

## Contents

1	How Do I?	3
2	Get to know the HP Deskjet 3510 series	
	Printer parts	5
	Control panel features	
	Wireless settings	6
	Status lights	7
	Auto Power-Off	8
~		
3	Print	•
	Print photos	
	Print documents	
	Print Quick Forms	
	Print envelopes	
	Tips for print success	12
4	ePrint from anywhere	
	ePrint from anywhere	15
5	Paper basics	
	Recommended papers for printing	
	Load media	18
6	Copy and scan	
Č	Сору	23
	Scan to a computer	
	Tips for copy success	
	Tips for scan success	
		20
7	Work with cartridges	
	Check the estimated ink levels	
	Order ink supplies	
	Replace the cartridges	28
	Use single-cartridge mode	
	Cartridge warranty information	30
8	Connectivity	
•	Wi-Fi Protected Setup (WPS – requires WPS router)	31
	Traditional wireless connection (requires router).	
	USB connection (non-network connection).	
	Change from a USB connection to a wireless network	
	Connect wirelessly to the printer without a router.	
	Connect a new printer.	
	Change wireless network settings	
	Tips for setting up and using a networked printer	
	Advanced printer management tools (for networked printers)	
9	Solve a problem	
	Improve print quality	
•	Clear a paper jam	
	Unable to print	
	Networking	
	HP support	44
10	Technical information	
	Notice	47
	Specifications	
	•	

Environmental product stewardship program	49
Regulatory notices	
Index	59

## 1 How Do I?

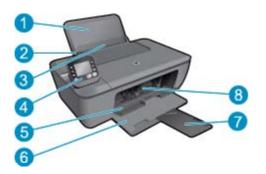
Learn how to use your HP Deskjet 3510 series

- Printer parts
- <u>Control panel features</u>
- Load media
- <u>Copy</u>
- Replace the cartridges
- Clear a paper jam

## 2 Get to know the HP Deskjet 3510 series

- Printer parts
- <u>Control panel features</u>
- Wireless settings
- Status lights
- Auto Power-Off

### **Printer parts**



- 1 Input tray
- 2 Paper-width guide for the input tray
- 3 Input tray guard
- 4 Control panel
- 5 Cartridge door
- 6 Output tray
- 7 Output tray extender (also referred to as the tray extender)
- 8 Cartridges

### **Control panel features**

#### **Control panel features**



- 1 **Back**: Returns to the previous screen.
- 2 **Cancel**: Stops the current operation, restores default settings.
- 3 Selection button: Contextual button that changes depending on what is displayed on the screen.
- 4 Up button: Use this button to navigate menus and select number of copies.
- 5 **Down** button: Use this button to navigate menus and select number of copies.
- 6 **OK**: Confirms the current selection.
- 7 **Wireless** status light and button: Blue light indicates wireless connection. Press the button to view wireless status and menu options. Press and hold down the button until light blinks to start Wi-Fi Protected Setup (WPS) push button mode.
- 8 **ePrint** status light and button: White light indicates ePrint connection. Pressing button displays the **Web Services Menu** where you can view printer's email address and make ePrint settings.
- 9 **On** button: Turns the printer on or off.

### **Wireless settings**

Press the Wireless button to view wireless status and menu options.

- If the printer has an active connection to a wireless network, the wireless light will be on solid blue. In the mean time, the printer display will show **Connected** and the printer's IP address.
- If wireless is disabled (wireless radio off) and the wireless network is not available, the wireless light will be off. In the mean time, the display screen shows Wireless Off.
- If wireless is enabled (wireless radio on) and you do not have a wireless connection, the wireless light will be blinking. In the mean time, the display screen shows that it is either in the process of Connecting or Not Connected.

You can use the printer display to retrieve information about your wireless network, establish a wireless connection, and more.

How do I?	Instructions
Print network configuration page. The network configuration page will display the network status, hostname, network name, and more.	<ol> <li>Press the Wireless button to access the Wireless Status screen.</li> <li>Press the Settings button to access the Wireless Settings menu.</li> <li>Select Print Report, and then select Configuration Page.</li> </ol>

#### (continued)

How do I?	Instructions
Print wireless network test report. The wireless network test report will display the diagnostics results for the status of the wireless network, wireless signal strength, detected networks, and more.	<ol> <li>Press the Wireless button to access the Wireless Status screen.</li> <li>Press the Settings button to access the Wireless Settings menu.</li> <li>Select Print Report, and then select Test Report.</li> </ol>
Restore network settings to default settings.	<ol> <li>Press the Wireless button to access the Wireless Status screen.</li> <li>Press the Settings button to access the Wireless Settings menu.</li> <li>Select Restore to Default.</li> <li>Confirm selection to restore defaults.</li> </ol>
Turn wireless on or off.	<ol> <li>Press the Wireless button to access the Wireless Settings menu.</li> <li>Select Wireless.</li> <li>From the Wireless On/Off menu select On or Off.</li> </ol>
Establish a Wi-Fi Protected Setup (WPS) connection.	Wi-Fi Protected Setup (WPS – requires WPS router)

### **Status lights**

- Wireless status light
- ePrint status light
- On button light

### Wireless status light



Light behavior	Solution
Off	Wireless is off. Press <b>Wireless</b> button to access wireless menu on the printer display. Use wireless menu to enable wireless printing.
Slow blinking	Wireless is on but not connected to a network. If connection cannot be established, make sure printer is within range of wireless signal.
Fast blinking	Wireless error has occurred. Refer to messages on printer display.
On	Wireless connection has been established and you can print.

### ePrint status light



Light behavior	Solution
Off	ePrint is disabled. Press <b>ePrint</b> button to access ePrint menu on the printer display.
On	ePrint is on and connected.

### **On button light**

Light behavior	Solution
Off	The device is powered off.
Pulsing	Indicates the device is in sleep mode. The device automatically enters sleep mode after 5 minutes of inactivity.
Fast blinking	Error has occurred. Refer to messages on printer display.
Blinking steadily	The printer is printing, scanning, or copying.
On	Printer is on and ready to print.

### **Auto Power-Off**

Auto Power-Off is automatically enabled by default when you turn on the printer. When Auto Power-Off is enabled, the printer automatically turns off after 2 hours of inactivity to help reduce energy use. Auto Power-Off is automatically disabled when the printer establishes a wireless or Ethernet (if supported) network connection. You can change the Auto Power-Off setting from the control panel. Once you change the setting, the printer maintains the setting. Auto Power-Off turns the printer off completely, so you must use the On button to turn the printer back on.

#### To change Auto Power-Off setting

1. From the Control Panel home screen, which displays Copy, Scan, and Quick Forms, select Settings.

NOTE: If you do not see the home screen, press the **Back** button until you can see it.

- 2. From the Settings menu on the printer display, select Preferences.
- 3. From the Preferences menu, select Auto-Off.
- 4. From the Auto-Off menu, select On or Off, and then press Continue to confirm the setting.
- ☆ TIP: If you are printing over a wireless or Ethernet connected network, Auto Power-Off should be disabled to ensure that print jobs do not get lost. Even when Auto Power-Off is disabled, the printer enters Sleep mode after 5 minutes of inactivity to help reduce energy use.

## 3 Print

Choose a print job to continue.



Print photos



Print documents



Print envelopes



Print Quick Forms

See Tips for print success for more information.

### **Print photos**

#### To print a photo on photo paper

- 1. Make sure the output tray is open.
- 2. Remove all paper from the paper tray, and then load the photo paper with side to be printed on facing up.
  - NOTE: If the photo paper you are using has perforated tabs, load photo paper so that tabs face outward.



See Load media for more information.

- 3. On the File menu in your software application, click Print.
- 4. Make sure the product is the selected printer.
- 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. Select the appropriate options.
  - On Layout tab select Portrait or Landscape orientation.
  - On **Paper/Quality** tab select the appropriate paper type and print quality from the **Media** drop-down list.
  - · Click Advanced to select the appropriate paper size from the Paper/Output list.

- NOTE: For maximum dpi resolution, go to the Paper/Quality tab and select Photo Paper, Best Quality from the Media drop-down list. Then go to the Advanced tab and select Yes from the Print in Max DPI drop-down list. If you want to print Max DPI in grayscale, select High Quality Grayscale from Print in Grayscale on the drop-down list, and then select Max DPI, after selecting Photo Paper, Best Quality.
- 7. Click OK to return to the Properties dialog box.
- 8. 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.

### **Print documents**

#### To print a document

- 1. Make sure the paper output tray is open.
- 2. Make sure you have paper loaded in the input tray.



See Load media for more information.

- 3. From your software application, click the **Print** button.
- 4. Make sure the product is the selected printer.
- 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. Select the appropriate options.
  - On Layout tab select Portrait or Landscape orientation.
  - On Paper/Quality tab select the appropriate paper type and print quality from the Media drop-down list.
  - Click Advanced to select the appropriate paper size from the Paper/Output list.
- 7. Click OK to close the Properties dialog box.
- 8. Click **Print** or **OK** to begin printing.

NOTE: 1 You can print your document on both sides of the paper, instead of just one side. Click on the Advanced button on the Paper/Quality or Layout tab. From the Pages to Print drop-down menu select Print Even Pages Only. Click OK to print. After the even numbered pages of the document have been printed, remove the document from the output tray. Reload the paper in the input tray with the blank side up, and top of page down. Return to the Pages to Print drop-down menu and then select Print Odd Pages Only. Click OK to print.

**NOTE: 2** If your printed documents are not aligned within the margins of the paper, make sure that you have selected the correct language and region. On the printer display, select **Settings**, and then select **Preferences**. Select your language, and then region from the options provided. The correct language and country/region settings ensure that the printer will have the appropriate default paper size settings.

### **Print Quick Forms**

Use Quick Forms to print quick forms, calendar, and games.

#### **Print Quick Forms**

- 1. Select **Quick Forms** from the printer display menu.
  - TIP: If the Quick Forms option does not appear on the printer display menu, press the Back button until the Quick Forms option appears.
- 2. Press the Up and Down buttons to select one of the Quick Forms options. Then press OK.
- 3. After you have selected the type of form that you want to print, select the number of copies, then press OK.

### **Print envelopes**

You can load one or more envelopes into the input tray of the HP Deskjet 3510 series. 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. Make sure the output tray is open.
- 2. Slide the paper guide all the way to the left.
- Place the envelopes in the right side of the tray. The side to be printed on should face up. See <u>Load media</u> for more information.
- 4. Push the envelopes into the printer until they stop.
- 5. Slide the paper guide firmly against the edge of the envelopes.



- 6. On the File menu in your software application, click Print.
- 7. Make sure the product is the selected printer.
- 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.
- 9. Select the appropriate options.
  - On Layout tab select Portrait or Landscape orientation.
  - On **Paper/Quality** tab select the appropriate paper type and print quality from the **Media** drop-down list.
  - Click Advanced to select the appropriate paper size from the Paper/Output list.
- 10. Click OK, and then click Print or OK in the Print dialog box.

### **Tips for print success**

To successfully print, the HP cartridges should be functioning properly with sufficient ink, the paper should be loaded correctly, and the product should have the appropriate settings.

#### Ink tips

- Use genuine HP ink cartridges.
- Install both the black and tri-color cartridges correctly.
   For more information, see <u>Replace the cartridges</u>.
- Check the estimated ink levels in the cartridges to make sure there is sufficient ink. For more information, see <u>Check the estimated ink levels</u>.
- For more information, see <u>Improve print quality</u>.
- If you are seeing ink smears on the back of the pages that you printed, use the Tools menu on the printer display to clean.
  - From the home screen, which displays Copy, Scan, Quick Forms, Settings, and Ink Levels, select Settings.

NOTE: If you do not see the home screen, press the Back button until you can see it.

- From the **Settings** menu, select **Tools**.
- Scroll through the **Tools** menu until you see **Clean Ink Smear**, then select **OK**.
- Follow the onscreen instructions.

#### Paper loading tips

- Load a stack of paper (not just one page). All of the paper in the stack should be the same size and type to avoid a paper jam.
- Load paper with side to be printed on facing up.
- Ensure that paper loaded in the paper tray lays flat and the edges are not bent or torn.
- Adjust the paper-width guides in the paper tray to fit snugly against all paper. Make sure the paper-width
  guide does not bend the paper in the paper tray.
- For more information, see <u>Load media</u>.

#### **Printer settings tips**

- On the Paper/Quality tab of the print driver, select the appropriate paper type and print quality from the Media drop-down list.
- Select Paper Size from the Advanced Options menu. Access the Advanced Options menu by clicking the Advanced button on the Layout or Paper/Quality tab.
- To change defaualt print settings, double-click the HP Deskjet 3510 series desktop icon to open the Printer Software. In the Printer Software, click Print & Scan and then click Set Preferences to access the print driver.
  - NOTE: You can also access the Printer Software by clicking Start > All Programs > HP > HP Deskjet 3510 series > HP Deskjet 3510 series

#### Notes

- Genuine HP ink cartridges are designed and tested with HP printers and papers 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

- Ink level warnings and indicators provide estimates for planning purposes only.
  - NOTE: 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.
- Software settings selected in the print driver only apply to printing, they do not apply to copying or scanning.
- You can print your document on both sides of the paper, instead of just one side.
  - NOTE: You can print your document on both sides of the paper, instead of just one side. Click on the Advanced button on the Paper/Quality or Layout tab. From the Pages to Print drop-down menu select Print Even Pages Only. Click OK to print. After the even numbered pages of the document have been printed, remove the document from the output tray. Reload the paper in the input tray with the blank side up, and top of page down. Return to the Pages to Print drop-down menu and then select Print Odd Pages Only. Click OK to print.
- Print using black ink only
  - NOTE: If you want to print a black and white document using black ink only, click the Advanced button. From the Print in Grayscale drop-down menu select Black Ink Only, then click the OK button.

### Print using the maximum dpi

Use maximum dots per inch (dpi) mode to print high-quality, sharp images on photo paper.

See technical specifications for the print resolution of the maximum dpi mode.

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 photo 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.
- 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 Paper/Quality tab.
- 6. In the Media drop-down list, click Photo Paper, Best Quality.
  - NOTE: Photo Paper, Best Quality must be selected from the Media drop-down list on the Paper/ Quality tab to enable printing in maximum DPI.
- 7. Click the **Advanced** button.
- 8. In the Printer Features area, select Yes from the Print in Max DPI drop-down list.
- Select Paper Size from Paper/Output drop-down list.
- 10. Click OK to close the advanced options.
- 11. Confirm Orientation on Layout tab, then click OK to print.

Chapter 3

## 4 ePrint from anywhere

ePrint is a free service from HP that allows you to print to your ePrint-enabled printer anywhere you can send an email. Just send your documents and photos to the email address assigned to your printer when you have enabled Web Services. No additional drivers or software are needed.

Once you have signed up for an account on ePrintCenter (<u>www.eprintcenter.com</u>), you can sign in to view your ePrint job status, manage your ePrint printer queue, control who can use your printer's ePrint email address to print, and get help for ePrint.

ePrint from anywhere

### ePrint from anywhere

Before you can use ePrint, make sure that:

- □ The printer is connected to an active network providing Internet access.
- U Web Services is turned on. If not, you will be prompted to turn it on.

#### To ePrint a document from anywhere

- 1. Enable Web Services.
  - a. From the printer control panel, press the ePrint button.
  - b. Accept the Terms of Use, and then follow the onscreen instructions to enable Web Services.
  - c. Print the ePrint information page, and then follow the instructions on the page to sign up for an ePrint account.
- 2. Find your ePrint email address.
  - a. Press the **ePrint** button on the control panel. You will see the **Web Services Settings** menu on the printer display.
  - b. Select Display Email Address from the printer display to view the printer's email address.
  - TIP: To print the email address or registration url, select **Print Info Page** from the Settings menu on the printer display.
- 3. Email your document to the printer for printing.
  - **a**. Create a new email and attach the document to print.
  - **b**. Send the email to the printer email address. The printer prints the attached document.
  - ☆ TIP: If you have enabled Auto Power-Off, you should disable it before using ePrint. For more information, see <u>Auto Power-Off</u>
- NOTE: 1 The email will be printed once it is received. As with any email, there is no guarantee when or whether it will be received. You can check the print status on ePrintCenter (<u>www.eprintcenter.com</u>).

**NOTE: 2** Documents printed with **ePrint** may appear different from the original. Style, formatting, and text flow may differ from the original document. For documents that need to be printed with a higher quality (such as legal documents), we recommend that you print from the software application on your computer, where you will have more control over what your printout looks like.



Chapter 4

## **5** Paper basics

- Recommended papers for printing
- Load media

### **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.

#### 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.



#### **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 Deskjet 3510 series. 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.

### Load media

Select a paper size to continue.

#### Load full-size paper

- a. Raise the input tray
  - Raise the input tray.



- **b**. Lower the output tray
  - Lower the output tray and pull out the tray extender.



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



- d. Load paper.
  - □ Insert stack of paper into input tray with short edge forward and print side up.



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



#### Load small-size paper

- **a**. Raise the input tray
  - Raise the input tray.



- **b**. Lower the output tray
  - □ Lower the output tray and pull out the tray extender.



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



- d. Load paper.
  - □ Insert stack of photo paper with short edge down and print side up.
  - □ 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 on top.
  - □ Slide paper-width guide to the right until it stops at edge of paper.



#### Load envelopes

- a. Raise the input tray
  - Raise the input tray.



- **b**. Lower the output tray
  - Lower the output tray and pull out the tray extender.



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



- □ Remove all paper from the main input tray.
- d. Load envelopes.
  - □ Insert one or more envelopes into far-right side of the input tray. The side to be printed on should face up. The flap should be on the left side and facing down.
  - □ Slide stack of envelopes down until it stops.
  - □ Slide paper-width guide to the right against stack of envelopes until it stops.



Chapter 5

## 6 Copy and scan

- <u>Copy</u>
- Scan to a computer
- <u>Tips for copy success</u>
- <u>Tips for scan success</u>

### Сору

The Copy menu on the printer display allows you to easily select number of copies and color or black and white for copying on plain paper. You can also easily access advanced settings, such as changing the paper type and size, adjusting the darkness of the copy, and resizing the copy. Click a copy type to continue.

#### Easy Copy

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



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



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



Close lid.

C.

- Select **Copy** from the printer display menu to access the copy menu.
  - If you do not see **Copy** on the printer display, press the **Back** button until you see **Copy**.
    - □ From the **Copy** menu, select **Copies** to increase or decrease the number of copies. Then press **OK** to confirm.
    - □ Press the button next to **Start Black Copy** or **Start Color Copy** to copy onto A4 or 8.5" x 11" plain paper.

#### More copy features

- ▲ While in the **Copy** menu, press the **Up** and **Down** buttons to select among settings.
  - □ **Paper Type**: Selects paper size and paper type. A plain paper setting will print in plain paper normal print quality. A photo paper setting will print in photo paper best quality.
  - □ **Resize**: Actual size makes a copy that is the same as the size of the original, but the margins of the copied image may be clipped. Resize to fit makes a copy that is centered with a white border around the edges. The resized image is either enlarged or reduced to fit the size of the selected output paper. Custom Size allows you to increase the size of the image by selecting values greater than 100% or reduce the image size by selecting values less than 100%.
  - Lighter / Darker: Adjusts the copy settings to make copies lighter or darker.
- NOTE: After two minutes of inactivity the copy options will automatically return to the default settings of plain paper A4 or 8.5" x 11" (depending on region).

### Scan to a computer

You can initiate a scan from the control panel of the printer or from your computer. Scan from the control panel if you want to quickly scan one page to an image file. Scan from your computer if you want to scan multiple pages into one file, define the file format of the scan, or make adjustments to the scanned image.

#### Prepare the scan

- ▲ To prepare the scan:
  - a. Load original.
    - Lift lid on product.



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



Close lid.



b. Start scan.

#### Scan from the printer control panel

- 1. Select **Scan** from the printer display menu. If you do not see **Scan** on the printer display press the **Back** button until you do.
- 2. Select Scan to Computer.
- 3. Select the computer that you want to scan to from the printer display.

If you do not see your computer listed on the printer display make sure that your computer is connected to the printer either wirelessly or through a USB cable. If you have a wireless connection and you have confirmed that the connection is working, you will need to enable wireless scanning in the software.

- a. Double-click the HP Deskjet 3510 series desktop icon to open the Printer Software.
  - NOTE: You can also access the Printer Software by clicking Start > All Programs > HP > HP Deskjet 3510 series > HP Deskjet 3510 series
- b. Click the Print & Scan icon.
- c. Click Scan a Document or Photo.
- NOTE: You can choose to keep the Scan to Computer option always active. If this feature is always active, you will be able to select the Scan option from the printer display to scan to your wirelessly connected computers that are in use. If this feature is not always active, then you will need to first activate the Scan to Computer option in the Printer Software before you scan. This only affects the Scan button on the printer control panel. Whether Scan to Computer is active or not, you will always be able to make a scan from your computer
- 4. Locate the scanned image on your computer. After the scan is saved, a Windows Explorer window will open in the directory where the scan was saved.
- NOTE: There is a limited number of computers that can have the scan function activated at the same time. Press the **Scan** button on the printer and you will see the computers that are currently available for scanning.

#### Scan from your computer

- 1. Open the HP Scan application. Click Start > All Programs > HP > HP Deskjet 3510 series > HP Scan.
- 2. Select the type of scan that you want from the shortcut menu and then click **Scan**.
  - NOTE: If Show Scan Preview is selected, you will be able to make adjustments to the scanned image in the preview screen.
- 3. Select **Save** if you want to keep the application open for another scan, or select **Done** to exit the application.
- 4. After the scan is saved, a Windows Explorer window will open in the directory where the scan was saved.

### Tips for copy success

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



- To increase or decrease the contrast of your printed output, select Copy from the printer display and then select Lighter/Darker to adjust the contrast.
- To select the paper size and paper type of the printed output, select **Copy** from the printer display. From the **Copy** menu select **Paper Type** to choose plain or photo paper and photo paper size.
- To resize the image, select **Copy** from the printer display and then select **Resize**.

Click here to go online for more information.

### Tips for scan success

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



- Clean the scanner glass and make sure that there are no foreign materials adhering to it.
- If you have a wireless connection and you have confirmed that the connection is working, you will need to
  enable wireless scanning in the software to scan from the printer display. Open the Printer Software to
  select Print & Scan and then select Scan a Document or Photo.
- After you select **Scan** from the printer display, choose the computer that you want to scan to from the list of printers on the printer display.
- If you have a wireless connection from your printer to your computer, and you want to always be able to
  quickly scan to your connected computer, choose to have Scan to Computer always active. See Scan to a
  computer for more information.
- If you want to scan a document with several pages into one file instead of multiple files, start the scan with the Printer Software instead of selecting **Scan** from the control panel.

Click here to go online for more information.

#### Work with cartridges 27

## 7 Work with cartridges

- Check the estimated ink levels
- Order ink supplies
- <u>Replace the cartridges</u>
- <u>Use single-cartridge mode</u>
- <u>Cartridge warranty information</u>

### 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.

#### To check the ink levels from the control panel

▲ From the Control Panel home screen, which displays **Copy**, **Scan**, and **Quick Forms**, select **Ink Levels**. Then the printer displays the current ink levels.

NOTE: If you do not see the home screen, press the Back button until you can see it.

#### To check the ink levels from the Printer Software

- 1. Double-click the HP Deskjet 3510 series desktop icon to open the Printer Software.
  - NOTE: You can also access the Printer Software by clicking Start > All Programs > HP > HP Deskjet 3510 series > HP Deskjet 3510 series
- 2. In the Printer Software, click Estimated Ink Levels.
- NOTE: 1 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: 2** 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: 3** 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 <a href="http://www.hp.com/go/inkusage">www.hp.com/go/inkusage</a>.

### **Order ink supplies**

Before ordering cartridges, locate the correct cartridge number.

#### Locate the cartridge number on the printer

▲ The cartridge number is located inside the cartridge door.



#### Locate the cartridge number in the Printer Software

- 1. Double-click the **HP Deskjet 3510 series** desktop icon to open the Printer Software.
  - NOTE: You can also access the Printer Software by clicking Start > All Programs > HP > HP Deskjet 3510 series > HP Deskjet 3510 series
- 2. In the Printer Software, click **Shop**, and then click **Shop For Supplies Online**. The correct cartridge number will be automatically displayed when you use this link.

To order genuine HP supplies for the HP Deskjet 3510 series, go to <u>www.hp.com/buy/supplies</u>. 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.

#### **Related topics**

<u>Choose the right cartridges</u>

### Choose the right cartridges

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

#### **Related topics**

Order ink supplies

### **Replace the cartridges**

#### To replace the cartridges

- 1. Check that power is on.
- 2. Load paper.
- 3. 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.

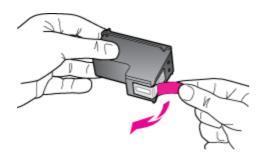


Work with cartridges

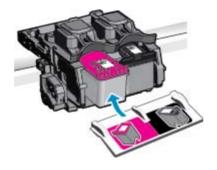
- 4. Insert new cartridge.
  - **a**. Remove cartridge from packaging.



**b**. Remove plastic tape using pink pull tab.



c. Slide cartridge into slot until it clicks into place.



**d**. Close cartridge door.



5. Align cartridges.

#### **Related topics**

- <u>Choose the right cartridges</u>
- Order ink supplies

### Use single-cartridge mode

Use the single-cartridge mode to operate the HP Deskjet 3510 series with only one print cartridge. The singlecartridge mode is initiated when a print cartridge is removed from the print cartridge carriage. During singlecartridge mode, the product can copy documents, copy photos, and print jobs from the computer.

NOTE: When the HP Deskjet 3510 series operates in single-cartridge mode, a message is displayed on screen. If the message is displayed 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.

#### Exit single-cartridge mode

Install two print cartridges in the HP Deskjet 3510 series to exit single-cartridge mode.

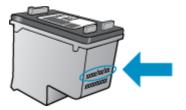
#### **Related topics**

Replace the cartridges

### **Cartridge warranty information**

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

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



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

## 8 Connectivity

- <u>Wi-Fi Protected Setup (WPS requires WPS router)</u>
- <u>Traditional wireless connection (requires router)</u>
- <u>USB connection (non-network connection)</u>
- Change from a USB connection to a wireless network
- <u>Connect wirelessly to the printer without a router</u>
- Connect a new printer
- <u>Change wireless network settings</u>
- <u>Tips for setting up and using a networked printer</u>
- Advanced printer management tools (for networked printers)

### Wi-Fi Protected Setup (WPS – requires WPS router)

These instructions are for customers who have already setup and installed the printer software. For first time installation refer to the setup instructions that came with the printer.

To connect the HP Deskjet 3510 series to a wireless network using Wi-Fi Protected Setup (WPS), you will need the following:

A wireless 802.11b/g/n network that includes a WPS-enabled wireless router or access point.

NOTE: The HP Deskjet 3510 series only supports connections using 2.4GHz.

- A desktop computer or laptop with either wireless networking support, or a network interface card (NIC). The computer must be connected to the wireless network that you intend to install the HP Deskjet 3510 series on.
- NOTE: If you have a Wi-Fi Protected Setup (WPS) router with a WPS push button, follow the **Push Button method**. If you are not certain your router has a push button, follow the **Wireless Settings Menu method**.

#### Push Button (PBC) method

- 1. Press and hold the **Wireless** button on the printer until the wireless light starts blinking. Press and hold for 3 seconds to start WPS push button mode.
- 2. Press the Wi-Fi Protected Setup (WPS) button on your router.
- **NOTE:** The product begins a timer for approximately two minutes while a wireless connection is established.

#### Wireless Settings Menu method

- 1. Press the **Wireless** button on the printer to display the Wireless menu. If the printer is printing, in an error state, or performing a critical task, wait until the task has been completed or the error cleared before pressing the **Wireless** button.
- 2. Select **Settings** from the printer display.
- 3. Select **Wi-Fi Protected Setup** from the printer display.
- 4. If you have a Wi-Fi Protected Setup (WPS) router with a WPS push button, select Push Button, and then follow the onscreen instructions. If your router does not have a push button or you are not certain if your router has a push button, select PIN, and then follow the onscreen instructions.
- NOTE: The product begins a timer for approximately four minutes during which the corresponding button on the networking device needs to be pressed or the router PIN needs to be entered on the router's configuration page.

### **Traditional wireless connection (requires router)**

To connect the HP Deskjet 3510 series to an integrated wireless WLAN 802.11 network, you will need the following:

A wireless 802.11b/g/n network that includes a wireless router or access point.

NOTE: The HP Deskjet 3510 series only supports connections using 2.4GHz.

- A desktop computer or laptop with either wireless networking support, or a network interface card (NIC). The computer must be connected to the wireless network that you intend to install the HP Deskjet 3510 series on.
- Network name (SSID).
- WEP key or WPA Passphrase (if needed).

#### To connect the product

- 1. Insert the product Software CD in the computer CD-ROM drive.
- 2. Follow the instructions on the screen.

When you are prompted, connect the product to the computer by selecting **Wireless** in the **Connection Options** screen. Follow the onscreen prompts to enter your wireless network settings. The product will attempt to connect to the network. If the connection fails, follow the prompts to correct the problem, and then try again.

3. When the setup is finished, you will be prompted to disconnect the USB cable and test the wireless network connection. Once the product connects successfully to the network, you will not need USB cable when installing the product on the subsequent computers. Instead, the product name will appear in the network list and you can select it directly.

### **USB** connection (non-network connection)

The HP Deskjet 3510 series supports a rear USB 2.0 High Speed port for connection to a computer.

NOTE: Web services will not be available with a USB direct connection.

#### To connect the product with the USB cable

Refer to the setup instructions that came with your product for information on connecting to a computer with a USB cable.

NOTE: Do not connect the USB cable to the product until you are prompted to do so.

If the printer software has been installed, the printer will operate as a plug and play device. If the software has not been installed, insert the CD that came with the device and follow the onscreen instructions.

### Change from a USB connection to a wireless network

If you first setup your printer and installed the software with a USB cable, directly connecting the printer to your computer, you can easily change to a wireless network connection. You will need a wireless 802.11b/g/n network that includes a wireless router or access point.

**NOTE:** The HP Deskjet 3510 series only supports connections using 2.4GHz.

Before changing from a USB connection to a wireless network, make sure that:

- □ The printer is connected to your computer with the USB cable until you are prompted to disconnect the cable.
- The computer is connected to the wireless network that you intend to install the printer on.

Change from a USB connection to a wireless network

- 1. From the computer's start menu select All Programs, and then select HP.
- 2. Select HP Deskjet 3510 series.
- 3. Select Printer Setup & Software.
- 4. Select Convert a USB connected printer to wireless. Follow the onscreen instructions.

### Connect wirelessly to the printer without a router

HP Wireless Direct allows your Wi-Fi devices such as computers, smart phones, and tablets, to connect to your printer directly through Wi-Fi, using the process you currently use to connect your Wi-Fi device to new wireless networks and hotspots. With Wireless Direct, you can print directly to the printer wirelessly, without a wireless router, from your Wi-Fi enabled devices.

#### To get started with Wireless Direct print

- 1. To use Wireless Direct, you need to turn on Wireless Direct from the control panel, and get the Wireless Direct name and password if you have Wireless Direct security on:
  - a. From the Home screen, touch Wireless and then select Settings.
  - b. If the display shows that Wireless Direct is Off, select Wireless Direct and then select On (No Security) or On (With Security).
    - NOTE: HP recommends that you turn on security for Wireless Direct. If you turn on security, only users with the password will be able to connect wirelessly to the printer. If you turn off security, anyone with a Wi-Fi device within Wi-Fi range of the printer will be able to connect to the printer.
  - c. Select **Display Name** to display the Wireless Direct name.
  - d. Select **Display Password** to display the Wireless Direct password if you have the Wireless Direct security on.
- From your wireless computer or mobile device, turn wireless on, search for and connect to the Wireless Direct name, for example: HP-Print-XX-Deskjet 3510 series. If you have Wireless Direct security on, enter the Wireless Direct password when prompted. Then print as you normally do from your computer or mobile device.
- NOTE: 1 This method is available if you have already installed the printer software.

**NOTE: 2** Wireless Direct connection provides no Internet access.

**NOTE: 3** The Wireless Direct connection is available even if the printer is also connected to a wireless home network.

**NOTE: 4** All functions that are available on your wireless home network, such as printing, scanning and printer maintenance, are also available when a computer, with the printer software installed, is connected to the printer through Wireless Direct. Some functions may not be supported if the printer has a simultaneous wireless connection to your home network and Wireless Direct.

### Connect a new printer

If you have not connected the printer to your computer, or you want to connect another new printer of the same model to your computer, you can use the **Connect a new printer** function to set up the connection.

**NOTE:** This method is available if you have already installed the printer software.

#### Connect a new printer

- 1. From the computer's start menu select All Programs, and then select HP.
- 2. Select HP Deskjet 3510 series.
- 3. Select Printer Setup & Software.
- 4. Select Connect a new printer. Follow the onscreen instructions.

### **Change wireless network settings**

NOTE: 1 This method is available if you have already installed the printer software.

NOTE: 2 This method requires a USB cable. Do not connect the USB cable until prompted to do so.

#### Change network settings

- 1. From the computer's start menu select All Programs, and then select HP.
- 2. Select HP Deskjet 3510 series.
- 3. Select Printer Setup & Software.
- 4. Select Reconfigure Wireless Settings. Follow the onscreen instructions.

### Tips for setting up and using a networked printer

Use the following tips to set up and use a networked printer:

- When setting up the wireless networked printer, make sure your wireless router or access point is powered on. The printer searches for wireless routers, then lists the detected network names on the computer.
- If your computer is connected to a Virtual Private Network (VPN), you need to disconnect from the VPN before you can access any other device on your network, including the printer.
- Learn how to find your network security settings. <u>Click here to go online for more information</u>.
- Learn about the Network Diagnostic Utility and other troubleshooting tips. <u>Click here to go online for more information.</u>
- Learn how to change from a USB to wireless connection. <u>Click here to go online for more information</u>.
- Learn how to work with your firewall and antivirus programs during printer setup. <u>Click here to go online for</u> more information.

# Advanced printer management tools (for networked printers)

When the printer is connected to a network, you can use the embedded Web server to view status information, change settings, and manage the printer from your computer.

NOTE: To view or change some settings, you might need a password.

You can open and use the embedded Web server without being connected to the Internet. However, some features are not available.

- <u>To open the embedded Web server</u>
- About cookies

### To open the embedded Web server

You can access the embedded Web server via either the network or Wireless Direct.

#### Open the embedded Web server via network

- NOTE: The printer must be on a network and must have an IP address. The IP address for the printer can be found by pressing the **Wireless** button or by printing a network configuration page.
- In a supported Web browser on your computer, type the IP address or hostname that has been assigned to the printer.

For example, if the IP address is 192.168.0.12, type the following address into a Web browser such as Internet Explorer: http://192.168.0.12.

#### Open the embedded Web server via Wireless Direct

- 1. From the home screen, press the Wireless button and then select Settings.
- 2. If the display shows that Wireless Direct is **Off**, select **Wireless Direct** and then select **On** (**No Security**) or **On** (With Security).
- From your wireless computer, turn wireless on, search for and connect to the Wireless Direct name, for example: HP-Print-XX-Deskjet 3510 series. If you have Wireless Direct security on, enter the Wireless Direct password when prompted.
- 4. In a supported Web browser on your computer, type the following address: http://192.168.223.1.

# **About cookies**

The embedded Web server (EWS) places very small text files (cookies) on your hard drive when you are browsing. These files let the EWS recognize your computer the next time you visit. For example, if you have configured the EWS language, a cookie helps remember which language you have selected so that the next time you access the EWS, the pages are displayed in that language. Though some cookies are cleared at the end of each session (such as the cookie that stores the selected language), others (such as the cookie that stores customer-specific preferences) are stored on the computer until you clear them manually.

You can configure your browser to accept all cookies, or you can configure it to alert you every time a cookie is offered, which allows you to decide which cookies to accept or refuse. You can also use your browser to remove unwanted cookies.

- NOTE: Depending on your printer, if you disable cookies, you also disable one or more of the following features:
- · Starting where you left the application (especially useful when using setup wizards)
- Remembering the EWS browser language setting
- Personalizing the EWS Home page

For information about how to change your privacy and cookie settings and how to view or delete cookies, see the documentation available with your Web browser.

Chapter 8

# 9 Solve a problem

This section contains the following topics:

- Improve print quality
- <u>Clear a paper jam</u>
- Unable to print
- <u>Networking</u>
- HP support

# Improve print quality

- 1. Make sure you are using genuine HP cartridges.
- Check the print properties to make sure you have selected the appropriate paper type and print quality from the Media drop-down list. In the Printer Software, click Print & Scan and then click Set Preferences to access the print properties.
- 3. Check the estimated ink levels to determine if the cartridges are low on ink. For more information, see <u>Check the estimated ink levels</u>. If the print cartridges are low on ink consider replacing them.
- Align the cartridges.

#### To align the cartridges from the Printer Software

- NOTE: Aligning the cartridges ensures high-quality output. The HP All-in-One prompts you to align the cartridges every time you install a new cartridge. If you remove and reinstall the same print cartridge, the HP All-in-One will not prompt you to align the print cartridges. The HP All-in-One remembers the alignment values for that print cartridge, so you do not need to realign the print cartridges.
- a. Load letter or A4 unused plain white paper into the input tray.
- b. In the Printer Software, click **Print & Scan** and then click **Maintain Your Printer** to access the **Printer Toolbox**.
- c. The Printer Toolbox appears.
- d. Click Align Ink Cartridges on the Device Services tab. The product prints an alignment sheet.
- e. Load the cartridge alignment sheet print side down on the right front corner of the glass.



f. Follow the instructions on the on the printer display to align the cartridges. Recycle or discard the cartridge alignment sheet.

#### To align the cartridges from the printer display

a. From the Control Panel home screen, which displays Copy, Scan, and Quick Forms, select Settings.

NOTE: If you do not see the home screen, press the Back button until you can see it.

- b. From the Settings menu on the printer display, select Tools.
- c. From the Tools menu on the printer display, select Align Printhead. Follow the onscreen instructions.

5. Print a diagnostics page if the cartridges are not low on ink.

#### To print a diagnostics page from the Printer Software

- a. Load letter or A4 unused plain white paper into the input tray.
- b. Double-click the HP Deskjet 3510 series desktop icon to open the Printer Software.
  - NOTE: You can also access the Printer Software by clicking Start > All Programs > HP > HP Deskjet 3510 series > HP Deskjet 3510 series
- c. In the Printer Software, click **Print & Scan** and then click **Maintain Your Printer** to access the **Printer Toolbox**.
- d. Click **Print Diagnostic Information** on the **Device Reports** tab to print a diagnostics page. Review the blue, magenta, yellow, and black boxes on the diagnostics page. If you are seeing streaks in the color and black boxes, or no ink in portions of the boxes, then automatically clean the cartridges.

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To print a diagnostics page from the printer display

a. From the Control Panel home screen, which displays **Copy**, **Scan**, and **Quick Forms**, select **Settings**.

**NOTE:** If you do not see the home screen, press the **Back** button until you can see it.

- b. From the Settings menu on the printer display, select Tools.
- c. From the **Tools** menu on the printer display, select **Print Quality Report**. Follow the onscreen instructions.
- Clean the print cartridges automatically, if the diagnostic page shows steaks or missing portions of the color and black boxes.

#### To clean the cartridges from the Printer Software

- **a**. Load letter or A4 unused plain white paper into the input tray.
- b. In the Printer Software, click **Print & Scan** and then click **Maintain Your Printer** to access the **Printer Toolbox**.
- c. Click Clean Ink Cartridges on the Device Services tab. Follow the onscreen instructions.

#### To clean the cartridges from the printer display

a. From the Control Panel home screen, which displays Copy, Scan, and Quick Forms, select Settings.

If you do not see the home screen, press the **Back** button until you can see it.

- b. From the Settings menu on the printer display, select Tools.
- c. From the **Tools** menu on the printer display, select **Clean Printhead**. Follow the onscreen instructions.

If the above solutions do not resolve the problem, click here for more online troubleshooting.

# Clear a paper jam

Clear a paper jam.

#### To clear a paper jam

- 1. Press the cancel button to try to clear the jam automatically. If this does not work, the paper jam will need to be cleared manually.
- 2. Locate the paper jam.

#### Input tray

If the paper jam is located near the back input tray, pull the paper gently out of the input tray.



#### **Output tray**

• If the paper jam is located near the front output tray, pull the paper gently out of the output tray.

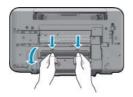


You may need to open the carriage door and slide the print carriage to the right to access the paper jam.



#### Inside of printer

If the paper jam is located inside the printer, open the cleanout door located on the bottom of the printer. Press tabs on both sides of the cleanout door.



Remove jammed paper.



Close the cleanout door. Gently push the door towards the printer until both latches snap into place.



3. Press the **OK** button on the control panel to continue the current job.

If the above solutions do not resolve the problem, click here for more online troubleshooting.

#### Prevent paper jams

- Do not overfill the input tray.
- Remove printed papers from the output tray frequently.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Do not force paper too far forward in the input tray.

If the above solutions do not resolve the problem, click here for more online troubleshooting.

# **Unable to print**

Solve a problem

If you're having trouble printing, you can download the HP Printing Diagnostic Utility, which can troubleshoot this issue for you automatically. To get the utility, click the appropriate link:

IT NOTE: The HP Printing Diagnostic Utility may not be available in all languages.

#### **Resolve print issues**

- NOTE: Make sure that the printer is turned on and that there is paper in the tray. If you are still unable to print, try the following in order:
- 1. Check for error messages on the printer display and resolve them by following the onscreen instructions.
- 2. If your computer is connected to the printer with a USB cable, disconnect and reconnect the USB cable. If your computer is connected to the printer with a wireless connection, confirm that the connection is working.
- 3. Verify that the product is not paused or offline.

#### To verify that the product is not paused or offline

- a. Depending upon your operating system, do one of the following:
  - Windows 7: From the Windows Start menu, click Devices and Printers.
  - Windows Vista: From the Windows Start menu, click Control Panel, and then click Printers.
  - Windows XP: From the Windows Start menu, click Control Panel, and then click Printers and Faxes.
- **b**. Either double-click the icon for your product or right-click the icon for your product and select **See** what's printing to open the print queue.
- c. On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**.
- d. If you made any changes, try to print again.
- 4. Verify that the product is set as the default printer.

#### To verify that the product is set as the default printer

- a. Depending upon your operating system, do one of the following:
  - Windows 7: From the Windows Start menu, click Devices and Printers.
  - Windows Vista: From the Windows Start menu, click Control Panel, and then click Printers.
  - Windows XP: From the Windows Start menu, click Control Panel, and then click Printers and Faxes.
- Make sure the correct product is set as the default printer.
   The default printer has a check mark in a black or green circle next to it.
- c. If the wrong product is set as the default printer, right-click the correct product and select **Set as Default Printer**.
- d. Try using your product again.
- 5. Restart the print spooler.

#### To restart the print spooler

**a**. Depending upon your operating system, do one of the following:

#### Windows 7

- From the Windows Start menu, click Control Panel, System and Security, and then Administrative Tools.
- Double-click Services.
- Right-click the **Print Spooler**, and then click **Properties**.
- On the General tab, next to Startup type, make sure that Automatic is selected.
- If the service is not already running, under **Service status**, click **Start**, and then click **OK**.

#### Windows Vista

- From the Windows Start menu, click Control Panel, System and Maintenance, Administrative Tools.
- Double-click Services.
- Right-click the Print Spooler service, and then click Properties.

- On the General tab, next to Startup type, make sure that Automatic is selected.
- If the service is not already running, under Service status, click Start, and then click OK.

#### Windows XP

- From the Windows Start menu, right click My Computer.
- Click Manage, and then click Services and Applications.
- Double-click Services, and then select Print Spooler.
- Right-click **Print Spooler**, and click **Restart** to restart the service.
- **b**. Make sure the correct product is set as the default printer.

The default printer has a check mark in a black or green circle next to it.

- c. If the wrong product is set as the default printer, right-click the correct product and select **Set as Default Printer**.
- d. Try using your product again.
- 6. Restart the computer.
- 7. Clear the print queue.

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#### To clear the print queue

- Depending upon your operating system, do one of the following:
  - Windows 7: From the Windows Start menu, click Devices and Printers.
  - Windows Vista: From the Windows Start menu, click Control Panel, and then click Printers.
  - Windows XP: From the Windows Start menu, click Control Panel, and then click Printers and Faxes.
- b. Double-click the icon for your product to open the print queue.
- c. On the **Printer** menu, click **Cancel all documents** or **Purge Print Document**, and then click **Yes** to confirm.
- **d**. If there are still documents in the queue, restart the computer and try printing again after the computer has restarted.
- e. Check the print queue again to make sure it is clear, and then try to print again.

If the above solutions do not resolve the problem, click here for more online troubleshooting.

# **Clear the print carriage**

Remove any objects, such as paper, that are blocking the print carriage.

See <u>Clear a paper jam</u> for more information.

- NOTE: Do not use any tools or other devices to remove jammed paper. Always use caution when removing jammed paper from inside the product.
- Click here to go online for more information.

# **Prepare the trays**

#### Open output tray

Output tray must be open to begin printing.



#### Close cartridge door

Cartridge door must be closed to begin printing.



# **Printer failure**

#### Resolve printer failure.

Turn the printer off, then on. If that does not resolve the problem, contact HP.



# Ink cartridge problem

First try removing and reinserting the cartridges. If this does not work, clean the cartridge contacts. If your problem is still not resolved, <u>Replace the cartridges</u>.

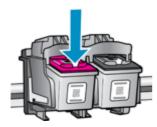
#### Clean the ink cartridge contacts

- ▲ CAUTION: The cleaning procedure should take only a few minutes. Make sure that the ink cartridges are reinstalled in the product as soon as possible. It is not recommended to leave the ink cartridges outside of the product longer than 30 minutes. This could result in damage to both the printhead and the ink cartridges.
- 1. Check that power is on.
- 2. Open cartridge access door.



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

3. Remove the cartridge indicated in the error message.

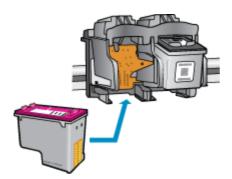


#### Chapter 9

4. Hold the ink cartridge by its sides with the bottom pointing up and locate the electrical contacts on the ink cartridge. The electrical contacts are the small rectangles of copper or gold-colored metal on the cartridge.



- 5. Wipe only the contacts with a dry swab or lint-free cloth.
  - ▲ CAUTION: Be careful to wipe only the contacts, and do not smear any of the ink or other debris elsewhere on the cartridge.
- On the inside of the product, locate the contacts in the printhead. The contacts look like a set of four copper or gold-colored pins positioned to meet the contacts on the ink cartridge.



- 7. Use a dry swab or lint-free cloth to wipe the contacts.
- 8. Reinstall the ink cartridge.
- 9. Close the access door, and check if the error message has gone away.
- **10.** If you still receive the error message, turn the product off, and then on again.
- NOTE: If one cartridge is causing problems, you can remove it and use the single-cartridge mode to operate the HP Deskjet 3510 series with only one print cartridge.

Click here to go online for more information.

# Networking

- Learn how to find your network security settings. <u>Click here to go online for more information</u>.
- Learn about the Network Diagnostic Utility and other troubleshooting tips. <u>Click here to go online for more information</u>.
- Learn how to change from a USB to wireless connection. <u>Click here to go online for more information</u>.
- Learn how to work with your firewall and antivirus programs during printer setup. <u>Click here to go online for</u> more information.

# **HP** support

- Register the product
- <u>Support process</u>
- HP support by phone
- Additional warranty options

# **Register the product**

By taking just a few quick minutes to register, you can enjoy quicker service, more efficient support, and product support alerts. If you did not register your printer while installing the software, you can register now at <a href="http://www.register.hp.com">http://www.register.hp.com</a>.

# 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 <u>www.hp.com/support</u>. 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 <u>www.hp.com/support</u>. 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 (Located on product, such as HP Deskjet 3510, HP Deskjet Ink Advantage 3515)
- Product number (located inside the cartridge door)



- 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.

#### 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: <u>www.hp.com/support</u>. 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 Deskjet 3510 series at additional costs. Go to <u>www.hp.com/</u> <u>support</u>, select your country/region and language, then explore the services and warranty area for information about the extended service plans.

# **10 Technical information**

The technical specifications and international regulatory information for the HP Deskjet 3510 series are provided in this section.

For additional specifications, see the printed documentation that came with the HP Deskjet 3510 series.

This section contains the following topics:

- Notice
- <u>Specifications</u>
- Environmental product stewardship program
- Regulatory notices

# **Notice**

#### Hewlett-Packard Company notices

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# **Specifications**

Technical specifications for the HP Deskjet 3510 series are provided in this section. For more product specifications, see the Product Data Sheet at <a href="http://www.hp.com/support">www.hp.com/support</a>.

This section contains the following topics:

- System requirements
- Environmental specifications
- Input tray capacity
- Output tray capacity
- Paper size
- Paper weights
- Print specifications
- Copy specifications
- Scan specifications
- Print resolution
- Power specifications
- Cartridge yield
- <u>Acoustic information</u>

#### 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 <u>www.hp.com/support</u>.

#### **Environmental specifications**

- Recommended operating temperature range: 15 °C to 32 °C (59 °F to 90 °F)
- Allowable operating temperature range: 5 °C to 40 °C (41 °F to 104 °F)
- Humidity: 15% to 80% RH non-condensing; 28 °C maximum dewpoint
- Non-operating (Storage) temperature range: -40 °C to 60 °C (-40 °F to 140 °F)
- In the presence of high electromagnetic fields, it is possible the output from the HP Deskjet 3510 series 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

#### Input tray capacity

Plain paper sheets (80 g/m<sup>2</sup> [20lb]): Up to 50

Envelopes: Up to 5

Index cards: Up to 20

Photo paper sheets: Up to 20

#### **Output tray capacity**

Plain paper sheets (80 g/m<sup>2</sup> [20lb]): Up to 30

Envelopes: Up to 5

Index cards: Up to 10

Photo paper sheets: Up to 10

#### Paper size

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

#### Paper weights

Plain Paper: 64 to 90 g/m<sup>2</sup> (16 to 24 lb)

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

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

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

#### **Print specifications**

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

#### **Copy specifications**

- Digital image processing
- · Copy speeds vary according to the complexity of the document and model

#### Scan specifications

- Resolution: up to 1200 x 1200 ppi optical
   For more information about ppi resolution, see the scanner software.
- Color: 24-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**

#### Draft mode

- Color Input/Black Render: 300x300dpi
- Output (Black/Color): Automatic

#### Normal mode

- Color Input/Black Render: 600x300dpi
- Output (Black/Color): Automatic

#### Plain-Best mode

- Color Input/Black Render: 600x600dpi
- Output: 600x1200dpi (Black), Automatic (Color)

#### Photo-Best mode

- Color Input/Black Render: 600x600dpi
- Output (Black/Color): Automatic

#### Max DPI mode

- Color Input/Black Render: 1200x1200dpi
- Output: Automatic (Black), 4800x1200 optimized dpi (Color)

#### **Power specifications**

#### 0957-2286

- Input voltage: 100-240Vac (+/- 10%)
- Input frequency: 50/60 Hz (+/- 3Hz)

#### 0957-2290

- Input voltage: 200-240Vac (+/- 10%)
- Input frequency: 50/60 Hz (+/- 3Hz)

#### 0957-2398

- Input voltage: 100-240Vac (+/- 10%)
- Input frequency: 50/60 Hz (+/- 3Hz)

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

#### 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:

- <u>Eco-Tips</u>
- Paper use
- Plastics
- Material safety data sheets
- Recycling program
- HP inkjet supplies recycling program
- Power consumption
- <u>Sleep mode</u>
- Disposal of waste equipment by users in private households in the European Union
- <u>Chemical Substances</u>
- <u>Restriction of hazardous substance (Ukraine)</u>

## **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/

### 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**

Hewlett-Packard printing and imaging equipment marked with the ENERGY STAR® logo is qualified to the U.S. Environmental Protection Agency's ENERGY STAR specifications for imaging equipment. The following mark will appear on ENERGY STAR qualified imaging products:



Additional ENERGY STAR qualified imaging product model information is listed at: www.hp.com/go/energystar

#### Sleep mode

- Power usage is reduced while in Sleep mode.
- After initial setup of printer, the printer will enter Sleep mode after 5 minutes of inactivity.
- The time to Sleep mode cannot be changed.

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



## **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: <a href="https://www.hp.com/go/reach">www.hp.com/go/reach</a>.

# **Restriction of hazardous substance (Ukraine)**

# Технічний регламент щодо обмеження використання небезпечних речовин (Україна)

Обладнання відповідає вимогам Технічного регламенту щодо обмеження використання деяких небезпечних речовин в електричному та електронному обладнанні, затвердженого постановою Кабінету Міністрів України від 3 грудня 2008 № 1057

# **Regulatory notices**

The HP Deskjet 3510 series meets product requirements from regulatory agencies in your country/region.

This section contains the following topics:

- <u>Regulatory model identification number</u>
- 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
- European Union Regulatory Notice
- Regulatory wireless statements

# **Regulatory model identification number**

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is VCVRA-1222. This regulatory number should not be confused with the marketing name (HP Deskjet 3510 e-All-in-One series, etc.) or product numbers (CZ044, CX039, CX040, A6D69, A6D70, CZ279, and A6R81, 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.
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### 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

### 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。

# **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
- Ecodesign Directive 2009/125/EC, where applicable

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

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Compliance with these directives implies conformity to applicable harmonized European standards (European Norms) that are listed in the EU Declaration of Conformity issued by HP for this product or product family and available (in English only) either within the product documentation or at the following web site: <a href="https://www.hp.com/go/certificates">www.hp.com/go/certificates</a> (type the product number in the search field).

The compliance is indicated by one of the following conformity markings placed on the product:

harmonized telecommunications products, such as Bluetooth® within power class below 10mW.

For non-telecommunications products and for EU

For EU non-harmonized telecommunications products (If applicable, a 4-digit notified body number is inserted between CE and !).

Please refer to the regulatory label provided on the product.

The 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, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and United Kingdom.

The telephone connector (not available for all products) is intended for connection to analogue telephone networks.

#### Products with wireless LAN devices

Some countries may have specific obligations or special requirements about the operation of Wireless LAN
networks such as indoor use only or restrictions of the channels available. Please make sure that the
country settings of the wireless network are correct.

#### France

• For 2.4-GHz Wireless LAN operation of this product, certain restrictions apply: This product may be used indoors for the entire 2400-MHz to 2483.5-MHz frequency band (channels 1 to 13). For outdoor use, only the 2400-MHz to 2454-MHz frequency band (channels 1 to 7) may be used. For the latest requirements, see <a href="http://www.arcep.fr">www.arcep.fr</a>.

The point of contact for regulatory matters is:

Hewlett-Packard GmbH, Dept./MS: HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, GERMANY

### **Regulatory wireless statements**

This section contains the following regulatory information pertaining to wireless products:

- Exposure to radio frequency radiation
- Notice to users in Brazil
- Notice to users in Canada
- Notice to users in Mexico
- Notice to users in Taiwan

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#### Exposure to radio frequency radiation

#### **Exposure to radio frequency radiation**

**Caution** The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized. This product and any attached external antenna, if supported, shall be placed in such a manner to minimize the potential for human contact during normal operation. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm (8 inches) during normal operation.

#### Notice to users in Brazil

#### Aviso aos usuários no Brasil

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário. (Res.ANATEL 282/2001).

#### Notice to users in Canada

#### Notice to users in Canada/Note à l'attention des utilisateurs canadiens

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

WARNING! Exposure to Radio Frequency Radiation The radiated output power of this device is below the Industry Canada radio frequency exposure limits. Nevertheless, the device should be used in such a manner that the potential for human contact is minimized during normal operation.

To avoid the possibility of exceeding the Industry Canada radio frequency exposure limits, human proximity to the antennas should not be less than 20 cm (8 inches).

Conformément au Règlement d'Industrie Canada, cet émetteur radioélectrique ne peut fonctionner qu'avec une antenne d'un type et d'un gain maximum (ou moindre) approuvé par Industrie Canada. Afin de réduire le brouillage radioélectrique potentiel pour d'autres utilisateurs, le type d'antenne et son gain doivent être choisis de manière à ce que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas celle nécessaire à une communication réussie.

Cet appareil est conforme aux normes RSS exemptes de licence d'Industrie Canada. Son fonctionnement dépend des deux conditions suivantes : (1) cet appareil ne doit pas provoquer d'interférences nuisibles et (2) doit accepter toutes interférences reçues, y compris des interférences pouvant provoquer un fonctionnement non souhaité de l'appareil.

AVERTISSEMENT relatif à l'exposition aux radiofréquences. La puissance de rayonnement de cet appareil se trouve sous les limites d'exposition de radiofréquences d'Industrie Canada. Néanmoins, cet appareil doit être utilisé de telle sorte qu'il soit mis en contact le moins possible avec le corps humain.

Afin d'éviter le dépassement éventuel des limites d'exposition aux radiofréquences d'Industrie Canada, il est recommandé de maintenir une distance de plus de 20 cm entre les antennes et l'utilisateur.

#### Notice to users in Mexico

#### Aviso para los usuarios de México

La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Para saber el modelo de la tarjeta inalámbrica utilizada, revise la etiqueta regulatoria de la impresora.

Technical information

### Notice to users in Taiwan

# 低功率電波輻射性電機管理辦法

### 第十二條

經型式認證合格之低功率射頻電機,非經許可,公司、商號或使用者均不得擅自變更頻 率、加大功率或變更設計之特性及功能。

第十四條

低功率射頻電機之使用不得影響飛航安全及干擾合法通信;經發現有干擾現象時,應立 即停用,並改善至無干擾時方得繼續使用。

前項合法通信,指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或 工業、科學及醫藥用電波輻射性電機設備之干擾。

# Index

#### Α

after the support period 46

### В

buttons, control panel 6

#### С

control panel buttons 6 features 6 copy specifications 48 customer support warranty 46

## Ε

environment Environmental product stewardship program 49 environmental specifications 48

#### I

interface card 31, 32

#### Ν

network interface card 31, 32

# Ρ

paper recommended types 17 phone support 45 phone support period period for support 45 print specifications 48

# R

recycle ink cartridges 50 regulatory notices regulatory model identification number 52 wireless statements 55

## S

scan scan specifications 48 support process 45 system requirements 47

#### Т

technical information copy specifications 48 environmental specifications 48 print specifications 48 scan specifications 48 system requirements 47

### W

warranty 46