

HP Deskjet F4200 All-in-One series



# 基本指南

# Basics Guide



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# HP Deskjet F4200 All-in-One series 基本指南

繁體中文



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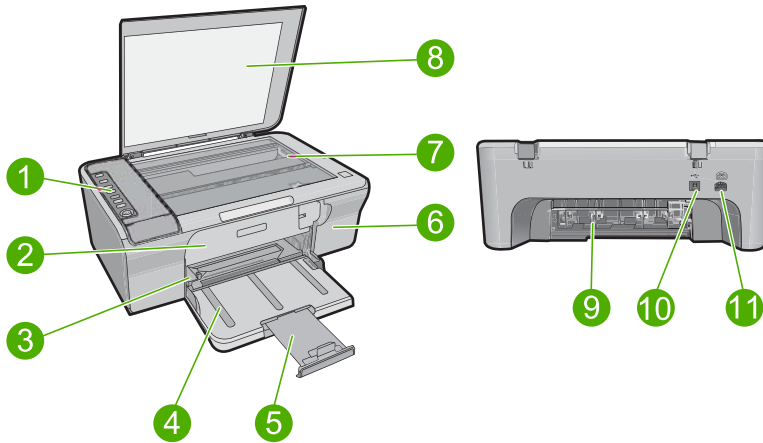
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# 1 HP All-in-One 概觀

HP Deskjet F4200 All-in-One series 是一功能極多的裝置，可讓您輕鬆地使用影印、掃描及列印。如需有關所有功能的詳細資訊，請參閱螢幕說明。

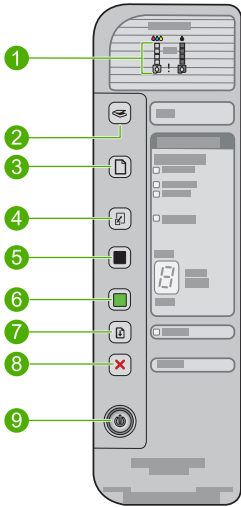
## HP All-in-One 概觀




標籤	描述
1	控制台
2	前端存取擋門
3	紙張寬度導板
4	進紙匣
5	紙匣延伸架
6	列印墨匣門
7	玻璃板
8	背蓋板
9	后端存取擋門
10	後方 USB 連接埠
11	電源連接*

\* 只能與 HP 提供的電源轉接器搭配使用。

# 控制台按鈕

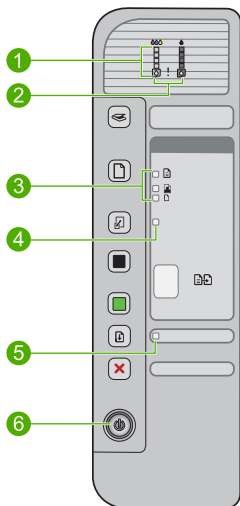


標籤	圖示	名稱與描述
1		<p><b>墨水存量燈號</b>：顯示每個列印墨匣的墨水存量資訊，三色墨匣有四個指示燈，黑色墨匣也有四個指示燈。</p> <p>檢查列印墨匣燈號：指出需要重新插入指定的列印墨匣、更換列印墨匣或是關閉列印墨匣門。<b>黑色</b>墨水圖示燈號指示黑色列印墨匣發生問題，而<b>彩色</b>墨水圖示燈號指示三色列印墨匣發生問題。</p>
2		<p><b>掃描</b>：開始掃描目前在玻璃板上的原稿。如果 HP All-in-One 正在忙著處理其他工作，則會忽略按下<b>掃描</b>按鈕的動作。只有當電腦開啓時，<b>掃描</b>按鈕才能正常運作。</p>
3		<p><b>紙張選取</b>：將紙張類型設定變更為普通紙、大型相片紙或小型相片紙。確定適當的紙張已放入進紙匣。預設紙張類型設為<b>普通紙</b>。</p> <p>「紙張選取」指示燈會指出目前選取的紙張尺寸及類型。</p>
4		<p><b>調整到適合頁面 / 縮放到頁面</b>：將原稿放大到可符合所選紙張尺寸之邊界的最大尺寸，以便進行影印。</p>
5		<p><b>開始影印/黑白</b>：開始黑白影印工作。</p> <p>按此按鈕多次，以指定黑白影印。選擇影印份數之後，印表機會立即開始列印。要影印的份數顯示於此按鈕的右邊。</p>
6		<p><b>開始影印/彩色</b>：開始彩色影印工作。</p> <p>按此按鈕多次，以指定多色影印。選擇影印份數之後，印表機會立即開始列印。要影印的份數顯示於此按鈕的右邊。</p>
7		<p><b>重新開始</b>：指示 HP All-in-One 在問題解決之後繼續運作。</p> <p><b>重新開始</b>按鈕旁的<b>重新開始</b>燈號閃爍，表示需要放入紙張或清除卡紙。</p>
8		<p><b>取消</b>：停止列印、影印或掃描工作。</p>

標籤	圖示	名稱與描述
9		<b>開啓</b> ：開啓或關閉 HP All-in-One。開啓 HP All-in-One 的電源時， <b>開啓</b> 按鈕會亮起。

## 狀態燈號概觀

有數種指示燈號會告知您 HP All-in-One 的狀態。



標籤	描述
1	墨水存量燈號
2	檢查列印墨匣燈號
3	<b>紙張選取</b> 燈號（ <b>紙張選取</b> 按鈕）
4	<b>調整到適合頁面 / 縮放到頁面</b> 燈號
5	<b>重新開始</b> 燈號
6	<b>開啓</b> 燈號

下表描述一般情況，並說明燈號的意義。

燈號狀態	燈號的意義
所有燈號都熄滅。	HP All-in-One 已關閉。按 <b>開啓</b> 按鈕開啓產品。
<b>開啓</b> 燈號在閃爍。	HP All-in-One 正在進行列印、掃描、影印或校正列印墨匣。
<b>開啓</b> 燈號快速閃爍 3 秒，然後維持亮燈。	當 HP All-in-One 已在進行列印、掃描、影印或校正列印墨匣時，您按了某個按鈕。

(續)


燈號狀態	燈號的意義
開啓燈號連續閃爍 20 秒，然後維持亮燈。	您按下「掃描」按鈕，但是電腦沒有回應。
重新開始燈號在閃爍。	<ul style="list-style-type: none"> <li>HP All-in-One 紙張用完。</li> <li>HP All-in-One 夾紙。</li> </ul>
「檢查列印墨匣」燈號在閃爍。	<ul style="list-style-type: none"> <li>列印墨匣門為開啓狀態。</li> <li>列印墨匣遺失或安裝的位置錯誤。</li> <li>塑膠帶尚未從列印墨匣上移除。</li> <li>列印墨匣不是此 HP All-in-One 的專用墨匣。</li> <li>列印墨匣可能已損壞。</li> </ul>
開啓、重新開始及「檢查列印墨匣」指示燈在閃爍。	<p>掃描器失敗。</p> <p>關閉 HP All-in-One 然後再開機。如果問題仍然存在，請聯絡 HP 支援。</p>
重新開始及「檢查列印墨匣」指示燈在閃爍。	墨匣托架卡住
所有燈號都在閃爍。	<p>HP All-in-One 發生嚴重錯誤。</p> <ol style="list-style-type: none"> <li>將產品的電源關閉。</li> <li>拔掉電源線。</li> <li>等候大約一分鐘，再插回電源線。</li> <li>開啓產品電源。</li> </ol> <p>如果問題仍然存在，請聯絡 HP 支援。</p>

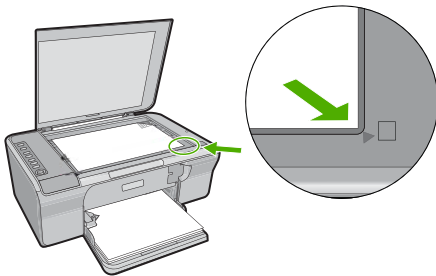
## 載入原稿以進行掃描和影印

您可在 HP All-in-One 中放入許多不同類型和大小的紙張，包括 Letter、A4 紙、相紙、投影片和信封。如需詳細資訊，請參閱螢幕說明。

### 在玻璃板上放入原稿

- 將蓋板抬起至開啓位置。
- 將原稿列印面朝下放置在玻璃板上的右前方角落。

 **提示** 若要取得正確的影片大小，請確定玻璃板上沒有膠帶或其他異物。



- 蓋上蓋板。



## 進行影印


您可以從控制台進行高品質的影印。

### 從控制台進行影印

1. 確定已在進紙匣內放入紙張。
2. 將原稿列印面朝下放置在玻璃板上的右前方角落。
3. 按**紙張選取**按鈕設定紙張類型。
4. 按下**開始影印/黑白**或**開始影印/彩色**。


## 掃描原始文件

如果是放在玻璃板上的原稿或影像，您就可以從電腦或 HP All-in-One 開始掃描。若要使用掃描功能，HP All-in-One 必須與電腦連線並已開啓。進行掃描之前，電腦上必須安裝 HP Photosmart 軟體，且軟體可正常運作。

 **附註** 如果您使用的是 Windows 2000，請改用 Windows 掃描器精靈，而不要按**掃描**按鈕。

### 掃描至電腦

1. 將原稿列印面朝下放置在玻璃板上的右前方角落。

 **提示** 如果要取得品質良好的副本，請確定掃描器的玻璃板是否乾淨以及是否有異物沾附在玻璃板上。

2. 按**掃描**。
3. 對預覽影像進行編輯，然後在完成時按一下「接受」。

## 2 疑難排解與支援

本章涵蓋有關安裝與組態設定問題的疑難排解資訊，以及一些操作主題。如需疑難排解資訊，請參閱螢幕說明。

在尚未安裝 HP Photosmart 軟體的電腦上使用 USB 纜線連接印表機與電腦，容易產生很多問題。如果在軟體安裝畫面提示您這麼做之前，已連接印表機至電腦，您必須依照這些步驟：

### 軟體安裝問題疑難排解

1. 從電腦上拔除 USB 纜線。
2. 解除安裝軟體（如果已安裝）。如需更詳細的資訊，請參閱位於第 7 頁的「[解除安裝和重新安裝軟體](#)」。
3. 重新啟動電腦。
4. 關閉產品，等待一分鐘，然後重新啟動。
5. 重新安裝 HP Photosmart 軟體。

△ **注意** 只有當軟體安裝畫面出現提示後，才可以將 USB 纜線連接至電腦。

如需支援聯絡資訊，請參閱本指南的封底內頁。

### 解除安裝和重新安裝軟體

如果安裝未完成，或者在軟體安裝畫面顯示提示之前就連接 USB 纜線至電腦，可能需要解除安裝後再重新安裝軟體。請勿只是從電腦中刪除 HP All-in-One 應用程式檔案。務必使用安裝 HP All-in-One 隨附軟體時所提供的解除安裝公用程式，完整移除程式檔案。

#### 從 Windows 電腦解除安裝後再重新安裝

1. 開啓 Windows 控制台並按兩下「新增或移除程式」。
2. 選擇「HP Deskjet All-in-One 驅動程式軟體」，並按一下「變更/移除」。  
按照畫面上的指示操作。
3. 中斷產品與電腦的連線。
4. 重新啟動電腦。

📖 **附註** 重新啟動電腦前，請務必中斷印表機的連線。在重新安裝軟體完成之前，請勿將印表機連接至您的電腦。

5. 若要重新安裝軟體，請將產品光碟插入電腦的 CD-ROM 光碟機，並依照開始畫面中的指示安裝軟體。

如果沒有出現開始畫面，請按兩下「我的電腦」，再按兩下具有 HP 標誌的「CD-ROM」圖示，然後按兩下「setup.exe」。

6. 遵循螢幕指示，以及產品隨附之《安裝指南》中提供的指示。

完成軟體安裝時，「HP 數位影像監視器」圖示就會出現在 Windows 系統工作列中。爲了確保軟體安裝正確，請列印一張測試頁。如需列印測試頁，請參閱螢幕操作說明。針對 Macintosh 使用者：解除安裝和重新安裝指示在軟體的讀我檔案與說明檔案中。

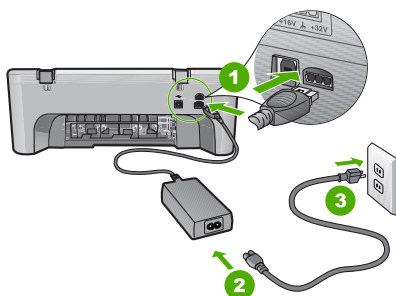
### 硬體安裝疑難排解

本節包含 HP All-in-One 的硬體疑難排解資訊。

## 印表機將不會開啓

### 解決方案

- 確定電源線已穩固連接產品和電源轉接器。將電源線插入電源插座、突波保護器或電源延長線。



1	電源連接
2	電源線與變壓器
3	電源插座

- 如果使用電源延長線，請確定電源延長線開關是開著的。否則請將產品直接插到電源插座上。
- 測試電源插座，確定它是正常的。插入一個已知能正常運作的裝置，檢視其是否有電。若沒有電，則可能是電源插座有問題。
- 如果將產品插入有開關的插座，請確認該插座是開啓的。如果該插座是開啓的但仍無法運作，則可能是電源插座有問題。

**原因：** 產品不是使用其隨附的電源線。

**解決方案：** 如果您太快按下**開啓**按鈕，產品可能沒有反應。請再按一次**開啓**按鈕。需稍等幾分鐘，產品才會開啓。如果您在這段期間再次按下**開啓**按鈕，則可能會關閉產品。

△ **注意** 若印表機仍未開啓，可能是機械故障。從電源插座拔掉印表機的插頭。洽詢 HP 支援的維修服務。

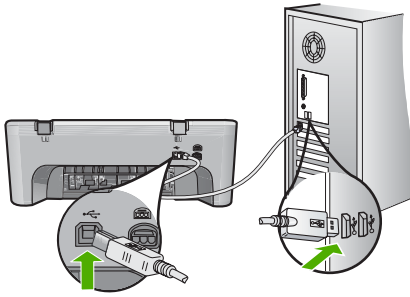
前往：[www.hp.com/support](http://www.hp.com/support)。若出現提示，請選擇您所在的國家／地區，然後按一下「聯絡 HP」取得技術支援之資訊。

**原因：** 您太快按下「開啓」按鈕。

## 我已接上 USB 纜線，但無法搭配電腦使用 HP All-in-One

**解決方案：** 您必須先安裝產品隨附的軟體，然後再連接 USB 纜線。安裝期間，除非螢幕操作指示出現提示，否則請勿插入 USB 纜線。如果在出現提示之前就連接 USB 纜線，則會導致錯誤。

安裝軟體後，以 USB 纜線連接電腦與產品就非常簡單。只要將 USB 纜線的一端插入電腦後方，而另一端插入產品後方即可。您可以連接至電腦後方任一 USB 連接埠。

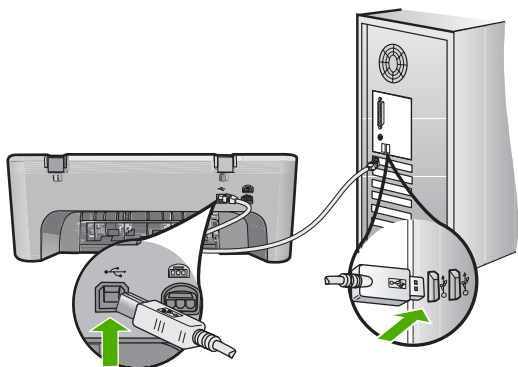


有關安裝軟體以及連接 USB 纜線的詳細資訊，請參閱 HP All-in-One 隨附的《安裝指南》。

### HP All-in-One 無法列印

**解決方案：** 如果產品和電腦彼此之間沒有進行通訊，請嘗試執行下列操作：

- 查看產品上的**開啓**按鈕。如果該燈號沒有亮起，則表示產品已關閉。確定電源線已穩固連接產品和電源轉接器，並插入電源插頭。按**開啓**按鈕開啓產品。
- 確定列印墨匣已裝妥。
- 確定已在進紙匣內放入紙張。
- 確定產品沒有夾紙。
- 檢查列印滑動架沒有卡住。  
開啓前端存取擋門以進入列印滑動架區。取出任何會擋住列印墨匣的物件，包括包裝材料。關閉產品然後再開機。
- 列印測試頁，查看產品是否能列印，並能與電腦通訊。如需詳細資訊，請參閱螢幕操作說明。
- 確定列印佇列沒有暫停。若是，請選擇適當的設定以恢復列印。有關存取列印佇列的詳細資訊，請參閱電腦安裝之作業系統的隨附說明文件。
- 檢查 USB 纜線。如果使用較舊的纜線，則可能是纜線有問題。將它連接到另一個產品，檢查 USB 纜線是否能發揮作用。如果遇到問題，則可能需要更換 USB 纜線。另外請確定纜線的長度沒有超過 3 公尺。
- 確認您的電腦已可使用 USB，且您使用的是支援的作業系統。如需更多資訊，請參閱「讀我」檔案。
- 檢查產品與電腦的連線。確認 USB 纜線已牢固插入產品背面的 USB 埠。確保 USB 纜線的另一端插入電腦的 USB 埠。在正確連接纜線後，關閉產品然後重新開機。



- 如果是透過 USB 集線器連接產品，請確定集線器的電源已開啓。如果集線器已開啓，請嘗試直接連接到電腦。
- 檢查其他印表機或掃描器。您可能需要中斷與電腦連接的較舊產品。
- 嘗試將 USB 纜線連接到電腦上的另一個 USB 連接埠。在檢查連線後，請試著重新啓動電腦。關閉產品電源然後重新開啓。
- 在檢查連線後，請試著重新啓動電腦。關閉產品電源然後重新開啓。
- 如有需要，請先移除與產品一起安裝的軟體，然後再重新安裝。

有關設定 HP All-in-One 以及連接至電腦的詳細資訊，請參閱 HP All-in-One 隨附的《安裝指南》。

## 清除卡紙

如需有關清除夾紙的詳細資訊，請參閱螢幕操作說明。如需關於存取螢幕操作說明的指示，請參閱位於第 10 頁的「螢幕說明」。

## 列印墨匣疑難排解

如需列印墨匣問題疑難排解的詳細資訊，請參閱螢幕操作說明。如需關於存取螢幕操作說明的指示，請參閱位於第 10 頁的「螢幕說明」。

## 尋找更多資訊

各種印刷手冊和螢幕說明上的資源，都會提供有關安裝與使用 HP All-in-One 的資訊。

### 安裝指南

《安裝指南》提供設定 HP All-in-One 和安裝軟體的指示。請務必依照《安裝指南》的順序來執行步驟。

如果安裝時發生問題，請參閱《安裝指南》最後一節的〈疑難排解〉，或是參閱本指南中的位於第 7 頁的「疑難排解與支援」。

### 螢幕說明

螢幕操作說明提供了本指南中沒有提到的 HP All-in-One 詳細功能指示，其中包括只有透過與 HP All-in-One 一起安裝的軟體才可使用的功能。螢幕操作說明也有提供法規及環境資訊。

### 存取螢幕操作說明

- **Windows**：按一下「開始 > 所有程式 > HP > Deskjet F4200 All-in-One series > 說明」。  
若要安裝螢幕操作說明，請將軟體 CD 插入您的電腦，然後遵循螢幕上的指示進行。
- **Macintosh**：按一下「說明 > Mac 說明 > 資料庫 > HP 產品說明」。

### HP 網站

若能連線至網際網路，便可從 HP 網站上取得說明和支援，網址為 [www.hp.com/support](http://www.hp.com/support)。此網站上提供技術支援、驅動程式、以及耗材和訂購資訊。

## HP 支援

您可以透過電話或網際網路與 HP 支援聯絡。支援選項和可用性會因產品、國家/地區和語言而異。

### 致電 HP 支援

如需有關支援電話號碼的清單，請參閱本手冊的後封面內頁。  
支援選項和可用性會因產品、國家/地區和語言而異。

#### 電話支援期限

拉丁美洲（包括墨西哥）用戶可獲得一年的電話支援。若要確定北美洲、西歐、中東、亞太地區及非洲的電話支援期限，請瀏覽 [www.hp.com/support](http://www.hp.com/support)。  
您需要支付標準的電話費用。

#### 電話支援期限過後

電話支援期限過後，HP 提供的支援服務將酌情收費。  
請聯絡 HP 經銷商或致電您所在國家/地區的 HP 支援以了解關於支援選項的更詳細資訊。

### 在致電 HP 支援之前

1. 請確定：
  - a. HP All-in-One 已經插上電源，並已經開啓。
  - b. 指定的列印墨匣已正確安裝。
  - c. 建議使用的紙張已正確放入進紙匣。
2. 重設 HP All-in-One：
  - a. 按**開啓**按鈕以關閉 HP All-in-One 的電源。
  - b. 由 HP All-in-One 背面移除電源線。
  - c. 將電源線插回 HP All-in-One 的背面。
  - d. 按**開啓**按鈕以開啓 HP All-in-One 的電源。
3. 請備妥以下資訊：
  - a. HP All-in-One 的型號名稱，這可在控制台上找到。
  - b. 列印一份自我測試報告。如需詳細資訊，請參閱螢幕操作說明。
  - c. 請備妥問題的詳細描述。
  - d. 備妥您的序號和服務 ID，這可在自我測試報告上找到。
  - e. 請在 HP All-in-One 的附近致電 HP 支援。

## 技術資訊

本節提供 HP All-in-One 的技術規格和國際法規資訊。如需其他的法規及環境規格，請參閱螢幕操作說明。

如需其他法規和環境資訊，包括「符合聲明」(Declaration of Conformity)，請參閱螢幕操作說明。

## 系統需求

軟體系統需求在讀我檔案中。

## 紙張規格

- 進紙匣容量：普通紙張最多 80 張（65-90 gsm 紙）
- 出紙匣容量：普通紙張最多 50 張（65-90 gsm 紙）


 **附註** 如需完整的支援材質尺寸清單，請參閱印表機軟體。

## 實體規格

- 高度：161.5 mm
- 寬度：437.5 mm
- 深度（進紙匣朝上）：290.4 mm
- 重量：4.9 kg

## 電源規格

- 消耗電量：20W（列印時平均值）
- 輸入電壓：100-240 V AC ~ 1 A 50 - 60 Hz
- 輸出電壓：DC 32 V===375 mA，16 V===500mA
- 電源供應器：0957-2242、AC 100-240 V（±10%）、50-60 Hz（±3 Hz）
- 電源供應器：0957-2250、AC 100-240 V（±10%）、50-60 Hz（±3 Hz）

 **附註** 只能與 HP 提供的電源轉接器搭配使用。

## 環境規格

- 最大作業條件
  - 溫度：5°C-40°C
  - 溼度：相對濕度 15%-80%（無凝結）
- 建議的作業環境
  - 溫度：15°C-30°C
  - 溼度：相對濕度 20%-80%（無凝結）
- 極限運送（儲存）環境
  - 溫度：-40°C-60°C
  - 溼度：相對濕度 5%-90%（無凝結）
- 若 HP All-in-One 處於較高的電磁環境中，輸出可能會稍微失真
- HP 建議使用長度不超過 3 公尺的 USB 纜線，以減少由於高電磁環境可能造成的干擾噪音

## 法規注意事項

HP All-in-One 符合您所在國家/地區法規機構的產品規定。如需完整的法規公告清單，請參閱螢幕說明。

### 法規機型識別號碼

為用於法規識別，您的產品具有一個法規機型識別號碼 (Regulatory Model Number)。本產品的法規機型識別號碼為 VCVRA-0811。請勿將此法規號碼與行銷名稱（HP Deskjet F4200 All-in-One series 等）或產品序號（CB656A 等）混淆。

HP 產品	保固期限
軟體媒體	90 天
印表機	1 年
列印或墨匣	直至 HP 油墨已耗盡或印在列印墨匣上的「保固結束日期」到期，視何者為先。本保固不包含經過重新填裝、再製、整修、使用不當，或擅自修改的 HP 墨匣產品。
配件	90 天

## A. 有限保固範圍

- 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。
- 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。
- 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：
  - 不適當的維護或修改；
  - 使用非 HP 提供或支援的軟體、媒體、零件或耗材；
  - 違反產品規範的操作；
  - 未經授權的修改和誤用。
- 對於 HP 印表機產品，使用非 HP 列印墨匣或重新填裝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 列印墨匣或重新填裝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。
- 如果 HP 在有效的保固期限內，收到 HP 保固範圍內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。
- 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。
- 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。
- 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。
- HP 產品可能包含性能上相當於新零件的再製零件、元件或材料。
- 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，這些機構分布在由 HP 或授權進口商銷售的 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

- 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。
- 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、意外或者因果性的傷害負責。

## D. 當地法律

- 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。
- 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：
  - 排除本保固聲明中的無擔保聲明和限制條款，以免限制客戶的法定權利 (例如英國)；
  - 限制製造商實施這些免責或限制條款的能力；或者
  - 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。
- 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。



# HP Deskjet F4200 All-in-One series

## Basics Guide

English





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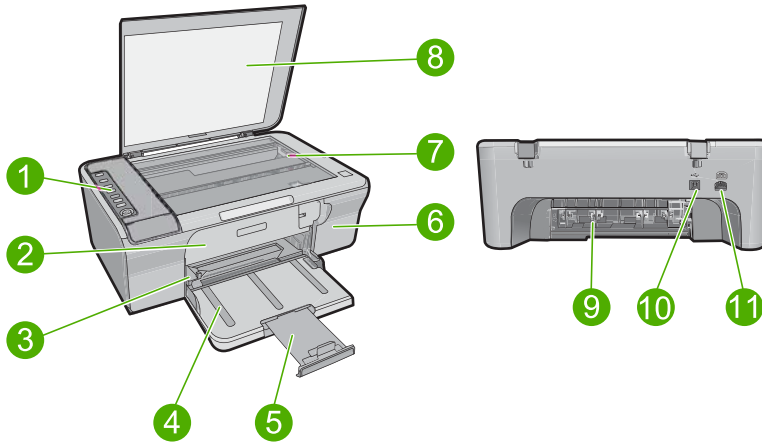
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# 1 HP All-in-One overview

The HP Deskjet F4200 All-in-One series is a versatile device that gives you easy-to-use copying, scanning, and printing. For information about the full range of features and functions, see the onscreen Help.

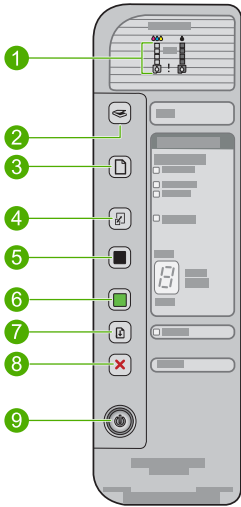
## The HP All-in-One at a glance






Label	Description
1	Control panel
2	Front access door
3	Paper-width guide
4	Input tray
5	Tray extender
6	Print cartridge door
7	Glass
8	Lid backing
9	Rear access door
10	Rear USB port
11	Power connection*

\* Use only with the power adapter supplied by HP.

# Control panel buttons

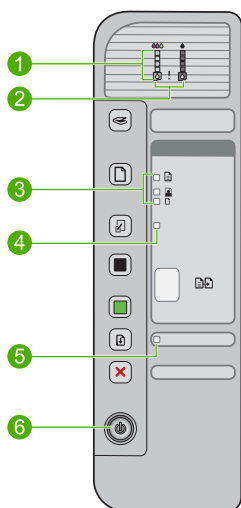


Label	Icon	Name and Description
1		<p><b>Ink Level lights:</b> Show ink level information for each print cartridge, four for the tri-color cartridge and four for the black cartridge.</p> <p><b>Check Print Cartridge lights:</b> Indicates the need to reinsert the specified print cartridge, replace the print cartridge, or close the print cartridge door. The <b>Black</b> ink icon light indicates that the problem is with the black print cartridge, and the <b>Color</b> ink icon light indicates that the problem is with the tri-color print cartridge.</p>
2		<p><b>Scan:</b> Starts scanning the original currently on the glass. A <b>Scan</b> button press is ignored if the HP All-in-One is busy with any other job. The <b>Scan</b> button functions only when the computer is on.</p>
3		<p><b>Paper Selection:</b> Changes the paper type setting to either plain, large photo, or small photo paper. Make sure the appropriate paper type is loaded in the input tray. The default paper type setting is <b>Plain</b>.</p> <p>The Paper Selection lights indicate the currently selected paper size and type.</p>
4		<p><b>Resize to Fit / Fit to Page:</b> Scales the original to the maximum size to fit within the margins of the selected paper size for copying.</p>
5		<p><b>Start Copy Black:</b> Starts a black-and-white copy job.</p> <p>Press this button multiple times to specify multiple black copies. The printer will start printing shortly after the number of copies have been selected. The number of copies to be printed is shown to the right of this button.</p>
6		<p><b>Start Copy Color:</b> Starts a color copy job.</p> <p>Press this button multiple times to specify multiple color copies. The printer will start printing shortly after the number of copies have been selected. The number of copies to be printed is shown to the right of this button.</p>

Label	Icon	Name and Description
7		<b>Resume:</b> Instructs the HP All-in-One to continue after a problem is solved. A blinking <b>Resume</b> light next to the <b>Resume</b> button indicates the need to load paper or clear a paper jam.
8		<b>Cancel:</b> Stops a print, copy, or scan job.
9		<b>On:</b> Turns the HP All-in-One on or off. The <b>On</b> button is lit when the HP All-in-One is powered on.

## Status light overview

Several indicator lights inform you of the status of the HP All-in-One.



Label	Description
1	Ink Level lights
2	Check Print Cartridge lights
3	<b>Paper Selection</b> lights (for the <b>Paper Selection</b> button)
4	<b>Resize to Fit / Fit to Page</b> light
5	<b>Resume</b> light
6	<b>On</b> light

The following table describes common situations and explains what the lights mean.


Light status	What it means
All lights are off.	The HP All-in-One is turned off. Press the <b>On</b> button to turn on the product.
The <b>On</b> light is blinking.	The HP All-in-One is busy printing, scanning, copying, or aligning the print cartridges.
The <b>On</b> light blinks quickly for 3 seconds and then is on steady.	You pressed a button while the HP All-in-One is already busy printing, scanning, copying, or aligning the print cartridges.
The <b>On</b> light blinks for 20 seconds and then is steady.	You pressed the <b>Scan</b> button and there was no response from the computer.
The <b>Resume</b> light is blinking.	<ul style="list-style-type: none"> <li>The HP All-in-One is out of paper.</li> <li>The HP All-in-One has a paper jam.</li> </ul>
The Check Print Cartridge light is blinking.	<ul style="list-style-type: none"> <li>The print cartridge door is open.</li> <li>The print cartridges are missing or not seated correctly.</li> <li>The tape was not removed from the print cartridge.</li> <li>The print cartridge is not intended for use in this HP All-in-One.</li> <li>The print cartridge might be defective.</li> </ul>
The <b>On</b> , <b>Resume</b> , and Check Print Cartridge lights are blinking.	Scanner failure. Turn off the HP All-in-One, then turn it on again. If the problem persists, contact HP Support.
The <b>Resume</b> and Check Print Cartridge lights are blinking.	The print cartridge carriage is stalled.
All lights are blinking.	<p>The HP All-in-One has a fatal error.</p> <ol style="list-style-type: none"> <li>Turn off the product.</li> <li>Unplug the power cord.</li> <li>Wait a minute, then plug the power cord back in.</li> <li>Turn on the product.</li> </ol> <p>If the problem persists, contact HP Support.</p>

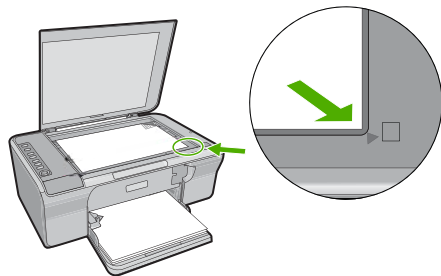
## Load originals for scanning and copying

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

### To load an original on the glass

- Lift the lid to the open position.
- Load your original print side down on the right front corner of the glass.

 **TIP:** To get the correct copy size, make sure that there is no tape or other foreign object on the glass.



3. Close the lid.

## Make a copy


You can make quality copies from the control panel.

### To make a copy from the control panel

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass.
3. Press the **Paper Selection** button to set the paper type.
4. Press **Start Copy Black** or **Start Copy Color**.

## Scan an original


For original documents or images placed on the glass, you can start a scan from your computer or from the HP All-in-One. To use the scan features, the HP All-in-One and computer must be connected and turned on. The HP Photosmart Software must also be installed and running on your computer prior to scanning.

 **NOTE:** If you are using Windows 2000, use the Windows Scanner wizard instead of pressing the **Scan** button.

### To scan to a computer

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

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 **TIP:** For quality copies, ensure that the scanner glass is clean and that there are no foreign materials adhering to it.

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2. Press **Scan**.
3. Make any edits to the preview image, and then click **Accept** when you are finished.



## 2 Troubleshooting and support

This chapter contains troubleshooting information for installation and configuration issues and some operational topics. For more troubleshooting information, see the onscreen Help.

Many issues are caused when the product is connected to the computer using a USB cable before the HP Photosmart software is installed on the computer. If you connected the product to your computer before the software installation screen prompts you to do so, you must follow these steps:

### To troubleshoot software installation

1. Disconnect the USB cable from the computer.
2. Uninstall the software (if you have already installed it). For more information, see [“Uninstall and reinstall the software” on page 7](#).
3. Restart your computer.
4. Turn off the product, wait one minute, then restart it.
5. Reinstall the HP Photosmart software.

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


For support contact information, see the inside back cover of this guide.

### Uninstall and reinstall the software

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

#### To uninstall from a Windows computer and then reinstall

1. Open the Windows control panel and double-click **Add or Remove Programs**.
2. Select **HP Deskjet All-in-One Driver Software**, and then click **Change/Remove**. Follow the onscreen instructions.
3. Disconnect the product from your computer.
4. Restart your computer.

 **NOTE:** It is important that you disconnect the product before restarting your computer. Do not connect the product to your computer until after you have reinstalled the software.

5. To reinstall the software, insert the product CD-ROM into your computer's CD-ROM drive and follow the instructions on the startup screen to install the software.  
If the startup screen does not appear, double-click **My Computer**, double-click the **CD-ROM** icon with the HP logo, and then double-click **setup.exe**
6. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the product.

When the software installation is complete, the **HP Digital Imaging Monitor** icon appears in the Windows system tray.

To verify that the software is properly installed, print a test page. For printing a test page, see the onscreen Help.

For Macintosh users: Uninstall and reinstall directions are in the Readme file and in the Help files for the software.

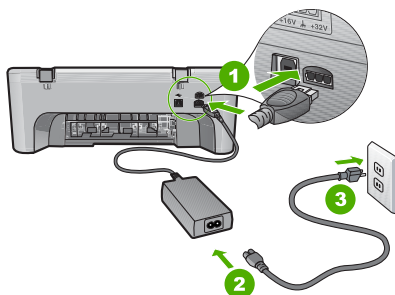
### Hardware setup troubleshooting

This section contains hardware troubleshooting information for the HP All-in-One.

## The product will not turn on

### Solution

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



1	Power connection
2	Power cord and adapter
3	Power outlet

- If you are using a power strip, make sure the power strip is on. Or, try plugging the product directly into a power outlet.
- Test the power outlet to make sure it is working. Plug in an appliance that you know works, and see if the appliance has power. If not, then there might be a problem with the power outlet.
- If you plugged the product into a switched outlet, make sure the outlet is switched on. If it is switched to on but still does not work, then there might be a problem with the power outlet.

**Cause:** The product was not being used with the power cord it was shipped with.

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

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

Contact HP support for service.

Go to: [www.hp.com/support](http://www.hp.com/support). If prompted, choose your country/region, and then click

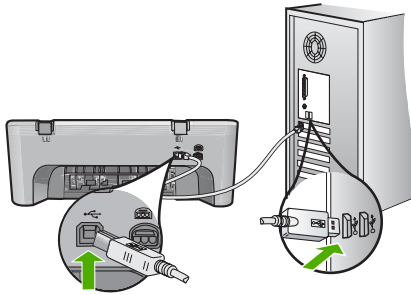
**Contact HP** for information on calling for technical support.

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

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

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

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

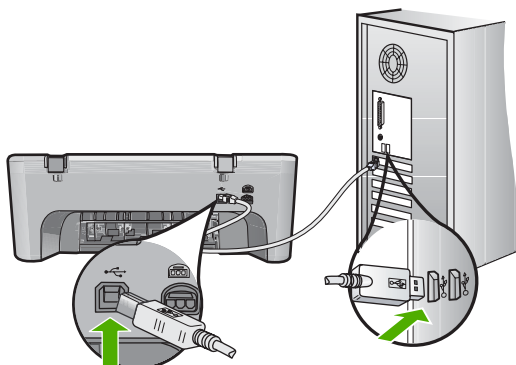


For more information on installing the software and connecting the USB cable, see the Setup Guide that came with the HP All-in-One.

### The HP All-in-One does not print

**Solution:** If the product and computer are not communicating with each other, try the following:

- Look at the **On** button located on the product. If it is not lit, the product is turned off. Make sure the power cord is firmly connected to both the product and the power adapter and plugged into a power outlet. Press the **On** button to turn on the product.
- Make sure the print cartridges are installed.
- Make sure you have paper loaded in the input tray.
- Make sure that the product does not have a paper jam.
- Check that the print carriage is not jammed.  
Open the front access door to access the print carriage area. Remove any objects that are blocking the print carriage, including any packing materials. Turn the product off and then turn it on again.
- Print a test page to see if the product can print and is communicating with the computer. For more information, see the onscreen Help.
- Make sure that the print queue is not paused. If it is, choose the appropriate setting to resume printing. For more information about accessing the print queue, see the documentation that came with the operating system installed on your computer.
- Check the USB cable. If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.
- Make sure your computer is USB ready and that you are using a supported operating system. For more information, see the Readme file.
- Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn the product off and then on again.



- If you are connecting the product through a USB hub, make sure the hub is turned on. If the hub is on, try connecting directly to your computer.
- Check other printers or scanners. You might need to disconnect older products from your computer.
- Try connecting the USB cable to another USB port on your computer. After you check the connections, try restarting your computer. Turn the product off and then on again.
- After you check the connections, try restarting your computer. Turn the product off and then on again.
- If necessary, remove and then install the software you installed with the product again.

For more information on setting up the HP All-in-One and connecting it to your computer, see the Setup Guide that came with the HP All-in-One.

## Clear paper jams

For information about clearing a paper jam, see the onscreen Help. For instructions on accessing the onscreen Help, see [“Onscreen Help” on page 10](#).

## Print cartridge troubleshooting

For information about troubleshooting print cartridges, see the onscreen Help. For instructions on accessing the onscreen Help, see [“Onscreen Help” on page 10](#).

## Find more information

A variety of resources, both printed and onscreen, provide information about setting up and using the HP All-in-One.

### Setup Guide

The Setup Guide provides instructions for setting up your HP All-in-One and installing software. Make sure you follow the steps in the Setup Guide in order.

If you have problems during setup, see Troubleshooting in the last section of the Setup Guide, or see [“Troubleshooting and support” on page 7](#) in this guide.

### Onscreen Help

The onscreen Help provides detailed instructions on features of your HP All-in-One that are not described in this guide, including features that are only available using the software you installed with your HP All-in-One. The onscreen help also provides regulatory and environmental information.

### To access the onscreen Help

- **Windows:** Click **Start > All Programs > HP > Deskjet F4200 All-in-One series > Help**. To install the onscreen Help, insert the software CD in your computer and follow the onscreen instructions.
- **Macintosh:** Click **Help > Mac Help > Library > HP Product Help**.

### HP Web site

If you have Internet access, you can get help and support from the HP Web site at [www.hp.com/support](http://www.hp.com/support). This Web site offers technical support, drivers, supplies, and ordering information.

## HP support

You can contact HP Support by phone and online. Support options and availability vary by product, country/region, and language.

### HP support by phone

For a list of support phone numbers, see the inside back cover of this guide. Support options and availability vary by product, country/region, and language.

### Phone support period

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

Standard phone company charges apply.

### After the phone support period

After the phone support period, help is available from HP at an additional cost.

Contact your HP dealer or call the support phone number for your country/region to learn more about support options.

### Before calling HP Support

1. Make sure that:
  - a. The HP All-in-One is plugged in and turned on.
  - b. The specified print cartridges are installed correctly.
  - c. The recommended paper is properly loaded in the input tray.
2. Reset the HP All-in-One:
  - a. Turn off the HP All-in-One by pressing the **On** button.
  - b. Unplug the power cord from the back of the HP All-in-One.
  - c. Plug the power cord back into the HP All-in-One.
  - d. Turn on the HP All-in-One by pressing the **On** button.
3. Have the following information available:
  - a. Specific name of the HP All-in-One, as it appears on the control panel.
  - b. Print a self-test report. For more information, see the onscreen Help.
  - c. Be prepared to describe your problem in detail.
  - d. Have your serial number and service ID ready, found on the self-test report.
  - e. Be near the HP All-in-One printer when you call HP Support.

## Technical information

The technical specifications and international regulatory information for the HP All-in-One are provided in this section. For additional regulatory and environmental specifications, see the onscreen help.

For additional regulatory and environmental information, including the Declaration of Conformity statement, see the onscreen Help.

## System requirements

Software system requirements are located in the Readme file.

## Paper specifications

- Input tray capacity: Plain paper sheets: Up to 80 (65-90 gsm (16-24 lb.) paper)
- Output tray capacity: Plain paper sheets: Up to 50 (65-90 gsm (16-24 lb.) paper)



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

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## Physical specifications

- Height: 161.5 mm (6.36 inches)
- Width: 437.5 mm (17.22 inches)
- Depth (Input tray up): 290.4 mm (11.43 inches)
- Weight: 4.9 kg (10.8 pounds)

## Power specifications

- Power consumption: 20 watts (average printing)
- Input voltage: AC 100 to 240 V ~ 1 A 50–60 Hz
- Output voltage: DC 32 V===375 mA, 16 V===500mA
- Power supply: 0957-2242, AC 100-240 V (±10%), 50-60 Hz (±3 Hz)
- Power supply: 0957-2250, AC 100-240 V (±10%), 50-60 Hz (±3 Hz)



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

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## Environmental specifications

- Maximum operating conditions
  - Temperature: 5° to 40°C (41° to 104°F)
  - Humidity: 15% to 80% RH non-condensing
- Recommended operating conditions
  - Temperature: 15° to 30°C (59° to 86°F)
  - Humidity: 20% to 80% RH non-condensing
- Maximum shipping (storage) conditions
  - Temperature: -40° to 60°C (-40° to 140°F)
  - Humidity: 5% to 90% RH non-condensing
- In the presence of high electromagnetic fields, it is possible the output from the HP All-in-One may be slightly distorted
- HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields

## Regulatory notices

The HP All-in-One meets product requirements from regulatory agencies in your country/region. For a complete listing of regulatory notices, see the onscreen Help.

### Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is VCVRA-0811. This regulatory number should not be confused with the marketing name (HP Deskjet F4200 All-in-One series, etc.) or product numbers (CB656A, etc.).

## Warranty

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.
Accessories	1 year unless otherwise stated

### 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 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.
- 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.

#### HP Limited Warranty

Dear Customer,

You will find below the name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country.

**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.**

**Ireland:** Hewlett-Packard Ireland Ltd, 30 Herbert Street IRL-Dublin 2

**United Kingdom:** Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN







www.hp.com/support

Africa (English speaking)	+27 11 2345872
Afrique (francophone)	+33 1 4993 9230
021 672 280	الجزائر
Argentina (Buenos Aires)	54-11-4708-1600
Argentina	0-800-555-5000
Australia	1300 721 147
Australia (out-of-warranty)	1902 910 910
Österreich	+43 0820 87 4417
17212049	البحرين
België	+32 070 300 005
Belgique	+32 070 300 004
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/support
Chile	800-360-999
中国	1068687980
中国	800-810-3888
Colombia (Bogotá)	571-606-9191
Colombia	01-8000-51-4746-8368
Costa Rica	0-800-011-1046
Česká republika	810 222 222
Danmark	+45 70 202 845
Ecuador (Andinetel)	1-999-119 ☎ 800-711-2884
Ecuador (Pacifitel)	1-800-225-528 ☎ 800-711-2884
(02) 6910602	مصر
El Salvador	800-6160
España	+34 902 010 059
France	+33 0892 69 60 22
Deutschland	+49 01805 652 180
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603
Ελλάδα (εντός Ελλάδας)	801 11 75400
Ελλάδα (από Κύπρο)	800 9 2654
Guatemala	1-800-711-2884
香港特別行政區	(852) 2802 4098
Magyarország	06 40 200 629
India	1-800-425-7737
India	91-80-28526900
Indonesia	+62 (21) 350 3408
+971 4 224 9189	العراق
+971 4 224 9189	الكويت
+971 4 224 9189	لبنان
+971 4 224 9189	قطر
+971 4 224 9189	اليمن
Ireland	+353 1890 923 902
1-700-503-048	ישראל
Italia	+39 848 800 871

Jamaica	1-800-711-2884
日本	+81-3-3335-9800
0800 222 47	الأردن
한국	1588-3003
Luxembourg (Français)	+352 900 40 006
Luxemburg (Deutsch)	+352 900 40 007
Malaysia	1800 88 8588
Mauritius	(262) 262 210 404
México (Ciudad de México)	55-5258-9922
México	01-800-472-68368
Maroc	081 005 010
Nederland	+31 0900 2020 165
New Zealand	0800 441 147
Nigeria	(01) 271 2320
Norge	+47 815 62 070
24791773	عمان
Panamá	1-800-711-2884
Paraguay	009 800 54 1 0006
Peru	0-800-10111
Philippines	2 867 3551
Polska	801 800 235
Portugal	+351 808 201 492
Puerto Rico	1-877-232-0589
República Dominicana	1-800-711-2884
Reunion	0820 890 323
România	0801 033 390
Россия (Москва)	095 777 3284
Россия (Санкт-Петербург)	812 332 4240
800 897 1415	السعودية
Singapore	+65 6272 5300
Slovensko	0850 111 256
South Africa (RSA)	0860 104 771
Suomi	+358 0 203 66 767
Sverige	+46 077 120 4765
Switzerland	+41 0848 672 672
臺灣	02-8722-8000
ไทย	+66 (2) 353 9000
071 891 391	تونس
Trinidad & Tobago	1-800-711-2884
Türkiye (Istanbul, Ankara, Izmir & Bursa)	444 0307
Україна	(044) 230-51-06
600 54 47 47	المتحدة العربية الإمارات
United Kingdom	+44 0870 010 4320
United States	1-(800)-474-6836
Uruguay	0004-054-177
Venezuela (Caracas)	58-212-278-8666
Venezuela	0-800-474-68368
Việt Nam	+84 88234530