


Get started

- 1. Prepare:** Follow the instructions in the **Start here** booklet or setup flyer to begin printer setup.
- 2. Connect:** Visit 123.hp.com/oj4650 to launch and load the setup software or app, and connect the printer to your network.
Note for Windows® users: You can also use the printer software CD. If the installation program does not start, browse to **Computer**, double-click the CD/DVD drive icon with the HP logo, and then double-click **setup.exe**.
- 3. Activate:** Create an account; download and install the HP printer software or the HP All-in-One Remote app to finish setup.

Learn more

Electronic Help: Install the electronic Help by selecting it from the recommended software during software installation. Learn about product features, printing, troubleshooting, and support. Find notices, environmental, and regulatory information, including the European Union Regulatory Notice and compliance statements, in the Technical Information section. 

- Windows® 8.1: Click the down arrow in lower left corner of the Start screen, select the printer name, click Help, and then select Search HP Help.
- Windows® 8: On the **Start** screen, right-click an empty area on the screen, click **All Apps** on the app bar, click the icon with the printer's name, and then click **Help**.
- Windows® 7, Windows Vista®, and Windows® XP: Click **Start**, select **All Programs**, select **HP**, and then select the printer name.
- OS X: Click **Help > Help Center**. In the Help Viewer window, click **Help for all your apps**, and then click **the Help for your printer**.

Readme: Contains HP support information, operating system requirements, and recent printer updates.

- Windows: Insert the software CD in your computer, and then browse to the **ReadMe.chm** file. Double-click **ReadMe.chm** to open, and then select the **ReadMe** in your language.
- Mac: Open the **Documents** folder located at the top-level of the software installer. Double-click **ReadMe**, and then select the **ReadMe** in your language.

On the Web: Additional help and information: www.hp.com/go/support. Printer registration: www.register.hp.com. Declaration of Conformity: www.hp.eu/certificates. Ink usage: www.hp.com/go/inkusage.

Scan to find out more!

Standard data rates may apply. Might not be available in all languages.

HP OfficeJet 4650



www.hp.com/apac/m/OJ4650

EN ZHTW

The information contained herein is subject to change without notice.

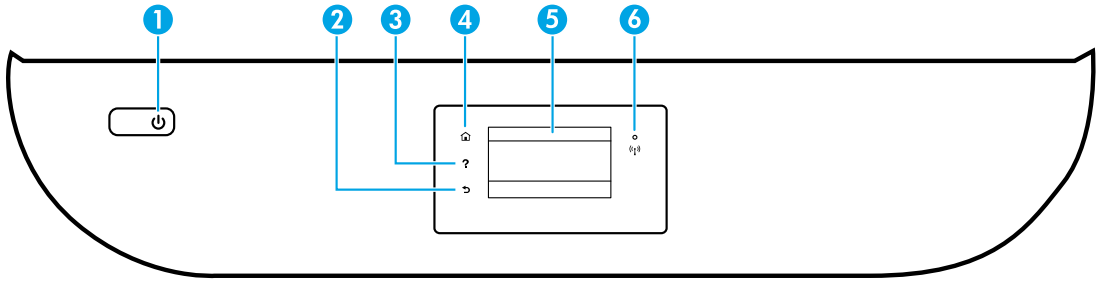


F1H96-90050

Printed in [English]

© 2015 HP Development Company, L.P.

Control panel



- 1 On button: Turns the printer on or off.
- 2 Back button: Returns to the previous screen.
- 3 Help button: Shows help content if it is available for the current operation.
- 4 Home button: Returns to the Home screen, the screen that is displayed when you first turn on the printer.
- 5 Control panel display: Touch the screen to select menu options, or scroll through the menu items.
 - Wireless light: Indicates the status of the printer wireless connection.
 - Solid blue light indicates that wireless connection has been established and you can print.
 - Slow blinking light indicates that wireless is on, but the printer is not connected to a network. Make sure your printer is within the range of wireless signal.
 - Fast blinking light indicates wireless error. Refer to the message on the printer display.
 - If wireless is turned off, the wireless light is off and the display screen shows **Wireless Off**.
- 6

Safety information

Always follow basic safety precautions when using this printer to reduce the 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 printer.
3. Unplug this printer from wall outlets before cleaning.
4. Do not install or use this printer near water, or when you are wet.
5. Install the printer securely on a stable surface.
6. Install the printer in a protected location where no one can step on or trip over the power cord, and the power cord cannot be damaged.
7. If the printer does not operate normally, see the help file (which is available on your computer after you install the software).
8. There are no user-serviceable parts inside. Refer servicing to qualified service personnel.
9. Use only with the power cord and power adapter (if provided) supplied by HP.

Basic troubleshooting

If you are unable to print:

1. Make sure the cable connections are secure.
2. Make sure the printer is powered on. The **On** button will be lit white.
3. Check the wireless status light to make sure your printer is connected to a network.
4. Visit the HP Diagnostic Tools website at www.hp.com/go/tools to download free diagnostic utilities (tools) that you can use to fix common printer problems.

Windows

Make sure that the printer is set as your default printing device:

- Windows 8.1 and Windows 8: Point to or tap the upper-right corner of the screen to open the Charms bar, click the **Settings** icon, click or tap **Control Panel**, and then click or tap **View devices and printers**.
- Windows 7: From the Windows **Start** menu, click **Devices and Printers**.
- Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printer**.
- Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.

Make sure that your printer has a check mark in the circle next to it. If your printer is not selected as the default printer, right-click the printer icon and choose **Set as Default Printer** from the menu.

If you are using a USB cable and you are still unable to print, or the software installation fails:

1. Remove the CD from the CD/DVD drive, and then disconnect the USB cable from the computer.
2. Restart the computer.
3. Insert the printer software CD in the CD/DVD drive, and then follow the on-screen instructions to install the printer software. Do not connect the USB cable until you are told to do so.
4. After the installation finishes, restart the computer.

If you are using wireless and you are still unable to print:

Go to the “Wireless networking” section on the next page for more information.

Acknowledgements: Windows XP, Windows Vista, Windows 7, Windows 8, and Windows 8.1 are U.S. registered trademarks of Microsoft Corporation.

Mac, OS X, and AirPrint are trademarks of Apple Inc., registered in the U.S. and other countries.

Mac

Check your print queue:

1. In **System Preferences**, click **Printers & Scanners** (**Print & Scan** in OS X v10.8 Mountain Lion and OS X v10.9 Mavericks).
2. Click **Open Print Queue**.
3. Click a print job to select it.
4. Use the following buttons to manage the print job:
 - **Cancel** icon: Cancel the selected print job.
 - **Resume**: Continue a paused print job.
5. If you made any changes, try to print again.

Restart and reset:

1. Restart the computer.
2. Reset the printer.
 - a. Turn off the printer and unplug the power cord.
 - b. Wait a minute, then plug the power cord back in and turn on the printer.

Reset the printing system:

1. In **System Preferences**, click **Printers & Scanners** (**Print & Scan** in OS X v10.8 Mountain Lion and OS X v10.9 Mavericks).
2. Press and hold the **Control** key as you click the list at the left, and then choose **Reset printing system**.
3. Add the printer you want to use.

Uninstall the software:







1. If the printer is connected to your computer through USB, disconnect the printer from your computer.
2. Open the **Applications/HP** folder.
3. Double-click **HP Uninstaller**, and then follow the on-screen instructions.

Need networking help?

www.hp.com/go/wirelessprinting

The HP Wireless Printing Center at www.hp.com/go/wirelessprinting can help you prepare your wireless network, set up or reconfigure your printer, and troubleshoot networking problems.

If connecting your printer to the network was unsuccessful

- **Confirm that wireless is enabled on your printer.**
 1. From the printer control panel, touch  (Wireless).
 2. If it shows **Wireless Off**, touch  (Settings), and then turn wireless on.
- **Confirm that your printer is connected to your network.**
 1. From your printer control panel, touch  (Wireless).
 2. Touch  (Settings).
 3. Touch **Print Reports**, and then touch **Wireless Test Report**. The Wireless Test Report is automatically printed.
 4. Check the top of the report to see if something failed during the test.
 - See the **DIAGNOSTICS RESULTS** section for all tests that were performed, to determine whether or not your printer passed.
 - From the **CURRENT CONFIGURATION** section, find out the Network Name (SSID) to which your printer is currently connected. Make sure that the printer is connected to the same network as your computer.
 5. If a print report indicates the printer is not connected to the network, touch  (Wireless), then touch  (Settings), and touch **Wireless Setup Wizard** to connect the printer to the network.

Note: If your computer is connected to a Virtual Private Network (VPN), temporarily disconnect from the VPN before proceeding with the installation. After installation you will need to disconnect from the VPN to access your printer over your home network.

- **Make sure security software is not blocking communication over your network.**

Security software, such as firewalls, can block communication between your computer and printer when installing over a network. If your printer cannot be found, temporarily disable your firewall and check if the problem goes away. For more help and tips on security software, go to: www.hp.com/go/wpc-firewall.

- **Restart components of the wireless network.**

Turn off the router and the printer, and then turn them back on in this order: router first and then printer. Sometimes, turning off devices and then turning them back on helps resolve network communication issues. If you still cannot connect, turn off the router, the printer, and the computer, and then turn them back on in this order: router first, then printer, and then computer.

If you still have problems, visit the HP Wireless Printing Center (www.hp.com/go/wirelessprinting). This website contains the most complete, up-to-date information about wireless printing, as well as information to help you prepare your wireless network; solve problems when connecting the printer to the wireless network; and resolve security software issues.

Note: If you are using a computer running Windows, you can use the Print and Scan Doctor tool, which can help solve many problems you might have with the printer. To download this tool, visit www.hp.com/go/tools.

If you want to share your printer with multiple computers on your network

First install your printer on your home network. After you have successfully connected your printer to your home network, you can share your printer with other computers on the same network. For each additional computer you only need to install the HP printer software. You can also print from mobile devices connected to your home network. For Android 4.0 devices and higher, install the HP Print Pluggin or ePrint application. For iOS devices, you can use Airprint.

Wireless networking (continued)

If you want to change from a USB connection to a wireless connection

First make sure that you have already successfully installed your printer software.

Windows



1. Do one of the following according to your operating system:
 - Windows 8.1: Click the down arrow in lower left corner of the Start screen, select the printer name, and then click **Utilities**.
 - Windows 8: On the **Start** screen, right-click an empty area on the screen, click **All Apps** on the app bar.
 - Windows 7, Windows Vista, and Windows XP: From the computer's **Start** menu, select **All Programs** or **Programs**, and then select **HP**.
2. Select the printer name.
3. Select **Printer Setup & Software**.
4. Select **Convert a USB connected printer to wireless**. Follow the on-screen instructions.

Mac

Use **HP Utility** in **Applications/HP** to change the software connection to wireless for this printer.


If you want to use the printer wirelessly without a router

Use Wi-Fi Direct to print wirelessly without a router, from your computer, smartphone, or other wireless enabled device. To use Wi-Fi Direct from a computer, the printer software must be installed on the computer.

1. Make sure that Wi-Fi Direct on your printer is turned on:
 - a. From the Home screen on the printer display, touch  (Wi-Fi Direct).
 - b. If **Status** is **Off**, touch  (Wi-Fi Direct Settings) and turn Wi-Fi Direct on.
2. Connect your wireless enabled device to your printer:

Mobile devices that support Wi-Fi Direct: Select a document from a print enabled application, and then select the option to print the document. From the list of available printers, choose the Wi-Fi Direct name shown such as DIRECT-**-HP OfficeJet-4650 (where ** are the unique characters to identify your printer), and then follow the on-screen instructions on the printer and your mobile device.

Note: This product is designed to be used by those with access to the printer's network in a private environment, whether in the home or office, not via a public internet network where anyone may have access to the printer. As a result, the Wi-Fi Direct setting is in "Automatic" mode by default, without an administrator password; this allows anyone in wireless range to connect and access all functions and settings of the printer. If higher security levels are desired, HP recommends changing the Wi-Fi Direct Connection Method from "Automatic" to "Manual" and establishing an administrator password.

Computers or mobile devices that do not support Wi-Fi Direct: From the mobile device, connect to a new network. Use the process you normally use to connect to a new wireless network or hotspot. Choose the Wi-Fi Direct name from the list of wireless networks shown such as DIRECT-**-HP OfficeJet-4650 and type the WPA2 password when prompted. Touch  (Wi-Fi Direct) on the printer display to find the WPA2 password.

3. Print as you normally do from your computer or mobile device.

Note: Wi-Fi Direct connection does not provide Internet access.

Visit the HP Wireless Printing Center at www.hp.com/go/wirelessprinting for more information about Wi-Fi Direct.

If you want to print with AirPrint

This printer is Apple AirPrint™-enabled. You can print wirelessly from your iOS device or Mac.

- Your printer and iOS device or Mac must be on the same wireless network.
- With Apple AirPrint™, you cannot scan documents from the printer to your iOS device.

Set up fax

You can set up fax using the software wizard (recommended) during the software installation or after installation using Fax Setup Wizard from the software (Windows) or Basic Fax Settings from HP Utility (OS X), or continue with the steps below.

1. If your country or region is listed below, visit www.hp.com/uk/faxconfig for setup information. Otherwise, follow the instructions in this guide.

- Austria
- Finland
- Ireland
- Netherlands
- Sweden
- Belgium
- France
- Italy
- Portugal
- Switzerland
- Denmark
- Germany
- Norway
- Spain
- United Kingdom

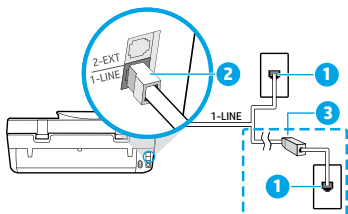
2. Connect the phone line.

Note: 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. Contact your phone company to determine which setup options are best for you.

If the phone line is only used for fax

- a. Connect one end of the phone cord to the phone wall jack.
- b. Connect the other end to the port labeled **1-LINE** on the back of the printer.

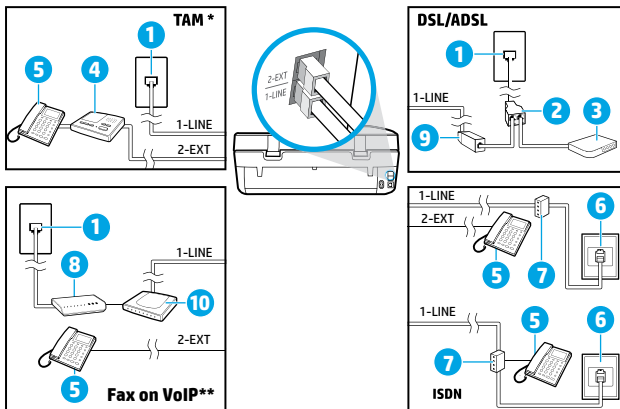
Note: If you have subscribed to a DSL/ADSL service, connect a DSL/ADSL filter between the 1-LINE port and the phone wall jack.



- 1 Phone wall jack
- 2 Fax port (labeled **1-LINE**)
- Note:** Do not insert into the port labeled **2-EXT**.
- 3 DSL/ADSL filter (provided by the telephone company or service provider)

If additional devices are connected to the phone line

If you have other devices to connect, connect them as shown in the diagram below:



- 1 Phone wall jack
- 2 Parallel splitter
- 3 DSL/ADSL modem
- 4 Telephone answering machine
- 5 Telephone
- 6 ISDN wall jack
- 7 Terminal adapter or ISDN router
- 8 Broadband modem
- 9 DSL/ADSL filter
- 10 Analog telephone adaptor

* TAM: Telephone answering machine

** Fax on VoIP: Fax on Voice over Internet Protocol

3. Test fax setup. The fax test checks hardware, verifies phone cord type and connection status, and checks for a dial tone and an active phone line. To run the test:

- a. From the Home screen on the control panel display, touch **Fax**.
- b. Touch **Setup**, touch **Setup Wizard**, and then follow on-screen instructions.

Use fax

Send a standard fax

1. Load your original print-side down on the right front corner of the scanner glass or print-side up in the document feeder.
2. From the Home screen on the control panel display, touch **Fax**.
3. Touch **Send Now**.
4. Touch **Enter Fax Number**, enter the fax number by using the keypad, and then touch **OK**.
To add a pause in the fax number, press * repeatedly, until a dash (-) appears on the display.
5. Touch **Black** or **Color**.

If the printer detects an original loaded in the document feeder, it sends the document to the number you entered.

If the recipient reports problems with the quality of the fax you sent, try changing the resolution or contrast of your fax.

Send a fax using an extension phone

1. Dial the number by using the keypad on the extension phone that is connected to the printer.
Do not use the keypad on the printer control panel when sending a fax using this method.
2. If the recipient answers the phone, you can engage in a conversation before sending the fax.
If a fax machine answers the call, you will hear fax tones from the receiving fax machine.
3. Load your original print-side down on the right front corner of the scanner glass or print-side up in the document feeder.
4. From the printer control panel display, touch **Fax**.
5. Touch **Send and Receive**, and then touch **Send Now**.
6. Touch **Black** or **Color**.

If you were on the phone with the recipient, ask the recipient to start receiving the fax when they hear fax tones on the fax machine. When the printer begins faxing, you can hang up the phone or remain on the line. You might not hear fax tones during fax transmission.

For more information about other ways you can send faxes, such as sending faxes from a computer, see the electronic Help.

Receive a fax automatically

By default, the printer automatically answers incoming calls and receives faxes.

To receive faxes manually, turn off **Auto Answer** from the printer control panel.

The printer will answer calls after the number of rings specified in the **Rings to Answer** setting.

Note: If an answering machine is connected to the printer, the **Rings to Answer** setting for the printer must be set to a higher number than the answering machine.

1. Make sure the printer is turned on and paper is loaded.
2. From the Home screen on the control panel display, touch **Fax**.
3. Touch **Setup**, and then touch **Preferences**.
4. Turn the **Auto Answer** option on.

Note: If you have subscribed to a voice mail service on the same phone line that you will use for faxing, you cannot receive faxes automatically. You must be available to respond in person to incoming fax calls. (If you want to receive faxes automatically, contact your phone company to subscribe to a distinctive ring service or to obtain a separate phone line for faxing.)

The printer can store received faxes in its internal memory. To reprint these faxes, see “Reprint received faxes from memory” on the next page.

Use fax (continued)

Receive a fax manually

If you are on the phone with another person, you can receive faxes manually without hanging up the phone.

1. Make sure the printer is turned on and paper is loaded.
2. Remove any originals from the document feeder.
Set **Rings to Answer** to a higher number to allow you time to answer the incoming call before the printer does. Or turn off **Auto Answer** so that the printer does not automatically answer incoming calls.
3. Ask the sender to start sending the fax.
4. When you hear fax tones, from the Home screen on the printer control panel, touch **Fax**, touch **Send and Receive**, and then touch **Receive Now**.
When the printer begins to receive the fax, you can hang up the phone or remain on the line. You might not hear fax tones during fax transmission.

Reprint received faxes from memory

If **Backup Fax Reception** is turned on, incoming faxes will be stored in memory even when the printer has an error condition.

Note: All faxes stored in memory might be deleted from memory when the printer is turned off.

1. Make sure paper is loaded in the input tray.
2. From the Home screen on the control panel display, touch **Fax**.
3. Touch **Reprint**.
The faxes are displayed in the reverse order from when they were received, with the most recently received fax displayed first.
4. Select the fax you want to print and touch **Print**.

Print a report or log

Fax reports provide useful system information about the printer.

1. From the Home screen on the printer display, touch **Fax**, and then touch **Setup**.
 2. Touch **Reports**, and touch the report you want to print.
- Tip:** If you need printed confirmation that your faxes were successfully sent, select **Fax Confirmation** and then select the desired option.

Solve fax problems

If you still have problems using fax after successfully completing the fax test, follow the steps below:

Cannot send but can receive faxes

1. Perform a copy or scan to ensure that the printer is working properly.
2. Check the physical fax connections.
3. Check if other fax devices can send to the same phone number. The receiving fax device might have blocked your phone number, or it might be having technical problems.
4. If the problem persists, print the fax test report and fax log (and if available, the Caller ID report and Junk Fax report), and then contact HP for further help.

Cannot receive but can send faxes

1. Check the fax settings on the printer.
2. Check the physical fax connections.
3. Check if other devices connected to the same phone line can receive faxes. The phone line might be faulty or the sending fax device might be having problems sending faxes. You might also want to check if you have blocked the sender's phone number.
4. Check the problem with the sender. If the problem persists, print the fax test report and fax log (and if available, the Caller ID report and Junk Fax report), and then contact HP for further help.

Cannot send and receive faxes

1. Perform a copy or scan to ensure that the printer is working properly.
2. Check the physical fax connections.
3. Check the fax settings on the printer.
4. Check if other devices connected to this phone line can send or receive faxes. There might be a problem with the phone line.
5. Reset the printer by turning off the printer and, if possible, the main switch of the power supply. Wait for a few seconds before turning on the power again. Try to send or receive a fax on the printer.
6. If the problem persists, print the fax test report and fax log (and if available, the Caller ID report and Junk Fax report), and then contact HP for further help.

Note: If you have subscribed to a voice mail service on the same phone line used for faxing, you will have to receive faxes manually.

Check the printer fax settings

- The **Auto Answer** feature is turned on for the printer to receive fax automatically.
- If you have a telephone answering machine service from the phone company or service provider, ensure that the **Rings to Answer** on the printer is set to be more than that of the telephone answering machine. The printer will monitor the line and decide if an incoming call is a normal phone call or fax call. If it is a fax call, the printer will start a fax connection automatically. Otherwise, you might have to receive the fax manually by selecting **Fax** on the printer display.
- If multiple phone numbers are assigned to the same physical phone line and the line is shared by multiple devices, ensure that the printer is set to the correct distinctive ring setting for receiving faxes.

Check the physical fax connections

- Connect the phone cord from the 1-LINE port on the back of the printer to the phone wall jack and connect a phone cord from the 2-EXT port on the back of the printer to an extension phone. From the extension phone, call the phone number that failed to receive the faxes.
- If you were trying to fax to an external number, be sure to include any required access code or numbers prior to entering the number. You might also need to add a pause in the number to prevent the printer from dialing too fast; to add a pause, press * repeatedly until a dash (-) appears on the display.
- If you cannot make any outgoing calls because no dial tone is detected or the line is noisy, try using another phone cord in place of the one connected to the 1-LINE phone port, or move the printer to another location which has a separate phone line (if possible) and see if there are similar problems.
- If you are in a digital phone environment (such as fax on VoIP), reduce the fax speed and turn off the Error Code Modulation (ECM) from the printer control panel. If needed, contact your phone company to find out if there are problems with the phone line or to learn more about the capabilities of the phone network.

HP printer limited warranty statement

HP product	Duration of limited warranty
Software Media	90 days
Printer	1 year hardware warranty
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	90 days

A. Extent of limited warranty

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

B. Limitations of warranty

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

C. Limitations of liability

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

D. Local law

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

開始使用

1. **準備**：按照從此開始型錄或安裝傳單中的指示，開始安裝印表機。
2. **連線**：造訪 123.hp.com/oj4650 以啟動並載入安裝軟體或應用程式，並將印表機連線至網路。
適用於 Windows® 使用者的注意事項：您也可以使用印表機軟體 CD。如果安裝程式未啟動，請瀏覽至電腦，按兩下具有 HP 標誌的 CD/DVD 光碟機圖示，然後按兩下 **setup.exe**。
3. **啟動**：建立帳戶；下載和安裝 HP 印表機軟體或 HP All-in-One Remote 應用程式，以完成安裝。

瞭解詳情

電子版說明：在軟體安裝期間，從建議的軟體中選取以安裝電子版說明。深入瞭解產品功能、列印、疑難排解及支援。在「技術資訊」區段中，取得注意事項、環保資訊和法規資訊，包含歐盟法規注意事項和法規遵循聲明。

- Windows® 8.1：按一下「開始」畫面左下角的向下箭頭，選取印表機名稱，按一下「說明」，然後選取「搜尋 HP 說明」。
- Windows® 8：在**開始**畫面中，在畫面的空白區域中按一下滑鼠右鍵，依序按一下應用程式列中的**所有應用程式**、具有印表機名稱的圖示，然後按一下**說明**。
- Windows® 7、Windows Vista® 及 Windows® XP：按一下**開始**，然後依序選取**所有程式**、**HP** 以及印表機名稱。
- OS X：按一下**說明** > **說明中心**。在「說明檢視器」視窗中，按一下**所有應用程式說明**，然後按一下您的**印表機說明**。

讀我檔案：包含 HP 支援資訊、作業系統需求及最近印表機更新項目。

- Windows：將軟體 CD 插入電腦中，然後瀏覽至 **ReadMe.chm** 檔。按兩下 **ReadMe.chm** 將其開啟，然後選取您所用語言的**讀我檔案**。
- Mac：開啟位於軟體安裝程式最上層的 **Documents** 資料夾。按兩下**讀我檔案**，然後選取您所用語言的**讀我檔案**。

在 Web 上：其他說明與資訊：www.hp.com/go/support。印表機註冊：www.register.hp.com。符合聲明：www.hp.eu/certificates。墨水用量：www.hp.com/go/inkusage。

掃描以瞭解更多資訊！

可能會收取標準資料費。可能無法提供所有語言。

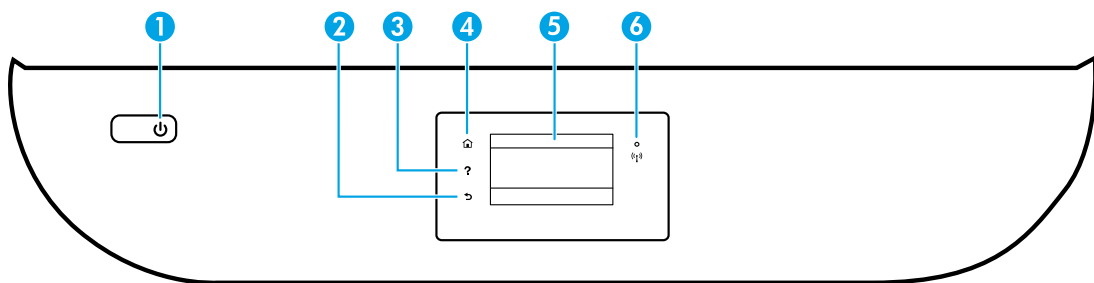
HP OfficeJet 4650



www.hp.com/apac/m/OJ4650

此處所含資訊如有變更，恕不另行通知。

控制台



1 開啟按鈕：開啟或關閉印表機。

2 「返回」按鈕：返回上一個畫面。

3 「說明」按鈕：顯示目前操作的說明內容（若有）。

4 「首頁」按鈕：回到「首頁」畫面，即您首次開啟印表機時所顯示的畫面。

5 控制台顯示器：輕觸畫面以選取功能表選項，或捲動瀏覽功能表項目。

無線指示燈：表示印表機無線連線的狀態。

6

- 指示燈穩定呈現藍色表示無線連線已建立，可以進行列印。
- 指示燈緩慢閃爍表示無線功能已開啟，但印表機未連線至網路。請確保印表機在無線訊號的範圍內。
- 指示燈快速閃爍表示無線錯誤。請參閱印表機顯示器上的訊息。
- 如果無線功能已關閉，無線指示燈即會熄滅，顯示螢幕則會顯示**無線關閉**。

安全資訊

使用本印表機時需一律遵循基本的安全措施，以降低受到火災或電擊等傷害的風險。

1. 請閱讀並瞭解印表機所附之文件中的所有指示。
2. 請遵守印表機上標示的所有警告與指示。
3. 清潔本印表機前，請先從牆上的插座拔除其電源線。
4. 請不要在近水或潮濕的環境中安裝或使用本印表機。
5. 在穩固的表面上安裝並固定本印表機。
6. 請將印表機安裝在受保護的區域，以免因任何人踩踏電源線或被電源線絆倒而使電源線損毀。
7. 如果印表機運作異常，請參閱說明檔（安裝完軟體後將出現在您的電腦上）。
8. 此組件中並無使用者可自行維修的零件。有關維修問題，請洽詢合格的維修人員。
9. 僅使用 HP 提供的電源線與電源轉接器（如果已提供）。

如果您無法列印：

1. 請確定纜線連接穩固。
2. 請確定印表機電源已接通。開啟按鈕將亮起白色。
3. 檢查無線狀態指示燈，確認印表機已連線至網路。
4. 請造訪 HP Diagnostic Tools 網站（網址為 www.hp.com/go/tools）下載免費的診斷公用程式（工具），您可使用該公用程式修復常見的印表機問題。

Windows

確定已將印表機設定為預設列印裝置：

- Windows 8.1 與 Windows 8：將滑鼠指向螢幕右上角或輕觸一下以開啟快速鍵列，按一下設定圖示，按一下或輕觸控制台，然後按一下或輕觸檢視裝置與印表機。
- Windows 7：從 Windows 開始功能表中，按一下裝置和印表機。
- Windows Vista：在 Windows 工作列上，依序按一下開始、控制台，以及印表機。
- Windows XP：在 Windows 工作列上，依序按一下開始、控制台，然後按一下印表機和傳真。

確認在印表機旁邊的圓圈中有一個核取標記。如果您的印表機未被選定為預設印表機，請以滑鼠右鍵按一下印表機圖示，然後從功能表中選擇設定為預設印表機。

如果您是使用 USB 纜線，而且仍然無法列印，或軟體安裝失敗：

1. 請從 CD/DVD 光碟機中取出 CD，接著從電腦拔除 USB 纜線。
2. 重新啟動電腦。
3. 將印表機軟體 CD 插入 CD/DVD 光碟機中，然後依照螢幕上的指示安裝印表機軟體。在提示您連接 USB 纜線之前請不要這樣做。
4. 安裝完畢之後重新啟動電腦。

如果您是使用無線方式，而且仍然無法列印：

請移至下一頁的「無線網路」一節以取得更多資訊。

聲明： Windows XP、Windows Vista、Windows 7、Windows 8 和 Windows 8.1 皆為 Microsoft Corporation 在美國的註冊商標。

Mac、OS X 和 AirPrint 是 Apple Inc. 在美國及其他國家/地區的註冊商標。

Mac

檢查列印佇列：

1. 在系統偏好設定中，按一下印表機與掃描器（在 OS X v10.8 Mountain Lion 和 OS X v10.9 Mavericks 中為列印與掃描）。
2. 按一下開啟列印佇列。
3. 按一下列印工作以選取它。
4. 利用下列按鈕來管理列印工作：
 - 取消圖示：取消選取的列印工作。
 - 重新開始：繼續進行暫停的列印工作。
5. 如果您已做出任何變更，請嘗試再次列印。

重新啟動並重設：

1. 重新啟動電腦。
2. 重設印表機。
 - a. 關閉印表機，並拔掉電源線。
 - b. 等候一分鐘，再插回電源線，然後開啟印表機。

重設列印系統：

1. 在系統偏好設定中，按一下印表機與掃描器（在 OS X v10.8 Mountain Lion 和 OS X v10.9 Mavericks 中為列印與掃描）。
2. 在按一下左側的清單時按住 Ctrl 鍵，然後選擇重設列印系統。
3. 新增要使用的印表機。

解除安裝軟體：

1. 如果印表機是透過 USB 連接至電腦，請中斷印表機與電腦間的連線。
2. 開啟 Applications/HP 資料夾。
3. 按兩下 HP 解除安裝程式，然後依照螢幕上的指示操作。

需要網路協助？

www.hp.com/go/wirelessprinting

HP 無線列印中心（網址為 www.hp.com/go/wirelessprinting）可協助您備妥無線網路、設定或重新設定印表機，以及針對網路問題進行疑難排解。

如果將印表機連線至網路失敗

- 請確認印表機已啟用無線功能。
 1. 從印表機控制台，輕觸 (無線)。
 2. 如果顯示無線關閉，請輕觸 (設定)，然後開啟無線。
- 請確認印表機已連線至網路。
 1. 從印表機控制台，輕觸 (無線)。
 2. 輕觸 (設定)。
 3. 輕觸列印報告，然後輕觸無線測試報告。無線測試報告即會自動列印。
 4. 檢查報告頂端，以瞭解測試期間是否有任何項目失敗。
 - 請參閱所執行的所有測試的 **DIAGNOSTICS RESULTS**（診斷結果）部分，判斷印表機是否通過這些測試。
 - 從 **CURRENT CONFIGURATION**（現行組態）部分，找出您的印表機目前所連線的網路名稱 (SSID)。請確認印表機和電腦都連線至相同的網路。
 5. 如果列印報告指出印表機未連線至網路，請依序輕觸 (無線)、(設定) 和無線設定精靈，將印表機連線至網路。

附註：如果電腦連接到虛擬私有網路 (VPN)，在繼續進行安裝之前，請先暫時中斷 VPN 的連線。安裝完畢後，您需要中斷 VPN 的連線，才能透過家用網路存取印表機。

- 請確認安全性軟體未封鎖網路通訊。

透過網路安裝時，防火牆等安全性軟體會封鎖電腦和印表機之間的通訊。如果找不到印表機，請先暫時停用防火牆，然後查看問題是否已解決。如需安全性軟體的詳細說明和秘訣，請前往：
www.hp.com/go/wpc-firewall_tw-zh。
- 重新啟動無線網路元件。

關閉路由器和印表機，然後再依下列順序重新開啟：先路由器再印表機。有時候關閉裝置再開啟，就可以協助解決網路通訊問題。如果仍然無法連接，請關閉路由器、印表機及電腦，然後再按下列順序開啟：先路由器，其次印表機，最後是電腦。

如果您仍然遇到問題，請造訪 HP 無線列印中心 (www.hp.com/go/wirelessprinting)。此網站包含最完整且最新的無線列印相關資訊，以及可協助您進行無線網路相關準備、解決印表機無線網路連接問題，以及解決安全性軟體問題的資訊。

附註：如果您的電腦執行 Windows，您可以使用「列印和掃描醫生」工具，此工具能幫助解決印表機可能發生的許多問題。若要下載此工具，請造訪 www.hp.com/go/tools。

若您要與網路上的多台電腦共用印表機

請先將印表機安裝在您的家用網路上。將印表機成功連接至家用網路後，便可和相同網路上的其他電腦共用該印表機。至於其他各台電腦，只需安裝 HP 印表機軟體即可。您也可以從連線至家用網路的行動裝置進行列印。對於 Android 4.0 及更高版本裝置，請安裝 HP Print Pluggin 或 ePrint 應用程式。對於 iOS 裝置，您可以使用 Airprint。

無線網路 (續)

若要從 USB 連線變更為無線連線

請先確定您已成功安裝印表機軟體。

Windows



1. 依據所使用的作業系統，執行下列其中一項動作：
 - Windows 8.1：按一下「開始」畫面左下角的向下箭頭，選取印表機名稱，然後按一下**公用程式**。
 - Windows 8：在**開始**畫面的空白區域中按一下滑鼠右鍵，再按一下應用程式列中的**所有應用程式**。
 - Windows 7、Windows Vista 和 Windows XP：在電腦的**開始**功能表中，選取**所有程式或程式集**，然後再選取**HP**。
2. 選取印表機名稱。
3. 選取**印表機安裝與軟體**。
4. 選取將**USB 連線的印表機轉換為無線**。依照螢幕上的指示操作。

Mac

使用 **Applications/HP** 中的 **HP 公用程式**，將此印表機的軟體連線方式變更為無線。

若要以無線方式使用印表機 (不透過路由器)

使用 Wi-Fi Direct 功能，即可不透過路由器，從電腦、智慧型手機或其他具備無線功能的裝置以無線方式列印。若要從電腦使用 Wi-Fi Direct 功能，該電腦必須安裝印表機軟體。

1. 確認印表機上的 Wi-Fi Direct 功能已開啟：
 - a. 在印表機顯示器的「首頁」畫面上，輕觸  (Wi-Fi Direct)。
 - b. 如果狀態為關閉，請輕觸  (Wi-Fi Direct 設定) 並開啟 Wi-Fi Direct。
2. 將具備無線功能的裝置連接至印表機：

支援 Wi-Fi Direct 的行動裝置：透過已啟用列印的應用程式選取一份文件，然後選取列印文件的選項。從可用印表機清單中，選擇所顯示的 Wi-Fi Direct 名稱，例如 DIRECT-**-HP OfficeJet-4650 (其中 ** 為您印表機的唯一識別字元)，然後依照印表機和行動裝置螢幕上的指示進行。

附註：此產品專為具有私人環境 (在家或辦公室) 中印表機網路存取權限的使用者而設計，不用藉助任何人都可以存取印表機的公用網際網路。因此，Wi-Fi Direct 設定預設為「自動」模式，無需管理員密碼；這就可以讓處於無線範圍內的任何人連線，並存取印表機的所有功能和設定。如果需要更高的安全性層級，HP 建議將 Wi-Fi Direct 「連線方法」從「自動」變更為「手動」，並建立管理員密碼。

不支援 Wi-Fi Direct 的電腦或行動裝置：從行動裝置連線至新網路。使用您通常使用的程序連線到新的無線網路或熱點。從無線網路清單中，選擇所顯示的 Wi-Fi Direct 名稱 (例如 DIRECT-**-HP OfficeJet-4650)，並在提示時輸入 WPA2 密碼。在印表機顯示器上輕觸  (Wi-Fi Direct)，以找到 WPA2 密碼。

3. 按照平時的操作，從電腦或行動裝置進行列印。

附註：Wi-Fi Direct 連線不提供網際網路存取。

如需 Wi-Fi Direct 的詳細資訊，請前往 HP 無線列印中心，網址為 www.hp.com/go/wirelessprinting。

若要使用 AirPrint 進行列印

此印表機已啟用 Apple AirPrint™ 功能。您可以從 iOS 裝置或 Mac 以無線方式進行列印。

- 印表機和 iOS 裝置或 Mac 必須位於相同的無線網路上。
- 使用 Apple AirPrint™ 功能，您無法將文件從印表機掃描至 iOS 裝置。

設定傳真

您可以在軟體安裝期間使用軟體精靈（建議使用）或在安裝軟體後使用軟體中的「傳真設定精靈」（Windows）或「HP 公用程式」中的「基本傳真設定」（OS X）來設定傳真，或繼續執行下列步驟。

1. 如果您的國家或地區位於以下清單中，請造訪 www.hp.com/uk/faxconfig 以取得設定資訊。否則，請依照本指南中的指示操作。

- 愛爾蘭
- 丹麥
- 芬蘭
- 葡萄牙
- 西班牙
- 奧地利
- 德國
- 荷蘭
- 瑞典
- 義大利
- 比利時
- 法國
- 挪威
- 瑞士
- 英國

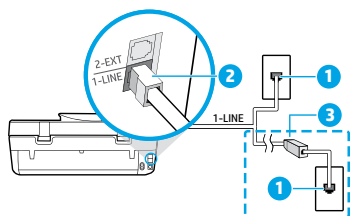
2. 連接電話線。

附註：HP 印表機的設計，是專供搭配傳統類比電話服務一併使用。如果是在數位電話環境中（例如 DSL/ADSL、PBX 或 ISDN），可能會在設定印表機進行傳真時，需要使用數位對類比過濾器或轉換器。請洽詢電話公司，以確認哪些設定選項最適合您。

如果電話線僅用於傳真

- 將電話線的一端連接到牆壁上的電話插孔。
- 將電話線的另一端連接到印表機背面標示有 **1-LINE** 的連接埠。

附註：如果您已訂閱 DSL/ADSL 服務，請在 1-LINE 連接埠和牆上電話插座之間連接 DSL/ADSL 過濾器。



1 牆壁上的電話插孔

傳真埠（標示有 **1-LINE**）

2

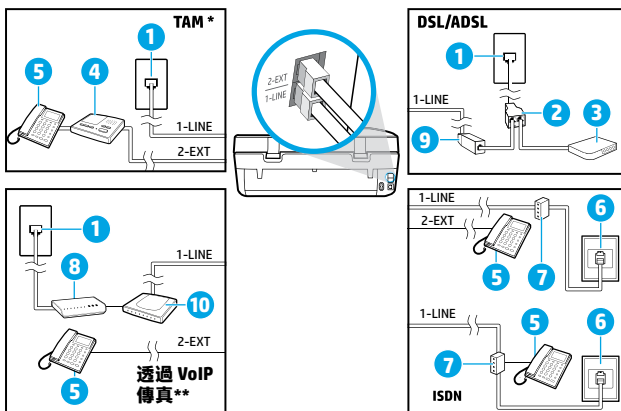
附註：請不要插入標示有 **2-EXT** 的連接埠。

3

DSL/ADSL 過濾器（由電話公司或服務供應商提供）

如果要將其他裝置連接至電話線

如果有其他要連接的裝置，請依照下圖所示方式進行連接：



1 牆壁上的電話插孔

2 並列分歧器

3 DSL/ADSL 數據機

4 電話答錄機

5 電話

6 牆壁上的 ISDN 電話插孔

7 終端配接卡或 ISDN 路由器

8 寬頻數據機

9 DSL/ADSL 過濾器

10 類比電話轉接器

* TAM：電話答錄機

** 透過 VoIP 傳真：透過網際網路語音通訊協定傳真

3. 測試傳真設定。傳真測試可檢查硬體、確認電話線類型和連線狀態，以及檢查撥號音和使用中的電話線。若要執行測試：

- 在控制台顯示器的「首頁」畫面中，輕觸傳真。
- 輕觸設定，再輕觸設定精靈，然後依照畫面上的指示進行。

使用傳真

傳送標準傳真

1. 將原稿列印面朝下放置在掃描器玻璃板上的右前方角落，或列印面朝上放入文件進紙器。
2. 在控制台顯示器的「首頁」畫面中，輕觸傳真。
3. 輕觸立即傳送。
4. 輕觸輸入傳真號碼，使用數字鍵台輸入傳真號碼，然後輕觸確定。
若要在傳真號碼中加入暫停，請重複按下*，直到破折號(-)出現在顯示器上。
5. 輕觸黑白或彩色。
印表機偵測到文件進紙器中已放入原稿時，裝置會將該文件傳送到您所輸入的號碼。
若收件者告知您所傳送的傳真品質有問題，請嘗試變更傳真的解析度或對比。

使用電話分機傳送傳真

1. 使用連接印表機的電話分機上之數字鍵台撥號。
使用此方法傳送傳真時，請不要使用印表機控制台上的數字鍵台。
2. 如果接收方接聽電話，您可以在傳送傳真前先與對方對話。
若由傳真機接聽電話，您會聽到對方傳真機的傳真音。
3. 將原稿列印面朝下放置在掃描器玻璃板上的右前方角落，或列印面朝上放入文件進紙器。
4. 從印表機控制台顯示器，輕觸傳真。
5. 輕觸傳送和接收，然後輕觸立即傳送。
6. 輕觸黑白或彩色。

如果您正在與收件者通話，請要求收件者在聽到傳真機的傳真音時開始接收傳真。當印表機開始傳真後，您可以掛斷電話或保持在線上。在傳輸傳真期間，您可能不會聽到傳真音。

如需有關其他傳送傳真方式（例如從電腦傳送傳真）的詳細資訊，請參閱電子說明。

自動接收傳真

依預設，印表機會自動接聽來電與接收傳真。

若要手動接收傳真，請從印表機控制台關閉自動接聽。

印表機將在接聽鈴聲次數設定中所指定的鈴聲次數後接聽來電。

附註：如果將答錄機連接至印表機，則印表機的接聽鈴聲次數設定必須高於答錄機。

1. 確定印表機已開機且已將紙張裝入。
2. 在控制台顯示器的「首頁」畫面中，輕觸傳真。
3. 輕觸設定，然後輕觸偏好設定。
4. 開啟自動接聽選項。

附註：如果您已在要用於傳真的同一個電話線路上訂閱語音信箱服務，將無法自動接收傳真。您必須能夠親自回應傳真來電。（如果您要自動接收傳真，請洽詢電話公司以訂閱鈴聲區別服務或取得獨立的電話線路以用於傳真。）

印表機可以將接收到的傳真儲存於內部記憶體。若要重新列印這些傳真，請參閱下一頁的「從記憶體重新列印接收到的傳真」。

使用傳真（續）

手動接收傳真

如果您正與他人對話，您可以在不掛斷電話的情況下手動接收傳真。

1. 確定印表機已開機且已將紙張裝入。
2. 將原稿從文件進紙器中取出。
將**接聽鈴聲次數**設定為較高的值，可讓您在印表機接聽之前有時間接聽來電。或者，關閉**自動接聽**，印表機就不會自動接聽來電。
3. 請傳送者開始傳送傳真。
4. 聽到傳真聲音時，從印表機控制台的「首頁」畫面，依序輕觸**傳真、傳送和接收**和**立即接收**。
當印表機開始接收傳真時，您可以掛斷電話或保持在線上。在傳輸傳真期間，您可能不會聽到傳真音。

從記憶體重新列印接收到的傳真

如果開啟了**備份傳真接收**，即使印表機發生錯誤狀況，傳真來電也將會儲存於記憶體。

附註：關閉印表機的電源時，可能會刪除儲存在記憶體中的所有傳真。

1. 確定紙張已放入進紙匣中。
2. 在控制台顯示器的「首頁」畫面中，輕觸**傳真**。
3. 輕觸**重新列印**。
系統將以收到傳真的相反順序來顯示傳真，也就是先顯示最後收到的傳真。
4. 選取您想要列印的傳真並輕觸**列印**。

列印報告或日誌

傳真報告會提供實用的印表機相關系統資訊。

1. 在印表機顯示器的「首頁」畫面中，依序輕觸**傳真和設定**。
2. 輕觸**報告**，然後輕觸要列印的報告。

提示：如果需要在成功傳送傳真之後列印確認訊息，請選取**傳真確認**，然後選取所需的選項。

解決傳真問題

如果在成功完成傳真測試後，您在使用傳真時仍出現問題，請遵循下面的步驟操作：

無法傳送但可以接收傳真

1. 進行影印或掃描，確認印表機運作正常。
2. 檢查傳真實體連接。
3. 檢查其他傳真裝置是否能傳送傳真至相同的電話號碼。接收的傳真裝置可能封鎖了您的電話號碼，也可能是該裝置發生技術問題。
4. 如果問題仍然存在，請列印傳真測試報告和傳真日誌（如果有的話，也請列印「呼叫者 ID」報告和「垃圾傳真」報告），然後聯絡 HP 以取得進一步協助。

無法接收但可以傳送傳真

1. 檢查印表機上的傳真設定。
2. 檢查傳真實體連接。
3. 檢查其他連接至相同電話線路的裝置是否能接收傳真。電話線路可能有問題，或傳送方傳真裝置可能發生傳真傳送問題。您也可以檢查您是否封鎖了傳送者的電話號碼。
4. 請與傳送者確認此問題。如果問題仍然存在，請列印傳真測試報告和傳真日誌（如果有的話，也請列印「呼叫者 ID」報告和「垃圾傳真」報告），然後聯絡 HP 以取得進一步協助。

無法傳送和接收傳真

1. 進行影印或掃描，確認印表機運作正常。
2. 檢查傳真實體連接。
3. 檢查印表機上的傳真設定。
4. 檢查其他連接至此電話線路的裝置是否能傳送或接收傳真。可能是電話線路發生問題。
5. 關閉電源以重設印表機，可能的話，請關閉電源總開關。等待幾秒，然後重新開啟電源。嘗試在印表機上收發傳真。
6. 如果問題仍然存在，請列印傳真測試報告和傳真日誌（如果有的話，也請列印「呼叫者 ID」報告和「垃圾傳真」報告），然後聯絡 HP 以取得進一步協助。

附註：如果您已在用於傳真的同一個電話線路上訂閱語音信箱服務，您將必須手動接收傳真。

檢查印表機的傳真設定

- 已開啟自動接聽功能，以讓印表機自動接收傳真。
- 如果您已從電話公司或服務廠商訂閱電話答錄機服務，請確定已將印表機的接聽鈴聲次數設定為大於電話答錄機的接聽鈴聲次數。印表機將會監視電話線路並判斷來電為一般來電或傳真來電。如果接到傳真來電，印表機將會自動開始傳真連線。否則，您可能必須在印表機顯示器上選擇傳真以手動接收傳真。
- 如果將多個電話號碼指派給相同的電話線路，且線路是由多部裝置共用，請確認為印表機設定了正確的特定傳真接收鈴聲。

檢查傳真實體連接

- 將一條電話線從印表機背後的 1-LINE 連接埠連接至牆上電話插座，並將另一條電話線從印表機背後的 2-EXT 連接埠連接至電話分機。使用電話分機撥打無法接收傳真的電話號碼。
- 如果您嘗試傳真到外部號碼，在輸入電話號碼之前，請務必加上所有必要的存取碼或號碼。您可能也需要在號碼中加入暫停，以避免印表機撥號太快；若要加入暫停，請重複按下*，直到破折號(-)出現在顯示器上。
- 如果您由於未偵測到撥號音或線路有雜音而無法撥出電話，請嘗試使用另一條電話纜線連接到 1-LINE 電話連接埠，或將印表機移至具有獨立電話線的其他地點（可能的話），查看是否會發生類似問題。
- 如果是在數位電話環境中（例如透過 VoIP 傳真），請在印表機控制台上降低傳真速度並關閉錯誤編碼調變 (ECM)。如有需要，請洽電話公司，以確認電話線路是否發生問題，或進一步瞭解電話網路功能。

HP 印表機有限保固聲明

HP 產品	有限保固期限
軟體媒體	90 天
印表機	電話技術支援：1 年（全球） 零件及人工保固：美國和加拿大為 90 天（美國和加拿大境外為 1 年或根據當地法律要求）
列印或墨匣	直到 HP 油墨已耗盡或印在墨匣上的「保固結束日期」到期，視何者為先。本保固不包含經過重新裝填、再製、整修、使用不當，或擅自修改的 HP 墨匣產品。
噴頭（僅適用於其噴頭可供客戶替換的產品）	1 年
配件	除非另有說明，否則為 1 年

A. 有限保固範圍

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

B. 保固限制

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

C. 責任限制

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

D. 當地法律

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