Set the paper type for printing](#)
- [View the print resolution](#)
- [Change the print speed or quality](#)
- [Change the page orientation](#)
- [Scale the document size](#)
- [Change the saturation, brightness, or color tone](#)
- [Preview your print job](#)

Set the paper size

The **Size** setting helps the HP All-in-One determine the printable area on the page. Some of the paper size choices have a borderless equivalent, which allows you to print to the top, bottom, and side edges of the paper.

Usually, you set the paper size in the software application you used to create your document or project. However, if you are using custom-size paper, or if you cannot set the paper size from your software application, you can change the paper size in the **Properties** dialog box before printing.

To set the paper size

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Resizing Options** area, click the appropriate paper size from the **Size** list.
The following table lists the suggested paper size settings for the different types of paper you can load in the input tray. Make sure to look at the long list of choices in

the **Size** list to see if a defined paper size already exists for the type of paper you are using.

| Paper type | Suggested paper size settings |
|--|---|
| CD/DVD tattoo paper | 5 x 7 in. |
| Copier, multi-purpose, or plain papers | Letter or A4 |
| Envelopes | Appropriate listed envelope size |
| Greeting-card papers | Letter or A4 |
| Index cards | Appropriate listed card size (if listed sizes are not appropriate, you can specify a custom paper size) |
| Inkjet papers | Letter or A4 |
| Iron-on T-shirt transfers | Letter or A4 |
| Labels | Letter or A4 |
| Legal | Legal |
| Letterhead | Letter or A4 |
| Panorama photo paper | Appropriate listed panorama size (if listed sizes are not appropriate, you can specify a custom paper size) |
| Photo papers | 10 x 15 cm. (with or without tab), 4 x 6 in. (with or without tab), letter, A4, or appropriate listed size |
| Transparency films | Letter or A4 |
| Custom-size papers | Custom paper size |

Set the paper type for printing

If you print on special papers, such as photo paper, transparency film, envelopes, or labels, or if you experience poor print quality, you can set the paper type manually.

To set the paper type for printing

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Basic Options** area, click the appropriate paper type from the **Paper Type** list.

View the print resolution

The printer software displays the print resolution in dots per inch (dpi). The dpi varies according to the paper type and print quality that you select in the printer software.

To view the print resolution

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Print Quality** drop-down list, select the appropriate print quality setting for your project.
7. In the **Paper Type** drop-down list, select the type of paper that you have loaded.
8. Click the **Resolution** button to view the print resolution dpi.

Change the print speed or quality

The HP All-in-One automatically chooses a print quality and speed setting depending on the paper type setting you select. You can also change the print quality setting to customize the speed and quality of the print process.

To select a print speed or quality

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Print Quality** drop-down list, select the appropriate quality setting for your project.



NOTE: To view the maximum dpi that the HP All-in-One will print, click **Resolution**.

7. In the **Paper Type** drop-down list, select the type of paper that you have loaded.

Change the page orientation

The page orientation setting allows you to print your document vertically or horizontally on the page.

Usually, you set the page orientation in the software application you used to create your document or project. However, if you are using custom-size or special HP paper, or if you cannot set the page orientation from your software application, you can change the page orientation in the **Properties** dialog box before printing.

To change the page orientation

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.

3. Make sure the HP All-in-One is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Basic Options** area, click one of the following:
 - Click **Portrait** to print the document vertically on the page.
 - Click **Landscape** to print the document horizontally on the page.

Scale the document size

The HP All-in-One allows you to print the document at a different size than the original.

To scale the document size

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Resizing options** area, click **Scale to paper size**, and then click the appropriate paper size from the drop-down list.

Change the saturation, brightness, or color tone

You can change the intensity of colors and the level of darkness in your printout by adjusting the **Saturation**, **Brightness**, or **Color Tone** options.

To change the saturation, brightness, or color tone

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Color** tab.

Preview your print job

You can preview your print job before sending it to the HP All-in-One. This helps to prevent wasting paper and ink on projects that do not print as expected.

To preview your print job

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.

4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Select the print settings appropriate for your project on each of the tabs in the dialog box.
6. Click the **Features** tab.
7. Select the **Show Preview Before Printing** check box.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.
Your print job displays in the preview window.
9. In the **HP preview** window, do one of the following:
 - To print, click **Start Printing**.
 - To cancel, click **Cancel Printing**.

Change the default print settings


If there are settings that you frequently use for printing, you might want to make them the default print settings so they are already set when you open the **Print** dialog box from within your software application.

To change the default print settings

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

Printing shortcuts

Use printing shortcuts to print with print settings that you use often. The printer software has several specially designed printing shortcuts that are available in the Printing Shortcuts list.

 **NOTE:** When you select a printing shortcut the appropriate printing options are automatically displayed. You can leave them as is, change them, or create your own shortcuts for commonly used tasks.

Use the Printing Shortcuts tab for the following print tasks:

- **General Everyday Printing:** Print documents quickly.
- **Photo Printing–Borderless:** Print to the top, bottom, and side edges of 10 x 15 cm (4 x 6 inch) HP Photo Papers with or without a tear-off tab.
- **Photo Printing–With White Borders:** Print a photo with a white border around the edges.
- **Fast/Economical printing:** Produce draft-quality printouts quickly.
- **Presentation printing:** Print high-quality documents, including letters and transparencies.
- **Two-sided (Duplex) Printing:** Print two-sided pages with the HP All-in-One.

This section contains the following topics:

- [Create printing shortcuts](#)
- [Delete printing shortcuts](#)

Related topics

- [“Print a borderless image” on page 48](#)
- [“Print a photo on photo paper” on page 49](#)
- [“Print on transparencies” on page 56](#)
- [“Print on both sides of the page” on page 51](#)

Create printing shortcuts

In addition to the printing shortcuts that are available in the **Printing Shortcuts** list, you can create your own printing shortcuts.

If you frequently print on transparency film, for example, you can create a printing shortcut by selecting the **Presentation Printing** shortcut, changing the paper type to **HP Premium Inkjet Transparency Film**, and then saving the modified shortcut under a new name; for example, **Transparency Presentations**. After creating the printing shortcut, simply select it when printing on transparency film rather than changing the print settings each time.

To create a printing shortcut

1. On the **File** menu in your software application, click **Print**.
2. Make sure the HP All-in-One is the selected printer.
3. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
4. Click the **Printing Shortcuts** tab.
5. In the **Printing Shortcuts** list, click a printing shortcut.
The print settings for the selected printing shortcut are displayed.
6. Change the print settings to those you want in the new printing shortcut.
7. In the **Type new shortcut name here** box, type a name for the new printing shortcut, and then click **Save**.
The printing shortcut is added to the list.

Delete printing shortcuts

You might want to delete printing shortcuts that you no longer use.

To delete a printing shortcut

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

5. In the **Printing Shortcuts** list, click the printing shortcut that you want to delete.
6. Click **Delete**.
The printing shortcut is removed from the list.



NOTE: Only the shortcuts that you have created can be deleted. The original HP shortcuts cannot be deleted.

Perform special print jobs

In addition to supporting standard print jobs, the HP All-in-One can perform special jobs such as printing borderless images, iron-on transfers, and posters.

This section contains the following topics:

- [Print a borderless image](#)
- [Print a photo on photo paper](#)
- [Print custom CD/DVD labels](#)
- [Print using Maximum dpi](#)
- [Print on both sides of the page](#)
- [Print a multiple-page document as a booklet](#)
- [Print multiple pages on a single sheet](#)
- [Print a multiple-page document in reverse order](#)
- [Reverse an image for iron-on transfers](#)
- [Print on transparencies](#)
- [Print a group of addresses on labels or envelopes](#)
- [Print a poster](#)
- [Print a Web page](#)

Print a borderless image

Borderless printing lets you print to the top, bottom, and side edges of 10 x 15 cm (4 x 6 inch) photo paper.



TIP: For the best results, use HP Premium Photo Papers or HP Premium Plus Photo Papers to print your photos.

To print a borderless image

1. Remove all paper from the input tray.
2. Place the photo paper print side down on the right side of the input tray.
3. On the **File** menu in your software application, click **Print**.
4. Make sure the HP All-in-One is the selected printer.
5. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
6. Click the **Features** tab.

7. In the **Size** list, click the size of photo paper loaded in the input tray.
If a borderless image can be printed on the specified size, the **Borderless printing** check box is enabled.
8. In the **Paper Type** drop-down list, click **More**, and then select the appropriate paper type.



NOTE: You cannot print a borderless image if the paper type is set to **Plain paper** or to a type of paper other than a photo paper.

9. Select the **Borderless printing** check box if it is not already checked.
If the borderless paper size and paper type are not compatible, the HP All-in-One software displays an alert and allows you to select a different type or size.
10. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.



NOTE: Do not leave unused photo paper in the input tray. The paper might start to curl, which could reduce the quality of your printout. Photo paper should be flat before printing.

Print a photo on photo paper

For high-quality photo printing, HP recommends you use HP Premium Plus Photo Papers with the HP All-in-One.

To print a photo on photo paper

1. Remove all paper from the input tray, and then load the photo paper print side down.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Basic Options** area, select the appropriate photo paper type from the **Paper Type** drop-down list.
7. In the **Resizing Options** area, click the appropriate paper size from the **Size** list.
If the paper size and paper type are not compatible, the HP All-in-One software displays an alert and allows you to select a different type or size.
8. In the **Basic Options** area, select a high print quality, such as **Best** or **Maximum dpi** from the **Print Quality** drop-down list.
9. In the **HP Real Life technologies** area, click the **Photo fix** drop-down list and select from the following options:
 - **Off:** applies no **HP Real Life technologies** to the image.
 - **Basic:** automatically focuses the image; moderately adjusts image sharpness.
 - **Full:** automatically lightens dark images; automatically adjusts sharpness, contrast, and focus of images; automatically removes red-eye.
10. Click **OK** to return to the **Properties** dialog box.

11. If you want to print the photo in black and white, click the **Color** tab and select the **Print in grayscale** check box.
12. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.



NOTE: Do not leave unused photo paper in the input tray. The paper might start to curl, which could reduce the quality of your printout. Photo paper should be flat before printing.

Print custom CD/DVD labels

You can use the HP Photosmart Software or online templates from the HP Web site to create and print a custom label on CD/DVD tattoo paper. You can affix the printed CD/DVD tattoo to any CD/DVD.

To print a CD/DVD tattoo

1. Use the HP Photosmart Software, or go to www.hp.com to access templates for creating CD/DVD labels.
2. Load 13 x 18 cm (5 x 7 inch) CD/DVD tattoo paper in the input tray.
3. On the **File** menu in your software application, click **Print**.
4. Make sure the HP All-in-One is the selected printer.
5. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
6. Click the **Features** tab.
7. In the **Paper Type** drop-down list, click **More**, and then select **HP CD/DVD tattoo paper** from the list.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

Print using Maximum dpi

Use **Maximum dpi** mode to print high-quality, sharp images.

To get the most benefit from **Maximum dpi** mode, use it to print high-quality images such as digital photographs. When you select the **Maximum dpi** setting, the printer software displays the optimized dots per inch (dpi) that the HP All-in-One will print.

Printing in **Maximum dpi** takes longer than printing with other settings and requires a large amount of disk space.



NOTE: If a photo print cartridge is also installed, the print quality is enhanced. A photo print cartridge can be purchased separately if it is not included with the HP All-in-One.

To print in Maximum dpi mode

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.

4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Paper Type** drop-down list, click **More**, and then select the appropriate paper type.
7. In the **Print Quality** drop-down list, click **Maximum dpi**.



NOTE: To view the maximum dpi that the HP All-in-One will print, click **Resolution**.

8. Select any other print settings that you want, and then click **OK**.

Related topics

[“Use a photo print cartridge” on page 82](#)

Print on both sides of the page

You can print two-sided pages with the HP All-in-One manually. When printing two-sided pages, make sure to use paper that is thick enough so that images do not show through to the other side.

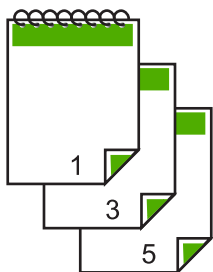
To print on both sides of the page

1. Load paper into the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Paper saving options** area, select **Manual** from the **Two-sided printing** drop-down list.

7. For binding, do one of the following:

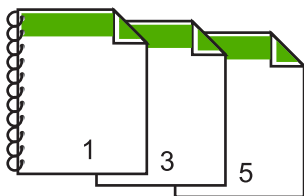
- For binding on the top like a notebook or calendar, select the **Flip Pages Up** check box.

This causes the odd and even pages of your document to print opposite of each other top-to-bottom. This ensures that the top of the page is always at the top of the sheet when you flip the pages up in your bound document.



- For binding on the side like a book or magazine, click to clear the **Flip Pages Up** check box.

This causes the odd and even pages of your document to print opposite of each other left-to-right. This ensures that the top of the page is always at the top of the sheet when you turn the pages in your bound document.



8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

The HP All-in-One begins printing. Wait until all the odd-numbered pages are printed before removing any of the printed pages from the output tray.

A dialog box displays instructions on the screen when it is time to process the second side of your job.

9. Click **Continue** when done.

Related topics

["Recommended papers for printing and copying" on page 32](#)

Print a multiple-page document as a booklet

The HP All-in-One allows you to print your document as a small booklet, which you can fold and then staple together.

For best results, design your document to fit on a multiple of four pages, such as an 8, 12, or 16-page program for a child's school play or for a wedding.

To print a multiple-page document as a booklet

1. Load paper into the input tray.
The paper should be thick enough so that the images do not show through to the other side.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Paper saving options** area, select **Manual** from the **Two-sided printing** drop-down list.
7. Select the binding edge from the **Booklet layout is** list, as appropriate for your language.
 - If your language reads left-to-right, click **Left edge binding**.
 - If your language reads right-to-left, click **Right edge binding**.The **Pages per sheet** box is automatically set to two pages per sheet.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.
The HP All-in-One begins printing.
A dialog box displays instructions on the screen when it is time to process the second side of your job. Do **not** click **Continue** in the dialog box until you have reloaded the paper as instructed in the following steps.
9. Wait until the HP All-in-One has stopped printing for several seconds before removing any of the printed pages from the output tray.
If you remove the pages while the document is still printing, the pages might get out of order.
10. Follow the instructions that appear on your screen for reloading the paper to print on the second side, and then click **Continue**.
11. When the entire document has finished printing, fold the stack of paper in half, so that the first page is on top, then staple the document along the crease.



TIP: For best results, use a saddle stapler, or a heavy-duty stapler with a long reach to staple the booklet.

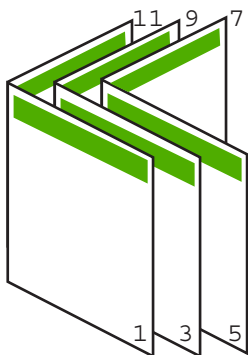


Figure 7-1 Left-edge binding for left-to-right languages

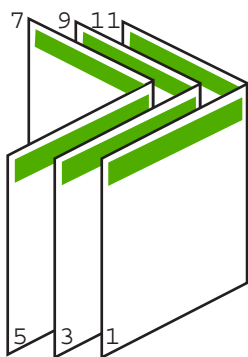


Figure 7-2 Right-edge binding for right-to-left languages

Print multiple pages on a single sheet

You can print up to 16 pages on a single sheet of paper.

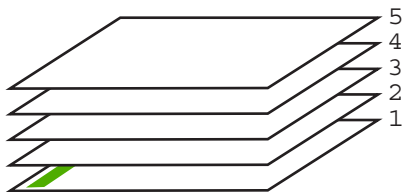
To print multiple pages on a single sheet

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Pages per sheet** list, click **2**, **4**, **6**, **8**, **9**, or **16**.
7. If you want a border to appear around each page image printed on the sheet of paper, select the **Print page borders** check box.

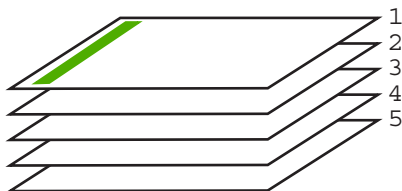
8. In the **Page order** list, click an appropriate page order option.
The sample output graphic is numbered to show how the pages will be ordered if you select each option.
9. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.


Print a multiple-page document in reverse order

Because of the way the paper feeds through the HP All-in-One, the first page that prints is print side up at the bottom of the stack. Usually this means you need to put the printed pages in the correct order.



A better way is to print the document in reverse order so that the pages are stacked correctly.



 **TIP:** Set this option as a default setting so you do not have to remember to set it every time you print a multiple-page document.

To print a multiple-page document in reverse order

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Advanced** tab.

6. In the **Layout Options** area, select **Front to Back** in the **Page Order** option.



NOTE: If you set your document to print on both sides of the page, the **Front to Back** option is not available. Your document will automatically print in the correct order.

7. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.



NOTE: When you are printing multiple copies, each set is printed completely before the next set is printed.

Reverse an image for iron-on transfers

This feature reverses an image so you can use it for iron-on transfers. This feature is also useful for transparencies when you want to make notations on the back of the transparency without scratching the original.

To reverse an image for iron-on transfers

1. On the **File** menu in your software application, click **Print**.
2. Make sure the HP All-in-One is the selected printer.
3. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
4. Click the **Features** tab.
5. In the **Paper Type** drop-down list, click **More**, and then select **HP Iron-on Transfer** from the list.
6. If the selected size is not what you want, click an appropriate size in the **Size** list.
7. Click the **Advanced** tab.
8. In the **Printer Features** area, select **On** from the **Mirror Image** drop-down list.
9. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.



NOTE: To prevent jams, manually feed the iron-on transfer sheets into the input tray one sheet at a time.


Print on transparencies

For the best results, HP recommends you use HP transparency products with the HP All-in-One.


To print on transparencies

1. Load the transparency into the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.

6. In the **Paper Type** drop-down list, click **More**, and then select the appropriate paper type.

 **TIP:** If you want to make notations on the back of the transparencies and erase them later without scratching the original, click the **Advanced** tab, and select the **Mirror Image** check box.

7. In the **Resizing Options** area, click an appropriate size in the **Size** list.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.


 **NOTE:** The HP All-in-One automatically waits for transparencies to dry before releasing them. Ink dries slower on film than on plain paper. Make sure you allow enough time for the ink to dry before handling the transparency.

Print a group of addresses on labels or envelopes

With the HP All-in-One, you can print on a single envelope, a group of envelopes, or label sheets designed for inkjet printers.

To print a group of addresses on labels or envelopes

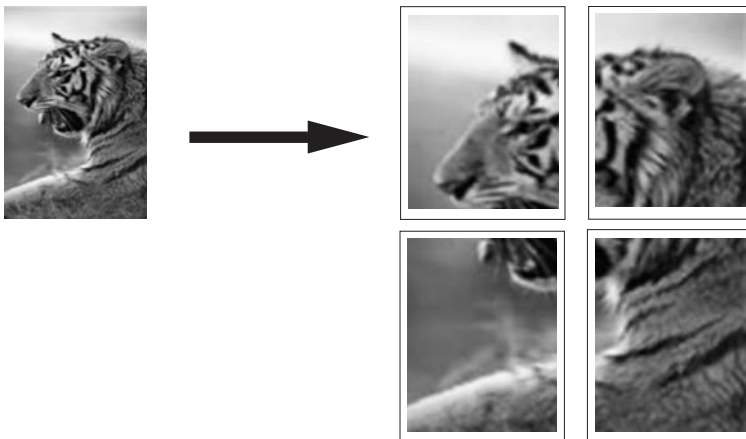
1. Print a test page on plain paper first.
2. Place the test page on top of the label sheet or envelope, and hold both up to the light. Check the spacing for each block of text. Make adjustments as needed.
3. Load the labels or envelopes into the input tray.

 **CAUTION:** Do not use envelopes with clasps or windows. They can get stuck in the rollers and cause paper jams.

4. If you are printing on envelopes, do the following:
 - a. Display the print settings, and click the **Features** tab.
 - b. In the **Resizing Options** area, click the appropriate envelope size in the **Size** list.
5. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

Print a poster

You can create a poster by printing a document on multiple pages. The HP All-in-One prints dotted lines on some pages to indicate where to trim the pages before taping them together.



To print a poster


1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Advanced** tab.
6. Expand **Document Options**, and then expand **Printer Features**.
7. In the **Poster Printing** drop-down list, click either **2x2 (4 sheets)**, **3x3 (9 sheets)**, **4x4 (16 sheets)**, or **5x5 (25 sheets)**.
This selection tells the HP All-in-One to enlarge your document so that it fits on 4, 9, 16, or 25 pages.
If your originals are of multiple pages, each of those pages will be printed on 4, 9, 16, or 25 pages. For example, if you have a one-page original and you select 3x3, you will get 9 pages; if you select 3x3 for a two-page original, 18 pages will print.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.
9. After the poster has printed, trim the edges of the sheets and tape the sheets together.

Print a Web page

You can print a Web page from your Web browser on the HP All-in-One.


To print a Web page

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your Web browser, click **Print**.
The **Print** dialog box appears.
3. Make sure the HP All-in-One is the selected printer.
4. If your Web browser supports it, select the items on the Web page that you want to include in the printout.
For example, in Internet Explorer, click the **Options** tab to select options such as **As laid out on screen**, **Only the selected frame**, and **Print all linked documents**.
5. Click **Print** or **OK** to print the Web page.

 **TIP:** To print Web pages correctly, you might need to set your print orientation to **Landscape**.

Stop a print job

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

 **NOTE:** Although most software applications designed for Windows use the Windows print spooler, your software application might not use the spooler. An example of a software application that does not use the Windows print spooler is PowerPoint in Microsoft Office 97.


If you cannot cancel your print job by using one of the following procedures, consult the instructions for canceling background printing in the online help for your software application.

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

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

To stop a print job from the computer (Windows 2000 users)

1. On the Windows taskbar, click **Start**, point to **Settings**, and then click **Printers**.
2. Double-click the HP All-in-One icon.

 **TIP:** You can also double-click the printer icon in the Windows taskbar.

3. Select the print job you want to cancel.
4. On the **Document** menu, click **Cancel Printing** or **Cancel**, or press the **Delete** key on your keyboard.
It can take a few moments for the print job to be cancelled.

To stop a print job from the computer (Windows XP users)

1. On the Windows taskbar, click **Start**, and then click **Control Panel**.
2. Open the **Printers and Faxes** control panel.

3. Double-click the HP All-in-One icon.



TIP: You can also double-click the printer icon in the Windows taskbar.

4. Select the print job you want to cancel.
5. On the **Document** menu, click **Cancel Printing** or **Cancel**, or press the **Delete** key on your keyboard.
It can take a few moments for the print job to be cancelled.

To stop a print job from the computer (Windows Vista users)

1. On the Windows taskbar, click **Start**, and then click **Control Panel**.
2. Click **Printers**.
3. Double-click the HP All-in-One icon.



TIP: You can also double-click the printer icon in the Windows taskbar.

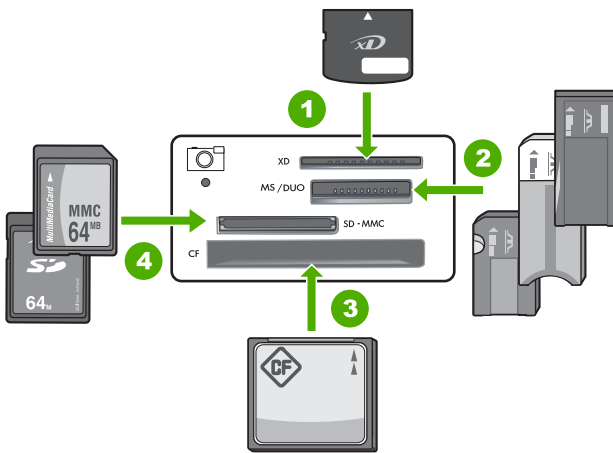
4. Select the print job you want to cancel.
5. On the **Document** menu, click **Cancel Printing** or **Cancel**, or press the **Delete** key on your keyboard.
It can take a few moments for the print job to be cancelled.

8 Use the photo features

The HP All-in-One is equipped with memory card slots which enable you to insert a memory card and begin printing photos from your digital camera without uploading your photos to a computer first. Additionally, if the HP All-in-One is network-connected or connected to a computer with a USB cable, you can also transfer your photos to the computer to print, edit, or share.

The HP All-in-One supports the memory cards described below. Each type of memory card can only be inserted in the appropriate slot for that card.

CAUTION: Do not insert more than one memory card at a time. If more than one memory card is inserted, unrecoverable data loss might occur.



| | |
|---|---|
| 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 |

The memory card area also has a Photo light. This light blinks green when a memory card is being read or when an image is being printed from a card, and stays solid green when images are ready to be viewed. The Photo light is located near the memory card slots (below the camera icon).

NOTE: Do not pull out the memory card while the Photo light is flashing. A flashing light means the HP All-in-One is accessing the memory card. Wait until the light remains solid. Removing a memory card while it is being accessed might corrupt information on the card or damage the HP All-in-One and card.

This section contains the following topics:

- [Print photos](#)
- [Save photos to your computer](#)
- [Edit photos using your computer](#)
- [Share photos with friends and relatives](#)

Print photos

The HP All-in-One enables you to print one borderless or bordered photo per page directly from your memory card, without first having to transfer the files to a computer.

The HP All-in-One is set to detect the type and size of paper you are using automatically.

This section contains the following topics:

- [Print 10 x 15 cm \(4 x 6 inch\) photos](#)
- [Print enlargements](#)
- [Print photos from the HP Photosmart Software](#)
- [Print camera-selected \(DPOF\) photos](#)

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.

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.

Print enlargements

You can print enlargements of the photos on your memory card on either letter or A4 paper.


To print an enlargement of a photo

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 letter-size or A4 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. Do one of the following:
 - Press the **Size** button until **Resize to Fit** is the selected setting on the display. Your printed photo will be enlarged and centered to fit the printable area of the page, and will be either bordered or borderless on all four sides depending on the aspect ratios of the digital photo and the paper on which you're printing.
 - Leave the default **Size** setting as **Borderless**. Your printed photo will be enlarged to fill the entire page size and will be borderless. This could result in some part of the image being cropped.


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.

Print photos from the HP Photosmart Software

You can use the HP Photosmart Software installed on your computer to transfer photos from a memory card to your computer's hard drive for advanced photo editing, sharing photos online, and printing from your computer.

Before transferring photos to your computer, you need to remove the memory card from your digital camera and insert it in the appropriate memory card slot on the HP All-in-One.

 **NOTE:** The HP All-in-One must be connected to a computer that has the HP Photosmart Software installed on it.

To print photos

1. Insert a memory card into the appropriate slot on the HP All-in-One. The software opens on your computer.
2. Click **Print**, and then follow the onscreen prompts to transfer your photos to the computer for printing.


Print camera-selected (DPOF) photos

Camera-selected photos are photos you marked for printing with your digital camera. When you select photos with your camera, the camera saves an industry-standard Digital Print Order Format (DPOF) file on the memory card that identifies which photos have been tagged for printing.

The DPOF file on your memory card specifies the following information:

- Which photos to print
- The quantity of each photo to print
- Rotation applied to a photo
- Cropping applied to a photo
- Index printing (thumbnails of selected photos)

The HP All-in-One can read DPOF file format 1.1 from a memory card so you do not have to reselect the photos to print. When you print camera-selected photos, the HP All-in-One print settings do not apply; the settings in the DPOF file for photo layout and number of copies override those of the HP All-in-One.

 **NOTE:** Not all digital cameras enable you to tag your photos for printing. See the documentation that came with your digital camera to see if your camera supports DPOF file format 1.1.


To print camera-selected photos using the DPOF standard

1. Insert your memory card into the appropriate slot on the HP All-in-One.
2. When prompted, do one of the following:
 - Select **OK** to print all DPOF-tagged photos.
 - Select **CANCEL** to bypass DPOF printing.

Save photos to your computer

You can use the HP Photosmart Software installed on your computer to transfer photos from a memory card to your computer's hard drive for advanced photo editing, sharing photos online, and printing from your computer.

Before transferring photos to your computer, you need to remove the memory card from your digital camera and insert it in the appropriate memory card slot on the HP All-in-One.

 **NOTE:** The HP All-in-One must be connected to a computer that has the HP Photosmart Software installed on it.


To save photos

1. Insert a memory card into the appropriate slot on the HP All-in-One.
The software opens on your computer.
2. Click **Save**, and then follow the onscreen prompts on your computer to save the photos to your computer.
Only images that were not previously saved are copied to your computer.

Edit photos using your computer

You can use the HP Photosmart Software installed on your computer to transfer photos from a memory card to your computer's hard drive for advanced photo editing, sharing photos online, and printing from your computer.

Before transferring photos to your computer, you need to remove the memory card from your digital camera and insert it in the appropriate memory card slot on the HP All-in-One.

 **NOTE:** The HP All-in-One must be connected to a computer that has the HP Photosmart Software installed on it.

To edit photos

1. Insert a memory card into the appropriate slot on the HP All-in-One.
The software opens on your computer.
2. Click **View**, and then follow the onscreen prompts to transfer your photos to the computer for viewing and editing.

Share photos with friends and relatives

You can use the HP Photosmart Software installed on your computer to transfer photos from a memory card to your computer's hard drive for advanced photo editing, sharing photos online, and printing from your computer.

Before transferring photos to your computer, you need to remove the memory card from your digital camera and insert it in the appropriate memory card slot on the HP All-in-One.



NOTE: The HP All-in-One must be connected to a computer that has the HP Photosmart Software installed on it.

To share photos


1. Insert a memory card into the appropriate slot on the HP All-in-One.
The software opens on your computer.
2. Click **Share**, and then follow the onscreen prompts to transfer your photos to the computer for sharing with friends and relatives.
HP Photosmart Share lets you share photos with friends and family by sending photos as e-mail, uploading photos to an online photo album, or ordering prints through an online photo-finishing service.

9 Use the scan features

Scanning is the process of converting text and pictures into an electronic format for your computer. You can scan almost anything (photos, magazine articles, and text documents) on the HP All-in-One.

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

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

 **NOTE:** If you are using the HP Photosmart Software, the Optical Character Recognition (OCR) software might not be installed on your computer. To install the OCR software, you must re-insert the software disk and select **OCR** under the **Custom** installation options.


This section contains the following topics:

- [Scan an image or document](#)
- [Edit a scanned image](#)
- [Edit a scanned document](#)
- [Stop scanning](#)

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.

Related topics

- [“Control panel buttons” on page 8](#)
- [“Load originals” on page 31](#)

Edit a scanned image

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



NOTE: If you are using the HP Photosmart Software, the Optical Character Recognition (OCR) software might not be installed on your computer. To install the OCR software, you must re-insert the software disk and select **OCR** under the **Custom** installation options.

Related topics

[“Use the HP Photosmart Software” on page 9](#)

Edit a scanned document

You can edit a scanned document using your Optical Character Recognition (OCR) software. Scanning text using OCR software enables you to bring the content of magazine articles, books, and other printed matter into your favorite word processor and many other applications as editable text. Learning to use OCR software correctly is important if you want to obtain the best results. Do not expect scanned text documents to be letter-perfect the first time you use your OCR software. Using OCR software is an art that takes time and practice to master.



NOTE: If you are using the HP Photosmart Software, the Optical Character Recognition (OCR) software might not be installed on your computer. To install the OCR software, you must re-insert the software disk and select **OCR** under the **Custom** installation options.

Related topics

[“Use the HP Photosmart Software” on page 9](#)

Stop scanning

To stop scanning

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



10 Use the copy features

The HP All-in-One allows you to produce high-quality color and black-and-white copies on plain or photo paper. You can enlarge or reduce the size of an original to fit a specific paper size, adjust the copy quality, and make high-quality copies of photos, including borderless copies.

This section contains the following topics:

- [Make a copy](#)
- [Change the copy settings for the current job](#)
- [Perform special copy jobs](#)
- [Stop copying](#)

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.

Change the copy settings for the current job

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

This section contains the following topics:

- [Make multiple copies of the same original](#)
- [Change copy speed or quality](#)

Make multiple copies of the same original


You can set the number of copies from the control panel of the HP All-in-One or from the HP Photosmart Software. This task explains how to set the number of copies from the control panel only.

 **NOTE:** For information on initiating copies from the software, see the software portion of the **HP Photosmart Software Help**.

To make multiple copies of an original from the control panel

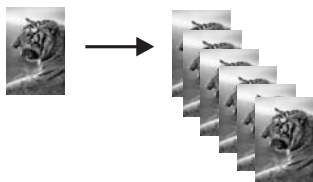
1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass.

3. Press the **Copies** button to increase the number of copies. When you reach the maximum, the setting returns to 1 copy.

 **TIP:** Use the software that you installed with the HP All-in-One to set the number of copies higher than supported from the control panel. When the number of copies is greater than 9, only the last digit of the number of copies is displayed on the control panel.

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

In this example, the HP All-in-One makes six copies of the original 10 x 15 cm (4 x 6 inch) photo.




Related topics

["Use the HP Photosmart Software" on page 9](#)

Change copy speed or quality

The HP All-in-One provides three options, indicated by one, two, or three stars, that affect copy speed and quality:

- One star copies faster than the other two quality settings. On plain paper, the text is comparable to the quality of two stars, but the graphics might be of lower quality. This setting uses less ink and extends the life of your print cartridges.

 **NOTE:** This setting is not available when the HP All-In-One detects photo paper.

- Two stars delivers high-quality output and is the recommended setting for most of your copying. Two stars copies faster than the three stars quality setting.
- Three stars produces the highest quality output for all paper and eliminates the banding (striping) effect that sometimes occurs in solid areas. Three stars copies slower than the other quality settings.

To change the copy quality

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass.
3. Press **Quality** to select one star, two stars, or three stars.
4. Press **Start Copy Black** or **Start Copy Color**.

Perform special copy jobs


In addition to supporting standard copy jobs, the HP All-in-One can perform special jobs such as copying borderless photos and resizing originals.

This section contains the following topics:

- [Make a borderless copy of a photo](#)
- [Resize an original to fit onto letter or A4 paper](#)


Make a borderless copy of a photo

For the best quality when copying a photo, load photo paper in the input tray.

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

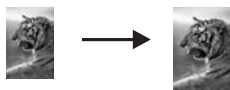
To make a borderless copy of a photo from the control panel

1. Load photo paper in the input tray.

 **NOTE:** The HP All-in-One automatically detects the type of paper you are using. If you do not use photo paper, your copy will include a white border around one or more edges.

2. Load your original photo print side down on the right front corner of the glass.
3. Press **Size** to select **Borderless**.
4. Press **Start Copy Color**.


The HP All-in-One makes a borderless copy of your original photo, as shown below.



Resize an original to fit onto letter or A4 paper

You can use the **Resize to Fit** feature to copy an original to fit within the printable margins of a page without the risk of cropping some part of your original. This is useful for reducing or enlarging an original. For example:

- If you enlarge a 10 x 15 cm (4 x 6 inch) photo to make a borderless full-size copy on letter or A4 paper, some part of your photo will be cropped. The **Resize to Fit** feature will enlarge the photo as much as possible to fit the page without cropping any part of your photo.
- If the image or text on your original fills the entire sheet of paper with no margins, you can use the **Resize to Fit** feature to reduce your original and prevent unwanted cropping of the text or images at the edges of the sheet.

 **NOTE:** In order to resize your original without changing the proportions or cropping the edges, the HP All-in-One might leave an uneven amount of white space around the edges of the paper.



To resize a document from the control panel

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass.
3. Press the **Size** button to select **Resize to Fit**.
4. Press **Start Copy Black** or **Start Copy Color**.

Stop copying

To stop copying

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

11 Maintain the HP All-in-One


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

This section contains the following topics:

- [Clean the HP All-in-One](#)
- [Print a self-test report](#)
- [Work with print cartridges](#)
- [Turn off the HP All-in-One](#)

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.hp.com/buy/supplies.

This section contains the following topics:

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

Clean the exterior

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

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

Clean the 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.

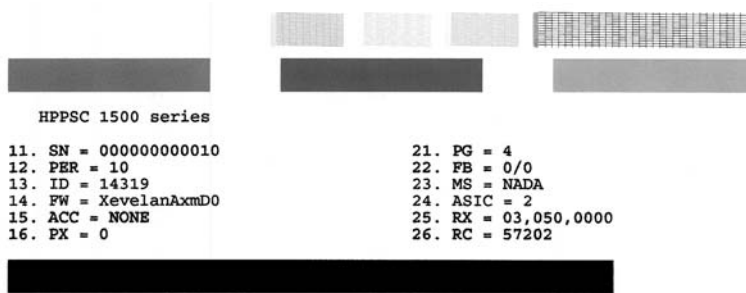
5. Plug in the power cord, and then turn on the HP All-in-One.

Print a self-test report

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

To print a self-test report

1. Load letter or A4 unused plain white paper into the input tray.
2. Press and hold the **Cancel** button and then press the **Start Copy Color** button. The HP All-in-One prints a self-test report, which might indicate the source of the printing problem. A sample of the ink test area of the report is shown below.



3. Make sure the test patterns show a complete grid and the thick color lines are complete.
 - If more than a few lines in a pattern are broken, this might indicate a problem with the nozzles. You might need to clean the print cartridges.
 - If the black line is missing, faded, streaked, or shows lines, this might indicate a problem with the black or photo print cartridge in the right slot.
 - If any of the color lines are missing, faded, streaked, or show lines, this might indicate a problem with the tri-color print cartridge in the left slot.

Related topics

- [“Clean the print cartridges” on page 85](#)
- [“Replace the print cartridges” on page 79](#)
- [“Align the print cartridges” on page 84](#)

Work with print cartridges

To ensure the best print quality from the HP All-in-One, you will need to perform some simple maintenance procedures. This section provides guidelines for handling the print cartridges and instructions for replacing, aligning, and cleaning the print cartridges.

You might also need to check your print cartridges if a message appears on the screen.

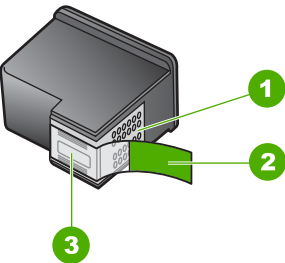
This section contains the following topics:

- [Handle the print cartridges](#)
- [Check the estimated ink levels](#)
- [Replace the print cartridges](#)
- [Use a photo print cartridge](#)
- [Use the print cartridge protector](#)
- [Align the print cartridges](#)

- [Clean the print cartridges](#)
- [Clean the print cartridge contacts](#)
- [Clean the area around the ink nozzles](#)
- [Remove ink from your skin and clothing](#)

Handle the print cartridges


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



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


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




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

Check the estimated ink levels

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


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

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

NOTE: 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.

To check the ink levels from the HP Photosmart Software

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

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

The **Printer Toolbox** appears.


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

Related topics


[“Print a self-test report” on page 76](#)

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, go to www.hp.com/buy/supplies. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

 **NOTE:** At this time, some portions of the HP Web site are available in English only.

Choose the right cartridge combination

Choose the best combination of cartridges for your print job:

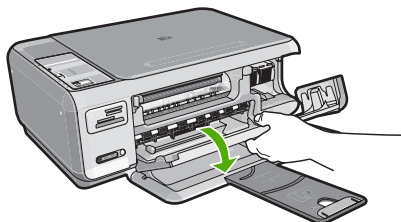
- Everyday printing: Use a black cartridge along with a tri-color cartridge.
- Color photos: Use a photo cartridge along with a tri-color cartridge.

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.

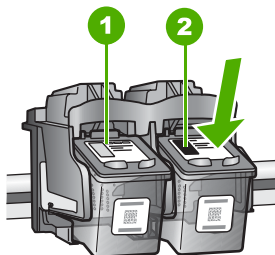
2. Make sure you have letter or A4 unused plain white paper loaded in the input tray.
3. Open the print cartridge door.
The print carriage moves to the far right side of the HP All-in-One.



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.

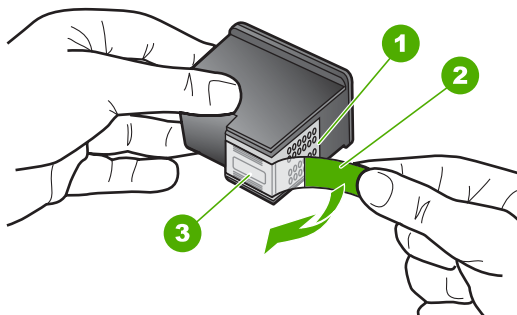
If you are replacing the black or photo print cartridge, remove the print cartridge from the slot on the right.



| | |
|---|---|
| 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.



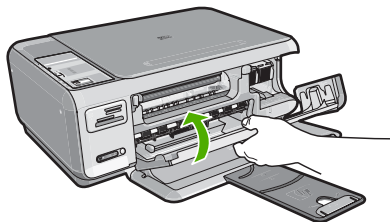
8. Hold the print cartridge with the HP logo on top, and insert the new print cartridge into the empty cartridge slot. Make sure you push the print cartridge in firmly until it snaps into place.

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.

Related topics

[“Align the print cartridges” on page 84](#)

Use a photo print cartridge

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

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


Related topics

- [“Shop for ink supplies” on page 89](#)
- [“Replace the print cartridges” on page 79](#)
- [“Use the print cartridge protector” on page 82](#)

Use the print cartridge protector

In some countries/regions, when you purchase a photo print cartridge, you might also receive a print cartridge protector. In other countries/regions, a print cartridge protector comes in the box with the HP All-in-One. If neither your print cartridge nor the HP All-in-

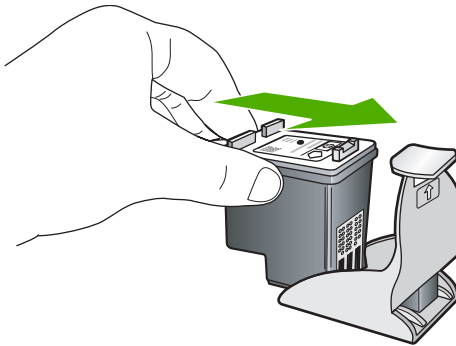
One came with a print cartridge protector, you can use an airtight plastic container to protect your print cartridge.

 **NOTE:** If you use a plastic container, make sure the ink nozzles on the print cartridge do not touch the plastic.

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

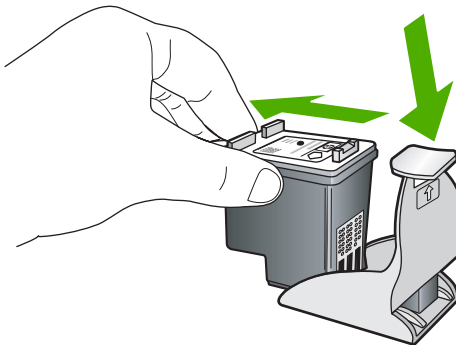
To insert a print cartridge into the print cartridge protector

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



To remove the print cartridge from the print cartridge protector

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



Align the print cartridges

When a new print cartridge is installed, the HP All-in-One aligns the cartridge. You can also align the print cartridges at any time from the software you installed with the HP All-in-One. Aligning the print cartridges ensures high-quality output.



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

To align newly installed print cartridges

1. When prompted, ensure plain white letter or A4 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.

The HP All-in-One prints a test page, aligns the print head, and calibrates the printer.

2. 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.

To align the print cartridges from the HP Photosmart Software

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



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

The **Printer Toolbox** appears.

2. Click the **Device Services** tab.
3. Click **Align the Print Cartridges**.

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

4. When prompted, ensure plain white letter or A4 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.

The HP All-in-One prints a test page, aligns the print head, and calibrates the printer.

5. 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 print cartridges

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

To clean the print cartridges from the HP Photosmart Software

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



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

The **Printer Toolbox** appears.

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

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

Related topics

- [“Clean the print cartridge contacts” on page 85](#)
- [“Replace the print cartridges” on page 79](#)

Clean the print cartridge contacts

Clean the print cartridge contacts if you get repeated messages on your computer screen prompting you to check a print cartridge after you already have cleaned or aligned the print cartridges, or if the Check Print Cartridge light is blinking.

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

Make sure you have the following materials available:

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



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


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



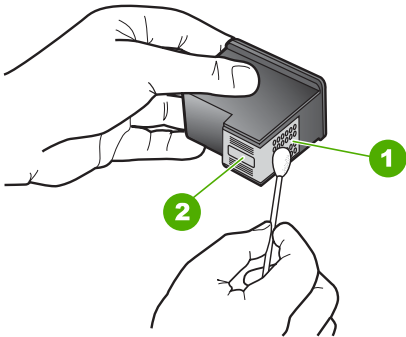
CAUTION: Do **not** use platen cleaners or alcohol to clean the print cartridge contacts. These can damage the print cartridge or the HP All-in-One.

To clean the print cartridge contacts

- 1. Turn on the HP All-in-One and open the print cartridge door.
The print carriage moves to the far right side of the HP All-in-One.
- 2. Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the HP All-in-One.
- 3. Lightly press down on the print cartridge to release it, and then pull it towards you out of the slot.

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

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



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

- 8. Hold the print cartridge with the HP logo on top, and insert the print cartridge back into the slot. Make sure you push the print cartridge in firmly until it snaps into place.
- 9. Repeat if necessary for the other print cartridge.
- 10. Gently close the print cartridge door and plug the power cord into the back of the HP All-in-One.


Related topics

- [“Clean the area around the ink nozzles”](#) on page 86
- [“Replace the print cartridges”](#) on page 79

Clean the area around the ink nozzles


If the HP All-in-One is used in a dusty environment, a small amount of debris might accumulate inside the device. This debris can include dust, hair, carpet, or clothing fibers.

When debris gets on the print cartridges, it can cause ink streaks and smudges on printed pages. Ink streaking can be corrected by cleaning around the ink nozzles as described here.


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

Make sure you have the following materials available:

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


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

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

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

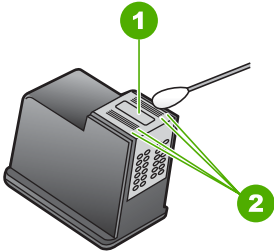
To clean the area around the ink nozzles

1. Turn on the HP All-in-One and open the print cartridge door.
The print carriage moves to the far right side of the HP All-in-One.
2. Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the HP All-in-One.
3. Lightly press down on the print cartridge to release it, and then pull it towards you out of the slot.

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

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

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



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

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

7. Hold the print cartridge with the HP logo on top, and insert the print cartridge back into the slot. Make sure you push the print cartridge in firmly until it snaps into place.
8. Repeat if necessary for the other print cartridge.
9. Gently close the print cartridge door and plug the power cord into the back of the HP All-in-One.

Related topics

[“Clean the print cartridges” on page 85](#)

Remove ink from your skin and clothing

Follow these instructions to remove ink from your skin and clothing:

| Surface | Remedy |
|--------------|---|
| Skin | Wash the area with an abrasive soap. |
| White fabric | Wash the fabric in <i>cold</i> water and use chlorine bleach. |
| Color fabric | Wash the fabric in <i>cold</i> water and use sudsy ammonia. |

△ **CAUTION:** Always use cold water to remove ink from fabric. Warm or hot water can set the ink into the fabric.


Turn off the HP All-in-One

To avoid damaging the HP All-in-One, you must properly shut it down by using the **On** button located on the device. Do not turn the HP All-in-One off by unplugging the power cord or turning off a power strip.

12 Shop for ink supplies

For a list of print cartridge numbers, see the printed documentation that came with the HP All-in-One. You can also use the software that came with the HP All-in-One to find out the reorder number for all the print cartridges. You can order print cartridges online from the HP Web site. Additionally, you can contact a local HP reseller to find out the correct print cartridge reorder numbers for your device and purchase print cartridges.

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

 **NOTE:** Ordering print cartridges online is not supported in all countries/regions. If it is not supported in your country/region, contact a local HP reseller for information about purchasing print cartridges.


To order print cartridges from your desktop

- ▲ Click the **Shop for HP Supplies** icon on your desktop to connect to HP SureSupply. You will see a list of original HP printing supplies that are compatible with your device, as well as options to conveniently purchase the supplies you need (options vary by country/region).

If you deleted this icon from your desktop, click the **Start** menu, point to the **HP** folder, then click **Shop for Supplies**.

To order print cartridges through the HP Photosmart Software

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

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

2. Click the **Estimated Ink Levels** tab.
3. Click **Print Cartridge Ordering Information**.
The print cartridge reorder numbers appear.
4. Click **Order Online**.
HP sends detailed printer information, including model number, serial number, and ink supply levels, to an authorized online reseller. The supplies you need are preselected; you can change quantities, add or remove items, and then check out.

13 Troubleshooting

This section contains the following topics:


- [Troubleshooting tips](#)
- [Hardware setup troubleshooting](#)
- [Software installation troubleshooting](#)
- [Wireless setup troubleshooting](#)
- [Print quality troubleshooting](#)
- [Print troubleshooting](#)
- [Memory card troubleshooting](#)
- [Scan troubleshooting](#)
- [Copy troubleshooting](#)
- [Errors](#)

Troubleshooting tips

This section contains the following topics:

- [Communication problems over a USB connection](#)
- [Information on print cartridges](#)
- [Information on paper](#)
- [Clear paper jams](#)
- [Troubleshoot print cartridges](#)
- [View the Readme file](#)

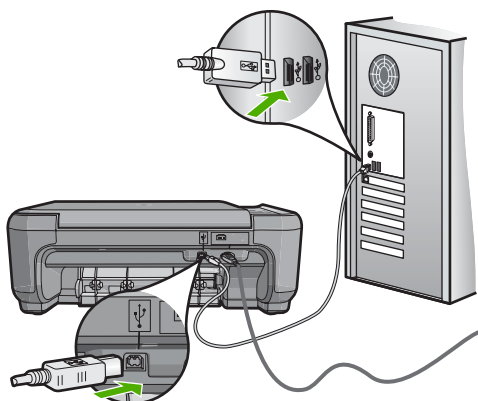
Communication problems over a USB connection

 **NOTE:** For information on network communication problems, see “[Wireless setup troubleshooting](#)” on page 108. For information on communication problems involving a memory card, PictBridge camera, or storage device, see “[Memory card troubleshooting](#)” on page 127.

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

- 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. 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.

- Look at the **On** button located on the top 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.
- Check the USB cable. If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.
- Check the connection from the HP All-in-One to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the HP All-in-One. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn the HP All-in-One off and then on again.



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

For more information, see:

- [“Uninstall and reinstall the software” on page 106](#)
- [“Find more information” on page 11](#)

Information on print cartridges

For best results, use HP print cartridges. Refilled print cartridges might damage the HP All-in-One. The following tips help maintain HP print cartridges and ensure consistent print quality.

- Keep all print cartridges in the original sealed packages until they are needed.
- Store print cartridges at room temperature (15.6°-26.6° C or 60°-78° F).

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



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

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



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

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

For more information, see:

[“Troubleshoot print cartridges” on page 95](#)

Information on paper

The HP All-in-One is designed to work well with most paper types. Test a variety of paper types before buying a large quantity. Find a paper type that works well and is easy to purchase. HP Premium papers are designed for the best quality results. In addition, follow these tips:

- Do not use paper that is too thin, that has a slick texture, or that stretches easily. It can feed incorrectly through the paper path, causing paper jams.
- Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag.
- Do not leave unused photo paper in the input tray. The paper might start to curl, which might reduce the quality of your printouts. Curled paper can also cause paper jams.
- Always hold photo paper by the edges. Fingerprints on photo paper can reduce print quality.
- Do not use paper that is heavily textured. It can cause graphics or text to print improperly.

- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Store printed photos under glass or in a storage book to prevent bleeding over time from high humidity. Use HP Premium Plus photo paper for maximum performance.

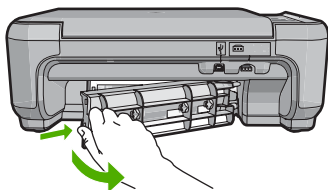
Clear paper jams

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

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

To clear a paper jam from the rear door

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



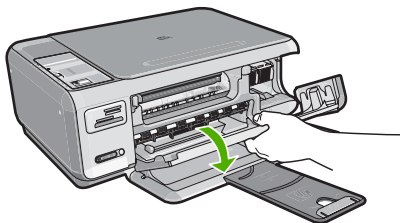
2. Gently pull the paper out of the rollers.

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

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

To clear a paper jam from the front door

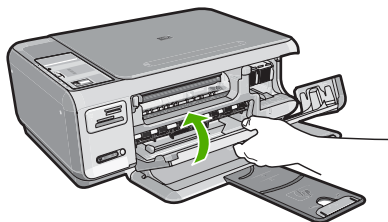
1. If necessary, pull the input tray down to open it. Then, lower the print cartridge door.



2. Gently pull the paper out of the rollers.

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

3. Close the print cartridge door.



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

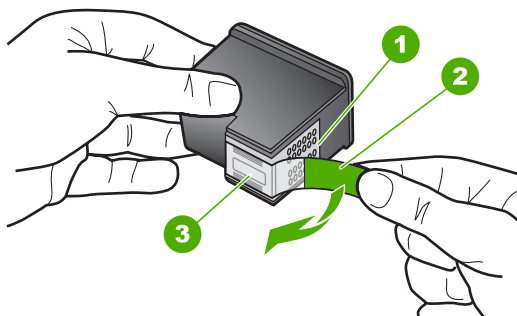
Troubleshoot print cartridges

If you are experiencing problems with printing, you might have a problem with one of the print cartridges. Do the following:

To troubleshoot print cartridges

1. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.

Make sure the clear plastic tape has been removed. If it is still covering the ink nozzles, gently remove the clear plastic tape by using the pink pull tab. Make sure you do not remove the copper colored tape containing the electrical contacts.



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

2. Reinsert the print cartridge by sliding it forward into the slot. Then push the print cartridge forward until it clicks into the socket.



3. Repeat steps 1 and 2 for the tri-color print cartridge on the left side.
4. If the problem persists, print a self-test report to determine if there is a problem with the print cartridges.
This report provides useful information about your print cartridges, including status information.
5. If the self-test report shows a problem, clean the print cartridges.
6. If the problem persists, clean the copper-colored contacts of the print cartridges.
7. If you are still experiencing problems with printing, determine which print cartridge is experiencing the problem and replace it.

To check the ink levels from the HP Photosmart Software

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



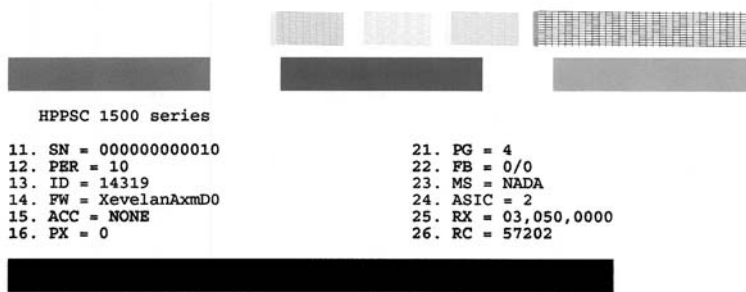
NOTE: You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Services** tab, and then click **Service this device**.

The **Printer Toolbox** appears.

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

To print a self-test report

1. Load letter or A4 unused plain white paper into the input tray.
2. Press and hold the **Cancel** button and then press the **Start Copy Color** button. The HP All-in-One prints a self-test report, which might indicate the source of the printing problem. A sample of the ink test area of the report is shown below.



3. Make sure the test patterns show a complete grid and the thick color lines are complete.
 - If more than a few lines in a pattern are broken, this might indicate a problem with the nozzles. You might need to clean the print cartridges.
 - If the black line is missing, faded, streaked, or shows lines, this might indicate a problem with the black print cartridge in the right slot.
 - If any of the color lines are missing, faded, streaked, or show lines, this might indicate a problem with the tri-color print cartridge in the left slot.

To clean the print cartridges from the HP Photosmart Software

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



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


The **Printer Toolbox** appears.

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

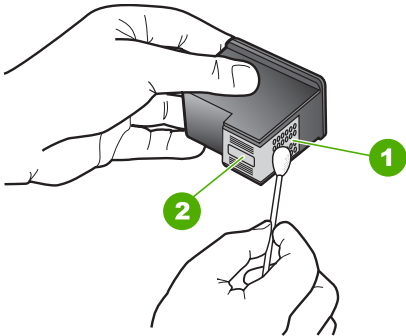
If copy or print quality still seems poor after you clean the print cartridges, try cleaning the print cartridge contacts before replacing the affected print cartridge.

To clean the print cartridge contacts

- 1. Turn on the HP All-in-One and open the print cartridge door.
The print carriage moves to the far right side of the HP All-in-One.
- 2. Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the HP All-in-One.
- 3. Lightly press down on the print cartridge to release it, and then pull it towards you out of the slot.

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

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



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

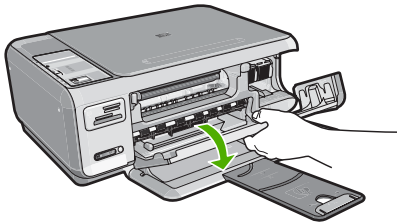
- 8. Hold the print cartridge with the HP logo on top, and insert the print cartridge back into the slot. Make sure you push the print cartridge in firmly until it snaps into place.
- 9. Repeat if necessary for the other print cartridge.
- 10. Gently close the print cartridge door and plug the power cord into the back of the HP All-in-One.

To replace the print cartridges

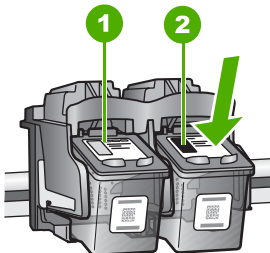
1. Make sure the HP All-in-One is on.

△ **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.



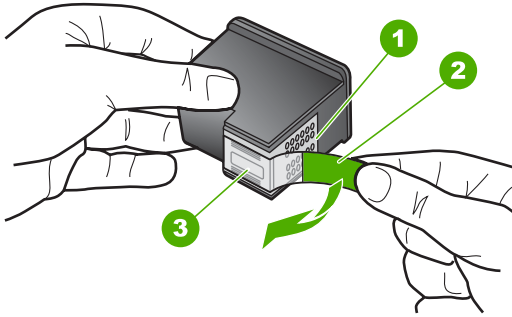
4. Wait until the print carriage is idle and silent, and then lightly press down on a print cartridge to release it.
If you are replacing the tri-color print cartridge, remove the print cartridge from the slot on the left.
If you are replacing the black or photo print cartridge, remove the print cartridge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

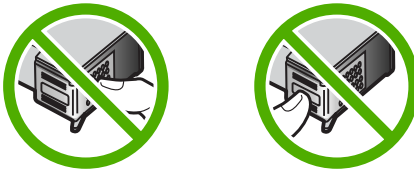
5. Pull the print cartridge towards you out of its slot.
6. If you are removing the black print cartridge in order to install the photo print cartridge, store the black print cartridge in the print cartridge protector or an airtight plastic container.

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 |

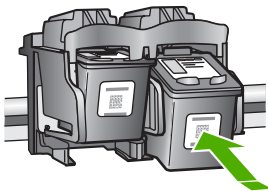
△ **CAUTION:** Do not touch the copper-colored contacts or ink nozzles. Also, do not re-tape the print cartridges. Doing so can result in clogs, ink failure, and bad electrical connections.



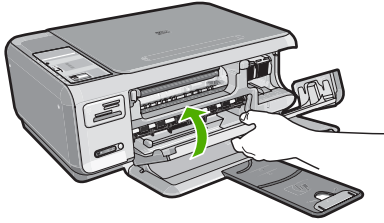
8. Hold the print cartridge with the HP logo on top, and insert the new print cartridge into the empty cartridge slot. Make sure you push the print cartridge in firmly until it snaps into place.

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.

View the Readme file

You might want to refer to the Readme file for information on system requirements and possible installation problems.

You can access the Readme file by clicking **Start**, pointing to **Programs** or **All Programs**, pointing to **HP**, pointing to **Photosmart C4380 All-in-One series**, and then clicking **Readme**.

You can access the Readme file by double-clicking the icon located in the top-level folder of the HP All-in-One software CD-ROM.

Hardware setup troubleshooting

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

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.

This section contains the following topics:

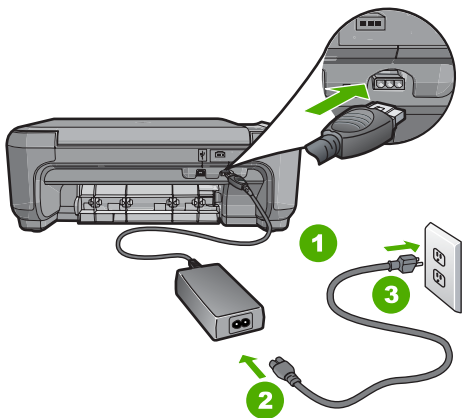
- [The HP All-in-One will not turn on](#)
- [I connected the USB cable, but I am having problems using the HP All-in-One with my computer](#)

The HP All-in-One will not turn on

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

Solution:

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



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

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

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

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

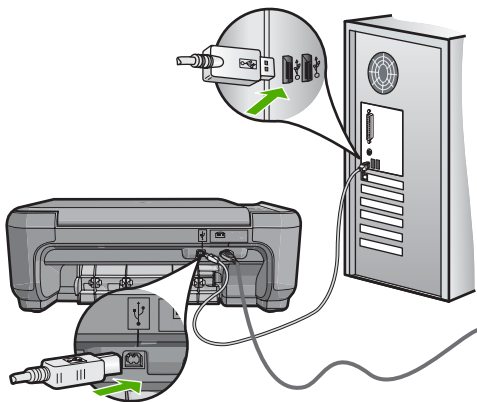
△ **CAUTION:** If the HP All-in-One still does not turn on, it might have a mechanical failure. Unplug the HP All-in-One from the power outlet and contact HP. Go to: www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

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.

Software installation troubleshooting

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

This section contains the following topics:

- [When I insert the CD-ROM into my computer's CD-ROM drive, nothing happens](#)
- [The minimum system checks screen appears](#)
- [A red X appears on the USB connect prompt](#)
- [I received a message that an unknown error has occurred](#)
- [The registration screen does not appear](#)
- [Uninstall and reinstall the software](#)
- [Missing HP Photosmart Software](#)

When I insert the CD-ROM into my computer's CD-ROM drive, nothing happens

Cause: The installation failed to run automatically.

Solution: If the installation does not run automatically, you can start it manually.

To start the installation from a Windows computer

1. From the Windows **Start** menu, click **Run** (or click **Accessories**, and then **Run**).
2. In the **Run** dialog box, enter **d:\setup.exe**, and then click **OK**.
If your CD-ROM drive is not assigned to drive letter D, enter the appropriate drive letter.

The minimum system checks screen appears

Cause: Your system does not meet the minimum requirements to install the software.

Solution: Click **Details** to see what the specific problem is, and then correct the problem before attempting to install the software.

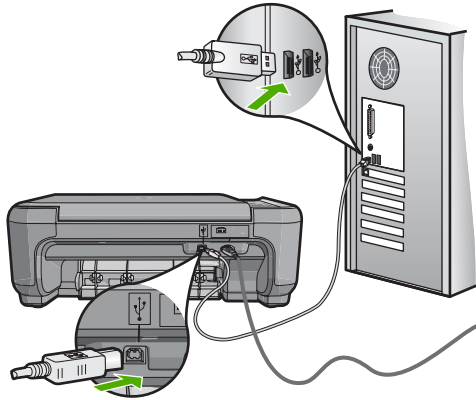
A red X appears on the USB connect prompt

Cause: Normally, a green check appears indicating that the usb connection is successful. A red X indicates that the usb connection failed.

Solution: Check that the HP All-in-One is turned on, and then try the usb connection again.

To retry the usb connection

1. Unplug the HP All-in-One power cord, and then plug it in again.
2. Verify that the USB cable and power cord are plugged in.



3. Click **Retry** to retry the connection. If this does not work, continue to the next step.
4. Verify that the USB cable is set up properly as follows:
 - Unplug the USB cable and plug it in again or try plugging the USB cable into a different USB port.
 - Do not attach the USB cable to a keyboard.
 - Verify that the USB cable is 3 meters (9.8 feet) or less in length.
 - If you have several USB devices attached to your computer, you might want to unplug the other devices during the installation.
5. Continue with the installation and restart the computer when prompted.

For more information, see:

[“Uninstall and reinstall the software” on page 106](#)

I received a message that an unknown error has occurred

Cause: The source of the error is unknown.

Solution: Try to continue with the installation. If that does not work, stop and then restart the installation, and follow the directions on the screen. If an error occurs, 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.

For more information, see:

[“Uninstall and reinstall the software” on page 106](#)

The registration screen does not appear

Cause: The registration screen did not launch automatically.

Solution: You can access the registration (Sign up now) screen from the Windows taskbar by clicking **Start**, pointing to **Programs** or **All Programs**, **HP**, **Photosmart C4380 All-in-One series**, and then clicking **Product Registration**.

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, method 1

1. Disconnect the HP All-in-One from your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.
2. On the Windows taskbar, click **Start**, **Programs** or **All Programs**, **HP**, **Photosmart C4380 All-in-One series**, **Uninstall**.
3. Follow the onscreen instructions.
4. If you are asked whether you would like to remove shared files, click **No**. Other programs that use these files might not work properly if the files are deleted.
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. To reinstall the software, insert the HP All-in-One CD-ROM into your computer's CD-ROM drive, and follow the onscreen instructions and the instructions provided in the Setup Guide that came with the HP All-in-One.
7. After the software is installed, connect the HP All-in-One to your computer.
8. Press the **On** button to turn the HP All-in-One on. After connecting and turning on the HP All-in-One, you might have to wait several minutes for all of the Plug and Play events to complete.
9. Follow the onscreen instructions.

To uninstall from a Windows computer, method 2



NOTE: Use this method if **Uninstall** is not available in the Windows Start menu.

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.

To uninstall from a Windows computer, method 3



NOTE: Use this method if **Uninstall** is not available in the Windows Start menu.

1. Insert the HP All-in-One CD-ROM into your computer's CD-ROM drive and then start the Setup program.
2. Disconnect the HP All-in-One from your computer.
3. Select **Uninstall** and follow the onscreen directions.
4. Restart your computer.



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

5. Start the Setup program for the HP All-in-One again.
6. Select **Install**.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the HP All-in-One.

Missing HP Photosmart Software

Cause: The HP Photosmart Software is not installed.

Solution: Install the HP Photosmart Software that came with the HP All-in-One. If it is installed, restart your computer.

To install the HP Photosmart Software

1. Insert the HP All-in-One CD-ROM into your computer's CD-ROM drive and then start the Setup program.
2. When prompted, click **Install More Software** to install the HP Photosmart Software.
3. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the HP All-in-One.

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

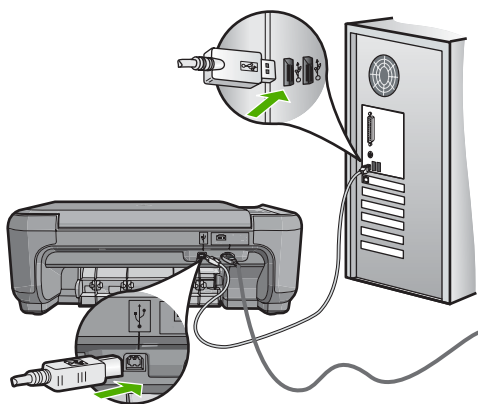
Solution: Turn the HP All-in-One on.

Cause: The computer is turned off.

Solution: Turn the computer on.

Cause: The HP All-in-One is not properly connected to the computer.

Solution: 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.



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. Check the device display for specific error messages.

This section contains the following topics:

- [During wireless network setup you do not see the SSID \(network name\) displayed](#)
- [Weak signal](#)
- [Cannot connect to network during setup](#)
- [Invalid WEP key during wireless setup](#)
- [Invalid passphrase during wireless setup](#)
- [The Printer Not Found screen appears during installation](#)

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 18](#)

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

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

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

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

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

Weak signal

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

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

- If there is a long distance between your computer or wireless router and the HP All-in-One, move them closer together.
- If there are metal objects (such as a metal bookcase or refrigerator) in the transmission path, clear the path between the HP All-in-One and the computer or wireless router.

- If a cordless telephone, microwave, or other device that emits radio signals transmitting at 2.4 GHz is nearby, move it farther away to reduce radio interference.
- If your computer or wireless router is near an external wall, move them away from the wall.

Cannot connect to network during setup

Cause: The equipment is not turned on.

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

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

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

For more information, see:

[“Integrated wireless WLAN 802.11 network setup” on page 17](#)

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 18](#)

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

Solution: Disable MAC address filtering on your wireless router until the HP All-in-One has successfully connected to your network. If you re-enable MAC address filtering on your wireless router, make sure the MAC address of the HP All-in-One is on the list of acceptable MAC addresses.

Invalid WEP key during wireless setup

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

Solution: During the wireless setup process, you might have entered the WEP key incorrectly. Some wireless routers provide up to four WEP keys. The HP All-in-One uses the first WEP key (selected by the wireless router as the default WEP key). Run the wireless setup process again and be sure to use the first WEP key provided by the wireless router. Enter the WEP key exactly as it appears in the wireless router settings. The WEP key is case sensitive.

If you do not know the WEP key, see the documentation that came with your wireless router for information on how to access the router's Embedded Web Server. You can find the WEP key by logging onto the router's Embedded Web Server using a computer on the wireless network.

Invalid passphrase during wireless setup

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

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

The Printer Not Found screen appears during installation

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

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

If the screen still appears, try uninstalling the HP All-in-One software, rebooting your computer, and temporarily disabling your firewall before reinstalling the HP All-in-One software. You can re-enable your firewall application after installation is complete. If you still see firewall pop-up messages, you must always accept or allow the pop-up messages.

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

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

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

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

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

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

Print quality troubleshooting

If you are having problems with print quality, try the solutions in this section and observe the following guidelines:

- Replace refilled or empty cartridges with genuine HP print cartridges.
- Check the device settings to make sure that the print mode and paper selection is correct for the paper and the task.

For more information, see [“Set the paper type for printing” on page 43](#) and [“Choose papers for printing and copying” on page 32](#).

- Print and evaluate a self-test.

For more information, see [“Print a self-test report” on page 76](#).

If the self-test shows a defect, try the following:

- Clean the print cartridges automatically. For more information, see [“Clean the print cartridges” on page 85](#).
- If you are missing lines when you print, clean the electrical contacts. For more information, see [“Clean the print cartridge contacts” on page 85](#).
- Replace the print cartridge. For more information, see [“Replace the print cartridges” on page 79](#).
- If the self-test does not show a problem, investigate other causes, such as the image file or software program.

For additional print cartridge troubleshooting, visit the HP Web site at www.hp.com/support.

This section contains the following topics:

- [Ink is bleeding or smearing](#)
- [Ink is not filling the text or graphics completely](#)
- [The text edges are jagged](#)
- [The printout has a horizontal band of distortion near the bottom of the page](#)
- [Colors run into each other on the printout](#)
- [Printouts have horizontal streaks or lines](#)
- [Printouts are faded or have dull colors](#)
- [Printouts seem blurry or fuzzy](#)
- [Printouts have vertical streaks](#)
- [Printouts are slanted or skewed](#)
- [Paper is not picked up from the input tray](#)

Ink is bleeding or smearing

Cause: The paper type is not suitable for the HP All-in-One.

Solution: Use HP Premium Papers or any other paper type that is appropriate for the HP All-in-One.

Cause: The print cartridges need to be cleaned.

Solution: Print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information on print cartridges, see [“Troubleshoot print cartridges” on page 95](#).

Cause: The paper is too close to the print cartridge during printing.

Solution: If the paper is too close to the print cartridge during printing, the ink might be smeared. This can happen if the paper is raised, wrinkled, or very thick, such as a mailing envelope. Make sure the paper lays flat in the input tray and is not too wrinkled.

Ink is not filling the text or graphics completely

Cause: The print cartridges need to be cleaned or might be out of ink.

Solution: Check the estimated ink levels remaining in the print cartridges. If the print cartridges are low or out of ink, you might need to replace the print cartridges.

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information on print cartridges, see [“Troubleshoot print cartridges” on page 95](#).

Cause: The print paper type setting is incorrect.

Solution: Change the paper type setting to match the type of paper loaded in the input tray. The HP All-in-One automatically detects the paper type for plain and photo paper. If you are printing on other types of paper, such as labels or transparencies, check that you have selected the correct paper type in the HP Photosmart software.

For more information, see:

- [“Set the paper type for printing” on page 43](#)
 - [“Load full-size paper” on page 35](#)
-

Cause: The copy or print quality setting on the HP All-in-One is set too low.

Solution: Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:

- [“Change the print speed or quality” on page 44](#)
 - [“Change copy speed or quality” on page 72](#)
-

The text edges are jagged

Cause: The font is a custom size.

Solution: Some software applications offer custom fonts that have jagged edges when enlarged or printed. Also, if you want to print bitmapped text, it might have jagged edges when enlarged or printed.

Use OpenType or TrueType fonts to ensure that the HP All-in-One is able to print smooth fonts. When selecting a font, look for the TrueType or OpenType icon.

The printout has a horizontal band of distortion near the bottom of the page

Cause: Your image has light blue, gray, or brown hues that print near the bottom of the page.

Solution: Load high-quality paper in the input tray and print the image with a high print quality setting, such as **Best**, **Maximum dpi**, or **High Resolution**. Always make sure the paper you are printing on is flat. For best results when printing images, use HP Premium Plus Photo Paper.

If the problem persists, use the software you installed with the HP All-in-One or another software application to rotate your image 180 degrees so that the light blue, gray, or brown hues in your image do not print at the bottom of the page. Print the image using six-ink printing. To do so, install the photo print cartridge in place of the black print cartridge. With the photo print cartridge and the tri-color print cartridge installed, you have a six-ink system, which provides enhanced quality photos.

For more information, see:

- [“Information on paper” on page 93](#)
- [“Troubleshoot print cartridges” on page 95](#)

Colors run into each other on the printout

Cause: The print or copy quality setting is set too high for the type of paper loaded in the HP All-in-One.

Solution: Check the quality setting. Use a lower quality setting to decrease the amount of ink used for printing or copying.

For more information, see:

- [“Change the print speed or quality” on page 44](#)
- [“Change copy speed or quality” on page 72](#)

Cause: The paper type is not suitable for the HP All-in-One.

Solution: Use HP Premium Papers or any other paper type that is appropriate for the HP All-in-One.

For more information, see:

[“Information on paper” on page 93](#)

Cause: You are printing on the wrong side of the paper.


Solution: Load the paper with the print side down. For example, if you are loading glossy photo paper, load the paper with the glossy side down.

For more information, see:

[“Load full-size paper” on page 35](#)

Cause: You are using non-HP ink.

Solution: HP recommends that you use genuine HP print cartridges. Genuine HP print cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

 **NOTE:** HP cannot guarantee the quality or reliability of non-HP ink. Printer service or repairs required as a result of printer failure or damage attributable to the use of non-HP ink will not be covered under warranty.

Cause: The print cartridges need to be cleaned.

Solution: Print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information on print cartridges, see [“Troubleshoot print cartridges” on page 95](#).

Printouts have horizontal streaks or lines

Cause: The paper is not feeding properly or is loaded incorrectly.

Solution: Make sure you have paper loaded correctly.

For more information, see:

[“Load originals and load paper” on page 31](#)

Cause: The copy or print quality type setting on the HP All-in-One is set too low.

Solution: Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:

- [“Change the print speed or quality” on page 44](#)
- [“Change copy speed or quality” on page 72](#)

Cause: A tri-color or photo print cartridge was jarred or handled roughly during installation.

Solution: Allow half an hour for the print cartridge to recover.

Cause: The print cartridges need to be cleaned or might be out of ink.

Solution: Check the estimated ink levels remaining in the print cartridges. If the print cartridges are low or out of ink, you might need to replace the print cartridges.

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information on print cartridges, see [“Troubleshoot print cartridges” on page 95](#).

Cause: There might be fiber or dust built up around the ink nozzle area on the print cartridges.

Solution: Check the print cartridges. If it looks as though there are fibers or dust around the ink nozzles, clean the ink nozzle area of the print cartridge.

For more information, see:

[“Clean the area around the ink nozzles” on page 86](#)

Printouts are faded or have dull colors

Cause: The print cartridges need to be cleaned or might be out of ink.

Solution: Check the estimated ink levels remaining in the print cartridges. If the print cartridges are low or out of ink, you might need to replace the print cartridges.

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information on print cartridges, see [“Troubleshoot print cartridges” on page 95](#).

Cause: The print quality setting on the HP All-in-One is set too low.

Solution: Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

Cause: The paper type is not suitable for the HP All-in-One.

Solution: If the paper you are using is too fibrous, the ink applied by the HP All-in-One might not fully cover the surface of the paper. Use HP Premium Papers or any other paper type that is appropriate for the HP All-in-One.

For more information, see:

[“Choose papers for printing and copying” on page 32](#)

Cause: The paper type setting is incorrect.

Solution: Change the paper type setting to match the type of paper loaded in the input tray. The HP All-in-One automatically detects the paper type for plain and photo

paper. If you are printing on other types of paper, such as labels or transparencies, check that you have selected the correct paper type in the HP Photosmart Software.

For more information, see:

[“Set the paper type for printing” on page 43](#)

Cause: Copying a poor-quality picture, such as a newspaper photo, causes bands, checks, or stripes to appear on your copy. These are called moiré patterns.

Solution: To reduce moiré patterns, try placing one or more clear plastic sheet protectors directly on the glass, and then place the original print side down on top of the sheet protectors.

Cause: Debris might be stuck on the glass or on the back of the document lid; this causes poor copy quality and slows down processing.

Solution: Clean the glass and the back of the document lid.

For more information, see:

- [“Clean the glass” on page 75](#)
- [“Clean the lid backing” on page 76](#)

Printouts seem blurry or fuzzy

Cause: The paper loaded in the input tray is not suitable for the HP All-in-One.

Solution: If the paper you are using is too fibrous, the ink applied by the HP All-in-One might not fully cover the surface of the paper. Use HP Premium Papers or any other paper type that is appropriate for the HP All-in-One.

For more information, see:

[“Information on paper” on page 93](#)

Cause: The print paper type setting is incorrect.

Solution: Change the paper type setting to match the type of paper loaded in the input tray. The HP All-in-One automatically detects the paper type for plain and photo paper. If you are printing on other types of paper, such as labels or transparencies, check that you have selected the correct paper type in the HP Photosmart Software.

For more information, see:

[“Set the paper type for printing” on page 43](#)

Cause: The copy or print quality setting on the HP All-in-One is set too low.

Solution: Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:

- [“Change the print speed or quality” on page 44](#)
- [“Change copy speed or quality” on page 72](#)

Cause: You are printing on the wrong side of the paper.

Solution: Load paper with the print side down. For example, if you are loading glossy photo paper, load the paper with the glossy side down.

Printouts have vertical streaks

Cause: The paper type is not suitable for the HP All-in-One.

Solution: If the paper you are using is too fibrous, the ink applied by the HP All-in-One might not fully cover the surface of the paper. Use HP Premium Papers or any other paper type that is appropriate for the HP All-in-One.

For more information, see:

[“Information on paper” on page 93](#)

Printouts are slanted or skewed

Cause: The paper is not feeding properly or is loaded incorrectly.

Solution: Make sure the paper is loaded correctly.

For more information, see:

[“Load full-size paper” on page 35](#)

Cause: More than one type of paper is loaded in the input tray.

Solution: Load only one type of paper at a time.

Cause: The rear door might not be securely installed.

Solution: Make sure the rear door is securely installed.

Paper is not picked up from the input tray

Cause: There is not enough paper in the input tray.

Solution: If the HP All-in-One is out of paper or there are only a few sheets remaining, load more paper in the input tray. If there is paper in the input tray, remove the paper, tap the stack of paper against a flat surface, and reload the paper into the input tray. To continue your print job, press **Start Copy Black** on the control panel of the HP All-in-One.

For more information, see:

[“Load full-size paper” on page 35](#)

Print troubleshooting

Use this section to solve these printing problems:

- [Envelopes print incorrectly](#)
- [Borderless printing produces unexpected results](#)
- [The HP All-in-One is not responding](#)
- [The HP All-in-One prints meaningless characters](#)
- [Nothing happens when I try to print](#)
- [The pages in my document came out in the wrong order](#)
- [The margins are not printing as expected](#)
- [Text or graphics are cut off at the edge of the page](#)
- [A blank page came out while printing](#)
- [Ink is spraying the inside of the HP All-in-One when I print a photo](#)

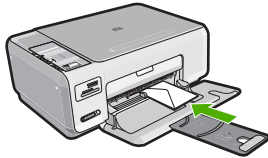
Envelopes print incorrectly

Cause: A stack of envelopes is loaded incorrectly.

Solution: Remove all paper from the input tray. Load a stack of envelopes in the input tray, with the envelope flaps facing up and to the left.



NOTE: To avoid paper jams, tuck the flaps inside the envelopes.



Cause: The wrong type of envelope is loaded.

Solution: Do not use shiny or embossed envelopes or envelopes that have clasps or windows.

Borderless printing produces unexpected results

Cause: Printing a borderless image from a non-HP software application produces unexpected results.

Solution: Try printing the image from the photo imaging software that came with the HP All-in-One.

The HP All-in-One is not responding

Cause: The HP All-in-One is busy with another task.

Solution: If the HP All-in-One is performing another task such as copying or scanning, your print job will be delayed until the HP All-in-One completes the current task.

Some documents take a long time to print. If nothing has printed several minutes after you sent a print job to the HP All-in-One, check your computer to see if there are any messages.

Cause: The HP All-in-One has a paper jam.

Solution: Clear the paper jam.

For more information, see:

[“Clear paper jams” on page 94](#)

Cause: The HP All-in-One is out of paper.

Solution: Load paper in the input tray.

For more information, see:

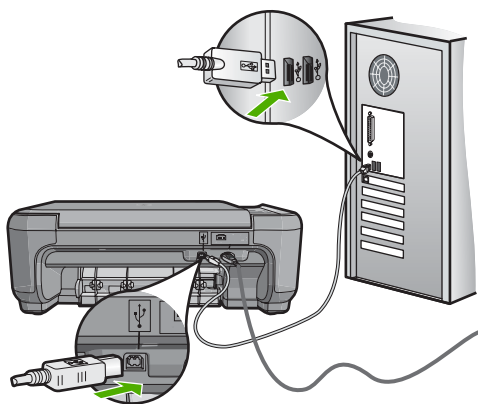
[“Load full-size paper” on page 35](#)

Cause: The print carriage has stalled.

Solution: Turn the HP All-in-One off and open the print cartridge door. Remove any objects that are blocking the print carriage (including any packing materials), and then turn the HP All-in-One on again.

Cause: The computer is not communicating with the HP All-in-One.

Solution: If the HP All-in-One is not properly connected to the computer, communication errors can occur. Make sure the USB cable is connected to the HP All-in-One and the computer as shown below.



If the connections are secure, and nothing has printed several minutes after you sent a print job to the HP All-in-One, check the status of the HP All-in-One. In the HP Photosmart Software, click **Status**.

For more information, see:

[“Communication problems over a USB connection” on page 91](#)

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

Solution: Look at the **On** button located on the top 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.

Cause: The HP All-in-One experienced an error.

Solution: Turn the HP All-in-One off, and then unplug the power cord. Plug the power cord back in, and then press the **On** button to turn on the HP All-in-One.

Cause: The status of the printer driver has changed.

Solution: The printer driver status might have changed to either **offline** or **stop printing**.

To check the printer driver status

1. In the HP Solution Center, click the device tab.
2. Click **Settings**.
3. Click **Status**.

If the status is **offline** or **stop printing**, change the status to **ready**.

Cause: A deleted print job is still in the queue.

Solution: A print job might remain in the queue after it has been cancelled. The cancelled print job jams the queue and prevents the next print job from printing.

From your computer, open the printer folder and see if the cancelled job remains in the print queue. Try to delete the job from the queue. If the print job remains in the queue, try one or both of the following:

- Disconnect the USB cable from the HP All-in-One, restart the computer, and then reconnect the USB cable to the HP All-in-One.
- Shut down the HP All-in-One, restart the computer, and then restart the HP All-in-One.

The HP All-in-One prints meaningless characters

Cause: There is no more available memory in the HP All-in-One.

Solution: Turn off the HP All-in-One and your computer for 60 seconds, then turn them both on and try printing again.

Cause: The document is corrupt.

Solution: Try printing another document from the same software application. If this works, then try printing a previously saved version of the document that is not corrupt.

Nothing happens when I try to print

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

Solution: Look at the **On** button located on the top 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.


Cause: The HP All-in-One is busy with another task.

Solution: If the HP All-in-One is performing another task such as copying or scanning, your print job will be delayed until the HP All-in-One completes the current task.

Some documents take a long time to print. If nothing has printed several minutes after you sent a print job to the HP All-in-One, check your computer to see if there are any messages.

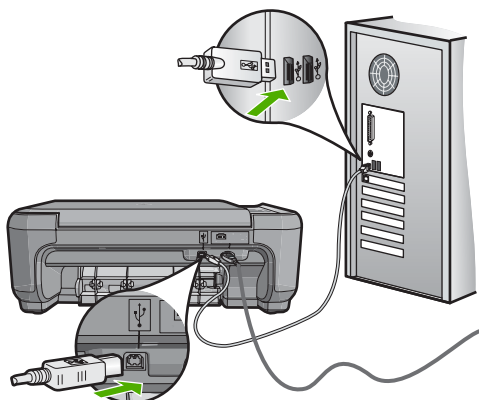
Cause: The HP All-in-One is not the selected printer.

Solution: Make sure the HP All-in-One is the selected printer in your software application.

 **TIP:** You can set the HP All-in-One as the default printer to ensure that the printer is automatically selected when you select **Print** in the **File** menu of your different software applications.

Cause: The computer is not communicating with the HP All-in-One.

Solution: If the HP All-in-One is not properly connected to the computer, communication errors can occur. Make sure the USB cable is connected to the HP All-in-One and the computer as shown below.



If the connections are secure, and nothing has printed several minutes after you sent a print job to the HP All-in-One, check the status of the HP All-in-One. In the HP Photosmart Software, click **Status**.

For more information, see:

[“Communication problems over a USB connection” on page 91](#)

Cause: The HP All-in-One has a paper jam.

Solution: Clear the paper jam.

For more information, see:

[“Clear paper jams” on page 94](#)

Cause: The print carriage has stalled.

Solution: Turn the HP All-in-One off and open the print cartridge door. Remove any objects that are blocking the print carriage (including any packing materials), and then turn the HP All-in-One on again.

Cause: The HP All-in-One is out of paper.

Solution: Load paper in the input tray.

For more information, see:

[“Load full-size paper” on page 35](#)

The pages in my document came out in the wrong order

Cause: The print settings are set to print the first page of your document first. Because of the way the paper feeds through the HP All-in-One, this means the first page will be print side up at the bottom of the stack.

Solution: Print the document in reverse order. When the document finishes printing, the pages will be in correct order.

For more information, see:

[“Print a multiple-page document in reverse order” on page 55](#)

The margins are not printing as expected

Cause: The margins are not set correctly in your software application.

Solution: Check the printer margins.

Make sure the margin settings for the document do not exceed the printable area of the HP All-in-One.

To check your margin settings

1. Preview your print job before sending it to the HP All-in-One.
2. Check the margins.
The HP All-in-One uses the margins you have set in your software application, as long as they are greater than the minimum margins the HP All-in-One supports.
3. Cancel the print job if the margins are not satisfactory, and then adjust the margins in your software application.

Cause: The paper size setting might not be set correctly for the project you are printing.

Solution: Verify that you have selected the proper paper size setting for your project. Make sure that you have loaded the correct paper size in the input tray.

Cause: The paper guides are not positioned correctly.

Solution: Remove the stack of paper from the input tray, reload the paper, and then slide the paper width guide inward until it stops at the edge of the paper.

For more information, see:

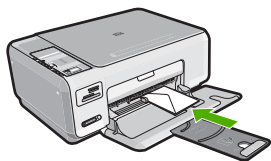
[“Load originals and load paper” on page 31](#)

Cause: A stack of envelopes is loaded incorrectly.

Solution: Remove all paper from the input tray. Load a stack of envelopes in the input tray, with the envelope flaps facing up and on the left.



NOTE: To avoid paper jams, tuck the flaps inside the envelopes.



For more information, see:

[“Load envelopes” on page 38](#)

Text or graphics are cut off at the edge of the page

Cause: The margins are not set correctly in your software application.

Solution:

To check your margin settings

1. Preview your print job before sending it to the HP All-in-One.
2. Check the margins.
The HP All-in-One uses the margins you have set in your software application, as long as they are greater than the minimum margins the HP All-in-One supports.
3. Cancel the print job if the margins are not satisfactory, and then adjust the margins in your software application.


Make sure the margin settings for the document do not exceed the printable area of the HP All-in-One.

Cause: The size of the document you are printing is larger than the paper loaded in the input tray.

Solution: Make sure the layout of the document you are trying to print fits on a paper size supported by the HP All-in-One.

To preview the print layout

1. Load the correct paper size into the input tray.
2. Preview your print job before sending it to the HP All-in-One.
3. Check the graphics in the document to make sure that the current size fits within the printable area of the HP All-in-One.
4. Cancel the print job if the graphics do not fit in the printable area of the page.

 **TIP:** Some software applications allow you to scale the document to fit the paper size currently selected. Additionally, you can scale the size of a document from the print **Properties** dialog box.

Cause: The paper is loaded incorrectly.

Solution: If the paper is misfeeding, it could cause parts of the document to cut off. Remove the stack of paper from the input tray, and then reload the paper.

For more information, see:

[“Load full-size paper” on page 35](#)

A blank page came out while printing

Cause: If you are printing black text, and a blank page comes out of the HP All-in-One, the black print cartridge might be empty.

Solution: Check the estimated ink levels remaining in the print cartridges. If the print cartridges are low or out of ink, you might need to replace the print cartridges.

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the

self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information, see:

[“Troubleshoot print cartridges” on page 95](#)

Cause: The document you are printing contains an additional blank page.

Solution: Open the document file in your software application and remove any extra pages or lines at the end of the document.

Cause: The HP All-in-One picked up two sheets of paper.

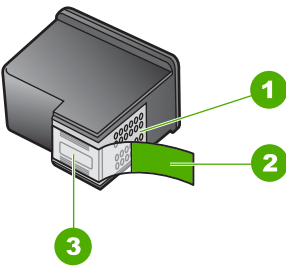
Solution: If the HP All-in-One has only a few sheets remaining, load more paper in the input tray. If there is plenty of paper in the input tray, remove the paper, tap the stack of paper against a flat surface, and reload the paper into the input tray.

For more information, see:

[“Load full-size paper” on page 35](#)

Cause: The protective plastic tape was only partially removed from the print cartridge.

Solution: Check each print cartridge. The tape might have been removed from the copper-colored contacts, but still might cover the ink nozzles. If the tape is still covering the ink nozzles, carefully remove the tape from the print cartridges. Do not touch the ink nozzles or the copper-colored contacts.



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



Ink is spraying the inside of the HP All-in-One when I print a photo

Cause: The borderless print settings require photo paper to be loaded in the input tray. You are using the wrong paper type.

Solution: Make sure you load photo paper in the input tray before you print a borderless print job.

Memory card troubleshooting

Use this section to solve these memory card problems:

- [My memory card no longer works in my digital camera](#)
- [The HP All-in-One does not read the memory card](#)
- [The Photo light next to the memory card slots is blinking](#)
- [The On light blinks when I insert my memory card](#)
- [The photos on the memory card do not transfer to my computer](#)
- [Memory card is not available](#)
- [The file name appears as meaningless text](#)
- [Other users on the network can access my memory card](#)
- [Error message: Cannot find the file or item. Make sure the path and file name are correct.](#)

My memory card no longer works in my digital camera

Cause: You formatted the card on a Windows XP computer. By default, Windows XP will format a memory card of 8 MB or less and 64 MB or more with the FAT32 format. Digital cameras and other devices use the FAT (FAT16 or FAT12) format and cannot recognize a FAT32 formatted card.

Solution: Reformat your memory card in your camera or format your memory card in a Windows XP computer by selecting the FAT format.

The HP All-in-One does not read the memory card

Cause: The card is inserted backwards or upside down.

Solution: Turn the memory card so that the label side is up and the contacts are facing the HP All-in-One, and then push the card forward into the appropriate slot until the Photo light turns on.

If the memory card is not inserted properly, the HP All-in-One will not respond and the Photo light (near the memory card slots) will not turn on.

After the memory card has been inserted properly, the Photo light will blink for a few seconds, and then remain lit.

Cause: The card is not fully inserted.

Solution: Make sure you fully insert the memory card into the appropriate slot on the HP All-in-One.

If the memory card is not inserted properly, the HP All-in-One will not respond and the Photo light (near the memory card slots) will not turn on.

After the memory card has been inserted properly, the Photo light will blink for a few seconds, and then remain lit.

Cause: Multiple memory cards are inserted in the HP All-in-One.

Solution: You can insert only one memory card at a time.

If more than one memory card is inserted, the Photo light (near the memory card slots) will not blink, and an error message will appear on the computer screen. Remove the additional memory card to resolve the problem.

Cause: The file system is corrupted.

Solution: Check the computer screen for an error message telling you that the images on the memory card are corrupted.

If the file system on the card is corrupt, reformat the memory card in your digital camera.

△ **CAUTION:** Reformatting the memory card will delete any photos stored on the card. If you have previously transferred the photos from your memory card to a computer, try printing the photos from the computer. Otherwise, you will need to retake any photos you might have lost.

The Photo light next to the memory card slots is blinking

Cause: The HP All-in-One is reading the memory card.

Solution: Do not pull out the memory card while the Photo light is flashing. A flashing light means the HP All-in-One is accessing the memory card. Wait until the light remains solid. Removing a memory card while it is being accessed might corrupt information on the card or damage the HP All-in-One and card.

The On light blinks when I insert my memory card

Cause: The HP All-in-One has detected an error with the memory card.

Solution: Remove and reinsert the memory card. You might have inserted it incorrectly. Turn the memory card so that the label side is up and the contacts are facing the HP All-in-One, and then push the card forward into the appropriate slot until the Photo light turns on.

If the problem continues, the memory card might be defective.

Cause: You have inserted more than one memory card.

Solution: Remove one of the memory cards. You can use only one memory card at a time.

The photos on the memory card do not transfer to my computer

Cause: The HP Photosmart Software is not installed.

Solution: Install the HP Photosmart Software that came with the HP All-in-One. If it is installed, restart your computer.

To install the HP Photosmart Software

1. Insert the HP All-in-One CD-ROM into your computer's CD-ROM drive and then start the Setup program.
2. When prompted, click **Install More Software** to install the HP Photosmart Software.
3. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the HP All-in-One.

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

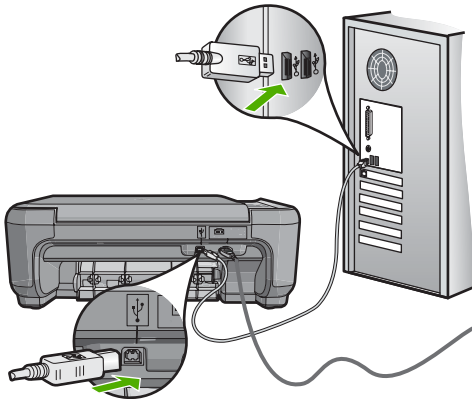
Solution: Turn the HP All-in-One on.

Cause: The computer is turned off.

Solution: Turn the computer on.

Cause: The HP All-in-One is not properly connected to the computer.

Solution: 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.



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.

Memory card is not available

Cause: If this message appears on your display, it means that another user is accessing the memory card over the network. Other users who try to use the same memory card might see a read/write error message. The memory card might not appear, as expected, in a list of shared network drives. In addition, if the HP All-in-One is connected to your computer by a USB cable, the computer might be accessing the memory card, making it inaccessible to the HP All-in-One.

Solution: Wait until the other user has finished using the memory card.

The file name appears as meaningless text

Cause: The HP All-in-One does not support Unicode. This is a limitation of the Common Internet File System (CIFS) server.

The CIFS server is included in all network-connected HP All-in-One devices. It provides network drive letter access to the memory card in the HP All-in-One. This lets you read/write files on the network from the memory card in the HP All-in-One. The CIFS server appears on your computer as a network drive. In addition to reading/writing files from your memory card, you can also create folders and store other information.

Solution: If a file name was created with Unicode by another application, it will display as arbitrary characters.

Other users on the network can access my memory card

Cause: The Common Internet File System (CIFS) server in the HP All-in-One does not support authentication. This is a limitation of the CIFS server.

The CIFS server is included in all network-connected HP All-in-One devices. It provides network drive letter access to the memory card in the HP All-in-One. This lets you read/write files on the network from the memory card in the HP All-in-One. The CIFS server appears on your computer as a network drive. In addition to reading/writing files from your memory card, you can also create folders and store other information.

Solution: Every user on the network can access the memory card.

Error message: Cannot find the file or item. Make sure the path and file name are correct.

Cause: The Common Internet File System (CIFS) server in the HP All-in-One is not operational.

The CIFS server is included in all network-connected HP All-in-One devices. It provides network drive letter access to the memory card in the HP All-in-One. This lets you read/write files on the network from the memory card in the HP All-in-One. The CIFS server appears on your computer as a network drive. In addition to reading/writing files from your memory card, you can also create folders and store other information.

Solution: Retry your task at a later time.

Scan troubleshooting

Use this section to solve these scan problems:

- [Scan halts](#)
- [Scan fails](#)
- [Scan fails because of insufficient computer memory](#)
- [Scanned image is blank](#)
- [Scanned image is incorrectly cropped](#)
- [Scanned image has incorrect page layout](#)
- [Scanned image shows dotted lines instead of text](#)
- [Text format is incorrect](#)
- [Text is incorrect or missing](#)
- [The scan feature does not work](#)

Scan halts

Cause: The computer system resources might be low.

Solution: Turn off the HP All-in-One and then turn it back on. Turn off the computer and then turn it back on.

If this does not work, try changing the scan to a lower resolution in the software.

Scan fails

Cause: The computer is not turned on.

Solution: Turn on your computer.

Cause: Your computer is not connected to the HP All-in-One by a USB cable.

Solution: Connect your computer to the HP All-in-One with a standard USB cable. For more information, see the Setup Guide.

Cause: The HP Photosmart Software might not have been installed.

Solution: Insert the HP Photosmart installation CD and install the software. For more information, see the Setup Guide.

Cause: The HP Photosmart Software is installed, but is not running.

Solution: Start the software you installed with the HP All-in-One and try scanning again.



NOTE: To check to see whether the software is running, right-click on the **HP Digital Imaging Monitor** icon in the system tray at the far right of the Windows taskbar. Pick a device in the list, and then click **Display Status**.

Scan fails because of insufficient computer memory

Cause: Too many applications are running on your computer.

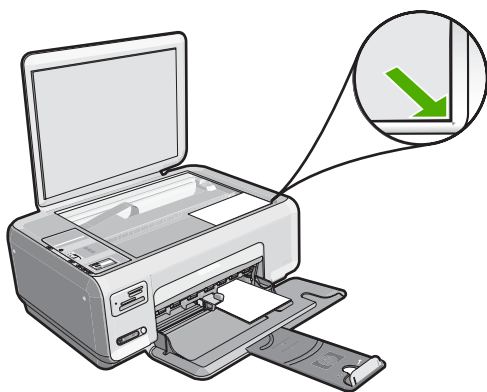
Solution: Close all applications that are not in use. This includes applications that run in the background, such as screen savers and virus checkers. If you turn off your virus checker, remember to turn it back on after you finish your scan.

If this problem occurs frequently, or if you encounter memory problems while using other applications, you might need to add more memory to your computer. See the user guide that came with your computer for more information.

Scanned image is blank

Cause: The original is placed incorrectly on the glass.

Solution: Load your original print side down on the right front corner of the glass.



Scanned image is incorrectly cropped

Cause: The software is set to automatically crop scanned pictures.

Solution: The autocropping feature in the software crops anything that is not part of the main image. Sometimes this might not be what you want. In that case, turn off autocropping in the software and crop the scanned image manually, or not at all.

Scanned image has incorrect page layout

Cause: The automatic cropping feature in the software is changing the page layout.

Solution: Turn off autocropping in the software to retain the page layout.

Scanned image shows dotted lines instead of text

Cause: If you use the **Text** image type to scan text that you plan to edit, the scanner might not recognize color text. The **Text** image type scans at 300 x 300 dpi, in black and white.

If you are scanning an original that has graphics or artwork surrounding the text, the scanner might not recognize the text.

Solution: Make a black-and-white copy of the original and then scan the copy.

Text format is incorrect

Cause: The scan document settings are incorrect.

Solution: Some applications cannot handle framed text formatting. Framed text is one of the scan document settings in the software. It maintains complex layouts, such as multiple columns from a newsletter, by putting the text in different frames (boxes) in the destination application. In the software, select the correct format so that the scanned text layout and formatting are retained.

Text is incorrect or missing

Cause: The brightness is not set correctly.

Solution: Adjust the brightness in the software, and then rescan the original.

Cause: Debris might be stuck on the glass or on the back of the document lid. This can cause poor-quality scans.


Solution: Turn off the HP All-in-One, unplug the power cord, and use a soft cloth to wipe the glass and the back of the document lid.

For more information, see:

- [“Clean the lid backing” on page 76](#)
 - [“Clean the glass” on page 75](#)
-

Cause: The scan document settings are not set to the correct optical character recognition (OCR) language. The **OCR language** tells the software how to interpret the characters it sees in the original image. If the **OCR language** does not match the language in the original, the scanned text might be incomprehensible.

Solution: Select the correct OCR language in the software.

 **NOTE:** If you are using HP Photosmart Essential, the Optical Character Recognition (OCR) software might not be installed on your computer. To install the OCR software, you must re-insert the software disk and select **OCR** under the **Custom** installation options.

See the documentation that came with Readiris, or whichever OCR software you use, for information on how to select the **OCR language**.

The scan feature does not work

Cause: The computer is turned off.

Solution: Turn the computer on.

Cause: The HP All-in-One is not properly connected to the computer through a USB cable.

Solution: Check the cables that connect the HP All-in-One to your computer.

Cause: The software that came with the HP All-in-One is not installed or is not running.

Solution: Restart your computer. If that does not help, install or reinstall the software that came with the HP All-in-One.

Copy troubleshooting

Use this section to solve these copy problems:

- [Nothing happens when I try to copy](#)
- [Parts of the original do not appear or are cut off](#)
- [Resize to Fit is not working as expected](#)
- [The image is cropped when I make a borderless copy](#)
- [The printout is blank](#)
- [A borderless copy has white space around the edges](#)

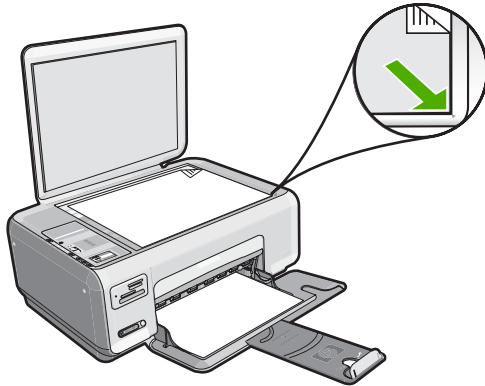
Nothing happens when I try to copy

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

Solution: Look at the **On** button located on the top 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.

Cause: The original is placed incorrectly on the glass.

Solution: Load the original print side down on the right front corner of the glass as shown below.



Cause: The HP All-in-One might be busy copying or printing.

Solution: Check the **On** button. If it is blinking, the HP All-in-One is busy.

Cause: The HP All-in-One does not recognize the paper type.

Solution: Do not use the HP All-in-One to copy onto envelopes or other papers the HP All-in-One does not support.

Cause: The HP All-in-One has a paper jam.

Solution: Clear the paper jam and remove any torn paper that remains in the HP All-in-One.

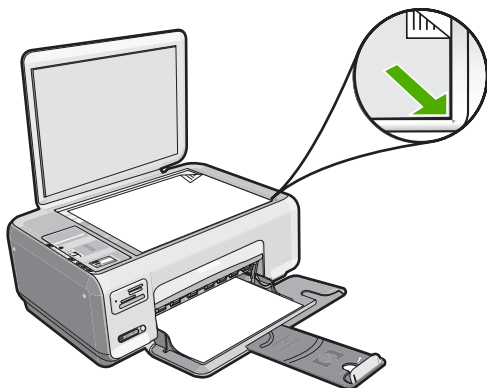
For more information, see:

[“Clear paper jams” on page 94](#)

Parts of the original do not appear or are cut off

Cause: The original is placed incorrectly on the glass.

Solution: Load the original print side down on the right front corner of the glass as shown below.



Resize to Fit is not working as expected

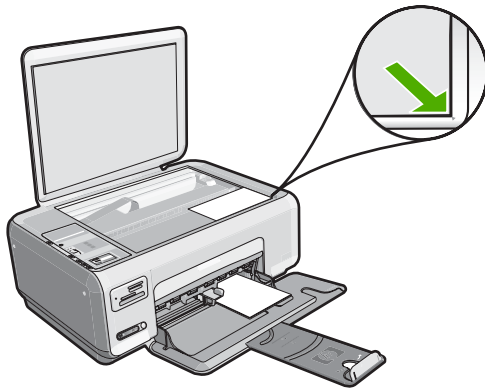
Cause: You are trying to increase the size of an original that is too small.

Solution: **Resize to Fit** can only enlarge the original up to the maximum percentage allowed by your model. For example, 200% might be the maximum enlargement percentage allowed by your model. Enlarging a passport photo by 200% might not enlarge it enough for it to fit a full-size page.

If you want to make a large copy of a small original, scan the original into the computer, resize the image in the HP scanning software, and then print a copy of the enlarged image.

Cause: The original is placed incorrectly on the glass.

Solution: Load the original print side down on the right front corner of the glass as shown below. To copy a photo, position the photo on the glass so that the long edge of the photo is along the front edge of the glass.



Cause: Debris might be stuck on the glass or on the back of the document lid. The HP All-in-One interprets anything it detects on the glass as part of the image.

Solution: Turn off the HP All-in-One, unplug the power cord, and then use a soft cloth to wipe the glass and the back of the document lid.

For more information, see:

- [“Clean the glass” on page 75](#)
- [“Clean the lid backing” on page 76](#)

The image is cropped when I make a borderless copy

Cause: The HP All-in-One cropped some of the image around the margins of the copy to achieve a borderless print without changing the proportions of the original.

Solution: If you want to enlarge a photo to fit a full-size page without cropping the edges, use **Resize to Fit**.

For more information, see:

[“Resize an original to fit onto letter or A4 paper” on page 73](#)

Cause: The original is larger than the paper in the input tray.

Solution: If your original is larger than the paper in the input tray, use the **Resize to Fit** feature to reduce your original to fit on the paper in the input tray.

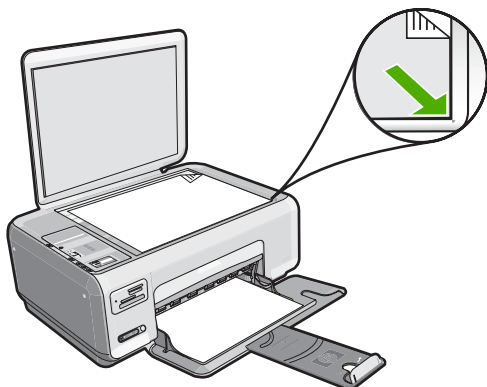
For more information, see:

[“Resize an original to fit onto letter or A4 paper” on page 73](#)

The printout is blank

Cause: The original is placed incorrectly on the glass.

Solution: Load the original print side down on the right front corner of the glass as shown below.



Cause: The print cartridges need to be cleaned or might be out of ink.

Solution: Check the estimated ink levels remaining in the print cartridges. If the print cartridges are low or out of ink, you might need to replace the print cartridges.

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information on print cartridges, see [“Troubleshoot print cartridges” on page 95](#).

A borderless copy has white space around the edges

Cause: You are trying to make a borderless copy of a very small original.

Solution: When you make a borderless copy of a very small original, the HP All-in-One enlarges the original up to a maximum percentage. This might leave white space around the edges. (The maximum percentage varies by model.)

Depending on the size of the borderless copy you are trying to make, the minimum size of the original varies. For example, you cannot enlarge a passport photo to create a letter-size borderless copy.

If you want to make a borderless copy of a very small original, scan the original into the computer, resize the image, and then print a borderless copy of the enlarged image.

Cause: You are trying to make a borderless copy without using photo paper.

Solution: Use photo paper to make borderless copies.

Errors

If the HP All-in-One has an error, the lights on the device might flash, or an error message might appear on the display of the HP All-in-One or your computer screen.

This section contains the following topics:

- [Device messages](#)
- [File messages](#)
- [General user messages](#)
- [Paper messages](#)
- [Power and connection messages](#)
- [Print cartridge messages](#)

Device messages

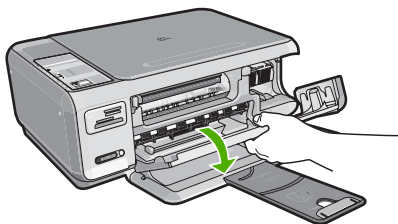
The following is a list of device-related error messages:

- [Carriage blocked](#)
- [Carriage jam](#)
- [Carriage stall](#)
- [Firmware revision mismatch](#)
- [Mechanism error](#)
- [Memory is full](#)
- [Scanner failure](#)

Carriage blocked

Cause: The print carriage is blocked.

Solution: Turn the HP All-in-One off and open the print cartridge door to access the print carriage area. Remove any objects that are blocking the print carriage (including any packing materials), and then turn the HP All-in-One on again.

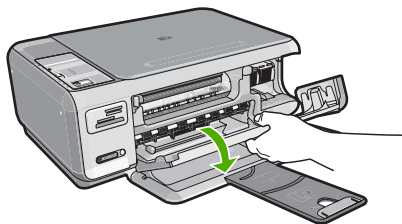


Follow the prompts on the display to continue.

Carriage jam

Cause: The print carriage is blocked.

Solution: Turn the HP All-in-One off and open the print cartridge door to access the print carriage area. Remove any objects that are blocking the print carriage (including any packing materials), and then turn the HP All-in-One on again.

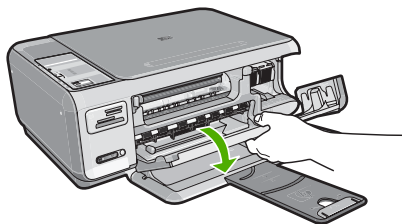


Follow the prompts on the display to continue.

Carriage stall

Cause: The print carriage is blocked.

Solution: Turn the HP All-in-One off and open the print cartridge door to access the print carriage area. Remove any objects that are blocking the print carriage (including any packing materials), and then turn the HP All-in-One on again.



Follow the prompts on the display to continue.

Firmware revision mismatch

Cause: The revision number of the HP All-in-One firmware does not match the revision number of the software.

Solution: To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Mechanism error

Cause: The HP All-in-One has a paper jam.

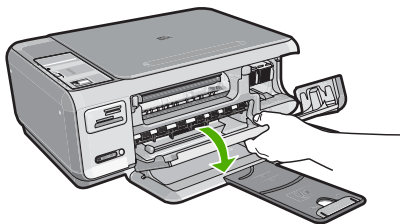
Solution: Clear the paper jam.

For more information, see:

[“Clear paper jams” on page 94](#)

Cause: The print carriage is blocked.

Solution: Turn the HP All-in-One off and open the print cartridge door to access the print carriage area. Remove any objects that are blocking the print carriage (including any packing materials), and then turn the HP All-in-One on again.



Follow the prompts on the display to continue.

Memory is full

Cause: The document you are copying has exceeded the memory of the HP All-in-One.

Solution: Try making fewer copies at a time.

Scanner failure

Cause: The HP All-in-One is busy or an unknown cause has interrupted your scan.

Solution: Turn off the HP All-in-One and then turn it on again. Restart your computer and then try to scan again.

If the problem persists, try plugging the power cord directly into a grounded power outlet rather than a surge protector or power strip. If the problem continues, contact HP support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

File messages

The following is a list of file-related error messages:

- [Error reading or writing the file](#)
- [Unreadable files. NN files could not be read](#)
- [Photos not found](#)
- [File not found](#)
- [File format not supported](#)
- [Invalid file name](#)

- [Supported file types for the HP All-in-One](#)
- [File corrupted](#)

Error reading or writing the file

Cause: The HP All-in-One software could not open or save the file.

Solution: Check to see if you have the right folder and file name.

Unreadable files. NN files could not be read

Cause: Some of the files on the inserted memory card are damaged.

Solution: Reinsert the memory card in the HP All-in-One or try transferring the files to your computer using a memory card reader or a USB cable. If you already transferred the files to your computer, try printing those files by using the HP Photosmart Software. The copies might not be damaged. If these solutions do not work, retake the photos with your digital camera as a last resort.

Photos not found

Cause: Some of the files on the inserted memory card are damaged.

Solution: Reinsert the memory card in the HP All-in-One or try transferring the files to your computer using a memory card reader or a USB cable. If you already transferred the files to your computer, try printing those files by using the HP Photosmart Software. The copies might not be damaged. If these solutions do not work, retake the photos with your digital camera as a last resort.

Cause: There are no photos found on the memory card.

Solution: Take some photos with your digital camera, or if you previously saved photos on your computer, you can print them using the HP Photosmart Software.

File not found

Cause: There is not enough available memory on your computer to create a print preview file.

Solution: Close some applications and try the task again.

File format not supported

Cause: The HP Photosmart software did not recognize or support the file format of the image you are trying to open or save. If the file extension indicates it is a supported file type, the file might be corrupted.

Solution: Open the file in another application, and save it in a format that the HP Photosmart software recognizes.


For more information, see:

[“Supported file types for the HP All-in-One” on page 143](#)

Invalid file name

Cause: The file name you entered is invalid.

Solution: Make sure that you are not using any invalid symbols in the file name.

 **NOTE:** Although the file name might look correct, it could still include invalid characters. Overwrite the existing file name with a new name.

Supported file types for the HP All-in-One

The HP All-in-One software recognizes the following file formats: BMP, DCX, FPX, GIF, JPG, PCD, PCX, and TIF.

File corrupted


Cause: Some of the files on the inserted memory card are damaged.

Solution: Reinsert the memory card in the HP All-in-One or try transferring the files to your computer using a memory card reader or a USB cable. If you already transferred the files to your computer, try printing those files by using the HP Photosmart Software. The copies might not be damaged. If these solutions do not work, retake the photos with your digital camera as a last resort.

Cause: The file system is corrupted.

Solution: Check the computer screen for an error message telling you that the images on the memory card are corrupted.

If the file system on the card is corrupt, reformat the memory card in your digital camera.

 **CAUTION:** Reformatting the memory card will delete any photos stored on the card. If you have previously transferred the photos from your memory card to a computer, try printing the photos from the computer. Otherwise, you will need to retake any photos you might have lost.

General user messages

The following is a list of messages related to common user errors:

- [Cannot crop](#)
- [Memory card error](#)
- [Disconnected](#)
- [Out of disk space](#)

- [Card access error](#)
- [Use only one card at a time](#)
- [Card is inserted incorrectly](#)
- [Card is not fully inserted](#)
- [Card is damaged](#)

Cannot crop

Cause: The computer does not have enough memory.

Solution: Close all unnecessary applications. (This includes applications that run in the background, such as screensavers and virus checkers). Try restarting your computer to clear the memory. You might need to purchase more RAM. Refer to the documentation that came with your computer.

Cause: For scanning, there must be at least 50 MB of space available on your computer's hard disk.

Solution: Empty the Recycle Bin on your desktop. You might also need to remove files from the hard disk; for example, delete temporary files.

Memory card error

Cause: There are two or more memory cards inserted into the HP All-in-One at the same time.

Solution: Remove all but one memory card. The HP All-in-One reads the remaining memory card and displays the first photo stored on the memory card.

Cause: You have inserted a Compact Flash memory card backwards or upside down.

Solution: Remove the memory card and reinsert it correctly. The label of the Compact Flash card faces up and should be readable as you insert it into the slot.

Cause: You have not fully inserted the memory card.

Solution: Remove the memory card and reinsert it in the memory card slot until it stops.

Disconnected

Cause: Several situations can cause this error message to appear.

- Your computer is not turned on.
- Your computer is not connected to the HP All-in-One.
- The software that came with the HP All-in-One was not installed correctly.
- The software that came with the HP All-in-One is installed, but it is not running.

Solution: Make sure your computer is turned on and is connected to the HP All-in-One. Also make sure you installed the software that came with the HP All-in-One.

For more information, see:

[“Communication problems over a USB connection”](#) on page 91

Out of disk space

Cause: There is not enough available memory on your computer to perform the task.

Solution: Close some applications and try the task again.

Card access error

Cause: There are two or more memory cards inserted into the HP All-in-One at the same time.

Solution: Remove all but one memory card. The HP All-in-One reads the remaining memory card and displays the first photo stored on the memory card.

Cause: You have inserted a Compact Flash memory card backwards or upside down.

Solution: Remove the memory card and reinsert it correctly. The label of the Compact Flash card faces up and should be readable as you insert it into the slot.

Cause: You have not fully inserted the memory card.

Solution: Remove the memory card and reinsert it in the memory card slot until it stops.

Use only one card at a time

Cause: Multiple memory cards are inserted in the HP All-in-One.

Solution: You can insert only one memory card at a time.

If more than one memory card is inserted, the **On** light will blink rapidly, and an error message will appear on the computer screen. Remove the additional memory card to resolve the problem.

Card is inserted incorrectly

Cause: The card is inserted backwards or upside down.

Solution: Turn the memory card so that the label side is up and the contacts are facing the HP All-in-One, and then push the card forward into the appropriate slot until the Photo light turns on.

If the memory card is not inserted properly, the HP All-in-One will not respond and the Photo light (near the memory card slots) will not turn on.

After the memory card has been inserted properly, the Photo light will blink for a few seconds, and then remain lit.

Card is not fully inserted

Cause: The card is not fully inserted.

Solution: Make sure you fully insert the memory card into the appropriate slot on the HP All-in-One.

If the memory card is not inserted properly, the HP All-in-One will not respond and the Photo light (near the memory card slots) will not turn on.

After the memory card has been inserted properly, the Photo light will blink for a few seconds, and then remain lit.

Card is damaged

Cause: You formatted the card on a Windows XP computer. By default, Windows XP will format a memory card of 8 MB or less and 64 MB or more with the FAT32 format. Digital cameras and other devices use the FAT (FAT16 or FAT12) format and cannot recognize a FAT32 formatted card.

Solution: Reformat your memory card in your camera or format your memory card in a Windows XP computer by selecting the FAT format.

Cause: The file system is corrupted.

Solution: Check the computer screen for an error message telling you that the images on the memory card are corrupted.

If the file system on the card is corrupt, reformat the memory card in your digital camera.

△ **CAUTION:** Reformatting the memory card will delete any photos stored on the card. If you have previously transferred the photos from your memory card to a computer, try printing the photos from the computer. Otherwise, you will need to retake any photos you might have lost.

Paper messages

The following is a list of paper-related error messages:

- [Paper upside down](#)
- [Paper orientation error](#)
- [Cannot load paper from input tray](#)
- [Ink is drying](#)
- [Out of paper](#)
- [Paper jam, misfeed or blocked carriage](#)

- [Paper mismatch](#)
- [Wrong paper width](#)

Paper upside down

Cause: Paper in the input tray is upside down.

Solution: Load paper in the input tray print side down.

Paper orientation error

Cause: Paper in the input tray is in landscape orientation.

Solution: Insert paper into the input tray with the short edge forward and the print side down. Slide the paper forward until it stops.

Cannot load paper from input tray

Cause: There is not enough paper in the input tray.

Solution: If the HP All-in-One is out of paper or there are only a few sheets remaining, load more paper in the input tray. If there is paper in the input tray, remove the paper, tap the stack of paper against a flat surface, and reload the paper into the input tray. To continue your print job, press **Start Copy Black** on the control panel of the HP All-in-One.

Ink is drying

Cause: Transparencies and some other media require a drying time that is longer than normal.

Solution: Leave the sheet in the output tray until the message disappears. If it is necessary to remove the printed sheet before the message disappears, carefully hold the printed sheet on the underside or the edges, and place it on a flat surface to dry.

Out of paper

Cause: There is not enough paper in the input tray.

Solution: If the HP All-in-One is out of paper or there are only a few sheets remaining, load more paper in the input tray. If there is paper in the input tray, remove the paper, tap the stack of paper against a flat surface, and reload the paper into the input tray. To continue your print job, press **Start Copy Black** on the control panel of the HP All-in-One.

Cause: The rear door is off the HP All-in-One.

Solution: If you removed the rear door to clear a paper jam, replace it.

For more information, see:

[“Clear paper jams” on page 94](#)

Paper jam, misfeed or blocked carriage

Cause: Paper has jammed the HP All-in-One.

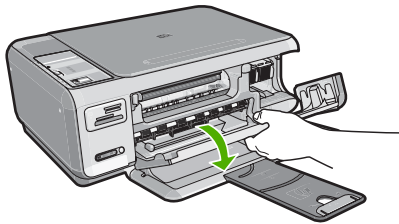
Solution: Clear the jam.

For more information, see:

[“Clear paper jams” on page 94](#)

Cause: The print carriage is blocked.

Solution: Turn the HP All-in-One off and open the print cartridge door to access the print carriage area. Remove any objects that are blocking the print carriage (including any packing materials), and then turn the HP All-in-One on again.



Follow the prompts on the display to continue.

Paper mismatch

Cause: The print setting for the print job does not match the paper type or size loaded in the HP All-in-One.

Solution: Change the print setting in the software or load the appropriate paper in the input tray.

For more information, see:

[“Set the paper type for printing” on page 43](#)

Wrong paper width

Cause: The print setting chosen for the print job does not match the paper loaded in the HP All-in-One.

Solution: Change the print setting or load the appropriate paper in the input tray.

For more information, see:

[“Set the paper type for printing” on page 43](#)

Power and connection messages

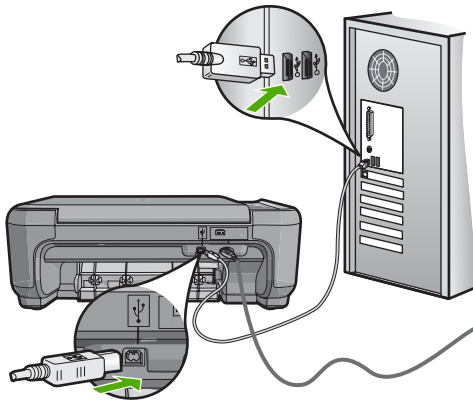
The following is a list of power- and connection-related error messages:

- [HP All-in-One not found](#)
- [Communication test failed](#)
- [Improper shutdown](#)
- [Two-way communication lost](#)

HP All-in-One not found

Cause: This error applies only to USB-connected devices. The USB cable is not plugged in properly.

Solution: If the HP All-in-One is not properly connected to the computer, communication errors can occur. Make sure the USB cable is securely connected to the HP All-in-One and the computer, as shown below.



For more information, see:

[“Communication problems over a USB connection” on page 91](#)

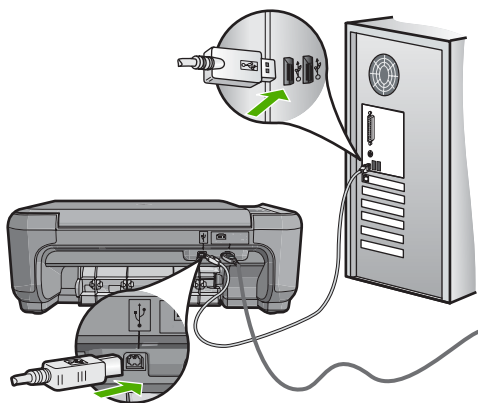
Communication test failed

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

Solution: Look at the **On** button located on the top 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.

Cause: The HP All-in-One is not connected to the computer.

Solution: If the HP All-in-One is not properly connected to the computer, communication errors can occur. Make sure the USB cable is securely connected to the HP All-in-One and the computer, as shown below.



For more information, see:

[“Communication problems over a USB connection” on page 91](#)

Improper shutdown

Cause: The last time the HP All-in-One was used, it was not turned off properly. If the HP All-in-One is turned off by turning off the switch on a power strip or by using a wall switch, the device can be damaged.

Solution: Press the **On** button located on the control panel of the HP All-in-One to turn the device on and off.

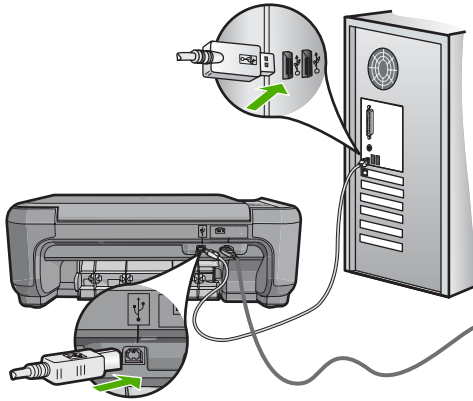
Two-way communication lost

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

Solution: Look at the **On** button located on the top 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.

Cause: The HP All-in-One is not connected to the computer.

Solution: If the HP All-in-One is not properly connected to the computer, communication errors can occur. Make sure the USB cable is securely connected to the HP All-in-One and the computer, as shown below.



For more information, see:

[“Communication problems over a USB connection” on page 91](#)

Print cartridge messages

The following is a list of print cartridge error messages:

- [Ink low](#)
- [Need alignment or alignment failed](#)
- [Print cartridge damaged or missing](#)
- [Print cartridge is missing, incorrectly installed, or not intended for your device](#)
- [Print cartridge is not compatible](#)
- [Print cartridge is not intended for use in this device](#)
- [Wrong pen in slot](#)

Ink low

Cause: At least one of the print cartridges is estimated to be low on ink and might need to be replaced soon.

Solution: Have a replacement cartridge on hand to avoid printing interruptions. You do not have to replace the cartridge until print quality deteriorates. If you have installed a refilled or remanufactured print cartridge, or a cartridge that has been used in another printer, the ink level indicator will be inaccurate or unavailable.

For more information on print cartridges, see [“Troubleshoot print cartridges” on page 95](#).

Need alignment or alignment failed

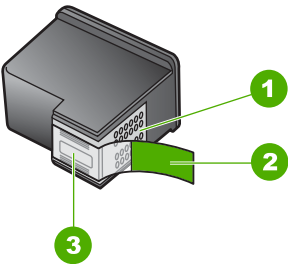
Cause: The incorrect type of paper is loaded in the input tray.

Solution: If you have colored paper loaded in the input tray when you align the print cartridges, the alignment fails. Load unused plain white letter or A4 paper into the input tray, and then try the alignment again. If the alignment fails again, you might have a defective sensor or print cartridge.

To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: Protective tape is covering the print cartridges.

Solution: Check each print cartridge. The tape might have been removed from the copper-colored contacts, but still might cover the ink nozzles. If the tape is still covering the ink nozzles, carefully remove the tape from the print cartridges. Do not touch the ink nozzles or the copper-colored contacts.



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



Reinsert the print cartridges and verify that they are fully inserted and locked in place.

Cause: The contacts on the print cartridge are not touching the contacts in the print carriage.

Solution: Remove and then reinsert the print cartridges. Verify that they are fully inserted and locked in place.

Cause: The print cartridge or sensor is defective.

Solution: To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: You installed new print cartridges which might need alignment.

Solution: You must align the print cartridges to ensure excellent print quality.

If the alignment error persists and you cannot clear it, your print cartridge might be defective. Check to see if your print cartridge is still under warranty and end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new print cartridge.
- If the end of warranty date has not been reached, contact HP support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

For more information, see:

- [“Align the print cartridges” on page 84](#)
 - [“Print cartridge warranty information” on page 159](#)
 - [“Shop for ink supplies” on page 89](#)
-

Print cartridge damaged or missing

Cause: The print cartridge is missing.

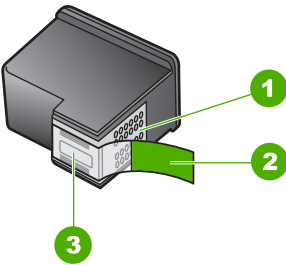
Solution: One or both of the print cartridges is missing. Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place. If the problem persists, clean the contacts of the print cartridges.

For more information on print cartridges, see [“Troubleshoot print cartridges” on page 95](#).

Cause: Protective tape is covering the print cartridges.

Solution: Check each print cartridge. The tape might have been removed from the copper-colored contacts, but still might cover the ink nozzles. If the tape is still

covering the ink nozzles, carefully remove the tape from the print cartridges. Do not touch the ink nozzles or the copper-colored contacts.



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



Cause: One or both of the print cartridges are not installed or are installed incorrectly.

Solution: One or both of the print cartridges are not installed or are installed incorrectly. Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place. If the problem persists, clean the copper-colored contacts of the print cartridges.

For more information on print cartridges, see “[Troubleshoot print cartridges](#)” on page 95.

Cause: The print cartridge might be damaged.

Solution: Check to see if your print cartridge is still under warranty and end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new print cartridge.
- If the end of warranty date has not been reached, contact HP support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Print cartridge is missing, incorrectly installed, or not intended for your device

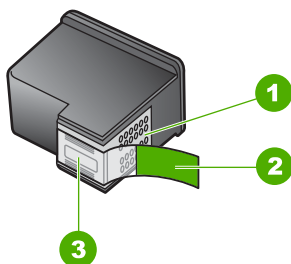
Cause: The print cartridge is missing.

Solution: One or both of the print cartridges is missing. Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place. If the problem persists, clean the contacts of the print cartridges.

For more information on print cartridges, see [“Troubleshoot print cartridges” on page 95](#).

Cause: Protective tape is covering the print cartridges.

Solution: Check each print cartridge. The tape might have been removed from the copper-colored contacts, but still might cover the ink nozzles. If the tape is still covering the ink nozzles, carefully remove the tape from the print cartridges. Do not touch the ink nozzles or the copper-colored contacts.



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



Cause: One or both of the print cartridges are not installed or are installed incorrectly.

Solution: One or both of the print cartridges are not installed or are installed incorrectly. Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place. If the problem persists, clean the copper-colored contacts of the print cartridges.

For more information on print cartridges, see [“Troubleshoot print cartridges” on page 95](#).

Cause: The print cartridge is defective or not intended for use in this device.

Solution: To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Print cartridge is not compatible

Cause: The indicated print cartridge(s) are not compatible with the HP All-in-One.

Solution: Replace the indicated print cartridge(s) with print cartridges that are compatible with the HP All-in-One.

For a list of compatible print cartridges, see the printed documentation that came with the HP All-in-One.

For more information, see:

- “[Shop for ink supplies](#)” on page 89
- “[Replace the print cartridges](#)” on page 79

Print cartridge is not intended for use in this device

Cause: The print cartridge is not intended for use in this device.

Solution: To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

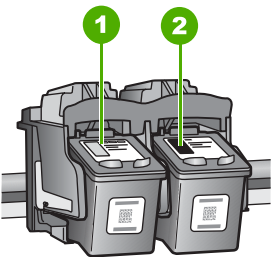
Wrong pen in slot

Cause: The print cartridge is inserted into the wrong slot.

Solution: Remove the print cartridge and insert it into the correct slot.

The tri-color print cartridge goes into the slot on the left.

The black or photo print cartridge goes into 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 |

For more information, see:

- [“Replace the print cartridges”](#) on page 79
 - [“Troubleshoot print cartridges”](#) on page 95
-

14 HP warranty and support

Hewlett-Packard provides Internet and phone support for the HP All-in-One.

This section contains the following topics:

- [Warranty](#)
- [Print cartridge warranty information](#)
- [Support process](#)
- [Before you call HP support](#)
- [HP support by phone](#)
- [Additional warranty options](#)
- [HP Quick Exchange Service \(Japan\)](#)
- [Call HP Korea customer support](#)
- [Prepare the HP All-in-One for shipment](#)
- [Pack the HP All-in-One](#)

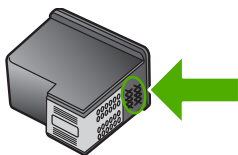
Warranty

For more information about the warranty, see the printed documentation that came with the HP All-in-One.

Print cartridge warranty information

The HP cartridge warranty is applicable when the product is used in its designated HP printing device. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.

During the warranty period the product is covered as long as the HP ink is not depleted and the end of warranty date has not been reached. The end of warranty date, in YYYY/MM/DD format, may be found on the product as indicated:



For a copy of the HP Limited Warranty Statement, see the printed documentation that came with the HP All-in-One.

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. 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.

Before you call HP support

Software programs from other companies might be included with the HP All-in-One. If you experience problems with any of those programs, you will receive the best technical assistance by calling the experts at that company.



NOTE: This information does not apply to customers in Japan. For information on service options in Japan, see [“HP Quick Exchange Service \(Japan\)”](#) on page 162.

If you need to contact HP support, do the following before you call:

1. Make sure that:
 - a. The HP All-in-One is plugged in and turned on.
 - b. The specified print cartridges are installed correctly.
 - c. The recommended paper is properly loaded in the input tray.
2. Reset the HP All-in-One:
 - a. Turn off the HP All-in-One by pressing the **On** button.
 - b. Unplug the power cord from the back of the HP All-in-One.
 - c. Plug the power cord back into the HP All-in-One.
 - d. Turn on the HP All-in-One by pressing the **On** button.
3. To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.
Check the HP Web site for updated information or troubleshooting tips for the HP All-in-One.
4. If you are still experiencing problems and need to speak with an HP support representative, do the following:
 - a. Have the specific name of the HP All-in-One, as it appears on the control panel, available.
 - b. Print a self-test report.
 - c. Make a color copy to have available as a sample printout.
 - d. Be prepared to describe your problem in detail.
 - e. Have your serial number ready.
You can view the serial number by looking at the sticker on the rear side of the HP All-in-One. The serial number is the 10-character code in the upper left corner of the sticker.
5. Call HP support. Be near the HP All-in-One when you call.

Related topics

[“Print a self-test report”](#) on page 76

HP support by phone

For a list of support phone numbers, see the printed documentation that came with the device. This section contains the following topics:

- [Phone support period](#)
- [Placing a call](#)
- [After the phone support period](#)

Phone support period

One year of phone support is available in North America, Asia Pacific, and Latin America (including Mexico). To determine the duration of phone support in Europe, the Middle East, and Africa, go to www.hp.com/support. Standard phone company charges apply.

Placing a call

Call HP support while you are in front of the computer and the HP All-in-One. Be prepared to provide the following information:

- Model number (located on the label on the front of the HP All-in-One)
- Serial number (located on the back or bottom of the HP All-in-One)
- Messages that appear when the situation occurs
- Answers to these questions:
 - Has this situation happened before?
 - Can you re-create it?
 - Did you add any new hardware or software to your computer at about the time that this situation began?
 - Did anything else occur prior to this situation (such as a thunderstorm, HP All-in-One was moved, etc.)?

After the phone support period

After the phone support period, help is available from HP at an additional cost. Help may also be available at the HP online support Web site: www.hp.com/support. Contact your HP dealer or call the support phone number for your country/region to learn more about support options.

Additional warranty options

Extended service plans are available for the HP All-in-One at additional costs. Go to www.hp.com/support, select your country/region and language, then explore the services and warranty area for information about the extended service plans.

HP Quick Exchange Service (Japan)

プリント カートリッジに問題がある場合は以下に記載されている電話番号に連絡してください。プリント カートリッジが故障している、または欠陥があると判断された場合、HP Quick Exchange Service がこのプリント カートリッジを正常品と交換し、故障したプリント カートリッジを回収します。保障期間中は、修理代と配送料は無料です。また、お住まいの地域にもよりますが、プリンタを次の日までに交換することも可能です。

電話番号： 0570-000511 (自動応答)
03-3335-9800 (自動応答システムが使用できない場合)
サポート時間： 平日の午前 9:00 から午後 5:00 まで
土日の午前 10:00 から午後 5:00 まで
祝祭日および 1 月 1 日から 3 日は除きます。

サービスの条件:

- サポートの提供は、カスタマケアセンターを通してのみ行われます。
- カスタマケアセンターがプリンタの不具合と判断した場合に、サービスを受けることができます。

ご注意：ユーザの扱いが不適切であったために故障した場合は、保障期間中であっても修理は有料となります。詳細については保証書を参照してください。

その他の制限:

- 運搬の時間はお住まいの地域によって異なります。詳しくは、カスタマケアセンターに連絡してご確認ください。
- 出荷配送は、当社指定の配送業者が行います。
- 配送は交通事情などの諸事情によって、遅れる場合があります。
- このサービスは、将来予告なしに変更することがあります。

For instructions on how to pack your device for exchange, see [“Pack the HP All-in-One”](#) on page 163.

Call HP Korea customer support

HP 한국 고객 지원 문의

- 고객 지원 센터 대표 전화
1588-3003
- 제품가격 및 구입처 정보 문의 전화
080-703-0700
- 전화 상담 가능 시간:
평 일 09:00~18:00
토요일 09:00~13:00
(일요일, 공휴일 제외)

Prepare the HP All-in-One for shipment

If after contacting HP Support or returning to the point of purchase you are requested to send the HP All-in-One in for service, make sure you remove and keep the following items before returning your device:

- The print cartridges
- The power cord, USB cable, and any other cable connected to the HP All-in-One
- Any paper loaded in the input tray
- Any originals loaded in the HP All-in-One

To remove print cartridges before shipment

1. Turn on the HP All-in-One and wait until the print carriage is idle and silent. If the HP All-in-One will not turn on, skip this step and go to step 2.
2. Open the print cartridge door.
3. Remove the print cartridges from their slots.



NOTE: If the HP All-in-One does not turn on, you can unplug the power cord and then manually slide the print carriage to the far right side to remove the print cartridges.

4. Place the print cartridges in an airtight plastic container so they will not dry out, and put them aside. Do not send them with the HP All-in-One unless the HP customer support call agent instructs you to.
5. Close the print cartridge door and wait a few minutes for the print carriage to move back to its home position (on the left side).



NOTE: Make sure the scanner is idle and has returned to its parked position before turning off the HP All-in-One.

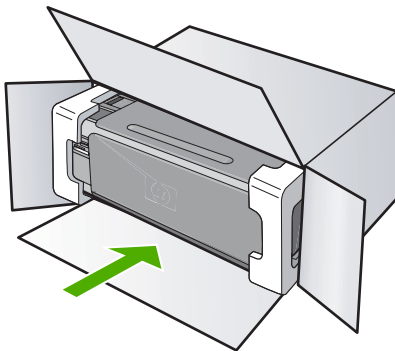
6. Press the **On** button to turn off the HP All-in-One.

Pack the HP All-in-One

Complete the following steps once you have removed the print cartridges, turned off the HP All-in-One, and unplugged it.

To pack the HP All-in-One

1. If available, pack the HP All-in-One for shipment by using the original packing materials or the packaging materials that came with your exchange device.



If you do not have the original packaging materials, please use other adequate packaging materials. Shipping damage caused by improper packaging and/or improper transportation is not covered under the warranty.

2. Place the return shipping label on the outside of the box.
3. Include the following items in the box:
 - A complete description of symptoms for service personnel (samples of print quality problems are helpful).
 - A copy of the sales slip or other proof of purchase to establish the warranty coverage period.
 - Your name, address, and a phone number where you can be reached during the day.

15 Technical information

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

For additional specifications, see the printed documentation that came with the HP All-in-One.

This section contains the following topics:

- [Specifications](#)
- [Environmental product stewardship program](#)
- [Regulatory notices](#)
- [Regulatory wireless statements](#)
- [Declaration of conformity \(European Economic Area\)](#)
- [HP Photosmart C4380 All-in-One series declaration of conformity](#)

Specifications

Technical specifications for the HP All-in-One are provided in this section. For additional specifications, see the printed documentation that came with the HP All-in-One.

System requirements

Software and system requirements are located in the Readme file.

For information about future operating system releases and support, visit the HP online support Web site at www.hp.com/support.

Paper specifications

- Input tray capacity: Plain paper sheets: Up to 100 (20 lb./75 gsm. paper)
- Output tray capacity: Plain paper sheets: Up to 50 (20 lb./75 gsm. paper)



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

Print resolution

To find out about the printer resolution, see the printer software. For more information, see ["View the print resolution" on page 43](#).

Print cartridge yield

Visit www.hp.com/pageyield for more information on estimated cartridge yields.

Acoustic information

If you have Internet access, you can get acoustic information from the HP Web site. Go to: www.hp.com/support.

Environmental product stewardship program

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. Design for recycling has been incorporated into this product. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair.

For more information, visit HP's Commitment to the Environment Web site at:

www.hp.com/hpinfo/globalcitizenship/environment/index.html

This section contains the following topics:

- [Paper use](#)
- [Plastics](#)
- [Material safety data sheets](#)
- [Recycling program](#)
- [HP inkjet supplies recycling program](#)
- [Energy consumption](#)
- [Disposal of Waste Equipment by Users in Private Households in the European Union](#)

Paper use

This product is suited for the use of recycled paper according to DIN 19309 and EN 12281:2002.

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of product life.

Material safety data sheets

Material safety data sheets (MSDS) can be obtained from the HP Web site at:

www.hp.com/go/msds

Recycling program

HP offers an increasing number of product return and recycling programs in many countries/regions, and partners with some of the largest electronic recycling centers throughout the world. HP conserves resources by reselling some of its most popular products. For more information regarding recycling of HP products, please visit:

www.hp.com/hpinfo/globalcitizenship/environment/recycle/

HP inkjet supplies recycling program

HP is committed to protecting the environment. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges and ink cartridges free of charge. For more information, go to the following Web site:

www.hp.com/hpinfo/globalcitizenship/environment/recycle/

Energy consumption

This product is designed to reduce power consumption and save natural resources without compromising product performance. It has been designed to reduce total energy consumption both during operation and when the device is not active. Specific information on power consumption may be found in the printed documentation that came with the HP All-in-One.

This section contains the following topics:

- [Regulatory model identification number](#)
- [FCC statement](#)
- [Notice to users in Korea](#)
- [VCCI \(Class B\) compliance statement for users in Japan](#)
- [Notice to users in Japan about power cord](#)
- [Geräuschemission](#)

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.).

FCC statement

FCC statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

For further information, contact:

Manager of Corporate Product Regulations
Hewlett-Packard Company
3000 Hanover Street
Palo Alto, Ca 94304
(650) 857-1501

Modifications (part 15.21)

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Notice to users in Korea

사용자 안내문(B급 기기)

이 기기는 비업무용으로 전자파 적합 등록을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

VCCI (Class B) compliance statement for users in Japan

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。

取り扱い説明書に従って正しい取り扱いをして下さい。

Notice to users in Japan about power cord

製品には、同梱された電源コードをお使い下さい。

同梱された電源コードは、他の製品では使用出来ません。

Geräuschemission

Geräuschemission

LpA < 70 dB am Arbeitsplatz im Normalbetrieb nach DIN 45635 T. 19

Regulatory wireless statements

This section contains the following regulatory information pertaining to wireless products:

- [Wireless: Exposure to radio frequency radiation](#)
- [Wireless: Notice to users in Brazil](#)
- [Wireless: Notice to users in Canada](#)
- [European Union Regulatory Notice](#)
- [Wireless: Notice to users in Taiwan](#)

Wireless: Exposure to radio frequency radiation

Exposure to radio frequency radiation



Caution The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized. This product and any attached external antenna, if supported, shall be placed in such a manner to minimize the potential for human contact during normal operation. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm (8 inches) during normal operation.

Wireless: Notice to users in Brazil

Aviso aos usuários no Brasil

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário. (Res.ANATEL 282/2001).

Wireless: Notice to users in Canada

Notice to users in Canada/Note à l'attention des utilisateurs canadiens

For Indoor Use. This digital apparatus does not exceed the Class B limits for radio noise emissions from the digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications. The internal wireless radio complies with RSS 210 and RSS GEN of Industry Canada.

Utiliser à l'intérieur. Le présent appareil numérique n'émet pas de bruit radioélectrique dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada. Le composant RF interne est conforme à la norme RSS-210 and RSS GEN d'Industrie Canada.

European Union Regulatory Notice

European Union Regulatory Notice

Products bearing the CE marking comply with the following EU Directives:

- Low Voltage Directive 73/23/EEC
- EMC Directive 2004/108/EC

CE compliance of this product is valid only if powered with the correct CE-marked AC adapter provided by HP.

If this product has telecommunications functionality, it also complies with the essential requirements of the following EU Directive:

- R&TTE Directive 1999/5/EC

Compliance with these directives implies conformity to harmonized European standards (European Norms) that are listed in the EU Declaration of Conformity issued by HP for this product or product family. This compliance is indicated by the following conformity marking placed on the product.



The wireless telecommunications functionality of this product may be used in the following EU and EFTA countries:

Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and United Kingdom.

Products with 2.4-GHz wireless LAN devices

France

For 2.4 GHz Wireless LAN operation of this product certain restrictions apply: This product may be used indoor for the entire 2400-2483.5 MHz frequency band (channels 1-13). For outdoor use, only 2400-2454 MHz frequency band (channels 1-9) may be used. For the latest requirements, see <http://www.art-telecom.fr>.

Italy

License required for use. Verify with your dealer or directly with the General Direction for Frequency Planning and Management (Direzione Generale Pianificazione e Gestione Frequenze).

Wireless: Notice to users in Taiwan

低功率電波輻射性電機管理辦法

第十二條

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更設計之特性及功能。

第十四條


低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫藥用電波輻射性電機設備之干擾。

Declaration of conformity (European Economic Area)

The Declaration of Conformity in this document complies with ISO/IEC 17050-1 and EN 17050-1. It identifies the product, manufacturer's name and address, and applicable specifications recognized in the European community.

HP Photosmart C4380 All-in-One series declaration of conformity



DECLARATION OF CONFORMITY
according to ISO/IEC 17050-1 and EN 17050-1

Manufacturer's Name: Hewlett-Packard Singapore (Pte) Ltd

Manufacturer's Address: Imaging and Printing Manufacturing Operations Singapore
60 Alexandra Terrace, #07-01, The Comtech, Singapore 118502

declares, that the product

Product Name: HP Photosmart C4380 Series (CC280A)

Regulatory Model:⁴⁾ SNPRB-0721-01

Product Options: ALL

Radio Module: RSVLD-0608

conforms to the following Product Specifications:

SAFETY: IEC 60950-1:2001 / EN 60950-1:2001
IEC 60825-1 Ed. 1.2:2001 / EN 60825-1+A2+A1:2002 (LED)

EMC: CISPR 22:1997+A1:2000+A2:2002 / EN 55022:1998+A1:2000+A2:2003 Class B³⁾
CISPR 24:1997+A1:2001+A2:2002 / EN 55024:1998+A1:2001+A2:2003 Class B³⁾
EN 301 489-1 V1.4.1:2002 / EN 301 489-17 V1.2.1:2002
IEC 61000-3-2:2000+A1:2000+A2:2005 / EN 61000-3-2:2000+A2:2005
IEC 61000-3-3:1994+A1:2001 / EN 61000-3-3:1995+A1:2001
FCC Title 47 CFR, Part 15 Class B / ICES-003, Issue 4

RADIO: EN 300 328 V1.6.1:2004-11

HEALTH: EU: 1999/519/EC

Supplementary Information:

1. The product herewith complies with the requirements of the EMC Directive 2004/108/EC, the Low Voltage Directive 73/23/EEC and the R&TTE Directive 1999/5/EC and carries the CE-Marking accordingly
2. This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation
3. The product was tested in a typical configuration.
4. For regulatory purposes, these products are assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).

20 September 2006

Chan

Kum Yew
Director, Quality

Local Contact for regulatory topics only:
European Contact: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, Germany
USA Contact: Hewlett-Packard Company, HPCC, 20555 S.H. 249 Houston, Texas, 77070
Australia Contact: Hewlett Packard Australia Ltd, Product Regulations Manager, 31-41 Joseph Street, Blackburn, Victoria 3130, Australia.

Index

Symbols/Numerics

- 10 x 15 cm photo paper
 - load 36
 - specifications 165
- 2 pages on 1, print 54
- 4 pages on 1, print 54
- 4 x 6 inch (10 x 15 cm)
 - borderless photos
 - print 48
- 4 x 6 inch photo paper, load 36
- 802.11 wireless, configuration page 25

A

- A4 paper, load 35
- access point connection 17
- access point HW address 27
- ad hoc network 18
- addresses, print 57
- admin password 24
- after the support period 161
- align print cartridges 84
- alignment
 - failed 151
 - print cartridges 151
- authentication type 27

B

- base station. *See* access point connection
- best copy quality 72
- blank
 - copy 138
 - scan 132
- booklet printing 52
- borderless copies
 - 10 x 15 cm (4 x 6 inch) photo 73
- borderless photos
 - copy has borders 138
 - crop is wrong 137
 - print 48
 - print from memory card 64
- brightness, change in print 45
- buttons, control panel 8

C

- cancel
 - copy 74
 - print job 59
 - scan 69
- cancel button 9
- carriage
 - jam 139
 - stalled 139, 140
- cartridges. *See* print cartridges
- channel, wireless
 - communication 26
- choose paper 32
- clean
 - exterior 75
 - glass 75
 - lid backing 76
 - print cartridge contacts 85
 - print cartridge ink nozzle area 86
 - print cartridges 85
- color
 - dull 116
 - smear 114
- color tone, change in print 45
- communication mode 26
- communication problems
 - test failed 149
 - two-way communication lost 150
- computer-to-computer network 18
- configuration page
 - 802.11 wireless 25
 - general information 24
- configuration source 25
- connect
 - wireless, with access point 17
 - wireless, without access point 17
- connection
 - wireless 15

- connection problems
 - device not found 149
 - HP All-in-One does not turn on 102
- connection types supported
 - printer sharing 16
- control panel
 - buttons 8,
- copy
 - blank 138
 - borderless has borders 138
 - cancel 74
 - crop is wrong 137
 - fit to page fails 136
 - make a copy 71
 - missing information 135
 - number of copies 71
 - quality 72
 - smear 114
 - speed 72
 - troubleshooting 134
- crop
 - borderless copy is wrong 137
 - fails 144
- customer support
 - HP Quick Exchange Service (Japan) 162
 - Korea 162
 - warranty 159, 161

D

- declaration of conformity
 - European Economic Area 172
 - United States 172
- default gateway 25
- default printer, set as 42
- default settings, restore 23
- device
 - no response 119
 - not found 149
- disconnected error 144
- DNS server 25

documents
 edit scanned 68
 scan 67
 double-sided prints 51, 52
 DPOF file 64

E

edit photos 65
 edit scanned images 68
 Embedded Web Server
 password settings 24
 encryption
 settings 27
 WEP key 20
 envelopes
 load 38
 specifications 165
 environment
 Environmental product
 stewardship program 165
 error messages
 memory cards 144
 out of paper 147
 reading or writing file 142
 European Union
 recycling information 167
 EWS 24

F

fast copy quality 72
 fax
 paper width incorrect 148
 poor quality printouts 112,
 113
 fax problems
 poor print quality 113
 smeared ink 112
 FCC statement 168
 file
 invalid name 143
 supported formats 143
 unreadable 142
 unsupported formats 142
 firmware revision mismatch 140
 firmware version 24
 fit to page 73
 fit to page fails 136

G

gateway, default setting 25
 general information,
 configuration page 24

glass
 clean 75
 greeting cards, load 39

H

hardware address 25
 hostname 24, 28
 HP JetDirect 15
 HP Photosmart Share
 send images 65

I

images
 edit scanned 68
 scan 67
 improper shutdown 150
 infrastructure mode 17
 ink
 drying time 147
 low 125, 151
 sprays inside HP All-in-
 One 127
 ink cartridges. *See* print
 cartridges
 ink levels, check 78
 ink supplies
 purchase 89
 ink, removing ink from skin and
 clothing 88
 install software,
 troubleshoot 101
 interface card 17
 invalid file name 143
 IP
 address 24, 25
 iron-on transfers 56

J

jams, paper 40

L

labels
 load 39
 specifications 165
 landscape orientation 44
 legal paper
 load 35
 specifications 165
 letter paper
 load 35
 specifications 165
 lid backing, clean 76

load

10 x 15 cm photo paper 36
 4 x 6 inch photo paper 36
 A4 paper 35
 envelopes 38
 full-size paper 35
 greeting cards 39
 index cards 37
 iron-on transfers 39
 labels 39
 legal paper 35
 letter paper 35
 original 31
 transparencies 39

M

MAC address 25
 maintenance
 align print cartridges 84
 check ink levels 78
 clean exterior 75
 clean glass 75
 clean lid backing 76
 clean print cartridges 85
 print cartridges 77
 replace print cartridges 79
 self-test report 76
 make a copy 71
 margins
 incorrect 123
 text or graphic cut off 124
 mDNS service name 24
 media. *See* paper
 Media Access Control (MAC)
 address 25
 memory cards
 digital camera cannot
 read 127
 e-mail photos 65
 error message 144
 file unreadable 142
 HP All-in-One cannot
 read 127
 inaccessible 130
 insert 65
 photos missing 142
 print DPOF file 64
 print photos 64
 read or write error 130
 save files to computer 65
 share photos 65
 slots 61
 troubleshoot 127

missing
 information from copy 135
 text from scan 133

N

network
 connection type 24
 interface card 17
 name 26
 restore settings 23
 security 20
 status 24
 upgrade 22
 network configuration page 24
 normal copy quality 72
 number of copies
 copy 71

O

on button 8
 order
 ink supplies 89
 print cartridges 89
 out of paper 147
 overheads, print 56

P

page order 55
 paper
 choose 32
 feed fails 118
 incompatible types 34
 jam 140, 148
 jams 40, 94
 load 35
 misfeed 148
 out of 147
 recommended sizes for
 printing 42
 recommended types 32, 33
 size incorrect 148
 specifications 165
 tips 93
 type incorrect 148
 width incorrect 148
 paper type 43
 password, Embedded Web
 Server 24
 peer-to-peer network 18
 phone numbers, support 160
 phone support 160
 phone support period
 period for support 161
 photo paper
 load 36
 specifications 165
 photos
 borderless 64
 e-mail 65
 edit 65
 edit scanned 68
 ink sprays 127
 missing 142
 photo print cartridge 82
 print borderless 48
 print from DPOF file 64
 print on photo paper 49
 send using HP Photosmart
 Share 65
 share 65
 poor fax printout quality 112,
 113
 portrait orientation 44
 posters 58
 preview print job 45
 print
 2 or 4 pages on 1 54
 addresses 57
 blank printout 125
 booklet 52
 borderless fails 119
 borderless photos 48
 both sides of page 51
 cancel job 59
 CD/DVD labels 50
 correct order 55
 distorted printout 114
 envelopes 57
 envelopes print
 incorrectly 119
 faded 116
 from computer 41
 from software application 41
 iron-on transfers 56
 labels 57
 margins incorrect 123, 124
 meaningless characters 121
 multiple pages on one
 sheet 54
 nothing happens 122
 on photo paper 49
 photos from DPOF file 64
 photos from memory
 card 64

posters 58
 preview 45
 print options 42, 46
 quality, troubleshoot 112,
 113, 115, 117
 reverse images 56
 reversed page order 123
 self-test report 76
 special print jobs 48
 transparencies 56
 troubleshooting 119
 vertical streaks 118
 Web pages 58
 print cartridge protector 82
 print cartridges
 align 84, 151
 check ink levels 78
 clean 85
 clean contacts 85
 clean ink nozzle area 86
 damaged 153
 error message 153, 154
 handle 78
 incorrect 154
 low ink 125
 low on ink 151
 missing 153
 order 89
 part names 78
 photo print cartridge 82
 replace 79
 store 82
 tips 92
 troubleshoot problems 95
 print quality 44
 print settings
 brightness 45
 color tone 45
 layout 44
 orientation 44
 paper size 42
 paper type 43
 print quality 112
 quality 44
 reduce/enlarge 45
 resizing options 45
 resolution 44
 saturation 45
 speed 44
 printer found screen,
 Windows 21

- printer sharing
 - Mac 16
 - Windows 16
- Printing Shortcuts tab 46
- problems
 - copy 134
 - error messages 139
 - print 119
 - scan 131

Q

- quality
 - print 44
- quality, copy 72

R

- radio, turn off 23
- Readme file 101
- recycle
 - ink cartridges 166
- reduce/enlarge copies
 - resize to fit letter or A4 73
- regulatory notices
 - declaration of conformity (European Economic Area) 172
 - declaration of conformity (U.S.) 172
 - FCC statement 168
 - geräuschemission 169
 - notice to users in Japan (power cord) 169
 - notice to users in Japan (VCCI) 169
 - notice to users in Korea 169
 - regulatory model
 - identification number 168
 - wireless statements 169
- reinstall software 106
- removing ink from skin and clothing 88
- replace print cartridges 79
- reports
 - self-test 76
- resolution
 - print 44
- restore network defaults 23
- RJ-45 plug 28, 29

S

- saturation, change in print 45

- save
 - photos to computer 65
- scan
 - blank 132
 - cancel 69
 - crop incorrect 132
 - documents 67
 - edit image 68
 - fails 131, 132, 141
 - features 67
 - halts 131
 - page layout incorrect 132
 - photos 67
 - stop 69
 - text appears as dotted lines 133
 - text format incorrect 133
 - text incorrect 133
 - troubleshooting 131
- scan button 9
- scan glass
 - clean 75
- security
 - network, WEP key 18, 20, 26, 27
 - troubleshoot 20
- self-test report 76
- set
 - print options 42, 46
- settings
 - network 22
 - restore defaults 23
- sharing 21
- ship your device 163
- signal strength 26
- Smart Key 18
- smear ink, fax 112
- software application, print from 41
- software installation
 - reinstall 106
 - troubleshoot 103
 - uninstall 106
- speed
 - copy 72
 - print 44
- SSID
 - troubleshoot 108
 - wireless setting 26
- start black 9
- start color 9
- status, network 24

- stop
 - copy 74
 - print job 59
 - scan 69
- subnet mask 25
- support
 - contact 160
- support process 159
- system requirements 165

T

- T-shirt transfers. See iron-on transfers
- technical information
 - paper specifications 165
 - system requirements 165
- telephone numbers, support 160
- text
 - cut off 124
 - dotted lines on scan 133
 - incorrect format on scan 133
 - incorrect or missing on scan 133
 - jagged 113
 - meaningless characters 121
 - not filled in 113
 - smooth fonts 113
- total packets
 - received 28
 - transmitted 27
- transparencies
 - load 39
 - specifications 165
- troubleshoot
 - fax problems 112, 113
 - hardware installation 101
 - jams, paper 40
 - low signal 109
 - network connection 110
 - Passphrase, invalid 111
 - printer not found 111
 - Readme file 101
 - software installation 103
 - USB cable 103
 - WEP key 110
 - wireless setup wizard 108
- troubleshooting
 - cannot find the file or item 130
 - communication problems 91
 - copy 134

Index

- error messages 139
- filename appears as gibberish 130
- memory card 127
- others on network can access my memory card 130
- print 119
- scan 131
- two-sided prints 51, 52

U

- uninstall software 106
- upgrade to network 22
- URL 24
- USB cable
 - communication lost 150
- USB cable installation 103

W

- warranty 159, 161
- Web pages, print 58
- WEP key, setup 20
- wireless
 - radio, turn off 23
 - setup wizard, troubleshoot 108
 - status 26
- wireless regulatory notices
 - exposure to wireless frequency radiation 169
 - notice to users in Brazil 170
 - notice to users in Canada 170
 - notice to users in Taiwan 171
 - notice to users in the European Economic Area 171

