OFFICEJET 100

User Guide

L411

HP Officejet 100 (L411) Mobile Printer

User Guide

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Safety information

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

1. Read and understand all
instructions in the documentation that
comes with the printer.

2. Observe all warnings and
instructions marked on the product.

3. Unplug this product from wall
outlets before cleaning.

4. Do not install or use this product
near water, or when you are wet.

5. Install the product securely on a
stable surface.

6. Install the product in a protected
location where no one can step on or
trip over the line cord, and the line
cord cannot be damaged.

7. If the product does not operate
normally, see Solve a problem.

8. There are no user-serviceable parts
inside. Refer servicing to qualified
service personnel.

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1 Get started

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

Accessibility

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

Visual

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

Mobility

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

Support

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

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

Eco-Tips

HP is committed to helping customers reduce their environmental footprint. HP has provided the following Eco-Tips to help you focus on ways to assess and reduce the impact of your printing choices. In addition to specific features in this printer, please

visit the HP Eco Solutions Web site for more information on HP's environmental initiatives.

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

- **Duplex printing**: Use **Paper-saving Printing** to print two-sided documents with multiple pages on same sheet to reduce paper usage. For more information, see Print on both sides (duplexing).
- **Energy Savings Information**: To determine the ENERGY STAR® qualification status for this printer, see Power consumption.
- **Recycled Materials**: For more information regarding recycling of HP products, please visit:
  www.hp.com/hpinfo/globalcitizenship/environment/recycle/

Understand the printer parts

- Front view
- Back and side view
- Printing supplies area
- Control Panel
- Bottom view

Front view
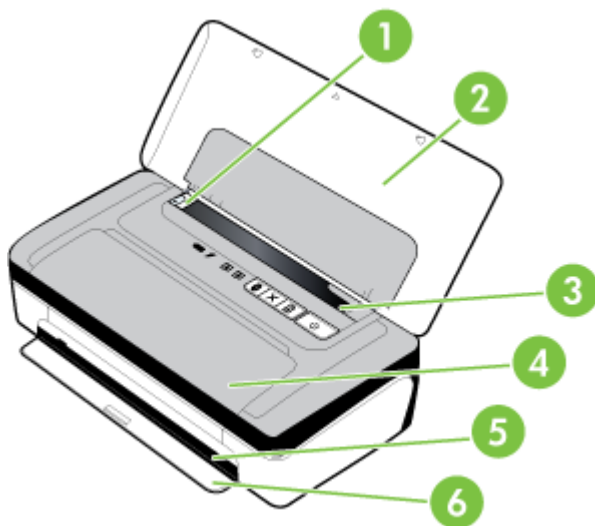
1	**Media width guide –** Adjusts to accommodate different media sizes.
2	**Input tray –** Holds the media. Remove media and close this tray when the printer is not in use. **NOTE:** If you are loading larger-size media, pull to extend the tray.

3	**Narrow media guide –** When sliding the media width guide to the right and against narrow or small media, this guide automatically slides to the left slightly.
4	**Front access cover –** Provides access to the ink cartridges and for clearing paper jams. This cover must be closed before printing can begin.
5	**Output slot –** Media exits the printer here.
6	**Output door –** Covers the output slot when the printer is not in use. Drops open automatically when printer is turned on.

Back and side view
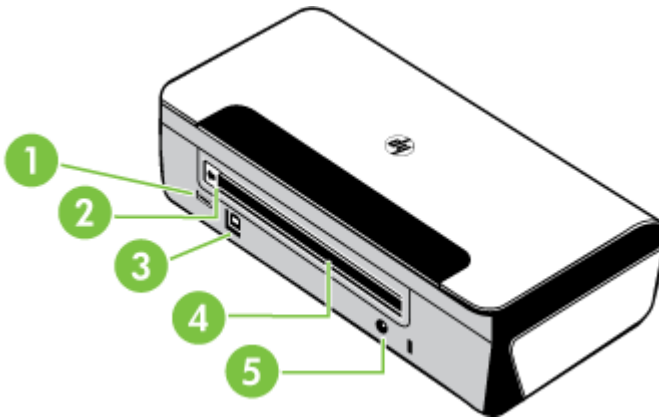
1	**PictBridge/USB Host Port –** Connects a PictBridge device, such as a digital camera or a USB Flash drive.
2	**Battery contact cover –** Covers the battery contacts when the optional battery is not installed.
3	**USB port –** Connect a USB cable here.
4	**Battery slot –** Install optional battery here.
5	**Power connector –** Connect the power cord here.

Printing supplies area
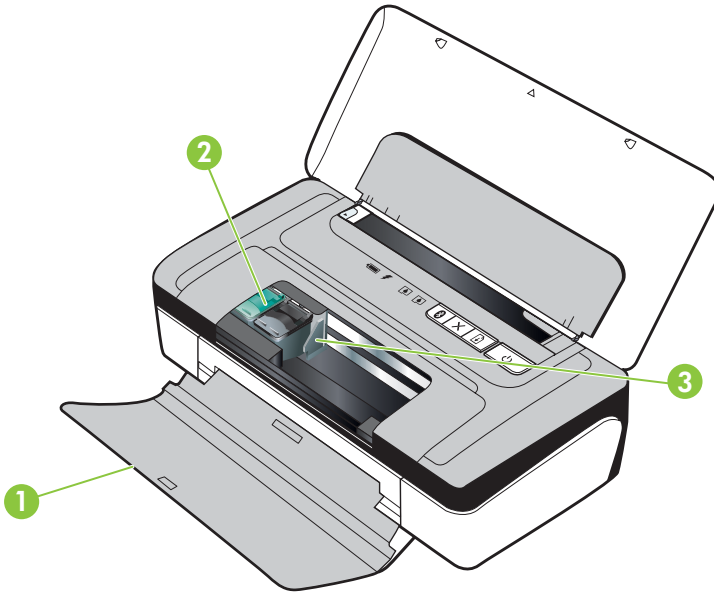
1	**Front access cover –** Provides access to the ink cartridges and for clearing paper jams. This cover must be closed before printing can begin.
2	**Print cartridge latches –** Lift these latches for easy removal and insertion of print cartridges.
3	**Print cartridge cradle compartments –** Holds the print cartridges.

Control Panel
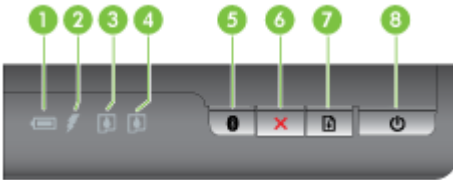
1	**Battery status light –** Indicates battery status:
	• Red – Battery less than 10% charged
	• Amber – Battery 10% to 40% charged
	• Green – Battery 41% to 100% charged
	• Not lit if optional battery is not installed or detected.
2	**Battery charging light –** Lights up in amber when the battery is charging. Lights up in red if the battery is faulty.

3	**Left ink cartridge light –** Blinks when the left ink cartridge is absent or functioning incorrectly. Turns on solid when the ink is low.
4	**Right ink cartridge light –** Blinks when the right ink cartridge is absent or functioning incorrectly. Turns on solid when the ink is low.
5	**Bluetooth button and light –** Turns Bluetooth device on or off. Lights up blue when Bluetooth is turned on.
6	**(Cancel button) –** Cancels the current print job. Cancel time depends on the size of the print job. Press this button only once to cancel a queued print job.
7	**Resume button and light –** Resumes a print job that is waiting or has been interrupted (for example, when adding print media to the printer). Lights up in amber when a print job is waiting, and blinks or turns on to show status or a need for intervention.
8	**Power button and light –** Turns the printer off or on. Lights up in white when the printer is turned on, and blinks during printing, startup, shutdown, or other activity. This light also pulses when the printer is in sleep mode.

Bottom view
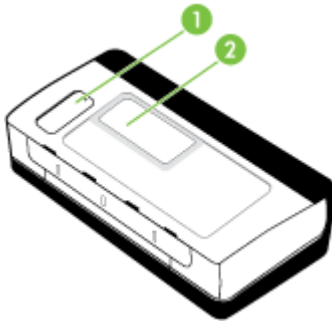
| 1 | **Cover of replaceable ink service module –** Provides access to the ink service module. (See Replace the ink service module.) |
| 2 | **Card holder –** Holds a name card or business card. |

Finding the printer model number

In addition to the model name that appears on the front of the printer, this printer has a specific model number. You can use this number when obtaining support and to help determine which supplies or accessories are available for your printer.

The model number is printed on a label located inside the printer, near the ink cartridges area.

Select print media

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

	HP recommends plain papers with the ColorLok logo for printing and copying of everyday documents. All papers with the ColorLok logo are independently tested to meet high standards of reliability and print quality, and produce documents with crisp, vivid color, bolder blacks and dry faster than ordinary plain papers. Look for papers with the ColorLok logo in a variety of weights and sizes from major paper manufacturers.

This section contains the following topics:

- Recommended papers for printing and copying
- Recommended papers for photo printing
- Tips for selecting and using media

Recommended papers for printing and copying

If you want the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing.

Depending on your country/region, some of these papers might not be available.

HP Brochure Paper HP Superior Inkjet Paper	These papers are glossy-coated or matte-coated on both sides for two-sided use. They are the perfect choice for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.
HP Bright White Inkjet Paper	HP Bright White Inkjet Paper delivers high-contrast colors and sharp text. It is opaque enough for two-sided color usage with no show-through, which makes it ideal for newsletters, reports, and flyers. It features ColorLok Technology for less smearing, bolder blacks and vivid colors.
HP Printing Paper	HP Printing Paper is a high-quality multifunction paper. It produces documents that look and feel more substantial than documents printed on standard multipurpose or copy paper. It features ColorLok Technology for less smearing, bolder blacks and vivid colors. It is acid-free for longer lasting documents.
HP Office Paper	HP Office Paper is a high-quality multifunction paper. It is suitable for copies, drafts, memos and other everyday documents. It features ColorLok Technology for less smearing, bolder blacks and vivid colors. It is acid-free for longer lasting documents
HP Office Recycled Paper	HP Office Recycled Paper is a high-quality multifunction paper made with 30% recycled fiber. It features ColorLok Technology for less smearing, bolder blacks and vivid colors. It is acid-free for longer lasting documents.

(continued)

HP Premium Presentation Paper HP Professional Paper	These papers are heavy two-sided matte papers perfect for presentation, proposals, reports and newsletters. They are heavyweight for an impressive look and feel.
HP Premium Inkjet Transparency Film	HP Premium Inkjet Transparency Film makes your color presentations vivid and even more impressive. This film is easy to use and handle and dries quickly without smudging.
HP Advanced Photo Paper	This thick photo paper features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. Your prints have a look and feel comparable to a store processed photo. It is available in several sizes, including A4, 8.5 x 11 inch, 10 x 15 cm (4 x 6 inch), 13x18 cm (5 x 7 inch) and two finishes – glossy or soft gloss (satin matte). It is acid-free for longer lasting documents.
HP Everyday Photo Paper	Print colorful, everyday snapshots at a low cost, using paper designed for casual photo printing. This affordable, photo paper dries quickly for easy handling. Get sharp, crisp images when you use this paper with any inkjet printer. Available in semi-gloss finish in 8.5 x 11 inch, A4, 4 x 6 inch and 10 x 15 cm. It is acid-free for longer lasting documents.
HP Iron-On Transfers	HP Iron-on Transfers (for color fabrics or for light or white fabrics) are the ideal solution for creating custom T-shirts from your digital photos.

To order HP papers and other supplies, go to www.hp.com/buy/supplies. If prompted, select your country/region, follow the prompts to select your printer, and then click one of the shopping links on the page.

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

Recommended papers for photo printing

If you want the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing.

Depending on your country/region, some of these papers might not be available.

HP Advanced Photo Paper

This thick photo paper features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. Your prints have a look and feel comparable to a store processed photo. It is available in several sizes, including A4, 8.5 x 11 inch, 10 x 15 cm (4 x 6 inch), 13 x 18 cm (5 x 7 inch) and two finishes – glossy or soft gloss (satin matte). It is acid-free for longer lasting documents.

HP Everyday Photo Paper

Print colorful, everyday snapshots at a low cost, using paper designed for casual photo printing. This affordable, photo paper dries quickly for easy handling. Get sharp, crisp images when you use this paper with any inkjet printer. Available in semi-gloss finish in 8.5 x 11 inch, A4, 4 x 6 inch and 10 x 15 cm. It is acid-free for longer lasting documents.

HP Photo Value Packs

HP Photo Value Packs conveniently package Original HP ink cartridges and HP Advanced Photo Paper to save you time and take the guesswork out of printing affordable professional photos with your HP printer. Original HP inks and HP Advanced Photo Paper have been designed to work together so your photos are long lasting and vivid, print after print. Great for printing out an entire vacation's worth of photos or multiple prints to share.

To order HP papers and other supplies, go to www.hp.com/buy/supplies. If prompted, select your country/region, follow the prompts to select your printer, and then click one of the shopping links on the page.

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

Tips for selecting and using media

For the best results, observe the following guidelines.

- Always use media that conforms to the printer specifications. For more information, see Media specifications.
- Load only one type of media at a time into a tray.
- When loading the tray, make sure the media is loaded correctly. For more information, see Load media.
- Do not overload the tray. For more information, see Media specifications.
- To prevent jams, poor print quality, and other printing problems, avoid loading the following media in the tray:
  - Multipart forms
  - Media that is damaged, curled, or wrinkled
  - Media with cutouts or perforations
  - Media that is heavily textured, embossed, or does not accept ink well
  - Media that is too lightweight or stretches easily
  - Media that contains staples or clips

Load media

This section provides instructions for loading media into the printer.

CAUTION: Use only media that is supported by the printer. For more information, see Media specifications.

This section contains the following topics:

- Load standard-size media
- Load envelopes
- Load cards and photo paper
- Load transparencies
- Load custom-size media

Load standard-size media

To load media

Use these instructions to load standard media.

1. Lift the input tray.
2. Slide the paper width guide out as far as possible.

   NOTE: If you are loading larger-sized media, pull the input tray to extend it.

3. Insert the plain paper print-side up and align it squarely against the paper guide.
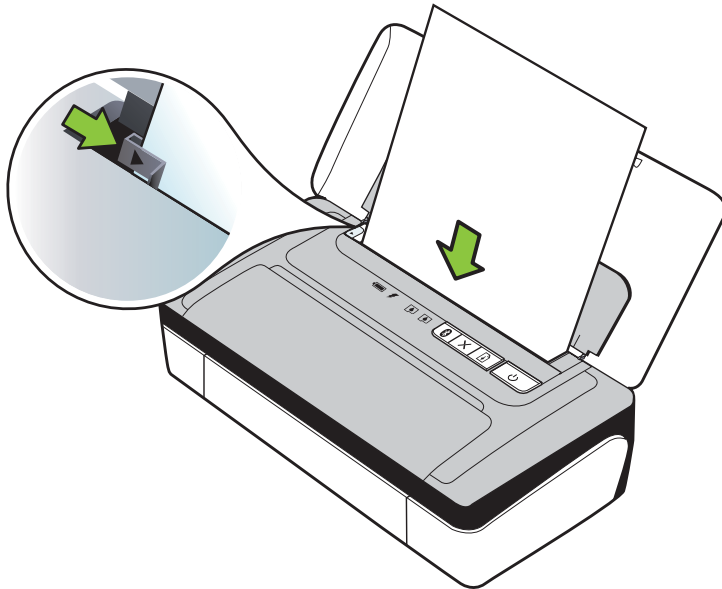
   NOTE: Do not load paper while the printer is printing.

4. Adjust the paper width guide so it fits snugly against the sides of the paper.

Load envelopes

To load envelopes

Use these instructions to load an envelope

1. Lift the input tray.
2. Slide the paper width guide out as far as possible.

   NOTE: If you are loading larger-sized envelopes, pull the input tray to extend it.

3. Load envelopes according to the graphic in the tray.
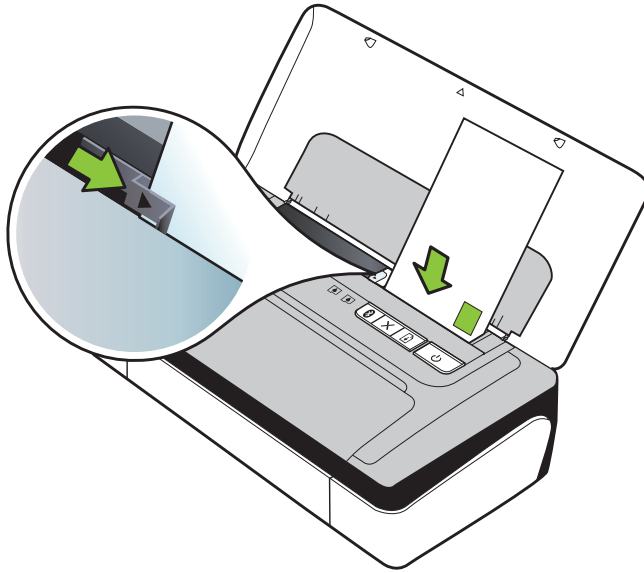
NOTE: Do not load envelopes while the printer is printing.

4. Adjust the width guide so it fits snugly against the sides of the envelope.

Load cards and photo paper

To load cards and photo paper

Use these instructions to load photo paper.

1. Lift the input tray.

2. Slide the paper width guide out as far as possible.

NOTE: If you are loading larger-sized media, pull the input tray to extend it.

3. Insert the media print-side up and align it squarely against the paper guide. If the photo paper has a tab along one edge, make sure the tab is pointing up.

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

4. Adjust the paper width guide so it fits snugly against the sides of the paper.

Load transparencies

To load transparencies

Use these instructions to load transparencies.

1. Lift the input tray.
2. Slide the paper width guide out as far as possible.

> **NOTE:** If you are loading larger-sized media, pull the input tray to extend it.

3. Insert the transparencies rough-side or print-side up and align them squarely against the paper guide. Make sure the adhesive strip is pointing down.

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

4. Adjust the transparencies width guide so it fits snugly against the sides of the transparencies.

Load custom-size media

To load cards and photo paper

Use these instructions to load custom-size media.

> △ **CAUTION:** Use only custom-size media that is supported by the printer. For more information, see Media specifications.

1. Lift the input tray.
2. Slide the paper width guide out as far as possible.

> **NOTE:** If you are loading larger-sized media, pull the input tray to extend it.

3. Insert the media print-side up and align it squarely against the paper guide.

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

4. Adjust the paper width guide so it fits snugly against the sides of the paper.

Install and use the battery

The lithium-ion rechargeable battery comes with the HP Officejet 100 Mobile Printer in some countries/regions and is available for purchase as an optional accessory in other countries/regions. For more information, see HP supplies and accessories.

This section contains the following topics:

- Battery safety
- Understand the battery
- Charge and use the battery

Battery safety

- Use only the battery designed specifically for the printer. For more information, see HP supplies and accessories and Printer specifications.
- When discarding a battery, contact your local waste disposal provider regarding local restrictions on the disposal or recycling of batteries. Though the lithium-ion rechargeable battery is mercury-free, it might require recycling or proper disposal at end-of-life. For more information, see Recycling program.
- The battery might explode if incorrectly replaced or disposed of in fire. Do not short-circuit the battery.
- To purchase a replacement battery, contact your local dealer or HP sales office. For more information, see HP supplies and accessories.
- To avoid risk of fire, burns, or damage to the battery, do not allow a metal object to touch the battery contacts.
- Do not disassemble the battery. The battery has no serviceable parts inside.
- Handle a damaged or leaking battery with extreme care. If you come in contact with the electrolyte, wash the exposed area with soap and water. If it contacts the eye, flush the eye with water for 15 minutes and seek medical attention.
- Do not charge, store, or use the battery in places where the temperature exceeds the limits specified in Operating environment.

Important notes

Take note of the following when charging or using the battery:

- Charge the battery for 4 hours before using the battery for the first time. For subsequent charges, it takes approximately 3 hours to fully charge the battery.
- The battery charge light is amber when the battery is charging. If it is red, the battery might be faulty and need to be replaced.
- The battery status light is green when the battery is 41-100% charged, amber when 10-40% charged, red when less than 10% charged, and blinks red when less than 2% charged. Charge the battery when the battery status light turns amber. If it turns red, charge the battery as soon as possible. The battery status is also displayed in the Toolbox (Windows) and the HP Utility (Mac OS X). If you are using a Microsoft Windows Mobile® device, you can use the Toolbox software for PDAs. For more information, see Printer management tools.
- If the battery is running low, either plug in the AC adapter to charge it or replace the battery with one that is charged.
- A fully charged battery can print up to approximately 500 pages, depending on the complexity of print jobs.
- By default, the printer turns itself off to conserve the battery if left idle for 15 minutes on battery power. You can configure this feature in the Toolbox (Windows), the HP Utility (Mac OS X), or the Toolbox software for PDAs (Windows Mobile). For more information, see Printer management tools.
- Prior to long-term storage, fully charge the battery. Do not leave the battery in a discharged (empty) state for more than 6 months.
- To maximize battery life and capacity, charge, store, and use the battery in places that meet the guidelines specified in Operating environment.

Understand the battery
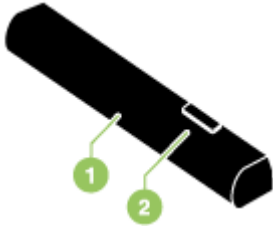
1	**Battery –** Supplies power to the printer.
2	**Battery release slider –** Slides to release the battery.

Charge and use the battery

⚠ **WARNING!** Charge the battery for 4 hours before using the battery for the first time. Because the battery is normally warm while it is charging, do not charge it in a briefcase or other confined space as this might cause the battery to overheat.

📝 **NOTE:** The AC adapter is normally warm to the touch when plugged into an AC outlet.

NOTE: Bluetooth printing uses more battery power than wired printing. For information on checking the battery charge level, see Install and use the battery.

To install the battery

📝 **NOTE:** You can install the battery with the printer turned on or off.

1. Slide the battery into the battery slot at an angle, until the contacts on the battery are flush with the contacts in the battery slot. The battery contact cover slides open.
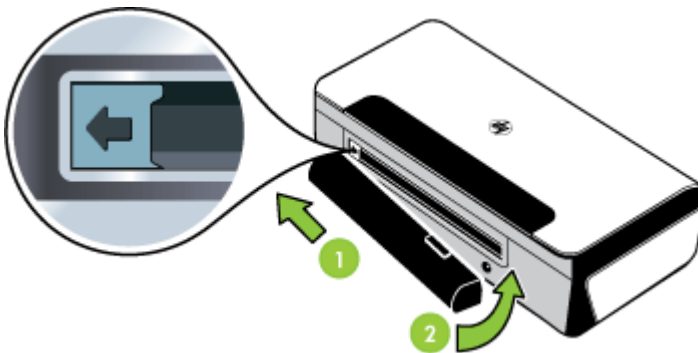
2. Push the battery into the battery slot until the battery clicks into place.

3. Plug in the AC adapter and turn on the printer. Allow the battery to charge for four hours before using the battery for the first time.

> **NOTE:** After the first charge, the battery charge light is green when the battery is charging, and turns off when the battery is fully charged.

4. After the battery is fully charged, you can use the printer without connecting to the AC power supply.

To remove the battery

Follow these instructions to remove the battery.

1. Slide the battery release slider in the direction of the arrow.
2. Remove the battery.

Connect a memory device or camera

Using the USB port on the back of the printer, you can connect a USB storage device. You can also connect and print photos from a PictBridge-compatible camera. You can also transfer files from the storage device to your computer.

For more information about supported memory devices, see Memory device specifications.

This section covers the following topics:

- To connect a storage device
- To connect a PictBridge-compatible camera
- To transfer photos to your computer

To connect a storage device

Insert the USB storage device into the USB port on the back of the printer.

> **NOTE:** If your USB device does not fit into this port due to size limitations, or if the connector on the device is shorter than 11 mm (0.43 in), you will need to purchase a USB extension cable in order to use your device with this port. For more information on supported USB devices, see Memory device specifications.

To connect a PictBridge-compatible camera

The printer supports standard PictBridge-compliant features. See your digital camera documentation for more information about using its PictBridge features.

1. Connect the camera to the printer with the USB cable provided with the camera. The printer and camera compare features, and the compatible features are displayed on the camera.
2. Navigate through the camera menus to execute the desired photo-printing features.

To transfer photos to your computer

> **NOTE:** The printer driver lets your computer read memory devices inserted into the printer as physical disk drives when you are connected with a USB cable. You can then access your photo files and print them with the software of your choice.

1. Insert the memory device into the USB port on the back of the printer.
2. Press ✖ (**Cancel** button) to cancel direct printing from the card. If your computer is connected to the printer with a USB cable, the card then appears as a drive in Windows Explorer or on the Mac OS X desktop. You can then transfer the photo files to another drive on the computer or open and print your photographs with the software application of your choice.

Print from mobile phones

If you have a mobile phone that supports Bluetooth, you can purchase software that allows you to print documents and photos from your phone.

> **NOTE:** If you are using a mobile phone running Windows Mobile, you can use the HP software CD to install the printing software.

For a list of mobile phones and printing software, as well as information about obtaining the software, see Mobile phone printing information.

Maintain the printer

The printer does not require scheduled maintenance, except for replacing the ink service module. For more information, see Replace the ink service module. You should attempt, however, to keep the printer free of dust and debris. This cleaning keeps the printer in peak condition and might also make the diagnosis of problems easier.

> ⚠ **WARNING!** Turn off the printer and unplug the power cord before cleaning the printer. If using the optional battery, turn off the printer, unplug the power cord and remove the battery before cleaning.

This section covers the following topics:

• Clean the printer

Clean the printer

When you clean the printer, follow these guidelines:

- Clean the outside of the printer with a soft cloth moistened with mild detergent and water.

    NOTE: Clean the printer only with water or water mixed with a mild detergent. Using other cleaners or alcohol can damage the printer.

- Clean the inside of the front access cover with a dry, lint-free cloth.

    CAUTION: Be careful not to touch the rollers. Skin oils on the rollers can cause print quality problems.

Turn off the printer

Turn off the printer by pressing the (Power) button located on the printer. Wait until the power light turns off before unplugging the power cord or turning off a power strip. If you turn the printer off incorrectly, the print carriage might not return to the correct position causing problems with the ink cartridges and print quality issues.

2 Print

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

This section contains the following topics:

- Print documents
- Print brochures
- Print on envelopes
- Print photos
- Print on special and custom-size paper
- Print borderless documents
- Print on both sides (duplexing)
- Cancel a print job

Print documents

📝 **NOTE:** With certain types of paper, you can print on both sides of a sheet of paper (called "two-sided printing" or "duplex printing"). For more information, see Print on both sides (duplexing).

Follow the instructions for your operating system.

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

Print documents (Windows)

1. Load paper in the tray. For more information, see Load media.
2. On the **File** menu in the software application, click **Print**.
3. Select the printer you want to print to.
4. To change settings, click the button that opens the **Properties** dialog box. Depending on the software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click a type of print task in the **Printing Shortcuts** list. The preset default settings for the shortcuts are displayed.
6. If you change any settings on the **Printing Shortcuts** tab, you can save your custom settings as a new printing shortcut:
   a. Select the shortcut, and then click **Save As**.
   b. To delete a shortcut, select the shortcut, and then click **Delete**.

   💡 **TIP:** You can change more options for the print job by using the features available on the other tabs in the dialog box.

7. Click **OK**.
8. Click **Print** or **OK** to begin printing.

Print documents (Mac OS X)

1. Load paper in the tray. For more information, see <u>Load media</u>.
2. From the **File** menu in the software application, click **Print**.
3. Make sure the printer you want to use is selected.
4. Change the print settings for the option provided in the pop-up menus, as appropriate for your project.

    > **NOTE:** Click the blue disclosure triangle next to the **Printer** selection to access these options.

5. Click **Print** to begin printing.

Print brochures

Follow the instructions for your operating system.

- <u>Print brochures (Windows)</u>
- <u>Print brochures (Mac OS X)</u>

Print brochures (Windows)

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

1. Load paper in the tray. For more information, see <u>Load media</u>.
2. On the **File** menu in the software application, click **Print**.
3. Select the printer you want to use.
4. To change settings, click the button that opens the **Properties** dialog box. Depending on the software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Select a borderless size from the **Size** drop-down menu. Select a brochure type from the **Paper Type** drop-down menu.
6. Change any other print settings.

    > **TIP:** You can change more options for the print job by using the features available on the other tabs in the dialog box.

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

Print brochures (Mac OS X)

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

4. Select **Paper Type/Quality** from the pop-up menu (located below the Orientation setting), and then select the following settings:
    *   **Paper Type:** the appropriate brochure paper type
    *   **Quality: Normal** or **Best**

    > **NOTE:** Click the blue disclosure triangle next to the **Printer** selection to access these options.

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

Print on envelopes

When selecting envelopes, avoid envelopes that have a very slick finish, self-stick adhesives, clasps, or windows. Also, avoid envelopes with thick, irregular, or curled edges, or areas that are wrinkled, torn, or otherwise damaged.

Make sure the envelopes you load in the printer are tightly constructed and that the folds are sharply creased.

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

Follow the instructions for your operating system.

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

Print on envelopes (Windows)

1. Load envelopes in the tray. For more information, see Load media.
2. On the **File** menu in the software application, click **Print**.
3. Select the printer you want to print to.
4. To change settings, click the button that opens the **Properties** dialog box. Depending on the software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. On the **Features** tab, change the orientation to **Landscape**.
6. In the **Basic Options** area, from the **Size** drop-down list, select **More**. Then, select the appropriate envelope type.

    > **TIP:** You can change more options for the print job by using the features available on the other tabs in the dialog box.

7. Click **OK**, and then click **Print** or **OK** to begin printing.

Print on envelopes (Mac OS X)

1. Load envelopes in the tray. For more information, see Load media.
2. From the **File** menu in the software application, click **Print**.
3. Make sure the printer you want to use is selected.
4. Select the appropriate envelope size in the **Paper Size** pop-up menu.

5. Select the **Orientation** option.

    > **NOTE:** Click the blue disclosure triangle next to the **Printer** selection to access these options.

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

Print photos

Do not leave unused photo paper in the input tray. The paper might start to curl, which could reduce the quality of the printout. Photo paper should be flat before printing.

Follow the instructions for your operating system.

*   Print photos on photo paper (Windows)
*   Print photos on photo paper (Mac OS X)

Print photos on photo paper (Windows)

1. Load paper in the tray. For more information, see Load media.
2. On the **File** menu in the software application, click **Print**.
3. Select the printer you want to use.
4. To change settings, click the button that opens the **Properties** dialog box. Depending on the software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. If you want to print the photo in black and white, click the **Features** tab, and then select **Print in Grayscale** from the **Color** options.
6. Click **OK**, and then click **Print** or **OK** to begin printing.

Print photos on photo paper (Mac OS X)

1. Load paper in the tray. For more information, see Load media.
2. From the **File** menu in the software application, click **Print**.
3. Make sure the printer you want to use is selected.
4. Select **Paper Type/Quality** from the pop-up menu (located below the **Orientation** setting), and then select the **Paper Type** and **Quality** settings you want to use.

    > **NOTE:** Click the blue disclosure triangle next to the **Printer** selection to access these options.

5. If necessary, click the disclosure triangle next to **Color Options**. Select any other print settings that you want, and then click **Print** to begin printing.
6. To automatically fix the image, use **Photo Fix**. To access **Photo Fix**, select **HP Real Life Technologies** from the drop-down list, and then select the appropriate **Photo Fix** options:
    *   **Off:** applies no HP Real Life Technologies to the image.
    *   **Basic:** automatically focuses the image; moderately adjusts image sharpness.
7. If you want to print the photo in black and white, click **Grayscale** from the **Color** pop-up menu, and then select **High Quality.**. **High Quality.** uses all available colors to print the photo in grayscale. This creates smooth and natural shades of gray.

Print on special and custom-size paper

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

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

NOTE: With certain types of paper, you can print on both sides of a sheet of paper (called "two-sided printing" or "duplex printing"). For more information, see Print on both sides (duplexing).

Follow the instructions for your operating system.

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

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

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

1. Load the appropriate paper in the tray. For more information, see Load media.
2. From the **File** menu in the software application, click **Print**.
3. Make sure the printer you want to use is selected.
4. Under **Destination Paper Size**, click **Scale to fit paper size**, and then select the custom size.

   NOTE: Click the blue disclosure triangle next to the **Printer** selection to access these options.

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

Set up custom sizes (Mac OS X)

1. From the **File** menu in the software application, click **Print**.
2. Select the printer you want to use from the **Format for** pop-up menu.
3. Select **Manage Custom Sizes** in the **Paper Size** pop-up menu.
4. Click the + on the left side of the screen, double-click **Untitled**, and type a name for the new, custom size.
5. In the **Width** and **Height** boxes, type the dimensions, and then set the margins, if desired.
6. Click **OK**.

Print borderless documents

Borderless printing lets you print to the edges of certain photo media types and a range of standard media sizes.

> 📝 **NOTE:** You cannot print a borderless document if the paper type is set to **Plain paper**.
>
> **NOTE:** Before printing a borderless document, open the file in a software application and assign the image size. Make sure the size corresponds to the media size on which you are printing the image.
>
> **NOTE:** Not all applications support borderless printing.

Follow the instructions for your operating system.

Print borderless documents (Windows)

1. Load paper in the tray. For more information, see Load media.
2. On the **File** menu in the software application, click **Print**.
3. Select the printer you want to print to.
4. To change settings, click the button that opens the **Properties** dialog box. Depending on the software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Size** list, click **More**, and then select the borderless size loaded in the tray. If a borderless image can be printed on the specified size, the **Borderless** check box is selected.
7. In the **Paper type** drop-down list, click **More**, and then select the appropriate paper type.
8. Select the **Borderless** check box if it is not already checked. If the borderless paper size and paper type are not compatible, the printer software displays an alert and allows you to select a different type or size.
9. Click **OK**, and then click **Print** or **OK** to begin printing.

Print borderless documents (Mac OS X)

1. Load paper in the tray. For more information, see Load media.
2. From the **File** menu in the software application, click **Print**.
3. Make sure the printer you want to use is selected.
4. Select **Paper Type/Quality** from the pop-up menu (located below the **Orientation** setting), and then select the following settings:
   - **Paper Type:** The appropriate paper type
   - **Quality: Best** or **Maximum dpi**

   > 📝 **NOTE:** Click the blue disclosure triangle next to the **Printer** selection to access these options.

5. Select a borderless paper size from the **Paper Size** drop-down menu. Available options include **Borderless A4** or **Borderless 10x15cm**.

6. If necessary, select the appropriate **Photo Fix** options:
   - **Off:** applies no HP Real Life Technologies to the image.
   - **Basic:** automatically focuses the image; moderately adjusts image sharpness.
7. Select any other print settings that you want, and then click **Print** to begin printing.

Print on both sides (duplexing)

You can print on both sides manually using the Windows printer software.

You can print on both sides of a sheet using a Mac by first printing the odd-numbered pages, turning the pages over, and then printing the even-numbered pages.

- To perform duplexing (Windows)
- To perform duplexing (Mac OS X)

To perform duplexing (Windows)

1. Load the appropriate media. See Guidelines for two-sided (duplex) printing and Load media.
2. With a document open, on the **File** menu, click **Print**, and then click **Properties**.
3. Click the **Features** tab.
4. Select **Manually** from the two-sided printing drop-down list.
5. To automatically resize each page to match the document's onscreen layout, ensure **Preserve Layout** is selected. Clearing this option might result in unwanted page breaks.
6. Select or clear the **Flip Pages Up** check box to match the way you want the binding. See the graphics in the print driver for examples.
7. Change any other desired settings and click **OK**.
8. Print the document.
9. After the first side of the document is printed, follow the onscreen instructions and reload the paper into the tray to complete printing.
10. After reloading the paper, click **Continue** in the onscreen instructions to continue the print job.

To perform duplexing (Mac OS X)

1. Load the appropriate media. For more information, see Guidelines for two-sided (duplex) printing and Load media.
2. With a document open, click **Print** on the **File** menu.
3. From the drop-down list, select **Paper Handling**, click **Print: Odd numbered pages**, and then press **Print**.

   NOTE: Click the blue disclosure triangle next to the **Printer** selection to access these options.

4. Flip the paper over and then print the even-numbered pages.

Cancel a print job

You can cancel a print job using one of the following methods.

Control panel: Press ✖ (**Cancel** button). This clears the job that the printer is currently processing. It does not affect jobs waiting to be processed.

Windows: Double-click the printer icon that appears in the lower-right corner of the computer screen. Select the print job, and then press the **Delete** key on the keyboard.

Mac OS X: In **System Preferences**, double-click the printer in **Print & Fax**. Select the print job, click **Hold**, and then click **Delete**.

3 Work with ink cartridges

To ensure the best print quality from the printer, you will need to perform some simple maintenance procedures. This section provides guidelines for handling the ink cartridges, instructions for replacing the ink cartridges, and aligning and cleaning the printhead.

This section contains the following topics:

- Information about ink cartridges
- Check the estimated ink levels
- Handle the ink cartridges
- Replace the ink cartridges
- Print with a single ink cartridge
- Store printing supplies
- Ink cartridge maintenance

Information about ink cartridges

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

- If you need to replace an ink cartridge, wait until you have the new ink cartridge available to install before removing the old cartridge.

  △ **CAUTION:** Do not leave untaped ink cartridges outside of the product for an extended period of time. This can result in damage to the ink cartridge.

- Keep all ink cartridges in the original sealed packages until they are needed.
- Turn off the printer by pressing the (Power) button located on the product. Wait until the power light turns off before unplugging the power cord or turning off a power strip. If you improperly turn off the printer, the print carriage might not return to the correct position causing problems with the ink cartridges and print quality issues. For more information, see Turn off the printer.
- Store ink cartridges at room temperature (15-35° C or 59-95° F).
- You do not need to replace the cartridges until print quality becomes unacceptable, but a significant decrease in print quality may be the result of one or more depleted cartridges. Possible solutions include checking the estimated ink levels remaining in the cartridges, and cleaning the ink cartridges. Cleaning the ink cartridges uses some ink. For more information, see Clean the ink cartridges.
- Do not clean ink cartridges unnecessarily. This wastes ink and shortens the life of the cartridges.

- Handle ink cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems.
- If you are transporting the product, do the following to prevent ink leaking from the print carriage or other damage from occurring to the product:
  - ° Make sure you turn off the product by pressing the ⏻ (Power) button. The print carriage should be parked on the right side in the service station.
  - ◦ Make sure you leave the ink cartridges installed.

Related topics
- Check the estimated ink levels
- Clean the ink cartridges

Check the estimated ink levels

You can check the estimated ink levels from the Toolbox (Windows), the HP Utility (Mac OS X), or the Toolbox software for PDAs. For information about using these tools, see Printer management tools. You can also print the Printer Status page to view this information (see Understand the printer information pages).

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

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

NOTE: Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the product and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used. For more information, see www.hp.com/go/inkusage.

Handle the ink cartridges

Before you replace or clean an ink cartridge, you should know the part names and how to handle the ink cartridges.
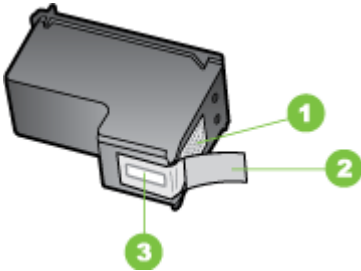
1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

Hold the ink cartridges by their black plastic sides, with the label on top. Do not touch the copper-colored contacts or the ink nozzles.

NOTE: Handle the ink cartridges carefully. Dropping or jarring cartridges can cause temporary printing problems, or even permanent damage.

Replace the ink cartridges

Follow these instructions when the ink level is low.

NOTE: When the ink level for an ink cartridge is low, a message appears on the display. You can also check the ink levels by using the printer Toolbox (Windows), the HP Utility (Mac OS X) or the Toolbox software for PDAs. For more information about using these tools, see Printer management tools.

NOTE: Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the device and cartridges for printing. In addition, some residual ink is left in the cartridge after it is used. For more information see www.hp.com/go/inkusage.

Ink 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 need to replace the ink cartridges until print quality becomes unacceptable.

For more information about ordering ink cartridges for the device, see Order printing supplies online.

To replace the ink cartridges

Use these instructions to replace an ink cartridge.

1. Remove the new ink cartridge from its package and then pull the colored tab to remove the protective film from the cartridge.
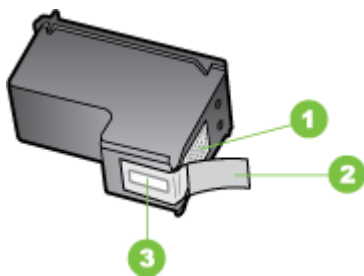
1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

2. With the printer turned on, open the front access cover. Wait for the carriage to stop moving. This should take only a few seconds.

   △ **CAUTION:** Only remove or install ink cartridges when the ink cartridge carriage stops moving.
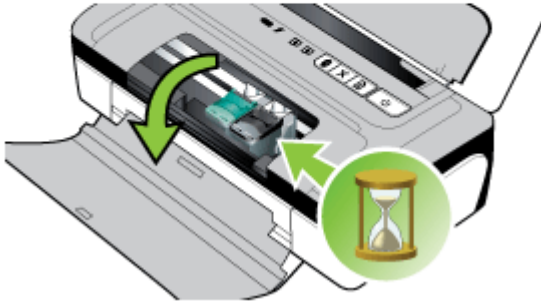
3. Lift the ink cartridge latch open and gently remove the ink cartridge from its cradle compartment.

4. Insert the new ink cartridge into its cradle compartment at the same angle at which you removed the old ink cartridge. Check the symbol on the latch against the symbol on the ink cartridge to make sure you are inserting the correct ink cartridge.

5. Close the ink cartridge latch. If the cartridge is inserted correctly, closing the latch gently pushes the cartridge into its cradle compartment. Press the latch to make sure it is seated flat on the cartridge.
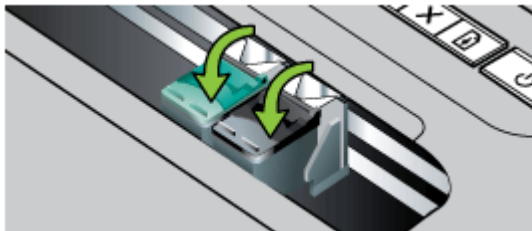
6. Close the front access cover.
7. Wait for the carriage to complete the ink cartridge initialization routine and return to the home position at the left side of the printer before using the printer.

   NOTE: Do not open the front access cover until the ink cartridge initialization is complete.

8. Align the ink cartridges. For more information, see Align the ink cartridges.

Print with a single ink cartridge

If one of the ink cartridges runs out of ink before you can replace it, you can still print with a single ink cartridge.

Removed cartridge	Cartridges used	Output
Black	Prints with only the tri-color ink cartridge	Color and grayscale
Tri-color	Prints with only the black or photo ink cartridge	All documents print in grayscale
Photo	Prints with only the tri-color ink cartridge	Color and grayscale

NOTE: Printing with one ink cartridge might be slower and the print quality might be affected. It is recommended to print with both ink cartridges. For borderless printing, the tri-color ink cartridge must be installed.

Store printing supplies

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

Ink cartridge maintenance

This section contains the following topics:

- Align the ink cartridges
- Calibrate color
- Clean the ink cartridges

Align the ink cartridges

Whenever you install a new ink cartridge, you should align the ink cartridges for the best possible print quality. If the printout is grainy, has stray dots, jagged edges, or the ink is bleeding into another color, you can realign them through the Toolbox or print driver (Windows), the HP Utility (Mac OS X), or the Toolbox software for PDAs (Windows Mobile). For information about using these tools, see Printer management tools.

> 📝 **NOTE:** Load unused white paper into the paper tray before aligning the ink cartridges. An alignment page is printed during the alignment process.

- **Toolbox (Windows):** Open the Toolbox. For more information, see Printer management tools. Click the **Services** tab, and then click **Align the Print Cartridges** and follow the onscreen instructions.
- **HP Utility (Mac OS X):** Open the HP Utility. For more information, see HP Utility (Mac OS X). Click **Align** and follow the onscreen instructions.

Calibrate color

If you are not satisfied with the appearance of colors, you can calibrate the colors manually to ensure the best print quality.

> 📝 **NOTE:** Calibrate the color only when the tri-color and photo ink cartridges are installed together. The photo ink cartridge is available for purchase as an optional accessory. For more information, see HP supplies and accessories.

> ☆ **TIP:** If you are using a Windows Mobile device, you can calibrate the color using the Toolbox software for PDAs. For more information, see Toolbox software for PDAs (Microsoft Windows Mobile).

Color calibration balances color tints on printed pages. It is only necessary if:

- Printed colors have visibly shifted toward yellow, cyan or magenta.
- There is a color tinge in the gray shades.

Low ink levels in the ink cartridges might also produce incorrect colors.

- **Toolbox (Windows):** Open the Toolbox. For more information, see Printer management tools. Click the **Services** tab, and then click **Calibrate Color** and follow the onscreen instructions.
- **HP Utility (Mac OS X):** Open the HP Utility. For more information, see HP Utility (Mac OS X). Click **Calibrate Color** and follow the onscreen instructions.

Clean the ink cartridges

If printed characters are incomplete, or if dots or lines are missing from the printouts, you might need to clean the ink cartridges. These are symptoms of clogged ink nozzles, which can result from prolonged exposure to air.

NOTE: Before you clean the ink cartridges, make sure the ink cartridge ink levels are not low. Low ink levels can also cause incomplete characters, missing lines, or dots on the printouts. Check the ink cartridge lights to make sure they are not on. For more information, see Control panel lights reference. You can also check the status of the ink cartridges from the Printer Status tab in the Toolbox (Windows), HP Utility (Mac OS X), or Toolbox software for PDAs. Replace any low ink cartridges. For more information, see Replace the ink cartridges.

This section contains the following topics:

• To clean ink cartridges automatically

To clean ink cartridges automatically

NOTE: Clean the ink cartridges only when print quality is poor. Cleaning uses ink and shortens the life of the ink cartridges. There are three levels of cleaning available. After one level of cleaning, perform the next level of cleaning only if the results are not satisfactory.

Control panel

1. Press and hold down (**Power** button).
2. While holding down the button, do one of the following. Perform the next level of cleaning only if results from the previous level are not satisfactory.
   a. For level 1 cleaning: Press ✕ (**Cancel** button) twice.
   b. For level 2 cleaning: Press ✕ (**Cancel** button) twice and (**Resume** button) once.
   c. For level 3 cleaning: Press ✕ (**Cancel** button) twice and (**Resume** button) twice.
3. Release (**Power** button).
   The printer begins the cleaning process.

Toolbox (Windows)

1. Open the Toolbox. For more information, see Printer management tools.
2. Click the **Services** tab, click **Clean the Print Cartridges**, and then follow the onscreen instructions.

HP Utility (Mac OS X)

1. Open the HP Utility. For more information, see HP Utility (Mac OS X).
2. Click **Clean** and follow the onscreen instructions.

4 Solve a problem

This section contains the following topics:

HP support

If you have a problem, follow these steps

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

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

Obtain electronic support

To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, select your country/region, and then click **Contact HP** for information on calling for technical support.

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

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

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

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

HP support by phone

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

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

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

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

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

This section contains the following topics:

- <u>Before you call</u>
- <u>Phone support period</u>
- <u>Telephone support numbers</u>
- <u>After the phone support period</u>

Before you call

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

- Model number (for more information, see <u>Finding the printer model number</u>)
- Serial number (located on the back or bottom of the printer)
- Messages that appear when the situation occurs
- Answers to these questions:
  ◦ Has this situation happened before?
  ◦ Can you re-create it?
  ◦ Did you add any new hardware or software to the computer at about the time that this situation began?
  ◦ Did anything else occur prior to this situation (such as a thunderstorm, HP All-in-One was moved, etc.)?

Phone support period

One year of phone support is available in North America, Asia Pacific, and Latin America (including Mexico).

Telephone support numbers

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

For the most current list of telephone support numbers, see www.hp.com/support.

www.hp.com/support

Africa (English speaking)	+27 11 2345872	日本	03-3335-9800
Afrique (francophone)	+33 1 4993 9230	0800 222 47	الأردن
021 672 280	الجزائر	한국	1588-3003
Algérie	021 67 22 80	Luxembourg (Français)	+352 900 40 006 0.15 €/min
Argentina (Buenos Aires)	54-11-4708-1600		
Argentina	0-800-555-5000	Luxemburg (Deutsch)	+352 900 40 007 0.15 €/Min
Australia	1300 721 147	Madagascar	262 262 51 21 21
Australia (out-of-warranty)	1902 910 910	Magyarország	06 40 200 629
Österreich	+43 0820 87 4417 doppelter Ortstarif		7,2 HUF/perc vezetékes telefonra
		Malaysia	1800 88 8588
17212049	البحرين	Mauritius	262 262 210 404
België	+32 078 600 019 Peak Hours: 0,055 € p/m Low Hours: 0,27 € p/m	México (Ciudad de México)	55-5258-9922
		México	01-800-472-68368
		Maroc	0801 005 010
Belgique	+32 078 600 020 Peak Hours: 0,055 €/m Low Hours: 0,27 €/m	Nederland	+31 0900 2020 165 0.10 €/Min
		New Zealand	0800 441 147
Brasil (Sao Paulo)	55-11-4004-7751	Nigeria	(01) 271 2320
Brasil	0-800-709-7751	Norge	+47 815 62 070
Canada	1-(800)-474-6836 (1-800 hp invent)		starter på 0,59 Kr per min., deretter 0,39 Kr per min. Fra mobiltelefon gjelder mobiltelefontakster.
Central America & The Caribbean	www.hp.com/la/soporte		
Chile	800-360-999	24791773	عُمان
中国	1068687980	Panamá	1-800-711-2884
中国	800-810-3888	Paraguay	009 800 54 1 0006
Colombia (Bogotá)	571-606-9191	Perú	0-800-10111
Colombia	01-8000-51-4746-8368	Philippines	2 867 3551
Costa Rica	0-800-011-1046	Polska	(22) 583 43 73
Česká republika	810 222 222 1.53 CZN/min		Koszt połączenia:- z tel. stacjonarnego jak za 1 impuls wg taryfy operatora,- z tel. komórkowego wg taryfy operatora.
Danmark	+45 70 202 845		
	Opkald: 0,145 (kr. pr. min.) Pr. min. man-lør 08.00-19.30: 0,25 Pr. min. øvrige tidspunkter: 0,125	Portugal	+351 808 201 492
			Custo: 8 cêntimos no primeiro minuto e 3 cêntimos restantes minutos
Ecuador (Andinatel)	1-999-119 ☎ 800-711-2884		
		Puerto Rico	1-877-232-0589
Ecuador (Pacifitel)	1-800-225-528 ☎ 800-711-2884	República Dominicana	1-800-711-2884
		Reunion	0820 890 323
(02) 6910602	مصر	România	0801 033 390 (021 204 7090)
El Salvador	800-6160		
España	+34 902 010 059 0.94 € p/m	Россия (Москва)	495 777 3284
		Россия (Санкт-Петербург)	812 332 4240
France	+33 0969 320 435	800 897 1415	السعودية
Deutschland	+49 01805 652 180	Singapore	+65 6272 5300
	0,14 €/Min aus dem deutschen Festnetz - bei Anrufen aus Mobilfunknetzen können andere Preise gelten	Slovenská republika	0850 111 256
		South Africa (RSA)	0860 104 771
		Suomi	+358 0 203 66 767
Ελλάδα	801-11-75400	Sverige	+46 077 120 4765 0,23 kr/min
Κύπρος	+800 9 2654		
Guatemala	1-800-711-2884	Switzerland	+41 0848 672 672 0,08 CHF/min.
香港特別行政區	(852) 2802 4098		
India	1-800-425-7737	臺灣	02-8722-8000
India	91-80-28526900	ไทย	+66 (2) 353 9000
Indonesia	+62 (21) 350 3408	071 891 391	تونس
+971 4 224 9189	العراق	Trinidad & Tobago	1-800-711-2884
+971 4 224 9189	الكويت	Tunisie	23 926 000
+971 4 224 9189	لبنان	Türkiye (İstanbul, Ankara, İzmir & Bursa)	0(212) 444 0307 Yerel numara: 444 0307
+971 4 224 9189	قطر		
+971 4 224 9189	اليمن	Україна	(044) 230-51-06
Ireland	+353 1890 923 902	600 54 47 47	الإمارات العربية المتحدة
	Calls cost Cost 5.1 cent peak / 1.3 cent off-peak per minute	United Kingdom	0844 369 0369 0.50 £ p/m
Italia	+39 848 800 871 costo telefonico locale	United States	1-(800)-474-6836
		Uruguay	0004-054-177
Jamaica	1-800-711-2884	Venezuela (Caracas)	58-212-278-8666
日本	0570-000511	Venezuela	0-800-474-68368
		Viêt Nam	+84 88234530

After the phone support period

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

Troubleshooting tips and resources

Use the following tips and resources to resolve printing problems.

- For a paper jam, see Clear jams.
- For paper-feed problems, such as the paper skew and paper pick, see Solve paper-feed problems.
- Make sure the printer is in the ready state. If lights are on or blinking, see Control panel lights reference.
- Power cord and other cables are working, and are firmly connected to the printer. Make sure the cable is connected firmly to a functioning alternating current (AC) power outlet, and the printer is turned on. For voltage requirements, see Electrical requirements.
- Media is loaded correctly in the tray and is not jammed in the printer.
- Ink cartridges are installed correctly in their correct slots. Press the latch to make sure it is seated flat on the cartridge. Ensure you have removed the protective tape from each ink cartridge.
- All covers are closed.
- All packing tapes and materials are removed.
- The printer can print a self-test diagnostic page. For more information, see Understand the printer information pages.
- The printer is set as the current or default printer. For Windows, set it as the default in the Printers folder. For Mac OS X, set it as the default in **Print & Fax**. See the computer's documentation for more information.
- **Pause Printing** is not selected if you are using a computer running Windows.
- You are not running too many programs when you are performing a task. Close programs that you are not using or restart the computer before attempting the task again.
- Any necessary software is installed in the host device if using a Bluetooth connection. Make sure the Bluetooth settings are correct. For more information, see Set up the printer for Bluetooth communication.

Some problems can be resolved by resetting the printer.

Solve printing problems

This section contains the following topics:

- The printer shuts down unexpectedly
- All printer lights are on or flashing
- The printer is not responding (nothing prints)
- Printer does not accept ink cartridge

- [Printer takes a long time to print](#)
- [Blank or partial page printed](#)
- [Something on the page is missing or incorrect](#)
- [Placement of the text or graphics is wrong](#)

The printer shuts down unexpectedly

Check the power and power connections
- Make sure the power cord is connected firmly to a functioning alternating current (AC) power outlet. For voltage requirements, see [Electrical requirements](#).
- If you are using the battery, make sure it is installed correctly.

All printer lights are on or flashing

A non-recoverable error has occurred
Disconnect all cables (such as power cord, network cable, and USB cable), remove the battery, wait about 20 seconds, reconnect the cables and battery, and then press any control panel button. If the problem persists, visit the HP Web site (www.hp.com/support) for the latest troubleshooting information, or printer fixes and updates.

The printer is not responding (nothing prints)

Check the print queue
A print job might be stuck in the print queue. To fix, open the print queue, cancel the printing of all documents in the queue, and then reboot the computer. After the computer reboots, try printing again. See the operating system help for information on opening the print queue and canceling print jobs.

Check the printer setup
For more information, see [Troubleshooting tips and resources](#).

Check the printer software installation
If the printer is turned off when printing, an alert message should appear on the computer screen; otherwise, the printer software might not be installed correctly. To resolve this, uninstall the software completely, and then reinstall the printer software. For more information, see [Uninstall and reinstall the HP software](#).

Check the cable connections
Make sure both ends of the USB cable are secure.

Check any personal firewall software installed on the computer
The personal software firewall is a security program that protects a computer from intrusion. However, the firewall might block communication between the computer and the printer. If there is a problem communicating with the printer, try temporarily

disabling the firewall. If the problem persists, the firewall is not the source of the communication problem. Re-enable the firewall.

If disabling the firewall allows you to communicate with the printer, you might want to assign a static IP address to the printer and re-enable the firewall.

Check the Bluetooth wireless connection

Printing larger files using a Bluetooth wireless connection can sometimes cause the print job to fail. Try printing a smaller file. For more information, see Problems setting up Bluetooth wireless communication.

Printer does not accept ink cartridge

Check the ink cartridge

- Remove and reinstall the ink cartridge.
- Make sure the ink cartridge is inserted into its correct slot. Make sure the protective tape has been completely removed from the ink cartridge. For more information, see Replace the ink cartridges.

Clean the ink cartridge manually

Complete the ink cartridge cleaning procedure. For more information, see Advanced ink cartridge maintenance.

Turn off the printer after removing the ink cartridge

After removing the ink cartridge, turn off the printer, wait about 20 seconds, and turn it on again without the ink cartridge installed. After the printer has restarted, reinsert the ink cartridge.

Printer takes a long time to print

Check the system resources

- Make sure the computer has enough resources to print the document in a reasonable amount of time. If the computer meets only the minimum system requirements, documents might take longer to print. For more information on minimum and recommended system requirements, see System requirements.
- If the computer is too busy running other programs, documents can print more slowly. Try closing some programs, and then print the document again.

Check the printer software settings

Print speed is slower when **Best** or **Maximum dpi** is selected as the print quality. To increase the print speed, select different print settings in the print driver. For more information, see Print.

Check for radio interference

If the printer is connected using Bluetooth wireless communication and is printing slowly, then the radio signal might be weak. For more information, see Problems setting up Bluetooth wireless communication.

Check the Bluetooth wireless connection

Printing larger files using a Bluetooth wireless connection can sometimes cause the print job to fail. Try printing a smaller file. For more information, see <u>Problems setting up Bluetooth wireless communication</u>.

Blank or partial page printed

Clean the ink cartridge

Complete the ink cartridge cleaning procedure. For more information, see <u>Clean the ink cartridges</u>.

Check the media settings

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

Check the Bluetooth wireless connection

Printing larger files using a Bluetooth wireless connection can sometimes cause the print job to fail. Try printing a smaller file. For more information, see <u>Problems setting up Bluetooth wireless communication</u>.

More than one page feeds through the printer

For more information on paper-feed problems, see <u>Solve paper-feed problems</u>.

There is a blank page in the file

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

Something on the page is missing or incorrect

Check the ink cartridges

- Check to make sure that both cartridges are installed and functioning correctly.
- Ink cartridges might be very low on ink. For more information, see <u>Clean the ink cartridges</u>.
- Ink cartridges might be very low on ink. Replace any low cartridges. For more information, see <u>Replace the ink cartridges</u>.

Check the margin settings

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

Check the color print settings

Make sure **Print in Grayscale** is not selected in the print driver. Open the printer **Properties** dialog box, click the **Features** tab, and then make sure that **Print in Grayscale** is not selected in the **Color** options.

Check the printer location and length of USB cable

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

Check the PictBridge settings

If printing using a PictBridge device, make sure the media settings in the printer are correct or are defaulting to the current printer settings. To check the current printer settings, see Understand the printer information pages.

Check the borderless print settings

If printing using a PictBridge device, make sure the media settings in the printer are correct or are defaulting to the current printer settings. To check the current printer settings, see Understand the printer information pages.

Check the Bluetooth wireless connection

Printing larger files using a Bluetooth wireless connection can sometimes cause the print job to fail. Try printing a smaller file. For more information, see Problems setting up Bluetooth wireless communication.

Check the mobile phone font

Boxes might appear when trying to print Asian fonts from a mobile phone on devices purchased outside Asia. Asian fonts for Bluetooth mobile phone printing are supported only by models purchased in Asia.

Placement of the text or graphics is wrong

Check how the media is loaded

Make sure the media width and length guides fit snugly against the edges of the stack of media, and make sure the trays are not overloaded. For more information, see Load media.

Check the media size

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

Check the margin settings

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

Check the page-orientation setting

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

Check the printer location and length of USB cable

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

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

Poor print quality and unexpected printouts

This section covers the following topics:

- General tips
- Meaningless characters print
- Ink is smearing
- Ink is not filling the text or graphics completely
- Output is faded or dull colored
- Colors are printing as black and white
- Wrong colors are printing
- Printout shows bleeding colors
- Colors do not line up correctly
- Streaks or lines in printouts

General tips

Check the ink cartridges

- Check to make sure that both cartridges are installed and functioning correctly.
- Ink cartridges might need to be cleaned. See Clean the ink cartridges.
- Ink cartridges might be very low on ink. Replace any low cartridges. Try removing and reinstalling the cartridges, making sure they snap firmly into place. For more information, see Replace the ink cartridges.
- Whenever you install a new ink cartridge, you should align the ink cartridges for the best possible print quality. If the printout is grainy, has stray dots, jagged edges, or the ink is bleeding into another color, you can realign them through the Toolbox or print driver (Windows), HP Utility (Mac OS X), or Toolbox software for PDAs (Windows Mobile). For more information, see Align the ink cartridges.
- Dropping or subjecting the ink cartridges to impact might cause temporary print quality problems. To resolve this problem, leave the ink cartridge in the printer for 2 to 24 hours.

- Use the appropriate ink cartridge for the project. For best results, use the HP black ink cartridge to print text documents and use the HP photo or gray photo ink cartridges to print color or black and white photos.
- Make sure ink cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the printer or ink cartridge. HP does not guarantee or support refilled ink cartridges. For ordering information, see <u>HP supplies and accessories</u>.

Check the paper quality

The paper might be too moist or too rough. Make sure the media meets HP specifications, and try to print again. For more information, see <u>Media specifications</u>.

Check the type of media loaded in the printer

- Make sure the tray supports the type of media you have loaded. For more information, see <u>Media specifications</u>.
- Make sure you have selected the tray in the print driver that contains the media that you want to use.

Check the rollers in the printer

The rollers in the printer might be dirty, causing lines or smudges to appear on the printout. Turn off the printer, remove the battery, and then disconnect the power cord. Clean the output rollers in the printer with a lint-free cloth lightly dampened with water, and then try to print again.

Check the printer location and length of USB cable

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

Check the Bluetooth wireless connection

Printing larger files using a Bluetooth wireless connection can sometimes cause the print job to fail. Try printing a smaller file. For more information, see <u>Problems setting up Bluetooth wireless communication</u>.

Meaningless characters print

If an interruption occurs to a job that is printing, the printer might not recognize the rest of the job.

Cancel the print job and wait for the printer to return to the ready state. If the printer does not return to the ready state, cancel all jobs and wait again. When the printer is ready, resend the job. If prompted by the computer to retry the job, click **Cancel**.

Check the cable connections

If the printer and computer are connected with a USB cable, the problem might be due to a poor cable connection.

Make sure the cable connections at both ends are secure. If the problem persists, turn off the printer, disconnect the cable from the printer, turn on the printer without connecting the cable, and delete any remaining jobs from the print spooler. When the Power light is on and not flashing, reconnect the cable.

Check the document file

The document file might be damaged. If you can print other documents from the same application, try printing a backup copy of the document, if available.

Check the mobile phone font

Boxes might appear when trying to print Asian fonts from a mobile phone on printers purchased outside Asia. Asian fonts for Bluetooth mobile phone printing are supported only by models purchased in Asia.

Ink is smearing

Check the print settings

- When you print documents that use a lot of ink or less adsorbent media, allow more time to dry before handling the printouts. This is especially true for transparencies. In the print driver, select the **Best** print quality, and also increase the ink drying time and reduce the ink saturation using the ink volume under the advanced features (Windows) or ink features (Mac OS X). However, note that decreasing ink saturation might give printouts a "washed-out" quality.
- Color documents that have rich, blended colors can wrinkle or smear when printed using the **Best** print quality. Try using another print mode, such as **Normal**, to reduce ink, or use HP Premium Paper designed for printing vivid color documents. For more information, see Print.

Check the media size and type

- Do not allow the printer to print media that is smaller than the print job. If you are doing borderless printing, make sure the correct media size is loaded. If you are using the incorrect size, ink smears might appear on the bottom of subsequent pages.
- Some types of media do not accept ink well. For these types of media, ink dries more slowly and smearing might occur. For more information, see Media specifications.

Check the ink service module

Remove the ink service module and check to see if it is full. If it is not full, reinstall the module. If it is full, replace it with a new one. For information on removing and replacing the ink service module, see <u>Replace the ink service module</u>.

Clean the ink cartridges

Ink cartridges might need to be cleaned. For more information, see <u>Clean the ink cartridges</u>.

Ink is not filling the text or graphics completely

Check the ink cartridges
- Check to make sure that both the black and tri-color ink cartridges are installed and functioning correctly.
- Ink cartridges might need to be cleaned. See <u>Clean the ink cartridges</u>.
- Ink cartridges might be very low on ink. Replace any low cartridges. Try removing and reinstalling the cartridges, making sure they snap firmly into place. For more information, see <u>Replace the ink cartridges</u>.
- Make sure ink cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the printer or ink cartridge. HP does not guarantee or support refilled ink cartridges. For ordering information, see <u>HP supplies and accessories</u>.

Check the media type

Some media types are not suitable for use with the printer. For more information, see <u>Media specifications</u>.

Output is faded or dull colored

Check the print mode

The **Draft** or **Fast** mode in the print driver allows you to print at a faster rate, which is good for printing drafts. To get better results, select **Normal** or **Best**. For more information, see <u>Print</u>.

Check the paper type setting

When printing on transparencies or other special media, select the corresponding media type in the print driver. For more information, see <u>Print on special and custom-size paper</u>.

Check the ink cartridges
- Check to make sure that both the black and tri-color ink cartridges are installed and functioning correctly.
- Ink cartridges might need to be cleaned. See <u>Clean the ink cartridges</u>.

- Ink cartridges might be very low on ink. Replace any low cartridges. Try removing and reinstalling the cartridges, making sure they snap firmly into place. For more information, see <u>Replace the ink cartridges</u>.
- Make sure ink cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the printer or ink cartridge. HP does not guarantee or support refilled ink cartridges. For ordering information, see <u>HP supplies and accessories</u>.

Colors are printing as black and white

Check the print settings

Make sure **Print in Grayscale** is not selected in the print driver. Open the printer **Properties** dialog box, click the **Features** tab, and then make sure that **Print in Grayscale** is not selected in the **Color** options.

Check the ink cartridges

- Check to make sure that both the black and tri-color ink cartridges are installed and functioning correctly.
- Ink cartridges might need to be cleaned. See <u>Clean the ink cartridges</u>.
- Ink cartridges might be very low on ink. Replace any low cartridges. Try removing and reinstalling the cartridges, making sure they snap firmly into place. For more information, see <u>Replace the ink cartridges</u>.
- Make sure ink cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the printer or ink cartridge. HP does not guarantee or support refilled ink cartridges. For ordering information, see <u>HP supplies and accessories</u>.

Wrong colors are printing

Check the print settings

Make sure **Print in Grayscale** is not selected in the print driver. Open the printer **Properties** dialog box, click the **Features** tab, and then make sure that **Print in Grayscale** is not selected in the **Color** options.

Check the ink cartridges

- Check to make sure that both the black and tri-color ink cartridges are installed and functioning correctly.
- Ink cartridges might need to be cleaned. See <u>Clean the ink cartridges</u>.

- Ink cartridges might be very low on ink. Replace any low cartridges. Try removing and reinstalling the cartridges, making sure they snap firmly into place. For more information, see Replace the ink cartridges.
- Make sure ink cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the printer or ink cartridge. HP does not guarantee or support refilled ink cartridges. For ordering information, see HP supplies and accessories.

Printout shows bleeding colors

Check the ink cartridges
- Check to make sure that both the black and tri-color ink cartridges are installed and functioning correctly.
- Ink cartridges might need to be cleaned. See Clean the ink cartridges.
- Ink cartridges might be very low on ink. Replace any low cartridges. Try removing and reinstalling the cartridges, making sure they snap firmly into place. For more information, see Replace the ink cartridges.
- Make sure ink cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the printer or ink cartridge. HP does not guarantee or support refilled ink cartridges. For ordering information, see HP supplies and accessories.

Check the media type
Some media types are not suitable for use with the printer. For more information, see Media specifications.

Colors do not line up correctly

Check the ink cartridges
- Check to make sure that both the black and tri-color ink cartridges are installed and functioning correctly.
- Ink cartridges might need to be cleaned. See Clean the ink cartridges.
- Ink cartridges might be very low on ink. Replace any low cartridges. Try removing and reinstalling the cartridges, making sure they snap firmly into place. For more information, see Replace the ink cartridges.
- Whenever you install a new ink cartridge, you should align the ink cartridges for the best possible print quality. If the printout is grainy, has stray dots, jagged edges, or the ink is bleeding into another color, you can realign them through the Toolbox or print driver (Windows), HP Utility (Mac OS X), or Toolbox software for PDAs (Windows Mobile). For more information, see Align the ink cartridges.
- Make sure ink cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the printer or ink cartridge. HP does not guarantee or support refilled ink cartridges. For ordering information, see HP supplies and accessories.

Check the graphics placement

Use the zoom or print preview feature of the printer software to check for gaps in the placement of graphics on the page.

Streaks or lines in printouts

Check the print mode

Try using the **Best** mode in the print driver. For more information, see <u>Print</u>.

Check the ink cartridges

- Clean the ink cartridges. For more information, see <u>Clean the ink cartridges</u>.
- Whenever you install a new ink cartridge, you should align the ink cartridges for the best possible print quality. If the printout is grainy, has stray dots, jagged edges, or the ink is bleeding into another color, you can realign them through the Toolbox or print driver (Windows), HP Utility (Mac OS X), or Toolbox software for PDAs (Windows Mobile). For more information, see <u>Align the ink cartridges</u>.
- Make sure ink cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the printer or ink cartridge. HP does not guarantee or support refilled ink cartridges. For ordering information, see <u>HP supplies and accessories</u>.

Advanced ink cartridge maintenance

This section contains the following topics:

- <u>Clean the ink cartridge contacts</u>
- <u>Clean the area around the ink nozzles</u>
- <u>Replace the ink service module</u>

Clean the ink cartridge contacts

Before cleaning the ink cartridge contacts, remove the ink cartridge and verify that nothing is covering the ink cartridge contacts, then reinstall the ink cartridge.

Make sure you have the following materials available:

- Dry foam rubber swabs, lint-free cloth, or any soft material that will not come apart or leave fibers.

  ☼ **TIP:** Coffee filters are lint-free and work well for cleaning ink cartridges.

- Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the ink cartridges).

  △ **CAUTION:** Do **not** use platen cleaners or alcohol to clean the ink cartridge contacts. These can damage the ink cartridge or the printer.

To clean the ink cartridge contacts

1. Turn on the device and open the front access cover.
   The print carriage moves to the center of the printer.
2. Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the device.
3. Lift the ink cartridge latch open and gently remove the ink cartridge from its cradle compartment.
4. Inspect the ink cartridge contacts for ink and debris buildup.
5. Dip a clean foam rubber swab or lint-free cloth into distilled water, and squeeze any excess water from it.
6. Hold the ink cartridge by its sides.
7. Clean only the copper-colored contacts. Allow the ink cartridges to dry for approximately ten minutes.
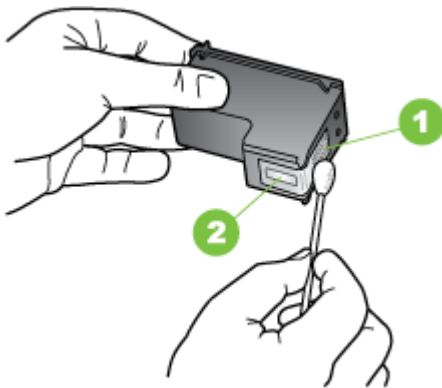
| 1 | Copper-colored contacts |
| 2 | Ink nozzles (do not clean) |

8. Insert the ink cartridge into its cradle compartment at the same angle at which you removed the old ink cartridge.
9. Close the ink cartridge latch. If the cartridge is inserted correctly, closing the latch gently pushes the cartridge into its cradle compartment. Press the latch to make sure it is seated flat on the cartridge.
10. Repeat if necessary for the other ink cartridge.
11. Close the front access cover and plug the power cord into the back of the device.
12. Wait for the carriage to complete the ink cartridge initialization routine and return to the home position at the left side of the printer before using the printer.

    NOTE: Do not open the front access cover until the ink cartridge initialization is complete.

13. Align the ink cartridges. For more information, see Align the ink cartridges.

Clean the area around the ink nozzles

If the printer is used in a dusty environment, a small amount of debris might accumulate inside the printer. This debris can include dust, hair, carpet, or clothing fibers. When debris gets on the ink cartridges, it can cause ink streaks and smudges on printed pages. Ink streaking can be corrected by cleaning around the ink nozzles as described here.

NOTE: Clean the area around the ink nozzles only if you continue to see streaks and smudges on your printed pages after you have already cleaned the ink cartridges by using the software you installed with the printer. For more information, see Clean the ink cartridges.

Make sure you have the following materials available:

- Dry foam rubber swabs, lint-free cloth, or any soft material that will not come apart or leave fibers.

  TIP: Coffee filters are lint-free and work well for cleaning ink cartridges.

- Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the ink cartridges).

  CAUTION: Do not touch the copper-colored contacts or ink nozzles. Touching these parts can result in clogs, ink failure, and bad electrical connections.

To clean the area around the ink nozzles

1. Turn on the printer and open the front access cover.
   The print carriage moves to the center of the printer.
2. Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the device.
3. Lift the ink cartridge latch open and gently remove the ink cartridge from its cradle compartment.

   NOTE: Do not remove both ink cartridges at the same time. Remove and clean each ink cartridge one at a time. Do not leave an ink cartridge outside the printer for more than 30 minutes.

4. Place the ink cartridge on a piece of paper with the ink nozzles facing up.
5. Lightly moisten a clean foam rubber swab with distilled water, and squeeze any excess water from it.

6. Clean the face and edges around the ink nozzle area with the swab, as shown below.
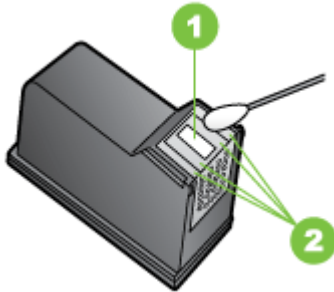
| 1 | Nozzle plate (do not clean) |
| 2 | Face and edges around the ink nozzle area |

△ **CAUTION:** Do **not** clean the nozzle plate.

7. Insert the ink cartridge into its cradle compartment at the same angle at which you removed the old ink cartridge.
8. Close the ink cartridge latch. If the cartridge is inserted correctly, closing the latch gently pushes the cartridge into its cradle compartment. Press the latch to make sure it is seated flat on the cartridge.
9. Repeat if necessary for the other ink cartridge.
10. Close the front access cover and plug the power cord into the back of the device.
11. Wait for the carriage to complete the ink cartridge initialization routine and return to the home position at the left side of the printer before using the printer.

   📝 **NOTE:** Do not open the front access cover until the ink cartridge initialization is complete.

12. Align the ink cartridges. For more information, see Align the ink cartridges.

Replace the ink service module

The replaceable ink service module holds waste ink from the black ink cartridge. When the ink service module is almost full, the printer lights prompt you to replace it. For more information, see Control panel lights reference. When you are notified by the control panel that the ink service module is full, contact HP support to obtain a new module. For more information, see HP support. If you have a new ink service module, install it immediately by following the instructions that came with the module.

> :bulb: **TIP:** When the ink service module is full, the printer stops printing. However, until the replacement arrives, you can continue printing by removing the black ink cartridge and printing with just the tri-color ink cartridge. Color results and print speeds, though, might be affected. For more information about printing with a single ink cartridges, see Print with a single ink cartridge.

> :warning: **CAUTION:** Allowing the ink service module to fill completely can result in black ink spillage. Take care to avoid spilling the ink in the ink service module. Ink can permanently stain fabric and other materials.

Solve paper-feed problems

For information on resolving jams, see Clear jams.

This section contains the following topics:

- Media is not supported for the printer
- Media is not picked up
- Media is not coming out correctly
- Pages are skewing
- Multiple pages are being picked up

Media is not supported for the printer

Use only media that is supported for the printer and the tray being used. For more information, see Media specifications.

Media is not picked up

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

Media is not coming out correctly

Remove excess media from the output area. If printed media stacks up outside the output slot, it can prevent media from coming out of the printer correctly.

Pages are skewing

- Make sure the media loaded in the trays is aligned to the paper guides.
- Load media into the printer only when it is not printing.
- Make sure to fully extend the input tray extension if your printer model has an extension.

Multiple pages are being picked up

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

Troubleshoot installation issues

If the following topics do not help, see <u>HP support</u> for information about HP support.

- <u>Hardware installation suggestions</u>
- <u>Software installation suggestions</u>
- <u>Problems setting up Bluetooth wireless communication</u>

Hardware installation suggestions

Check the printer

- Make sure that all packing tape and material have been removed from outside and inside the printer.
- Make sure that the printer is loaded with paper.
- Make sure that no lights are on or blinking except the **Power** light, which should be on. If a light other than the **Power** light is on or blinking, there is an error. For more information, see <u>Control panel lights reference</u>.
- Make sure that the printer can print a self-test diagnostic page.

Check the hardware connections

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

Check the ink cartridges

- Whenever you install a new ink cartridge, the printer aligns the ink cartridges automatically. If the alignment fails, check to make sure the cartridges are installed correctly, and start the ink cartridge alignment. For more information, see <u>Align the ink cartridges</u>.
- Make sure that all latches and covers are closed correctly.

Software installation suggestions

Check the computer system

- Make sure that the computer is running one of the supported operating systems.
- Make sure that the computer meets at least the minimum system requirements.

- In the Windows device manager, make sure that the USB drivers have not been disabled.
- If you are using a computer running Windows, and the computer cannot detect the printer, run the uninstallation utility (util\ccc\uninstall.bat on the Starter CD) to perform a clean uninstallation of the print driver. Restart the computer, and reinstall the print driver.

Verify installation preliminaries

- Make sure to use the Starter CD that contains the correct installation software for your operating system.
- Before installing software, make sure that all other programs are closed.
- If the computer does not recognize the path to the CD-ROM drive that you type, make sure that you are specifying the correct drive letter.
- If the computer cannot recognize the Starter CD in the CD-ROM drive, inspect the Starter CD for damage. You can download the print driver from the HP Web site (www.hp.com/support).

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

Problems setting up Bluetooth wireless communication

If you have problems printing using a Bluetooth wireless connection, try the following suggestions. For more information on configuring wireless settings, see Set up the printer for Bluetooth communication.

Windows

▲ Check the Bluetooth wireless settings. For more information, see Set up the printer for Bluetooth communication.

Mac OS X

▲ Delete and re-add the printer in **Print & Fax**.

Check the Bluetooth settings

- Check the Bluetooth settings. For more information, see Set up the printer for Bluetooth communication.
- To configure Bluetooth settings or monitor printer status (such as ink levels) using the Toolbox (Windows), you must connect the printer to the computer with a USB cable.

Check the Bluetooth wireless signal

Wireless communication can be interrupted or unavailable if there is signal interference, distance or signal strength problems, or if the printer is not ready .

*   Make sure the printer is within range of the Bluetooth sending device. Bluetooth printing allows wireless printing up to 10 meters (30 feet).
*   If a document doesn't print, there could be signal interruption. If a message appears on the computer explaining that there is a signal problem, cancel the print job and then resend it from the computer.

Understand the printer information pages

The printer information pages contain detailed printer information, including firmware version number, serial number, service ID, print cartridge information, default page settings, and printer media settings.

The Bluetooth configuration page contains Bluetooth connectivity information.

NOTE: The printer must not be processing any print jobs while you print the configuration and diagnostic pages.

If you need to call HP, it is useful to print diagnostic and configuration pages before calling.

Print printer information pages from the control panel

You can print the following printer information pages from the control panel on the printer, without being connected to the printer.

To print a diagnostic page

Press and hold ✘ (Cancel button) for three seconds.
Use the diagnostic page to view current printer settings, ink supply status, print cartridge health, and to troubleshoot printer problems.

To print a configuration page

Press and hold 🔳 (Resume button) and 🔵 (Bluetooth button) for three seconds.
Use the configuration page to view default page settings, printer media settings, and LED state descriptions.

To print a Bluetooth configuration page

Press and hold 🔵 (Bluetooth button) for three seconds.
Use the Bluetooth configuration page to view Bluetooth information such as Bluetooth device name.

Print printer information pages from the software

You can print the following printer information pages from the printer software.

To print a test page from the Toolbox (Windows)
1. Open the Toolbox. For more information, see <u>Printer management tools</u>.
2. Click the **Services** tab.
3. Click **Print a Configuration Page**.

> **NOTE:** If you are using a Windows Mobile device, you can use the Toolbox software for PDAs. For more information, see <u>Toolbox software for PDAs (Microsoft Windows Mobile)</u>.

To print a configuration page from the print driver (Windows)
1. Open the print driver.
2. Click **Properties**.
3. Click the **Services** tab.
4. Click **Print Configuration Page**.

To print a test page from the HP Utility (Mac OS X)
1. Open the HP Utility. See <u>HP Utility (Mac OS X)</u>
2. On the Test panel, click **Print Test Page**.

Clear jams

Occasionally, media becomes jammed during a job. Try the following remedies to reduce jams.

- Make sure that you are printing with media that meets specifications. For more information, see <u>Media specifications</u>.
- Make sure that you are printing with media that is not wrinkled, folded, or damaged.
- Make sure that the input tray is loaded correctly and is not too full. For more information, see <u>Load media</u>.

This section contains the following topics:

- <u>Clear a jam in the printer</u>
- <u>Tips for avoiding jams</u>

Clear a jam in the printer

To clear a jam

Follow these instructions to clear a paper jam.
1. Turn off the printer.
2. Unplug the printer from the power source.

3. Remove media that is not jammed from the input tray and the output slot.

   📝 **NOTE:** Do not put your hands inside the input tray. Use tweezers instead and be careful not to scratch the inside of the printer.

4. Locate the media jam.
5. If the media is visible from the output slot, gently pull it out from the slot. If the media is not visible, open the front access cover and clear jammed media.

   📝 **NOTE:** Remove jammed media slowly and steadily to prevent media tear.

6. If the print carriage is obstructing the jam, gently push it to one side and then remove the media.

7. If the jammed media is not visible in the print area inside the printer, remove what is visible in the input tray.
8. After you clear the jam, close the front access cover, turn on the printer, and then press ▯ (**Resume** button) to continue the print job.
   The printer continues the print job on the next page. Resend the page or pages that were jammed in the printer.

Tips for avoiding jams

- Make sure that nothing is blocking the paper path.
- Do not overload the trays. For more information, see Media specifications.
- Load paper correctly and when the printer is not printing. For more information, see Load media.
- Do not use media that is curled or crumpled.

- Always use media that conforms with specifications. For more information, see Media specifications.
- Make sure media is aligned against the right side of a tray.
- Make sure the media guides are adjusted snugly against the media, but do not crinkle or bend it.
- Make sure to remove paper clips, staples, pins, or other attachments from the paper.

Control panel lights reference

For more information, visit the HP Web site (www.hp.com/support) for the latest troubleshooting information, or printer fixes and updates.

Light description/Light pattern	Explanation and recommended action
Power light is on.	If using AC power: Printer is turned on and idle.
	If using battery power: Battery status light indicates power level.
	No action required.
Power light is slowly pulsing white.	Printer is in sleep mode.
	No action is required.
Battery status light is green.	Battery is 41–100% charged and printer is turned on and idle. Power cord not plugged in.
	No action is required.
Battery status light is amber.	Battery is 10-40% charged and printer is turned on and idle. Power cord not plugged in.
	Plug in the power cord to begin recharging the battery. See Install and use the battery.

Light description/Light pattern	Explanation and recommended action
Battery status light is red.	Battery is less than 10% charged and printer is turned on and idle. Power cord not plugged in. Plug in the power cord to begin recharging the battery. See Install and use the battery.
Battery status light is blinking red.	Battery is less than 2% charged and printer is turned on and idle. Power cord not plugged in. Plug in the power cord to begin recharging the battery. See Install and use the battery.
Battery charging light is amber; battery status light is green, amber, or red.	Battery is charging. Battery status light indicates charge level. **NOTE:** When the battery is fully charged, the battery charging light turns off. No action required.
Battery charging light is red.	Power cord is plugged in and battery is detected but faulty. Replace the battery. See HP supplies and accessories.
Power light blinks.	Printer is printing, turning on or off, or waiting for ink to dry. No action required.
Power light is on and Bluetooth light is blue.	Bluetooth wireless is turned on. No action is required.
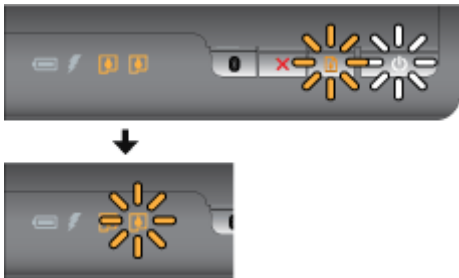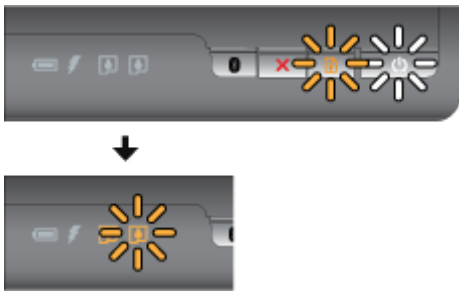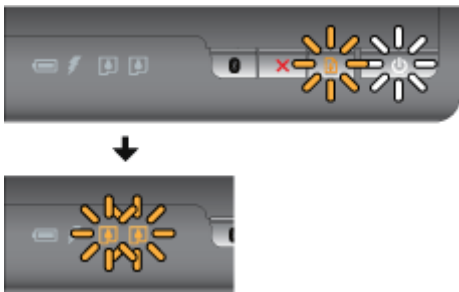
(continued)

Light description/Light pattern	Explanation and recommended action
Power light is on and Resume light blinks.	Printer is paused either out of paper or media width mismatch.
	If out of paper, load paper. If media width mismatch, load correct paper. After appropriate action, press (**Resume button**) to continue the print job.
Resume and Power lights on.	Printer cover or door is open.
	Close printer cover and doors.
Right or left ink cartridge blinks and Power light is on.	Borderless print error; missing or failed cartridge; cartridge in wrong slot; miss-installed cartridge. Right or Left ink cartridge lights indicate whether the problem is with the Tri-color or Black/Photo ink cartridge.
	Follow the instructions provided in the HP software messages displayed on your computer.
Right or left ink cartridge light blinks, Resume light blinks, Power light is on.	Ink cartridge is very low or the cartridge is counterfeit or previously used. Right or left ink cartridge lights indicate whether the problem is with the Tri-color or Black/Photo ink cartridge.
	Replace cartridge. For more information, see Replace the ink cartridges.
	If this cartridge was sold to you as a new, genuine HP cartridge, it may be a counterfeit. Contact the store where this cartridge was purchased or visit HP at: www.hp.com/go/anticounterfeit for more information or to report suspected fraud.
	Note: • HP's ink cartridge warranty does not cover non-HP ink or non-HP cartridges. • HP's printer warranty does not cover repairs or service due to use of non-HP cartridges or non-HP ink. • HP does not guarantee the quality or reliability of non-HP ink.
	NOTE: Information about ink levels will not be available.

(continued)

Light description/Light pattern	Explanation and recommended action
Right or left ink cartridge light is on, Power light is on.	Ink cartridge is low on ink. Right or Left ink cartridge lights indicate whether the problem is with the Tri-color or Black/Photo ink cartridge.
	You can continue to print, but you need to replace the cartridge soon. For more information, see Replace the ink cartridges.
Right or left ink cartridge light blinks, Power light blinks.	Tri-color or right ink cartridge needs attention. Right or Left ink cartridge lights indicate whether the problem is with the Tri-color or Black/Photo ink cartridge.
	Reinstall the ink cartridge and try to print. If the error persists, replace the cartridge. For more information, see Replace the ink cartridges.
Power light blinks, Resume light blinks.	Media jam or carriage stall.
	Clear the jammed paper. For more information, see Paper Jam. After clearing the jam, press (**Resume** button) to continue the print job.
	If no paper jam exists, press (**Resume** button). If this does not work, try turning the printer off and then on again, and resend the print job.
Power light is off, Resume light blinks.	An unsupported USB device is connected to the printer.
	Remove the USB device. For more information on supported devices, see Memory device specifications.
Power light is off, Resume light is on.	An unsupported hub is connected to the printer.
	Remove the hub. For more information on supported devices, see Memory device specifications.
Power light blinks, Resume light blinks. After pressing and holding the ✖ (**Cancel** button) for	Service station stall. This can be caused by several conditions, including:
	• Cartridge latches unsecured (left and right cartridge lights on).
	• Paper jams.
	Make sure all cartridge latches are secured and no paper is jammed in the printer.

(continued)

Light description/Light pattern	Explanation and recommended action
three seconds, the left and right ink cartridge lights are on or blinking. 	If no paper jam exists, press 🔲 (**Resume** button). If this does not work, try turning the printer off and then on again, and resend the print job.
Power light blinks, Resume light blinks. After pressing and holding the ✖ (**Cancel** button) for three seconds, the left ink cartridge light is on, and right ink cartridge light is blinking. 	Ink service module is almost full. The replaceable ink service module holds waste ink from the black ink cartridge. When the ink service module is almost full, contact HP support to obtain a new module. For more information, see HP support. If you have a new ink service module, install it immediately by following the instructions that came with the module. For more information, see Replace the ink service module.
Power light blinks, Resume light blinks. After pressing and holding the ✖ (**Cancel** button) for three seconds, the left and right ink cartridge lights are blinking. 	Ink service module is full. The replaceable ink service module holds waste ink from the black ink cartridge. The ink service module is now full. The printer will not be able to print with the black ink cartridge until the ink service module is replaced . Contact HP support to obtain a new module. For more information, see HP support. If you have a new ink service module, install it immediately by following the instructions that came with the module.

Light description/Light pattern	Explanation and recommended action
	TIP: When the ink service module is full, the printer stops printing. However, until the replacement arrives, you can continue printing by removing the black ink cartridge and printing with just the tri-color ink cartridge. Color results and print speeds, though, might be affected. For more information about printing with a single ink cartridges, see <u>Print with a single ink cartridge</u>.
	For more information, see <u>Replace the ink service module</u>.

A Technical information

This section contains the following topics:

Warranty information

This section contains the following topics:

Hewlett-Packard limited warranty statement

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

A. Extent of limited warranty
  1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
  2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be interrupted or error free.
  3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
    a. Improper maintenance or modification;
    b. Software, media, parts, or supplies not provided or supported by HP;
    c. Operation outside the product's specifications;
    d. Unauthorized modification or misuse.
  4. For HP printer products, the use of a non-HP cartridge or a refilled cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled cartridge or an expired ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
  5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
  6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
  7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
  8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
  9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
  10. HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.
B. Limitations of warranty
    TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.
C. Limitations of liability
  1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
  2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
D. Local law
  1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
  2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
    a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
    b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
    c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
  3. THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

HP Limited Warranty

Dear Customer,

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

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

Ireland: Hewlett-Packard Ireland Limited, 63-74 Sir John Rogerson's Quay, Dublin 2
United Kingdom: Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN
Malta: Hewlett Packard International Trade BV, Branch 48, Sqaq Nru 2, Triq ix-Xatt, Pieta MSD08, Malta
South Africa: Hewlett-Packard South Africa Ltd, 12 Autumn Street, Rivonia, Sandton, 2128, Republic of South Africa

Ink cartridge warranty information

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

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

Printer specifications

This section contains the following topics:

- Physical specifications
- Printer features and capacities
- Processor and memory specifications
- System requirements
- Memory device specifications
- Mobile phone printing information
- Media specifications
- Print resolution
- Operating environment
- Electrical requirements
- Acoustic emission specification

Physical specifications

Size (width x depth x height)
- **Printer:** 347.9 x 175.5 x 84.4 mm (13.70 x 6.91 x 3.32 inches)
- **Printer with battery:** 347.9 x 197.5 x 84.4 mm (13.70 x 7.78 x 3.32 inches)

Weight (does not include printing supplies)
- **Printer:** 2.3 kg (5.1 lb)
- **Printer with battery:** 2.5 kg (5.5 lb)

Printer features and capacities

Feature	Capacity
Connectivity	- USB 2.0-compliant high-speed device - PictBridge/USB 2.0 high-speed host port - Bluetooth 2.0 Enhanced Data Rate, backward compatible with 1.0 (Bluetooth Profiles supported: HCRP, BIP, OPP, SPP)
Ink cartridges	Black, tri-color, and photo ink cartridges
Supply yields	Visit www.hp.com/pageyield/ for more information on estimated ink cartridge yields.
Printer languages	HP PCL 3 GUI

Processor and memory specifications

Processor: 220 MHz ARM9 core

Memory: 32 MB DDR2

System requirements

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

Operating system compatibility

- Microsoft Windows® XP Service Pack 2, Windows Vista®, Windows 7
- Mac OS X (v10.5, v10.6)
- Linux (For more information, see http://hplipopensource.com/hplip-web/index.html).

Minimum requirements

- **Microsoft® Windows® 7:** 1 GHz 32-bit (x86) or 64-bit (x64) processor; 1 GB (32-bit) or 2 GB (64-bit) RAM, 1.0GB hard disk space, CD-ROM/DVD drive or Internet connection, USB port
- **Microsoft® Windows® Vista:** 800 MHz 32-bit (x86) or 64-bit (x64) processor; 512 MB RAM, 900 MB hard disk space, CD-ROM/DVD drive or Internet connection, USB port
- **Microsoft® Windows® XP (32-bit) Service Pack 2:** Intel® Pentium® II , Celeron® or compatible processor; 233 MHz or higher; 512 MB RAM, 500 MB hard disk space, CD-ROM/DVD drive or internet connection, USB port
- **Mac OS X v10.5.8, v10.6:** PowerPC G4, G5, or Intel Core processor, 300 MB free hard disk space
- Quick Time 5.0 or later (Mac OS X)
- Adobe Acrobat Reader 5.0 or later

Memory device specifications

USB flash drives

HP has fully tested the following USB flash drives with the printer:

- **Kingston:** 1GB USB flash driver DataTraveler
- **Lexar JumpDrive Traveler:** 1 GB
- **Imation:** 1GB USB Swivel
- **HP:** 8GB HI-SPEED USB Flash Drive v100w

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

Mobile phone printing information

The following printing software for this printer is available for these mobile phones:

Mobile phone	Software	Web site
Windows Mobile*	Westtek JETCET	http://www.westtek.com/pocketpc/jetcet/
Blackberry	Repligo Professional	http://www.cerience.com/products/pro
Nokia Symbian	PrintBoy 7.0	http://www.bachmannsoftware.com/pbprem.htm
Palm OS	PrintBoy 7.0	http://www.bachmannsoftware.com/pbprem.htm

* The printing software for Windows Mobile is available on the HP software CD.

Media specifications

Use the <u>Understand supported sizes</u> and <u>Understand supported media types and weights</u> tables to determine the correct media to use with your printer, and to determine what features work with the media you plan to use. See the <u>Set minimum margins</u> section for information about the printing margins used by the printer, see the <u>Guidelines for two-sided (duplex) printing</u> section for guidelines that should be followed when printing on both sides of a page.

Understand specifications for supported media

Always use the correct media-type setting in the print driver, and configure the trays for the correct media type. HP recommends testing any paper before buying it in large quantities.

- <u>Understand supported sizes</u>
- <u>Understand supported media types and weights</u>

Understand supported sizes

Media size
Standard media sizes
U.S. Letter (216 x 279 mm; 8.5 x 11 inches)
U.S. Legal (216 x 356 mm; 8.5 x 14 inches)
A4 (210 x 297 mm; 8.3 x 11.7 inches)
U.S. Executive (184 x 267 mm; 7.25 x 10.5 inches)
B5 (JIS) (182 x 257 mm; 7.17 x 10.12 inches)
A5 (148 x 210 mm; 5.8 x 8.3 inches)
A6 (105 x 148 mm; 4.13 x 5.83 inches)
U.S. Statement (140 x 216 mm; (5.5 x 8.5 inches)
Envelopes
U.S. #10 Envelope (105 x 241 mm; 4.12 x 9.5 inches)
C6 Envelope (114 x 162 mm; 4.5 x 6.4 inches)
Japanese Envelope Chou #3 (120 x 235 mm; 4.7 x 9.3 inches)
Japanese Envelope Chou #4 (90 x 205 mm; 3.5 x 8.1 inches)
Monarch Envelope (3.88 x 7.5 inches)
A2 Envelope (111 x 146 mm; 4.37 x 5.75 inches)
DL Envelope (110 x 220 mm; 4.3 x 8.7 inches)
Cards
Index card (76.2 x 127 mm; 3 x 5 inches)
Index card (102 x 152 mm; 4 x 6 inches)
Index card (127 x 203 mm; 5 x 8 inches)
Photo media
4 x 6* (102 x 152 mm; 4 x 6 inches)

(continued)

Media size
5 x 7 (13 x 18 cm; 5 x 7 inches)
8 x 10 (8 x 10 inches)
13 x 18 cm (5 x 7 inches)
(10 x 15 cm)*
(10 x 15 cm) tab *
Photo L* (89 x 127 mm; 3.5 x 5 inches)
2L (178 x 127 mm; 7.0 x 5.0 inches)
3.5 x 5 (88.9 x 127 mm)*
3 x 5 (76.2 x 127 mm)*
8.5 x 13 (215.9 x 330.2 mm)
4 x 6 tab* (102 x 152 mm; 4 x 6 inches)
4 x 8 tab* (10 x 20 cm)

Other media
Custom-size media between 76.2 to 216 mm wide and 101 to 355.6 mm long (3 to 8.5 inches wide and 4 to 14 inches long)

* Borderless printing supported.

Understand supported media types and weights

Type	Weight	Capacity
Paper	64 to 90 g/m^2 (16 to 24 lb bond)	Up to 50 sheets of plain paper (5 mm or 0.2 inch stacked)
Transparencies		Up to 20 sheets
Photo media	250 g/m^2 (66 lb bond)	Up to 5 sheets
Labels		Up to 20 sheets
Envelopes	75 to 90 g/m^2 (20 to 24 lb bond envelope)	Up to 3 envelopes
Cards	Up to 200 g/m^2 (110 lb index)	Up to 5 cards

Set minimum margins

The document margins must match (or exceed) these margin settings in portrait orientation.
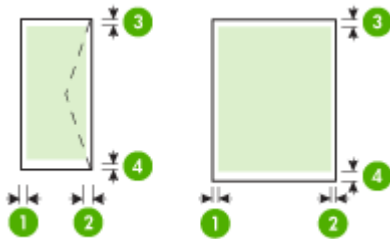
Media	(1) Left margin	(2) Right margin	(3) Top margin	(4) Bottom margin
A4 U.S. Executive U.S. Statement B5 A5	3.3 mm (0.13 inches)	3.3 mm (0.13 inches)	3 mm (0.12 inches)	3 mm (0.12 inches)*
U.S. Letter U.S. Legal Custom-size media 8.5 x 13 inches	6.35 mm (0.25 inches)	6.35 mm (0.25 inches)	3 mm (0.12 inches)	3 mm (0.12 inches)*
Cards Photo media A6	2 mm (0.08 inches)	2 mm (0.08 inches)	3 mm (0.12 inches)	3 mm (0.12 inches)
Envelopes	3.3 mm (0.13 inches)	3.3 mm (0.13 inches)	14.2 mm (0.56 inches)	14.2 mm (0.56 inches)

* If you are using a computer running Windows, you can enable the printer to use a minimum margin of 3.0 mm (0.12 inches). To achieve this margin, click the **Advanced** tab in the print driver, and select **Minimize Margins**.

Guidelines for two-sided (duplex) printing

- Always use media that conforms to the printer specifications. For more information, see Media specifications.
- Specify duplex options in the application or in the print driver.
- Do not print on both sides of transparencies, envelopes, photo paper, glossy media, or paper lighter than 18 lb bond (75 g/m^2). Jams might occur with these media types.
- Several kinds of media require a specific orientation when you print on both sides of a page, such as letterhead, preprinted paper, and paper with watermarks and prepunched holes. When you print from a computer running Windows, the printer prints the first side of the media first. When you print from a computer using the Mac OS X, the printer prints the second side first. Load the media with the front side facing down.

Print resolution

Black print resolution
Up to 600 dpi rendered black (when printing from a computer)

Color print resolution
Up to 4800 x 1200 optimized dpi color on select HP photo papers with 1200 input dpi. Photo papers include the following:

- ◦ HP Premium Plus Photo
- ◦ HP Premium Photo
- ◦ HP Advanced Photo

Operating environment

Operating environment
Recommended relative humidity: 15 to 90% noncondensing
Recommended operating temperature: 15° to 32° C (59° to 90° F)
Maximum operating temperature: 0° to 55° C (32° to 131° F)
Battery charging and usage temperature: 0° to 40° C (32° to 104° F)

Storage environment
Storage relative humidity: Up to 90% noncondensing at a temperature of 65° C (150° F)
Storage temperature: -40° to 60° C (-40° to 140° F)
Battery storage temperature: -20° to 60° C (-4° to 140° F)

Electrical requirements

Power supply
Universal power adapter (external)

Power requirements
Input voltage: 100 to 240 VAC (± 10%), 50/60 Hz (± 3Hz)
Output voltage: 18.5 Vdc at 3.5 A

Power consumption
13.3 watts printing (Fast Draft Mode)

Acoustic emission specification
Print in Draft mode, noise levels per ISO 7779

Sound pressure (bystander position)
LpAm 51 (dBA)

Sound power
LwAd 6.5 (BA)

Regulatory information

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

This section contains the following topics:

FCC statement

FCC statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

For further information, contact:

Manager of Corporate Product Regulations
Hewlett-Packard Company
3000 Hanover Street
Palo Alto, Ca 94304
(650) 857-1501

Modifications (part 15.21)

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Notice to users in Korea

사용자 안내문(B급 기기)

이 기기는 비업무용으로 전자파 적합 등록을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

VCCI (Class B) compliance statement for users in Japan

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

VCCI-B

Notice to users in Japan about the power cord

製品には、同梱された電源コードをお使い下さい。

同梱された電源コードは、他の製品では使用出来ません。

Noise emission statement for Germany

Geräuschemission

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

LED indicator statement

LED indicator statement

The display LEDs meet the requirements of EN 60825-1.

Gloss of housing of peripheral devices for Germany

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 information for wireless products

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

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

Exposure to radio frequency radiation

Exposure to radio frequency radiation

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

Notice to users in Brazil

Aviso aos usuários no Brasil

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

Notice to users in Canada

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

For Indoor Use. This digital apparatus does not exceed the Class B limits for radio noise emissions from the digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications. The internal wireless radio complies with RSS 210 and RSS GEN of Industry Canada.

Utiliser à l'intérieur. Le présent appareil numérique n'émet pas de bruit radioélectrique dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada. Le composant RF interne est conforme a la norme RSS-210 and RSS GEN d'Industrie Canada.

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。

European Union Regulatory Notice

Products bearing the CE marking comply with the following EU Directives:

- Low Voltage Directive 2006/95/EC
- EMC Directive 2004/108/EC
- Ecodesign Directive 2009/125/EC, where applicable

CE compliance of this product is valid only if powered with the correct CE-marked AC adapter provided by HP.

If this product has telecommunications functionality, it also complies with the essential requirements of the following EU Directive:

R&TTE Directive 1999/5/EC

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

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

$C\epsilon$	For non-telecommunications products and for EU harmonized telecommunications products, such as Bluetooth® within power class below 10mW.
$C\epsilon$ ①	For EU non-harmonized telecommunications products (If applicable, a 4-digit notified body number is inserted between CE and !).

Please refer to the regulatory label provided on the product.

The telecommunications functionality of this product may be used in the following EU and EFTA countries: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and United Kingdom.

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

Products with wireless LAN devices

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

France

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

The point of contact for regulatory matters is:

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

Regulatory model number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRC-1003-01. This regulatory number should not be confused with the marketing name (HP Officejet 100 (L411) Mobile Printer) or product number.

Declaration of conformity

DECLARATION OF CONFORMITY
according to ISO/IEC 17050-1 and EN 17050-1

DoC #: SNPRC-1003-01-A

Supplier's Name:	**Hewlett-Packard Company**
Supplier's Address:	138 Depot Road, #04-01, Singapore 109683

declares, that the product

Product Name and Model:	HP Officejet 100 Mobile Printer
Regulatory Model Number: 1)	SNPRC-1003-01
Product Options:	All
Radio Module Number:	ONA_BT_01
Power Adapter:	Series PPP009L-E
Battery Pack:	CQ775

conforms to the following Product Specifications and Regulations:

EMC: Class B
 CISPR 22:2005 +A1:2005 / EN55022:2006 +A1:2007
 EN 55024:1998 +A1:2001 +A2:2003
 EN 61000-3-2:2006
 EN 61000-3-3:1995 +A1:2001 +A2:2005
 FCC CFR 47, Part 15 / ICES-003, Issue 4

Safety:
 IEC 60950-1, Ed 2 (2005) / EN60950-1, Ed 2 (2006)
 EN 62311:2008

Telecom:
 EN301 489-1 V1.8.1 (2008-4) / EN 301 489-17 V2.1.1:2009
 EN300 328 V1.7.1:2006-10

Energy Use:
 Regulation (EC) No. 1275/2008
 ENERGY STAR® Qualified Imaging Equipment Operational Mode (OM) Test Procedure
 Regulation (EC) No. 278/2009
 Test Method for calculating the Energy Efficiency of Single-Voltage External AC-DC and AC-DC power supplies

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.

The product herewith complies with the requirements of the Low Voltage Directive 2006/95/EC, the EMC Directive 2004/108/EC, the EuP Directive 2005/32/EC, the R&TTE Directive 1999/5/EC, and carries the $C\epsilon$ marking accordingly. In addition, it complies with the WEEE Directive 2002/96/EC and RoHS Directive 2002/95/EC.

Additional Information:
1) This product is assigned a Regulatory Model Number which stays with the regulatory aspects of the design. The Regulatory Model Number is the main product identifier in the regulatory documentation and test reports, this number should not be confused with the marketing name or the product numbers.
2) The product was tested in a typical configuration.

Singapore,
June 11, 2010

Hou-Meng Yik, Manager
Product Regulations Manager
Customer Assurance, Business Printing Division

Local contact for regulatory topics only:
 EMEA: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, Germany
 U.S.: Hewlett-Packard, 3000 Hanover St., Palo Alto 94304, U.S.A. 650-857-1501

www.hp.com/go/certificates

Environmental product stewardship program

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. Design for recycling has been incorporated into this product. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair.

For more information, visit HP's Commitment to the Environment Web site at:

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

This section contains the following topics:

- Paper use
- Plastics
- Material safety data sheets
- Recycling program
- HP inkjet supplies recycling program
- Disposal of waste equipment by users in private households in the European Union
- Power consumption
- Chemical Substances
- RoHS notices (China only)

Paper use

This printer is suited for the use of recycled paper according to DIN 19309 and EN 12281:2002.

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of product life.

Material safety data sheets

Material safety data sheets (MSDS) can be obtained from the HP Web site at:

www.hp.com/go/msds

Recycling program

HP offers an increasing number of product return and recycling programs in many countries/regions, and partners with some of the largest electronic recycling centers throughout the world. HP conserves resources by reselling some of its most popular products. For more information regarding recycling of HP products, please visit:

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

HP inkjet supplies recycling program

HP is committed to protecting the environment. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used ink cartridges and ink cartridges free of charge. For more information, go to the following Web site:

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

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

English

Disposal of Waste Equipment by Users in Private Households in the European Union
This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

Français

Évacuation des équipements usagés par les utilisateurs dans les foyers privés au sein de l'Union européenne
La présence de ce symbole sur le produit ou sur son emballage indique que vous ne pouvez pas vous débarrasser de ce produit de la même façon que vos déchets courants. Au contraire, vous êtes responsable de l'évacuation de vos équipements usagés et, à cet effet, vous êtes tenu de les remettre à un point de collecte agréé pour le recyclage des équipements électriques et électroniques usagés. Le tri, l'évacuation et le recyclage séparés de vos équipements usagés permettent de préserver les ressources naturelles et de s'assurer que ces équipements sont recyclés dans le respect de la santé humaine et de l'environnement. Pour plus d'informations sur les lieux de collecte des équipements usagés, veuillez contacter votre mairie, votre service de traitement des déchets ménagers ou le magasin où vous avez acheté le produit.

Deutsch

Entsorgung von Elektrogeräten durch Benutzer in privaten Haushalten in der EU
Dieses Symbol auf dem Produkt oder dessen Verpackung gibt an, dass das Produkt nicht zusammen mit dem Restmüll entsorgt werden darf. Es obliegt daher Ihrer Verantwortung, das Gerät an einer entsprechenden Stelle für die Entsorgung oder Wiederverwertung von Elektrogeräten aller Art abzugeben (z.B. ein Wertstoffhof). Die separate Sammlung und das Recyceln Ihrer alten Elektrogeräte zum Zeitpunkt ihrer Entsorgung trägt zum Schutz der Umwelt bei und gewährleistet, dass sie auf eine Art und Weise recycelt werden, die keine Gefährdung für die Gesundheit des Menschen und der Umwelt darstellt. Weitere Informationen darüber, wo Sie alte Elektrogeräte zum Recyceln abgeben können, erhalten Sie bei den örtlichen Behörden, Wertstoffhöfen oder dort, wo Sie das Gerät erworben haben.

Italiano

Smaltimento di apparecchiature da rottamare da parte di privati nell'Unione Europea
Questo simbolo che appare sul prodotto o sulla confezione indica che il prodotto non deve essere smaltito assieme agli altri rifiuti domestici. Gli utenti devono provvedere allo smaltimento delle apparecchiature da rottamare portandole al luogo di raccolta indicato per il riciclaggio delle apparecchiature elettriche ed elettroniche. La raccolta e il riciclaggio separati delle apparecchiature da rottamare in fase di smaltimento favoriscono la conservazione delle risorse naturali e garantiscono che tali apparecchiature vengano rottamate nel rispetto dell'ambiente e della tutela della salute. Per ulteriori informazioni sui punti di raccolta delle apparecchiature da rottamare, contattare il proprio comune di residenza, il servizio di smaltimento dei rifiuti locale o il negozio presso il quale è stato acquistato il prodotto.

Español

Eliminación de residuos de aparatos eléctricos y electrónicos por parte de usuarios domésticos en la Unión Europea
Este símbolo en el producto o en el embalaje indica que no se puede desechar el producto junto con los residuos domésticos. Por el contrario, si debe eliminar este tipo de residuo, es responsabilidad del usuario entregarlo en un punto de recogida designado de reciclado de aparatos electrónicos y eléctricos. El reciclaje y la recogida por separado de estos residuos en el momento de la eliminación ayudará a preservar recursos naturales y a garantizar que el reciclaje proteja la salud y el medio ambiente. Si desea información adicional sobre los lugares donde puede dejar estos residuos para su reciclado, póngase en contacto con las autoridades locales de su ciudad, con el servicio de gestión de residuos domésticos o con la tienda donde adquirió el producto.

Česky

Likvidace vysloužilého zařízení uživateli v domácnosti v zemích EU
Tato značka na produktu nebo na jeho obalu označuje, že tento produkt nesmí být likvidován prostým vyhozením do běžného domovního odpadu. Odpovídáte za to, že vysloužilé zařízení bude předáno k likvidaci do stanovených sběrných míst určených k recyklaci vysloužilých elektrických a elektronických zařízení. Likvidace vysloužilého zařízení samostatným sběrem a recyklací napomáhá zachování přírodních zdrojů a zajišťuje, že recyklace proběhne způsobem chránícím lidské zdraví a životní prostředí. Další informace o tom, kam můžete vysloužilé zařízení předat k recyklaci, můžete získat od úřadů místní samosprávy, od společnosti provádějící svoz a likvidaci domovního odpadu nebo v obchodě, kde jste produkt zakoupili.

Dansk

Bortskaffelse af affaldsudstyr for brugere i private husholdninger i EU
Dette symbol på produktet eller på dets emballage indikerer, at produktet ikke må bortskaffes sammen med andet husholdningsaffald. I stedet er det dit ansvar at bortskaffe affaldsudstyr ved at aflevere det på dertil beregnede indsamlingssteder med henblik på genbrug af elektrisk og elektronisk affaldsudstyr. Den separate indsamling og genbrug af dit affaldsudstyr på tidspunktet for bortskaffelse er med til at bevare naturlige ressourcer og sikre, at genbrug finder sted på måde, der beskytter menneskers helbred samt miljøet. Hvis du vil vide mere om, hvor du kan aflevere dit affaldsudstyr til genbrug, kan du kontakte kommunen, det lokale renovationsvæsen eller den forretning, hvor du købte produktet.

Nederlands

Afvoer van afgedankte apparatuur door gebruikers in particuliere huishoudens in de Europese Unie
Dit symbool op het product of de verpakking geeft aan dat dit product niet mag worden afgevoerd met het huishoudelijk afval. Het is uw verantwoordelijkheid uw afgedankte apparatuur af te leveren op een aangewezen inzamelpunt voor de verwerking van afgedankte elektrische en elektronische apparatuur. De gescheiden inzameling en verwerking van uw afgedankte apparatuur draagt bij tot het sparen van natuurlijke bronnen en tot het hergebruik van materiaal op een wijze die de volksgezondheid en het milieu beschermt. Voor meer informatie over waar u uw afgedankte apparatuur kunt inleveren voor recycling kunt u contact opnemen met het gemeentehuis in uw woonplaats, de reinigingsdienst of de winkel waar u het product hebt aangeschaft.

Eesti

Eramajapidamistes kasutuselt kõrvaldatavate seadmete käitlemine Euroopa Liidus
Kui tootel või toote pakendil on see sümbol, ei tohi seda toodet visata olmejäätmete hulka. Teie kohus on viia tarbetuks muutunud seade selleks ettenähtud elektri- ja elektroonikaseadmete utiliseerimiskohta. Utiliseeritavate seadmete eraldi kogumine ja käitlemine aitab säästa loodusvarasid ning tagada, et käitlemine toimub inimeste tervisele ja keskkonnale ohutult. Lisateavet selle kohta, kuhu saate utiliseeritava seadme käitlemiseks viia, saate küsida kohalikust omavalitsusest, olmejäätmete utiliseerimispunktist või kauplusest, kust te seadme ostsite.

Suomi

Hävitettävien laitteiden käsittely kotitalouksissa Euroopan unionin alueella
Tämä tuotteessa tai sen pakkauksessa oleva merkintä osoittaa, että tuotetta ei saa hävittää talousjätteiden mukana. Käyttäjän velvollisuus on huolehtia siitä, että hävitettävä laite toimitetaan sähkö- ja elektroniikkalaiteromun keräyspisteeseen. Hävitettävien laitteiden erillinen keräys ja kierrätys säästää luonnonvaroja. Näin toimimalla varmistetaan myös, että kierrätys tapahtuu tavalla, joka suojelee ihmisten terveyttä ja ympäristöä. Saat tarvittaessa lisätietoja jätteiden kierrätyspaikoista paikallisilta viranomaisilta, jäteyhtiöiltä tai tuotteen jälleenmyyjältä.

Ελληνικά

Απόρριψη άχρηστων συσκευών στην Ευρωπαϊκή Ένωση
Το παρόν σύμβολο στον εξοπλισμό ή στη συσκευασία του υποδεικνύει ότι το προϊόν αυτό δεν πρέπει να πεταχτεί μαζί με άλλα οικιακά απορρίμματα. Αντίθετα, ευθύνη σας είναι να απορρίψετε τις άχρηστες συσκευές σε μια καθορισμένη μονάδα συλλογής απορριμμάτων για την ανακύκλωση άχρηστου ηλεκτρικού και ηλεκτρονικού εξοπλισμού. Η χωριστή συλλογή και ανακύκλωση των άχρηστων συσκευών θα συμβάλει στη διατήρηση των φυσικών πόρων και στη διασφάλιση ότι θα ανακυκλωθούν με τέτοιον τρόπο, ώστε να προστατεύεται η υγεία των ανθρώπων και το περιβάλλον. Για περισσότερες πληροφορίες σχετικά με το πού μπορείτε να απορρίψετε τις άχρηστες συσκευές για ανακύκλωση, επικοινωνήστε με τις κατά τόπους αρμόδιες αρχές ή με το κατάστημα από το οποίο αγοράσατε το προϊόν.

Magyar

A hulladékanyagok kezelése a magánháztartásokban az Európai Unióban
Ez a szimbólum, amely a terméken vagy annak csomagolásán van feltüntetve, azt jelzi, hogy a termék nem kezelhető együtt az egyéb háztartási hulladékkal. Az Ön feladata, hogy a készülék hulladékanyagait eljuttassa olyan kijelölt gyűjtőhelyre, amely az elektromos hulladékanyagok és az elektronikus berendezések újrahasznosításával foglalkozik. A hulladékanyagok elkülönített gyűjtése és újrahasznosítása hozzájárul a természeti erőforrások megőrzéséhez, egyúttal azt is biztosítja, hogy a hulladék újrahasznosítása az egészségre és a környezetre nem ártalmas módon történik. Ha tájékoztatást szeretne kapni azokról a helyekről, ahol leadhatja újrahasznosításra a hulladékanyagokat, forduljon a helyi önkormányzathoz, a háztartási hulladék begyűjtésével foglalkozó vállalathoz vagy a termék forgalmazójához.

Latviski

Lietotāju atbrīvošanās no nederīgām ierīcēm Eiropas Savienības privātajās mājsaimniecībās
Šis simbols uz ierīces vai tās iepakojuma norāda, ka šo ierīci nedrīkst izmest kopā ar pārējiem mājsaimniecības atkritumiem. Jūs esat atbildīgs par atbrīvošanos no nederīgās ierīces, to nododot norādītajā savākšanas vietā, lai tiktu veikta nederīgā elektriskā un elektroniskā aprīkojuma otrreizējā pārstrāde. Speciāla nederīgās ierīces savākšana un otrreizējā pārstrāde palīdz taupīt dabas resursus un nodrošina tādu otrreizējo pārstrādi, kas sargā cilvēku veselību un apkārtējo vidi. Lai iegūtu papildu informāciju par to, kur otrreizējai pārstrādei var nogādāt nederīgo ierīci, lūdzu, sazinieties ar vietējo pašvaldību, mājsaimniecības atkritumu savākšanas dienestu vai veikalu, kurā iegādājāties šo ierīci.

Lietuviškai

Europos Sąjungos vartotojų ir privačių namų ūkių atliekamos įrangos išmetimas
Šis simbolis ant produkto arba jo pakuotės nurodo, kad produktas negali būti išmestas kartu su kitomis namų ūkio atliekomis. Jūs privalote išmesti savo atliekamą įrangą atiduodami ją į atliekamos elektronikos ir elektros įrangos perdirbimo punktus. Jei atliekama įranga bus atskirai surenkama ir perdirbama, bus išsaugomi natūralūs ištekliai ir užtikrinama, kad įranga yra perdirbta žmogaus sveikatą ir gamtą tausojančiu būdu. Dėl informacijos apie tai, kur galite išmesti atliekamą perdirbti skirtą įrangą kreipkitės į atitinkamą vietos tarnybą, namų ūkio atliekų išvežimo tarnybą arba į parduotuvę, kurioje pirkote produktą.

Polski

Utylizacja zużytego sprzętu przez użytkowników domowych w Unii Europejskiej
Symbol ten umieszczony na produkcie lub opakowaniu oznacza, że tego produktu nie należy wyrzucać razem z innymi odpadami domowymi. Użytkownik jest odpowiedzialny za dostarczenie zużytego sprzętu do wyznaczonego punktu gromadzenia zużytych urządzeń elektrycznych i elektronicznych. Gromadzenie osobno i recykling tego typu odpadów przyczynia się do ochrony zasobów naturalnych i jest bezpieczny dla zdrowia i środowiska naturalnego. Dalsze informacje na temat sposobu utylizacji zużytych urządzeń można uzyskać u odpowiednich władz lokalnych, w przedsiębiorstwie zajmującym się usuwaniem odpadów lub w miejscu zakupu produktu.

Português

Descarte de equipamentos por usuários em residências da União Europeia
Este símbolo no produto ou na embalagem indica que o produto não pode ser descartado junto com o lixo doméstico. No entanto, é sua responsabilidade levar os equipamentos a serem descartados a um ponto de coleta designado para a reciclagem de equipamentos eletro-eletrônicos. A coleta separada e a reciclagem dos equipamentos no momento do descarte ajudam na conservação dos recursos naturais e garantem que os equipamentos serão reciclados de forma a proteger a saúde das pessoas e o meio ambiente. Para obter mais informações sobre onde descartar equipamentos para reciclagem, entre em contato com o escritório local de sua cidade, o serviço de limpeza pública de seu bairro ou a loja em que adquiriu o produto.

Slovenčina

Postup používateľov v krajinách Európskej únie pri vyhadzovaní zariadenia v domácom používaní do odpadu
Tento symbol na produkte alebo na jeho obale znamená, že nesmie byť vyhodený s iným komunálnym odpadom. Namiesto toho máte povinnosť odovzdať toto zariadenie na zbernom mieste, kde sa zabezpečuje recyklácia elektrických a elektronických zariadení. Separovaný zber a recyklácia zariadenia určeného na odpad pomôže chrániť prírodné zdroje a zabezpečí taký spôsob recyklácie, ktorý bude chrániť ľudské zdravie a životné prostredie. Ďalšie informácie o separovanom zbere a recyklácii získate na miestnom obecnom úrade, vo firme zabezpečujúcej zber vášho komunálneho odpadu alebo v predajni, kde ste produkt kúpili.

Slovenščina

Ravnanje z odpadno opremo v gospodinjstvih znotraj Evropske unije
Ta znak na izdelku ali embalaži izdelka pomeni, da izdelka ne smete odlagati skupaj z drugimi gospodinjskimi odpadki. Odpadno opremo ste dolžni oddati na določenem zbirnem mestu za recikliranje odpadne električne in elektronske opreme. Z ločenim zbiranjem in recikliranjem odpadne opreme ob odlaganju boste pomagali ohraniti naravne vire in zagotovili, da bo odpadna oprema reciklirana tako, da se varuje zdravje ljudi in okolje. Več informacij o mestih, kjer lahko oddate odpadno opremo za recikliranje, lahko dobite na občini, v komunalnem podjetju ali trgovini, kjer ste izdelek kupili.

Svenska

Kassering av förbrukningsmaterial, för hem- och privatanvändare i EU
Produkter eller produktförpackningar med den här symbolen får inte kasseras med vanligt hushållsavfall. I stället har du ansvar för att produkten lämnas till en behörig återvinningsstation för hantering av el- och elektronikprodukter. Genom att lämna kasserade produkter till återvinning hjälper du till att bevara våra gemensamma naturresurser. Dessutom skyddas både människor och miljön när produkter återvinns på rätt sätt. Kommunala myndigheter, sophanteringsföretag eller butiken där varan köptes kan ge mer information om var du lämnar kasserade produkter för återvinning.

Power consumption

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

ENERGY STAR is a U.S. registered service mark of the U.S. EPA. As an ENERGY STAR partner, HP has determined that this product meets ENERGY STAR guidelines for energy efficiency.

Additional ENERGY STAR qualified imaging product model information is listed at:

www.hp.com/go/energystar

Chemical Substances

HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (*Regulation EC No 1907/2006 of the European Parliament and the Council*). A chemical information report for this product can be found at: www.hp.com/go/reach

RoHS notices (China only)

Toxic and hazardous substance table

有毒有害物质表 根据中国《电子信息产品污染控制管理办法》						
零件描述	有毒有害物质和元素					
	铅	汞	镉	六价铬	多溴联苯	多溴联苯醚
外壳和托盘*	O	O	O	O	O	O
电线*	O	O	O	O	O	O
印刷电路板*	X	O	O	O	O	O
打印系统*	X	O	O	O	O	O
显示器*	X	O	O	O	O	O
喷墨打印机墨盒*	O	O	O	O	O	O
驱动光盘*	X	O	O	O	O	O
扫描仪*	X	X	O	O	O	O
网络配件*	X	O	O	O	O	O
电池板*	X	O	O	O	O	O
自动双面打印系统*	O	O	O	O	O	O
外部电源*	X	O	O	O	O	O
O: 指此部件的所有均一材质中包含的这种有毒有害物质，含量低于SJ/T11363-2006 的限制 X: 指此部件使用的均一材质中至少有一种包含的这种有毒有害物质，含量高于SJ/T11363-2006 的限制 注：环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件 *以上只适用于使用这些部件的产品						

Third-party licenses

This section contains the following topics:

-

HP Officejet 100 (L411) Mobile Printer

Third-party licences

Zlib

Copyright (C) 1995-1998 Jean-loup Gailly and Mark Adler

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2. Altered source versions must be plainly marked as such, and
must not be misrepresented as being the original software
3. This notice may not be removed or altered from any source
distribution.

Jean-loup Gailly Mark Adler
jloup@gzip.org madler@alumni.caltech.edu

The data format used by the zlib library is described by RFCs
(Request for Comments) 1950 to 1952 in the files ftp://
ds.internic.net/rfc/rfc1950.txt (zlib format), rfc1951.txt
(deflate format) and rfc1952.txt (gzip format).

Independent JPEG Group's free JPEG software

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* Copyright (C) 1991-1998, Thomas G. Lane.
* This file is part of the Independent JPEG Group's software.
* For conditions of distribution and use, see the accompanying
README file.

Readme File

Independent JPEG Group's free JPEG software

This package contains C software to implement JPEG image encoding, decoding, and transcoding. JPEG is a standardized compression method for full-color and gray-scale images.

The distributed programs provide conversion between JPEG "JFIF" format and image files in PBMPLUS PPM/PGM, GIF, BMP, and Targa file formats. The core compression and decompression library can easily be reused in other programs, such as image viewers. The package is highly portable C code; we have tested it on many machines ranging from PCs to Crays.

We are releasing this software for both noncommercial and commercial use. Companies are welcome to use it as the basis for JPEG-related products.

We do not ask a royalty, although we do ask for an acknowledgement in
product literature (see the README file in the distribution for details). We hope to make this software industrial-quality --- although, as with anything that's free, we offer no warranty and accept no liability.

For more information, contact jpeg-info@uc.ag

LIBTIFF

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TIFF Library.
Rev 5.0 Lempel-Ziv & Welch Compression Support

This code is derived from the compress program whose code is derived from software contributed to Berkeley by James A. Woods, derived from original work by Spencer Thomas and Joseph Orost.

The original Berkeley copyright notice appears below in its entirety.

B   HP supplies and accessories

This section provides information on HP supplies and accessories for the printer. The information is subject to changes, visit the HP Web site (www.hpshopping.com) for the latest updates. You can also make purchases through the Web site.

This section contains the following topics:

- Order printing supplies online
- Accessories
- Supplies

Order printing supplies online

To order supplies online or create a printable shopping list, open the HP software that came with the printer. For Windows, open the Toolbox, select the **Estimated Ink Level** tab, and then click **Shop Online**. For Mac, click **Shopping**, and then select **Shop for Supplies Online**. With your permission, the HP software uploads printer information, including model number, serial number, and estimated ink levels. The HP supplies that work in your printer are pre-selected. You can change quantities, add or remove items, and then print the list or purchase online at the HP Store or other online retailers (options differ by country/region). Cartridge information and links to online shopping also appear on ink alert messages.

You can also order online by visiting www.hp.com/buy/supplies. If prompted, select your country/region, follow the prompts to select your printer, and then select the supplies you need.

> 📝 **NOTE:** Ordering cartridges online is not supported in all countries/regions. However, many countries/regions have information on ordering by telephone, locating a local store and printing a shopping list. In addition, you can select the 'How to Buy' option at the top of the www.hp.com/buy/supplies page to obtain information about purchasing HP products in your country.

Accessories

HP Battery for Officejet Mobile Printer	CQ775A
HP Mobile Printer and Notebook Case	Q6282A
HP 65W Smart AC Adapter	ED494AA
HP 90W Smart Auto Adapter	ER691AA (in North America)
	ED493AA (outside North America)

Supplies

This section covers the following topics:

- Ink cartridges
- HP media

Ink cartridges

Ordering cartridges online is not supported in all countries/regions. However, many countries/regions have information on ordering by telephone, locating a local store and printing a shopping

list. In addition, you can select the 'How to Buy' option at the top of the www.hp.com/buy/supplies page to obtain information about purchasing HP products in your country.

You can find the ink cartridge number in the following places:

• On the label of the ink cartridge you are replacing.

• On the printer status page (see Understand the printer information pages).

• In the cartridge details feature in the HP software. Different cartridge numbers are sold in each country/region. To get the complete list of the cartridge numbers sold in each country/region, select **Travelling Information** in Toolbox (Windows) or **Travel Info** in the HP Utility (Mac OS X). For more information, see Printer management tools.

NOTE: 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 need to replace cartridges until print quality becomes unacceptable.

HP media

To order media such as HP Premium Paper, go to www.hp.com.

	HP recommends plain papers with the ColorLok logo for printing and copying of everyday documents. All papers with the ColorLok logo are independently tested to meet high standards of reliability and print quality, and produce documents with crisp, vivid color, bolder blacks and dry faster than ordinary plain papers. Look for papers with the ColorLok logo in a variety of weights and sizes from major paper manufacturers.

C Set up the printer for Bluetooth communication

The printer allows you to print documents from Bluetooth devices without a cable connection. Simply print from a Bluetooth device such as a PDA or camera phone. You can also use Bluetooth technology to print from a computer to the printer.

Set up a Bluetooth wireless connection

This section describes how to set up and configure the device for a Bluetooth wireless connection.

You can configure Bluetooth wireless settings during software installation, or you can configure settings later using the Toolbox (Windows), the HP Utility (Mac OS X), or the Toolbox software for PDAs (Windows Mobile). For more information, see Printer management tools.

To connect the printer using Bluetooth communication (Windows)

> **NOTE:** If you are using an external Bluetooth adapter for your computer, specific instructions for adding the printer might be different. For more information, see the documentation or utility provided with the Bluetooth adapter.

1. If you are using an external Bluetooth adapter for your computer, make sure your computer is started and then attach the Bluetooth adapter to a USB port on the computer.
   If your computer has Bluetooth built in, just make sure the computer is started and that Bluetooth is turned on.

2. On the Windows taskbar, click **Start**, click **Control Panel**, click **Hardware and Sound**, and then click **Add a printer**.
   - Or -
   Click **Start**, click **Printer** or **Printers and Faxes**, and then double-click the **Add Printer** icon or click **Add a printer**.

3. Follow the onscreen instructions to finish the installation.

To connect the printer using Bluetooth communication (Mac OS X)

1. If you are using an external Bluetooth adapter for your computer, make sure your computer is started and then attach the Bluetooth adapter to a USB port on the computer.
   If your computer has Bluetooth built in, just make sure the computer is started and that Bluetooth is turned on.

2. Click **System Preferences** in the Dock, and then click **Print & Fax**.

3. Click **+** (Add).

4. Select the entry for the printer in the list with **Bluetooth** beside its name, and then click **Add**.

5. Follow the onscreen instructions to finish the installation.

Set Bluetooth security for the printer

You can enable the following printer security settings:

- Require passkey authentication prior to someone printing to the printer from a Bluetooth device.
- Make the printer visible or invisible to Bluetooth printers that are within range.
- To enable these settings, you can use the Toolbox (Windows), the HP Utility (Mac OS X), or the Toolbox software for PDAs (Windows Mobile). For more information, see Printer management tools.

Use a passkey to authenticate Bluetooth devices

You can set the security level of the printer to either **High** or **Low**.

- **Low**: The printer does not require a passkey. Any Bluetooth device within range can print to it.

  > **NOTE:** The default security setting is **Low**. Low level security does not require authentication.

- **High**: The printer requires a passkey from the Bluetooth device before allowing the printer to send a print job to it.

  > **NOTE:** The printer ships with a predefined passkey that is set to six zeroes "000000".

Set the printer to be visible or not visible to Bluetooth devices

You can set the printer to be either visible to Bluetooth devices (public) or not visible to any (private).

- **Visible**: Any Bluetooth device within range can print to the printer.
- **Not visible**: Only Bluetooth devices that have stored the device address of the printer can print to it.

> **NOTE:** The printer ships with a default accessibility level of **Visible**.

To reset to factory default settings

> **NOTE:** Using the following instructions will reset only the device's Bluetooth settings.

1. Press and hold down (Power button).
2. While holding down (Power button), press (Cancel button) 4 times, then press (Resume button) 6 times.
3. Release (Power button).

D   Printer management tools

This section contains the following topics:

Toolbox (Windows)

The Toolbox provides maintenance information about the printer.

NOTE: The HP printer software can be installed from the HP software CD by selecting the full installation option if the computer meets the system requirements.

Open the Toolbox

- On the Windows taskbar, click **Start**, select **Programs** or **All Programs**, select **HP**, select the printer name, and then click **Toolbox**.
- Right-click the HP Digital Imaging Monitor in the taskbar, point to **Printer Model Name**, and then click **Display Printer Toolbox**.
- From the printer preferences, click the **Features** tab, and then click **Printer Services**.

HP Utility (Mac OS X)

The HP Utility contains tools to configure print settings, calibrate the printer, order supplies online, and find Web site support information.

NOTE: On a Macintosh computer, the features available in the HP Utility vary depending on the selected printer.

Ink level warnings and indicators provide estimates for planning purposes only. When you receive an ink alert message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until print quality becomes unacceptable.

TIP: When the HP Utility is opened, you can gain access to the Dock menu shortcuts by selecting and holding the mouse button over the appropriate icon for the HP Utility in the Dock.

Open HP Utility

To open the HP Utility

▲ Click the HP Utility icon in the Dock.

NOTE: If the icon does not appear in the Dock, click the Spotlight icon on the right side of the menu bar, type `HP Utility` in the box and then click the **HP Utility** entry.

Toolbox software for PDAs (Microsoft Windows Mobile)

The Toolbox software for PDAs running Windows Mobile allows you to view status and maintenance information about the printer. You can view ink levels and battery charge level, align the print cartridges, and configure Bluetooth settings for wireless printing.

See the Toolbox software documentation for more information on using the Toolbox, or visit www.hp.com/support.

Uninstall and reinstall the HP software

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

There are three methods to uninstall the HP software on a Windows computer, and one method to uninstall on a Macintosh computer.

To uninstall from a Windows computer, method 1

1. Disconnect the printer from your computer. Do not connect the printer to your computer until you are prompted to do so by the HP software during the reinstall.
2. On the Windows taskbar, click **Start**, select **Programs** or **All Programs**, select **HP**, select the printer name, and then click **Uninstall**.
3. Follow the onscreen instructions.
4. If you are asked whether you would like to remove shared files, click **No**.
   Other programs that use these files might not work correctly if the files are deleted.
5. Restart the computer.
6. To reinstall the HP software, insert the HP software CD into the computer's CD drive, follow the onscreen instructions.
7. Connect the printer when the HP software prompts you to connect it to the computer.
8. Press the **Power** button to turn the printer on.
   After connecting and turning on the printer, you might have to wait several minutes for all of the Plug and Play events to complete.
9. Follow the onscreen instructions.

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

To uninstall from a Windows computer, method 2

> **NOTE:** Use this method if **Uninstall** is not available in the Windows Start menu.

1. Disconnect the printer from the computer.

   > **NOTE:** It is important that you disconnect the printer before restarting your computer. Do not connect the printer to your computer until you are prompted to do so by the HP software during the install.

2. On the Windows taskbar, click **Start**, select **Settings**, select **Control Panel**, and then click **Add/Remove Programs**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Programs and Features**.
3. Select the printer name, and then click **Change/Remove** or **Uninstall/Change**.
   Follow the onscreen instructions.
4. Restart the computer.
5. Insert the HP software CD into the computer's CD drive and then start the Setup program.
6. Follow the onscreen instructions.

To uninstall from a Windows computer, method 3

📝 **NOTE:** Use this method if **Uninstall** is not available in the Windows Start menu.

1. Insert the HP software CD into the computer's CD drive, and then start the Setup program.
2. Disconnect the printer from your computer. Do not connect the printer to your computer until you are prompted to do so by the HP software during the reinstall.
3. Select **Uninstall** and follow the onscreen directions.
4. Restart the computer.
5. Start the Setup program for the printer again.
6. Select **Install**.
7. Follow the onscreen instructions.

To uninstall from a Macintosh computer, method 1

1. Open the HP Utility. For instructions, see <u>Open HP Utility</u>.
2. Click the Application icon on the toolbar.
3. Double click **HP Uninstaller**.
   Follow the onscreen instructions.
4. After the HP software is uninstalled, restart the computer.
5. To reinstall the HP software, insert the HP software CD into the computer's CD drive.
6. On the desktop, open the CD, and then double-click **HP Installer**.
7. Follow the onscreen instructions.

To uninstall from a Macintosh computer, method 2

1. Open the Finder.
2. Double-click **Applications**.
3. Double-click **Hewlett-Packard**.
4. Double-click **HP Uninstaller**.
5. Select the printer, and then double-click **Uninstall**.

E How do I?

- Get started
- Print
- Work with ink cartridges
- Solve a problem

Appendix E

F   Errors (Windows)

This list represents some of the errors you might see on the computer screen (Windows) and how to fix the errors.

- Printer Disconnected
- Ink Alert
- Cartridge Problem
- Paper Mismatch
- The cartridge cradle cannot move
- Paper Jam
- The printer is out of paper
- Printer Offline
- Printer Paused
- Document failed to print
- The ink service module is almost full
- Replace the ink service module immediately
- Printer battery low

Printer Disconnected

The computer cannot communicate with the printer because one of the following events has occurred:

- The printer has been turned off.
- The USB cable connecting the printer has been disconnected.

To solve this problem, try the following solutions:

- Make sure the printer is turned on and that the ⏻ (Power) light is on.
- Make sure the power cord and other cables are working and are firmly connected to the printer.
- Make sure the power cord is connected firmly to a functioning, alternating current (AC) power outlet.

Ink Alert

The ink cartridge identified in the message is low on ink.

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

For information about replacing ink cartridges, see Replace the ink cartridges.

For information about ordering ink cartridges, see HP supplies and accessories.

For information about recycling used ink supplies, see HP inkjet supplies recycling program.

> **NOTE:** 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. In addition, some residual ink is left in the cartridge after it is used. For more information see www.hp.com/go/inkusage.

Cartridge Problem

The ink cartridge identified in the message is missing, damaged, inserted into the wrong slot in the printer, or not making full electrical contact with the printer.

To solve this problem, try the following solutions. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Make sure the ink cartridges are installed correctly
- Solution 2: Turn the printer off and on
- Solution 3: Clean the electrical contacts
- Solution 4: Replace the ink cartridge

Solution 1: Make sure the ink cartridges are installed correctly

1. Make sure the printer is turned on.

   ⚠ **CAUTION:** If the printer is turned off when you open the front access door to access the ink cartridges, the printer cannot release the cartridges for changing. You might damage the printer if the ink cartridges are not docked safely when you try to remove them.

2. Open the front access door.
   The print carriage moves to the far right side of the printer.
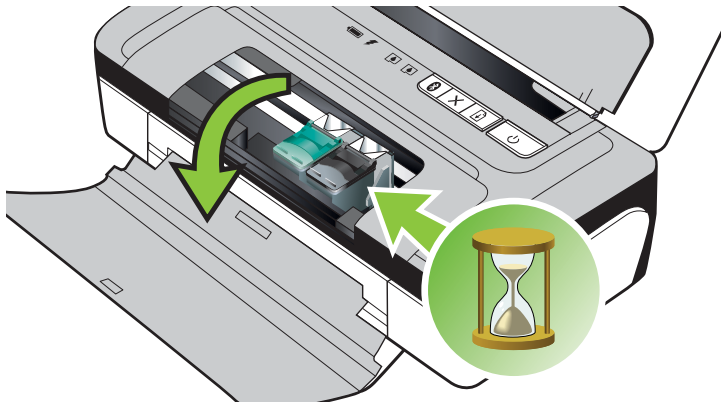
3. Wait until the print carriage is idle and silent, and then lift up the ink cartridge latch to release the ink cartridge.

4. Pull the ink cartridge toward you, out of its slot.

> △ **CAUTION:** Do not touch the copper-colored contacts or ink nozzles. Doing so can result in clogs, ink failure, and bad electrical connections.

5. Hold the ink cartridge with the HP logo on top, and reinsert the ink cartridge. Make sure you push the ink cartridge in firmly until it snaps into place.

6. Close the front access door and check if the error message has gone away.

If the problem persists, try the next solution.

Solution 2: Turn the printer off and on

Turn off the printer, and then turn it on again.

If the problem persists, try the next solution.

Solution 3: Clean the electrical contacts

Clean the electrical contacts on the ink cartridge. For more information, see Clean the ink cartridge contacts.

If the problem persists, try the next solution.

Solution 4: Replace the ink cartridge

Replace the indicated ink cartridge. For more information, see HP supplies and accessories.

> 📝 **NOTE:** If the cartridge is still under warranty, contact HP support for service or replacement. For more information about ink cartridge warranty, see Ink cartridge warranty information.

If the problem persists after you replace the cartridge, contact HP support. For more information, see HP support.

Paper Mismatch

The paper size or type selected in the print driver does not match the paper loaded in the printer.

To solve this problem, try one of the following:

- Load the correct paper in the printer, and then press ⬛ (**Resume** button). For more information, see <u>Load media</u>
- Press the ✖ (Cancel button) on the printer's control panel, select a different paper size in the print driver, and then print the document again.

The cartridge cradle cannot move

Something is blocking the ink cartridge cradle (the part of the printer that holds the ink cartridges).

To clear the obstruction, press the ⏻ (Power) button to turn off the printer, and then check the printer for jams.
For more information, see <u>Clear jams</u>.

Paper Jam

Paper has become jammed in the printer.
Before you try to clear the jam, check the following:

- Make sure that you have loaded paper that meets specifications and is not wrinkled, folded, or damaged. For more information, see <u>Media specifications</u>.
- Make sure that the printer is clean. For more information, see <u>Clean the printer</u>.
- Make sure that the trays are loaded correctly and are not too full. For more information, see <u>Load media</u>.

For instructions on clearing jams, as well as more information about how to avoid jams, see <u>Clear jams</u>.

The printer is out of paper

The default tray is empty. Load more paper, and then press **OK**.
For more information, see <u>Load media</u>.

Printer Offline

The printer is currently offline. While offline, the printer cannot be used.
To change the printer's status, complete the following steps.

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Printers**.
2. If the printers listed in the dialog box are not being displayed in **Details** view, click the **View** menu, and then click **Details**.
3. If the printer is **Offline**, right-click the printer, and click **Use Printer Online**.
4. Try using the printer again.

Printer Paused

The printer is currently paused. While paused, new jobs are added to the queue but are not printed.

To change the printer's status, complete the following steps.

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
    - Or -
    Click **Start**, click **Control Panel**, and then double-click **Printers**.
2. If the printers listed in the dialog box are not being displayed in **Details** view, click the **View** menu, and then click **Details**.
3. If the printer is **Paused**, right-click the printer, and click **Resume Printing**.
4. Try using the printer again.

Document failed to print

The printer could not print the document because a problem occurred in the printing system.

For information about solving printing problems, see Solve printing problems.

The ink service module is almost full

The replaceable ink service module holds waste ink from the black ink cartridge. When the ink service module is almost full, contact HP support to obtain a new module. For more information, see HP support.

If you have a new ink service module, install it immediately by following the instructions that came with the module.

For more information, see Replace the ink service module.

Replace the ink service module immediately

The replaceable ink service module holds waste ink from the black ink cartridge. The ink service module is now full. The printer will not be able to print with the black ink cartridge until the ink service module is replaced . Contact HP support to obtain a new module. For more information, see HP support.

If you have a new ink service module, install it immediately by following the instructions that came with the module.

☼ **TIP:** When the ink service module is full, the printer stops printing. However, until the replacement arrives, you can continue printing by removing the black ink cartridge and printing with just the tri-color ink cartridge. Color results and print speeds, though, might be affected. For more information about printing with a single ink cartridges, see Print with a single ink cartridge.

For more information, see Replace the ink service module.

Printer battery low

The battery status light is green when the battery is 41-100% charged; amber when 10-40% charged, red when less than 10% charged; and blinks red when less than 2% charged. Charge the battery when the battery status light turns amber. If it turns red, charge the battery as soon as possible.

The battery status is also displayed in the Toolbox (Windows). If you are using a Windows Mobile device, you can use the Toolbox software for PDAs. For more information, see Printer management tools.

Plug in the power cord to begin recharging the battery. See Install and use the battery.

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