



# Windows Help

# HP Deskjet Ink Advantage All-in-One Series - K209





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# 1 How Do I?

Learn how to use your HP All-in-One

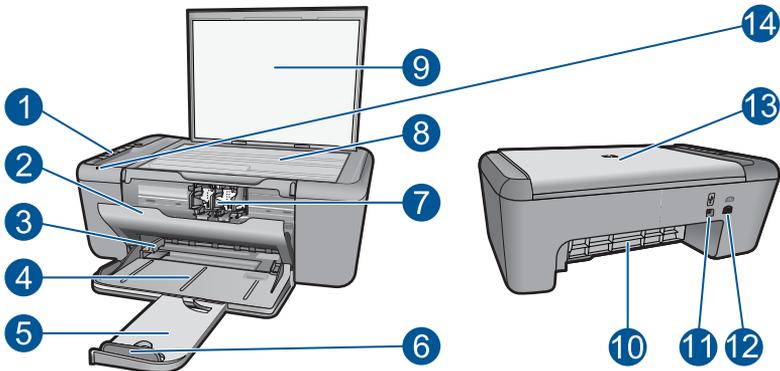
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## 2 Get to know the HP All-in-One

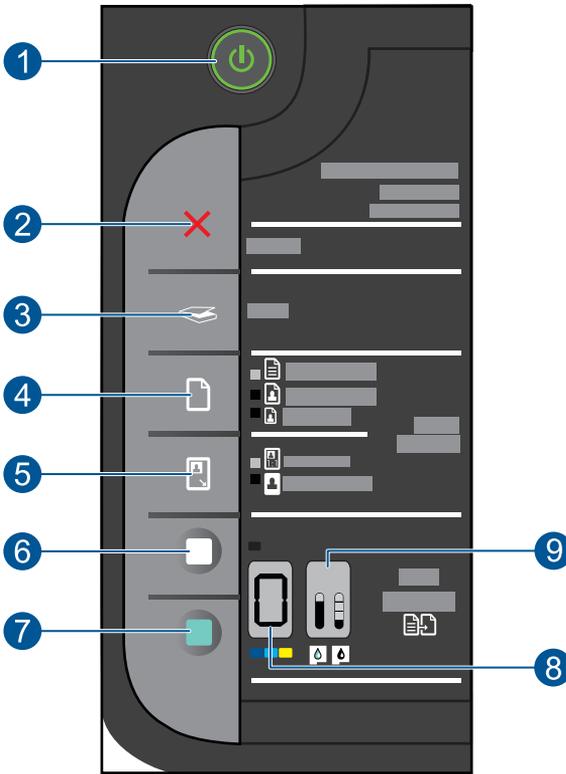
- [Printer parts](#)
- [Control panel features](#)

### Printer parts



1	Control panel
2	Cartridge door
3	Paper-width guide for the main input tray
4	Paper tray
5	Paper tray extender (also referred to as the tray extender)
6	Paper stop
7	Carriage
8	Glass
9	Lid backing
10	Rear door
11	Rear USB port
12	Power connection (Use only with the power adapter supplied by HP.)
13	Lid
14	Attention light

# Control panel features



1	<b>On:</b> 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, then unplug the power cord.
2	<b>Cancel:</b> Stops the current operation.
3	<b>Scan:</b> Starts a scan of an original placed on the glass.
4	<b>Paper Selection:</b> Changes the paper type setting for copying to either plain or photo paper. The Paper Selection lights indicate the currently selected paper size and type as <b>Plain Letter</b> or <b>A4</b> , <b>Large Photo</b> or <b>Small Photo</b> .
5	<b>Actual Size/Resize to Fit:</b> Scales the original to the maximum size to fit within the margins of the selected paper size for copying.
6	<b>Start Copy Black:</b> Starts a black-and-white copy job.
7	<b>Start Copy Color:</b> Starts a color copy job.
8	<b>Number of Copies LCD:</b> Displays the number of copies to be made. Also displays a warning when the device is out of paper.
9	<b>Ink Level gauge:</b> Show ink level information for each print cartridge, four indicators for the tri-color cartridge and four indicators for the black cartridge. Also displays a warning for print cartridge problems.

# 3 Print

Choose a print job to continue.



[“Print documents”](#) on page 7



[“Print photos”](#) on page 8



[“Print envelopes”](#) on page 10



[“Print on specialty media”](#) on page 11



[“Print a Web page”](#) on page 17

## Related topics

- [“Load media”](#) on page 23
- [“Recommended papers for printing”](#) on page 21

## Print documents

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

### To print from a software application

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. If you need to change settings, click the button that opens the **Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.

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

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

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

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

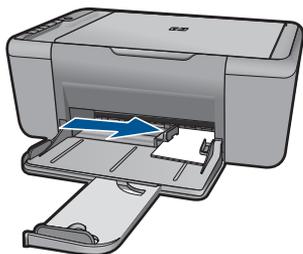
### Related topics

- [“Recommended papers for printing”](#) on page 21
- [“Load media”](#) on page 23
- [“View the print resolution”](#) on page 18
- [“Use printing shortcuts”](#) on page 18
- [“Set the default print settings”](#) on page 20
- [“Stop the current job”](#) on page 93

## Print photos

### To print a photo on photo paper

1. Remove all paper from the input tray, and then load the photo paper print side down.



2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Basic Options** area, select the appropriate photo paper type from the **Paper Type** drop-down list.

7. In the **Resizing Options** area, click the appropriate paper size from the **Size** list. If the paper size and paper type are not compatible, the product software displays an alert and allows you to select a different type or size.
8. In the **Basic Options** area, select a high print quality, such as **Best**, from the **Print Quality** drop-down list.



**NOTE:** For maximum dpi resolution, go to the **Advanced** tab, and then select **Enabled** from the **Maximum dpi** drop-down list. For more information, see [“Print using the maximum dpi” on page 17](#).

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9. Click **OK** to return to the **Properties** dialog box.
10. (Optional) If you want to print the photo in black and white, click the **Color** tab and select the **Print in grayscale** check box. From the drop-down list, select one of the following options:
  - **High Quality:** uses all the available colors to print your photo in grayscale. This creates smooth and natural shades of gray.
  - **Black Ink Only:** uses black ink to print your photo in grayscale. The gray shading is created by varying patterns of black dots, which might result in a grainy image.
11. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.



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

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### To print a borderless image

1. Remove all paper from the input tray.
2. Place the photo paper print side down on the right side of the input tray.
3. On the **File** menu in your software application, click **Print**.
4. Make sure the product is the selected printer.
5. Click the button that opens the **Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
6. Click the **Features** tab.
7. In the **Size** list, click the size of photo paper loaded in the input tray. If a borderless image can be printed on the specified size, the **Borderless printing** check box is enabled.
8. In the **Paper Type** drop-down list, click **More**, and then select the appropriate paper type.



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

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

---

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

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### Related topics

- [“Load media” on page 23](#)
- [“Print using the maximum dpi” on page 17](#)
- [“View the print resolution” on page 18](#)
- [“Use printing shortcuts” on page 18](#)
- [“Set the default print settings” on page 20](#)
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## Print envelopes

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

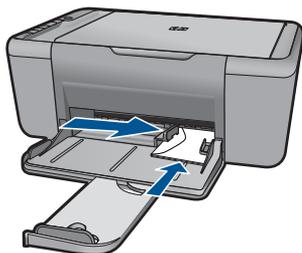
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 **NOTE:** For specific details on how to format text for printing on envelopes, consult the help files in your word processing software. For best results, consider using a label for the return address on envelopes.

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### To print envelopes

1. Slide the paper guide all the way to the left.
2. Place the envelopes in the right side of the tray. The side to be printed on should face down. The flap should be on the left side.
3. Push the envelopes into the printer until they stop.
4. Slide the paper guide firmly against the edge of the envelopes.



5. Open the **Printer Properties** dialog box.

6. Click the **Features** tab, and then select the following print settings:
  - **Paper Type: Plain paper**
  - **Size:** An appropriate envelope size
7. Select any other print settings that you want, and then click **OK**.

#### Related topics

- [“Load media”](#) on page 23
- [“View the print resolution”](#) on page 18
- [“Use printing shortcuts”](#) on page 18
- [“Set the default print settings”](#) on page 20
- [“Stop the current job”](#) on page 93

## Print on specialty media

### Print transparencies

1. Slide the paper guide all the way to the left.
2. Place the transparencies in the right side of the tray. The side to be printed should face down and the adhesive strip should face up and toward the printer.
3. Carefully push the transparencies into the printer until they stop, so that the adhesive strips do not catch on one another.
4. Slide the paper guide firmly against the edge of the transparencies.

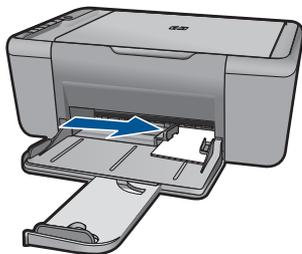


5. Open the **Printer Properties** dialog box.
6. Click the **Printing Shortcuts** tab.
7. In the **Printing Shortcuts** list, click **Presentation Printing**, and then specify the following print settings:
  - **Paper Type:** Click **More**, and then select an appropriate transparency film.
  - **Paper Size:** An appropriate paper size
8. Select any other print settings that you want, and then click **OK**.

### Print postcards

1. Slide the paper guide all the way to the left.
2. Place the cards in the right side of the tray. The side to be printed on should face down and the short edge should point toward the printer.
3. Push the cards into the printer until they stop.

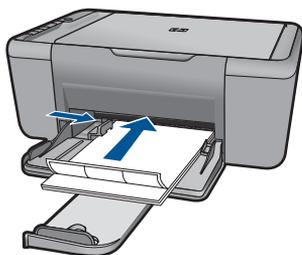
4. Slide the paper guide firmly against the edge of the cards.



5. Open the **Printer Properties** dialog box.
6. Click the **Features** tab, and then specify the following print settings:
  - **Paper Type:** Click **More**, click **Specialty Papers**, and then select an appropriate card type.
  - **Print Quality:** **Normal** or **Best**
  - **Size:** An appropriate card size
7. Select any other print settings that you want, and then click **OK**.

#### Print labels

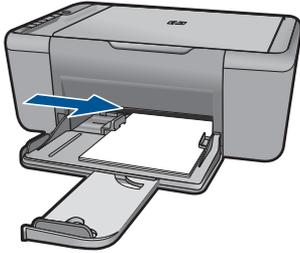
1. Slide the paper guide all the way to the left.
2. Fan the edges of the label sheets to separate them, and then align the edges.
3. Place the label sheets in the right side of the tray. The label side should face down.
4. Push the sheets into the printer until they stop.
5. Slide the paper guide firmly against the edge of the sheets.



6. Open the **Printer Properties** dialog box.
7. Click the **Printing Shortcuts** tab.
8. In the **Printing Shortcuts** list, click **General Everyday Printing**, and then specify the following print settings:
  - **Paper Type:** **Plain Paper**
  - **Paper Size:** An appropriate paper size
9. Click **OK**.

### Print brochures

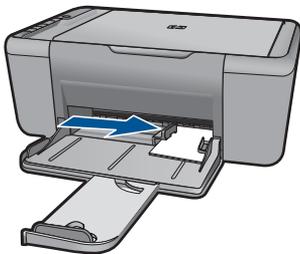
1. Slide the paper guide all the way to the left.
2. Place the paper in the right side of the tray. The side to be printed on should face down.
3. Push the paper into the printer until it stops.
4. Slide the paper guide firmly against the edge of the paper.



5. Open the **Printer Properties** dialog box.
6. Click the **Features** tab.
7. Specify the following print settings:
  - **Print Quality: Best**
  - **Paper Type:** Click **More**, and then select an appropriate HP inkjet paper.
  - **Orientation: Portrait** or **Landscape**
  - **Size:** An appropriate paper size
  - **Two-sided printing: Manual**
8. Click **OK** to print.

### Print greeting cards

1. Slide the paper guide all the way to the left.
2. Fan the edges of the greeting cards to separate them, and then align the edges.
3. Place the greeting cards in the right side of the tray. The side to be printed on should face down.
4. Push the cards into the printer until they stop.
5. Slide the paper guide firmly against the edge of the cards.

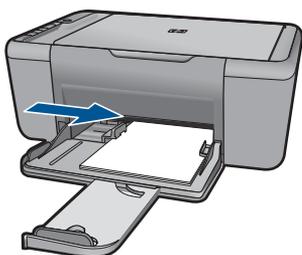


6. Open the **Printer Properties** dialog box.

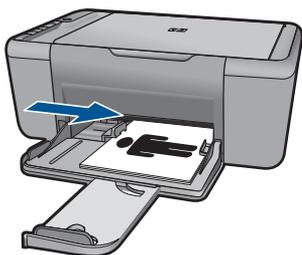
7. Click the **Features** tab, and then specify the following print settings:
  - **Print Quality: Normal**
  - **Paper Type:** Click **More**, and then select an appropriate card type.
  - **Size:** An appropriate card size
8. Select any other print settings that you want, and then click **OK**.

**Print booklets**

1. Slide the paper guide all the way to the left.
2. Place plain paper in the right side of the tray. The side to be printed on should face down.
3. Push the paper into the printer until it stops.
4. Slide the paper guide firmly against the edge of the paper.



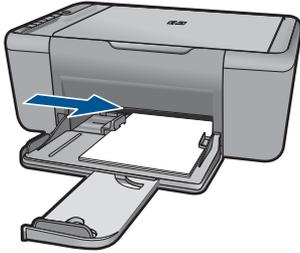
5. Open the **Printer Properties** dialog box.
6. Click the **Printing Shortcuts** tab.
7. In the **Printing Shortcuts** list, click **Booklet Printing**.
8. In the **Print On Both Sides** drop-down list, select one of the following binding options:
  - **Left Edge Booklet**
  - **Right Edge Booklet**
9. Select any other print settings that you want, and then click **OK**.
10. When prompted, reload the printed pages in the paper tray as shown below.



11. Click **Continue** to finish printing the booklet.

## Print posters

1. Slide the paper guide all the way to the left.
2. Place plain paper in the right side of the tray. The side to be printed on should face down.
3. Push the paper into the printer until it stops.
4. Slide the paper guide firmly against the edge of the paper.



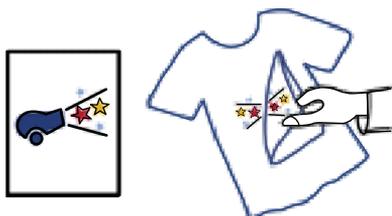
5. Open the **Printer Properties** dialog box.
6. Click the **Features** tab, and then specify the following print settings:
  - **Paper Type: Plain Paper**
  - **Orientation: Portrait or Landscape**
  - **Size:** An appropriate paper size
7. Click the **Advanced** tab, and then click **Printer Features**.
8. In the **Poster Printing** drop-down list, select the number of sheets for the poster.
9. Click the **Select Tiles** button.
10. Check that the number of tiles that are selected matches the number of sheets for the poster, and then click **OK**.



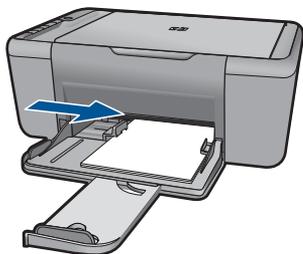
11. Select any other print settings that you want, and then click **OK**.

**Print iron-on transfers**

1. Slide the paper guide all the way to the left.
2. Place the iron-on transfer paper in the right side of the tray. The side to be printed on should face down.



3. Push the paper into the printer until it stops.
4. Slide the paper guide firmly against the edge of the paper.



5. Open the **Printer Properties** dialog box.
6. Click the **Features** tab, and then specify the following print settings:
  - **Print Quality:** **Normal** or **Best**
  - **Paper Type:** Click **More**, click **Specialty Papers**, and then click **Other specialty paper**.
  - **Size:** An appropriate paper size
7. Click the **Advanced** tab.
8. Click **Printer Features**, and then set **Mirror Image** to **On**.



**NOTE:** Some iron-on transfer software programs do not require you to print a mirror image.

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

**Related topics**

- [“Recommended papers for printing”](#) on page 21
- [“Load media”](#) on page 23
- [“Use printing shortcuts”](#) on page 18
- [“Set the default print settings”](#) on page 20
- [“Stop the current job”](#) on page 93

# Print a Web page

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

If you use Internet Explorer (6.0 or higher) or Firefox (2.0 or higher) for Web browsing, you can use **HP Smart Web Printing** to ensure simple, predictable web printing with control over what you want and how you want it printed. You can access **HP Smart Web Printing** from the toolbar in Internet Explorer. For more information about **HP Smart Web Printing**, see the help file provided with it.

## To print a Web page

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

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 **TIP:** For best results, select **HP Smart Web Printing** on the **File** menu. A check mark appears when it is selected.

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The **Print** dialog box appears.

3. Make sure the product is the selected printer.
4. If your Web browser supports it, select the items on the Web page that you want to include in the printout.

For example, in Internet Explorer, click the **Options** tab to select options such as **As laid out on screen**, **Only the selected frame**, and **Print all linked documents**.

5. Click **Print** or **OK** to print the Web page.

---

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

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## Related topics

- [“Recommended papers for printing” on page 21](#)
- [“Load media” on page 23](#)
- [“View the print resolution” on page 18](#)
- [“Use printing shortcuts” on page 18](#)
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# Print using the maximum dpi

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

To get the most benefit from maximum dpi mode, use it to print high-quality images such as digital photographs. When you select the maximum dpi setting, the printer software displays the optimized dots per inch (dpi) that the HP All-in-One printer will print. Printing in maximum dpi is supported on the following paper-types only:

- HP Premium Plus Photo Paper
- HP Premium Photo Paper
- HP Advanced Photo Paper
- Photo Hagaki

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

### To print in Maximum dpi mode

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.  
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Advanced** tab.
6. In the **Printer Features** area, select **Enabled** from the **Maximum dpi** drop-down list.
7. Click the **Features** tab.
8. In the **Paper Type** drop-down list, click **More**, and then select the appropriate paper type.
9. In the **Print Quality** drop-down list, click **Maximum dpi**.




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**NOTE:** To view the maximum dpi that the product will print, click **Resolution**.

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

### Related topics

[“View the print resolution” on page 18](#)

## View the print resolution

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

### To view the print resolution

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

## Use printing shortcuts

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



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

---

Use the Printing Shortcuts tab for the following print tasks:

- **General Everyday Printing:** Print documents quickly.
- **Photo Printing–Borderless:** Print to the top, bottom, and side edges of 10 x 15 cm (4 x 6 inch) and 13 x 18 cm (5 x 7 inch) HP Photo Papers.
- **Paper-saving Printing:** Print two-sided documents with multiple pages on same sheet to reduce paper usage.
- **Photo Printing–With White Borders:** Print a photo with a white border around the edges.
- **Fast/Economical Printing:** Produce draft-quality printouts quickly.
- **Presentation Printing:** Print high-quality documents, including letters and transparencies.

### To create a printing shortcut

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

### To delete a printing shortcut

1. On the **File** menu in your software application, click **Print**.
2. Make sure the product is the selected printer.
3. Click the button that opens the **Properties** dialog box.  
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
4. Click the **Printing Shortcuts** tab.
5. In the **Printing Shortcuts** list, click the printing shortcut that you want to delete.
6. Click **Delete**.  
The printing shortcut is removed from the list.



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

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## Set the default print settings

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

### To change the default print settings

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

# 4 Paper basics

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

This section contains the following topics:

[“Load media”](#) on page 23

## Recommended papers for printing

If you want the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing.

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

### HP Advanced Photo Paper

This thick photo paper features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. Your prints have a look and feel comparable to a store-processed photo. It is available in several sizes, including A4, 8.5 x 11 inch, 10 x 15 cm (4 x 6 inch) (with or without tabs), 13 x 18 cm (5 x 7 inch), and two finishes - glossy or soft gloss (satin matte). It is acid-free for longer lasting documents.

### HP Everyday Photo Paper

Print colorful, everyday snapshots at a low cost, using paper designed for casual photo printing. This affordable, photo paper dries quickly for easy handling. Get sharp, crisp images when you use this paper with any inkjet printer. It is available in semi-gloss finish in several sizes, including A4, 8.5 x 11 inch, and 10 x 15 cm (4 x 6 inch) (with or without tabs). For longer-lasting photos, it is acid-free.

### HP Brochure Paper or HP Superior Inkjet Paper

These papers are glossy-coated or matte-coated on both sides for two-sided use. They are the perfect choice for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.

### HP Premium Presentation Paper or HP Professional Paper

These papers are heavy two-sided matte papers perfect for presentation, proposals, reports, and newsletters. They are heavyweight for an impressive look and feel.

### HP Bright White Inkjet Paper

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

### HP Printing Paper

HP Printing Paper is a high-quality multifunction paper. It produces documents that look and feel more substantial than documents printed on standard multipurpose or copy

paper. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors. It is acid-free for longer lasting documents.

### HP Office Paper

HP Office Paper is a high-quality multifunction paper. It is suitable for copies, drafts, memos, and other everyday documents. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors. It is acid-free for longer lasting documents.

### HP Iron-On Transfers

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

### HP Premium Inkjet Transparency Film

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

### HP Photo Value Pack

HP Photo Value Packs conveniently package original HP cartridges and HP Advanced Photo Paper to save you time and take the guesswork out of printing affordable professional photos with your HP All-in-One. Original HP inks and HP Advanced Photo Paper have been designed to work together so your photos are long lasting and vivid, print after print. Great for printing out an entire vacation's worth of photos or multiple prints to share.

### ColorLok

HP recommends plain papers with the ColorLok logo for printing and copying of everyday documents. All papers with the ColorLok logo are independently tested to meet high standards of reliability and print quality, and produce documents with crisp, vivid color, bolder blacks, and dry faster than ordinary plain papers. Look for papers with the ColorLok logo in a variety of weights and sizes from major paper manufacturers.



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

---

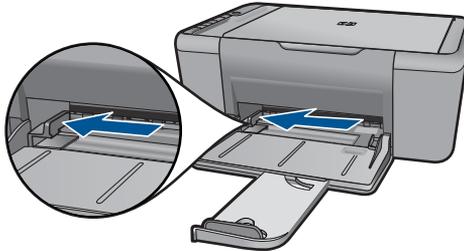
To order HP papers and other supplies, go to [www.hp.com/buy/supplies](http://www.hp.com/buy/supplies). If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

## Load media

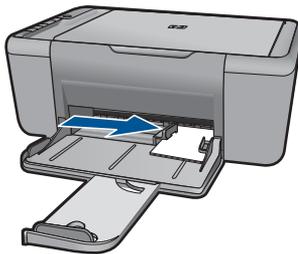
- ▲ Select a paper size to continue.

### Load small-size paper

- Slide paper-width guide to the left.
  - Slide paper-width guide to the left.

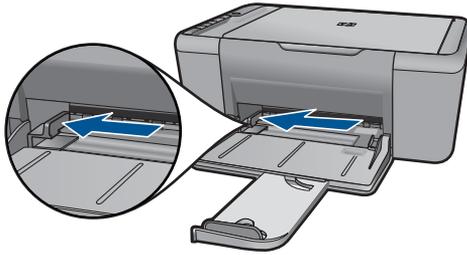


- Load paper.
    - Insert stack of photo paper into photo tray with short edge forward and print side down.
    - Slide stack of paper forward until it stops.
- 
-  **NOTE:** If the photo paper you are using has perforated tabs, load photo paper so that tabs are closest to you.
- 
- Slide paper-width guide to the right until it stops at edge of paper.

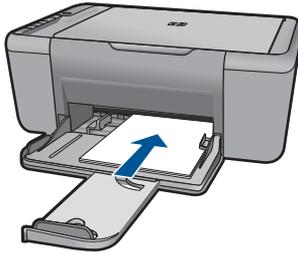


### Load full-size paper

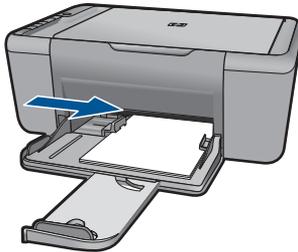
- Slide paper-width guide to the left
  - Slide paper-width guide to the left.

**b. Load paper.**

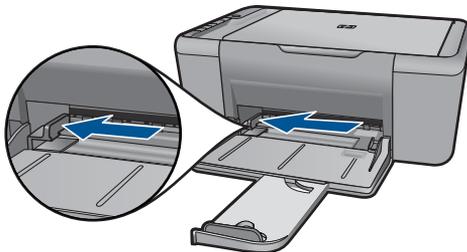
- Insert stack of paper into input tray with short edge forward and print side down.



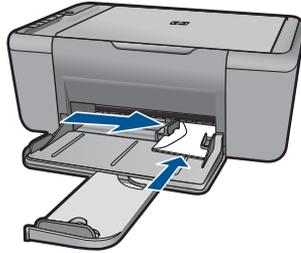
- Slide stack of paper forward until it stops.
- Slide paper-width guide to the right until it stops at edge of paper.

**Load envelopes****a. Slide paper-width guide to the left.**

- Slide paper-width guide to the left.



- Remove all paper from the main input tray.
- b. Load envelopes.**
  - Insert one or more envelopes into far-right side of the input tray, with envelope flaps on left and facing up.
  - Slide stack of envelopes forward until it stops.
  - Slide paper-width guide to the right against stack of envelopes until it stops.





# 5 Scan

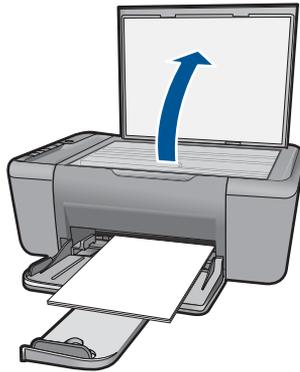
- [Scan to a computer](#)

## Scan to a computer

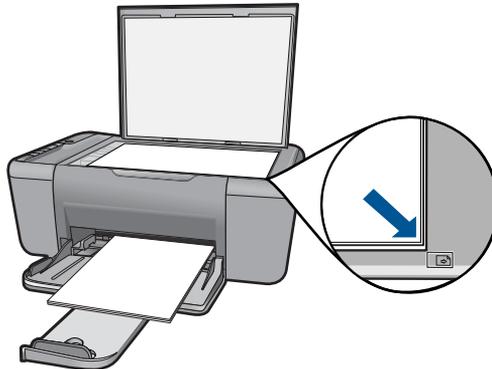
- ▲ Do the following:

### Single page scan

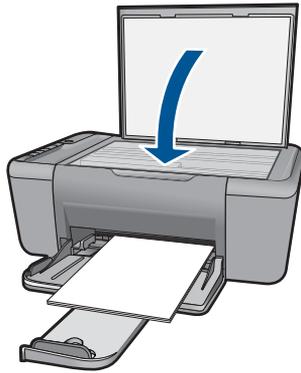
- a. Load original.
  - Lift lid on product.



- Load original print side down on right front corner of glass.



- Close lid.



- b. Start scan.
  - Press **Scan**.
- c. Preview and accept.
  - Preview the scanned image and accept.

**Related topics**

[“Stop the current job” on page 93](#)

# 6 Copy

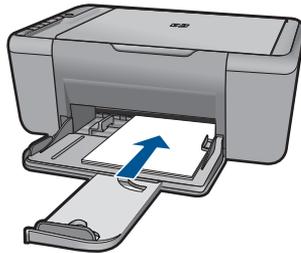
[“Copy text or mixed documents”](#) on page 29

## Copy text or mixed documents

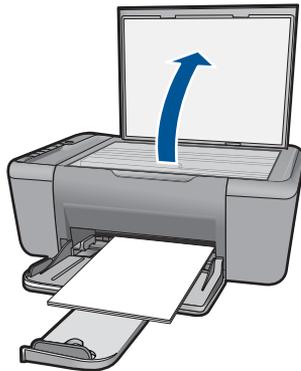
- ▲ Click a copy type to continue.

### Black and White Copy

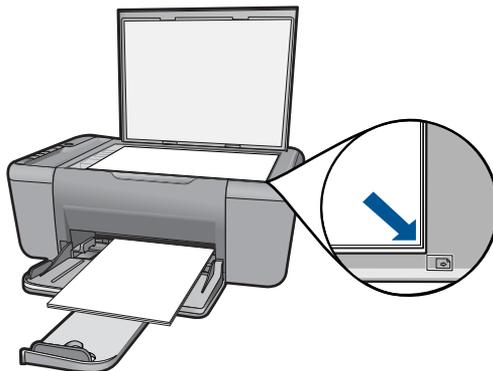
- a. Load paper.
  - Load full-size paper in the main input tray.



- b. Load original.
  - Lift lid on product.



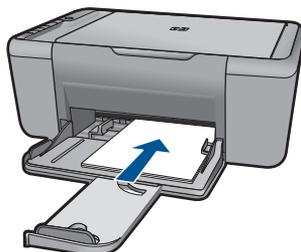
- Load original print side down on right front corner of glass.



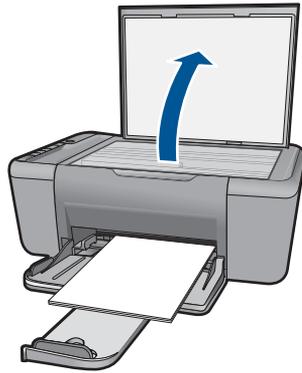
- Close lid.
- c. Select paper type.
  - Press **Paper Selection** to select the paper type.
- d. Start copy.
  - Press **Start Copy Black**. Press multiple times to increase the number of copies.

### Color Copy

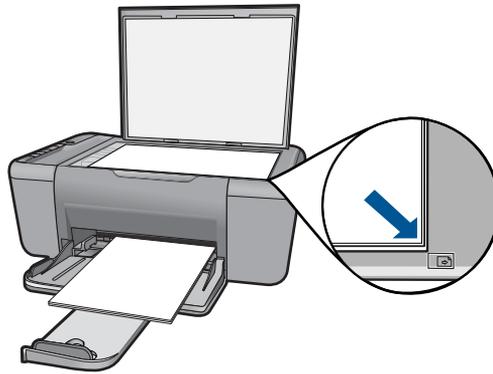
- a. Load paper.
  - Load full-size paper in the main input tray.



- b. Load original.
  - Lift lid on product.



- Load original print side down on right front corner of glass.



- Close lid.
- c. Select paper type.
- Press **Paper Selection** to select the paper type.
- d. Start copy.
- Press **Start Copy Color**. Press multiple times to increase the number of copies.

#### Related topics

- [“Set the copy paper type”](#) on page 31
- [“Stop the current job”](#) on page 93

## Set the copy paper type

You can set the paper type for copying to **Plain**, **Photo (Large)**, or **Photo (Small)**.

- 
-  **NOTE:** Copies made on plain paper are automatically made using **Normal** quality. Copies made on photo paper are automatically made using **Best** quality.
-

Refer to the following table to determine which paper type setting to choose based on the paper loaded in the input tray.

Paper type	Control panel setting
Copier paper or letterhead	Plain
HP Bright White Paper	Plain
HP Advanced Photo Paper, Glossy	Photo
HP Advanced Photo Paper, Matte	Photo
HP Advanced 4 x 6 inch Photo Paper	<b>Photo (Small)</b>
HP Photo Paper	Photo
HP Everyday Photo Paper	Photo
HP Everyday Photo Paper, Semi Gloss	Photo
Other photo paper	Photo
HP Advanced Paper	Plain
HP All-in-One Paper	Plain
HP Printing Paper	Plain
Other inkjet paper	Plain
Legal	Plain

### Related topics

[“Paper basics” on page 21](#)

# 7 Work with cartridges

- [Check the estimated ink levels](#)
- [Order ink supplies](#)
- [Automatically clean print cartridges](#)
- [Replace the cartridges](#)
- [Cartridge warranty information](#)

## Check the estimated ink levels

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

 **NOTE:** If you have installed a refilled or remanufactured cartridge, or a cartridge that has been used in another printer, the ink level indicator might be inaccurate or unavailable.

**NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not have to replace the cartridges until the print quality is unacceptable.

**NOTE:** Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the product and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used. For more information, see [www.hp.com/go/inkusage](http://www.hp.com/go/inkusage).

### To check the ink levels from the HP Photosmart Software

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

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

The **Printer Toolbox** appears.

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

### Related topics

[“Order ink supplies” on page 33](#)

## Order ink supplies

For a list of cartridge numbers, use the software that came with the HP All-in-One to find out the reorder number.

**Find the cartridge number**

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

---

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

---

The **Printer Toolbox** appears.

2. Click the **Estimated Ink Level** tab.

The estimated ink levels for the print cartridges appear. Use the menu at the bottom to select **Cartridge details**.

To order genuine HP supplies for the HP All-in-One, 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.

---

 **NOTE:** Ordering cartridges online is not supported in all countries/regions. If it is not available in your country/region, you may still view supplies information and print a list for reference when shopping at a local HP reseller.

---

**To order ink cartridges from your desktop**

- ▲ To learn which HP supplies work with your printer, order supplies online, or create a printable shopping list, open HP Solution Center and select the online shopping feature.

Cartridge information and links to online shopping also appear on ink alert messages. In addition, you can find cartridge information and order online by visiting [www.hp.com/buy/supplies](http://www.hp.com/buy/supplies).

---

 **NOTE:** Ordering cartridges online is not supported in all countries/regions. If it is not available in your country/region, you may still view supplies information and print a list for reference when shopping at a local HP reseller.

---

**Related topics**

[“Choose the right cartridges” on page 34](#)

## Choose the right cartridges

HP recommends that you use original HP cartridges. Original HP cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

**Related topics**

[“Order ink supplies” on page 33](#)

## Automatically clean print cartridges

If your printed pages are faded or if they contain ink streaks, the print cartridges might be low on ink or might need to be cleaned. For more information, see [“Check the estimated ink levels” on page 33](#).

If the print cartridges are not low on ink, clean the print cartridges automatically.

---

△ **CAUTION:** Clean print cartridges only when necessary. Unnecessary cleaning wastes ink and shortens the life of the cartridge.

---

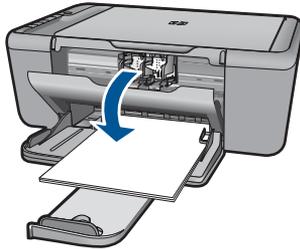
### To clean the print cartridges

1. In the HP Solution Center, click **Settings**. In the **Print Settings** area, click **Printer Toolbox**.
2. Click **Clean the Print Cartridges**.
3. Click **Clean**, and then follow the onscreen instructions.

## Replace the cartridges

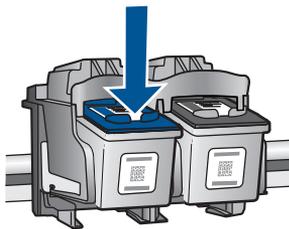
### To replace the cartridges

1. Check power
2. Remove cartridge.
  - a. Open cartridge door.



Wait for print carriage to move to center of the product.

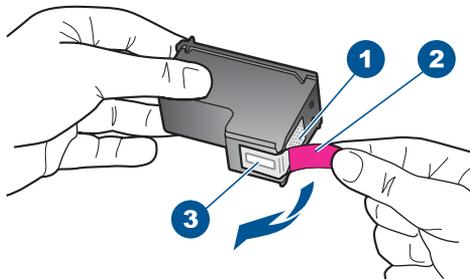
- b. Press down to release cartridge, then remove it from slot.



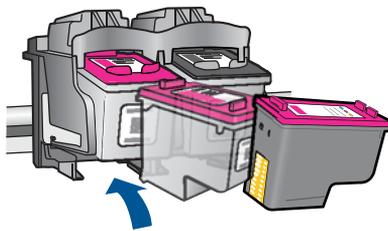
3. Insert new cartridge.
  - a. Remove cartridge from packaging.



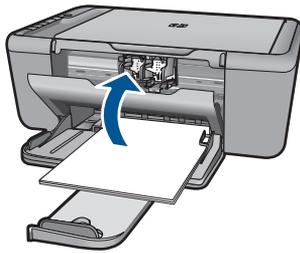
- b. Remove plastic tape using pink pull tab.



- c. Line up colored shaped icons, then slide cartridge into slot until it clicks into place.



- d. Close cartridge door.



4. Align cartridges.

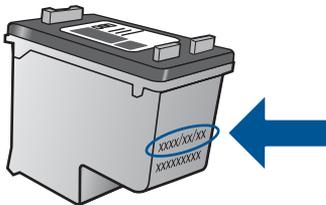
#### Related topics

- [“Choose the right cartridges”](#) on page 34
- [“Order ink supplies”](#) on page 33

## Cartridge warranty information

The HP cartridge warranty is applicable when the product is used in its designated HP printing device. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.

During the warranty period the product is covered as long as the HP ink is not depleted and the end of warranty date has not been reached. The end of warranty date, in YYYY/MM/DD format, may be found on the product as indicated:



For a copy of the HP Limited Warranty Statement, see the printed documentation that came with the product.



# 8 Solve a problem

This section contains the following topics:

- [HP support](#)
- [Setup troubleshooting](#)
- [Print quality troubleshooting](#)
- [Print troubleshooting](#)
- [Scan troubleshooting](#)
- [Copy troubleshooting](#)
- [Errors](#)

## HP support

- [Support process](#)
- [HP support by phone](#)
- [Additional warranty options](#)

### 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 newsgrams that are available when you register the product
3. Call HP support. Support options and availability vary by product, country/region, and language.

### HP support by phone

Phone support options and availability vary by product, country/region, and language.

This section contains the following topics:

- [Phone support period](#)
- [Placing a call](#)
- [Support phone numbers](#)
- [After the phone support period](#)

### Phone support period

One year of phone support is available in North America, Asia Pacific, and Latin America (including Mexico). To determine the duration of phone support in Europe, the Middle East, and Africa, go to [www.hp.com/support](http://www.hp.com/support). Standard phone company charges apply.

### Placing a call

Call HP support while you are in front of the computer and the product. Be prepared to provide the following information:

- Product name (HP Deskjet Ink Advantage All-in-One Series - K209)
- Serial number (located on the back or bottom of the product)
- Messages that appear when the situation occurs
- Answers to these questions:
  - Has this situation happened before?
  - Can you re-create it?
  - Did you add any new hardware or software to your computer at about the time that this situation began?
  - Did anything else occur prior to this situation (such as a thunderstorm, product was moved, etc.)?

### Support phone numbers

For the most current HP list of telephone support numbers and call costs information, see [www.hp.com/support](http://www.hp.com/support).



Africa (English speaking)	www.hp.com/support
Afrique (francophone)	www.hp.com/support
www.hp.com/support	الجزائر
Argentina (Buenos Aires)	www.hp.com/la/soporte
Argentina	www.hp.com/la/soporte
Australia	1300 721 147
Australia (out-of-warranty)	1902 910 910
Österreich	www.hp.com/support
www.hp.com/support	البحرين
België	www.hp.com/support
Belgique	www.hp.com/support
Brasil (Sao Paulo)	www.hp.com/la/soporte
Brasil	www.hp.com/la/soporte
Canada	www.hp.com/support
Central America & The Caribbean	www.hp.com/la/soporte
Chile	www.hp.com/la/soporte
中国	1068687980
中国	800-810-3888
Colombia (Bogotá)	www.hp.com/la/soporte
Colombia	www.hp.com/la/soporte
Costa Rica	www.hp.com/la/soporte
Česká republika	www.hp.com/support
Danmark	www.hp.com/support
Ecuador (Andinatel)	www.hp.com/la/soporte
Ecuador (Pacifitel)	www.hp.com/la/soporte
www.hp.com/support	مصر
El Salvador	www.hp.com/la/soporte
España	www.hp.com/support
France	www.hp.com/support
Deutschland	www.hp.com/support
Ελλάδα (από το εξωτερικό)	www.hp.com/support
Ελλάδα (εντός Ελλάδας)	www.hp.com/support
Ελλάδα (από Κύπρο)	www.hp.com/support
Guatemala	www.hp.com/la/soporte
香港特別行政區	(852) 2802 4098
Magyarország	www.hp.com/support
India	1-800-425-7737
India	91-80-28526900
Indonesia	+62 (21) 350 3408
www.hp.com/support	العراق
www.hp.com/support	الكويت
www.hp.com/support	لبنان
www.hp.com/support	قطر
www.hp.com/support	اليمن
Ireland	www.hp.com/support
www.hp.com/support	ישראל
Italia	www.hp.com/support
Jamaica	www.hp.com/la/soporte

日本	0570-000511
日本	03-3335-9800
www.hp.com/support	الأردن
한국	1588-3003
Luxembourg (Français)	www.hp.com/support
Luxemburg (Deutsch)	www.hp.com/support
Malaysia	1800 88 8588
Mauritius	www.hp.com/support
México (Ciudad de México)	www.hp.com/la/soporte
México	www.hp.com/la/soporte
Maroc	www.hp.com/support
Nederland	www.hp.com/support
New Zealand	0800 441 147
Nigeria	www.hp.com/support
Norge	www.hp.com/support
www.hp.com/support	عمان
Panamá	www.hp.com/la/soporte
Paraguay	www.hp.com/la/soporte
Perú	www.hp.com/la/soporte
Philippines	2 867 3551
Polska	www.hp.com/support
Portugal	www.hp.com/support
Puerto Rico	www.hp.com/support
República Dominicana	www.hp.com/support
Reunion	www.hp.com/support
România	www.hp.com/support
Россия (Москва)	www.hp.com/support
Россия (Санкт-Петербург)	www.hp.com/support
www.hp.com/support	السعودية
Singapore	+65 6272 5300
Slovensko	www.hp.com/support
South Africa (RSA)	www.hp.com/support
Suomi	www.hp.com/support
Sverige	www.hp.com/support
Switzerland	www.hp.com/support
臺灣	02-8722-8000
ไทย	+66 (2) 353 9000
www.hp.com/support	تونس
Trinidad & Tobago	www.hp.com/la/soporte
Türkiye (Istanbul, Ankara, İzmir & Bursa)	www.hp.com/support
Україна	www.hp.com/support
www.hp.com/support	الإمارات العربية المتحدة
United Kingdom	www.hp.com/support
United States	www.hp.com/support
Uruguay	www.hp.com/la/soporte
Venezuela (Caracas)	www.hp.com/la/soporte
Venezuela	www.hp.com/la/soporte
Việt Nam	+84 88234530

### After the phone support period

After the phone support period, help is available from HP at an additional cost. Help may also be available at the HP online support Web site: [www.hp.com/support](http://www.hp.com/support). Contact your HP dealer or call the support phone number for your country/region to learn more about support options.

## Additional warranty options

Extended service plans are available for the HP All-in-One at additional costs. Go to [www.hp.com/support](http://www.hp.com/support), select your country/region and language, then explore the services and warranty area for information about the extended service plans.

## Setup troubleshooting

This section contains setup troubleshooting information for the product.

Many issues are caused when the product is connected to the computer using a USB cable before the HP Photosmart software is installed on the computer. If you connected the product 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).  
For more information, see [“Uninstall and reinstall the software” on page 47](#).
3. Restart your computer.
4. Turn off the product, wait one minute, then restart it.
5. Reinstall the HP Photosmart software.

---

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

---

This section contains the following topics:

- [The product will not turn on](#)
- [I connected the USB cable, but I am having problems using the HP All-in-One with my computer](#)
- [After setting up the product, it does not print](#)
- [The Minimum System Checks screen appears](#)
- [A red X appears on the USB connect prompt](#)
- [I received a message that an Unknown Error has occurred](#)
- [The registration screen does not appear](#)
- [Uninstall and reinstall the software](#)

### The product will not turn on

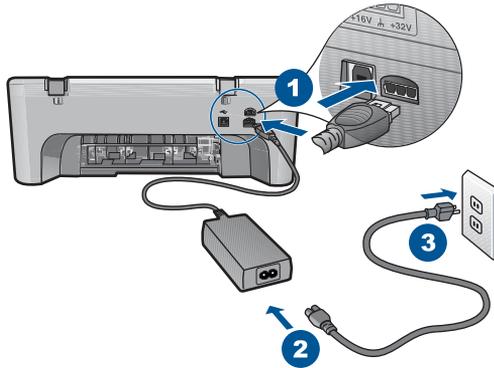
Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Make sure the power cord is connected](#)
- [Solution 2: Press the On button more slowly](#)

## Solution 1: Make sure the power cord is connected

### Solution:

- Make sure the power cord is firmly connected to both the product and the power adapter. Plug the power cord into a power outlet, surge protector, or power strip.



1	Power connection
2	Power cord and adapter

- If you are using a power strip, make sure the power strip is 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 properly connected to a power supply.

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

## Solution 2: Press the On button more slowly

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

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

Contact HP support for service.

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

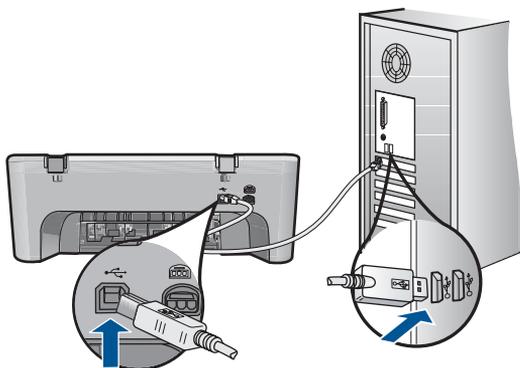
**Cause:** You pressed the **On** button too quickly.

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

**Solution:** You must first install the software that came with the product before connecting the USB cable. During installation, do not plug in the USB cable until prompted by the onscreen instructions.

Once you have installed the software, connecting your computer to the product with a USB cable is straightforward. Simply plug one end of the USB cable into the back of your computer and the other into the back of the product. You can connect to any USB port on the back of your computer.

If you installed the software, uninstall it and then reinstall it, connecting the USB cable only when prompted.



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 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 2: Set your product as the default printer](#)
- [Solution 3: Check the connection between the product and computer](#)
- [Solution 4: Check that the cartridges are installed properly and have ink](#)
- [Solution 5: Load paper in the input tray](#)

### Solution 1: Press the On button to turn on the product

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

**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 cartridges are installed properly and have ink

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

**Cause:** There might have been a problem with one or more of the 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.

For more information, see:

[“Load media” on page 23](#)

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

---

### The Minimum System Checks screen appears

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

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

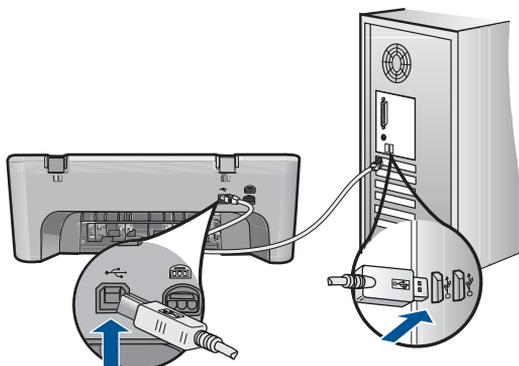
---

### A red X appears on the USB connect prompt

**Solution:** Verify that the product is set up properly, and then try to re-establish the connection.

#### To retry the USB connection

1. Verify that the USB cable is set up properly as follows:
  - Unplug the USB cable and plug it in again or try plugging the USB cable into a different USB port.
  - Do not attach the USB cable to a keyboard.
  - Verify that the USB cable is 3 meters (9.8 feet) or less in length.
  - If you have several USB devices attached to your computer, you might want to unplug the other devices during the installation.
2. Unplug the product power cord, and then plug it in again.
3. Verify that the USB cable and power cord are plugged in.



4. Click **Retry** to retry the connection.
5. Continue with the installation and restart the computer when prompted.

**Cause:** Normally, a green check appears indicating that the plug and play was successful. A red X indicates that the plug and play failed.

### I received a message that an Unknown Error has occurred

**Solution:** Try to continue with the installation. If that does not work, stop and then restart the installation, and follow the directions on the screen. If an error occurs, you might need to uninstall and then reinstall the software. Do not simply delete the product 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 product.

For more information, see:

[“Uninstall and reinstall the software” on page 47](#)

**Cause:** The source of the error is unknown.

## The registration screen does not appear

**Solution:** You can access the registration (Sign up now) screen from the Windows taskbar by clicking **Start**, pointing to **Programs** or **All Programs, HP, Deskjet F4400 All-in-One series**, and then clicking **Product Registration**.

**Cause:** The registration screen did not launch automatically.

---

## Uninstall and reinstall the software

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

### To uninstall from a Windows computer

---

 **NOTE:** Use this method if **Uninstall** is not available in the Windows Start menu (click **Programs** or **All Programs, HP, Deskjet F4400 All-in-One series, Uninstall**).

---

1. Open the Windows control panel and double-click **Add or Remove Programs**.
- 

 **NOTE:** The procedure to open the control panel varies by operating system. If you are not sure how to do this, see the Windows Help.

---

2. Select **HP Deskjet All-In-One Driver Software**, and then click **Change/Remove**. Follow the onscreen instructions.
  3. Disconnect the product from your computer.
  4. 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.

---

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

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.

## Print quality troubleshooting

Use this section to solve these print quality problems:

- [Wrong, inaccurate, or bleeding colors](#)
- [Ink is not filling the text or graphics completely](#)
- [The printout has a horizontal band of distortion near the bottom of a borderless print](#)
- [Printouts have horizontal streaks or lines](#)
- [Printouts are faded or have dull colors](#)
- [Printouts seem blurry or fuzzy](#)
- [Printouts have vertical streaks](#)
- [Printouts are slanted or skewed](#)
- [Ink streaks on the back of the paper](#)
- [The text edges are jagged](#)

### Wrong, inaccurate, or bleeding colors

If your printout has one of the following print quality problems, try the solutions in this section for help.

- Colors look different than what you expected.  
For example, the colors in your graphic or photo look one way on your computer screen but print out differently, or magenta was replaced with cyan in your printout.
- Colors run into each other, or look like they are smeared on the page. The edges might have a feathering appearance instead of being sharp and defined.

Try the following solutions if the colors appear wrong, inaccurate, or bleed into each other.

- [Solution 1: Make sure you are using genuine HP ink cartridges](#)
- [Solution 2: Check the paper loaded in the input tray](#)
- [Solution 3: Check the paper type](#)
- [Solution 4: Check the ink levels](#)
- [Solution 5: Check the print settings](#)
- [Solution 6: Align the printer](#)
- [Solution 7: Contact HP support](#)

### Solution 1: Make sure you are using genuine HP ink cartridges

**Solution:** Check to see if your ink cartridges are genuine HP ink cartridges.

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

---

 **NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Product service or repairs required as a result of using a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP ink cartridges, go to:

[www.hp.com/go/anticounterfeit](http://www.hp.com/go/anticounterfeit)

---

**Cause:** Non-HP ink cartridges were being used.

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

---

### Solution 2: Check the paper loaded in the input tray

**Solution:** Make sure the paper is loaded correctly and that it is not wrinkled or too thick.

- Load paper with the side you want to print on facing down. For example, if you are loading glossy photo paper, load the paper with the glossy side down.
- Make sure the paper lays flat in the input tray and is not wrinkled. If the paper is too close to the printhead during printing, the ink might be smeared. This can happen if the paper is raised, wrinkled, or very thick, such as a mailing envelope.

For more information, see:

[“Load media” on page 23](#)

**Cause:** The paper was loaded incorrectly, or it was wrinkled or too thick.

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

---

### Solution 3: Check the paper type

**Solution:** HP recommends that you use HP papers or any other paper type that is appropriate for the product.

Always make sure the paper you are printing on is flat. For best results when printing images, use HP Advanced Photo Paper.

Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

For more information, see:

- [“Recommended papers for printing” on page 21](#)
- [“Load media” on page 23](#)

**Cause:** The wrong kind of paper was loaded in the input tray.

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

---

#### Solution 4: Check the ink levels

**Solution:** Check the estimated ink levels in the cartridges.

 **NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the cartridges until print quality becomes unacceptable.

---

**Cause:** The ink cartridges might have insufficient ink.

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

---

#### Solution 5: Check the print settings

**Solution:** Check the print settings.

- Check the print settings to see if the color settings are incorrect. For example, check to see if the document is set to print in grayscale. Or, check to see if advanced color settings such as saturation, brightness, or color tone, are set to modify the appearance of colors.
- Check the print quality setting and make sure it matches the type of paper loaded in the product. You might need to choose a lower print quality setting, if colors are running into each other. Or, choose a higher setting if you are printing a high-quality photo, and then make sure photo paper such as HP Advanced Photo Paper, is loaded in the input tray.

 **NOTE:** On some computer screens, colors might appear differently than they do when printed on paper. In this case, there is nothing wrong with the product, print settings, or ink cartridges. No further troubleshooting is required.

---

**Cause:** The print settings were set incorrectly.

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

---

#### Solution 6: Align the printer

**Solution:** Align the printer.

Aligning the printer can help ensure excellent print quality.

### To align the printer

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



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

The **Printer Toolbox** appears.

4. Click the **Device Services** tab.
5. Click **Align the Printer**.  
The product prints a test page, aligns the print head, and calibrates the printer. Recycle or discard the page.

**Cause:** The printer needed to be aligned.

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

---

### Solution 7: Contact HP support

**Solution:** 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 information on calling for technical support.

**Cause:** There was a problem with the printhead.

---

### Ink is not filling the text or graphics completely

Try the following solutions if the ink is not filling the text or image completely so that it appears that parts are missing or blank.

- [Solution 1: Make sure you are using genuine HP ink cartridges](#)
- [Solution 2: Check the ink levels](#)
- [Solution 3: Check the print settings](#)
- [Solution 4: Check the paper type](#)
- [Solution 5: Contact HP support](#)

### Solution 1: Make sure you are using genuine HP ink cartridges

**Solution:** Check to see if your ink cartridges are genuine HP ink cartridges.

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

---

 **NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Product service or repairs required as a result of using a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP ink cartridges, go to:

[www.hp.com/go/anticounterfeit](http://www.hp.com/go/anticounterfeit)

---

**Cause:** Non-HP ink cartridges were being used.

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

---

### Solution 2: Check the ink levels

**Solution:** Check the estimated ink levels in the cartridges.

---

 **NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the cartridges until print quality becomes unacceptable.

---

**Cause:** The ink cartridges might have insufficient ink.

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

---

### Solution 3: Check the print settings

**Solution:** Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the print quality setting and make sure it is not set too low. Print the image with a high print quality setting, such as **Best** or **Maximum dpi**.

**Cause:** The paper type or print quality settings were set incorrectly.

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

---

### Solution 4: Check the paper type

**Solution:** HP recommends that you use HP papers or any other paper type that is appropriate for the product.

Always make sure the paper you are printing on is flat. For best results when printing images, use HP Advanced Photo Paper.

Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you

plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

For more information, see:

- [“Recommended papers for printing” on page 21](#)
- [“Load media” on page 23](#)

**Cause:** The wrong kind of paper was loaded in the input tray.

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

---

### Solution 5: Contact HP support

**Solution:** 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 information on calling for technical support.

**Cause:** There was a problem with the printhead.

---

## The printout has a horizontal band of distortion near the bottom of a borderless print

Try the following solutions if your borderless print has a blurry band or line on the bottom of it.

---

 **NOTE:** For this issue, there is not a problem with your ink supplies. Therefore, replacing the ink cartridges or printhead is not necessary.

---

- [Solution 1: Check the paper type](#)
- [Solution 2: Use a higher print quality setting](#)
- [Solution 3: Rotate the image](#)

### Solution 1: Check the paper type

**Solution:** HP recommends that you use HP papers or any other paper type that is appropriate for the product.

Always make sure the paper you are printing on is flat. For best results when printing images, use HP Advanced Photo Paper.

Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

For more information, see:

- [“Load media” on page 23](#)
- [“Paper basics” on page 21](#)

**Cause:** The wrong kind of paper was loaded in the input tray.

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

---

### Solution 2: Use a higher print quality setting

**Solution:** Check the print quality setting and make sure it is not set too low.

#### To select a print speed or quality

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



**NOTE:** To find out what dpi the product will print based on the paper type and print quality settings you selected, click **Resolution**.

---

Print the image with a high print quality setting, such as **Best** or **Maximum dpi**.

For more information, see:

[“Print using the maximum dpi” on page 17](#)

**Cause:** The print quality setting was set too low.

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

---

### Solution 3: Rotate the image

**Solution:** If the problem persists, use the software you installed with the product or another software application to rotate your image 180 degrees so that the light blue, gray, or brown hues in your image do not print at the bottom of the page.

**Cause:** The photo image had odd hues printed near the bottom of the page.

---

## Printouts have horizontal streaks or lines

Try the following solutions if your printout has lines, streaks, or marks on it that run across the width of the page.

- [Solution 1: Make sure you are using genuine HP ink cartridges](#)
- [Solution 2: Check the ink levels](#)
- [Solution 3: Make sure the paper is loaded correctly](#)
- [Solution 4: Use a higher print quality setting](#)
- [Solution 5: Align the printer](#)

- [Solution 6: Automatically clean the print cartridges.](#)
- [Solution 7: Contact HP support](#)

### Solution 1: Make sure you are using genuine HP ink cartridges

**Solution:** Check to see if your ink cartridges are genuine HP ink cartridges.

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

 **NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Product service or repairs required as a result of using a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP ink cartridges, go to:

[www.hp.com/go/anticounterfeit](http://www.hp.com/go/anticounterfeit)

**Cause:** Non-HP ink cartridges were being used.

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

---

### Solution 2: Check the ink levels

**Solution:** Check the estimated ink levels in the cartridges.

 **NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the cartridges until print quality becomes unacceptable.

**Cause:** The ink cartridges might have insufficient ink.

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

---

### Solution 3: Make sure the paper is loaded correctly

**Solution:** Make sure that the paper is loaded correctly in the input tray.

For more information, see:

[“Load media” on page 23](#)

**Cause:** The paper was not loaded correctly.

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

---

**Solution 4: Use a higher print quality setting**

**Solution:** Check the print quality setting and make sure it is not set too low.

**To select a print speed or quality**

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

---

 **NOTE:** To find out what dpi the product will print based on the paper type and print quality settings you selected, click **Resolution**.

---

Print the image with a high print quality setting, such as **Best** or **Maximum dpi**.

For more information, see:

[“Print using the maximum dpi” on page 17](#)

**Cause:** The print quality or copy setting on the product was set too low.

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

---

**Solution 5: Align the printer**

**Solution:** Align the printer.

Aligning the printer can help ensure excellent print quality.

**To align the printer from the HP Photosmart Software**

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

---

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

---

The **Printer Toolbox** appears.

4. Click the **Device Services** tab.
5. Click **Align the Printer**.  
The product prints a test page, aligns the print head, and calibrates the printer. Recycle or discard the page.

**Cause:** The printer needed to be aligned.

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

---

### Solution 6: Automatically clean the print cartridges.

**Solution:** Clean the print cartridges.

For more information, see "[Automatically clean print cartridges](#)" on page 34

**Cause:** The print cartridge nozzles needed to be cleaned.

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

---

### Solution 7: Contact HP support

**Solution:** 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 information on calling for technical support.

**Cause:** There was a problem with the printhead.

---

## Printouts are faded or have dull colors

Try the following solutions if the colors in your printout are not as bright and intense as you expected.

- [Solution 1: Make sure you are using genuine HP ink cartridges](#)
- [Solution 2: Check the ink levels](#)
- [Solution 3: Check the print settings](#)
- [Solution 4: Check the paper type](#)
- [Solution 5: Automatically clean the print cartridges.](#)
- [Solution 6: Contact HP support](#)

### Solution 1: Make sure you are using genuine HP ink cartridges

**Solution:** Check to see if your ink cartridges are genuine HP ink cartridges.

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

 **NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Product service or repairs required as a result of using a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP ink cartridges, go to:

[www.hp.com/go/anticounterfeit](http://www.hp.com/go/anticounterfeit)

---

**Cause:** Non-HP ink cartridges were being used.

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

---

### Solution 2: Check the ink levels

**Solution:** Check the estimated ink levels in the cartridges.

 **NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the cartridges until print quality becomes unacceptable.

---

**Cause:** The ink cartridges might have insufficient ink.

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

---

### Solution 3: Check the print settings

**Solution:** Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the print quality setting and make sure it is not set too low. Print the image with a high print quality setting, such as **Best** or **Maximum dpi**.

**Cause:** The paper type or print quality settings were set incorrectly.

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

---

### Solution 4: Check the paper type

**Solution:** HP recommends that you use HP papers or any other paper type that is appropriate for the product.

Always make sure the paper you are printing on is flat. For best results when printing images, use HP Advanced Photo Paper.

Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

For more information, see:

- [“Recommended papers for printing” on page 21](#)
- [“Load media” on page 23](#)

**Cause:** The wrong kind of paper was loaded in the input tray.

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

---

### Solution 5: Automatically clean the print cartridges.

**Solution:** Clean the print cartridges.

For more information, see “[Automatically clean print cartridges](#)” on page 34

**Cause:** The print cartridge nozzles needed to be cleaned.

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

---

### Solution 6: Contact HP support

**Solution:** 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 information on calling for technical support.

**Cause:** There was a problem with the printhead.

---

## Printouts seem blurry or fuzzy

Try the following solutions if your printout is not sharp or unclear.

 **NOTE:** For this issue, there is not a problem with your ink supplies. Therefore, replacing the ink cartridges or printhead is not necessary.

 **TIP:** After reviewing the solutions in this section, you can go to HP's Web site to see if there is additional troubleshooting help. For more information, go to: [www.hp.com/support](http://www.hp.com/support).

---

- [Solution 1: Check the print settings](#)
- [Solution 2: Use a higher quality image](#)
- [Solution 3: Print the image in a smaller size](#)
- [Solution 4: Align the printer](#)

### Solution 1: Check the print settings

**Solution:** Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the print quality setting and make sure it is not set too low.  
Print the image with a high print quality setting, such as **Best** or **Maximum dpi**.

**Cause:** The paper type or print quality settings were set incorrectly.

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

---

### Solution 2: Use a higher quality image

**Solution:** Use a higher resolution image.

If you are printing a photo or graphic, and the resolution is too low, it will be blurry or fuzzy when printed.

If a digital photo or rasterized graphic has been resized, it can be blurry or fuzzy when printed.

**Cause:** The resolution of the image was low.  
If this did not solve the issue, try the next solution.

---

### Solution 3: Print the image in a smaller size

**Solution:** Reduce the size of the image and then print it.

If you are printing a photo or graphic, and the print size is set too high, it will be blurry or fuzzy when printed.

If a digital photo or rasterized graphic has been resized, it can be blurry or fuzzy when printed.

**Cause:** The image was printed in a larger size.  
If this did not solve the issue, try the next solution.

---

### Solution 4: Align the printer

**Solution:** Align the printer.

Aligning the printer can help ensure excellent print quality.

#### To align the printer from the HP Photosmart Software

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



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

---

The **Printer Toolbox** appears.

4. Click the **Device Services** tab.
5. Click **Align the Printer**.

The product prints a test page, aligns the print head, and calibrates the printer. Recycle or discard the page.

**Cause:** The printer needed to be aligned.

---

### Printouts have vertical streaks

**Solution:** HP recommends that you use HP papers or any other paper type that is appropriate for the product.

Always make sure the paper you are printing on is flat. For best results when printing images, use HP Advanced Photo Paper.

Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you

plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

For more information, see:

- [“Recommended papers for printing” on page 21](#)
- [“Load media” on page 23](#)

**Cause:** The wrong kind of paper was loaded in the input tray.

---

## Printouts are slanted or skewed

Try the following solutions if your printout does not appear straight on the page.

- [Solution 1: Make sure the paper is loaded correctly](#)
- [Solution 2: Make sure only one type of paper is loaded](#)

### Solution 1: Make sure the paper is loaded correctly

**Solution:** Make sure that the paper is loaded correctly in the input tray.

For more information, see:

[“Load media” on page 23](#)

**Cause:** The paper was not loaded correctly.

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

---

### Solution 2: Make sure only one type of paper is loaded

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

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

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

---

## Ink streaks on the back of the paper

Try the following solutions if there is smeared ink on the back of your printout.

- [Solution 1: Print on a page of plain paper](#)
- [Solution 2: Wait while the ink dries](#)

### Solution 1: Print on a page of plain paper

**Solution:** Print one or several pages of plain paper to soak up any excess ink in the product.

#### To remove excess ink using plain paper

1. Load several sheets of plain paper in the input tray.
2. Wait five minutes.

3. Print a document with little or no text.
4. Check the back of the paper for ink. If there is still ink on the back of the paper, try printing on another page of plain paper.

**Cause:** Ink accumulated inside the product, where the back of the paper rests during printing.

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

---

### Solution 2: Wait while the ink dries

**Solution:** Wait at least thirty minutes for the ink inside the product to dry, then try the print job again.

**Cause:** The excess ink in the product needed to dry out.

---

## The text edges are jagged

Try the following solutions if the text in your printouts is not sharp and the edges are rough.

 **NOTE:** For this issue, there is not a problem with your ink supplies. Therefore, replacing the ink cartridges or printhead is not necessary.

---

- [Solution 1: Use TrueType or OpenType fonts](#)
- [Solution 2: Align the printer](#)

### Solution 1: Use TrueType or OpenType fonts

**Solution:** Use TrueType or OpenType fonts to ensure that the product is able to print smooth fonts. When selecting a font, look for the TrueType or OpenType icon.



TrueType icon



OpenType icon

---

**Cause:** The font was a custom size.

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

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

---

### Solution 2: Align the printer

**Solution:** Align the printer.

Aligning the printer can help ensure excellent print quality.

### To align the printer from the HP Photosmart Software

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



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

The **Printer Toolbox** appears.

4. Click the **Device Services** tab.
5. Click **Align the Printer**.  
The product prints a test page, aligns the print head, and calibrates the printer. Recycle or discard the page.

**Cause:** The printer needed to be aligned.

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

## Print troubleshooting

Use this section to solve these printing problems:

- [Envelopes print incorrectly](#)
- [The product prints meaningless characters](#)
- [The pages in my document came out in the wrong order](#)
- [The margins are not printing as expected](#)
- [A blank page came out while printing](#)

### Envelopes print incorrectly

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.

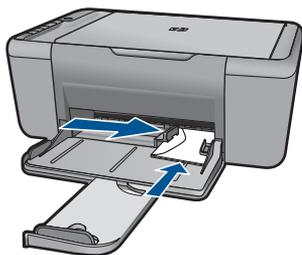
- [Solution 1: Reload the envelopes in the input tray](#)
- [Solution 2: Load a different type of envelope](#)
- [Solution 3: Tuck the flaps to avoid paper jams](#)

#### Solution 1: Reload the envelopes in the input tray

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



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



For more information, see:

[“Load media” on page 23](#)

**Cause:** A stack of envelopes was loaded incorrectly.

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

---

### **Solution 2: Load a different type of envelope**

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

**Cause:** The wrong type of envelope was loaded.

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

---

### **Solution 3: Tuck the flaps to avoid paper jams**

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

**Cause:** The flaps might get caught in the rollers.

---

## **The product prints meaningless characters**

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: Restart the product and your computer](#)
- [Solution 2: Try printing another document](#)

### **Solution 1: Restart the product and your computer**

**Solution:** Turn off the product and your computer for 60 seconds, then turn them both on and try printing again.

**Cause:** The memory in the product was full.

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

---

## Solution 2: Try printing another document

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

**Cause:** The document was corrupt.

---

## The pages in my document came out in the wrong order

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

**Cause:** The print settings were set to print the first page of your document first. Because of the way the paper feeds through the product, this means the first page will be print side up at the bottom of the stack.

---

## The margins are not printing as expected

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: Set the correct margins in your software application](#)
- [Solution 2: Verify the paper size setting](#)
- [Solution 3: Load the stack of paper correctly](#)
- [Solution 4: Load the stack of envelopes correctly](#)

### Solution 1: Set the correct margins in your software application

**Solution:** Check the printer margins.

Make sure the margin settings for the document do not exceed the printable area of the product.

#### To check your margin settings

1. Preview your print job before sending it to the product.  
In most software applications, click the **File** menu, and then click **Print Preview**.
2. Check the margins.  
The product uses the margins you have set in your software application, as long as they are greater than the minimum margins the product supports. For more information about setting margins in your software application, see the documentation that came with the software.
3. Cancel the print job if the margins are not satisfactory, and then adjust the margins in your software application.

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

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

---

### Solution 2: Verify the paper size setting

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

**Cause:** The paper size setting was not set correctly for the project you were printing. If this did not solve the issue, try the next solution.

---

### Solution 3: Load the stack of paper correctly

**Solution:** Remove the stack of paper from the input tray, and then reload the paper. Make sure that you slide the paper-width guide to the right until it stops at the edge of the paper.

For more information, see:

[“Load media” on page 23](#)

**Cause:** The paper guides are not positioned correctly. If this did not solve the issue, try the next solution.

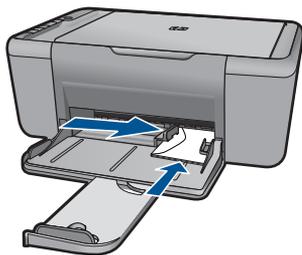
---

### Solution 4: Load the stack of envelopes correctly

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

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

---



For more information, see:

[“Load media” on page 23](#)

**Cause:** A stack of envelopes was loaded incorrectly.

---

## A blank page came out while printing

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: Check the ink levels in the print cartridges](#)

- [Solution 2: Check for blank pages at the end of the document](#)
- [Solution 3: Load more paper in the input tray](#)
- [Solution 4: Check the print cartridges for protective tape](#)

### Solution 1: Check the ink levels in the print cartridges

**Solution:** Check the estimated ink levels remaining in the print cartridges.

 **NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the print cartridges until print quality becomes unacceptable.

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

**Cause:** If you are printing black text, and a blank page comes out of the product, the black print cartridge might be empty.

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

---

### Solution 2: Check for blank pages at the end of the document

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

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

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

---

### Solution 3: Load more paper in the input tray

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

For more information, see:

[“Load media” on page 23](#)

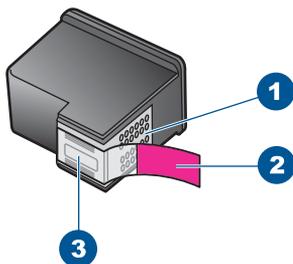
**Cause:** The product was out of paper.

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

---

### Solution 4: Check the print cartridges for protective tape

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



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



For more information, see:

[“Replace the cartridges” on page 35](#)

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

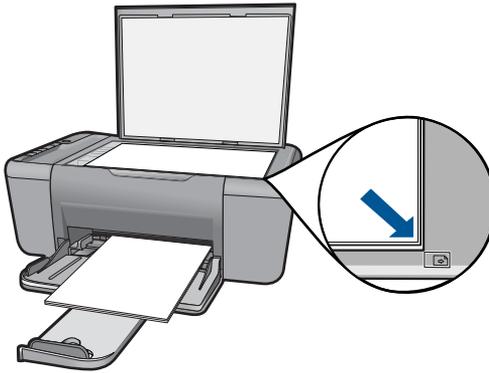
## Scan troubleshooting

Use this section to solve these scan problems:

- [Scanned image is blank](#)
- [Scanned image is incorrectly cropped](#)
- [Scanned image has incorrect page layout](#)
- [Text format is incorrect](#)
- [Scanned image shows dotted lines instead of text](#)
- [Text is incorrect or missing](#)

### Scanned image is blank

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



**Cause:** The original was placed incorrectly on the glass.

---

### Scanned image is incorrectly cropped

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

**Cause:** The software was set to automatically crop scanned pictures.

---

### Scanned image has incorrect page layout

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

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

---

### Text format is incorrect

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

**Cause:** The scan document settings were incorrect.

---

### Scanned image shows dotted lines instead of text

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

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

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

---

## Text is incorrect or missing

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

- [Solution 1: Make sure that the brightness is set appropriately in the software](#)
- [Solution 2: Make sure that the glass and the back of the document lid are clean](#)

### Solution 1: Make sure that the brightness is set appropriately in the software

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

#### To adjust the brightness

1. In the **HP Scanning** window, click **Lighten/Darken** in the **Basic** menu or the **Tools** panel.
2. Adjust the brightness indicators.

**Cause:** The brightness was not set correctly in the software.

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

---

### Solution 2: Make sure that the glass and the back of the document lid are clean

**Solution:** Turn off the product, unplug the power cord, and use a soft cloth to wipe the glass and the back of the document lid.

**Cause:** The glass and the back of the document lid were not clean.

---

## Copy troubleshooting

Use this section to solve these copy problems:

- [Nothing happens when I try to copy](#)
- [Parts of the original do not appear or are cut off](#)
- [The printout appears enlarged on the page](#)
- [The printout is blank](#)

### Nothing happens when I try to copy

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: Turn on the product](#)
- [Solution 2: Place the original correctly on the glass](#)
- [Solution 3: Wait for the product to finish other tasks](#)

- [Solution 4: The product does not support the paper or envelope](#)

### Solution 1: Turn on the product

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

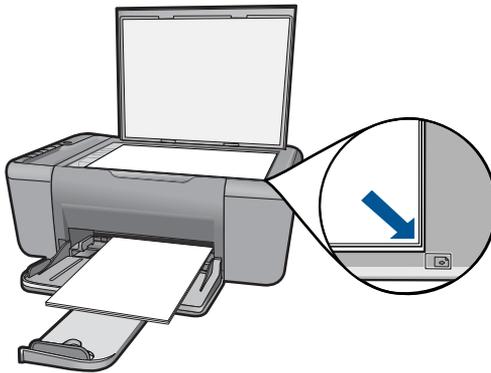
**Cause:** The product was turned off.

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

---

### Solution 2: Place the original correctly on the glass

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



**Cause:** The original was placed incorrectly on the glass.

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

---

### Solution 3: Wait for the product to finish other tasks

**Solution:** Check the **On** light. If it is blinking, the product is busy.

If the product is performing another task such as printing or scanning, your copy job will be delayed until the product completes the current task.

**Cause:** The product was busy with another task.

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

---

### Solution 4: The product does not support the paper or envelope

**Solution:** Do not use the product to copy onto envelopes or other papers the product does not support.

**Cause:** The product did not recognize the inserted paper type.

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

---

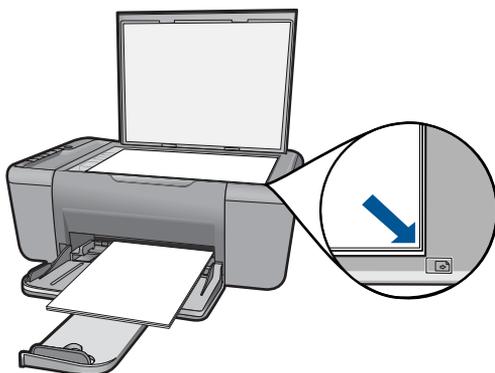
### Parts of the original do not appear or are cut off

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: Place the original correctly on the glass](#)
- [Solution 2: Clean the scanner glass](#)

#### Solution 1: Place the original correctly on the glass

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



**Cause:** The original was placed incorrectly on the glass.

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

---

#### Solution 2: Clean the scanner glass

**Solution:** Clean the scanner glass and make sure that there are no foreign materials adhering to it.

**Cause:** The scanner glass was dirty, causing the product to include an area in the copy that was larger than the document.

---

### The printout appears enlarged on the page

**Solution:** Ensure that your Copy settings are chosen correctly. If the problem persists, debris might be stuck on the glass or on the back of the document lid. This can cause the product to detect only a portion of the image. Turn off the product, unplug the power cord, and use a soft cloth to wipe the glass and the back of the document lid.

**Cause:** The product detected only a portion of the image due to dust or debris on the glass.

---

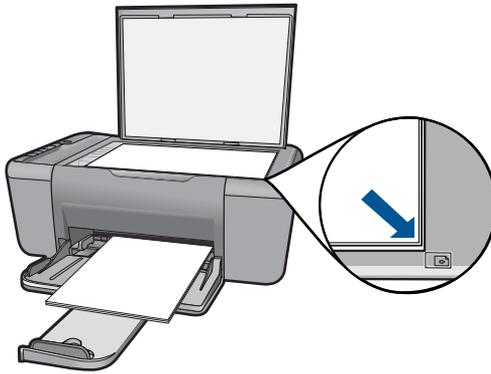
## The printout is blank

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: Place the original correctly on the glass](#)
- [Solution 2: Check the ink levels in the print cartridges](#)

### Solution 1: Place the original correctly on the glass

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



**Cause:** The original was placed incorrectly on the glass.  
If this did not solve the issue, try the next solution.

---

### Solution 2: Check the ink levels in the print cartridges

**Solution:** Check the estimated ink levels remaining in the print cartridges.

 **NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the print cartridges until print quality becomes unacceptable.

---

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

**Cause:** The print cartridges needed to be cleaned or there was insufficient ink.

---

## Errors

If the product has an error, the lights on the product might flash, or an error message might appear on your computer screen.

This section contains the following topics:

- [Flashing lights](#)
- [Product messages](#)
- [File messages](#)
- [General user messages](#)
- [Paper messages](#)
- [Power and connection messages](#)
- [Print cartridge messages](#)

### Flashing lights

The lights on the product flash in special sequences to inform you about various error conditions. Refer to the following table for information on solving your error condition based on which lights are on or flashing on the product.

Attention light	Estimated Ink Level lights	Number of Copies display	On light	Description	Solution
Fast blinking	All ! fast blinking	E	On	Print cartridges are not installed in the printer.	Install print cartridges.
Fast blinking	On	! Fast blinking	On	The product is out of paper.	Load paper and press any button to resume.
				The product has a paper jam.	Clear the paper jam, and then press any button to resume.
Fast blinking	All ! fast blinking	E	On	The print carriage is stalled.	Open the front access door, and check that the carriage is not blocked.
Fast blinking	Current ink level On	E	Fast blinking	Scanner failure	Turn off the product, and then turn it on again.  If the problem persists, contact HP customer support. In the meantime, you can continue to use the product as a printer.
Fast blinking	All ! fast blinking	E	Fast blinking	The product has a fatal error.	<ol style="list-style-type: none"> <li>1. Turn off the product.</li> <li>2. Unplug the power cord.</li> </ol>

(continued)

Attention light	Estimated Ink Level lights	Number of Copies display	On light	Description	Solution
					<ol style="list-style-type: none"><li>3. Wait a minute, then plug the power cord back in.</li><li>4. Turn on the product.</li></ol> If the problem persists, contact HP Support.
Fast blinking for 10 seconds and then On	Current selection On	Current selection On	Fast blink for 10 seconds and then On	<b>Scan</b> was pressed, and there was no response from the computer.	Make sure the computer is turned on, the product software is installed, and the computer is connected to the product with a USB cable.
Fast blinking	All ! fast blinking	E	On	The print cartridges are missing or not seated correctly.	Install or remove and reinsert print cartridges.
				The tape was not removed from one or both print cartridges.	Remove the print cartridge, remove tape, and reinsert the print cartridge.
				The print cartridge might be defective.	Remove and replace black or tri-color or both print cartridges.
Fast blinking	Tri-color ink level ! fast blinking Black ink level light On	Current selection On	On	The tri-color print cartridge is missing or not seated correctly.	Install or remove and reinsert the tri-color print cartridge.
Fast blinking	Tri-color ink level light On Black ink level ! fast blinking	Current selection On	On	The black print cartridge is missing or not seated correctly.	Install or remove and reinsert the black print cartridge.
On	Tri-color ink level ! and fourth indicator fast blinking	Current selection On	On	The tri-color print cartridge is getting low on ink.	Replace the tri-color print cartridge when print quality is no longer acceptable.
				The tri-color print cartridge has been removed.	Replace the tri-color print cartridge, or print in ink-backup mode with the black print

(continued)

Attention light	Estimated Ink Level lights	Number of Copies display	On light	Description	Solution
	Black ink level light On				cartridge. For more information, see <a href="#">“Printing in ink-backup mode”</a> on page 81.
On	Tri-color ink level light On  Black ink level ! and fourth indicator blinking	Current selection On	On	The black print cartridge is getting low on ink.  The black print cartridge has been removed.	Replace the black print cartridge when print quality is no longer acceptable.  Replace the black print cartridge, or print in ink-backup mode with the tri-color print cartridge. For more information, see <a href="#">“Printing in ink-backup mode”</a> on page 81.

## Product messages

The following is a list of product-related error messages:

- [Firmware revision mismatch](#)
- [Memory is full](#)

### Firmware revision mismatch

**Solution:** To find support and warranty information, go to the HP Web site at [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 revision number of the product firmware does not match the revision number of the software.

### Memory is full

**Solution:** Try making fewer copies at a time.

**Cause:** The document you are copying has exceeded the memory of the product.

## File messages

The following is a list of file-related error messages:

- [Error reading or writing the file](#)
- [File not found](#)
- [File format not supported](#)
- [Invalid file name](#)

- [Supported file types for the HP All-in-One](#)

### Error reading or writing the file

**Solution:** Check to see if you have the right folder and file name.

**Cause:** The product software could not open or save the file.

---

### File not found

**Solution:** Close some applications and try the task again.

**Cause:** There was not enough available memory on your computer to create a print preview file.

---

### File format not supported

**Solution:** Open the file in another application, and save it in a format that the product software recognizes.

For more information, see:

[“Supported file types for the HP All-in-One” on page 77](#)

**Cause:** The product software did not recognize or support the file format of the image you are trying to open or save. If the file extension indicates it is a supported file type, the file might be corrupted.

---

### Invalid file name

**Solution:** Make sure that you are not using any invalid symbols in the file name.

**Cause:** The file name you entered was invalid.

---

### Supported file types for the HP All-in-One

Refer to the following for the supported file formats:

- The HP Photosmart software supports the following file formats: BMP, DCX, FPX, GIF, JPG, PCD, PCX, TIF, PICT, PSD, PCS, EPS, TGA, SGI, PDF, and PNG
- When scanning, the HP Photosmart Software enables you to save an image in the following file formats: BMP, DCX, FPX, GIF, JPG, PCD, PCX, and TIF

### General user messages

The following is a list of messages related to common user errors:

- [Cannot crop](#)
- [Borderless printing error](#)
- [No scan options](#)
- [Out of disk space](#)

### Cannot crop

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: Close applications that are not being used](#)
- [Solution 2: Create more space on your hard drive](#)

#### Solution 1: Close applications that are not being used

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

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

**Cause:** The computer does not have enough memory.

---

#### Solution 2: Create more space on your hard drive

**Solution:** Empty the Recycle Bin on your desktop. You might also need to remove files from the hard disk; for example, delete temporary files.

**Cause:** For scanning, there must be at least 50 MB of space available on your computer's hard disk.

---

### Borderless printing error

**Solution:** Borderless printing cannot occur with only the black print cartridge installed. Install the tri-color print cartridge.

For more information, see:

[“Replace the cartridges” on page 35](#)

**Cause:** The product was in ink-backup mode with only the black print cartridge installed, and a borderless print job was initiated.

---

### No scan options

**Solution:** Make sure the software is installed and running. For more information, see the Start Here guide that came with the HP All-in-One.

**Cause:** The software that came with the product was not running, or has never been installed.

---

### Out of disk space

**Solution:** Close some applications and try the task again.

**Cause:** There was not enough available memory on your computer to perform the task.

---

## Paper messages

The following is a list of paper-related error messages:

- [Ink is drying](#)

### Ink is drying

**Solution:** Leave the sheet in the output tray until the message disappears. If it is necessary to remove the printed sheet before the message disappears, carefully hold the printed sheet on the underside or the edges, and place it on a flat surface to dry.

**Cause:** Transparencies and some other media require a drying time that is longer than normal.

---

## Power and connection messages

The following is a list of power- and connection-related error messages:

- [Improper shutdown](#)

### Improper shutdown

**Solution:** Press the **On** button located on the control panel of the product to turn the product on and off.

**Cause:** The last time the product was used, it was not turned off properly. If the product is turned off by turning off the switch on a power strip or by using a wall switch, the product can be damaged.

---

## Print cartridge messages

The following is a list of print cartridge error messages:

- [Non-HP cartridges installed](#)
- [Previously used genuine HP cartridges installed](#)
- [Original HP ink has been depleted](#)
- [Low on ink](#)
- [Printing in ink-backup mode](#)
- [Print cartridge is missing, incorrectly installed, or not intended for your product](#)
- [Print cartridges missing or not detected](#)
- [Incompatible print cartridges](#)
- [Print cartridges in wrong slot](#)
- [Print cartridge problem](#)

### Non-HP cartridges installed

**Solution:** Follow the prompts on the computer screen to continue or replace the indicated print cartridges with genuine HP cartridges.

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

---

 **NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Printer service or repairs required as a result of using of a non-HP supply will not be covered under warranty.

---

If you believe you purchased genuine HP print cartridges, go to:

[www.hp.com/go/anticounterfeit](http://www.hp.com/go/anticounterfeit)

For more information, see:

[“Replace the cartridges” on page 35](#)

**Cause:** The product detected that a non-HP print cartridge was installed.

---

### Previously used genuine HP cartridges installed

**Solution:** Check the print quality of the current print job. If it is satisfactory, follow the prompts on the computer screen to continue.

Ink levels might not be available for the indicated print cartridges. Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the print cartridges until print quality becomes unacceptable.

**Cause:** A genuine HP print cartridge was previously used in another printer.

---

### Original HP ink has been depleted

**Solution:** Follow the prompts on the computer screen to continue or replace the indicated print cartridges with genuine HP cartridges.

Ink levels might not be available for the indicated print cartridges. Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the print cartridges until print quality becomes unacceptable.

---

 **NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Printer service or repairs required as a result of using of a non-HP supply will not be covered under warranty.

---

If you believe you purchased genuine HP print cartridges, go to:

[www.hp.com/go/anticounterfeit](http://www.hp.com/go/anticounterfeit)

For more information, see:

[“Replace the cartridges” on page 35](#)

**Cause:** The original HP ink in the indicated print cartridges was depleted.

---

## Low on ink

**Solution:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the print cartridges until print quality becomes unacceptable.

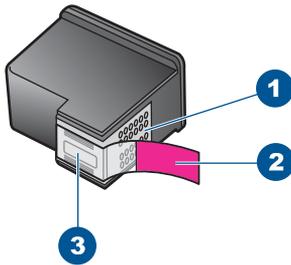
If you have installed a refilled or remanufactured cartridge, or a cartridge that has been used in another product, the ink level indicator may be inaccurate or unavailable.

For HP product return and recycling information, visit us at: [www.hp.com/recycle](http://www.hp.com/recycle).

**Cause:** The indicated print cartridges were estimated to be low on ink and might need to be replaced soon.

## Printing in ink-backup mode

**Solution:** If you receive the ink-backup mode message and two print cartridges are installed in the product, verify that the protective piece of plastic tape has been removed from each print cartridge. When plastic tape covers the print cartridge contacts, the product cannot detect that the print cartridge is installed.



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

**Cause:** When the product detected that only one print cartridge is installed, ink-backup mode is initiated. This printing mode lets you print with a single print cartridge, but it slows the product and affects the quality of printouts.

## Print cartridge is missing, incorrectly installed, or not intended for your product

**Solution:** If the print cartridges are missing, incorrectly installed, or not intended for your product, one or both of the print cartridge status lights begin to blink. One of the following messages may appear on your computer screen:

### Print Cartridge Problem

#### Incorrect Print Cartridge(s)

#### Incorrectly Installed Cartridge(s)

## Print Cartridge(s) Missing

### Print cartridges missing or not detected

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: Remove and reinsert the print cartridges](#)
- [Solution 2: Clean the print cartridge contacts](#)
- [Solution 3: Replace the print cartridges](#)

### Solution 1: Remove and reinsert the print cartridges

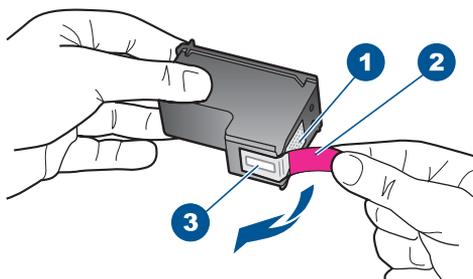
**Solution:** Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place.

Also, make sure the print cartridges are installed into the correct slots.

#### To make sure the print cartridges are installed correctly

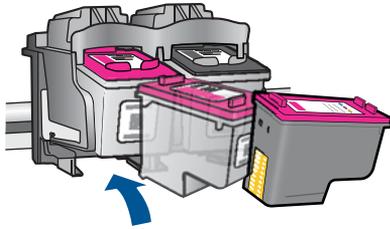
1. Make sure the product is turned on.
2. Open the print cartridge door.  
The print carriage moves to the center of the product.
3. Check to make sure you are using the correct print cartridges for your product. For more information about compatible print cartridges, see "[Order ink supplies](#)" on page 33
4. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.

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



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

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



- Repeat steps 1 and 2 for the tri-color print cartridge on the left side.

**Cause:** The indicated print cartridges were installed incorrectly.  
If this did not solve the issue, try the next solution.

### Solution 2: Clean the print cartridge contacts

**Solution:** Clean the print cartridge contacts.

Make sure you have the following materials available:

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

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

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

 **CAUTION:** Do **not** use platen cleaners or alcohol to clean the print cartridge contacts. These can damage the print cartridge or the product.

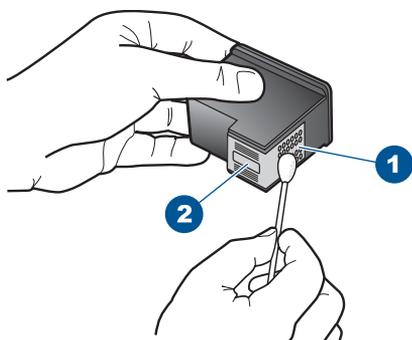
#### To clean the print cartridge contacts

- Turn on the product and open the print cartridge door.  
The print carriage moves to the center of the product.
- Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the product.
- Lightly press down on the print cartridge to release it, and then pull it towards you out of the slot.

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

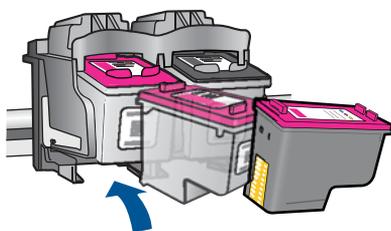
- Inspect the print cartridge contacts for ink and debris buildup.
- Dip a clean foam rubber swab or lint-free cloth into distilled water, and squeeze any excess water from it.
- Hold the print cartridge by its sides.

7. Clean only the copper-colored contacts. Allow the print cartridges to dry for approximately ten minutes.



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

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



9. Repeat if necessary for the other print cartridge.
10. Gently close the print cartridge door and plug the power cord into the back of the product.

**Cause:** The print cartridge contacts needed to be cleaned.

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

### Solution 3: Replace the print cartridges

**Solution:** Replace the indicated print cartridge. You can also remove the indicated print cartridge and print using ink-backup mode.

 **NOTE:** During ink-backup mode, the product can only print jobs from the computer. You cannot initiate a print job from the control panel (such as printing a photo from a memory card).

Check to see if your print cartridge is still under warranty and end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new print cartridge.
- If the end of warranty date has not been reached, contact HP support. Go to [www.hp.com/support](http://www.hp.com/support). If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

### Related topics

[“Replace the cartridges” on page 35](#)

**Cause:** The print cartridge was damaged.

---

### Incompatible print cartridges

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

- [Solution 1: Make sure you are using the correct print cartridges](#)
- [Solution 2: Contact HP customer support](#)

#### Solution 1: Make sure you are using the correct print cartridges

**Solution:** Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.

If you are using print cartridges that are not compatible with the product, replace the indicated print cartridges with print cartridges that are compatible.

If it appears that you are using the correct print cartridges, proceed to the next solution.

For more information, see:

- [“Order ink supplies” on page 33](#)
- [“Replace the cartridges” on page 35](#)

**Cause:** The indicated print cartridges were not compatible with the product.

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

---

#### Solution 2: Contact HP customer support

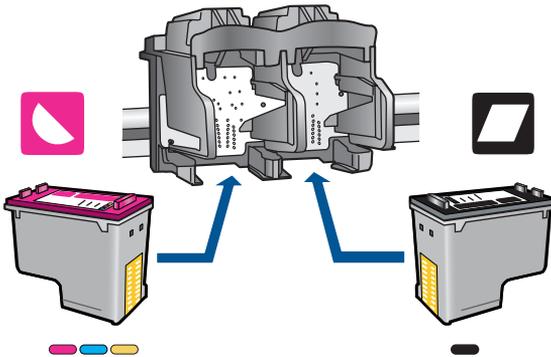
**Solution:** To find support and warranty information, go to the HP Web site at [www.hp.com/support](http://www.hp.com/support). If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

**Cause:** The print cartridges were not intended for use in this product.

---

## Print cartridges in wrong slot

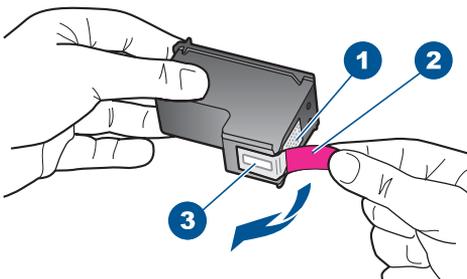
**Solution:** Make sure the print cartridges are installed into the correct slots. If they are, remove and reinsert the print cartridges and verify that they are fully inserted and locked in place.



### To make sure the print cartridges are installed correctly

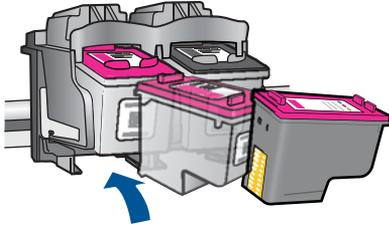
1. Make sure the product is turned on.
2. Open the print cartridge door.  
The print carriage moves to the center of the product.
3. Check to make sure you are using the correct print cartridges for your product.  
For more information about compatible print cartridges, see "[Order ink supplies](#)" on page 33
4. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.

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



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

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



- Repeat steps 1 and 2 for the tri-color print cartridge on the left side.

 **NOTE:** If the print cartridges are installed in the wrong slots and you cannot remove them from the product, 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 information on calling for technical support.

---

**Cause:** The indicated print cartridges were installed incorrectly.

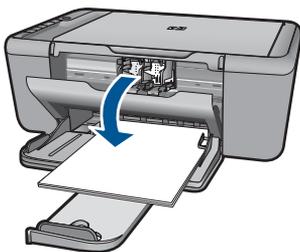
---

### Print cartridge problem

The message might indicate which cartridge is causing the problem. If the message does not indicate which cartridge is causing the problem, follow these steps to determine which cartridge is the problem cartridge. After you determine which cartridge is the problem cartridge, continue with the first solution.

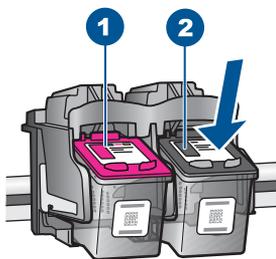
#### To determine which print cartridge is having the problem

- Make sure the product is on.
- Open the print cartridge door.  
The print carriage moves to the center of the product.



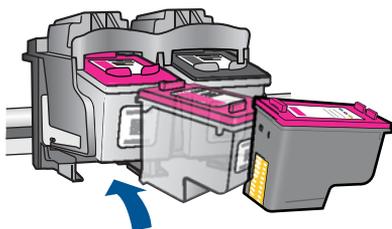
- Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.

4. Remove the black print cartridge from the slot on the right. Press down on the cartridge to release it, and then pull it toward you out of the slot.



1	Tri-color print cartridge
2	Black print cartridge

5. Close the print cartridge door.
6. Check to see if the error has been resolved.
  - If the error has been resolved, then there is a problem with the black print cartridge.
  - If the error has not been resolved, continue to the next step.
7. Open the print cartridge door and reinsert the black print cartridge by sliding it forward into the slot on the right. Then push the print cartridge forward until it clicks into the slot.



8. Remove the tri-color print cartridge from the slot on the left. Press down on the cartridge to release it, and then pull it toward you out of the slot.
9. Close the print cartridge door.
10. Check to see if the error has been resolved.
  - If the error has been resolved, then there is a problem with the tri-color print cartridge.
  - If the error has not been resolved, then there is a problem with both print cartridges.
11. Open the print cartridge door and reinsert the tri-color print cartridge by sliding it forward into the slot on the left. Then push the print cartridge forward until it clicks into the slot.
12. Close the print cartridge door.

- [Solution 1: Remove and reinsert the print cartridges](#)
- [Solution 2: Clean the print cartridge contacts](#)
- [Solution 3: Replace the print cartridges](#)

### Solution 1: Remove and reinsert the print cartridges

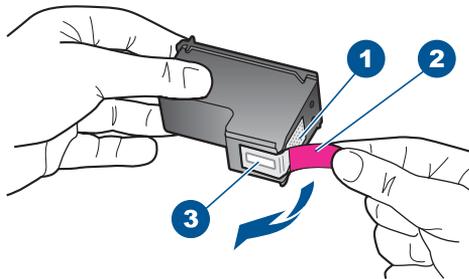
**Solution:** Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place.

Also, make sure the print cartridges are installed into the correct slots.

#### To make sure the print cartridges are installed correctly

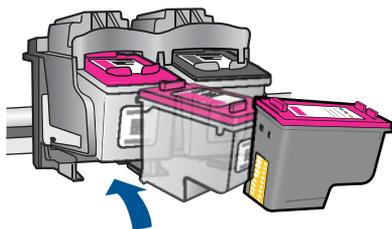
1. Make sure the product is turned on.
2. Open the print cartridge door.  
The print carriage moves to the center of the product.
3. Check to make sure you are using the correct print cartridges for your product. For more information about compatible print cartridges, see [“Order ink supplies” on page 33](#)
4. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.

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



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

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



6. Repeat steps 1 and 2 for the tri-color print cartridge on the left side.

**Cause:** The indicated print cartridges were installed incorrectly.

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

### Solution 2: Clean the print cartridge contacts

**Solution:** Clean the print cartridge contacts on the print carriage(s) that are experiencing the problem.

Make sure you have the following materials available:

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

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

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

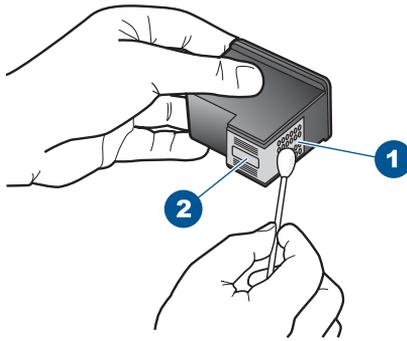
 **CAUTION:** Do **not** use platen cleaners or alcohol to clean the print cartridge contacts. These can damage the print cartridge or the product.

#### To clean the print cartridge contacts

1. Turn on the product and open the print cartridge door. The print carriage moves to the center of the product.
2. Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the product.
3. Lightly press down on the print cartridge to release it, and then pull it towards you out of the slot.

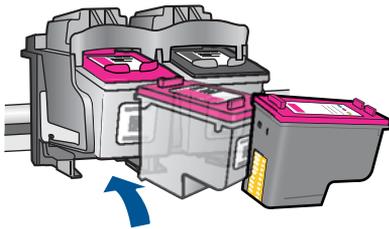
 **NOTE:** Do not remove both print cartridges at the same time. Remove and clean each print cartridge one at a time. Do not leave a print cartridge outside the HP All-in-One for more than 30 minutes.

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



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

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



9. Repeat if necessary for the other print cartridge.
10. Gently close the print cartridge door and plug the power cord into the back of the product.

**Cause:** The print cartridge contacts needed to be cleaned.

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

### Solution 3: Replace the print cartridges

**Solution:** Replace the print cartridges that are experiencing the problem. If only one of the print cartridges is experiencing the problem, you can also remove it and print using ink-backup mode.

**NOTE:** During ink-backup mode, the product can only print jobs from the computer. You cannot initiate a print job from the control panel (such as copying or scanning an original). For more information, see [“Printing in ink-backup mode” on page 81](#).

**Cause:** One or both of the print cartridges were having a problem.



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# 9 Stop the current job

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

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



# 10 Technical information

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

For additional specifications, see the printed documentation that came with the HP All-in-One.

This section contains the following topics:

- [Notice](#)
- [Specifications](#)
- [Environmental product stewardship program](#)
- [Regulatory notices](#)

## Notice

### Hewlett-Packard Company notices

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## Specifications

Technical specifications for the HP All-in-One are provided in this section. For complete product specifications, see the Product Data Sheet at [www.hp.com/support](http://www.hp.com/support).

### System requirements

Software and system requirements are located in the Readme file.

For information about future operating system releases and support, visit the HP online support Web site at [www.hp.com/support](http://www.hp.com/support).

### Environmental specifications

- Recommended operating temperature range: 15 °C to 32 °C (59 °F to 90 °F)
- Allowable operating temperature range: 5 °C to 40 °C (41 °F to 104 °F)
- Humidity: 15% to 80% RH non-condensing; 28 °C maximum dewpoint
- Non-operating (Storage) temperature range: -40 °C to 60 °C (-40 °F to 140 °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

### Paper tray capacity

Plain paper sheets (75 g/m<sup>2</sup> [20 lb]): Up to 80

Envelopes: Up to 10

Index cards: Up to 30

Photo paper sheets: Up to 30

**Paper size**

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

**Paper weights**

Plain Paper: 75 to 90 g/m<sup>2</sup> (20 to 24 lb)

Envelopes: 75 to 90 g/m<sup>2</sup> (20 to 24 lb)

Cards: Up to 200 g/m<sup>2</sup> (110-lb index maximum)

Photo Paper: Up to 280 g/m<sup>2</sup> (75 lb)

**Print specifications**

- Print speeds vary according to the complexity of the document
- Panorama-size printing
- Method: drop-on-demand thermal inkjet
- Language: PCL3 GUI

**Copy specifications**

- Digital image processing
- Maximum number of copies varies by model
- Copy speeds vary according to the complexity of the document and model
- Maximum copy enlargement ranging from 200-400% (depends on model)
- Maximum copy reduction ranging from 25-50% (depends on model)

**Scan specifications**

- Image editor included
- Twain-compliant software interface
- Resolution: up to 4800 x 4800 ppi optical (depends on model); 19200 ppi enhanced (software)  
For more information about ppi resolution, see the scanner software.
- Color: 48-bit color, 8-bit grayscale (256 levels of gray)
- Maximum scan size from glass: 21.6 x 29.7 cm (8.5 x 11.7 inches)

**Print resolution**

To find out about the printer resolution, see the printer software. For more information, see [“View the print resolution”](#) on page 18.

**Cartridge yield**

Visit [www.hp.com/go/learnaboutesupplies](http://www.hp.com/go/learnaboutesupplies) for more information on estimated cartridge yields.

**Acoustic information**

If you have Internet access, you can get acoustic information from the HP Web site. Go to: [www.hp.com/support](http://www.hp.com/support).

## Environmental product stewardship program

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. Design for recycling has been incorporated into this product. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair.

For more information, visit HP's Commitment to the Environment Web site at:

[www.hp.com/hpinfo/globalcitizenship/environment/index.html](http://www.hp.com/hpinfo/globalcitizenship/environment/index.html)

This section contains the following topics:

- [Eco-Tips](#)

- [Paper use](#)
- [Plastics](#)
- [Material safety data sheets](#)
- [Recycling program](#)
- [HP inkjet supplies recycling program](#)
- [Power consumption](#)
- [Disposal of waste equipment by users in private households in the European Union](#)
- [Chemical Substances](#)

## Eco-Tips

HP is committed to helping customers reduce their environmental footprint. HP has provided the Eco-Tips below to help you focus on ways to assess and reduce the impact of your printing choices. In addition to specific features in this product, please visit the HP Eco Solutions web site for more information on HP's environmental initiatives.

[www.hp.com/hpinfo/globalcitizenship/environment/](http://www.hp.com/hpinfo/globalcitizenship/environment/)

### Your product's Eco features

- **Smart Web printing:** The HP Smart Web Printing interface includes a **Clip Book** and **Edit Clips** window where you can store, organize, or print clips you have gathered from the Web. For more information, see "[Print a Web page](#)" on page 17.
- **Energy Savings information:** To determine the ENERGY STAR® qualification status for this product, see "[Power consumption](#)" on page 97.
- **Recycled Materials:** For more information regarding recycling of HP products, please visit: [www.hp.com/hpinfo/globalcitizenship/environment/recycle/](http://www.hp.com/hpinfo/globalcitizenship/environment/recycle/)

## Paper use

This product is suited for the use of recycled paper according to DIN 19309 and EN 12281:2002.

## Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of product life.

## Material safety data sheets

Material safety data sheets (MSDS) can be obtained from the HP Web site at:

[www.hp.com/go/msds](http://www.hp.com/go/msds)

## Recycling program

HP offers an increasing number of product return and recycling programs in many countries/regions, and partners with some of the largest electronic recycling centers throughout the world. HP conserves resources by reselling some of its most popular products. For more information regarding recycling of HP products, please visit:

[www.hp.com/hpinfo/globalcitizenship/environment/recycle/](http://www.hp.com/hpinfo/globalcitizenship/environment/recycle/)

## HP inkjet supplies recycling program

HP is committed to protecting the environment. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges and ink cartridges free of charge. For more information, go to the following Web site:

[www.hp.com/hpinfo/globalcitizenship/environment/recycle/](http://www.hp.com/hpinfo/globalcitizenship/environment/recycle/)

## Power consumption

Power usage drops significantly while in Sleep mode, which saves natural resources and saves money without affecting the high performance of this product. To determine the ENERGY STAR®



## Chemical Substances

HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (*Regulation EC No 1907/2006 of the European Parliament and the Council*). A chemical information report for this product can be found at: [www.hp.com/go/reach](http://www.hp.com/go/reach).

## Regulatory notices

The HP All-in-One meets product requirements from regulatory agencies in your country/region.

This section contains the following topics:

- [Regulatory model identification number](#)
- [FCC statement](#)
- [Notice to users in Korea](#)
- [VCCI \(Class B\) compliance statement for users in Japan](#)
- [Notice to users in Japan about the power cord](#)
- [HP Deskjet Ink Advantage All-in-One Series - K209 declaration of conformity](#)

### Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRH-0801. This regulatory number should not be confused with the marketing name (HP Deskjet Ink Advantage All-in-One Series - K209, etc.) or product numbers (CH368A, etc.).

## FCC statement

### FCC statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

For further information, contact:

Manager of Corporate Product Regulations  
Hewlett-Packard Company  
3000 Hanover Street  
Palo Alto, Ca 94304  
(650) 857-1501

Modifications (part 15.21)

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## Notice to users in Korea

B 급 기기(가정용 방송통신기기)

이 기기는 가정용(B급)으로 전자파적합등록을 한 기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다.

## VCCI (Class B) compliance statement for users in Japan

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。

取り扱い説明書に従って正しい取り扱いをして下さい。

## Notice to users in Japan about the power cord

製品には、同梱された電源コードをお使い下さい。  
同梱された電源コードは、他の製品では使用出来ません。

## HP Deskjet Ink Advantage All-in-One Series - K209 declaration of conformity

**DECLARATION OF CONFORMITY**

according to ISO/IEC 17050-1 and EN 17050-1

**DoC #:** SNPRH-0801 Rev B

**Supplier's Name:** Hewlett-Packard Company  
**Supplier's Address:** 20, Jia Feng Road Waigaoqiao Free Trade Zone Pudong, Shanghai , PRC 200131

**declares, that the product**

**Product Name and Model:** HP Deskjet F4400 Series and HP Deskjet Ink Advantage AiO  
**Regulatory Model Number:** <sup>1)</sup> SNPRH-0801  
**Product Options:** All

**Conforms to the following Product Specifications and Regulations:****EMC:**

CISPR 22: 2005 / EN 55022: 2006 Class B  
 EN 55024:1998 + A1:2001 + A2:2003  
 EN 61000-3-2: 2006  
 EN61000-3-3:1995+A1:2001+A2:2005  
 FCC CFR 47 Part 15 Class B / ICES-003, Issue 4 Class B

**Safety:**

EN 60950-1:2001+A11: 2004 / IEC 60950-1:2001  
 EN 60825-1 1994+A1:2002+A2:2001

**Environment :**

WEEE Directive 2002/96/EC  
 RoHS Directive 2002/95/EC.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The product herewith complies with the requirements of the Low Voltage Directive 2006/95/EC, the EMC Directive 2004/108/EC and WEEE Directive 2002/96/EC and RoHS Directive 2002/95/EC and carries the CE-marking accordingly.

**Additional Information:**

- 1) his product is assigned a Regulatory Model Number which stays with the regulatory aspects of the design. The Regulatory Model Number is the main product identifier in the regulatory documentation and test reports, this number should not be confused with the marketing name or the product numbers.

19 Oct 2008

Peng Cong  
 IPMO (China) Product Regulations Manager

**Local contact for regulatory topics only:**

EMEA: Hewlett-Packard GmbH, HQ,IRE, Herrenberger Strasse 140, 71034 Boeblingen, Germany [www.hp.com/go/certificates](http://www.hp.com/go/certificates)  
 U.S.: Hewlett-Packard, 3000 Hanover St., Palo Alto 94304, U.S.A. 650-857-1501

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