HP Tango / HP Tango X

User Guide

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1 Get started

- Use the HP Smart app to print, copy, scan, and troubleshoot
- Open the HP printer software (Windows)

Use the HP Smart app to print, copy, scan, and troubleshoot

HP Smart helps you to set up, copy, scan, print, share, and manage your HP printer. You can share documents and images through email, text messages, and popular cloud and social media services (such as iCloud, Google Drive, Dropbox, and Facebook). You can also set up new HP printers, as well as monitor and order supplies.

> **NOTE:** The HP Smart app might not be available in all languages. Some features might not be available with all printer models.

To install the HP Smart app

▲ The HP Smart app is supported on iOS, Android, and Windows 10 devices. To install the app on your device, go to 123.hp.com and follow the onscreen instructions to access your device's app store.

To open the HP Smart app on a Windows 10 computer

▲ After installing the HP Smart app, from the device desktop, click **Start**, and then select **HP Smart** from the app list.

Connect to your printer

▲ Make sure that your device is connected to the same network as the printer. Then HP Smart will automatically detect the printer.

Get more information about the HP Smart app

For basic instructions on how to print, copy, scan, and troubleshoot using HP Smart, see Print using the HP Smart app, Copy and scan using HP Smart and Get help from the HP Smart app .

For more information about using HP Smart for printing, copying, scanning, accessing printer features, and troubleshooting issues, go to:

● **iOS/Android**: www.hp.com/go/hpsmart-help

● **Windows 10**: www.hp.com/go/hpsmartwin-help

Open the HP printer software (Windows)

After installing the HP printer software, double-click the printer icon on the desktop or do one of the following to open the printer software:

- **Windows 10**: From the computer desktop, click **Start**, select **HP** from the app list, and then select the icon with the printer name.

- **Windows 8.1**: Click the down arrow in the lower left corner of the Start screen, and then select the printer name.

- **Windows 8**: Right-click an empty area on the Start screen, click **All Apps** on the app bar, and then select the printer name.

- **Windows 7**: From the computer desktop, click **Start**, select **All Programs**, click **HP**, click the folder for the printer, and then select the icon with the printer name.

NOTE: If you have not installed the HP printer software, visit www.support.hp.com to download and install the necessary software.

2 Printer parts

Printer overview

- [Top and front view](#)
- [Back view](#)

Top and front view
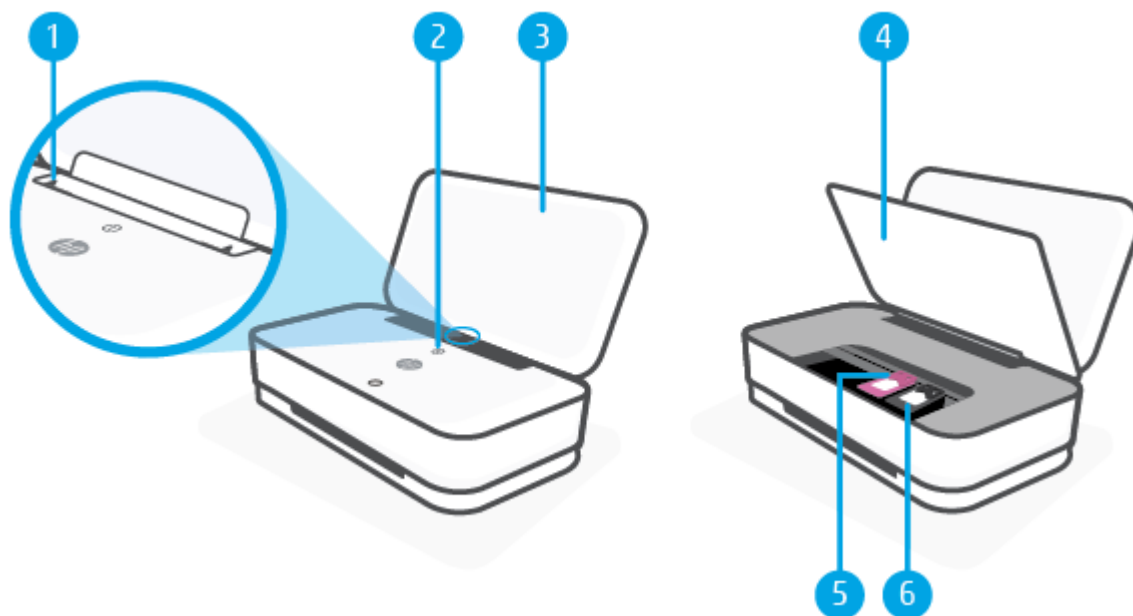
1	Paper-width guide
2	Control panel buttons
3	Lid / Input tray
4	Ink door
5	Cartridge latch
6	Cartridges

Back view
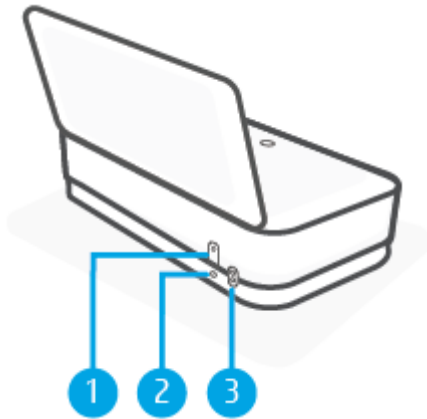
1	Power button
2	Wi-Fi button
3	Power connection

Buttons

- [Control panel buttons](#)
- [Buttons on the back of the printer](#)
- [Button combinations](#)

Control panel buttons

Feature	Description
1	(X) (Cancel button): When it lights up, press to stop the current operation.
2	(i) / (i) (Information button: On / Off): Prints out a printer information page on the current status. • If it is blinking white, press to confirm a connection attempt from other devices. • If it is amber (possibly blinking), it indicates an HP Instant Ink warning or error. Press the button to print an information page, check the HP Instant Ink section for diagnostic results, and then follow the instructions on the page. **NOTE:** HP Instant Ink service is not available in all countries. To check availability, visit [hpinstantink.com](#).
3	(↓) (Resume button): When it lights up, press to resume a job after a disruption (for example, after loading paper or clearing a paper jam). For more information, see [Printer warning or error status](#).

Buttons on the back of the printer

(Power button)	Press to turn the printer on or off.
(Wi-Fi button)	• Press to turn on or off the printer wireless capabilities of connecting to a wireless network with a router or an access point. • Press and hold for at least three seconds to restore the network settings to default settings. This will also put the printer back into the Auto Wireless Connect (AWC) setup mode. The printer must be in the AWC setup mode to connect to the HP Smart app and your network. For more information, see [Connect using the HP Smart app](#).

Button combinations

Function	Button combination	Instruction
Restore factory defaults.	((🔼)) + ⏻	With the ink door open, press and hold the Wi-Fi and Power buttons for at least three seconds.
Enter Wi-Fi Protected Setup (WPS) Push Button mode.	((🔼)) + ⏻	Press and hold the Wi-Fi and Power buttons for at least three seconds.
Enter Wi-Fi Protected Setup (WPS) PIN mode and print a page with PIN code.	ⓘ + ⊕	Press and hold the Information button for at least three seconds to light up all the buttons, and then press and hold the Information and Resume buttons for at least three seconds.
Turn Wi-Fi Direct on or off.	ⓘ + ⊗ + ⊕	Press and hold the Information button for at least three seconds to light up all the buttons, and then press the Information, Cancel, and Resume buttons at the same time.

Edge lighting and status lights

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Status lights overview
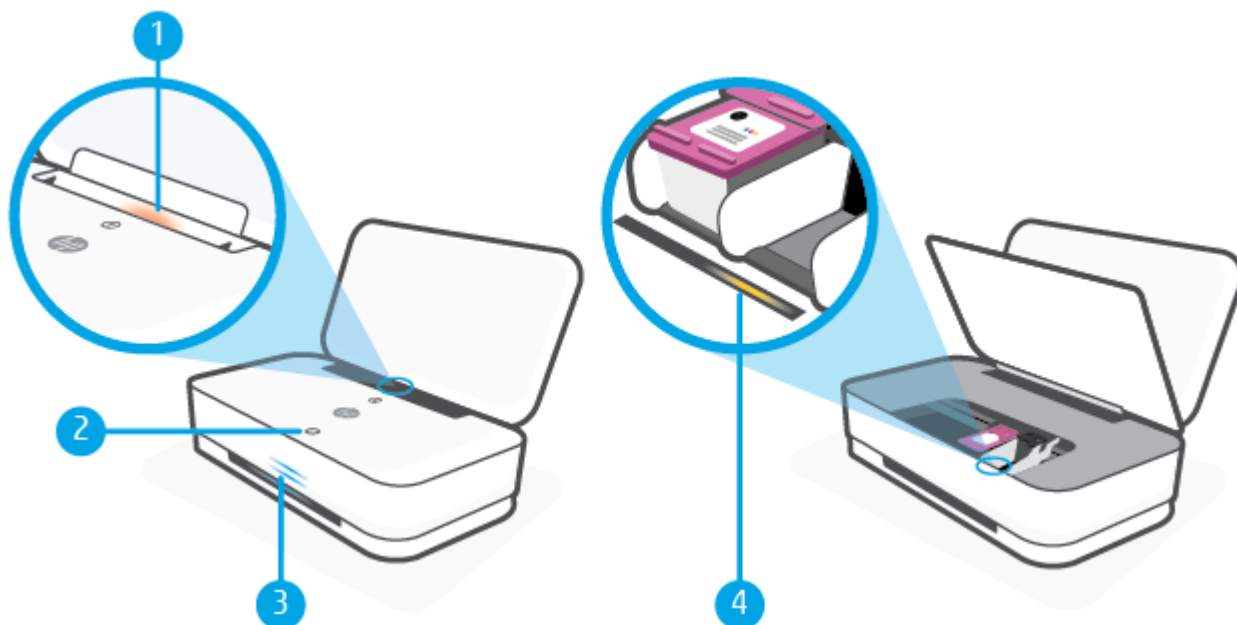
Feature	Description
1	Paper input light: When lit, it indicates a paper-related warning or error. For more information, see Printer warning or error status.
2	Ink Door button: ● Press to open the ink door. ● When lit, it indicates an ink-related warning or error. For more information, see Printer warning or error status.
3	Edge lighting: Can glow blue, white, green, or amber to show various printer statuses. For more information, see the following section.
4	Ink cartridge light: Indicates the corresponding cartridge has an issue. For more information, see Printer warning or error status.

Edge lighting

The printer Edge lighting consists of a large light bar across the front of the printer, with two small bars above it. These lights communicate printer states with color and movement.

Edge lighting - amber

Light behavior	Description
Amber glows across the large light bar.	There is a warning or printer error. For more information on amber Edge lighting, causes, and solutions, see Printer warning or error status.
The large light bar glows amber, and then transitions to green.	The printer is restored to factory defaults and will automatically restart after it is done.
One small light bar glows blue. The large light bar flashes amber quickly three times.	The number of Wi-Fi Direct connections has reached the maximum of five devices. To use Wi-Fi Direct from other devices, you must disconnect currently connected devices.
Three quick amber flashes in the center of the large light bar.	Currently disabled button is pressed.

Edge lighting - blue

Light behavior	Description
The large light bar glows light blue in the center.	The printer is idle and connected to a wireless network.
Two small light bars glow blue and the lower large light bar pulses blue from the middle outward, repeating.	The printer is in the Auto Wireless Connect (AWC) setup mode, waiting for the HP Smart app to connect.
Two small light bars and outside edges of the large light bar pulse blue, repeating.	The printer is connecting to your wireless network through the Wi-Fi Protected Setup (WPS) Push Button method. Push the WPS button on router to connect the printer. For more information, see Connect your printer to a wireless network using Wi-Fi Protected Setup (WPS).

Edge lighting - blue (continued)

Light behavior	Description
The large light bar pulses blue, ends with one small light bar glowing blue.	Wi-Fi Direct is turned on by pressing buttons from the control panel.
	TIP: To turn on or off Wi-Fi Direct from the printer control panel, press and hold ⓘ until all the buttons light up, and then press ⓘ , ⊗ , and ⊕ at the same time.
One small light bar glows blue. The large light bar glows light blue in the center.	The printer is idle and connected to a network. Device is directly connected to the printer using Wi-Fi Direct.
The large light bar pulses blue, ends with a small light bar glowing amber.	Wi-Fi Direct is turned off by pressing buttons from the control panel.

Edge lighting - white

Light behavior	Description
One small light bar glows blue. The large light bar glows white in the center.	The printer is idle and not connected to a wireless network. The computer or HP Smart app is directly connected to the printer using Wi-Fi Direct.
The large light bar glows white in the center.	The printer is idle and not connected to a wireless network. No device is directly connected to the printer using Wi-Fi Direct.
	For how to connect the printer to your wireless network, see Connect using the HP Smart app.
	For how to connect your device to the printer directly using Wi-Fi Direct, see Connect wirelessly without a router.
The large light bar pulses white and moves upward, then down, and glows white while printing.	The printer is processing and printing a print job.

Edge lighting – green

Light behavior	Description
Green glows across the large light bar, fades out.	The printer is powering on or off. Do not unplug the power cord until the printer is turned on or off.
Green is pulsing in the center of the large light bar.	The printer is updating firmware or is in update mode. One of the following might occur: ● The printer is downloading an update. ● An update is in progress. ● There is an update error. The printer will restart and try to update later. **NOTE:** The printer must be on during the process of updating. Do not unplug the power cord before the update is complete.

Print reports from control panel

📝 **NOTE:** Before printing reports, press and hold ⓘ (the Information button) for at least three seconds to light up all the buttons on the control panel, and then follow the instructions in the table.

Printer report	How to print	Description
Printer Status Report	Press 🔽 and ❌ at the same time.	Printer Status Report provides the current printer information, cartridge status, or recent events. It can also help troubleshoot printer problems.
Wireless Network Test Report and Network Configuration Page	Press ⓘ and 🔽 at the same time.	Wireless Network Test Report shows the diagnostics results for the status of the wireless network, wireless signal strength, detected networks, and more. Network Configuration Page shows the network status, hostname, network name, and more.
Wireless Quick Start Guide	Press ⓘ.	Wireless Quick Start Guide provides the step-by-step instructions to help you set up the wireless connection.
Wi-Fi Direct Guide	Press ⓘ and ❌ at the same time.	Wi-Fi Direct Guide provides the instructions to help you set up and use Wi-Fi Direct.
Web Services Reports	Press 🔽.	Depending on Web Services status, Web Services Reports provide different instructions to help you turn on Web Services, set up Web Services, or fix connection issues, and more.

Quiet Mode

Quiet Mode slows down printing to reduce overall noise without affecting print quality. Quiet Mode only works for printing with **Better** print quality on plain paper. To reduce printing noise, turn on Quiet Mode. To print at normal speed, turn Quiet Mode off. Quiet Mode is off by default.

NOTE: In Quiet Mode, if you print on plain paper with the **Draft** or **Best** print quality, or if you print photos or envelopes, the printer works in the same way as when Quiet Mode is off.

To turn Quiet Mode on or off from an Android or iOS device

1. Open HP Smart. For more information, see Use the HP Smart app to print, copy, scan, and troubleshoot.

2. Tap **Printer Settings**.

3. Tap **Quiet Mode**, and then change the setting.

To turn Quiet Mode on or off from the printer software (Windows)

1. Open the HP printer software. For more information, see Open the HP printer software (Windows).

2. Click the **Quiet Mode** tab.

3. Select **On** or **Off** .

4. Click **Save Setting**.

To turn Quiet Mode on or off from the embedded web server (EWS)

1. Open the EWS. For more information, see Open the embedded web server.

2. Click the **Settings** tab.

3. In the **Preferences** section, select **Quiet Mode**, and then select **On** or **Off**.

4. Click **Apply**.

Auto-Off

This feature turns the printer off after 2 hours of inactivity to help reduce energy use. **Auto-Off turns the printer off completely, so you must use the Power button to turn the printer back on.** If your printer supports this energy-saving feature, Auto-Off is automatically enabled or disabled depending on printer capabilities and connection options. Even when Auto-Off is disabled, the printer enters Energy Save Mode after 5 minutes of inactivity to help reduce energy use.

● Auto-Off is always enabled if the printer does not have network or fax capability.

● Auto-Off is disabled when a printer's wireless or Wi-Fi Direct capability is turned on or when a printer with fax, USB, or Ethernet network capability establishes a fax, USB, or Ethernet network connection.

Adjust printer lights and volume

You can adjust the brightness of the printer lights and the volume of the sound effects according to your environment and needs.

To adjust printer lights and volume from an Android or iOS device

1. Open HP Smart. For more information, see Use the HP Smart app to print, copy, scan, and troubleshoot.

2. Tap **Printer Settings**.

3. Find and change the settings from preferences.

3   Set up tray and load media

Set up the output tray

Your printer will come with an output tray or a wrap. Either of these must be set up before printing. See the following instructions for how to install the output tray.

To install the output tray

1. Position the printer on the output tray, aligning the four corners of the printer bottom to the four little indentations of the output tray.

2. Pull the tab on the output tray. The first extension swivels out.
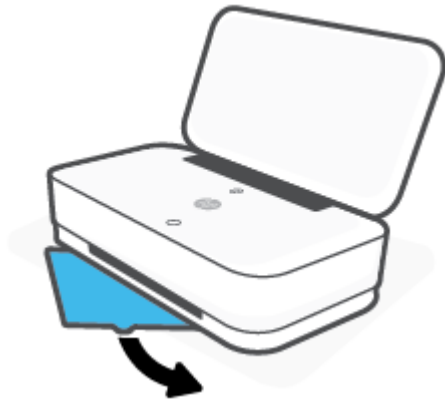
3. Flip open the second extension of the output tray.

To close the output tray

You may close the output tray if the printer is not in use.

1. Close the second extension of the ouput tray.
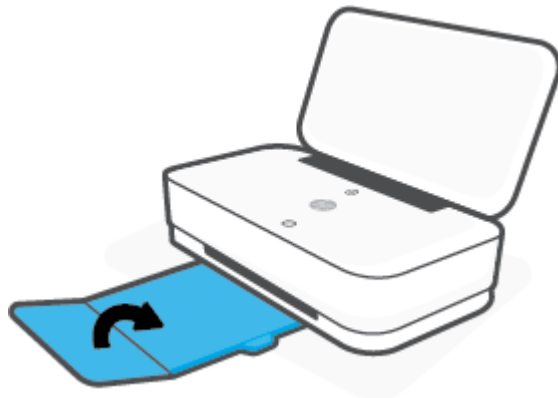
2. Push the tab on the output tray until the first extension swivels in.

Set up the wrap

Your printer will come with an output tray or a wrap. Either of these must be set up before printing. See the following instructions for how to install the printer wrap.

To set up the wrap

1. Open the wrap to reveal the printer and remove the printer.
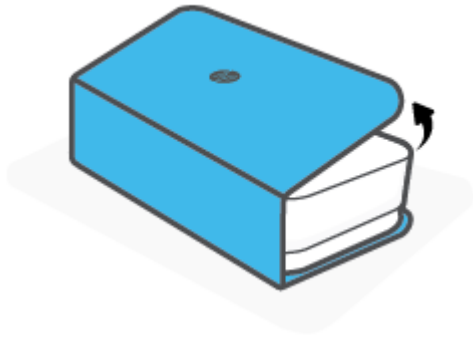
2. Place the wrap on a flat surface, fully-open, and then reposition your printer down onto it. Align the four corners of the printer bottom to the four small indentations in the wrap.
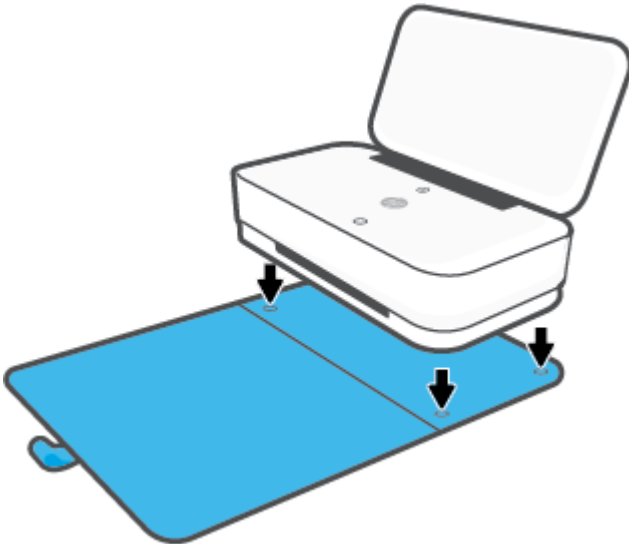
Load media

To load paper

1. Open the lid.
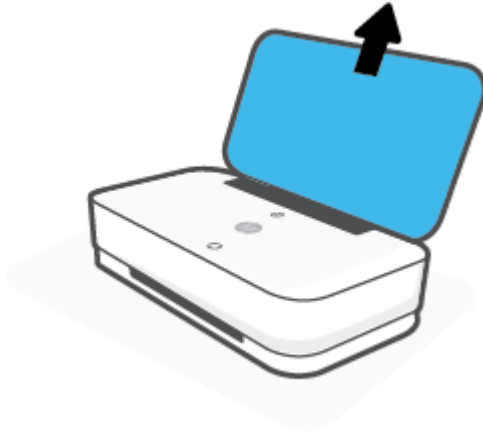
2. Slide the paper-width guides to the edges of the input tray.
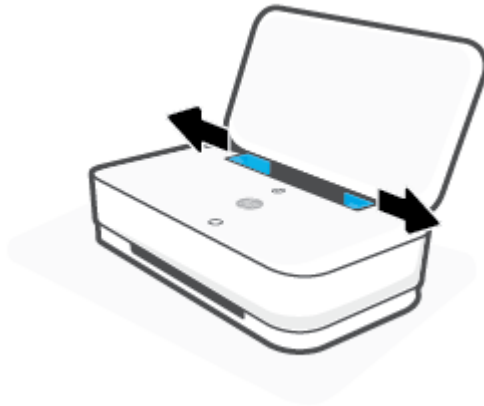
3. Insert a stack of full-size or photo paper into the middle of the input tray with the short edge down. For photo paper, make sure the print side is up, facing out from the printer. Then slide the stack of paper down until it stops.
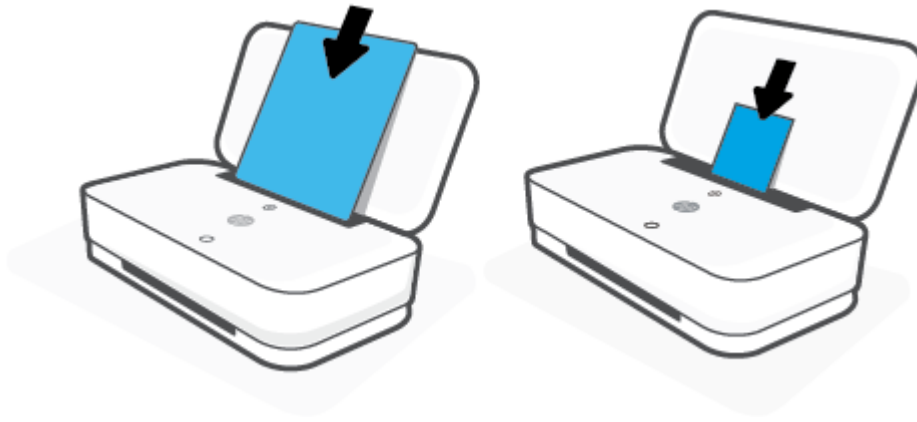
4. Slide the paper-width guides to the left and right edges of the full-size or photo paper until they stop at both edges.
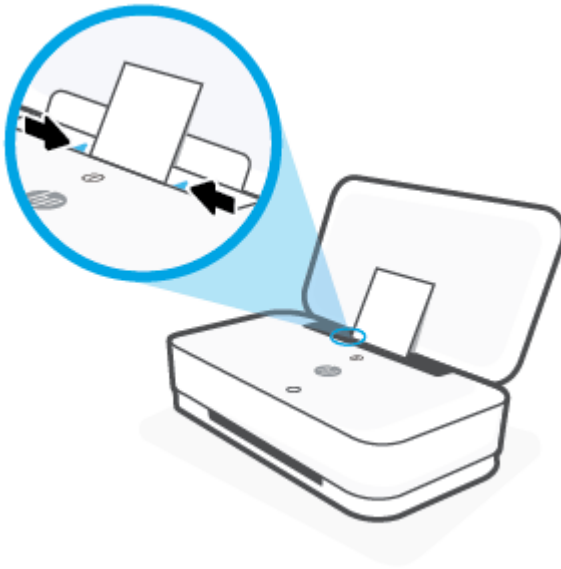
5. Make sure to pull out the output tray or unfold the wrap, depending on your printer model.
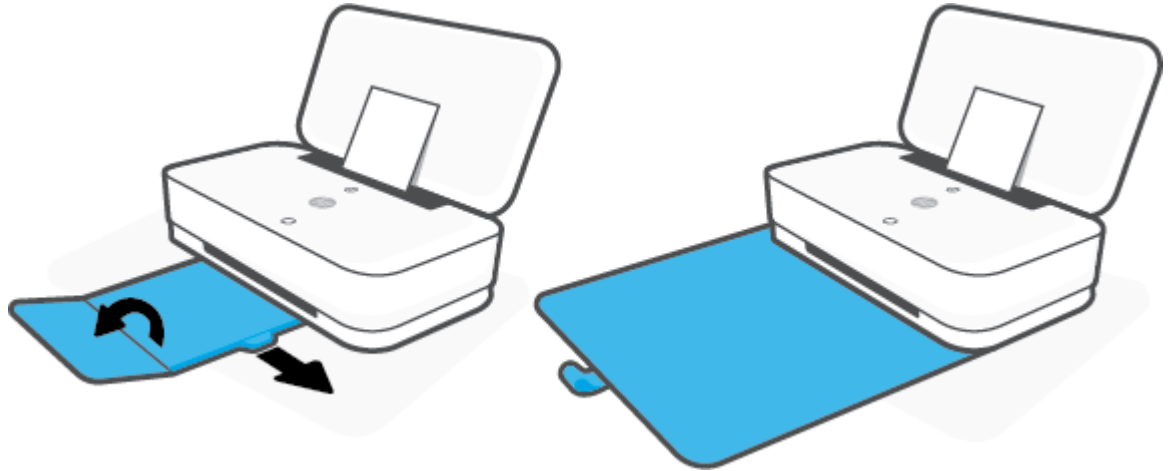
To load envelopes

1. Open the lid.
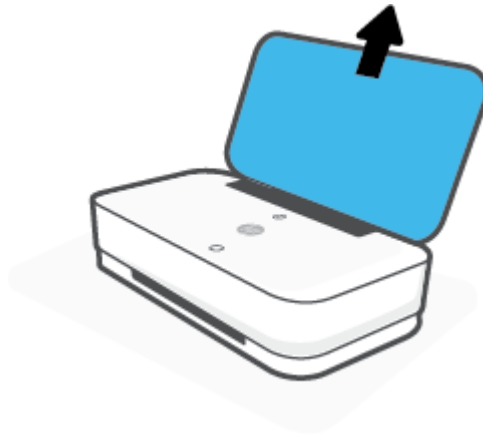
2. Slide the paper-width guides to the edges of the input tray.
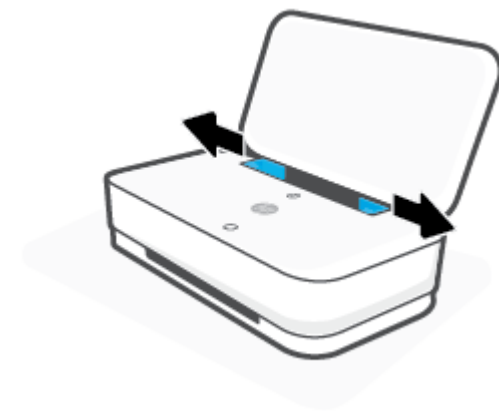
3. Insert one or more envelopes into the middle of the input tray and slide the stack of envelopes down until it stops. The side to be printed on should face out from the printer.
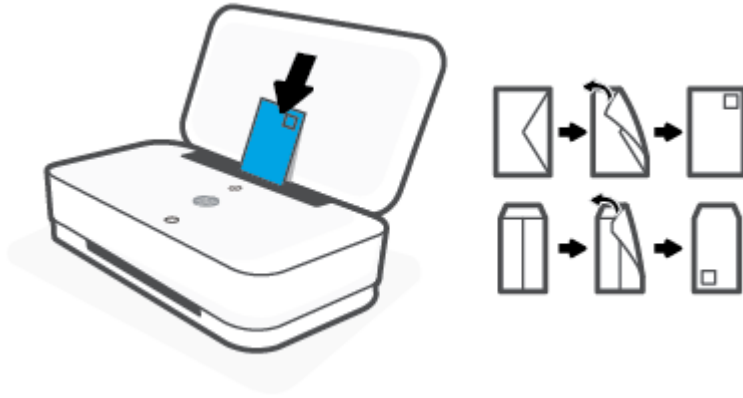
4. Slide the paper-width guides to the left and right edges of the stack of envelopes until they stop at both edges.
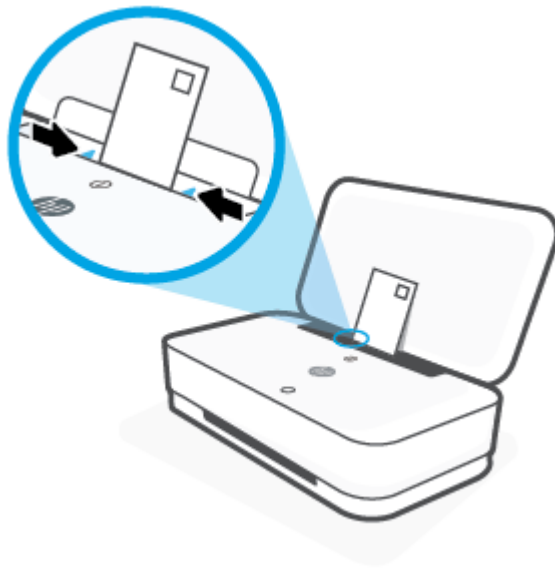
5. Make sure to pull out the output tray or unfold the wrap, depending on your printer model.
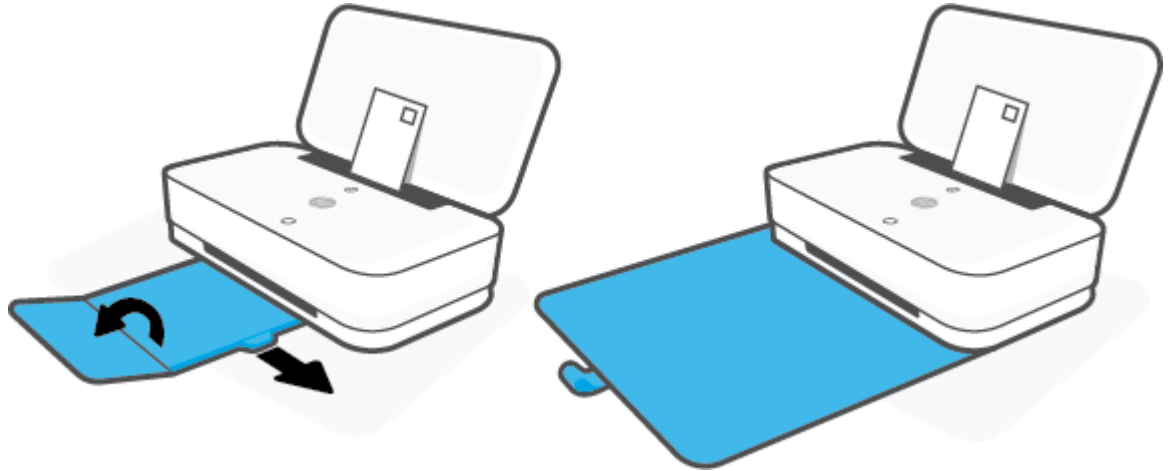
Change the default paper size detected by the printer

The printer can automatically detect whether the input tray has paper loaded and detect whether the loaded paper is large, small, or medium width. You can change the default large, medium, or small paper size detected by the printer.

To change the default paper size detected by the printer from an Android or iOS device

1. Open the HP Smart app.

2. Tap **Printer Settings**.

3. Tap **Tray and Paper**, and then change the setting.

To change the default paper size detected by the printer from the embedded web server (EWS)

1. Open the embedded web server (EWS). For more information, see Open the embedded web server.

2. Click the **Settings** tab.

3. In the **Preferences** section, click **Tray and Paper Management**, and then select the desired option.

4. Click **Apply**.

Paper basics

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 website at www.hp.com for more information about HP paper.

HP recommends plain papers with the ColorLok logo for printing 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.

4 Connect your printer

Connect using the HP Smart app

To set up using the HP Smart app

You can use the HP Smart app to set up the printer on your wireless network. The HP Smart app is supported on iOS, Android, and Windows devices. For information about this app, see Use the HP Smart app to print, copy, scan, and troubleshoot.

1. Make sure your computer or mobile device is connected to your wireless network and you know the Wi-Fi password of your wireless network.

2. If you are using an iOS or Android mobile device, make sure that Bluetooth is turned on. (HP Smart uses Bluetooth to make the setup process faster and easier on iOS and Android mobile devices.)

    NOTE: HP Smart uses Bluetooth for printer setup only. Printing using Bluetooth is not supported.

3. Make sure the printer is in the Auto Wireless Connect (AWC) setup mode.

    When the printer enters the AWC setup mode, the Edge lighting shows the two small light bars glowing blue, while the lower large light bar pulses blue from the middle outward, repeating.

    If this is the first time you set up the printer, the printer is ready for setup after the printer is powered on. It keeps searching for the HP Smart app to connect within two hours, and then stops searching.

    To put the printer back into the AWC setup mode, on the back of the printer, press and hold ((♦)) (the Wi-Fi button) for at least three seconds.

4. Open the HP Smart app, and then do one of the following:

    *   **iOS/Android**: On the home screen, tap the Plus icon and then select the printer. If the printer is not in the list, tap **Add a new printer**. Follow the onscreen instructions to add the printer to your network.

    *   **Windows**: On the home screen, click or tap **Find Printer**. If the printer is not found, click or tap **Set up a new printer**. Follow the onscreen instructions to add the printer to your network.

Connect to a wireless network with a router

💡 **TIP:** To print the Wireless Quick Start Guide, press and hold (i) until all the buttons on the control panel light up, and then press (i) again.

- Connect your printer to a wireless network using Wi-Fi Protected Setup (WPS)
- Connect your printer to a wireless network using HP printer software

Connect your printer to a wireless network using Wi-Fi Protected Setup (WPS)

Before you can connect your printer to a wireless network using WPS, make sure you have the following:

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

  📝 **NOTE:** The printer only supports connections using 2.4 GHz and 5 GHz.

- A computer connected to the wireless network that you intend to connect the printer to. Be sure you have installed the HP printer software on the computer.

If you have a WPS router with a WPS push button, follow the **Push Button method**. If you are not certain your router has a push button, follow the **PIN method**.

To use the Push Button Configuration (PBC) method

1. Press and hold ((ᵩ)) and (⏻) on the back of printer for at least three seconds to start WPS Push Button method.

   The Edge lighting shows two small bars glowing blue and the outside edges of the large light bar pulsing blue, repeating.

2. Press the WPS button on your router.
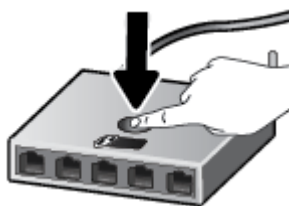
📝 **NOTE:** The product begins a timer for approximately two minutes while a wireless connection is established.

If the printer connects successfully, the large light bar of the Edge lighting glows light blue in the center.

1. Press and hold 🛈 until all the buttons on the control panel light up, and then press and hold 🛈 and

    ⊕ for at least three seconds to start WPS PIN method and print a page with a PIN code.

    The Edge lighting shows two small bars glowing blue and the outside edges of the large light bar pulsing blue, repeating.

2. Open the configuration utility or software for the wireless router or wireless access point, and then enter the WPS PIN.

    📝 **NOTE:** For more information about using the configuration utility, see the documentation provided with the router or wireless access point.

Wait for about two minutes. If the printer connects successfully, the large light bar of the Edge lighting glows light blue in the center.

Connect your printer to a wireless network using HP printer software

To connect the printer to an integrated wireless WLAN 802.11 network, you will need the following:

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

    📝 **NOTE:** The printer only supports connections using 2.4 GHz and 5 GHz.

*   A computer connected to the wireless network that you intend to connect the printer to.

*   Network name (SSID).

*   WEP key or WPA Passphrase (if needed).

To connect your printer using HP printer software (Windows)

1. Depending on whether you have installed the HP printer software or not, do one of the following:

    If you have not installed the HP printer software on your computer

    a. Visit www.support.hp.com to download and install the printer software.

    b. Follow the onscreen instructions.

    If you have the HP printer software installed on your computer

    a. Open the printer software. For more information, see Open the HP printer software (Windows).

    b. In the printer software, click **Tools**.

    c. Click **Device Setup & Software**.

    d. Click **Connect a new device**, and then follow the onscreen instructions.

2. After the printer connects successfully, the large light bar of the Edge lighting glows light blue in the center.

Connect wirelessly without a router

With Wi-Fi Direct, you can print wirelessly from a computer, smart phone, tablet, or other wireless-capable device—without connecting to an existing wireless network.

Guidelines for using Wi-Fi Direct

- Make sure your computer or mobile device has the necessary software.

  - If you are using a computer, make sure you have installed the HP printer software.

    If you have not installed the HP printer software on the computer, connect to Wi-Fi Direct first and then install the printer software. Select **Wireless** when prompted by the printer software for a connection type.

  - If you are using a mobile device, make sure you have installed a compatible printing app. For more information, visit the HP Mobile Printing website at www.hp.com/go/mobileprinting. If a local version of this website is not available in your country/region or language, you might be directed to the HP Mobile Printing website in another country/region or language.

- Make sure Wi-Fi Direct for your printer is turned on.

- Up to five computers and mobile devices can use the same Wi-Fi Direct connection.

- Wi-Fi Direct can be used regardless of whether the printer is connected to a network using a wireless connection or not.

- Wi-Fi Direct cannot be used to connect a computer, mobile device, or printer to the Internet.

To turn Wi-Fi Direct on or off from the control panel

▲ On the printer control panel, press and hold ⓘ until all the buttons light up, and then press ⓘ, ⊗, and ⊕ at the same time.

When Wi-Fi Direct is turned on, the large light bar of the Edge lighting pulses blue, ends with one small light bar glowing blue.

When Wi-Fi Direct is turned off, the large light bar of the Edge lighting pulses blue, ends with a small light bar glowing amber.

📝 **NOTE:** If the printer is in the AWC setup mode, you will not able to turn Wi-Fi Direct on or off from the control panel. You can either wait until the AWC setup has been completed or press ((📶)) (the Wi-Fi button) on the back of the printer to exit the AWC setup mode.

TIP: The Wi-Fi Direct guide provides instructions about how to use Wi-Fi Direct. To print the guide, press and hold (i) until all the buttons light up, and then press (i) and (X) together. The guide may not be available in all languages.

To turn Wi-Fi Direct on or off from an Android or iOS device

1. Open HP Smart. For more information, see Use the HP Smart app to print, copy, scan, and troubleshoot.

2. Tap **Printer Settings**. Find and tap **Advanced Settings**.

3. Tap **Wi-Fi Direct Status**, and then edit the settings.

    TIP: You can change the Wi-Fi Direct connection security setting for the printer here.

Wi-Fi Direct connection security setting

*   If the Wi-Fi Direct connection security for the printer is **Automatic**, the Wi-Fi Direct password is set to `12345678` and cannot be changed.

*   If the Wi-Fi Direct connection security for the printer is set to **Manual** (the default setting), you need to do one of the following to connect to the printer on your mobile device or compter.

    –   If (i) (the Information button) is blinking white, press it within 30 seconds.

    –   If the printer prints out a page with a PIN code, follow the instruction on the page.

TIP:

*   You can also turn on Wi-Fi Direct or change the Wi-Fi Direct connection security setting from the EWS. For more information about using the EWS, see Open the embedded web server.

*   To find the Wi-Fi Direct name and password, press (i) (the Information button) to print a printer information page.

*   Edge lighting shows Wi-Fi Direct status. For more information, see Edge lighting .

To print from a wireless-capable mobile device that supports Wi-Fi Direct

Make sure you have installed the latest version of HP Print Service Plugin on your mobile device (if using an Android device). You can download this plugin from the Google Play application store.

1. Make sure you have turned on Wi-Fi Direct on the printer.

2. Turn on Wi-Fi Direct on your mobile device. For more information, see the documentation provided with the mobile device.

3. From your mobile device, select a document from a print enabled application, and then select the option to print the document.

    The list of available printers appears.

4. From the list of available printers, choose the Wi-Fi Direct name shown such as DIRECT-**-HP Tango (where ** are the unique characters to identify your printer).

 Enter the Wi-Fi Direct password when prompted.

5. Print your document.

To print from a wireless-capable mobile device that does not support Wi-Fi Direct

Make sure you have installed a compatible printing app on your mobile device. For more information, visit the HP Mobile Printing website at www.hp.com/go/mobileprinting. If a local version of this website is not available in your country/region or language, you might be directed to the HP Mobile Printing website in another country/region or language.

1. Make sure you have turned on Wi-Fi Direct on the printer.

2. Turn on the Wi-Fi connection on your mobile device. For more information, see the documentation provided with the mobile device.

 NOTE: If your mobile device does not support Wi-Fi, you are not able to use Wi-Fi Direct.

3. 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 Tango (where ** are the unique characters to identify your printer).

 Enter the Wi-Fi Direct password when prompted.

4. Print your document.

To print from a wireless-capable computer (Windows)

1. Make sure you have turned on Wi-Fi Direct on the printer.

2. Turn on the computer's Wi-Fi connection. For more information, see the documentation provided with the computer.

 NOTE: If your computer does not support Wi-Fi, you are not able to use Wi-Fi Direct.

3. From the computer, 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 Tango (where ** are the unique characters to identify your printer).

 Enter the Wi-Fi Direct password when prompted.

4. Print your document.

Wireless settings

You can set up and manage your printer wireless connection. This includes printing information about network settings, turning the wireless function on or off, and restoring wireless settings.

To turn on or off the wireless capability of the printer

Press ((📶)) (the Wi-Fi button) on the back of the printer to turn on or off the printer wireless capabilities.

- If the printer has an active connection to a wireless network, the large bar of the Edge lighting glows light blue in the center.

- If wireless is turned off, the large light bar of the Edge lighting glows white in the center.

- For more information about the wireless status, see Edge lighting .

- To print the wireless network test report and network configuration page, see Print reports from control panel.

To restore network settings to default settings

- Press and hold ((📶)) (the Wi-Fi button) on the back of the printer for at least three seconds. Then the printer enters the Auto Wireless Connect (AWC) setup mode. It keeps searching and waiting for the HP Smart app to connect within about two hours, and then stops searching.

To change wireless settings (Windows)

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

1. Open the HP printer software. For more information, see Open the HP printer software (Windows).

2. In the printer software, click **Tools**.

3. Click **Device Setup & Software**.

4. Select **Reconfigure Wireless Settings**. Follow the onscreen instructions.

Advanced printer management tools (for wireless printers)

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

NOTE: You can open and use the EWS without being connected to the Internet. However, some features are not available.

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

- Open the embedded web server

- About cookies

Open the embedded web server

You can use one of the following ways to open the embedded web server.

To open the embedded web server through a network

1. From the printer control panel, press and hold (i) (the Information button) until all the buttons light up, and then press (i) and (⊕) at the same time to print the wireless network test report and network configuration page.

2. Find out the IP address or hostname of the printer from the network configuration page.

3. 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 192.168.0.12, type the following address into a web browser: `http://192.168.0.12`.

To open the embedded web server from the HP printer software (Windows)

1. Open the printer software. For more information, see Open the HP printer software (Windows).

2. Click **Print** , and then click **Printer Home Page (EWS)**.

To open the embedded web server through Wi-Fi Direct

1. Make sure Wi-Fi Direct is turned on. For more information, see Connect wirelessly without a router.

2. From your wireless computer, turn wireless on, then search for and connect to the Wi-Fi Direct name, for example: DIRECT-**-HP Tango. Enter the Wi-Fi Direct password when prompted.

3. In a supported web browser on your computer, type the following address: `http://192.168.223.1`.

About cookies

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

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

NOTE: Depending on your printer, if you disable cookies, you also disable one or more of the following features:

●   Starting where you left the application (especially useful when using setup wizards)

●   Remembering the EWS browser language setting

●   Personalizing the EWS Home page

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

Tips for setting up and using a wireless printer

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

- When setting up the wireless networked printer using a computer, make sure:

  - Your wireless router or access point is powered on.

  - You computer is connected to a wireless network (not using an Ethernet cable).

  - The printer is in the AWC setup mode.

  The printer searches for wireless routers, then lists the detected network names on the computer.

- If your computer or mobile device is connected to a Virtual Private Network (VPN), you need to disconnect from the VPN before you can access any other device on your network, including the printer.

- Learn more about configuring your network and the printer for wireless printing. Click here to go online for more information.

- Learn how to find your network security settings. Click here to go online for more information.

- Learn about the HP Print and Scan Doctor. Click here to go online for more information.

  NOTE: This utility is only available for Windows operating system.

- Learn how to work with your firewall and antivirus programs during printer setup. Click here to go online for more information.

5   Print

- Print using the HP Smart app
- Print with mobile devices
- Print with Print Anywhere
- Print using a computer
- Tips for print success

Print using the HP Smart app

This section provides basic instructions for using the HP Smart app to print from your Android, iOS, or Windows 10 device. For more information about using the HP Smart app, go to:

- **iOS/Android**: www.hp.com/go/hpsmart-help

- **Windows 10**: www.hp.com/go/hpsmartwin-help

To print from an Android or iOS device

1. Make sure you have loaded paper in the input tray. For more information, see Load media.

2. Open the HP Smart app.

3. Tap the Plus icon if you need to change to a different printer, or add a new printer.

4. Tap a printing option (for example, **Print Photos** or **Print Facebook Photos**, etc.). You can print photos and documents from your device, cloud storage, or social media sites.

5. Select the photo or document you want to print.

6. Tap **Print**.

To print from a Windows 10 device

1. Make sure you have loaded paper in the input tray. For more information, see Load media.

2. Open HP Smart. For more information, see Use the HP Smart app to print, copy, scan, and troubleshoot.

3. On the HP Smart Home screen, make sure your printer is selected.

   ☼ **TIP:** If you want to select a different printer, click or tap the Printer icon on the toolbar at the left side of the screen, and then select **Select a Different Printer** to view all available printers.

4. At the bottom of the Home screen, click or tap **Print**.

5. Select **Print Photo**, locate a photo you want to print, and then click or tap **Select Photos to Print**.

   Select **Print Document**, locate a PDF document you want to print, and then click or tap **Print**.

6. Select the appropriate options. To view more settings, click or tap **More settings**. For more information about printing settings, see Printer settings tips .

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

Print with mobile devices

Print from mobile devices

You can print documents and photos directly from your mobile devices, including iOS, Android, Windows Mobile, Chromebook and Amazon Kindle.

NOTE: You can also use the HP Smart app to print from mobile devices. For more information, see Print using the HP Smart app.

To print from mobile devices

1. Make sure your printer is connected to the same network as your mobile device.

   TIP: If you want to print without connecting to a router, use Wi-Fi Direct to print from a mobile device. For more information, see Connect wirelessly without a router.

2. Enable printing on your mobile device:

   ● **iOS:** Use the **Print** option from the **Share** menu or ⬆.

     NOTE: Devices running iOS 4.2 or later have AirPrint preinstalled.

   ● **Android:** Download the HP Print Service Plugin (supported by most Android devices) from the Google Play Store and enable it on your device.

     NOTE: Devices running Android 4.4 or later are supported by the HP Print Service Plugin. Devices running Android 4.3 or earlier can print using the HP ePrint app, available in the Google Play Store.

   ● **Windows Mobile:** Tap **Print** from the **Device** menu.

     NOTE: If your printer is not listed, you might need to do a one-time setup of the printer using the **Add Printer** wizard.

   ● **Chromebook:** Download and install the **HP Print for Chrome** app from the Chrome Web Store to enable Wi-Fi printing.

   ● **Amazon Kindle Fire HD9 and HDX:** The first time you select **Print** on your device, the HP Print Service Plugin is automatically downloaded to enable mobile printing.

   NOTE: For detailed information about enabling printing from your mobile devices, visit the HP Mobile Printing website (www.hp.com/go/mobileprinting). If a local version of this website is not available in your country/region or language, you might be directed to the HP Mobile Printing website in another country/region or language.

3. Make sure the loaded paper matches the paper settings of the printer (see Load media for more information). Accurately setting the paper size for the paper that is loaded enables your mobile device to know what paper size it is printing.

Print with Print Anywhere

Print Anywhere is a free service from HP that allows you to use the HP Smart app with your HP Connected account to print remotely using cellular data or a remote Wi-Fi connection.

With Print Anywhere, you can print to your HP web-connected printer anytime, from any location. Click here to go online for more information.

Before you can use Print Anywhere, make sure the printer is connected to an active network providing Internet access.

To print a document using Print Anywhere

1. Once you have signed up or registered an account on HP Connected (might not be available in all countries/regions) during printer setup, Print Anywhere is set up automatically.

   If you have skipped the step during printer setup, you will be prompted to set up Print Anywhere after you print twice with Print Anywhere.

2. Open HP Smart, and then print your document. For more information, see Print using the HP Smart app.

📝 **NOTE:** If you want to use Print Anywhere capabilities from multiple devices, you need to sign in with your HP Connected account on each of the additional devices. After signing in, the new device will be ready to print with Print Anywhere.

Print using a computer

- ● Print documents
- ● Print photos
- ● Print envelopes
- ● Print using the maximum dpi
- ● Print using a Mac desktop or laptop

Print documents

Before printing documents, make sure you have paper loaded in the input tray and the output tray is open. For more information about loading paper, see Load media.

To print a document (Windows)

1. From your software, select **Print**.

2. Make sure your printer is selected.

3. Click the button that opens the **Properties** dialog box.

   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer Properties**, **Printer**, or **Preferences**.

4. Select the appropriate options.

   - ● On the **Layout** tab, select **Portrait** or **Landscape** orientation.

   - ● On the **Paper/Quality** tab, select the appropriate paper type from the **Media** drop-down list in the **Tray Selection** area, select the appropriate print quality in the **Quality Settings** area, and then select the appropriate color in the **Color** area.

   - ● Click **Advanced** to select the appropriate paper size from the **Paper Size** drop-down list.

   NOTE: If you change the paper size, make sure that you have loaded the correct paper in the input tray.

   For more printing tips, see Printer settings tips .

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

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

To print on both sides of the page (Windows)

1. From your software, select **Print**.

2. Make sure your printer is selected.

3. Click the button that opens the **Properties** dialog box.

   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer Properties**, **Printer**, or **Preferences**.

4. Select the appropriate options.

- On the **Layout** tab, select **Portrait** or **Landscape** orientation, and then select an appropriate flipping paper option from the **Print on Both Sides Manually** drop-down list.

- On the **Paper/Quality** tab, select the appropriate paper type from the **Media** drop-down list in the **Tray Selection** area, select the appropriate print quality in the **Quality Settings** area, and then select the appropriate color in the **Color** area.

- Click **Advanced** to select the appropriate paper size from the **Paper Size** drop-down list.

   📝 **NOTE:** If you change the paper size, make sure that you have loaded the correct paper in the input tray.

   For more printing tips, see Printer settings tips .

5. After all of the odd numbered pages have printed, remove the document from the output tray or the wrap, depending on your printer model.

   Flip the document by the long edge or short edge according to the option you set at the previous step.

   Reload the document. Make sure the blank side of the document is facing out from the printer.

6. Press ⊕ (the Resume button) to print the other side of the document.

Print photos

Before printing photos, make sure you have photo paper loaded in the input tray and the output tray is open. For more information about loading paper, see Load media.

To print a photo on photo paper (Windows)

1. From your software, select **Print**.

2. Make sure your printer is selected.

3. Click the button that opens the **Properties** dialog box.

   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer Properties**, **Printer**, or **Preferences**.

4. Select the appropriate options.

   - On the **Layout** tab, select **Portrait** or **Landscape** orientation.

   - On the **Paper/Quality** tab, select the appropriate paper type from the **Media** drop-down list in the **Tray Selection** area, select the appropriate print quality in the **Quality Settings** area, and then select the appropriate color in the **Color** area.

   - Click **Advanced** to select the appropriate photo size from the **Paper Size** drop-down list.

   📝 **NOTE:** If you change the paper size, make sure that you have loaded the correct paper in the input tray.

   For more printing tips, see Printer settings tips .

5. Click **OK** to return to the **Properties** dialog box.

6. Click **OK,** and then click **Print** or **OK** in the **Print** dialog box.

NOTE: After the printing is finished, remove unused photo paper from the input tray. Store the photo paper so it does not start to curl, which could reduce the quality of your printout.

Print envelopes

Before printing envelopes, make sure you have envelopes loaded in the input tray and the output tray is open. You can load one or more envelopes into the input tray. Do not use shiny or embossed envelopes or envelopes that have clasps or windows. For more information about loading envelopes, see Load media.

NOTE: For specific details on how to format text for printing on envelopes, consult the help files in your word application.

To print an envelope (Windows)

1. From your software, select **Print**.

2. Make sure your printer is selected.

3. Click the button that opens the **Properties** dialog box.

   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer Properties**, **Printer**, or **Preferences**.

4. Select the appropriate options.

   - On the **Layout** tab, select **Portrait** or **Landscape** orientation.

   - On the **Paper/Quality** tab, select the appropriate paper type from the **Media** drop-down list in the **Tray Selection** area, select the appropriate print quality in the **Quality Settings** area, and then select the appropriate color in the **Color** area.

   - Click **Advanced** to select the appropriate envelope size from the **Paper Size** drop-down list.

   For more printing tips, see Printer settings tips .

5. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

Print using the maximum dpi

Use maximum dots per inch (dpi) to print high-quality, sharp images on photo paper. Printing in maximum dpi takes longer than printing with other settings and requires a large amount of disk space. For a list of supported print resolutions, visit the product support website at www.support.hp.com.

To print in maximum dpi mode (Windows)

1. From your software, select **Print**.

2. Make sure your printer is selected.

3. Click the button that opens the **Properties** dialog box.

   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer Properties**, **Printer**, or **Preferences**.

4. Select the appropriate options.

- Click **Paper/Quality** tab. From the **Media** drop-down list, select the appropriate paper type.

- Click the **Advanced** button. Select the appropriate paper size from the **Paper Size** drop-down list. Select **Max DPI Enabled** from the **Print Quality** drop-down list. Then click **OK** to close the **Advanced Options** dialog box.

NOTE: Not all paper types support maximum dpi. You will see an alert icon beside the option if the selected paper type in the **Media** drop-down list does not support it.

For more printing tips, see Printer settings tips .

5. Confirm the paper orientation on the **Layout** tab, and then click **OK** to print.

Print using a Mac desktop or laptop

Instructions for HP AirPrint-compatible printers and Mac computers with macOS and OS X 10.7 (Lion) and later.

Printer connected to network

If your printer is already set up and connected to your wireless network, you can enable printing from a Mac desktop or laptop using the **System Preferences** menu.

1. Open **System Preferences** and select **Printers and Scanners**.

2. Click **Add +** to set up the printer on your Mac. Choose your printer from the displayed list of network printers, then click **Add**. This will install the available print, scan, or fax drivers for your printer.

These instructions let you print from your Mac. Continue to use the HP Smart app to monitor ink levels and printer alerts.

Printer not connected to network

▲ If you have not set up or connected your printer to your network, go to 123.hp.com to install the necessary software. When you complete printer setup, use the HP Utility from the **Applications** folder to monitor ink levels and printer alerts.

Tips for print success

- Ink tips
- Paper loading tips
- Printer settings tips

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

Ink tips

- Use original HP cartridges.

- Install both the black and tri-color cartridges correctly.

  For more information, see Replace cartridges.

- Check the estimated ink levels in the cartridges to make sure there is sufficient ink.

  For more information, see Check estimated ink levels.

- If the print quality is not acceptable, see Printing issues for more information.

NOTE: Original HP cartridges are designed and tested with HP printers and papers to help you easily produce great results, time after time.

HP cannot guarantee the quality or reliability of non-HP supplies. Product service or repairs required as a result of using a non-HP supply will not be covered under warranty.

If you see a 'Non-HP Cartridge' message displayed from the printer software and you believe you purchased original HP cartridges, go to: www.hp.com/go/anticounterfeit .

Paper loading tips

- Load a stack of paper (not just one page). All of the paper in the stack should be in the same size and type to avoid a paper jam.

- Load the paper with the side to be printed on facing up.

- Make sure that paper loaded in the input tray lays flat, and the edges are not bent or torn.

- Adjust the paper-width guides in the input tray to fit snugly against all paper. Make sure the paper-width guides do not bend the paper in the input tray.

  For more information, see Load media.

Printer settings tips

Printer settings tips (Windows)

- To change default print settings, open the HP printer software, click **Print** , and then click **Set Preferences**. For information how to open the printer software, see Open the HP printer software (Windows).

- To understand paper and paper tray settings:

- **Paper Size**: Select the paper size you loaded in the input tray.

- **Media**: Select the paper type you are using.

- To understand color or black and white settings:

  - **Color**: Uses ink from all cartridges for full color prints.

  - **Black & White** or **Black Ink Only**: Uses the black ink only for normal or lower quality black and white prints.

  - **High Quality Grayscale**: Uses ink from both the color and black cartridges to produce a wider range of black and grey tones for high quality black and white prints.

- To understand print quality settings:

  The print quality is measured in print resolution dots per inch (dpi). Higher dpi produces clearer and more detailed prints, but slows print speed and might use more ink.

  - **Draft**: Lowest dpi typically used when ink levels are low or when high quality prints are not needed.

  - **Better**: Suitable for most print jobs.

  - **Best**: Better dpi than **Better**.

  - **Max DPI Enabled**: Highest dpi setting available for print quality.

- To understand page and layout settings:

  - **Orientation**: Select **Portrait** for vertical prints or **Landscape** for horizontal prints.

  - **Print on Both Sides**: Manually flip the pages after one side of the paper prints out so that you can print on both sides of the paper.

    - **Flip on Long Edge**: Select it if you want to flip pages by the long edge of the paper when printing on both sides of the paper.

    - **Flip on Short Edge**: Select it if you want to flip pages by the short edge of the paper when printing on both sides of the paper.

  - **Pages per Sheet**: Helps you specify the order of the pages if you print the document with more than two pages per sheet.

6 Manage cartridges

This section contains the following topics:

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Check estimated ink levels

You can easily check the ink supply level to determine how soon you might need to replace a cartridge. The ink supply level shows an estimate of the amount of ink remaining in the cartridges.

NOTE:

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

- Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not have to replace the cartridges until the print quality is unacceptable.

- Ink from the 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.

NOTE: If you have enrolled in the HP Instant Ink service, the printer automatically checks the ink levels and orders new ink when necessary. For more information about HP Instant Ink, go to hpinstantink.com.

To check the ink levels from the HP Smart app

- Open HP Smart. Check the estimated ink levels at the right side of the printer image.

To check the ink levels from the HP printer software (Windows)

1. Open the HP printer software. For more information, see Open the HP printer software (Windows).

2. In the printer software, click the **Estimated Levels** tab.

Order ink supplies

Before ordering cartridges, locate the correct cartridge number.

To locate the cartridge number on the printer

● The cartridge number is located inside the ink door.
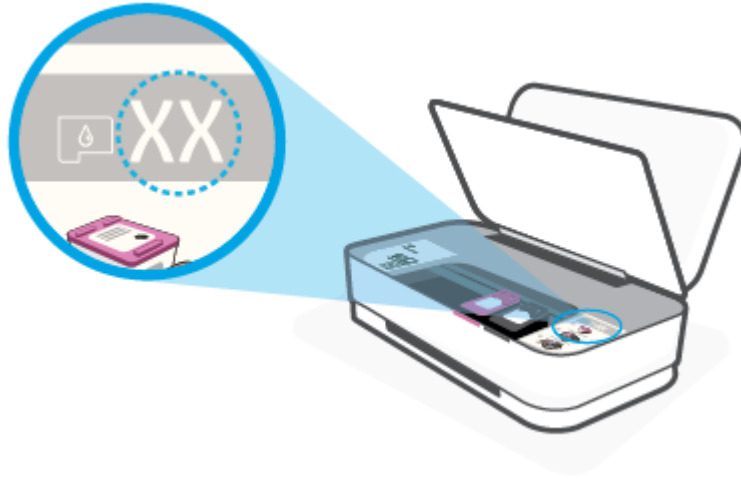
To locate the cartridge number from the HP Smart app

● Open HP Smart. Click or tap **Printer Settings**, and then click or tap **Supported Cartridges**.

To order original HP supplies for the printer, go to www.hp.com/buy/supplies . If prompted, choose your country/region, and then follow the prompts to find the right cartridges for your printer.

📝 **NOTE:** Ordering cartridges online is not supported in all countries/regions. If it is not available in your country/region, you may still view supplies information and print a list for reference when shopping at a local HP reseller.

HP Instant Ink

Your printer is eligible for the HP Instant Ink replacement service, which can reduce your printing costs and save you time. After you enroll in the service, your printer automatically keeps track of your ink levels and orders more ink for you when the ink is running low. HP ships the new cartridges straight to your door before your ink runs out, so you'll always have ink on hand when you need it. Additionally, the cartridges that you receive contain more ink than HP XL cartridges, so you'll need to replace cartridges less frequently. To learn more about how HP Instant Ink can save you time and money, go to hpinstantink.com.

NOTE: HP Instant Ink service is not available in all countries. To check availability, visit hpinstantink.com.

Replace cartridges

To replace the cartridges

1. Check that power is on.

2. Remove the cartridge.

    a. Press the Ink Door button to open the ink door.

    b. Open the cartridge latch as shown and gently remove the cartridge from its slot.

3. Insert a new cartridge.

    a. Remove the cartridge from the packaging.

b. Remove the plastic tape using the pull tab.
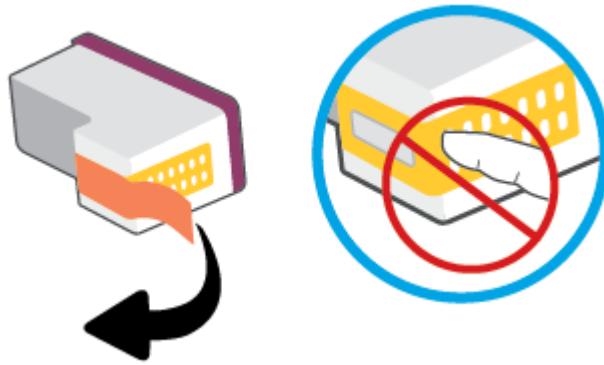
> **NOTE:** Do not touch the electrical contacts on the cartridge.

c. Insert the cartridge into the slot, and then squeeze the front of the cartridge and the back edge of the cartridge latch together, as shown, until the cartridge snaps into place.
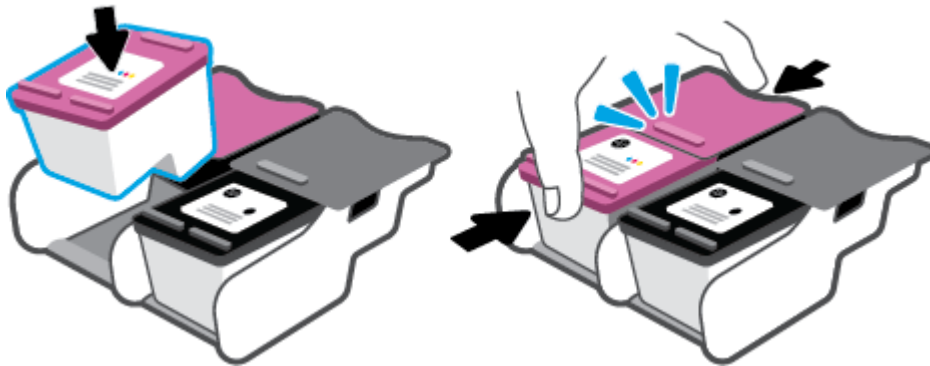
d. Close the ink door.

Use single cartridge mode

Use the single cartridge mode to operate the printer with only one cartridge. The single cartridge mode is initiated when one of the following occurs.

- There is only one cartridge installed in the carriage.

- A cartridge is removed from the carriage if there are two cartridges installed previously.

> **NOTE:** If the printer enters the single cartridge mode when two cartridges are installed in the printer, verify that the protective piece of plastic tape has been removed from each cartridge. When the plastic tape covers the cartridge contacts, the printer cannot detect that the cartridge is installed. If there is no plastic tape on the cartridges, try cleaning the cartridge contacts. For information about cleaning cartridge contacts, see Cartridge issues.

To exit the single cartridge mode

- Install both the black and tri-color cartridges in the printer.

Cartridge warranty information

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

During the warranty period, the cartridge is covered as long as the HP ink is not depleted and the end of warranty date has not been reached. The end of warranty date, in YYYY/MM/DD format, may be found on the cartridge as indicated:
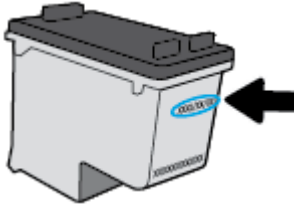
For a copy of the HP Limited Warranty Statement, visit www.hp.com/go/orderdocuments.

Tips for working with cartridges

Use the following tips to work with cartridges:

- To protect the cartridges from drying out, always turn the printer off using the Power button.

- Do not open or untape cartridges until you are ready to install them. Leaving tape on the cartridges reduces ink evaporation.

- Insert the cartridges into the correct slots. Match the color of each cartridge to the color of the cartridge latch. Make sure the cartridges snap into place.

- Align the printer for best print quality. See Printing issues for more information.

- When the **Estimated Cartridge Levels** screen in the HP Smart app or the **Estimated Levels** screen in the printer software shows one or both cartridges in a low state, consider getting replacement cartridges to avoid possible printing delays. You do not need to replace the cartridges until print quality becomes unacceptable. See Replace cartridges for more information.

- If you remove a cartridge from the printer for any reason, try to replace it again as soon as possible. If a cartridge is left unprotected outside the printer, its nozzles might dry out and clog up.

7 Copy and scan using HP Smart

You can use the HP Smart app to copy and scan documents or photos using your device camera. HP Smart includes editing tools that allow you to adjust the scanned image before saving, sharing, or printing. You can print, save your scans locally or in cloud storage, and share them via email, SMS, Facebook, Instagram, etc. To copy and scan with HP Smart, follow the instructions provided in the appropriate section below, depending on the type of device you are using.

- Copy and scan from an Android or iOS device

- Scan from a Windows 10 device

This section provides basic instructions for using the HP Smart app to copy or scan from your Android, iOS, or Windows 10 device. For more information about using the HP Smart app, go to:

- **iOS/Android**: www.hp.com/go/hpsmart-help

- **Windows 10**: www.hp.com/go/hpsmartwin-help

Copy and scan from an Android or iOS device

To copy from an Android or iOS device

1. Open the HP Smart app.

2. Tap the Plus icon if you need to change to a different printer, or add a new printer.

3. Tap **Copy**. The built-in camera will open.

4. Put a document or photo in front of the camera, select a size option to help identifying the size of the original, and then tap the round button at the bottom of the screen to take a picture.

    ☆ **TIP:** For the best result, adjust the camera position to place the original within the provided frame on the preview screen.

5. Set the number of copies or make other adjustments if necessary:

    ●   Tap the Add Pages icon to add more documents or photos.

    ●   Tap the Delete icon to remove documents or photos.

    ●   Tap **Resize** to adjust how to fill the original to the paper.

6. Tap **Start Black** or **Start Color** to make a copy.

To scan from an Android or iOS device

1. Open the HP Smart app.

2. Tap the Plus icon if you need to change to a different printer, or add a new printer.

3. Select a scan option, and then tap **Camera**. The built-in camera will open. Scan your photo or document using the camera.

4. When you have finished adjusting the scanned document or photo, save, share, or print it.

Scan from a Windows 10 device

To scan a document or photo using the device camera

If your device has a camera, you can use the HP Smart app to scan a printed document or photo with the device camera. You can then use HP Smart to edit, save, print or share the image.

1. Open HP Smart. For more information, see Use the HP Smart app to print, copy, scan, and troubleshoot.

2. Select **Scan**, and then select **Camera**.

3. Put a document or photo in front of the camera, and then click or tap the round button at the bottom of the screen to take an image.

4. Adjust boundaries if needed. Click or tap the Apply icon.

5. Make other adjustments if necessary:

    ●   Click or tap **Add Pages** to add more documents or photos.

    ●   Click or tap **Edit** to rotate or crop the document or image, or adjust its contrast, brightness, saturation, or angle.

6. Select the file type you want, and then click or tap the Save icon to save it or click or tap the Share icon to share it with others.

To edit a previously scanned document or photo

HP Smart provides editing tools, such as crop or rotate, so that you can use to adjust a previously scanned document or photo on your device.

1. Open HP Smart. For more information, see Use the HP Smart app to print, copy, scan, and troubleshoot.

2. Select **Scan**, and then select **Import**.

3. Select the document or photo that you want to adjust, and then click or tap **Open**.

4. Adjust boundaries if needed. Click or tap the Apply icon.

5. Make other adjustments if necessary:

    ●   Click or tap **Add Pages** to add more documents or photos.

    ●   Click or tap **Edit** to rotate or crop the document or image, or adjust its contrast, brightness, saturation, or angle.

6. Select the file type you want, and then click or tap **Save** or **Share** to save the file or share it with others.

8 Solve a problem

This section contains the following topics:

- [Get help from the HP Smart app](#)
- [Get help with HP online troubleshooting](#)
- [Get help in this guide](#)
- [HP support](#)

Get help from the HP Smart app

The HP Smart app provides alerts for printer issues (jams and other problems), links to help content, and options to contact support for additional assistance.

Get help with HP online troubleshooting

You can use an HP online troubleshooting tool to solve your printer issues. Use the table below to identify your problem and click the appropriate link.

NOTE: The HP online troubleshooting tools may not be available in all languages.

Online troubleshooting tool	Use this tool to learn how to:
Troubleshoot paper jam issues	Clear jammed paper from the printer and resolve paper or paper feed issues.
Troubleshoot a print carriage jam	Clear obstructions that are blocking the print carriage.
Troubleshoot issues with print job not printing	Resolve issues with printer responsiveness, pages not printing, or "Unable to print" errors.
Troubleshoot print quality issues	Improve the quality of your prints.
Troubleshoot wireless network connection issues	Resolve wireless networking issues, including issues with setting up a wireless connection for the first time or fixing a connection that is no longer working.
Troubleshoot a firewall or antivirus issue	Determine if a firewall or antivirus program is preventing your computer from connecting to the printer and resolve the issue.
Find network settings for a wireless connection	Find your wireless network name (SSID) and password.
Troubleshoot Wi-Fi Direct issues	Resolve Wi-Fi Direct problems or configure Wi-Fi Direct.
Troubleshoot mobile network issues	Resolve issues with connecting a mobile device to your printer.
HP Print and Scan Doctor (For Windows operating systems only)	Automatically diagnose and resolve printer issues.

You can also find help online by visiting the Printer Essentials webpage for the printer at hpsmart.com/tango. Here you can find links to install the HP Smart app, purchase replacement ink for your printer (including HP Instant Ink, if applicable), and get help with common printer tasks.

Get help in this guide

This section contains the following topics:

- Jams and paper-feed issues
- Cartridge issues
- Printing issues
- Network and connection issues
- Printer hardware issues
- Printer warning or error status

Jams and paper-feed issues

What do you want to do?

- Clear a paper jam
- Learn how to avoid paper jams
- Solve paper-feed problems

Clear a paper jam

> 📝 **NOTE:** Paper jams can occur in several areas. Clear paper jam from the input tray first. It helps to clear the paper path and make clearing jams from other areas easier. Then continue to the next area until all paper jams are located and cleared.

To clear a paper jam from the input tray

1. Remove all the paper from the input tray, including both loose and jammed paper.

2. Use a flashlight to check for any jammed paper or foreign objects in the paper path and remove them.

   To avoid tearing any whole sheets of paper, gently pull the paper with both hands.

3. Press ⊗ (the Cancel button). The printer tries to clear the jam automatically.

To clear a paper jam from the output tray

1.	Remove all the paper from the output tray, including both loose and jammed paper.

2.	Use a flashlight to check for any jammed paper or foreign objects in the paper path and remove them.

	To avoid tearing any whole sheets of paper, gently pull the paper with both hands.

To clear a paper jam from the cartridge access area

1.	Press ⊗ (the Cancel button) to try to clear the jam automatically. If this does not work, complete the following steps to clear the jam manually.

2.	Press the Ink Door button to open the ink door.

3.	Wait until the carriage stops moving.

4.	Press ⏻ (the Power button) to turn off the printer. Then disconnect the power cord from the rear of the printer.

	⚠ **CAUTION:**	To avoid the risk of electrical shock, you must unplug the power cord to move the carriage by hand.

5. Use a flashlight to check for any jammed paper or foreign objects in the cartridge access area and remove them.

   To avoid tearing any whole sheets of paper, gently pull the paper with both hands.

6. If the carriage is in the center of the printer, slide it to the right, and then remove any paper or objects blocking the carriage path.
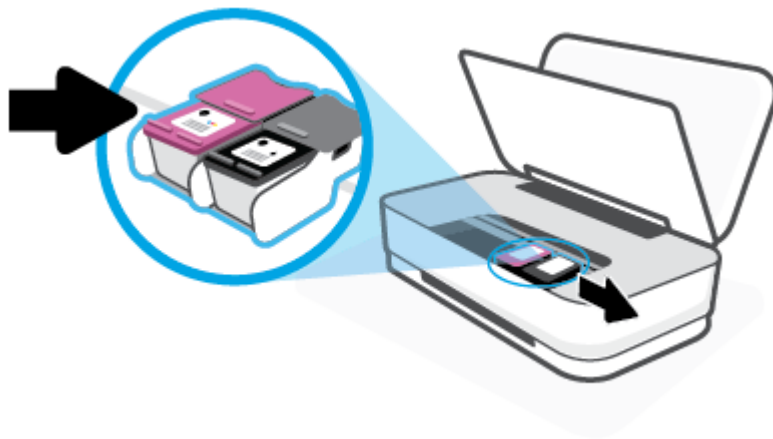
7. Close the ink door.

8. Reconnect the power cord to the rear of the printer, and then press (the Power button) to turn on the printer.

Learn how to avoid paper jams

To help avoid paper jams, follow these guidelines.

- Do not overfill the input tray.

- Remove printed papers from the output tray frequently.

- Ensure that paper loaded in the input tray lays flat, and the edges are not bent or torn.

- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.

- Adjust the paper-width guides in the input tray to fit snugly against all paper. Make sure the paper-width guides do not bend the paper in the input tray.

- Do not force paper too far down in the input tray.

- Do not add paper while the printer is printing. If the printer is about to run out of paper, wait until the out of paper message appears before adding paper.

Solve paper-feed problems

What kind of problem are you having?

- **Paper is not picked up from the input tray**

  - Make sure paper is loaded in the input tray. For more information, see Load media.

  - Adjust the paper-width guides in the input tray to fit snugly against all paper. Make sure the paper-width guides do not bend the paper in the input tray.

  - Make sure paper in the input tray is not curled. Uncurl paper by bending it in the opposite direction of the curl.

- **Pages are skewing**

  - Make sure the paper is loaded in the middle of the input tray and the paper-width guides are fit against the left and right sides of the paper.

  - Load paper into the printer only when it is not printing.

- **Multiple pages are being picked up**

  - Adjust the paper-width guides in the input tray to fit snugly against all paper. Make sure the paper-width guides do not bend the paper in the input tray.

  - Make sure the input tray is not overloaded with paper.

  - Make sure the pieces of the loaded paper are not sticking together.

  - Use HP paper for optimum performance and efficiency.

Cartridge issues

- Identify whether a cartridge has a problem

- Fix cartridge problems

Identify whether a cartridge has a problem

If a cartridge has a problem, you might get a cartridge problem message from the printer software or the HP Smart app, or the Ink Door button lights up.

To identify whether a specific cartridge has a problem, open the ink door, and then check the ink cartridge light. If it lights up or is blinking, the corresponded cartridge has an issue. For more information on cause and solution, see Printer warning or error status.

Fix cartridge problems

If an error occurs after a cartridge is installed, or if a message indicates a cartridge problem, try removing the cartridges, verifying the protective piece of plastic tape has been removed from each cartridge, and then reinserting the cartridges. If this does not work, clean the cartridge contacts. If the problem is still not resolved, replace the cartridges. For information about replacing cartridges, see Replace cartridges.

To clean cartridge contacts

⚠ **CAUTION:** The cleaning procedure should take only a few minutes. Make sure that the cartridges are reinstalled in the printer as soon as possible. It is not recommended to leave the cartridges outside the printer longer than 30 minutes. If cartridges are left unprotected outside the printer, their nozzles might dry out and clog up.

1. Check that power is on.

2. Press the Ink Door button to open the ink door.

3. Wait until the carriage stops moving.

4. Remove the cartridge indicated in the error message.

5. Clean the cartridge contacts and printer contacts.

   a. Hold the cartridge by its sides with the bottom pointing up and locate the electrical contacts on the cartridge.

      The electrical contacts are the small gold-colored dots on the cartridge.
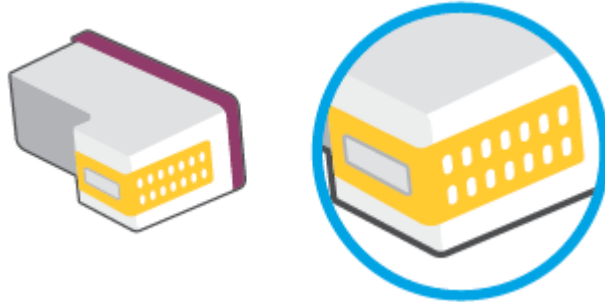
   b. Wipe only the contacts with a dry swab or lint-free cloth.

      ⚠ **CAUTION:** Be careful to wipe only the contacts, and do not smear any of the ink or other debris elsewhere on the cartridge.

   c. On the inside of the printer, locate the contacts for the cartridge.

      The printer contacts are the set of gold-colored bumps positioned to meet the contacts on the cartridge.
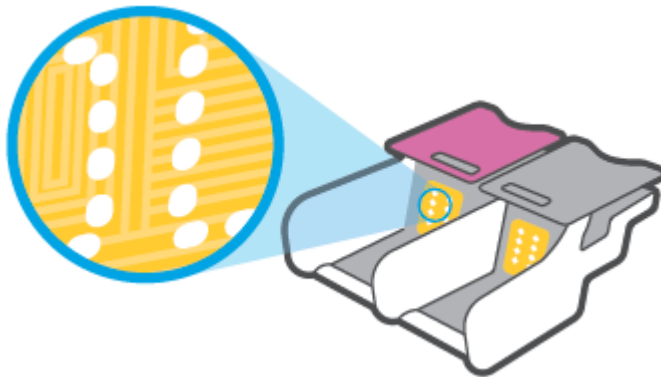
   d. Use a dry swab or lint-free cloth to wipe the contacts.

6. Reinstall the cartridge.

7. Close the ink door.

8. Check if the error message has gone away. If you still receive the error message, turn the printer off, and then on.

📝 **NOTE:** If one cartridge is causing problems, you can remove it and use the single cartridge mode to operate the printer with only one cartridge.

Printing issues

What do you want to do?

- [Fix problems with page not printing (unable to print)](#)

- [Fix print quality issues](#)

Fix problems with page not printing (unable to print)

To resolve print issues (Windows)

Make sure that the printer is turned on and that there is paper in the input tray. If you are still unable to print, try the following in order:

1. Check for error messages from the printer software and resolve them by following the onscreen instructions.

2. If your computer is connected to the printer with a wireless connection, confirm that the connection is working.

3. Verify that the printer is not paused or offline.

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

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

      - **Windows 10**: From the Windows **Start** menu, select **Windows System** from the app list, select **Control Panel**, and then click **View devices and printers** under **Hardware and Sound**.

      - **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**.

   b. Either double-click the icon for your printer or right-click the icon for your printer and select **See what's printing** to open the print queue.

   c. On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**.

   d. If you made any changes, try to print again.

4. Verify that the printer is set as the default printer.

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

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

      - **Windows 10**: From the Windows **Start** menu, select **Windows System** from the app list, select **Control Panel**, and then click **View devices and printers** under **Hardware and Sound**.

      - **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**.

   b. Make sure the correct printer is set as the default printer.

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

      c. If the wrong printer is set as the default printer, right-click the correct printer and select **Set as Default Printer**.

      d. Try using your printer again.

5. Restart the print spooler.

     To restart the print spooler

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

         Windows 10

          i. From the Windows **Start** menu, select **Windows Administrative Tools** from the app list, and then select **Services**.

          ii. Right-click the **Print Spooler**, and then click **Properties**.

          iii. On the **General** tab, next to **Startup type**, make sure that **Automatic** is selected.

          iv. If the service is not already running, under **Service status**, click **Start**, and then click **OK**.

         Windows 8.1 and Windows 8

          i. Point to or tap the upper-right corner of the screen to open the Charms bar, and then click the **Settings** icon.

          ii. Click or tap **Control Panel**, and then click or tap **System and Security**.

          iii. Click or tap **Administrative Tools**, and then double-click or double-tap **Services**.

          iv. Right-click or touch and hold **Print Spooler**, and then click **Properties**.

          v. On the **General** tab, next to **Startup type**, make sure that **Automatic** is selected.

          vi. If the service is not already running, under **Service status**, click or tap **Start**, and then click or tap **OK**.

         Windows 7

          i. From the Windows **Start** menu, click **Control Panel**, **System and Security**, and then **Administrative Tools**.

          ii. Double-click **Services**.

          iii. Right-click the **Print Spooler**, and then click **Properties**.

          iv. On the **General** tab, next to **Startup type**, make sure that **Automatic** is selected.

          v. If the service is not already running, under **Service status**, click **Start**, and then click **OK**.

      b. Make sure the correct printer is set as the default printer.

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

      c. If the wrong printer is set as the default printer, right-click the correct printer and select **Set as Default Printer**.

      d. Try using your printer again.

6. Restart the computer.

7. Clear the print queue.

   To clear the print queue

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

      ● **Windows 10**: From the Windows **Start** menu, select **Windows System** from the app list, select **Control Panel**, and then click **View devices and printers** under **Hardware and Sound**.

      ● **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**.

   b. Double-click the icon for your printer to open the print queue.

   c. On the **Printer** menu, click **Cancel all documents** or **Purge Print Document**, and then click **Yes** to confirm.

   d. If there are still documents in the queue, restart the computer and try printing again after the computer has restarted.

   e. Check the print queue again to make sure it is clear, and then try to print again.

Fix print quality issues

NOTE: To protect the cartridges from drying out, always turn the printer off using the Power button.

To improve print quality (Windows)

1. Make sure you are using original HP cartridges.

2. Check the paper type.

   For best print quality, use high quality HP paper, or papers that adhere to the ColorLok® standard. For more information, see Paper basics.

   Always make sure the paper you are printing on is flat. For best results when printing images, use HP Advanced Photo Paper.

   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 photo paper to the plastic bag. This prevents the photo paper from curling.

3. Check the printer software to make sure you have selected the appropriate paper type from the **Media** drop-down list and print quality from the **Quality Settings** drop-down list.

   In the printer software, click **Print** , and then click **Set Preferences** to access the print properties.

4. Check the estimated ink levels to determine if the cartridges are low on ink.

   For more information, see Check estimated ink levels. If the cartridges are low on ink consider replacing them.

5. Align the cartridges.

To align the cartridges

a. Load letter or A4 unused plain white paper into the input tray.

b. Open the printer software. For more information, see Open the HP printer software (Windows).

c. In the printer software, click **Print** and then click **Maintain Your Printer** to access the printer toolbox.

The printer toolbox appears.

d. Click **Align Cartridges** on the **Device Services** tab.

The printer prints an alignment page.

e. Follow the onscreen instructions to align the cartridges. Recycle or discard the cartridge alignment sheet later.

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

To print a diagnostics page

a. Load letter or A4 unused plain white paper into the input tray.

b. Open the printer software. For more information, see Open the HP printer software (Windows).

c. In the printer software, click **Print** and then click **Maintain Your Printer** to access the printer toolbox.

d. Click **Print Diagnostic Information** on the **Device Reports** tab to print a diagnostics page.

e. Examine the color blocks on the diagnostics page.

If any of the color blocks show white lines, are faded, or are missing completely, continue to the next step.

Figure 8-1 Color blocks without defects

Figure 8-2 Example of color blocks with defects

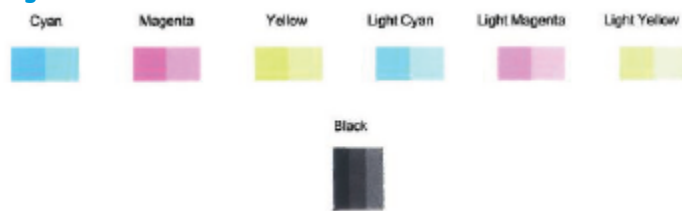**7.** Clean the cartridges.

To clean the cartridges

   a.   Load letter or A4 unused plain white paper into the input tray.

   b.   Open the printer software. For more information, see Open the HP printer software (Windows).

   c.   In the printer software, click **Print** and then click **Maintain Your Printer** to access the printer toolbox.

   d.   Click **Clean Cartridges** on the **Device Services** tab. Follow the onscreen instructions.

Network and connection issues

What do you want to do?

- Fix wireless connection
- Fix Wi-Fi Direct connection

Fix wireless connection

Choose one of the following troubleshooting options.

- Restore network settings and reconnect the printer. See Connect using the HP Smart app.

- From the printer control panel, press and hold (i) (the Information button) for at least three seconds to turn on all the button lights, and then press (i) and (⟳) at the same time to print the wireless network test report and network configuration page.

  Check the top of the wireless network test 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 or mobile devices.

- From HP Smart help center, find printer connection help, and then follow onscreen instructions.

- Use an HP online troubleshooting tool to solve your printer issues. See Get help with HP online troubleshooting.

Fix Wi-Fi Direct connection

1. Make sure that Wi-Fi Direct is on. If it is off, press and hold (the Information button) for at least

    three seconds to turn on all the button lights, and then press and hold , , and together.

2. From your wireless computer or mobile device, search for and connect to the Wi-Fi Direct name of your printer.

    If you are using a mobile device that does not support Wi-Fi Direct, make sure you have installed a compatible printing app. For more information, visit the HP Mobile Printing website at www.hp.com/go/mobileprinting. If a local version of this website is not available in your country/region or language, you might be directed to the HP Mobile Printing website in another country/region or language.

    NOTE: If your mobile device does not support Wi-Fi, you are not able to use Wi-Fi Direct.

3. If the Wi-Fi Direct connection security for the printer is set to **Manual**, do one of the following to connect to the printer.

    ●   Make sure to enter the correct Wi-Fi Direct password or PIN code when prompted.

    ●   If (the Information button) is blinking white on the printer control panel, make sure to press it

        within 30 seconds to confirm the connection.

4. Make sure that the number of Wi-Fi Direct connections has not reached the maximum of five devices.

Printer hardware issues

Close the ink door

●   The ink door must be closed to begin printing.

The printer shuts down unexpectedly

●   Check the power and power connections.

●   Make sure the power cord of the printer is connected firmly to a functioning power outlet.

NOTE: When Auto-Off is enabled, the printer will automatically turn off after two hours of inactivity to help reduce energy use. For more information, see Auto-Off .

Printer warning or error status

NOTE: The HP Smart app provides detailed information for printer warnings and errors. Open the app and check the printer status, and then follow the onscreen instructions to fix the issue. Then check the following for additional assistance if needed.

- Wireless connection errors

- Paper error status

- Ink error status

- Printer failure

Wireless connection errors

Light behavior	Cause and Solution
Two small light bars glow blue and the large light bar pulses blue from the middle to the edges, repeating. Between each cycle, there is an amber flash on the large light bar. 	There is an Auto Wireless Connect (AWC) error. • If it occurs during the AWC setup mode, for the more instructions, see Connect using the HP Smart app. • If it occurs after the connection has been completed successfully, for troubleshooting the issue, see Network and connection issues.
Two small light bars glow blue. The large light bar glows blue at the outside edges and flashes amber in the center. 	There is a wireless connection error during the Wi-Fi Protected Setup (WPS) mode. • For more information on how to connect the printer, see Connect your printer to a wireless network using Wi-Fi Protected Setup (WPS). • For more information on how to troubleshoot the issue, see Network and connection issues.

Paper error status

Light behavior				Cause and Solution
Edge lighting	**Paper input light**	⊗	⊙	
Amber across the large light bar	Blinking	On	Off	The printer receives a printing job, starts feeding paper, and detects that the paper width for the printing job is bigger than the width of the loaded paper. Press ⊗ (the Cancel button) to cancel the printing job and eject paper. To avoid the paper size mismatch problem, do one of the following before printing. ● Change the paper size setting for the printing job to match the paper loaded. ● Remove all paper from the input tray, and then load paper that matches the paper size setting for the printing job. **TIP:** You can change the default paper size automatically detected by the printer. For more information, see Change the default paper size detected by the printer.
Amber across the large light bar	Blinking	On	On	One of the following might have occurred. ● The printer receives a multipage printing job, detects that the paper length for the printing job does not match the length of the loaded paper, and then prints out the first page of the job with errors. To cancel the printing job, press ⊗ (the Cancel button). To continue printing the remaining pages, press ⊙ (the Resume button) button. The remaining pages will have the same errors as the first page. To change the default paper size automatically detected by the printer, see Change the default paper size detected by the printer. ● The printer receives a printing job, and detects that there is no paper in the input tray. To cancel the printing job, press ⊗ (the Cancel button). To continue printing, load paper, and then press ⊙ (the Resume button). For information about how to load paper, see Load media.

Ink error status

Light behavior					Cause and Solution
Edge lighting	Ink Door button	Ink cartridge light	⊗	⊕	
Amber across the large light bar	Blinking	On for the cartridge with issue	On	On	One of the following might have occurred. • A counterfeit or previously used cartridge is installed. • The corresponding cartridge is very low on ink. Try the following solutions to solve the problem. • If the corresponding cartridge is newly installed, it might be counterfeit or previously used. Refer to the message in the HP printer software or the HP Smart app for more information. • If the corresponding cartridge is not newly installed, it is very low on ink. Press ⊕ (the Resume button) to continue printing, and replace the cartridge when the print quality is no longer acceptable. For information about how to replace cartridges, see Replace cartridges.
Amber across the large light bar	Blinking	Blinking for the cartridge with issue	On	Off	One of the following might have occurred. • The corresponding cartridge is missing. If one of the cartridges is missing, the printer enters single cartridge mode. To exit the single cartridge mode, insert the corresponding cartridge. For more information about the single cartridge mode, see Use single cartridge mode. • The corresponding cartridge is installed improperly, or still has plastic tape on it. Remove the corresponding cartridge, make sure there is no plastic tape on it, and then reinsert the cartridge securely. For more information, see Replace cartridges.
Amber across the large light bar	On	Off	Off	Off	The ink door is open. It must be closed to begin printing.
Amber across the large light bar	Fast blinking	Fast blinking, alternating on both cartridges	On	Off	The carriage inside the printer has stalled. Press ⊗ (the Cancel button) to cancel the printing job. Open the ink door and make sure the carriage is not obstructed. Move the carriage to the right and close the ink door. If the problem is still not resolved, see Jams and paper-feed issues for more information.

Printer failure

The large light bar flashes amber quickly. All other lights on the printer are blinking quickly.

• To resolve printer failure, turn the printer off, and then on. If that does not resolve the problem, contact HP for support. For more information, see Contact HP.

HP support

For the latest product updates and support information, visit the product support website at www.support.hp.com. HP online support provides a variety of options for help with your printer:

	Get software and drivers: Download software, drivers, and firmware you need for the printer.
	Ask the community: Join the community forums to find solutions, ask questions, and share tips.
	HP Diagnostics Solutions: Use HP online tools to detect your printer and find recommended solutions.

Contact HP

If you need help from an HP technical support representative to solve a problem, visit the Contact Support website. The following contact options are available at no cost for in-warranty customers (HP agent-assisted support for out-of warranty customers may require a fee):

	Chat with an HP support agent or the HP Virtual Agent online.
	Call an HP support agent.

When contacting HP support, be prepared to provide the following information:

- Product name (Located on the printer)

- Product number (located inside the ink door)

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

Register printer

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

Additional warranty options

Extended service plans are available for the printer at additional costs. Go to www.support.hp.com , select your country/region and language, then explore the extended warranty options available for your printer.

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

Energy Save Mode

Power usage is reduced while in Energy Save Mode.

After initial setup of printer, the printer will enter Energy Save Mode after 5 minutes of inactivity.

To change the time to Energy Save Mode from an Android or iOS device

1. Open HP Smart. For more information, see Use the HP Smart app to print, copy, scan, and troubleshoot.

2. Tap **Printer Settings**.

3. Tap **Advanced Settings**, and tap **Energy Save Mode** to change the setting.

To change the time to Energy Save Mode from the embedded web server (EWS)

1. Open the embedded web server (EWS). For more information, see Open the embedded web server.

2. Click the **Settings** tab.

3. In the **Power Management** section, click **Energy Save Mode**, and select the desired option.

4. Click **Apply**.

10 Technical information

This section contains the following topics:

- Specifications
- Regulatory notices
- Environmental product stewardship program

Specifications

The information here is subject to change without notice. For more product specifications, see the Product Data Sheet at www.support.hp.com .

System requirements

- For information about software and system requirements or future operating system releases and support, visit the HP online support website at www.support.hp.com .

Environmental specifications

- Recommended operating temperature range: 15°C to 30°C (59°F to 86°F)

- Allowable operating temperature range: 5°C to 40°C (41°F to 104°F)

- Humidity: 15% to 80% RH non-condensing; 28°C maximum dewpoint

- Nonoperating (Storage) temperature range: –40°C to 60°C (–40°F to 140°F)

- In the presence of high electromagnetic fields, it is possible the output from the printer may be slightly distorted

Input tray capacity

- Plain paper sheets: Up to 50

- Envelopes: Up to 5

- Index cards: Up to 20

- Photo paper sheets: Up to 20

Output tray capacity

- Plain paper sheets: Up to 20

- Envelopes: Up to 5

- Index cards: Up to 15

- Photo paper sheets: Up to 15

Paper size

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

Paper weights

- Plain Paper: 60 to 90 g/m² (16 to 32 lb bond)

- Envelopes: 75 to 90 g/m² (20 to 55 lb bond envelope)

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

- Photo Paper: Up to 300 g/m² (145 lb bond)

Print specifications

- Print speeds vary according to the complexity of the document

- Method: drop-on-demand thermal inkjet

- Language: PCL3 GUI

Print resolution

- For a list of supported print resolutions, visit the product support website at www.support.hp.com.

Cartridge yield

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

Acoustic information

- If you have Internet access, you can access acoustic information from the HP website.

Regulatory notices

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

This section contains the following topics:

- Regulatory model identification number
- FCC statement
- VCCI (Class B) compliance statement for users in Japan
- Notice to users in Japan about the power cord
- Power cord instructions
- Noise emission statement for Germany
- European Union Regulatory Notice
- Visual display workplaces statement for Germany
- Regulatory wireless statements

Regulatory model identification number

For regulatory identification purposes, your product is assigned with a Regulatory Model Number. The regulatory model number should not be confused with the marketing names or product numbers.

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, HP Inc. 1501 Page Mill Road, Palo Alto, CA 94304, U.S.A.

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.

VCCI (Class B) compliance statement for users in Japan

この装置は、クラス B 機器です。この装置は、住宅環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをして下さい。

VCCI-B

Notice to users in Japan about the power cord

製品には、同梱された電源コードをお使い下さい。

同梱された電源コードは、他の製品では使用出来ません。

Power cord instructions

Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product. The product uses either 100-240 Vac or 200-240 Vac and 50/60 Hz.

⚠ **CAUTION:** To prevent damage to the product, use only the power cord that is provided with the product.

Noise emission statement for Germany

Geräuschemission

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

European Union Regulatory Notice

$C\epsilon$

Products bearing the CE marking comply to applicable EU Directives and related European Harmonised Standards. The full Declaration of Conformity can be found at the following website:

www.hp.eu/certificates (Search with the product model name or its Regulatory Model Number (RMN), which may be found on the regulatory label.)

The point of contact for regulatory matters is HP Deutschland GmbH, HQ-TRE, 71025, Boeblingen, Germany.

Products with wireless functionality

EMF

- This product meets international guidelines (ICNIRP) for exposure to radio frequency radiation.

If it incorporates a radio transmitting and receiving device that in normal use, a separation distance of 20 cm ensures that radio frequency exposure levels comply with EU requirements.

Wireless functionality in Europe

- For products with 802.11 b/g/n or Bluetooth radio:

  - This product operates on radio frequency between 2400 MHz and 2483.5 MHz, with a transmit power of 20 dBm (100 mW) or less.

- For products with 802.11 a/b/g/n radio:

  - This product operates on radio frequencies between 2400 MHz and 2483.5 MHz, and between 5170 MHz and 5710 MHz, with a transmit power of 20 dBm (100 mW) or less.
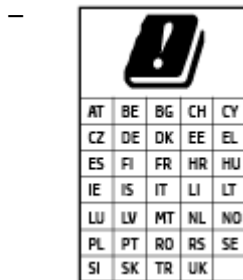
  - **CAUTION**: IEEE 802.11x wireless LAN with 5.15-5.35 GHz frequency band is restricted for **indoor use only** for all countries reflected in the matrix. Using this WLAN application outdoor might lead to interference issues with existing radio services.

Visual display workplaces statement for 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.

Regulatory wireless statements

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

- Exposure to radio frequency radiation

- Notice to users in Canada (5 GHz)

- Notice to users in Taiwan (5 GHz)

- Notice to users in Serbia (5 GHz)

- Notice to users in Mexico

- Notice to users in Brazil

- Notice to users in Canada

- Notice to users in Taiwan

- Notice to users in Japan

- Notice to users in Thailand (5 GHz)

Exposure to radio frequency radiation

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

Notice to users in Canada (5 GHz)

⚠ **CAUTION:** When using IEEE 802.11a wireless LAN, this product is restricted to indoor use, due to its operation in the 5.15- to 5.25-GHz frequency range. The Industry Canada requires this product to be used indoors for the frequency range of 5.15 GHz to 5.25 GHz to reduce the potential for harmful interference to co-channel mobile satellite systems. High-power radar is allocated as the primary user of the 5.25- to 5.35-GHz and 5.65- to 5.85-GHz bands. These radar stations can cause interference with and/or damage to this device.

⚠ **ATTENTION:** Lors de l'utilisation du réseau local sans fil IEEE 802.11a, ce produit se limite à une utilisation en intérieur à cause de son fonctionnement sur la plage de fréquences de 5,15 à 5,25 GHz. Industrie Canada stipule que ce produit doit être utilisé en intérieur dans la plage de fréquences de 5,15 à 5,25 GHz afin de réduire le risque d'interférences éventuellement dangereuses avec les systèmes mobiles par satellite via un canal adjacent. Le radar à haute puissance est alloué pour une utilisation principale dans une plage de fréquences de 5,25 à 5,35 GHz et de 5,65 à 5,85 GHz. Ces stations radar peuvent provoquer des interférences avec cet appareil et l'endommager.

Notice to users in Taiwan (5 GHz)

在 5.25-5.35 秭赫頻帶內操作之無線資訊傳輸設備，限於室內使用。

Notice to users in Serbia (5 GHz)

Upotreba ovog uredjaja je ogranicna na zatvorene prostore u slucajevima koriscenja na frekvencijama od 5150-5350 MHz.

Notice to users in Mexico

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

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

Notice to users in Brazil

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência em sistemas operando em caráter primário.

Notice to users in Canada

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

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

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

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

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

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

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

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

Notice to users in Taiwan

低功率電波輻射性電機管理辦法

第十二條

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

第十四條

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

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

Notice to users in Japan

この機器は技術基準適合証明又は工事設計認証を受けた無線設備を搭載しています。

Notice to users in Thailand (5 GHz)

เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้องตามมาตรฐานความปลอดภัยต่อสุขภาพของมนุษย์จากการใช้เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหนด

This radio communication equipment has the electromagnetic field strength in compliance with the Safety Standard for the Use of Radio Communication Equipment on Human Health announced by the National Telecommunications Commission.

Environmental product stewardship program

HP is committed to providing quality products in an environmentally sound manner. Design for recycling has been incorporated into this product. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair. For more information, visit HP's Commitment to the Environment website at:

www.hp.com/hpinfo/globalcitizenship/environment

- Eco-Tips

- Paper

- Plastics

- European Union Commission Regulation 1275/2008

- Safety data sheets

- Chemical substances

- EPEAT

- SEPA Ecolabel User Information (China)

- Recycling program

- HP inkjet supplies recycling program

- Power consumption

- China Energy Label for Printer, Fax and Copier

- Disposal of waste equipment by users

- Waste disposal for Brazil

- The Table of Hazardous Substances/Elements and their Content (China)

- Restriction of hazardous substance (India)

- Restriction on hazardous substances statement (Turkey)

- Declaration of the Presence Condition of the Restricted Substances Marking (Taiwan)

Eco-Tips

HP is committed to helping customers reduce their environmental footprint. Please visit the HP Environmental Programs and Initiatives website for more information on HP's environmental initiatives.

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

Paper

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.

European Union Commission Regulation 1275/2008

For product power data, including the power consumption of the product in networked standby if all wired network ports are connected and all wireless network ports are activated, please refer to section P14 'Additional Information' of the product IT ECO Declaration at www.hp.com/hpinfo/globalcitizenship/environment/productdata/itecodesktop-pc.html.

Safety data sheets

Safety Data Sheets, product safety and environmental information are available at www.hp.com/go/ecodata or on request.

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.

EPEAT

Most HP products are designed to meet EPEAT. EPEAT is a comprehensive environmental rating that helps identify greener electronics equipment. For more information on EPEAT go to www.epeat.net. For information on HP's EPEAT registered products go to www.hp.com/hpinfo/globalcitizenship/environment/pdf/epeat_printers.pdf.

SEPA Ecolabel User Information (China)

中国环境标识认证产品用户说明

噪声大于 63.0 dB(A) 的办公设备不宜放置于办公室内，请在独立的隔离区域使用。

如需长时间使用本产品或打印大量文件，请确保在通风良好的房间内使用。

如您需要确认本产品处于零能耗状态，请按下电源关闭按钮，并将插头从电源插座断开。

您可以使用再生纸，以减少资源耗费。

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/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 website:

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

Power consumption

HP printing and imaging equipment marked with the ENERGY STAR® logo is certified by the U.S. Environmental Protection Agency. The following mark will appear on ENERGY STAR certified imaging products:

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

China Energy Label for Printer, Fax and Copier

复印机、打印机和传真机能源效率标识实施规则

依据"复印机、打印机和传真机能源效率标识实施规则",该打印机具有中国能效标识。标识上显示的能效等级和操作模式值根据"复印机、打印机和传真机能效限定值及能效等级"标准("GB 21521")来确定和计算。

1. 能效等级

   产品能效等级分 3 级,其中 1 级能效最高。能效限定值根据产品类型和打印速度由标准确定。能效等级则根据基本功耗水平以及网络接口和内存等附加组件和功能的功率因子之和来计算。

2. 能效信息

   喷墨打印机

   – 操作模式功率

     睡眠状态的能耗按照 GB 21521 的标准来衡量和计算。该数据以瓦特 (W) 表示。

   – 待机功率

     待机状态是产品连接到电网电源上功率最低的状态。该状态可以延续无限长时间,且使用者无法改变此状态下产品的功率。对于"成像设备"产品,"待机"状态通常相当于"关闭"状态,但也可能相当于"准备"状态或者"睡眠"状态。该数据以瓦特 (W) 表示。

   – 睡眠状态预设延迟时间

     出厂前由制造商设置的时间决定了该产品在完成主功能后进入低耗模式(例如睡眠、自动关机)的时间。该数据以分钟表示。

   – 附加功能功率因子之和

     网络接口和内存等附加功能的功率因子之和。该数据以瓦特 (W) 表示。

标识上显示的能耗数据是根据典型配置测量得出的数据，此类配置包含登记备案的打印机依据复印机、打印机和传真机能源效率标识实施规则所选的所有配置。因此，该特定产品型号的实际能耗可能与标识上显示的数据有所不同。

要了解规范的更多详情，请参考最新版的 GB 21521 标准。

Disposal of waste equipment by users

This symbol means do not dispose of your product with your other household waste. Instead, you should protect human health and the environment by handing over your waste equipment to a designated collection point for the recycling of waste electrical and electronic equipment. For more information, please contact your household waste disposal service, or go to http://www.hp.com/recycle.

Waste disposal for Brazil

Não descarte o produto eletronico em lixo comum

Este produto eletrônico e seus componentes não devem ser descartados no lixo comum, pois embora estejam em conformidade com padrões mundiais de restrição a substâncias nocivas, podem conter, ainda que em quantidades mínimas, substâncias impactantes ao meio ambiente. Ao final da vida útil deste produto, o usuário deverá entregá-lo à HP. A não observância dessa orientação sujeitará o infrator às sanções previstas em lei.

Após o uso, as pilhas e/ou baterias dos produtos HP deverão ser entregues ao estabelecimento comercial ou rede de assistência técnica autorizada pela HP.

Para maiores informações, inclusive sobre os pontos de recebimento, acesse:

www.hp.com.br/reciclar

The Table of Hazardous Substances/Elements and their Content (China)

产品中有害物质或元素的名称及含量

根据中国《电器电子产品有害物质限制使用管理办法》

部件名称	有害物质					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr(VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
外壳和托盘	○	○	○	○	○	○
电线	○	○	○	○	○	○
印刷电路板	X	○	○	○	○	○
打印系统	X	○	○	○	○	○
显示器	X	○	○	○	○	○
喷墨打印机墨盒	○	○	○	○	○	○
驱动光盘	X	○	○	○	○	○
扫描仪	X	○	○	○	○	○
网络配件	X	○	○	○	○	○
电池板	X	○	○	○	○	○
自动双面打印系统	○	○	○	○	○	○
外部电源	X	○	○	○	○	○

本表格依据 SJ/T 11364 的规定编制。

○：表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572 规定的限量要求以下。

X：表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572 规定的限量要求。

此表中所有名称中含 "X" 的部件均符合欧盟 RoHS 立法。

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。

Restriction of hazardous substance (India)

This product, as well as its related consumables and spares, complies with the reduction in hazardous substances provisions of the "India E-waste Rule 2016." It does not contain lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 weight % and 0.01 weight % for cadmium, except where allowed pursuant to the exemptions set in Schedule 2 of the Rule.

Restriction on hazardous substances statement (Turkey)

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur

Declaration of the Presence Condition of the Restricted Substances Marking (Taiwan)

台灣 限用物質含有情況標示聲明書

Taiwan Declaration of the Presence Condition of the Restricted Substances Marking

單元 Unit	限用物質及其化學符號 Restricted substances and its chemical symbols					
	鉛 (Pb)	汞 (Hg)	鎘 (Cd)	六價鉻 (Cr^{+6})	多溴聯苯 (PBB)	多溴二苯醚 (PBDE)
列印引擎 Print engine	—	○	○	○	○	○
外殼和紙匣 External casing and trays	○	○	○	○	○	○
電源供應器 Power supply	—	○	○	○	○	○
電線 Cables	○	○	○	○	○	○
印刷電路板 Print printed circuit board	—	○	○	○	○	○
控制面板 Control panel	—	○	○	○	○	○
墨水匣 Cartridge	○	○	○	○	○	○

備考 1. 〝超出 0.1 wt %〞 及 〝超出 0.01 wt %〞 係指限用物質之百分比含量超出百分比含量基準值。

Note 1: "Exceeding 0.1 wt %" and "exceeding 0.01 wt %" indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.

備考 2. 〝○〞 係指該項限用物質之百分比含量未超出百分比含量基準值。

Note 2: "○" indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

備考 3. 〝—〞 係指該項限用物質為排除項目。

Note 3: The "—" indicates that the restricted substance corresponds to the exemption.

若要存取產品的最新使用指南或手冊，請前往 www.support.hp.com。選取**搜尋您的產品**，然後依照 畫面上的指示繼續執行。

To access the latest user guides or manuals for your product, go to www.support.hp.com. Select **Find your product**, and then follow the onscreen instructions.

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