HP Officejet 4400 K410

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1 How Do I?

Learn how to use your HP All-in-One

How Do I?

2 Get to know the HP All-in-One

- Printer parts
- Control panel features

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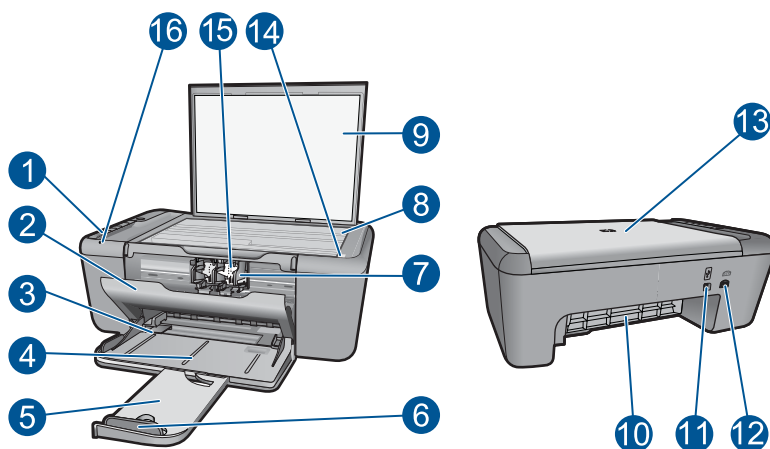
1	Control panel
2	Cartridge door
3	Paper-width guide for the main input tray
4	Paper tray
5	Paper tray extender (also referred to as the tray extender)
6	Paper stop
7	Carriage
8	Glass
9	Lid backing
10	Rear door
11	Rear USB port
12	Power connection (Use only with the power adapter supplied by HP.)
13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

Control panel features
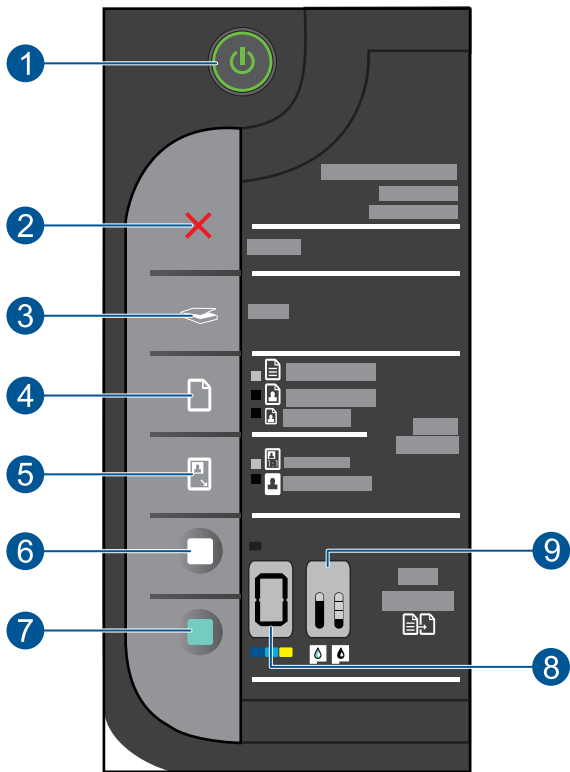
1	**On**: Turns the product on or off. When the product is off, a minimal amount of power is still used. To completely remove power, turn off the product, then unplug the power cord.
2	**Cancel**: Stops the current operation.
3	**Scan**: Starts a scan of an original placed on the glass.
4	**Paper Selection**: 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 **Plain Letter or A4**, **Large Photo** or **Small Photo**.
5	**Actual Size/Resize to Fit**: Scales the original to the maximum size to fit within the margins of the selected paper size for copying.
6	**Start Copy Black**: Starts a black-and-white copy job.
7	**Start Copy Color**: Starts a color copy job.
8	**Number of Copies LCD**: Displays the number of copies to be made. Also displays a warning when the device is out of paper.
9	**Ink Level gauge:** 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

WWW "Print a Web page" on page 16

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**.

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

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

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

6. Click **OK** to close the **Properties** dialog box.

7. Click **Print** or **OK** to begin printing.

Related topics

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.
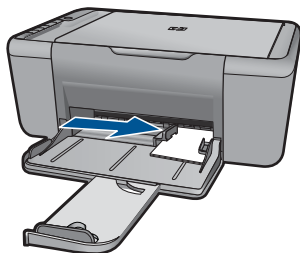
2. On the **File** menu in your software application, click **Print**.

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 16.

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.

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.

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.

Related topics

- "Load media" on page 23
- "Print using the maximum dpi" on page 16
- "View the print resolution" on page 17
- "Use printing shortcuts" on page 18
- "Set the default print settings" on page 19
- "Stop the current job" on page 93

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.

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

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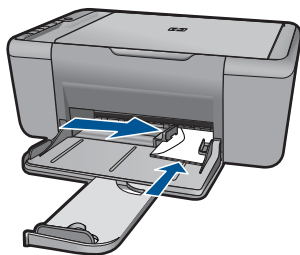
5. Open the **Printer Properties** dialog box.

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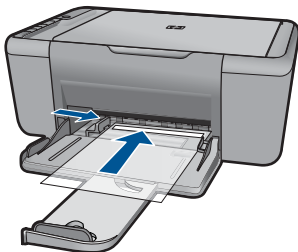7. Select any other print settings that you want, and then click **OK**.

Related topics

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.
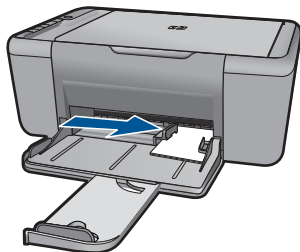
5. Open the **Printer Properties** dialog box.
6. Click the **Features** tab, and then specify the following print settings:
   • **Paper Type**: Click **More**, click **Specialty Papers**, and then select an appropriate card type.
   • **Print Quality**: **Normal** or **Best**
   • **Size**: An appropriate 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.
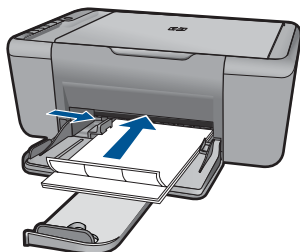5. Slide the paper guide firmly against the edge of the sheets.

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**
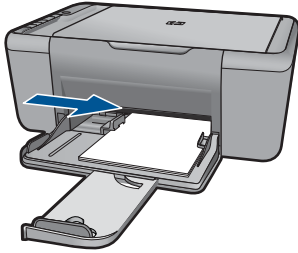8. Click **OK** to print.

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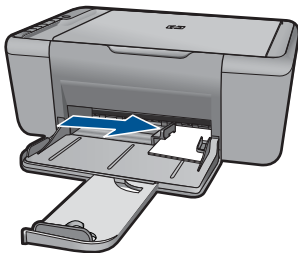
6. Open the **Printer Properties** dialog box.

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.
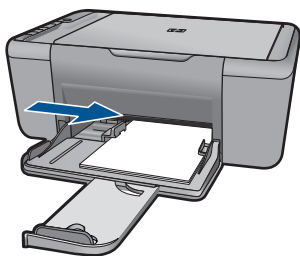
5. Open the **Printer Properties** dialog box.
6. Click the **Printing Shortcuts** tab.
7. In the **Printing Shortcuts** list, click **Booklet Printing**.
8. In the **Print On Both Sides** drop-down list, select one of the following binding options:
   - **Left Edge Booklet**
   - **Right Edge Booklet**
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.
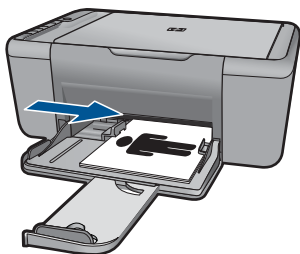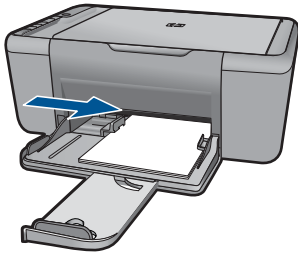

5. Open the **Printer Properties** dialog box.
6. Click the **Features** tab, and then specify the following print settings:
   - **Paper Type**: **Plain Paper**
   - **Orientation**: **Portrait** or **Landscape**
   - **Size**: An appropriate paper size
7. Click the **Advanced** tab, and then click **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**.

Related topics

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**.

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

   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**.

Related topics

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**.

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

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

Related topics

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.

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 mutliple 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.

Print

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

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

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:

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.

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. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.
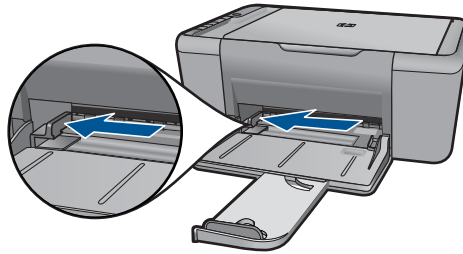
Load media

▲ Select a paper size to continue.

Load small-size paper

a. Slide paper-width guide to the left.

Slide paper-width guide to the left.

b. 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

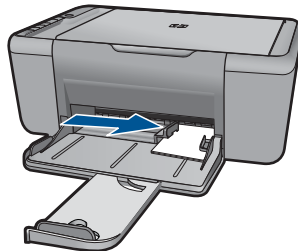**a**. Slide paper-width guide to the left

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.
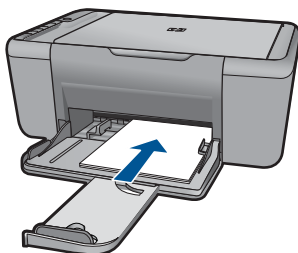
Slide stack of paper forward until it stops.

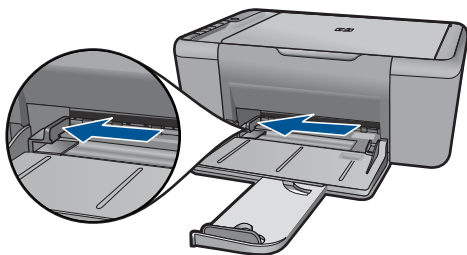Slide paper-width guide to the right until it stops at edge of paper.
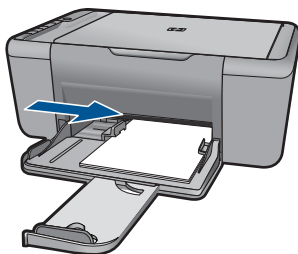
Load envelopes

a. Slide paper-width guide to the left.

Slide paper-width guide to the left.
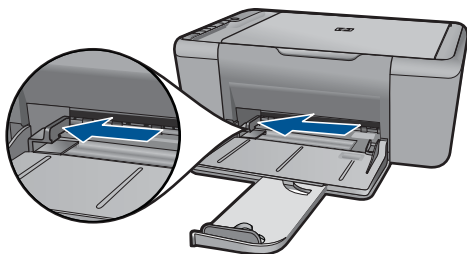
Remove all paper from the main input tray.

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.
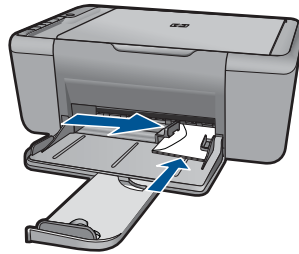
5 Scan

• <u>Scan to a computer</u>

Scan to a computer

▲ Do the following:

Single page scan
a. Load original.

   Lift lid on product.
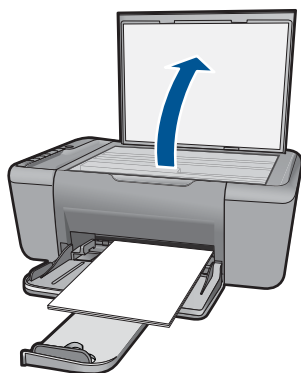
   Load original print side down on right front corner of glass.
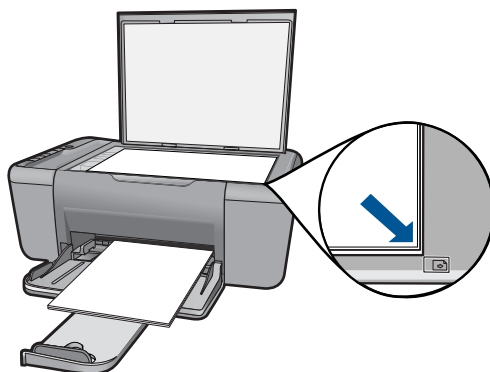
   Close lid.
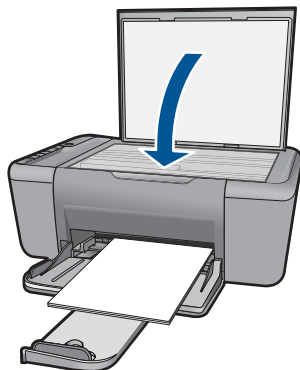
   b. Start scan.
      Press **Scan**.
   c. Preview and accept.
      Preview the scanned image and accept.

Related topics

6 Copy

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.
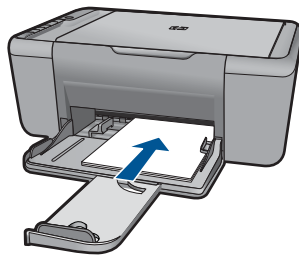
b. Load original.

Lift lid on product.
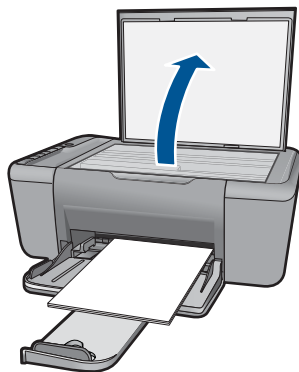
Load original print side down on right front corner of glass.
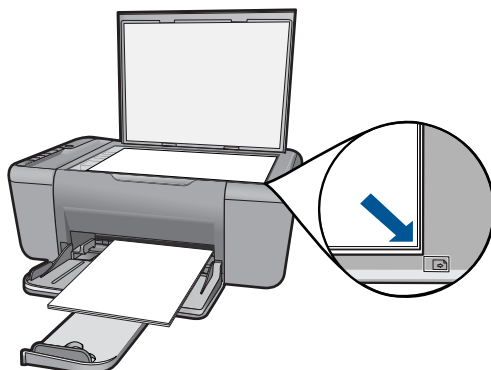
Close lid.

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.
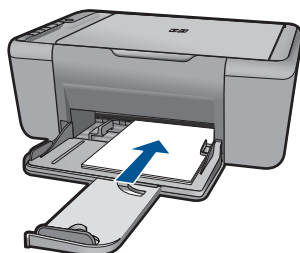
b. Load original.

Lift lid on product.
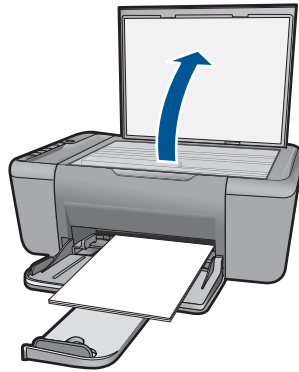
Load original print side down on right front corner of glass.
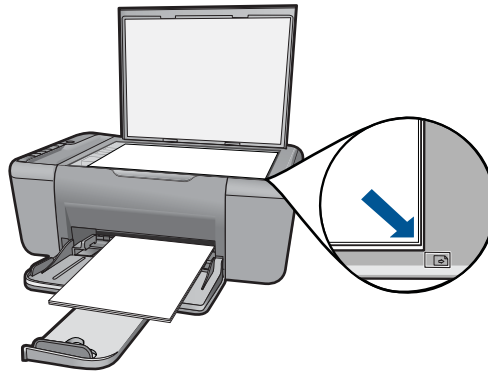
Close lid.

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	**Photo (Small)**
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

Copy

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.

To check the ink levels from the HP Officejet 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

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. 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.

   📝 **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

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

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 .

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.
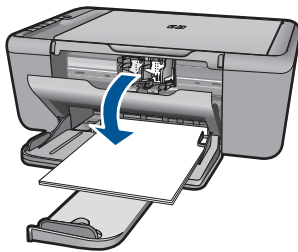
   Wait for print carriage to move to center of the product.
   b. Press down to release cartridge, then remove it from slot.
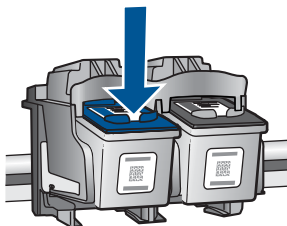
3. Insert new cartridge.
   a. Remove cartridge from packaging.

b. Remove plastic tape using pink pull tab.
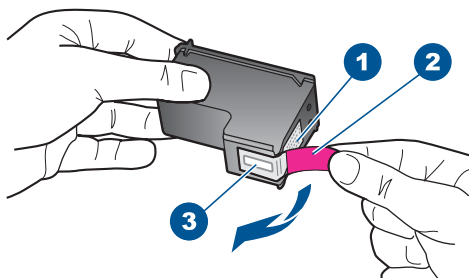
c. Line up colored shaped icons, then slide cartridge into slot until it clicks into place.
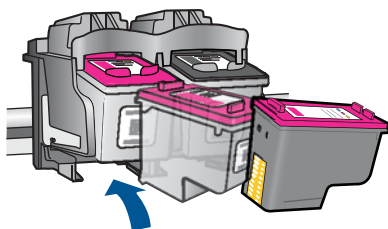
d. Close cartridge door.
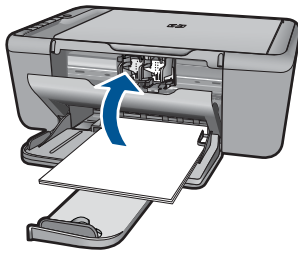
4. Align cartridges.

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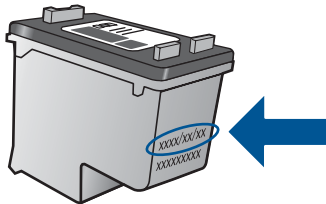
For a copy of the HP Limited Warranty Statement, see the printed documentation that came with the product.

Work with cartridges

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. 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. 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 Officejet 4400 K410)
- 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.

Africa (English speaking)	www.hp.com/support	日本	03-3335-9800
Afrique (francophone)	www.hp.com/support	الأردن	www.hp.com/support
الجزائر	www.hp.com/support	한국	1588-3003
Argentina (Buenos Aires)	www.hp.com/la/soporte	Luxembourg (Français)	www.hp.com/support
Argentina	www.hp.com/la/soporte	Luxemburg (Deutsch)	www.hp.com/support
Australia	1300 721 147	Malaysia	1800 88 8588
Australia (out-of-warranty)	1902 910 910	Mauritius	www.hp.com/support
Österreich	www.hp.com/support	México (Ciudad de México)	www.hp.com/la/soporte
البحرين	www.hp.com/support	México	www.hp.com/la/soporte
België	www.hp.com/support	Maroc	www.hp.com/support
Belgique	www.hp.com/support	Nederland	www.hp.com/support
Brasil (Sao Paulo)	www.hp.com/la/soporte	New Zealand	0800 441 147
Brasil	www.hp.com/la/soporte	Nigeria	www.hp.com/support
Canada	www.hp.com/support	Norge	www.hp.com/support
Central America & The Caribbean	www.hp.com/la/soporte	عُمان	www.hp.com/support
Chile	www.hp.com/la/soporte	Panamá	www.hp.com/la/soporte
中国	1068687980	Paraguay	www.hp.com/la/soporte
中国	800-810-3888	Perú	www.hp.com/la/soporte
Colombia (Bogotá)	www.hp.com/la/soporte	Philippines	2 867 3551
Colombia	www.hp.com/la/soporte	Polska	www.hp.com/support
Costa Rica	www.hp.com/la/soporte	Portugal	www.hp.com/support
Česká republika	www.hp.com/support	Puerto Rico	www.hp.com/support
Danmark	www.hp.com/support	República Dominicana	www.hp.com/support
Ecuador (Andinatel)	www.hp.com/la/soporte	Reunion	www.hp.com/support
Ecuador (Pacifitel)	www.hp.com/la/soporte	România	www.hp.com/support
مصر	www.hp.com/support	Россия (Москва)	www.hp.com/support
El Salvador	www.hp.com/la/soporte	Россия (Санкт-Петербург)	www.hp.com/support
España	www.hp.com/support	السعودية	www.hp.com/support
France	www.hp.com/support	Singapore	+65 6272 5300
Deutschland	www.hp.com/support	Slovensko	www.hp.com/support
Ελλάδα (από το εξωτερικό)	www.hp.com/support	South Africa (RSA)	www.hp.com/support
Ελλάδα (εντός Ελλάδας)	www.hp.com/support	Suomi	www.hp.com/support
Ελλάδα (από Κύπρο)	www.hp.com/support	Sverige	www.hp.com/support
Guatemala	www.hp.com/la/soporte	Switzerland	www.hp.com/support
香港特別行政區	(852) 2802 4098	臺灣	02-8722-8000
Magyarország	www.hp.com/support	ไทย	+66 (2) 353 9000
India	1-800-425-7737	تونس	www.hp.com/support
India	91-80-28526900	Trinidad & Tobago	www.hp.com/la/soporte
Indonesia	+62 (21) 350 3408	Türkiye (İstanbul, Ankara, İzmir & Bursa)	www.hp.com/support
العراق	www.hp.com/support	Україна	www.hp.com/support
الكويت	www.hp.com/support	الإمارات العربية المتحدة	www.hp.com/support
لبنان	www.hp.com/support	United Kingdom	www.hp.com/support
قطر	www.hp.com/support	United States	www.hp.com/support
اليمن	www.hp.com/support	Uruguay	www.hp.com/la/soporte
Ireland	www.hp.com/support	Venezuela (Caracas)	www.hp.com/la/soporte
Italia	www.hp.com/support	Venezuela	www.hp.com/la/soporte
Jamaica	www.hp.com/la/soporte	Viêt Nam	+84 88234530
日本	0570-000511		

Solve a problem

After the phone support period

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

Additional warranty options

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

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 Officejet 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 Officejet 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.
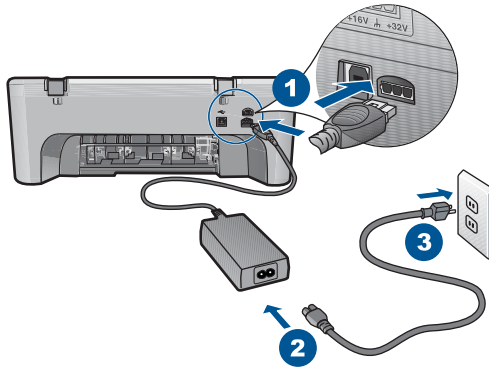
1	Power connection
2	Power cord and adapter

* 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. 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.
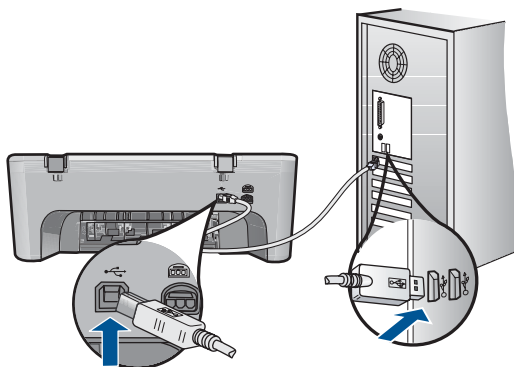
For more information on installing the software and connecting the USB cable, see the Start Here guide that came with the product.

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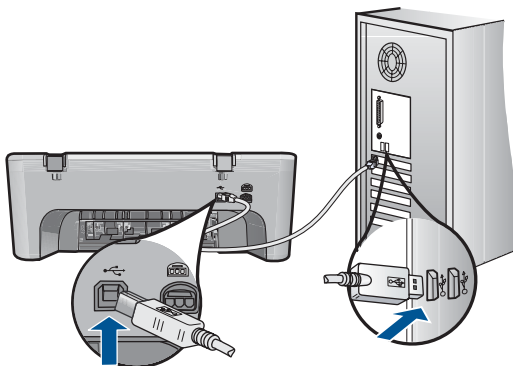
4. Click **Retry** to retry the connection.
5. Continue with the installation and restart the computer when prompted.

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:

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**, **Officejet 4400 K410**, 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**, **Officejet 4400 K410**, **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 Officejet 4400 K410 All-in-One Driver Software 14.0 Rel.7**, 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.

Solve a problem

- 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

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.

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

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.

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 16

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

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 16

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 Officejet 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.

Solve a problem

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.

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

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.

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.

•   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.

Solve a problem

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 Officejet 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 Officejet 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.
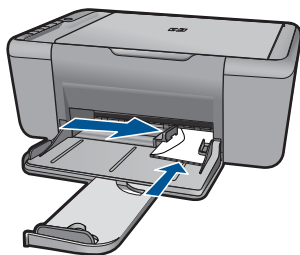
For more information, see:

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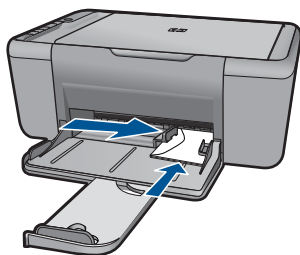
If this did not solve the issue, try the next solution.

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 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:

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.
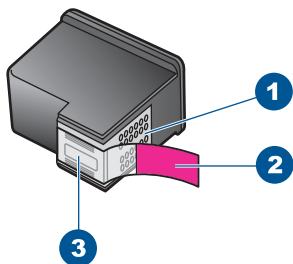
Solve a problem

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.

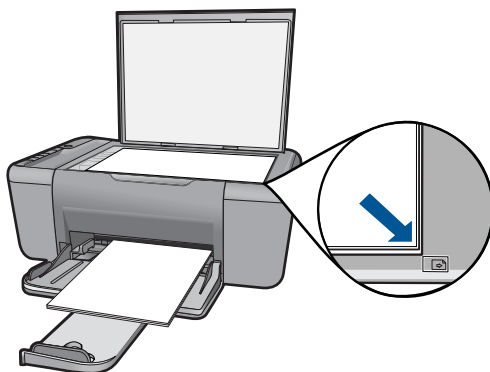# Scan troubleshooting

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

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

Scanned image has incorrect page layout

Solution: Turn off autocropping 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 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.
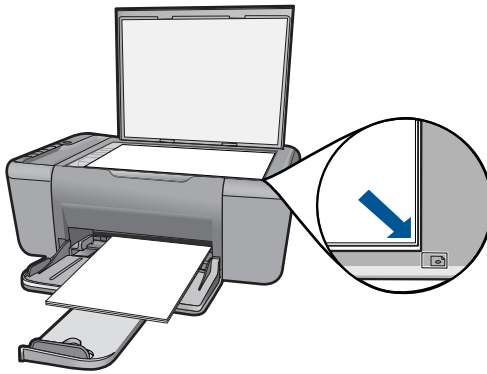
Cause: The product was turned off.

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.

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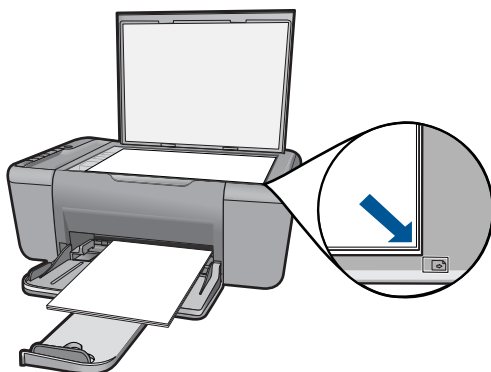
If this did not solve the issue, try the next solution.

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.
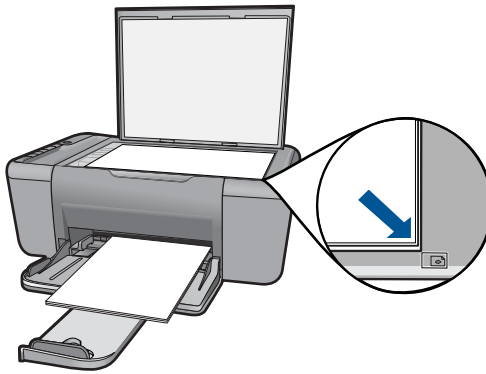
The printout is blank

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.

(continued)

Attention light	Estimated Ink Level lights	Number of Copies display	On light	Description	Solution
Fast blinking	All **!** fast blinking	**E**	Fast blinking	The product has a fatal error.	1. Turn off the product. 2. Unplug the power cord. 3. Wait a minute, then plug the power cord back in. 4. Turn on the product. 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	**Scan** 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	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.

(continued)

Attention light	Estimated Ink Level lights	Number of Copies display	On light	Description	Solution
	fast blinking Black ink level light On			The tri-color print cartridge has been removed.	Replace the tri-color print cartridge, or print in ink-backup mode with the black print cartridge. For more information, see "Printing in ink-backup mode" 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.	Replace the black print cartridge when print quality is no longer acceptable.
				The black print cartridge has been removed.	Replace the black print cartridge, or print in ink-backup mode with the tri-color print cartridge. For more information, see "Printing in ink-backup mode" 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. 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 Officejet 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 Officejet 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

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

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.

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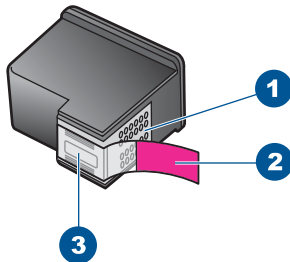
1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

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

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.

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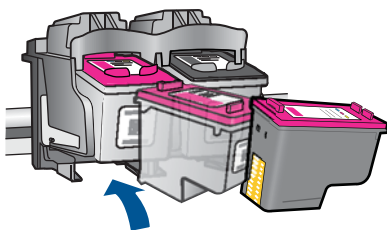
4. Inspect the print cartridge contacts for ink and debris buildup.
5. Dip a clean foam rubber swab or lint-free cloth into distilled water, and squeeze any excess water from it.
6. Hold the print cartridge by its sides.

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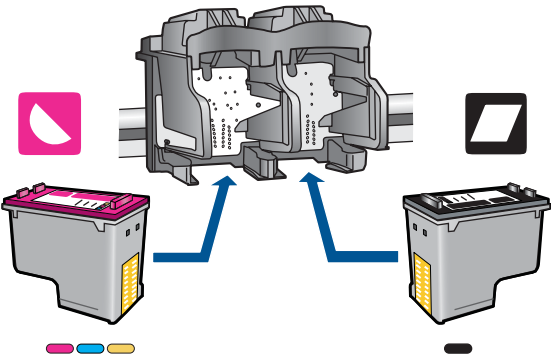
If this did not solve the issue, try the next solution.

Solution 2: Contact HP customer support

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

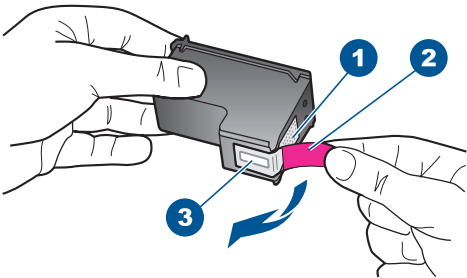**Cause:** The print cartridges were not intended for use in this product.

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.

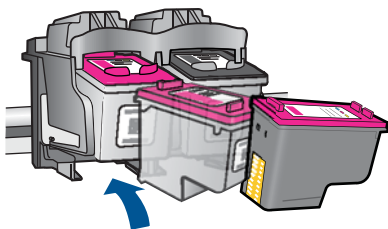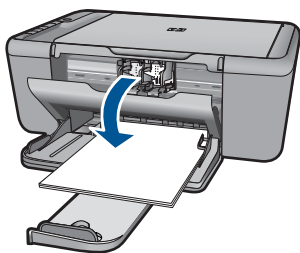**To make sure the print cartridges are installed correctly**

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

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.

📝 **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.

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

1. Make sure the product is 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 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.
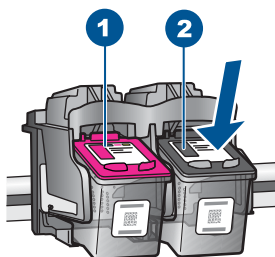
1	Tri-color print cartridge
2	Black print cartridge

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.
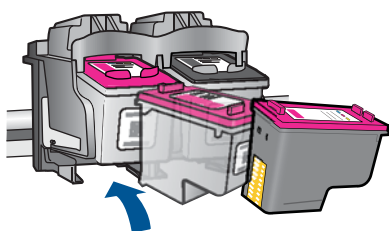
8. Remove the tri-color print cartridge from the slot on the left.
   Press down on the cartridge to release it, and then pull it toward you out of the slot.
9. Close the print cartridge door.
10. Check to see if the error has been resolved.
    - If the error has been resolved, then there is a problem 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.
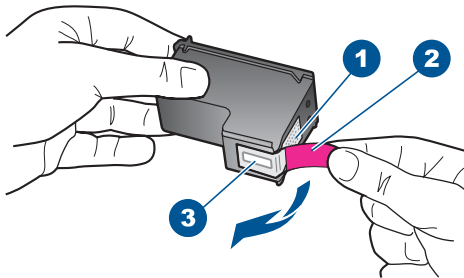12. Close the print cartridge door.

Solution 1: Remove and reinsert the print cartridges

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

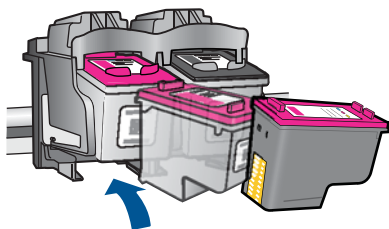Also, make sure the print cartridges are installed into the correct slots.

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 carridge(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.
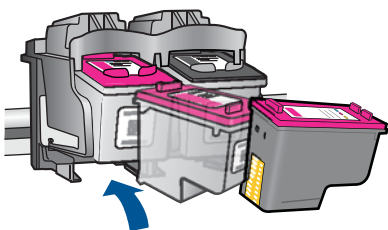
4. Inspect the print cartridge contacts for ink and debris buildup.

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.

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

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.

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.

Environmental specifications

- Recommended operating temperature range: 15 ºC to 32 ºC (59 ºF to 90 ºF)
- Allowable operating temperature range: 5 ºC to 40 ºC (41 ºF to 104 ºF)
- Humidity: 15% to 80% RH non-condensing; 28 ºC maximum dewpoint
- Non-operating (Storage) temperature range: –40 ºC to 60 ºC (–40 ºF to 140 ºF)
- In the presence of high electromagnetic fields, it is possible the output from the HP All-in-One may be slightly distorted
- HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields

Paper tray capacity

Plain paper sheets (75 g/m² [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/m² (20 to 24 lb)

Envelopes: 75 to 90 g/m² (20 to 24 lb)

Cards: Up to 200 g/m² (110-lb index maximum)

Photo Paper: Up to 280 g/m² (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 17.

Cartridge yield

Visit www.hp.com/go/learnaboutsupplies for more information on estimated cartridge yields.

Acoustic information

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

Environmental product stewardship program

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

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

www.hp.com/hpinfo/globalcitizenship/environment/index.html

This section contains the following topics:

Technical information

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/

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 16.
- **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/

Paper use

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

Plastics

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

Material safety data sheets

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

www.hp.com/go/msds

Recycling program

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

www.hp.com/hpinfo/globalcitizenship/environment/recycle/

HP inkjet supplies recycling program

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

www.hp.com/hpinfo/globalcitizenship/environment/recycle/

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®

qualification status for this product see the Product Data Sheet or Specifications Sheet. Qualified products are also listed at www.hp.com/go/energystar.

Disposal of waste equipment by users in private households in the European Union

English — **Disposal of Waste Equipment by Users in Private Households in the European Union**
This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

Français — **Évacuation des équipements usagés par les utilisateurs dans les foyers privés au sein de l'Union européenne**
La présence de ce symbole sur le produit ou sur son emballage indique que vous ne pouvez pas vous débarrasser de ce produit de la même façon que vos déchets courants. Au contraire, vous êtes responsable de l'évacuation de vos équipements usagés et, à cet effet, vous êtes tenu de les remettre à un point de collecte agréé pour le recyclage des équipements électriques et électroniques usagés. Le tri, l'évacuation et le recyclage séparés de vos équipements usagés permettent de préserver les ressources naturelles et de s'assurer que ces équipements sont recyclés dans le respect de la santé humaine et de l'environnement. Pour plus d'informations sur les lieux de collecte des équipements usagés, veuillez contacter votre mairie, votre service de traitement des déchets ménagers ou le magasin où vous avez acheté le produit.

Deutsch — **Entsorgung von Elektrogeräten durch Benutzer in privaten Haushalten in der EU**
Dieses Symbol auf dem Produkt oder dessen Verpackung gibt an, dass das Produkt nicht zusammen mit dem Restmüll entsorgt werden darf. Es obliegt daher Ihrer Verantwortung, das Gerät an einer entsprechenden Stelle für die Entsorgung oder Wiederverwertung von Elektrogeräten aller Art abzugeben (z.B. ein Wertstoffhof). Die separate Sammlung und das Recyceln Ihrer alten Elektrogeräte zum Zeitpunkt ihrer Entsorgung trägt zum Schutz der Umwelt bei und gewährleistet, dass sie auf eine Art und Weise recycelt werden, die keine Gefährdung für die Gesundheit des Menschen und der Umwelt darstellt. Weitere Informationen darüber, wo Sie alte Elektrogeräte zum Recyceln abgeben können, erhalten Sie bei den örtlichen Behörden, Wertstoffhöfen oder dort, wo Sie das Gerät erworben haben.

Italiano — **Smaltimento di apparecchiature da rottamare da parte di privati nell'Unione Europea**
Questo simbolo che appare sul prodotto o sulla confezione indica che il prodotto non deve essere smaltito assieme agli altri rifiuti domestici. Gli utenti devono provvedere allo smaltimento delle apparecchiature da rottamare portandole al luogo di raccolta indicato per il riciclaggio delle apparecchiature elettriche ed elettroniche. La raccolta e il riciclaggio separati delle apparecchiature da rottamare in fase di smaltimento favoriscono la conservazione delle risorse naturali e garantiscono che tali apparecchiature vengano rottamate nel rispetto dell'ambiente e della tutela della salute. Per ulteriori informazioni sui punti di raccolta delle apparecchiature da rottamare, contattare il proprio comune di residenza, il servizio di smaltimento dei rifiuti locale o il negozio presso il quale è stato acquistato il prodotto.

Español — **Eliminación de residuos de aparatos eléctricos y electrónicos por parte de usuarios domésticos en la Unión Europea**
Este símbolo en el producto o en el embalaje indica que no se puede desechar el producto junto con los residuos domésticos. Por el contrario, si debe eliminar este tipo de residuo, es responsabilidad del usuario entregarlo en un punto de recogida designado de reciclado de aparatos electrónicos y eléctricos. El reciclaje y la recogida por separado de estos residuos en el momento de la eliminación ayudará a preservar recursos naturales y a garantizar que el reciclaje proteja la salud y el medio ambiente. Si desea información adicional sobre los lugares donde puede dejar estos residuos para su reciclado, póngase en contacto con las autoridades locales de su ciudad, con el servicio de gestión de residuos domésticos o con la tienda donde adquirió el producto.

Česky — **Likvidace vysloužilého zařízení uživateli v domácnosti v zemích EU**
Tato značka na produktu nebo na jeho obalu označuje, že tento produkt nesmí být likvidován prostým vyhozením do běžného domovního odpadu. Odpovídáte za to, že vysloužilé zařízení bude předáno k likvidaci do stanovených sběrných míst určených k recyklaci vysloužilých elektrických a elektronických zařízení. Likvidace vysloužilého zařízení samostatným sběrem a recyklací napomáhá zachování přírodních zdrojů a zajišťuje, že recyklace proběhne způsobem chránícím lidské zdraví a životní prostředí. Další informace o tom, kam můžete vysloužilé zařízení předat k recyklaci, můžete získat od úřadů místní samosprávy, od společnosti provádějící svoz a likvidaci domovního odpadu nebo v obchodě, kde jste produkt zakoupili.

Dansk — **Bortskaffelse af affaldsudstyr for brugere i private husholdninger i EU**
Dette symbol på produktet eller på dets emballage indikerer, at produktet ikke må bortskaffes sammen med andet husholdningsaffald. I stedet er det dit ansvar at bortskaffe affaldsudstyr ved at aflevere det på dertil beregnede indsamlingssteder med henblik på genbrug af elektrisk og elektronisk affaldsudstyr. Den separate indsamling og genbrug af dit affaldsudstyr på tidspunktet for bortskaffelse er med til at bevare naturlige ressourcer og sikre, at genbrug finder sted på en måde, der beskytter menneskers helbred samt miljøet. Hvis du vil vide mere om, hvor du kan aflevere dit affaldsudstyr til genbrug, kan du kontakte kommunen, det lokale renovationsvæsen eller den forretning, hvor du købte produktet.

Nederlands — **Afvoer van afgedankte apparatuur door gebruikers in particuliere huishoudens in de Europese Unie**
Dit symbool op het product of de verpakking geeft aan dat dit product niet mag worden afgevoerd met het huishoudelijk afval. Het is uw verantwoordelijkheid uw afgedankte apparatuur af te leveren op een aangewezen inzamelpunt voor de verwerking van afgedankte elektrische en elektronische apparatuur. De gescheiden inzameling en verwerking van uw afgedankte apparatuur draagt bij tot het sparen van natuurlijke bronnen en tot het hergebruik van materiaal op een wijze die de volksgezondheid en het milieu beschermt. Voor meer informatie over waar u uw afgedankte apparatuur kunt inleveren voor recycling kunt u contact opnemen met het gemeentehuis in uw woonplaats, de reinigingsdienst of de winkel waar u het product hebt aangeschaft.

Eesti — **Eramajapidamistes kasutuselt kõrvaldatavate seadmete käitlemine Euroopa Liidus**
Kui tootel või toote pakendil on see sümbol, ei tohi seda toodet visata olmejäätmete hulka. Teie kohus on viia tarbetuks muutunud seade selleks ettenähtud elektri- ja elektroonikaseadmete utiliseerimiskohta. Utiliseeritavate seadmete eraldi kogumine ja käitlemine aitab säästa loodusvarasid ning tagada, et käitlemine toimub inimeste tervisele ja keskkonnale ohutult. Lisateavet selle kohta, kuhu saate utiliseeritava seadme käitlemiseks viia, saate küsida kohalikust omavalitsusest, olmejäätmete utiliseerimispunktist või kauplusest, kust te seadme ostsite.

Suomi — **Hävitettävien laitteiden käsittely kotitalouksissa Euroopan unionin alueella**
Tämä tuotteessa tai sen pakkauksessa oleva merkintä osoittaa, että tuotetta ei saa hävittää talousjätteiden mukana. Käyttäjän velvollisuus on huolehtia siitä, että hävitettävä laite toimitetaan sähkö- ja elektroniikkalaiteromun keräyspisteeseen. Hävitettävien laitteiden erillinen keräys ja kierrätys säästää luonnonvaroja. Näin toimimalla varmistetaan myös, että kierrätys tapahtuu tavalla, joka suojelee ihmisten terveyttä ja ympäristöä. Saat tarvittaessa lisätietoja jätteiden kierrätyspaikoista paikallisilta viranomaisilta, jäteyhtiöiltä tai tuotteen jälleenmyyjältä.

Ελληνικά — **Απόρριψη άχρηστων συσκευών στην Ευρωπαϊκή Ένωση**
Το παρόν σύμβολο στον εξοπλισμό ή στη συσκευασία του υποδεικνύει ότι το προϊόν αυτό δεν πρέπει να πεταχτεί μαζί με άλλα οικιακά απορρίμματα. Αντίθετα, ευθύνη σας είναι να απορρίψετε τις άχρηστες συσκευές σε μια καθορισμένη μονάδα συλλογής απορριμμάτων για την ανακύκλωση άχρηστου ηλεκτρικού και ηλεκτρονικού εξοπλισμού. Η χωριστή συλλογή και ανακύκλωση των άχρηστων συσκευών θα συμβάλει στη διατήρηση των φυσικών πόρων και στη διασφάλιση ότι θα ανακυκλωθούν με τέτοιον τρόπο, ώστε να προστατεύεται η υγεία των ανθρώπων και το περιβάλλον. Για περισσότερες πληροφορίες σχετικά με το πού μπορείτε να απορρίψετε τις άχρηστες συσκευές για ανακύκλωση, επικοινωνήστε με τις κατά τόπους αρμόδιες αρχές ή με το κατάστημα από το οποίο αγοράσατε το προϊόν.

Magyar — **A hulladékanyagok kezelése a magánháztartásokban az Európai Unióban**
Ez a szimbólum, amely a terméken vagy annak csomagolásán van feltüntetve, azt jelzi, hogy a termék nem kezelhető együtt az egyéb háztartási hulladékkal. Az Ön feladata, hogy a készülék hulladékanyagait eljuttassa olyan kijelölt gyűjtőhelyre, amely az elektromos hulladékanyagok és az elektronikus berendezések újrahasznosításával foglalkozik. A hulladékanyagok elkülönített gyűjtése és újrahasznosítása hozzájárul a természeti erőforrások megőrzéséhez, egyúttal azt is biztosítja, hogy a hulladék újrahasznosítása az egészségre és a környezetre nem ártalmas módon történik. Ha tájékoztatást szeretne kapni azokról a helyekről, ahol leadhatja újrahasznosításra a hulladékanyagokat, forduljon a helyi önkormányzathoz, a háztartási hulladék begyűjtésével foglalkozó vállalathoz vagy a termék forgalmazójához.

Latviski — **Lietotāju atbrīvošanās no nederīgām ierīcēm Eiropas Savienības privātajās mājsaimniecībās**
Šis simbols uz ierīces vai tās iepakojuma norāda, ka šo ierīci nedrīkst izmest kopā ar pārējiem mājsaimniecības atkritumiem. Jūs esat atbildīgs par atbrīvošanos no nederīgās ierīces, to nododot norādītajā savākšanas vietā, lai tiktu veikta nederīgā elektriskā un elektroniskā aprīkojuma otrreizējā pārstrāde. Speciāla nederīgās ierīces savākšana un otrreizējā pārstrāde palīdz taupīt dabas resursus un nodrošina tādu otrreizējo pārstrādi, kas sargā cilvēku veselību un apkārtējo vidi. Lai iegūtu papildu informāciju par to, kur otrreizējai pārstrādei var nogādāt nederīgo ierīci, lūdzu, sazinieties ar vietējo pašvaldību, mājsaimniecības atkritumu savākšanas dienestu vai veikalu, kurā iegādājāties šo ierīci.

Lietuviškai — **Europos Sąjungos vartotojų ir privačių namų ūkių atliekamos įrangos išmetimas**
Šis simbolis ant produkto arba jo pakuotės nurodo, kad produktas negali būti išmestas kartu su kitomis namų ūkio atliekomis. Jūs privalote išmesti savo atliekamą įrangą atiduodami ją į atliekamos elektronikos ir elektros įrangos perdirbimo punktus. Jei atliekama įranga bus atskirai surenkama ir perdirbama, bus išsaugomi natūralūs ištekliai ir užtikrinama, kad įranga yra perdirbta žmogaus sveikatą ir gamtą tausojančiu būdu. Dėl informacijos apie tai, kur galite išmesti atliekamą perdirbti skirtą įrangą kreipkitės į atitinkamą vietos tarnybą, namų ūkio atliekų išvežimo tarnybą arba į parduotuvę, kurioje pirkote produktą.

Polski — **Utylizacja zużytego sprzętu przez użytkowników domowych w Unii Europejskiej**
Symbol ten umieszczony na produkcie lub opakowaniu oznacza, że tego produktu nie należy wyrzucać razem z innymi odpadami domowymi. Użytkownik jest odpowiedzialny za dostarczenie zużytego sprzętu do wyznaczonego punktu gromadzenia zużytych urządzeń elektrycznych i elektronicznych. Gromadzenie osobno i recykling tego typu odpadów przyczynia się do ochrony zasobów naturalnych i jest bezpieczny dla zdrowia i środowiska naturalnego. Dalsze informacje na temat sposobu utylizacji zużytych urządzeń można uzyskać u odpowiednich władz lokalnych, w przedsiębiorstwie zajmującym się usuwaniem odpadów lub w miejscu zakupu produktu.

Português — **Descarte de equipamentos por usuários em residências da União Européia**
Este símbolo no produto ou na embalagem indica que o produto não pode ser descartado junto com o lixo doméstico. No entanto, é sua responsabilidade levar os equipamentos a serem descartados a um ponto de coleta designado para a reciclagem de equipamentos elétrico-eletrônicos. A coleta separada e a reciclagem dos equipamentos no momento do descarte ajudam na conservação dos recursos naturais e garantem que os equipamentos serão reciclados de forma a proteger a saúde das pessoas e o meio ambiente. Para obter mais informações sobre onde descartar equipamentos para reciclagem, entre em contato com o escritório local de sua cidade, o serviço de limpeza pública de seu bairro ou a loja em que adquiriu o produto.

Slovenčina — **Postup používateľov v krajinách Európskej únie pri vyhadzovaní zariadenia v domácom používaní do odpadu**
Tento symbol na produkte alebo na jeho obale znamená, že nesmie byť vyhodený s iným komunálnym odpadom. Namiesto toho máte povinnosť odovzdať toto zariadenie na zbernom mieste, kde sa zabezpečuje recyklácia elektrických a elektronických zariadení. Separovaný zber a recyklácia zariadenia určeného na odpad pomôže chrániť prírodné zdroje a zabezpečí taký spôsob recyklácie, ktorý bude chrániť ľudské zdravie a životné prostredie. Ďalšie informácie o separovanom zbere a recyklácii získate na miestnom obecnom úrade, vo firme zabezpečujúcej zber vášho komunálneho odpadu alebo v predajni, kde ste produkt kúpili.

Slovenščina — **Ravnanje z odpadno opremo v gospodinjstvih znotraj Evropske unije**
Ta znak na izdelku ali embalaži izdelka pomeni, da izdelka ne smete odlagati skupaj z drugimi gospodinjskimi odpadki. Odpadno opremo ste dolžni oddati na določenem zbirnem mestu za recikliranje odpadne električne in elektronske opreme. Z ločenim zbiranjem in recikliranjem odpadne opreme ob odlaganju boste pomagali ohraniti naravne vire in zagotovili, da bo odpadna oprema reciklirana tako, da se varuje zdravje ljudi in okolje. Več informacij o mestih, kjer lahko oddate odpadno opremo za recikliranje, lahko dobite na občini, v komunalnem podjetju ali trgovini, kjer ste izdelek kupili.

Svenska — **Kassering av förbrukningsmaterial, för hem- och privatanvändare i EU**
Produkter eller produktförpackningar med den här symbolen får inte kasseras med vanligt hushållsavfall. I stället har du ansvar för att produkten lämnas till en behörig återvinningsstation för hantering av el- och elektronikprodukter. Genom att lämna kasserade produkter till återvinning hjälper du till att bevara våra gemensamma naturresurser. Dessutom skyddas både människor och miljön när produkter återvinns på rätt sätt. Kommunala myndigheter, sophanteringsföretag eller butiken där varan köptes kan ge mer information om var du lämnar kasserade produkter för återvinning.

Български — **Изхвърляне на оборудване за отпадъци от потребители в частни домакинства в Европейския съюз**
Този символ върху продукта или опаковката му показва, че продуктът не трябва да се изхвърля заедно с домакинските отпадъци. Вие имате отговорността да изхвърлите оборудването за отпадъци, като го предадете на определен пункт за рециклиране на електрическо или механично оборудване за отпадъци. Отделното събиране и рециклиране на оборудването за отпадъци при изхвърлянето му помага за запазването на природни ресурси и гарантира рециклиране, извършено така, че да не застрашава човешкото здраве и околна среда. За повече информация къде можете да оставите оборудването за отпадъци за рециклиране се свържете със съответния офис в града ви, фирмата за събиране на отпадъци или с магазина, от който сте закупили продукта.

Română — **Înlăturarea echipamentelor uzate de către utilizatorii casnici din Uniunea Europeană**
Acest simbol de pe produs sau de pe ambalajul produsului indică faptul că acest produs nu trebuie aruncat alături de celelalte deșeuri casnice. În loc să procedați astfel, aveți responsabilitatea să vă debarasați de echipamentul uzat predându-l la un centru de colectare desemnat pentru reciclarea deșeurilor electrice și a echipamentelor electronice. Colectarea și reciclarea separată a echipamentului uzat atunci când doriți să îl aruncați ajută la conservarea resurselor naturale și asigură reciclarea echipamentului într-o manieră care protejează sănătatea umană și mediul. Pentru informații suplimentare despre locul în care se poate preda echipamentul uzat pentru reciclare, luați legătura cu primăria locală, cu serviciul de salubritate sau cu vânzătorul de la care ați achiziționat produsul.

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.

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 Officejet 4400 K410 declaration of conformity
- European Union Regulatory Notice

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 Officejet 4400 K410, etc.) or product numbers (CQ777A, 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 주 로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사 용할 수 있습니다.

VCCI (Class B) compliance statement for users in Japan

この装置は、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。取扱説明書に従って正しい取り扱いをして下さい。

VCCI-B

Technical information

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 Officejet 4400 K410 declaration of conformity

DECLARATION OF CONFORMITY
according to ISO/IEC 17050-1 and EN 17050-1

DoC #: SNPRH-0801 Rev C

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, HP Deskjet Ink Advantage AiO ,
HP Officejet 4400 K410
Regulatory Model Number: [1] 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

Energy Use:
Regulation (EC) No. 1275/2008
ENERGY STAR® Qualified Imaging Equipment Operational Mode (OM) Test Procedure
Regulation (EC) No. 278/2009
Test Method for Calculating the Energy Efficiency of Single-Voltage External Ac-Dc and Ac-Ac Power Supplies

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 the EuP Directive 2005/32/EC and carries the CE-marking accordingly. In addition it complies with the WEEE Directive 2002/96/EC and the RoHS Directive 2002/95/EC.

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 Jan 2010
Hu Jintao
ICS Product Hardware Quality Engineering Manager

Local contact for regulatory topics only:
EMEA: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, Germany www.hp.com/go/certificates
U.S.: Hewlett –Packard, 3000 Hanover St., Palo Alto 94304, U.S.A. 650-857-1501

Technical information

European Union Regulatory Notice

European Union Regulatory Notice

Products bearing the CE marking comply with the following EU Directives:

▪ Low Voltage Directive 2006/95/EC
▪ EMC Directive 2004/108/EC
▪ EuP Directive 2005/32/EC

CE compliance of this product is valid only if powered with the correct CE-marked AC adapter provided by HP.

If this product has telecommunications functionality, it also complies with the essential requirements of the following EU Directive:

▪ R&TTE Directive 1999/5/EC

Compliance with these directives implies conformity to harmonized European standards (European Norms) that are listed in the EU Declaration of Conformity issued by HP for this product or product family. This compliance is indicated by one of the following conformity markings placed on the product.

The following CE marking is valid for non-telecommunications products and for EU harmonized telecommunication products, such as wired fax, and wireless Bluetooth.

$$C\,\epsilon$$

The following CE marking is valid for EU non-harmonized telecommunications products, such as wireless LAN.

$$C\,\epsilon\,\textcircled{!}$$

The wireless telecommunications functionality of this product may be used in the following EU and EFTA countries:

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovak Republic, Romania, Slovenia, Spain, Sweden, Switzerland, and United Kingdom.

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