

# HP Photosmart C6300 All-in-One series



## Basics Guide



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# 1 Network setup

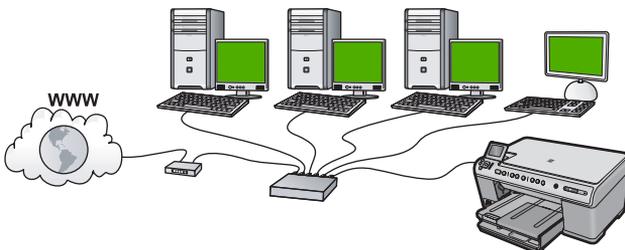
This section describes how to connect the HP All-in-One to a network and how to view and manage network settings.

If you want to:	See this section:
Connect to a wired (Ethernet) network.	<a href="#">“Set up the HP All-in-One on a wired (Ethernet) network”</a> on page 2
Connect to a wireless network with a wireless router (infrastructure).	<a href="#">“Set up the HP All-in-One on an integrated wireless (WLAN 802.11) network”</a> on page 4
Connect directly to a wireless-capable computer without a wireless router (ad hoc).	<a href="#">“Set up the HP All-in-One using an ad hoc wireless connection”</a> on page 7
Install the HP Photosmart Software for use in a networked environment.	<a href="#">“Install the software for a network connection”</a> on page 11
Add connections to more computers on the network.	<a href="#">“Connect to additional computers on a network”</a> on page 12
Change the HP All-in-One from a USB connection to a network connection. <b>NOTE:</b> Use the instructions in this section if you first installed the HP All-in-One with a USB connection, and you now want to change to either a wireless or Ethernet network connection.	<a href="#">“Change the HP All-in-One from a USB connection to a network connection”</a> on page 12
View or change the network settings.	<a href="#">“Manage your network settings”</a> on page 14
Find troubleshooting information.	<a href="#">“Network troubleshooting”</a> on page 30

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

## Set up the HP All-in-One on a wired (Ethernet) network

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

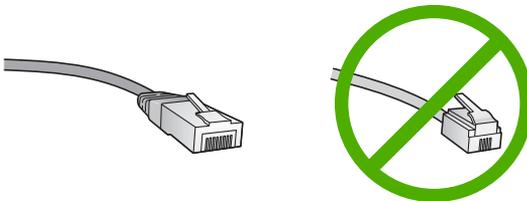


To set up the HP All-in-One on a wired network, you need to do the following:	See this section:
First, collect all of the required materials.	<a href="#">"What you need for a wired network" on page 3</a>
Next, connect to a wired network.	<a href="#">"Connect the HP All-in-One to the network" on page 3</a>
Finally, install the software.	<a href="#">"Install the software for a network connection" on page 11</a>

## What you need for a wired network

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

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



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

- A desktop computer or laptop with an Ethernet connection.

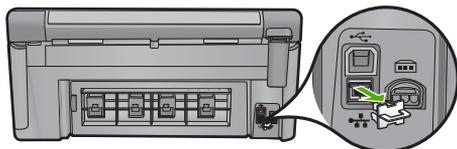
 **NOTE:** The HP All-in-One supports both 10 Mbps and 100 Mbps Ethernet networks. If you are purchasing, or have purchased, a network interface card (NIC), make sure it can operate at either speed.

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

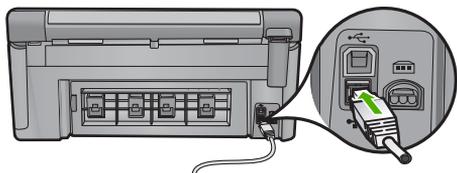
To connect the HP All-in-One to the network, use the Ethernet port on the back of the product.

### To connect the product to the network

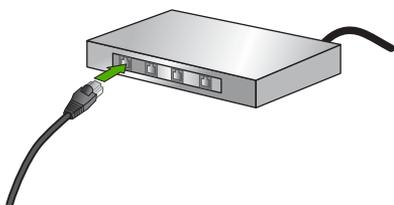
1. Remove the yellow plug from the back of the product.



2. Connect the Ethernet cable to the Ethernet port on the back of the product.



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

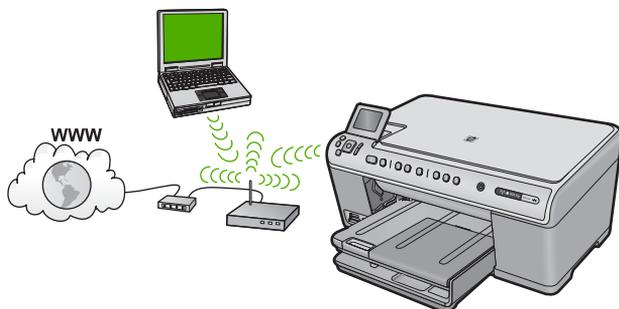


4. Once you have connected the product to the network, install the software.

## Set up the HP All-in-One on an integrated wireless (WLAN 802.11) network

The HP All-in-One uses an internal networking component that supports a wireless network.

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



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

- Advanced network security
- Enhanced reliability
- Network flexibility
- Better performance
- Shared Broadband Internet access

<b>To set up the HP All-in-One on an integrated wireless WLAN 802.11 network, you need to do the following:</b>	<b>See this section:</b>
First, collect all of the required materials.	<a href="#">"What you need for an integrated wireless WLAN 802.11 network"</a> on page 5
Next, connect the HP All-in-One to the wireless router, and run the Wireless Setup Wizard.	<a href="#">"Connect to an integrated wireless WLAN 802.11 network"</a> on page 5
Finally, install the software.	<a href="#">"Install the software for a network connection"</a> on page 11

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

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

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

## Connect to an integrated wireless WLAN 802.11 network

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

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

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

### To connect the product with the Wireless Setup Wizard

1. Write down the following information about your access point:

- Network Name (also called SSID)
- WEP Key, WPA Passphrase (if needed)

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

 **NOTE:** If the network is set up with an Apple AirPort base station and you are using a password instead of WEP HEX or WEP ASCII to access this network, you need to get the equivalent WEP key. See the documentation that came with the Apple AirPort base station for more information.

2. Press **Setup**.

3. Press the down arrow button until **Network** is highlighted, and then press **OK**.

4. Press the down arrow button to highlight **Wireless Setup Wizard**, and then press **OK**.

This runs the **Wireless Setup Wizard**. The setup wizard searches for available networks, and then displays a list of detected network names (SSIDs). The networks with the strongest signal appear first, the weakest appear last.

5. Press the down arrow button to highlight the name of the network you wrote down in step 1, and then press **OK**.

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

a. Select **Enter a New Network Name (SSID)**. If necessary, use the down arrow button to highlight it, and then press **OK**.  
The visual keyboard appears.

b. Enter the SSID. Use the arrow buttons on the control panel to highlight a letter or number on the visual keyboard, and then press **OK** to select it.

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

- c. When you are finished entering the new SSID, use the arrow buttons to highlight **Done** on the visual keyboard, and then press **OK**.
  - d. Press the down arrow button until **Infrastructure** is highlighted, and then press **OK**.
  - e. Press the down arrow button until **WEP encryption** or **WPA encryption** is highlighted, and then press **OK**.  
If you do **not** want to use WEP encryption, press the down arrow button until **No, my network does not use encryption** is highlighted, and then press **OK**. Go to step 7.
6. If prompted, enter your WPA or WEP key as follows:
- a. Use the arrow buttons to highlight a letter or number on the visual keyboard, and then press **OK** to select it.

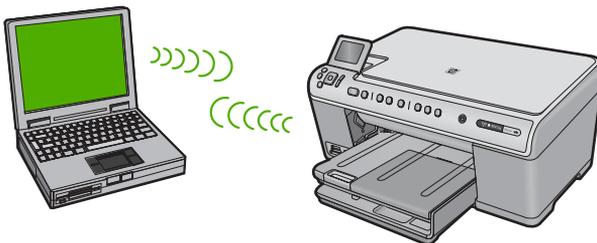


**NOTE:** You must enter the **exact** uppercase (capital) and lowercase (small) letters. Otherwise, the wireless connection will fail.

- b. When you are finished entering the WPA or WEP key, use the arrow buttons to highlight **Done** on the visual keyboard.
  - c. Press **OK** to confirm.  
The product will attempt to connect to the network. If a message says you entered an invalid WPA or WEP key, check the key you wrote down for your new network, follow the prompts to correct the key, and then try again.  
The wireless network test runs, performing a series of diagnostic tests to determine whether network setup is successful. The wireless network test prints upon completion of the test.
7. When the product connects successfully to the network, go to your computer to install the software on each computer that will use the network.

## Set up the HP All-in-One using an ad hoc wireless connection

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



There are two methods you may use to connect the HP All-in-One to your computer using an ad hoc wireless network connection. Once connected, you can install the HP All-in-One software.

- ▲ Turn on the wireless radio for the HP All-in-One and the wireless radio on your computer. On your computer, connect to the network name (SSID) **hpsetup**, which is the default ad hoc network created by the HP All-in-One.

If the HP All-in-One was previously configured for a different network, use **Restore Network Defaults** to restore the default ad hoc profile of **hpsetup**.

OR

- ▲ Use an ad hoc network profile on your computer to connect to the product. If your computer is not currently configured with an ad hoc network profile, consult the Help file for your computer Operating System for the proper method to create an ad hoc profile on your computer. Once the ad hoc network profile has been created, run the **Wireless Setup Wizard** from the **Network** menu on the HP All-in-One and select the ad hoc network profile you created on your computer.

 **NOTE:** An ad hoc connection can be used if you do not have a wireless router or access point but do have a wireless radio on your computer. However, an ad hoc connection may result in a lower level of network security and possibly reduced performance when compared to an infrastructure network connection using a wireless router or access point.

To set up the HP All-in-One on a wireless ad hoc network, you need to do the following:	See this section:
First, collect all of the required materials.	<a href="#">“What you need for an ad hoc network” on page 8</a>
Next, prepare your computer by creating a network profile.	<a href="#">“Create a network profile for a Windows Vista or Windows XP computer” on page 8</a> <a href="#">“Create a network profile for other operating systems” on page 9</a>
Next, run the Wireless Setup Wizard.	<a href="#">“Connect to a wireless ad hoc network” on page 10</a>
Finally, install the software.	<a href="#">“Install the software for a network connection” on page 11</a>

## What you need for an ad hoc network

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

## Create a network profile for a Windows Vista or Windows XP computer

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

### To create a network profile

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

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

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

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

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

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

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

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  - g. Write down the WEP key exactly as you typed it, including uppercase and lowercase letters.
  - h. Select the check box for **This is a computer-to-computer (ad hoc) network; wireless access points are not used**.
  - i. Click **OK** to close the **Wireless network properties** window, and then click **OK** again.
  - j. Click **OK** again to close the **Wireless Network Properties Connection** window.

### Create a network profile for other operating systems

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

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

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



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

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- **Communication mode:** ad hoc
- **Encryption:** enabled

## Connect to a wireless ad hoc network

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

### To connect to a wireless ad hoc network

1. Press **Setup**.
2. Press the down arrow button until **Network** is highlighted, and then press **OK**.
3. Press the down arrow button to highlight **Wireless Setup Wizard**, and then press **OK**.

This runs the **Wireless Setup Wizard**. The setup wizard searches for available networks, and then displays a list of detected network names (SSIDs). The infrastructure networks appear first in the list, followed by available ad hoc networks. The networks with the strongest signal appear first, the weakest appear last.

4. On the display, look for the network name you created on your computer (for example, Mynetwork).
5. Use the arrow buttons to highlight the network name, and then press **OK**.  
If you found your network name and selected it, go on to step 6.

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

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



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

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



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

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

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

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

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 **NOTE:** You can print the Wireless Network Test report at the end of a successful Wireless Setup Wizard connection which can help identify any potential future issues with the network setup.

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## Install the software for a network connection

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

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

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

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### To install the Windows HP Photosmart Software

1. Quit all applications running on your computer, including any virus detection software.
2. Insert the Windows CD that came with the product into the CD-ROM drive on your computer and follow the onscreen instructions.
3. If a dialog box about firewalls appears, follow the instructions. If you see firewall pop-up messages, you must always accept or allow the pop-up messages.

4. On the **Connection Type** screen, select **Through the network**, and then click **Next**.  
The **Searching** screen appears as the Setup program searches for the product on the network.
5. On the **Printer Found** screen, verify that the printer description is correct. If more than one printer is found on the network, the **Printers Found** screen appears. Select the product you want to connect.
6. Follow the prompts to install the software.  
When you have finished installing the software, the product is ready for use.
7. If you disabled any virus detection software on your computer, make sure to enable it again.
8. To test your network connection, go to your computer and print a self-test report to the product.

## Connect to additional computers on a network

You can connect the HP All-in-One to a small number of computers on a network. If the HP All-in-One is already connected to a computer on a network, for each additional computer you must install the HP All-in-One software. During installation of a wireless connection, the software will discover the product on the network. Once you have set up the HP All-in-One on the network you will not need to configure it again when you add additional computers.

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

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

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

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

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

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

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

1. Unplug the USB connection from the back of the product.
2. Press **Setup**.

3. Press the down arrow button until **Network** is highlighted, and then press **OK**.
4. Press the down arrow button to highlight **Wireless Setup Wizard**, and then press **OK**.

This runs the **Wireless Setup Wizard**.

5. Install the software for a network connection, choose **Add a Device**, and then choose **Through the network**.
6. When the installation is complete, open **Printers and Faxes** (or **Printers**) in the **Control Panel** and delete the printers for the USB installation.

## Configure your firewall to work with HP products

A personal firewall, which is security software running on your computer, can block network communication between your HP product and your computer.

If you are having problems such as:

- Printer not found when installing HP software
- Unable to print, print job stuck in queue or printer goes offline
- Scan communication errors or scanner busy messages
- Unable to see printer status on your computer

The firewall might be preventing your HP product from notifying computers on your network where it can be found. If the HP software cannot find the HP product during installation (and you know the HP product is on the network), or you have already successfully installed HP software and experience problems, try the following:

1. In the firewall configuration utility, look for an option to trust computers on the local subnet (sometimes called the “scope” or “zone”). By trusting all computers on the local subnet, computers and devices in your home can communicate with each other while still being protected from the internet. This is the easiest approach to use.
2. If you do not have the option to trust computers on the local subnet, add incoming UDP port 427 to your firewall's list of allowed ports.

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 **NOTE:** Not all firewalls require you to differentiate between incoming and outgoing ports, but some do.

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Another common problem is that HP software is not trusted by your firewall to access the network. This can happen if you answered “block” to any firewall dialog boxes that appeared when you installed the HP software.

If this occurs, check that the following programs are in your firewall's list of trusted applications; add any that are missing.

- **hpqkygrp.exe**, located in **C:\program files\HP\digital imaging\bin**
- **hpqscnvw.exe**, located in **C:\program files\HP\digital imaging\bin**
- **hpqste08.exe**, located in **C:\program files\HP\digital imaging\bin**
- **hpqtra08.exe**, located in **C:\program files\HP\digital imaging\bin**
- **hpqthb08.exe**, located in **C:\program files\HP\digital imaging\bin**

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 **NOTE:** Refer to your firewall documentation on how to configure the firewall port settings and how to add HP files to the “trusted” list.

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**NOTE:** Some firewalls continue to cause interference even after you disable them. If you continue to have problems after configuring the firewall as described above, you might need to uninstall the firewall software in order to use the product over the network.

## Advanced firewall information

The following ports are also used by your HP product and might need to be opened on your firewall configuration. Incoming ports (UDP) are destination ports on the computer while outgoing ports (TCP) are destination ports on the HP product.

- **Incoming (UDP) ports:** 137, 138, 161, 427
- **Outgoing (TCP) ports:** 137, 139, 427, 9100, 9220, 9500

The ports are used for the following functions:

### Printing

- UDP ports: 427, 137, 161
- TCP port: 9100

### Scanning

- UDP port: 427
- TCP ports: 9220, 9500

### Faxing

- UDP port: 427
- TCP port: 9220

### Photo card upload

- UDP ports: 137, 138, 427
- TCP port: 139

### Product status

UDP port: 161

### Product installation

UDP port: 427

## Manage your network settings

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

### Print network settings

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

1. Press **Setup**.
2. Press the down arrow button until **Network** is highlighted, and then press **OK**.
3. Press the down arrow button until **View Network Settings** is highlighted, and then press **OK**.
4. Do one of the following:
  - **To display wired network settings**, press the down arrow button until **Display Wired Summary** is highlighted, and then press **OK**.
  - **To display wireless network settings**, press the down arrow button until **Display Wireless Summary** is highlighted, and then press **OK**.
  - **To print the network configuration page**, press the down arrow button until **Print Network Configuration Page** is highlighted, and then press **OK**.

## Restore network defaults

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

1. Press **Setup**.
2. Press the down arrow button until **Network** is highlighted, and then press **OK**.
3. Press the down arrow button until **Restore Network Defaults** is highlighted, and then press **OK**.
4. Press **OK** to confirm that you want to restore the network defaults.

## Turn the wireless radio on and off

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

1. Press **Setup**.
2. Press the down arrow button until **Network** is highlighted, and then press **OK**.
3. Press the down arrow button until **Wireless Radio** is highlighted, and then press **OK**.
4. Press the down arrow button to highlight **On** or **Off**, and then press **OK**.

## Print the wireless network test

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

1. Press **Setup**.
2. Press the down arrow button until **Network** is highlighted, and then press **OK**.
3. Press the down arrow button until **Wireless Network Test** is highlighted, and then press **OK**.

The **Wireless Network Test** prints.

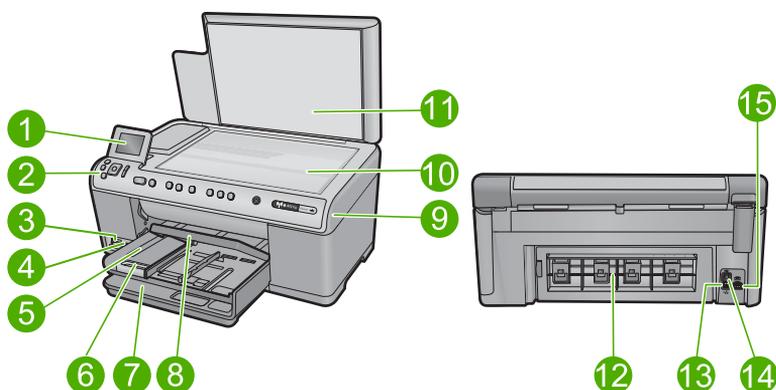
## 2 HP All-in-One overview

Use the HP All-in-One to quickly and easily accomplish tasks such as making a copy, scanning documents, or printing photos from a memory card or USB storage device. 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	Color graphics display (also referred to as the display)
2	Control panel
3	Memory card slots and Photo light
4	Front USB port
5	Output tray
6	Paper tray extender (also referred to as the tray extender)
7	Main input tray (also referred to as the input tray)
8	Photo tray
9	Ink cartridge door
10	Glass
11	Lid backing

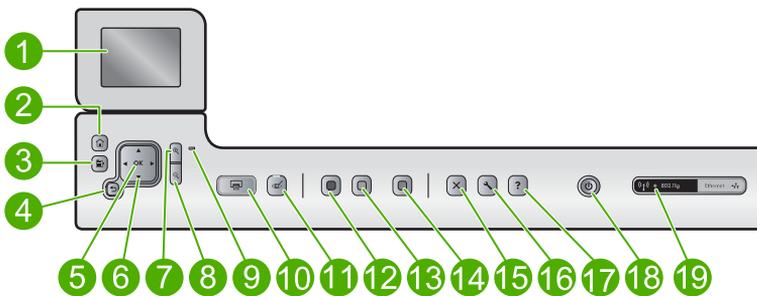
(continued)

Label	Description
12	Rear door
13	Ethernet port
14	Rear USB port
15	Power connection*

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

## Control panel features

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



Label	Icon	Name and Description
1		Color graphics display (also referred to as the display): Displays menus, photos, and messages. The display can be pulled up and angled for better viewing.
2		Home: Returns to the Home screen (the default screen when you turn on the product).
3		Menu: Presents a set of options related to the current display.
4		Back: Returns to the previous screen on the display.
5		<b>OK:</b> Selects a menu setting, value, or photo on the display.
6		Directional pad: Allows you to navigate through photos and menu options by pressing the up, down, left, or right arrow buttons. If you are zooming in on a photo, you can also use the arrow buttons to pan around the photo and select a different area to print.
7		<b>Zoom in +:</b> Zooms in to enlarge the image on the display. You can also use this button together with the arrows on the directional pad to adjust the crop box for printing.
8		<b>Zoom out -:</b> Zooms out to show more of a photo. If you press this button when a photo is shown on the display at 100%, the <b>Fit to Page</b> feature is applied to the photo automatically.

Label	Icon	Name and Description
9		Attention light: Indicates a problem occurred. See the display for more information.
10		<b>Print Photos:</b> Prints the photos selected on your memory card. If no photos are currently selected, the product prints the photo currently showing on the display.
11		<b>Red-Eye Removal:</b> Turns the <b>Red-Eye Removal</b> feature on or off. This feature turns on when a memory card is inserted. The product automatically corrects red-eye coloring in all the photos in the print queue.
12		<b>Start Copy Black:</b> Starts a black-and-white copy.
13		<b>Start Copy Color:</b> Starts a color copy.
14		<b>Start Scan:</b> Opens the <b>Scan Menu</b> where you can select a destination for your scan.
15		Cancel: Stops the current operation.
16		<b>Setup:</b> Opens the <b>Setup</b> menu where you can change product settings and perform maintenance functions.
17		<b>Help:</b> Opens the <b>Help Menu</b> on the display where you can select a topic to learn more about it. From the Home screen, pressing <b>Help</b> lists the topics for which help is available. Depending on the topic you select, the topic will appear on the display or on your computer screen. When viewing screens other than the Home screen, the <b>Help</b> button provides help applicable to the current screen.
18		On: Turns the product on or off. When the product is off, a minimal amount of power is still used. To completely remove power, turn off the product, and then unplug the power cord.
19		Wireless network indicator light: Indicates that the printer is connected to a wireless network.

## Find more information

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

### Start Here guide

The Start Here guide provides instructions for setting up your HP All-in-One and installing software. Make sure you follow the steps in the Start Here guide in order.

If you have problems during setup, see Troubleshooting in the last section of the Start Here guide, or see [“Troubleshooting and support” on page 27](#) in this guide.

### Onscreen Help

The onscreen Help provides detailed instructions on features of your HP All-in-One that are not described in this guide, including features that are only available using the software you installed with your HP All-in-One. The onscreen Help also provides regulatory and environmental information.

### To access the onscreen Help

- **Windows:** Click **Start > All Programs > HP > Photosmart C6300 All-in-One series > Help**.
- **Macintosh:** Open the **HP Device Manager** and click the ? icon. Next, click the main menu and select **Photosmart C6300 All-in-One series**.

### HP Web site

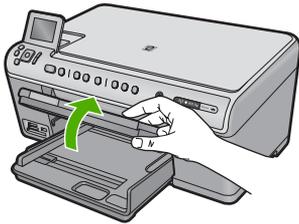
If you have Internet access, you can get help and support from the HP Web site at [www.hp.com/support](http://www.hp.com/support). This Web site offers technical support, drivers, supplies, and ordering information.

## Load paper

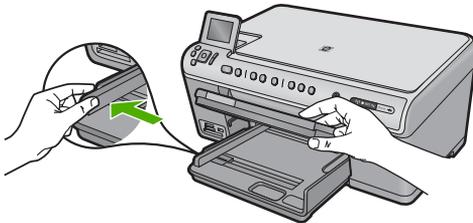
You can load different types and sizes of paper in the HP All-in-One, including letter or A4 paper, photo paper, transparencies, and envelopes. For more information, see the onscreen Help.

### To load full-size paper

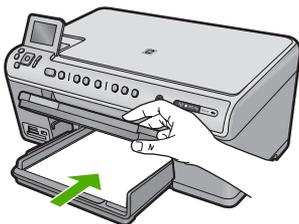
1. Raise and hold the output tray in the open position.



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

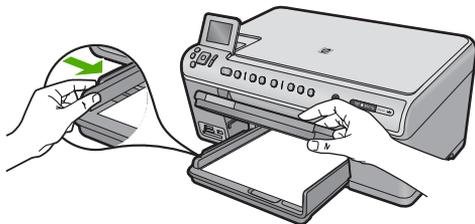


3. Insert the stack of paper into the main input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.

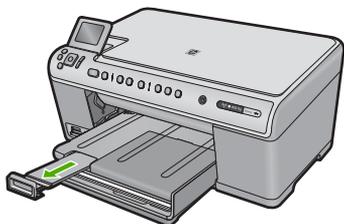


- 
- △ **CAUTION:** Make sure that the product is idle and silent when you load paper into the main input tray. If the product is servicing the ink cartridges or otherwise engaged in a task, the paper stop inside the product might not be in place. You could push the paper too far forward, causing the product to eject blank pages.
- 💡 **TIP:** If you are using letterhead, insert the top of the page first with the print side down.
- 

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



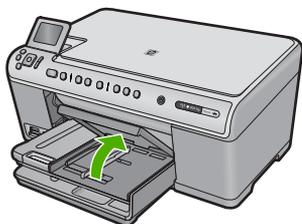
- Lower the output tray. Pull the tray extender towards you, as far as it will go. Flip the paper catch at the end of the tray extender to open the extender the rest of the way.



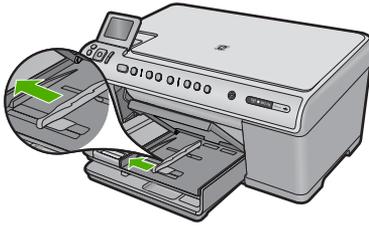
- 
- 📝 **NOTE:** When you use legal-size paper, leave the tray extender closed.
- 

### To load up to 13 x 18 cm (5 x 7 inch) photo paper in the photo tray

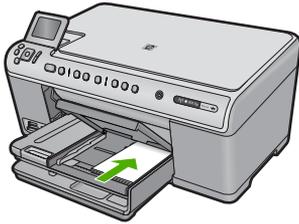
- Raise the photo tray lid.



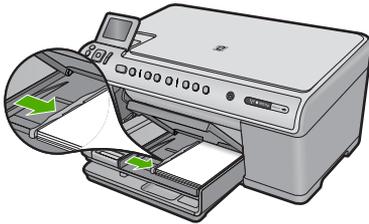
- Slide the paper-width guide to its outermost position.



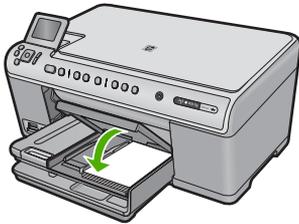
3. Insert the stack of photo paper into the photo tray with the short edge forward and the print side down. Slide the stack of photo paper forward until it stops. If the photo paper you are using has perforated tabs, load the photo paper so that the tabs are closest to you.



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



5. Lower the photo tray lid.



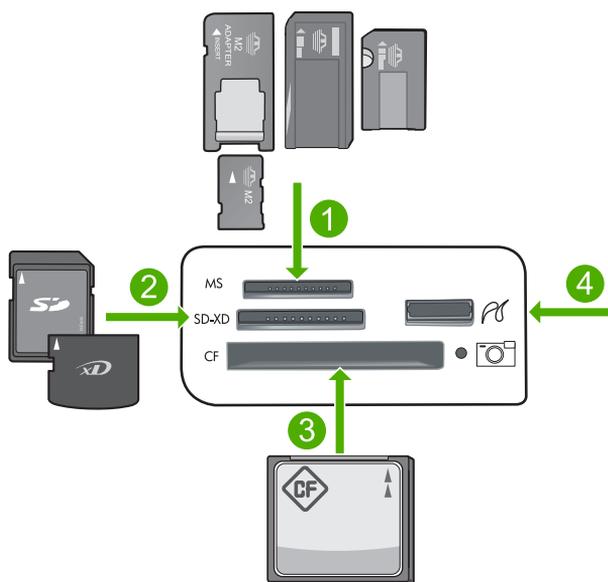
## Avoid paper jams

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.
- If you are printing labels, ensure that the label sheets are no more than two years old. Labels on older sheets might peel off when the paper is pulled through the product, and cause paper jams.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Do not force paper too far forward in the input tray.
- Use paper types that are recommended for the product.

## Print a photo on photo paper

To achieve the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing along with genuine HP ink. HP papers and HP ink are specifically designed to work well together to provide high-quality output.



1	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)
2	MultiMedia Card (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini, Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card
3	CompactFlash (CF) types I and II
4	Front USB port (for storage devices and PictBridge cameras)

### To print photos

1. Load photo paper in the appropriate input tray.
2. Insert a memory card into the appropriate slot on the product or connect a storage device to the front USB port.
3. Press **OK** to select **View & Print**.
4. Press the left or right arrow button to scroll through the thumbnails of your photos.
5. When the photo you want to print is highlighted, press **OK**.
6. Press the up arrow button to increase the number of copies. You must specify at least one copy or the photo will not print.

---

 **TIP:** If you want to crop, rotate, or make any other changes to the photo before printing, press the Menu button.

---

7. (Optional) Continue left-right scrolling to add more photos to the print queue.
8. Press **OK** to preview the print job.
9. (Optional) Press the Menu button to change the print settings.
10. Press **Print Photos**.

---

 **TIP:** During printing, you can press **OK** to add more photos to the print queue.

---

## Scan an image

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

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

---

### To scan to a computer

1. Load your original print side down on the right front corner of the glass.
2. Press **Start Scan** on the control panel.
3. Press the down arrow button to highlight **Scan to Computer**, and then press **OK**.

---

 **NOTE:** If the product is network-connected, a list of available computers appears. Select the computer to which you want to transfer the scan, and then continue to the next step.

---

4. The **Scan To** menu appears on the display. Press the down arrow button to select the job shortcut you want to use, and then press **OK**.

---

 **NOTE:** Job shortcuts define scan parameters, such as the software application, dpi, and color settings so you do not need to set them for each scan job.

---

5. Follow the onscreen prompts to save the scan to your computer.

## Make a copy

You can make quality copies from the control panel.

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

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

## Replace the ink cartridges

Follow these instructions when you need to replace ink cartridges.

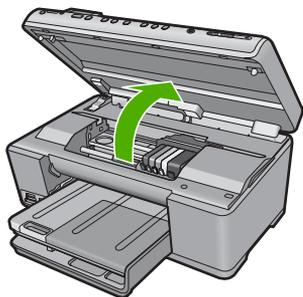
 **NOTE:** If you are setting up the product for the first time, make sure you follow the instructions in the Start Here guide for installing the printhead and the ink cartridges.

If you do not already have replacement ink cartridges for the HP All-in-One, to order cartridges, go to [www.hp.com/buy/supplies](http://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.

 **CAUTION:** Wait until you have a new ink cartridge available before removing the old ink cartridge. Do not leave the ink cartridge outside of the product for an extended period of time. This can result in damage to both the product and the ink cartridge.

**To replace the ink cartridges**

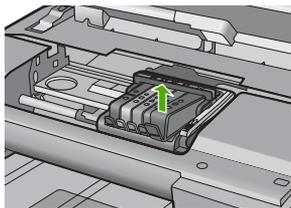
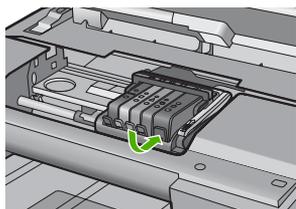
1. Make sure the product is turned on.
2. Open the ink cartridge door by lifting from the front right of the product, until the door locks into place.



The print carriage moves to the center of the product.

 **NOTE:** Wait until the print carriage stops moving before proceeding.

3. Press the tab on the front of the ink cartridge to release it, and then remove it from the slot.



---

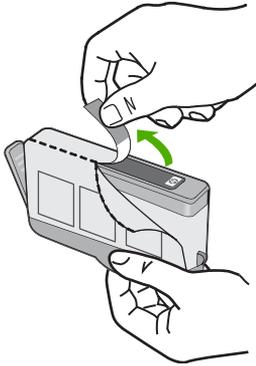
△ **CAUTION:** Do not lift the latch handle on the print carriage to remove the ink cartridges.

---

4. Remove the new ink cartridge from its packaging by pulling the orange pull-tab straight back to remove the plastic wrap from the ink cartridge.
- 

📄 **NOTE:** Make sure you remove the plastic wrap from the ink cartridge before installing it in the product, or printing will fail.

---



5. Twist the orange cap to snap it off.



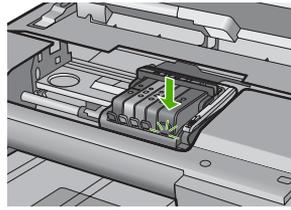
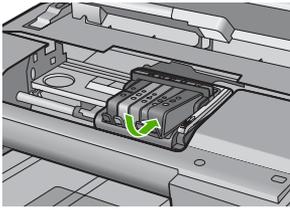
6. Using the colored shaped icons for help, slide the ink cartridge into the empty slot until it clicks into place and is seated firmly in the slot.
- 

△ **CAUTION:** Do not lift the latch handle on the print carriage to install the ink cartridges. Doing so can result in incorrectly seated ink cartridges and printing problems. The latch must remain down in order to correctly install the ink cartridges.

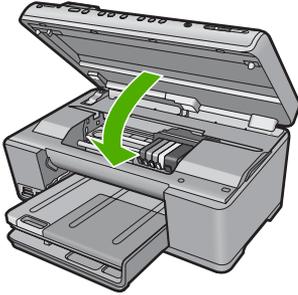
---

Make sure that you insert the ink cartridge into the slot that has the same shaped icon and color as the one you are installing.

---



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



# 3 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:** If you no longer have the installation CD, you can download the software from [www.hp.com/support](http://www.hp.com/support).

---

7. Follow the onscreen instructions and the instructions provided in the Start Here 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.
- 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.

**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](http://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 or it had a mechanical failure.

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](http://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, 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 Start Here 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

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: Press the On button to turn on the product

**Solution:** Look at the display on the product. If the display is blank and the On button 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 might not have been turned on.  
If this did not solve the issue, try the next solution.

---

### Solution 2: Set your product as the default printer

**Solution:** Use the system tools on your computer to change your product to be the default printer.

**Cause:** You sent the print job to the default printer, but this product was not the default printer.  
If this did not solve the issue, try the next solution.

---

### Solution 3: Check the connection between the product and computer

**Solution:** Check the connection between the product and computer.

**Cause:** The product and computer were not communicating with each other.  
If this did not solve the issue, try the next solution.

---

### Solution 4: Check that the ink cartridges are installed properly and have ink

**Solution:** Check that the ink cartridges are installed properly and have ink.

**Cause:** There might have been a problem with one or more of the ink cartridges.  
If this did not solve the issue, try the next solution.

---

### Solution 5: Load paper in the input tray

**Solution:** Load paper in the input tray.

**Cause:** The product might have been out of paper.

---

## Network troubleshooting

If you are encountering issues using your HP All-in-One over a network, try the following steps in the order listed:

1. Turn off the router, product, and computer, and then turn them back on in this order: router first, then the product, and finally the computer. Sometimes, cycling the power will recover a network communication issue.
2. For wireless networking issues, run the **Wireless Network Test** from the product control panel.
  - a. Press **Setup**.
  - b. Press the down arrow button until **Network** is highlighted, and then press **OK**.
  - c. Press the down arrow button until **Wireless Network Test** is highlighted, and then press **OK**.

The **Wireless Network Test** prints.

If a problem is detected, the printed test report will include recommendations that might help solve the problem. If you need to change the network settings on your product or have never run the Wireless Setup Wizard from the product control panel, do so now.

Double-click the **HP Solution Center** icon, click **Settings**, click **Other Settings**, select **Network Toolbox**, and then select the **Wireless Setup Wizard** link.

3. If the previous steps do not solve the problem and you have successfully installed the HP Photosmart Software on your computer, run the Network Diagnostic tool.



**NOTE:** The diagnostic test might prompt you to connect a USB cable between the product and your computer. Position the product and computer near each other and have a USB cable readily accessible.

---

### To run the Network Diagnostic tool

- ▲ In the Solution Center, click **Settings**, click **Other Settings**, and then click **Network Toolbox**. On the **Utilities** tab, click **Run Network Diagnostics**.

**If you are unable to run the Network Diagnostic tool or it does not help solve the problem, check the following sections for additional information:**

1. Make sure that the computer is connected to your network
2. Make sure that the product is connected to your network
3. Check to see if the firewall software is blocking communication
4. Make sure the product is online and ready
5. Make sure the HP Device Discovery software is running

## Step 1: Make sure that the computer is connected to your network

### To check a wired (Ethernet) connection

- ▲ Where the Ethernet cable from the router connects to your computer, check to see if the indicator lights are on. Usually there are two indicator lights, one that is on and another that blinks. If you do not see any lights, try reconnecting the Ethernet cable to the computer and the router. If you still do not see lights, there might be a problem with the router or your computer.

### To check a wireless connection

1. Make sure that the wireless radio on your computer is turned on.
2. If you are not using a unique network name (SSID), then it is possible that your wireless computer could be connected to a nearby network that is not yours. The following steps can help you determine if your computer is connected to your network.
  - a. Depending on your operating system:
    - **Windows XP:** Click **Start**, point to **Control Panel**, point to **Network Connections**, and then select **View/Details**.  
OR  
**Windows XP:** Click **Start**, point to **Settings**, point to **Control Panel**, point to **Network Connections**, and then select **View/Details**.
    - **Windows Vista:** Click **Start**, point to **Control Panel**, point to **Network Connections**, and then click **View Network Status and Tasks**.Leave the network dialog box open while you continue to the next step.
  - b. Disconnect the power cord from the wireless router. The connection status of your computer should change to **Not Connected**.
  - c. Reconnect the power cord to the wireless router. The connection status should change to **Connected**.

If you are unable to get your computer connected to your network, contact the person who set up your network or the router manufacturer as there might be a hardware issue with either your router or computer.

If you are able to access the Internet, you can also access the HP Network Assistant at [http://www.hp.com/sbso/wireless/tools-setup.html?jumpid=reg\\_R1002\\_USEN](http://www.hp.com/sbso/wireless/tools-setup.html?jumpid=reg_R1002_USEN) for help in setting up a network.

## Step 2: Make sure that the HP All-in-One is connected to your network

If your product is not connected to the same network as your computer, you will not be able to use the product over the network. Follow the steps described in this section to find out if your product is actively connected to the correct network.

### A: Make sure the product is on the network

To see if the product is connected to the network:

- ▲ If the product is connected to a wired (Ethernet) network, check the two Ethernet indicator lights on the top and bottom of the RJ-45 Ethernet jack on the back of the product. The lights indicate the following:
  - **Top light:** If the light is lit solid green, the product is connected to the network, and communications have been established. If the light is off, there is no network connection.
  - **Bottom light:** If the yellow light flashes, data is being sent or received by the product over the network.
- ▲ If the product is connected to a wireless network, print the product Network Configuration Page, and then check the Network Status and URL.

### To print the Network Configuration Page

- a. Press **Setup**.
- b. Press the down arrow button until **Network** is highlighted, and then press **OK**.
- c. Press the down arrow button until **View Network Settings** is highlighted, and then press **OK**.
- d. Press the down arrow button until **Print Network Configuration Page** is highlighted, and then press **OK**.  
This prints the Network Configuration Page.

<b>Network Status</b>	<ul style="list-style-type: none"> <li>• If the Network Status is <b>Ready</b>, the product is actively connected to a network.</li> <li>• If the Network Status is <b>Offline</b>, the product is not connected to a network. Run the <b>Wireless Network Test</b> (using the instructions at the beginning of the Network Troubleshooting section) and follow any recommendations.</li> </ul>
<b>URL</b>	The URL shown here is the network address assigned to the product by your router. You will need this address for step 2.

### **B: Check to see if you can access the HP Photosmart C6300 All-in-One series home page**

After you establish that the computer and the HP All-in-One both have active connections to a network, you can verify if they are on the same network by accessing the HP Photosmart C6300 All-in-One series home page. (The home page is a Web page that resides within the HP All-in-One.)

#### **To access the HP Photosmart C6300 All-in-One series home page**

- ▲ On your computer, open the Web browser you normally use to access the Internet (for example, Internet Explorer.) In the **Address box**, type the URL of the product as it was shown on the Network Configuration Page (for example, <http://192.168.1.101>.) The HP Photosmart C6300 All-in-One series home page should appear.



**NOTE:** If you are using a proxy server in your browser, you might need to disable it to access the Embedded Web Server.

If you can access the HP Photosmart C6300 All-in-One series home page, try using the product over the network (such as to scan or print) to see if your network setup was successful.

If you cannot access the HP Photosmart C6300 All-in-One series home page or are still having problems using the product over the network, continue to the next section regarding firewalls.

### **Step 3: Check to see if the firewall software is blocking communication**

If you cannot access the HP Photosmart C6300 All-in-One series home page and are sure both the computer and HP Photosmart C6300 All-in-One series have active connections to the same network, the firewall security software might be blocking communication. Turn off any firewall security software running on your computer and then try to access the HP Photosmart C6300 All-in-One series home page again. If you can access the home page, try using the HP Photosmart C6300 All-in-One series (for printing or scanning).

If you are able to access the home page and use your HP Photosmart C6300 All-in-One series with the firewall turned off, you will need to reconfigure your firewall settings to allow the computer and HP Photosmart C6300 All-in-One series to communicate with each other over the network. For more information, see "[Configure your firewall to work with HP products](#)" on page 13.

If you are able to access the HP Photosmart C6300 All-in-One series home page but are still unable to use the HP Photosmart C6300 All-in-One series even with the firewall turned off, continue to steps 4 and 5.

### **Step 4: Make sure the product is online and ready**

If you have the HP Photosmart Software installed, you can check the product status from your computer to see if the product is paused or offline, preventing you from using it.

### To check the printer status

1. Do one of the following, depending on your operating system:
  - **Windows XP:** Click **Start**, point to **Printers and Faxes**, and then select **View/Details**.
  - **Windows Vista:** Click **Start**, point to **Control Panel**, and then select **Printers and Faxes**.
2. Do one of the following, depending on the printer status:
  - If the product says **Offline**, right-click the product and select **Use Printer Online**.
  - If the product says **Paused**, right-click the product and select **Resume Printing**.
3. Try using the product over the network.

If you can use the product after performing the steps above but find that the symptoms persist as you continue to use the product, your firewall might be interfering. For more information see [“Configure your firewall to work with HP products” on page 13](#). If you still cannot use the product over the network, continue to the next section for additional troubleshooting help.

## Step 5: Make sure the HP Network Devices Support service is running

### To restart the HP Network Device Support service

1. Delete any print jobs currently in the print queue.
2. Do one of the following, depending on your operating system:
  - **Windows XP:** Click **Start**, right-click **My Computer**, and click **Manage**. Double-click **Services and Applications**, and then select **Services**.
  - **Windows Vista:** Click **Start**, right-click **Computer**, and click **Manage**. Double-click **Services and Applications**, and then select **Services**.
3. Scroll down the list of services, right click **HP Network Devices Support**, and then select **Restart**.
4. After the service restarts, try using the product over the network again.

If you are able to use the product over the network, your network setup was successful.

If you still cannot use the product over the network or if you have to periodically perform this step in order to use your product over the network, your firewall might be interfering. For more information see [“Configure your firewall to work with HP products” on page 13](#).

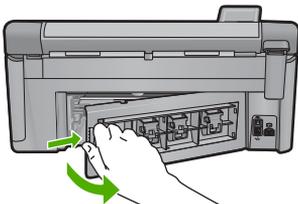
If this still does not work, there might be a problem with your network configuration or router. Contact the person who set up your network or the router manufacturer for help.

## 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

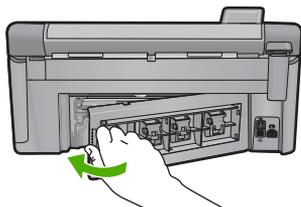
1. Press in the tab on the left side of the rear door to release the door. Remove the door by pulling it away from the product.



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 **OK** on the control panel to continue the current job.

## Information on ink cartridges and the printhead

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

- Keep all ink cartridges in the original sealed packages until they are needed.
- Turn off the product by pressing the On button. Do not turn off the product by turning off a power strip or unplugging the power cord. If you improperly turn off the product, the printhead assembly might not return to the correct position.
- Store ink cartridges at room temperature (15.6°-26.6° C or 60°-78° F).
- HP recommends that you do not remove the ink cartridges from the product until you have replacement cartridges available to install.
- If you are transporting the product make sure you turn it off by pressing the On button to power it down properly. Also, make sure you leave the ink cartridges installed. Doing these actions will prevent ink leaking from the printhead assembly.
- Clean the printhead when you notice a significant decrease in print quality.
- Do not clean the printhead unnecessarily. This wastes ink and shortens the life of the cartridges.
- Handle ink cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems.

## Support process

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

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

# 4 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](http://www.hp.com/support).

### Paper specifications

- Main input tray capacity: Plain paper sheets: Up to 125 (60 to 90 gsm. (20 lb) paper)
- Output tray capacity: Plain paper sheets: Up to 50 (60 to 90 gsm. (20 lb) paper)
- Photo tray capacity: Photo paper sheets: Up to 20

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

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### Physical specifications

- Height: 20.5 cm (8.1 in.)
- Width: 45.0 cm (17.7 in.)
- Depth: 50.5 cm (19.9 in.) with tray extender open; 39.0 cm (15.4 in.) with tray extender closed
- Weight: 5.0 kg (11.0 pounds)

### Power specifications

- Power consumption: 42 watts maximum (average printing)
- Input voltage(0957-2231): AC 100 to 240 V ~ 1300 mA 50–60 Hz
- Output voltage: DC 32 V==1300 mA

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

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### Environmental specifications

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

## Regulatory notices

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

### Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SDGOB-0824. This regulatory number should not be confused with the marketing name (HP Photosmart C6300 All-in-One series, etc.) or product numbers (CDO20A, etc.).

# Warranty

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

## 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



Africa (English speaking)	+27 11 2345872
Afrique (francophone)	+33 1 4993 9230
021 672 280	الجزائر
Argentina (Buenos Aires)	54-11-4708-1600
Argentina	0-800-555-5000
Australia	1300 721 147
Australia (out-of-warranty)	1902 910 910
Österreich	+43 0820 87 4417
17212049	البحرين
België	+32 070 300 005
Belgique	+32 070 300 004
Brasil (Sao Paulo)	55-11-4004-7751
Brasil	0-800-709-7751
Canada	1-(800)-474-6836 (1-800 hp invent)
Central America & The Caribbean	www.hp.com/support
Chile	800-360-999
中国	1068687980
中国	800-810-3888
Colombia (Bogotá)	571-606-9191
Colombia	01-8000-51-4746-8368
Costa Rica	0-800-011-1046
Česká republika	810 222 222
Danmark	+45 70 202 845
Ecuador (Andinatel)	1-999-119 ☎ 800-711-2884
Ecuador (Pacifitel)	1-800-225-528 ☎ 800-711-2884
(02) 6910602	مصر
El Salvador	800-6160
España	+34 902 010 059
France	+33 0892 69 60 22
Deutschland	+49 01805 652 180
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603
Ελλάδα (εντός Ελλάδας)	801 11 75400
Ελλάδα (από Κύπρο)	800 9 2654
Guatemala	1-800-711-2884
香港特別行政區	(852) 2802 4098
Magyarország	06 40 200 629
India	1-800-425-7737
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+971 4 224 9189	الكويت
+971 4 224 9189	لبنان
+971 4 224 9189	قطر
+971 4 224 9189	اليمن
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Italia	+39 848 800 871
Jamaica	1-800-711-2884

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한국	1588-3003
Luxembourg (Français)	+352 900 40 006
Luxembourg (Deutsch)	+352 900 40 007
Malaysia	1800 88 8588
Mauritius	(262) 262 210 404
México (Ciudad de México)	55-5258-9922
México	01-800-472-68368
Maroc	081 005 010
Nederland	+31 0900 2020 165
New Zealand	0800 441 147
Nigeria	(01) 271 2320
Norge	+47 815 62 070
24791773	عمان
Panamá	1-800-711-2884
Paraguay	009 800 54 1 0006
Perú	0-800-10111
Philippines	2 867 3551
Polska	801 800 235
Portugal	+351 808 201 492
Puerto Rico	1-877-232-0589
República Dominicana	1-800-711-2884
Reunion	0820 890 323
România	0801 033 390
Россия (Москва)	095 777 3284
Россия (Санкт-Петербург)	812 332 4240
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Singapore	+65 6272 5300
Slovensko	0850 111 256
South Africa (RSA)	0860 104 771
Suomi	+358 0 203 66 767
Sverige	+46 077 120 4765
Switzerland	+41 0848 672 672
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ໄທ	+66 (2) 353 9000
071 891 391	تونس
Trinidad & Tobago	1-800-711-2884
Türkiye (Istanbul, Ankara, Izmir & Bursa)	444 0307
Україна	(044) 230-51-06
600 54 47 47	المتحدة العربية الإمارات
United Kingdom	+44 0844 369 0 369
United States	1-(800)-474-6836
Uruguay	0004-054-177
Venezuela (Caracas)	58-212-278-8666
Venezuela	0-800-474-68368
Việt Nam	+84 88234530

Österreich - doppelter Ortstarif	Portugal - Custo € 0,0238 / min	France - 0,34 Euro TTC/min
Deutschland - 0,14 Euro/Minute aus dem deutschen Festnetz - bei Anrufen aus Mobilfunknetzen können andere Preise gelten	España - Coste horario normal 6.73 cts/min Coste horario reducido 4.03 cts/min Coste de establecimiento de llamada 8.33 cts	Suomi - Puhelusta peritään maksu, katso www.hp.com/support
UK - 5p p/m	Switzerland - 0.08 Euro/min	Ireland - 0.051 Euro p/m