

HP Photosmart C4500 All-in-One series



基本指南

Basics Guide



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HP Photosmart C4500 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 網路設定

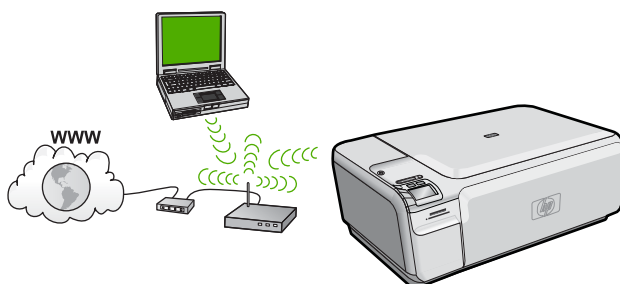
本節將說明如何將 HP All-in-One 連接至網路，和如何檢視與管理網路設定。

如果您想要：	請參閱本小節：
使用無線路由器（基礎架構模式）與無線網路連接。	位於第 2 頁的「在整合的無線網路 (WLAN 802.11) 中設定 HP All-in-One」
不透過無線路由器（ad hoc 模式），直接與具無線功能的電腦連接。	位於第 6 頁的「圖 - 連接到無線客戶端模式網路」
為網路上的多部電腦增加連線。	位於第 6 頁的「連接到網路上其他電腦」
將 HP All-in-One 從 USB 連線變更為網路連線。 附註 如果最初採用 USB 連線安裝 HP All-in-One，但現在想改為無線網路連線，則可依照本節中的指示。	位於第 7 頁的「將 HP All-in-One 從 USB 連線切換為網路連線」
檢視或更改網路設定	位於第 9 頁的「管理網路設定」
尋找疑難排解資訊	位於第 23 頁的「網路疑難排解」

在整合的無線網路 (WLAN 802.11) 中設定 HP All-in-One

HP All-in-One 使用支援無線網路的內部網路元件。

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



與 ad hoc 網路比較起來，無線基礎結構網路有以下優點：

- 進階的網路安全性
- 增強的可靠性
- 較高的網路彈性
- 較好的效能
- 共享的寬頻網際網路存取

若要在整合的無線 WLAN 802.11 網路上設定 HP All-in-One ，您必須執行下列動作：	請參閱本小節：
首先，準備好所有需要的項目。	位於第 3 頁的「 整合式無線 WLAN 802.11 網路的準備需求 」
接著，安裝軟體，並將 HP All-in-One 與無線路由連接。	位於第 3 頁的「 連線到整合式無線 WLAN 802.11 網路 」

整合式無線 **WLAN 802.11** 網路的準備需求

若要將 **HP All-in-One** 連接至無線 **WLAN 802.11** 網路，您將需要完成以下程序：

- ☐ 包含無線路由器或存取點的無線 **802.11** 網路。
- ☐ 支援無線網路或有網路卡 (NIC) 的桌上型或膝上型電腦。在電腦上安裝 **HP All-in-One** 之前，您必須將電腦連接至無線網路。
- ☐ 寬頻網際網路（建議），如纜線數據機或 DSL
若您將 **HP All-in-One** 連接到可存取網際網路的無線網路，**HP** 建議您採用應用動態主機設定通訊協定 (DHCP) 的無線路由器（存取點或基地台）。
- ☐ 網路名稱 (SSID)。
- ☐ WEP 金鑰或 WPA 通關密語（有需要時）。
- ☐ USB 安裝纜線，用來暫時連線以便傳輸無線設定。

連線到整合式無線 **WLAN 802.11** 網路

HP Photosmart 軟體光碟以及所包含的 USB 安裝纜線讓使用者能夠很容易地將 **HP All-in-One** 與您的無線網路連接。

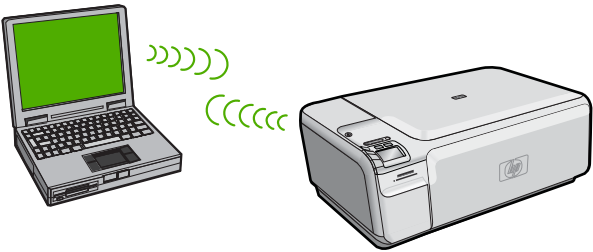
- △ **注意** 若要防止其他使用者存取您的無線網路，**HP** 強烈建議為您的無線路由器使用密碼或通關密語 (WPA 或 WEP 安全性) 和獨特的網路名稱 (SSID)。您的無線路由器可能已隨附預設的網路名稱，通常是製造商名稱。如果您使用預設的網路名稱，您的網路很容易被其他使用者利用相同的預設網路名稱 (SSID) 來存取。這也表示 **HP All-in-One** 可能會不小心連接至您區域中使用相同網路名稱的不同無線網路上。如果發生這種狀況，您將無法存取 **HP All-in-One**。如需如何變更網路名稱的詳細資訊，請參閱您的無線路由器隨附的文件。

連接產品

1. 將產品軟體 CD 放入電腦的 CD-ROM 光碟機。
2. 按照螢幕上的指示進行。
當顯示提示時，使用包裝盒內的 USB 安裝纜線將產品與電腦連接。產品將嘗試連接到網路。如果連接失敗，請依照提示修正問題，然後再試一次。
3. 完成設定後，會提示您拔下 USB 纜線，並測試無線網路連線。只要產品成功與網路連線，請將軟體安裝在每台要透過網路使用該產品的電腦上。

無線客戶端模式網路設定

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



使用無線客戶端模式的無線網路連線將 HP All-in-One 連接到電腦的方法有兩種。連線後，您就可以安裝 HP All-in-One 軟體。

- ▲ 開啟 HP All-in-One 的無線通訊以及您電腦的無線通訊。在您的電腦中，連接至網路名稱 (SSID) **hpsetup**，它是 HP All-in-One 建立的預設無線客戶端模式網路名稱。

或者

- ▲ 使用您電腦的無線客戶端模式網路設定檔來連接至產品。如果您的電腦目前沒有設定無線客戶端模式網路設定檔，請參照電腦作業系統的說明檔案以取得在您電腦中建立無線客戶端模式設定檔的正確方法。建立無線客戶端模式網路設定檔後，插入產品隨附的安裝 CD 並安裝軟體，連接至您在電腦中建立的無線客戶端模式網路設定檔。

 **附註** 如果您沒有無線路由器或存取點，但是您的電腦有無線通訊，您可以使用無線客戶端模式連線。但是，無線客戶端模式連線相較於使用無線路由器或存取點的基礎結構網路連線而言，其網路安全性與效能可能會降低。

若要在無線客戶端模式網路上設定 HP All-in-One，請執行下列動作：	請參閱本節：
首先，準備好所有需要的項目。	位於第 4 頁的「客戶端模式網路的準備需求」
接著，在您的電腦上建立網路設定檔。	位於第 5 頁的「建立 Windows Vista 或 Windows XP 電腦的網路設定檔」 位於第 6 頁的「在其他作業系統上新增網路設定檔」
最後，安裝軟體並連接至適當的網路設定檔。	位於第 6 頁的「圖 - 連接到無線客戶端模式網路」

客戶端模式網路的準備需求

若要使用 ad hoc 模式連線將 HP All-in-One 與 Windows 電腦連接，電腦必須有無線網路轉接器和 ad hoc 模式設定檔。您也需要 USB 安裝纜線，以便暫時連線來傳輸無線設定。

建立 Windows Vista 或 Windows XP 電腦的網路設定檔

透過建立網路設定檔，將您的電腦準備成無線客戶端模式連線。

新增網路設定檔

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

1. 在「控制台」中，連按兩下「網路連線」。
2. 在「網路連線」視窗的「無線網路連線」上按一下滑鼠右鍵。如果在快顯功能表上看到「啟用」，請將其選取。否則，如果在功能表上看到「停用」，就表示無線連線已經啟用。
3. 在「無線網路連線」圖示上按一下滑鼠右鍵，然後按「內容」。
4. 按一下「無線網路」標籤。
5. 選擇「使用 Windows 設定我的無線網路設定」核取方塊。
6. 按一下「新增」，然後執行下列動作：
 - a. 在「網路名稱 (SSID)」方塊中，為您的選擇輸入唯一的網路名稱。

 **附註** 網路名稱區分大小寫，所以必須記住任何大寫和小寫字母。

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

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

- d. 請確定您**未**選取「自動提供金鑰」旁的核取方塊。
- e. 在「網路金鑰」方塊中，輸入**正確的 5 個或正確的 13 個英數 (ASCII) 字元**的 WEP 金鑰。例如，如果要輸入 5 個字元，您可以輸入 **ABCDEF** 或 **12345**。若要輸入 13 個字元，您可輸入 **ABCDEF1234567**。（12345 和 ABCDE 只是範例，請自行選取英數組合）。
您也可以使用 HEX（十六進位）字元做為 WEP 金鑰。HEX WEP 金鑰必須是以 40 位元加密的 10 個字元，或是以 128 位元加密的 26 個字元。
- f. 在「確認網路金鑰」方塊中，輸入跟在之前的步驟中所輸入的相同 WEP 金鑰。

 **附註** 您必須記得確切的大寫和小寫字母。如果在產品上輸入錯誤的 WEP 金鑰，則無法進行無線連線。

- g. 記下剛才輸入的正確 WEP 金鑰，包括大寫和小寫字母。
- h. 選擇根取方塊「這是電腦對電腦 (ad hoc) 網路；不使用無線存取點」。
- i. 按一下「OK」，關閉「無線網路內容」視窗，然後再按一下「OK」。
- j. 再按一次「OK」以關閉「無線網路內容連線」視窗。

在其他作業系統上新增網路設定檔

若使用 Windows Vista 或 Windows XP 以外的作業系統，HP 建議使用無線 LAN 介面卡的所附的設定程式。若要找出無線 LAN 卡的設定程式，請找一找您電腦上的程式清單。

使用 LAN 介面卡設定程式，建立擁有下列各個值的網路設定檔：

- **網路名稱 (SSID)：** Mynetwork (範例，僅供參考)

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

- **通訊模式：** ad hoc 模式
- **加密：** 啟用

圖 - 連接到無線客戶端模式網路

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

連接產品

1. 將產品軟體 CD 放入電腦的 CD-ROM 光碟機。
2. 按照螢幕上的指示進行。
當顯示提示時，使用包裝盒內的 USB 安裝纜線將產品與電腦連接。產品將嘗試連接到網路。如果連接失敗，請依照提示修正問題，然後再試一次。
3. 完成設定後，會提示您拔下 USB 纜線，並測試無線網路連線。只要產品成功與網路連線，請將軟體安裝在每台要透過網路使用該產品的電腦上。

連接到網路上其他電腦

您可以將 HP All-in-One 連接到網路上的少數電腦。如果 HP All-in-One 已與網路上的電腦連線，對於每個其他的電腦，您必須安裝 HP All-in-One 軟體。在無線連線的安裝過程中，軟體會搜尋網路上的產品。在網路上設定 HP All-in-One 後，新增其他電腦時就不需要再次設定。

將 Windows HP All-in-One 軟體安裝在其他網路電腦上

1. 結束電腦上所有執行中的應用程式，包括任何病毒偵測軟體。
2. 將 HP All-in-One 隨附的 Windows 光碟插入電腦的光碟機中，然後遵循螢幕指示。
3. 如果出現關於防火牆的對話方塊，請依照指示進行。若出現防火牆彈出式訊息，您必須接受或允許該訊息。
4. 在「連線類型」畫面，選擇「透過網路連接」，然後按「下一步」。
安裝程式在網路上搜尋 HP All-in-One 時，會出現「搜尋中」畫面。
5. 在「找到印表機」畫面上，確定印表機描述正確。
若在網路上找到多個印表機，則會顯示「找到印表機」畫面。選擇想要連接的 HP All-in-One。

6. 請依照提示安裝軟體。
安裝完軟體後，HP All-in-One 已經準備好可供使用。
7. 如果已停用您電腦上任何病毒偵測軟體，請確定再次啓用它。
8. 若要測試網路連線，請移至您的電腦並列印 HP All-in-One 的測試頁。

將 HP All-in-One 從 USB 連線切換為網路連線

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

 **附註** 爲使您無線網路有最佳的效能和安全性，請使用存取點（例如無線路由器）連接至 HP All-in-One。

將 USB 連線切換至整合式無線 WLAN 802.11 連線

1. 拔掉產品背面的 USB 連線。
2. 將產品的光碟片放入電腦的光碟機中。
3. 依照螢幕指示進行無線網路安裝。
4. 當完成安裝後，開啓「控制台」中的「印表機和傳真」（或「印表機」），並刪除 USB 安裝中的印表機。

有關將 HP All-in-One 連接到網路的詳細指示，請參閱：

- 位於第 2 頁的「[在整合的無線網路 \(WLAN 802.11\) 中設定 HP All-in-One](#)」
- 位於第 6 頁的「[圖 - 連接到無線客戶端模式網路](#)」

設定防火牆以便使用 HP 產品

個人防火牆是在您電腦上執行的安全軟體，可能會封鎖 HP 產品和您電腦之間的網路通訊。

如果您遇到下列問題：

- 安裝 HP 軟體時找不到印表機
- 無法列印、列印工作停在佇列中或印表機離線
- 看到掃描通訊錯誤或掃描器忙碌訊息
- 無法在電腦上看到印表機狀態

防火牆可能會防止您的 HP 產品將其位置通知您網路上的電腦。如果 HP 軟體在安裝期間找不到 HP 產品（而且您知道該 HP 產品確在網路上），或者如果您已成功安裝 HP 軟體但卻遭遇問題，請嘗試下列步驟：

1. 在防火牆組態公用程式中，尋找在區域子網路（有時稱為「範圍」或「區域」）中信任電腦的選項。藉著信任區域子網路上的所有電腦，家中的電腦和裝置就可以互相通訊，同時依然受到保護，不受網際網路的威脅。這是最簡單的使用方式。
2. 如果沒有選項可以用來信任區域子網路上的電腦，請在防火牆的允許連接埠清單中新增傳入 UDP 連接埠 427。

 **附註** 並非所有防火牆都會要求區分傳入連接埠與傳出連接埠，但有些會區分。

另一個常見的問題是，您的防火牆不信任 HP 軟體存取網路。當您在安裝 HP 軟體時，如果在顯示的任何防火牆對話方塊中回答「封鎖」，就會發生這個情況。如果發生這個情況，請檢查下列程式是否在防火牆的信任應用程式清單中；如果有任何遺漏，請將它新增。

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

 **附註** 有關如何設定防火牆連接埠設定和如何將 HP 檔案新增至「信任」清單的資訊，請參閱防火牆文件。

附註 有些防火牆即使在您停用它們之後，依然會繼續進行封鎖。如果您依照上述步驟設定防火牆之後，依然有問題，可能必須解除安裝防火牆軟體，以便在網路上使用該產品。

防火牆進階資訊

您的 HP 產品也使用下列連接埠，而且可能必須在防火牆組態中開啟。電腦上的目的地連接埠是傳入連接埠 (UDP)，而 HP 產品上的目的地連接埠則是傳出連接埠 (TCP)。

- **傳入 (UDP) 連接埠：** 137，138，161，427
- **傳出 (UDP) 連接埠：** 137，139，427，9100，9220，9500

這些連接埠可用於下列功能：

列印

- UDP 連接埠：427，137，161
- TCP 連接埠：9100

掃描

- UDP 連接埠：427
- TCP 連接埠：9220，9500

相片卡上傳

- UDP 連接埠：137，138，427
- TCP 連接埠：139

產品狀態

UDP 連接埠：161

(續)

這些連接埠可用於下列功能：

傳真

- UDP 連接埠：427
- TCP 連接埠：9220

產品安裝

UDP 連接埠：427

管理網路設定

HP All-in-One 控制台可讓您執行諸多網路管理工作。包括列印網路設定、還原網路預設值、開啓或關閉無線廣播，以及列印無線網路測試。

列印網路設定

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

列印網路組態頁

1. 按產品上的無線按鈕。
2. 在顯示器上按向下箭頭旁邊的按鈕直到反白顯示「**列印網路組態頁**」為止，然後按下「**確定**」。

還原網路預設值

您可以將 HP All-in-One 的網路設定重設為購買時的狀態。

還原網路預設值

1. 按產品上的無線按鈕。
2. 在顯示器上按向下箭頭旁邊的按鈕直到反白顯示「**還原網路預設值**」為止，然後按下「**確定**」。
3. 確認您要還原網路預設值。

開啓或關閉無線通訊裝置

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

開啓和關閉無線通訊裝置

1. 按產品上的無線按鈕。
2. 在顯示器上按向下箭頭旁邊的按鈕直到反白顯示「**開啓無線通訊裝置**」或「**關閉無線通訊裝置**」為止，然後按下「**確定**」。

列印無線網路測試

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

列印無線測試報告

1. 按產品上的無線按鈕。
2. 在顯示器上按向下箭頭旁邊的按鈕直到反白顯示「**無線網路測試**」為止，然後按「**確定**」。
這時會列印「**無線網路測試**」。

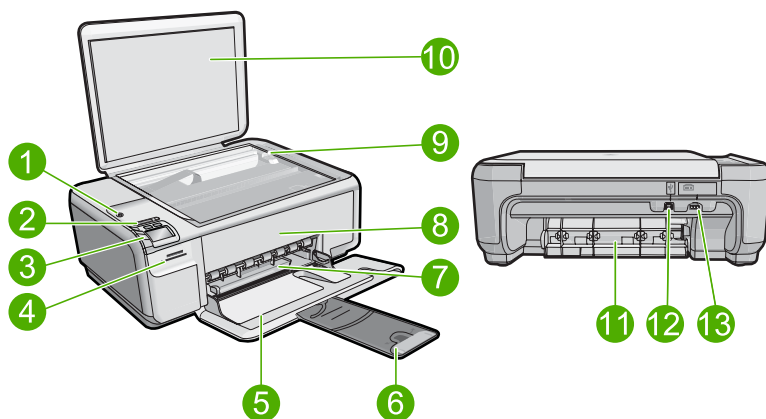
2 HP All-in-One 概觀

使用 HP All-in-One 可以快速輕鬆地完成工作，例如影印、掃描文件，或從記憶卡或 USB 儲存裝置列印相片。您不需啟動電腦，即可從控制台直接存取 HP All-in-One 的許多功能。

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

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

HP All-in-One 概觀



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

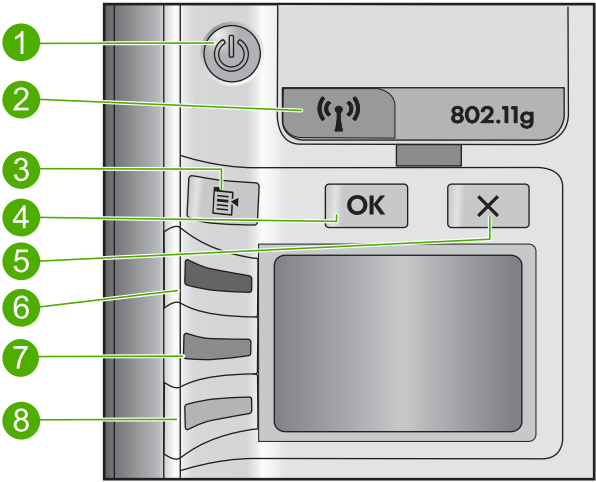
(續)

標籤	描述
11	後方機門
12	後方 USB 連接埠
13	電源連接*

* 僅適用 HP 提供的電源轉接器。

控制台功能

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		開啓：開啓或關閉產品。產品關閉時，仍然會使用少量電力。若要完全中斷電源，請關閉產品，然後拔掉電源線。
2		無線：開啓「無線」功能表。預設狀況下，無線功能是關閉的。當它開啓時，可以啓用無線列印及掃描。
3		設定：插入記憶卡時，開啓「相片」設定功能表。否則，按這個按鈕會開啓「影印」設定功能表。
4		「確定」：確認影印或相片設定。在某些情況下（例如，清除夾紙後），按此按鈕可恢復列印。
5		取消：停止工作（如掃描或影印）或重設設定（例如：品質、大小和份數）。
6		預設狀況下，此按鈕的標籤為 掃描／重印 ，而且會開啓 掃描／重印 功能表。顯示器上顯示相片時，按這個按鈕會移到記憶卡中的下一張相片。開啓「影印」或「相片」設定功能表時，按這個按鈕會變更影印或列印設定。

(續)

標籤	圖示	名稱與描述
7		預設狀況下，這個按鈕的標籤為 開始影印／黑白 ，而且會啓動黑白影印。顯示器上顯示相片時，按這個按鈕會移到記憶卡中的上一張相片。開啓「影印」或「相片」設定功能表時，按這個按鈕會變更影印或列印設定。
8		預設狀況下，這個按鈕的標籤為 開始影印／彩色 ，而且會啓動彩色影印。顯示器上顯示相片時，按這個按鈕會啓動列印工作。開啓「影印」或「相片」設定功能表時，按這個按鈕會變更影印或列印設定。

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。

《從此處開始》指南

《從此處開始》指南提供了關於安裝 HP All-in-One 及安裝軟體的指示。請務必依照《從此處開始》指南的步驟順序進行。

如果安裝時發生問題，請參閱《從此處開始》最後一節的「疑難排解」，或是參閱本指南中的位於第 20 頁的「[疑難排解與支援](#)」。

螢幕說明

螢幕操作說明提供了本指南中沒有提到的 HP All-in-One 詳細功能指示，其中包括只有透過與 HP All-in-One 一起安裝的軟體才可使用的功能。螢幕操作說明也有提供法規及環境資訊。

存取螢幕操作說明

- **Windows：**按一下「開始 > 所有程式 > HP > Photosmart C4500 series > 說明」。
- **Macintosh：**開啓「HP 裝置管理員」，然後按一下「？」圖示。接下來，按一下主功能表，然後選取「Photosmart C4500 series」。

HP 網站

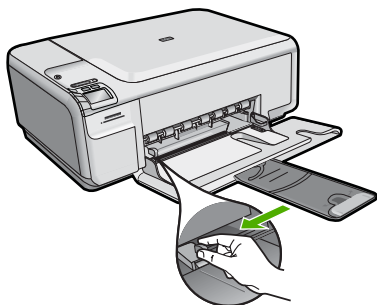
若能連線至網際網路，便可從 HP 網站上取得說明和支援，網址為 www.hp.com/support。此網站上提供技術支援、驅動程式、以及耗材和訂購資訊。

放入紙張

您可在 HP All-in-One 中放入不同類型和大小的紙張，包括 Letter、A4 紙、相片紙、投影片和信封。如需詳細資訊，請參閱螢幕操作說明。

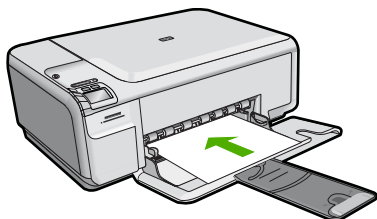
放入整頁大小的紙張

1. 將紙張寬度導板滑到最外側的位置。



 **附註** 如果您使用的是 **Letter** 或 **A4** 或更小的紙張，請確定紙匣延伸架一直都是開啓的。使用 **Legal** 大小的紙張時，請勿打開紙匣延伸架。

2. 將整疊紙較短的一側朝前插入進紙匣，列印面朝下。將整疊紙張向裡推，直到不能再推入為止。

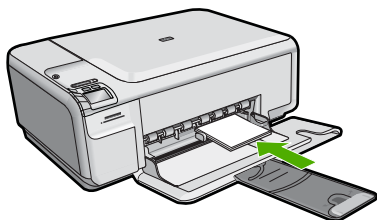


△ **注意** 將紙張裝入進紙匣時，請確認本產品處於閒置狀態並且沒有發出聲音。如果本產品正在使用列印墨匣或正在進行其他工作，停留在本產品中的紙張可能不會在原位。您可以將紙張推入到最前面，讓本產品退出空白頁。

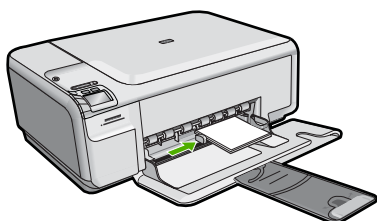
3. 將紙張寬度導板向內推，直到接觸到紙張邊緣後停止。
請勿在進紙匣中放入過量的紙張，同時確保整疊紙張都置入進紙匣內，高度不超過紙張寬度導板的上緣。

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。



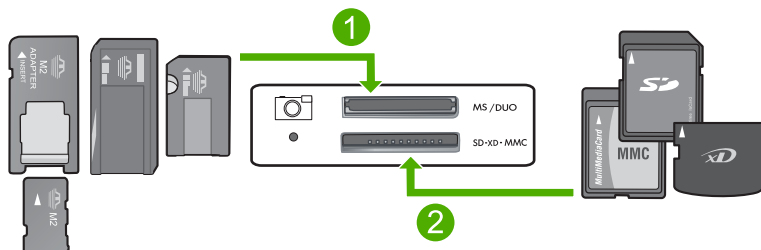
避免卡紙

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，以避免捲曲或褶皺。
- 確定放入進紙匣的紙張平整且邊緣無彎折或破損。
- 如果您要列印標籤，請確定標籤紙未放置超過兩年。透過產品拉動舊紙張時，其上的標籤可能會脫落，並且造成卡紙。
- 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。
- 請勿用力強行將紙張推擠入進紙匣中。
- 使用產品建議的紙張類型。

在相紙上列印相片

為了獲得最佳列印品質，HP 建議使用特別針對列印的專案類型設計的 HP 紙張，並搭配 HP 原廠墨水。HP 紙張與 HP 墨水的完美搭配，是專為提供高品質輸出所設計的。



- | | |
|---|--|
| 1 | Memory Stick、Memory Stick Pro、Memory Stick Select、Memory Stick Magic Gate、Memory Stick Duo 或 Duo Pro（選用轉接器）或 Memory Stick Micro（需要轉接器） |
| 2 | xD-Picture 卡、Secure Digital (SD)、Secure Digital Mini (SD Mini)、Secure Digital High Capacity (SDHC)、MultiMedia 卡 (MMC)、MMC Plus、MMC Mobile（RS-MMC；需要轉接器）、TransFlash MicroSD 卡（需要轉接器）或 Secure MultiMedia 卡 |

列印相片

1. 將 10 x 15 cm 相紙放入進紙匣。
2. 將記憶卡插入產品的適當插槽。
3. 按下顯示器上的向上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. （可選）按下設定以變更列印大小、無邊框設定或列印份數。完成後，請按下 **OK**。
5. 按下顯示器上**列印**旁邊的按鈕。

✎ **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 的控制台開始掃描工作。本節只說明如何從 HP All-in-One 控制台使用掃描功能。

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／重印**旁的按鈕。
3. 按下**掃描至 PC** 旁的按鈕。

📖 **附註** 如果產品與網路連接，則會顯示可用電腦清單。選取接收傳送掃描的電腦，然後繼續下一步。

4. 請依照螢幕上的提示，將掃描儲存至電腦。

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

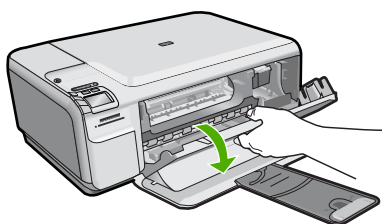
1. 請確認本產品已經開啓。

△ **注意** 當您開啓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。

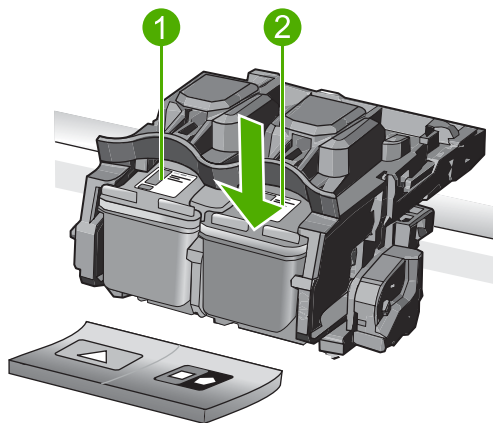
列印滑動架移至本產品的最右側。



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。

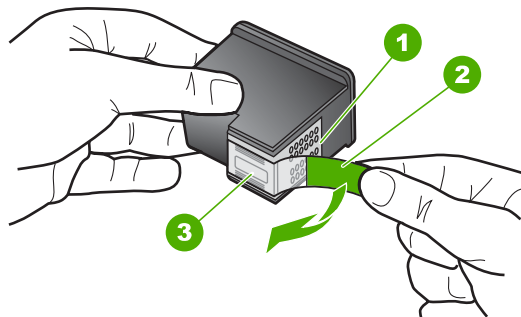
如要更換黑色或相片列印墨匣，請取出右邊插槽中的列印墨匣。



- | | |
|---|------------------|
| 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 如果您爲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。

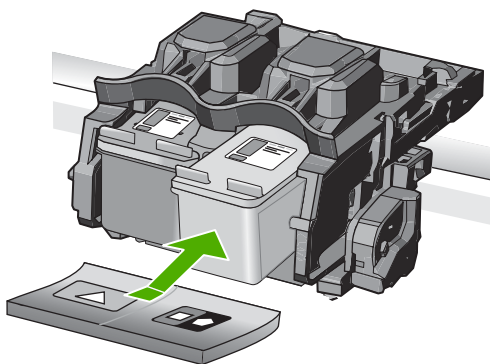


- | | |
|---|-----------------------|
| 1 | 銅色接點 |
| 2 | 粉紅色拉啓式標籤膠帶 (安裝前必須先移除) |
| 3 | 膠帶底下的墨水噴嘴 |

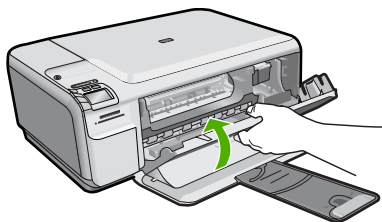
△ 注意 不要觸碰銅色接點或墨水噴嘴。同時，請勿以膠帶重新貼起列印墨匣。觸碰這些零件會導致墨水堵塞、無法噴墨及電子接點接觸不良。



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



7. 關上列印墨匣門。



8. 當系統提示時，請按「**確定**」。
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在玻璃板右上角，然後按「**確定**」掃描頁面。
10. 當開啓按鈕停止閃爍時，就已完成校正。取出校正頁，可以回收或丟掉該頁面。

3 疑難排解與支援

本章包含有關 HP All-in-One 的疑難排解資訊。提供有關安裝與組態問題的特定資訊，以及一些操作主題。如需詳細的疑難排解資訊，請參閱軟體隨附的螢幕操作說明。

如果在尚未安裝 HP All-in-One 軟體的電腦上使用 USB 纜線連接 HP All-in-One 與電腦，容易產生很多問題。如果在軟體安裝畫面提示您之前已經連接 HP All-in-One 至電腦，您必須依照這些步驟：

常見安裝問題疑難排解

1. 從電腦上拔除 USB 纜線。
2. 解除安裝軟體（如果已安裝）。
3. 重新啟動電腦。
4. 關閉產品，等待一分鐘，然後重新啟動。
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。

解除安裝並重新安裝軟體

1. 在 Windows 工作列中，按一下「開始」、「設定」、「控制台」（或直接按「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」，然後按一下「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. 重新啟動電腦。

🔗 **附註** 重新啟動電腦前，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. 將產品光碟放入電腦的光碟機，然後啟動安裝程式。

🔗 **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，並連接兩下這個程式。

附註 如果您不再擁有安裝 CD，您可以從 www.hp.com/support 下載軟體。

7. 依照螢幕上的指示，以及產品隨附之《從此處開始》指南所提供的指示操作。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，請連接兩下桌面上的「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。

印表機將不會開啓

如果您在啓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。

解決方案 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。
- 如果使用電源延長線，請確定電源延長線開關開啓。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，請確認該插座是開啓的。如果該插座是開啓的但仍無法運作，則可能是電源插座有問題。

原因： 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。

解決方案 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，然後按開啓按鈕以開啓產品。

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。

解決方案 3：請以較慢的速度按下開啓按鈕

解決方案： 如果您太快按下開啓按鈕，產品可能無反應。請按一次開啓按鈕。需稍等幾分鐘，產品才會開啓。如果您在這段時間內再次按下開啓按鈕，則可能會關閉產品。

原因： 您太快按下開啓按鈕。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方案 4：連絡 HP 更換電源供應器

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： 電源供應器不適用於此產品或有機械故障。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方案 5：連絡 HP 支援以取得維修服務

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： 您必須先安裝產品隨附的軟體，然後再連接 USB 纜線。安裝期間，除非螢幕操作指示出現提示，否則請勿插入 USB 纜線。

安裝軟體後，將 USB 纜線的一端插入電腦背面，然後將另一端插入產品背面。您可以連接至電腦後方任一 USB 埠。

如需有關安裝軟體和連接 USB 纜線的詳細資訊，請參閱產品隨附的《從此處開始》指南。

原因： 安裝軟體之前，已連接好 USB 纜線。提示造成錯誤之前，請連接 USB 纜線。

設定完印表機後，並未列印

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。

解決方案 1：按開啓按鈕開啓產品

解決方案： 查看產品上的顯示器。如果顯示器是空白的，且開啓按鈕未亮起，則表示產品電源已關閉。確定產品電源線已牢固連接並插到電源插座上。按下開啓按鈕開啓產品。

原因： 產品可能尚未開啓。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方案 2：將產品設為預設的印表機

解決方案： 使用電腦上的系統工具，將您的產品變更為預設印表機。

原因： 您已經將列印工作傳送到預設印表機，但此產品不是預設印表機。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方案 3：檢查產品和電腦之間的連線

解決方案： 檢查產品和電腦之間的連線。

原因： 產品和電腦彼此之間沒有任何通訊。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方案 4：請確認列印墨匣安裝正確而且有墨水

解決方案： 請確認列印墨匣安裝正確而且有墨水。

原因： 可能是一個或數個列印墨匣有問題。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方案 5：將紙張放入進紙匣

解決方案： 將紙張放入進紙匣。

原因： 產品可能缺紙。

網路疑難排解

如果在網路上使用 HP All-in-One 時發生問題，請依照所列順序嘗試下列步驟：

1. 關閉路由器、產品和電腦，然後以下列順序重新將它們開啓：首先是路由器，然後是產品，最後是電腦。有時，通過關閉然後再開啓電源的動作可以修復網路通訊問題。
2. 對於無線網路問題，請從產品控制台執行**無線網路測試**。
 - a. 按下產品上的**無線**按鈕。
 - b. 按下顯示器上的向下箭頭旁邊的按鈕直到反白顯示**無線設定**為止，然後按下 **OK**。
 - c. 按下顯示器上的向下箭頭旁邊的按鈕直到反白顯示「執行無線網路測試」為止，然後按下 **OK**。

這樣便可列印**無線網路測試**頁。

如果偵測到問題，列印出來的測試報告會包含建議做法，應該有助於解決問題。如果您必須設定 HP Photosmart C4500 All-in-One series 上的網路設定，請遵循下列指示：

按兩下「HP 解決方案中心」圖示，按一下「設定」，按一下「其他設定」，選取「網路工具箱」，然後選取「網路設定精靈」連結。

3. 如果前一個步驟沒有解決問題，而且您已經在電腦上成功安裝 HP Photosmart 軟體，請執行網路診斷工具。

 **附註** 診斷測試可能會提示您連接產品與電腦之間的 USB 纜線。請將產品與電腦彼此靠近放置，並立即備妥 USB 纜線。

執行網路診斷工具

- ▲ 按一下解決方案中心中的「設定」，按一下「其他設定」，然後按一下「網路工具箱」。在「公用程式」標籤上，按一下「執行網路診斷」。

如果無法執行網路診斷工具或它無法協助解決問題，請參閱下列章節以取得其他資訊：

1. 確定電腦已連接至網路
2. 確定產品已連接至網路
3. 檢查防火牆軟體是否封鎖通訊
4. 確認產品在線上而且就緒
5. 確定 HP 裝置搜尋軟體正在執行

步驟 1：確定電腦已連接至網路

檢查有線 (Ethernet) 連線

- ▲ 在 Ethernet 纜線從路由器連接至電腦的位置上，檢查燈號是否亮起。該處通常有兩個燈號，其中一個亮起，另一個閃爍。

如果沒有看到任何燈號，請嘗試重新將 Ethernet 纜線連接電腦與路由器。

如果依然沒有看到燈號，表示路由器或電腦可能有問題。

檢查無線連線

1. 確認電腦上的無線廣播已開啓。
2. 如果您未使用唯一網路名稱 (SSID)，那麼您的無線電腦可能會連接到附近不屬於您的網路。下列步驟可協助判斷電腦是否連接到您的網路。
 - a. 依照您的作業系統：
 - **Windows XP**：按一下「開始」，指向「控制台」，指向「網路連線」，然後選取「檢視／詳細資料」。
 - 或者
 - **Windows XP**：按一下「開始」，指向「設定」，指向「控制台」，再指向「網路連線」，然後選取「檢視／詳細資料」。
 - **Windows Vista**：按一下「開始」，指向「控制台」，指向「網路連線」，然後選取「檢視網路狀態及工作」。

當您繼續下個步驟時，將網路對話方塊維持開啓。
 - b. 從無線路由器上拔下電源線。電腦的連線狀態應該會變成**未連線**。
 - c. 將電源線重新連接至無線路由器。連線狀態應該會變成**已連線**。

如果無法將電腦連接至網路，請連絡為您架設網路的人或路由器廠商，因為您的路由器或電腦可能有硬體問題。

如果您可以存取網際網路，也就可以存取位於 http://www.hp.com/sbso/wireless/tools-setup.html?jumpid=reg_R1002_USEN 的 HP 網路小幫手，取得有關設定網路的協助。

步驟 2：確定 HP All-in-One 已連接至網路

如果您的產品不是連接到與電腦同一個網路，將無法在網路上使用該產品。遵循本節所述的步驟，檢查您的產品是否連接到正確的網路。

答：確認產品位於網路上

- ▲ 列印產品的網路組態頁，然後檢查網路狀態和 URL。

列印網路組態頁

- a. 按下產品上的**無線**按鈕。
 - b. 按下顯示器上的向下箭頭旁邊的按鈕直到反白顯示「無線設定」為止，然後按下 **OK**。
 - c. 按下顯示器上的向下箭頭旁邊的按鈕直到反白顯示「**列印網路組態頁**」為止，然後按下 **OK**。
- 這樣便可列印**網路組態頁**。

網路狀態	• 如果網路狀態為就緒，表示產品已連接到網路。 • 如果網路狀態為離線，表示產品未連接到網路。執行無線網路測試（使用「網路疑難排解」一節開頭的指示），並遵循建議方法。
URL	此處所顯示的 URL 是路由器指派給產品的網路位址。您將會在步驟 2 中用到此位址。

B：檢查是否可以存取 HP Photosmart C4500 All-in-One series 首頁

在確定電腦和 HP All-in-One 都連線至網路後，可以藉由存取 HP Photosmart C4500 All-in-One series 首頁，確認它們是否位於相同網路上。（該首頁是位於 HP All-in-One 內部的網頁）。

存取 HP Photosmart C4500 All-in-One series 首頁

- ▲ 在電腦上開啓通常用來存取網際網路的 Web 瀏覽器（例如 Internet Explorer）。在網址方塊中輸入產品的 URL；如同在「網路組態頁」中所顯示的 URL（例如 <http://192.168.1.101>）。

接著應該會出現 HP Photosmart C4500 All-in-One series 首頁。

 **附註** 如果正在使用瀏覽器的 Proxy 伺服器，可能需要停用它才可以存取內嵌式 Web 伺服器。

如果您可以存取 HP Photosmart C4500 All-in-One series 首頁，請嘗試在網路上使用產品（例如掃描或列印）以檢查網路設定是否成功。

如果無法存取 HP Photosmart C4500 All-in-One series 首頁或在網路上使用產品依然有問題，請繼續下一個有關防火牆的章節。

步驟 3：檢查防火牆軟體是否封鎖通訊

如果無法存取 HP Photosmart C4500 All-in-One series 首頁而且確定電腦和 HP Photosmart C4500 All-in-One series 都已連線至相同網路，可能是因為防火牆安全軟體封鎖了通訊。關閉電腦上執行的所有防火牆安全軟體，並再次嘗試存取 HP Photosmart C4500 All-in-One series 首頁。如果可以存取首頁，請嘗試使用 HP Photosmart C4500 All-in-One series（執行列印或掃描）。

如果可以存取首頁，而且在關閉防火牆的情況下可以使用 HP Photosmart C4500 All-in-One series，您必須重新設定防火牆設定，以便允許電腦和 HP Photosmart C4500 All-in-One series 在網路上彼此通訊。如需詳細資訊，請參閱位於第 7 頁的「設定防火牆以便使用 HP 產品」。

如果可以存取 HP Photosmart C4500 All-in-One series 首頁，但是在防火牆關閉的情況下依然無法使用 HP Photosmart C4500 All-in-One series，請繼續步驟 4 和 5。

步驟 4：確認產品在線上而且就緒

檢查印表機狀態

1. 根據所使用的作業系統，進行下面的其中一個操作：

- **Windows XP**：按一下「開始」，指向「印表機和傳真」，然後選取「檢視／詳細資料」。
- **Windows Vista**：按一下「開始」，指向「控制台」，然後選取「印表機和傳真」。

2. 根據印表機狀態，進行下面的其中一個操作：

- 如果產品顯示**離線**，在產品上按一下滑鼠右鍵並選取「線上使用印表機」。
- 如果產品顯示**暫停**，在產品上按一下滑鼠右鍵並選取「恢復列印」。

3. 嘗試在網路上使用產品。

如果執行上述步驟後可以使用產品，但是當您繼續使用產品時卻發現問題依然存在，則可能是防火牆的干擾。如需詳細資訊，請參閱位於第 7 頁的「設定防火牆以便使用 HP 產品」。如果依然無法在網路上使用產品，請繼續下一章節，取得其他疑難排解說明。

步驟 5：確定 HP 網路裝置支援服務正在執行

重新啟動 HP 網路裝置支援服務

1. 刪除目前在列印佇列中的所有列印工作。
2. 根據所使用的作業系統，進行下面的其中一個操作：
 - **Windows XP**：按一下「開始」，用滑鼠右鍵按一下「我的電腦」，再按一下「管理」。按兩下「服務及應用程式」，然後選取「服務」。
 - **Windows Vista**：按一下「開始」，用滑鼠右鍵按一下「電腦」，再按一下「管理」。按兩下「服務及應用程式」，然後選取「服務」。
3. 向下捲動服務清單，用滑鼠右鍵按一下「HP 網路裝置支援」，然後選取「重新啟動」。
4. 當服務重新啟動後，再次嘗試在網路上使用產品。

如果可以在網路上使用產品，表示網路設定成功。

如果依然無法在網路上使用產品，或者必須定期執行此步驟以便在網路上使用產品，這可能是防火牆的干擾。如需詳細資訊，請參閱位於第 7 頁的「[設定防火牆以便使用 HP 產品](#)」。

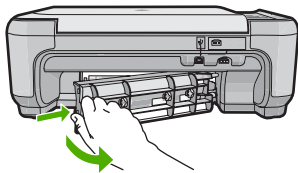
如果依然無法運作，表示網路組態或路由器可能有問題。請連絡為您架設網路的人或路由器廠商，以取得協助。

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. 按下控制台上的 **OK**，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 17 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. 查看產品隨附的說明文件。
2. 造訪 HP 線上支援網站：www.hp.com/support。HP 的所有顧客都可以使用 HP 線上支援。線上服務是獲取最新產品資訊和專家協助的最快捷來源，其中包括：
 - 快速連絡合格的線上支援人員
 - 產品的軟體與驅動程式的更新程式
 - 珍貴的產品資訊與常見問題疑難排解資訊
 - 註冊您的產品後，即可自動獲取產品的更新程式、支援警示與 HP 新聞簡訊。
3. 致電 HP 支援。支援選項和可用性會因產品、國家／地區和語言而異。如需支援聯絡資訊，請參閱本指南的封底內頁。

4 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

軟體系統需求在讀我檔案中。

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：最多 100 張（75 克／平方米）
- 出紙匣容量：普通紙：最多 50 張（75 克／平方米）

 **附註** 如需完整的支援材質尺寸清單，請參閱印表機軟體。

實體規格

- 高度：16.7 cm
- 寬度：43.4 cm
- 深度：56.7 cm（紙匣延伸架開啟時）；40.3 cm（紙匣延伸架關閉時）
- 重量：5.0 kg

電源規格

- 耗電量：最多 20W（列印時平均值）
- 輸入電壓 (0957-2231)：AC 100-240 V ~ 600 mA 50-60 Hz
- 輸出電壓：DC 32 V===375 mA，16 V===500 mA

 **附註** 只能與 HP 提供的電源轉接器搭配使用。

環境規格

- 建議的操作溫度範圍：15°C-32°C (59°F-90°F)
- 允許的操作溫度範圍：5°C-35°C (41°F-95°F)
- 溼度：相對濕度 15%-80%，無凝結
- 非執行（存放）溫度範圍：-20°C-50°C (-4°F-122°F)
- 若 HP All-in-One 處於較高的電磁環境中，輸出可能會稍微失真
- HP 建議使用長度不超過 3 公尺的 USB 纜線，以減少由於潛在高電磁環境可能造成的注入雜訊

法規注意事項

HP All-in-One 符合您所在國家／地區主管機構的產品規格要求。如需完整的法規注意事項清單，請參閱螢幕操作說明。

法規機型識別號碼

為用於法規識別，您的產品具有一個法規機型識別號碼 (Regulatory Model Number)。本產品的法規機型識別號碼為 SNPRB-0721-02。請勿將此法規號碼與行銷名稱 (HP Photosmart C4500 All-in-One series 等) 或產品序號 (Q8401A 等) 混淆。

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

A. 有限保固範圍

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

B. 保固限制

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

C. 責任限制

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

D. 當地法律

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

HP Photosmart C4500 All-in-One series

Basics Guide



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1 Network setup

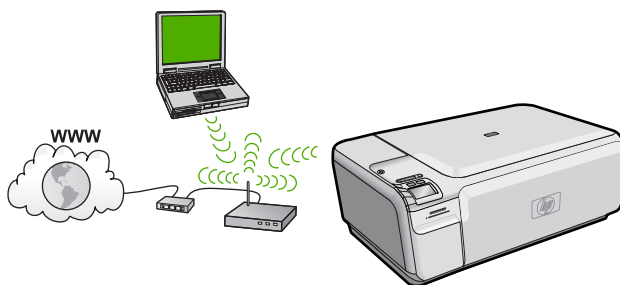
This section describes how to connect the HP All-in-One to a network and how to view and manage network settings.

If you want to:	See this section:
Connect to a wireless network with a wireless router (infrastructure).	"Set up the HP All-in-One on an integrated wireless (WLAN 802.11) network" on page 2
Connect directly to a wireless-capable computer without a wireless router (ad-hoc).	"Connect to a wireless ad hoc network" on page 6
Add connections to more computers on the network.	"Connect to additional computers on a network" on page 7
Change the HP All-in-One from a USB connection to a network connection. NOTE: Use the instructions in this section if you first installed the HP All-in-One with a USB connection, and you now want to change to a wireless network connection.	"Change the HP All-in-One from a USB connection to a network connection" on page 7
View or change the network settings.	"Manage your network settings" on page 9
Find troubleshooting information.	"Network troubleshooting" on page 23

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

To set up the HP All-in-One on an integrated wireless WLAN 802.11 network, you need to do the following:	See this section:
First, collect all of the required materials.	"What you need for an integrated wireless WLAN 802.11 network" on page 3
Next, install the software and connect the HP All-in-One to the wireless router.	"Connect to an integrated wireless WLAN 802.11 network" on page 3

What you need for an integrated wireless WLAN 802.11 network

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

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

Connect to an integrated wireless WLAN 802.11 network

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

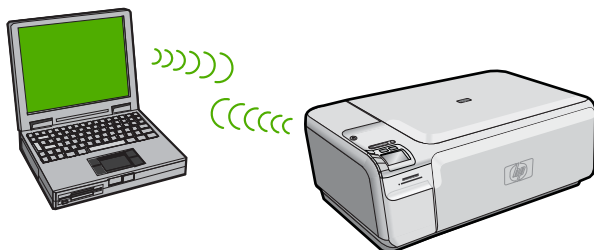
- △ **CAUTION:** To prevent other users from accessing your wireless network, HP strongly recommends using a password or passphrase (WPA or WEP security) and a unique network name (SSID) for your wireless router. Your wireless router might have been shipped with a default network name, which is typically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

To connect the product

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

Wireless ad hoc network setup

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.

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, insert the installation CD that came with the product and install the software. Connect to 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.	"What you need for an ad hoc network" on page 5
Next, prepare your computer by creating a network profile.	"Create a network profile for a Windows Vista or Windows XP computer" on page 5 "Create a network profile for other operating systems" on page 6
Finally, install the software and connect to the appropriate network profile.	"Connect to a wireless ad hoc network" on page 6

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. You will also need a USB setup cable to connect temporarily for transferring wireless settings.

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.

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

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

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

- d. Make sure that the check box 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.



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.

- 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.

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

Connect to a wireless ad hoc network

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

To connect the product

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

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.

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

1. Quit all applications running on your computer, including any virus detection software.
2. Insert the Windows CD that came with the HP All-in-One into the CD-ROM drive on your computer and follow the onscreen instructions.
3. If a dialog box about firewalls appears, follow the instructions. If you see firewall pop-up messages, you must always accept or allow the pop-up messages.
4. On the **Connection Type** screen, select **Through the network**, and then click **Next**.
The **Searching** screen appears as the Setup program searches for the HP All-in-One on the network.
5. On the **Printer Found** screen, verify that the printer description is correct.
If more than one printer is found on the network, the **Printers Found** screen appears. Select the HP All-in-One you want to connect.
6. Follow the prompts to install the software.
When you have finished installing the software, the HP All-in-One is ready for use.
7. If you disabled any virus detection software on your computer, make sure to enable it again.
8. To test your network connection, go to your computer and print a test page to the HP All-in-One.

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

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



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.

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

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

- [“Set up the HP All-in-One on an integrated wireless \(WLAN 802.11\) network” on page 2](#)
- [“Connect to a wireless ad hoc network” on page 6](#)

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.



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

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**



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

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

To print the network configuration page

1. Press the Wireless button on the product.
2. Press the button next to the down arrow on the display 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.

To restore network defaults

1. Press the Wireless button on the product.
2. Press the button next to the down arrow on the display until **Restore Network Defaults** is highlighted, and then press **OK**.
3. Confirm that you want to restore the network defaults.

Turn the wireless radio on and off

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

To turn the wireless radio on and off

1. Press the Wireless button on the product.
2. Press the button next to the down arrow on the display until **Turn Radio On** or **Turn Radio Off** is highlighted, 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.

To print the wireless test report

1. Press the Wireless button on the product.
2. Press the button next to the down arrow on the display until **Wireless Network Test** is highlighted, and then press **OK**.
The **Wireless Network Test** prints.

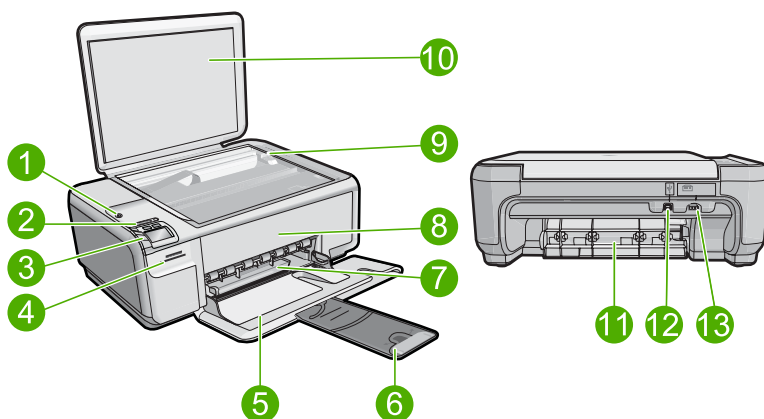
2 HP All-in-One overview

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	On button
2	Wireless network indicator light and button
3	Control panel
4	Memory card slots
5	Input tray
6	Paper tray extender (also referred to as the tray extender)
7	Paper-width guide
8	Print cartridge door
9	Glass
10	Lid backing

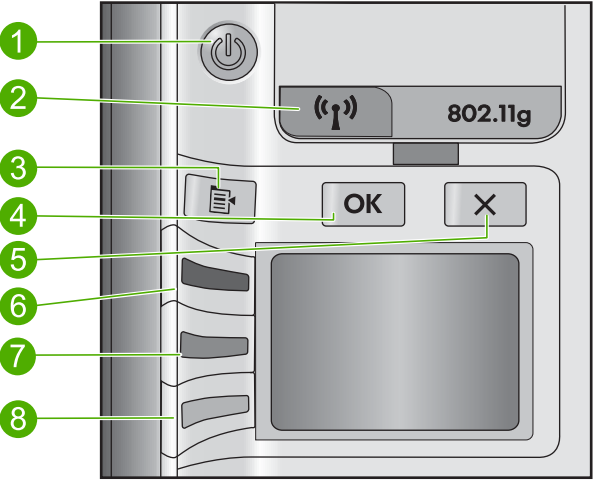
(continued)

Label	Description
11	Rear door
12	Rear USB port
13	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		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.
2		Wireless: Opens the Wireless menu. By default, the wireless feature is off. When turned on, it enables wireless printing and scanning.
3		Settings: Opens the Photo settings menu when a memory card is inserted. Otherwise, this button opens the Copy settings menu.
4		OK: Confirms the copy or photo settings. In certain situations (for example, after clearing a paper jam), this button resumes printing.
5		Cancel: Stops a task (such as scanning or copying) or resets settings (such as Quality , Size , and Copies).

(continued)

Label	Icon	Name and Description
6		By default, this button is labelled Scan/Reprint and opens the Scan/Reprint menu. When a photo is shown on the display, this button advances to the next photo on the memory card. When the Copy or Photo settings menu is open, this button changes copy or print settings.
7		By default, this button is labelled Start Copy Black and starts a black-and-white copy. When a photo is shown on the display, this button advances to the previous photo on the memory card. When the Copy or Photo settings menu is open, this button changes copy or print settings.
8		By default, this button is labelled Start Copy Color and starts a color copy. When a photo is shown on the display, this button initiates a print job. When the Copy or Photo settings menu is open, this button changes copy or print settings.

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 20 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 C4500 series > Help**.
- **Macintosh:** Open the **HP Device Manager** and click the ? icon. Next, click the main menu and select **Photosmart C4500 series**.

HP Web site

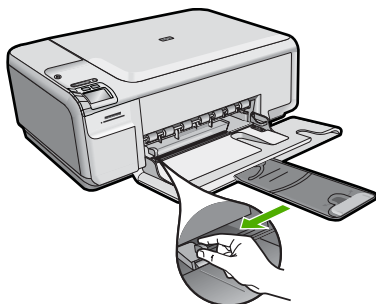
If you have Internet access, you can get help and support from the HP Web site at www.hp.com/support. This Web site offers technical support, drivers, supplies, and ordering information.

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.

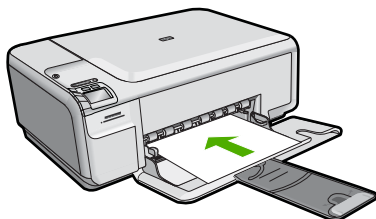
To load full-size paper

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



 **NOTE:** If you are using letter or A4 paper or smaller, make sure the tray extender is open all the way. When you use legal-size paper, leave the tray extender closed.

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



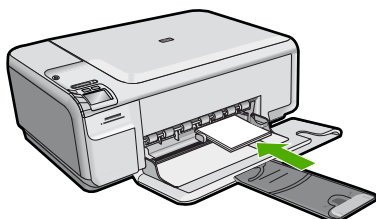
 **CAUTION:** Make sure that the product is idle and silent when you load paper into the input tray. If the product is servicing the print cartridges or otherwise engaged in a task, the paper stop inside the product might not be in place. You could push the paper too far forward, causing the product to eject blank pages.

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.

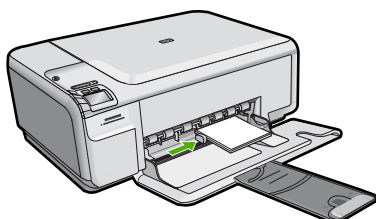
To load small-size photo paper in the input tray

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.



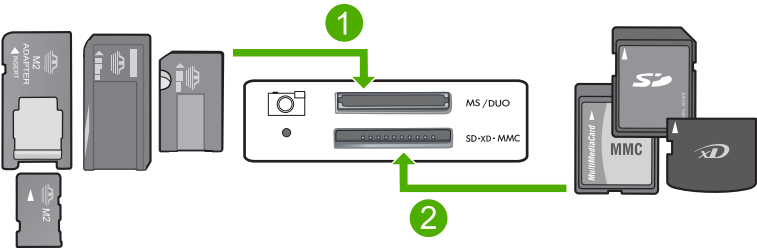
Avoid paper jams

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.
- 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	xD-Picture Card, Secure Digital (SD), Secure Digital Mini (SD Mini), Secure Digital High Capacity (SDHC), MultiMedia Card (MMC), MMC Plus, MMC Mobile (RS-MMC; adapter required), TransFlash MicroSD Card (adapter required), or Secure MultiMedia Card

To print 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.
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. (Optional) Press Settings to change the print size, borderless settings, or number of copies. When you are done, press **OK**.
5. 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

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.

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.

3. Press the button next to **Scan to PC**.



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

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.

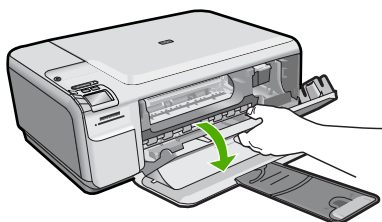
To replace the print cartridges

1. Make sure the product is turned on.

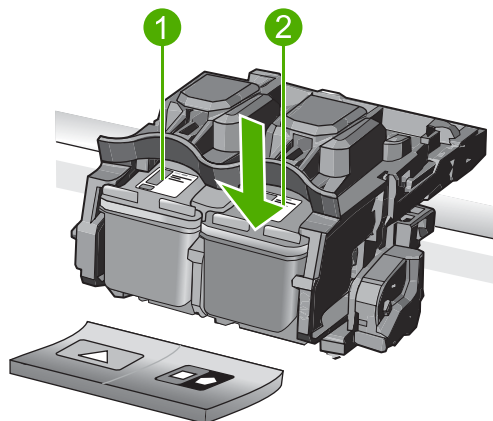


CAUTION: If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product if the print cartridges are not docked safely when you try to remove them.

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.



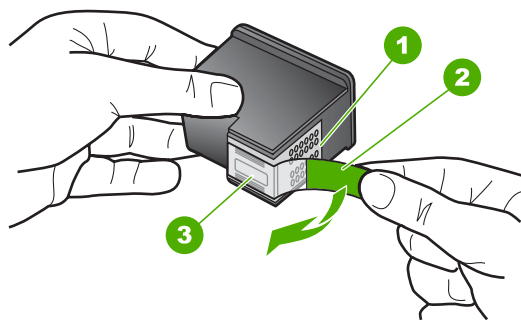
4. Wait until the print carriage is idle and silent. Lightly press down on a print cartridge to release it, and then pull the print cartridge toward you out of its slot.
If you are replacing the tri-color print cartridge, remove the print cartridge from the slot on the left.
If you are replacing the 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 |

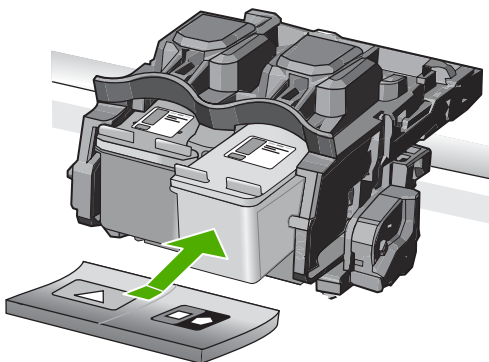
 **CAUTION:** Do not touch the copper-colored contacts or ink nozzles. Also, do not re-tape the print cartridges. Doing so can result in clogs, ink failure, and bad electrical connections.



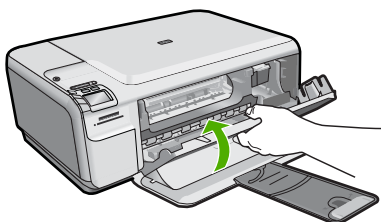
6. Hold the print cartridge with the HP logo on top, and insert the new print cartridge into the empty cartridge slot. Make sure you push the print cartridge in firmly until it snaps into place.

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 **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 **OK** to scan the page.
10. When the On button stops flashing, the alignment is complete. Remove the alignment page and recycle or discard it.

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.

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.

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.

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 print cartridges are installed properly and have ink

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

Cause: There might have been a problem with one or more of the print 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 the **Wireless** button on the product.
 - b. Press the button next to the down arrow on the display until **Wireless Settings** is highlighted, and then press **OK**.
 - c. Press the button next to the down arrow on the display until **Run Wireless Network Test** is highlighted, and then press **OK**.

This prints the **Wireless Network Test** page.

If a problem is detected, the printed test report will include recommendations that might help solve the problem. If you need to configure the network settings on the HP Photosmart C4500 All-in-One series, follow the instructions given below:

Double-click the **HP Solution Center** icon, click **Settings**, click **Other Settings**, select **Network Toolbox**, and then select the **Network 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 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

- ▲ Print the product Network Configuration Page, then check the Network Status and URL.

To print the Network Configuration Page

- a. Press the **Wireless** button on the product.
- b. Press the button next to the down arrow on the display until **Wireless Settings** is highlighted, and then press **OK**.
- c. Press the button next to the down arrow on the display until **Print Network Configuration Page** is highlighted, and then press **OK**.
This prints the **Network Configuration Page**.

Network Status	• If the Network Status is Ready, the product is actively connected to a network. • If the Network Status is Offline, the product is not connected to a network. Run the Wireless Network Test (using the instructions at the beginning of the Network Troubleshooting section) and follow any recommendations.
URL	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 C4500 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

C4500 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 C4500 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 C4500 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 C4500 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 C4500 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 C4500 All-in-One series home page and are sure both the computer and HP Photosmart C4500 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 C4500 All-in-One series home page again. If you can access the home page, try using the HP Photosmart C4500 All-in-One series (for printing or scanning).

If you are able to access the home page and use your HP Photosmart C4500 All-in-One series with the firewall turned off, you will need to reconfigure your firewall settings to allow the computer and HP Photosmart C4500 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 8](#).

If you are able to access the HP Photosmart C4500 All-in-One series home page but are still unable to use the HP Photosmart C4500 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

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 8](#). 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 8](#).

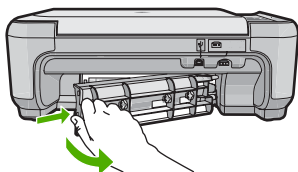
If this still does not work, there might be a problem with your network configuration or router. Contact the person who set up your network or the router manufacturer for help.

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.

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 17](#) in this guide.

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. 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 newsgroups 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.

Paper specifications

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



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

Physical specifications

- Height: 16.7 cm (6.6 in.)
- Width: 43.4 cm (17.1 in.)
- Depth: 56.7 cm (22.3 in.) with tray extender open; 40.3 cm (15.9 in.) with tray extender closed
- Weight: 5.0 kg (11.0 pounds)

Power specifications

- Power consumption: 20 watts maximum (average printing)
- Input voltage(0957-2231): AC 100 to 240 V ~ 600 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 °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 SNPRB-0721-02. This regulatory number should not be confused with the marketing name (HP Photosmart C4500 All-in-One series, etc.) or product numbers (Q8401A, etc.).

Warranty

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

A. Extent of limited warranty

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

B. Limitations of warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

C. Limitations of liability

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

D. Local law

- This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
- To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
 - Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
 - Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
 - Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
- THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

HP Limited Warranty

Dear Customer,

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

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

Ireland: Hewlett-Packard Ireland Ltd, 30 Herbert Street IRL-Dublin 2

United Kingdom: Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN



www.hp.com/support

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	
India	91-80-28526900	
Indonesia	+62 (21) 350 3408	
+971 4 224 9189		العراق
+971 4 224 9189		الكويت
+971 4 224 9189		لبنان
+971 4 224 9189		قطر
+971 4 224 9189		اليمن
Ireland	+353 1890 923 902	
1-700-503-048		ישראל
Italia	+39 848 800 871	

Jamaica	1-800-711-2884	
日本	+81-3-3335-9800	
0800 222 47		الأردن
한국	1588-3003	
Luxembourg (Français)	+352 900 40 006	
Luxemburg (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	
081 005 010		المغرب
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	
800 897 1415		السعودية
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	
臺灣	02-8722-8000	
ไทย	+66 (2) 353 9000	
071 891 391		تونس
Trinidad & Tobago	1-800-711-2884	
Türkiye (İstanbul, Ankara, İzmir & Bursa)	444 0307	
Україна	(044) 230-51-06	
600 54 47 47		المتحدة العربية الإمارات
United Kingdom	+44 0870 010 4320	
United States	1-(800)-474-6836	
Uruguay	0004-054-177	
Venezuela (Caracas)	58-212-278-8666	
Venezuela	0-800-474-68368	
Việt Nam	+84 88234530	