User Guide

HP Officejet Pro 3610/3620

HP Officejet Pro 3610/3620 Black and White e-All-in-One

User Guide

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Safety information

Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

1. Read and understand all instructions in the documentation that comes with the printer.
2. Observe all warnings and instructions marked on the product.
3. Unplug this product from wall outlets before cleaning.
4. Do not install or use this product near water, or when you are wet.
5. Install the product securely on a stable surface.
6. Install the product in a protected location where no one can step on or trip over the line cord, and the line cord cannot be damaged.
7. If the product does not operate normally, see Solve a problem.
8. There are no user-serviceable parts inside. Refer servicing to qualified service personnel.

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1 Get started

This guide provides details about how to use the printer and how to resolve problems.

- Accessibility
- HP EcoSolutions (HP and the Environment)
- Understand the printer parts
- Use the printer control panel
- HP Digital Solutions
- Select print paper
- Load an original on the scanner glass
- Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only)
- Load paper
- Maintain the printer
- Update the printer
- Open the HP printer software (Windows)
- Turn off the printer

NOTE: If you are using the printer with a computer running Windows XP Starter Edition, Windows Vista Starter Edition, Windows 7 Starter Edition, or Windows 8 Starter Edition, some features might not be available. For more information, see System requirements.

Accessibility

The printer provides a number of features that make it accessible for people with disabilities.

Visual

The HP software provided with the printer is accessible for users with visual impairments or low vision by using your operating system's accessibility options and features. The software also supports most assistive technology such as screen readers, Braille readers, and voice-to-text applications. For users who are color blind, colored buttons and tabs used in the HP software have simple text or icon labels that convey the appropriate action.

Mobility

For users with mobility impairments, the HP software functions can be executed through keyboard commands. The HP software also supports Windows accessibility options such as StickyKeys, ToggleKeys, FilterKeys, and MouseKeys. The printer doors, buttons, paper trays, and paper guides can be operated by users with limited strength and reach.

Support

For more details about the accessibility of this printer and HP's commitment to product accessibility, visit HP's website at www.hp.com/accessibility.

For accessibility information for Mac OS X, visit the Apple website at www.apple.com/accessibility.

HP EcoSolutions (HP and the Environment)

HP is committed to helping you optimize your environmental footprint and empowering you to print responsibly—at home or in the office.

For more detailed information about environmental guidelines HP follows during the manufacturing process, see Environmental product stewardship program. For more information about HP's environmental initiatives, visit www.hp.com/ecosolutions.

This section contains the following topics:

- Manage Power
- Optimize printing supplies

Manage Power

To conserve electricity, the printer comes with the following features:

NOTE: The Sleep Mode and Auto Power-Off features will be temporarily unavailable if the ink cartridge is missing. The functions will resume after the cartridge is reinstalled.

CAUTION: HP recommends that you replace a missing ink cartridge as soon as possible to avoid print quality issues and possible extra ink usage or damage to the ink system. Never turn off the printer when ink cartridge is missing.

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.

To change the time the printer goes to sleep:

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Preferences**, select **Sleep**, and then select the desired option.

Auto Power-Off (HP Officejet Pro 3610 only)

Auto Power-Off is automatically enabled by default when you turn on the printer. When Auto Power-Off is enabled, the printer will automatically turn off after 8 hours of inactivity to help reduce energy use. Auto Power-Off is automatically disabled when the printer establishes an Ethernet (if supported) network connection. You can change the Auto Power-Off setting from the printer software. Once you change the setting, the printer will maintain the setting that you choose. Auto Power-Off turns the printer off completely, so you must use the power button to turn the printer back on.

NOTE: If the printer is shared on a network, ensure Auto Power-Off is turned off to avoid work disruption.

To change the time the printer is turned off:

Windows: Open Toolbox. (For more information, see Toolbox (Windows).) In the **Advanced Settings** tab, click **Change**, and then select the preferred amount of time.

Mac OS X: Open HP Utility. (For more information, see HP Utility (Mac OS X).) In the **Printer Settings** section, click **Power Management**, and then select the preferred amount of time.

Schedule On and Off (HP Officejet Pro 3620 only)

Using the Schedule On and Off feature, you can set the days and time you want the printer to turn on or off automatically.

For example, you can schedule the printer to turn on at 8 a.m. and turn off at 8 p.m. from Monday to Friday. This will save energy during the night and weekends.

To change the schedule for the printer to automatically turn on or off:

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Schedule On/Off**, and follow the on-screen instructions to set the schedule.

Optimize printing supplies

To optimize printing supplies such as ink and paper, try the following:

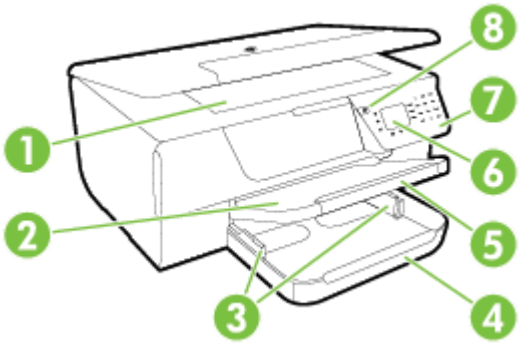
- Recycle used original HP ink cartridges through HP Planet Partners. For more information, visit www.hp.com/recycle.
- Optimize paper usage by printing on both sides of the paper. If the printer has an HP automatic two-sided printing accessory (duplexer), see Print on both sides (duplexing). Otherwise, you can first print just the odd pages, flip the pages over, and then print just the even pages.
- Save ink and paper when printing web content with HP Smart Print. For more information, visit www.hp.com/go/smartprint.
- Change the print mode to a draft setting. The draft setting uses less ink.
- Do not clean the printhead unnecessarily. Doing so wastes ink and shortens the life of the cartridges.

Understand the printer parts

This section contains the following topics:

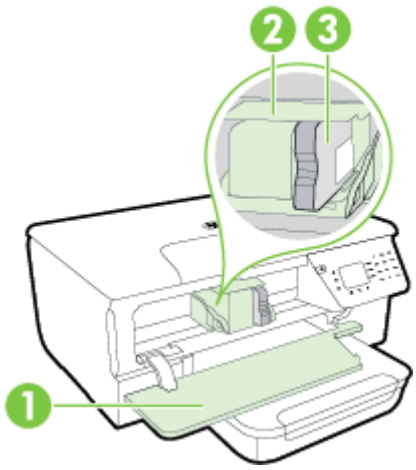
- Front view
- Printing supplies area
- Back view

Front view



1	Scanner glass
2	Output tray
3	Paper guides
4	Input tray
5	Output tray extension
6	Control panel display
7	Control panel
8	Power button
9 and 10	Document feeder tray and paper guides (HP Officejet Pro 3620 only)
11	Automatic document feeder (ADF) (HP Officejet Pro 3620 only)

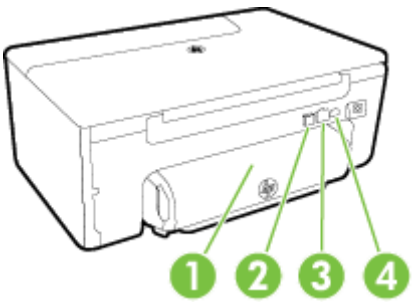
Printing supplies area



1	Ink cartridge access door
2	Printhead
3	Ink cartridge

NOTE: Printing supplies should be kept in the printer to prevent possible print quality issues or printhead damage. Avoid removing supplies for extended periods of time. Do not turn off the printer when an ink cartridge is missing.

Back view



1	Automatic two-sided printing accessory (duplexer)
2	Universal serial bus (USB) port
3	Ethernet network port
4	Power input
5	Fax port (1-LINE) (HP Officejet Pro 3620 only)
6	Fax port (2-EXT) (HP Officejet Pro 3620 only)

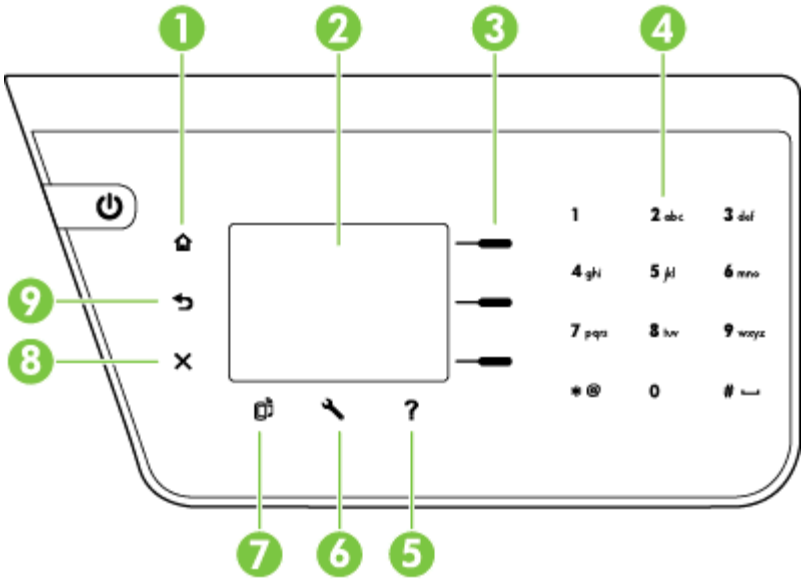
Use the printer control panel

This section contains the following topics:

- Overview of buttons and lights
- Change printer settings

Overview of buttons and lights

The following diagram and related table provide a quick reference to the printer control panel features.



Label	Name and Description
1	**Home button**: Returns to the home screen from any other screen.
2	**Control panel display**: Shows the menu options.
3	**Selection button**: Contextual button that changes depending on what is displayed on the screen.
4	**Keypad**: Use the keypad to enter numbers and text.
5	**Help button**: On the Home screen, press the Help button to see help topics. On other screens, press this button to get help or more details about the screen you are viewing.
6	**Setup button**: On the Home screen, press the Setup button to generate reports and perform routine maintenance. On fax, copy, or scan screens, press this button to change settings.
7	**HP ePrint button**: Opens the HP ePrint menu. For more information, see HP ePrint.
8	**Cancel button**: Stops a job, exits a menu, or exits settings.
9	**Back button**: Returns to the previous menu.

Change printer settings

Use the control panel to change the printer mode and settings, print reports, or get help for the printer.

TIP: If the printer is connected to a computer, you can also change the printer settings using HP software tools available on your computer. For more information about these tools, see Printer management tools.

This section contains the following topics:

- Select a mode
- Change the mode settings
- Change the printer settings

Select a mode

The Home screen shows the available modes for the printer, such as **Copy** and **Scan**.

To select a mode, press the button next to the mode that you want to use. Follow the prompts on the control panel display to complete the job. The control panel display returns to the Home screen when the job is finished.

To change modes, press the (Home) button on the printer control panel to return to the Home screen, and then press the button next to the mode that you want to use.

Change the mode settings

1. After selecting a mode, press the (Setup) button, scroll through the available settings, and then select the setting you want to change.
2. Follow the prompts on the display to change the settings.

NOTE: Press the (Back) button to return to the previous menu.

Change the printer settings

To change the printer settings or print reports, use the options available in the Setup menu.

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll through and select the desired settings or options.

NOTE: Press the (Back) button to return to the previous menu.

HP Digital Solutions

These solutions can help simplify and streamline your work.

- **Scan to Computer**
  You can scan a document directly to a computer and attach the scanned file to an email. For more information, see Scan.
- **HP Digital Fax (Fax to PC and Fax to Mac) (HP Officejet Pro 3620 only)**
  You can automatically receive faxes and save them to a computer. You can also turn off fax printing; this saves paper and ink, and reduces waste.
  For more information, see Receive faxes to your computer using HP Digital Fax (Fax to PC and Fax to Mac).

Select print paper

The printer is designed to work well with most types of office paper. It is best to test a variety of print paper types before buying large quantities. Use HP paper for optimum print quality. Visit the HP web site at www.hp.com for more information about HP paper.

	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.

This section contains the following topics:

- Recommended papers for printing and copying
- Tips for selecting and using paper

Recommended papers for printing and copying

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 Brochure Paper HP Professional Paper	These papers are matte-coated on both sides for two-sided use. They are the perfect choice for producing professional quality marketing materials such as brochures and mailers, as well as business graphics for report covers and calendars.
HP Premium Presentation Paper 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 showthrough, 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.
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.
HP Office Recycled Paper	HP Office Recycled Paper is a high-quality multifunction paper made with 30% recycled fiber. It features ColorLok Technology for less smearing, bolder blacks and vivid colors.

To order HP papers and other supplies, go to www.hp.com. Go to **Shop for Products & Services**, and select **Ink & toner**.

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

Tips for selecting and using paper

For the best results, observe the following guidelines.

- Always use paper that conforms to the printer specifications. For more information, see Paper specifications.
- Load only one type of paper at a time.

- When loading paper, make sure the paper is loaded correctly. For more information, see Load paper or Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).
- Do not overload.
- To prevent jams, poor print quality, and other printing problems, avoid loading the following paper:
  - Multipart forms
  - Paper that is damaged, curled, or wrinkled
  - Paper with cutouts or perforations
  - Paper that is heavily textured, embossed, or does not accept ink well
  - Paper that is too lightweight or stretches easily
  - Paper that contains staples or clips

Load an original on the scanner glass

NOTE: 1 Many of the special features do not work correctly if the scanner glass and lid backing are not clean. For more information, see Maintain the printer.

NOTE: 2 On the HP Officejet Pro 3620, remove all originals from the document feeder tray before lifting the lid on the printer.

To load an original on the scanner glass

Use these steps to load an original on the scanner glass.

1. Lift the scanner lid.
2. Load the original print-side down.
   Refer to the engraved guides along the edge of the scanner glass.

3. Close the lid.

Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only)

CAUTION: Do not load photos in the ADF; this might damage your photos.

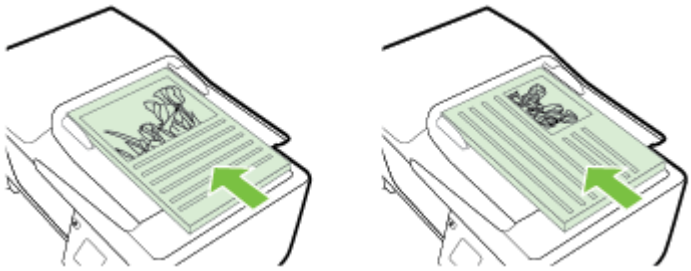
NOTE: 1 Only single-sided documents can be scanned, copied, or faxed using the ADF. The ADF does not support double-sided documents.

NOTE: 2 Some features, such as the copy feature **Fit to Page**, might not work with the ADF. Use the scanner glass for those features.

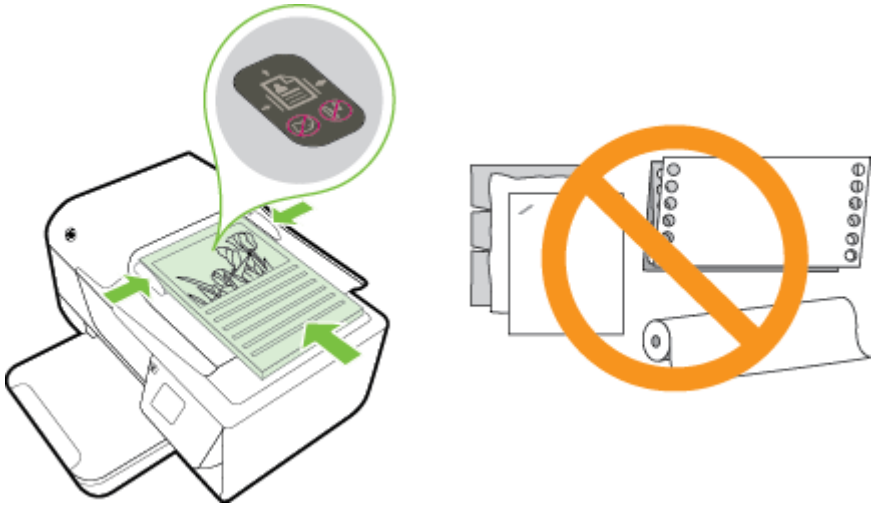
To load an original in the ADF

Use these steps to load a document in the ADF.

1. Load the original print-side up into the ADF.
   a. If you are loading an original printed in portrait orientation, place the pages so that the top edge of the document goes in first.
      If you are loading an original printed in landscape orientation, place the pages so that the left edge of the document goes in first.



   b. Slide the paper into the ADF until you hear a tone or see a message on the display indicating that the loaded pages were detected.
2. Slide the paper guides inward until they stop at the left and right edges of the paper.



Load paper

This section provides instructions for loading paper into the printer.

- Load standard-size paper
- Load envelopes
- Load cards

Load standard-size paper

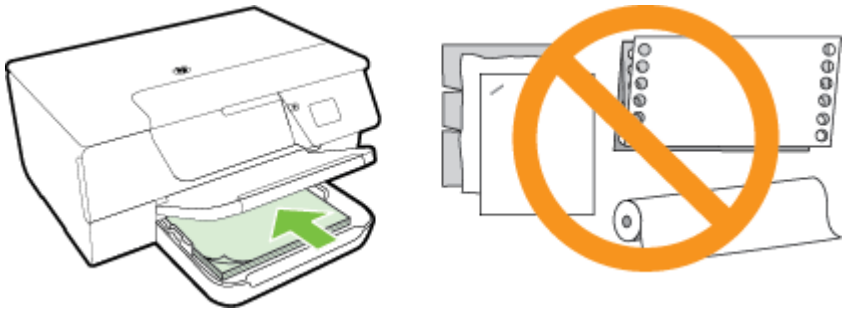
To load standard-size paper

Use these instructions to load standard-size paper.

1. Lift the output tray.
2. Slide out the paper guides in the input tray as far as possible.

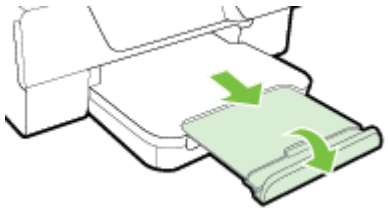
   NOTE: If the paper is too long, lift the latch on the front of the input tray and lower the front of the input tray.

3. Insert the paper print-side down in the tray.
   Make sure the stack of paper is inserted as far inside the printer as possible and does not exceed the line marking in the tray.



   NOTE: Do not load paper while the printer is printing.

4. Slide the paper guides in the tray until they touch the edge of the stack of paper. Do not load paper into the input tray slanted as the paper guides may not be able to square a whole stack of paper back straight.
5. Lower the output tray.
6. Pull out the output tray extension.

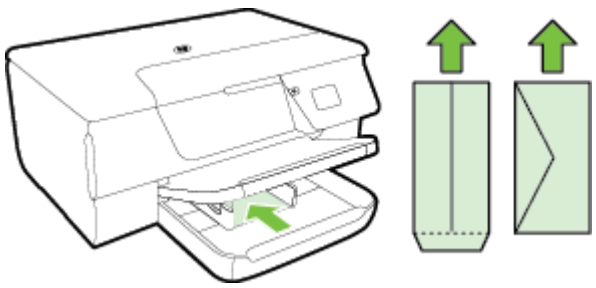


Load envelopes

To load envelopes

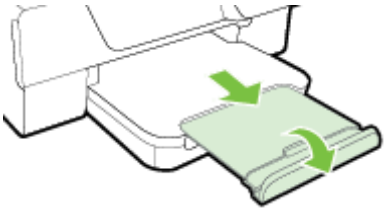
Use these instructions to load an envelope.

1. Lift the output tray.
2. Slide out the paper guides in the input tray as far as possible.
3. Insert the envelopes print-side down and load according to the graphic.
   Make sure the stack of envelopes is inserted as far inside the printer as possible and does not exceed the line marking in the tray.



NOTE: Do not load envelopes while the printer is printing.

4. Slide the paper guides in the tray until they touch the edge of the stack of envelopes. Do not load paper into the input tray slanted as the paper guides may not be able to square a whole stack of paper back straight.
5. Lower the output tray.
6. Pull out the output tray extension.

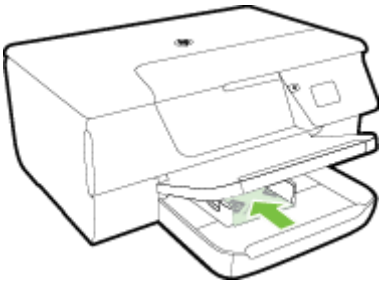


Load cards

To load cards

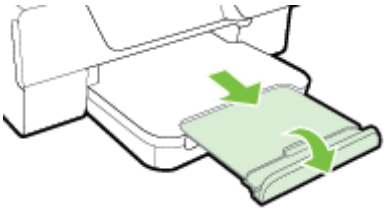
Use these instructions to load cards.

1. Lift the output tray.
2. Slide out the paper guides in the input tray.
3. Insert the cards print-side down in the tray.
   Make sure the stack of cards is inserted as far inside the printer as possible and does not exceed the line marking in the tray.



NOTE: Do not load cards while the printer is printing.

4. Slide the paper guides in the tray until they touch the edge of the stack of paper. Do not load paper into the input tray slanted as the paper guides may not be able to square a whole stack of paper back straight.
5. Lower the output tray.
6. Pull out the output tray extension.



Maintain the printer

This section provides instructions for keeping the printer in top working condition. Perform these maintenance procedures as necessary.

- Clean the scanner glass and lid backing
- Clean the exterior
- Clean the automatic document feeder (ADF) (HP Officejet Pro 3620 only)
- Restore factory defaults

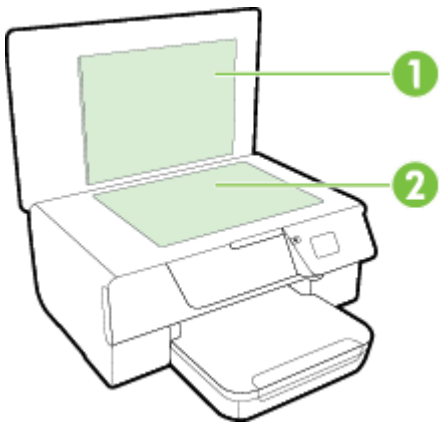
Clean the scanner glass and lid backing

Dust or dirt on the scanner glass, scanner lid backing, or scanner frame can slow down performance, degrade the quality of scans, and affect the accuracy of special features such as fitting copies to a certain page size.

To clean the scanner glass and lid backing

1. Turn off the printer.
   For more information, see Turn off the printer.
2. Lift the scanner lid.

3. Clean the scanner glass and lid backing by using a soft, lint-free cloth that has been sprayed with a mild glass cleaner.



1	Lid backing
2	Scanner glass

⚠ **CAUTION: 1** Use only glass cleaner to clean the scanner glass. Avoid cleaners that contain abrasives, acetone, benzene, and carbon tetrachloride, all of which can damage the scanner glass. Avoid isopropyl alcohol because it can leave streaks on the scanner glass.

CAUTION: 2 Do not spray the glass cleaner directly on the scanner glass. If too much glass cleaner is applied, the cleaner could leak under the scanner glass and damage the scanner.

4. Dry the scanner glass and lid backing with a dry, soft, lint-free cloth.
5. Close the scanner lid, and turn on the printer.

Clean the exterior

⚠ **WARNING!** Before cleaning the printer, turn the printer off by pressing the (Power) button, and unplug the power cord from the electrical socket.

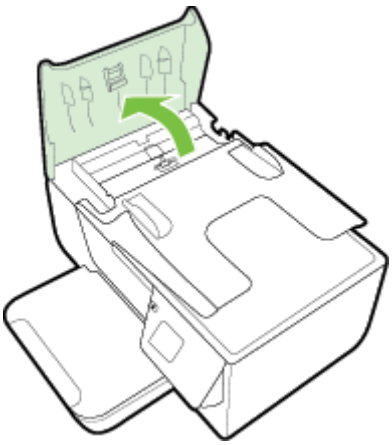
Use a soft, damp, lint-free cloth to wipe dust, smudges, and stains off of the case. Keep fluids away from the interior of the printer, as well as from the printer control panel.

Clean the automatic document feeder (ADF) (HP Officejet Pro 3620 only)

If the ADF picks up multiple pages or if it does not pick up plain paper, you can clean the ADF.

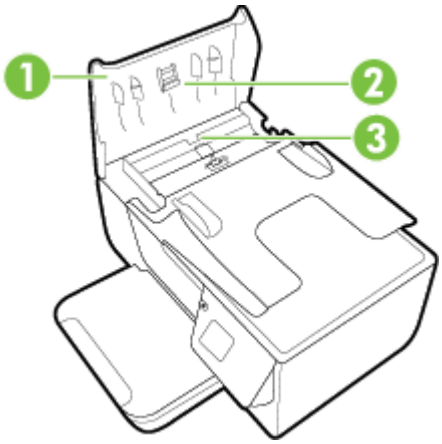
To clean the ADF

1. Turn off the printer.
   For more information, see Turn off the printer.
2. Remove all originals from the ADF.
3. Lift the ADF cover.



4. Lightly dampen a clean lint-free cloth with distilled water, then squeeze any excess liquid from the cloth.
5. Use the damp cloth to wipe any residue off the rollers or separator pad.

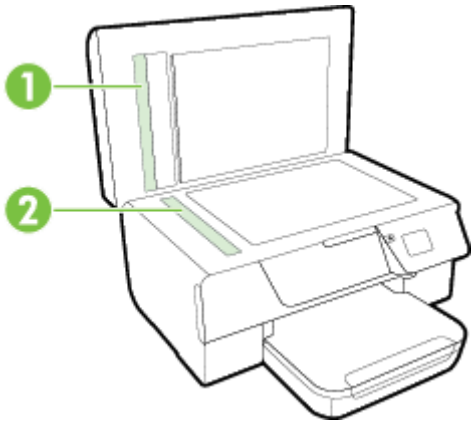
NOTE: If the residue does not come off using distilled water, try using isopropyl (rubbing) alcohol.



1	ADF cover
2	Rollers
3	Separator pad

6. Close the cover of the ADF.
7. Lift the scanner lid.

8. Wipe the ADF bar and glass strip.



1	ADF bar
2	Glass strip

9. Close the scanner lid, and turn on the printer.

Restore factory defaults

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Tools**, and then select **Restore Defaults**.
3. Press the button next to **OK**.

Update the printer

If the printer is connected to a network and Web Services has been enabled, you can check for and install printer updates.

To update the printer, use one of the following methods:

- Update the printer using the printer control panel
- Update the printer using the embedded web server

Update the printer using the printer control panel

1. On the printer control panel, press the (HP ePrint) button, and then press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Printer Update**.

   TIP: To enable the printer to automatically check for and install printer updates, select **Auto Update**, and then select the option to turn it on.

3. Press the button next to **Check for Update Now**, and then follow the on-screen instructions.

Update the printer using the embedded web server

1. Open the EWS. For more information, see Embedded web server.
2. Click the **Web Services** tab.
3. In the **Web Services Settings** section, click **Product Update**, click **Check Now**, and follow the on-screen instructions.
4. If the product update option is not available, follow these instructions:
   a. In the **Web Services Settings** section, click **Setup**, click **Continue**, and follow the on-screen instructions.
   b. If prompted, choose to allow the printer to check for and install printer updates.

   NOTE: 1 If a printer update is available, the printer downloads and installs the update, and then restarts.

NOTE: 2 If prompted for proxy settings and if your network uses proxy settings, follow the on-screen instructions to set up a proxy server. If you do not have the details, contact your network administrator or the person who set up the network.

Open the HP printer software (Windows)

Open the HP printer software by doing one of the following:

- From the computer desktop, click **Start**, select **Programs** or **All Programs**, click **HP**, click the folder for the printer, and then select the icon with the printer's name.
- On the **Start** screen, right-click an empty area on the screen, click **All Apps** on the app bar, and then click the icon with the printer's name.

Turn off the printer

Turn the printer off by pressing the (Power) button located on the printer. Wait until the power light turns off before unplugging the power cord or turning off a power strip.

⚠ **CAUTION: 1** If you incorrectly turn the printer off, the print carriage might not return to the correct position, causing problems with the ink cartridge and print quality issues.

CAUTION: 2 HP recommends that you replace a missing ink cartridge as soon as possible to avoid print quality issues and possible extra ink usage or damage to the ink system. Never turn off the printer when ink cartridge is missing.

2 Print

Most print settings are automatically handled by the software application. Change the settings manually only when you want to change print quality, print on specific types of paper, or use special features. For more information about selecting the best print paper for your documents, see Select print paper.

Choose a print job to continue:

	Print documents
	Print brochures
	Print on envelopes
	Print on special and custom-size paper

NOTE: To set print settings for all print jobs, make the changes in the HP software provided with the printer. For more information on the HP software, see Printer management tools.

TIP: This printer includes HP ePrint, a free service from HP that allows you to print documents on your HP ePrint-enabled printer anytime, from any location, without any additional software or printer drivers. For more information, see HP ePrint.

Print documents

Follow the instructions for your operating system.

- Print documents (Windows)
- Print documents (Mac OS X)

Print documents (Windows)

1. Load paper in the tray. For more information, see Load paper.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the printer you want to use is selected.
4. 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**.
5. Click the **Layout** tab, and then change the paper orientation and other settings if necessary.
6. Click the **Paper/Quality** tab, select the appropriate paper type for document from the **Paper** drop-down list, and then change the paper source, paper size, and quality settings if necessary.
7. Click **OK**, and then click **Print** or **OK** to begin printing.

Print documents (Mac OS X)

1. Load paper in the tray. For more information, see Load paper.
2. From the **File** menu in your software application, click **Print**.
3. Make sure the printer you want to use is selected.

If you do not see print options in the **Print** dialog, do the following.

- **Mac OS X v10.6**: Click the blue disclosure triangle next to the printer selection.
- **OS X Lion**: Click **Show Details**.

4. Select a paper size from the pop-up menu.
   If the **Paper Size** pop-up menu is not in the **Print** dialog, click the **Page Setup** button. When you are done selecting the paper size, click **OK** to close **Page Setup** and return to the **Print** dialog.
5. Click **Print**.

Print brochures

Follow the instructions for your operating system.

- Print brochures (Windows)
- Print brochures (Mac OS X)

Print brochures (Windows)

1. Load paper in the tray. For more information, see Load paper.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the printer you want to use is selected.
4. 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**.
5. Click the **Layout** tab, and then change the paper orientation and other settings if necessary.
6. Click the **Paper/Quality** tab, select the appropriate paper type for brochure from the **Paper** drop-down list, and then change the paper source, paper size, and quality settings if necessary.
7. Click **OK**, and then click **Print** or **OK** to begin printing.

Print brochures (Mac OS X)

1. Load paper in the tray. For more information, see Load paper.
2. From the **File** menu in your software application, click **Print**.
3. Make sure the printer you want to use is selected.
   If you do not see print options in the **Print** dialog, do the following.
   - **Mac OS X v10.6**: Click the blue disclosure triangle next to the printer selection.
   - **OS X Lion**: Click **Show Details**.
4. Select a paper size from the pop-up menu.
   If the **Paper Size** pop-up menu is not in the **Print** dialog, click the **Page Setup** button. When you are done selecting the paper size, click **OK** to close **Page Setup** and return to the **Print** dialog.
5. Click **Paper Type/Quality** from the pop-up menu, and then select the following settings:
   - **Paper Type:** The appropriate brochure paper type
   - **Quality: Normal** or **Best**
6. Select any other print settings that you want, and then click **Print**.

Print on envelopes

Avoid envelopes with the following characteristics:

- Very slick finish
- Self-stick adhesives, clasps, or windows
- Thick, irregular, or curled edges
- Areas that are wrinkled, torn, or otherwise damaged

Make sure the folds of envelopes you load in the printer are sharply creased.

NOTE: For more information about printing on envelopes, see the documentation available with the software program you are using.

Follow the instructions for your operating system.

- Print on envelopes (Windows)
- Print on envelopes (Mac OS X)

Print on envelopes (Windows)

1. Load envelopes print-side down in the tray. For more information, see Load paper.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the printer you want to use is selected.
4. 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**.
5. Click the **Layout** tab, change the orientation to **Landscape**, and then change other settings if necessary.
6. Click the **Paper/Quality** tab, select the appropriate paper type for envelope from the **Paper** drop-down list, and then change the paper source, paper size, and quality settings if necessary.
7. Click **OK**, and then click **Print** or **OK** to begin printing.

Print on envelopes (Mac OS X)

1. Load envelopes print-side down in the tray. For more information, see Load paper.
2. From the **File** menu in your software application, click **Print**.
3. Make sure the printer you want to use is selected.
   If you do not see print options in the **Print** dialog, do the following.
   - **Mac OS X v10.6**: Click the blue disclosure triangle next to the printer selection.
   - **OS X Lion**: Click **Show Details**.
4. Select a paper size from the pop-up menu.
   If the **Paper Size** pop-up menu is not in the **Print** dialog, click the **Page Setup** button. When you are done selecting the paper size, click **OK** to close **Page Setup** and return to the **Print** dialog.
5. Select the **Orientation** option.
6. Select any other print settings that you want, and then click **Print**.

Print on special and custom-size paper

If your application supports custom-size paper, set the size in the application before printing the document. If not, set the size in the printer driver. You might need to reformat existing documents to print them correctly on custom-size paper.

Use only custom-size paper that is supported by the printer. For more information, see Paper specifications.

NOTE: Defining custom paper sizes is only available in the Mac printer driver. For more information, see Set up custom sizes (Mac OS X).

- Print on special or custom-size paper (Mac OS X)

Print on special or custom-size paper (Mac OS X)

NOTE: Before you can print on custom-size paper, you must set up the custom size in the HP software provided with the printer. For instructions, see Set up custom sizes (Mac OS X).

1. Load the appropriate paper in the tray. For more information, see Load paper.
2. From the **File** menu in your software application, click **Print**.
3. Make sure the printer you want to use is selected in the **Format For** pop-up menu.

If you do not see print options in the **Print** dialog, do the following:

- **Mac OS X v10.6**: Click the blue disclosure triangle next to the printer selection.
- **OS X Lion**: Click **Show Details**.

4. Select a paper size from the pop-up menu.
   If the **Paper Size** pop-up menu is not in the **Print** dialog, click the **Page Setup** button. When you are done selecting the paper size, click **OK** to close **Page Setup** and return to the **Print** dialog.
5. Click **Paper Handling** from the pop-up menu.
6. Under **Destination Paper Size**, click **Scale to fit paper size**, and then select the custom size.
7. Select any other print settings that you want, and then click **Print** to begin printing.

Set up custom sizes (Mac OS X)

1. Load paper in the tray. For more information, see Load paper.
2. From the **File** menu in your software application, click **Page Setup**, and then make sure the printer you want to use is selected in the **Format For** pop-up menu.
   - OR -
   From the **File** menu in your software application, click **Print**, and then make sure the printer you want to use is selected.
3. Select **Manage Custom Sizes** in the **Paper Size** pop-up menu.

   NOTE: If you do not see these options in the **Print** dialog, click the disclosure triangle next to the **Printer** pop-up menu or click **Show Details**.

4. Click the **+** on the left side of the screen, double-click **Untitled**, and type a name for the new custom size.
5. In the **Width** and **Height** boxes, type the dimensions, and then set the margins, if you want to customize them.
6. Click **OK**.

Print on both sides (duplexing)

You can print on both sides of a sheet of paper automatically by using the automatic two-sided printing accessory (duplexer).

NOTE: You can perform manual duplexing by first printing only the odd pages, flipping the pages over, and then printing only the even pages.

Print on both sides (Windows)

1. Load the appropriate paper. For more information, see Load paper.
2. Make sure the duplexer is installed correctly.
3. With a document open, click **Print** on the **File** menu, and then under the **Print on Both Sides** options on the **Layout** tab, select either **Flip on Long Edge** or **Flip on Short Edge**.
4. Change any other settings, and then click **OK**.
5. Print your document.

Print on both sides (Mac OS X)

1. Load the appropriate paper. For more information, see Load paper.
2. Make sure the duplexer is installed correctly.
3. Select a paper size:
   Select a paper size in the **Page Setup** dialog.
   a. From the **File** menu in your software application, click **Page Setup**.
   b. Make sure the printer you want to use is selected in the **Format For** pop-up menu.
   c. Select the paper size from the **Paper Size** pop-up menu, and then click **OK**.

Select a paper size in the **Print** dialog.

a. From the **File** menu in your software application, click **Print**.

b. Make sure the printer you want to use is selected.

c. Select the paper size from the **Paper Size** pop-up menu (if available).

NOTE: You might need to select the paper-size option labeled **Two-Sided margins**.

4. Click the **Two-Sided Printing** pop-up menu, select **Print Both Sides**, and then click the appropriate binding options for the document.

- OR -

Click the **Layout** pop-up menu, and then select the appropriate binding options for the document from the **Two-Sided** pop-up menu.

NOTE: If you do not see any options, click the disclosure triangle next to the **Printer** pop-up menu or click **Show Details**.

5. Select any other print settings that you want, and then click **Print** to begin printing.

3 Scan

You can scan documents, photos, and other originals and send them to a variety of destinations, such as a folder on a computer.

When scanning documents, you can use the HP software to scan documents into a format that you can search, copy, paste, and edit.

NOTE: Some scan functions are only available after you install the HP software.

If you have problems scanning documents, see Solve scan problems.

This section contains the following topics:

- Scan using the control panel or HP software
- Scan using Webscan
- Scanning documents as editable text

Scan using the control panel or HP software

NOTE: 1 The printer must be connected to the computer and be turned on.

NOTE: 2 Before scanning, make sure the HP software is installed, and on Windows computers, make sure the scan feature is turned on.

NOTE: 3 On the HP Officejet Pro 3620, use the scanner glass instead of the ADF for scanning a borderless original.

This section contains the following topics:

- Scan an original to a computer from the printer control panel
- Scan an original to a computer from HP printer software

Scan an original to a computer from the printer control panel

1. Load the original print-side down in the right-front corner of the scanner glass or print-side up in the ADF. For more information, see Load an original on the scanner glass or Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).
2. From the Home screen, press the button next to **Scan**, and then select the computer to which you want to scan.
3. Make changes to scan options, if needed.
4. Press the button next to **Start Scan**.

Scan an original to a computer from HP printer software

NOTE: You can also use the HP printer software to scan documents into editable text. For more information, see Scanning documents as editable text.

Windows

1. Load the original print-side down in the right-front corner of the scanner glass or print-side up in the ADF. For more information, see Load an original on the scanner glass or Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).
2. Open the HP printer software. For more information, see Open the HP printer software (Windows). In the window that appears, select **Print, Scan & Fax** or **Print & Scan**, and then select **Scan a Document or Photo** under **Scan**.
3. If necessary, make changes to the scan settings.
4. Click **Scan** and select a scan shortcut.

Mac OS X

1. Load the original print-side down in the right-front corner of the scanner glass or print-side up in the ADF. For more information, see Load an original on the scanner glass or Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).
2. Double-click **HP Scan** in the **Applications/Hewlett-Packard** folder.
3. If necessary, make changes to the scan settings.
4. Click **Continue** and follow the on-screen instructions to complete the scan.

Scan using Webscan

Webscan is a feature of the embedded web server that lets you scan photos and documents from your printer to your computer using a web browser. This feature is available even if you did not install the HP printer software on your computer.

NOTE: 1 If you are unable to open Webscan in the EWS, your network administrator might have turned it off. For more information, contact your network administrator or the person who set up your network.

NOTE: 2 The automatic document feeder (ADF) is only available for HP Officejet Pro 3620.

For more information, see Embedded web server.

To scan using Webscan

1. Load the original print-side down in the right-front corner of the scanner glass or print-side up in the ADF. For more information, see Load an original on the scanner glass or Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).
2. Open the embedded web server. For more information, see Embedded web server.
3. Click the **Scan** tab, click **Webscan** in the left pane, change any settings, and then click **Start Scan**.
4. Save the scanned image by right-clicking the image and selecting **Save Image As**.

TIP: To scan documents as editable text, you must install the HP software included with the printer. For more information, see Scanning documents as editable text.

Scanning documents as editable text

When scanning documents, you can use the HP software to scan documents into a format that you can search, copy, paste, and edit. This allows you to edit letters, newspaper clippings, and many other documents.

This section contains the following topics:

- To scan documents as editable text
- Guidelines for scanning documents as editable text

To scan documents as editable text

NOTE: The automatic document feeder (ADF) is only available for HP Officejet Pro 3620.

Windows

1. Load the original print-side down in the right-front corner of the scanner glass or print-side up in the ADF. For more information, see Load an original on the scanner glass or Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).
2. Open the HP printer software. For more information, see Open the HP printer software (Windows). In the window that appears, select **Print, Scan & Fax** or **Print & Scan**, and then select **Scan a Document or Photo** under **Scan**.
3. Select the type of editable text you want to use in the scan:

I want to...	Follow these steps

Extract just the text, without any of the formatting of the original	Select the **Save as Editable Text (OCR)** shortcut from the list, and then select **Text (.txt)** from the **File Type** drop-down menu.
Extract the text, as well as some of the formatting of the original	Select the **Save as Editable Text (OCR)** shortcut from the list, and then select **Rich Text (.rtf)** from the **File Type** drop-down menu.
Extract the text and make it searchable in PDF readers	Select the **Save as PDF** shortcut from the list, and then select **Searchable PDF (.pdf)** from the **File Type** drop-down menu.

4. To start the scan, click **Scan**, and then follow the on-screen instructions.

Mac OS X

1. Load the original print-side down in the right-front corner of the scanner glass or print-side up in the ADF. For more information, see Load an original on the scanner glass or Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).
2. Double-click **HP Scan** in the **Applications/Hewlett-Packard** folder.
3. To start the scan, click **Scan**.
4. Follow the on-screen instructions to complete the scan.
5. After the scan is complete, click **File** in the application menu bar, and then click **Save**.
6. Select the type of editable text you want to use in the scan:

I want to...	Follow these steps
Extract just the text, without any of the formatting of the original	Select **TXT** from the **Format** pop-up menu.
Extract the text, as well as some of the formatting of the original	Select **RTF** from the **Format** pop-up menu.
Extract the text and make it searchable in PDF readers	Select **Searchable PDF** from the **Format** pop-up menu.

7. Click **Save**.

Guidelines for scanning documents as editable text

To ensure that the software can convert your documents successfully, do the following:

NOTE: The automatic document feeder (ADF) is only available for HP Officejet Pro 3620.

- **Make sure the scanner glass or ADF window is clean.**
  When the printer scans the document, smudges or dust on the scanner glass or ADF window can be scanned, as well, and can prevent the software from converting the document to editable text.
  For more information about cleaning the scanner glass or ADF, see Clean the scanner glass and lid backing or Clean the automatic document feeder (ADF) (HP Officejet Pro 3620 only).
- **Make sure the document is loaded correctly.**
  When scanning documents as editable text from the ADF, the original must be loaded into the ADF with the top forward and face up. When scanning from the scanner glass, the original must be loaded with the top facing the right edge of the scanner glass.
  Also, make sure the document is not skewed. For more information, see Load an original on the scanner glass or Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).
- **Make sure the text on the document is clear.**
  To successfully convert the document to editable text, the original must be clear and of high quality. The following conditions can cause the software to not convert the document successfully:
  - The text on the original is faint or wrinkled.
  - The text is too small.
  - The structure of the document is too complex.

- The text is tightly spaced. For example, if the text that the software converts has missing or combined characters, "rn" might appear as "m."
- The text is on a colored background. Colored backgrounds can cause images in the foreground to blend too much.

- **Choose the correct profile.**
  Be sure to select a shortcut or preset that allows scanning as editable text. These options use scan settings designed to maximize the quality of your OCR scan. In Windows, use the **Editable Text (OCR)** or **Save as PDF** shortcuts. In Mac OS X, use the **Documents** preset.
- **Save your file in the correct format.**
  - To extract just the text from the document (without any formatting from the original), select a plain text format (such as **Text** or **TXT**).
  - To extract the text and some formatting from the original, select Rich Text Format (such as **Rich Text** or **RTF**).
  - To extract the text and make it searchable in PDF readers, select **Searchable PDF**.

4 Copy

You can produce high-quality grayscale copies on a variety of paper types and sizes.

NOTE: On the HP Officejet Pro 3620, if you are copying a document when a fax arrives, the fax is stored in the printer's memory until the copying finishes. As a result, the number of fax pages that can be stored in memory might be reduced.

This section contains the following topics:

- Copy documents
- Change copy settings
- Save the current settings as defaults

Copy documents

You can make quality copies from the printer control panel.

To copy documents

1. Make sure you have paper loaded in the main tray. For more information, see Load paper.
2. Place the original face down on the scanner glass or face up in the ADF. For more information, see Load an original on the scanner glass or Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).

   NOTE: If you are copying a photo, place the photo on the scanner glass face down, as shown on the icon on the edge of the scanner glass.
3. From the Home screen on the printer control panel, press the button next to **Copy**.
4. Change any additional settings. For more information, see Change copy settings.
5. To start the copy job, press the button next to **Start Copy**.

Change copy settings

You can customize copy jobs using the various settings available from the printer control panel, including the following:

- Number of copies
- Copy paper size
- Copy paper type
- Copy speed or quality
- Lighter/Darker settings
- Two-sided printing
- Resizing originals to fit on different paper sizes

You can use these settings for single copy jobs, or you can save settings to be used as defaults for future jobs.

To change copy settings for a single job

1. From the Home screen on the printer control panel, press the button next to **Copy**.
2. Press the (Setup) button, and then, using the buttons to the right, scroll to and select the copy function settings you want to change.
3. Press the (Back) button, and then press the button next to **Start Copy**.

Save the current settings as defaults

To save the current settings as defaults for future jobs

1. From the Home screen on the printer control panel, press the button next to **Copy**.
2. Press the (Setup) button, and then, using the buttons to the right, scroll to and select the copy function settings you want to change.
3. Using the buttons to the right, scroll to and select **Set as New Defaults**, and then press the button next to **Yes**.

5 Fax (HP Officejet Pro 3620 only)

You can use the printer to send color or black-and-white faxes and receive black-and-white faxes. You can schedule faxes to be sent at a later time and set up speed-dials to send faxes quickly and easily to frequently used numbers. From the printer control panel, you can also set a number of fax options, such as resolution and the contrast between lightness and darkness on the faxes you send.

NOTE: Before you begin faxing, make sure you have set up the printer correctly for faxing. You might have already done this as part of the initial setup, by using either the control panel or the HP software provided with the printer. You can verify the fax is set up correctly by running the fax setup test from the control panel. For more information on the fax test, see Test fax setup.

This section contains the following topics:

- Send a fax
- Receive a fax
- Set up speed-dial entries
- Change fax settings
- Fax and digital phone services
- Fax over Internet Protocol
- Clear the fax log
- View the Call History
- Use reports

Send a fax

You can send a fax in a variety of ways. Using the printer control panel, you can send a black-and-white or color fax. You can also send a fax manually from an attached phone. This allows you to speak with the recipient before sending the fax.

This section contains the following topics:

- Send a fax using the printer control panel
- Send a fax from the computer
- Send a fax manually from a phone

Send a fax using the printer control panel

This section contains the following topics:

- Send a fax
- Send a fax using monitor dialing
- Send a fax from memory
- Schedule a fax to send later
- Send a fax to multiple recipients

Send a fax

You can easily send a single- or multiple-page black-and-white or color fax by using the printer control panel.

NOTE: If you need printed confirmation that your faxes were successfully sent, enable fax confirmation **before** sending any faxes. For more information, see Print fax confirmation reports.

TIP: You can also send a fax manually from a phone or by using monitor dialing. These features allow you to control the pace of your dialing. They are also useful when you want to use a calling card to charge the call and you have to respond to tone prompts while dialing.

To send a fax from the printer control panel

1. Load the original print-side down in the right-front corner of the scanner glass or print-side up in the ADF.
   For more information, see Load an original on the scanner glass or Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).
2. From the Home screen, press the button next to **Fax**.
3. Enter the fax number by using the keypad.

   TIP: To add a pause in the fax number you are entering, press ***** repeatedly, until a dash (**-**) appears on the display.
4. Press the button next to **Start Fax**, and then press the button next to **Black** or **Color**.

   TIP: If the recipient reports issues with the quality of the fax you sent, you can try changing the resolution or contrast of your fax.

Send a fax using monitor dialing

Monitor dialing allows you to hear dial tones, telephone prompts, or other sounds through the speakers on the printer. This enables you to respond to prompts while dialing, as well as control the pace of your dialing.

TIP: If you are using a calling card and do not enter your PIN fast enough, the printer might start sending fax tones too soon and cause your PIN not to be recognized by the calling card service. If this is the case, you can create a speed dial entry to store the PIN for your calling card. For more information, see Set up speed-dial entries.

NOTE: Make sure the volume is turned on to hear a dial tone.

To send a fax using monitor dialing from the printer control panel

1. Load the originals.
   For more information, see Load an original on the scanner glass or Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).
2. From the Home screen, press the button next to **Fax**, select **Start Fax**, and then select **Black** or **Color**.
   - If the printer detects an original loaded in the ADF, you hear a dial tone.
   - If the original is loaded on the scanner glass, select **Fax from Glass**.
3. When you hear the dial tone, enter the number by using the keypad on the printer control panel.
4. Follow any prompts that might occur.

   TIP: If you are using a calling card to send a fax and you have your calling card PIN stored as a speed dial, when prompted to enter your PIN, press the button next to **Quick Contacts** to select the speed dial entry where you have your PIN stored.

   Your fax is sent when the receiving fax machine answers.

Send a fax from memory

You can scan a black-and-white fax into memory and then send the fax from memory. This feature is useful if the fax number you are trying to reach is busy or temporarily unavailable. The printer scans the originals into memory and sends them once it is able to connect to the receiving fax machine. After the printer scans the pages into memory, you can immediately remove the originals from the document feeder tray or scanner glass.

NOTE: You can only send a black-and-white fax from memory.

To send a fax from memory

1. Load the originals print-side up in the ADF.
   For more information, see Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).
2. From the Home screen on the printer control panel, press the button next to **Fax**.
3. Press the (Setup) button, and then, using the buttons to the right, scroll to and select **Scan and Fax**.
4. Press the button next to **Send Fax**.

5. Enter the fax number by using the keypad, or press the button next to **Quick Contacts** to select a number from the phone book or a previously dialed or received number.
6. Press the button next to **Start Fax Black**.
   The printer scans the originals into memory and sends the fax when the receiving fax machine is available.

Schedule a fax to send later

You can schedule a black-and-white fax to be sent within the next 24 hours. This enables you to send a black-and-white fax late in the evening, when phone lines are not as busy or phone rates are lower, for example. The printer automatically sends your fax at the specified time.

You can only schedule one fax to be sent at a time. You can continue to send faxes normally, however, while a fax is scheduled.

NOTE: 1 You can only send scheduled faxes in black-and-white.

NOTE: 2 You need to set date and time for the printer before you can use this feature.

To schedule a fax from the printer control panel

1. Load the originals print-side up in the ADF.
   For more information, see Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).
2. From the Home screen, press the button next to **Fax**.
3. Press the (Setup) button, and then, using the buttons to the right, scroll to and select **Send Fax Later**.
4. Enter the send time by using the keypad, and then press the button next to **OK**.
5. Enter the fax number by using the keypad, or press the button next to **Quick Contacts** to select a number from the phone book or a previously dialed or received number.
6. Press the button next to **Start Fax Black**.
   The printer scans all pages and sends the fax at the scheduled time.

To cancel a scheduled fax from the printer control panel

1. From the Home screen, press the button next to **Fax**. Press the (Setup) button, and then, using the buttons to the right, scroll to and select **Send Fax Later**.
2. Scroll to and select **Cancel Scheduled Fax**.

Send a fax to multiple recipients

You can send a fax to multiple recipients at once by grouping individual speed dial entries into group speed dial entries. For more information, see Set up speed-dial entries.

To send a fax to multiple recipients using group speed dial

1. Load the originals print-side up in the ADF.
   For additional information, see Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).
2. From the Home screen on the printer control panel, press the button next to **Fax**, press the button next to **Quick Contacts**, scroll to and select **Group Contacts**, and then select the recipient group.
3. Press the button next to **Send Fax**, and then the fax scans into memory.
   The printer sends the document to each number in the group speed dial entry.

   NOTE: You can only use group speed dial entries to send faxes in black and white, because of memory limitations. The printer scans the fax into memory then dials the first number. When a connection is made, it sends the fax and dials the next number. If a number is busy or not answering, the printer follows the settings for **Busy Redial** and **No Answer Redial**. If a connection cannot be made, the next number is dialed and an error report is generated.

Send a fax from the computer

You can send a document on your computer as a fax, without printing a copy and faxing it from the printer.

NOTE: Faxes sent from your computer by this method use the printer's fax connection, not your Internet connection or computer modem. Therefore, make sure the printer is connected to a working telephone line and that the fax function is set up and functioning correctly.

To use this feature, you must install the HP printer software using the installation program provided on the HP software CD provided with the printer.

Windows

1. Open the document on your computer that you want to fax.
2. On the **File** menu in your software application, click **Print**.
3. From the **Name** list, select the printer that has **"fax"** in the name.
4. To change settings (such as **Orientation**, **Page Order**, and **Pages Per Sheet**), 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. After you have changed any settings, click **OK**.
6. Click **Print** or **OK**.
7. Enter the fax number and other information for the recipient, change any further settings for the fax (such as selecting to send the document as a black fax or a color fax), and then click **Send Fax**. The printer begins dialing the fax number and faxing the document.

Mac OS X

1. Open the document on your computer that you want to fax.
2. From the **File** menu in your software application, click **Print**.
3. Select the printer that has **"(Fax)"** in the name.
4. Select **Fax Recipients** from the pop-up menu below the **Orientation** setting.

   NOTE: If you cannot find the pop-up menu, click the disclosure triangle next to the **Printer selection** or click **Show Details**.
5. Enter the fax number and other information in the boxes provided, and then click **Add to Recipients**.
6. Select the **Fax Mode** and any other fax options you want, and then click **Send Fax Now** to begin dialing the fax number and faxing the document.

Send a fax manually from a phone

Sending a fax manually allows you to make a phone call and talk with the recipient before you send the fax. This is useful if you want to inform the recipient that you are going to send them a fax before sending it.

Depending on how the recipient has their fax machine set up, the recipient might answer the phone, or the fax machine might take the call. If a person answers the phone, you can speak with the recipient before sending the fax. If a fax machine answers the call, you can send the fax directly to the fax machine when you hear the fax tones from the receiving fax machine.

To send a fax manually from an extension phone

1. Load the originals print-side down in the right-front corner of the scanner glass or print-side up in the ADF. For more information, see Load an original on the scanner glass or Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).
2. From the Home screen on the printer control panel, press the button next to **Fax**.
3. Dial the number by using the keypad on the phone that is connected to the printer.

   NOTE: Do not use the keypad on the control panel of the printer when manually sending a fax. You must use the keypad on your phone to dial the recipient's number.

4. If the recipient answers the telephone, you can engage in a conversation before sending your fax.

   NOTE: If a fax machine answers the call, you will hear fax tones from the receiving fax machine. Proceed to the next step to send the fax.

5. When you are ready to send the fax, press the button next to **OK**, press the button next to **Send new Fax**, and then press the button next to **Black** or **Color**.
   If you were speaking with the recipient before sending the fax, inform the recipient that they should press **Receive Fax Manually** on their fax machine after they hear fax tones.
   The telephone line is silent while the fax is transmitting. At this point, you can hang up the telephone. If you want to continue speaking with the recipient, remain on the line until the fax transmission is complete.

Receive a fax

You can receive faxes automatically or manually. If you turn off the **Auto Answer** option, you must receive faxes manually. If you turn on the **Auto Answer** option (the default setting), the printer automatically answers incoming calls and receives faxes after the number of rings that are specified by the **Rings to Answer** setting. (The default **Rings to Answer** setting is five rings.) For more information, see Change fax settings.

If you receive a Legal-size or larger fax and the printer is not currently set to use Legal-size paper, the printer reduces the fax so that it fits on the paper that is loaded. If you have disabled the **Automatic Reduction** feature, the printer prints the fax on two pages.

NOTE: If you are copying a document when a fax arrives, the fax is stored in the printer memory until the copying finishes. As a result, the number of fax pages that can be stored in memory might be reduced.

- Receive a fax manually
- Set up backup fax
- Reprint received faxes from memory
- Poll to receive a fax
- Forward faxes to another number
- Set the paper size for received faxes
- Set automatic reduction for incoming faxes
- Block unwanted fax numbers
- Receive faxes to your computer using HP Digital Fax (Fax to PC and Fax to Mac)

Receive a fax manually

When you are on the phone, the person you are speaking with can send you a fax while you are still connected. This is referred to as manual faxing. Use the instructions in this section to receive a manual fax.

You can receive faxes manually from a phone that is:

- Directly connected to the printer (on the 2-EXT port)
- On the same phone line, but not directly connected to the printer

To receive a fax manually

1. Make sure the printer is turned on and you have paper loaded in the main tray.
2. Remove any originals from the document feeder tray.
3. Set the **Rings to Answer** setting to a high number to allow you to answer the incoming call before the printer answers. Or, turn off the **Auto Answer** setting so that the printer does not automatically answer incoming calls.
4. If you are currently on the phone with the sender, instruct the sender to press **Send New Fax** on their fax machine.
5. When you hear fax tones from a sending fax machine, do the following:
   a. From the Home screen on the printer control panel, press the button next to **Fax**, press the button next to **OK**, and then press the button next to **Receive Fax Manually**.
   b. After the printer begins to receive the fax, you can hang up the phone or remain on the line. The phone line is silent during fax transmission.

Set up backup fax

Depending on your preference and security requirements, you can set up the printer to store the faxes it receives.

NOTE: If backup fax is turned off, all faxes stored in memory are deleted, including any unprinted faxes that you might have received while the printer was in an error condition. You must contact the senders to ask them to resend any unprinted faxes. For a list of the faxes you have received, print the **Fax Log**. The **Fax Log** is not deleted when the printer is turned off.

To set backup fax from the printer control panel

1. From the Home screen, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Advanced Setup**, and then select **Backup Fax Reception**.
3. Scroll to and select the required setting, and then press the button next to **OK**.

On	The default setting. When **Backup fax** is **On**, the printer stores all received faxes in memory. This enables you to reprint up to 30 of the most recently printed faxes if they are still saved in memory. **NOTE: 1** When printer memory is low, it overwrites the oldest, printed faxes as it receives new faxes. If the memory becomes full of unprinted faxes, the printer stops answering incoming fax calls. **NOTE: 2** If you receive a fax that is too large, such as a very detailed color photo, it might not be stored in memory due to memory limitations.
On Error Only	Causes the printer to store faxes in memory only if an error condition exists that prevents the printer from printing the faxes (for example, if the printer runs out of paper). The printer continues to store incoming faxes as long as there is memory available. (If the memory becomes full, the printer stops answering incoming fax calls.) When the error condition is resolved, the faxes stored in memory print automatically, and then they are deleted from memory.
Off	Faxes are never stored in memory. For example, you might want to turn off **Backup fax** for security purposes. If an error condition occurs that prevents the printer from printing (for example, the printer runs out of paper), the printer stops answering incoming fax calls.

Reprint received faxes from memory

When **Backup Fax Reception** mode is set to **On**, the received faxes are stored in memory, whether the printer has an error condition or not.

NOTE: After the memory becomes full, the oldest, printed faxes are overwritten as new faxes are received. If all the stored faxes are unprinted, the printer does not receive any fax calls until you print or delete the faxes from memory. You might also want to delete the faxes in memory for security or privacy purposes.

Depending on the sizes of the faxes in memory, 30 of the most recently received faxes in memory can be reprinted out successfully. For example, you might need to reprint your faxes if you lost the copy of your last printout.

To reprint faxes in memory from the printer control panel

1. Make sure you have paper loaded in the main tray. For more information, see Load paper.
2. From the Home screen, press the (Setup) button.
3. Using the buttons to the right, scroll to and select **Fax Setup**, select **Fax Tools**, and then select **Reprint Faxes in Memory**.
   The faxes are printed in the reverse order from which they were received with the most recently received fax printed first, and so on.
4. If you want to stop reprinting the faxes in memory, press the (Cancel) button.

Poll to receive a fax

Polling allows the printer to ask another fax machine to send a fax that it has in its queue. When you use the **Poll to Receive** feature, the printer calls the designated fax machine and requests the fax from it. The designated fax machine must be set for polling and have a fax ready to send.

NOTE: The printer does not support polling pass codes. Make sure the printer you are polling does not have a pass code set up (or has not changed the default pass code) or the printer cannot receive the fax.

To set up poll to receive a fax from the printer control panel

1. From the Home screen, press the button next to **Fax**.
2. Press the (Setup) button, and then, using the buttons to the right, scroll to and select **Poll to Receive**.
3. Enter the fax number of the other fax machine.
   - Or -
   Press the button next to **Quick Contacts** to select a number from the **Phone Book** or **Call History**.
4. Press the button next to **Start Fax** .

Forward faxes to another number

You can set up the printer to forward your faxes to another fax number. A received fax is forwarded in black and white.

Send a test fax to make sure the fax machine is able to receive your forwarded faxes.

To forward faxes from the printer control panel

1. From the Home screen, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Advanced Setup**, and then select **Fax Forwarding**.
3. Scroll to and select **On (Print and Forward)** to print and forward the fax, or select **On (Forward)** to forward the fax.

   NOTE: If the printer is not able to forward the fax to the designated fax machine (for example, if it is not turned on), the printer prints the fax. If you set up the printer to print error reports for received faxes, it also prints an error report.
4. At the prompt, enter the number of the fax machine intended to receive the forwarded faxes, and then press the button next to **Done**. Enter the required information for each of the following prompts: start date, start time, end date, and end time.
5. Fax forwarding is activated. Press the button next to **OK** to confirm.
   If the printer loses power when fax forwarding is set up, it saves the fax forwarding setting and phone number. When the power is restored to the printer, the fax forwarding setting is still **On**.

   NOTE: You can cancel fax forwarding by selecting **Off** from the **Fax Forwarding** menu.

Set the paper size for received faxes

You can select the paper size for received faxes. The paper size you select should match what is loaded in your main tray. Faxes can be printed on Letter, A4, or Legal paper only.

NOTE: If an incorrect paper size is loaded in the main tray when you receive a fax, the fax does not print and an error message appears on the display. Load Letter, A4, or Legal paper, and then press the button next to **OK** to print the fax.

To set the paper size for received faxes from the printer control panel

1. From the Home screen, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Basic Setup**, and then select **Fax Paper Size**.
3. Scroll to and select the desired option, and then press the button next to **OK**.

Set automatic reduction for incoming faxes

The **Automatic Reduction** setting determines what the printer does if it receives a fax that is too large for the default paper size. This setting is turned on by default, so the image of the incoming fax is reduced to fit on one page, if possible. If this feature is turned off, information that does not fit on the first page is printed on a second page. **Automatic Reduction** is useful when you receive a Legal-size fax and Letter-size paper is loaded in the main tray.

To set automatic reduction from the printer control panel

1. From the Home screen, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Advanced Setup**, and then select **Auto Reduction**.
3. Scroll to and select **On** or **Off**, and then press the button next to **OK**.

Block unwanted fax numbers

If you subscribe to a caller ID service through your phone provider, you can block faxes sent from specific fax numbers. When an incoming fax call is received, the printer compares the number to the list of junk fax numbers to determine if the call should be blocked. If the number matches a number in the blocked fax numbers list, the fax is not received. (The maximum number of fax numbers you can block varies by model.)

NOTE: 1 This feature is not supported in all countries/regions.

NOTE: 2 If no phone numbers are added in the Caller ID list, it is assumed that you are not subscribed to a Caller ID service.

- Add numbers to the junk fax list
- Remove numbers from the junk fax list
- Print a Junk List

Add numbers to the junk fax list

You can block specific numbers by adding them to the junk fax list.

To add a number to the junk fax list

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Basic Setup**, and then select **Junk Fax Setup**.
3. A message appears stating that Caller ID is required to block junk faxes. Press the button next to **OK** to continue.
4. Scroll to and select **Add to Junk List**.
5. To select a fax number to block from the caller ID list, scroll to and select **Select from Caller ID History**.
   - or -
   To manually enter a fax number to block, scroll to and select **Enter New Number**.
6. After entering a fax number to block, press the button next to **OK**.

NOTE: Make sure you enter the fax number as it appears on the control-panel display, and not the fax number that appears on the fax header of the received fax, as these numbers can be different.

Remove numbers from the junk fax list

If you no longer want to block a fax number, you can remove a number from your junk fax list.

To remove numbers from the list of junk fax numbers

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Basic Setup**, and then select **Junk Fax Setup**.

3. Scroll to and select **Remove from Junk List**.
4. Scroll to the number you want to remove, press the button next to **OK**, and then select **Done.**

Print a Junk List

Use the following procedure to print a list of blocked junk fax numbers.

To print a Junk List

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Basic Setup**, and then select **Junk Fax Setup**.
3. A message appears stating that Caller ID is required to print a junk list. Press the button next to **OK** to continue.
4. Scroll to and select **Print Reports**, and then select **Junk List**.

Receive faxes to your computer using HP Digital Fax (Fax to PC and Fax to Mac)

If the printer is connected to your computer with a USB cable, you can use HP Digital Fax (Fax to PC and Fax to Mac) to automatically receive faxes and save faxes directly to your computer. With Fax to PC and Fax to Mac, you can store digital copies of your faxes easily and also eliminate the hassle of dealing with bulky paper files.

Received faxes are saved as TIFF (Tagged Image File Format). Once the fax is received, you get an onscreen notification with a link to the folder where the fax is saved.

The files are named in the following method: XXXX_YYYYYYYY_ZZZZZZ.tif, where X is the sender's information, Y is the date, and Z is the time that the fax was received.

This section contains the following topics:

- Fax to PC and Fax to Mac requirements
- Activate Fax to PC and Fax to Mac
- Modify Fax to PC and Fax to Mac settings

Fax to PC and Fax to Mac requirements

- The administrator computer, the computer that activated the Fax to PC or Fax to Mac feature, must be on at all times. Only one computer can act as the Fax to PC or Fax to Mac administrator computer.
- The destination folder's computer or server must be on at all times. The destination computer must also be awake, faxes will not be saved if the computer is asleep or in hibernate mode.
- File sharing must be activated and you must have a Windows (SMB) shared folder with write access.
- Paper must be loaded in the input tray. For more information, see Load paper.

Activate Fax to PC and Fax to Mac

On a computer running Windows, you can use the Digital Fax Setup Wizard to activate Fax to PC. On a Mac, you can use HP Utility.

To set up Fax to PC (Windows)

1. Open the HP printer software. For more information, see Open the HP printer software (Windows).
2. In the window that appears, select **Print, Scan & Fax** or **Print & Scan**, and then select **Digital Fax Setup Wizard** under **Fax**.
3. Follow the on-screen instructions.

To set up Fax to Mac (Mac OS X)

1. Open HP Utility. For more information, see HP Utility (Mac OS X).
2. Select the printer.
3. Click **Digital Fax Archive** in the **Fax Settings** section, and then follow the on-screen instructions.

Modify Fax to PC and Fax to Mac settings

You can update the Fax to PC settings from your computer at any time from the Digital Fax Setup Wizard. You can update the Fax to Mac settings from HP Utility.

You can turn off Fax to PC or Fax to Mac and disable printing faxes from the printer control panel.

To modify settings from the printer control panel

1. From the Home screen, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Basic Setup**, and then select **HP Digital Fax**.
3. Scroll and select the setting that you want to change. You can change the following settings:
   - **View Settings**: View the name of the computer that is set up to administer Fax to PC or Fax to Mac.
   - **Disable Digital Fax**: Turn off Fax to PC or Fax to Mac.

     NOTE: Use the HP software on your computer to turn on Fax to PC or Fax to Mac.

   - **Fax Print**: Choose this option to print faxes as they are received.

To modify settings from the HP software (Windows)

1. Open the HP printer software. For more information, see Open the HP printer software (Windows).
2. In the window that appears, select **Print, Scan & Fax** or **Print & Scan**, and then select **Digital Fax Setup Wizard** under **Fax**.
3. Follow the on-screen instructions.

To modify settings from HP Utility (Mac OS X)

1. Open HP Utility. For more information, see HP Utility (Mac OS X).
2. Select the printer.
3. Click **Digital Fax Archive** in the **Fax Settings** section, and then follow the on-screen instructions.

Turn off Fax to PC or Fax to Mac

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Basic Setup**, and then select **HP Digital Fax**.
3. Scroll to and select **Disable Digital Fax**.

Set up speed-dial entries

You can set up frequently used fax numbers as speed-dial entries. This lets you dial those numbers quickly by using the printer control panel.

TIP: In addition to creating and managing speed-dial entries from the printer control panel, you can also use tools available on your computer, such as the HP software included with the printer and the embedded web server (EWS) of the printer. For more information, see Printer management tools.

This section contains the following topics:

- Set up and change Quick Contact entries
- Set up and change Quick Contact group entries
- Delete Quick Contact entries
- Print a list of speed-dial entries

Set up and change Quick Contact entries

You can store fax numbers as Quick Contact entries.

To set up Quick Contact entries

1. From the Home screen on the printer control panel, press the button next to **Fax**, and then press the button next to **Quick Contacts**.
2. Press the button next to **Phone Book**, and then select **Add Contact**.
3. Type the fax number, and then press the button next to **OK**.

   NOTE: Be sure to include any pauses or other required numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix.

4. Type the name for the entry, and then press the button next to **OK**.

To change Quick Contact entries

1. From the Home screen on the printer control panel, press the button next to **Fax**, and then press the button next to **Quick Contacts**.
2. Using the buttons to the right, scroll to and select **Phone Book Setup**, select **Add/Edit Contact**, and then select **Individual Contacts**.
3. Scroll to and select the entry you want to change, enter the new fax number (if necessary), and then press the button next to **OK**.

   NOTE: Be sure to include any pauses or other required numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix.

4. Type the new name for the entry (if necessary), and then press the button next to **OK**.

Set up and change Quick Contact group entries

You can store groups of fax numbers as Quick Contact group entries.

To set up Quick Contact group entries

NOTE: Before you can create a group speed-dial entry, you must have already created at least one Quick Contact entry.

1. From the Home screen on the printer control panel, press the button next to **Fax**, and then press the button next to **Quick Contacts**.
2. Using the buttons to the right, scroll to and select **Group Contacts**, and then select **Add Group**.
3. Scroll to and select the entries you want to include in the Quick Contact group, and then select **Done**.
4. Type the name for the group, and then press the button next to **OK**.

To change Quick Contact group entries

1. From the Home screen on the printer control panel, press the button next to **Fax**, and then press the button next to **Quick Contacts**.
2. Using the buttons to the right, scroll to and select **Phone Book Setup**, select **Add/Edit Contact**, and then select **Group Contacts**.
3. Scroll to and select the group you want to change. To add or remove entries from the group, scroll to and select the entries you want to include or those you want to remove, and then select **Done**.
4. Type the new name for the group (if necessary), and then press the button next to **OK**.

Delete Quick Contact entries

To delete Quick Contact entries or Quick Contact group entries, complete the following steps:

1. From the Home screen on the printer control panel, press the button next to **Fax**, and then press the button next to **Quick Contacts**.
2. Using the buttons to the right, scroll to and select **Phone Book Setup**, and then select **Delete Contacts**.

3. Scroll to and select the entries you want to delete, and then select **Done**.
4. Press the button next to **Yes** to confirm.

NOTE: Deleting a group entry does not delete the individual entries.

Print a list of speed-dial entries

To print a list of all of the speed-dial entries that have been set up, complete the following steps:

1. Load paper in the tray. For more information, see Load paper.
2. From the Home screen on the printer control panel, press the (Setup) button.
3. Using the buttons to the right, scroll to and select **Fax Setup**, select **Fax Reports**, and then select **Phone Book List**.

Change fax settings

After completing the steps in the getting started guide that came with the printer, use the following steps to change the initial settings or to configure other options for faxing.

- Configure the fax header
- Set the answer mode (Auto answer)
- Set the number of rings before answering
- Change the answer ring pattern for distinctive ring
- Set the dial type
- Set the redial options
- Set the fax speed
- Set the fax sound volume
- Set the Error Correction Mode

Configure the fax header

The fax header prints your name and fax number on the top of every fax you send. HP recommends that you set up the fax header by using the HP software provided with the printer. You can also set up the fax header from the printer control panel, as described here.

NOTE: In some countries/regions, the fax header information is a legal requirement.

To set or change the fax header

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Basic Setup**, and then select **Fax Header**.
3. Enter your personal or company name, and then press the button next to **OK**.
4. Enter your fax number, and then press the button next to **OK**.

Set the answer mode (Auto answer)

The answer mode determines whether the printer answers incoming calls.

- Turn on the **Auto Answer** setting if you want the printer to answer faxes **automatically**. The printer answers all incoming calls and faxes.
- Turn off the **Auto Answer** setting if you want to receive faxes **manually**. You must be available to respond in person to the incoming fax call or else the printer does not receive faxes.

To set the answer mode

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, and then select **Auto Answer**.
3. Scroll to and select **On** or **Off**.

Set the number of rings before answering

If you turn on the **Auto Answer** setting, you can specify how many rings occur before incoming calls are automatically answered.

The **Rings to Answer** setting is important if you have an answering machine on the same phone line as the printer. For example, set your answering machine to a low number of rings and the printer to answer in the maximum number of rings. The answering machine will answer the call and the printer will monitor the line. If the printer detects fax tones, it receives the fax. If the call is a voice call, the answering machine records the incoming message.

To set the number of rings before answering

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Basic Setup**, and then select **Rings to Answer**.
3. Scroll to the desired number of rings, and then press the button next to **OK**.

Change the answer ring pattern for distinctive ring

Many phone companies offer a distinctive ring feature that allows you to have several phone numbers on one phone line. When you subscribe to this service, each number is assigned a different ring pattern.

HP recommends that you have your telephone company assign double or triple rings for your fax number. When the printer detects the specified ring pattern, it answers the call and receives the fax.

TIP: You can also use the Ring Pattern Detection feature in the printer control panel to set distinctive ring. With this feature, the printer recognizes and records the ring pattern of an incoming call and, based on this call, automatically determines the distinctive ring pattern assigned by your telephone company to fax calls.

If you do not have a distinctive ring service, use the default ring pattern, which is **All Rings**.

NOTE: The printer cannot receive faxes when the main phone number is off the hook.

To change the answer ring pattern for distinctive ring

1. Verify that the printer is set to answer fax calls automatically.
2. From the Home screen on the printer control panel, press the (Setup) button.
3. Using the buttons to the right, scroll to and select **Fax Setup**, and then select **Advanced Setup**.
4. Press the button next to **Distinctive Ring**.
   A message appears stating that this setting should not be changed unless you have multiple numbers on the same telephone line.
5. Press the button next to **OK**, and then select **Yes** to continue.
6. Do one of the following:
   - Scroll to and select the ring pattern assigned by your telephone company to fax calls.
     - Or -
   - Select **Auto Detect**, and then follow the instructions on the printer control panel.

   NOTE: 1 If the Ring Pattern Detection feature cannot detect the ring pattern or if you cancel the feature before it finishes, the ring pattern is automatically set to the default, which is **All Rings**.

   NOTE: 2 If you are using either a PBX phone system that has different ring patterns for internal and external calls, you must call the fax number from an external number.

Set the dial type

Use this procedure to set tone-dialing or pulse-dialing mode. The factory-set default is **Tone**. Do not change the setting unless you know that your phone line cannot use tone dialing.

NOTE: The pulse-dialing option is not available in all countries/regions.

To set the dial type

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Basic Setup**, and then select **Dial Type**.
3. Scroll to and select **Tone Dialing** or **Pulse Dialing**.

Set the redial options

If the printer was unable to send a fax because the receiving fax machine did not answer or was busy, the printer attempts to redial based on the settings for the busy-redial and no-answer-redial options. Use the following procedure to turn the options on or off.

To set the redial options

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Advanced Setup**, and then select **Busy Redial** or **No Answer Redial**.
   - **Busy redial**: If this option is turned on, the printer redials automatically if it receives a busy signal. The factory-set default for this option is **On**.
   - **No answer redial**: If this option is turned on, the printer redials automatically if the receiving fax machine does not answer. The factory-set default for this option is **Off**.
3. Scroll to and select the appropriate options, and then press the button next to **OK**.

Set the fax speed

You can set the fax speed used to communicate between your printer and other fax machines when sending and receiving faxes.

If you use one of the following, setting the fax speed to a slower speed might be required:

- An Internet phone service
- A PBX system
- Fax over Internet Protocol (FoIP)
- An integrated services digital network (ISDN) service

If you experience problems sending and receiving faxes, try using a lower fax speed. The following table provides the available fax speed settings.

Fax speed setting	Fax speed
Fast	v.34 (33600 baud)
Medium	v.17 (14400 baud)
Slow	v.29 (9600 baud)

To set the fax speed

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Advanced Setup**, and then select **Fax Speed**.
3. Scroll to and select the desired option, and then press the button next to **OK**.

Set the fax sound volume

Use this procedure to increase or decrease the volume of the fax sounds. For example, you might want to increase the sound to hear a dial tone when you send a fax using monitor dialing.

To set the fax sound volume

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Basic Setup**, and then select **Fax Sound Volume**.
3. Scroll to and select **Soft**, **Loud**, or **Off**, and the press the button next to **OK**.

Set the Error Correction Mode

Error Correction Mode (ECM) prevents loss of data due to poor phone lines by detecting errors that occur during transmission and automatically requesting retransmission of the erroneous portion. Phone charges are unaffected, or might even be reduced, on good phone lines. On poor phone lines, ECM increases sending time and phone charges, but sends the data much more reliably. The default setting is **On**. Turn ECM off only if it increases phone charges substantially, and if you can accept poorer quality in exchange for reduced charges.

Before turning the ECM setting off, consider the following. If you turn ECM off:

- The quality and transmission speed of faxes you send and receive are affected.
- Faxes are sent and received in black only and the maximum speed is reduced to Medium (V.17).
- You can no longer send faxes in color.

To change the ECM setting from the printer control panel

1. From the Home screen, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Advanced Setup**, and then select **Error Correction** .
3. Scroll to and select **On** or **Off**, and then press the button next to **OK**.

Fax and digital phone services

Many telephone companies provide their customers with digital phone services, such as the following:

- DSL: A Digital subscriber line (DSL) service through your telephone company. (DSL might be called ADSL in your country/region.)
- PBX: A private branch exchange (PBX) phone system.
- ISDN: An integrated services digital network (ISDN) system.
- FoIP: A low-cost phone service that allows you to send and receive faxes with your printer by using the Internet. This method is called Fax over Internet Protocol (FoIP). For more information, see Fax over Internet Protocol.

HP printers are designed specifically for use with traditional analog phone services. If you are in a digital phone environment (such as DSL/ADSL, PBX, or ISDN), you might need to use digital-to-analog filters or converters when setting up the printer for faxing.

NOTE: HP does not guarantee that the printer will be compatible with all digital service lines or providers, in all digital environments, or with all digital-to-analog converters. It is always recommended that you discuss with the telephone company directly for the correct setup options based on their line services provided.

Fax over Internet Protocol

You might be able to subscribe to a low cost phone service that allows you to send and receive faxes with your printer by using the Internet. This method is called Fax over Internet Protocol (FoIP).

You probably use a FoIP service (provided by your telephone company) when you:

- Dial a special access code along with the fax number, or
- Have an IP converter box that connects to the Internet and provides analog phone ports for the fax connection.

NOTE: You can only send and receive faxes by connecting a phone cord to the port labeled "1-LINE" on the printer. This means that your connection to the Internet must be done either through a converter box (which supplies regular analog phone jacks for fax connections) or your telephone company.

TIP: Support for traditional fax transmission over any Internet protocol telephone systems are often limited. If you experience problems faxing, try using a slower fax speed or disabling the fax error-correction mode (ECM). However, if you turn off ECM, you cannot send color faxes. (For more information about changing the fax speed, see Set the fax speed. For more information about using ECM, see Set the Error Correction Mode.

If you have questions about Internet faxing, contact your Internet faxing services support department or your local service provider for further assistance.

Clear the fax log

Use the following steps to clear the fax log.

NOTE: Clearing the fax log also deletes all faxes stored in memory.

To clear the fax log

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Fax Tools**, and then select **Clear Fax Log**.

View the Call History

Use the following procedure to view a list of all the calls placed from the printer.

NOTE: The call history cannot be printed. You can only view it from the printer control panel display.

To view the Call History

1. From the Home screen on the printer control panel, press the button next to **Fax**.
2. Press the button next to **Quick Contacts**, and then, using the buttons to the right, scroll to and select **Call History**.

Use reports

You can set up the printer to print error reports and confirmation reports automatically for each fax you send and receive. You can also manually print system reports as required; these reports provide useful system information about the printer.

By default, the printer is set to print a report only if there is a problem sending or receiving a fax. A confirmation message that indicates whether a fax was successfully sent appears briefly on the control panel display after each transaction.

NOTE: 1 If the reports are not legible, check the estimated ink level from the control panel or the HP software. For more information, see Printer management tools.

NOTE: 2 Ink level alerts and indicators provide estimates for planning purposes only. When you receive a low-ink alert, consider having a replacement ink cartridge available to avoid possible printing delays. You would only need to replace ink cartridge when print quality becomes unacceptable.

NOTE: 3 Ensure that the printhead and ink cartridge are in good conditions and installed properly. For more information, see Work with ink cartridges.

This section contains the following topics:

- Print fax confirmation reports
- Print fax error reports
- Print and view the fax log
- Print the details of the last fax transaction
- Print a Caller ID Report
- Print a T30 fax trace report

Print fax confirmation reports

If you require printed confirmation that your faxes were successfully sent, select either **On (Fax Send)** or **On (Send and Receive)** to enable fax confirmation **before** sending any faxes.

The default fax confirmation setting is **On (Fax Send)**.

NOTE: You can include an image of the first page of the fax on the Fax Sent Confirmation report if you select **On (Fax Send)** or **On (Send and Receive)**, and if you use the **Scan and Fax** option.

To enable fax confirmation

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Fax Reports**, and then select **Fax Confirmation**.
3. Scroll to and select one of the following options.

Off	Does not print a fax confirmation report when you send or receive faxes successfully.
On (Fax Send)	Prints a fax confirmation report for every fax you send. This is the default setting.
On (Fax Receive)	Prints a fax confirmation report for every fax you receive.
On (Send and Receive)	Prints a fax confirmation report for every fax you send or receive.

To include an image of the fax on the report

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Fax Reports**, and then select **Fax Confirmation**.
3. Scroll to and select **On (Fax Send)** or **On (Send and Receive)**, and then select **Fax Confirmation with Image**.

Print fax error reports

You can configure the printer so that it automatically prints a report when there is an error during transmission or reception.

To set the printer to print fax error reports automatically

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Fax Reports**, and then select **Fax Error Report**.
3. Scroll to and select one of the following.

On (Send and Receive)	Prints whenever a fax error occurs.
Off	Does not print any fax error reports.
On (Fax Send)	Prints whenever a transmission error occurs. This is the default setting.
On (Fax Receive)	Prints whenever a receiving error occurs.

Print and view the fax log

You can print a log of faxes that have been received and sent by the printer.

To print the fax log from the printer control panel

1. From the Home screen, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Fax Reports**, and then select **Fax Log**.

Print the details of the last fax transaction

The Last Fax Transaction report prints the details of the last fax transaction to occur. Details include the fax number, number of pages, and the fax status.

To print the Last Fax Transaction report

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Fax Reports**, and then select **Last Transaction**.

Print a Caller ID Report

Use the following procedure to print a list of Caller ID fax numbers.

To print a Caller ID History Report

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Fax Reports**, and then select **Caller ID Report**.

Print a T30 fax trace report

Use the following procedure to print a T30 fax trace report.

To print a T30 fax trace report

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Fax Setup**, select **Fax Reports**, and then select **T30 Fax Trace Report**.

6 HP ePrint

HP ePrint is a free service from HP that allows you to print to your HP 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 enable Web Services. No additional drivers or software are needed.

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

NOTE: To use HP ePrint, the printer must be connected to an active network providing Internet access. You cannot use these web features if the printer is connected using a USB cable.

This section contains the following topics:

- Set up HP ePrint
- Use HP ePrint
- Remove Web Services

Set up HP ePrint

To set up HP ePrint, use one of the following methods:

- Set up HP ePrint using the printer control panel
- Set up HP ePrint using the embedded web server
- Set up HP ePrint using the HP printer software

NOTE: Before you set up HP ePrint, make sure you are connected to the Internet using an Ethernet connection.

Set up HP ePrint using the printer control panel

1. Make sure the printer is connected to the Internet.
2. On the printer control panel, press the (HP ePrint) button.
3. Press the button next to **OK** to accept the terms of use.
4. Press the button next to **OK** to accept future updates.

   NOTE: 1 If a printer update is available, the printer downloads and installs the update, and then restarts. You will have to repeat the instructions from step 1 to set up HP ePrint.

   NOTE: 2 If prompted for proxy settings and if your network uses proxy settings, follow the on-screen instructions to set up a proxy server. If you do not have the details, contact your network administrator or the person who set up the network.
5. When the printer is connected to the server, the printer prints an information page. Follow the instructions on the information page to finish the setup.

Set up HP ePrint using the embedded web server

1. Open the EWS. For more information, see Embedded web server.
2. Click the **Web Services** tab.
3. In the **Web Services Settings** section, click **Setup**, click **Continue**, and follow the on-screen instructions to accept the terms of use.

4. If prompted, choose to allow the printer to check for and install printer updates.

   NOTE: 1 If a printer update is available, the printer downloads and installs the update, and then restarts. You will have to repeat the instructions from step 1 to set up HP ePrint.

   NOTE: 2 If prompted for proxy settings and if your network uses proxy settings, follow the on-screen instructions to set up a proxy server. If you do not have the details, contact your network administrator or the person who set up the network.

5. When the printer is connected to the server, the printer prints an information page. Follow the instructions on the information page to finish the setup.

Set up HP ePrint using the HP printer software

If you did not set up HP ePrint when you installed the HP software on your computer, you can still use the software to set it up later.

To set up HP ePrint, complete the following steps for your operating system:

Windows

1. Open the HP printer software. For more information, see Open the HP printer software (Windows).
2. In the HP printer software, click the **Print, Scan & Fax** or **Print & Scan** tab, and then click **ePrint Setup**. The printer's embedded web server opens.
3. Click the **Web Services** tab.
4. In the **Web Services Settings** section, click **Setup**, click **Continue**, and follow the on-screen instructions to accept the terms of use.
5. If prompted, choose to allow the printer to check for and install printer updates.

   NOTE: 1 If a printer update is available, the printer downloads and installs the update, and then restarts. You will have to repeat the instructions from step 1 to set up HP ePrint.

   NOTE: 2 If prompted for proxy settings and if your network uses proxy settings, follow the on-screen instructions to set up a proxy server. If you do not have the details, contact your network administrator or the person who set up the network.

6. When the printer is connected to the server, the printer prints an information page. Follow the instructions on the information page to finish the setup.

Mac OS X

▲ To set up and manage Web Services in Mac OS X, you can use the printer's embedded web server (EWS). For more information, see Set up HP ePrint using the embedded web server.

Use HP ePrint

To use HP ePrint, make sure to have the following:

- An Internet- and email-capable computer or mobile device
- An HP ePrint-capable printer on which Web Services has been enabled

TIP: For more information about managing and configuring HP ePrint settings and to learn about the latest features, visit ePrintCenter (www.eprintcenter.com).

This section contains the following topics:

- Print using HP ePrint
- Find the printer's email address
- Turn off HP ePrint

Print using HP ePrint

To print documents using HP ePrint, complete the following steps:

1. On your computer or mobile device, open your email application.

   NOTE: For information about using the email application on your computer or mobile device, see the documentation provided with the application.

2. Create a new email message, and then attach the file that you want to print. For a list of files that can be printed using HP ePrint, as well as guidelines to follow when using HP ePrint, see HP ePrint specifications.
3. Enter the email address of the printer in the “To” line of the email message, and then select the option to send the email message.

   NOTE: The HP ePrint server does not accept email print jobs if there are multiple email addresses included in the "To" or "Cc" fields. Only enter the email address of your HP printer in the "To" field. Do not enter any additional email addresses in the other fields.

Find the printer's email address

NOTE: Make sure you have created an ePrint account. For more information, visit ePrintCenter (www.eprintcenter.com).

1. On the printer control panel, press the (HP ePrint) button, and then press the (Setup) button.
2. Press the button next to **Display Email Address**.
   To customize the email address, select **Print Info Page**. The printer prints an information page that contains the printer code and instructions on how to customize the email address.

Turn off HP ePrint

1. On the printer control panel, press the (HP ePrint) button, and then press the (Setup) button.
2. Using the buttons to the right, scroll to and select **ePrint**.
3. Scroll to and select **Off**, and then press the button next to **OK**.

NOTE: To remove all Web Services, see Remove Web Services.

Remove Web Services

To remove Web Services, complete the following steps:

1. On the printer control panel, press the (HP ePrint) button, and then press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Remove Web Services**, and then press the button next to **OK**.

7 Work with ink cartridges

To ensure the best print quality from the printer, you need to perform some simple maintenance procedures.

To resolve print quality issues, see Print quality troubleshooting.

This section contains the following topics:

- Information on ink cartridges and printhead
- Check the estimated ink level
- Replace the ink cartridge
- Store printing supplies
- Anonymous usage information storage

Information on ink cartridges and printhead

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

- The instructions in this user guide are for replacing ink cartridges, and are not intended for first time installation.
- Keep all ink cartridges in the original sealed packages until they are needed.
- Be sure to turn off the printer properly. For more information, see Turn off the printer.
- Store ink cartridges at room temperature (15-35° C or 59-95° F).
- Do not clean the printhead unnecessarily. This wastes ink and shortens the life of ink cartridges.
- Handle ink cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems.
- If you are transporting the printer, do the following to prevent ink leaking from the printer or other damage from occurring to the printer:
  - Make sure you turn off the printer by pressing (Power) button. Wait until all sounds of internal motion stop before unplugging the printer. For more information, see Turn off the printer.
  - Make sure the ink cartridge is installed.
  - The printer must be transported sitting flat; it should not be placed on its side, back, front, or top.

⚠ **CAUTION:** HP recommends that you replace a missing ink cartridge as soon as possible to avoid print quality issues and possible extra ink usage or damage to the ink system. Never turn off the printer when ink cartridge is missing.

Related topics

- Check the estimated ink level

Check the estimated ink level

You can check the estimated ink level from the printer control panel, the HP printer software or the embedded Web server. For information about using the HP printer software or the embedded Web server, see Printer management tools. You can also print the printer status page to view this information (see Understand the printer status report).

To check the estimated ink level from the printer control panel

1. From the Home screen, press the (Setup) button.
2. Using the buttons to the right, select **Ink Information**, and then select **Estimated Level**.

NOTE: 1 Ink level alerts and indicators provide estimates for planning purposes only. When you receive a low-ink alert, consider having a replacement ink cartridge available to avoid possible printing delays. You would only need to replace ink cartridge when print quality becomes unacceptable.

NOTE: 2 If you have installed a refilled or remanufactured ink cartridge, or a cartridge that has been used in another printer, the ink level indicator might be inaccurate or unavailable.

NOTE: 3 Ink from ink cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the printer and cartridge 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.

Replace the ink cartridge

NOTE: For information on recycling used ink supplies, see HP inkjet supplies recycling program.

If you do not already have replacement ink cartridge for the printer, see HP supplies and accessories.

NOTE: 1 At this time, some portions of the HP Web site are available in English only.

NOTE: 2 Not all ink cartridges are available in all countries/regions.

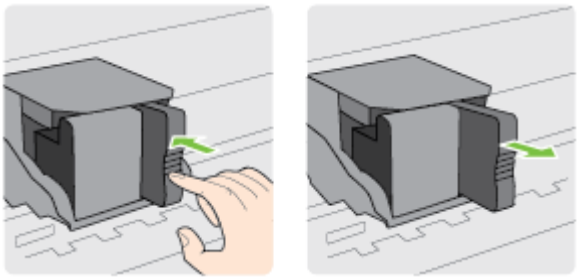
CAUTION: HP recommends that you replace a missing ink cartridge as soon as possible to avoid print quality issues and possible extra ink usage or damage to the ink system. Never turn off the printer when ink cartridge is missing.

To replace the ink cartridge

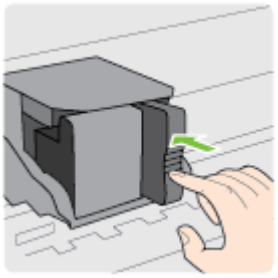
Use these steps to replace the ink cartridge.

1. Make sure the printer is turned on.
2. Open the ink cartridge access door.

   WARNING! Wait until the print carriage stops moving before proceeding.
3. Press the front of the ink cartridge to release it, and then remove it from the slot.



4. Remove the new ink cartridge from its packaging.
5. Slide the ink cartridge into the empty slot until it clicks into place and is seated firmly in the slot.



6. Close the ink cartridge access door.

Related topics

- HP supplies and accessories

Store printing supplies

Ink cartridge can be left in the printer for extended periods of time. However, to assure optimal ink cartridge health, be sure to turn off the printer properly. For more information, see Turn off the printer.

Anonymous usage information storage

The HP cartridges used with this printer contain a memory chip that assists in the operation of the printer. In addition, this memory chip stores a limited set of anonymous information about the usage of the printer, which might include the following: the date when the cartridge was first installed, the date when the cartridge was last used, the number of pages printed using the cartridge, the page coverage, frequency of printing, the printing modes used, any printing errors that might have occurred, and the printer model.

This information helps HP design future printers to meet our customers' printing needs. The data collected from the cartridge memory chip does not contain information that can be used to identify a customer or user of the cartridge or their printer.

HP collects a sampling of the memory chips from cartridges returned to HP's free return and recycling program (HP Planet Partners: www.hp.com/hpinfo/globalcitizenship/environment/recycle/). The memory chips from this sampling are read and studied in order to improve future HP printers. HP partners who assist in recycling this cartridge might have access to this data, as well.

Any third party possessing the cartridge might have access to the anonymous information on the memory chip. If you prefer to not allow access to this information, you can render the chip inoperable. However, after you render the memory chip inoperable, the cartridge cannot be used in an HP printer.

If you are concerned about providing this anonymous information, you can make this information inaccessible by turning off the memory chip's ability to collect the printer's usage information.

To disable the usage information function

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, scroll to and select **Preferences**, and then select **Cartridge Chip Info**.
3. Press the button next to **OK** to turn off the function.

NOTE: 1 To re-enable the usage information function, repeat the above steps.

NOTE: 2 You can continue to use the cartridge in the HP printer if you turn off the memory chip's ability to collect the printer's usage information.

8 Solve a problem

The information in this section suggests solutions to common problems. If your printer is not operating correctly and these suggestions did not solve your problem, try using the HP support services to obtain assistance.

This section contains the following topics:

- HP support
- General troubleshooting tips and resources
- Solve printer problems
- Print quality troubleshooting
- Solve paper-feed problems
- Solve copy problems
- Solve scan problems
- Solve fax problems (HP Officejet Pro 3620 only)
- Solve problems using HP ePrint and HP websites
- Solve network problems
- Configure your firewall software to work with the printer
- Solve printer management problems
- Troubleshoot installation issues
- Understand the printer status report
- Understand the network configuration page
- Uninstall and reinstall the HP software
- Printhead maintenance
- Clear jams

HP support

If you have a problem, follow these steps

1. Check the documentation that came with the printer.
2. Visit the HP online support web site at www.hp.com/support. This website provides information and utilities that can help you correct many common printer problems. HP online support is available to all HP customers. It is the fastest source for up-to-date printer information and expert assistance and includes the following features:
   - Fast access to qualified online support specialists
   - HP software and driver updates for the HP printer
   - Valuable troubleshooting information for common problems
   - Proactive printer updates, support alerts, and HP newsgrams that are available when you register the printer

   For more information, see Obtain electronic support.
3. Call HP support. Support options and availability vary by printer, country/region, and language. For more information, see HP support by phone.

This section contains the following topics:

- Obtain electronic support
- HP support by phone

Obtain electronic support

To find support and warranty information, go to the HP web site at www.hp.com/support. This website provides information and utilities that can help you correct many common printer problems. If prompted, select your country/region, and then click **Contact HP** for information about calling for technical support.

This web site also offers technical support, drivers, supplies, ordering information and other options such as:

- Access online support pages.
- Send HP an email message for answers to your questions.
- Connect with an HP technician by using online chat.
- Check for HP software updates.

You can also obtain support from the HP software for Windows or Mac OS X, which provide easy, step-by-step solutions to common printing problems. For more information, see Printer management tools.

Support options and availability vary by printer, country/region, and language.

HP support by phone

The phone support numbers and associated costs listed here are those in effect at time of publication and are applicable only for calls made on a land line. Different rates may apply for mobile phones.

For the most current HP list of telephone support numbers and call costs information, see www.hp.com/support.

During the warranty period, you may obtain assistance from the HP Customer Care Center.

NOTE: HP does not provide telephone support for Linux printing. All support is provided online at the following web site: https://launchpad.net/hplip. Click the **Ask a question** button to begin the support process.

The HPLIP web site does not provide support for Windows or Mac OS X. If you are using these operating systems, see www.hp.com/support.

This section contains the following topics:

- Before you call
- Phone support period
- Telephone support numbers
- After the phone support period

Before you call

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

- Model number
- Serial number (located on the back or bottom of the printer)
- 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 or moving the printer)?

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.

Telephone support numbers

In many locations, HP provides toll free telephone support during the warranty period. However, some of the support numbers might not be toll free.

For the most current list of telephone support numbers, see www.hp.com/support. This website provides information and utilities that can help you correct many common printer problems.

www.hp.com/support

Africa (English speaking)	(0027)112345872
Afrique (francophone)	0033 1 4993 9230
021 672 280	الجزائر
Algérie	021 67 22 80
Argentina (Buenos Aires)	54-11-4708-1600
Argentina	0-800-555-5000
Australia	1300 721 147
Australia (out-of-warranty)	1902 910 910
Österreich	0820 874 417 doppelter Ortstarif
Белоруссия	(375) 17 328 4640
172 12 049	البحرين
België (Nederlands)	078 600 019 0.0546 euro/min piekuren 0.0273 euro/min daluren
Belgique (Français)	078 600 020 0,0546 euro/min heures de pointe 0,0273 euro/min heures creuses
България	0 700 1 0404
Hrvatska	0800 223213
Brasil (Sao Paulo)	55-11-4004-7751
Brasil	0-800-709-7751
Canada	1-(800)-474-6836 (1-800 hp invent)
Central America & The Caribbean	www.hp.com/la/soporte
Chile	800-360-999
中国	800-820-6616
中国	400-885-6616
Colombia (Bogotá)	571-606-9191
Colombia	01-8000-51-4746-8368
Costa Rica	0-800-011-1046
Česká republika	420 810 222 222 1.53 CZN/min
Danmark	70 20 28 45 Opkald: 0,145 (kr. pr. min.) Pr. min. man-lør 08.00-19.30: 0,25 Pr. min. øvrige tidspunkter: 0,125
Eesti	372 6813 823
Ecuador (Andinatel)	1-999-119 ☎ 800-711-2884
Ecuador (Pacifitel)	1-800-225-528 ☎ 800-711-2884
02 691 0602	مصر
El Salvador	800-6160
España	902 010 059 Coste horario normal (de 8:00 a 20:00) 6.73 cts/min Coste horario reducido 4.03 cts/min Coste de establecimiento de llamada 8.33 cts
France	0969 320 435 Tarif local
Deutschland	069 29 993 434 0,14 €/Min aus dem deutschen Festnetz - bei Anrufen aus Mobilfunknetzen können andere Preise gelten
Ελλάδα	801-11-75400 0,30 Eυρώ/λεπτό
Κύπρος	800 9 2654
Guatemala	1-800-711-2884
香港特別行政區	(852) 2802 4098
India	1-800-425-7737
India	91-80-28526900
Indonesia	+62 (21) 350 3408
+971 4 224 9189	العراق
+971 4 224 9189	اليمن
Ireland	1890 923 902 Calls cost Cost 5.1 cent peak / 1.3 cent off-peak per minute
1-700-503-048	ישראל
(עלות שיחה מקומית) עלות קבועה לדקת שיחה מקו טלפון נייח 0.1127 ש"ח (0.59 לכל היותר), עלות לדקת שיחה מקו טלפון נייד 0.176 ש"ח	
Italia	848 800 871 costo telefonico locale
Казахстан	+7 7172 978 177
(965) 6767 0099	الكويت
Latvija	8000 80 12
00961 1 217970	لبنان

Lietuva	+370 5 210 3333
Jamaica	1-800-711-2884
日本	0120-96-1665
0800 222 47	الأردن
한국	1588-3003
Luxembourg (Français)	900 40 006 0.15 €/min
Luxemburg (Deutsch)	900 40 007 0.15 €/Min
Madagascar	262 262 51 21 21
Magyarország	06 40 200 629 7,2 HUF/perc vezetékes telefonra
Malaysia	1800 88 8588
Maurice	262 262 210 404
México (Ciudad de México)	55-5258-9922
México	01-800-472-68368
Maroc	0801 005 010
Nederland	+31 0900 2020 165 0.10 €/Min
New Zealand	0800 441 147
Nigeria	(01) 271 2320
Norge	815 62 070 starter på 0,59 Kr per min., deretter 0,39 Kr per min. Fra mobiltelefon gjelder mobiltelefontakster.
24791773	عُمان
Panamá	1-800-711-2884
Paraguay	009 800 54 1 0006
Perú	0-800-10111
Philippines	2 867 3551
Polska	(22) 583 43 73 Koszt połączenia:- z tel. stacjonarnego jak za 1 impuls wg taryfy operatora,- z tel. komórkowego wg taryfy operatora.
Portugal	808 201 492 Custo: 8 cêntimos no primeiro minuto e 3 cêntimos restantes minutos
Puerto Rico	1-877-232-0589
00974 - 44761936	قطر
República Dominicana	1-800-711-2884
La Réunion	0820 890 323
România	0801 033 390 (021 204 7090) 0,029 pe minut
Россия	800 500 9268
800 897 1415	السعودية
Singapore	+65 6272 5300
Srbija	0700 301 301
Slovenská republika	0850 111 256 miestna tarifa
Slovenija	01 432 2001
South Africa (RSA)	0860 104 771 Calls at Local Rate
Suomi	0203 667 67 0.0147€/min
Sverige	0771-20 47 65 0,23 kr/min
Schweiz (Deutsch)	0848 672 672 8Rp./Min
Suisse (Français)	0848 672 672 0,08CHF/min
Svizzera	0848 672 672 0,08CHF/min
臺灣	0800-010055 (免費)
ไทย	+66 (2) 353 9000
071 891 391	تونس
Trinidad & Tobago	1-800-711-2884
Tunisie	23 927 000
Türkiye	0(212) 444 0307 Yerel numara: 444 0307 0,08 TL/dk. yerel numara (İstanbul, Bursa, Ankara ve İzmir) ve 0,10 TL ulusal ücret
Україна	38 (044) 230-51-06
600 54 47 47	الإمارات العربية المتحدة
United Kingdom	0844 369 0369 0.50 £ p/m
United States	1-(800)-474-6836
Uruguay	0004-054-177
Venezuela (Caracas)	58-212-278-8666
Venezuela	0-800-474-68368
Viêt Nam	+84 88234530

After the phone support period

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

General troubleshooting tips and resources

NOTE: Many of the following steps require HP software. If you did not install the HP software, you can install it using the HP software CD included with the printer, or you can download the HP software from the HP support web site, www.hp.com/support. This website provides information and utilities that can help you correct many common printer problems.

Check the following when you begin troubleshooting a printing problem.

- For a paper jam, see Clear jams.
- For paper-feed problems, such as the paper skew and paper pick, see Solve paper-feed problems.
- The (Power) button is on and is not blinking. When the printer is turned on for the first time, it takes approximately 9 minutes to initialize it after the ink cartridge is installed.
- The power cord and other cables are working, and are firmly connected to the printer. Make sure the printer is connected firmly to a functioning alternating current (AC) power outlet, and is turned on. For voltage requirements, see Electrical specifications.
- Paper is loaded correctly in the input tray and is not jammed in the printer.
- All packing tapes and materials are removed.
- The printer is set as the current or default printer. For Windows, set it as the default in the **Printers** folder. For Mac OS X, set it as the default in the **Print & Fax** or **Print & Scan** section of the **System Preferences**. See your computer's documentation for more information.
- **Pause Printing** is not selected if you are using a computer running Windows.
- You are not running too many programs when you are performing a task. Close programs that you are not using or restart the computer before attempting the task again.

Solve printer problems

This section contains the following topics:

- The printer shuts down unexpectedly
- The printer is making some unexpected noises
- Alignment fails
- The printer is not responding (nothing prints)
- The printer prints slowly
- Blank or partial page printed
- Something on the page is missing or incorrect
- Placement of the text or graphics is wrong

The printer shuts down unexpectedly

Check the power and power connections

- Make sure the printer's power cord is connected firmly to a functioning power outlet. For voltage requirements, see Electrical specifications.

The printer is making some unexpected noises

You might hear some unexpected noises made by the printer. These are the servicing sounds when the printer performs automatic servicing functions to maintain the health of the printhead.

NOTE: To prevent any potential damage to your printer:

Do not turn off the printer while the printer is performing any servicing. If you are turning off the printer, wait for the printer to come to a complete stop before turning it off using the (Power) button. For more information, see Turn off the printer.

Make sure the ink cartridge is properly installed. If it is missing, the printer will perform extra servicing to protect the printhead.

Alignment fails

If the alignment process fails, make sure you have loaded unused, plain white paper into the input tray. The alignment fails when you have colored paper loaded in the input tray.

If the alignment process fails repeatedly, you may need to clean the printhead. To clean the printhead, see Clean the printhead.

If cleaning the printhead does not solve the problem, contact HP support. Go to www.hp.com/support. This website provides information and utilities that can help you correct many common printer problems. If prompted, select your country/region, and then click **Contact HP** for information on calling for technical support.

The printer is not responding (nothing prints)

There are print jobs stuck in the print queue

- Open the print queue, cancel all documents, and then reboot the computer. Try to print after the computer reboots. Refer to the Help system for the operating system for more information.

Check the printer setup

- For more information, see General troubleshooting tips and resources.

Check the HP software installation

- If the printer is turned off when printing, an alert message should appear on your computer screen; otherwise, the HP software provided with the printer might not be installed correctly. To resolve this, uninstall the HP software completely, and then reinstall the HP software. For more information, see Uninstall and reinstall the HP software.

Check the cable connections

- Make sure both ends of the USB cable or Ethernet cable are secure.
- If the printer is connected to a network, check the following:
  - Check the Link light on the back of the printer.
  - Make sure you are not using a phone cord to connect the printer.

Check any personal firewall software installed on the computer

- The personal software firewall is a security program that protects a computer from intrusion. However, the firewall might block communication between the computer and the printer. If there is a problem communicating with the printer, try temporarily disabling the firewall. If the problem persists, the firewall is not the source of the communication problem. Re-enable the firewall.

The printer prints slowly

Try the following solutions if the printer is printing very slowly.

- Solution 1: Use a lower print quality setting
- Solution 2: Check the ink level
- Solution 3: Contact HP support

Solution 1: Use a lower print quality setting

Solution: Check the print quality setting. **Best** provides the best quality but is slower than **Normal** or **Draft**. **Draft** provides the fastest print speed.

Cause: The print quality was set to a higher setting.

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

Solution 2: Check the ink level

Solution: Check the estimated ink level in the ink cartridge.

NOTE: Ink level alerts and indicators provide estimates for planning purposes only. When you receive a low on ink message, consider having a replacement ink cartridge available to avoid possible printing delays. You would only need to replace ink cartridge when print quality becomes unacceptable.

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

For more information, see:

- Check the estimated ink level

Cause: The ink cartridge might have insufficient ink. Printing with depleted cartridge slows the printer.

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

Solution 3: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support. This website provides information and utilities that can help you correct many common printer problems.

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 printer.

Blank or partial page printed

Clean the printhead

- Complete the printhead cleaning procedure. The printhead may need to be cleaned if the printer was turned off incorrectly.

  NOTE: Incorrectly turning off the printer can cause print quality problems like blank or partial pages. Printhead cleaning can solve these problems, but turning off the printer correctly can prevent them in the first place. Always turn the printer off by pressing the (Power) button on the printer. Wait until the (Power) button light goes out before unplugging the power cord or turning off a power strip.

Check the paper settings

- Make sure you select the correct print quality settings in the printer driver for the paper loaded in the trays.
- Make sure the page settings in the printer driver match the page size of paper loaded in the tray.

More than one page is being picked

- For more information on paper-feed problems, see Solve paper-feed problems.

There is a blank page in the file

- Check the file to make sure there is no blank page.

Something on the page is missing or incorrect

Check the Print Quality Diagnostic page

- Print a Print Quality Diagnostic page to help you decide whether to run any maintenance tools to improve the print quality of your printouts. For more information, see Print and evaluate a print quality report.

Check the margin settings

- Make sure the margin settings for the document do not exceed the printable area of the printer. For more information, see Set minimum margins.

Check the printer location and length of USB cable

- High electromagnetic fields (such as those generated by USB cables) can sometimes cause slight distortions to printouts. Move the printer away from the source of the electromagnetic fields. Also, it is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields.

Check the paper size

- Make sure the selected paper size matches the actual loaded paper size.

Placement of the text or graphics is wrong

Check how the paper is loaded

- Make sure the paper guides fit snugly against the edges of the stack of paper, and make sure the tray is not overloaded. For more information, see Load paper.

Check the paper size

- Content on a page might be cut off if the document size is larger than the paper that you are using.
- Make sure the paper size selected in the printer driver match the size of paper loaded in the tray.

Check the margin settings

- If the text or graphics are cut off at the edges of the page, make sure the margin settings for the document do not exceed the printable area of your printer. For more information, see Set minimum margins.

Check the page-orientation setting

- Make sure the paper size and page orientation selected in the application match the settings in the printer driver. For more information, see Print.

Check the printer location and length of USB cable

- High electromagnetic fields (such as those generated by USB cables) can sometimes cause slight distortions to printouts. Move the printer away from the source of the electromagnetic fields. Also, it is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields.

If the above solutions do not work, the problem may be caused by the inability of the application to interpret print settings correctly. See the release notes for known software conflicts, refer to the application's documentation, or contact the software manufacturer for specific help.

TIP: If you are using a computer running Windows, you can visit the HP online support website at www.hp.com/support. This website provides information and utilities that can help you correct many common printer problems.

Print quality troubleshooting

Try the solutions in this section to resolve print quality problems in your printout.

- Solution 1: Make sure you are using genuine HP ink cartridges
- Solution 2: Check the ink level
- Solution 3: Check the paper loaded in the input tray
- Solution 4: Check the paper type
- Solution 5: Check the print settings
- Solution 6: Print and evaluate a print quality report
- 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. Printer service or repairs required as a result of using a non-HP supply are not 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 level

Solution: Check the estimated ink level in the ink cartridge.

NOTE: Ink level alerts and indicators provide estimates for planning purposes only. When you receive a low-ink alert, consider having a replacement ink cartridge available to avoid possible printing delays. You would only need to replace ink cartridge when print quality becomes unacceptable.

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

For more information, see:

- Check the estimated ink level

Cause: The ink cartridge might have insufficient ink.

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

Solution 3: 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 print side facing 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 paper

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 4: Check the paper type

Solution: HP recommends that you use HP papers or any other paper type with ColorLok technology that is appropriate for the printer. 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.

Always make sure the paper you are printing on is flat.

Store specialty paper 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 paper to the plastic bag. This prevents the paper from curling.

For more information, see:

- Select print paper

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: Check the print settings

Solution: Check the print quality setting and make sure it matches the type of paper loaded in the printer.

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 printer, print settings, or ink cartridges. No further troubleshooting is required.

For more information, see:

- Select print paper

Cause: The print settings were set incorrectly.

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

Solution 6: Print and evaluate a print quality report

Solution: A Print Quality Diagnostic page can help you determine if the printing system is working correctly. For more information, see Print and evaluate a print quality report.

Cause: Print quality problems can have many causes: software settings, a poor image file, or the printing system itself.

Solution 7: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support. This website provides information and utilities that can help you correct many common printer problems.

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 printer.

Solve paper-feed problems

TIP: You can visit the HP online support website at www.hp.com/support for information and utilities that can help you correct many common printer problems.

Paper is not supported for the printer or tray

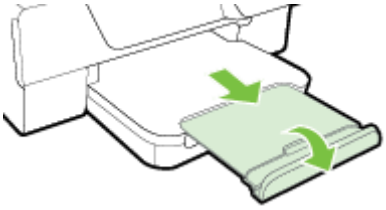
- Use only paper that is supported for the printer and the tray being used. For more information, see Paper specifications.

Paper is not picked up from a tray

- Make sure paper is loaded in the tray. For more information, see Load paper. Fan the paper before loading.
- Make sure the paper guides are set to the correct markings in the tray for the paper size you are loading. Also make sure the guides are snug, but not tight, against the stack.
- Make sure paper in the tray is not curled. Uncurl paper by bending it in the opposite direction of the curl.

Paper is not coming out correctly

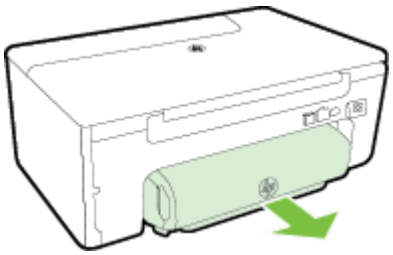
- Make sure the output tray extension is fully extended; otherwise, printed pages may get sucked back into the printer or fall off the printer.



- Remove excess paper from the output tray. There is a limit to the number of sheets the tray can hold.

Pages are skewing

- Make sure the paper loaded in the trays is aligned to the paper guides. If needed, lift the output tray, lift the latch on the front of the input tray, lower the front of the input tray, and then reload the paper correctly, making sure that the paper guides are aligned correctly.
- Load paper into the printer only when it is not printing.
- Remove and replace the automatic two-sided printing accessory (duplexer).
  - Push the button on either side of the duplexer, and then remove the unit.



  - Reinsert the duplexer into the printer.

Multiple pages are being picked up

- Fan the paper before loading.
- Make sure the paper guides are set to the correct markings in the tray for the paper size you are loading. Also make sure the guides are snug, but not tight, against the stack.
- Make sure the tray is not overloaded with paper. Do not overload beyond the stack height indicators on the paper guides.
- Use HP paper for optimum performance and efficiency.

Solve copy problems

If the following topics do not help, see HP support for information about HP support.

- No copy print out
- Copies are blank
- Size is reduced
- Copy quality is poor
- The printer prints half a page, then ejects the paper
- Paper mismatch

No copy print out

- **Check the power**
  - Make sure that the power cord is securely connected, and the printer turned on.
- **Check the status of the printer**
  - The printer might be busy with another job. Check the control panel display for information about the status of jobs. Wait for any job that is processing to finish.
  - The printer might be jammed. Check for jams. See Clear jams.
- **Check the trays**
  - Make sure that paper is loaded. For more information, see Load paper.

Copies are blank

- **Check the paper**
  - Make sure the paper type or size loaded in the printer matches the document trying to copy. For example, if you are printing A4 size but have A6 paper loaded, the printer might just eject a blank page. For supported HP paper type and size, see Paper specifications.
- **Check the settings**
  - The contrast setting might be set too light. From the Home screen on the printer control panel, press the button next to **Copy**. Press the (Setup) button, scroll to and select **Lighter/Darker**, and then use the arrows to create darker copies.
- **Check the trays**

  Make sure that the originals have been loaded correctly. For more information, see Load an original on the scanner glass or Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).

Size is reduced

- The reduce/enlarge or other copy feature might have been set from the printer control panel to reduce the scanned image. Check the settings for the copy job to make sure that they are for normal size.
- If you are using a computer running Windows, the HP software settings might be set to reduce the scanned image. Change the settings, if needed.

Copy quality is poor

Take steps to improve the copy quality

- Use quality originals. The accuracy of the copy depends on the quality and size of the original. Use the **Copy** menu to adjust the brightness of the copy. If the original is too light, the copy might not be able to compensate, even if you adjust the contrast.
- Load the paper correctly. If the paper is loaded incorrectly, it might skew, causing unclear images. For more information, see Paper specifications.
- Use or make a carrier sheet to protect the originals.

Check the printer

- The scanner lid might not be closed correctly.
- The scanner glass or lid backing might need cleaning. For more information, see Clean the scanner glass and lid backing.
- The ADF might need cleaning. For more information, see Clean the automatic document feeder (ADF) (HP Officejet Pro 3620 only).

Check the settings

- The quality setting of **Draft** (which produces draft-quality copies) might be responsible for the missing or faded documents. Change to the **Normal** or **Best** setting.

Print a Print Quality Diagnostic Page and follow the instruction on the page to resolve poor quality copy problems. For more information, see Print and evaluate a print quality report.

- **Vertical white or faded stripes**
  - The paper might not meet Hewlett-Packard paper specifications (for example, the paper is too moist or too rough). For more information, see Paper specifications.
- **Too light or dark**
  - Try adjusting the contrast and copy-quality settings.
- **Unwanted lines**
  - The scanner glass, lid backing, or frame might need cleaning. For more information, see Maintain the printer.
- **Black dots or streaks**
  - Ink, glue, correction fluid, or an unwanted substance might be on the scanner glass or lid backing. Try cleaning the printer. For more information, see Maintain the printer.
- **Copy is slanted or skewed**

  If you are using the ADF (HP Officejet Pro 3620 only), check the following:
  - Make sure that the ADF or input tray is not too full.
  - Make sure that the ADF paper guides are snug against the sides of the paper.

  For more information, see Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).
- **Unclear text**
  - Try adjusting the contrast and copy-quality settings.
  - The default enhancement setting might not be suitable for the job. Check the setting and change it to enhance text or photographs, if needed. For more information, see Change copy settings.
- **Incompletely filled text or graphics**
  - Try adjusting the contrast and copy-quality settings.
- **Large, black typefaces look splotchy (not smooth)**
  - The default enhancement setting might not be suitable for the job. Check the setting and change it to enhance text or photographs, if needed. For more information, see Change copy settings.
- **Horizontal grainy or white bands in light-gray to medium-gray areas**
  - The default enhancement setting might not be suitable for the job. Check the setting and change it to enhance text or photographs, if needed. For more information, see Change copy settings.

The printer prints half a page, then ejects the paper

Check the ink cartridge

- Make sure the correct ink cartridge is installed and is not low on ink. For more information, see Printer management tools and Understand the printer status report.
  HP cannot guarantee the quality of non-HP ink cartridges.

Paper mismatch

Check the settings

- Verify that the loaded paper size and type matches the control panel settings.

Solve scan problems

TIP: You can visit the HP online support website at www.hp.com/support for information and utilities that can help you correct many common printer problems.

- Scanner did nothing
- Scan takes too long
- Part of the document did not scan or text is missing
- Text cannot be edited
- Error messages appear
- Scanned image quality is poor
- Scan defects are apparent

Scanner did nothing

- **Check the original**
  - Make sure that the original is loaded correctly. For more information, see Load an original on the scanner glass or Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).
- **Check the printer**
  - The printer might be coming out of Sleep mode after a period of inactivity, which delays processing a short while. Wait until the printer displays the Home screen.
- **Check the HP software**
  Make sure that the HP printer software is installed and working properly, and the scan feature is turned on.

  NOTE: If you do not scan frequently, you can choose to turn off the feature.

  - **Windows**: Open the HP printer software. For more information, see Open the HP printer software (Windows). In the window that appears, select **Print, Scan & Fax** or **Print & Scan**, and then select **Scan a Document or Photo** under **Scan**.
  - **Mac OS X**: Open HP Utility. For more information, see HP Utility (Mac OS X). Under **Scan Settings**, click **Scan to Computer**, and ensure that **Enable Scan to Computer** is selected.

Scan takes too long

- **Check the settings**
  - Scanning with higher scan resolution takes longer and results in larger file sizes. Use high resolutions only when necessary. Lower the resolution to scan more quickly.
  - If you acquire an image through TWAIN on Windows computers, you can change the settings so that the original scans in black and white. See the onscreen Help for the TWAIN program for information. You can also change scan settings to black and white in the HP scanning software for Mac.

Part of the document did not scan or text is missing

- **Check the original**
  - Make sure the original is loaded properly. For more information, see Load an original on the scanner glass or Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).
  - If you scanned the document from the ADF, try scanning the document directly from the scanner glass. For more information, see Load an original on the scanner glass.
  - Colored backgrounds can cause images in the foreground to blend into the background. Try adjusting the settings before you scan the original, or try enhancing the image after you scan the original.
- **Check the settings**
  - Make sure that the scan size specified in the HP printer software is large enough for the original that you are scanning.
  - If you are using the HP printer software, the default settings in the HP printer software might be set to automatically perform a specific task other than the one that you are attempting. See the onscreen Help for the HP printer software for instructions about changing the properties.

Text cannot be edited

- Make sure that the OCR has been installed:
  - Make sure that the OCR has been installed:

    Windows: From the computer desktop, click **Start**, select **Programs** or **All Programs**, click **HP**, click the folder for your printer, and then select **Printer Setup & Software**. Click **Add More Software**, click **Customize Software Selections**, and make sure the OCR option is selected.

    - Or -

    On the **Start** screen, click **Printer Setup & Software**.

    Mac OS X: If you have installed the HP software using the Minimum installation option, the OCR software might not have been installed. To install this software, place the HP software CD into the computer, double-click the HP Installer icon on the software CD, and when prompted, select the **HP Recommended Software** option.
  - When you scan the original, make sure that you select a document type in the software that creates editable text. If text is classified as a graphic, it is not converted to text.
  - If you are using a separate OCR (optical character recognition) program, the OCR program might be linked to a word-processing program that does not perform OCR tasks. For more information, see the documentation provided with the OCR program.
  - Make sure you have selected an OCR language that corresponds to the language used for the document you are scanning. For more information, see the documentation provided with the OCR program.
- **Check the originals**
  - When scanning documents as editable text from the ADF (HP Officejet Pro 3620 only), the original must be loaded into the ADF with the top forward and face up. When scanning from the scanner glass, the original must be loaded with the top facing the right edge of the scanner glass. Also, make sure the document is not skewed. For more information, see Load an original on the scanner glass or Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).
  - The software might not recognize text that is tightly spaced. For example, if the text that the software converts has missing or combined characters, "rn" might appear as "m."
  - The accuracy of the software depends on the image quality, text size, and structure of the original and the quality of the scan itself. Make sure that the original has good image quality.
  - Colored backgrounds can cause images in the foreground to blend too much.

Error messages appear

- **Unable to activate TWAIN source** or **An error occurred while acquiring the image**
  - If you are acquiring an image from another device, such as another scanner, make sure that the other device is TWAIN-compliant. Devices that are not TWAIN-compliant do not work with the HP software provided with the printer.
  - If you are using a USB connection, make sure that you have connected the USB Device Cable to the correct port on the back of your computer.
  - Verify that the correct TWAIN source is selected. In the HP software, check the TWAIN source by selecting **Select Scanner** on the **File** menu.

  NOTE: The HP scanning software does not support TWAIN and WIA scanning on computers running Mac OS X.

- **Reload document and then restart job**
  - Press the button next to **OK** on the printer control panel, and then reload the remaining documents in the ADF. For more information see Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).

Scanned image quality is poor

- **The original is a second-generation photo or picture**

  Reprinted photographs, such as those in newspapers or magazines, are printed by using tiny dots of ink that make an interpretation of the original photograph, which degrades the quality. Often, the ink dots form unwanted patterns that can be detected when the image is scanned or printed or when the image appears on a screen. If the following suggestions do not solve the problem, you might need to use a better-quality version of the original.
  - To eliminate the patterns, try reducing the size of the image after scanning.
  - Print the scanned image to see if the quality is better.
  - Make sure that the resolution and color settings are correct for the type of scan job.
  - For best results, use the scanner glass for scanning rather than the ADF (HP Officejet Pro 3620 only).
- **Text or images on the back of a two-sided original appear in the scan**
  - Two-sided originals can "bleed" text or images from the back side to the scan if the originals are printed on paper that is too thin or too transparent.
- **The scanned image is skewed**
  - The original might not have been loaded properly. Be sure to use the paper guides when loading originals into the ADF. For more information, see Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).

    For best results, use the scanner glass for scanning rather than the ADF.
- **The image quality is better when printed**

  The image that appears on the screen is not always an accurate representation of the quality of the scan.
  - Try adjusting your computer monitor settings to use more colors (or levels of gray). On Windows computers, you typically make this adjustment by opening **Display** on the Windows control panel.
  - Try adjusting the resolution and color settings.
- **The scanned image shows blots, lines, vertical white stripes, or other defects**
  - If the scanner glass is dirty, the image produced does not have optimum clarity. See Maintain the printer for cleaning instructions.
  - The defects might be on the original and are not a result of the scanning process.
- **Graphics look different from the original**
  - Scan at a higher resolution.

    NOTE: Scanning at high resolution can take a long time, and it can take up a large amount of space on your computer.
- **Take steps to improve the scan quality**
  - Use the scanner glass to scan rather than the ADF (HP Officejet Pro 3620 only).
  - Place the paper correctly. If the paper is placed incorrectly on the scanner glass, it might skew, which causes unclear images. For more information, see Load an original on the scanner glass.

- Adjust the HP software settings according to how you plan to use the scanned page.
- Use or make a carrier sheet to protect the originals.
- Clean the scanner glass. For more information, see Clean the scanner glass and lid backing.

Scan defects are apparent

- **Blank pages**
  - Make sure that the original document is placed correctly. Place the original document face down on the flatbed scanner with the top-left corner of the document located in the lower-right corner of the scanner glass.
- **Too light or dark**
  - Try adjusting the settings. Be sure to use the correct resolution and color settings.
  - The original image might be very light or dark or might be printed on colored paper.
- **Unwanted lines, black dots or streaks**
  - Ink, glue, correction fluid, or an unwanted substance might be on the scanner glass; the scanner glass might be dirty or scratched; or the lid backing might be dirty. Try cleaning the scanner glass and lid backing. For more information, see Clean the scanner glass and lid backing. If cleaning does not correct the problem, the scanner glass or lid backing might need to be replaced.
  - The defects might be on the original and are not a result of the scanning process.
- **Unclear text**
  - Try adjusting the settings. Make sure that the resolution and color settings are correct.
- **Size is reduced**
  - The HP software settings might be set to reduce the scanned image. See the HP printer software Help for more information about changing the settings.

Solve fax problems (HP Officejet Pro 3620 only)

This section contains fax setup troubleshooting information for the printer. If the printer is not set up correctly for faxing, you might experience problems when sending faxes, receiving faxes, or both.

If you are having faxing problems, you can print a fax test report to check the status of the printer. The test fails if the printer is not set up correctly for faxing. Perform this test after you have completed setting up the printer for faxing. For more information, see Test fax setup.

If the test fails, review the report for information on how to fix any problems found. For more information, see The fax test failed.

Click here to go online for more information. (At this time, this website might not be available in all languages.)

For further assistance, visit the HP online support site www.hp.com/support.

- The fax test failed
- The display always shows Phone Off Hook
- The printer is having problems sending and receiving faxes
- The printer is having problems sending a manual fax
- The printer cannot receive faxes, but can send faxes
- The printer cannot send faxes, but can receive faxes
- Fax tones are recorded on my answering machine
- The phone cord that came with my printer is not long enough
- The computer cannot receive faxes (Fax to PC and Fax to Mac)

The fax test failed

If you ran a fax test and the test failed, review the report for basic information about the error. For more detailed information, check the report to see which part of the test failed, and then review the appropriate topic in this section for solutions to try.

This section contains the following topics:

- The "Fax Hardware Test" failed
- The "Fax Connected to Active Telephone Wall Jack" test failed
- The "Phone Cord Connected to Correct Port on Fax" test failed
- The "Using Correct Type of Phone Cord with Fax" test failed
- The "Dial Tone Detection" test failed
- The "Fax Line Condition" test failed

The "Fax Hardware Test" failed

Solution

- Turn the printer off by pressing the (Power) button located on the printer control panel and then unplug the power cord from the back of the printer. After a few seconds, plug the power cord in again, and then turn the power on. Run the test again. If the test fails again, continue reviewing the troubleshooting information in this section.
- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.
- If you are running the test from the **Fax Setup Wizard** (Windows) or **HP Setup Assistant** (Mac OS X), make sure the printer is not busy completing another task, such as receiving a fax or making a copy. Check the display for a message indicating that the printer is busy. If it is busy, wait until it is finished and in the idle state before running the test.
- Make sure you use the phone cord that came with the printer. If you do not use the supplied phone cord to connect from the telephone wall jack to the printer, you might not be able to send or receive faxes. After you plug in the phone cord that came with the printer, run the fax test again.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the printer directly to the telephone wall jack.

After you resolve any problems found, run the fax test again to make sure it passes and the printer is ready for faxing. If the **Fax Hardware Test** continues to fail and you experience problems faxing, contact HP support. Go to www.hp.com/support. This website provides information and utilities that can help you correct many common printer problems. If prompted, select your country/region, and then click **Contact HP** for information on calling for technical support.

The "Fax Connected to Active Telephone Wall Jack" test failed

Solution

- Check the connection between the telephone wall jack and the printer to make sure the phone cord is secure.
- Make sure you use the phone cord that came with the printer. If you do not use the supplied phone cord to connect from the telephone wall jack to the printer, you might not be able to send or receive faxes. After you plug in the phone cord that came with the printer, run the fax test again.
- Make sure you have correctly connected the printer to the telephone wall jack. Using the phone cord supplied in the box with the printer, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the printer. For more information on setting up the printer for faxing, see Additional fax setup (HP Officejet Pro 3620 only).
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the printer directly to the telephone wall jack.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the printer and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.

After you resolve any problems found, run the fax test again to make sure it passes and the printer is ready for faxing.

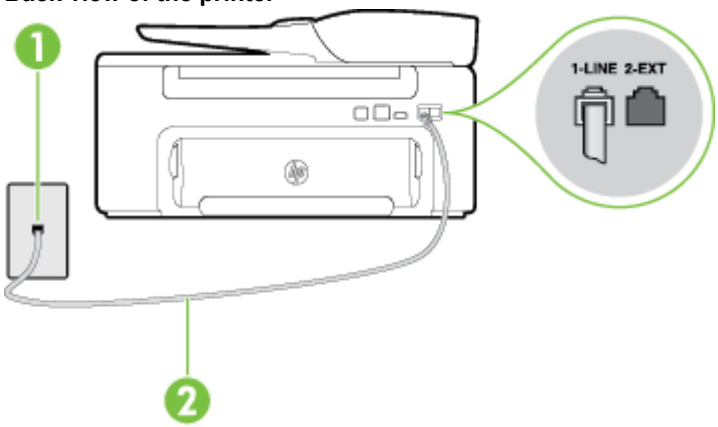
The "Phone Cord Connected to Correct Port on Fax" test failed

Solution: Plug the phone cord into the correct port.

1. Using the phone cord supplied in the box with the printer, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the printer.

   NOTE: If you use the 2-EXT port to connect to the telephone wall jack, you cannot send or receive faxes. The 2-EXT port should only be used to connect other equipment, such as an answering machine.

Back view of the printer



1	Telephone wall jack
2	Use the phone cord supplied in the box with the printer to connect to the "1-LINE" port

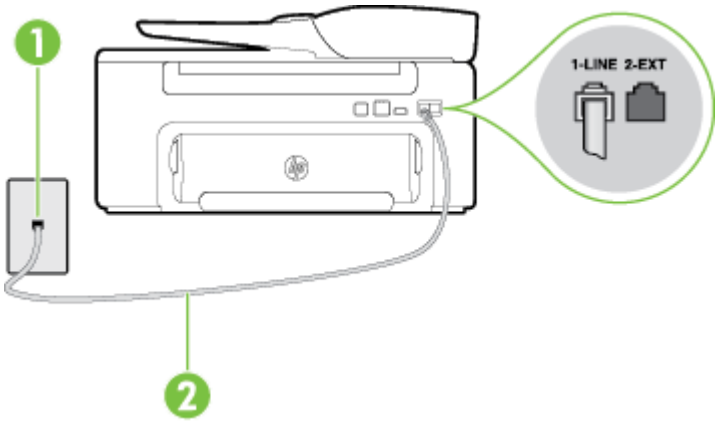
2. After you have connected the phone cord to the port labeled 1-LINE, run the fax test again to make sure it passes and the printer is ready for faxing.
3. Try to send or receive a test fax.

- Make sure you use the phone cord that came with the printer. If you do not use the supplied phone cord to connect from the telephone wall jack to the printer, you might not be able to send or receive faxes. After you plug in the phone cord that came with the printer, run the fax test again.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the printer directly to the telephone wall jack.

The "Using Correct Type of Phone Cord with Fax" test failed

Solution

- Make sure you used the phone cord supplied in the box with the printer to connect to the telephone wall jack. One end of the phone cord should be connected to the port labeled 1-LINE on the back of the printer, and the other end to your telephone wall jack, as shown in the illustration.



1	Telephone wall jack
2	Use the phone cord supplied in the box with the printer to connect to the "1-LINE" port

If the phone cord that came with the printer is not long enough, you can use a coupler to extend the length. You can purchase a coupler at an electronics store that carries phone accessories. You also need another phone cord, which can be a standard phone cord that you might already have in your home or office.

- Check the connection between the telephone wall jack and the printer to make sure the phone cord is secure.
- Make sure you use the phone cord that came with the printer. If you do not use the supplied phone cord to connect from the telephone wall jack to the printer, you might not be able to send or receive faxes. After you plug in the phone cord that came with the printer, run the fax test again.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the printer directly to the telephone wall jack.

The "Dial Tone Detection" test failed

Solution

- Other equipment that uses the same phone line as the printer might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything from the phone line, and then run the test again. If the **Dial Tone Detection Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the printer and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Make sure you have correctly connected the printer to the telephone wall jack. Using the phone cord supplied in the box with the printer, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the printer.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the printer directly to the telephone wall jack.
- If your telephone system is not using a standard dial tone, such as some PBX systems, this might cause the test to fail. This does not cause a problem sending or receiving faxes. Try sending or receiving a test fax.
- Check to make sure the country/region setting is set appropriately for your country/region. If the country/region setting is not set or is set incorrectly, the test might fail and you might have problems sending and receiving faxes.

- Make sure you connect the printer to an analog phone line or you cannot send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect the printer to an analog phone line and try sending or receiving a fax.
- Make sure you use the phone cord that came with the printer. If you do not use the supplied phone cord to connect from the telephone wall jack to the printer, you might not be able to send or receive faxes. After you plug in the phone cord that came with the printer, run the fax test again.

After you resolve any problems found, run the fax test again to make sure it passes and the printer is ready for faxing. If the **Dial Tone Detection** test continues to fail, contact your telephone company and have them check the phone line.

The "Fax Line Condition" test failed

Solution

- Make sure you connect the printer to an analog phone line or you cannot send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect the printer to an analog phone line and try sending or receiving a fax.
- Check the connection between the telephone wall jack and the printer to make sure the phone cord is secure.
- Make sure you have correctly connected the printer to the telephone wall jack. Using the phone cord supplied in the box with the printer, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the printer.
- Other equipment that uses the same phone line as the printer might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything from the phone line, and then run the test again.
  - If the **Fax Line Condition Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.
  - If the **Fax Line Condition Test** fails without the other equipment, connect the printer to a working phone line and continue reviewing the troubleshooting information in this section.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the printer directly to the telephone wall jack.
- Make sure you use the phone cord that came with the printer. If you do not use the supplied phone cord to connect from the telephone wall jack to the printer, you might not be able to send or receive faxes. After you plug in the phone cord that came with the printer, run the fax test again.

After you resolve any problems found, run the fax test again to make sure it passes and the printer is ready for faxing. If the **Fax Line Condition** test continues to fail and you experience problems faxing, contact your telephone company and have them check the phone line.

The display always shows Phone Off Hook

Solution: You are using the wrong type of phone cord. Make sure you are using the phone cord that came with the printer to connect the printer to your phone line. If the phone cord that came with the printer is not long enough, you can use a coupler to extend the length. You can purchase a coupler at an electronics store that carries phone accessories. You also need another phone cord, which can be a standard phone cord that you might already have in your home or office.

Solution: Other equipment that uses the same phone line as the printer might be in use. Make sure extension phones (phones on the same phone line, but not connected to the printer) or other equipment are not in use or off the hook. For example, you cannot use the printer for faxing if an extension phone is off the hook, or if you are using a computer dial-up modem to send email or access the Internet.

The printer is having problems sending and receiving faxes

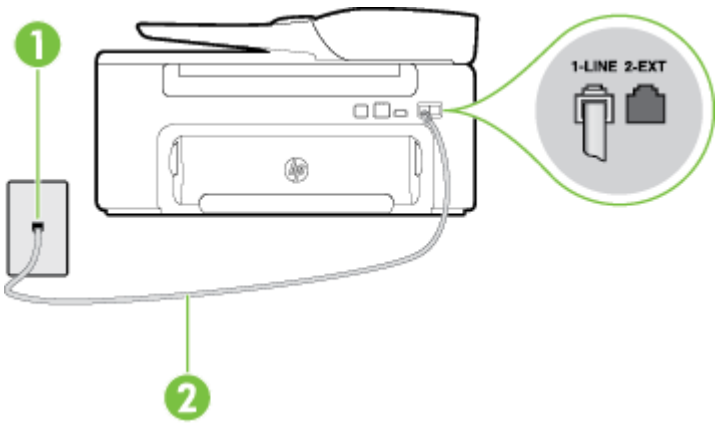
Solution: Make sure the printer is turned on. Look at the display on the printer. If the display is blank and the (Power) button is not lit, the printer is turned off. Make sure the power cord is firmly connected to the printer and plugged into a power outlet. Press the (Power) button to turn on the printer.

After turning on the printer, HP recommends you wait five minutes before sending or receiving a fax. The printer cannot send or receive faxes while it is initializing after being turned on.

Solution: If Fax to PC or Fax to Mac has been enabled, you might not be able to send or receive faxes if the fax memory is full (limited by printer memory).

Solution

- Make sure you used the phone cord supplied in the box with the printer to connect to the telephone wall jack. One end of the phone cord should be connected to the port labeled 1-LINE on the back of the printer and the other end to your telephone wall jack, as shown in the illustration.



1	Telephone wall jack
2	Use the phone cord supplied in the box with the printer to connect to the "1-LINE" port

If the phone cord that came with the printer is not long enough, you can use a coupler to extend the length. You can purchase a coupler at an electronics store that carries phone accessories. You also need another phone cord, which can be a standard phone cord that you might already have in your home or office.

- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the printer and check for a dial tone. If you do not hear a dial tone, call your local telephone company for service.
- Other equipment, which uses the same phone line as the printer, might be in use. For example, you cannot use the printer for faxing if an extension phone is off the hook, or if you are using a computer dial-up modem to send an email or access the Internet.
- Check to see if another process has caused an error. Check the display or your computer for an error message providing information about the problem and how to solve it. If there is an error, the printer cannot send or receive a fax until the error condition is resolved.
- The phone line connection might be noisy. Phone lines with poor sound quality (noise) can cause faxing problems. Check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If you hear noise, turn **Error Correction Mode** (ECM) off and try faxing again. For information about changing ECM, see Set the Error Correction Mode. If the problem persists, contact your telephone company.
- If you are using a digital subscriber line (DSL) service, make sure that you have a DSL filter connected or you cannot fax successfully. For more information, see Case B: Set up the printer with DSL.

- Make sure the printer is not connected to a telephone wall jack that is set up for digital phones. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones.
- If you are using either a private branch exchange (PBX) or an integrated services digital network (ISDN) converter/terminal adapter, make sure the printer is connected to the correct port and the terminal adapter is set to the correct switch type for your country/region, if possible. For more information, see Case C: Set up the printer with a PBX phone system or an ISDN line.
- If the printer shares the same phone line with a DSL service, the DSL modem might not be grounded correctly. If the DSL modem is not grounded correctly, it can create noise on the phone line. Phone lines with poor sound quality (noise) can cause faxing problems. You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If you hear noise, turn off your DSL modem and completely remove power for at least 15 minutes. Turn the DSL modem back on and listen to the dial tone again.

  NOTE: You might notice static on the phone line again in the future. If the printer stops sending and receiving faxes, repeat this process.

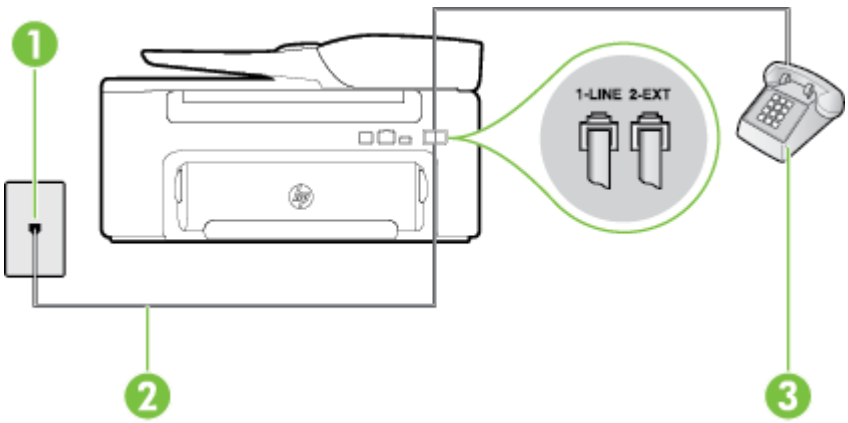
  If the phone line is still noisy, contact your telephone company. For information on turning your DSL modem off, contact your DSL provider for support.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the printer directly to the telephone wall jack.

The printer is having problems sending a manual fax

Solution

NOTE: This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the printer, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.

- Make sure the telephone you use to initiate the fax call is connected directly to the printer. To send a fax manually, the telephone must be connected directly to the port labeled 2-EXT on the printer, as shown in the illustration.



1	Telephone wall jack
2	Use the phone cord supplied in the box with the printer to connect to the "1-LINE" port
3	Telephone

- If you are sending a fax manually from your phone that is connected directly to the printer, you must use the keypad on the telephone to send the fax. You cannot use the keypad on the printer control panel.

  NOTE: If using a serial-type phone system, connect your phone directly on top of the printer cable which has a wall plug attached to it.

The printer cannot receive faxes, but can send faxes

Solution

- If you are not using a distinctive ring service, check to make sure that the **Distinctive Ring** feature on the printer is set to **All Rings**. For more information, see Change the answer ring pattern for distinctive ring.
- If **Auto Answer** is set to **Off**, you need to receive faxes manually; otherwise, the printer cannot receive the fax. For information on receiving faxes manually, see Receive a fax manually.
- If you have a voice mail service at the same phone number you use for fax calls, you must receive faxes manually, not automatically. This means that you must be available to respond in person to incoming fax calls. For information on setting up the printer when you have a voice mail service, see Case F: Shared voice/fax line with voice mail. For information on receiving faxes manually, see Receive a fax manually.
- If you have a computer dial-up modem on the same phone line with the printer, check to make sure that the software that came with your modem is not set to receive faxes automatically. Modems that are set up to receive faxes automatically take over the phone line to receive all incoming faxes, which prevents the printer from receiving fax calls.
- If you have an answering machine on the same phone line with the printer, you might have one of the following problems:
  - Your answering machine might not be set up correctly with the printer.
  - Your outgoing message might be too long or too loud to allow the printer to detect fax tones, and the sending fax machine might disconnect.
  - Your answering machine might not have enough quiet time after your outgoing message to allow the printer to detect fax tones. This problem is most common with digital answering machines.

  The following actions might help solve these problems:
  - When you have an answering machine on the same phone line you use for fax calls, try connecting the answering machine directly to the printer as described in Case I: Shared voice/ fax line with answering machine.
  - Make sure the printer is set to receive faxes automatically. For information on setting up the printer to receive faxes automatically, see Receive a fax.
  - Make sure the **Rings to Answer** setting is set to a greater number of rings than the answering machine. For more information, see Set the number of rings before answering.
  - Disconnect the answering machine and then try receiving a fax. If faxing is successful without the answering machine, the answering machine might be causing the problem.
  - Reconnect the answering machine and record your outgoing message again. Record a message that is approximately 10 seconds in duration. Speak slowly and at a low volume when recording your message. Leave at least 5 seconds of silence at the end of the voice message. There should be no background noise when recording this silent time. Try to receive a fax again.

    NOTE: Some digital answering machines might not retain the recorded silence at the end of your outgoing message. Play back your outgoing message to check.

- If the printer shares the same phone line with other types of phone equipment, such as an answering machine, a computer dial-up modem, or a multi-port switch box, the fax signal level might be reduced. The signal level can also be reduced if you use a splitter or connect extra cables to extend the length of your phone. A reduced fax signal can cause problems during fax reception.
  To find out if other equipment is causing a problem, disconnect everything except the printer from the phone line, and then try to receive a fax. If you can receive faxes successfully without the other equipment, one or more pieces of the other equipment is causing problems; try adding them back one at a time and receiving a fax each time, until you identify which equipment is causing the problem.
- If you have a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), make sure that the **Distinctive Ring** feature on the printer is set to match. For more information, see Change the answer ring pattern for distinctive ring.

The printer cannot send faxes, but can receive faxes

Solution

- The printer might be dialing too fast or too soon. You might need to insert some pauses in the number sequence. For example, if you need to access an outside line before dialing the phone number, insert a pause following the access number. If your number is 95555555, and 9 accesses an outside line, you might insert pauses as follows: 9-555-5555. To enter a pause in the fax number you are typing, press the ***** button repeatedly, until a dash (**-**) appears on the display.
  You can also send the fax using monitor dialing. This enables you to listen to the phone line as you dial. You can set the pace of your dialing and respond to prompts as you dial. For more information, see Send a fax using monitor dialing.
- The number you entered when sending the fax is not in the proper format or the receiving fax machine is having problems. To check this, try calling the fax number from a telephone and listen for fax tones. If you cannot hear fax tones, the receiving fax machine might not be turned on or connected, or a voice mail service could be interfering with the recipient's phone line. You can also ask the recipient to check the receiving fax machine for any problems.

Fax tones are recorded on my answering machine

Solution

- When you have an answering machine on the same phone line you use for fax calls, try connecting the answering machine directly to the printer as described in Case I: Shared voice/fax line with answering machine. If you do not connect the answering machine as recommended, fax tones might be recorded on your answering machine.
- Make sure the printer is set to receive faxes automatically and that the **Rings to Answer** setting is correct. The number of rings to answer for the printer should be greater than the number of rings to answer for the answering machine. If the answering machine and the printer are set to the same number of rings to answer, both devices answer the call and fax tones are recorded on the answering machine.
- Set your answering machine to a low number of rings and the printer to answer in the maximum number of rings supported. (The maximum number of rings varies by country/region.) In this setup, the answering machine answers the call and the printer monitors the line. If the printer detects fax tones, the printer receives the fax. If the call is a voice call, the answering machine records the incoming message. For more information, see Set the number of rings before answering.

The phone cord that came with my printer is not long enough

Solution: If the phone cord that came with the printer is not long enough, you can use a coupler to extend the length. You can purchase a coupler at an electronics store that carries phone accessories. You also need another phone cord, which can be a standard phone cord that you might already have in your home or office.

TIP: If the printer came with a 2-wire phone cord adaptor, you can use it with a 4-wire phone cord to extend the length. For information on using the 2-wire phone cord adaptor, see the documentation that came with it.

To extend your phone cord

1. Using the phone cord supplied in the box with the printer, connect one end to the coupler, then connect the other end to the port labeled 1-LINE on the back of the printer.
2. Connect another phone cord to the open port on the coupler and to the telephone wall jack.

The computer cannot receive faxes (Fax to PC and Fax to Mac)

Cause: The computer selected to receive faxes is turned off.

Solution: Make sure the computer selected to receive faxes is switched on at all times.

Cause: Different computers are configured for setup and receiving faxes and one of them may be switched off.

Solution: If the computer receiving faxes is different from the one used for setup, both computers should be switched on at all times.

Cause: Fax to PC or Fax to Mac is not activated or the computer is not configured to receive faxes.

Solution: Activate Fax to PC or Fax to Mac and make sure the computer is configured to receive faxes.

Solve problems using HP ePrint and HP websites

This section provides solutions to common problems using HP ePrint and HP websites.

- Solve problems using HP ePrint
- Solve problems using HP websites

Solve problems using HP ePrint

If you are having problems using HP ePrint, check the following:

- Make sure the printer is connected to the Internet using an Ethernet connection.

  NOTE: You cannot use these web features if the printer is connected using a USB cable.

- Make sure the latest product updates have been installed on the printer. For more information, see Update the printer.
- Make sure HP ePrint is enabled on the printer. For more information, see Set up HP ePrint.
- Make sure the network hub, switch, or router is turned on and working correctly.
- Make sure you are not connecting the printer using a phone cord or a crossover cable to connect the printer to the network and that the Ethernet cable is securely connected to the printer. For more information, see Solve network problems.

- If you are using HP ePrint, check the following:
  - Make sure the printer's email address is correct.
  - The HP ePrint server does not accept email print jobs if there are multiple email addresses included in the "To" or "Cc" fields. Only enter the email address of your HP printer in the "To" field. Do not enter any additional email addresses in the other fields.
  - Make sure you are sending documents that meet the HP ePrint requirements. For more information, see HP ePrint specifications.
- If your network uses proxy settings when connecting to the Internet, make sure the proxy settings you are entering are valid:
  - Check the settings being used by the Web browser you are using (such as Internet Explorer, Firefox, or Safari).
  - Check with the IT administrator or person who set up your firewall.
    If the proxy settings used by your firewall have changed, you must update these settings in either the printer control panel. If these settings are not updated, you will not be able to use HP ePrint.
    For more information, see Set up HP ePrint using the printer control panel.

TIP: For additional help setting up and using HP ePrint, visit ePrintCenter (www.eprintcenter.com).

Solve problems using HP websites

If you are having problems using HP websites from your computer, check the following:

- Make sure the computer that you are using is connected to the Internet.
- Make sure the web browser meets the minimum system requirements. For more information, see HP website specifications.
- If your web browser uses any proxy settings to connect to the Internet, try turning off these settings. For more information, see the documentation provided with your web browser.

Solve network problems

This section provides solutions to common problems when you are unable to connect the printer to your network.

This section contains the following topics:

- Solve Ethernet network problems
- Reset the Printer Network Settings

Solve Ethernet network problems

If you are unable to connect the printer to your Ethernet network, verify that:

- The Ethernet light is on where the Ethernet cable is plugged into the printer.
- All cable connections to the computer and the printer are secure.
- The network is operational and the network hub, switch, or router is turned on.
- For computer running Windows, all applications, including virus protection programs, spyware protection programs, and firewalls, are closed or disabled.
- The printer is installed on the same subnet as the computers that use the printer.
- If the installation program cannot discover the printer, print the network configuration page, and enter the IP address manually in the installation program. For more information, see Understand the network configuration page.
- Reinstall the HP software. For more information, see Uninstall and reinstall the HP software.

Assigning the printer with a static IP address might resolve some installation problems, such as a conflict with a personal firewall. (Not recommended)

TIP: You can visit the HP online support website at www.hp.com/support for information and utilities that can help you correct many common printer problems.

Reset the Printer Network Settings

To reset the printer network settings, complete the following steps:

1. From the Home screen on the printer control panel, press the (Setup) button, and then, using the buttons to the right, select **Network**, scroll to and select **Restore Defaults**, and then select **Yes**. A message appears stating that the network defaults have been restored.
2. From the Home screen on the printer control panel, press the (Setup) button, and then, using the buttons to the right, select **Network**, scroll to and select **Print Configuration Page** to print the network configuration page and verify that the network settings have been reset.

TIP: You can visit the HP online support website at www.hp.com/support for information and utilities that can help you correct many common printer problems.

Configure your firewall software to work with the printer

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

If you are having problems such as:

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

The firewall might be preventing your printer from notifying computers on your network where it can be found.

If you are using the HP software on a computer running Windows and cannot find the printer during installation (and you know the printer is on the network)—or if you have already successfully installed HP software and experience problems—check the following:

- If you have just installed the HP software, try turning off your computer and the printer, and then turning them both on again.
- Keep your security software up to date. Many security software vendors provide updates that correct known issues and provide the latest defenses against new security threats.
- If your firewall has "High," "Medium," or "Low" security settings, use the "Medium" setting when your computer is connected to your network.
- If you have changed any firewall settings from default, try going back to the default setting.
- If your firewall has a setting called "trusted zone," use this setting when your computer is connected to your network.
- If your firewall has a setting to "not show alert messages," you should disable this. When installing the HP software and using the HP printer you may see alert messages from your firewall software that provide options to "allow," "permit" or "unblock." You should allow any HP software that causes an alert. Also, if the alert has a "remember this action" or "create a rule for this" selection, select it. This is how the firewall learns what can be trusted on your network.
- Do not have more than one firewall enabled at the same time on your computer. An example would be having both the Windows firewall provided by the operating system and a third party firewall enabled at the same time. Having more than one firewall enabled at the same time will not make you computer any safer and may cause problems.

Solve printer management problems

This section provides solutions to common problems that involve managing the printer. This section contains the following topic:

- Embedded web server cannot be opened

NOTE: To use the embedded web server, the printer and computer must be connected to the same network.

TIP: You can visit the HP online support website at www.hp.com/support for information and utilities that can help you correct many common printer problems.

Embedded web server cannot be opened

Check your network setup

- Make sure you are not using a phone cord or a crossover cable to connect the printer to the network.
- Make sure the network cable is securely connected to the printer.
- Make sure the network hub, switch, or router is turned on and working correctly.

Check the computer

- Make sure the computer that you are using is connected to the network.

NOTE: To use the EWS, the printer must be connected to a network. You cannot use the embedded web server if the printer is connected to a computer with a USB cable.

Check your web browser

- Make sure the web browser meets the minimum system requirements. For more information, see Embedded web server specifications.
- If your web browser uses any proxy settings to connect to the Internet, try turning off these settings. For more information, see the documentation available with your web browser.
- Make sure JavaScript and cookies are enabled in your web browser. For more information, see the documentation available with your web browser.

Check the printer IP address

- To check the IP address of the printer, obtain the IP address by printing a network configuration page. From the Home screen on the printer control panel, press the (Setup) button, and then, using the buttons to the right, select **Network**, scroll to and select **Print Configuration Page**.
- Ping the printer using the IP address from the command prompt (Windows) or from Network Utility (Mac OS X). (Network Utility is located in the **Utilities** folder in the **Applications** folder at the top level of the hard disk.)
  For example, if the IP address is 123.123.123.123, type the following at the command prompt (Windows):
  C:\Ping 123.123.123.123
  Or
  In Network Utility (Mac OS X), click the **Ping** tab, type the 123.123.123.123 in the box, and then click **Ping**.
  If a reply appears, the IP address is correct. If a time-out response appears, the IP address is incorrect.

TIP: If you are using a computer running Windows, you can visit the HP online support website at www.hp.com/support. This website provides information and utilities that can help you correct many common printer problems.

Troubleshoot installation issues

If the following topics do not help, see HP support for information about HP support.

TIP: You can visit the HP online support website at www.hp.com/support for information and utilities that can help you correct many common printer problems.

- Hardware installation suggestions
- HP software installation suggestions

Hardware installation suggestions

Check the printer

- Make sure that all packing tape and material have been removed from outside and inside the printer.
- Make sure that the printer is loaded with paper.
- Make sure that no lights are on or blinking except the Ready light, which should be on. If the Attention light is blinking, check for messages on the printer control panel.

Check the hardware connections

- Make sure that any cords and cables that you are using are in good working order.
- Make sure that the power cord is connected securely to both the printer and to a working power outlet.

Check the ink cartridge

- Make sure the ink cartridge is firmly installed. If correctly installed, it should not move when pulled slightly. The printer cannot work without a cartridge.

HP software installation suggestions

Check the computer system

- Make sure that your computer is running one of the supported operating systems. For more information, see System requirements.
- Make sure that the computer meets at least the minimum system requirements. For more information, see System requirements.
- If you are using a computer running Windows, make sure that the USB drivers have not been disabled in the Windows Device Manager.
- If you are using a computer running Windows, and the computer cannot detect the printer, run the uninstallation utility (util\ccc\uninstall.bat on the installation CD) to perform a complete uninstallation of the printer driver. Restart your computer, and reinstall the printer driver.

Verify installation preliminaries

- Make sure to use the installation CD that contains the correct HP software for your operating system.
- Before installing HP software, make sure that all other programs are closed.
- If the computer does not recognize the path to the CD-ROM drive that you type, make sure that you are specifying the correct drive letter.
- If the computer cannot recognize the installation CD in the CD-ROM drive, inspect the installation CD for damage. You can download the printer driver from the HP web site, www.hp.com/support. This website provides information and utilities that can help you correct many common printer problems.

NOTE: After correcting any problems, run the installation program again.

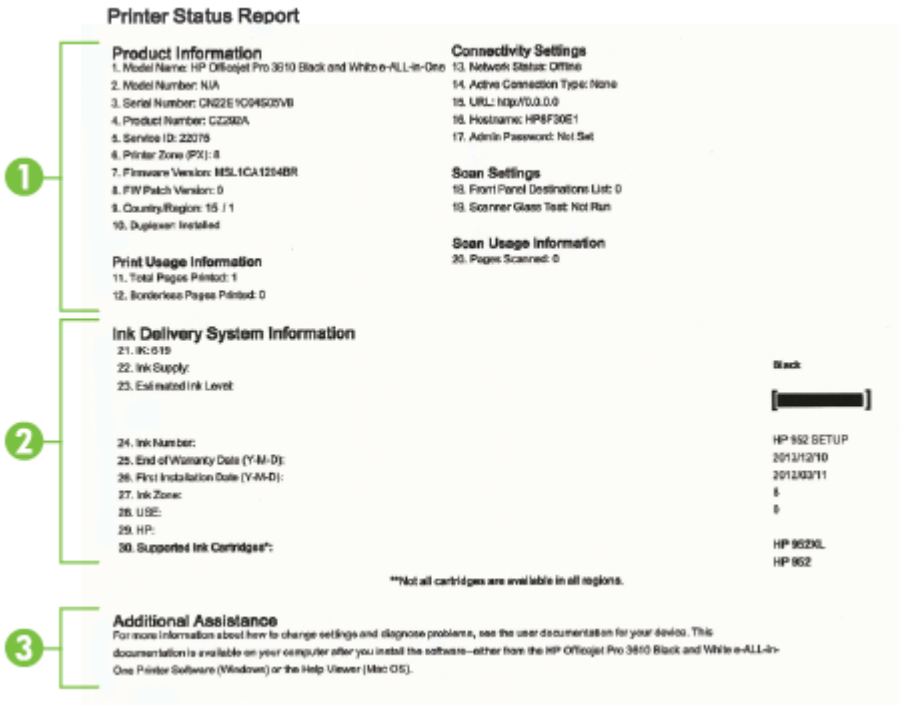
Understand the printer status report

From the printer status report, you can view the current printer information, ink cartridge status, and the list of recent events, and use the information to troubleshoot problems with the printer.

If you need to call HP, it is often useful to print the printer status report before calling.

To print the printer status report

- From the Home screen on the printer control panel, press the (Setup) button. Using the buttons to the right, scroll to and select **Reports**, and then select **Printer Status Report**.



1. **Printer Information:** Shows printer information (such as the printer name, model number, serial number, and firmware version number), the accessories that are installed (such as the automatic two-sided printing accessory or duplexer), and the number of pages printed from the trays and accessories.
2. **Ink Delivery System Information:** Shows the estimated ink level (represented in graphical form as gauge) and the part number and warranty expiration date for ink cartridge.

   NOTE: Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement ink cartridge available to avoid possible printing delays. You would only need to replace cartridge when print quality becomes unacceptable.

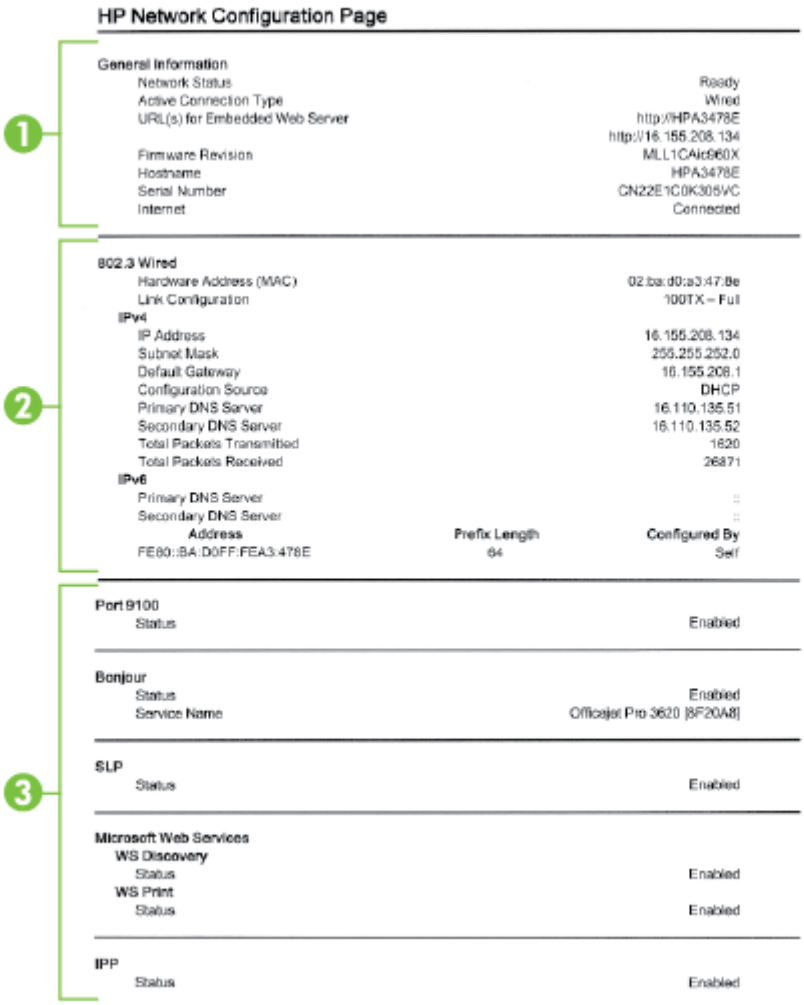
3. **Additional Assistance:** Provides information about where you can go to get more information about the printer, as well as information about how to set up a fax test (HP Officejet Pro 3620 only).

Understand the network configuration page

If the printer is connected to a network, you can print a network configuration page to view the network settings for the printer. You can use the network configuration page to help troubleshoot network connectivity problems. If you need to call HP, it is often useful to print this page before calling.

To print the network configuration page

- From the Home screen on the printer control panel, press the (Setup) button, and then, using the buttons to the right, select **Network**, scroll to and select **Print Configuration Page**.



1. **General Information:** Shows information about the current status and active connection type of the network, and other information, such as the URL of the embedded web server.
2. **Ethernet:** Shows information about the active Ethernet network connection, such as the IP address, subnet mask, default gateway, as well as the hardware address of the printer.
3. **Miscellaneous:** Shows information about more advanced network settings.
   - **Port 9100**: The printer supports raw IP printing through TCP Port 9100. This HP-proprietary TCP/IP port on the printer is the default port for printing. It is accessed by HP software (for example, the HP Standard Port).
   - **IPP**: Internet Printing Protocol (IPP) is a standard network protocol for remote printing. Unlike other remote IP-based protocols, IPP supports access control, authentication, and encryption, allowing for more secure printing.
   - **Bonjour**: Bonjour services (which use mDNS, or Multicast Domain Name System) are typically used on small networks for IP address and name resolution (through UDP port 5353), where a conventional DNS server is not used.

- **SLP**: Service Location Protocol (SLP) is an Internet standard network protocol that provides a framework to allow networking applications to discover the existence, location, and configuration of networked services in enterprise networks. This protocol simplifies discovery and use of network resources such as printers, web servers, fax machines, video cameras, files systems, backup devices (tape drives), databases, directories, mail servers, calendars.
- **Microsoft Web Services**: Enable or disable the Microsoft Web Services Dynamic Discovery (WS Discovery) protocols or Microsoft Web Services for Devices (WSD) Print services supported on the printer. Disable unused print services to prevent access through those services.

NOTE: For more information about WS Discovery and WSD Print, visit www.microsoft.com.

Uninstall and reinstall the HP software

If your installation is incomplete, or if you connected the USB cable to the computer before prompted by the HP software installation screen, you might need to uninstall and then reinstall the HP software that came with the printer. Do not simply delete the printer application files from your computer.

To uninstall from a Windows computer:

1. From the computer desktop, click **Start**, select **Settings**, click **Control Panel**, and then click **Add/Remove Programs**.
   - Or -
   From the computer desktop, click **Start**, click **Control Panel**, and then click **Uninstall a Program** or double-click **Programs and Features**.
   - Or -
   Right-click an empty area on the **Start** screen, click **All Apps** on the app bar, click **Control Panel**, and then click **Uninstall a Program**.
2. Select the HP printer software, and then click **Uninstall**.
3. Disconnect the printer from your computer.
4. Restart your computer.

   NOTE: It is important that you disconnect the printer before restarting your computer. Do not connect the printer to your computer until after you have reinstalled the HP software.
5. Insert the HP software CD into your computer's CD drive and then start the Setup program.
6. Follow the on-screen instructions.

To uninstall from a Mac:

1. Double-click **HP Uninstaller** in the **Applications/Hewlett-Packard** folder, and then click **Continue**.
2. When prompted, type the correct administrator's name and password, and then click **OK**.
3. Follow the on-screen instructions.
4. When the **HP Uninstaller** finishes, restart your computer.

Printhead maintenance

If you are experiencing problems with printing, there might be a problem with the printhead. You should perform the procedures in the following sections only when directed to do so for resolving print quality issues.

Performing the aligning and cleaning procedures unnecessarily can waste ink and shorten the life of ink cartridges.

This section contains the following topics:

- Clean the printhead
- Align the printhead
- Print and evaluate a print quality report

Clean the printhead

If your printed output is streaked, the printhead might need to be cleaned.

There are three stages of cleaning. Each stage lasts about two minutes, uses one sheet of paper, and uses an increasing amount of ink. After each stage, review the quality of the printed page. You should only initiate the next phase of cleaning if the print quality is poor.

If print quality still seems poor after you complete all three stages of cleaning, try aligning the printhead. If print quality problems persist after cleaning and aligning, contact HP support. For more information, see HP support.

NOTE: Cleaning uses ink, so clean the printhead only when necessary. The cleaning process takes a few minutes. Some noise might be generated in the process. Before cleaning the printhead, make sure you load paper. For more information, see Load paper.

Not turning the printer off correctly can cause print quality problems. For more information, see Turn off the printer.

To clean the printhead from Toolbox (Windows)

1. Load Letter, A4, or Legal unused plain white paper into the main input tray. For more information, see Load standard-size paper.
2. Open Toolbox. For more information, see Toolbox (Windows).
3. From the **Device Services** tab, click the icon to the left of **Clean Printheads**.
4. Follow the on-screen instructions.

To clean the printhead from HP Utility (Mac OS X)

1. Load Letter, A4, or Legal unused plain white paper into the main input tray. For more information, see Load standard-size paper.
2. Open HP Utility. For more information, see HP Utility (Mac OS X).
3. In the **Information And Support** section, click **Clean Printheads**.
4. Click **Clean**, and then follow the on-screen instructions.

To clean the printhead from the embedded web server (EWS)

1. Load Letter, A4, or Legal unused plain white paper into the main input tray. For more information, see Load standard-size paper.
2. Open the EWS. For more information, see To open the embedded web server.
3. Click the **Tools** tab, and then click **Print Quality Toolbox** in the **Utilities** section.
4. Click **Clean Printhead** and follow the on-screen instructions.

Align the printhead

The printer automatically aligns the printhead during the initial setup.

You might want to use this feature when the printer status page shows streaking or white lines through any of the blocks of color or if you are having print quality issues with your printouts.

To align the printhead from the printer control panel

1. Load Letter, A4, or Legal unused plain white paper into the main input tray. For more information, see Load standard-size paper.
2. From the Home screen, press the (Setup) button.
3. Using the buttons to the right, scroll to and select **Tools**, and then select **Align Printhead**.

To align the printhead from Toolbox (Windows)

1. Load Letter, A4, or Legal unused plain white paper into the main input tray. For more information, see Load standard-size paper.
2. Open Toolbox. For more information, see Toolbox (Windows).

3. From the **Device Services** tab, click the icon to the left of **Align Printheads**.
4. Follow the on-screen instructions.

To align the printhead from HP Utility (Mac OS X)

1. Load Letter, A4, or Legal unused plain white paper into the main input tray. For more information, see Load standard-size paper.
2. Open HP Utility. For more information, see HP Utility (Mac OS X).
3. In the **Information And Support** section, click **Align Printhead**.
4. Click **Align**, and then follow the on-screen instructions.

To align the printhead from the embedded web server (EWS)

1. Load Letter, A4, or Legal unused plain white paper into the main input tray. For more information, see Load standard-size paper.
2. Open the EWS. For more information, see To open the embedded web server.
3. Click the **Tools** tab, and then click **Print Quality Toolbox** in the **Utilities** section.
4. Click **Align Printer** and follow the on-screen instructions.

Print and evaluate a print quality report

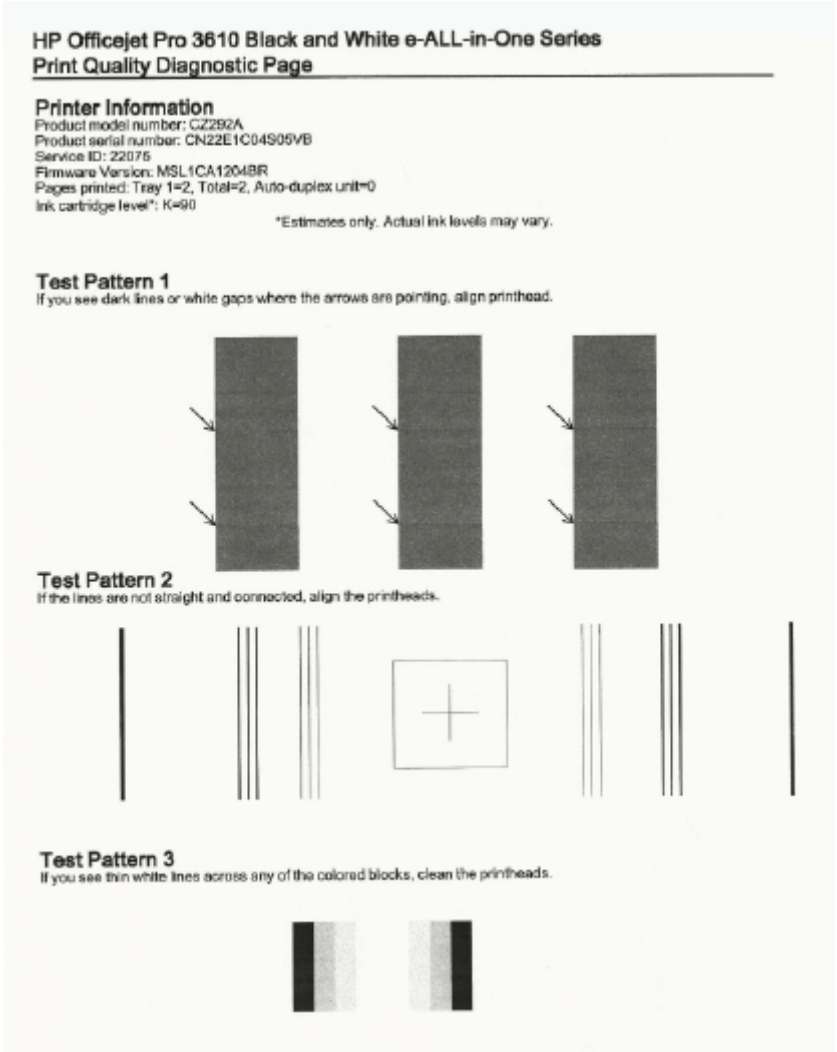
Print quality problems can have many causes: software settings, a poor image file, or the printing system itself. If you are unhappy with the quality of your prints, a Print Quality Diagnostic page can help you determine if the printing system is working correctly.

This section includes the following topics:

- To print a print quality report
- To evaluate the Print Quality Diagnostic Page

To print a print quality report

- **Control panel:** From the Home screen, press the (Setup) button. Using the buttons to the right, scroll to and select **Reports**, and then select **Print Quality Report**.
- **Embedded web server:** Click the **Tools** tab, click **Print Quality Toolbox** under **Utilities**, and then click the **Print Quality Report** button.
- **HP Utility (Mac OS X):** In the **Information And Support** section, click **Print Quality Diagnostics**, and then click **Print**.


HP Officejet Pro 3610 Black and White e-ALL-in-One Series
Print Quality Diagnostic Page

Printer Information
Product model number: CZ282A
Product serial number: CN22E1C04S05VB
Service ID: 22075
Firmware Version: MSL1CA1204BR
Pages printed: Tray 1=2, Total=2, Auto-duplex unit=0
Ink cartridge level*: K=90
*Estimates only. Actual ink levels may vary.

Test Pattern 1
If you see dark lines or white gaps where the arrows are pointing, align printhead.

Test Pattern 2
If the lines are not straight and connected, align the printheads.

Test Pattern 3
If you see thin white lines across any of the colored blocks, clean the printheads.

To evaluate the Print Quality Diagnostic Page

If defects are seen on the page, follow the steps below:

1. If you see dark lines or white gaps where the arrows are pointing in Test Pattern 1, align the printer. For more information, see Align the printhead.
2. If the lines in Test Pattern 2 are not straight and connected, align the printer. For more information, see Align the printhead.
3. If you see white lines in any of the blocks in Test Pattern 3, clean the printhead. For more information, see Clean the printhead.

If there are no defects, then the printer and ink system are working properly. If you still see print quality problems in your output, double-check your software settings and paper as described in the previous solutions.

Clear jams

Occasionally, paper becomes jammed during a job.

This section contains the following topics:

- Clear paper jams
- Avoid paper jams

Clear paper jams

Paper jams can occur either inside the printer or in the ADF (HP Officejet Pro 3620 only).

⚠ **CAUTION:** To prevent possible damage to the printhead, clear paper jams as soon as possible.

TIP: If you notice poor print quality, clean the printhead. For more information, see Clean the printhead.

Use these steps to clear a paper jam.

To clear a jam inside the printer

1. Remove all paper from the output tray.

   ⚠ **CAUTION:** Trying to clear a paper jam from the front of the printer can damage the print mechanism. Always access and clear paper jams through the automatic two-sided printing accessory (duplexer).

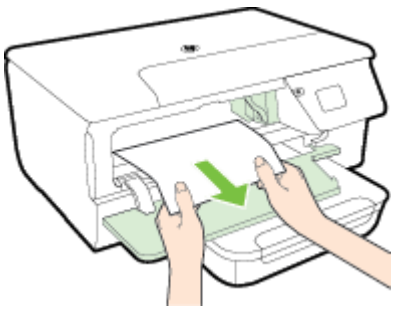
2. Check the duplexer.
   a. Push the buttons on either side of the duplexer, and then remove the duplexer.

1	Buttons
2	Automatic two-sided printing accessory (duplexer)

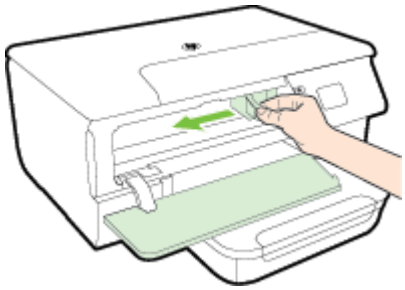
   b. Locate any jammed paper inside the printer, grasp it with both hands, and then pull it towards you.

      ⚠ **CAUTION:** If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the printer. If you do not remove all the pieces of paper from the printer, more paper jams are likely to occur.

   c. If the jam is not there, push the latch on top of the duplexer and lower the cover. If paper is jammed inside, carefully remove it. Close the cover.
   d. Reinsert the duplexer into the printer until it snaps into place.
3. Check the front of the printer.
   a. Open the ink cartridge access door.
   b. If there is paper remaining inside the printer, ensure the carriage has moved to the right of the printer, free any paper scraps or wrinkled paper, and pull the paper towards you through the front of the printer.



   c. Move the carriage to the left, locate any jammed paper inside the printer on the right side of the carriage, free any paper scraps or wrinkled paper, and pull the paper towards you through the front of the printer.

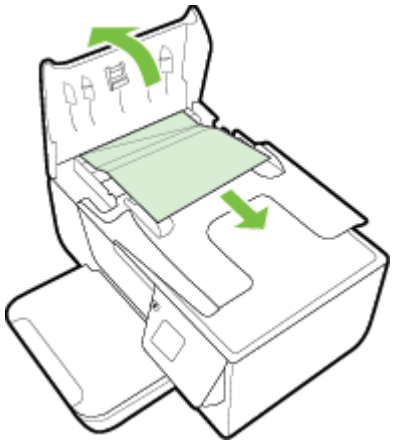


⚠ **WARNING!** Do not reach into the printer when it is turned on and the carriage is stuck. When you open the ink cartridge access door, the carriage should return to its position on the right side of the printer. If it does not move to the right, turn off the printer before you remove any jam.

4. After clearing the jam, close all covers, turn on the printer (if you turned it off) and resend the print job.

To clear a paper jam in the automatic document feeder (ADF) (HP Officejet Pro 3620 only)

1. Lift the cover of the ADF.



2. Lift the tab located on the front edge of the ADF.
3. Gently pull the paper out of the rollers.

⚠ **CAUTION:** If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might remain inside the printer. If you do not remove all the pieces of paper from the printer, more paper jams are likely to occur.

4. Close the cover of the ADF, pressing down firmly until it snaps into place.

Avoid paper jams

To help avoid paper jams, follow these guidelines.

- Remove printed papers from the output tray frequently.
- Make sure that you are printing with paper that is not wrinkled, folded, or damaged.
- Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
- Do not use paper that is too thick or too thin for the printer.
- Make sure that the trays are loaded correctly and are not too full. For more information, see Load paper.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not place too much paper in the document feeder tray. For information on the maximum number of sheets allowed in the automatic document feeder, see Paper specifications.
- 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 guides in the input tray to fit snugly against all paper. Make sure the paper guides do not bend the paper in the input tray. Do not load paper into the input tray slanted as the paper guides may not be able to square a whole stack of paper straight.
- Do not force paper too far forward in the input tray.
- If you are printing on both sides of a page, do not print highly saturated images on light weight paper.
- Use paper types that are recommended for the printer. For more information, see Paper specifications.
- If the printer is about to run out of paper, allow the printer to run out of paper first, and then add paper. Do not try to add paper when the printer is trying to pick up a sheet.
- Make sure that the printer is clean. For more information, see Maintain the printer.

A Technical information

This section contains the following topics:

- Warranty information
- Printer specifications
- Regulatory information
- Environmental product stewardship program
- Third-party licenses

Warranty information

This section contains the following topics:

- Hewlett-Packard limited warranty statement
- Ink cartridge warranty information

Hewlett-Packard limited warranty statement

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

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

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

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

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

HP Limited Warranty

The name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country is as follows:

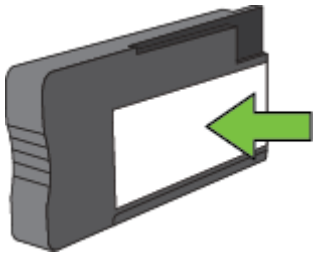
United Kingdom: Hewlett-Packard Ltd Cain Road Bracknell GB-Berks RG12 1HN
Eire: Hewlett-Packard Ireland Limited, 63-74 Sir John Rogerson's Quay, Dublin 2
Malta: Hewlett-Packard International Trade B.V. Malta Branch, 48, Amery Street, Sliema SLM 1701, MALTA

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

Ink cartridge warranty information

The HP ink 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 format, may be found on the product as indicated:



For more information about the Hewlett-Packard limited warranty statement, see Hewlett-Packard limited warranty statement.

Printer specifications

This section contains the following topics:

- Physical specifications
- Product features and capacities
- Processor and memory specifications
- System requirements
- Network protocol specifications
- Embedded web server specifications
- Paper specifications
- Print resolution
- Copy specifications
- Fax specifications (HP Officejet Pro 3620 only)
- Scan specifications
- HP ePrint specifications
- HP website specifications
- Environmental specifications
- Electrical specifications
- Acoustic emission specifications

Physical specifications

Printer size (width x height x depth)

- HP Officejet Pro 3610: 460 x 200 x 469 mm (18.1 x 7.9 x 18.5 inches)
- HP Officejet Pro 3620: 465 x 250 x 469 mm (18.3 x 9.8 x 18.5 inches)

Printer weight

The printer weight includes the automatic two-sided printing accessory (duplexer) and printing supplies.

- HP Officejet Pro 3610: 7.45 kg (16.4 lb)
- HP Officejet Pro 3620: 8.25 kg (18.2 lb)

Product features and capacities

Feature	Capacity
Connectivity	• USB 2.0 high speed • Ethernet network
Ink cartridges	One black ink cartridge
Supply yields	Visit www.hp.com/go/learnaboutsupplies/ for more information on estimated ink cartridge yields.
Printer languages	HP PCL 3
Font support	US fonts: CG Times, CG Times Italic, Universe, Universe Italic, Courier, Courier Italic, Letter Gothic, Letter Gothic Italic.
Duty cycle	Up to 12,000 pages per month
Printer control panel language support Language availability varies by country/region.	Arabic, Bulgarian, Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hungarian, Italian, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Simplified Chinese, Slovak, Slovenian, Spanish, Swedish, Traditional Chinese, Turkish.

Processor and memory specifications

Printer processor

- ARM R4

Printer memory

- 128 MB built-in RAM

System requirements

Refer to the Readme file on the printer software CD.

NOTE: For the most current information about supported operating systems and system requirements, visit www.hp.com/support.

Network protocol specifications

Refert to the Readme file on the printer software CD.

Embedded web server specifications

Requirements

- A TCP/IP-based network (IPX/SPX-based networks are not supported)
- A web browser (either Microsoft Internet Explorer 7.0 or higher, Mozilla Firefox 3.0 or higher, Safari 3.0 or higher, or Google Chrome 5.0 or higher)
- A network connection (cannot be used with a printer connected to a computer using a USB cable)
- An Internet connection (required for some features)

NOTE: 1 You can open the embedded web server without being connected to the Internet. However, some features are not available.

NOTE: 2 The embedded web server must be on the same side of a firewall as the printer.

Paper specifications

This section provides information on determining the correct paper and features to work with the printer.

- Understand specifications for supported paper
- Set minimum margins
- Guidelines for printing on both sides of a page

Understand specifications for supported paper

Use the tables to determine the correct paper to use with your printer, and to determine what features work with your paper.

- Understand supported sizes
- Understand supported paper types and weights

Understand supported sizes

Paper size	Input tray	ADF (HP Officejet Pro 3620 only)	Duplexer
Standard-size paper			
U.S. Letter (216 x 279 mm; 8.5 x 11 inches)	✓	✓	✓
8.5 x 13 inches (216 x 330 mm)	✓	✓	
U.S. Legal (216 x 356 mm; 8.5 x 14 inches)	✓	✓	
A4 (210 x 297 mm; 8.3 x 11.7 inches)	✓	✓	✓
U.S. Executive (184 x 267 mm; 7.25 x 10.5 inches)	✓	✓	

(continued)

Paper size	Input tray	ADF (HP Officejet Pro 3620 only)	Duplexer
U.S. Statement (140 x 216 mm; 5.5 x 8.5 inches)	✓	✓	
B5 (JIS) (182 x 257 mm; 7.17 x 10.12 inches)	✓	✓	
A5 (148 x 210 mm; 5.8 x 8.3 inches)	✓	✓	
Envelopes			
U.S. #10 Envelope (105 x 241 mm; 4.12 x 9.5 inches)	✓		
Monarch Envelope (98 x 191 mm; 3.88 x 7.5 inches)	✓		
Card Envelope (111 x 152 mm; 4.4 x 6 inches)	✓		
A2 Envelope (111 x 146 mm; 4.37 x 5.75 inches)	✓		
DL Envelope (110 x 220 mm; 4.3 x 8.7 inches)	✓		
C5 Envelope (162 x 229 mm; 6.4 x 9 inches)	✓		
C6 Envelope (114 x 162 mm; 4.5 x 6.4 inches)	✓		
Cards			
Index card (76.2 x 127 mm; 3 x 5 inches)	✓		
Index card (102 x 152 mm; 4 x 6 inches)	✓		
Index card (127 x 203 mm; 5 x 8 inches)	✓		
A6 card (105 x 148.5 mm; 4.13 x 5.83 inches)	✓		
6 x 8 inches (152 x 203 mm)	✓		
Index Card A4 (210 x 297 mm; 8.3 x 11.7 inches)	✓		✓
Index Card Letter (216 x 279 mm; 8.5 x 11 inches)	✓		✓
Other paper **NOTE:** Defining custom paper sizes is only available in the Mac printer driver. For more information, see Set up custom sizes (Mac OS X).			
Custom-size paper between 76.2 to 216 mm wide and 127 to 356 mm long (3 to 8.5 inches wide and 5 to 14 inches long)	✓		
Custom-size paper (ADF) between 147 to 216 mm wide and 210 to 356 mm long (5.8 to 8.5 inches wide and 8.3 to 14 inches long)		✓	

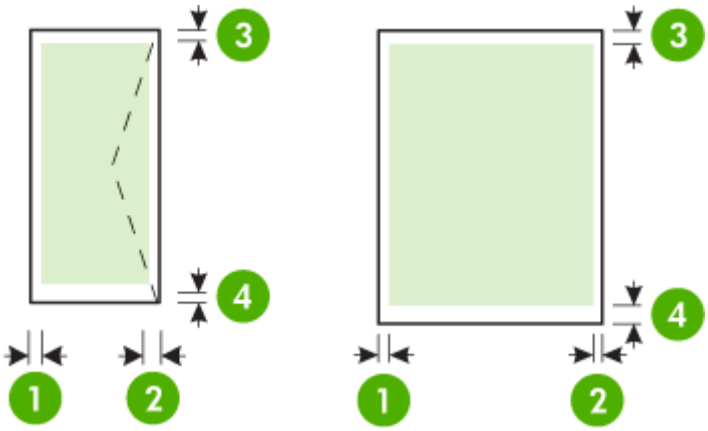
Understand supported paper types and weights

Tray	Type	Weight	Capacity
Input tray	Paper	60 to 105 g/m^2 (16 to 28 lb bond)	Up to 250 sheets of 20 lbs plain paper (25 mm or 1 inch stacked)
	Envelopes	75 to 90 g/m^2 (20 to 24 lb bond envelope)	Up to 30 sheets (17 mm or 0.67 inch stacked)
	Cards	Up to 200 g/m^2 (110 lb index)	Up to 80 cards

Tray	Type	Weight	Capacity
Duplexer	Plain and brochure	60 to 120 g/m^2 (16 to 32 lb bond)	Not applicable
Output tray	All supported paper		Up to 75 sheets of plain paper (text printing)
ADF (HP Officejet Pro 3620 only)	Paper	60 to 90 g/m^2 (16 to 24 lb bond)	35 sheets of 20lbs plain paper

Set minimum margins

The document margins must match (or exceed) these margin settings in portrait orientation.



Paper	(1) Left margin	(2) Right margin	(3) Top margin	(4) Bottom margin
U.S. Letter U.S. Legal A4 U.S. Executive U.S. Statement 8.5 x 13 inches B5 A5 Cards Custom-size paper (Mac OS X only)	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	3.3 mm (0.13 inch) **NOTE:** For two-sided printing, the requirements for the bottom print margins might vary.
Envelopes	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	16.5 mm (0.65 inch)	16.5 mm (0.65 inch)

Guidelines for printing on both sides of a page

- Always use paper that conforms to the printer specifications. For more information, see Paper specifications.
- Specify two-sided printing options in your application or in the printer driver.
- Do not print on both sides of envelopes, glossy paper, or paper lighter than 16 lb bond (60 g/m^2) or heavier than 28 lb bond (105 g/m^2). Jams might occur with these paper types.
- Several kinds of paper require a specific orientation when you print on both sides of a page. These include letterhead, preprinted paper, and paper with watermarks and prepunched holes. When you print from a computer running Windows, the printer prints the first side of the paper first. Load the paper with the print side facing down.

- For automatically printing on both sides, when printing finishes on one side of the paper, the printer holds the paper and pauses while the ink dries. Once the ink dries, the paper is pulled back into the printer and the second side is printed. When printing is complete, the paper is dropped onto the output tray. Do not grab it before printing is complete.
- You can print on both sides of supported custom-size paper by turning the paper over and feeding it into the printer again. For more information, see Paper specifications.

Print resolution

Draft mode	• Black Render: 300x300dpi • Output (Black): Automatic
Normal mode	• Black Render: 600x600dpi • Output (Black): Automatic
Plain-Best mode	• Black Render: 600x600dpi • Output (Black): Automatic
Brochure and Flyer Paper Matte - Best mode	• Black Render: 600x600dpi • Output (Black): 600x1200dpi

Copy specifications

- Digital image processing
- Up to 99 copies from original
- Digital zoom: from 25 to 400%
- Fit to page, copy preview

Fax specifications (HP Officejet Pro 3620 only)

- Send black-and-white or color faxes.
- Receive black-and-white faxes.
- Up to 99 speed dials.
- Up to 99-page memory (based on ITU-T Test Image #1 at standard resolution). More complicated pages or higher resolution takes longer and uses more memory.
- Manual fax send and receive.
- Automatic busy redial up to five times (varies by model).
- Automatic no-answer redial one time (varies by model).
- Confirmation and activity reports.
- CCITT/ITU Group 3 fax with Error Correction Mode.
- 33.6 Kbps transmission.
- 4 seconds per page speed at 33.6 Kbps (based on ITU-T Test Image #1 at standard resolution). More complicated pages or higher resolution takes longer and uses more memory.
- Ring detect with automatic fax/answering machine switching.

	Fine (dpi)	Standard (dpi)
Black	206 x 196	206 x 98
Color	206 x 200	206 x 200

Fax to PC/Fax to Mac Specifications

- Supported file type: Uncompressed TIFF
- Supported fax types: black-and-white faxes

Scan specifications

NOTE: The automatic document feeder (ADF) is only available for HP Officejet Pro 3620.

- Integrated OCR software automatically converts scanned text to editable text
- Twain-compliant interface (Windows) and Image Capture-compliant interface (Mac OS X)

- Resolution:
  - Scanner glass: 1200 x 1200 ppi
  - ADF: 300 x 300 ppi
- Color: 24-bit color, 8-bit grayscale (256 levels of gray)
- Maximum scan size:
  - Scanner glass: 216 x 297 mm (8.5 x 11.7 inches)
  - ADF: 216 x 356 mm (8.5 x 14 inches)

HP ePrint specifications

- An Internet connection using an Ethernet connection
- Maximum size of email and attachments: 5 MB
- Maximum number of attachments: 10

NOTE: The HP ePrint server does not accept email print jobs if there are multiple email addresses included in the "To" or "Cc" fields. Only enter the email address of your HP printer in the "To" field. Do not enter any additional email addresses in the other fields.

- Supported file types:
  - PDF
  - HTML
  - Standard text file formats
  - Microsoft Word, PowerPoint
  - Image files, such as PNG, JPEG, TIFF, GIF, BMP

NOTE: You might be able to use other types of files with HP ePrint. However, HP cannot guarantee that they correct functionality with the printer because they have not been fully tested.

HP website specifications

- A web browser (either Microsoft Internet Explorer 6.0 or higher, Mozilla Firefox 2.0 or higher, Safari 3.2.3 or higher, or Google Chrome 5.0) with the Adobe Flash plug-in (version 10 or higher).
- An Internet connection

Environmental specifications

Operating environment

- Operating temperature: 5° to 40° C (41° to 104° F)
  Recommended operating conditions: 15° to 33° C (59° to 91.4° F)
  Recommended relative humidity: 20 to 80% noncondensing

Storage environment

- Storage temperature: -40° to 60° C (-40° to 140° F)
  Storage relative humidity: Up to 90% noncondensing (140° F)

Electrical specifications

Refer to the getting started guide that came with the printer.

Acoustic emission specifications

Print in Draft mode, noise levels per ISO 7779

HP Officejet Pro 3610

- Sound pressure (bystander position)
  - LpAm 56.20 (dBA) (mono Draft print)
- Sound power
  - LwAd 5.96 (BA)

HP Officejet Pro 3620

- Sound pressure (bystander position)
  - LpAm 54.40 (dBA) (mono Draft print)
- Sound power
  - LwAd 5.85 (BA)

Regulatory information

The printer meets product requirements from regulatory agencies in your country/region.

This section contains the following topics:

- Regulatory Model 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
- Noise emission statement for Germany
- GS Declaration (Germany)
- Notice to users of the U.S. telephone network: FCC requirements
- Notice to users of the Canadian telephone network
- Notice to users of the German telephone network
- Notice to users in the European Economic Area
- Australia wired fax statement
- European Union Regulatory Notice

Regulatory Model Number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRH-1104 (HP Officejet Pro 3610) or SNPRH-1105 (HP Officejet Pro 3620). This regulatory number should not be confused with the marketing name (HP Officejet Pro 3610 Black and White e-All-in-One or HP Officejet Pro 3620 Black and White e-All-in-One) or product number (CZ292A or CZ293A).

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 or relocate 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

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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。

Noise emission statement for Germany

Geräuschemission

LpA < 70 dB am Arbeitsplatz im Normalbetrieb nach DIN 45635 T. 19

GS Declaration (Germany)

GS-Erklärung (Deutschland)

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.

Notice to users of the U.S. telephone network: FCC requirements

NOTE: This section is only applicable to printers that have fax feature.

Notice to users of the U.S Telephone network: FCC requirements

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the rear (or bottom) of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

Applicable connector jack Universal Service Order Codes ("USOC") for the Equipment is: RJ11C.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 00 is a REN of 0.0).

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, please contact the manufacturer, or look elsewhere in this manual, for repair or warranty information. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

WHEN PROGRAMMING EMERGENCY NUMBERS AND(OR) MAKING TEST CALLS TO EMERGENCY NUMBERS:

1) Remain on the line and briefly explain to the dispatcher the reason for the call.

2) Perform such activities in the off-peak hours, such as early morning or late evenings.

Note The FCC hearing aid compatibility rules for telephones are not applicable to this equipment.

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including FAX machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.)

In order to program this information into your FAX machine, you should complete the steps described in the software.

Notice to users of the Canadian telephone network

NOTE: This section is only applicable to printers that have fax feature.

Note à l'attention des utilisateurs du réseau téléphonique canadien/Notice to users of the Canadian telephone network

Cet appareil est conforme aux spécifications techniques des équipements terminaux d'Industrie Canada. Le numéro d'enregistrement atteste de la conformité de l'appareil. L'abréviation IC qui précède le numéro d'enregistrement indique que l'enregistrement a été effectué dans le cadre d'une Déclaration de conformité stipulant que les spécifications techniques d'Industrie Canada ont été respectées. Néanmoins, cette abréviation ne signifie en aucun cas que l'appareil a été validé par Industrie Canada.

Pour leur propre sécurité, les utilisateurs doivent s'assurer que les prises électriques reliées à la terre de la source d'alimentation, des lignes téléphoniques et du circuit métallique d'alimentation en eau sont, le cas échéant, branchées les unes aux autres. Cette précaution est particulièrement importante dans les zones rurales.

Remarque Le numéro REN (Ringer Equivalence Number) attribué à chaque appareil terminal fournit une indication sur le nombre maximal de terminaux qui peuvent être connectés à une interface téléphonique. La terminaison d'une interface peut se composer de n'importe quelle combinaison d'appareils, à condition que le total des numéros REN ne dépasse pas 5.

Basé sur les résultats de tests FCC Partie 68, le numéro REN de ce produit est 0.0B.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation IC before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution might be particularly important in rural areas.

Note The REN (Ringer Equivalence Number) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface might consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

The REN for this product is 0.0B, based on FCC Part 68 test results.

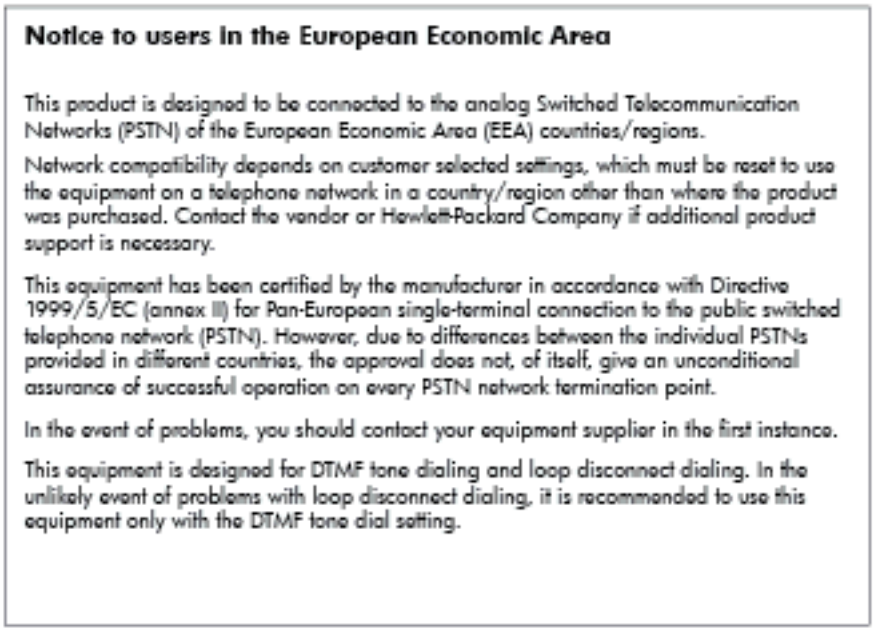
Notice to users of the German telephone network

NOTE: This section is only applicable to printers that have fax feature.

Hinweis für Benutzer des deutschen Telefonnetzwerks

Dieses HP-Fax ist nur für den Anschluss eines analogen Public Switched Telephone Network (PSTN) gedacht. Schließen Sie den TAE N-Telefonstecker, der im Lieferumfang des HP All-in-One enthalten ist, an die Wandsteckdose (TAE 6) Code N an. Dieses HP-Fax kann als einzelnes Gerät und/oder in Verbindung (mit seriellem Anschluss) mit anderen zugelassenen Endgeräten verwendet werden.

Notice to users in the European Economic Area



Notice to users in the European Economic Area

This product is designed to be connected to the analog Switched Telecommunication Networks (PSTN) of the European Economic Area (EEA) countries/regions.

Network compatibility depends on customer selected settings, which must be reset to use the equipment on a telephone network in a country/region other than where the product was purchased. Contact the vendor or Hewlett-Packard Company if additional product support is necessary.

This equipment has been certified by the manufacturer in accordance with Directive 1999/5/EC (annex II) for Pan-European single-terminal connection to the public switched telephone network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point.

In the event of problems, you should contact your equipment supplier in the first instance.

This equipment is designed for DTMF tone dialing and loop disconnect dialing. In the unlikely event of problems with loop disconnect dialing, it is recommended to use this equipment only with the DTMF tone dial setting.

Australia wired fax statement

NOTE: This section is only applicable to printers that have fax feature.

In Australia, the HP device must be connected to Telecommunication Network through a line cord which meets the requirements of the Technical Standard AS/ACIF S008.

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 if powered with the correct CE-marked AC adapter provided by HP.

If this product has wired and/or wireless 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 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: www.hp.com/go/certificates (type the product number in the search field).

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

	For non-telecommunications products and for EU harmonized telecommunications products, such as Bluetooth® within power class below 10mW.
	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 www.arcep.fr.

The point of contact for regulatory matters is:

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

Environmental product stewardship program

Hewlett-Packard is committed to providing quality products in an environmentally sustainable 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 www.hp.com/ecosolutions.

This section contains the following topics:

- Paper use
- Plastics
- Material safety data sheets
- Recycling program
- HP inkjet supplies recycling program
- Disposal of waste equipment by users in private households in the European Union
- Power consumption
- Chemical Substances
- Battery information
- RoHS notices (China only)
- RoHS notices (Ukraine only)

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/

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

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 appears on ENERGY STAR qualified imaging products:

Additional ENERGY STAR qualified imaging product model information is listed at:

www.hp.com/go/energystar

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.

Battery information

This section contains the following topics:

- Battery disposal in Taiwan
- Attention California users
- Battery disposal in the Netherlands

Battery disposal in Taiwan

廢電池請回收

Please recycle waste batteries.

Attention California users

California Perchlorate Material Notice

Perchlorate material - special handling may apply. See:
http://www.dtsc.ca.gov/hazardouswaste/perchlorate/

This product's real-time clock battery or coin cell battery may contain perchlorate and may require special handling when recycled or disposed of in California.

Battery disposal in the Netherlands

Dit HP Product bevat een lithium-manganese-dioxide batterij. Deze bevindt zich op de hoofdprintplaat. Wanneer deze batterij leeg is, moet deze volgens de geldende regels worden afgevoerd.

RoHS notices (China only)

Toxic and hazardous substance table

有毒有害物质表

根据中国《电子信息产品污染控制管理办法》

部件名称	有毒有害物质和元素					
	铅	汞	镉	六价铬	多溴联苯	多溴联苯醚
外壳和托盘*	0	0	0	0	0	0
电线*	0	0	0	0	0	0
印刷电路板*	X	0	0	0	0	0
打印系统*	X	0	0	0	0	0
显示屏*	X	0	0	0	0	0
喷墨打印机墨盒*	0	0	0	0	0	0
驱动光盘*	X	0	0	0	0	0
扫描仪*	X	X	0	0	0	0
网络配件*	X	0	0	0	0	0
电池板*	X	0	0	0	0	0
自动双面打印系统*	0	0	0	0	0	0
外部电源*	X	0	0	0	0	0

0: 指此部件的所有均一材质中包含的这种有毒有害物质，含量低于SJ/T11363-2006 的限制

X: 指此部件使用的均一材质中至少有一种包含的这种有毒有害物质，含量高于SJ/T11363-2006 的限制

注：环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件

*以上只适用于使用该部件的产品

RoHS notices (Ukraine only)

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LICENSE.aes-pubdom--crypto

/* rijndael-alg-fst.c
 *
 * @version 3.0 (December 2000)
 *
 * Optimised ANSI C code for the Rijndael cipher (now AES)
 *
 * @author Vincent Rijmen <vincent.rijmen@esat.kuleuven.ac.be>
 * @author Antoon Bosselaers <antoon.bosselaers@esat.kuleuven.ac.be>
 * @author Paulo Barreto <paulo.barreto@terra.com.br>
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LICENSE.hmac-sha2-bsd--nos_crypto

/* HMAC-SHA-224/256/384/512 implementation
* Last update: 06/15/2005
* Issue date: 06/15/2005
*
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/* FIPS 180-2 SHA-224/256/384/512 implementation
* Last update: 02/02/2007
* Issue date: 04/30/2005
 *
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LICENSE.zlib--zlib

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zlib.h -- interface of the 'zlib' general purpose compression library
version 1.2.3, July 18th, 2005

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Jean-loup Gailly Mark Adler

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The data format used by the zlib library is described by RFCs (Request for Comments) 1950 to 1952 in the files http://www.ietf.org/rfc/rfc1950.txt (zlib format), rfc1951.txt (deflate format) and rfc1952.txt (gzip format).

B HP supplies and accessories

This section provides information on HP supplies and accessories for the printer. The information is subject to changes, visit the HP web site (www.hpshopping.com) for the latest updates. You may also make purchases through the web site.

NOTE: Not all ink cartridges are available in all countries/regions.

This section contains the following topics:

- Order printing supplies online
- Supplies

Order printing supplies online

To order supplies online or create a printable shopping list, open the HP software that came with your printer and click **Shopping**. Select **Shop for Supplies Online**. The HP software uploads, with your permission, printer information, including model number, serial number, and estimated ink level. The HP supplies that work in your printer are pre-selected. You can change quantities, add or remove items, and then print the list or purchase online at the HP Store or other online retailers (options differ by country/region). Ink cartridge information and links to online shopping also appear on ink alert messages.

You can also order online by visiting www.hp.com/buy/supplies. If prompted, select your country/region, follow the prompts to select your printer, and then the supplies you need.

NOTE: Ordering ink cartridges online is not supported in all countries/regions. However, many countries have information on ordering by telephone, locating a local store and printing a shopping list. In addition, you can select the 'How to Buy' option at the top of the www.hp.com/buy/supplies page to obtain information about purchasing HP products in your country.

Supplies

- Ink cartridges
- HP paper

Ink cartridges

Ordering ink cartridges online is not supported in all countries/regions. However, many countries have information on ordering by telephone, locating a local store and printing a shopping list. In addition, you can select the How to Buy option at the top of the www.hp.com/buy/supplies page to obtain information about purchasing HP products in your country.

Use only the replacement ink cartridges that have the same cartridge number as the ink cartridge you are replacing. You can find the cartridge number in the following places:

- In the embedded web server, by clicking the **Tools** tab, and then, under **Product Information** clicking **Ink Gauge**. For more information, see Embedded web server.
- On the printer status report (see Understand the printer status report).
- On the label of the ink cartridge you are replacing.
  On a sticker inside the printer.

  CAUTION: The **Setup** ink cartridge that comes with the printer is not available for separate purchase. Check for the correct cartridge number through the EWS, on the printer status report, or on the sticker inside the printer.

NOTE: Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement ink cartridge available to avoid possible printing delays. You would only need to replace cartridge when print quality becomes unacceptable.

HP paper

To order paper such as HP Premium Paper, go to www.hp.com.

	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 that dry faster than ordinary plain papers. Look for papers with the ColorLok logo in a variety of weights and sizes from major paper manufacturers.

C Additional fax setup (HP Officejet Pro 3620 only)

After completing all the steps in the getting started guide, use the instructions in this section to complete your fax setup. Keep your getting started guide for later use.

In this section, you learn how to set up the printer so that faxing works successfully with equipment and services you might already have on the same phone line.

TIP: You can also use the Fax Setup Wizard (Windows) or HP Setup Assistant (Mac OS X) to help you quickly set up some important fax settings such as the answer mode and fax header information. You can access these tools through the HP software you installed with the printer. After you run these tools, follow the procedures in this section to complete your fax setup.

This section contains the following topics:

- Set up faxing (parallel phone systems)
- Serial-type fax setup
- Test fax setup

Set up faxing (parallel phone systems)

Before you begin setting up the printer for faxing, determine which kind of phone system your country/region uses. The instructions for fax setup differ depending on whether you have a serial- or parallel-type phone system.

- If you do not see your country/region listed in the table, you probably have a serial-type phone system. In a serial-type phone system, the connector type on your shared telephone equipment (modems, phones, and answering machines) does not allow a physical connection to the "2-EXT" port on the printer. Instead, all equipment must be connected at the telephone wall jack.

  NOTE: In some countries/regions that use serial-type phone systems, the phone cord that came with the printer might have an additional wall plug attached to it. This enables you to connect other telecom devices to the wall jack where you plug in the printer.

  You might need to connect the supplied phone cord to the adapter provided for your country/region.

- If your country/region is listed in the table, you probably have a parallel-type telephone system. In a parallel-type phone system, you are able to connect shared telephone equipment to the phone line by using the "2-EXT" port on the back of the printer.

  NOTE: If you have a parallel-type phone system, HP recommends you use the 2-wire phone cord supplied with the printer to connect it to the telephone wall jack.

Countries/regions with a parallel-type phone system

Argentina	Australia	Brazil
Canada	Chile	China
Colombia	Greece	India
Indonesia	Ireland	Japan
Korea	Latin America	Malaysia
Mexico	Philippines	Poland
Portugal	Russia	Saudi Arabia
Singapore	Spain	Taiwan
Thailand	USA	Venezuela

Countries/regions with a parallel-type phone system (continued)

Vietnam		

If you are unsure which kind of telephone system you have (serial or parallel), check with your telephone company.

This section contains the following topics:

- Select the correct fax setup for your home or office
- Case A: Separate fax line (no voice calls received)
- Case B: Set up the printer with DSL
- Case C: Set up the printer with a PBX phone system or an ISDN line
- Case D: Fax with a distinctive ring service on the same line
- Case E: Shared voice/fax line
- Case F: Shared voice/fax line with voice mail
- Case G: Fax line shared with computer modem (no voice calls received)
- Case H: Shared voice/fax line with computer modem
- Case I: Shared voice/fax line with answering machine
- Case J: Shared voice/fax line with computer modem and answering machine
- Case K: Shared voice/fax line with computer dial-up modem and voice mail

Select the correct fax setup for your home or office

To fax successfully, you need to know what types of equipment and services (if any) share the same phone line with the printer. This is important because you might need to connect some of your existing office equipment directly to the printer, and you might also need to change some fax settings before you can fax successfully.

1. Determine if your telephone system is serial or parallel. See Set up faxing (parallel phone systems).
   a. Serial-type telephone system—See Serial-type fax setup.
   b. Parallel-type telephone system—Go to step 2.
2. Select the combination of equipment and services sharing your fax line.
   - DSL: A Digital subscriber line (DSL) service through your telephone company. (DSL might be called ADSL in your country/region.)
   - PBX: A private branch exchange (PBX) phone system or an integrated services digital network (ISDN) system.
   - Distinctive ring service: A distinctive ring service through your telephone company provides multiple telephone numbers with different ring patterns.
   - Voice calls: Voice calls are received at the same phone number you use for fax calls on the printer.
   - Computer dial-up modem: A computer dial-up modem is on the same phone line as the printer. If you answer Yes to any of the following questions, you are using a computer dial-up modem:
     - Do you send and receive faxes directly to and from your computer software applications through a dial-up connection?
     - Do you send and receive email messages on your computer through a dial-up connection?
     - Do you access the Internet from your computer through a dial-up connection?
   - Answering machine: An answering machine that answers voice calls at the same phone number you use for fax calls on the printer.
   - Voice mail service: A voice mail subscription through your telephone company at the same number you use for fax calls on the printer.
3. From the following table, select the combination of equipment and services applicable to your home or office setting. Then look up the recommended fax setup. Step-by-step instructions are included for each case in the sections that follow.

NOTE: If your home or office setup is not described in this section, set up the printer as you would a regular analog phone. Make sure you use the phone cord supplied in the box to connect one end to your telephone wall jack and the other end to the port labeled 1-LINE on the back of the printer. If you use another phone cord, you might experience problems sending and receiving faxes.

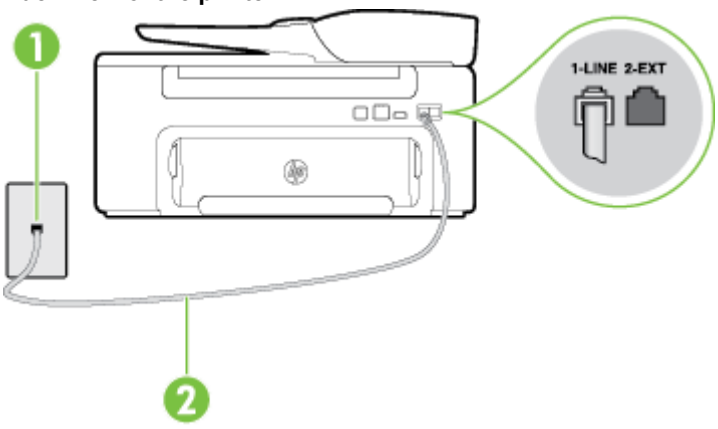
You might need to connect the supplied phone cord to the adapter provided for your country/region.

Other equipment or services sharing your fax line							Recommended fax setup
DSL	PBX	Distinctive ring service	Voice calls	Computer dial-up modem	Answering machine	Voice mail service	
							Case A: Separate fax line (no voice calls received)
✔							Case B: Set up the printer with DSL
	✔						Case C: Set up the printer with a PBX phone system or an ISDN line
		✔					Case D: Fax with a distinctive ring service on the same line
			✔				Case E: Shared voice/fax line
			✔			✔	Case F: Shared voice/fax line with voice mail
				✔			Case G: Fax line shared with computer modem (no voice calls received)
			✔	✔			Case H: Shared voice/fax line with computer modem
			✔		✔		Case I: Shared voice/fax line with answering machine
			✔	✔	✔		Case J: Shared voice/fax line with computer modem and answering machine
			✔	✔		✔	Case K: Shared voice/fax line with computer dial-up modem and voice mail

Case A: Separate fax line (no voice calls received)

If you have a separate phone line on which you receive no voice calls, and you have no other equipment connected on this phone line, set up the printer as described in this section.

Back view of the printer



1	Telephone wall jack
2	Use the phone cord supplied in the box with the printer to connect to the 1-LINE port.

(continued)

	You might need to connect the supplied phone cord to the adapter provided for your country/region.

To set up the printer with a separate fax line

1. Using the phone cord supplied in the box with the printer, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the printer.

   NOTE: You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the telephone wall jack to the printer, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

2. Turn on the **Auto Answer** setting.
3. (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).
4. Run a fax test.

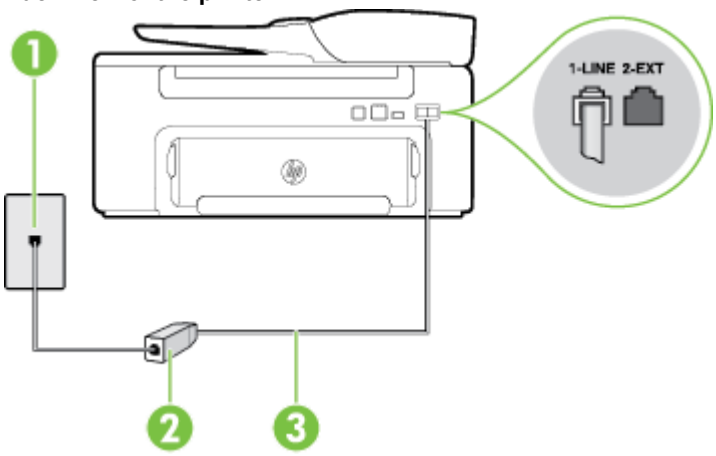
When the phone rings, the printer answers automatically after the number of rings you set in the **Rings to Answer** setting. The printer begins emitting fax reception tones to the sending fax machine and receives the fax.

Case B: Set up the printer with DSL

If you have a DSL service through your telephone company, and do not connect any equipment to the printer, use the instructions in this section to connect a DSL filter between the telephone wall jack and the printer. The DSL filter removes the digital signal that can interfere with the printer, so the printer can communicate correctly with the phone line. (DSL might be called ADSL in your country/region.)

NOTE: If you have a DSL line and you do not connect the DSL filter, you cannot send and receive faxes with the printer.

Back view of the printer



1	Telephone wall jack
2	DSL (or ADSL) filter and cord supplied by your DSL provider
3	Use the phone cord supplied in the box with the printer to connect to the 1-LINE port. You might need to connect the supplied phone cord to the adapter provided for your country/region.

To set up the printer with DSL

1. Obtain a DSL filter from your DSL provider.
2. Using the phone cord supplied in the box with the printer, connect one end to the open port on the DSL filter, and then connect the other end to the port labeled 1-LINE on the back of the printer.

   NOTE: You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the DSL filter to the printer, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

   As only one phone cord is supplied, you might need to obtain additional phone cords for this setup.

3. Connect an additional phone cord from the DSL filter to the telephone wall jack.
4. Run a fax test.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case C: Set up the printer with a PBX phone system or an ISDN line

If you are using either a PBX phone system or an ISDN converter/terminal adapter, make sure you do the following:

- If you are using either a PBX or an ISDN converter/terminal adaptor, connect the printer to the port that is designated for fax and phone use. Also, make sure that the terminal adapter is set to the correct switch type for your country/region, if possible.

  NOTE: Some ISDN systems allow you to configure the ports for specific phone equipment. For example, you might have assigned one port for telephone and Group 3 fax and another port for multiple purposes. If you have problems when connected to the fax/phone port of your ISDN converter, try using the port designated for multiple purposes; it might be labeled "multi-combi" or something similar.

- If you are using a PBX phone system, set the call waiting tone to "off."

  NOTE: Many digital PBX systems include a call-waiting tone that is set to "on" by default. The call waiting tone interferes with any fax transmission, and you cannot send or receive faxes with the printer. Refer to the documentation that came with your PBX phone system for instructions on how to turn off the call-waiting tone.

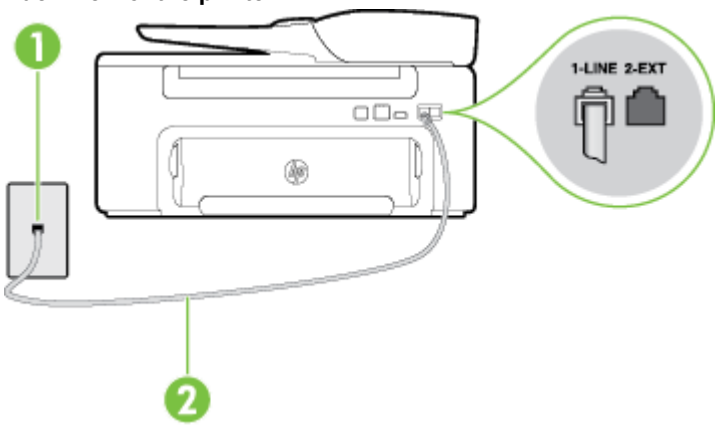
- If you are using a PBX phone system, dial the number for an outside line before dialing the fax number.
- Make sure you use the supplied cord to connect from the telephone wall jack to the printer. If you do not, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, you can purchase a coupler from your local electronics store and extend it.
  You might need to connect the supplied phone cord to the adapter provided for your country/region.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case D: Fax with a distinctive ring service on the same line

If you subscribe to a distinctive ring service (through your telephone company) that allows you to have multiple phone numbers on one phone line, each with a different ring pattern, set up the printer as described in this section.

Back view of the printer



1	Telephone wall jack
2	Use the phone cord supplied in the box with the printer to connect to the 1-LINE port. You might need to connect the supplied phone cord to the adapter provided for your country/region.

To set up the printer with a distinctive ring service

1. Using the phone cord supplied in the box with the printer, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the printer.

   NOTE: You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the telephone wall jack to the printer, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

2. Turn on the **Auto Answer** setting.
3. Change the **Distinctive Ring** setting to match the pattern that the telephone company assigned to your fax number.

   NOTE: By default, the printer is set to answer all ring patterns. If you do not set the **Distinctive Ring** to match the ring pattern assigned to your fax number, the printer might answer both voice calls and fax calls or it might not answer at all.

   TIP: You can also use the Ring Pattern Detection feature in the printer control panel to set distinctive ring. With this feature, the printer recognizes and records the ring pattern of an incoming call and, based on this call, automatically determines the distinctive ring pattern assigned by your telephone company to fax calls. For more information, see Change the answer ring pattern for distinctive ring.

4. (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).
5. Run a fax test.

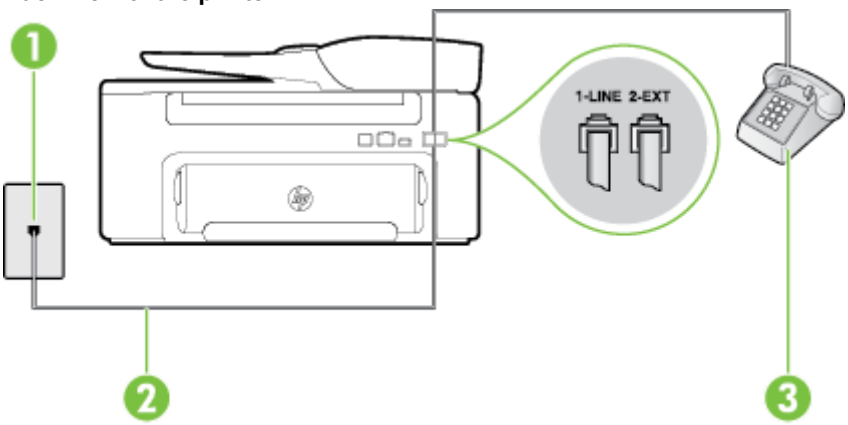
The printer automatically answers incoming calls that have the ring pattern you selected (**Distinctive Ring** setting) after the number of rings you selected (**Rings to Answer** setting). The printer begins emitting fax reception tones to the sending fax machine and receives the fax.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

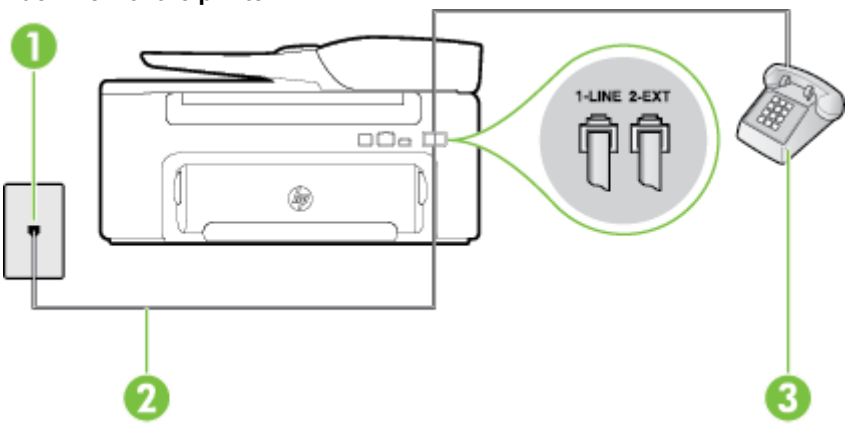
Case E: Shared voice/fax line

If you receive both voice calls and fax calls at the same phone number, and you have no other office equipment (or voice mail) on this phone line, set up the printer as described in this section.

Back view of the printer



Back view of the printer



1	Telephone wall jack
2	Use the phone cord supplied in the box with the printer to connect to the 1-LINE port. You might need to connect the supplied phone cord to the adapter provided for your country/region.
3	Telephone (optional)

To set up the printer with a shared voice/fax line

1. Using the phone cord supplied in the box with the printer, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the printer.

   NOTE: You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the telephone wall jack to the printer, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

2. Do one of the following:
   - If you have a parallel-type phone system, remove the white plug from the port labeled 2-EXT on the back of the printer, and then connect a phone to this port.
   - If you have a serial-type phone system, you might plug your phone directly on top of the printer cable which has a wall plug attached to it.

3. Now you need to decide how you want the printer to answer calls, automatically or manually:
   - If you set up the printer to answer calls **automatically**, it answers all incoming calls and receives faxes. The printer cannot distinguish between fax and voice calls in this case; if you suspect the call is a voice call, you need to answer it before the printer answers the call. To set up the printer to answer calls automatically, turn on the **Auto Answer** setting.
   - If you set up the printer to answer faxes **manually**, you must be available to respond in person to incoming fax calls or the printer cannot receive faxes. To set up the printer to answer calls manually, turn off the **Auto Answer** setting.
4. Run a fax test.

If you pick up the phone before the printer answers the call and hear fax tones from a sending fax machine, you need to answer the fax call manually.

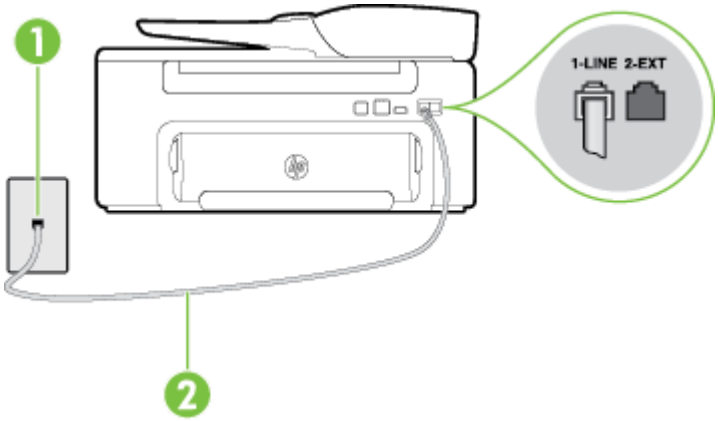
If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case F: Shared voice/fax line with voice mail

If you receive both voice calls and fax calls at the same phone number, and you also subscribe to a voice mail service through your telephone company, set up the printer as described in this section.

NOTE: You cannot receive faxes automatically if you have a voice mail service at the same phone number you use for fax calls. You must receive faxes manually; this means you must be available to respond in person to incoming fax calls. If you want to receive faxes automatically instead, contact your telephone company to subscribe to a distinctive ring service, or to obtain a separate phone line for faxing.

Back view of the printer



1	Telephone wall jack
2	Use the phone cord supplied in the box with the printer to connect to the 1-LINE port. You might need to connect the supplied phone cord to the adapter provided for your country/region.

To set up the printer with voice mail

1. Using the phone cord supplied in the box with the printer, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the printer.
   You might need to connect the supplied phone cord to the adapter provided for your country/region.

   NOTE: You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the telephone wall jack to the printer, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

2. Turn off the **Auto Answer** setting.
3. Run a fax test.

You must be available to respond in person to incoming fax calls, or the printer cannot receive faxes. You must initiate the manual fax before voicemail picks up the line.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case G: Fax line shared with computer modem (no voice calls received)

If you have a fax line on which you receive no voice calls, and you also have a computer modem connected on this line, set up the printer as described in this section.

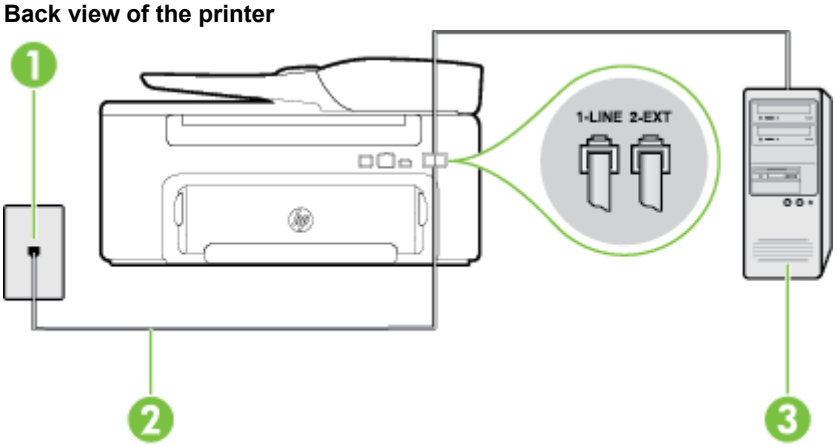
NOTE: If you have a computer dial-up modem, your computer dial-up modem shares the phone line with the printer. You cannot use both your modem and the printer simultaneously. For example, you cannot use the printer for faxing while you are using your computer dial-up modem to send an email or access the Internet.

- Set up the printer with a computer dial-up modem
- Set up the printer with a computer DSL/ADSL modem

Set up the printer with a computer dial-up modem

If you are using the same phone line for sending faxes and for a computer dial-up modem, follow these directions for setting up the printer.

Back view of the printer



1	Telephone wall jack
2	Use the phone cord supplied in the box with the printer to connect to the 1-LINE port. You might need to connect the supplied phone cord to the adapter provided for your country/region.
3	Computer with modem

To set up the printer with a computer dial-up modem

1. Remove the white plug from the port labeled 2-EXT on the back of the printer.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled 2-EXT on the back of the printer.
3. Using the phone cord supplied in the box with the printer, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the printer.

   NOTE: You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the telephone wall jack to the printer, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

4. If your modem software is set to receive faxes to your computer automatically, turn off that setting.

   NOTE: If you do not turn off the automatic fax reception setting in your modem software, the printer cannot receive faxes.

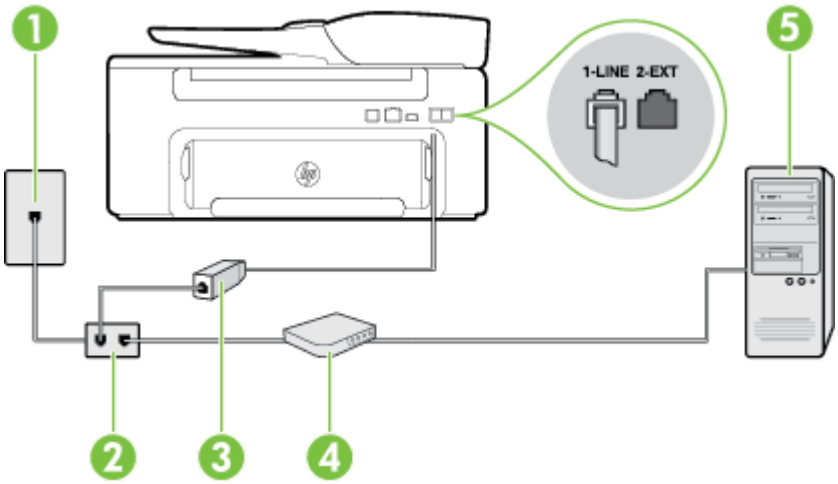
5. Turn on the **Auto Answer** setting.
6. (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).
7. Run a fax test.

When the phone rings, the printer automatically answers after the number of rings you set in the **Rings to Answer** setting. The printer begins emitting fax reception tones to the sending fax machine and receives the fax.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Set up the printer with a computer DSL/ADSL modem

If you have a DSL line and use that phone line to send faxes, follow these instructions to set up your fax.



1	Telephone wall jack
2	Parallel splitter
3	DSL/ADSL filter Connect one end of the phone jack that was supplied with the printer to connect to the 1-LINE port on the back of the printer. Connect the other end of the cord to the DSL/ADSL filter. You might need to connect the supplied phone cord to the adapter provided for your country/region.

4	Computer
5	Computer DSL/ADSL modem

NOTE: You need to purchase a parallel splitter. A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2–line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.

To set up the printer with a computer DSL/ADSL modem

1. Obtain a DSL filter from your DSL provider.
2. Using the phone cord provided in the box with the printer, connect one end to the DSL filter, and then connect the other end to the port labeled 1-LINE on the back of the printer.

   NOTE: You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the DSL filter to the back of the printer, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.
3. Connect the DSL filter to the parallel splitter.
4. Connect the DSL modem to the parallel splitter.
5. Connect the parallel splitter to the wall jack.
6. Run a fax test.

When the phone rings, the printer automatically answers after the number of rings you set in the **Rings to Answer** setting. The printer begins emitting fax reception tones to the sending fax machine and receives the fax.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case H: Shared voice/fax line with computer modem

There are two different ways to set up the printer with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

NOTE: If your computer has only one phone port, you need to purchase a parallel splitter (also called a coupler), as shown in the illustration. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a two-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)

- Shared voice/fax with computer dial-up modem
- Shared voice/fax with computer DSL/ADSL modem

Shared voice/fax with computer dial-up modem

If you use your phone line for both fax and telephone calls, use these instructions to set up your fax.

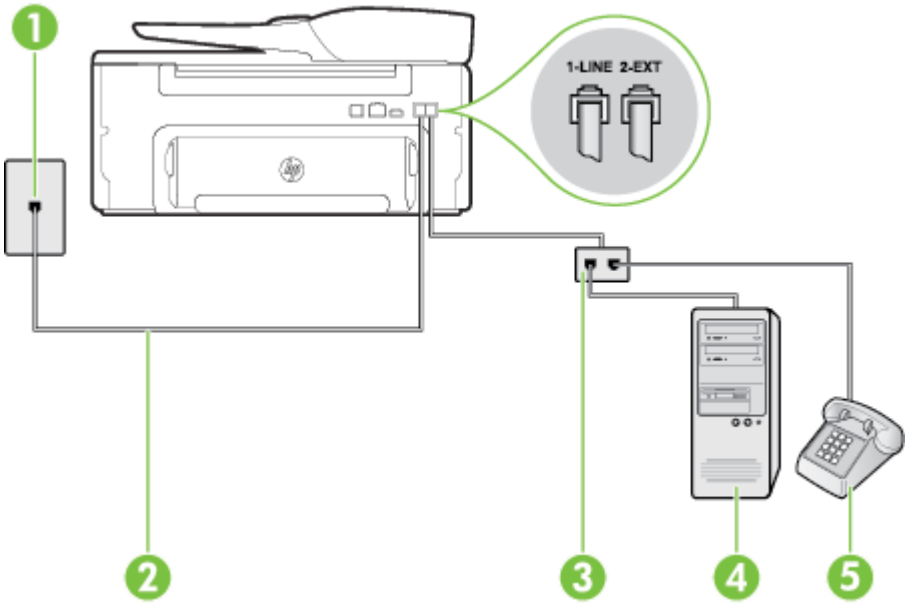
There are two different ways to set up the printer with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

NOTE: If your computer has only one phone port, you need to purchase a parallel splitter (also called a coupler), as shown in the illustration. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a two-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)

Example of a parallel splitter

To set up the printer on the same phone line as a computer with two phone ports

Back view of the printer



1	Telephone wall jack
2	Use the phone cord supplied in the box with the printer to connect to the 1-LINE port.
3	Parallel splitter
4	Computer with modem
5	Telephone

1. Remove the white plug from the port labeled 2-EXT on the back of the printer.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled 2-EXT on the back of the printer.
3. Connect a phone to the "OUT" port on the back of your computer dial-up modem.
4. Using the phone cord supplied in the box with the printer, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the printer.

   NOTE: You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the telephone wall jack to the printer, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

5. If your modem software is set to receive faxes to your computer automatically, turn off that setting.

   NOTE: If you do not turn off the automatic fax reception setting in your modem software, the printer cannot receive faxes.

6. Now you need to decide how you want the printer to answer calls, automatically or manually:
   - If you set up the printer to answer calls **automatically**, it answers all incoming calls and receives faxes. The printer cannot distinguish between fax and voice calls in this case; if you suspect the call is a voice call, you need to answer it before the printer answers the call. To set up the printer to answer calls automatically, turn on the **Auto Answer** setting.
   - If you set up the printer to answer faxes **manually**, you must be available to respond in person to incoming fax calls or the printer cannot receive faxes. To set up the printer to answer calls manually, turn off the **Auto Answer** setting.
7. Run a fax test.

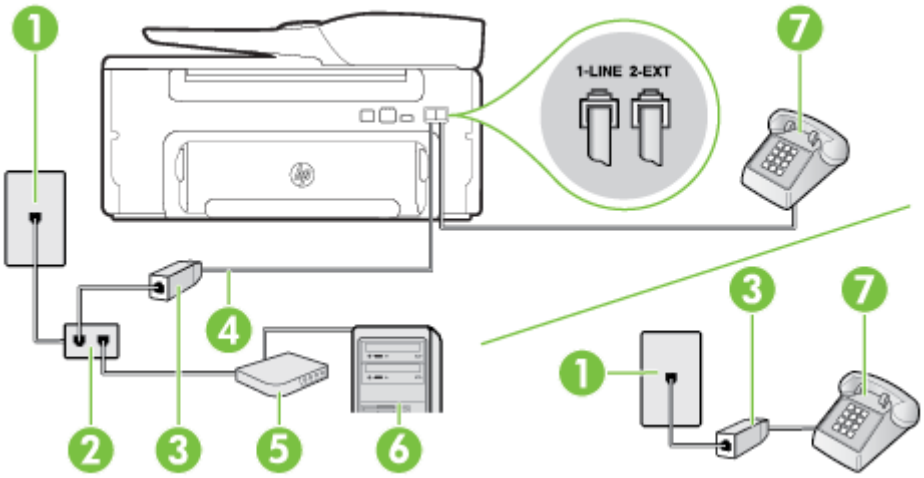
If you pick up the phone before the printer answers the call and hear fax tones from a sending fax machine, you need to answer the fax call manually.

If you use your phone line for voice, fax, and your computer dial-up modem, follow these directions to set up your fax.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Shared voice/fax with computer DSL/ADSL modem

Use these instructions if your computer has a DSL/ADSL modem



1	Telephone wall jack
2	Parallel splitter
3	DSL/ADSL filter
4	Use the phone cord provided to connect to the 1-LINE port on the back of the printer. You might need to connect the supplied phone cord to the adapter provided for your country/region.
5	DSL/ADSL modem
6	Computer
7	Telephone

NOTE: You need to purchase a parallel splitter. A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2–line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.

To set up the printer with a computer DSL/ADSL modem

1. Obtain a DSL filter from your DSL provider.

   NOTE: Phones in other parts of the home/office sharing the same phone number with DSL service need to be connected to additional DSL filters to avoid noise when making voice calls.

2. Using the phone cord supplied in the box with the printers, connect one end to the DSL filter, then connect the other end to the port labeled 1-LINE on the back of the printer.

   NOTE: You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the DSL filter to the printer, you might not be able to fax successfully. This special phone cord is different from phone cords you might already have in your home or office.

3. If you have a parallel-type phone system, remove the white plug from the port labeled 2-EXT on the back of the printer, and then connect a phone to this port.
4. Connect the DSL filter to the parallel splitter.
5. Connect the DSL modem to the parallel splitter.
6. Connect the parallel splitter to the wall jack.
7. Run a fax test.

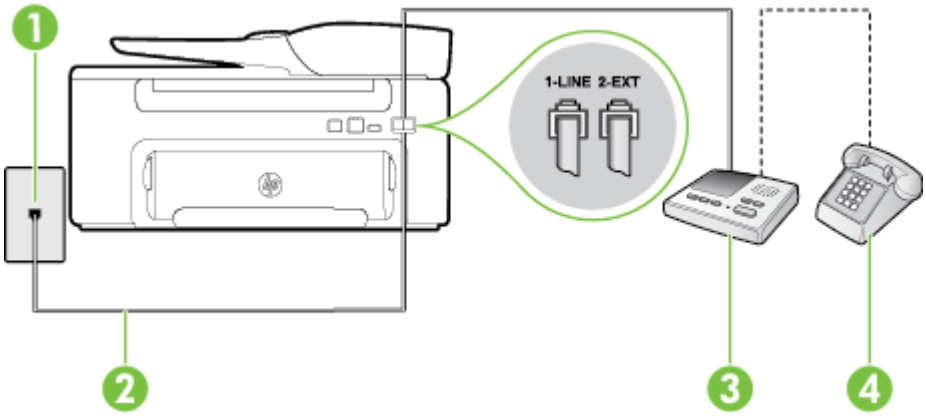
When the phone rings, the printer automatically answers after the number of rings you set in the **Rings to Answer** setting. The printer begins emitting fax reception tones to the sending fax machine and receives the fax.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case I: Shared voice/fax line with answering machine

If you receive both voice calls and fax calls at the same phone number, and you also have an answering machine that answers voice calls at this phone number, set up the printer as described in this section.

Back view of the printer



1	Telephone wall jack
2	Use the phone cord provided to connect to the 1-LINE port on the back of the printer You might need to connect the supplied phone cord to the adapter provided for your country/region.
3	Answering machine
4	Telephone (optional)

To set up the printer with a shared voice/fax line with answering machine

1. Remove the white plug from the port labeled 2-EXT on the back of the printer.
2. Unplug your answering machine from the telephone wall jack, and connect it to the port labeled 2-EXT on the back of the printer.

   NOTE: If you do not connect your answering machine directly to the printer, fax tones from a sending fax machine might be recorded on your answering machine, and you might not receive faxes with the printer.

3. Using the phone cord supplied in the box with the printer, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the printer.

   NOTE: You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the telephone wall jack to the printer, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

4. (Optional) If your answering machine does not have a built-in phone, for convenience you might want to connect a phone to the back of your answering machine at the "OUT" port.

   NOTE: If your answering machine does not let you connect an external phone, you can purchase and use a parallel splitter (also known as a coupler) to connect both the answering machine and telephone to the printer. You can use standard phone cords for these connections.

5. Turn on the **Auto Answer** setting.
6. Set your answering machine to answer after a low number of rings.
7. Change the **Rings to Answer** setting on the printer to the maximum number of rings supported by your printer. (The maximum number of rings varies by country/region.)
8. Run a fax test.

When the phone rings, your answering machine answers after the number of rings you have set, and then plays your recorded greeting. The printer monitors the call during this time, "listening" for fax tones. If incoming fax tones are detected, the printer emits fax reception tones and receives the fax; if there are no fax tones, the printer stops monitoring the line and your answering machine can record a voice message.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case J: Shared voice/fax line with computer modem and answering machine

If you receive both voice calls and fax calls at the same phone number, and you also have a computer modem and answering machine connected on this phone line, set up the printer as described in this section.

NOTE: Since your computer dial-up modem shares the phone line with the printer, you cannot use both your modem and the printer simultaneously. For example, you cannot use the printer for faxing while you are using your computer dial-up modem to send an email or access the Internet.

- Shared voice/fax line with computer dial-up modem and answering machine
- Shared voice/fax line with computer DSL/ADSL modem and answering machine

Shared voice/fax line with computer dial-up modem and answering machine

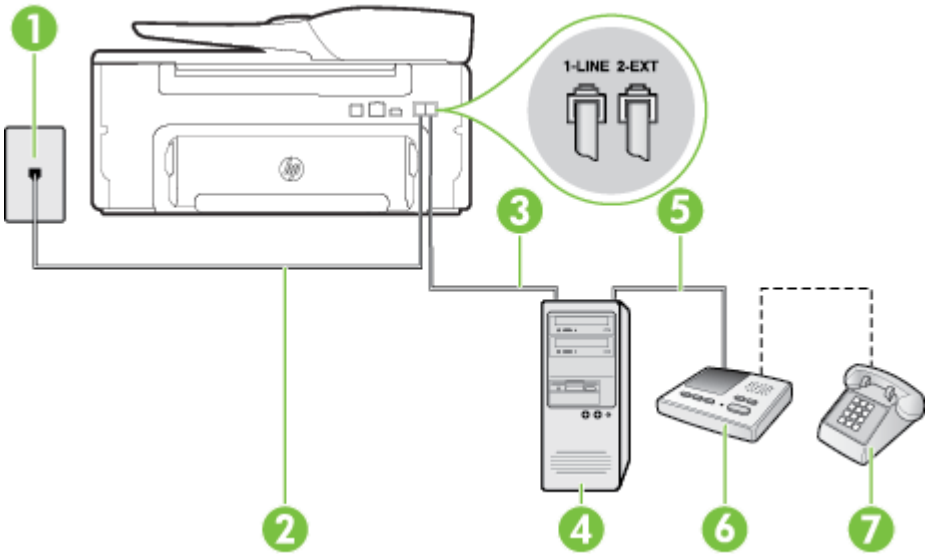
There are two different ways to set up the printer with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

NOTE: If your computer has only one phone port, you need to purchase a parallel splitter (also called a coupler), as shown in the illustration. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a two-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)

Example of a parallel splitter

To set up the printer on the same phone line as a computer with two phone ports

Back view of the printer



1	Telephone wall jack
2	"IN" phone port on your computer
3	"OUT" phone port on your computer
4	Telephone (optional)
5	Answering machine
6	Computer with modem
7	Use the phone cord supplied in the box with the printer to connect to the 1-LINE port. You might need to connect the supplied phone cord to the adapter provided for your country/region.

1. Remove the white plug from the port labeled 2-EXT on the back of the printer.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled 2-EXT on the back of the printer.
3. Unplug your answering machine from the telephone wall jack, and connect it to the port labeled "OUT" on the back of the computer (the computer dial-up modem).
4. Using the phone cord supplied in the box with the printer, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the printer.

   NOTE: You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the telephone wall jack to the printer, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

5. (Optional) If your answering machine does not have a built-in phone, for convenience you might want to connect a phone to the back of your answering machine at the "OUT" port.

   NOTE: If your answering machine does not let you connect an external phone, you can purchase and use a parallel splitter (also known as a coupler) to connect both the answering machine and telephone to the printer. You can use standard phone cords for these connections.

6. If your modem software is set to receive faxes to your computer automatically, turn off that setting.

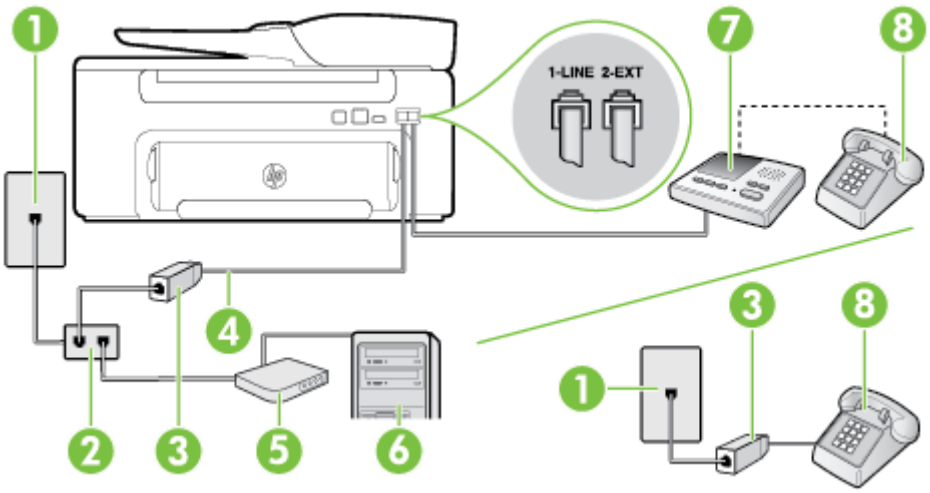
   NOTE: If you do not turn off the automatic fax reception setting in your modem software, the printer cannot receive faxes.

7. Turn on the **Auto Answer** setting.
8. Set your answering machine to answer after a low number of rings.
9. Change the **Rings to Answer** setting on the printer to the maximum number of rings supported by the product. (The maximum number of rings varies by country/region.)
10. Run a fax test.

When the phone rings, your answering machine answers after the number of rings you have set, and then plays your recorded greeting. The printer monitors the call during this time, "listening" for fax tones. If incoming fax tones are detected, the printer emits fax reception tones and receives the fax; if there are no fax tones, the printer stops monitoring the line and your answering machine can record a voice message.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Shared voice/fax line with computer DSL/ADSL modem and answering machine



1	Telephone wall jack
2	Parallel splitter
3	DSL/ADSL filter
4	Phone cord provided with the printer connected to the 1-LINE port on the back of the printer You might need to connect the supplied phone cord to the adapter provided for your country/region.
5	DSL/ADSL modem
6	Computer
7	Answering machine
8	Telephone (optional)

NOTE: You need to purchase a parallel splitter. A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2–line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.

To set up the printer with a computer DSL/ADSL modem

1. Obtain a DSL/ADSL filter from your DSL/ADSL provider.

   NOTE: Phones in other parts of the home/office sharing the same phone number with DSL/ADSL service need to be connected to additional DSL/ADSL filters, to avoid noise when making voice calls.

2. Using the phone cord supplied in the box with the printer, connect one end to the DSL/ADSL filter, then connect the other end to the port labeled 1-LINE on the back of the printer.

   NOTE: You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the DSL/ADSL filter to the printer, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

3. Connect the DSL/ADSL filter to the splitter.
4. Unplug the answering machine from the telephone wall jack, and connect it to the port labeled 2-EXT on the back of the printer.

   NOTE: If you do not connect your answering machine directly to the printer, fax tones from a sending fax machine might be recorded on your answering machine, and you might not receive faxes with the printer.

5. Connect the DSL modem to the parallel splitter.
6. Connect the parallel splitter to the wall jack.
7. Set your answering machine to answer after a low number of rings.
8. Change your **Rings to Answer** setting on the printer to the maximum number of rings supported by the printer.

   NOTE: The maximum number of rings varies by country/region.

9. Run a fax test.

When the phone rings, your answering machine answers after the number of rings you have set, and then play your recorded greeting. The printer monitors the call during this time, “listening” for fax tones. If incoming fax tones are detected, the printer emits fax reception tones and receive the fax; if there are no fax tones, the printer stops monitoring the line and your answering machine can record a voice message.

If you use the same phone line for telephone, fax, and have a computer DSL modem, follow these instructions to set up your fax.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case K: Shared voice/fax line with computer dial-up modem and voice mail

If you receive both voice calls and fax calls at the same phone number, use a computer dial-up modem on the same phone line, and subscribe to a voice mail service through your telephone company, set up the printer as described in this section.

NOTE: You cannot receive faxes automatically if you have a voice mail service at the same phone number you use for fax calls. You must receive faxes manually; this means you must be available to respond in person to incoming fax calls. If you want to receive faxes automatically instead, contact your telephone company to subscribe to a distinctive ring service, or to obtain a separate phone line for faxing.

Since your computer dial-up modem shares the phone line with the printer, you cannot use both your modem and the printer simultaneously. For example, you cannot use the printer for faxing if you are using your computer dial-up modem to send an email or access the Internet.

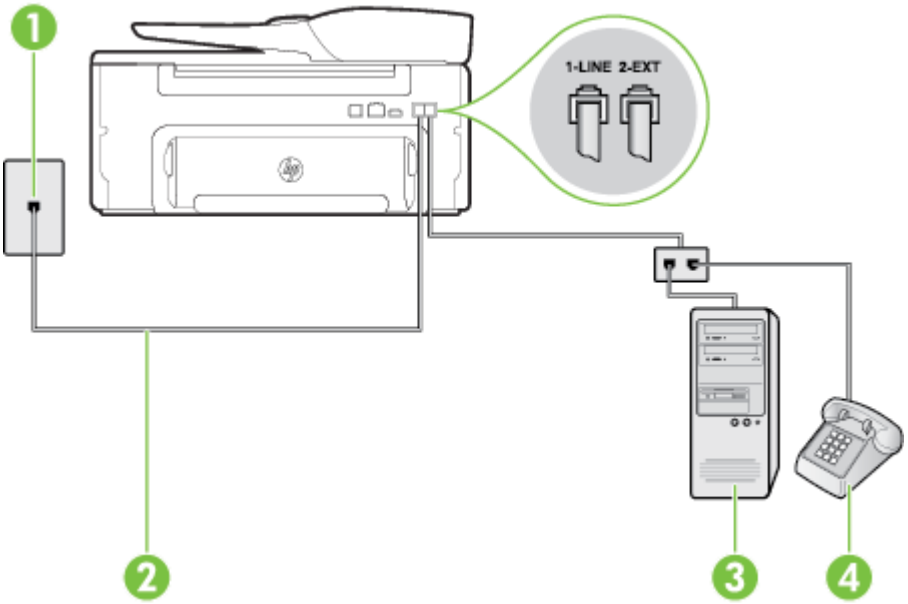
There are two different ways to set up the printer with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

- If your computer has only one phone port, you need to purchase a parallel splitter (also called a coupler), as shown in the illustration. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a two-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)

  Example of a parallel splitter

- If your computer has two phone ports, set up the printer as follows:

  Back view of the printer

1	Telephone wall jack
2	Use the phone cord supplied in the box with the printer to connect to the 1-LINE port You might need to connect the supplied phone cord to the adapter provided for your country/region.
3	Computer with modem
4	Telephone

To set up the printer on the same phone line as a computer with two phone ports

1. Remove the white plug from the port labeled 2-EXT on the back of the printer.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled 2-EXT on the back of the printer.
3. Connect a phone to the "OUT" port on the back of your computer dial-up modem.

4. Using the phone cord supplied in the box with the printer, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the printer.

   NOTE: You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the telephone wall jack to the printer, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

5. If your modem software is set to receive faxes to your computer automatically, turn off that setting.

   NOTE: If you do not turn off the automatic fax reception setting in your modem software, the printer cannot receive faxes.

6. Turn off the **Auto Answer** setting.
7. Run a fax test.

You must be available to respond in person to incoming fax calls, or the printer cannot receive faxes.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Serial-type fax setup

For information on setting up the printer for faxing using a serial-type phone system, see the Fax Configuration web site for your country/region.

Austria	www.hp.com/at/faxconfig
Germany	www.hp.com/de/faxconfig
Switzerland (French)	www.hp.com/ch/fr/faxconfig
Switzerland (German)	www.hp.com/ch/de/faxconfig
United Kingdom	www.hp.com/uk/faxconfig
Finland	www.hp.fi/faxconfig
Denmark	www.hp.dk/faxconfig
Sweden	www.hp.se/faxconfig
Norway	www.hp.no/faxconfig
Netherlands	www.hp.nl/faxconfig
Belgium (Dutch)	www.hp.be/nl/faxconfig
Belgium (French)	www.hp.be/fr/faxconfig
Portugal	www.hp.pt/faxconfig
Spain	www.hp.es/faxconfig
France	www.hp.com/fr/faxconfig
Ireland	www.hp.com/ie/faxconfig
Italy	www.hp.com/it/faxconfig

Test fax setup

You can test your fax setup to check the status of the printer and to make sure it is set up correctly for faxing. Perform this test after you have completed setting up the printer for faxing. The test does the following:

- Tests the fax hardware
- Verifies the correct type of phone cord is connected to the printer
- Checks that the phone cord is plugged into the correct port
- Checks for a dial tone
- Checks for an active phone line
- Tests the status of your phone line connection

The printer prints a report with the results of the test. If the test fails, review the report for information on how to fix the problem and rerun the test.

To test fax setup via the printer control panel

1. Set up the printer for faxing according to your particular home or office setup instructions.
2. Make sure the ink cartridge is installed, and that full-size paper is loaded in the input tray before starting the test.
3. From the Home screen on the printer control panel, press the (Setup) button.
4. Using the buttons to the right, scroll to and select **Tools**, and then select **Run Fax Test**.
   The printer displays the status of the test on the display and prints a report.
5. Review the report.
   - If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify the settings are correct. A blank or incorrect fax setting can cause problems faxing.
   - If the test fails, review the report for more information on how to fix any problems found.

D Network setup

You can manage network settings for the printer through the printer control panel as described in the next section. Additional advanced settings are available in the embedded web server, a configuration and status tool you access from your web browser using an existing network connection to the printer. For more information, see Embedded web server.

This section contains the following topics:

- Change basic network settings
- Change advanced network settings

Change basic network settings

The control panel options enable you to perform a variety of network management tasks. This includes viewing the network settings, restoring the network defaults, and changing the network settings.

This section contains the following topics:

- View and print network settings

View and print network settings

You can display a summary of the network settings on the printer control panel or the HP software that came with the printer. You can print a more detailed network configuration page, which lists all of the important network settings such as the IP address, link speed, DNS, and mDNS. For more information, see Understand the network configuration page.

Change advanced network settings

⚠ **CAUTION:** Network settings are provided for your convenience. However, unless you are an advanced user, you should not change some of these settings (such as the link speed, IP settings, and default gateway).

This section contains the following topics:

- View IP settings
- Change IP settings
- Reset network settings

View IP settings

To view the IP address of the printer:

- Print the network configuration page. For more information, see Understand the network configuration page.
- Open the HP software (Windows), click **Estimated Ink Level**, and then click the **Device Information** tab. The IP address is listed in the **Network Information** section.

Change IP settings

The default IP setting for the IP settings is **Automatic**, which sets the IP settings automatically. However, if you are an advanced user, you might want to manually change settings such as the IP address, subnet mask, or the default gateway.

⚠ **CAUTION:** Be careful when manually assigning an IP address. If you enter an invalid IP address during the installation, your network components cannot connect with the printer.

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, select **Network**, scroll to and select **Advanced Setup**, and then select **IP Settings**.
3. A message appears warning that changing the IP address removes the printer from the network. Press the button next to **OK** to continue.

4. **Automatic** is selected by default. To change the settings manually, select **Manual**, and then enter the appropriate information for the following settings:
   - **IP Address**
   - **Subnet Mask**
   - **Default Gateway**
   - **DNS Address**
5. Enter your changes, and then press the button next to **OK**.

Reset network settings

To reset the administrator password and network settings

1. From the Home screen on the printer control panel, press the (Setup) button.
2. Using the buttons to the right, select **Network**, scroll to and select **Restore Defaults**, and then select **Yes**. A message appears stating that the network defaults have been restored.

NOTE: Print the network configuration page and verify that the network settings have been reset. For more information, see Understand the network configuration page.

E Printer management tools

This section contains the following topics:

- Toolbox (Windows)
- HP Utility (Mac OS X)
- Embedded web server

Toolbox (Windows)

The Toolbox provides maintenance information about the printer.

NOTE: The Toolbox can be installed from the HP Software CD if the computer meets the system requirements.

This section contains the following topic:

- Open the Toolbox

Open the Toolbox

1. Open the HP printer software by doing one of the following:
   - From the computer desktop, click **Start**, select **Programs** or **All Programs**, click **HP**, click the folder for the printer, and then select the icon with the printer's name.
   - On the **Start** screen, right-click an empty area on the screen, click **All Apps** on the app bar, and then click the icon with the printer's name.
2. In the window that appears, select **Print, Scan & Fax** or **Print & Scan**, and then select **Maintain Your Printer** under **Print**.

HP Utility (Mac OS X)

HP Utility contains tools to configure print settings, calibrate the printer, order supplies online, and find web site support information.

NOTE: The features available in HP Utility vary depending on the selected printer.

Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement ink cartridge available to avoid possible printing delays. You would only need to replace cartridge when print quality becomes unacceptable.

This section contains the following topic:

- To open HP Utility

To open HP Utility

Double-click **HP Utility** in the **Applications/Hewlett-Packard** folder.

Embedded web server

When the printer is connected to a network, you can use the printer's home page (embedded web server or EWS) to view status information, change settings, and manage it from your computer.

NOTE: For a list of system requirements for the embedded web server, see Embedded web server specifications.

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.

This section contains the following topics:

- About cookies
- To open the embedded web server

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.

NOTE: The cookies that the EWS stores on your computer are only used for saving settings on your computer or for sharing information between the printer and the computer. These cookies are not sent to any HP websites.

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.

To open the embedded web server

1. Obtain the IP address or hostname for the printer.
   a. From the Home screen on the printer control panel, press the (Setup) button.
   b. Using the buttons to the right, select **Network**, and then select **View Network Summary**.
2. In a supported web browser on your computer, type the IP address or hostname assigned to the printer. For example, if the IP address is 123.123.123.123, type the following address into the web browser: http://123.123.123.123

TIP: 1 After opening the embedded web server, bookmark it so that you can return to it quickly.

TIP: 2 If you are using the Safari web browser in Mac OS X, you can also use the Bonjour bookmark to open the EWS without typing the IP address. To use the Bonjour bookmark, open Safari, and then from the **Safari** menu, click **Preferences**. On the **Bookmarks** tab, in the **Bookmarks** bar section, select **Include Bonjour**, and then close the window. Click the **Bonjour** bookmark, and then select your networked printer to open the EWS.

F How do I?

- Get started
- Print
- Scan
- Copy
- Fax (HP Officejet Pro 3620 only)
- Work with ink cartridges
- Solve a problem

G Errors (Windows)

Fax memory full

If Backup Fax Reception or HP Digital Fax (Fax to PC or Fax to Mac) is enabled and the printer has a problem (such as a paper jam), the printer saves incoming faxes to memory until the problem is resolved. However, the printer's memory might fill up with faxes that have not been printed yet or transferred to the computer.

To solve this problem, resolve any problems with the printer.

For more information, see Solve fax problems (HP Officejet Pro 3620 only).

Unable to communicate with printer

The computer cannot communicate with the printer because one of the following events has occurred:

- The printer has been turned off.
- The cable connecting the printer, such as a USB cable or a network (Ethernet) cable, has been disconnected.

To solve this problem, try the following solutions:

- Make sure the printer is turned on and that the (Power) light is on.
- Make sure the power cord and other cables are working and are firmly connected to the printer.
- Make sure the power cord is connected firmly to a functioning, alternating current (AC) power outlet.
- If the printer is connected to a network, make sure the network is functioning properly. For more information, see Solve network problems.

Low on ink

The ink cartridge identified in the message is low on ink.

Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low ink warning message, consider having a replacement ink cartridge available to avoid possible printing delays. You would only need to replace cartridge when print quality becomes unacceptable.

For information about replacing ink cartridges, see Replace the ink cartridge. For information about ordering ink cartridges, see Order printing supplies online. For information about recycling used ink supplies, see HP inkjet supplies recycling program.

NOTE: Ink from ink cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the printer and cartridges for printing. In addition, some residual ink is left in the cartridge after it is used. For more information see www.hp.com/go/inkusage.

Ink cartridge problem

The ink cartridge identified in the message is missing, damaged, incompatible, or inserted into the wrong slot in the printer.

NOTE: If the ink cartridge is identified in the message as incompatible, see Order printing supplies online for information about obtaining cartridges for the printer.

To solve this problem, try the following solutions. 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 the printer off and on

Turn off the printer, and then turn it on again.

If the problem persists, try the next solution.

Solution 2: Install the ink cartridge correctly

Make sure the ink cartridge is properly installed:

1. Gently pull open the ink cartridge access door.
2. Remove the ink cartridge by pushing it in to release it, and then pulling it firmly toward you.
3. Insert the cartridge into the slot. Press firmly on the cartridge to ensure proper contact.
4. Close the ink cartridge access door and check if the error message has gone away.

Replace the ink cartridge

Replace the indicated ink cartridge. For more information, see Replace the ink cartridge.

NOTE: If your ink cartridge is still under warranty, contact HP support for service or replacement. For more information about ink cartridge warranty, see Ink cartridge warranty information. If the problem persists after you replace the cartridge, contact HP support. For more information, see HP support.

Paper Mismatch

The paper size or type selected in the printer driver does not match the paper loaded in the printer. Make sure that the correct paper is loaded in the printer, and then print the document again. For more information, see Load paper.

NOTE: If the paper loaded in the printer is the correct size, change the selected paper size in the printer driver, and then print the document again.

Paper too short

The paper size is not supported by the printer.

For more information about the supported sizes of the printer, see Understand supported sizes.

For more information about loading the paper, see Load paper.

The ink cartridge cradle cannot move

Something is blocking the ink cartridge cradle (the part of the printer that holds the ink cartridge).

To clear the obstruction, press the (Power) button to turn off the printer, and then check the printer for jams.

For more information, see Clear jams.

Paper Jam

Paper has become jammed in the printer.

Before you try to clear the jam, check the following:

- Make sure that you have loaded paper that meets specifications and is not wrinkled, folded, or damaged. For more information, see Paper specifications.
- Make sure that the printer is clean. For more information, see Maintain the printer.
- Make sure that the input tray or ADF is loaded correctly and is not too full. For more information, see Load paper or Load an original in the automatic document feeder (ADF) (HP Officejet Pro 3620 only).

For instructions on clearing jams, as well as more information about how to avoid jams, see Clear jams.

The printer is out of paper

The default tray is empty.

Load more paper, and then press the button next to **OK**.

For more information, see Load paper.

Printer Offline

The printer is currently offline. While offline, the printer cannot be used.

To change the printer's status, complete the following steps.

1. Click **Start**, and then click **Printers**, **Printers and Faxes**, or **Devices and Printers**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Printers**.
   - Or -
   On the **Start** screen, click **Control Panel**, and then click **View devices and printers**.
2. If the printers listed in the dialog box are not being displayed in Details view, click the **View** menu, and then click **Details**.
3. If the printer is Offline, right-click the printer, and click **Use Printer Online**.
4. Try using the printer again.

Printer Paused

The printer is currently paused. While paused, new jobs are added to the queue but are not printed.

To change the printer's status, complete the following steps.

1. Click **Start**, and then click **Printers**, **Printers and Faxes**, or **Devices and Printers**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Printers**.
   - Or -
   On the **Start** screen, click **Control Panel**, and then click **View devices and printers**.
2. If the printers listed in the dialog box are not being displayed in Details view, click the **View** menu, and then click **Details**.
3. If the printer is paused, right-click the printer, and click **Resume Printing**.
4. Try using the printer again.

Document failed to print

The printer could not print the document because a problem occurred in the printing system.

For information about solving printing problems, see Solve printer problems.

Printer failure

There was a problem with the printer. Usually, you can resolve such problems by completing the following steps:

1. Press the (Power) button to turn off the printer.
2. Unplug the power cord, and then plug in the power cord again.
3. Press the (Power) button to turn on the printer.

If this problem persists, write down the error code provided in the message, and then contact HP support. For more information about contacting HP support, see HP support.

Door or cover open

Before the printer can print documents, all doors and covers must be closed.

TIP: When completely closed, most doors and covers snap into place.

If the problem persists after you've securely closed all doors and covers, contact HP support. For more information, see HP support.

Previously used ink cartridge installed

The ink cartridge identified in the message was previously used in a different printer.

You can use ink cartridges in different printers, but if the cartridge was left outside of a printer for an extended period of time, the print quality of your documents might be affected. Also, if you use ink cartridges that have been used in a different printer, the ink level indicator might be inaccurate or unavailable.

If the print quality is unsatisfactory, try cleaning the printhead.

NOTE: Ink from ink cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the printer 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.

For more information about storing ink cartridges, see Supplies.

Ink cartridges depleted

Ink cartridges listed in the message must be replaced to resume printing. HP recommends that you do not remove an ink cartridge until a replacement is ready to install.

For more information, see Replace the ink cartridge.

Ink cartridge failure

Ink cartridges listed in the message are damaged or have failed.

See Replace the ink cartridge.

Printhead failure

There is a problem with the printhead. Contact HP support for service or replacement. For more information about contacting HP support, see HP support.

Printer supply upgrade

The ink cartridge listed in the message can only be used to upgrade one printer. Click OK to use it on this printer. If you do not wish to proceed with the supply upgrade for this printer, click Cancel Print and then remove the cartridge.

Printer supply upgrade successful

The supply upgrade was successful. Ink cartridges listed in the message can now be used in the printer.

Printer supply upgrade problem

Try to get the printer to recognize the supply upgrade ink cartridge.

1. Remove the supply upgrade cartridge.
2. Insert the original cartridge in the carriage.
3. Close the access door, then wait until the carriage stops moving.
4. Remove the original cartridge, then replace with the supply upgrade cartridge.
5. Close the access door, then wait until the carriage stops moving.

If you still receive a supply upgrade problem error message contact HP support. For more information about contacting HP support, see HP support.

Non-HP ink cartridges installed

HP cannot guarantee the quality or reliability of non-HP supplies. Printer 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, visit HP at www.hp.com/go/anticounterfeit for more information or to report fraud.

Using Genuine HP Ink Cartridges has its Rewards

HP rewards loyal customers for using genuine HP supplies. Click the button under the message to view Rewards online. Reward may not be available in all regions.

Counterfeit Ink Cartridge Advisory

The installed ink cartridge is not a new, genuine HP cartridge. Contact the store where this cartridge was purchased. To report suspected fraud, visit HP at www.hp.com/go/anticounterfeit. To continue using the cartridge, click Continue.

Used, Refilled or Counterfeit Ink Cartridge Detected

The original HP ink in the ink cartridge has been depleted. The solution for this problem is to replace the ink cartridge or click OK to continue using the cartridge. For more information about replacing the cartridge, see Replace the ink cartridge. HP rewards loyal customers for using genuine HP supplies. Click the button under the message to view Rewards online. Rewards may not be available in all regions.

⚠ **WARNING!** HP's ink cartridge warranty does not cover non-HP ink or cartridges. HP's printer warranty does not cover repairs or service due to use of non-HP cartridges or ink. HP does not guarantee the quality or reliability of non-HP ink. Information about ink level will not be available.

Use SETUP cartridges

When you first setup the printer, you must install the cartridges that shipped in the box with the printer. These cartridges are labeled SETUP, and they calibrate your printer before the first print job. Failure to install the SETUP cartridges during the initial product setup causes an error. If you installed a set of regular ink cartridges, remove them and install the SETUP cartridges to complete printer setup. After printer setup is complete, the printer can use regular cartridges.

If you still receive error messages and the printer cannot complete ink system initialization, contact HP support. For more information, see HP support.

Click here to go online for more information .

Do not use SETUP cartridges

SETUP cartridges cannot be used after the printer has been initialized. Remove and install non-SETUP cartridges. For more information, see Replace the ink cartridge.

Not enough ink at startup

The used ink cartridges listed in the message might not have enough ink to complete one-time startup processes.

Solution: Install new ink cartridges or click **OK** to use installed cartridges.

If startup cannot complete with installed ink cartridges, new cartridges will be needed. For information on how to install new cartridges, see Replace the ink cartridge.

Incompatible ink cartridges

The ink cartridge is not compatible with your printer.

Solution: Remove this ink cartridge immediately and replace with a compatible ink cartridge. For information about how to install new cartridges, see Replace the ink cartridge.

Ink sensor failure

The ink sensor has failed and the printer can no longer print.

Contact HP support. For more information, see www.hp.com/support.

Ink sensor warning

The ink sensor is reporting an unexpected condition. This could be caused by the ink cartridge, or the sensor may have failed. If the sensor has failed, it can no longer sense when your cartridges are out of ink. Printing with an empty cartridge will cause air to enter the ink system, which causes poor print quality. Significant amounts of ink will be used up to recover from this condition, which will deplete much of the ink supply for all cartridges.

Solution: Click **OK** to continue printing or replace the ink cartridge. For information about how to install new cartridges, see Replace the ink cartridge.

Problem with printer preparation

The printer clock has failed and ink preparation may not be complete. The estimated Ink Level gauge might be inaccurate.

Solution: Check the print quality of your print job. If it is not satisfactory, running the printhead cleaning procedure might improve it. For more information, see Clean the printhead.

ADF cover open

Close the cover of the ADF to continue.

Problem with ink system

Please remove the ink cartridge and examine it for any sign of leaks. If the cartridge has leaks, contact HP. For more information about contacting HP, see HP support. Do not use cartridges that are leaking.

If there are no leaks, re-install ink cartridges and close the printer cover. Turn the printer off then on again. If you get this message a second time, contact HP. For more information about contacting HP, see HP support.

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