HP Photosmart C4340 All-in-One series

基本指南
Basics Guide

HP Photosmart
C4340 All-in-One series
基本指南

使用者指南的這一部分主要針對香港和台灣使用者。

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1 HP All-in-One 概觀

使用 HP All-in-One 以快速且簡單地完成影印、掃瞄文件、列印相片或傳送或接收傳真等工作。您可以直接從控制台上存取許多 HP All-in-One 功能,而無需開啟電腦。

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

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

HP All-in-One 概觀
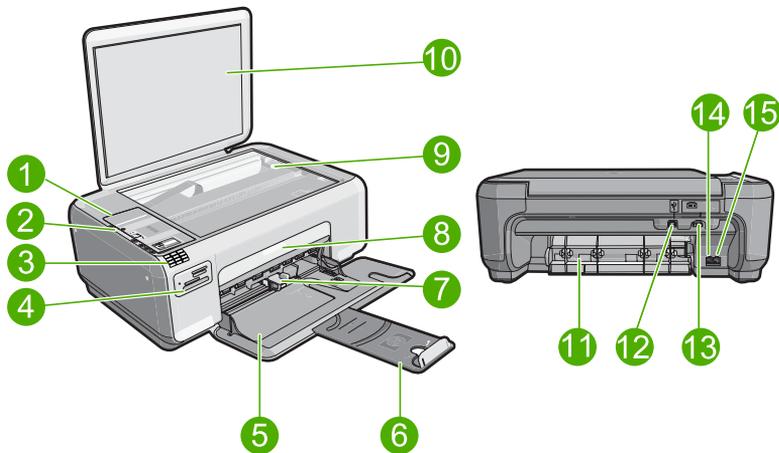
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15	2-EXT（電話）埠

* 僅適用 HP 提供的電源轉接器。

控制台按鈕

下列圖示和相關表格提供 HP All-in-One 控制台功能的快速參照。
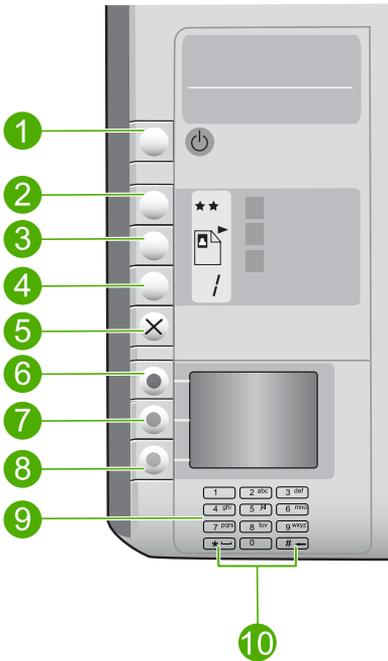
標籤	圖示	名稱與描述
1	⏻	**開啟**：開啟或關閉產品。產品關閉時，會使用最低電源量。您可以按住**開啟**按鈕三秒鐘，進一步降低電源消耗。這會將產品設為「待機/關閉」狀態。若要完全中斷電源，請關閉產品，然後拔掉電源線。
2	★★	**品質**：變更影印品質或從記憶卡列印的相片品質。一顆星表示快速品質，兩顆星表示一般品質，三顆星則表示最佳品質。然

繁體中文

標籤	圖示	名稱與描述
		而，產出的品質根據紙張類型而異。普通紙的預設品質為兩顆星，相紙則為三顆星。
3	**1:1**	**大小**：將影像大小變更為 100%（**實際大小**）、符合頁面（**調整到適合頁面大小**）或列印無邊框影像（**無邊框**）。普通紙的預設設定為 100%，而相紙的預設設定為列印無邊框影像。
4	/ /	**份數**：指定份數。
5	✕	**取消**：停止工作（如掃瞄、影印或傳真）或重設設定（如**品質、大小**和**份數**）。如果發生錯誤，則會取消錯誤，並於再次按下後繼續列印。
6		「**掃描/傳真**」：開啟「**掃描/傳真**」功能表。插入記憶卡時，按此按鈕可前進到記憶卡上的下一張相片。
7	▬	「**開始影印黑白**」：開始黑白影印。插入記憶卡時，此按鈕的作用為返回上一張影像。
8	▬▬▬	「**開始影印彩色**」：開始彩色影印。插入記憶卡時，此按鈕會開始列印目前顯示的影像。在某些情況下（例如，清除卡紙後），此按鈕可恢復列印或確認設定。
9		數字鍵：輸入傳真號碼、數值或文字。
10		*****（**空格**和**符號**）：輸入星號、空格和符號執行傳真相關工作。 **#**（**倒退鍵**）：輸入井號並清除傳真相關工作的錯誤輸入內容。

尋找更多資訊

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

- **安裝指南**
  《安裝指南》提供設定 HP All-in-One 和安裝軟體的指示。請務必依照《安裝指南》的步驟順序進行。
  如果安裝時發生問題，請參閱《安裝指南》最後一節的＜疑難排解＞，或是

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

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

2 傳真設定

在完成《安裝指南》的所有步驟後,請使用本節的指示完成傳真設定。請保留《安裝指南》以便日後使用。

本節將說明如何設定 HP All-in-One,讓 HP All-in-One 能與共用同一條電話線的設備和服務搭配使用,順利進行傳真。

☼ 提示 您也可以使用「傳真設定精靈」(Windows) 或「傳真設定工具程式」(Mac),快速設定一些重要的傳真設定,例如接聽模式及傳真標頭資訊。您還可以藉由與 HP All-in-One 一起安裝的軟體,存取「傳真設定精靈」(Windows) 或「傳真設定工具程式」(Mac)。在執行「傳真設定精靈」(Windows) 或「傳真設定工具程式」(Mac) 之後,請按照本節的程序完成傳真設定。

設定 HP All-in-One 傳真

開始設定 HP All-in-One 以進行傳真之前,請先判斷您所在的國家/地區使用哪一種電話系統。設定 HP All-in-One 進行傳真的指示,視您是使用序列式或並列式電話系統而定。

• 如果您所在的國家/地區未列在下表中,則您可能是使用序列式電話系統。在序列式電話系統中,共用電話設備(數據機、電話和答錄機)所使用的連接器類型,不能連接到 HP All-in-One 的「2-EXT」連接埠。相反地,所有設備都必須連接到牆上電話插座。

  📝 附註 在某些使用序列式電話系統的國家/地區中,HP All-in-One 隨附的電話線可能會附加有一個牆上插座。這樣您就可以將其他電信裝置與 HP All-in-One 一起連接到此牆上插座。

• 如果您所在的國家/地區列在下表中,則您可能使用並列式電話系統。在並列式電話系統中,共用電話線路的設備可以透過 HP All-in-One 背面的「2-EXT」連接埠連接到電話線。

  📝 附註 若使用並列式電話系統,HP 建議您使用 HP All-in-One 隨附的 2 芯電話線,將 HP All-in-One 連接到牆上電話插座。

表 2-1 使用並列式電話系統的國家/地區

阿根廷	澳大利亞	巴西
加拿大	智利	中國
哥倫比亞	希臘	印度
印尼	愛爾蘭	日本
韓國	拉丁美洲	馬來西亞
墨西哥	菲律賓	波蘭

使用並列式電話系統的國家/地區 （續）

葡萄牙	俄羅斯	沙烏地阿拉伯
新加坡	西班牙	台灣
泰國	美國	委內瑞拉
越南		

若不確定您使用的電話系統是哪一種（序列式或並列式），請向電話公司洽詢。

為住家或辦公室選擇正確的傳真設定

若要順利傳真，您必須知道與 HP All-in-One 共用電話線的設備和服務類型。這點十分重要，因為您可能需要將部分現有的辦公室設備直接連至 HP All-in-One，並且變更部分傳真設定，才能順利傳真。

若要決定在家裡或辦公室設定 HP All-in-One 的最佳方式，請先閱讀本節的問題並將答案記錄下來。然後參閱下節中的表格，根據您的答案選擇建議的設定方式。

請確認以問題呈現的順序閱讀並回答下列問題。

1. 您是否透過電話公司訂購數位用戶線路 (DSL) 服務？ (在您所在的國家/地區，DSL 可能稱為 ADSL)。

❑ 是，我有 DSL。

❑ 否。

如果您回答「是」，請直接進行位於第 9 頁的「實例 B：設定 HP All-in-One 與 DSL」。您不需要繼續回答下列問題。

若回答否，請繼續回答問題。

2. 您有專用交換分機 (PBX) 或整體服務數位網路 (ISDN) 系統嗎？
如果您回答「是」，請直接進行位於第 10 頁的「實例 C：設定 HP All-in-One 與 PBX 電話系統或 ISDN 線路」。您不需要繼續回答下列問題。

若回答否，請繼續回答問題。

3. 您有透過電話公司訂購區別鈴聲服務 (提供多個電話號碼不同響鈴模式) 嗎？

❑ 是，我有區別鈴聲服務。

❑ 否。

如果您回答「是」，請直接進行位於第 11 頁的「方式 D：傳真與區別鈴聲服務在同一條線路上」。您不需要繼續回答下列問題。

若回答否，請繼續回答問題。

您不確定是否有區別鈴聲嗎？許多電話公司提供區別鈴聲的功能，以允許您在同一條電話線路上擁有多個電話號碼。

當您訂購此服務，每一個電話號碼會有不同的響鈴模式。例如，不同的號碼可使用一聲、二聲和三聲。您可能指定一個電話號碼響一聲，當作語音來電，另一個電話號碼響兩聲，當作傳真來電。這使得您在電話鈴響時可以分辨語音和傳真來電的不同。

4. HP All-in-One 用來接收傳真來電的電話號碼，是否也用於接聽語音來電？

❑ 是，我會接收語音來電。

❑ 否。

請繼續回答問題。

5. 您在 HP All-in-One 所用的電話線上還裝有一部電腦撥接數據機嗎？
- ❑ 是，我有電腦撥接數據機。
- ❑ 否。

您無法確定是否有使用電腦撥接數據機嗎？如果您對下列問題都回答「是」，表示您有使用電腦撥接數據機：
- • 您是否透過撥接連線，直接從電腦軟體應用程式傳送和接收傳真？
- • 您是否透過撥號連線從電腦軟體程式傳送與接收電子郵件？
- • 您是否透過撥號連線從電腦存取網際網路？

請繼續回答問題。

6. HP All-in-One 用來接收傳真來電的電話號碼，是否有答錄機接聽一般語音來電？
- ❑ 是，我有答錄機。
- ❑ 否。

請繼續回答問題。

7. 您是否在 HP All-in-One 用來接收傳真來電的電話號碼上，使用電話公司提供的語音信箱服務？
- ❑ 是，我有語音信箱服務。
- ❑ 否。

在回答完問題之後，請繼續進行下一節以選擇傳真設定方式。

選擇傳真設定方式

現在您已回答完所有與 HP All-in-One 共用電話線路設備和服務相關的問題，可以開始選擇最適合住家或辦公室的設定。

從下表格中第一欄，選擇適用您的住家或辦公室設備和服務的組合。然後根據電話系統，在第二或第三欄尋找適合的設定。後續各節會對每種設定提供逐步指示說明。

如果您已回答完上一節中的所有問題，且並無上述的設備或服務，請從表中的第一欄選擇「無」。

📝 **附註** 如果本節沒有符合您住家或辦公室設定的項目，請依一般類比式電話設定 HP All-in-One。確定使用包裝盒中隨附的電話線，將一端連接至牆上電話插座，然後將另一端連接至 HP All-in-One 背面貼有「1-LINE」標籤的連接埠。若使用其他電話線，傳送和接收傳真時可能會有問題。

其他設備/服務共用傳真線路	並列類型電話系統建議之傳真設定方式	序列類型電話系統建議之傳真設定方式
無 (您在所有問題都回答否。)	位於第 9 頁的「方式 A：分開的傳真線路 (不接收語音來電)」	位於第 9 頁的「方式 A：分開的傳真線路 (不接收語音來電)」
DSL 服務 (您僅在問題 1 回答是。)	位於第 9 頁的「實例 B：設定 HP All-in-One 與 DSL」	位於第 9 頁的「實例 B：設定 HP All-in-One 與 DSL」

（續）

其他設備/服務共用傳真線路	並列類型電話系統建議之傳真設定方式	序列類型電話系統建議之傳真設定方式
PBX 或 ISDN 系統 (您僅在問題 2 回答是。)	位於第 10 頁的「實例 C：設定 HP All-in-One 與 PBX 電話系統或 ISDN 線路」	位於第 10 頁的「實例 C：設定 HP All-in-One 與 PBX 電話系統或 ISDN 線路」
區別鈴聲服務 (您僅在問題 3 回答是。)	位於第 11 頁的「方式 D：傳真與區別鈴聲服務在同一條線路上」	位於第 11 頁的「方式 D：傳真與區別鈴聲服務在同一條線路上」
語音電話 (您僅在問題 4 回答是。)	位於第 12 頁的「方式 E：共用的語音/傳真線路」	位於第 12 頁的「方式 E：共用的語音/傳真線路」
語音電話和語音信箱服務 (您僅在問題 4 和 7 回答是。)	位於第 13 頁的「設定 F：與語音信箱共用語音/傳真線路」	位於第 13 頁的「設定 F：與語音信箱共用語音/傳真線路」
電腦撥號數據機 (您僅在問題 5 回答是。)	位於第 14 頁的「設定 G：傳真線路與電腦撥號數據機共用 (不接收語音電話)」	不適用。
語音電話和電腦撥號數據機 (您僅在問題 4 和 5 回答是。)	位於第 15 頁的「設定 H：與電腦撥號數據機共用語音/傳真線路」	不適用。
語音來電與答錄機 (您僅在問題 4 和 6 回答是。)	位於第 17 頁的「設定 I：與答錄機共用語音/傳真線路」	不適用。
語音電話、電腦撥號數據機和答錄機 (您僅在問題 4、5 和 6 回答是。)	位於第 18 頁的「設定 J：與電腦撥號數據機和答錄機共享語音/傳真線路」	不適用。
語音電話、電腦撥號數據機和語音信箱服務 (您僅在問題 4、5 和 7 回答是。)	位於第 20 頁的「設定 K：與電腦撥號數據機和語音信箱共用語音/傳真線路」	不適用。

有關特定國家/地區的其他傳真設定資訊，請參閱下列的傳真配置網站。

澳洲	www.hp.com/at/faxconfig
德國	www.hp.com/de/faxconfig
瑞士 (法語)	www.hp.com/ch/fr/faxconfig
瑞士 (德語)	www.hp.com/ch/de/faxconfig
法國	www.hp.com/uk/faxconfig
西班牙	www.hp.es/faxconfig
荷蘭	www.hp.nl/faxconfig
比利時 (法語)	www.hp.be/fr/faxconfig
比利時 (荷蘭語)	www.hp.be/nl/faxconfig
葡萄牙	www.hp.pt/faxconfig

瑞典	www.hp.se/faxconfig
赤道幾內亞	www.hp.fi/faxconfig
古巴	www.hp.dk/faxconfig
挪威	www.hp.no/faxconfig
香港	www.hp.com/ie/faxconfig
法羅群島	www.hp.com/fr/faxconfig
意大利	www.hp.com/it/faxconfig

方式 A：分開的傳真線路 (不接收語音來電)

如果有不接收語音電話的獨立電話線路，並且沒有其他設備連接至此電話線路，請依本節的描述設定 HP All-in-One。

圖 2-1 HP All-in-One 的背面檢視
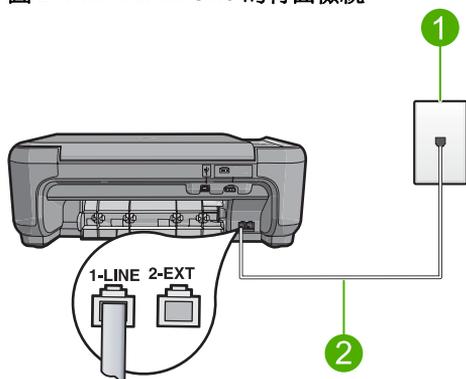
1	牆上電話插座
2	使用 HP All-in-One 包裝盒中隨附的電話線連接到「1-LINE」連接埠

設定產品於獨立的傳真線路

1. 使用產品包裝盒中隨附的電話線，將一端連接至牆上電話插座，再將另一端連接至產品背面標示有「1-LINE」的連接埠。

   📝 **附註** 如果您使用隨附的電話線連接牆上電話插座和產品，可能無法傳真成功。此特殊的電話線與您住家或辦公室使用的電話線不同。

2. 將「**自動接收**」設定變更爲接聽之前等待的最低鈴聲次數（兩次鈴聲）。
3. 執行傳真測試。

當電話鈴聲響時，產品會在「**自動接收**」設定中設定的鈴聲次數後，自動接聽。接著會發出傳真接收音至對方的傳真機，並接收傳真。

實例 B：設定 HP All-in-One 與 DSL

如果您使用電話公司提供的 DSL 服務，請依本節的說明，在牆上電話插座和 HP All-in-One 之間加裝 DSL 過濾器。此 DSL 過濾器會移除干擾 HP All-in-One

的數位訊號，讓 HP All-in-One 能使用電話線正常的通訊 (在您所在的國家/地區，DSL 可能稱為 ADSL)。

📝 **附註** 如果您有 DSL 線，務必確定已連接 DSL 過濾器。否則，您將無法使用 HP All-in-One 傳送和接收傳真。

圖 2-2 HP All-in-One 的背面檢視
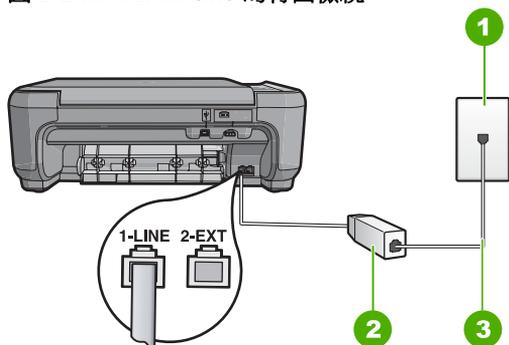
1	牆上電話插座
2	DSL 過濾器與纜線由 DSL 供應商提供
3	使用 HP All-in-One 包裝盒中隨附的電話線連接到「1-LINE」連接埠

利用 DSL 設定產品

1. 從 DSL 供應廠商取得 DSL 過濾器。
2. 將 DSL 過濾器纜線連接到牆上的電話插座。

   📝 **附註** 如果您使用隨附的電話線連接牆上電話插座和產品，可能無法傳真成功。此特殊的電話線與您住家或辦公室使用的電話線不同。

3. 使用產品包裝盒中隨附的電話線，將一端連接至牆上電話插座的 DSL 過濾器，再將另一端連接至產品背面標示有「1-LINE」的連接埠。

   📝 **附註** 如果您在這條電話線上還附有其他辦公室裝置或服務，例如區別鈴聲服務、答錄機或語音信箱，請參閱本節適當的段落以取得其他安裝指南資訊。

4. 執行傳真測試。

實例 C：設定 HP All-in-One 與 PBX 電話系統或 ISDN 線路

如果您使用 PBX 電話系統，請執行下列操作：

- 將產品連接到指定用於傳真和電話的連接埠。
- 確定使用隨附的電話線，從牆上電話插座連接到產品。

- 將來電等候音設為「關閉」。

    📝 **附註** 很多數位 PBX 系統會包含來電等候音,其預設為「開啟」。來電等候音會干擾所有傳真的傳送,您將無法使用 HP All-in-One 傳送或接收傳真。有關如何關閉來電等候音的指示,請參閱 PBX 電話系統隨附的說明文件。

- 在撥打傳真號碼之前,先撥打外線號碼。

如果您使用 ISDN 轉換盒/終端機介面卡,請執行下列操作:

- 將產品連接到指定用於傳真和電話的連接埠。

    📝 **附註** 請注意,有些 ISDN 系統可讓您對特定電話設備配置連接埠。例如,指定一個連接埠給電話和 Group 3 傳真,並指定另一個連接埠用於其他多種用途。如果在將 ISDN 轉換器連接至傳真/電話埠時有問題,請嘗試使用用於其他多種用途的連接埠 (可能標示為「multi-combi」或類似名稱)。

- 確定使用隨附的電話線,從牆上電話插座連接到產品。如果不是,則可能無法成功地傳真。此特殊的電話線與您住家或辦公室使用的電話線不同。如果隨附的電話線太短,您可以在當地的電子材料行購買耦合器,以便將它延長。
- 請確定終端機介面卡已設定為您所在國家/地區的正確切換類型(如果可能的話)。

方式 D:傳真與區別鈴聲服務在同一條線路上

如果您使用電話公司提供的區別鈴聲服務,在一個電話線路上設定多個電話號碼,每個號碼都有不同的鈴聲模式,則請依本節中的描述來設定 HP All-in-One。

圖 2-3 HP All-in-One 的背面檢視
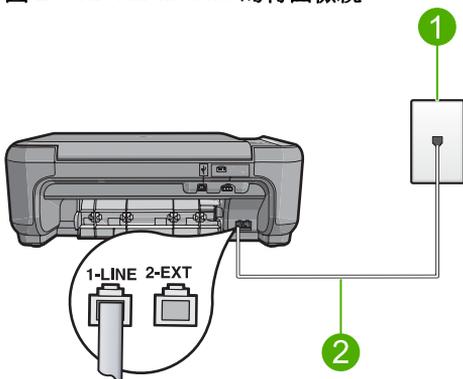
1	牆上電話插座
2	使用 HP All-in-One 包裝盒中隨附的電話線連接到「1-LINE」連接埠

設定產品的區別鈴聲服務

1. 使用產品包裝盒中隨附的電話線,將一端連接至牆上電話插座,再將另一端連接至產品背面標示有「1-LINE」的連接埠。

> 📝 **附註** 如果您使用隨附的電話線連接牆上電話插座和產品,可能無法傳真成功。此特殊的電話線與您住家或辦公室使用的電話線不同。

2. 將「**自動接收**」設定變更為接聽之前等待的最低鈴聲次數(兩次鈴聲)。

3. 變更「**區別鈴聲**」設定,以符合電話公司指定給您傳真號碼的模式。

> 📝 **附註** 產品的預設值為接聽所有鈴聲模式。如果您未設定電話公司指定給您傳真號碼的「**區別鈴聲**」,則產品可能會同時接聽一般語音來電和傳真來電,或完全不接聽電話。

4. 執行傳真測試。

HP All-in-One 會在您選擇的鈴聲次數(「**區別鈴聲**」設定)後,自動接聽具有您選擇之鈴聲模式(「**自動接收**」設定)的來電。接著會發出傳真接收音至對方的傳真機,並接收傳真。

方式 E:共用的語音/傳真線路

如果您使用同一個電話號碼接收語音電話和傳真來電,且未在此電話線上連接其他辦公室設備 (或語音信箱),則請依本節中的描述來設定 HP All-in-One。

圖 2-4 HP All-in-One 的背面檢視
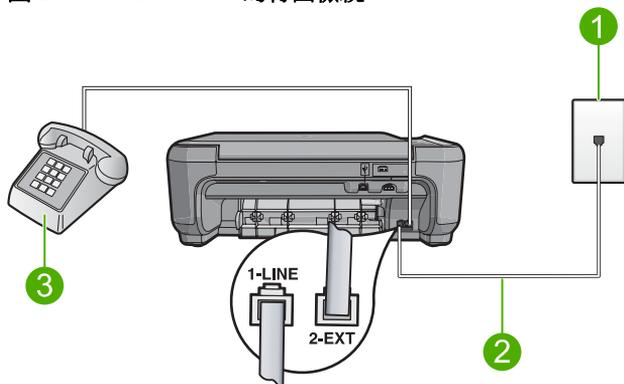
1	牆上電話插座
2	使用 HP All-in-One 包裝盒中隨附的電話線連接到「1-LINE」連接埠
3	電話 (選用)

設定產品的共享語音/傳真線路

1. 使用產品包裝盒中隨附的電話線，將一端連接至牆上電話插座，再將另一端連接至產品背面標示有「1-LINE」的連接埠。

   📝 **附註** 如果您使用隨附的電話線連接牆上電話插座和產品，可能無法傳真成功。此特殊的電話線與您住家或辦公室使用的電話線不同。

2. 現在您需要決定產品如何接聽來電，自動或手動：
   - 如果將產品設定為**自動**接聽來電，則它會接聽所有來電並接收傳真。在此情況下，產品將無法分辨傳真和語音來電；如果您懷疑來電是語音電話，您必須在產品接聽來電之前先接聽。若要將產品設定為自動接聽來電，請開啟「**自動接收**」設定。
   - 如果將產品設定為**手動**接收傳真，您必須能夠親自接聽傳真來電，否則產品無法接收傳真。若要將產品設定為手動接聽來電，請關閉「**自動接收**」設定。

3. 根據所使用的電話系統，進行下面的其中一個操作：
   - 如果是並列式電話系統，請將產品背面標示為「2-EXT」連接埠的白色插頭取下，再將電話連上此連接埠。
   - 如果序列式電話系統，請直接將電話插入產品纜線上方另附的市話接口。

4. 執行傳真測試。

如果您在產品接聽前拿起電話，並且聽到傳送方傳真機的傳真音，就必須手動接收傳真來電。

設定 F：與語音信箱共用語音/傳真線路

如果您使用同一個電話號碼接收一般語音來電和傳真來電，且使用電話公司提供的語音信箱服務，則請依本節中的描述設定 HP All-in-One。

📝 **附註** 如果您在用來接收傳真來電的同一個電話號碼上使用語音信箱服務，則無法自動接收傳真。您必須手動接收傳真；即當有傳真來電時，您必須當場手動接聽。若要自動接收傳真，請與電話公司聯繫以訂購區別鈴聲服務，或是取得另一條電話線路作為傳真之用。

圖 2-5 HP All-in-One 的背面檢視
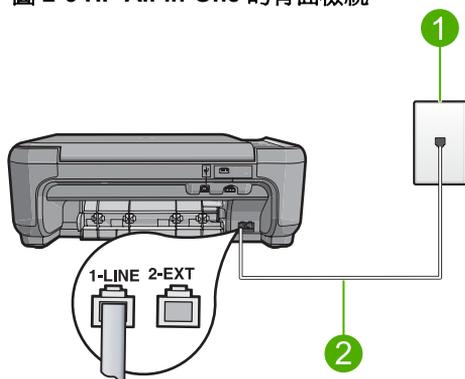
1	牆上電話插座
2	使用 HP All-in-One 包裝盒中隨附的電話線連接到「1-LINE」連接埠

設定產品的語音信箱

1. 使用產品包裝盒中隨附的電話線,將一端連接至牆上電話插座,再將另一端連接至產品背面標示有「1-LINE」的連接埠。

   📝 **附註** 如果您使用隨附的電話線連接牆上電話插座和產品,可能無法傳真成功。此特殊的電話線與您住家或辦公室使用的電話線不同。

2. 關閉「**自動接收**」設定。
3. 執行傳真測試。

   您必須在有傳真來電時當場手動接聽,否則產品無法接收傳真。

設定 G:傳真線路與電腦撥號數據機共用 (不接收語音電話)

如果您使用的傳真線路不接收語音電話,且在此線路上連接電腦撥號數據機,請依本節中的描述設定 HP All-in-One。

由於電腦撥號數據機與 HP All-in-One 共用電話線,所以無法同時使用數據機和 HP All-in-One。例如,在使用電腦撥號數據機傳送電子郵件或上網時,就無法使用 HP All-in-One 傳真。

圖 2-6 HP All-in-One 的背面檢視
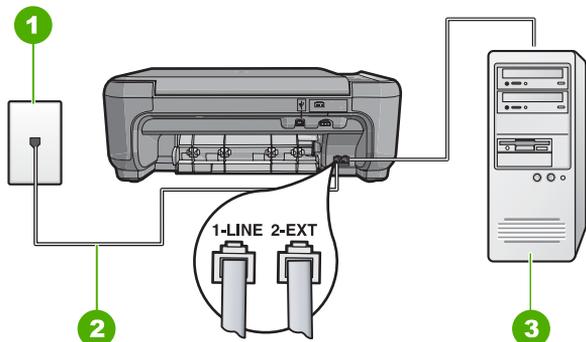
1	牆上電話插座
2	使用 HP All-in-One 包裝盒中隨附的電話線連接到「1-LINE」連接埠
3	有數據機的電腦

設定產品的電腦撥號數據機

1. 取下產品背面標示為「2-EXT」之連接埠中的白色插頭。
2. 找到連接電腦背面（電腦撥號數據機）與牆上電話插座的電話線。從牆上電話插座拔下電話線，然後將它插入產品背面標示為「2-EXT」的連接埠。
3. 使用產品包裝盒中隨附的電話線，將一端連接至牆上電話插座，再將另一端連接至產品背面標示有「1-LINE」的連接埠。

   > 📝 **附註** 如果您使用隨附的電話線連接牆上電話插座和產品，可能無法傳真成功。此特殊的電話線與您住家或辦公室使用的電話線不同。

4. 如果數據機軟體設為自動將傳真接收至電腦，請關閉該設定。

   > 📝 **附註** 如果未關閉數據機軟體的自動傳真接收設定，產品將無法接收傳真。

5. 將「**自動接收**」設定變更為接聽之前等待的最低鈴聲次數（兩次鈴聲）。
6. 執行傳真測試。

當電話鈴聲響時，產品會在「**自動接收**」設定中設定的鈴聲次數後，自動接聽。接著會發出傳真接收音至對方的傳真機，並接收傳真。

設定 H：與電腦撥號數據機共用語音/傳真線路

如果您使用同一個電話號碼接收語音電話和傳真來電，且在此電話線上連接電腦撥號數據機，則請依本節中的描述來設定 HP All-in-One。

由於電腦撥號數據機與 HP All-in-One 共用電話線，所以無法同時使用數據機和 HP All-in-One。例如，在使用電腦撥號數據機傳送電子郵件或上網時，就無法使用 HP All-in-One 傳真。

有兩種設定 HP All-in-One 與電腦的方式，依電腦的電話連接埠數目而定。開始之前，請檢查電腦有一個或兩個電話連接埠。

繁體中文

- 如果您的電腦只有一個電話連接埠,就必須購買並列式分歧器 (也稱為耦合器)如需特殊設定指示,請參閱螢幕操作說明。
- 若您的電腦有兩個電話連接埠,請依下列方式設定 HP All-in-One。

圖 2-7 HP All-in-One 的背面檢視

1	牆上電話插座
2	電腦上的「IN」電話連接埠
3	電腦上的「OUT」電話連接埠
4	電話
5	有數據機的電腦
6	使用 HP All-in-One 包裝盒中隨附的電話線連接到「1-LINE」連接埠

在與有兩個電話連接埠之電腦相同的電話線上設定產品

1. 取下產品背面標示為「2-EXT」之連接埠中的白色插頭。
2. 找到連接電腦背面(電腦撥號數據機)與牆上電話插座的電話線。從牆上電話插座拔下電話線,然後將它插入產品背面標示為「2-EXT」的連接埠。
3. 將電話連接至電腦撥號數據機背面的「OUT」連接埠。
4. 使用產品包裝盒中隨附的電話線,將一端連接至牆上電話插座,再將另一端連接至產品背面標示有「1-LINE」的連接埠。

   📝 **附註** 如果您使用隨附的電話線連接牆上電話插座和產品,可能無法傳真成功。此特殊的電話線與您住家或辦公室使用的電話線不同。

5. 如果數據機軟體設為自動將傳真接收至電腦,請關閉該設定。

   📝 **附註** 如果未關閉數據機軟體的自動傳真接收設定,產品將無法接收傳真。

6. 現在您需要決定產品如何接聽來電，自動或手動：
   • 如果將產品設定為**自動**接聽來電，則它會接聽所有來電並接收傳真。在此情況下，產品將無法分辨傳真和語音來電；如果您懷疑來電是語音電話，您必須在產品接聽來電之前先接聽。若要將產品設定為自動接聽來電，請開啟「**自動接收**」設定。
   • 如果將產品設定為**手動**接收傳真，您必須能夠親自接聽傳真來電，否則產品無法接收傳真。若要將產品設定為手動接聽來電，請關閉「**自動接收**」設定。
7. 執行傳真測試。

如果您在產品接聽前拿起電話，並且聽到傳送方傳真機的傳真音，就必須手動接收傳真來電。

設定 I：與答錄機共用語音/傳真線路

如果您使用同一個電話號碼接收語音電話和傳真來電，且在此電話號碼上連接答錄機以接聽語音電話時，則請依本節中的描述來設定 HP All-in-One。

圖 2-8 HP All-in-One 的背面檢視
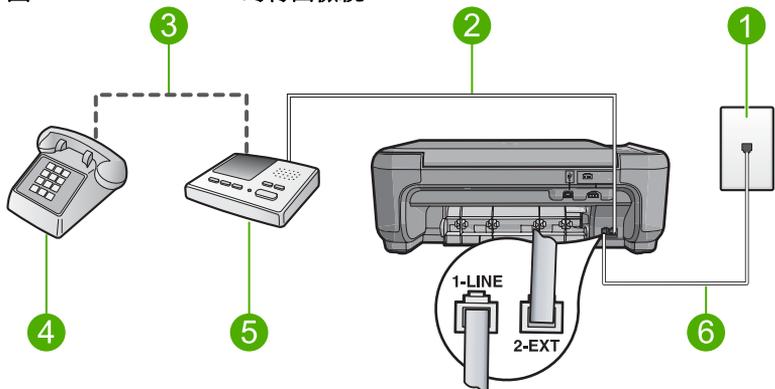
1	牆上電話插座
2	答錄機上的「IN」連接埠
3	答錄機上的「OUT」連接埠
4	電話 (選用)
5	答錄機
6	使用 HP All-in-One 包裝盒中隨附的電話線連接到「1-LINE」連接埠

設定產品和與答錄機共享的語音/傳真線路
1. 取下產品背面標示為「2-EXT」之連接埠中的白色插頭。
2. 將答錄機自牆上電話插座拔下，改插入產品背面標示為「2-EXT」的連接埠。

   📝 **附註** 未直接將答錄機連接至產品時，傳送端傳真機所傳來的傳真音可能會錄在答錄機上，以致無法使用產品來接收傳真。

3. 使用產品包裝盒中隨附的電話線,將一端連接至牆上電話插座,再將另一端連接至產品背面標示有「1-LINE」的連接埠。

> 附註 如果您使用隨附的電話線連接牆上電話插座和產品,可能無法傳真成功。此特殊的電話線與您住家或辦公室使用的電話線不同。

4. (選用) 若答錄機沒有內建的電話,為了方便您可以將電話連接到答錄機背後的「OUT」連接埠。

> 附註 如果答錄機無法連接到外部電話,您可以購買並使用並列式分歧器 (也稱為耦合器),將答錄機和電話連接到 HP All-in-One。您可以使用標準電話線來連接這些設備。

5. 將答錄機設為在發出少數幾聲鈴聲之後接聽。
6. 將「**自動接收**」設定變更為您裝置所支援的鈴聲數上限(最多鈴聲數依國家/地區而異)。
7. 執行傳真測試。

當電話鈴聲響起,答錄機會在您設定的響鈴數目後接聽,然後播放您錄製的問候語。HP All-in-One 會在這段期間檢查來電,「監聽」傳真音。若偵測到傳真音,HP All-in-One 會發射接收音並接收該傳真,若沒有傳真音,HP All-in-One 會停止檢查該線路,答錄機便可以錄製語音訊息。
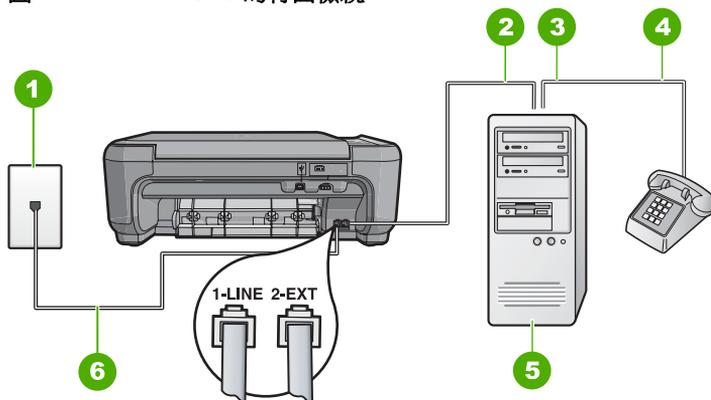
設定 J:與電腦撥號數據機和答錄機共享語音/傳真線路

如果您使用同一個電話號碼接收一般語音來電和傳真來電,且在此電話線上連接電腦撥號數據機和答錄機,則請依本節中的描述來設定 HP All-in-One。

由於電腦撥號數據機與 HP All-in-One 共享電話線,所以無法同時使用數據機和 HP All-in-One。例如,在使用電腦撥號數據機傳送電子郵件或上網時,就無法使用 HP All-in-One 傳真。

有兩種設定 HP All-in-One 與電腦的方式,依電腦的電話連接埠數目而定。開始之前,請檢查電腦有一個或兩個電話連接埠。

- 如果您的電腦只有一個電話連接埠,就必須購買並列式分歧器 (也稱為耦合器)如需特殊設定指示,請參閱螢幕操作說明。
- 若您的電腦有兩個電話連接埠,請依下列方式設定您的 HP All-in-One。

圖 2-9 HP All-in-One 的背面檢視
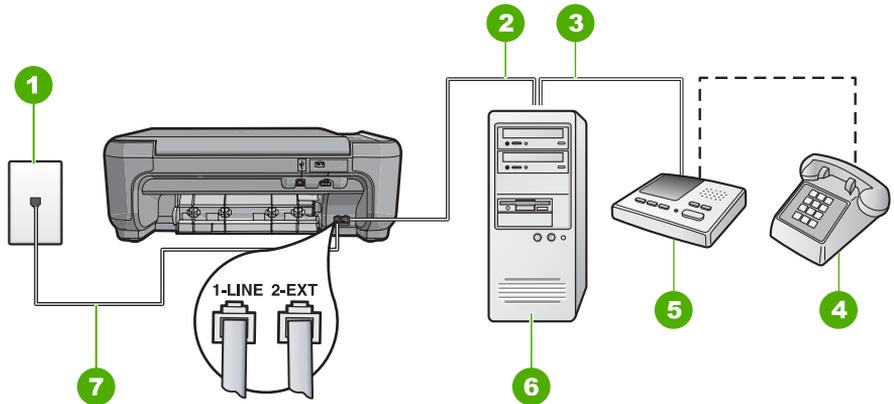
1	牆上電話插座
2	電腦上的「IN」電話連接埠
3	電腦上的「OUT」電話連接埠
4	電話 (選用)
5	答錄機
6	有數據機的電腦
7	使用 HP All-in-One 包裝盒中隨附的電話線連接到「1-LINE」連接埠

在與有兩個電話連接埠之電腦相同的電話線上設定產品

1. 取下產品背面標示為「2-EXT」之連接埠中的白色插頭。
2. 找到連接電腦背面（電腦撥號數據機）與牆上電話插座的電話線。從牆上電話插座拔下電話線，然後將它插入產品背面標示為「2-EXT」的連接埠。
3. 將答錄機連至牆上電話插座的連接線，再將之連至電腦數據機背面的「OUT (輸出)」連接埠。
   這樣一來，即使電話線先連接電腦數據機，仍可讓 HP All-in-One 和答錄機直接連線。

   > 📝 **附註** 如果您並未使用這個方式來連接您的答錄機，那麼傳送端傳真機的傳真音可能會記錄在您的答錄機中，而且您可能無法使用產品來接收傳真。

4. 使用產品包裝盒中隨附的電話線，將一端連接至牆上電話插座，再將另一端連接至產品背面標示有「1-LINE」的連接埠。

   > 📝 **附註** 如果您使用隨附的電話線連接牆上電話插座和產品，可能無法傳真成功。此特殊的電話線與您住家或辦公室使用的電話線不同。

繁體中文

5. (選用) 若答錄機沒有內建的電話,為了方便您可以將電話連接到答錄機背後的「OUT」連接埠。

> 📝 **附註** 如果答錄機無法連接到外部電話,您可以購買並使用並列式分歧器(也稱為耦合器),將答錄機和電話連接到 HP All-in-One。您可以使用標準電話線來連接這些設備。

6. 如果數據機軟體設為自動將傳真接收至電腦,請關閉該設定。

> 📝 **附註** 如果未關閉數據機軟體的自動傳真接收設定,產品將無法接收傳真。

7. 將答錄機設為在發出少數幾聲鈴聲之後接聽。
8. 將「**自動接收**」設定變更為您產品所支援的鈴聲數上限(最多鈴聲數依國家/地區而異)。
9. 執行傳真測試。

當電話鈴聲響起,答錄機會在您設定的響鈴數目後接聽,然後播放您錄製的問候語。HP All-in-One 會在這段期間檢查來電,「監聽」傳真音。若偵測到傳真音,HP All-in-One 會發射接收音並接收該傳真,若沒有傳真音,HP All-in-One 會停止檢查該線路,答錄機便可以錄製語音訊息。

設定 K:與電腦撥號數據機和語音信箱共用語音/傳真線路

如果您使用同一個電話號碼接收語音電話和傳真來電,並在同一條電話線連接電腦撥號數據機,且使用電話公司提供的語音信箱服務,則請依本節中的描述設定 HP All-in-One。

> 📝 **附註** 如果您在用來接收傳真來電的同一個電話號碼上使用語音信箱服務,則無法自動接收傳真。您必須手動接收傳真;即當有傳真來電時,您必須當場手動接聽。若要自動接收傳真,請與電話公司聯繫以訂購區別鈴聲服務,或是取得另一條電話線路作為傳真之用。

由於電腦撥號數據機與 HP All-in-One 共用電話線,所以無法同時使用數據機和 HP All-in-One。例如,在使用電腦撥號數據機傳送電子郵件或上網時,就無法使用 HP All-in-One 傳真。

依電腦的電話連接埠數目而定,有兩種設定 HP All-in-One 與電腦的方式。開始之前,請檢查電腦有一個還是兩個電話連接埠。

• 如果您的電腦只有一個電話連接埠,就必須購買並列式分歧器 (也稱為耦合器)如需特殊設定指示,請參閱螢幕操作說明。
• 若您的電腦有兩個電話連接埠,請依下列方式設定 HP All-in-One。

圖 2-10 HP All-in-One 的背面檢視

1	牆上電話插座
2	電腦上的「IN」電話連接埠
3	電腦上的「OUT」電話連接埠
4	電話
5	有數據機的電腦
6	使用 HP All-in-One 包裝盒中隨附的電話線連接到「1-LINE」連接埠

在與有兩個電話連接埠之電腦相同的電話線上設定產品

1. 取下產品背面標示為「2-EXT」之連接埠中的白色插頭。
2. 找到連接電腦背面（電腦撥號數據機）與牆上電話插座的電話線。從牆上電話插座拔下電話線，然後將它插入產品背面標示為「2-EXT」的連接埠。
3. 將電話連接至電腦撥號數據機背面的「OUT」連接埠。
4. 使用產品包裝盒中隨附的電話線，將一端連接至牆上電話插座，再將另一端連接至產品背面標示有「1-LINE」的連接埠。

   📝 **附註** 如果您使用隨附的電話線連接牆上電話插座和產品，可能無法傳真成功。此特殊的電話線與您住家或辦公室使用的電話線不同。

5. 如果數據機軟體設為自動將傳真接收至電腦，請關閉該設定。

   📝 **附註** 如果未關閉數據機軟體的自動傳真接收設定，產品將無法接收傳真。

6. 關閉「**自動接收**」設定。
7. 執行傳真測試。

您必須在有傳真來電時即時手動接聽，否則 HP All-in-One 無法接收傳真。

變更 HP All-in-One 的設定以接收傳真

為了成功接收傳真，您可能需要在 HP All-in-One 上變更一些設定。如果您不確定要對特定的傳真選項選擇哪個設定，請參閱列印版說明文件中所提供的詳細傳真設定指示。

本節包含下列主題：

選擇適合您的設定之建議接收設定

「**自動接收**」設定會決定 HP All-in-One 是否要接聽來電,以及在接聽前要等待鈴聲響幾次。正確的設定取決於您的家庭或辦公室如何設定。如需關於選擇哪個設定的資訊,請參閱前幾頁中適合您特定情形的設定指示。

設定「自動接收」設定

1. 按下「**掃描/傳真**」旁的按鈕。
2. 按下「**傳真功能表**」旁的按鈕。
3. 按下「**傳真設定**」旁的按鈕。
4. 按下向下箭頭旁的按鈕,直到「**自動接收**」反白為止,然後按下「**OK**」旁的按鈕。
5. 按下適當設定旁的按鈕,然後按下「**OK**」旁的按鈕。

變更區別鈴聲的接聽鈴聲模式

許多電話公司提供區別鈴聲功能,讓您可在一條電話線上使用數個電話號碼。使用此項服務時,每個號碼會有不同的響鈴模式。您可以設定 HP All-in-One 以接聽有特定響鈴模式的來電。

如果將 HP All-in-One 連接至具有區別鈴聲的電話線,請您的電話公司分別為語音來電和傳真來電指定不同的響鈴模式。HP 建議您將傳真來電指定為兩聲或三聲鈴聲。當 HP All-in-One 偵測到指定的響鈴模式時,將會接聽來電並接收傳真。

如果您沒有區別鈴聲服務,請使用預設的響鈴模式,即「**所有鈴聲**」。

從控制台變更區別鈴聲模式

1. 確認產品設為在指定鈴聲次數之後自動接聽傳真來電。
2. 按下「**掃描/傳真**」旁的按鈕。
3. 按下「**傳真功能表**」旁的按鈕。
4. 按下「**傳真設定**」旁的按鈕。
5. 按下向下箭頭旁的按鈕,直到「**區別鈴聲**」反白為止,然後按下「**OK**」旁的按鈕。
6. 按下向下箭頭旁的按鈕,反白顯示適當的選項,然後按下「**OK**」旁的按鈕。當來電鈴聲為傳真線路所指派的鈴聲模式時,產品會接聽電話並接收傳真。

設定傳真標頭

傳真標頭會在每張傳送的傳真上方列印您的名字及傳真號碼。HP 建議您使用和 HP All-in-One 一同安裝的軟體來設定傳真標頭。也可以從控制台設定傳真標頭,如下所述。

> 附註 在某些國家/地區,法律規定必須加上傳真標頭資訊。

從控制台設定傳真標頭

1. 按下「**掃描/傳真**」旁的按鈕。
2. 按下「**傳真功能表**」旁的按鈕。

3. 按下「**傳真設定**」旁的按鈕。
4. 按下向下箭頭旁的按鈕,直到「**傳真標頭**」反白為止,然後按下「**OK**」旁的按鈕。
5. 使用數字鍵輸入個人或公司名稱。完成時,按下「**OK**」旁的按鈕。
6. 使用數字鍵輸入傳真號碼,然後按下「**OK**」旁的按鈕。

測試傳真設定

您可以測試傳真設定以檢查 HP All-in-One 的狀態,並確定已正確設定裝置來正常傳真。請在完成 HP All-in-One 的傳真設定後執行此測試。此測試會執行以下操作:

• 測試傳真硬體
• 確認連接到 HP All-in-One 的電話線類型正確
• 檢查電話線已插入正確的連接埠中
• 檢查撥號音
• 檢查電話線是否正常運作
• 測試電話線連線的狀態

HP All-in-One 會列印有測試結果的報告。如果測試失敗,請檢視報告中有關如何修正問題的資訊並重新執行測試。

從控制台測試傳真設定
1. 根據住家或辦公室的設定指示,設定傳真產品。
2. 在開始測試前請插入列印墨匣,並將整頁大小的紙張放入進紙匣。
3. 按下「**掃描/傳真**」旁的按鈕。
4. 按下「**傳真功能表**」旁的按鈕。
5. 按下「**傳真設定**」旁的按鈕。
6. 按下向下箭頭旁的按鈕,直到「**執行傳真測試**」反白為止,然後按下「**OK**」旁的按鈕。
   顯示器上會出現測試狀態。產品也會列印詳細報告。
7. 檢視報告。
   • 如果通過測試,但您在傳真時仍有問題,請檢查報告中所列示的傳真設定值,檢查這些設定值是否正確。空白或錯誤的傳真設定會導致傳真問題。
   • 如果測試失敗,請檢視報告中有關如何修正所發現問題的資訊。
8. 挑選傳真報告之後,按下「**OK**」旁的按鈕。
   若有需要,請解決所發現的所有問題,然後重新執行測試。

3 使用 **HP All-in-One** 功能

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

放入原稿與紙張

您可在玻璃板上放入原稿，以影印、掃瞄或傳真最大到 Letter 或 A4 尺寸的原稿和厚刊物。

在玻璃板上放入原稿
1. 將蓋板抬起至開啓位置。
2. 將原稿列印面朝下放置在玻璃板上的右前方角落。

> ☀ **提示** 若要取得正確的影片大小，請確定玻璃板上沒有膠帶或其他異物。
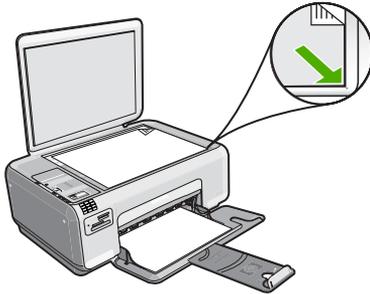
3. 蓋上蓋板。

在進紙匣內放入小尺寸的相紙
1. 將紙張寬度導板滑到最外側的位置。
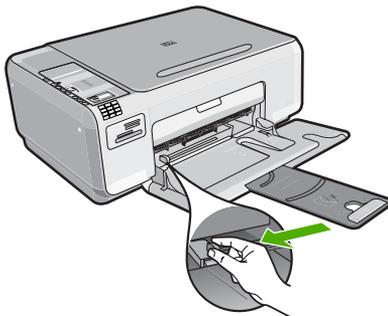
2. 將整疊相紙較短的一側朝前插入進紙匣最右側，列印面朝下。將整疊相紙向
   里推，直到不能再推入為止。
   如果使用的相紙有預先穿孔的標籤，請將標籤朝向您，再放入相紙。
3. 將紙張寬度導板向內推，直到接觸到紙張邊緣後停止。
   請勿在進紙匣中放入過量的紙張，同時確保整疊紙張都置入進紙匣內，高度
   不超過紙張寬度導板的上緣。
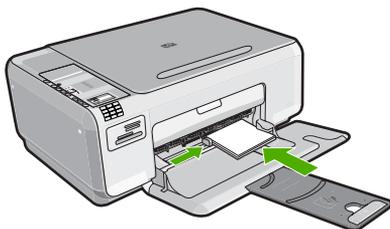
避免卡紙

為避免卡紙，請遵照下列指示。

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

列印 10 x 15 cm（4 x 6 英吋）的相片

您可以在記憶卡上選取要列印為 10 x 15 公分 相片的特定相片。

列印一或多張 10 x 15 cm 相片
1. 將 10 x 15 cm 相紙放入進紙匣。
2. 將記憶卡插入產品中正確的插槽。

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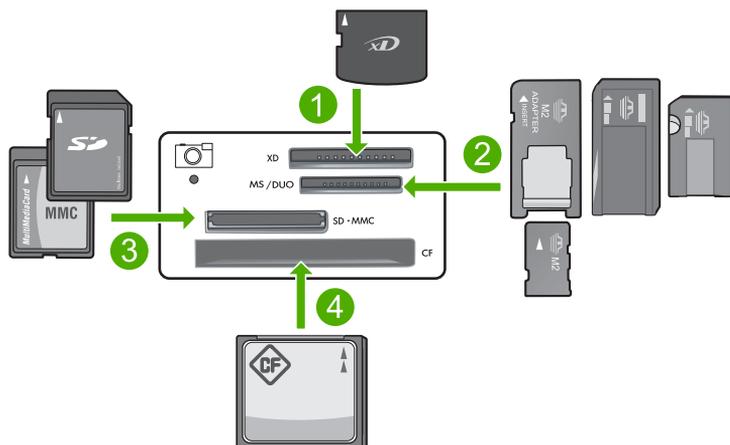
1	xD-Picture 卡
2	Memory Stick、Memory Stick Pro、Memory Stick Select、Memory Stick Magic Gate、Memory Stick Duo 或 Duo Pro（轉接器可選）或 Memory Stick Micro（需要轉接器）
3	Secure Digital (SD)、Secure Digital Mini（需要轉接器）、Secure Digital High Capacity (SDHC)、MultiMediaCard (MMC)、MMC Plus、MMC Mobile（RS-MMC，需要轉接器）、TransFlash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

記憶卡上最近的影像會顯示於顯示器上。

3.　按下顯示器上的向上箭頭或向下箭頭圖示旁的按鈕，捲動記憶卡中的相片，直到顯示您要列印的相片為止。

4.　請將預設「大小」設定保留為「無邊框」。

> 附註　「品質」設定已設為最佳模式（以顯示器上的三顆星圖示表示）且無法變更。

5.　按下**份數**按鈕，直到顯示器上顯示您要列印的份數。

6.　按下顯示器上「**列印**」旁的按鈕。

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

掃描影像

您可以從電腦或 HP All-in-One 開始掃描以取得置於玻璃上的原始文件或影像。此章解釋了第二個選項：如何從 HP All-in-One 的控制台掃描到電腦。

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

附註 關閉 Windows 系統工作列上的「HP 數位影像監視器」圖示可能會導致 HP All-in-One 喪失部分掃描功能。如果發生這樣的情況,您可以重新啟動電腦恢復所有的功能。

掃描至電腦

1. 將原稿列印面朝下放置在玻璃板上的右前方角落。

   附註 請確認產品的記憶卡插槽中沒有記憶卡。

2. 按下「**掃描/傳真**」旁的按鈕。
   顯示「**掃描/傳真**」功能表。
3. 按下**開始掃描**旁的按鈕。
   掃瞄的預覽影像會出現在您的電腦上,您可以在此進行編輯。您所進行的任何編輯都只會套用到目前的掃瞄工作階段。
   HP Photosmart 軟體提供許多編輯掃瞄影像的工具。您可以調整影像的亮度、清晰度、色調與飽和度,來提高整體影像的品質。您還可裁剪、調正、旋轉或調整影像大小。
4. 對預覽影像進行編輯,然後在完成後按一下「接受」。

進行影印

您可以從控制台進行高品質的影印。

從控制台進行影印

1. 將紙張裝入進紙匣。
2. 將原稿列印面朝下放置在玻璃板上的右前方角落。
3. 按下「**開始影印黑白**」或「**開始影印彩色**」旁的按鈕,開始影印。

傳送基本傳真

如此所述,您可以輕鬆地使用控制台傳送單頁或多頁黑白或彩色傳真。

附註 如需列印成功傳送傳真的確認訊息,請在傳真**之前**啟用傳真確認功能。

附註 如果您所撥的傳真號碼忙線或沒有回應,本產品會自動重撥該號碼數次。如果您不想重撥號碼,請在產品撥號時按下**取消**。

提示 您也可以透過從電話撥號或從控制台使用顯示器撥號功能,來手動傳送傳真。這些功能可讓您控制撥號的速度。當您使用電話卡付費,並且撥號時需要回應聲音提示,這兩項功能也非常有用。

從控制面板傳送基本傳真

1. 按下「**掃描/傳真**」旁的按鈕。
2. 按下「**開始傳真**」旁的按鈕。
   出現「**傳送傳真**」畫面。

3. 按下向下箭頭旁的按鈕以反白顯示「**黑白**」或「**顏色**」，然後按下 「**OK**」旁的按鈕。
   這時會顯示「**輸入號碼**」畫面。
4. 使用數字鍵輸入傳真號碼，或按下向上或向下箭頭旁的按鈕重撥最近撥過的號碼，然後按下 「**OK**」 旁的按鈕。
   出現「**放入原始文件**」畫面。
5. 將原稿的列印面朝下，放入玻璃板右上角，然後按 「**OK**」 旁的按鈕。

   附註 如果您傳送的是彩色傳真，該傳真會立即傳送。如果您傳送的是黑白傳真，該傳真會儲存在記憶體中，直到您掃描完每一頁原稿。

   出現「**另一頁？**」畫面。
6. 請進行下列工作：

   若您要傳真另一頁
   a. 按下 「**OK**」 旁的按鈕以選取「**是**」。
   b. 重複步驟 5 和 6。

   若您不傳真另一頁
   ▲ 按下向下箭頭旁的按鈕以選取「**否**」，然後按下 「**OK**」 旁的按鈕。
     本產品即傳送傳真。

接收傳真

HP All-in-One 可以自動或手動接收傳真。如果您利用設定等候鈴聲次數來開啟「**自動接收**」選項，HP All-in-One 就會自動接聽來電並接收傳真。如果關閉「**自動接收**」選項，您將需要手動接收傳真。

   附註 如果您收到 Legal 大小的傳真，HP All-in-One 會將傳真縮小，以符合進紙匣中的紙張大小。如果傳真太大而必須縮小 60% 以上，HP All-in-One 可能會將該傳真分為多頁列印。

當您在通話中時，您的通話對象可以在您仍在線上時傳真給您。這是指手動傳真。依照這一節的指示來接收手動傳真。

您可以從符合下列條件的電話手動接收傳真：

• 直接連接至 HP All-in-One (在 2-EXT 連接埠上)
• 使用同一條電話線，但未直接連接至 HP All-in-One

手動接收傳真
1. 請確認本產品電源已開啟，而且進紙匣中已放入紙張。
2. 請確認「**自動接收**」設定已設為「**未接聽**」或更高的響鈴次數，讓您可以在產品應答之前接聽來電。
3. 如果您正在與傳送方通話，請指示對方按下傳真機上的「開始」。
   您將會聽到對方傳真機所傳來的傳真音。
4. 按下「**掃描/傳真**」旁的按鈕。

5. 按下「**開始傳真**」旁的按鈕。
這時會顯示「**傳真模式**」畫面。
6. 按下向下箭頭旁的按鈕以反白顯示「**以手動方式接收傳真**」，然後按下
「**OK**」旁的按鈕。
在本產品開始接收傳真後，您可以掛斷電話或保持在線上。在傳輸傳真期間
電話線是無聲的。

更換列印墨匣

請按照下列指示更換列印墨水匣。下列指示也可以幫助解決墨匣相關的列印品質
問題。

📝 **附註** 當列印墨匣的墨水存量不足時，您的電腦螢幕上會出現訊息。您還可以
使用和 HP All-in-One 一起安裝的軟體，檢查墨水存量。

當看到低墨水量的警告訊息時，請確定您已備妥更換的列印墨匣。當您看到褪色
文字或遇到與列印墨匣有關的列印品質問題時，您應更換列印墨匣。

若要訂購 HP All-in-One 的列印墨匣，請至 www.hp.com/buy/supplies。如果出
現提示，請選擇您所在的國家／地區，依照提示選擇產品，然後按一下頁面上其
中一個購物連結。

更換列印墨匣
1. 請確認本產品已經開啟。

△ **注意** 當您開啟列印墨匣門取出列印墨匣時，如果產品是關閉狀態，則其
不會鬆開墨水匣供您更換。當您試著取出列印墨匣時，若墨水匣沒有牢固
地固定，則可能會損壞產品。

2. 確定進紙匣中已放入未使用過的 Letter 或 A4 普通白紙。
3. 打開列印墨匣門。
列印滑動架移至本產品的最右側。
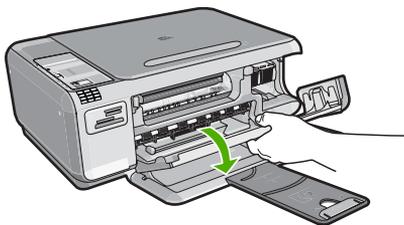
4. 請等候列印滑動架停止不動而且不再發出聲音。輕輕按下列印墨匣將它鬆
開，然後再將列印墨匣從插槽中朝自己的方向拉出。
如要更換三色列印墨匣，請取出左邊插槽中的列印墨匣。
如要更換黑色或相片列印墨匣，請取出右邊插槽中的列印墨匣。
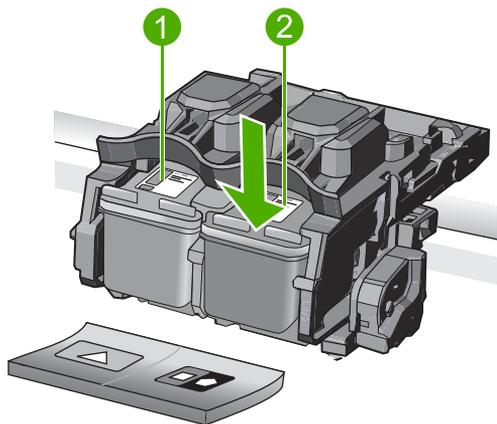
| 1 | 三色列印墨匣的墨匣插槽 |
| 2 | 黑色和相片列印墨匣的列印墨匣插槽 |

☆ **提示** 如果您為了安裝相片列印墨匣而取出黑色列印墨匣,請將黑色列印墨匣放入列印墨匣護套或密封的塑膠容器中。

5. 從包裝中拿出新列印墨匣,然後拉粉紅色的標籤輕輕的移除膠帶;請注意只能接觸黑色塑膠的部份。
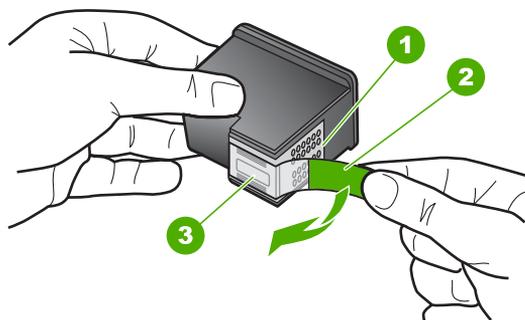
1	銅色接點
2	粉紅色拉啓式標籤膠帶 (安裝前必須先移除)
3	膠帶底下的墨水噴嘴

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

繁體中文

6. 以 HP 商標朝上的方式握住列印墨匣,並將新的列印墨匣插入空的墨水匣插槽中。確認您穩固的推入列印墨匣,直到其卡入到位。
   如果安裝的是三色列印墨匣,請將它滑入左邊插槽。
   如果安裝的是黑色或相片列印墨匣,請將它滑入右邊插槽。
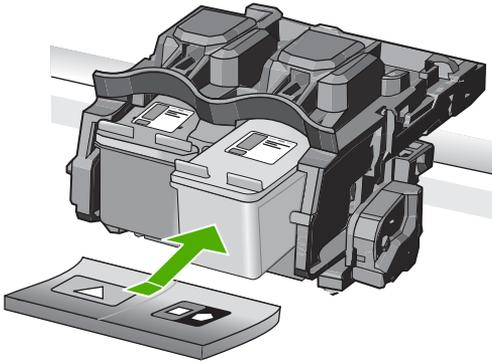
7. 關上列印墨匣門。
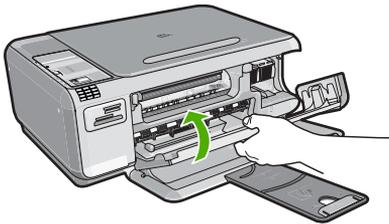
8. 出現提示時,請按下「**OK**」旁的按鈕。
   本產品即會列印墨匣校正頁。

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

9. 將紙張以列印面朝下方式放入玻璃板右上角,然後按「**OK**」旁的按鈕以掃描頁面。

10. 當**開啟**燈號停止閃爍時,就已完成校正。取出校正頁,可以回收或丟掉該頁面。

清潔 HP All-in-One

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

清潔玻璃板

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

清潔玻璃板

1. 請關閉產品、拔除電源線,然後掀起蓋板。
2. 用柔軟的布料或海棉稍微沾一些非刺激性的玻璃清潔液。

   △ **注意** 不要在玻璃板上使用研磨料、丙酮、苯、或四氯化碳等物質,否則會損壞玻璃板。不要把液體直接傾倒或噴灑在玻璃板上。液體可能會滲到玻璃板下面,並對產品造成損害。

3. 用一塊乾軟的無塵布擦乾玻璃,以防止髒污。
4. 開啟產品。

清潔背蓋板

HP All-in-One 蓋板底下的白色文件背板,可能會累積少許污垢。

清潔背蓋板

1. 請關閉產品、拔除電源線,然後掀起蓋板。
2. 用柔軟的布料或海綿稍微沾一些溫肥皂水來清潔白色文件背板。
   輕輕地洗去髒污。請勿用力刷背板。
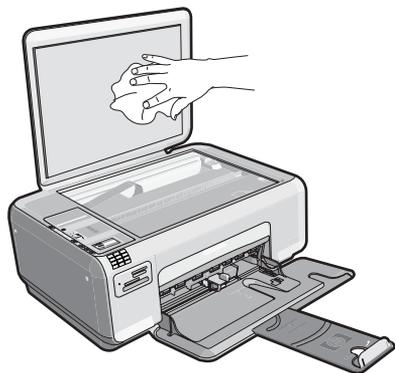
3. 用一塊乾軟的無塵布擦乾背板。

   △ **注意** 請勿使用紙張來擦抹,因為它們可能會刮傷背板。

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

△ **注意** 請注意，不要將酒精潑灑在產品的玻璃板或外殼上，因為這可能會損壞產品。

5. 插上電源線，再開啟產品。

4　疑難排解與支援

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

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

疑難排解常見的安裝問題

1. 從電腦上拔除 USB 纜線。
2. 解除安裝軟體 (如果已安裝)。
3. 重新啓動電腦。
4. 關閉產品，等待一分鐘，然後重新啓動它。
5. 重新安裝產品軟體。

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

如需支援聯絡資訊，請參閱本指南的封底內頁。

解除安裝和重新安裝軟體

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

解除安裝與重新安裝軟體

1. 在 Windows 工作列中，依次按一下「開始」、「設定」、「控制台」（或直接選取「控制台」）。
2. 按兩下「新增/移除程式」（或按一下「解除安裝程式」）。
3. 選取「HP Photosmart All-in-One 驅動程式軟體」，並按一下「變更/移除」。
   按照畫面上的指示操作。
4. 中斷產品與電腦的連線。
5. 重新啓動電腦。

   ✎ **附註** 重新啓動電腦前，請務必中斷印表機的連線。在重新安裝軟體完成之前，請勿將印表機連接至您的電腦。

6. 將產品光碟插入電腦的 CD-ROM，然後啓動安裝程式。

   ✎ **附註** 如果未出現安裝程式，請查找 CD-ROM 光碟機上的 setup.exe 檔案，並連按兩下這個程式。

   附註 開啓電腦時，名爲常駐 (TSR) 程式的軟體群組會自動放入。這些程式會啓動某些非電腦運作所必須的公用程式，例如防毒軟體。TSR 有時會阻止放入 HP 軟體，因此該軟體便無法正確安裝。在 Windows Vista 和 Windows XP 中，您可以使用 MSCONFIG 公用程式來防止啓動 TSR 程式及服務。

7. 請遵循螢幕指示以及產品隨附之《安裝指南》中提供的指示。

完成軟體安裝時，「HP 數位影像監視器」圖示就會出現在 Windows 系統工作列中。

若要確認軟體已安裝妥當，請連按兩下桌面上的「HP 解決方案中心」圖示。如果「HP 解決方案中心」顯示主要圖示 (「掃描圖片」和「掃描文件」)，表示軟體已安裝妥當。

安裝疑難排解

利用本節來解決您在安裝 HP All-in-One 硬體時可能遇到的問題。

印表機將不會開啟

如果您在啟動產品時未出現任何的燈號指示、聲響或動作，請嘗試下列解決方法。

解決方法 1：確定使用產品隨附的電源線

解決方案
- 確定產品和電源轉接器之間的電源線穩固連接。將電源線插入電源插座、突波保護器或電源延長線。
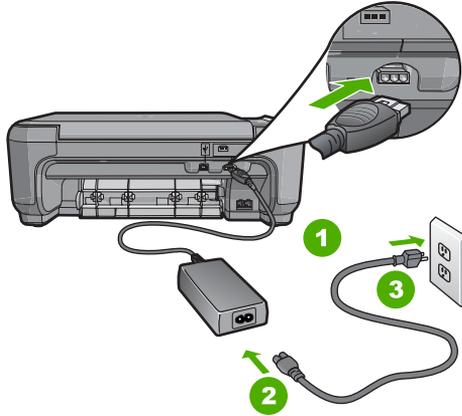
1	電源連接
2	電源線與變壓器
3	電源插座

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

原因： 產品未使用隨附的電源線。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 2：重設產品

解決方案： 關閉產品，然後拔下電源線。插回電源線，然後按**開啟**按鈕以開啟產品。

原因： 產品發生錯誤。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 3：請以較慢的速度按下開啟按鈕

解決方案： 如果您太快按下**開啟**按鈕，產品可能無反應。請再按一次**開啟**按鈕。需稍等幾分鐘，產品才會開啟。如果您在這段期間再次按下**開啟**按鈕，則可能會關閉產品。

△ **注意** 若印表機仍未開啟，可能是機械故障。從電源插座拔掉印表機的插頭。
洽詢 HP 支援的維修服務。
前往：www.hp.com/support。若出現提示，請選擇您所在的國家/地區，然後按一下「聯絡 HP」取得技術支援之資訊。

原因： 您太快按下「**開啟**」按鈕。
如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 4：聯絡 HP 更換電源

解決方案： 請聯絡 HP 支援，索取產品的電源供應器。
請造訪：www.hp.com/support.
如果出現提示，選擇您的國家/地區，然後按一下「聯絡 HP」以取得技術支援的資訊。

原因： 電源不適用於本產品。
如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 5：聯絡 HP 支援的維修服務

解決方案： 如果您已完成上述解決方法提供的所有步驟卻仍然無法解決問題，請洽詢 HP 支援的維修服務。
前往：www.hp.com/support.
如果出現提示，請選擇國家/地區，然後再按一下「聯絡 HP」，取得技術支援的資訊。

原因： 您可能需要協助，才能讓產品或軟體正常運作。

我已連上 USB 纜線，但在透過電腦使用產品時產生問題

解決方案： 連接 USB 纜線之前，必須先安裝產品隨附的軟體。安裝期間，除非螢幕上出現提示，否則請勿插入 USB 纜線。
安裝軟體後，使用 USB 纜線將您的電腦與產品連接便非常簡單。您只要將 USB 纜線的一端插入到電腦的後方，另一端插入產品的後方即可。您可以連接至電腦後方任一 USB 埠。
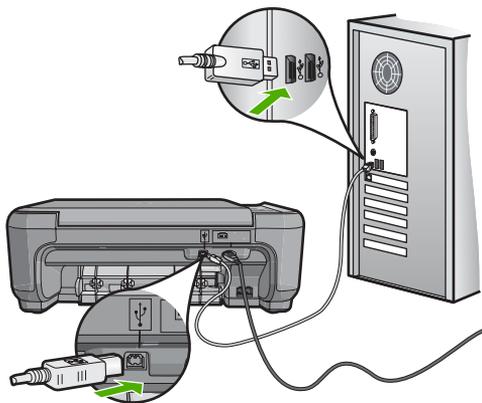
如需安裝軟體及連接 USB 纜線的詳細資訊，請參閱產品隨附的《安裝指南》。

原因： 安裝軟體之前，已連接好 USB 纜線。在出現提示之前連接 USB 纜線，可能造成錯誤。

設定完印表機後，並未列印。

解決方案： 如果產品和電腦彼此之間沒有進行通訊，請嘗試執行下列操作：
- 查看產品上的**開啟**燈號。如果該燈號沒有亮起，則表示產品已關閉。確定產品電源線已牢固連接並插到電源插座上。按下**開啟**按鈕開啟產品。
- 確定列印墨匣已裝妥。
- 確定已在進紙匣內放入紙張。
- 檢查產品確定沒有卡紙。
- 檢查列印滑動架沒有卡住。
  打開列印墨匣門以便能够接觸到列印滑動架區域。取出任何會擋住列印滑動架的物體，包括包裝材料。關閉產品然後再開機。
- 確認產品列印佇列並未暫停 (Windows) 或停止 (Mac)。若是上述情況，請選擇適當的設定以恢復列印。有關存取列印佇列的詳細資訊，請參閱電腦安裝的作業系統隨附說明文件。
- 檢查 USB 纜線。如果使用較舊的纜線，則可能是纜線有問題。將它連接到另一個產品，檢查 USB 纜線是否能發揮作用。如果遇到問題，則可能需要更換 USB 纜線。另外請確定纜線的長度沒有超過 3 公尺 。
- 檢查產品與電腦的連線。確認 USB 纜線已牢固插入產品背面的 USB 埠。確定 USB 纜線的另一端已插入電腦的 USB 埠。在正確連接纜線後，關閉產品然後再重新開機。
- 如果是透過 USB 集線器連接產品，請確定集線器已開啟。如果集線器已開啟，請嘗試直接連接到電腦。
- 檢查其他印表機或掃描器。您可能需要中斷與電腦連接的較舊產品。
- 嘗試將 USB 纜線連接到電腦上的另一個 USB 埠。在檢查連線後，請嘗試重新啟動電腦。關閉產品然後重新開機。
- 如果產品為離線狀態，請關閉產品後重新開機。開始列印工作。
- 如有需要，請先移除與產品一起安裝的軟體，然後再重新安裝。

有關設定產品並將其連接至電腦的詳細資訊，請參閱產品隨附的《安裝指南》。

原因： 產品與電腦之間的通訊存在一些問題。

傳真設定疑難排解

本節包含 HP All-in-One 的傳真設定疑難排解資訊。如果未正確設定 HP All-in-One 進行傳真，則傳送和接收傳真時可能會發生問題。

產品傳送和接收傳真時發生問題

請嘗試執行下列解決方法以解決該問題。解決方法按順序列出，最有可能的解決方法在最前面。若第一個解決方法不能解決問題，請繼續嘗試其他解決方法，直到解決問題為止。

解決方法 1：確定依照印刷版文件所述設定產品

解決方案： 遵循印刷版文件中的指示，根據與產品使用同一條電話線的設備與服務，來適當地設定產品以進行傳真。然後，執行傳真測試，以檢查產品的狀態，並確定您已適當地設定它。
產品會列印有測試結果的報告。如果測試失敗，請檢視報告中有關如何修正問題的資訊。

原因： 產品的傳真設定不正確。

如果這樣無法解決問題,請嘗試下一個解決方法。

解決方法 2:開啟產品

解決方案: 查看產品上的顯示器。如果顯示器為空白的,且**開啟**燈號沒有亮起,表示產品已關閉。確定產品電源線已牢固連接並插到電源插座上。按下**開啟**按鈕開啟產品。

原因: 產品已經關閉。

如果這樣無法解決問題,請嘗試下一個解決方法。

解決方法 3:確定使用正確的電話線類型

解決方案

📝 **附註** 此可能的解決方法僅適用於使用產品包裝盒中隨附的 2 芯電話線接收的國家/地區,包括:阿根廷、澳大利亞、巴西、加拿大、智利、中國、哥倫比亞、希臘、印度、印尼、愛爾蘭、日本、韓國、拉丁美洲、馬來西亞、墨西哥、菲律賓、波蘭、葡萄牙、蘇俄、沙烏地阿拉伯、新加坡、西班牙、台灣、泰國、美國、委內瑞拉和越南。

此特殊的 2 芯電話線與您辦公室中常用的 4 芯電話線不同。檢查電話線端點,並與下列兩種電話線做比較。
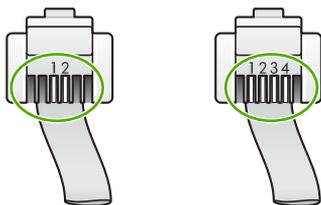
確定您使用產品包裝盒中隨附的電話線連接至牆壁電話插座。

此特殊的 2 芯電話線的一端應該連接至產品背面貼有 1-LINE 標籤的連接埠,而另一端則應連接至牆壁電話插座,如下所示。
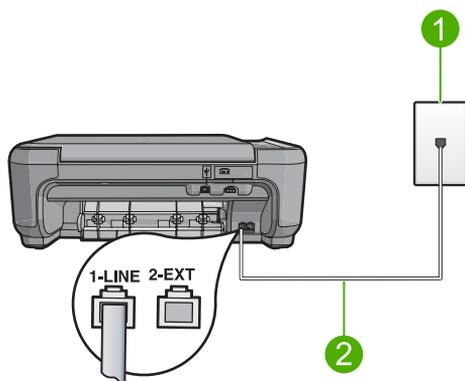
1	牆壁電話插座

2	使用產品包裝盒中隨附的電話線

如果您使用 4 芯的電話線,請將電話線拔下,然後找到隨附的 2 芯電話線,再將 2 芯電話線連接至產品背面貼有 1-LINE 標籤的連接埠。

如果產品隨附 2 芯電話線轉接器,則當隨附的 2 芯電話線太短時,您可以用它來搭配 4 芯的電話線。將 2 芯電話線轉接器接到產品背面貼有 1-LINE 標籤的連接埠。將 4 芯電話線連接至轉接器上的開放連接埠,並連接至牆壁電話插座。有關使用 2 芯電話線轉接器的詳細資訊,請參閱隨附的說明文件。

如需有關設定產品的詳細資訊,請參閱產品隨附的印刷版文件。

原因: 使用了錯誤的電話線連接產品,或電話線插入錯誤的連接埠。

如果這樣無法解決問題,請嘗試下一個解決方法。

解決方法 4:確定其他辦公室設備都已正確連接

解決方案

📝 **附註** 此可能的解決方法僅適用於使用產品包裝盒中隨附的 2 芯電話線接收的國家/地區,包括:阿根廷、澳大利亞、巴西、加拿大、智利、中國、哥倫比亞、希臘、印度、印尼、愛爾蘭、日本、韓國、拉丁美洲、馬來西亞、墨西哥、菲律賓、波蘭、葡萄牙、蘇俄、沙烏地阿拉伯、新加坡、西班牙、台灣、泰國、美國、委內瑞拉和越南。

請確定產品已正確連接到牆壁電話插座,且任何與此產品共用電話線的設備和服務都已經正確連接。

使用產品背面貼有 1-LINE 標籤的連接埠連接至牆壁電話插座。使用 2-EXT 連接埠連接至其他設備,如答錄機或電話,如下所示。
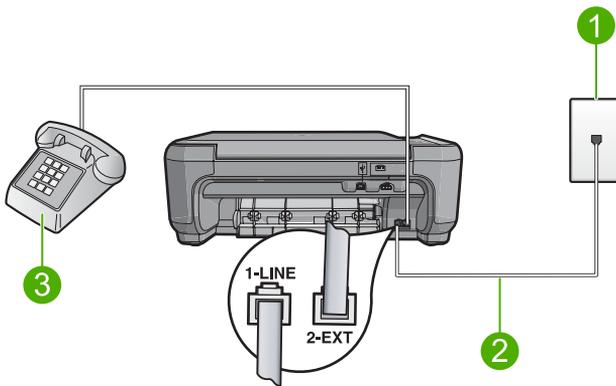
1	牆壁電話插座
2	使用產品包裝盒中隨附的電話線
3	電話 (選用)

如需有關設定產品的詳細資訊,請參閱產品隨附的印刷版文件。

原因: 其他辦公室設備(如答錄機或電話)與產品有關的設定不正確。

如果這樣無法解決問題,請嘗試下一個解決方法。

解決方法 5：嘗試移除分歧器

解決方案： 電話線路分歧器可能導致傳真發生問題。（分歧器是插入牆壁電話插座的雙線接頭）。如果您使用分歧器，請嘗試移除它，然後將產品直接連接至牆壁電話插座。

原因： 您使用了電話線路分歧器。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 6：確定牆壁電話插座能夠正常作業

解決方案： 嘗試將正常的電話和電話線連至產品所使用的牆壁電話插座，並檢查是否有撥號音。如果您沒有聽到撥號音，請聯絡當地的電話公司進行維修。

原因： 牆壁電話插座無法正常作業。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 7：檢查電話線是否有雜音

解決方案： 您可以將電話連至牆上的電話插座，檢查是否有靜電干擾或其他雜音，以確定電話線路的聲音品質。如果傳真失敗是因為電話線的雜音，請聯絡傳送方重新傳送傳真。當您重試時，傳訊品質可能會比較好。如果問題仍然發生，請關閉「**錯誤修正模式**」(ECM) 並聯絡電話公司。

原因： 電話線雜音很多。聲音品質很差（雜音）的電話線會導致傳真發生問題。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 8：確定分機或同一條電話線上的其他設備未在使用中

解決方案： 確定分機（在同一條電話線上、但沒有連接至產品的電話）或其他設備未在使用中或已掛上。例如，如果電話分機聽筒未掛上或正在使用電腦撥號數據機傳送電子郵件或上網，您就無法使用產品進行傳真。

原因： 與產品使用同一條電話線的其他設備，可能正在使用中。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 9：確定產品連接至類比電話線

解決方案： 確定將產品連接到類比電話線，否則將無法傳送或接收傳真。若要檢查電話線是否是數位式線路，將電話線接到一般的類比電話上，然後收聽撥號音。如果沒有聽到一般的撥號音，則電話線可能設定為供數位電話使用的線路。將產品連接到類比電話線，然後嘗試傳送或接收傳真。

📝 **附註** 如果您不確定所使用的電話線種類（類比或數位），請洽詢您的服務供應商。

原因： 產品可能連接到設定為供數位電話使用的牆壁電話插座。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 10：如果您使用 DSL 服務，請確定安裝了 DSL 過濾器

解決方案： 如果使用 DSL 服務，請確定您連接了 DSL 過濾器，否則將無法成功傳真。DSL 服務會使用電話線送出數位訊號，而使產品受到干擾，以致產品無法收發傳真。DSL 過濾器可移除數位訊號，讓產品能與電話線正常通訊。

若要檢查您是否已安裝過濾器，請收聽您的電話線或撥號音。如果在線路上聽到雜音或靜電干擾，可能沒有安裝 DSL 過濾器，或安裝不正確。向 DSL 供應商索取 DSL 過濾器。如果您已有 DSL 過濾器，請確定過濾器已正確連接。

原因：　產品與 DSL 服務共用相同的電話線，並且沒有連接 DSL 過濾器。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 11：如果您使用 DSL 服務，請確定 DSL 數據機已正確接地

解決方案：　如果 DSL 數據機沒有正確接地，則可能造成電話線上的雜音。使用聲音品質不佳 (雜音) 的電話線可能會造成傳真問題。您可以將電話連至牆上的電話插座，檢查是否有靜電干擾或其他雜音，以確定電話線路的聲音品質。

如果聽到雜音，請關閉 DSL 數據機。

> **附註**　如需關閉 DSL 數據機的相關資訊，請聯絡 DSL 供應商以取得支援。

完全關閉電源至少 15 分鐘，然後再重新開啓 DSL 數據機。

再次收聽撥號音。

• 　如果撥號音聽起來很清晰（沒有雜音或靜電干擾），則嘗試傳送或接收傳真。

> **附註**　日後您可能會再次注意到電話線有靜電干擾。如果產品停止傳送和接收傳真，請重複此程序。

• 　如果電話線雜音還是很多，請聯絡您的電話公司。

原因：　與產品分享同一電話線的 DSL 裝置及 DSL 數據機可能沒有正確接地。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 12：如果使用 PBX 或 ISDN 轉換器，請確定使用了指定做爲傳真與電話用途的連接埠

解決方案：　確定產品已連接至指定做爲傳真與電話用途的連接埠。此外，如果可以，請確定終端配接卡已設定爲您所在國家/地區適用的交換機類型。

> **附註**　請注意，有些 ISDN 系統可讓您對特定電話設備配置連接埠。例如，指定一個連接埠給電話和 Group 3 傳真，並指定另一個連接埠用於其他多種用途。如果在將 ISDN 轉換器連接至傳真/電話埠時有問題，請嘗試使用用於其他多種用途的連接埠 (可能標示爲「multi-combi」或類似名稱)。

如需有關如何設定產品與 PBX 電話系統或 ISDN 線路的詳細資訊，請參閱產品隨附的印刷版文件。

原因：　您使用了 PBX 或 ISDN 轉換器/終端配接卡。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 13：檢查並解決錯誤訊息

解決方案：　檢查顯示器或電腦上是否出現錯誤訊息，其中提供關於問題及如何解決問題的資訊。如果有錯誤，產品將無法收發傳真，直到錯誤狀況解決爲止。

您也可以在 HP 解決方案中心 中按一下「狀態」，以檢查產品的狀態。

原因：　其他程序使產品發生問題。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 14：降低傳真速度

解決方案：　您可能需要使用較慢的速度傳送和接收傳真。如果您使用下列其中一項，請嘗試將「**傳真速度**」設爲「**中等 (14400)**」或「**慢 (9600)**」：

• 　網路電話服務
• 　PBX 系統

- 網際網路傳真通訊協定 (FoIP)
- ISDN 服務

原因： 「**傳真速度**」設定太快。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 15：如果您使用 IP 電話透過 Internet 傳真，請稍後重新傳送傳真

解決方案： 嘗試稍後重新傳送您的傳真。此外，也請確定您的 Internet 服務提供者支援透過 Internet 傳真。

如果問題持續發生，請聯絡您的 Internet 服務提供者。

原因： 您正在使用 IP 電話透過 Internet 傳真，但發生一個與傳輸有關的問題。

產品無法接收傳真，但可以傳送傳真

請嘗試執行下列解決方法以解決該問題。解決方法按順序列出，最有可能的的解決方法在最前面。若第一個解決方法不能解決問題，請繼續嘗試其他解決方法，直到解決問題為止。

解決方法 1：確定依照印刷版文件所述設定產品

解決方案： 遵循印刷版文件中的指示，根據與產品使用同一條電話線的設備與服務，來適當地設定產品以進行傳真。然後，執行傳真測試，以檢查產品的狀態，並確定您已適當地設定它。

產品會列印有測試結果的報告。如果測試失敗，請檢視報告中有關如何修正問題的資訊。

原因： 產品的傳真設定不正確。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 2：檢查自動接收設定

解決方案： 根據辦公室的設定，您可能可以設定產品自動接聽來電。如需瞭解您的辦公室設定適用哪種建議的接聽模式，請參閱產品隨附的印刷版文件。

如果必須關閉「**自動接收**」，您將需要按「**掃描/傳真**」或「**開始傳真**」，才能接收傳真。

原因： 「**自動接收**」已關閉，這表示產品將不會接聽任何來電。您必須在有傳真來電時親自接聽，才能接收傳真。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 3：設定產品以手動接收傳真

解決方案： 設定產品以手動接收傳真。如果您在用來接收傳真來電的同一個電話號碼上使用語音信箱服務，則無法自動接收傳真。您必須手動接收傳真；這表示您必須能夠親自回應傳真來電。

如需有關使用語音信箱服務時要如何設定產品的詳細資訊，請參閱產品隨附的印刷版文件。

原因： 您在用來接收傳真來電的同一個電話號碼上使用了語音信箱服務。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 4：如果您在本產品所用的同一條電話線上還連接了電腦撥號數據機，請確定數據機軟體不會中斷傳真

解決方案： 如果您在本產品所用的同一條電話線上還連接了電腦撥號數據機，請確定數據機隨附的軟體未設定為自動接收傳真。設成自動接收傳真的數據機會佔用整條電話線以接收所有來電傳真，這樣會阻止產品接收傳真。

原因： 您在產品使用的同一條電話線上連接電腦撥號數據機。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 5：如果您在本產品所用的同一條電話線上還連接了答錄機，請錄製新的答錄機留言

解決方案： 先中斷答錄機的連線，然後嘗試接收傳真。如果沒有答錄機時可以成功傳真，那麼答錄機可能就是發生問題的原因。重新連接答錄機，並重新錄製您的答錄機留言。

- 請錄製一則長約 10 秒的留言。
- 請放慢說話速度，低聲錄製您的留言。
- 在語音留言的結尾，至少保留 5 秒的靜音。
- 這段靜音時間不可有背景雜音。

原因： 如果您在本產品所用的同一條電話線上還連接了答錄機，可能會發生下列其中一個問題：

- 答錄機留言可能太長或太吵，使產品偵測不到傳真音，而導致與傳送方的傳真機中斷連線。
- 答錄機在播放留言後，可能沒有足夠的安靜時間讓產品偵測到傳真音。這是數位答錄機常見的問題。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 6：如果您在本產品所用的同一條電話線上還連接了答錄機，請確定答錄機連接至正確的連接埠

解決方案

📝 **附註** 此可能的解決方法僅適用於使用產品包裝盒中隨附的 2 芯電話線接收的國家/地區，包括：阿根廷、澳大利亞、巴西、加拿大、智利、中國、哥倫比亞、希臘、印度、印尼、愛爾蘭、日本、韓國、拉丁美洲、馬來西亞、墨西哥、菲律賓、波蘭、葡萄牙、蘇俄、沙烏地阿拉伯、新加坡、西班牙、台灣、泰國、美國、委內瑞拉和越南。

當您在用來接收傳真來電的同一條電話線上連接答錄機時，必須將答錄機直接連接至產品上貼有 2-EXT 標籤的連接埠，如下所示。此外，還必須為答錄機和產品設定正確的接聽鈴聲次數。
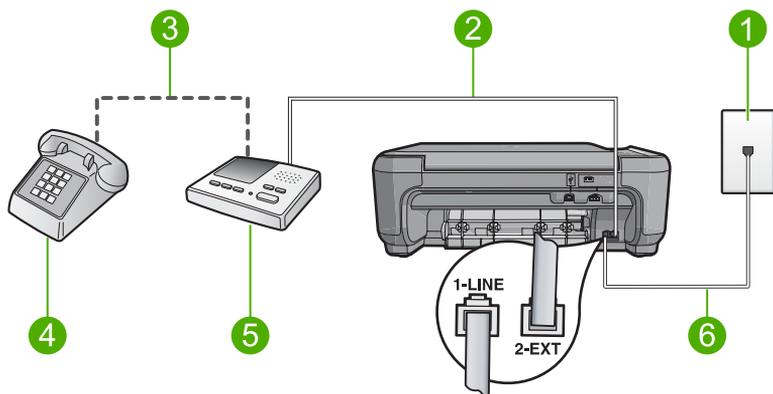
1	牆壁電話插座
2	連接到答錄機上的 IN 連接埠
3	連接到答錄機上的 OUT 連接埠
4	電話 (選用)
5	答錄機
6	使用產品包裝盒中隨附的電話線

確定產品已設定為自動接收傳真，且其等候響鈴次數的設定是正確的。產品的接聽鈴聲次數應大於答錄機的接聽鈴聲次數。將您的答錄機設為低鈴聲數，並將產品設為以支援的最高鈴聲數接聽（最高鈴聲數依國家/地區而異）。使用此設定時，答錄機會接聽電話，而產品則會監聽線路。如果產品偵測到傳真音，就會接收傳真。如果來電是語音來電，則答錄機將會錄下來電訊息。

如需有關設定產品的詳細資訊，請參閱產品隨附的印刷版文件。

原因： 答錄機與產品有關的設定不正確。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 7：如果您使用區別鈴聲服務，請確定「區別鈴聲」設定符合傳真號碼的鈴聲模式

解決方案： 如果您的傳真電話號碼有特殊的鈴聲模式（使用向電話公司訂購的區別鈴聲服務），請確定產品上的「**區別鈴聲**」設定與此相符。例如，如果電話公司已指定雙重鈴聲模型給您的號碼，請確定已選取「**兩聲鈴聲**」作為「**區別鈴聲**」設定。

附註 產品無法辨識某些鈴聲模式，例如長短鈴聲交替的鈴聲模式。如果您使用此種鈴聲模式時發生問題，請您的電話公司指定無交替的鈴聲模式。

如果未使用區別鈴聲服務，請確定產品上的「**區別鈴聲**」設定設為「**所有鈴聲**」。

原因： 您的傳真電話有特殊的鈴聲模式（使用向電話公司訂購的區別鈴聲服務），而產品上的「**區別鈴聲**」設定與此不符。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 8：如果未使用區別鈴聲服務，請確定「區別鈴聲」設定設為「所有鈴聲」

解決方案： 如果未使用區別鈴聲服務，請確定產品上的「**區別鈴聲**」設定設為「**所有鈴聲**」。

原因： 「**區別鈴聲**」設定未設為「**所有鈴聲**」（而且您未使用區別鈴聲服務）。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 9：確定電話線上的其他設備未減弱傳真訊號

解決方案： 如果產品與其他類型的電話設備（如答錄機、電腦撥號數據機或多連接埠的交換機盒）共用一條電話線，則傳真訊號等級可能會降低。如果使用分歧器或連接額外的纜線以延長電話長度，也可能會降低訊號等級。降低的訊號等級可能會在傳真接收期間引起問題。

- 如果您使用分歧器或延長纜線，請嘗試移除它們，並將產品直接連接至牆壁電話插座。
- 若要找出是否是其他設備發生問題，請拔下電話線上除了產品以外的所有設備，然後再嘗試接收傳真。如果您在沒有其他設備的情況下成功接收傳真，則可能是有一或多個設備引起問題；請嘗試一次連接一個設備，並在每次連接設備後接收傳真，直到找出引起問題的設備為止。

原因： 傳真訊號等級可能不夠強，造成傳真接收產生問題。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 10：清除產品的記憶體

解決方案： 如果已啟用「**備份傳真接收**」且產品上有錯誤狀況，則記憶體可能充滿尚未列印的傳真，因此產品將停止接聽來電。如果有錯誤狀況使產品無法列印傳真，請檢視顯示器以獲得錯誤狀況的相關資訊。請確定：

- 產品的傳真設定正確。如需詳細資訊，請參閱印刷版說明文件。
- 進紙匣中已放入紙張。
- 未發生卡紙。
- 列印墨匣門為關閉狀態。若否，請關閉列印墨匣門，如下所示：
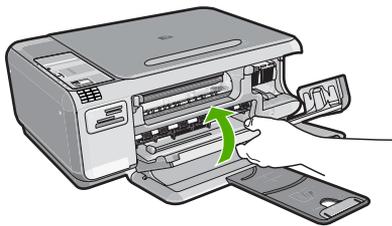
- 列印墨匣沒有被卡住或擋住。關閉產品、取出任何擋住列印墨匣滑動架的物體（包括任何包裝材料），然後重新開啟產品。

解決發現的所有問題。產品會自動開始列印記憶體中所有未列印的傳真。若要清除記憶體，您也可以關閉產品，這樣就能刪除儲存在記憶體中的傳真。

原因： 產品記憶體已滿。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 11：檢查顯示器上的錯誤訊息

解決方案： 如果有錯誤狀況使產品無法列印傳真，請檢視顯示器以獲得錯誤狀況的相關資訊。請確定：

- 產品已開機。按**開啟**按鈕開啟產品。
- 產品的傳真設定正確。如需詳細資訊，請參閱印刷版說明文件。
- 進紙匣中已放入紙張。

- 未發生卡紙。
- 列印墨匣沒有被卡住或擋住。關閉產品、取出任何擋住列印墨匣滑動架的物體（包括任何包裝材料），然後重新開啟產品。
- 列印墨匣門為關閉狀態。若否，請關閉列印墨匣門，如下所示：
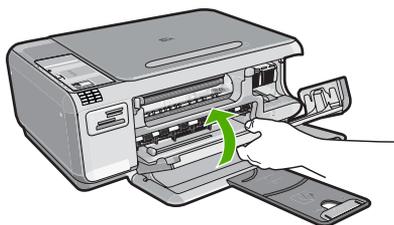
📝 **附註** 如果產品有一則校正訊息，則您可以按「**OK**」旁的按鈕以清除訊息並繼續傳真。

當您解決所發現的所有問題後，產品便可以開始接收傳真來電。

原因: 錯誤狀況使得產品無法接收傳真，且「**備份傳真接收**」已設為「**關閉**」。

答錄機錄下傳真音

請嘗試執行下列解決方法以解決該問題。解決方法按順序列出，最有可能的解決方法在最前面。若第一個解決方法不能解決問題，請繼續嘗試其他解決方法，直到解決問題為止。

解決方法 1：確定答錄機連接至正確的連接埠

解決方案

📝 **附註** 此可能的解決方法僅適用於使用產品包裝盒中隨附的 2 芯電話線接收的國家/地區，包括：阿根廷、澳大利亞、巴西、加拿大、智利、中國、哥倫比亞、希臘、印度、印尼、愛爾蘭、日本、韓國、拉丁美洲、馬來西亞、墨西哥、菲律賓、波蘭、葡萄牙、蘇俄、沙烏地阿拉伯、新加坡、西班牙、台灣、泰國、美國、委內瑞拉和越南。

當您在用來接收傳真來電的同一條電話線上連接答錄機時，必須將答錄機直接連接至產品上貼有 2-EXT 標籤的連接埠，如下所示。
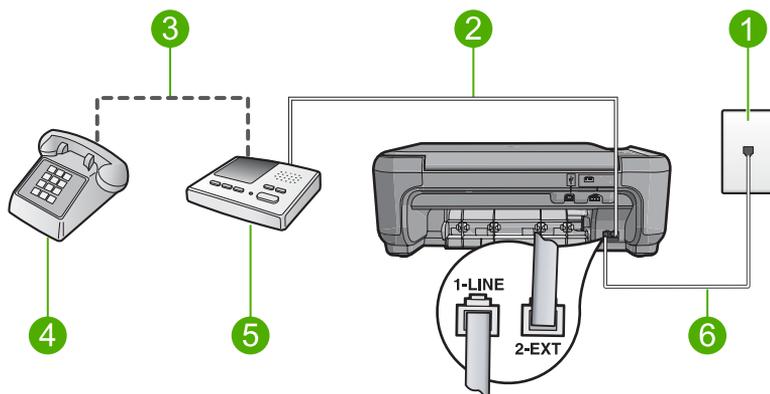
1	牆壁電話插座
2	連接到答錄機上的 IN 連接埠
3	連接到答錄機上的 OUT 連接埠
4	電話 (選用)
5	答錄機
6	使用產品包裝盒中隨附的電話線

確定產品已設定為自動接收傳真，且其等候響鈴次數的設定是正確的。產品的等候鈴聲次數應大於答錄機的接聽鈴聲次數。如果答錄機和產品設定的接聽鈴聲次數相同，則這兩個裝置都會接聽電話，而答錄機會錄到傳真音。

將您的答錄機設為低鈴聲數，並將產品設為以支援的最高鈴聲數接聽（最高鈴聲數依國家/地區而異）。使用此設定時，答錄機會接聽電話，而產品則會監聽線路。如果產品偵測到傳真音，就會接收傳真。如果來電是語音來電，則答錄機將會錄下來電訊息。

如需有關在有安裝答錄機時設定產品的詳細資訊，請參閱產品隨附的印刷版文件。

原因: 答錄機與產品相關的設定不正確，或其等候鈴聲次數的設定不正確。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 2：設定產品自動接收傳真

解決方案: 藉由開啟「**自動接收**」，設定產品自動接聽來電。如果關閉此功能，則產品將不會監聽來電，也不會接收傳真。在此種情況下，答錄機將會接聽傳真電話並錄製傳真音。

如需有關在有安裝答錄機時設定產品的詳細資訊，請參閱產品隨附的印刷版文件。

原因: 產品已設定為手動接收傳真，亦即產品不會接聽來電。您必須能夠親自回應傳真來電，否則產品將不會接收傳真，而答錄機會錄下傳真音。

產品無法傳送傳真，但可以接收傳真

請嘗試執行下列解決方法以解決該問題。解決方法按順序列出，最有可能的解決方法在最前面。若第一個解決方法不能解決問題，請繼續嘗試其他解決方法，直到解決問題為止。

解決方法 1：確定依照印刷版文件所述設定產品

解決方案： 遵循印刷版文件中的指示，根據產品使用同一條電話線的設備與服務，來適當地設定產品以進行傳真。然後，執行傳真測試，以檢查產品的狀態，並確定您已適當地設定它。

產品會列印有測試結果的報告。如果測試失敗，請檢視報告中有關如何修正問題的資訊。

原因： 產品的傳真設定不正確。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 2：檢查傳真號碼

解決方案： 檢查您輸入的傳真號碼及其格式是否正確。例如，依電話系統而定，您可能需要撥首碼「9」。

如果您的電話線路是 PBX 系統，請確定先撥打外線號碼，然後再撥傳真號碼。

原因： 您在傳送傳真時所輸入的數字格式錯誤。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 3：放慢撥打傳真號碼的速度

解決方案： 在號碼序列中插入一些暫停，以放慢撥號速度。例如，如果您在撥電話前需要先撥外線，請在要撥的號碼後插入暫停。如果您的號碼是 95555555，而 9 可接通外線，則可以依下列方式插入暫停：9-555-5555。若要在您輸入的傳真號碼中插入暫停，請按數字鍵上的符號按鈕（以**星號**表示），直到顯示器上出現破折號「-」為止。

您也可以使用監視器撥號傳送傳真。這樣您就可以在撥號時監聽電話線。您可以設定撥號的速度，並在撥號時回應提示。

原因： 產品可能撥號太快或太早。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方法 4：檢查接收端傳真機是否存在問題

解決方案： 請嘗試使用電話撥打此傳真號碼，並收聽是否有傳真音。如果您沒聽到傳真音，可能是無法啟動接收傳真功能或無法與對方連接，或可能是接收方電話線路有語音信箱干擾。您也可以請接收方檢查接收端傳真機是否存在任何問題。

原因： 接收端傳真機存在問題。

傳真測試失敗

如果您嘗試從電腦執行傳真測試，而傳真測試失敗，可能是產品正忙著進行另一項工作，或是發生了錯誤狀況，使它無法執行傳真測試。

要檢查的事項

- 產品設定正確，並已連接到電源供應器和電腦。有關設定產品的詳細資訊，請參閱產品隨附的《安裝指南》。
- 產品已經開啟。如果尚未開啟，請按**開啟**按鈕開啟產品。
- 列印墨匣都已安裝正確、列印墨匣滑動架未被擋住，且列印墨匣門已關上。
- 產品目前未進行其他工作，例如校正印表機。檢查顯示器。如果產品正在忙碌，請等到目前的工作完成，再執行一次傳真測試。
- 後方機門已裝到產品的背面。
- 顯示器上沒有錯誤訊息。如有錯誤訊息，請解決問題，然後再次執行傳真測試。

如果您執行傳真測試,而產品報告測試失敗,請仔細閱讀下列資訊,以判斷如何修正任何傳真設定問題。傳真測試的各個部份可能會因不同的原因而失敗。

「傳真硬體測試」失敗

解決方案
*   按控制台上的**開啟**按鈕關閉產品,然後從產品的背面拔下電源線。在幾秒鐘過後,再插入電源線並開啟電源。再次執行測試。如果測試再度失敗,請繼續檢視本節中的疑難排解資訊。

    > 📝 **附註** 視拔掉產品電源插頭的時間多久而定,可能會清除掉日期和時間。稍後當您重新插回電源線後,可能需要重設日期和時間。

*   嘗試傳送或接收測試傳真。如果可以成功傳送或接收傳真,則表示沒有任何問題。
*   如果正從「傳真設定精靈」上執行測試,請確定產品沒有正在忙於完成另一項工作,例如影印。檢查顯示器上是否有表示產品忙碌的訊息。如果產品正在忙錄中,請等待工作完成並進入閒置狀態,然後再執行測試。

當您解決所發現的所有問題後,再次執行傳真測試,確定已通過測試並且產品已經準備好進行傳真。如果「**傳真硬體測試**」持續失敗,而且傳真發生問題,請聯絡 HP 支援。請造訪 www.hp.com/support。如果出現提示,請選擇您的國家/地區,然後按一下「聯絡 HP」以取得技術支援的資訊。

「傳真連接至作用中的牆壁電話插座」測試失敗

解決方案
*   檢查牆壁電話插座和產品之間的連接,確定電話線已牢固連接。
*   確定使用產品隨附的電話線。如果您沒有使用隨附的電話線來連接牆壁電話插座和產品,就可能無法傳送或接收傳真。插入產品隨附的電話線後,再次執行傳真測試。
*   確定已將產品正確地連接至牆壁電話插座。使用產品包裝箱中隨附的電話線,將一端連接至牆壁電話插座,再將另一端連接至產品背面貼有 **1-LINE** 標籤的連接埠。如需設定產品以進行傳真的詳細資訊,請參閱印刷版文件。
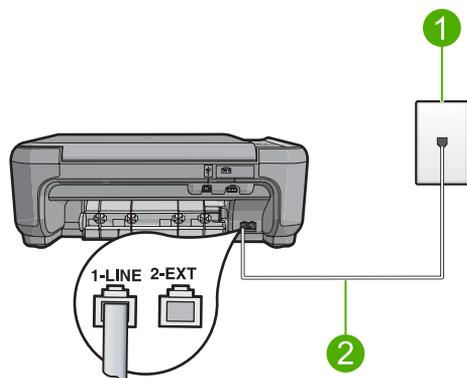
1	牆壁電話插座
2	使用產品包裝盒中隨附的電話線

• 如果您在使用電話分歧器,就有可能造成傳真問題(分歧器是插入牆壁電話插座的雙線接頭)。嘗試移除分歧器,並直接將產品連接至牆壁電話插座。

• 嘗試將正常的電話和電話線連至產品所使用的牆壁電話插座,並檢查撥號音。如果沒有聽到撥號音,請聯絡電話公司並要求他們檢查線路。

• 嘗試傳送或接收測試傳真。如果可以成功傳送或接收傳真,則表示沒有任何問題。

當您解決所發現的所有問題後,再次執行傳真測試,確定已通過測試並且產品已經準備好進行傳真。

「電話線連接至正確傳真連接埠」測試失敗

解決方案: 將電話線插入正確的連接埠。

將電話線插入正確的連接埠

1. 使用產品包裝盒中隨附的電話線,將一端連接至牆上電話插座,再將另一端連接至產品背面標示有「1-LINE」的連接埠。

> **附註** 如果使用 2-EXT 連接埠連接到牆上電話插座,您將無法傳送或接收傳真。2-EXT 連接埠只能用來連接其他設備,如答錄機或電話。
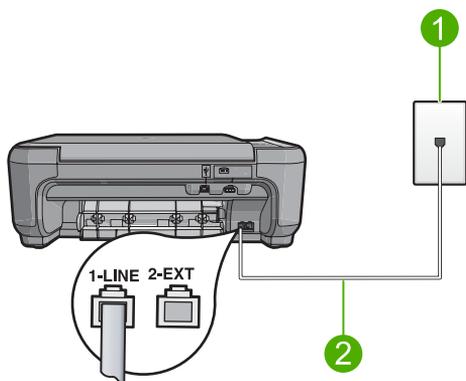
1	牆上電話插座
2	使用產品包裝盒中隨附的電話線

2. 將電話線連接至標示「1-LINE」的連接埠之後,再次執行傳真測試,以確定其會通過測試,而且產品已準備好開始傳真。

3. 嘗試傳送或接收測試傳真。

「使用正確的電話線類型進行傳真」測試失敗

解決方案

• 確定您使用產品包裝盒中隨附的電話線連接至牆壁電話插座。電話線的一端應該連接至產品背面貼有 1-LINE 標籤的連接埠,而另一端則應連接至牆壁電話插座,如下所示。
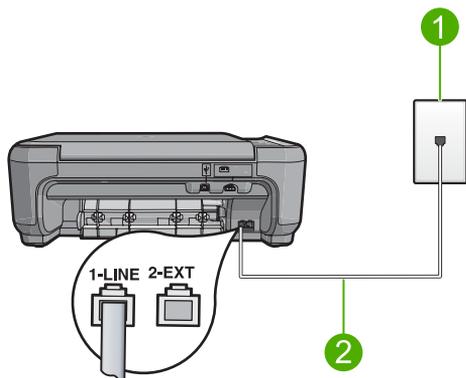
1	牆壁電話插座
2	產品包裝盒中隨附的電話線

- 檢查牆壁電話插座和產品之間的連接，確定電話線已牢固連接。

「傳真線路狀況」測試失敗

解決方案
- 確定將產品連接到類比電話線，否則將無法傳送或接收傳真。若要檢查電話線是否是數位式線路，將電話線接到一般的類比電話上，然後收聽撥號音。如果沒有聽到一般的撥號音，則電話線可能設定為供數位電話使用的線路。將產品連接到類比電話線，然後嘗試傳送或接收傳真。
- 檢查牆壁電話插座和產品之間的連接，確定電話線已牢固連接。
- 確定已將產品正確地連接至牆壁電話插座。使用產品包裝箱中隨附的電話線，將一端連接至牆壁電話插座，再將另一端連接至產品背面貼有 1-LINE 標籤的連接埠。如需有關設定產品以進行傳真的詳細資訊，請參閱產品隨附的印刷版文件。
- 其他和產品使用同一條電話線的設備，也可能造成測試失敗。若要找出是否是其他設備發生問題，請拔下電話線上除了產品以外的所有設備，然後再執行一次測試。
  - 如果在沒有其他設備的情況下，「**傳真專線狀態測試**」成功，則表示引起問題的是設備的一或多個部份。請嘗試一次連接一個設備，每次連接都重新進行測試，直到找出有問題的設備為止。
  - 如果在沒有其他設備的情況下「**傳真專線狀態測試**」失敗，請將產品連接至正常的電話線，然後繼續檢視本節中的疑難排解資訊。
- 如果您在使用電話分歧器，就有可能造成傳真問題（分歧器是插入牆壁電話插座的雙線接頭）。嘗試移除分歧器，並直接將產品連接至牆壁電話插座。

當您解決所發現的所有問題後，再次執行傳真測試，確定已通過測試並且產品已經準備好進行傳真。如果「**傳真專線狀態測試**」持續失敗，而且傳真發生問題，請聯絡電話公司並要求他們檢查線路。

📝 **附註** 如果您不確定所使用的電話線種類（類比或數位），請洽詢您的服務供應商。

「撥號音偵測」測試失敗

解決方案

- 其他和產品使用同一條電話線的設備，也可能造成測試失敗。若要找出是否是其他設備發生問題，請拔下電話線上除了產品以外的所有設備，然後再執行一次測試。如果在沒有其他設備的情況下，「**撥號聲偵測測試**」成功，則表示引起問題的是其中一或多個設備。請嘗試一次接回一個設備，並且每次都重新執行測試，直到找出造成問題的設備為止。
- 嘗試將正常的電話和電話線連至產品所使用的牆壁電話插座，並檢查撥號音。如果沒有聽到撥號音，請聯絡電話公司並要求他們檢查線路。
- 確定已將產品正確地連接至牆壁電話插座。使用產品包裝箱中隨附的電話線，將一端連接至牆壁電話插座，再將另一端連接至產品背面貼有 1-LINE 標籤的連接埠。如需有關設定產品以進行傳真的詳細資訊，請參閱產品隨附的印刷版文件。
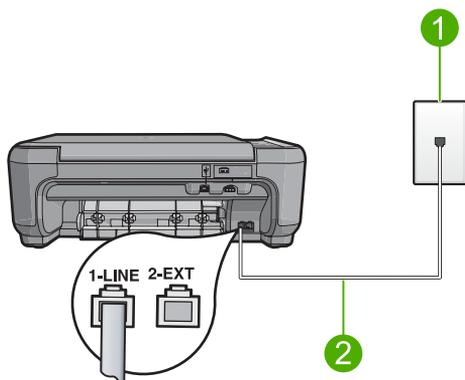
| 1 | 牆壁電話插座 |
| 2 | 使用產品包裝盒中隨附的電話線 |

- 如果您在使用電話分歧器，就有可能造成傳真問題（分歧器是插入牆壁電話插座的雙線接頭）。嘗試移除分歧器，並直接將產品連接至牆壁電話插座。
- 如果電話系統不是使用標準的撥號音，例如某些 PBX 系統，就可能會造成測試失敗；但這不會造成傳送或接收傳真的問題。嘗試傳送或接收測試傳真。
- 檢查並確定國家/地區設定值已設定為適合於您所在的國家/地區。如果未設定國家/地區或設定不正確，測試就可能失敗，而且您在傳送和接收傳真時可能會發生問題。
- 確定將產品連接到類比電話線，否則將無法傳送或接收傳真。若要檢查電話線是否是數位式線路，將電話線接到一般的類比電話上，然後收聽撥號音。如果沒有聽到一般的撥號音，則電話線可能設定為供數位電話使用的線路。將產品連接到類比電話線，然後嘗試傳送或接收傳真。

  📝 **附註** 如果您不確定所使用的電話線種類（類比或數位），請洽詢您的服務供應商。

當您解決所發現的所有問題後，再次執行傳真測試，確定已通過測試並且產品已經準備好進行傳真。如果「**撥號聲偵測測試**」持續失敗，請聯絡電話公司並要求他們檢查線路。

清除卡紙

發生卡紙時,請檢查後方機門。您可能需要從後方機門清除卡紙。

從後方機門清除卡紙

1. 按下後方機門左側的固定夾以鬆開門。將門從產品中拉出並取下。
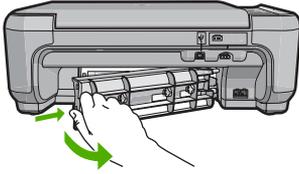
2. 慢慢地將紙張拉出滾筒。

    △ **注意** 如果從滾筒中取出紙張時將紙張撕破,請檢查產品中的滾筒或滾輪上是否殘留紙張碎片。如果沒有取出產品中的所有紙張碎片,極有可能會再發生卡紙。

3. 重新裝上後方機門。輕輕將門往前推直到卡住定位。
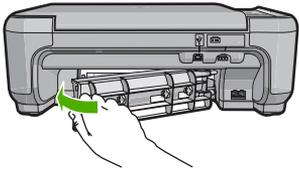
4. 按下「**OK**」旁的按鈕,繼續目前的工作。

列印墨匣疑難排解

如果列印時遭遇問題,可能是其中一個墨匣發生問題。如需更多資訊,請參閱本指南位於第 29 頁的「更換列印墨匣」。

支援程序

如果發生問題,請依照下列步驟:

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

5 技術資訊

本節提供 HP All-in-One 的技術規格和國際法規資訊。

如需其他法規和環境資訊,包括「符合聲明」(Declaration of Conformity),請參閱螢幕操作說明。

系統需求

軟體系統需求位於讀我檔案中。

產品規格

如需產品規格資訊,請造訪 HP 網站 www.hp.com/support。

紙張規格

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

附註 如需受支援媒體尺寸的完整清單,請參閱印表機軟體。

實體規格

- 高度:16.97 cm
- 寬度:44 cm
- 厚度:25.9 cm
- 重量:4.5 kg

電源規格

- 耗電量:最多 25W(列印時平均值)
- 輸入電壓 (0957-2231):AC 100-240 V ~ 600 mA 50-60 Hz
- 輸入電壓 (0957-2248):AC 200-240 V ~ 400 mA 50-60 Hz
- 輸出電壓:DC 32 V===375 mA,16 V===500 mA

附註 只能與 HP 提供的電源轉接器搭配使用。

環境規格

- 建議的操作溫度範圍:15 ºC-32 ºC(59 ºF-90 ºF)
- 可允許的操作溫度範圍:5 ºC-35 ºC(41 ºF-95 ºF)
- 溼度:相對濕度 15%-80% (非凝結狀態)
- 非執行(存放)溫度範圍:–20 ºC-50 ºC(–4 ºF-122 ºF)
- 若 HP All-in-One 處於較高的電磁環境中,輸出可能會稍微失真
- HP 建議使用長度短於或等於 3 公尺的 USB 纜線,以減少由於潛在的高電磁環境造成的干擾噪音

法規注意事項

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

法規機型識別號碼

為用於法規識別,您的產品具有一個法規機型識別號碼 (Regulatory Model Number)。本產品的法規機型識別號碼為 SNPRB-0722。請勿將此法規號碼與行銷名稱 (HP Photosmart C4340 All-in-One series 等) 或產品序號 (CC270A 等) 混淆。

保固

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

A. 有限保固範圍
   1. Hewlett-Packard (HP) 向您 (最終使用者) 保證，自購買之日起至上述指定期限內，以上指定的 HP 產品無材料及製造的瑕疵；保固期限自客戶購買產品之日起生效。
   2. 對於軟體產品，HP 的有限保固僅適用於無法執行其程式指令的狀況。HP 並不保證任何產品工作時都不會中斷或無誤。
   3. HP 的有限保固僅涵蓋因正常使用產品而發生的瑕疵，而不適用於由其他情況發生的瑕疵，包括下列任何一種情況：
      a. 不適當的維護或修改；
      b. 使用非 HP 提供或支援的軟體、媒體、零件或耗材；
      c. 違反產品規範的操作；
      d. 未經授權的修改或誤用。
   4. 對於 HP 印表機產品，使用非 HP 列印墨匣或重新填裝的列印墨匣不會影響對客戶的保固或任何 HP 與客戶之間的支援合約。然而，如果印表機因為使用非 HP 列印墨匣或重新填裝的列印墨匣出問題或受損，HP 會針對該項問題或損壞維修所耗的時間和材料，收取標準的費用。
   5. 如果 HP 在有效的保固期限內，收到 HP 保固範圍內任何產品瑕疵的通知，HP 可以選擇修理或更換有瑕疵的產品。
   6. 如果 HP 不能修理或更換在 HP 保固範圍內的有瑕疵產品，HP 將在接到通知後於合理的時間內，退還購買產品的全款。
   7. 未收到客戶的瑕疵產品前，HP 沒有義務進行修理、更換或退款。
   8. 更換品可能是新產品或者相當於新的產品，只要在功能性上至少相當於被更換的產品即可。
   9. HP 產品可能包含性能上相當於新零件的再製零件、元件或材料。
   10. HP 的有限保固，在任何具有 HP 產品經銷的國家/地區都有效。其他保固服務 (如現場實地服務) 合約，可與 HP 授權服務機構簽訂，這些機構分布在由 HP 或授權進口商銷售的 HP 產品的國家/地區。
B. 保固限制
   在當地法律許可的範圍內，對於 HP 的產品，HP 及其協力廠商都不會明示或暗示地提供其他保證或任何條件，並對於產品適售性、品質滿意度以及針對特定用途的適用性之暗示保證或條件，特別不予擔保。
C. 責任限制
   1. 在當地法律許可的範圍內，本保固聲明中提供的補償是客戶可獲得的唯一補償。
   2. 在當地法律許可的範圍內，除了本保固聲明中明確提出的義務之外，不論是否基於合約、侵權、或其他法律理論，也不論是否已告知損害的可能性，HP 及其協力廠商都不會對直接、間接、特殊、意外或者因果性的傷害負責。
D. 當地法律
   1. 本保固聲明賦予客戶特定的法律權利。客戶也可能有其他權利，這種權利在美國因州而異，在加拿大因省而異，在世界各地則因國家或地區而異。
   2. 若本保固聲明與當地法律不一致，以當地法律為準。在此情況下，本保固聲明的某些免責和限制條款可能不適用於客戶。例如，美國的某些州以及美國以外的某些政府 (包括加拿大的某些省)，可能會：
      a. 排除本保固聲明中的無擔保聲明和限制條款，以免限制客戶的法定權利 (例如英國)；
      b. 限制製造商實施這些免責或限制條款的能力；或者
      c. 賦予客戶其他保固權利，指定製造商不能聲明免責的暗示保固期限，或者不允許對暗示的保固期限進行限制。
   3. 除了法律許可的範圍外，本保固聲明中的條款，不得排除、限制或修改對客戶銷售 HP 產品的強制性法定權利，而是對這些權利的補充。

HP Photosmart C4340
All-in-One series

Basics Guide

Contents

English

1 HP All-in-One overview

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

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

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

The HP All-in-One at a glance
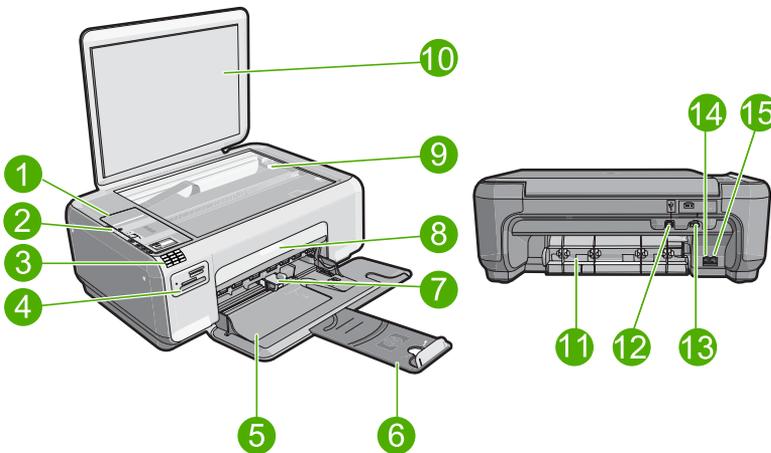
Label	Description
1	Control panel
2	On button
3	Keypad
4	Memory card slots and Photo light
5	Input tray
6	Tray extender
7	Paper-width guide
8	Print cartridge door
9	Glass
10	Lid backing

Label	Description
11	Rear door
12	Rear USB port
13	Power connection*
14	1-LINE (fax) port
15	2-EXT (phone) port

* Use only with the power adapter supplied by HP.

Control panel buttons

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

Label	Icon	Name and Description
1		**On**: Turns the product on or off. When the product is off, a minimal amount of power is used by it. You can further reduce power consumption by holding down the **On** button for three seconds. This puts the product in Standby/Off state. To completely remove power, turn off the product, and then unplug the power cord.

Label	Icon	Name and Description
2	★ ★	**Quality**: Changes the copy quality or the quality of photos you print from a memory card. One star represents fast quality, two stars represent normal quality, and three stars represent best quality. However, the quality produced varies depending on the paper type. The default quality for plain paper is two stars and photo paper is three stars.
3		**Size**: 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**: Specifies the number of copies.
5	✕	**Cancel**: Stops a task (such as scanning, copying, or faxing) or resets settings (such as **Quality**, **Size**, and **Copies**). If an error occurs, it cancels the error and resumes printing when pressed once.
6		**Scan/Fax**: Opens the **Scan/Fax** menu. When a memory card is inserted, this button advances to the next photo on the memory card when pressed.
7		**Start Copy Black**: Starts a black-and-white copy. When a memory card is inserted, this button acts as a previous image button.
8		**Start Copy Color**: Starts a color copy. When a memory card is inserted, this button starts printing the image currently on the display. In certain situations (for example, after clearing a paper jam), this button resumes printing or confirms the settings.
9		Keypad: Enters fax numbers, values, or text.
10		***** (**Space** and **Symbols**):Enters asterisks, spaces, and symbols for fax-related tasks. **#** (**Backspace**): Enters pound signs and clears the incorrect entry for fax-related tasks.

Find more information

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

- **Setup Guide**
  The Setup Guide provides instructions for setting up the HP All-in-One and installing software. Make sure you follow the steps in the Setup Guide in order.
  If you have problems during setup, see Troubleshooting in the last section of the Setup Guide, or see "Troubleshooting and support" on page 37 in this guide.
- **Onscreen Help**
  The onscreen Help provides detailed instructions on features of the HP All-in-One that are not described in this Basics Guide, including features that are only available using the software you installed with the HP All-in-One.
- www.hp.com/support
  If you have Internet access, you can get help and support from the HP Web site. This Web site offers technical support, drivers, supplies, and ordering information.

English

2 Fax setup

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

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

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

Set up the HP All-in-One for faxing

Before you begin setting up the HP All-in-One for faxing, determine which kind of phone system your country/region uses. The instructions for setting up the HP All-in-One for faxing differ depending on whether you have a serial- or parallel-type phone system.

- If you do not see your country/region listed in the table below, you probably have a serial-type phone system. In a serial-type phone system, the connector type on your shared telephone equipment (modems, phones, and answering machines) does not allow a physical connection to the "2-EXT" port on the HP All-in-One. Instead, all equipment must be connected at the telephone wall jack.

  > 📝 **NOTE:** In some countries/regions that use serial-type phone systems, the phone cord that came with the HP All-in-One might have an additional wall plug attached to it. This enables you to connect other telecom devices to the wall jack where you plug in the HP All-in-One.

- If your country/region is listed in the table below, you probably have a parallel-type telephone system. In a parallel-type phone system, you are able to connect shared telephone equipment to the phone line by using the "2-EXT" port on the back of the HP All-in-One.

  > 📝 **NOTE:** If you have a parallel-type phone system, HP recommends you use the 2-wire phone cord supplied with the HP All-in-One to connect the HP All-in-One to the telephone wall jack.

Table 2-1 Countries/regions with a parallel-type phone system

Argentina	Australia	Brazil
Canada	Chile	China
Colombia	Greece	India
Indonesia	Ireland	Japan

Korea	Latin America	Malaysia
Mexico	Philippines	Poland
Portugal	Russia	Saudi Arabia
Singapore	Spain	Taiwan
Thailand	USA	Venezuela
Vietnam		

If you are unsure which kind of telephone system you have (serial or parallel), check with your telephone company.

Choose the correct fax setup for your home or office

To fax successfully, you need to know what types of equipment and services (if any) share the same phone line with the HP All-in-One. This is important because you might need to connect some of your existing office equipment directly to the HP All-in-One, and you might also need to change some fax settings before you can fax successfully.

To determine the best way to set up the HP All-in-One in your home or office, first read through the questions in this section and record your answers. Next, refer to the table in the following section and choose the recommended setup case based on your answers.

Make sure to read and answer the following questions in the order they are presented.

1. Do you have a digital subscriber line (DSL) service through your telephone company? (DSL might be called ADSL in your country/region.)
   ❑ Yes, I have DSL.
   ❑ No.
   If you answered Yes, proceed directly to "Case B: Set up the HP All-in-One with DSL" on page 11. You do not need to continue answering questions.
   If you answered No, please continue answering questions.

2. Do you have a private branch exchange (PBX) phone system or an integrated services digital network (ISDN) system?
   If you answered Yes, proceed directly to "Case C: Set up the HP All-in-One with a PBX phone system or an ISDN line" on page 12. You do not need to continue answering questions.
   If you answered No, please continue answering questions.

3. Do you subscribe to a distinctive ring service through your telephone company that provides multiple phone numbers with different ring patterns?
   ❑ Yes, I have distinctive ring.
   ❑ No.
   If you answered Yes, proceed directly to "Case D: Fax with a distinctive ring service on the same line" on page 13. You do not need to continue answering questions.
   If you answered No, please continue answering questions.
   Are you unsure if you have distinctive ring? Many phone companies offer a distinctive ring feature that allows you to have several phone numbers on one phone line. When you subscribe to this service, each phone number will have a different ring pattern. For example, you can have single, double, and triple rings for the different numbers. You might assign one phone number with a single ring to your voice calls,

English

and another phone number with double rings to your fax calls. This allows you to tell the difference between voice and fax calls when the phone rings.

4. Do you receive voice calls at the same phone number you will use for fax calls on the HP All-in-One?
   ❑ Yes, I receive voice calls.
   ❑ No.
   Please continue answering questions.

5. Do you have a computer dial-up modem on the same phone line as the HP All-in-One?
   ❑ Yes, I have a computer dial-up modem.
   ❑ No.
   Are you unsure if you use a computer dial-up modem? If you answer Yes to any of the following questions, you are using a computer dial-up modem:
   • Do you send and receive faxes directly to and from your computer software applications through a dial-up connection?
   • Do you send and receive e-mail messages on your computer through a dial-up connection?
   • Do you access the Internet from your computer through a dial-up connection?
   Please continue answering questions.

6. Do you have an answering machine that answers voice calls at the same phone number you will use for fax calls on the HP All-in-One?
   ❑ Yes, I have an answering machine.
   ❑ No.
   Please continue answering questions.

7. Do you subscribe to a voice mail service through your telephone company at the same phone number you will use for fax calls on the HP All-in-One?
   ❑ Yes, I have a voice mail service.
   ❑ No.
   After you have completed answering the questions, proceed to the next section to select your fax setup case.

Select your fax setup case

Now that you have answered all the questions about the equipment and services that share the phone line with the HP All-in-One, you are ready to choose the best setup case for your home or office.

From the first column in the following table, choose the combination of equipment and services applicable to your home or office setting. Then look up the appropriate setup case in the second or third column based on your phone system. Step-by-step instructions are included for each case in the sections that follow.

If you have answered all the questions in the previous section and have none of the described equipment or services, choose "None" from the first column in the table.

NOTE: If your home or office setup is not described in this section, set up the HP All-in-One as you would a regular analog phone. Make sure you use the phone cord supplied in the box to connect one end to your telephone wall jack and the other end to the port labeled 1-LINE on the back of the HP All-in-One. If you use another phone cord, you might experience problems sending and receiving faxes.

Other equipment/services sharing your fax line	Recommended fax setup for parallel-type phone systems	Recommended fax setup for serial-type phone systems
None (You answered No to all questions.)	"Case A: Separate fax line (no voice calls received)" on page 10	"Case A: Separate fax line (no voice calls received)" on page 10
DSL service (You answered Yes to question 1 only.)	"Case B: Set up the HP All-in-One with DSL" on page 11	"Case B: Set up the HP All-in-One with DSL" on page 11
PBX or ISDN system (You answered Yes to question 2 only.)	"Case C: Set up the HP All-in-One with a PBX phone system or an ISDN line" on page 12	"Case C: Set up the HP All-in-One with a PBX phone system or an ISDN line" on page 12
Distinctive ring service (You answered Yes to question 3 only.)	"Case D: Fax with a distinctive ring service on the same line" on page 13	"Case D: Fax with a distinctive ring service on the same line" on page 13
Voice calls (You answered Yes to question 4 only.)	"Case E: Shared voice/fax line" on page 14	"Case E: Shared voice/fax line" on page 14
Voice calls and voice mail service (You answered Yes to questions 4 and 7 only.)	"Case F: Shared voice/fax line with voice mail" on page 15	"Case F: Shared voice/fax line with voice mail" on page 15
Computer dial-up modem (You answered Yes to question 5 only.)	"Case G: Fax line shared with computer dial-up modem (no voice calls received)" on page 16	Not applicable.
Voice calls and computer dial-up modem (You answered Yes to questions 4 and 5 only.)	"Case H: Shared voice/fax line with computer dial-up modem" on page 17	Not applicable.
Voice calls and answering machine (You answered Yes to questions 4 and 6 only.)	"Case I: Shared voice/fax line with answering machine" on page 19	Not applicable.
Voice calls, computer dial-up modem, and answering machine (You answered Yes to questions 4, 5, and 6 only.)	"Case J: Shared voice/fax line with computer dial-up modem and answering machine" on page 20	Not applicable.
Voice calls, computer dial-up modem, and voice mail service (You answered Yes to questions 4, 5, and 7 only.)	"Case K: Shared voice/fax line with computer dial-up modem and voice mail" on page 22	Not applicable.

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

Austria	www.hp.com/at/faxconfig
Germany	www.hp.com/de/faxconfig
Switzerland (French)	www.hp.com/ch/fr/faxconfig
Switzerland (German)	www.hp.com/ch/de/faxconfig
United Kingdom	www.hp.com/uk/faxconfig
Spain	www.hp.es/faxconfig
The Netherlands	www.hp.nl/faxconfig
Belgium (French)	www.hp.be/fr/faxconfig
Belgium (Dutch)	www.hp.be/nl/faxconfig
Portugal	www.hp.pt/faxconfig
Sweden	www.hp.se/faxconfig
Finland	www.hp.fi/faxconfig
Denmark	www.hp.dk/faxconfig
Norway	www.hp.no/faxconfig
Ireland	www.hp.com/ie/faxconfig
France	www.hp.com/fr/faxconfig
Italy	www.hp.com/it/faxconfig

Case A: Separate fax line (no voice calls received)

If you have a separate phone line on which you receive no voice calls, and you have no other equipment connected on this phone line, set up the HP All-in-One as described in this section.

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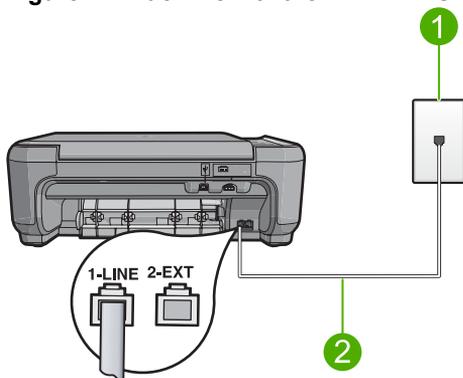
1	Telephone wall jack
2	Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port

To set up the product with a separate fax line

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

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

2. Change the **Auto Answer** setting to the lowest number of rings to wait before answering (two rings).
3. Run a fax test.

When the phone rings, the product will answer automatically after the number of rings you set in the **Auto Answer** setting. Then it will begin emitting fax reception tones to the sending fax machine and receive the fax.

Case B: Set up the HP All-in-One with DSL

If you have a DSL service through your telephone company, use the instructions in this section to connect a DSL filter between the telephone wall jack and the HP All-in-One. The DSL filter removes the digital signal that can interfere with the HP All-in-One, so the HP All-in-One can communicate properly with the phone line. (DSL might be called ADSL in your country/region.)

📝 **NOTE:** If you have a DSL line, ensure that the DSL Filter is connected. Otherwise, you will not be able to send and receive faxes with the HP All-in-One.

Figure 2-2 Back view of the HP All-in-One
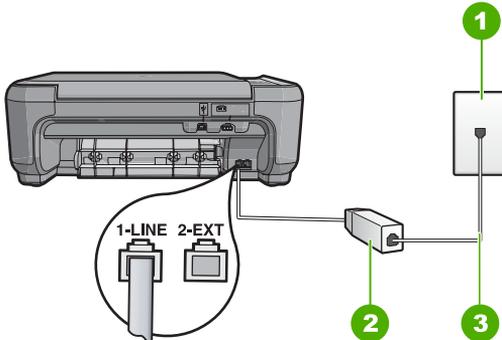
1	Telephone wall jack
2	DSL filter and cord supplied by your DSL provider
3	Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port

To set up the product with DSL

1. Obtain a DSL filter from your DSL provider.
2. Connect the DSL filter cord to the telephone wall jack.

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

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

   > **NOTE:** If you have other office equipment or services attached to this phone line, such as a distinctive ring service, answering machine, or voice mail, see the appropriate section in this section for additional setup guidelines.

4. Run a fax test.

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

If you are using a PBX phone system, do the following:

- Connect the product to the port that is designated for fax and phone use.
- Make sure you use the supplied cord to connect from the telephone wall jack to the product.
- Set the call waiting tone to **Off**.

  > **NOTE:** Many digital PBX systems include a call-waiting tone that is set to "on" by default. The call waiting tone will interfere with any fax transmission, and you will not be able to send or receive faxes with the HP All-in-One. Refer to the documentation that came with your PBX phone system for instructions on how to turn off the call-waiting tone.

- Dial the number for an outside line before dialing the fax number.

If you are using an ISDN converter/terminal adaptor, do the following:

- Connect the product to the port that is designated for fax and phone use.

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

- Make sure you use the supplied cord to connect from the telephone wall jack to the product. If you do not, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, you can purchase a coupler from your local electronics store and extend it.
- Make sure that the terminal adapter is set to the correct switch type for your country/region, if possible.

Case D: Fax with a distinctive ring service on the same line

If you subscribe to a distinctive ring service (through your telephone company) that allows you to have multiple phone numbers on one phone line, each with a different ring pattern, set up the HP All-in-One as described in this section.

Figure 2-3 Back view of the HP All-in-One
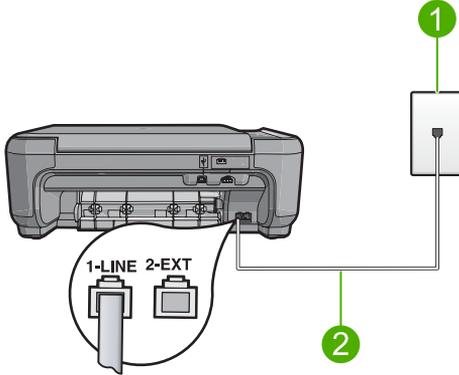
1	Telephone wall jack
2	Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port

To set up the product with a distinctive ring service

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

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

2. Change the **Auto Answer** setting to the lowest number of rings to wait before answering (two rings).
3. Change the **Distinctive Ring** setting to match the pattern that the telephone company assigned to your fax number.

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

4. Run a fax test.

The HP All-in-One will automatically answer incoming calls that have the ring pattern you selected (**Distinctive Ring** setting) after the number of rings you selected (**Auto Answer** setting). Then it will begin emitting fax reception tones to the sending fax machine and receive the fax.

Case E: Shared voice/fax line

If you receive both voice calls and fax calls at the same phone number, and you have no other office equipment (or voice mail) on this phone line, set up the HP All-in-One as described in this section.

Figure 2-4 Back view of the HP All-in-One
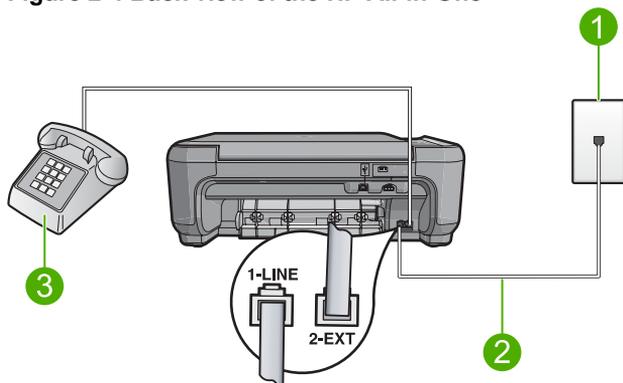
1	Telephone wall jack
2	Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port
3	Telephone (optional)

To set up the product with a shared voice/fax line

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

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

2. Now you need to decide how you want the product to answer calls, automatically or manually:
    *   If you set up the product to answer calls **automatically**, it answers all incoming calls and receives faxes. The product will not be able to distinguish between fax and voice calls in this case; if you suspect the call is a voice call, you will need to answer it before the product answers the call. To set up the product to answer calls automatically, turn on the **Auto Answer** setting.
    *   If you set up the product to answer faxes **manually**, you must be available to respond in person to incoming fax calls or the product cannot receive faxes. To set up the product to answer calls manually, turn off the **Auto Answer** setting.

3. Do one of the following, depending on your phone system:
   - If you have a parallel-type phone system, remove the white plug from the port labeled 2-EXT on the back of the product, and then connect a phone to this port.
   - If you have a serial-type phone system, you might plug your phone directly on top of the product cable which has a wall plug attached to it.
4. Run a fax test.

If you pick up the phone before the product answers the call and hear fax tones from a sending fax machine, you will need to answer the fax call manually.

Case F: Shared voice/fax line with voice mail

If you receive both voice calls and fax calls at the same phone number, and you also subscribe to a voice mail service through your telephone company, set up the HP All-in-One as described in this section.

📝 **NOTE:** You cannot receive faxes automatically if you have a voice mail service at the same phone number you use for fax calls. You must receive faxes manually; this means you must be available to respond in person to incoming fax calls. If you want to receive faxes automatically instead, contact your telephone company to subscribe to a distinctive ring service, or to obtain a separate phone line for faxing.

Figure 2-5 Back view of the HP All-in-One
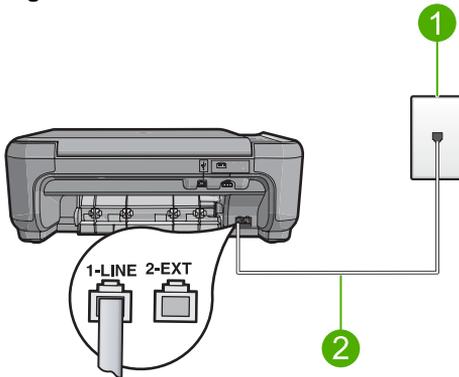
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port |

To set up the product with voice mail

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

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

2. Turn off the **Auto Answer** setting.
3. Run a fax test.

You must be available to respond in person to incoming fax calls, or the product cannot receive faxes.

Case G: Fax line shared with computer dial-up modem (no voice calls received)

If you have a fax line on which you receive no voice calls, and you also have a computer dial-up modem connected on this line, set up the HP All-in-One as described in this section.

Since your computer dial-up modem shares the phone line with the HP All-in-One, you will not be able to use both your modem and the HP All-in-One simultaneously. For example, you cannot use the HP All-in-One for faxing if you are using your computer dial-up modem to send an e-mail or access the Internet.

Figure 2-6 Back view of the HP All-in-One
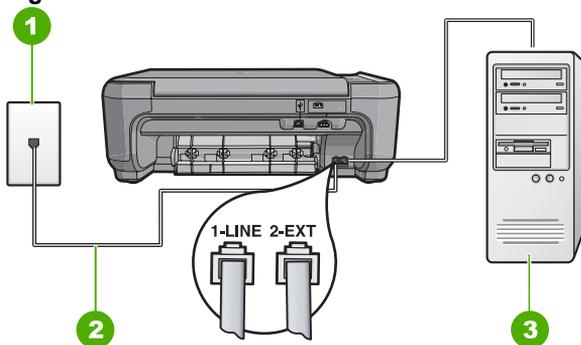
1	Telephone wall jack
2	Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port
3	Computer with modem

To set up the product with a computer dial-up modem

1. Remove the white plug from the port labeled 2-EXT on the back of the product.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled 2-EXT on the back of the product.

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

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

4. If your modem software is set to receive faxes to your computer automatically, turn off that setting.

   > **NOTE:** If you do not turn off the automatic fax reception setting in your modem software, the product will not be able to receive faxes.

5. Change the **Auto Answer** setting to the lowest number of rings to wait before answering (two rings).
6. Run a fax test.

When the phone rings, the product will answer automatically after the number of rings you set in the **Auto Answer** setting. Then it will begin emitting fax reception tones to the sending fax machine and receive the fax.

Case H: Shared voice/fax line with computer dial-up modem

If you receive both voice calls and fax calls at the same phone number, and you also have a computer dial-up modem connected on this phone line, set up the HP All-in-One as described in this section.

Since your computer dial-up modem shares the phone line with the HP All-in-One, you will not be able to use both your modem and the HP All-in-One simultaneously. For example, you cannot use the HP All-in-One for faxing if you are using your computer dial-up modem to send an e-mail or access the Internet.

There are two different ways to set up the HP All-in-One with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

- If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler). Refer to the onscreen help for specific setup instructions.
- If your computer has two phone ports, set up the HP All-in-One as described below.

English

Figure 2-7 Back view of the HP All-in-One

1	Telephone wall jack
2	"IN" phone port on your computer
3	"OUT" phone port on your computer
4	Telephone
5	Computer with modem
6	Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port

To set up the product on the same phone line as a computer with two phone ports

1. Remove the white plug from the port labeled 2-EXT on the back of the product.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled 2-EXT on the back of the product.
3. Connect a phone to the "OUT" port on the back of your computer dial-up modem.
4. Using the phone cord supplied in the box with the product, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the product.

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

5. If your modem software is set to receive faxes to your computer automatically, turn off that setting.

   NOTE: If you do not turn off the automatic fax reception setting in your modem software, the product will not be able to receive faxes.

6. Now you need to decide how you want the product to answer calls, automatically or manually:
   - If you set up the product to answer calls **automatically**, it answers all incoming calls and receives faxes. The product will not be able to distinguish between fax and voice calls in this case; if you suspect the call is a voice call, you will need to answer it before the product answers the call. To set up the product to answer calls automatically, turn on the **Auto Answer** setting.
   - If you set up the product to answer faxes **manually**, you must be available to respond in person to incoming fax calls or the product cannot receive faxes. To set up the product to answer calls manually, turn off the **Auto Answer** setting.
7. Run a fax test.

If you pick up the phone before the product answers the call and hear fax tones from a sending fax machine, you will need to answer the fax call manually.

Case I: Shared voice/fax line with answering machine

If you receive both voice calls and fax calls at the same phone number, and you also have an answering machine that answers voice calls at this phone number, set up the HP All-in-One as described in this section.

Figure 2-8 Back view of the HP All-in-One
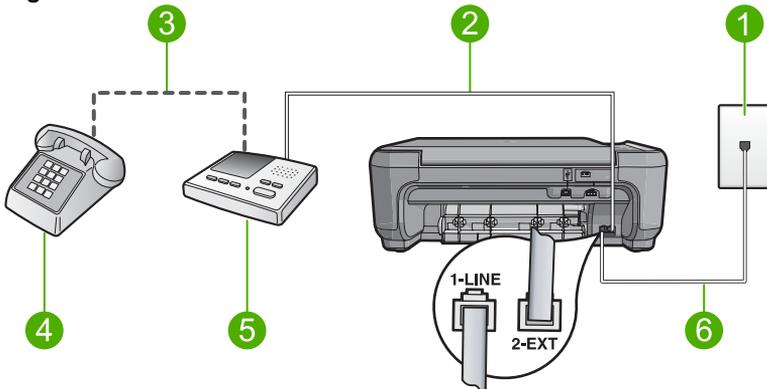
1	Telephone wall jack
2	"IN" port on your answering machine
3	"OUT" port on your answering machine
4	Telephone (optional)
5	Answering machine
6	Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port

To set up the product with a shared voice/fax line with answering machine

1. Remove the white plug from the port labeled 2-EXT on the back of the product.
2. Unplug your answering machine from the telephone wall jack, and connect it to the port labeled 2-EXT on the back of the product.

   NOTE: If you do not connect your answering machine directly to the product, fax tones from a sending fax machine might be recorded on your answering machine, and you probably will not be able to receive faxes with the product.

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

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

4. (Optional) If your answering machine does not have a built-in phone, for convenience you might want to connect a phone to the back of your answering machine at the "OUT" port.

   NOTE: If your answering machine does not let you connect an external phone, you can purchase and use a parallel splitter (also known as a coupler) to connect both the answering machine and telephone to the HP All-in-One. You can use standard phone cords for these connections.

5. Set your answering machine to answer after a low number of rings.
6. Change the **Auto Answer** setting to the maximum number of rings supported by your device. (The maximum number of rings varies by country/region.)
7. Run a fax test.

When the phone rings, your answering machine will answer after the number of rings you have set, and then play your recorded greeting. The HP All-in-One monitors the call during this time, "listening" for fax tones. If incoming fax tones are detected, the HP All-in-One will emit fax reception tones and receive the fax; if there are no fax tones, the HP All-in-One stops monitoring the line and your answering machine can record a voice message.

Case J: Shared voice/fax line with computer dial-up modem and answering machine

If you receive both voice calls and fax calls at the same phone number, and you also have a computer dial-up modem and answering machine connected on this phone line, set up the HP All-in-One as described in this section.

Since your computer dial-up modem shares the phone line with the HP All-in-One, you will not be able to use both your modem and the HP All-in-One simultaneously. For example, you cannot use the HP All-in-One for faxing if you are using your computer dial-up modem to send an e-mail or access the Internet.

There are two different ways to set the HP All-in-One with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

- If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler). Refer to the onscreen help for specific setup instructions.
- If your computer has two phone ports, set up the HP All-in-One as described below.

Figure 2-9 Back view of the HP All-in-One

1	Telephone wall jack
2	"IN" phone port on your computer
3	"OUT" phone port on your computer
4	Telephone (optional)
5	Answering machine
6	Computer with modem
7	Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port

To set up the product on the same phone line as a computer with two phone ports
1. Remove the white plug from the port labeled 2-EXT on the back of the product.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled 2-EXT on the back of the product.
3. Unplug your answering machine from the telephone wall jack, and connect it to the "OUT" port on the back of your computer modem.
   This allows a direct connection between the HP All-in-One and your answering machine, even though the computer modem is connected first in line.

   NOTE: If you do not connect your answering machine in this way, fax tones from a sending fax machine might be recorded on your answering machine, and you might not be able to receive faxes with the product.

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

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

5. (Optional) If your answering machine does not have a built-in phone, for convenience you might want to connect a phone to the back of your answering machine at the "OUT" port.

> **NOTE:** If your answering machine does not let you connect an external phone, you can purchase and use a parallel splitter (also known as a coupler) to connect both the answering machine and telephone to the HP All-in-One. You can use standard phone cords for these connections.

6. If your modem software is set to receive faxes to your computer automatically, turn off that setting.

> **NOTE:** If you do not turn off the automatic fax reception setting in your modem software, the product will not be able to receive faxes.

7. Set your answering machine to answer after a low number of rings.
8. Change the **Auto Answer** setting to the maximum number of rings supported by your product. (The maximum number of rings varies by country/region.)
9. Run a fax test.

When the phone rings, your answering machine will answer after the number of rings you have set, and then play your recorded greeting. The HP All-in-One monitors the call during this time, "listening" for fax tones. If incoming fax tones are detected, the HP All-in-One will emit fax reception tones and receive the fax; if there are no fax tones, the HP All-in-One stops monitoring the line and your answering machine can record a voice message.

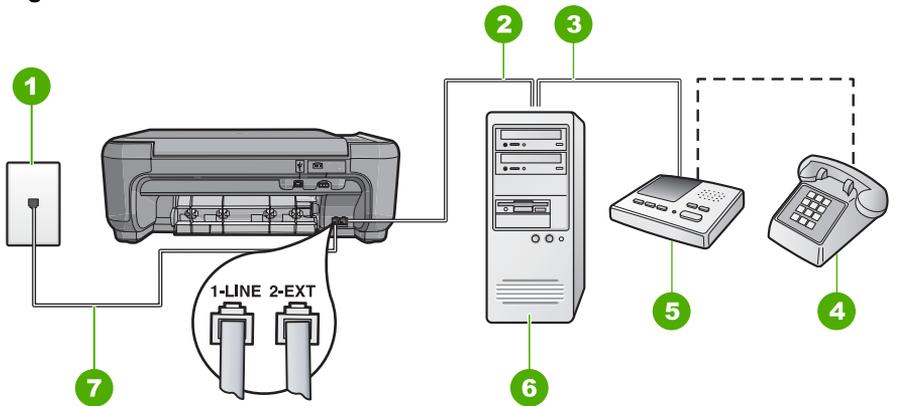## Case K: Shared voice/fax line with computer dial-up modem and voice mail

If you receive both voice calls and fax calls at the same phone number, use a computer dial-up modem on the same phone line, and subscribe to a voice mail service through your telephone company, set up the HP All-in-One as described in this section.

> **NOTE:** You cannot receive faxes automatically if you have a voice mail service at the same phone number you use for fax calls. You must receive faxes manually; this means you must be available to respond in person to incoming fax calls. If you want to receive faxes automatically instead, contact your telephone company to subscribe to a distinctive ring service, or to obtain a separate phone line for faxing.

Since your computer dial-up modem shares the phone line with the HP All-in-One, you will not be able to use both your modem and the HP All-in-One simultaneously. For example, you cannot use the HP All-in-One for faxing if you are using your computer dial-up modem to send an e-mail or access the Internet.

There are two different ways to set up the HP All-in-One with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

- If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler). Refer to the onscreen help for specific setup instructions.
- If your computer has two phone ports, set up the HP All-in-One as described below.

Figure 2-10 Back view of the HP All-in-One

1	Telephone wall jack
2	"IN" phone port on your computer
3	"OUT" phone port on your computer
4	Telephone
5	Computer with modem
6	Use the phone cord supplied in the box with the HP All-in-One to connect to the "1-LINE" port

To set up the product on the same phone line as a computer with two phone ports

1. Remove the white plug from the port labeled 2-EXT on the back of the product.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled 2-EXT on the back of the product.
3. Connect a phone to the "OUT" port on the back of your computer dial-up modem.
4. Using the phone cord supplied in the box with the product, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the product.

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

5. If your modem software is set to receive faxes to your computer automatically, turn off that setting.

> 📝 **NOTE:** If you do not turn off the automatic fax reception setting in your modem software, the product will not be able to receive faxes.

6. Turn off the **Auto Answer** setting.
7. Run a fax test.

You must be available to respond in person to incoming fax calls, or the HP All-in-One cannot receive faxes.

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

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

This section contains the following topics:

Choose the recommended answer setting for your setup

The **Auto Answer** setting determines whether or not the HP All-in-One answers incoming calls, as well as how many rings to wait before answering. The correct setting depends on how your home or office is set up. For information on which setting to choose, refer to the setup instructions for your specific case in the previous pages.

To set the Auto Answer setting
1. Press the button next to **Scan/Fax**.
2. Press the button next to **Fax Menu**.
3. Press the button next to **Fax Setup**.
4. Press the button next to the down arrow to highlight **Auto Answer**, and then press the button next to **OK**.
5. Press the button next to the appropriate setting and then press the button next to **OK**.

Change the answer ring pattern for distinctive ringing

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

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

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

To change the distinctive ring pattern from the control panel

1. Verify that the product is set to answer fax calls automatically after a specified number of rings.
2. Press the button next to **Scan/Fax**.
3. Press the button next to **Fax Menu**.
4. Press the button next to **Fax Setup**.
5. Press the button next to the down arrow to highlight **Distinctive Ring**, and then press the button next to **OK**.
6. Press the button next to the down arrow to highlight the appropriate option, and then press the button next to **OK**.
   When the phone rings with the ring pattern assigned to your fax line, the product answers the call and receives the fax.

Set the fax header

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

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

To set a fax header from the control panel

1. Press the button next to **Scan/Fax**.
2. Press the button next to **Fax Menu**.
3. Press the button next to **Fax Setup**.
4. Press the button next to the down arrow to highlight **Fax Header**, and then press the button next to **OK**.
5. Use the keypad to enter your personal or company name. When you have finished, press the button next to **OK**.
6. Use the keypad to enter your fax number, and then press the button next to **OK**.

Test your fax setup

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

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

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

To test your fax setup from the control panel

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

English

3 Use the HP All-in-One features

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

Load originals and load paper

You can copy, scan, or fax up to letter- or A4-size originals and thick publications by loading them on the glass.

To load an original on the glass
1. Lift the lid to the open position.
2. Load your original print side down on the right front corner of the glass.

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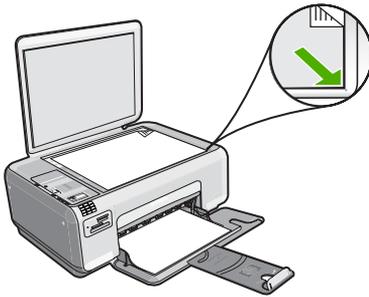
3. Close the lid.

To load small-size photo paper in the input tray
1. Slide the paper-width guide to its outermost position.
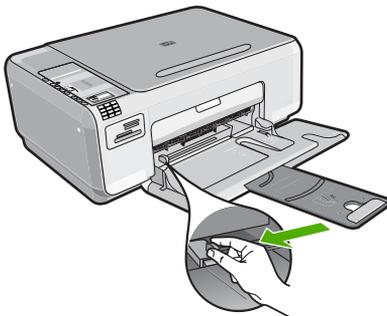
2. Insert the stack of photo paper into the far-right side of the input tray with the short edge forward and the print side down. Slide the stack of photo paper forward until it stops.
   If the photo paper you are using has perforated tabs, load the photo paper so that the tabs are closest to you.
3. Slide the paper-width guide inward until it stops at the edge of the paper.
   Do not overload the input tray; make sure the stack of paper fits within the input tray and is no higher than the top of the paper-width guide.
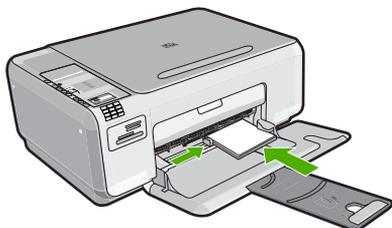
Avoid paper jams

To help avoid paper jams, follow these guidelines.

- Remove printed papers from the output tray frequently.
- Prevent curled or wrinkled photo paper by storing all unused photo 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 product.

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. Load 10 x 15 cm (4 x 6 inch) photo paper in the input tray.
2. Insert your memory card into the appropriate slot on the product.
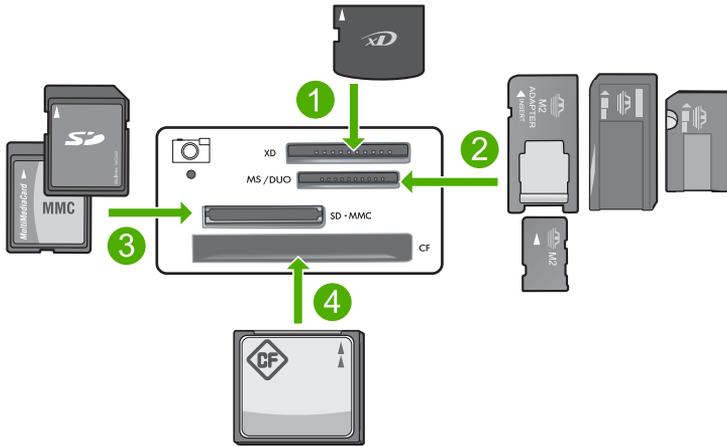
1	xD-Picture Card
2	Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Duo Pro (adapter optional), or Memory Stick Micro (adapter required)
3	Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), MultiMediaCard (MMC), MMC Plus, MMC Mobile (RS-MMC; adapter required), TransFlash MicroSD Card, or Secure MultiMedia Card
4	CompactFlash (CF) types I and II

The most recent image on the card appears on the display.

3. Press the buttons next to the up arrow or down arrow icons on the display to scroll through the photos on your memory card until the photo you want to print appears.

4. Leave the default **Size** setting as **Borderless**.

> **NOTE:** The **Quality** setting is set to best mode (as indicated by the three star icons on the display) and cannot be changed.

5. Press the **Copies** button until the number of copies you want to print appears on the display.

6. Press the button next to **Print** on the display.

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

Scan an image

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.

To scan to a computer

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

   📝 **NOTE:** Ensure that there are no memory cards inserted in the memory card slots on the product.

2. Press the button next to **Scan/Fax**.
   The **Scan/Fax** menu appears.
3. Press the button next to **Start Scan**.
   A preview image of the scan appears on your computer, where you can edit it. Any edits that you make apply to the current scan session only.
   The HP Photosmart Software has many tools that you can use to edit your scanned image. You can improve the overall image quality by adjusting the brightness, sharpness, color tone, and saturation. You can also crop, straighten, rotate, or resize the image.
4. Make any edits to the preview image, and then click **Accept** when you are finished.

Make a copy

You can make quality copies from the control panel.

To make a copy from the control panel

1. Load paper in the input tray.
2. Load your original print side down on the right front corner of the glass.
3. Press the button next to **Start Copy Black** or **Start Copy Color** to begin copying.

Send a basic fax

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

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

NOTE: If the fax number you are dialing is busy or if there is no answer, the product automatically redials the number several times. If you do not want to redial the number, press **Cancel** when the product is dialing.

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

To send a basic fax from the control panel
1. Press the button next to **Scan/Fax**.
2. Press the button next to **Start Fax**.
   The **Send Fax** screen appears.
3. Press the button next to the down arrow to highlight **Black & White** or **Color**, and then press the button next to **OK**.
   The **Enter Number** screen appears.
4. Enter the fax number using the keypad or press the button next to the up or down arrow to redial a recently dialed number, and then press the button next to **OK**.
   The **Load Originals** screen appears.
5. Load your original print side down on the right front corner of the glass, and then press the button next to **OK**.

   > 📝 **NOTE:** If you are sending a color fax, the fax is sent immediately. If you are sending a black and white fax, the fax is stored in memory until you have scanned each page of the original.

   The **Another page?** screen appears.
6. Do the following:

   If you have another page to fax
   a. Press the button next to **OK** to select **Yes**.
   b. Repeat steps 5 and 6.

   If you do not have another page to fax
   ▲ Press the button next to the down arrow to select **No**, and then press the button next to **OK**.
   The product sends the fax.

Receive a fax

The HP All-in-One can receive faxes automatically or manually. If you turn on the **Auto Answer** option by setting the number of rings to wait, the HP All-in-One automatically answers incoming calls and receives faxes. If you turn off the **Auto Answer** option, you will need to receive faxes manually.

> 📝 **NOTE:** If you receive a legal-size fax, the HP All-in-One reduces the fax so that it fits on the paper that is loaded in the input tray. If the fax size is so large that it requires more than a 60% reduction, the HP All-in-One might print the fax on more than one page.

When you are on the phone, the person you are speaking with can send you a fax while you are still connected. This is referred to as manual faxing. Use the instructions in this section to receive a manual fax.

You can receive faxes manually from a phone that is:

- Directly connected to the HP All-in-One (on the 2-EXT port)
- On the same telephone line, but not directly connected to the HP All-in-One

To receive a fax manually
1. Make sure the product is turned on and you have paper loaded in the input tray.
2. Make sure the **Auto Answer** setting is set to **Don't answer** or to a higher number of rings so that you are able to answer the call before the product answers.
3. If you are currently on the phone with the sender, instruct the sender to press Start on their fax machine.
   You will hear fax tones from a sending fax machine.
4. Press the button next to **Scan/Fax**.
5. Press the button next to **Start Fax**.
   The **Fax Mode** screen appears.
6. Press the button next to the down arrow to highlight **Receive Fax Manually**, and then press the button next to **OK**.
   After the product begins to receive the fax, you can hang up the phone or remain on the line. The phone line is silent during fax transmission.

Replace the print cartridges

Follow these instructions to replace print cartridges. Following these instructions might also help solve print quality issues related to the cartridges.

NOTE: When the ink level for the print cartridge is low, a message appears on your computer screen. You can also check the ink levels by using the software installed with the HP All-in-One.

When you receive a low-ink warning message, make sure you have a replacement print cartridge available. You should also replace the print cartridges when you see faded text or if you experience print quality issues related to the print cartridges.

To order 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.

To replace the print cartridges
1. Make sure the product is turned on.

   CAUTION: If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product 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 product.
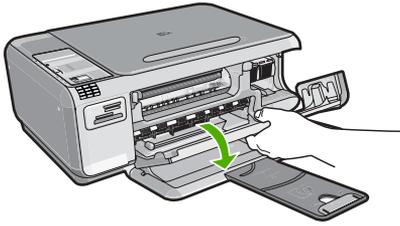
4. Wait until the print carriage is idle and silent. Lightly press down on a print cartridge to release it, and then pull the print cartridge toward you out of its slot.
If you are replacing the tri-color print cartridge, remove the print cartridge from the slot on the left.
If you are replacing the black or photo print cartridge, remove the print cartridge from the slot on the right.
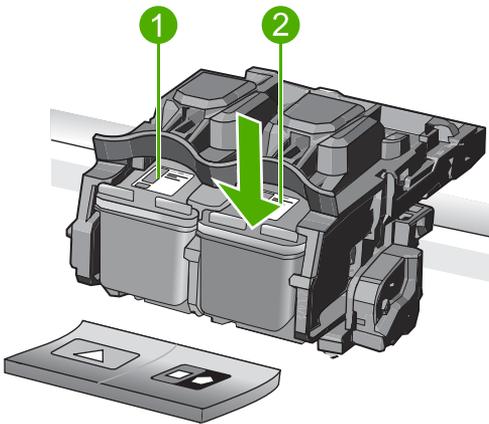
| 1 | Print cartridge slot for the tri-color print cartridge |
| 2 | Print cartridge slot for the black and photo print cartridges |

☼ **TIP:** 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.

5. 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.
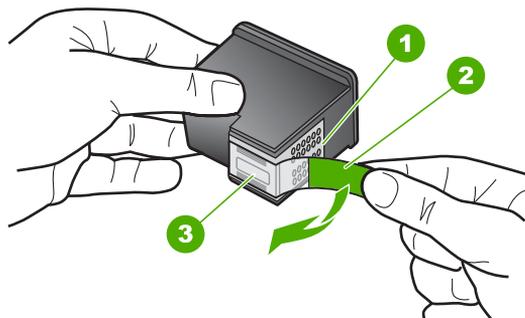
1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

⚠ **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.

6. 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.
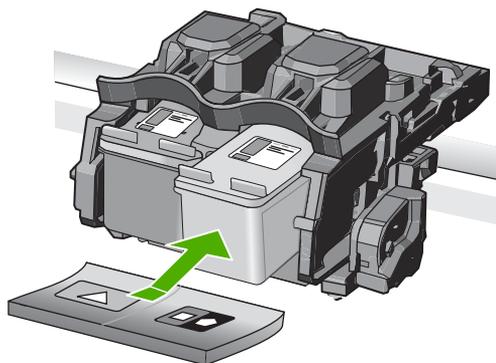
7. Close the print cartridge door.
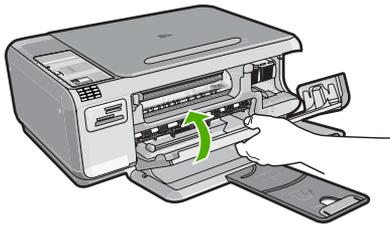
8. When prompted, press the button next to **OK**.
   The product prints a print cartridge alignment page.

   > 📝 **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.

9. 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.
10. When the **On** light stops flashing, the alignment is complete. Remove the alignment page and recycle or discard it.

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.

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 product, 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 product.

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

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 product, 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.
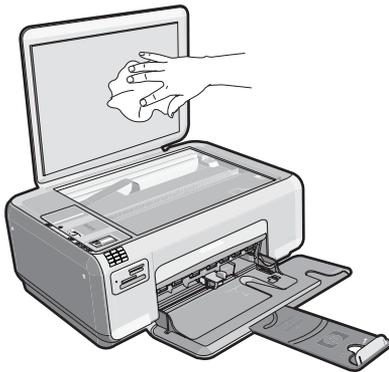
3. Dry the backing with a dry, soft, lint-free cloth.

   △ **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 product, as this might damage it.

5. Plug in the power cord, and then turn on the product.

4 Troubleshooting and support

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

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

Troubleshooting common setup issues
1. Disconnect the USB cable from the computer.
2. Uninstall the software (if you have already installed it).
3. Restart your computer.
4. Turn off the product, wait one minute, then restart it.
5. Reinstall the product software.

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

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

Uninstall and reinstall the software

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

To uninstall and reinstall the software
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 product from your computer.
5. Restart your computer.

   📝 **NOTE:** It is important that you disconnect the product before restarting your computer. Do not connect the product to your computer until after you have reinstalled the software.

6. Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.

   📝 **NOTE:** If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

   NOTE: When the computer is turned on, a software group called the Terminate and Stay Resident (TSR) programs automatically loads. These programs activate some of the computer utilities, such as the anti-virus software, that are not required for the computer to function. Occasionally, TSR's prevent the HP software from loading so that it does not install properly. In Windows Vista and Windows XP, use the MSCONFIG utility to prevent TSR programs and services from starting up.

7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the product.

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

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

Setup troubleshooting

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

The product will not turn on

Try the following solutions if there are no light indications, no noise, and no movement from the product when you turn it on.

Solution 1: Make sure you use the power cord that came with the product

Solution
• Make sure the power cord is firmly connected to both the product and the power adapter. Plug the power cord into a power outlet, surge protector, or power strip.
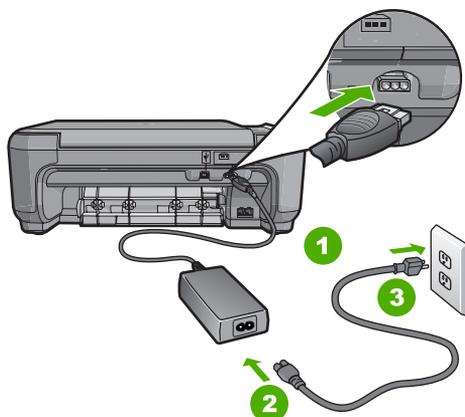
1	Power connection
2	Power cord and adapter
3	Power outlet

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

Cause: The product was not being used with the power cord provided.

If this did not solve the issue, try the next solution.

Solution 2: Reset the product

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

Cause: The product experienced an error.

If this did not solve the issue, try the next solution.

Solution 3: Press the On button more slowly

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

⚠ **CAUTION:** If the product still does not turn on, it might have a mechanical failure. Unplug the product from the power outlet.

Contact HP support for service.

Go to: www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

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

If this did not solve the issue, try the next solution.

Solution 4: Contact HP to replace the power supply

Solution: Contact HP support to request a power supply for the product.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The power supply was not intended for use with this product.

If this did not solve the issue, try the next solution.

Solution 5: Contact HP support for service

Solution: If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for technical support.

Cause: You might need assistance to enable the product or software to function properly.

I connected the USB cable, but I am having problems using the product with my computer

Solution: You must first install the software that came with the product 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 product 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 product. You can connect to any USB port on the back of your computer.
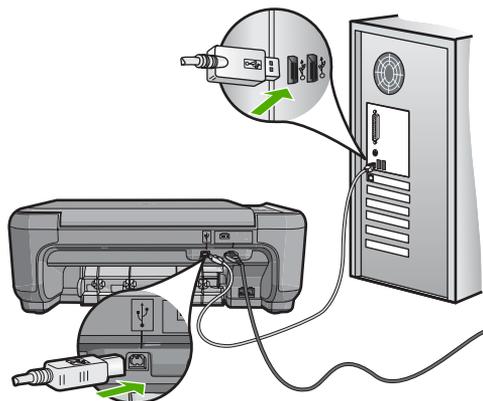
For more information on installing the software and connecting the USB cable, see the Setup Guide that came with the product.

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

After setting up the product, it does not print

Solution: If the product and computer are not communicating with each other, try the following:

- Look at the **On** light located on the product. If it is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the **On** button to turn on the product.
- Make sure the print cartridges are installed.
- Make sure you have paper loaded in the input tray.
- Check that the product 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 product off and then turn it on again.
- Check that the product print queue is not paused (Windows) or stopped (Mac). If it is, choose the appropriate setting to resume printing. For more information about accessing the print queue, see the documentation that came with the operating system installed on your computer.
- Check the USB cable. If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.
- Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. 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 product off and then on again.
- If you are connecting the product 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 product off and then on again.
- If the product is offline, turn the product off and on again. Start a print job.
- If necessary, remove and then install the software you installed with the product again.

For more information on setting up the product and connecting it to your computer, see the Setup Guide that came with the product.

Cause: There was some communication problem between the product and the computer.

Fax setup troubleshooting

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

The product is having problems sending and receiving faxes

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

Solution 1: Make sure you set up the product as described in the printed documentation

Solution: Follow the instructions in your printed documentation to set up the product properly for faxing, based on the equipment and services you have on the same phone line as the product. Then, run a fax test to check the status of the product and to make sure you set it up properly.

The product prints a report with the results of the test. If the test fails, review the report for information on how to fix the problem.

Cause: The product was not set up properly for faxing.

If this did not solve the issue, try the next solution.

Solution 2: Turn on the product

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

Cause: The product was turned off.

If this did not solve the issue, try the next solution.

Solution 3: Make sure you are using the correct type of phone cord

Solution

📝 **NOTE:** This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the product, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.

This special 2-wire phone cord is different from the more common 4-wire phone cords you might already have in your office. Check the end of the cord and compare it to the two types of cords shown below.
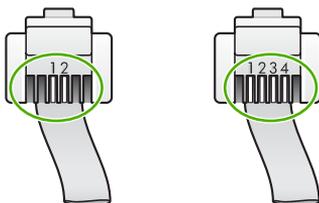
Make sure you used the phone cord supplied in the box with the product to connect to the telephone wall jack.

One end of this special 2-wire phone cord should be connected to the port labeled 1-LINE on the back of the product and the other end to your telephone wall jack, as shown below.
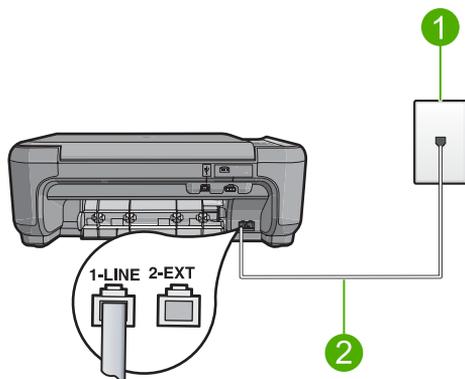
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the product |

If you used a 4-wire phone cord, disconnect it, find the supplied 2-wire phone cord, and then connect the 2-wire phone cord to the port labeled 1-LINE on the back of the product.

If the product came with a 2-wire phone cord adapter, you can use it with a 4-wire phone cord, in case the supplied 2-wire phone cord is too short. Attach the 2-wire phone cord adapter to the port labeled 1-LINE on the back of the product. Attach your 4-wire phone cord to the open port on the adapter and to the telephone wall jack. For more information on using the 2-wire phone cord adapter, see the documentation that came with it.

For more information on setting up the product, see the printed documentation that came with the product.

Cause: The wrong phone cord was used to connect the product or the phone cord was plugged into the wrong port.

If this did not solve the issue, try the next solution.

Solution 4: Make sure other office equipment is connected correctly

Solution

📝 **NOTE:** This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the product, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.

Make sure you have correctly connected the product to the telephone wall jack, and correctly connected any additional equipment and services that share the phone line with the product.

Use the port labeled 1-LINE on the back of the product to connect to the telephone wall jack. Use the 2-EXT port to connect to any other equipment, such as an answering machine or a telephone, as shown below.
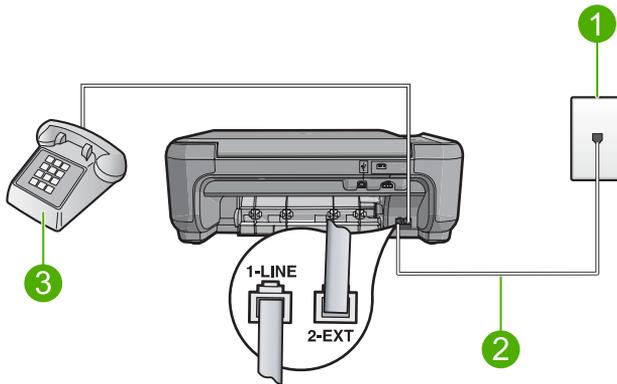
1	Telephone wall jack
2	Use the phone cord supplied in the box with the product
3	Telephone (optional)

For more information on setting up the product, see the printed documentation that came with the product.

Cause: Other office equipment (such as an answering machine or a telephone) was not set up properly with the product.

If this did not solve the issue, try the next solution.

Solution 5: Try removing the splitter

Solution: A phone line splitter can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) If you are using a splitter, remove it and connect the product directly to the telephone wall jack.

Cause: You were using a phone line splitter.

If this did not solve the issue, try the next solution.

Solution 6: Make sure the telephone wall jack works properly

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

Cause: The telephone wall jack was not working properly.

If this did not solve the issue, try the next solution.

Solution 7: Check the phone line for noise

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

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

If this did not solve the issue, try the next solution.

Solution 8: Make sure extension phones or other equipment on the phone line are not in use

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

Cause: Other equipment that uses the same phone line as the product might have been in use.

If this did not solve the issue, try the next solution.

Solution 9: Make sure the product is connected to an analog phone line

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

NOTE: If you are unsure of the kind of phone line you have (analog or digital), check with your service provider.

Cause: The product might have been connected to a telephone wall jack that was set up for digital phones.

If this did not solve the issue, try the next solution.

Solution 10: If you use a DSL service, make sure you have a DSL filter installed

Solution: If you use a DSL service, make sure that you have a DSL filter connected or you will not be able to fax successfully. The DSL service sends out a digital signal on the phone line that can interfere with the product, preventing the product from sending and receiving faxes. The DSL filter removes the digital signal and allows the product to communicate properly with the phone line.

To check if you already have a filter installed, listen to your phone line or dial tone. If you hear noise or static on the line, you probably do not have a DSL filter installed, or it is installed incorrectly. Obtain a DSL filter from your DSL provider. If you already have a DSL filter, make sure it is connected correctly.

Cause: The product shares the same phone line with a DSL service and a DSL filter was not connected.

If this did not solve the issue, try the next solution.

Solution 11: If you use a DSL service, make sure the DSL modem is properly grounded

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

If you hear noise, turn off your DSL modem.

NOTE: For information on turning your DSL modem off, contact your DSL provider for support.

Completely remove power for at least 15 minutes, and then turn the DSL modem back on. Listen to the dial tone again.

- If the dial tone sounds clear (no noise or static), try sending or receiving a fax.

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

- If the phone line is still noisy, contact your phone company.

Cause: The product shares the same phone line with a DSL service and the DSL modem might not have been properly grounded.

If this did not solve the issue, try the next solution.

Solution 12: If you use a PBX or ISDN converter, make sure you are using a port designated for fax and phone use

Solution: Make sure the product is connected to the port that is designated for fax and phone use. Also, make sure that the terminal adapter is set to the correct switch type for your country/ region, if possible.

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

For more information on how to set up the product with a PBX phone system or ISDN line, see the printed documentation that came with the product.

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

If this did not solve the issue, try the next solution.

Solution 13: Check for and resolve any error messages

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

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

Cause: Another process caused an error in the product.

If this did not solve the issue, try the next solution.

Solution 14: Lower the fax speed

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

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

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

If this did not solve the issue, try the next solution.

Solution 15: If you are faxing over the Internet using IP phone, resend the fax at a later time

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

If the problem persists, contact your Internet service provider.

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

The product cannot receive faxes, but can send faxes

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

Solution 1: Make sure you set up the product as described in the printed documentation

Solution: Follow the instructions in your printed documentation to set up the product properly for faxing, based on the equipment and services you have on the same phone line as the product. Then, run a fax test to check the status of the product and to make sure you set it up properly.

The product prints a report with the results of the test. If the test fails, review the report for information on how to fix the problem.

Cause: The product was not set up properly for faxing.

If this did not solve the issue, try the next solution.

Solution 2: Check the Auto Answer setting

Solution: Depending on your office setup, you might be able to set the product to answer incoming calls automatically. To find out what the recommended answer mode is for your office setup, see the printed documentation that came with the product.

If you must have **Auto Answer** off, you will need to press **Scan/Fax** and **Start Fax** to receive a fax.

Cause: **Auto Answer** was turned off, which means that the product would not answer incoming calls. You must be available to respond in person to incoming fax calls in order to receive faxes.

If this did not solve the issue, try the next solution.

Solution 3: Set the product to answer faxes manually

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

For more information on how to set up the product when you have a voice mail service, see the printed documentation that came with the product.

Cause: You subscribed to a voice mail service at the same phone number you used for fax calls.

If this did not solve the issue, try the next solution.

Solution 4: If you have a computer dial-up modem on the same phone line as the product, make sure the modem software is not intercepting the fax

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

Cause: You had a computer dial-up modem on the same phone line as the product.

If this did not solve the issue, try the next solution.

Solution 5: If you have an answering machine on the same phone line as the product, record a new outgoing message

Solution: Disconnect the answering machine and then try receiving a fax. If faxing is successful without the answering machine, the answering machine might be causing the problem. Reconnect the answering machine and record your outgoing message again.

- Record a message that is approximately 10 seconds in duration.
- Speak slowly and at a low volume when recording your message.
- Leave at least 5 seconds of silence at the end of the voice message.
- There should be no background noise when recording this silent time.

Cause: If you had an answering machine on the same phone line with the product, you might have had one of the following problems:

- Your outgoing message might have been too long or too loud to allow the product to detect fax tones, and the sending fax machine might have disconnected.
- Your answering machine might not have had enough quiet time after your outgoing message to allow the product to detect fax tones. This problem is most common with digital answering machines.

If this did not solve the issue, try the next solution.

Solution 6: If you have an answering machine on the same phone line as the product, make sure it is connected to the correct port

Solution

> **NOTE:** This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the product, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.

When you have an answering machine on the same phone line you use for fax calls, you must connect the answering machine directly to the product using the port labeled 2-EXT, as shown below. You also need to set the correct number of rings to answer for both the answering machine and product.

1	Telephone wall jack
2	Connect to the IN port on the answering machine
3	Connect to the OUT port on the answering machine
4	Telephone (optional)

5	Answering machine
6	Use the phone cord supplied in the box with the product

Make sure the product is set to receive faxes automatically and that the number of rings to wait setting is correct. The number of rings to answer for the product should be greater than the number of rings to answer for the answering machine. Set your answering machine to a low number of rings and the product to answer in the maximum number of rings supported by your product. (The maximum number of rings varies by country/region.) In this setup, the answering machine will answer the call and the product will monitor the line. If the product detects fax tones, the product will receive the fax. If the call is a voice call, the answering machine will record the incoming message.

For more information on setting up the product, see the printed documentation that came with the product.

Cause: The answering machine was not set up properly with the product.

If this did not solve the issue, try the next solution.

Solution 7: If you use a distintive ring service, make sure the Distinctive Ring setting matches the ring pattern for your fax number

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

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

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

Cause: You had a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), and the **Distinctive Ring** setting on the product did not match.

If this did not solve the issue, try the next solution.

Solution 8: If you do not use a distintive ring service, make sure the Distinctive Ring setting is set to All Rings

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

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

If this did not solve the issue, try the next solution.

Solution 9: Make sure other equipment on the phone line is not reducing the fax signal

Solution: If the product shares the same phone line with other types of phone equipment, such as an answering machine, a computer dial-up modem, or a multi-port switch box, the fax signal level might be reduced. The signal level can also be reduced if you use a splitter or connect

extra cables to extend the length of your phone. A reduced fax signal can cause problems during fax reception.

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

Cause: The fax signal level might not have been strong enough, which can cause fax reception problems.
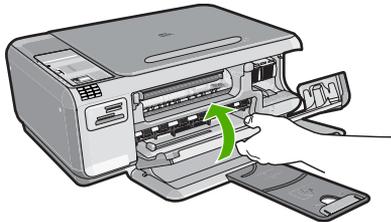
If this did not solve the issue, try the next solution.

Solution 10: Clear the memory of the product

Solution: If **Backup Fax Reception** is enabled and there is an error condition on the product, the memory might become full of faxes that have not yet been printed and the product will stop answering calls. If an error condition exists that is preventing the product from printing faxes, review the display for information on the error condition. Make sure:

- The product is set up correctly for faxing. See the printed documentation for more information.
- There is paper loaded in the input tray.
- There is no paper jam.
- The print cartridge door is closed. If not, close the print cartridge door, as shown below:

- The print carriage is not stalled or blocked. Turn off the product, remove any objects that are blocking the print cartridge carriage (including any packing materials), and then turn on the product again.

Resolve any problems found. The product automatically begins printing all the unprinted faxes from memory. To clear the memory, you can also delete the faxes stored in memory by turning off the product.

Cause: The memory of the product was full.

If this did not solve the issue, try the next solution.

Solution 11: Check for error messages on the display

Solution: If an error condition exists that is preventing the product from printing faxes, review the display for information on the error condition. Make sure:

- The product is on. Press the **On** button to turn on the product.
- The product is set up correctly for faxing. See the printed documentation for more information.
- There is paper loaded in the input tray.
- There is no paper jam.

- The print carriage is not stalled or blocked. Turn off the product, remove any objects that are blocking the print cartridge carriage (including any packing materials), and then turn on the product again.
- The print cartridge door is closed. If not, close the print cartridge door, as shown below:
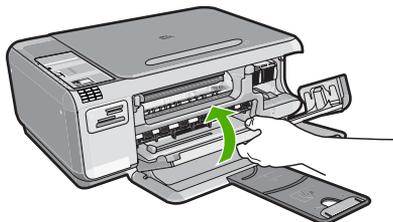
> **NOTE:** If the product has an alignment message, you might be able to press the button next to **OK** to clear the message and resume faxing.

After you resolve any problems found, the product can begin answering incoming fax calls.

Cause: An error condition was preventing the product from receiving faxes and **Backup Fax Reception** was set to **Off**.

Fax tones are recorded on my answering machine

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

Solution 1: Make sure the answering machine is connected to the correct port

Solution

> **NOTE:** This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the product, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.

When you have an answering machine on the same phone line you use for fax calls, you must connect the answering machine directly to the product using the port labeled 2-EXT, as shown below.

1	Telephone wall jack
2	Connect to the IN port on the answering machine
3	Connect to the OUT port on the answering machine
4	Telephone (optional)
5	Answering machine
6	Use the phone cord supplied in the box with the product

Make sure the product is set to receive faxes automatically and that the number of rings to wait setting is correct. The number of rings to wait for the product should be greater than the number of rings to answer for the answering machine. If the answering machine and the product are set to the same number of rings to answer, both devices will answer the call and fax tones will be recorded on the answering machine.

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

For more information on setting up the product when you have an answering machine, see the printed documentation that came with the product.

Cause: The answering machine was not set up properly with the product or the number or rings to wait setting was not correct.

If this did not solve the issue, try the next solution.

Solution 2: Set up the product to answer faxes automatically

Solution: Set up the product to answer incoming calls automatically by turning on **Auto Answer**. If it is turned off, the product will not monitor incoming calls and receive faxes. In this case, the answering machine will answer the fax call and record the fax tones.

For more information on setting up the product when you have an answering machine, see the printed documentation that came with the product.

Cause: The product was set up to receive faxes manually, which means that the product would not answer incoming calls. You must be available to respond in person to incoming fax calls, or the product will not receive the fax and your answering machine will record the fax tones.

English

The product cannot send faxes, but can receive faxes

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

Solution 1: Make sure you set up the product as described in the printed documentation

Solution: Follow the instructions in your printed documentation to set up the product properly for faxing, based on the equipment and services you have on the same phone line as the product. Then, run a fax test to check the status of the product and to make sure you set it up properly.

The product prints a report with the results of the test. If the test fails, review the report for information on how to fix the problem.

Cause: The product was not set up properly for faxing.

If this did not solve the issue, try the next solution.

Solution 2: Check the fax number

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

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

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

If this did not solve the issue, try the next solution.

Solution 3: Dial the fax number more slowly

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

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

Cause: The product might have been dialing too fast or too soon.

If this did not solve the issue, try the next solution.

Solution 4: Check the receiving fax machine for problems

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

Cause: The receiving fax machine was having problems.

The fax test failed

If you tried to run the fax test from your computer and the fax test failed to run, the product might be busy with another task or have an error condition preventing it from running the fax test.

What to check
- The product is set up properly, connected to a power supply, and is connected to your computer. For more information on setting up the product, see the Setup Guide that came with the product.
- The product is turned on. If it is not, press the **On** button to turn on the product.
- The print cartridges are installed correctly, the print cartridge carriage is not blocked, and the print cartridge door is closed.

- The product is not currently busy with another task such as aligning the printer. Check the display. If the product is busy, wait until it completes the current task and run the fax test again.
- The rear door is attached to the back of the product.
- There are no error messages on the display. If there is an error message, resolve the problem and run the fax test again.

If you run the fax test and the product reports that the test failed, read the following information carefully to determine how to correct any problems with your fax setup. Different portions of the fax test might fail for different reasons.

The "Fax Hardware Test" failed

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

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

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

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

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

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

English
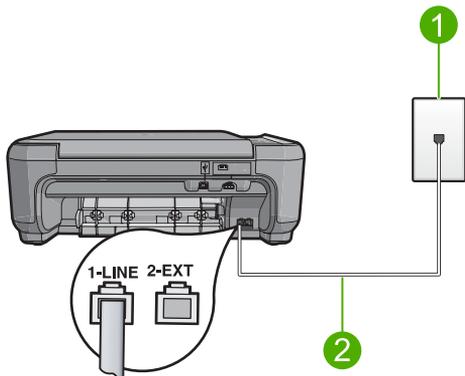
1	Telephone wall jack
2	Use the phone cord supplied in the box with the product

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

After you resolve any problems found, run the fax test again to make sure it passes and the product is ready for faxing.

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

Solution: Plug the phone cord into the correct port.

To plug the phone cord into the correct port

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

   NOTE: If you use the 2-EXT port to connect to the telephone wall jack, you will not be able to send or receive faxes. The 2-EXT port should only be used to connect other equipment, such as an answering machine or a telephone.
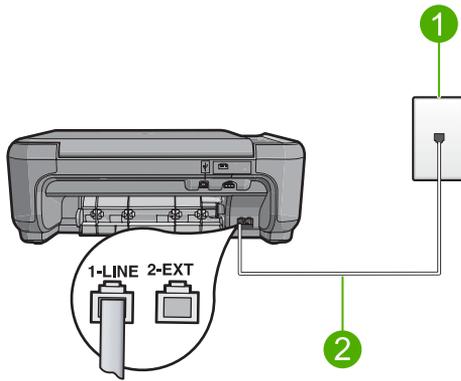
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the product |

2. After you have connected the phone cord to the port labeled 1-LINE, run the fax test again to make sure it passes and the product is ready for faxing.
3. Try to send or receive a test fax.

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

Solution
- Make sure you used the phone cord supplied in the box with the product to connect to the telephone wall jack. One end of the phone cord should be connected to the port labeled 1-LINE on the back of the product and the other end to your telephone wall jack, as shown below.
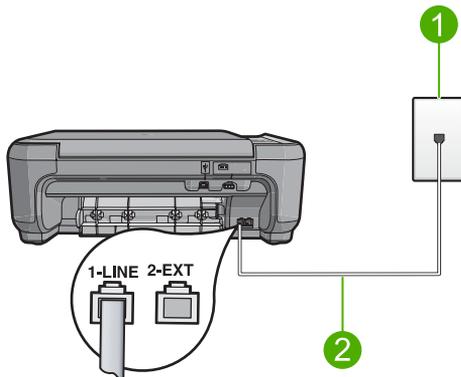
| 1 | Telephone wall jack |
| 2 | Phone cord supplied in the box with the product |

- Check the connection between the telephone wall jack and the product to make sure the phone cord is secure.

The "Fax Line Condition" test failed

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

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

NOTE: If you are unsure of the kind of phone line you have (analog or digital), check with your service provider.

The "Dial Tone Detection" test failed

Solution
- Other equipment, which uses the same phone line as the product, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything except the product from the phone line, and then run the test again. If the **Dial Tone Detection Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the product and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Make sure you have correctly connected the product to the telephone wall jack. Using the phone cord supplied in the box with the product, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the product. For more information on setting up the product for faxing, see the printed documentation that came with the product.
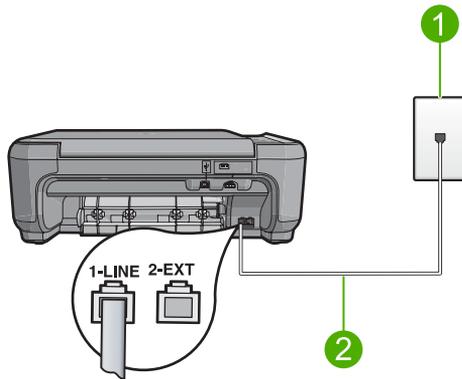
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the product |

- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the product directly to the telephone wall jack.
- If your telephone system is not using a standard dial tone, such as some PBX systems, this might cause the test to fail. This will not cause a problem sending or receiving faxes. Try sending or receiving a test fax.
- Check to make sure the country/region setting is set appropriately for your country/region. If the country/region setting is not set or is set incorrectly, the test might fail and you might have problems sending and receiving faxes.
- Make sure you connect the product to an analog phone line or you will not be able to send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect the product to an analog phone line and try sending or receiving a fax.

  NOTE: If you are unsure of the kind of phone line you have (analog or digital), check with your service provider.

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

Clear paper jams

In case of a paper jam, check the rear door. You might need to clear the paper jam from the rear 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 product.

English
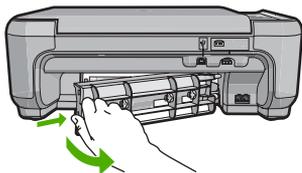
2. Gently pull the paper out of the rollers.

    ⚠ **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 product. If you do not remove all the pieces of paper from the product, more paper jams are likely to occur.

3. Replace the rear door. Gently push the door forward until it snaps into place.

4. Press the button next to **OK** to continue the current job.

Print cartridge troubleshooting

If you are experiencing problems with printing, you might have a problem with one of the print cartridges. For more information, see "Replace the print cartridges" on page 32 in this guide.
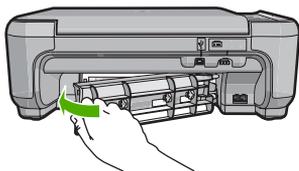
Support process

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. For a list of support phone numbers, see the printed documentation that came with the product.

5 Technical information

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

For additional regulatory and environmental information, including the Declaration of Conformity statement, see the onscreen Help.

System requirements

Software system requirements are located in the Readme file.

Product specifications

For product specifications, go to the HP Web site at www.hp.com/support.

Paper specifications
- Input tray capacity: Plain paper sheets: Up to 100 (20 lb./75 gsm. paper)
- Output tray capacity: Plain paper sheets: Up to 50 (20 lb./75 gsm. paper)

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

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

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

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

Environmental specifications
- Recommended operating temperature range: 15 ºC to 32 ºC (59 ºF to 90 ºF)
- Allowable operating temperature range: 5 ºC to 35 ºC (41 ºF to 95 ºF)
- Humidity: 15% to 80% RH non-condensing
- Non-operating (Storage) temperature range: –20 ºC to 50 ºC (–4 ºF to 122 ºF)
- In the presence of high electromagnetic fields, it is possible the output from the HP All-in-One may be slightly distorted
- HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields

Regulatory notices

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

Regulatory model identification number
For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRB-0722. This regulatory number should not be confused with the marketing name (HP Photosmart C4340 All-in-One series, etc.) or product numbers (CC270A, etc.).

English

Warranty

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

A. Extent of limited warranty
  1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
  2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be interrupted or error free.
  3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
     a. Improper maintenance or modification;
     b. Software, media, parts, or supplies not provided or supported by HP;
     c. Operation outside the product's specifications;
     d. Unauthorized modification or misuse.
  4. For HP printer products, the use of a non-HP cartridge or a refilled cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled cartridge or an expired ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
  5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
  6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
  7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
  8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
  9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
  10. HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.
B. Limitations of warranty
  TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.
C. Limitations of liability
  1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
  2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
D. Local law
  1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
  2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
     a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
     b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
     c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
  3. THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

HP Limited Warranty

Dear Customer,

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

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

Ireland: Hewlett-Packard Ireland Ltd. 30 Herbert Street IRL-Dublin 2
United Kingdom: Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN

English

www.hp.com/support

Africa (English speaking)	+27 11 2345872		Jamaica	1-800-711-2884
Afrique (francophone)	+33 1 4993 9230		日本	+81-3-3335-9800
021 672 280	الجزائر		0800 222 47	الأردن
Argentina (Buenos Aires)	54-11-4708-1600		한국	1588-3003
Argentina	0-800-555-5000		Luxembourg (Français)	+352 900 40 006
Australia	1300 721 147		Luxemburg (Deutsch)	+352 900 40 007
Australia (out-of-warranty)	1902 910 910		Malaysia	1800 88 8588
Österreich	+43 0820 87 4417		Mauritius	(262) 262 210 404
17212049	البحرين		México (Ciudad de México)	55-5258-9922
België	+32 070 300 005		México	01-800-472-68368
Belgique	+32 070 300 004		Maroc	081 005 010
Brasil (Sao Paulo)	55-11-4004-7751		Nederland	+31 0900 2020 165
Brasil	0-800-709-7751		New Zealand	0800 441 147
Canada	1-(800)-474-6836 (1-800 hp invent)		Nigeria	(01) 271 2320
			Norge	+47 815 62 070
Central America & The Caribbean	www.hp.com/support		24791773	عُمان
Chile	800-360-999		Panamá	1-800-711-2884
中国	1068687980		Paraguay	009 800 54 1 0006
中国	800-810-3888		Perú	0-800-10111
Colombia (Bogotá)	571-606-9191		Philippines	2 867 3551
Colombia	01-8000-51-4746-8368		Polska	801 800 235
Costa Rica	0-800-011-1046		Portugal	+351 808 201 492
Česká republika	810 222 222		Puerto Rico	1-877-232-0589
Danmark	+45 70 202 845		República Dominicana	1-800-711-2884
Ecuador (Andinatel)	1-999-119 ☎ 800-711-2884		Reunion	0820 890 323
Ecuador (Pacifitel)	1-800-225-528 ☎ 800-711-2884		România	0801 033 390
			Россия (Москва)	095 777 3284
(02) 6910602	مصر		Россия (Санкт-Петербург)	812 332 4240
El Salvador	800-6160		800 897 1415	السعودية
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France	+33 0892 69 60 22		Slovensko	0850 111 256
Deutschland	+49 01805 652 180		South Africa (RSA)	0860 104 771
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603		Suomi	+358 0 203 66 767
Ελλάδα (εντός Ελλάδας)	801 11 75400		Sverige	+46 077 120 4765
Ελλάδα (από Κύπρο)	800 9 2654		Switzerland	+41 0848 672 672
Guatemala	1-800-711-2884		臺灣	02-8722-8000
香港特別行政區	(852) 2802 4098		ไทย	+66 (2) 353 9000
Magyarország	06 40 200 629		071 891 391	تونس
India	1-800-425-7737		Trinidad & Tobago	1-800-711-2884
India	91-80-28526900		Türkiye (İstanbul, Ankara, İzmir & Bursa)	444 0307
Indonesia	+62 (21) 350 3408			
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+971 4 224 9189	لبنان		United Kingdom	+44 0870 010 4320
+971 4 224 9189	قطر		United States	1-(800)-474-6836
+971 4 224 9189	اليمن		Uruguay	0004-054-177
Ireland	+353 1890 923 902		Venezuela (Caracas)	58-212-278-8666
1-700-503-048	ישראל		Venezuela	0-800-474-68368
Italia	+39 848 800 871		Viêt Nam	+84 88234530