HP OFFICEJET 6500

User Guide

E709

HP Officejet 6500 (E709) All-in-One Series

User Guide

Copyright information

Hewlett-Packard Company notices

Acknowledgements

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 Secure Digital memory card is supported by the product. SD Logo is a trademark of its proprietor.

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 device.

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 Maintain and troubleshoot.

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

9. Use only the external power adaptor/battery provided with the device.

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1 Get started

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

- Find other resources for the product
- Finding the device model number
- Accessibility
- Understand the device parts
- Turn off the device
- Eco-Tips

NOTE: If you are using the device with a computer running Windows 2000, Windows XP x64, Windows XP Starter Edition, or Windows Vista Starter Edition, some features might not be available. For more information, see Operating system compatibility.

Find other resources for the product

You can obtain product information and further troubleshooting resources that are not included in this guide from the following resources:

Resource	Description	Location
Setup poster	Provides illustrated setup information.	A printed version of this document is provided with the device, it is also available on the HP Website www.hp.com/support.
Readme file and release notes	Provide late-breaking information and troubleshooting tips.	Included on the Starter CD.
Fax Getting Started Guide	Provides instructions for setting up the device's fax function.	A printed version of the document is provided with the device.
Wireless Getting Started Guide (some models only)	Provides instructions for setting up the device's wireless function.	A printed version of the document is provided with the device.
Toolbox (Microsoft® Windows®)	Provides information about printhead health and access to maintenance services. For more information, see Toolbox (Windows).	The Toolbox is typically installed with the device software as an available installation option.
HP Solution Center (Windows)	Allows you to change device settings, order supplies, start, and access the onscreen Help. Depending on the devices you have installed, the HP Solution Center provides additional features, such as access to the HP photo and imaging	Typically installed with the device software.

(continued)

Resource	Description	Location
	software and the Fax Setup Wizard. For more information, see Use the HP Solution Center (Windows).	
HP Printer Utility (Mac OS X)	Contains tools to configure print settings, calibrate the device, clean the printhead, print the configuration page, order supplies online, and find support information from the Web site. For more information, see HP Printer Utility (Mac OS X).	The HP Printer Utility is typically installed with the device software.
Device control panel	Provides status, error, and warning information about operations.	For more information, see Device control panel buttons and lights.
Logs and reports	Provides information about events that have occurred.	For more information, see Monitor the device.

Printer Status report	• Device information:
	  ◦ Product name
	  ◦ Model number
	  ◦ Serial number
	  ◦ Firmware version number
	• Number of pages printed from the trays and accessories
		For more information, see Understand the printer status page.

HP Web sites	Provide the latest printer software, and product and support information.	www.hp.com/support www.hp.com
HP telephone support	Lists information to contact HP. During the warranty period, this support is often free of charge.	For more information, see Obtain HP telephone support.
Embedded Web Server	Provides status information for the product and the printing supplies and allows you to change device settings.	For more information, see Embedded Web server.

Finding the device model number

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

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

Accessibility

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

Visual

The device software is accessible for users with visual impairments or low vision through the use of your operating system's accessibility options and features. It 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 software and on the device control panel have simple text or icon labels that convey the appropriate action.

Mobility

For users with mobility impairments, the device software functions can be executed through keyboard commands. The software also supports Windows accessibility options such as StickyKeys, ToggleKeys, FilterKeys, and MouseKeys. The device 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 product 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.

Understand the device parts

This section contains the following topics:

Front view

1	Automatic document feeder (ADF)
2	Device control panel
3	Display
4	Memory card slots
5	Output tray
6	Output tray extension
7	Input tray
8	Scanner glass
9	Scanner backing

Printing supplies area
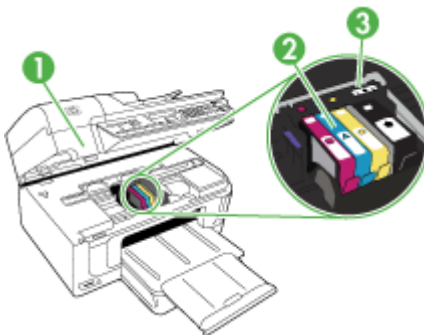
1	Print-carriage access door
2	Ink cartridges
3	Printhead

Back view
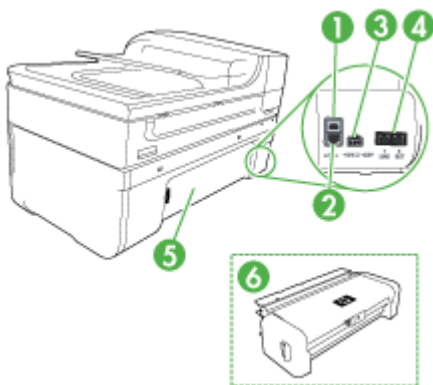
1	Rear universal serial bus (USB) port
2	Ethernet port
3	Power input
4	1-Line (fax), 2-EXT (phone)
5	Rear access panel
6	Duplexer (some models only)

Device control panel buttons and lights

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

Label	Name and Description
1	**Scan**: Presents the menu for selecting a scan destination.
2	**Photo**: Presents the menu for selecting photo options (some models only).
3	**NOTE:** The button name and functionality depends on the country/region in which the device is sold.
	Copy: Presents the menu for selecting copy options (some models only).
	Number of Copies: Select the number of copies.
4	**NOTE:** The button name and functionality depends on the country/region in which the device is sold.
	Quality: Selects Best, Normal, or Fast quality for copying.
	NOTE: On some models, stars indicate the quality setting. Three stars for Best, two stars for Good, and one star for Fast.
	Reduce/Enlarge: Allows you to resize the copy.
5	**Wireless light**: The wireless light is lit when the wireless radio is active. (some models only)
6	**Display**: View menus and messages.
7	**Keypad**: Enters values.
8	**Speed Dial**: Selects a speed-dial number.
9	**Fax**: Presents the menu for selecting fax options.
10	**Redial/Pause**: Redial the most recently dialed number, or insert a 3-second pause in a fax number.
11	**Auto Answer**: Press this button to enable or disable **Auto Answer**. When **Auto Answer** is enabled, the light is lit, the device automatically answers incoming phone calls. When off, the device does not answer any incoming fax calls.
12	**Power**: Turns the device on or off. The Power button is lit when the device is on. The light blinks while performing a job.
	When the device is turned off, a minimal amount of power is still supplied. To completely disconnect the power supply, turn the device off, and then unplug the power cord.
13	**One-touch speed-dial buttons:** Access the first five speed-dial numbers (some models only).
14	**NOTE:** The button name and functionality depends on the country/region in which the device is sold.
	Resolution: Adjusts the resolution for the fax you are sending.
	Junk Fax Blocker: Presents the Junk Fax Blocker Set Up menu for managing unwanted fax calls. You are required to subscribe to a caller ID service to use this feature.
15	**START FAX Color**: Starts a color fax job.
16	**START FAX Black**: Starts a black-and-white fax job.
17	**Attention light**: When blinking, the attention light indicates an error has occurred that requires your attention.
18	**Cancel**: Stops a job, exits a menu, or exits settings.
19	**Right arrow**: Increases values on the display.

Label	Name and Description
20	**OK**: Selects a menu or a setting on the display.
21	**Left arrow**: Decreases values on the display. The left arrow will also delete a characters you enter on the display.
22	**Back**: Moves you one level up in the menu.
23	**Setup**: Presents the Setup Menu for generating reports and other maintenance settings, and accessing the Help menu. The topic that you select from the Help menu opens a help window on your computer screen.
24	**START COPY Color** or **START PC COPY Color**: Starts a color copy job. **NOTE:** To make a copy using an HP Officejet 6500 (E709d) or HP Officejet 6500 (E709r), the HP All-in-One must be connected to a computer, the computer must be turned on and you must be logged on. The software must be installed and running. Also, the HP Digital Imaging Monitor in the Windows Taskbar must be installed and turned on at all times. On a Macintosh computer, once the software is installed, it is always available when you turn on the computer. To determine the model you have, see the Finding the device model number.
25	**START COPY Black** or **START PC COPY Black**: Starts a black-and-white copy job. **NOTE:** To make a copy using an HP Officejet 6500 (E709d) or HP Officejet 6500 (E709r), the HP All-in-One must be connected to a computer, the computer must be turned on and you must be logged on. The software must be installed and running. Also, the HP Digital Imaging Monitor in the Windows Taskbar must be installed and turned on at all times. On a Macintosh computer, once the software is installed, it is always available when you turn on the computer. To determine the model you have, see Finding the device model number.
26	**PRINT PHOTOS**: Selects the photo function. Use this button to print photos from a memory card.
27	**START SCAN**: Starts a scan job and sends it to the destination you selected using the Scan To button.

Connection information

Description	Recommended number of connected computers for best performance	Supported software features	Setup instructions
USB connection	One computer connected with a USB cable to the rear USB 2.0 high-speed port on the device.	All features are supported.	Follow the setup poster guide for detailed instructions.
Ethernet (wired) connection	Up to five computers connected to the device using a hub or router.	All features are supported, including Webscan.	Follow the instructions in the getting started guide, and then see Configure network options in this guide for further instructions.
Printer sharing	Up to five computers. The host computer must be turned on at all times, or the other computers cannot print to the device.	All features resident on the host computer are supported. Only print is supported from the other computers.	Follow the instructions in Share the device on a locally shared network.

Description	Recommended number of connected computers for best performance	Supported software features	Setup instructions
802.11 wireless (some models only)	Up to five computers connected to the device using a hub or router.	All features are supported, including Webscan.	Follow the instructions in Set up the device for wireless communication (some models only).

Turn off the device

Turn off the HP all-in-one 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 HP all-in-one, the print carriage might not return to the correct position causing problems with the ink cartridges and print quality issues.

Eco-Tips

HP is committed to helping customers reduce their environmental footprint. HP has provided the Eco-Tips below to help you focus on ways to assess and reduce the impact of your printing choices. In addition to specific features in this product, please visit the HP Eco Solutions website 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).
- **Smart Web printing**: The HP Smart Web Printing interface includes a **Clip Book** and **Edit Clips** window where you can store, organize, or print clips you have gathered from the Web. For more information, see Print a Web page.
- **Energy Savings Information**: To determine the ENERGY STAR® qualification status for this product, see Power consumption.
- **Recycled Materials**: For more information regarding recycling of HP products, please visit:
  www.hp.com/hpinfo/globalcitizenship/environment/recycle/

2 Use the device

> **NOTE:** If you are using HP Officejet 6500 E709a/E709d, you cannot scan and print at the same time. The device must finish one job before it can begin another.

This section contains the following topics:

Use device control panel menus

The following sections provide a quick reference to top-level menus that appear on the control-panel display. To display a menu, press the menu button for the function you want to use.

- **Scan:** Presents a list of destinations. Some destinations require the HP Solution Center to be loaded.
- **Fax:** Allows you to enter a fax or speed-dial number, or display the Fax menu. Menu options include:
  - Modifying resolution
  - Lightening/darkening
  - Sending delayed faxes
  - Setting up new defaults
  - Polling to receive a Fax
- **Photo:** Menu options include:
  - Selecting print options
  - Editing
  - Transferring to a computer
  - Selecting the number of copies to print
  - Selecting the page layout

◦ Selecting the paper size
◦ Selecting the paper type

> 📝 **NOTE:** Listing will not present without memory card inserted.

- **Copy:** Menu options include:
    ◦ Selecting copy quantities
    ◦ Reducing/enlarging
    ◦ Selecting media type and size
    ◦ Lightening/darkening a copy
    ◦ Collating copy jobs (some models only)
    ◦ Margin shifting copies
    ◦ Enhancing blurred and light areas in copy jobs
    ◦ Printing two-sided (some models only)

> 📝 **NOTE:** The **Copy** menu is not available on the HP Officejet 6500 (E709d) or HP Officejet 6500 (E709r). To make a copy using these models, the HP All-in-One must be connected to a computer, the computer must be turned on and you must be logged on. The software must be installed and running. Also, the **HP Digital Imaging Monitor** in the Windows Taskbar must be installed and turned on at all times. On a Macintosh computer, once the software is installed, it is always available when you turn on the computer.
>
> To determine the model you have, see Finding the device model number.

Device control-panel message types

This section contains the following topics:

- Status messages
- Warning messages
- Error messages
- Critical error messages

Status messages

Status messages reflect the current state of the device. They inform you of normal operation and require no action to clear them. They change as the state of the device changes. Whenever the device is ready, not busy, and has no pending warning messages, the status message **READY** appears if the device is turned on.

Warning messages

Warning messages inform you of events that require your attention, but they do not prevent the device from operating. An example of a warning message is a low ink warning. These messages appear until you resolve the condition.

Error messages

Error messages communicate that some action must be performed, such as adding media or clearing a media jam. These messages are usually accompanied by a blinking red Attention light. Take the appropriate action to continue printing.

If the error message shows an error code, press the Power button to turn off the device, and then turn it on again. In most situations, this action solves the problem. If the message persists, your device might need service. For more information, see Support and warranty.

Critical error messages

Critical error messages inform you of a device failure. Some of these messages can be cleared by pressing the Power button to turn off the device, and then turning it on again. If a critical error persists, service is required. For more information, see Support and warranty.

Change device settings

You can change the device settings from these places:

- From the device control panel.
- From the HP Solution Center (Windows) or HP Device Manager (Mac OS X).
- Embedded Web server, for more information, see Embedded Web server.

📝 **NOTE:** When you are configuring settings in HP Solution Center or in the HP Device Manager, you cannot see the settings that have been configured from the device control panel (such as the scan settings).

To change settings from the device control panel
1. At the device control panel, press the menu button for the function you are using (for example, Fax).
2. To reach the option that you want to change, use one of the following methods:
   - Press a control-panel button, and then use the left or right arrow keys to adjust the value.
   - Select the option from the menu on the control-panel display.
3. Select the value that you want, and then press **OK**.

To change settings from the HP Solution Center (Windows)
▲ Double-click the HP Solution Center icon on the desktop.
- Or -
Double-click the Digital Imaging Monitor icon in the taskbar.

To change settings from the HP Device Manager (Mac OS X)

1. Click the **HP Device Manager** 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 Device Manager` in the box, and then click the **HP Device Manager** entry.

2. Select the device in the **Devices** drop-down menu.
3. On the **Information and Settings** menu, click an item that you want to change.

To change settings from the embedded Web server

1. Open the embedded Web server.
2. Select the page with the setting you want to change.
3. Change the setting and then click **Apply**.

Use the HP software

This section includes the following topics:

- Use the HP photo and imaging software
- Use the HP productivity software

Use the HP photo and imaging software

You can use the HP photo and imaging software to access many features that are not available from the device control panel.

Installing the software on your computer is an option during setup.

Access to the HP photo and imaging software differs by operating system (OS). For example, if you have a Windows computer, the HP photo and imaging software entry point is the HP Photosmart Software window. If you have a Macintosh computer, the HP photo and imaging software entry point is the HP Photosmart Studio window. Regardless,

the entry point serves as the launching pad for the HP photo and imaging software and services.

To open the HP Photosmart Software on a Windows computer
1. Do one of the following:
   - On the Windows desktop, double-click the HP Photosmart Software icon.
   - On the taskbar, click **Start**, point to **Programs** or **All Programs**, select **HP**, and then click **HP Photosmart Software**.
2. If you have more than one HP device installed, select the tab with your product's name.

   📝 **NOTE:** Tthe features available in the HP Photosmart Software vary depending on the devices you have installed. The software is customized to show icons that are associated with the selected device. If the selected device is not equipped with a particular feature, then the icon for that feature does not appear in the software.

   ☆ **TIP:** If the HP Photosmart Software on your computer does not contain any icons, an error might have occurred during the software installation. To correct this, use the Control Panel in Windows to completely uninstall the HP Photosmart Software; then reinstall the software. For more information, see the setup poster that came with your device.

To open the HP Photosmart Studio software on a Macintosh computer
▲ Click the HP Photosmart Studio icon in the Dock.
   The HP Photosmart Studio window appears. From here, you can scan, import documents, and organize and share your photos.

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

   ☆ **TIP:** When the HP Photosmart Studio software is opened, you can gain access to the Dock menu shortcuts by selecting and holding the mouse button over the HP Photosmart Studio icon in the Dock.

Use the HP productivity software

The HP Document Manager (Windows only) allows you to organize and annotate selected files on your computer. You can scan documents using optical character recognition (OCR) technology and save them as text files that you can edit using word processing programs. The software also allows you to monitor the HP product you installed. Some productivity software, such as HP Document Manager are optionally

installed. The HP Solution Center, is automatically installed. For more information about HP Solution Center, see Use the HP Solution Center (Windows).

HP Document Manager allows you to:
- **View and Organize Documents**: You can view your documents as thumbnails, as a list with optional details, or view faxes, including fax-specific information such as the identification of the sender, so you can quickly recognize the necessary document. The software makes it easy to open documents to view their content. You can organize your documents in different sets and subsets by placing them in different folders simply by dragging them to the desired location. You even can have favorite folders available at any time in a special pane, and open them with one click of the mouse.
- **Annotating and Editing Documents**: If your document is in the image format, you can annotate the document in numerous ways by adding text or drawings, highlighting portions of the document, and more. If your document is in the text format, you can open and work with it using the document management software.
- **Easy Sharing of Documents**: Share, print, fax, or e-mail your documents in various formats.
- **Easy Transformation from Image Format to Text Format**: Use the document manager software to make an editable document from your scanned document, then open and edit the document using your favorite word processor.

To open the HP Document Manager
▲ Double-click the HP Document Manager icon on your desktop.

Load originals

You can load an original for a copy or a scan job on the scanner glass or in the automatic document feeder (ADF). For more information on loading media in the main tray, see Load media.

This section contains the following topics:
- Load an original on the scanner glass
- Load an original in the automatic document feeder (ADF)

📝 **NOTE:** To make a copy using the HP Officejet 6500 (E709d) or HP Officejet 6500 (E709r), the HP All-in-One must be connected to a computer, the computer must be turned on and you must be logged on. The software must be installed and running. Also, the **HP Digital Imaging Monitor** in the Windows Taskbar must be installed and turned on at all times. On a Macintosh computer, once the software is installed, it is always available when you turn on the computer.

To determine the model you have, see Finding the device model number.

Load an original on the scanner glass

You can copy, scan, or fax up to letter- or A4-size originals by loading them on the glass.

NOTE: Many of the special features will not work correctly if the glass and lid backing are not clean. For more information, see Clean the device.

NOTE: To make a copy using an HP Officejet 6500 (E709d) or HP Officejet 6500 (E709r), the HP All-in-One must be connected to a computer, the computer must be turned on and you must be logged on. The software must be installed and running. Also, the **HP Digital Imaging Monitor** in the Windows Taskbar must be installed and turned on at all times. On a Macintosh computer, once the software is installed, it is always available when you turn on the computer.

To determine the model you have, see Finding the device model number.

To load an original on the scanner glass

1. Lift the scanner lid.
2. Load your original print side down in the right front corner of the glass.

   TIP: For more help on loading an original, refer to the engraved guides along the edge of the glass.
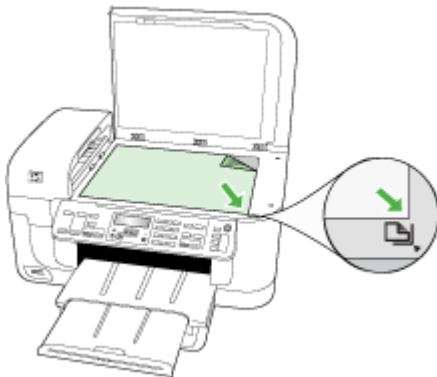
3. Close the lid.

Load an original in the automatic document feeder (ADF)

You can copy, scan, or fax a one-sided or two-sided, single- or multiple-page, A4- or letter-size document by placing it in the document feeder tray.

NOTE: Two-sided documents cannot be scanned, copied, or faxed using the ADF. Some features, such as the **Fit to Page** copy feature, do not work when you load your originals in the ADF.

NOTE: To make a copy using an HP Officejet 6500 (E709d) or HP Officejet 6500 (E709r), the HP All-in-One must be connected to a computer, the computer must be turned on and you must be logged on. The software must be installed and running. Also, the **HP Digital Imaging Monitor** in the Windows Taskbar must be installed and turned on at all times. On a Macintosh computer, once the software is installed, it is always available when you turn on the computer.

To determine the model you have, see Finding the device model number.

△ **CAUTION:** Do not load photos in the ADF; this might cause damage to your photos.

The document feeder tray holds a maximum of 35 sheets of plain paper.

To load an original in the document feeder tray

1. Load your original, with the print side up, into the document feeder tray. Place the pages so that the top edge of the document goes in first. Slide the media into the automatic document feeder until you hear a beep or see a message on the display indicating that the loaded pages were detected.

   ☼ **TIP:** For more help on loading originals in the automatic document feeder, refer to the diagram engraved in the document feeder tray.
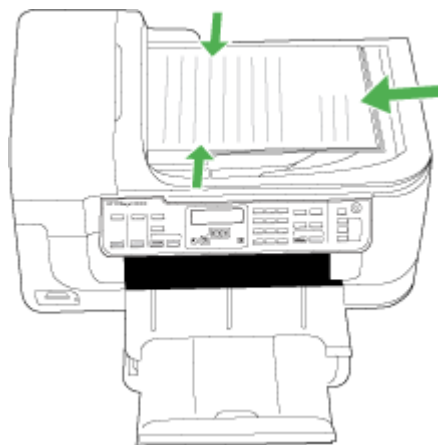
2. Slide the width guides inward until they stop at the left and right edges of the media.

📝 **NOTE:** Remove all originals from the document feeder tray before lifting the lid on the device.

Select print media

The device 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 & 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

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

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	smearing, bolder blacks and vivid colors. It is acid-free for longer lasting documents.
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 x7 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 x11 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, choose your country/region, follow the prompts to select your product, 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.

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.

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, choose your country/region, follow the prompts to select your product, 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 print media

For the best results, observe the following guidelines.

- Always use media that conforms to the device specifications. For more information, see Understand specifications for supported media.
- Load only one type of media at a time into a tray.
- Load media print-side down and aligned against the right and back edges of the tray. For more information, see Load media.
- Do not overload the trays. For more information, see Understand specifications for supported media.
- To prevent jams, poor print quality, and other printing problems, avoid the following media:
  ◦ 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

Cards and envelopes

- Avoid envelopes that have a very slick finish, self-stick adhesives, clasps, or windows. Also avoid cards and envelopes with thick, irregular, or curled edges, or areas that are wrinkled, torn, or otherwise damaged.
- Use tightly constructed envelopes, and make sure the folds are sharply creased.
- Load envelopes with the flaps facing up to the right or the back of the tray.

Photo media

- Use the **Best** mode to print photographs. Note that in this mode, printing takes longer and more memory is required from your computer.
- Remove each sheet as it prints and set it aside to dry. Allowing wet media to stack up may cause smearing.

Transparencies
- Insert transparencies with the rough side down and the adhesive strip pointing towards the back of the device.
- Use the **Normal** mode to print transparencies. This mode provides longer drying time and ensures that the ink dries completely before the next page is delivered to the output tray.
- Remove each sheet as it prints and set it aside to dry. Allowing wet media to stack up may cause smearing.

Custom-sized media
- Use only custom-sized media that is supported by the device.
- If your application supports custom-sized media, set the media 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-sized media.

Understand specifications for supported media

Use the Understand supported sizes and Understand supported media types and weights tables to determine the correct media to use with your device, and determine what features will work with your media.

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

- Understand supported sizes
- Understand supported media types and weights

Understand supported sizes

Media size	Input tray	Duplexer (some models)	ADF
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)	✔	✔	
B5 (ISO) (176 x 250 mm; 6.9 x 9.8 inches)	✔	✔	
B7 (88 x 125mm; 3.5 x 4.9 inches)	✔		
A5 (148 x 210 mm; 5.8 x 8.3 inches)	✔	✔	

(continued)

Media size	Input tray	Duplexer (some models)	ADF
Borderless A4 (210 x 297 mm; 8.3 x 11.7 inches)	✔		
Borderless A5 (148 x 210 mm; 5.8 x 8.3 inches)	✔		
Borderless B5 (182 x 257 mm; 7.17 x 10.12 inches)	✔		
HV (101 x 180 mm; 4.0 x 7.1 inches)	✔		
Cabinet size (120 x 165 mm; 4.7 x 6.5 inches)	✔		
13 x 18 cm (5 x 7 inches)	✔		
Borderless cabinet (120 x 165 mm; 4.7 x 6.5 inches)	✔		
Borderless 13 x 18 cm (5 x 7 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	✔		
Card Envelope (111 x 162 mm; 4.4 x 6 inches)	✔		
No. 6 3/4 Envelope (91 x 165 mm; 3.6 x 6.5 inches)	✔		
Cards			
Index card (76.2 x 127 mm; 3 x 5 inches)	✔		
Index card (102 x 152 mm; 4 x 6 inches)	✔	✔	
Index card (127 x 203 mm; 5 x 8 inches)	✔	✔	
A6 card (105 x 148.5 mm; 4.13 x 5.83 inches)	✔		
Borderless A6 card (105 x 148.5 mm; 4.13 x 5.83 inches)	✔		
Hagaki** (100 x 148 mm; 3.9 x 5.8 inches)	✔		

(continued)

Media size	Input tray	Duplexer (some models)	ADF
Ofuku hagaki**	✔		
Borderless hagaki (100 x 148 mm; 3.9 x 5.8 inches)**	✔		
Photo media			
Photo media (102 x 152 mm; 4 x 6 inches)	✔		
Photo media (5 x 7 inches)	✔		
Photo media (8 x 10 inches)	✔		
Photo media (10 x 15 cm)	✔		
Photo L (89 x 127 mm; 3.5 x 5 inches)	✔		
2L (178 x 127 mm; 7.0 x 5.0 inches)	✔		
Borderless photo media (102 x 152 mm; 4 x 6 inches)	✔		
Borderless photo media (5 x 7 inches)	✔		
Borderless photo media (8 x 10 inches)	✔		
Borderless photo media (8.5 x 11 inches)	✔		
Borderless photo media (10 x 15 cm)	✔		
Borderless Photo L (89 x 127 mm; 3.5 x 5 inches)	✔		
Borderless 2L (178 x 127 mm; 7.0 x 5.0 inches)	✔		
Borderless B5 (182 x 257 mm; 7.2 x 10.1 inches)	✔		
Borderless B7 (88 x 125mm; 3.5 x 4.9 inches)	✔		
Borderless 4 x 6 tab (102 x 152 mm; 4 x 6 inches)	✔		
Borderless 10 x 15 cm tab	✔		
Borderless 4 x 8 tab (10 x 20 cm)	✔		
Borderless HV (101 x 180 mm; 4.0 x 7.1 inches)	✔		
Borderless double A4 (210 x 594 mm; 8.3 x 23.4 inches)	✔		
4 x 6 tab (102 x 152 mm; 4 x 6 inches)	✔		

(continued)

Media size	Input tray	Duplexer (some models)	ADF
10 x 15 cm tab	✔		
4 x 8 tab / 10 x 20 cm tab	✔		
Other media			
Custom-sized media between 76.2 to 216 mm wide and 101 to 762 mm long (3 to 8.5 inches wide and 4 to 30 inches long)	✔		
Custom-sized media (ADF) between 127 to 216 mm wide and 241 to 305 mm long (5 to 8.5 inches wide and 9.5 to 12 inches long)			
Panorama (4 x 10 inches, 4 x 11 inches, and 4 x 12 inches)	✔		
Borderless panorama (4 x 10 inches, 4 x 11 inches, and 4 x 12 inches)	✔		

** The device is compatible with plain and inkjet hagaki from Japan Post only. It is not compatible with photo hagaki from Japan Post.

Understand supported media types and weights

Tray	Type	Weight	Capacity
Input tray	Paper	60 to 105 g/m^2 (16 to 28 lb bond)	Up to 250 sheets of plain paper (25 mm or 1 inch stacked)
	Transparencies		Up to 70 sheets (17 mm or 0.67 inch stacked)
	Photo media	280 g/m^2 (75 lb bond)	Up to 100 sheets (17 mm or 0.67 inch stacked)
	Labels		Up to 100 sheets (17 mm or 0.67 inch stacked)
	Envelopes	75 to 90 g/m^2 (20 to 24 lb bond envelope)	Up to 30 sheets (17 mm or 0.67 inch stacked)
	Cards	Up to 200 g/m^2 (110 lb index)	Up to 80 cards

(continued)

Tray	Type	Weight	Capacity
Duplexer (available on some models)	Paper	60 to 105 g/m^2 (16 to 28 lb bond)	Not applicable
Output tray	All supported media		Up to 50 sheets of plain paper (text printing)
ADF	Paper	60 to 82 g/m^2 (16 to 22 lb bond)	Plain paper: 35 sheets Legal and special paper: 20 sheets

Set minimum margins

The document margins must match (or exceed) these margin settings in portrait orientation.
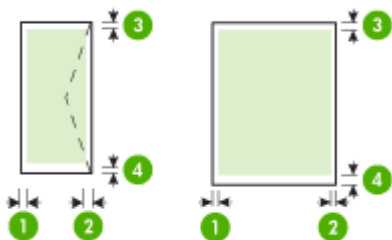
Media	(1) Left margin	(2) Right margin	(3) Top margin	(4) Bottom margin*
U.S. Letter U.S. Legal A4 U.S. Executive B5 A5 Cards Custom-sized media Photo media	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	3.3 mm (0.13 inch) - single-sided printing 14 mm (0.55 inch) - duplex printing	3.3 mm (0.13 inch) 14.9 mm (0.59 inch) - duplex printing
Envelopes	3.0 mm (0.12 inch)	3.0 mm (0.12 inch)	3.0 mm (0.12 inch)	14.9 mm (0.59 inch)

NOTE: If you are using the duplexer to print on both sides of the paper, the minimum top and bottom margins must match or exceed 12 mm (0.47 inch).

Load media

This section provides instructions for loading media into the device.

To load Tray 1 (main tray)

1. Lift the output tray.
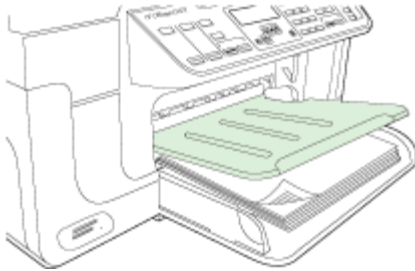
2. Insert the media print-side down along the right of the tray. Make sure the stack of media aligns with the right and back edges of the tray, and does not exceed the line marking in the tray.

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

3. Slide the media guide in the tray to adjust it for the media size that you have loaded, and then lower the output tray.
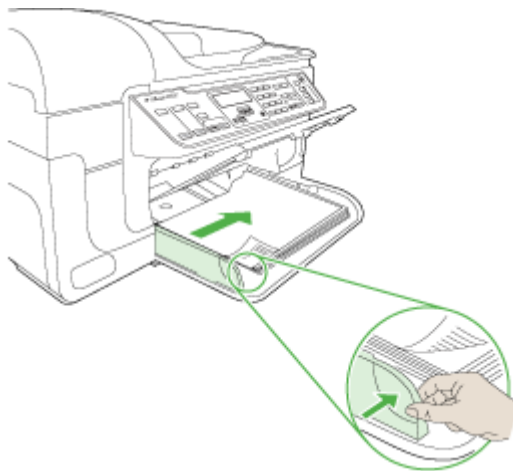
4. Pull out the extension on the output tray.

Print on special and custom-sized media

To print on special or custom-sized media (Windows)
1. Load the appropriate media. For more information, see Load media.
2. With a document open, click **Print** on the **File** menu, and then click **Setup**, **Properties**, or **Preferences**.
3. Click the **Paper/Features** tab.
4. Select the media size from the **Size is** drop-down list.

   To set a custom media size:
   a. Click the **Custom** button.
   b. Type a name for the new custom size.
   c. In the **Width** and **Height** boxes, type the dimensions, and then click **Save**.
   d. Click **OK** twice to close the properties or preferences dialog box. Open the dialog box again.
   e. Select the new custom size.
5. To select the media type:
   a. Click **More** in the **Type is** drop-down list.
   b. Click the desired media type, and then click **OK**.
6. Select the media source from the **Source is** drop-down list.
7. Change any other settings, and then click **OK**.
8. Print your document.

To print on special or custom-sized media (Mac OS X)
1. Load the appropriate media. For more information, see Load media.
2. On the **File** menu, click **Page Setup**.
3. From the drop-down list, select the HP device.
4. Select the media size.
5. To set a custom media size:
   a. Click **Manage Custom Sizes** in the **Paper Size** pull-down menu.
   b. Click **New** and type a name for the size in the **Paper Size Name** box.
   c. In the **Width** and **Height** boxes, type the dimensions and set the margins, if desired.
   d. Click **Done** or **OK**, and then click **Save**.
6. On the **File** menu, click **Page Setup**, and then select the new custom size.
7. Click **OK**.
8. On the **File** menu, click **Print**.
9. Open the **Paper Handling** panel.
10. Under **Destination Paper Size**, click the **Scale to fit paper size** tab, and then select the customized paper size.
11. Change any other desired settings, and then click **OK** or **Print**.

Print borderless

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

📝 **NOTE:** 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.

In Windows, you can also gain access to this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the printing shortcut for this print job drop-down list.

NOTE: Borderless printing is not supported on plain media.

NOTE: Printing borderless photos will scale the image and leave a small image on all sides of the media. Printing a borderless brochure will not scale the image, and the image will be printed to the media's edge.

To print a borderless document (Windows)
1. Load the appropriate media. For more information, see Load media.
2. Open the file that you want to print.
3. From the application, open the print driver:
   a. Click **File**, and then click **Print**.
   b. Select the printing shortcut you want to use.
4. Change any other print settings, and then click **OK**.
5. Print the document.
6. If you printed on photo media with a tear-off tab, remove the tab to make the document completely borderless.

To print a borderless document (Mac OS X)

1. Load the appropriate media. For more information, see [Load media](#).
2. Open the file that you want to print.
3. Click **File**, and then click **Page Setup**.
4. From the drop-down list, select the HP device.
5. Select the borderless media size, and then click **OK**.
6. Click **File**, and then click **Print**.
7. Open the **Paper Type/Quality** panel.
8. Click the **Paper tab**, and then select the media type from the **Paper type** drop-down list.

   > **NOTE:** Borderless printing is not supported on plain media.

9. If you are printing photos, select **Best** from the **Quality** drop-down list. Alternatively, select **Maximum** dpi, which provides up to 4800 x 1200 optimized dpi*.
   *Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print more slowly.
10. Select the media source.
11. Change any other print settings, and then click **Print**.
12. If you printed on photo media with a tear-off tab, remove the tab to make the document completely borderless.

Install the duplexer

> **NOTE:** This feature is available with some models of the device.

You can print on both sides of a sheet of paper automatically when the optional automatic two-sided printing accessory (duplexer) is installed. For information on using the duplexer, see Print on both sides (duplexing).

To install the duplexer

1. Push the buttons on the rear access panel and remove the panel from the device.
2. Slide the duplexer into the device until the unit locks into place. Do not press the buttons on either side of the duplexer when installing the unit; use them only for removing the unit from the device.
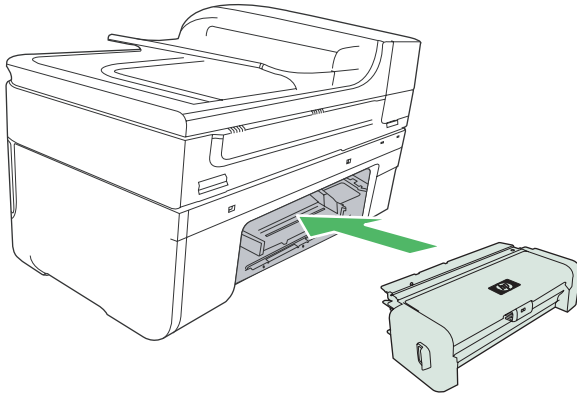
3 Print

This section contains the following topics:

Change print settings

You can change print settings (such as paper size or type) from an application or the printer driver. Changes made from an application take precedence over changes made from the printer driver. However, after the application is closed, the settings return to the defaults configured in the driver.

> **NOTE:** To set print settings for all print jobs, make the changes in the printer driver.
>
> For more information about the features of the Windows printer driver, see the online help for the driver. For more information about printing from a specific application, see the documentation that came with the application.

This section contains the following topics:

Change settings from an application for current jobs (Windows)

To change the settings

1. Open the document that you want to print.
2. On the **File** menu, click **Print**, and then click **Setup**, **Properties**, or **Preferences**. (Specific options may vary depending on the application that you are using.)
3. Change the settings that you want, and then click **OK**, **Print**, or a similar command.

Change default settings for all future jobs (Windows)

To change the settings

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. Right-click the printer icon, and then click **Properties**, **General Tab**, or **Printing Preferences**.
3. Change the settings that you want, and then click **OK**.

Change settings (Mac OS X)

To change the settings

1. On the **File** menu, click **Page Setup**.
2. Change the settings that you want (such as paper size), and then click **OK**.
3. On the **File** menu, click **Print** to open the print driver.
4. Change the settings that you want (such as media type), and then click **OK** or **Print**.

Print on both sides (duplexing)

You can print on both sides of a sheet of media either manually, or automatically using the duplexer.

📝 **NOTE:** The printer driver does not support manual duplexing. Two-sided printing requires an HP Automatic Two-sided Printing Accessory to be installed on the device.

This section contains the following topics:

*   Guidelines for printing on both sides of a page
*   Perform duplexing

Guidelines for printing on both sides of a page

*   Always use media that conforms to the device specifications. For more information, see Understand specifications for supported media.
*   Specify two-sided printing options in your application or in the printer driver.
*   Do not print on both sides of transparencies, envelopes, photo paper, glossy media, or paper lighter than 16 lb bond (60 g/m^2) or heavier than 28 lb bond (105 g/m^2). Jams might occur with these 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 device prints the first side of the media first. Load the media with the print side facing down.
*   For auto-duplexing, when printing finishes on one side of the media, the device holds the media and pauses while the ink dries. Once the ink dries, the media is pulled back into the device and the second side is printed. When printing is complete, the media is dropped onto the output tray. Do not grab it before printing is complete.
*   You can print on both sides of supported custom-sized media by turning the media over and feeding it into the device again. For more information, see Understand specifications for supported media.

Perform duplexing

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

To print automatically on both sides of a page (Windows)
1. Load the appropriate media. For more information, see Guidelines for printing on both sides of a page and Load media.
2. Make sure the duplexer is properly installed. For more information, see Install the duplexer.
3. With a document open, click **Print** on the **File** menu, and then select a printing shortcut.
4. Change any other settings, and then click **OK**.
5. Print your document.

To print automatically on both sides of a page (Mac OS X)
1. Load the appropriate media. For more information, see Guidelines for printing on both sides of a page and Load media.
2. Make sure the duplexer is properly installed. For more information, see Install the duplexer.
3. Verify that you are using the correct printer and page size in the **Page Setup**.
4. On the **File** menu, click **Print**.
5. Select **Copies and Pages** from the drop-down list.
6. Select **Two-sided printing** tab, and then check to print on both sides of the page.
7. Select **Layout** and then select the binding orientation by clicking the appropriate icon.
8. Change any other settings, and then click **Print**.

Print a Web page

You can print a Web page from your Web browser on the HP all-in-one.

If you use Internet Explorer 6.0 or higher for Web browsing, you can use **HP Smart Web Printing** to ensure simple, predictable web printing with control over what you want and how you want it printed. You can access **HP Smart Web Printing** from the toolbar in Internet Explorer. For more information about **HP Smart Web Printing**, see the help file provided with it.

To print a Web page
1. Make sure you have paper loaded in the main input tray.
2. On the **File** menu in your Web browser, click **Print**.

   ☼ **TIP:** For best results select **HP Smart Web Printing** from the **File** menu. A check mark appears when it is selected.

   The **Print** dialog box appears.
3. Make sure the product is the selected printer.
4. If your Web browser supports it, select the items on the Web page that you want to include in the printout.
   For example, in Internet Explorer, click the **Options** tab to select options such as **As laid out on screen**, **Only the selected frame**, and **Print all linked documents**.
5. Click **Print** or **OK** to print the Web page.

Cancel a print job

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

Device control panel: Press ✗ (**Cancel** button). This clears the job that the device 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: Open **System Preferences**, select **Printer & Fax**, select the printer, and then click **Open Print Queue**. Select the print job and then click **Delete**.

4 Scan

You can scan originals and send them to a variety of destinations, such as a folder on the network or on a specific computer. You can use the device control panel, the HP software, and TWAIN-compliant or WIA-compliant programs on a computer.

📝 **NOTE:** If you do not install the optional HP software, you can only scan using the Webscan feature. Webscan is available through the embedded Web server.

NOTE: If you are using HP Officejet 6500 E709a/E709d, you cannot scan and print at the same time. The device must finish one job before it can begin another.

This section contains the following topics:

- Scan an original
- Use Webscan via embedded Web server
- Scan from a TWAIN-compliant or a WIA-compliant program
- Edit a scanned original
- Change scan settings
- Cancel a scan job

Scan an original

You can start a scan from a computer or from the device control panel. This section explains how to scan from the device control panel only.

📝 **NOTE:** You can also use the HP Solution Center to scan an image, including panorama images. Using this software, you can edit a scanned image and create special projects using a scanned image. For information about how to scan from the computer, and how to adjust, resize, rotate, crop, and sharpen your scans, see the onscreen help that came with your software.

To use the scan features, your device and computer must be connected and turned on. The printer software must also be installed and running on your computer prior to scanning. To verify that the printer software is running on a computer running Windows, look for the device icon in the system tray at the lower-right side of the screen, near the clock. To verify this on a computer using Mac OS X, open the HP Device Manager, and click **Scan Picture**. If a scanner is available, it will launch the HP ScanPro application. If it is not available, a message appears to let you know that a scanner was not found.

📝 **NOTE:** Closing the HP Digital Imaging Monitor icon in your Windows system tray can cause your device to lose some of its scan functionality and result in the **No Connection** error message. If this happens, you can restore full functionality by restarting your computer or by starting the HP Digital Imaging Monitor.

This section contains the following topics:

- Scan an original to a computer
- Scan an original to a memory device

Scan an original to a computer

You can send a scan to a computer connected directly to the device or a computer on the network. You can also send a scan to a program installed on a computer.

To send a scan to a computer from the HP Solution Center

1. On the computer, open the HP Solution Center.
2. See the onscreen Help for further instructions.

To send a scan to a computer from the device control panel (direct connect)

1. Load the original on the scanner glass. For more information, see Load originals.
2. Press the **Scan** button.
3. Press the arrow keys to select the computer that you want to send the document to, and then press **OK**.
4. Press **START SCAN**.

📝 **NOTE:** When the scan is complete, the program that you have selected opens and displays the document that you have scanned.

Scan an original to a memory device

You can send the scanned image as a JPEG, PDF, or TIFF image to the memory card that is currently inserted. You also have other scanning options including quality and paper size settings.

To scan to a memory device

1. Insert the memory device.
2. Load your original print-side down in the right-front corner of the glass or in the ADF.
3. Press **START SCAN**.
   - The **Scan** appears, listing various options or destinations. The default destination is whichever one you selected the last time you used this menu.
   - If your device is directly connected to your computer, the **Scan** menu appears.
4. Press the arrow keys to highlight **Memory Device**, and then press **OK**.
5. Make any scan option changes, then press **START SCAN**.

The device scans the image and saves the file to the memory card.

Use Webscan via embedded Web server

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

▲ Click the **Information** tab, click **Webscan** in the left pane, make selections for **Image Type** and **Document Size**, and then click **Scan** or **Preview**.

For more information on the embedded Web server, see Embedded Web server.

Scan from a TWAIN-compliant or a WIA-compliant program

The device is TWAIN-complaint and WIA-compliant and works with programs that support TWAIN-compliant and WIA-compliant scanning devices. While you are in a TWAIN-compliant or WIA-compliant program, you can gain access to the scanning feature and scan an image directly into the program.

TWAIN is supported in all Windows and Mac OS X operating systems.

In Windows operating systems, WIA is supported only for Windows XP and Vista direct connections. WIA is not supported for Mac OS X.

This section contains the following topics:

- Scan from a TWAIN-compliant program
- Scan from a WIA-compliant program

Scan from a TWAIN-compliant program

Generally, a software program is TWAIN-compliant if it has a command such as **Acquire**, **File Acquire**, **Scan**, **Import New Object**, **Insert from**, or **Scanner**. If you are unsure whether the program is compliant or you do not know what the command is called, see the software program Help or documentation.

Start the scan from within the TWAIN-compliant program. See the software program Help or documentation for information about the commands and steps to use.

Scan from a WIA-compliant program

Generally, a software program is WIA-compliant if it has a command such as **Picture/ From Scanner or Camera** in the **Insert** or **File** menu. If you are unsure whether the program is compliant or you do not know what the command is called, see the software program Help or documentation.

Start the scan from within the WIA-compliant program. See the software program Help or documentation for information about the commands and steps to use.

Edit a scanned original

Using the HP Solution Center, you can edit a scanned document, and you can scan text documents to text using optical character recognition (OCR) software. You can also use third-party editing applications you may have on your computer already.

This section contains the following topics:

- Edit a scanned photo or graphic
- Edit a scanned document using optical character recognition (OCR) software

Edit a scanned photo or graphic

You can edit a scanned photo or graphic using the scanning software inside the HP Solution Center. Use this software to adjust the brightness, contrast, color saturation, and more. You can also rotate the image using the HP Solution Center.

For more information, see the onscreen help that came with the scanning software.

Edit a scanned document using optical character recognition (OCR) software

You can use OCR software to import scanned text into your preferred word-processing program for editing. This allows you to edit letters, newspaper clippings, and many other documents.

You can specify the word-processing program that you want to use for editing. If the word-processing icon is not present or active, either you do not have word-processing software installed on your computer, or the scanner software did not recognize the program during the installation. See the onscreen Help for the HP Solution Center for information about how to create a link to the word-processing program.

The OCR software does not support scanning colored text. Colored text is always converted to black-and-white text before being sent to OCR. Thus, all text in the final document is in black and white, regardless of the original color.

Because of the complexity of some word-processing programs and their interaction with the device, it is sometimes preferable to scan to a text editor, such as Wordpad (Windows) or TextEdit (Mac OS X), and then cut and paste the text into the preferred word-processing program.

Change scan settings

To change scan settings
- **Windows**: Open the HP Solution Center, select **Settings**, select **Scan Settings and Preferences**, then select from the available options and make your selections.
- **HP Device Manager (Mac OS X)**: Launch **HP Device Manager**, click **Information and Settings**, and then select **Scan Preferences** from the drop-down list.

Cancel a scan job

To cancel a scan job, press **Cancel** on the device control panel.

5 Work with memory devices

The device comes with a memory card reader that can read several types of digital camera memory cards. You can print an index sheet, which shows thumbnail views of photos that are stored on a memory card.

This section contains the following topics:

Insert a memory card

If your digital camera uses a memory card to store photos, you can insert the memory card into the device to print or save your photos.

> △ **CAUTION:** Attempting to remove a memory card while it is being accessed can damage files on the card. You can safely remove a card only when the photo light is not blinking. Also, never insert more than one memory card at a time as this can also damage files on the memory cards.

> 📝 **NOTE:** The device does not support encrypted memory cards.

The device supports the memory cards described below. Each type of memory card can only be inserted in the appropriate slot for that card.
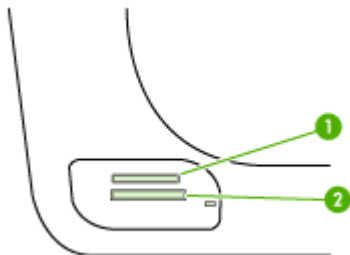
1	Memory Stick, Memory Stick Duo, and Memory Stick Pro
2	xD
	Secure Digital, Secure MMC.
	Reduced-Size MultiMediaCard RS - MMCmobile, miniSD, (all require adapters that must be purchased separately)

To insert a memory card

1. Turn the memory card so that the label faces up, and the contacts are facing the device.
2. Insert the memory card into the corresponding memory card slot.

NOTE: You cannot insert more than one memory card in the device.
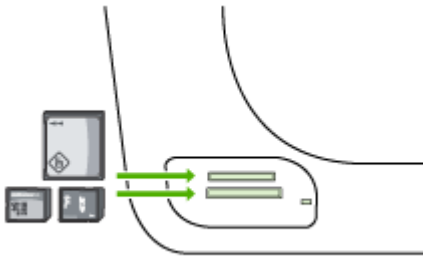
Print DPOF photos

Camera-selected photos are photos you marked for printing with your digital camera. Depending on your camera, the camera might identify page layout, number of copies, rotation, and other print settings.

The device supports the Digital Print Order Format (DPOF) file format 1.1, so you do not have to reselect the photos to print.

When you print camera-selected photos, the device print settings do not apply; the DPOF settings for page layout and number of copies override those of the device.

NOTE: Not all digital cameras enable you to tag your photos for printing. See the documentation that came with your digital camera to see if your camera supports DPOF file format 1.1.

To print camera-selected photos using the DPOF standard
1. Insert your memory card into the appropriate slot on the device.
2. When prompted, do one of the following:
    - Press **OK** to print all DPOF-tagged photos.
      The device prints all DPOF-tagged photos.
    - Press the arrow keys to highlight **No**, and then press **OK**.
      This bypasses DPOF printing.

Print Selected Photos

The **Select Photos** function is only available if the memory card does not contain DPOF content.

To print selected photos
1. Insert your memory card into the appropriate slot on the device.
2. When prompted, press the **Photo** button repeatedly until the **Selected Photos** is displayed.
3. Do one of the following:
    ▲ Press ▶ to select **All**, and then press **OK** to print all the photos on the memory card.
    a. Press ▶ to select **Custom**, and then press **OK** to select and print selected photos on the memory card.
    b. Press the arrow keys to scroll through the photos, and press **OK** to select photos.
    c. Press **PRINT PHOTOS** to begin printing.

View photos

You can view photos using the HP Solution Center.

This section contains the following topics:

- View photos using your computer

View photos using your computer

You can view and edit photos using the software that came with your device.

For more information, see the onscreen help that came with the software.

Print an index sheet from the device control panel

> 📝 **NOTE:** From the device, you can only access JPEG and TIFF image files. To print other types of files, transfer the files from your memory card to your computer and use the HP Solution Center.

To print an index sheet
1. Insert a memory card into the appropriate slot on the device.
2. Press the **Photo** button.
3. Press the right arrow key repeatedly to select **Index Sheet**.
4. Press **OK**.

Save photos to your computer

After you take photos with your digital camera, you can print them immediately or save them to your computer. To save the photos to your computer, remove the memory card from your digital camera and insert it in the appropriate memory card slot on the device.

To save photos

NOTE: Use these instructions only when you are using a network connection. If you are using a USB connection, then a dialog box will automatically appear on the computer when you insert the memory card in the device.

1. Insert a memory card into the appropriate slot on the device.
    The **Photo** menu opens automatically.
2. Press the arrow keys and select **Yes**, and then press **OK** to select it.
3. Press the arrow keys and select **Transfer To:**, and then select the name of your computer.
4. Follow the onscreen prompts on your computer to save the photos to your computer.

Use Photo Fix tools

When turned on, Photo Fix applies the following technologies to all the photos printed from a memory card.

NOTE: The default state for this feature is **On**

*   Photo Brightening
*   Adaptive Lighting enhances the contrast to make printed images appear better. This enhancement can make dark images appear brighter.
*   Smart Focus sharpens the image to make it appear sharper.

To turn on Photo Fix
1. Insert your memory card into the appropriate slot on the device.
2. When prompted, press the **Photo** button repeatedly until the **Photo Fix** is displayed.
3. Press ▶ to select **On**, and then press **OK**.

Use Red Eye Removal

Use this function to remove red eye from photos that you print from a memory card.

NOTE: The default state for this feature is **On**

To turn on Red Eye Removal

1. Insert your memory card into the appropriate slot on the device.
2. When prompted, press the **Photo** button repeatedly until the **Red Eye Removal** is displayed.
3. Press ▶ to select **On**, and then press **OK**.

Use Date Stamp

Use this function to add a time and/or date stamp to the top of photos that you print from a memory card. The date is based upon the EXIF tag stored in each photo. This function does not alter the photo.

NOTE: The default state for this feature is **Off**

To turn on Date Stamp

1. Insert your memory card into the appropriate slot on the device.
2. When prompted, press the **Photo** button repeatedly until the **Date Stamp** is displayed.
3. Press ▶ to select one of the following, and then press **OK**.
   - **Date Only** — This prints only the date
   - **Date and Time** — This prints the time in 24–hour format and the date.

Set New Defaults

If you have made changes to the print settings and want to apply them to all future print jobs, use the Set New Defaults feature.

To set new defaults

1. Make the changes to other features.
2. Press the **Photo** button repeatedly until the **Set New Defaults** is displayed.
3. Press ▶ to select **Yes**, and then press **OK**.

6 Fax

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

If the device is directly connected to a computer, you can use the HP Solution Center software to perform fax procedures that are not available from the device control panel. For more information, see Use the HP Solution Center (Windows).

NOTE: Before you begin faxing, make sure you have set up the device properly for faxing. You might have already done this as part of the initial setup, by using either the device control panel or the software that came with the device. You can verify the fax is set up correctly by running the fax setup test from the device control panel. To run the fax test, press **Setup**, select **Tools**, select **Run fax test**, and then press **OK**.

Many fax setups can be managed through the embedded Web server. For more information, see Embedded Web server.

This section contains the following topics:

- Send a fax
- Receive a fax
- Change fax settings
- Set up speed-dial entries
- Fax over Internet Protocol (FoIP)
- Test fax setup
- Use reports
- Cancel a fax

Send a fax

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

This section contains the following topics:

- Send a basic fax
- Send a fax manually from a phone
- Send a fax using monitor dialing
- Send a fax from memory
- Schedule a fax to send later
- Send a fax to multiple recipients
- Send a color original fax

- Change the fax resolution and Lighter / Darker settings
- Send a fax in Error Correction Mode

Send a basic fax

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

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

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

To send a basic fax from the device control panel
1. Load your originals. For additional information, see Load originals.
2. Enter the fax number by using the keypad, press **Speed Dial** or a one-touch speed dial button (some models only) to select a speed dial, or press **Redial/Pause** to redial the last number dialed.

   💡 **TIP:** To add a pause in the fax number you are entering, press **Redial/Pause**, or press the **Symbols (*)** button repeatedly, until a dash (**-**) appears on the display.

3. Press **START FAX Black**.
   If the device detects an original loaded in the automatic document feeder, it sends the document to the number you entered.

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

Send a fax manually from a phone

Sending a fax manually allows you to make a phone call and talk with the recipient before you send the fax. This is useful if you want to inform the recipient that you are going to send them a fax before sending it. When you send a fax manually, you can hear the dial tones, telephone prompts, or other sounds through the handset on your telephone. This makes it easy for you to use a calling card to send your fax.

Depending on how the recipient has their fax machine set up, the recipient might answer the phone, or the fax machine might take the call. If a person answers the phone, you can speak with the recipient before sending the fax. If a fax machine answers the call,

you can send the fax directly to the fax machine when you hear the fax tones from the receiving fax machine.

To send a fax manually from a phone

1. Load your originals. For additional information, see [Load originals](#).
2. Dial the number by using the keypad on the phone that is connected to the device.

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

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

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

4. When you are ready to send the fax, press **START FAX Black** or **START FAX Color**.

    📝 **NOTE:** If prompted, select **Send Fax**, and then press **START FAX Black** or **START FAX Color** again.

    If you were speaking with the recipient before sending the fax, inform the recipient that they should press **Start** on their fax machine after they hear fax tones.

    The telephone line is silent while the fax is transmitting. At this point, you can hang up the telephone. If you want to continue speaking with the recipient, remain on the line until the fax transmission is complete.

Send a fax using monitor dialing

Monitor dialing allows you to dial a number from the device control panel as you would dial a regular telephone. When you send a fax using monitor dialing, you can hear the dial tones, telephone prompts, or other sounds through the speakers on the device. This enables you to respond to prompts while dialing, as well as control the pace of your dialing.

💡 **TIP:** If you do not enter your calling card PIN fast enough, the device might start sending fax tones too soon and cause your PIN not to be recognized by the calling card service. If this is the case, you can create a speed dial entry to store the PIN for your calling card.

📝 **NOTE:** Make sure the volume is turned on, or you will not hear a dial tone.

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

1. Load your originals. For additional information, see [Load originals](#).
2. Press **START FAX Black** or **START FAX Color**.

    If the device detects an original loaded in the automatic document feeder, you will hear a dial tone.

3. When you hear the dial tone, enter the number by using the keypad on the device control panel.

4. Follow any prompts that might occur.

⚐ **TIP:** If you are using a calling card to send a fax and you have your calling card PIN stored as a speed dial, when prompted to enter your PIN, press **Speed Dial** or a one-touch speed dial button (some models only) to select the speed dial entry where you have your PIN stored.

Your fax is sent when the receiving fax machine answers.

Send a fax from memory

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

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

To send a fax from memory

1. Load your originals. For additional information, see Load originals.
2. In the Fax area, press **Fax**.
   The **Enter Number** prompt appears.
3. Enter the fax number by using the keypad, press **Speed Dial** or a one-touch speed dial button (some models only) to select a speed dial, or press **Redial/Pause** to redial the last number dialed.
4. In the Fax area, press **Fax** repeatedly until **How to Fax** appears.
5. Press ▶ until **Scan & Fax** appears, and then press **OK**.
6. Press **START FAX Black**.
   The device scans the originals into memory and sends the fax when the receiving fax machine is available.

Schedule a fax to send later

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

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

📝 **NOTE:** You can only send scheduled faxes in black and white due to memory limitations.

NOTE: You can only send a scheduled fax from the ADF.

To schedule a fax from the device control panel

1. Load your originals. For additional information, see <u>Load originals</u>.
2. In the Fax area, press **Fax** repeatedly until **How to Fax** appears.
3. Press ▶ until **Send Fax Later** appears, and then press **OK**.
4. Enter the send time by using the numeric keypad, and then press **OK**. If prompted, press **1** for **AM**, or **2** for **PM**.
5. Enter the fax number by using the keypad, press **Speed Dial** or a one-touch speed dial button (some models only) to select a speed dial, or press **Redial/Pause** to redial the last number dialed.
6. Press **START FAX Black**.
   The device scans all pages and the scheduled time appears on the display. The fax is sent at the scheduled time.

To cancel a scheduled fax

1. In the Fax area, press **Fax** repeatedly until **How to Fax** appears.
2. Press ▶ until **Send Fax Later** appears, and then press **OK**.
   If there is a fax already scheduled, the **Cancel** prompt appears on the display.
3. Press **1** to select **Yes**.

   📝 **NOTE:** You can also cancel the scheduled fax by pressing **Cancel** on the device control panel when the scheduled time is visible on the display.

Send a fax to multiple recipients

This section contains the following topics:

- <u>Send a fax to multiple recipients from the device control panel</u>
- <u>Send a fax to multiple recipients from the HP Photosmart Studio Software (Mac OS X)</u>

Send a fax to multiple recipients from the device control panel

You can send a fax to multiple recipients at once by grouping individual speed dial entries into group speed dial entries.

To send a fax to multiple recipients using group speed dial
1. Load your originals. For additional information, see Load originals.
2. Press **Speed Dial** repeatedly, until the appropriate group speed dial entry appears.

   ☆ **TIP:** You can also scroll through the speed dial entries by pressing ◀ or ▶, or you can select a speed dial entry by entering its speed dial code using the keypad on the device control panel.

3. Press **START FAX Black**.
   If the device detects an original loaded in the automatic document feeder, it sends the document to each number in the group speed dial entry.

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

Send a fax to multiple recipients from the HP Photosmart Studio Software (Mac OS X)

To send a fax to multiple recipients from the software
1. Load your originals. For additional information, see Load originals.
2. Select the **HP Device Manager** from the **Dock**.
   The **HP Device Manager** window appears.
3. In the **Devices** pop-up menu, choose the HP all-in-one, and then double-click **Send Fax**.
   The **Print** dialog box opens.
4. From the **Printer** pop-up menu, choose the HP all-in-one (Fax).
5. From the pop-up menu, choose **Fax Recipients**.
6. Enter the recipient information, and then click **Add to Recipients**.

   📝 **NOTE:** You can also add recipients from the **Phone Book** or from the **Address Book**. To select a recipient from the **Address Book**, click **Open Address Book**, and then drag and drop the recipient to the **Fax Recipients** area.

7. Continue to enter recipients, clicking **Add to Recipients** after each one, until all the appropriate recipients are in the **Recipient List**.
8. Click **Send Fax Now**.

Send a color original fax

You can fax a color original from the device. If it determines that the recipient's fax machine only supports black-and-white faxes, the fax is sent in black and white.

HP recommends that you use only color originals for color faxing.

To send a color original fax from the device control panel
1. Load your originals. For additional information, see Load originals.
2. In the Fax area, press **Fax**.
   The **Enter Number** prompt appears.
3. Enter the fax number by using the keypad, press **Speed Dial** or a one-touch speed dial button (some models only) to select a speed dial, or press **Redial/Pause** to redial the last number dialed.
4. Press **START FAX Color**.
   If the device detects an original loaded in the automatic document feeder, it sends the document to the number you entered.

   📝 **NOTE:** If the recipient's fax machine only supports black-and-white faxes, the HP all-in-one automatically sends the fax in black and white. A message appears after the fax has been sent indicating that the fax was sent in black and white. Press **OK** to clear the message.

Change the fax resolution and Lighter / Darker settings

You can change the **Resolution** and **Lighter / Darker** settings for documents that you are faxing.

📝 **NOTE:** These settings do not affect copy settings. Copy resolution and lightness/darkness are set independently from fax resolution and lightness/darkness. Also, the settings that you change from the device control panel do not affect faxes you send from your computer.

This section contains the following topics:
- Change the fax resolution
- Change the Lighter / Darker setting
- Set new default settings

Change the fax resolution

The **Resolution** setting affects the transmission speed and quality of faxed black-and-white documents. If the receiving fax machine does not support the resolution you have chosen, the HP all-in-one sends faxes at the highest resolution supported by the receiving fax machine.

📝 **NOTE:** You can only change the resolution for faxes that you are sending in black and white. The device sends all color faxes using **Fine** resolution.

The following resolution settings are available for sending faxes: **Fine**, **Very Fine**, **Photo**, and **Standard**. The default setting is **Fine**.

- **Fine**: provides high-quality text suitable for faxing most documents. This is the default setting. When sending faxes in color, the device always uses the **Fine** setting.
- **Very Fine**: provides the best quality fax when you are faxing documents with very fine detail. If you choose **Very Fine**, be aware that the faxing process takes longer to complete and you can only send black-and-white faxes using this resolution. If you send a color fax, or send a fax using the Scan and Fax or Send Fax Later functions, the fax will be sent using **Fine** resolution instead.
- **Photo**: provides the best quality fax when sending photographs in black and white. If you choose **Photo**, be aware that the faxing process takes longer to complete. When faxing photographs in black and white, HP recommends that you choose **Photo**.
- **Standard**: provides the fastest possible fax transmission with the lowest quality.

When you exit the Fax menu, this option returns to the default setting unless you set your changes as the default.

Change the resolution from the device control panel

1. Load your originals. For additional information, see Load originals.
2. In the Fax area, press **Fax**.
   The **Enter Number** prompt appears.
3. Enter the fax number by using the keypad, press **Speed Dial** or a one-touch speed dial button (some models only) to select a speed dial, or press **Redial/Pause** to redial the last number dialed.
4. In the Fax area, press **Fax** repeatedly until **Resolution** appears.
5. Press ▶ to select a resolution setting, and then press **OK**.
6. Press **START FAX Black**.
   If the device detects an original loaded in the automatic document feeder, it sends the document to the number you entered.

Change the Lighter / Darker setting

You can change the contrast of a fax to be darker or lighter than the original. This feature is useful if you are faxing a document that is faded, washed out, or handwritten. You can darken the original by adjusting the contrast.

> ✎ **NOTE:** The **Lighter / Darker** setting applies to black-and-white faxes only, not color faxes.

When you exit the Fax menu, this option returns to the default setting unless you set your changes as the default.

To change the Lighter / Darker setting from the device control panel

1. Load your originals. For additional information, see Load originals.
2. In the Fax area, press **Fax**.
   The **Enter Number** prompt appears.

3. Enter the fax number by using the keypad, press **Speed Dial** or a one-touch speed dial button (some models only) to select a speed dial, or press **Redial/Pause** to redial the last number dialed.
4. In the Fax area, press **Fax** repeatedly until **Lighter / Darker** appears.
5. Press ◀ to lighten the fax or press ▶ to darken it, and then press **OK**.
   The indicator moves to the left or right as you press an arrow button.
6. Press **START FAX Black**.
   If the device detects an original loaded in the automatic document feeder, it sends the document to the number you entered.

Set new default settings

You can change the default value for the **Resolution** and **Lighter / Darker** settings through the device control panel.

To set new default settings from the device control panel
1. Make changes to the **Resolution** and **Lighter / Darker** settings.
2. In the Fax area, press **Fax** repeatedly until **Set New Defaults** appears.
3. Press ▶ until **Yes** appears, and then press **OK**.

Send a fax in Error Correction Mode

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

If the ECM setting is **OFF**:

• The quality and transmission speed of faxes you send and receive are affected.
• The **Fax Speed** is automatically set to **Medium**.
• You will no longer be able to send or receive color faxes.

To change the ECM setting from the device control panel
1. Press **Setup**.
2. Press **5**, and then press **6**.
   This selects **Advanced Fax Setup** and then selects **Error Correction Mode**.
3. Press ▶ to select **On** or **Off**.
4. Press **OK**.

Receive a fax

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

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

NOTE: If you are copying a document when a fax arrives, the fax is stored in the device memory until the copying finishes. This can reduce the number of fax pages stored in memory.

This section contains the following topics:

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

Receive a fax manually

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

NOTE: You can pick up the handset to talk or listen for fax tones.

You can receive faxes manually from a phone that is:

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

NOTE: The automatic document feeder must be empty to receive a fax. If there are documents in the ADF, then the device will not be able to receive incoming faxes.

To receive a fax manually

1. Make sure the device is turned on and you have paper loaded in the input tray.
2. Remove any originals from the document feeder tray.

   NOTE: The automatic document feeder must be empty to receive a fax. If there are documents in the document feeder, then receiving the fax will be unsuccessful.

3. Do one of the following to answer a fax manually:
   - Set the **Rings to Answer** setting to a high number to allow you to answer the incoming call before the device answers.
   - Turn off the **Auto Answer** setting so that the device does not automatically answer incoming calls.
4. If you are currently on the phone with the sender, instruct the sender to press **Start** on their fax machine.

5. When you hear fax tones from a sending fax machine, do the following:
   a. Press **START FAX Black** or **START FAX Color** on the device control panel.
   b. When prompted, select **Fax Receive**.

   > 📝 **NOTE:** Depending on your country/region, the device might receive the fax automatically when you hear fax tones from the sending fax machine.

6. After the device begins to receive the fax, you can hang up the phone or remain on the line. The phone line is silent during fax transmission.

Set up backup fax reception

Depending on your preference and security requirements, you can set up the device to store all the faxes it receives, only the faxes it receives while the device is in an error condition, or none of the faxes it receives.

The following **Backup Fax Reception** modes are available:

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

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

> **NOTE:** If you turn on **Fax to PC**, set **Backup Fax Reception** to **On**. If you set **Backup Fax Reception** to **On Error Only** or **Off**, then the backup fax reception will attempt to save color faxes.

To set backup fax reception from the device control panel
1. Press **Setup**.
2. Select **Advanced Fax Setup**, and then select **Backup Fax Reception**.

3. Press the right arrow button to select **On**, **On Error Only**, or **Off**.
4. Press **OK**.

Reprint received faxes from memory

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

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

Depending on the sizes of the faxes in memory, you can reprint up to eight of the most recently printed faxes, if they are still in memory. For example, you might need to reprint your faxes if you lost the copy of your last printout.

To reprint faxes in memory from the device control panel
1. Make sure you have paper loaded in the input tray.
2. Press **Setup**.
3. Select **Tools**, and then select **Reprint Faxes in Memory**.
   The faxes are printed in the reverse order from which they were received with the most recently received fax printed first, and so on.
4. If you want to stop reprinting the faxes in memory, press **Cancel**.

To delete all the faxes in memory from the device control panel
▲ Turn off the device by pressing the **Power** button.
   All faxes stored in memory are deleted from memory when you turn off the power.

Poll to receive a fax

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

NOTE: The device does not support polling pass codes. Polling pass codes are a security feature that require the receiving fax machine to provide a pass code to the device it is polling in order to receive the fax. Make sure the device you are polling does not have a pass code set up (or has not changed the default pass code) or the device will not be able to receive the fax.

To set up poll to receive a fax from the device control panel
1. In the Fax area, press **Fax** repeatedly until **How to Fax** appears.
2. Press ▶ until **Poll to Receive** appears, and then press **OK**.

3. Enter the fax number of the other fax machine.
4. Press **START FAX Black** or **START FAX Color**.

    > **NOTE:** If you press **START FAX Color** but the sender sent the fax in black and white, the device prints the fax in black and white.

Forward faxes to another number

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

HP recommends that you verify the number you are forwarding to is a working fax line. Send a test fax to make sure the fax machine is able to receive your forwarded faxes.

To forward faxes from the device control panel

1. Press **Setup**.
2. Select **Advanced Fax Setup**, and then select **Fax Forwarding**.
3. Press the right arrow button until **On-Forward** or **On-Print & Forward** appears, and then press **OK**.
    *   Choose **On-Forward** if you want to forward the fax to another number without printing a backup copy on the device.

        > **NOTE:** If the device is not able to forward the fax to the designated fax machine (for example, if it is not turned on), the device prints the fax. If you set up the device to print error reports for received faxes, it will also print an error report.

    *   Choose **On-Print & Forward** to print a backup copy of your received fax while forwarding the fax to another number.
4. At the prompt, enter the number of the fax machine that will receive the forwarded faxes.
5. At the prompt, enter a start time and date and a stop time and date.
6. Press **OK**.
    Fax Forwarding appears on the control-panel display.
    If the device loses power when **Fax Forwarding** is set up, it saves the **Fax Forwarding** setting and phone number. When power is restored to the device, the **Fax Forwarding** setting is still **On**.

    > **NOTE:** You can cancel fax forwarding by pressing **Cancel** on the device control panel when the **Fax Forwarding** message is visible on the display, or you can select **Off** from the **Fax Forwarding Black Only** menu.

Set the paper size for received faxes

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

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

To set the paper size for received faxes from the device control panel
1. Press **Setup**.
2. Select **Basic Fax Setup** and then select **Fax Paper Size**.
3. Press ▶ to select an option, and then press **OK**.

Set automatic reduction for incoming faxes

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

To set automatic reduction from the device control panel
1. Press **Setup**.
2. Select **Advanced Fax Setup** and then select **Automatic Reduction**.
3. Press ▶ to select **Off** or **On**.
4. Press **OK**.

Block junk fax numbers

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

NOTE: This feature is not supported in all countries/regions. If it is not supported in your country/region, **Junk Fax Blocker Set Up** does not appear in the **Basic Fax Setup** menu.

NOTE: If no phone numbers are added in the Caller ID list, it is assumed that the user has not signed up for the Caller ID service with the phone company. Check with your local service provider for the above services before using the feature.

This section contains the following topics:
- Set the junk fax mode
- Add numbers to the junk fax list
- Remove numbers from the junk fax list
- Print a Junk Fax Report
- View a list of blocked fax numbers

Set the junk fax mode

By default, **Block Junk Fax** mode is turned **On**. If you do not subscribe to a caller ID service through your phone provider, or do not want to use this feature, you can turn off this setting.

To set the junk fax mode

▲ Press the **Junk Fax Blocker** button, select the **Block Junk Fax** option, and then select **On** or **Off**.

Add numbers to the junk fax list

There are two ways to add a number to your junk list. You can select numbers from your caller ID history, or you can enter new numbers. The fax from numbers in your junk list are blocked if **Block Junk Fax** mode is set to **On**.

To select a number from the caller ID list

1. Press **Setup**.
2. Select **Basic Fax Setup**, and then select **Junk Fax Blocker Setup**.
3. Select **Add number to Junk List**, and then select **Select Number**.
4. Press the right arrow button to scroll through the numbers from which you have received faxes. When the number you want to block appears, press **OK** to select it.
5. When the **Select Another?** prompt appears, do one of the following:
    *   **If you want to add another number to the list of junk fax numbers**, press **Yes**, and then repeat step 4 for each number you want to block.
    *   **If you are done**, press **No**.

To manually enter a number to block

1. Press **Setup**.
2. Select **Basic Fax Setup**, and then select **Junk Fax Blocker Setup**.
3. Select **Add number to Junk List**, and then select **Enter Number**.
4. Use the keypad to enter a fax number to block, and then press **OK**.
    Make sure you enter the fax number as it appears on the control-panel display, and not the fax number that appears on the fax header of the received fax, as these numbers can be different.
5. When the **Enter Another?** prompt appears, do one of the following:
    *   **If you want to add another number to the list of junk fax numbers**, press **Yes**, and then repeat step 4 for each number you want to block.
    *   **If you are done**, press **No**.

Remove numbers from the junk fax list

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

To remove numbers from the list of junk fax numbers

1. Press **Setup**.
2. Press **Basic Fax Setup**, and then press **Junk Fax Blocker Setup**.
3. Press **Remove Number from Junk List**.
4. Press the right arrow button to scroll through the numbers you have blocked. When the number you want to remove appears, press **OK** to select it.
5. When the **Delete Another?** prompt appears, do one of the following:
   - **If you want to remove another number from the list of junk fax numbers**, press **Yes**, and then repeat step 4 for each number you want to block.
   - **If you are done**, press **No**.

Print a Junk Fax Report

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

To print a Junk Fax Report

1. Press **Setup**, select **Basic Fax Setup**, select **Junk Fax Blocker Setup**, select **Reports**, and then select **Junk List**.
2. Press **OK**.

View a list of blocked fax numbers

You can view a list of blocked fax numbers from the embedded Web server, which requires a network connection, or by printing a report from the device control panel.

To view a list of blocked numbers via the control panel

1. Press **Setup**.
2. Select **Print Report** and then select **Junk Fax List**.

To view a list of blocked numbers via the embedded Web server

▲ Open the embedded Web server. For more information, see To open the embedded Web server. Click the **Settings** tab, select **Junk Fax Blocker** from the left pane.

Receive faxes to your computer (Fax to PC and Fax to Mac)

Use Fax to PC and Fax to Mac to automatically receive faxes and save faxes directly to your computer. With Fax to PC and Fax to Mac, you can store digital copies of your faxes easily and also eliminate the hassle of dealing with bulky paper files.

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

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

NOTE: Fax to PC and Fax to Mac are available for receiving black-and-white faxes only. Color faxes are printed instead of being saved to the computer.

This section contains the following topics:

- Fax to Pc and Fax to Mac requirements
- Activate Fax to PC and Fax to Mac
- Modify Fax to PC or Fax to Mac settings
- Turn off Fax to PC or Fax to Mac

Fax to Pc and Fax to Mac requirements

- The administrator computer, the computer that activated the Fax to PC or Fax to Mac feature, must be on at all times. Only one computer can act as the Fax to PC or Fax to Mac administrator computer.
- The destination folder's computer or server, must be on at all times. The destination computer must also be awake, faxes will not be saved if the computer is asleep or in hibernate mode.
- HP Digital Imaging monitor in Windows Taskbar must be on at all times.
- Paper must be loaded in the input tray.

Activate Fax to PC and Fax to Mac

Use the Fax to PC Setup Wizard to activate Fax to PC. The Fax to PC Setup Wizard can be started from the Solution Center or the Fax to PC Setup Wizard on the control panel. To set up Fax to Mac on Mac OS X, use the HP Setup Assistant, part of the HP Device Manager.

To set up the Fax to PC from the Solution Center (Windows)

1. Open the Solution Center. For more information, see Use the HP Solution Center (Windows).
2. Select **Settings**, and then select **Fax to PC Setup Wizard**.
3. Follow the onscreen instructions to set up Fax to PC.

To set up Fax to Mac

1. Click the HP Device Manager icon in the Dock.

   NOTE: If HP Device Manager is not in the Dock, click the Spotlight icon on the right side of the menu bar, type "HP Device Manager" in the box, and then click the HP Device Manager entry.

2. Follow the onscreen instructions in the setup assistant to create and share the network folder.
   The setup assistant automatically saves the configurations to the HP device. Also, you can configure up to 10 destination folders for each HP device.

Modify Fax to PC or Fax to Mac settings

You can update the Fax to PC settings from your computer at any time from the Fax settings page in the Solution Center. You can turn off Fax to PC and disable printing faxes from the device control panel.

To modify settings from the device control panel

1. Press the **Setup** button, select **Basic Fax Setup**, and then **Fax to PC**.
2. Select the setting that you want to change. You can change the following settings:
   • **View PC hostname**: View the name of the computer that is set up to administer Fax to PC.
   • **Turn Off**: Turn off Fax to PC.

   > 📝 **NOTE:** Use the Solution Center to turn on Fax to PC.

   • **Disable Fax Print**: Choose this option to print faxes as they are received. If you turn off printing, color faxes will still print.

To modify Fax to PC settings from the Solution Center (Windows)

1. Open the Solution Center. For more information, see <u>Use the HP Solution Center (Windows)</u>.
2. Select **Settings**, and then select **Fax Settings**.
3. Select the **Fax to PC Settings** tab.
4. Make any changes to the settings you want to modify. Press **OK**.

   > 📝 **NOTE:** Any changes you make will overwrite the original settings.

To modify Fax to Mac from the HP Setup Assistant

1. Click the HP Device Manager icon in the Dock.

   > 📝 **NOTE:** If HP Device Manager is not in the Dock, click the Spotlight icon on the right side of the menu bar, type "HP Device Manager" in the box, and then click the HP Device Manager entry.

2. Follow the onscreen instructions in the setup assistant to create and share the network folder.
   The setup assistant automatically saves the configurations to the HP device. Also, you can configure up to 10 destination folders for each HP device.

Turn off Fax to PC or Fax to Mac

1. Press the **Setup** button, select **Basic Fax Setup**, and then **Fax to PC**
2. Select **Disable Fax Print**.

Change fax settings

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

This section contains the following topics:

Configure the fax header

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

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

To set or change the fax header via the device panel
1. Press **Setup**.
2. Press **Basic Fax Setup**, and then press **Fax Header**.
3. Enter your personal or company name using the numeric keypad, and then press **OK**.
4. Enter your fax number by using the numeric keypad, and then press **OK**.

To set or change the fax header via the embedded Web server
1. Open the embedded Web server, click the **Settings** tab, and then click **Basic Fax Setup** from the left pane.
2. Enter the **Fax Header Name** and **Fax Number**.
3. Click the **Apply** button.

Set the answer mode (Auto answer)

The answer mode determines whether the device answers incoming calls.

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

To set the answer mode to manual or automatic via the device control panel
▲ Press **Auto Answer** to turn the light on or off, as appropriate for your setup.
  When the **Auto Answer** light is on, the device answers calls automatically. When the light is off, the it does not answer calls.

To set the answer mode to manual or automatic via the embedded Web server

1. Open the embedded Web server, click the **Settings** tab, and then click **Basic Fax Setup** in the left pane.
2. Select **On** or **Off** in the **Auto Answer** drop-down menu in the **Other Basic Fax Settings** section.

Set the number of rings before answering

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

The **Rings to Answer** setting is important if you have an answering machine on the same phone line as the device, because you want the answering machine to answer the phone before the device does. The number of rings to answer for the device should be greater than the number of rings to answer for the answering machine so that it will allow the answering machine to answer the incoming call before the device answers.

For example, set your answering machine to a low number of rings and the device to answer in the maximum number of rings. (The maximum number of rings varies by country/region.) In this setup, the answering machine answers the call and the device monitors the line. If the device detects fax tones, it receives the fax. If the call is a voice call, the answering machine records the incoming message.

To set the number of rings before answering via the device control panel

1. Touch **Setup**.
2. Select **Basic Fax Setup**, and then select **Rings to Answer**.
3. Enter the appropriate number of rings by using the keypad, or press the left or right arrow button to change the number of rings.
4. Touch **OK** to accept the setting.

To set the number of rings before answering via the embedded Web server

1. Open the embedded Web server, click the **Settings** tab, click **Basic Fax Setup** in the left pane.
2. Select a number in the **Rings-to-answer** drop-down menu in the **Other Basic Fax Settings** section.

Change the answer ring pattern for distinctive ring

> **NOTE:** Check with your local service provider for the above service before using the feature.

Many phone companies offer a distinctive ring feature that allows you to have several phone numbers on one phone line. When you subscribe to this service, each number is assigned a different ring pattern. You can set up the device to answer incoming calls that have a specific ring pattern.

If you connect the device to a line with distinctive ring, have your telephone company assign one ring pattern to voice calls and another ring pattern to fax calls. HP recommends that you request double or triple rings for a fax number. When the device detects the specified ring pattern, it answers the call and receives the fax.

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

📝 **NOTE:** The HP fax cannot receive faxes when the main phone number is off the hook.

To change the answer ring pattern for distinctive ring via the device control panel
1. Verify that the device is set to answer fax calls automatically.
2. Press **Setup**.
3. Press **Advanced Fax Setup**, and then press **Distinctive Ring**.
4. Press the right arrow button to select an option, and then press **OK**.
   When the phone rings with the ring pattern assigned to your fax line, the device answers the call and receives the fax.

To change the answer ring pattern for distinctive ring via the embedded Web server
1. Click the **Settings** tab, click **Advanced Fax Setup** in the left pane.
2. Select a ring pattern in the **Distinctive Ring** drop-down menu, and then click the **Apply** button

Set the fax error correction mode

Typically, the device monitors the signals on the phone line while it is sending or receiving a fax. If it detects an error signal during the transmission and the error-correction setting is on, the device can request that a portion of the fax be resent.

Turn off error correction only if you are having trouble sending or receiving a fax, and you want to accept the errors in the transmission. Turning off the setting might be useful when you are trying to send a fax to another country/region or receive a fax from another country/region, or if you are using a satellite phone connection.

To set the fax error-correction mode via the device control panel
▲ Press **Fax**, open the **Advanced Fax Setup** menu, and then use the **Error correction mode** option.

To set the fax error-correction mode via the embedded Web server
1. Click the **Settings** tab, and then click **Advanced Fax Setup** in the left pane.
2. Select **On** or **Off** in the **Error Correction Mode** drop-down menu.
3. Click the **Apply** button.

Set the dial type

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

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

To set the dial type via the device control panel

▲ Press **Setup**, press **Basic Fax Setup**, and then use the **Tone or Pulse Dialing** option.

To set the dial type via the embedded Web server

1. Click the **Settings** tab, and then click **Basic Fax Setup** in the left pane.
2. Make a selection in the **Tone or Pulse Dialing** drop-down menu.
3. Click the **Apply** button.

Set the redial options

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

- **Busy redial**: If this option is turned on, the device redials automatically if it receives a busy signal. The factory-set default for this option is **ON**.
- **No answer redial**: If this option is turned on, the device redials automatically if the receiving fax machine does not answer. The factory-set default for this option is **OFF**.

To set the redial options via the device control panel

▲ Press **Setup**, press **Advanced Fax Setup**, and then use the **Busy Redial** or **No Answer Redial** options.

To set the redial options via the embedded Web server

1. Click the **Settings** tab, and then click **Advanced Fax Setup** in the left pane.
2. Make a selection in the **Busy Redial** and **No Answer Redial** drop-down menus.
3. Click the **Apply** button.

Set the fax speed

You can set the fax speed used to communicate between your device and other fax machines when sending and receiving faxes. The default fax speed is **Fast**.

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

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

If you experience problems sending and receiving faxes, you might want to try setting the **Fax Speed** setting to **Medium** or **Slow**. The following table provides the available fax speed settings.

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

Fax speed setting	Fax speed
Slow	v.29 (9600 baud)

To set the fax speed via the device control panel
1. Press **Setup**.
2. Select **Advanced Fax Setup**, and then press **Fax Speed**.
3. Select an option using the arrow keys, and then press **OK**.

To set the fax speed via the embedded Web server
1. Click the **Settings** tab, and then click **Basic Fax Setup** in the left pane.
2. Make a selection in the **Fax Speed** drop-down menu.
3. Click the **Apply** button.

Set the fax sound volume

Use this procedure to increase or decrease the volume of the fax sounds.

To set the fax sound volume via the device control panel
▲ Press **Setup**, select **Fax Sound Volume**, and then use the arrow keys to increase or decrease the volume. Press **OK** to select the volume.

To set the fax sound volume via the embedded Web server
1. Click the **Settings** tab, and then click **Basic Fax Setup** in the left pane.
2. Make a selection in the **Fax Sound Volume** drop-down menu.
3. Click the **Apply** button.

Set up speed-dial entries

You can set up frequently used fax numbers as speed-dial entries. This lets you dial those numbers quickly by using the device control panel. The first three entries for each of these destinations are associated with the three speed-dial buttons on the device control panel.

This section contains the following topics:

- Set up fax numbers as speed-dial entries or groups
- Print and view a list of speed-dial entries

Set up fax numbers as speed-dial entries or groups

You can store fax numbers or groups of fax numbers as speed-dial entries. Speed-dial entries 1 through 3 are associated with the corresponding speed-dial buttons on the device control panel.

For information about printing a list of the speed-dial entries that are set up, see Print and view a list of speed-dial entries.

This section contains the following topics:

Set up speed-dial entries
- **Embedded Web server (network connection)**: Open the embedded Web server, click the **Settings** tab, and then click **Fax Speed-dial** in the left pane.
  - To add an entry: Type the required information in the fields in the **Fax Speed-Dial Entry** section.
  - To edit an entry: Click the **Edit** link beside the entry in the**Fax Speed-dial List** section.
  - To remove an entry: Select one or more entries in the **Fax Speed-dial List** section, and then click the **Delete** icon.
- **HP Solution Center Software (Windows)**: Open the Solution Center and follow the instructions in the onscreen Help.
- **HP Device Manager (Mac OS X)**: Launch **HP Device Manager**, click **Information and Settings**, and then select **Fax Speed Dial Settings** from the drop-down list.
- **Device control panel**: Press **Setup**, and then select the **Speed Dial Setup** option.
  - To add or change an entry: Select **Individual Speed Dial** or **Group Speed Dial** and press the arrow keys to move to an unused entry number, or type a number on the keypad. Type the fax number, and then press **OK**. Include any pauses or other required numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix. Type the name, and then press **OK**.
  - To delete one entry or all entries: Select **Delete Speed Dial**, press the arrow keys to highlight the speed-dial entry that you want to delete, and then press **OK**.

Set up a speed-dial group

If you send information to the same group of fax numbers on a regular basis, you can set up a speed-dial entry for a group in order to simplify the task. The speed-dial entry for a group can be associated with a speed-dial button on the device control panel.

A group member must be a member of the speed-dial list before you can add the member to a speed-dial group. You can add up to 48 fax numbers to each group (with up to 55 characters for each fax number).

- **HP Solution Center Software (Windows)**: Open the Solution Center and follow the instructions in the onscreen Help.
- **HP Device Manager (Mac OS X)**: Launch **HP Device Manager**, click **Information and Settings**, and then select **Fax Speed Dial Settings** from the drop-down list.

- **Device control panel**: Press the **Setup** button, and then select the **Speed Dial Setup** option.
  - ◦ To add a group: Select **Group Speed Dial**, select an unassigned speed-dial entry, and then press **OK**. Use the arrow keys to highlight a speed-dial entry, and then press **OK** to select it. Repeat this step to add additional speed-dial entries to this group. When finished, select the **Done Selecting** option, and then press **OK**. Use the onscreen keyboard to enter a group speed-dial name, and then select **Done**.
  - ◦ To add entries to a group: Select **Group Speed Dial**, select the group speed-dial entry that you want to change, and then press **OK**. Use the arrow keys to highlight a speed-dial entry, and then press **OK** to select it (a check mark appears next to the speed-dial entry). Repeat this step to add additional speed-dial entries to this group. When finished, select the **Done Selecting** option, and then press **OK**. Select **Done** at the **Group Name** screen.
  - ◦ To delete a group: Select **Delete Speed Dial**, press the arrow keys to highlight the speed-dial entry that you want to delete, and then press **OK**.
- **Embedded Web server (network connection):** Open the embedded Web server, click the **Settings** tab, and then click **Fax Speed-dial** in the left pane. Click the link that contains the number for the entry (for example, **26-50**) in the **Fax Speed-dial List**.
  - ◦ To add a group, in the **Fax Speed-dial List**, click the **New Group** button, and then select the individual entries from the selection. Enter the appropriate group information and click **Apply**.
  - ◦ To edit a group: Click the **Edit** link beside the group in the **Fax Speed-dial List** section.
  - ◦ To remove a group: Select one or more groups in the **Fax Speed-dial List** section, and then click the **Delete** icon.
  - ◦ Click **Apply** when you are finished.

Print and view a list of speed-dial entries

You can print or view a list of all of the speed-dial entries that have been set up. Each entry in the list contains the following information:

- Speed-dial number (the first five entries correspond to the five speed-dial buttons on the device control panel)
- Name associated with the fax number or group of fax numbers
- For the fax speed-dial list, the fax number (or all of the fax numbers for a group)

This section contains the following topics:

- View a list of speed-dial entries
- Print a list of speed-dial entries

View a list of speed-dial entries

- **Embedded Web server (network connection):** Open the embedded Web server, click the **Settings** tab, and then click **Fax Speed-dial** in the left pane. Click the link

that contains the number for the entry (for example, **26-50**) in the **Fax Speed-dial List**.

- ◦ To add a group, in the **Fax Speed-dial List**, click the **New Group** button, and then select the individual entries from the selection. Enter the appropriate group information and click **Apply**.
- ◦ To edit or remove an entry, in the **Fax Speed-dial List**, select the entry and click either the **Edit** link or **Delete** icon.
- ◦ To delete a group: Select the entries and click the **Delete** button.
- ◦ Click **Apply** when you are finished.

- **HP Device Manager (Mac OS X)**: Launch **HP Device Manager**, click **Information and Settings**, and then select **Fax Speed Dial Settings** from the drop-down list.
- **HP Solution Center (Windows)**: Open the Solution Center and follow the instructions in the onscreen Help.
- **Control Panel**: Press the **Setup** button, select **Speed Dial Setup**, and then select **Print Speed Dial List**.

Print a list of speed-dial entries

Embedded Web server (network connection): Open the embedded Web server, click the **Settings** tab, and then click **Fax Speed-dial** in the left pane. Click the link that contains the number for the entry (for example, **26-50**) in the **Fax Speed-dial List**. Click the **Print** button.

Fax over Internet Protocol (FoIP)

You may subscribe to a low cost phone service that allows you to send and receive faxes with your device by using the Internet. This method is called Fax over Internet Protocol (FoIP). You probably use a FoIP service (provided by your telephone company) if you:

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

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

Some Internet faxing services do not work properly when the device is sending and receiving faxes at high speed (33600bps). If you experience problems sending and receiving faxes while using an Internet fax service, use a slower fax speed. You can do this by changing the **Fax Speed** setting from **High** (the default) to **Medium**. For information on changing this setting, see Set the fax speed.

📝 **NOTE:** If you have questions about internet faxing, contact your internet faxing services support department or your local service provider for further assistance.

Test fax setup

You can test your fax setup to check the status of the device and to make sure it is set up properly for faxing. Perform this test after you have completed setting up the device for faxing. The test does the following:

- Tests the fax hardware
- Verifies the correct type of phone cord is connected to the device
- Checks that the phone cord is plugged into the correct port
- Checks for a dial tone
- Checks for an active phone line
- Tests the status of your phone line connection

The device prints a report with the results of the test. If the test fails, review the report for information on how to fix the problem and rerun the test.

To test fax setup via the device control panel
1. Set up the device for faxing according to your particular home or office setup instructions.
2. Make sure the ink cartridges are installed, and that full-size paper is loaded in the input tray before starting the test.
3. From the device control panel, press **Setup**.
4. Select **Tools**, and then select **Run Fax Test**.
   The device displays the status of the test on the display and prints a report.
5. Review the report.
   - If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify the settings are correct. A blank or incorrect fax setting can cause problems faxing.
   - If the test fails, review the report for more information on how to fix any problems found.

To set the dial type via the embedded Web server
1. Set up the device for faxing according to your particular home or office setup instructions.
2. Make sure the ink cartridges are installed, and that full-size paper is loaded in the input tray before starting the test.
3. **Embedded Web server** (network connection): Click the **Settings** tab, and then click **Device Services** in the left pane.
4. Select **Run Fax Test** in the **Test Device Features** drop-down menu.
5. Click the **Run Test** button.

Use reports

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

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

NOTE: If the reports are not legible, you can check the estimated ink levels from the control panel, HP Solution Center (Windows), or HP Device Manager (Mac OS X).

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

NOTE: Ensure that the printhead and ink cartridges are in good conditions and installed properly.

This section contains the following topics:

- Print fax confirmation reports
- Print fax error reports
- Print and view the fax log
- Clear the fax log
- Print the details of the last fax transaction
- Print a Caller ID History Report

Print fax confirmation reports

If you require printed confirmation that your faxes were successfully sent, follow these instructions to enable fax confirmation **before** sending any faxes. Select either **On Fax Send** or **Send & Receive**.

The default fax confirmation setting is **Off**. This means that a confirmation report is not printed for each fax sent or received. A confirmation message indicating whether a fax was successfully sent appears briefly on the control-panel display after each transaction.

To enable fax confirmation via the device control panel

1. Press **Setup**.
2. Press **Print Report**, and then **Fax Confirmation**.
3. Press the right arrow button to select one of the following, and then press **OK**.

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

TIP: If you choose **On Fax Send** or **Send & Receive**, and scan your fax to send from memory, you can include an image of the first page of the fax on the **Fax Sent Confirmation** report. Press **Setup**, and then select **Image on Fax Send Report**. Select **On** and then press **OK**.

To enable fax confirmation via the embedded Web server

1. Click the **Settings** tab, and then click **Advanced Fax Setup** in the left pane.
2. Make a selection in the **Fax Confirmation** drop-down menu.
3. Click the **Apply** button.

Print fax error reports

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

To set the device to print fax error reports automatically via the device control panel

1. Press **Setup**.
2. Press **Print Report**, and then press **Fax Error Report**.
3. Press the right arrow button to select one of the following, and then press **OK**.

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

To set the device to print fax error reports automatically via the embedded Web server

1. Click the **Settings** tab, and then click **Advanced Fax Setup** in the left pane.
2. Make a selection in the **Fax Error Report** drop-down menu.
3. Click the **Apply** button.

Print and view the fax log

The logs list faxes that have been sent from the device control panel and all faxes that have been received.

You can print a log of faxes that have been received and sent by the device. Each entry in the log contains the following information:

- Transmission date and time
- Type (whether received or sent)
- Fax number
- Duration
- Number of pages
- Result (status) of transmission

To view the fax log from the HP photo and imaging software

1. At the computer, open the HP photo and imaging software. For more information, see Use the HP photo and imaging software.
2. See the onscreen Help for the HP photo and imaging software for further instructions. The log lists faxes that have been sent from the device control panel and the HP photo and imaging software and all faxes that have been received.

To print the fax log from the device control panel

1. On the device control panel, press **Setup**.
2. Press the arrow key to move down to **Print Report**, and then press **OK**.
3. Press the arrow key to move down to **Fax Log**, and then press **OK**.
4. Press **OK** again to print the log.

To view the fax log from the embedded Web server

▲ On the **Information** tab, click **Log** in the left pane, then click the **Fax Log** sub-tab.

Clear the fax log

Use the following steps to clear the fax log.

To clear the fax log via the device control panel

1. On the device control panel, press **Setup**.
2. Press the arrow key to move down to **Tools**, and then press **OK**.
3. Press the arrow key to move down to **Clear Fax Log**, and then press **OK**.

To clear the fax log via the embedded Web server

1. **Embedded Web server** (network connection): Click the **Settings** tab, and then click **Fax options** in the left pane.
2. Click the **Clear** button in the**Clear Fax Logs** section.

Print the details of the last fax transaction

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

To print the Last Fax Transaction report

1. On the device control panel, press **Setup**.
2. Press the arrow key to move down to **Print Report**, and then press **OK**.
3. Press the arrow key to move down to **Last Transaction**, and then press **OK**.

Print a Caller ID History Report

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

To print a Caller ID History Report
1. Press **Setup**, select **Printer Report**, and then select **Caller ID History Report**.
2. Press **OK**.

Cancel a fax

You can cancel a fax you are sending or receiving at any time. The device prints any pages it has already started printing and then cancels the remainder of the fax. This can take a few moments.

To cancel a fax
▲ Press **Cancel** on the device control panel to stop a fax you are sending or receiving. If the device does not stop faxing, press **Cancel** again.
The device prints any pages it has already started printing and then cancels the remainder of the fax. This can take a few moments.

To cancel a number you are dialing
▲ Press **Cancel** to cancel a number you are currently dialing.

7 Copy

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

NOTE: To make a copy using an HP Officejet 6500 (E709d) or HP Officejet 6500 (E709r), the HP All-in-One must be connected to a computer, the computer must be turned on and you must be logged on. The software must be installed and running. Also, the **HP Digital Imaging Monitor** in the Windows Taskbar must be installed and turned on at all times. On a Macintosh computer, once the software is installed, it is always available when you turn on the computer.

To determine the model you have, see <u>Finding the device model number</u>.

NOTE: If you are copying a document when a fax arrives, the fax is stored in the device memory until the copying finishes. This can reduce the number of fax pages stored in memory.

This section contains the following topics:

- <u>Make copies</u>
- <u>Change the copy settings</u>
- <u>Set the number of copies</u>
- <u>Set the copy paper size</u>
- <u>Set the copy paper type</u>
- <u>Change copy speed or quality</u>
- <u>Resize an original to fit onto letter or A4 paper</u>
- <u>Copy a legal-size document onto letter paper</u>
- <u>Adjust the lightness and darkness of your copy</u>
- <u>Enhance light areas of your copy</u>
- <u>Collate a copy job</u>
- <u>Apply Margin Shift to a Copy Job</u>
- <u>Two-sided copy jobs</u>
- <u>Cancel a copy job</u>

Make copies

You can make quality copies from the device control panel.

NOTE: To make a copy using an HP Officejet 6500 (E709d) or HP Officejet 6500 (E709r), the HP All-in-One must be connected to a computer, the computer must be turned on and you must be logged on. The software must be installed and running. Also, the **HP Digital Imaging Monitor** in the Windows Taskbar must be installed and turned on at all times. On a Macintosh computer, once the software is installed, it is always available when you turn on the computer.

To determine the model you have, see <u>Finding the device model number</u>.

To make a copy

1. Make sure you have paper loaded in the input tray.
2. Place your original face down on the scanner glass or load originals in the ADF. For more information, see Load originals.
3. Do one of the following:
   - Press **START COPY Black** or **START PC COPY Black** to start a black-and-white copy job.
   - Press **START COPY Color** or **START PC COPY Color** to start a color copy job.

   📝 **NOTE:** If you have a color original, pressing **START COPY Black** or **START PC COPY Black** produces a black-and-white copy of the color original, while pressing **START COPY Color** or **START PC COPY Color** produces a full-color copy of the color original.

   NOTE: If you are using a Macintosh computer, refer to your computer for a preview of your copy. If necessary, edit the preview image, then click **Accept** and print your copies.

Change the copy settings

You can customize the copy settings to handle nearly any task.

When you change copy settings, the changes are for the current copy job only. You must set the changes as defaults for the settings to apply to all future copy jobs.

To save the current settings as defaults for future jobs

1. Press **Copy** and make any necessary changes to the settings in the menus.
2. Press **Copy**, and then press the arrow keys until **Set New Defaults** appears.
3. Press the arrow keys to select **Yes**, and then press **OK**.

Set the number of copies

You can set the number of copies that you want to print by using the **Number of Copies** option on the device control panel.

To set the number of copies from the device control panel

1. Make sure you have paper loaded in the input tray.
2. Place your original face down on the scanner glass or load originals in the ADF. For more information, see Load originals.
3. Press **Copy** repeatedly until **Number of Copies** appears. –Or- Press **Number of Copies**.
4. Press ▶ or use the keypad to enter the number of copies, up to the maximum.

   ☀ **TIP:** If you hold down either of the arrow buttons, the number of copies changes by increments of 5 to make it easier to set a large number of copies.

5. Press **START COPY Black** or **START PC COPY Black**, or press**START COPY Color** or **START PC COPY Color**.

Set the copy paper size

You can set the paper size on the device. The paper size you select should match what is loaded in your input tray.

NOTE: If you are using an HP Officejet 6500 (E709d) or HP Officejet 6500 (E709r), this setting is not available. To determine the model you have, see Finding the device model number.

To set the paper size from the device control panel
1. Press **Copy** repeatedly until **Copy Paper Size** appears.
2. Press ▶ until the appropriate paper size appears, and then press **OK**.
3. Press **START COPY Black** or **START COPY Color**.

Set the copy paper type

You can set the paper type on the device.

NOTE: If you are using an HP Officejet 6500 (E709d) or HP Officejet 6500 (E709r), this setting is not available. To determine the model you have, see Finding the device model number.

To set the paper type for copies from the device control panel
1. Press **Copy** repeatedly until **Paper Type** appears.
2. Press ▶ until the appropriate paper type appears, and then press **OK**.
3. Press **START COPY Black** or **START COPY Color**.

Refer to the following table to determine which paper type setting to choose based on the paper loaded in the input tray.

NOTE: If a paper type is not supported for a paper size selected, the paper type will not appear on the list. Change the paper size to update the list of paper types.

Change copy speed or quality

The device provides three options that affect copy speed and quality:
- **Best** (3 stars) produces the highest quality for all paper and eliminates the banding (striping) effect that sometimes occurs in solid areas. **Best** copies slower than the other quality settings.
- **Normal** (2 stars) delivers high-quality output and is the recommended setting for most of your copying. **Normal** copies faster than **Best** and is the default setting.
- **Fast** (1 star) copies faster than the **Normal** setting. The text is comparable to the quality of the **Normal** setting, but the graphics might be lower quality. The **Fast** setting uses less ink and extends the life of your ink cartridges.

NOTE: If you are using an HP Officejet 6500 (E709d) or HP Officejet 6500 (E709r), this setting is not available. To determine the model you have, see Finding the device model number.

To change the copy quality from the device control panel

1. Make sure you have paper loaded in the input tray.
2. Place your original face down on the glass or load originals in the ADF.
3. In the Copy area, press **Quality** until the appropriate quality setting is lit.
4. Press **START COPY Black** or **START COPY Color**.

NOTE: On some models, when you select Best quality and set the media to photo media, then the device will copy at the maximum quality.

Resize an original to fit onto letter or A4 paper

If the image or text on your original fills the entire sheet with no margins, use **Fit to Page** or **Full Page 91%** to reduce your original and prevent unwanted cropping of the text or images at the edges of the sheet.

NOTE: If you are using an HP Officejet 6500 (E709d) or HP Officejet 6500 (E709r), this setting is not available. To determine the model you have, see Finding the device model number.

TIP: You can also use **Fit to Page** to enlarge a small photo to fit within the printable area of a full-size page. In order to do this without changing the proportions of the original or cropping the edges, the device might leave an uneven amount of white space around the edges of the paper.

To resize a document from the device control panel

1. Make sure you have paper loaded in the input tray.
2. Place your original face down on the scanner glass or load originals in the ADF.
3. Press **Copy**, until **Reduce/Enlarge** appears.

4. Press ▶ until **Full Page 91%** appears, and then press **OK**.
5. Press **START COPY Black** or **START PC COPY Black**, or **START COPY Color** or **START PC COPY Color**.

Copy a legal-size document onto letter paper

You can use the **Legal > Ltr 72%** setting to reduce a copy of a legal-size document to a size that fits onto letter paper.

📝 **NOTE:** The percentage in the example, **Legal > Ltr 72%**, might not match the percentage that appears in the display.
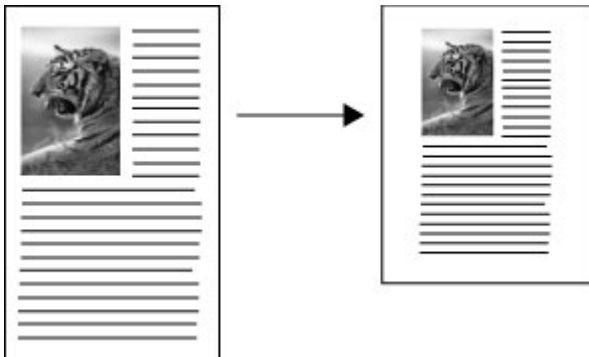
To copy a legal-size document onto letter paper
1. Make sure you have paper loaded in the input tray.
2. Load originals in the automatic document feeder.
3. Press **Copy**, until **Reduce/Enlarge** appears.
4. Press ▶ until **Legal > Ltr 72%** appears, and then press **OK**.
5. Press **START COPY Black** or **START PC COPY Black**, or **START COPY Color** or **START PC COPY Color**.

Adjust the lightness and darkness of your copy

You can use the **Lighter / Darker** option to adjust the contrast of the copies you make.

📝 **NOTE:** If you are using an HP Officejet 6500 (E709d) or HP Officejet 6500 (E709r), this setting is not available. To determine the model you have, see Finding the device model number.

To adjust the copy contrast from the device control panel
1. Make sure you have paper loaded in the input tray.
2. Place your original face down on the scanner glass or load originals in the ADF.
3. Press **Copy** repeatedly until **Lighter / Darker** appears.

4. Do one of the following:
   - Press ▶ to darken the copy.
   - Press ◀ to lighten the copy.
5. Press **START COPY Black** or **START COPY Color**.

Enhance light areas of your copy

You can use **Photo** enhancements to enhance light colors that might otherwise appear white. You can also use **Photo** enhancements to eliminate or reduce any of the following that might occur when copying with **Text** enhancements:

- Stray dots of color surround some text on your copies
- Large, black typefaces look splotchy (not smooth)
- Thin, colored objects or lines contain black sections
- Horizontal grainy or white bands appear in light- to medium-gray areas

📝 **NOTE:** If you are using an HP Officejet 6500 (E709d) or HP Officejet 6500 (E709r), this setting is not available. To determine the model you have, see Finding the device model number.

To copy an overexposed photo from the device control panel
1. Make sure you have paper loaded in the input tray.
2. Place your original face down on the scanner glass. Place your original face down on the scanner glass or load originals in the ADF.
3. Press **Copy** repeatedly until **Enhancements** appears.
4. Press ▶ until the **Photo** enhancement setting appears, and then press **OK**.
5. Press **START COPY Color**.

Collate a copy job

📝 **NOTE:** Collating is only available on some models.

NOTE: If you are using an HP Officejet 6500 (E709d) or HP Officejet 6500 (E709r), this setting is not available. To determine the model you have, see Finding the device model number.

Collating allows you to create sets of copies in the same order that they are scanned into the automatic document feeder (ADF). All copies are scanned into the device memory before they are printed.

📝 **NOTE:** The maximum number of pages that can be scanned and collated varies by model. If your document is too large, break the job into multiple jobs.

NOTE: If paper size is set to Auto, copy paper size will default to Letter- or A4-size, depending on the location set in the control panel. If you are not using Letter- or A4–size paper, you must manually change the paper size setting. If paper type is set to Auto, copy paper type will default to Plain. If you do not want Plain paper, you must manually change the paper type setting.

To collate copies from the control panel

1. Load originals in the ADF. For more information, see <u>Load originals</u>.
2. Press **Copy** repeatedly until **Collate** appears.
3. Press ▶ until the **On** setting appears, and then press **OK**.

Apply Margin Shift to a Copy Job

Margin shift allows you to shift the copy image on the printed page to allow for binding or a 3–hole punch. The image is shifted to the right by 3/8 inch.

> 📝 **NOTE:** An image may be cropped on the right edge because the copied image is not scaled down by the Margin Shift feature.
>
> **NOTE:** If you are using an HP Officejet 6500 (E709d) or HP Officejet 6500 (E709r), this setting is not available. To determine the model you have, see <u>Finding the device model number</u>.

To apply margin shift from the control panel

1. Place your original face down on the scanner glass or load originals in the ADF. For more information, see <u>Load originals</u>.
2. Press **Copy** repeatedly until **Margin Shift** appears.
3. Press ▶ until the **On** setting appears, and then press **OK**.

Two-sided copy jobs

> 📝 **NOTE:** Two-sided copying is only available on some models. If two-sided copying is not available, this option will not be displayed.

Two-sided copying allows you to print copies on both sides of a sheet of paper. It can be done via the flatbed scanner or the ADF.

> 📝 **NOTE:** If you are copying from the flatbed scanner, the display will prompt you when it is time to load the second page.
>
> Two-sided copying is not supported for small media.
>
> **NOTE:** If you are using an HP Officejet 6500 (E709d) or HP Officejet 6500 (E709r), this setting is not available. To determine the model you have, see <u>Finding the device model number</u>.

To make two-sided copies from the control panel

1. Place your original face down on the scanner glass or load originals in the ADF. For more information, see <u>Load originals</u>.
2. Press **Copy** repeatedly until **Two-sided** appears.
3. Press ▶ to select **1-side** or **2-side**, and then press **OK**.

Cancel a copy job

To stop copying, press **Cancel** on the device control panel.

8 Configure and manage

This section is intended for the administrator or individual who is responsible for managing the device. This section contains information about the following topics.

This section contains the following topics:

Manage the device

The following, common tools can be used to manage the device. For information about accessing and using the tools, see Use device management tools.

📝 **NOTE:** Specific procedures might include other methods.

Windows
- Device control panel
- Printer driver
- Toolbox
- Network Toolbox
- Embedded Web server

Mac OS X
- Device control panel
- HP Device Manager
- HP Printer Utility
- Embedded Web server

This section contains the following topics:

Monitor the device

This section provides instructions for monitoring the device.

Use this tool...	to obtain the following information...
Device control panel	Obtain information about the status of jobs that are being processed, the operating status of the device, and the status of ink cartridges.
Embedded Web server	• **Printer status information:** Click the **Information** tab, and then click a selection in the left pane. • **Accumulated ink and media usage:** Click the **Information** tab, and then click **Usage Report** in the left pane.
Toolbox (Windows)	**Ink cartridge information:** Click the **Estimated Ink Levels** tab to view the ink-level information, and then scroll to display the **Cartridge Details** button. Click the **Cartridge Details** button to view information about replacement print cartridges and expiration dates.*
Network Toolbox	View network settings. From the Toolbox, click the **Network Settings** tab.
HP Printer Utility (Mac OS X)	**Ink cartridge information:** Open the **Information and Support** panel and click **Supplies Status**. *
HP Solution Center	Provides current status of the device.

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

Administer the device

This section provides information about administering the device and modifying settings.

Use this tool...	to do the following...
Device control panel	• **Language and country/region:** Press **Setup**, and then open the **Preferences** menu. If you do not see your country/region, press 99, and then find your country/region in the list. • **Device control panel volume:** Press **Setup**, and then open the **Preferences** menu. • **Fax sound volume:** Press **Setup**, and then select **Fax Sound Volume**. • **Automatic report printing:** Press **Setup**, and then open the **Advance Fax Setup** menu. • **Set the dial type:** Press **Setup**, and then open the **Basic Fax Setup** menu.

(continued)

Use this tool...	to do the following...
	• **Set up redial options:** Press **Setup**, and then open the **Advance Fax Setup** menu. • **Set the date and time:** Press **Setup**, press **Tools**, and then press **Date and Time**.
Embedded Web server	• **Set embedded Web server password:** Click the **Settings** tab, and then click **Security** in the left pane. • **Perform device maintenance tasks:** Click the **Settings** tab, and then click **Device Services** in the left pane. • **Language or country/region:** Click the **Settings** tab, and then click **International** in the left pane. • **Configure network settings:** Click the **Networking** tab, and then click an option in the left pane. • **Order supplies:** On any tab, click the **Order Supplies** button, and then follow the onscreen instructions. • **Support:** On any tab, click the **Support** button, and then select a support option. • **Set the date and time:** Click the **Settings** tab, click **Date & Time** in the left pane, type the necessary values in the fields, and then click **Apply**.
Toolbox (Windows)	• **Perform device maintenance tasks:** Click the **Services** tab. • **Configure network settings:** Click the **Network** tab, and then click a button to launch the Network Toolbox.

Network Toolbox	View and change network settings. From the Toolbox, click the **Network Settings** tab.
	• **Change settings**: click the **Change Settings** button.
	• **Run a network diagnostic** (to check the network printer connection):
	  ◦ If the printer is not connected, click **Change Settings**, and then click **Run Network Diagnostic**.
	  ◦ If the printer is connected, when the toolbox opens, click the **Utilities** tab, and then click **Run Network Diagnostic**.
	• **Change the printer's IP address**: In the **Network Settings** tab, click **Wired** or **Wireless** tab, depending on the connection, edit the **IP Settings**, and then click **OK**.

Use this tool...	to do the following...
	• **Change the printer's DNS setting**: In the **Network Settings** tab, click **Wired** or **Wireless** tab, depending on the connection, edit the **DNS Settings**, and then click **OK**. • **Print Wireless Network Test Report**: In the **Network Settings** tab, click the **Utilities** tab, and then click **Print Wireless Network Test Report**.
HP Printer Utility (Mac OS X)	**Perform device maintenance tasks:** Open the **Information and Support** panel, and then click the option for the task that you want to perform.

Use device management tools

This section contains the following topics:

- Toolbox (Windows)
- Use the HP Solution Center (Windows)
- Embedded Web server
- HP Printer Utility (Mac OS X)
- Use the HP Device Manager (Mac OS X)

Toolbox (Windows)

The Toolbox provides maintenance information about the device.

📝 **NOTE:** The Toolbox can be installed from the Starter CD by selecting the full installation option if the computer meets the system requirements.

This section contains the following topics:

- Open the Toolbox
- Toolbox tabs
- Network Toolbox

Open the Toolbox

- From the HP Solution Center, click the **Settings** menu, point to **Print Settings**, and then click **Printer 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**.

Toolbox tabs

The Toolbox contains the following tabs.

Tabs	Contents
Estimated Ink Level	• **Ink Level Information:** Shows estimated ink level for each cartridge. **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 need to replace the ink cartridges until print quality becomes unacceptable. • **Shop Online:** Provides access to a Web site from which you can order printing supplies for the device online. • **Dial a cartridge:** Shows telephone numbers that you can call to order supplies for the device. Telephone numbers are not available for all countries/regions. • **Cartridge Details:** Shows order numbers of the installed ink cartridges.
Services	• **Print a Printer Status Report:** Allows you to print the Printer Status page of the device. This page contains information about the device and ink cartridges. For more information, see Understand the printer status page. • **Align Printhead:** Guides you through aligning the printhead. For more information, see Align the printer. • **Clean Printhead:** Guides you through cleaning the printhead. For more information, see Clean the printhead.
Network **NOTE:** The Network tab is only shown if the device has an active network or wireless connection.	The Network tab displays the current active network settings. Click the **Change Settings...** to open the Network Toolbox and change the network settings and run diagnostic tests.

Network Toolbox

The Network Toolbox allows you to view and change some network settings. You can change the IP address, turn the wireless radio on or off, perform tests, and print reports.

To open the Network Toolbox
1. Open the Toolbox
2. Click the **Network Settings** tab.
3. Click the **Change Settings...** button.

Network Toolbox tab

1. **General**: Shows the current network connection setting of the printer
2. **Wired** settings: Enable the user to change the IP Settings and DNS server for a wired connection
3. **Wireless** settings (only available if the printer supports wireless connection): Enable the user to turn the wireless radio On or Off and to change the IP address or DNS server
4. **Utilities**:
   a. **Run Network Diagnostic** – to perform network troubleshooting
   b. **Print Wireless Network Test Report** – only for printers with wireless capability
   c. **View Wireless Network Tutorial** – only for printers with wireless capability
   d. **View Wireless Network FAQs** – only for printers with wireless capability

Use the HP Solution Center (Windows)

On a Windows computer, the HP Solution Center is the entry point for the HP software. Use the HP Solution Center to change print settings, order supplies, and access the onscreen Help.

The features available in the HP Solution Center vary depending on the devices you have installed. The HP Solution Center is customized to show icons that are associated with the selected device. If the selected device is not equipped with a particular feature, then the icon for that feature does not appear in the HP Solution Center.

Open the Solution Center using one of these methods:

Double-click the Solution Center icon in the desktop.
- Or -
Double-click the Digital Imaging Monitor icon in the taskbar.

Embedded Web server

When the device is connected to a network, you can use the embedded Web server to view status information, change settings, and manage it from your computer.

NOTE: For a list of system requirements for the embedded Web server, see Embedded Web server specifications.

Some settings might be restricted by the requirement for a password.

You can open and use the embedded Web server without being connected to the Internet; however, some features will not be available.

You might receive a statement about the EWS being an untrusted site. Click through this message to enter the EWS.

The embedded Web server (EWS) places a very small text file (cookies) on your hard drive when you are browsing. These files let the EWS recognize your computer the next time you visit. For example, if you have configured the EWS language, a cookie helps remember which language you've selected so that the next time you open the EWS, the pages are displayed in that language. Though some cookies are cleared at the end of each session (such as the cookie that stores the selected language), others (such as the

cookie that stores customer-specific preferences) are stored on the computer until you clear them manually.

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

NOTE: Depending on your device, if you chose to disable cookies, you will disable one or more of the following features:

• Remembering the EWS browser language setting
• Automatically refreshing the existing page
• Starting where you left the application (especially useful when using setup wizards)
• Preventing other users from modifying the same settings while you are making changes

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

This section contains the following topics:

• To open the embedded Web server
• Embedded Web server pages

To open the embedded Web server

You can open the embedded Web server by using these methods:

NOTE: To open the embedded Web server from the printer driver (Windows), or the HP Printer Utility (Mac OS X), the device must be on a network and must have an IP address.

• **Web browser:** In a supported Web browser on your computer, type the IP address or hostname that has been assigned to the device.
  For example, if the IP address is 123.123.123.123, type the following address into the Web browser: `http://123.123.123.123`.
  The IP address and hostname for the device are listed on the wireless status report. For more information, see Understand the network configuration page.
  After opening the embedded Web server, you can bookmark it so that you can return to it quickly in the future.
• **Windows taskbar**: Right-click the HP Digital Imaging Monitor icon, point to the device you wish to view, and then click **Network Settings (EWS)**.
• **Windows Vista**: Right-click the printer icon and then select **Device Web Page**.
• **HP Printer Utility (Mac OS X):** On the **Printer Settings** panel, click **Additional Settings**, and then click the **Open Embedded Web Server** button.

Embedded Web server pages

The embedded Web server contains pages that you can use to view product information and change device settings. The pages also contain links to other e-services.

Pages/buttons	Contents
Information page	Shows status information about the device, its ink supplies and usage, and a log of device events (such as errors).
Settings page	Shows the settings that have been configured for the device and gives you the ability to change these settings. You can also save the settings and restore them if the device loses the settings.
Networking page	Shows network status and the network settings that have been configured for the device. These pages only appear if the device is connected to a network. For more information, see Configure network options.
Support and Order Supplies buttons	**Support** provides a number of support services. **Order Supplies** connects you to online ordering of supplies.

HP Printer Utility (Mac OS X)

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

This section contains the following topics:

- Open the HP Printer Utility
- HP Printer Utility panels

Open the HP Printer Utility

To open the HP Printer Utility from the HP Device Manager

1. Click the HP Device Manager 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 Device Manager in the box, and then click the **HP Device Manager** entry.

2. Select **Maintain printer** from the **Information and Settings** menu.
3. Select the HP device, and then click **Select**.

HP Printer Utility panels

Information and Support panel

- **Supplies Status:** Shows the information about currently installed ink cartridges.
- **Device Information:** Displays information about the model and serial number. This page contains information about the device and the supplies.

- **Clean:** Guides you through cleaning the printhead.
- **Align:** Guides you through aligning the printhead.
- **HP Support:** Gain access to HP Web site where you can find support for the device, register the device, and find information about returning and recycling used printing supplies.

Use the HP Device Manager (Mac OS X)

To open the HP Device Manager on a Macintosh computer

1. Click the HP Device Manager 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 Device Manager in the box, and then click the **HP Device Manager** entry.

2. Select the device from the **Devices** drop-down menu.
   From here, you can check for software updates, configure more software options, and perform maintenance procedures such as checking the ink levels for the ink cartridges.

   📝 **NOTE:** On a Macintosh computer, the features available in the HP Device Manager vary depending on the selected device.

   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 Device Manager 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 Device Manager in the Dock.

Understand the printer status page

Use the Printer Status page to:

- View current device information and ink cartridge status
- Help troubleshoot problems

The Printer Status page also contains a log of recent events.

If you need to call HP, it is often useful to print the Printer Status page before calling.

- **Printer Information:** Shows device information (such as the product name, model number, serial number, and firmware version number), the accessories that are installed (such as the duplexer), and the number of pages printed from the trays and accessories.
- **Ink Cartridge Status:** Shows the estimated ink levels (represented in graphical form as gauges) and the part numbers and expiration dates of the ink cartridges.

To print the Printer Status page

- **Device control panel:** Press **Setup**, select **Print Report**, select **Printer Status**, and then press **OK**.
- **Toolbox (Windows):** Click the **Services** tab, and then click **Print a Test Page**.
- **HP Printer Utility (Mac OS X):** Click **Device Information** from the **Information and Support** panel, and then click **Print Configuration Page**.

Understand the network configuration page

If the device is connected to a network, you can print a network configuration page to view the network settings for the device. You can use the network configuration page to

help troubleshoot network connectivity problems. If you need to call HP, it is often useful to print this page before calling.

Network Configuration Page

1. **General Information:** Shows information about the current status and active connection type of the network, and other information, such as the URL of the embedded Web server.

2. **802.3 Wired:** Shows information about the active wired network connection, such as the IP address, subnet mask, default gateway, as well as the hardware address of the device.

3. **802.11 Wireless:** Shows information about the active wireless network connection, such as the IP address, the communication mode, the network name, authentication type, and signal strength.

4. **mDNS:** Shows information about the active Multicast Domain Name System (mDNS) connection. mDNS services are typically used on small networks for IP address and name resolution (through UDP port 5353) where a conventional DNS server is not used.

5. **SLP:** Shows information about the current Service Location Protocol (SLP) connection. SLP is used by network management applications for device management. The device supports SNMPv1 protocol on IP networks.

To print the network configuration page from the device control panel

Press the **Setup** button, select **Network Setup**, select **Print Network Configuration Page**, and then press **OK**.

This section contains the following topics:

Configure network options

You can manage network settings for the device through the device control panel as described in the next section. Additional advanced settings are available in the embedded Web server, a configuration and status tool you access from your Web browser using an

existing network connection to the device. For more information, see Embedded Web server.

This section contains the following topics:

- Change basic network settings
- Change advanced network settings

Change basic network settings

The control-panel options enable you to set up and manage a wireless connection and to perform a variety of network management tasks. This includes viewing the network settings, restoring the network defaults, turning the wireless radio on and off, and changing the network settings.

This section contains the following topics:

- View and print network settings
- Turn the wireless radio on and off (some models only)

View and print network settings

You can display a summary of the network settings on the device control panel or the Network Toolbox. You can print a more detailed network configuration page. The network configuration page lists all of the important network settings such as the IP address, link speed, DNS, and mDNS. For information on the network settings, see Understand the network configuration page.

1. Press the **Setup** button.
2. Press the arrow keys until **Print Report** is highlighted, and then press **OK**.
3. Press the arrow keys unitl **Network Settings** is highlighted, and then press **OK**.

Turn the wireless radio on and off (some models only)

The wireless radio is on by default, as indicated by the blue light on the front of the device. In order to stay connected to a wireless network, the radio must stay on. However, if your device is connected to a wired network or you have a USB connection, the radio is not used. In this case you might want to turn the radio off.

1. Press the **Setup** button.
2. Press the arrow keys until **Network** is highlighted, and then press **OK**.
3. Select **Wireless Radio**, and then select **Yes** to turn the radio on, or **No** to turn the radio off.

Change advanced network settings

The advanced network settings are provided for your convenience. However, unless you are an advanced user, you should not change any of these settings. The advanced settings include **Link Speed**, **IP Settings**, and **Default Gateway**.

This section contains the following topics:

- Set link speed
- To View IP settings
- To Change IP settings

Set link speed

You can change the speed at which data is transmitted over the network. The default is **Automatic**.

1. Press the **Setup** button.
2. Press the arrow keys until **Network** is highlighted, then press **OK**.
3. Select **Advanced Setup**, then select **Link Speed**.
4. Press the number next to the link speed that matches your network hardware:
   - **1. Automatic**
   - **2. 10-Full**
   - **3. 10-Half**
   - **4. 100-Full**
   - **5. 100-Half**

To View IP settings

To view the IP address of the device:

- Print the network configuration page. For more information, see Understand the network configuration page.
- Or, open the Network Toolbox (Windows), click the **Network Settings** tab, click the **Wired** or **Wireless** tab (depending on the current connection), and then click **IP Settings**.

To Change IP settings

The default IP setting for the IP settings is **Automatic**, which sets the IP settings automatically. However, if you are an advanced user, you might want to manually change, such as the IP address, subnet mask, or the default gateway.

△ **CAUTION:** Be careful when manually assigning an IP address. If you enter an invalid IP address during the installation, your network components will not be able to connect with the device.

---

1. Press the **Setup** button.
2. Press the arrow keys until **Network** is highlighted, and then press **OK**.
3. Select **Advanced Setup**, select **IP Settings**, and then select **Manual IP Settings**.
4. Press the number next to the IP setting:
   - **1. IP Address**
   - **2. Subnet Mask**
   - **3. Default Gateway**
5. Enter your changes, and then press **OK**.

Set up faxing for the device

After completing all the steps in the getting started guide, use the instructions in this section to complete your fax setup. Keep your getting started guide for later use.

In this section, you will learn how to set up the device so that faxing works successfully with equipment and services you might already have on the same phone line.

TIP: You can also use the Fax Setup Wizard (Windows) or HP Fax Setup Utility (Mac OS X) to help you quickly set up some important fax settings such as the answer mode and fax header information. You can access the Fax Setup Wizard (Windows) or HP Fax Setup Utility (Mac OS X) through the software you installed with the device. After you run the Fax Setup Wizard (Windows) or HP Fax Setup Utility (Mac OS X), follow the procedures in this section to complete your fax setup.

This section contains the following topics:

- Set up faxing (parallel phone systems)
- Serial-type fax setup

Set up faxing (parallel phone systems)

Before you begin setting up the device for faxing, determine which kind of phone system your country/region uses. The instructions for fax setup differ depending on whether you have a serial- or parallel-type phone system.

- If you do not see your country/region listed in the table below, you probably have a serial-type phone system. In a serial-type phone system, the connector type on your shared telephone equipment (modems, phones, and answering machines) does not allow a physical connection to the "2-EXT" port on the device. Instead, all equipment must be connected at the telephone wall jack.

  NOTE: In some countries/regions that use serial-type phone systems, the phone cord that came with the device might have an additional wall plug attached to it. This enables you to connect other telecom devices to the wall jack where you plug in the device.

  You might need to connect the supplied phone cord to the adapter provided for your country/region.

- If your country/region is listed in the table below, you probably have a parallel-type telephone system. In a parallel-type phone system, you are able to connect shared telephone equipment to the phone line by using the "2-EXT" port on the back of the device.

  NOTE: If you have a parallel-type phone system, HP recommends you use the 2-wire phone cord supplied with the device to connect it to the telephone wall jack.

Table 8-1 Countries/regions with a parallel-type phone system

Argentina	Australia	Brazil
Canada	Chile	China
Colombia	Greece	India
Indonesia	Ireland	Japan
Korea	Latin America	Malaysia
Mexico	Philippines	Poland
Portugal	Russia	Saudi Arabia

Countries/regions with a parallel-type phone system (continued)

Singapore	Spain	Taiwan
Thailand	USA	Venezuela
Vietnam		

If you are unsure which kind of telephone system you have (serial or parallel), check with your telephone company.

This section contains the following topics:

Choose the correct fax setup for your home or office

To fax successfully, you need to know what types of equipment and services (if any) share the same phone line with the device. This is important because you might need to connect some of your existing office equipment directly to the device, and you might also need to change some fax settings before you can fax successfully.

1. Determine if your telephone system is serial or parallel (see Set up faxing (parallel phone systems)).
   a. Serial-type telephone system — See Serial-type fax setup.
   b. Parallel-type telephone system — Go to step 2.
2. Select the combination of equipment and services sharing your fax line.
   - DSL: A Digital subscriber line (DSL) service through your telephone company. (DSL might be called ADSL in your country/region.)
   - PBX: A private branch exchange (PBX) phone system or an integrated services digital network (ISDN) system.
   - Distinctive ring service: A distinctive ring service through your telephone company provides multiple telephone numbers with different ring patterns.
   - Voice calls: Voice calls are received at the same phone number you use for fax calls on the device.

- Computer dial-up modem: A computer dial-up modem is on the same phone line as the device. If you answer Yes to any of the following questions, you are using a computer dial-up modem:
  - Do you send and receive faxes directly to and from your computer software applications through a dial-up connection?
  - Do you send and receive e-mail messages on your computer through a dial-up connection?
  - Do you access the Internet from your computer through a dial-up connection?
- Answering machine: An answering machine that answers voice calls at the same phone number you use for fax calls on the device.
- Voice mail service: A voice mail subscription through your telephone company at the same number you use for fax calls on the device.

3. From the following table, choose the combination of equipment and services applicable to your home or office setting. Then look up the recommended fax setup. Step-by-step instructions are included for each case in the sections that follow.

📝 **NOTE:** If your home or office setup is not described in this section, set up the device as you would a regular analog phone. Make sure you use the phone cord supplied in the box to connect one end to your telephone wall jack and the other end to the port labeled 1-LINE on the back of the device. If you use another phone cord, you might experience problems sending and receiving faxes.

You might need to connect the supplied phone cord to the adapter provided for your country/region.

| Other equipment or services sharing your fax line | | | | | | | Recommended fax setup |
DSL	PBX	Distinctive ring service	Voice calls	Computer dial-up modem	Answering machine	Voice mail service	
							Case A: Separate fax line (no voice calls received)
✔							Case B: Set up the device with DSL
	✔						Case C: Set up the device with a PBX phone system or an ISDN line
		✔					Case D: Fax with a distinctive ring service on the same line
			✔				Case E: Shared voice/fax line
			✔			✔	Case F: Shared voice/fax line with voice mail

(continued)

Other equipment or services sharing your fax line							Recommended fax setup
DSL	PBX	Distinctive ring service	Voice calls	Computer dial-up modem	Answering machine	Voice mail service	
				✔			Case G: Fax line shared with computer modem (no voice calls received)
			✔	✔			Case H: Shared voice/fax line with computer modem
			✔		✔		Case I: Shared voice/ fax line with answering machine
			✔	✔	✔		Case J: Shared voice/fax line with computer modem and answering machine
			✔	✔		✔	Case K: Shared voice/fax line with computer dial-up modem and voice mail

Case A: Separate fax line (no voice calls received)

If you have a separate phone line on which you receive no voice calls, and you have no other equipment connected on this phone line, set up the device as described in this section.

Figure 8-1 Back view of the device

1	Telephone wall jack
2	Use the phone cord supplied in the box with the device to connect to the 1-LINE port
	You might need to connect the supplied phone cord to the adapter provided for your country/region.

To set up the device with a separate fax line

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

   > 📝 **NOTE:** You might need to connect the supplied phone cord to the adapter provided for your country/region.
   >
   > If you do not use the supplied cord to connect from the telephone wall jack to the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

2. Turn on the **Auto Answer** setting.
3. (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).
4. Run a fax test.

When the phone rings, the device answers automatically after the number of rings you set in the **Rings to Answer** setting. The device begins emitting fax reception tones to the sending fax machine and receives the fax.

Case B: Set up the device with DSL

If you have a DSL service through your telephone company, and do not connect any equipment to the device, use the instructions in this section to connect a DSL filter between the telephone wall jack and the device. The DSL filter removes the digital signal that can interfere with the device, so the device can communicate properly with the phone line. (DSL might be called ADSL in your country/region.)

> 📝 **NOTE:** If you have a DSL line and you do not connect the DSL filter, you will not be able to send and receive faxes with the device.

Figure 8-2 Back view of the device
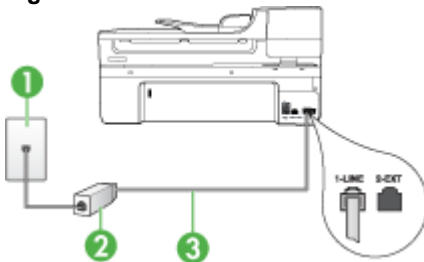
1	Telephone wall jack
2	DSL (or ADSL) filter and cord supplied by your DSL provider
3	Use the phone cord supplied in the box with the device to connect to the 1-LINE port
	You might need to connect the supplied phone cord to the adapter provided for your country/region.

To set up the device with DSL

1. Obtain a DSL filter from your DSL provider.

2. Using the phone cord supplied in the box with the device, connect one end to the open port on the DSL filter, and then connect the other end to the port labeled 1-LINE on the back of the device.

   📝 **NOTE:** You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the DSL filter to the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

   As only one phone cord is supplied, you might need to obtain additional phone cords for this setup.

3. Connect an additional phone cord from the DSL filter to the telephone wall jack.

4. Run a fax test.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Case C: Set up the device with a PBX phone system or an ISDN line

If you are using either a PBX phone system or an ISDN converter/terminal adapter, make sure you do the following:

- If you are using either a PBX or an ISDN converter/terminal adaptor, connect the device to the port that is designated for fax and phone use. Also, make sure that the terminal adapter is set to the correct switch type for your country/region, if possible.

  📝 **NOTE:** Some ISDN systems allow you to configure the ports for specific phone equipment. For example, you might have assigned one port for telephone and Group 3 fax and another port for multiple purposes. If you have problems when connected to the fax/phone port of your ISDN converter, try using the port designated for multiple purposes; it might be labeled "multi-combi" or something similar.

- If you are using a PBX phone system, set the call waiting tone to "off."

  📝 **NOTE:** Many digital PBX systems include a call-waiting tone that is set to "on" by default. The call waiting tone will interfere with any fax transmission, and you will not be able to send or receive faxes with the device. Refer to the documentation that came with your PBX phone system for instructions on how to turn off the call-waiting tone.

- If you are using a PBX phone system, dial the number for an outside line before dialing the fax number.
- Make sure you use the supplied cord to connect from the telephone wall jack to the device. If you do not, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, you can purchase a coupler from your local electronics store and extend it.

  You might need to connect the supplied phone cord to the adapter provided for your country/region.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Case D: Fax with a distinctive ring service on the same line

If you subscribe to a distinctive ring service (through your telephone company) that allows you to have multiple phone numbers on one phone line, each with a different ring pattern, set up the device as described in this section.

Figure 8-3 Back view of the device

1	Telephone wall jack
2	Use the phone cord supplied in the box with the device to connect to the 1-LINE port
	You might need to connect the supplied phone cord to the adapter provided for your country/region.

To set up the device with a distinctive ring service

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

   📝 **NOTE:** You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the telephone wall jack to the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

2. Turn on the **Auto Answer** setting.

3. Change the **Distinctive Ring** setting to match the pattern that the telephone company assigned to your fax number.

> 📝 **NOTE:** By default, the device is set to answer all ring patterns. If you do not set the **Distinctive Ring** to match the ring pattern assigned to your fax number, the device might answer both voice calls and fax calls or it might not answer at all.

4. (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).

5. Run a fax test.

The device automatically answers incoming calls that have the ring pattern you selected (**Distinctive Ring** setting) after the number of rings you selected (**Rings to Answer** setting). The device begins emitting fax reception tones to the sending fax machine and receives the fax.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Case E: Shared voice/fax line

If you receive both voice calls and fax calls at the same phone number, and you have no other office equipment (or voice mail) on this phone line, set up the device as described in this section.

Figure 8-4 Back view of the device

1	Telephone wall jack
2	Use the phone cord supplied in the box with the device to connect to the 1-LINE port
	You might need to connect the supplied phone cord to the adapter provided for your country/region.
3	Telephone (optional)

To set up the device with a shared voice/fax line

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

    > **NOTE:** You might need to connect the supplied phone cord to the adapter provided for your country/region.
    >
    > If you do not use the supplied cord to connect from the telephone wall jack to the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

2. Do one of the following:
    *   If you have a parallel-type phone system, remove the white plug from the port labeled 2-EXT on the back of the device, and then connect a phone to this port.
    *   If you have a serial-type phone system, you might plug your phone directly on top of the device cable which has a wall plug attached to it.

3. Now you need to decide how you want the device to answer calls, automatically or manually:
    *   If you set up the device to answer calls **automatically**, it answers all incoming calls and receives faxes. The device will not be able to distinguish between fax and voice calls in this case; if you suspect the call is a voice call, you will need to answer it before the device answers the call. To set up the device to answer calls automatically, turn on the **Auto Answer** setting.
    *   If you set up the device to answer faxes **manually**, you must be available to respond in person to incoming fax calls or the device cannot receive faxes. To set up the device to answer calls manually, turn off the **Auto Answer** setting.

4. Run a fax test.

If you pick up the phone before the device answers the call and hear fax tones from a sending fax machine, you will need to answer the fax call manually.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Case F: Shared voice/fax line with voice mail

If you receive both voice calls and fax calls at the same phone number, and you also subscribe to a voice mail service through your telephone company, set up the device as described in this section.

> **NOTE:** You cannot receive faxes automatically if you have a voice mail service at the same phone number you use for fax calls. You must receive faxes manually; this means you must be available to respond in person to incoming fax calls. If you want to receive faxes automatically instead, contact your telephone company to subscribe to a distinctive ring service, or to obtain a separate phone line for faxing.

Figure 8-5 Back view of the device

1	Telephone wall jack
2	Use the phone cord supplied in the box with the device to connect to the "1-LINE" port
	You might need to connect the supplied phone cord to the adapter provided for your country/region.

To set up the device with voice mail

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

    You might need to connect the supplied phone cord to the adapter provided for your country/region.

    NOTE: You might need to connect the supplied phone cord to the adapter provided for your country/region.

    If you do not use the supplied cord to connect from the telephone wall jack to the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

2. Turn off the **Auto Answer** setting.
3. Run a fax test.

You must be available to respond in person to incoming fax calls, or the device cannot receive faxes. You must initiate the manual fax before voicemail picks up the line.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Case G: Fax line shared with computer modem (no voice calls received)

If you have a fax line on which you receive no voice calls, and you also have a computer modem connected on this line, set up the device as described in this section.

NOTE: If you have a computer dial-up modem, your computer dial-up modem shares the phone line with the device. You will not be able to use both your modem and the device simultaneously. For example, you cannot use the device for faxing while you are using your computer dial-up modem to send an e-mail or access the Internet.

- Set up the device with a computer dial-up modem
- Set up the device with a computer DSL/ADSL modem

Set up the device with a computer dial-up modem

If you are using the same phone line for sending faxes and for a computer dial-up modem, follow these directions for setting up the device.

Figure 8-6 Back view of the device

1	Telephone wall jack
2	Use the phone cord supplied in the box with the device to connect to the "1-LINE" port You might need to connect the supplied phone cord to the adapter provided for your country/region.
3	Computer with modem

To set up the device with a computer dial-up modem
1. Remove the white plug from the port labeled 2-EXT on the back of the device.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled 2-EXT on the back of the device.
3. Using the phone cord supplied in the box with the device, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the device.

   NOTE: You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the telephone wall jack to the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

4. If your modem software is set to receive faxes to your computer automatically, turn off that setting.

> 📝 **NOTE:** If you do not turn off the automatic fax reception setting in your modem software, the device will not be able to receive faxes.

5. Turn on the **Auto Answer** setting.
6. (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).
7. Run a fax test.

When the phone rings, the device automatically answers after the number of rings you set in the **Rings to Answer** setting. The device begins emitting fax reception tones to the sending fax machine and receives the fax.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Set up the device with a computer DSL/ADSL modem

If you have a DSL line and use that phone line to send faxes, follow these instructions to set up your fax.

1	Telephone wall jack
2	Parallel splitter
3	DSL/ADSL filter
	Connect one end of the phone jack that was supplied with the device to connect to the 1-LINE port on the back of the device. Connect the other end of the cord to the DSL/ADSL filter.
	You might need to connect the supplied phone cord to the adapter provided for your country/region.
4	Computer
5	Computer DSL/ADSL modem

To set up the device with a computer DSL/ADSL modem

1. Obtain a DSL filter from your DSL provider.
2. Using the phone cord provided in the box with the device, connect one end to the DSL filter, and then connect the other end to the port labeled 1-LINE on the back of the device.

3. Connect the DSL filter to the parallel splitter.
4. Connect the DSL modem to the parallel splitter.
5. Connect the parallel splitter to the wall jack.
6. Run a fax test.

When the phone rings, the device automatically answers after the number of rings you set in the **Rings to Answer** setting. The device begins emitting fax reception tones to the sending fax machine and receives the fax.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Case H: Shared voice/fax line with computer modem

If you receive both voice calls and fax calls at the same phone number, and you also have a computer modem connected on this phone line, set up the device as described in this section.

- Shared voice/fax with computer dial-up modem
- Shared voice/fax with computer DSL/ADSL modem

Shared voice/fax with computer dial-up modem

If you use your phone line for both fax and telephone calls, use these instructions to set up your fax.

There are two different ways to set up the device with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

- If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler), as shown below. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a two-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)

Figure 8-7 Example of a parallel splitter

- If your computer has one phone port, set up the device as described below.

Figure 8-8 Back view of the device
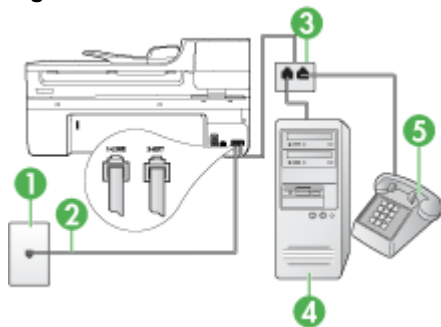
1	Telephone wall jack
2	Phone cord provided with the device plugged into the 1-LINE port on the back of the device
	You might need to connect the supplied phone cord to the adapter provided for your country/region.
3	Parallel splitter
4	Computer
5	Telephone

To set up the device on the same phone line as a computer with one phone port
1. Remove the white plug from the port labeled 2-EXT on the back of the device.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the parallel splitter.
3. Connect a phone cord from the parallel splitter to the port labeled 2-EXT on the back of the device.

4. Connect a phone to the parallel splitter.

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

> **NOTE:** You might need to connect the supplied phone cord to the adapter provided for your country/region.
>
> If you do not use the supplied cord to connect from the telephone wall jack to the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

6. If your modem software is set to receive faxes to your computer automatically, turn off that setting.

> **NOTE:** If you do not turn off the automatic fax reception setting in your modem software, the HP device will not be able to receive faxes.

7. Now you need to decide how you want the device to answer calls, automatically or manually:
   - If you set up the device to answer calls **automatically**, it answers all incoming calls and receives faxes. The device will not be able to distinguish between fax and voice calls in this case; if you suspect the call is a voice call, you will need to answer it before the device answers the call. To set up the device to answer calls automatically, turn on the **Auto Answer** setting.
   - If you set up the device to answer faxes **manually**, you must be available to respond in person to incoming fax calls or the device cannot receive faxes. To set up the device to answer calls manually, turn off the **Auto Answer** setting.

8. Run a fax test.

> **NOTE:** If your computer has two telephone ports on the back, you do not need to use a parallel splitter. You can plug the telephone into the "OUT" port on the computer dial-up modem.

If you pick up the phone before the device answers the call and hear fax tones from a sending fax machine, you will need to answer the fax call manually.

If you use your phone line for voice, fax, and your computer dial-up modem, follow these directions to set up your fax.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.
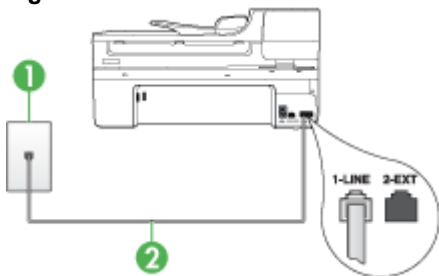
Shared voice/fax with computer DSL/ADSL modem

Use these instructions if your computer has a DSL/ADSL modem

1	Telephone wall jack
2	Parallel splitter
3	DSL/ADSL filter
4	Phone cord supplied with the device
	You might need to connect the supplied phone cord to the adapter provided for your country/region.
5	DSL/ADSL modem
6	Computer
7	Telephone

📝 **NOTE:** You will need to purchase a parallel splitter. A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2–line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.

To set up the device with a computer DSL/ADSL modem

1. Obtain a DSL filter from your DSL provider.

   > 📝 **NOTE:** Phones in other parts of the home/office sharing the same phone number with DSL service will need to be connected to additional DSL filters, otherwise you will experience noise when making voice calls.

2. Using the phone cord supplied in the box with the devices, connect one end to the DSL filter, then connect the other end to the port labeled 1-LINE on the back of the device.

   > 📝 **NOTE:** You might need to connect the supplied phone cord to the adapter provided for your country/region.
   >
   > If you do not use the supplied cord to connect from the DSL filter to the device, you might not be able to fax successfully. This special phone is different from phone cords you might already have in your home or office.

3. If you have a parallel-type phone system, remove the white plug from the port labeled 2-EXT on the back of the device, and then connect a phone to this port.
4. Connect the DSL filter to the parallel splitter.
5. Connect the DSL modem to the parallel splitter.
6. Connect the parallel splitter to the wall jack.
7. Run a fax test.

When the phone rings, the device automatically answers after the number of rings you set in the **Rings to Answer** setting. The device begins emitting fax reception tones to the sending fax machine and receives the fax.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Case I: Shared voice/fax line with answering machine

If you receive both voice calls and fax calls at the same phone number, and you also have an answering machine that answers voice calls at this phone number, set up the device as described in this section.

Figure 8-9 Back view of the device
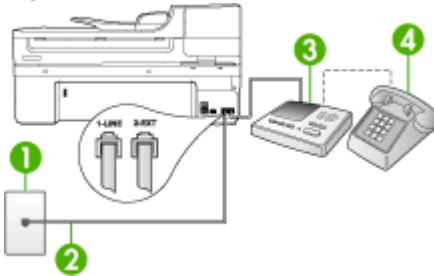
1	Telephone wall jack
2	Use the phone cord provided to connect to the 1-LINE port on the back of the device You might need to connect the supplied phone cord to the adapter provided for your country/region.
3	Answering machine
4	Telephone (optional)

To set up the device with a shared voice/fax line with answering machine

1. Remove the white plug from the port labeled 2-EXT on the back of the device.
2. Unplug your answering machine from the telephone wall jack, and connect it to the port labeled 2-EXT on the back of the device.

   📝 **NOTE:** If you do not connect your answering machine directly to the device, fax tones from a sending fax machine might be recorded on your answering machine, and you probably will not be able to receive faxes with the device.

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

   📝 **NOTE:** You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the telephone wall jack to the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

4. (Optional) If your answering machine does not have a built-in phone, for convenience you might want to connect a phone to the back of your answering machine at the "OUT" port.

   📝 **NOTE:** If your answering machine does not let you connect an external phone, you can purchase and use a parallel splitter (also known as a coupler) to connect both the answering machine and telephone to the device. You can use standard phone cords for these connections.

5. Turn on the **Auto Answer** setting.
6. Set your answering machine to answer after a low number of rings.
7. Change the **Rings to Answer** setting on the device to the maximum number of rings supported by your device. (The maximum number of rings varies by country/region.)
8. Run a fax test.

When the phone rings, your answering machine answers after the number of rings you have set, and then plays your recorded greeting. The device monitors the call during this time, "listening" for fax tones. If incoming fax tones are detected, the device emits fax reception tones and receives the fax; if there are no fax tones, the device stops monitoring the line and your answering machine can record a voice message.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Case J: Shared voice/fax line with computer modem and answering machine

If you receive both voice calls and fax calls at the same phone number, and you also have a computer modem and answering machine connected on this phone line, set up the HP device as described in this section.

📝 **NOTE:** Since your computer dial-up modem shares the phone line with the HP device, you cannot use both your modem and the device simultaneously. For example, you cannot use the HP device for faxing while you are using your computer dial-up modem to send an e-mail or access the Internet.

• Shared voice/fax line with computer dial-up modem and answering machine
• Shared voice/fax line with computer DSL/ADSL modem and answering machine

Shared voice/fax line with computer dial-up modem and answering machine

There are two different ways to set the HP device with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

• If your computer has only one phone port, you will need to purchase a parallel splitter, as shown below. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a two-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)

Figure 8-10 Example of a parallel splitter

• If your computer has one phone port, set up the HP device as described below.

Figure 8-11 Back view of the device
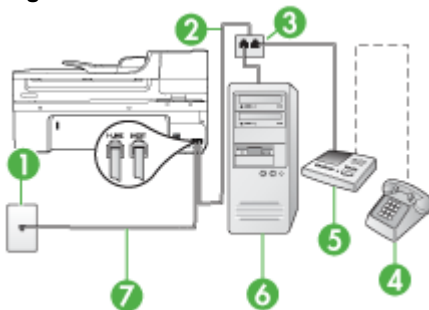
1	Telephone wall jack
2	Telephone cord connected to the parallel splitter
3	Parallel splitter
4	Telephone (optional)

5	Answering machine
6	Computer with modem
7	Use the phone cord supplied in the box with the device to connect to the "1-LINE" port
	You might need to connect the supplied phone cord to the adapter provided for your country/region.

To set up the device on the same phone line as a computer with one phone port

1. Remove the white plug from the port labeled 2-EXT on the back of the HP device.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled 2-EXT on the back of the device.
3. Unplug your answering machine from the telephone wall jack, and connect it to the port labeled 2-EXT on the back of the device.

   📝 **NOTE:** If you do not connect your answering machine directly to the device, fax tones from a sending fax machine might be recorded on your answering machine, and you might not be able to receive faxes with the device.

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

   📝 **NOTE:** You might need to connect the supplied phone cord to the adapter provided for your country/region.

   If you do not use the supplied cord to connect from the telephone wall jack to the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

5. (Optional) If your answering machine does not have a built-in phone, for convenience you might want to connect a phone to the back of your answering machine at the "OUT" port.

   📝 **NOTE:** If your answering machine does not let you connect an external phone, you can purchase and use a parallel splitter (also known as a coupler) to connect both the answering machine and telephone to the device. You can use standard phone cords for these connections.

6. If your modem software is set to receive faxes to your computer automatically, turn off that setting.

   📝 **NOTE:** If you do not turn off the automatic fax reception setting in your modem software, the device will not be able to receive faxes.

7. Turn on the **Auto Answer** setting.
8. Set your answering machine to answer after a low number of rings.

9. Change the **Rings to Answer** setting on the HP device to the maximum number of rings supported by your HP device. (The maximum number of rings varies by country/region.)

10. Run a fax test.

> **NOTE:** If you are using a computer with two telephone ports, you do not need a parallel splitter. You can plug the answering machine into the "OUT" port on the back of the computer.

When the phone rings, your answering machine answers after the number of rings you have set, and then plays your recorded greeting. The device monitors the call during this time, "listening" for fax tones. If incoming fax tones are detected, the device emits fax reception tones and receives the fax; if there are no fax tones, the device stops monitoring the line and your answering machine can record a voice message.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Shared voice/fax line with computer DSL/ADSL modem and answering machine

1	Telephone wall jack
2	Parallel splitter
3	DSL/ADSL filter
4	Phone cord provided with the device connected to the 1-LINE port on the back of the device
	You might need to connect the supplied phone cord to the adapter provided for your country/region.
5	DSL/ADSL modem
6	Computer
7	Answering machine
8	Telephone (optional)

> **NOTE:** You will need to purchase a parallel splitter. A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2–line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.

To set up the device with a computer DSL/ADSL modem

1. Obtain a DSL/ADSL filter from your DSL/ADSL provider.

   > **NOTE:** Phones in other parts of the home/office sharing the same phone number with DSL/ADSL service will need to be connected to additional DSL/ADSL filters, otherwise you will experience noise when making voice calls.

2. Using the phone cord supplied in the box with the device, connect one end to the DSL/ADSL filter, then connect the other end to the port labeled 1-LINE on the back of the device.

   > **NOTE:** You might need to connect the supplied phone cord to the adapter provided for your country/region.
   >
   > If you do not use the supplied cord to connect from the DSL/ADSL filter to the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

3. Connect the DSL/ADSL filter to the splitter.

4. Unplug the answering machine from the telephone wall jack, and connect it to the port labeled 2-EXT on the back of the device.

   > **NOTE:** If you do not connect your answering machine directly to the device, fax tones from a sending fax machine might be recorded on your answering machine, and you probably will not be able to receive faxes with the device.

5. Connect the DSL modem to the parallel splitter.

6. Connect the parallel splitter to the wall jack.

7. Set your answering machine to answer after a low number of rings.

8. Change your **Rings to Answer** setting on the device to the maximum number of rings supported by the device.

   > **NOTE:** The maximum number of rings varies by country/region.

9. Run a fax test.

When the phone rings, your answering machine will answer after the number of rings you have set, and then play your recorded greeting. The device monitors the call during this time, "listening" for fax tones. If incoming fax tones are detected, the device will emit fax reception tones and receive the fax; if there are no fax tones, the device stops monitoring the line and your answering machine can record a voice message.

If you use the same phone line for telephone, fax, and have a computer DSL modem, follow these instructions to set up your fax.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Case K: Shared voice/fax line with computer dial-up modem and voice mail

If you receive both voice calls and fax calls at the same phone number, use a computer dial-up modem on the same phone line, and subscribe to a voice mail service through your telephone company, set up the device as described in this section.

> **NOTE:** You cannot receive faxes automatically if you have a voice mail service at the same phone number you use for fax calls. You must receive faxes manually; this means you must be available to respond in person to incoming fax calls. If you want to receive faxes automatically instead, contact your telephone company to subscribe to a distinctive ring service, or to obtain a separate phone line for faxing.

Since your computer dial-up modem shares the phone line with the device, you cannot use both your modem and the device simultaneously. For example, you cannot use the device for faxing if you are using your computer dial-up modem to send an e-mail or access the Internet.

There are two different ways to set up the device with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

- If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler), as shown below. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a two-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)

Figure 8-12 Example of a parallel splitter

- If your computer has two phone ports, set up the device as described below.

Figure 8-13 Back view of the device

1	Telephone wall jack
2	Use the phone cord supplied in the box with the device to connect to the 1-LINE port
	You might need to connect the supplied phone cord to the adapter provided for your country/region.
3	Parallel splitter
4	Computer with modem
5	Telephone

To set up the device on the same phone line as a computer with two phone ports

1. Remove the white plug from the port labeled 2-EXT on the back of the device.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled 2-EXT on the back of the device.
3. Connect a phone to the "OUT" port on the back of your computer dial-up modem.
4. Using the phone cord supplied in the box with the device, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the device.

    NOTE: You might need to connect the supplied phone cord to the adapter provided for your country/region.

    If you do not use the supplied cord to connect from the telephone wall jack to the device, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

5. If your modem software is set to receive faxes to your computer automatically, turn off that setting.

    NOTE: If you do not turn off the automatic fax reception setting in your modem software, the device will not be able to receive faxes.

6. Turn off the **Auto Answer** setting.
7. Run a fax test.

You must be available to respond in person to incoming fax calls, or the device cannot receive faxes.

If you encounter problems setting up the device with optional equipment, contact your local service provider or vendor for further assistance.

Serial-type fax setup

For information on setting up the device for faxing using a serial-type phone system, see the Fax Configuration Web site for your country/region.

Austria	www.hp.com/at/faxconfig
Germany	www.hp.com/de/faxconfig

Switzerland (French)	www.hp.com/ch/fr/faxconfig
Switzerland (German)	www.hp.com/ch/de/faxconfig
United Kingdom	www.hp.com/uk/faxconfig
Finland	www.hp.fi/faxconfig
Denmark	www.hp.dk/faxconfig
Sweden	www.hp.se/faxconfig
Norway	www.hp.no/faxconfig
Netherlands	www.hp.nl/faxconfig
Belgium (Dutch)	www.hp.be/nl/faxconfig
Belguim (French)	www.hp.be/fr/faxconfig
Portugal	www.hp.pt/faxconfig
Spain	www.hp.es/faxconfig
France	www.hp.com/fr/faxconfig
Ireland	www.hp.com/ie/faxconfig
Italy	www.hp.com/it/faxconfig

Configure the device (Windows)

NOTE: Microsoft Internet Explorer 6.0 or higher must be installed on the computer system to run the installation program.

In addition, you must have administrator privileges to install a printer driver on Windows 2000, Windows XP, or Windows Vista.

When setting up the device, HP recommends that you connect it after you install the software because the installation program is designed to provide you with the easiest setup experience. However, if you have connected the cable first, see Connect the device before installing the software.

This section contains the following topics:

- Direct connection
- Network connection

Direct connection

You can connect the device directly to your computer using a USB cable.

NOTE: If you install the device software and connect the device to a computer running Windows, you can connect additional devices to the same computer with USB cables without reinstalling the device software.

When setting up the device, HP recommends that you connect the device after you install the software because the installation program is designed to provide you with the easiest

setup experience. However, if you have connected the cable first, see <u>Connect the device before installing the software</u>.

This section contains the following topics:

- <u>Install the software before connecting the device (recommended)</u>
- <u>Connect the device before installing the software</u>
- <u>Share the device on a locally shared network</u>

Install the software before connecting the device (recommended)

To install the software

1. Close any applications that are running.
2. Insert the Starter CD into the CD drive. The CD menu runs automatically. If the CD menu does not start automatically, double-click the setup icon on the Starter CD.
3. On the CD menu, click **Install USB-Connected Device** or **Install Network/Wireless Device** and follow the onscreen instructions.
4. When prompted, turn on the device and connect it to the computer using a USB cable. The **Found New Hardware** wizard appears on the computer screen, and the device icon is created in the Printers folder.

📝 **NOTE:** You may connect the USB cable at a later time when you need to use the device.

You can also share the device with other computers using a simple form of networking known as locally shared networking. For more information, see <u>Share the device on a locally shared network</u>.

Connect the device before installing the software

If you connected the device to the computer before installing the device software, the **Found New Hardware** wizard displays on the computer screen.

📝 **NOTE:** If you turned on the device, do not turn it off or unplug the cable from the device while the installation program is running. If you do so, the installation program will not finish.

To connect the device

1. In the **Found New Hardware** dialog box that displays methods for locating the printer driver, select the Advanced option, and then click **Next**.

   📝 **NOTE:** Do not allow the **Found New Hardware** wizard to perform an automatic search for the printer driver.

---

2. Select the check box for specifying the driver location, and ensure that the other check boxes are clear.
3. Insert the Starter CD into the CD drive. If the CD menu appears, close it.
4. Browse to locate the root directory on the Starter CD (for example, D), and then click **OK**.
5. Click **Next** and follow the onscreen instructions.

6. Click **Finish** to close the **Found New Hardware** wizard. The wizard automatically starts the installation program (this might take a short while).

7. Complete the installation process.

📝 **NOTE:** You can also share the device with other computers using a simple form of networking known as locally shared networking. For more information, see Share the device on a locally shared network.

Share the device on a locally shared network

In a locally shared network, the device is connected directly to the USB connector of a selected computer (known as the server) and is shared by other computers (clients).

📝 **NOTE:** When sharing a directly connected device, use the computer with the newest operating system as the server. For example, if you have a computer running Windows XP and another computer running an older version of Windows, use the computer running Windows XP as the server.

Use this configuration only in small groups or when usage is low. The connected computer is slowed down when many users print to the device.

Only the printing function is shared. Scan and Copy functions are not shared.

To share the device

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. Right-click the device icon, click **Properties**, and then click the **Sharing** tab.

3. Click the option to share the device, and give it a share name.

4. To share the device with client computers that use other versions of Windows, click **Additional Drivers** to install those drivers as a convenience to the users. You must have the Starter CD in your CD drive.

Network connection

If the device has network capability, it can be shared in a network environment by connecting it directly to the network. This type of connection offers the ability to manage the device using the embedded Web server from any computer on the network.

📝 **NOTE:** Microsoft Internet Explorer 6.0, or higher, must be installed on the computer system to run the installation program.

Choose the installation option for the type of network you have:

- **Client/server network:** If your network has a computer acting as a dedicated print server, install the device software on the server, and then install the device software on the client computers. For more information see To install the device on a network and To install the device software on client computers. This method does not allow you to share the full functionality of the device. Client computers can only print from the device.

- **Peer-to-peer network:** If you have a peer-to-peer network (a network without a dedicated print server), install the software on the computers that will be using the device. For more information, see To install the device on a network.

In addition, you can connect to a network printer on both types of networks using the **Add Printer** wizard in Windows. For more information, see To install the printer driver using Add Printer.

This section contains the following topics:

- To install the device on a network
- To install the device software on client computers
- To install the printer driver using Add Printer

To install the device on a network

Use the following steps to install the device software in the following networking scenarios:

You have a peer-to-peer network (a network without a dedicated print server)

1. Remove the protective cover from the device's network port and connect the device to the network.
2. Insert the Starter CD into the CD drive. The CD menu starts automatically. If the CD menu does not start automatically, browse to the CD drive of the computer and double-click **Setup.exe**.
3. Click **Install USB-Connected Device** or **Install Network/Wireless device**.
4. Follow the onscreen instructions to complete the installation.

NOTE: To share the device with Windows client computers, see To install the device software on client computers and Share the device on a locally shared network.

To install the device software on client computers

After printer drivers are installed on the computer that is acting as the print server, the printing functionality can be shared. Individual Windows users who want to use the network device must install the software on their computers (clients).

A client computer can connect to the device in the following ways:

- In the Printers folder, double-click the **Add Printer** icon and follow the instructions for a network installation. For more information, see To install the printer driver using Add Printer.
- On the network, browse to the device and drag it to your Printers folder.
- Add the device and install the software from the INF file on your network. On the Starter CD, the INF files are stored in the root directory of the CD.

To install the printer driver using Add Printer

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. Double-click **Add Printer**, and then click **Next**.
3. Select **Network Printer** or **Network Printer Server**.
4. Click **Next**.
5. Do one of the following:
   Type in the network path or queue name of the shared device, and then click **Next**.
   Click **Have Disk** when prompted to select the device model.
   Click **Next** and locate the device in the list of shared printers.
6. Click **Next** and follow the onscreen instructions to complete the installation.

Configure the device (Mac OS X)

You can use the device with a single Macintosh computer using a USB cable, or you can share it among other users on a network.

This section contains the following topics:

- Install the software for network or direct connection
- Share the device on a locally shared network

Install the software for network or direct connection

To install the software for a direct connection

1. Insert the Starter CD into the CD drive.
2. Double-click **HP Installer** and follow the onscreen instructions.
3. When prompted, connect the device to your computer with a USB cable.
4. If necessary, share the device with other Macintosh computer users.
   - **Direct connection:** Share the device with the other Macintosh computer users. For more information, see Share the device on a locally shared network.
   - **Network connection:** Individual Macintosh computer users who want to use the device on the network must install the device software on their computers.

To install the software for a network connection

1. Remove the protective cover from the device's network port and connect the device to the network.
2. Insert the Starter CD into the CD drive.
3. Double-click **HP Installer**, and then follow the onscreen instructions.
4. On the **Connection Type** screen, select **Wired network/Wireless**, and then click **Next**.
5. Follow the onscreen instructions to complete the installation.

Share the device on a locally shared network

When you connect the device directly, you can share it with other computers using a simple form of networking known as Printer Sharing. Use this Printer Sharing only in small

groups or when usage is low. The connected computer is slowed down when many users print to the device.

Basic requirements for sharing in Mac OS X environment include the following items:

- The Macintosh computers must be communicating on the network using TCP/IP, and they must have IP addresses. (AppleTalk is not supported.)
- The device that is being shared must be connected to a built-in USB port on the host Macintosh computer.
- Both the host Macintosh computer and the client Macintosh computers that are using the shared device must have the driver or PPD for the device that is installed. (You can run the installation program to install the device sharing software and associated Help files.)

For more information about USB device sharing, see the support information on the Apple Web site (www.apple.com) or the Apple Macintosh Help on the computer.

NOTE: Printer Sharing is supported in Mac OS X (v10.4 and higher).

NOTE: Printer Sharing must be enabled on the host and client computers. Open **System Preferences**, select **Sharing**, and then click **Printer Sharing**.

To share the device among computers running Mac OS X

1. Turn on printer sharing on all Macintosh computers (host and clients) that are connected to the printer.
   Open **System Preferences**, click **Print & Fax**, select the printer you want to share from the list on the left, and then check **Share this printer**.
2. To print from the other Macintosh computers (the clients) on the network, do the following:
   a. Click **File**, and then select **Page Setup** in the document you want to print.
   b. In the drop-down menu next to **Format for**, select **Shared Printers**, and then select your device.
   c. Select the **Paper Size**, and then click **OK**.
   d. In the document, click **File**, and then select **Print**.
   e. From the drop-down menu next to **Printer**, select **Shared Printers**, and then select your device.
   f. Make additional settings, if necessary, and then click **Print**.

Set up the device for wireless communication (some models only)

You may set up the device for wireless communication using one of the following ways:

Setup method	Infrastructure wireless communication	Ad hoc wireless communication*
USB cable (recommended) For more information, see To set up wireless communication using the installer (Mac OS X) or To	✔	✔

(continued)

set up wireless communication using the installer (Windows).		
Network Toolbox	✔	

NOTE: If you encounter problems, see Solve wireless problems (some models only).

Make sure the device is not connected to the network using a network cable.

The sending device must have built-in 802.11 capabilities or an 802.11 wireless card installed.

The device and the computers that use it must be on the same subnet.

Before installing the device software, you may wish to find out the settings of your network. Obtain the information from your system administrators, or complete the following tasks:

• Obtain your network's network name or Service Set Identifier (SSID) and communication mode (infrastructure or ad hoc) from the configuration utility for the network's wireless access point (WAP) or the computer's network card.
• Find out the type of encryption your network uses, such as Wired Equivalent Privacy (WEP).
• Find out the security password or encryption key of the wireless device.

This section contains the following topics:

• Understand 802.11 wireless network settings
• To set up wireless communication using the installer (Windows)
• To set up wireless communication using the installer (Mac OS X)
• To set up wireless communication using the device control panel with wireless setup wizard
• To turn off wireless communication
• Connect the device using an ad hoc wireless network connection
• Guidelines for reducing interference on a wireless network
• Configure your firewall to work with HP devices
• Change the connection method
• Guidelines for ensuring wireless network security

Understand 802.11 wireless network settings

Network name (SSID)

By default, the device looks for the wireless network name or SSID named "hpsetup." Your network may have a different SSID.

Communication mode

There are two communication mode options:

*   **Ad hoc:** On an ad hoc network, the device is set to ad hoc communication mode and communicates directly with other wireless devices without the use of a wireless access point, such as a wireless router or Apple AirPort Base Station.
    All devices on the ad hoc network must:
    ◦   Be 802.11 compatible
    ◦   Have ad hoc as the communication mode
    ◦   Have the same network name (SSID)
    ◦   Be on the same subnet and same channel
    ◦   Have the same 802.11 security settings
*   **Infrastructure (recommended):** On an infrastructure network, the device is set to infrastructure communication mode and communicates with other devices on the network, whether the devices are wired or wireless, through a wireless access point, such as a router or Apple AirPort Base Station.

Security settings

📝 **NOTE:** For the available settings for the device, see Understand the network configuration page.

For more information on wireless security, visit www.wifi.org.

*   **Network authentication:** The device's factory default setting is 'Open,' which does not require security for authorization or encryption. The other possible values are 'OpenThenShared,' 'Shared,' and 'WPA-PSK' (Wi-Fi® Protected Access Pre-Shared Key).
    WPA increases the level of over-the-air data protection and access control on existing and future Wi-Fi networks. It addresses all known weaknesses of WEP, the original native security mechanism in the 802.11 standard.
    WPA2 is the second generation of WPA security; it provides enterprise and consumer Wi-Fi users with a high level of assurance that only authorized users can access their wireless networks.
*   **Data encryption:**
    ◦   Wired Equivalent Privacy (WEP) provides security by encrypting data sent over radio waves from one wireless device to another wireless device. Devices on a WEP-enabled network use WEP keys to encode data. If your network uses WEP, you must know the WEP key(s) it uses.
    ◦   WPA uses the Temporal Key Integrity Protocol (TKIP) for encryption and employs 802.1X authentication with one of the standard Extensible Authentication Protocol (EAP) types available today.
    ◦   WPA2 provides a new encryption scheme, the Advanced Encryption Standard (AES). AES is defined in counter cipher-block chaining mode (CCM) and supports the Independent Basic Service Set (IBSS) to enable security between client workstations operating in ad hoc mode.

To set up wireless communication using the installer (Windows)

> 📝 **NOTE:** For this method, you will need to have a wireless network set up and running. You will also need a USB cable. Do not attach the USB cable until prompted by the installer.

1. Save any open documents. Close any applications that are running on your computer.
2. Insert the Starter CD into the CD drive. The CD menu runs automatically. If the CD menu does not start automatically, double-click the setup icon on the Starter CD.
3. On the CD menu, click **Install Network/Wireless Device**, and then follow the onscreen instructions.

   > 📝 **NOTE:** If the firewall software on your computer displays any messages during the installation, select the "always permit/allow" option in the messages. Selecting this option allows the software to install successfully on your computer.

4. When prompted, temporarily connect the USB wireless setup cable.
5. Follow the onscreen instructions to complete the installation.
6. Disconnect the USB wireless setup cable when prompted.

To set up wireless communication using the installer (Mac OS X)

1. Connect a USB wireless setup cable to the port on the back of the HP device and then to any USB port on the computer.
2. Place the Starter CD into the computer.
3. Double-click the HP Installer icon on the Starter CD, and then follow the onscreen instructions.
4. Disconnect the USB wireless setup cable when prompted.

To set up wireless communication using the device control panel with wireless setup wizard

The Wireless Setup Wizard provides an easy way to set up and manage a wireless connection to your device.

> 📝 **NOTE:** To use this method, you must have a wireless network set up and running.

1. Set up the device hardware (see the getting started guide or the setup poster that came with your device).
2. On the device control panel, press the **Setup** button.
3. Press an arrow button to move to **Network Settings**, and then press **OK**.
4. Press an arrow button to move to **Wireless Setup Wizard**, and then press **OK**.
5. Follow the display instructions to complete the setup.

To turn off wireless communication

Device control panel: Press **Setup**, then select **Network Setup**, then select **Wireless Radio**, and then select either **On** or **Off**.

Connect the device using an ad hoc wireless network connection

Method 1

1. Turn on wireless in your computer and in the device.
2. On your computer, connect to the network name (SSID) "hpsetup". (This network name is the default, ad hoc network created by the HP device.)

> 📝 **NOTE:** If your HP device was previously configured for a different network, you can restore the network defaults to enable the device to use "hpsetup". To restore the network defaults complete the following steps:
>
> **Reset the administrator password and network settings:** Select **Setup**, select **Network**, and then select **Restore Network Defaults**. For more information, see General troubleshooting tips and resources.

Guidelines for reducing interference on a wireless network

The following tips will help reduce the chances for interference in a wireless network:

- Keep the wireless devices away from large metal objects, such as filing cabinets, and other electromagnetic devices, such as microwaves and cordless telephones, as these objects can disrupt radio signals.
- Keep the wireless devices away from large masonry structures and other building structures as these objects can absorb radio waves and lower signal strength.
- For an infrastructure network, position the WAP in a central location in line of sight with the wireless devices on the network.
- Keep all wireless devices on the network within range of one another.

Configure your firewall to work with HP devices

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

If you are having problems such as:

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

The firewall might be preventing your HP device from notifying computers on your network where it can be found. If the HP software cannot find the HP device during installation (and you know the HP device is on the network), or you have already successfully installed HP software and experience problems, try the following:

1. If you are using a computer running Windows, in the firewall configuration utility, look for an option to trust computers on the local subnet (sometimes called the "scope" or "zone"). By trusting all computers on the local subnet, computers and devices in your office can communicate with each other while still being protected from the internet. This is the easiest approach to use.
2. If you do not have the option to trust computers on the local subnet, add incoming UDP port 427 to your firewall's list of allowed ports.

NOTE: Not all firewalls require you to differentiate between incoming and outgoing ports, but some do.

Another common problem is that HP software is not recognized as a trusted device by your firewall to access the network. This can happen if you answered "block" to any firewall dialog boxes that appeared when you installed the HP software.

If this occurs, and if you are using a computer running Windows, check that the following programs are in your firewall's list of trusted applications; add any that are missing.

- **hpqkygrp.exe**, located in **C:\program files\HP\digital imaging\bin**
- **hpqscnvw.exe**, located in **C:\program files\HP\digital imaging\bin**
- **hpqste08.exe**, located in **C:\program files\HP\digital imaging\bin**
- **hpqtra08.exe**, located in **C:\program files\HP\digital imaging\bin**
- **hpqthb08.exe**, located in **C:\program files\HP\digital imaging\bin**

NOTE: Refer to your firewall documentation on how to configure the firewall port settings and how to add HP files to the "trusted" list.

NOTE: Some firewalls continue to cause interference even after you disable them. If you continue to have problems after configuring the firewall as described above and if you are using a computer running Windows, you might need to uninstall the firewall software in order to use the HP device over the network.

Change the connection method

If you have installed the software and connected your HP device using a USB or Ethernet cable, you can change to a wireless connection any time you want.

Change from a USB connection to a wireless connection (Windows)

1. Select **Start**, **Programs**, **HP**, select your device, and then select **Change Connection Method**.
2. Press **Add a Device**.
3. Follow the onscreen instructions and remove the USB cable when prompted.

Change from a USB connection to a wireless connection (Mac OS X)

1. Click the **HP Device Manager** icon on the Dock or in the Hewlett Packard folder in the Applications folder.
2. From the **Information and Settings** list, select **Network Printer Setup Utility**.
3. Follow the onscreen instructions to configure the network settings.

Change from an Ethernet connection to a wireless connection

NOTE: For Ethernet-enabled HP devices only.

1. Open the embedded Web server (EWS). For more information, see Embedded Web server.
2. Click the **Networking** tab, and then click **Wireless (802.11)** in the left pane.
3. On the **Wireless Setup** tab, press **Start Wizard**.

4. Follow the onscreen instructions to change from an Ethernet connection to a wireless connection.
5. After you finish changing the settings, disconnect the Ethernet cable.

Guidelines for ensuring wireless network security

This section contains the following topics:

- To add hardware addresses to a WAP
- Other guidelines

To add hardware addresses to a WAP

MAC filtering is a security feature in which a WAP is configured with a list of MAC addresses (also called "hardware addresses") of devices that are allowed to gain access to the network through the WAP.

If the WAP does not have the hardware address of a device attempting to access the network, the WAP denies the device access to the network.

If the WAP filters MAC addresses, then the device's MAC address must be added to the WAP's list of accepted MAC addresses.

1. Print the network configuration page. For information on the network configuration page, see Understand the network configuration page.
2. Open the WAP's configuration utility, and add the device's hardware address to the list of accepted MAC addresses.

Other guidelines

To keep the wireless network secure, follow these guidelines:

- Use a password with at least 20 random characters. You can use up to 63 characters in a WPA password.
- Avoid any common words or phrases, easy sequences of characters (such as all 1s), and personally-identifiable information for passwords. Always use random strings composed of uppercase and lowercase letters, numbers, and if allowed, special characters such as punctuation.
- Change the password periodically.
- Change the default password provided by the manufacturer for administrator access to the access point or wireless router. Some routers let you change the administrator name as well.
- Turn off administrative access over wireless if possible. If you do this, you need to connect to the router with a wired Ethernet connection when you want to make configuration changes.
- Turn off remote administrative access over the Internet on your router, if possible. You can use Remote Desktop to make an encrypted connection to a computer running behind your router and make configuration changes from the local computer you are accessing over the Internet.
- To avoid accidentally connecting to another party's wireless network, turn off the setting to automatically connect to non-preferred networks. This is disabled by default in Windows XP.

Uninstall and reinstall the software

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

There are three methods to uninstall the 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 device from your computer. Do not connect it to your computer until after you have reinstalled the software.
2. On the Windows taskbar, click **Start**, select **Programs** or **All Programs**, select **HP**, select **Officejet 6500 E709 Series**, 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 properly if the files are deleted.
5. Restart your computer.
6. To reinstall the software, insert the device Starter CD into your computer's CD-ROM drive, follow the onscreen instructions, and also see Install the software before connecting the device (recommended).
7. Connect the device when the software prompts you to connect it to the computer.
8. Press the **Power** button to turn the device on.
   After connecting and turning on the device, you might have to wait several minutes for all of the Plug and Play events to complete.
9. Follow the onscreen instructions.

When the 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. 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**.
2. Select **HP Officejet 6500 E709 Series**, and then click **Change/Remove** or **Uninstall/ Change**.
   Follow the onscreen instructions.
3. Disconnect the device from your computer.

4. Restart your computer.

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

5. Insert the device Starter CD into your computer's CD-ROM drive and then start the Setup program.
6. Follow the onscreen instructions and also see Install the software before connecting the device (recommended).

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 device Starter CD into your computer's CD-ROM drive, and then start the Setup program.
2. Disconnect the device from your computer.
3. Select **Uninstall** and follow the onscreen directions.
4. Restart your computer.

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

5. Start the Setup program for the device again.
6. Select **Install**.
7. Follow the onscreen instructions and also see Install the software before connecting the device (recommended).

To uninstall from a Macintosh computer, method 1
1. Launch **HP Device Manager**.
2. Click **Information and Settings**.
3. Select **Uninstall HP AiO Software** from the pull-down menu.
   Follow the onscreen instructions.
4. After the software is uninstalled, restart your computer.
5. To reinstall the software, insert the device Starter CD into your computer's CD-ROM drive.
6. On the desktop, open the CD-ROM, and then double-click **HP All-in-One Installer**.
7. Follow the onscreen instructions and also see Install the software for network or direct connection.

To uninstall from a Macintosh computer, method 2
1. Open the Finder.
2. Double-click **Applications**.
3. Double-click **Hewlett-Packard**.
4. Select your device, and then double-click **Uninstall**.

9 Maintain and troubleshoot

This section contains the following topics:

- Work with ink cartridges
- Print and evaluate a print quality report
- Clean the device
- General troubleshooting tips and resources
- Solve printing problems
- Print troubleshooting
- Print quality troubleshooting
- Solve paper-feed problems
- Solve copy problems
- Solve scan problems
- Solve fax problems
- Solve network problems
- Solve wireless problems (some models only)
- Solve photo (memory card) problems
- Solve device management problems
- Troubleshoot installation issues
- Clear jams
- Errors

Work with ink cartridges

To ensure the best print quality from the HP all-in-one, 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 on ink cartridges and the printhead
- Check the estimated ink levels
- Replace the ink cartridges
- Advanced ink cartridge maintenance
- Advanced printhead maintenance
- Usage information collection

Information on ink cartridges and the printhead

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

- Make sure you follow the instructions in the setup poster for installing the ink supplies for the first time. The instructions in this user guide are for replacing ink cartridges, and are not intended for first time installation.
- 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:** Wait until you have a new ink cartridge available before removing the old ink cartridge. Do not leave the ink cartridge outside of the product for an extended period of time. This can result in damage to both the product and the ink cartridge.

- Keep all ink cartridges in the original sealed packages until they are needed.
- Store ink cartridges in the same orientation packages hang on store shelves or, if out of box, with label facing down.
- Turn off the HP all-in-one 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 HP all-in-one, the print carriage might not return to the correct position causing problems with the ink cartridges and print quality issues.
- 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. It could also be caused by a clogged printhead. Possible solutions include checking the estimated ink levels remaining in the cartridges, and cleaning the printhead. Cleaning the printhead will use some ink.
- Do not clean the printhead 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 and printhead installed.
    ◦ Lightly pack the inside of the product with crumpled newspaper to prevent the print carriage from moving during transportation.
    ◦ The product must be transported sitting flat; it should not be placed its side, back, front, or top.

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

Check the estimated ink levels

You can check the estimated ink levels from the HP Solution Center, Toolbox (Windows), the HP Printer Utility (Mac OS X), or the embedded Web server. For information about

using these tools, see Use device management tools. You can also print the Printer Status page to view this information (see Understand the printer status page).

> 📝 **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.

Replace the ink cartridges

Follow these instructions when you need to replace ink cartridges.

> 📝 **NOTE:** If you are setting up the product for the first time, make sure you follow the instructions in the setup poster for installing the ink supplies.

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

If you do not already have replacement ink cartridges for the HP all-in-one, to order cartridges, go to www.hp.com/buy/supplies. If prompted, choose your country/region, follow the prompts to select your product, 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.

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

To replace the ink cartridges
1. Make sure the product is turned on.
2. Open the ink cartridge access door.
   The print carriage moves to the center of the product.

   > 📝 **NOTE:** Wait until the print carriage stops moving before proceeding.

3. Press the tab on the front of the ink cartridge to release it, and then remove it from the slot.
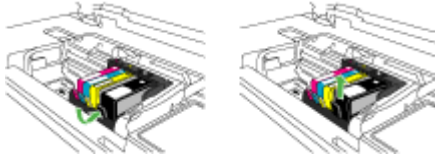
4. Remove the new ink cartridge from its packaging by pulling the orange pull-tab straight back to remove the plastic wrap from the ink cartridge.

> **NOTE:** Make sure you remove the plastic wrap from the ink cartridge before installing it in the product, or printing will fail.
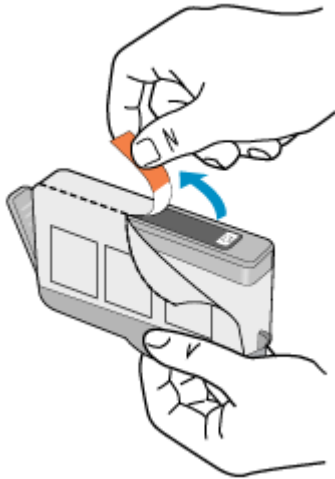
5. Twist the orange cap to snap it off.
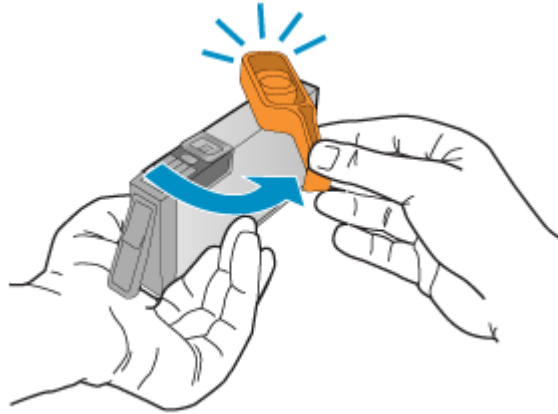
6. Using the colored shaped icons for help, slide the ink cartridge into the empty slot until it clicks into place and is seated firmly in the slot.

△ **CAUTION:** Do not lift the latch handle on the print carriage to install the ink cartridges. Doing so can result in incorrectly seated ink cartridges and printing problems. The latch must remain down in order to correctly install the ink cartridges.

Make sure that you insert the ink cartridge into the slot that has the same shaped icon and color as the one you are installing.
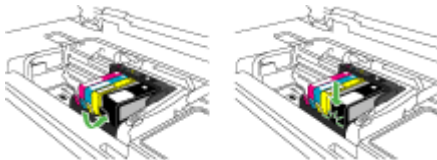
7. Repeat steps 3 through 6 for each ink cartridge you are replacing.
8. Close the ink cartridge door.

Related topics

Order printing supplies online

Advanced ink cartridge maintenance

This section contains the following topics:

• Clean the sensor
• Clean the sensor windows on the ink cartridges

Clean the sensor

📝 **NOTE:** This procedure is only necessary when you see an error message relating to the ink cartridges. For more information about error messages, see Errors.

Clean the sensor.

If the problem is not resolved, printing can continue, but the ink system behavior might change.

△ **CAUTION:** The cleaning procedure should take only a few minutes. Make sure that the ink cartridges are reinstalled in the product when instructed. Leaving them outside of the product for an extended period of time can result in damage to the ink cartridges.

To clean the sensor in the product

1. Gather swabs or a lint-free cloth to use for the cleaning procedure.
2. Make sure the product is turned on.
3. Open the ink cartridge access door by lifting from the front right of the product, until the door locks into place.
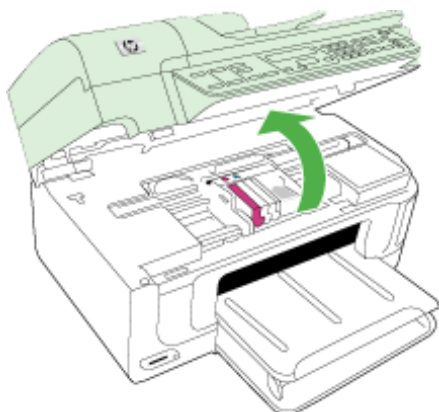
The print carriage moves to the center of the product.

📝 **NOTE:** Wait until the print carriage stops moving before proceeding.

4. Locate the sensor inside the product.

The sensor is a square, black plastic part slightly larger than a pencil eraser, just to the left of the print carriage.
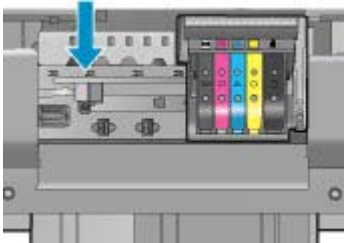
5. Wipe the sensor with a dry swab or lint-free cloth.

6. Close the ink cartridge access door, and check if the error message has been resolved.

7. If you still receive the error message, turn the product off, and then on again.

Clean the sensor windows on the ink cartridges

Clean the window on all of the ink cartridges.

If the problem is not resolved, printing can continue, but the ink system behavior might change.

△ **CAUTION:** The cleaning procedure should take only a few minutes. Make sure that the ink cartridges are reinstalled in the product when instructed. Leaving them outside of the product for an extended period of time can result in damage to the ink cartridges.

To clean the sensor window on the ink cartridges

1. Gather swabs or a lint-free cloth to use for the cleaning procedure.

2. Make sure the product is turned on.

3. Open the ink cartridge access door by lifting from the front right of the product, until the door locks into place.
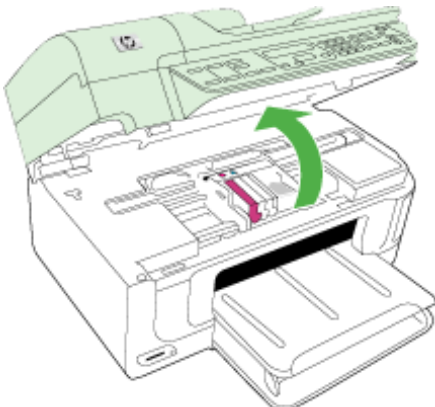
The print carriage moves to the center of the product.

> **NOTE:** Wait until the print carriage stops moving before proceeding.

4. Remove all of the ink cartridges and place them on a piece of paper with the ink openings pointing up.

To remove the ink cartridges

a. Press the tab on the ink cartridge to release it, and then remove it from the slot.
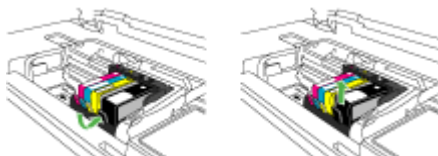
b. Place the ink cartridge on a sheet of paper with the ink opening pointing up.
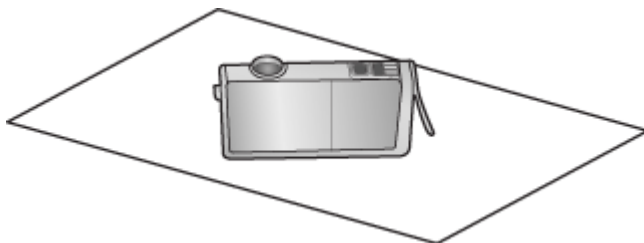
c. Repeat steps a and b for each ink cartridge.

5. For each ink cartridge, wipe the sensor window with a dry swab or lint-free cloth. The sensor window is an area of clear plastic near the copper or gold-colored metal contacts on the bottom of the ink cartridge. Try not to touch the metal contacts.
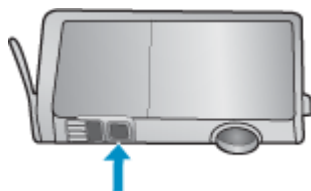
6. Install each ink cartridge in its slot. Press it down until the tab snaps into place. Match the color and icon on each ink cartridge label to the color and icon on the slot for that ink cartridge.
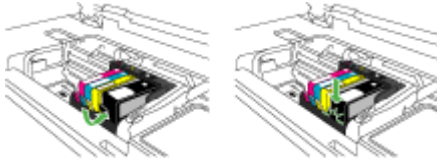
7. Close the ink cartridge access door, and check if the error has been resolved.
8. If you still receive the error message, turn the product off, and then on again.

Advanced printhead maintenance

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

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

If you receive an error message about the ink cartridges, see Errors for more information.

This section contains the following topics:

- Clean the printhead
- Align the printer

Clean the printhead

If your printed output is streaked or has any incorrect or missing colors, the printhead might need to be cleaned.

This process uses ink to attempt to unclog and clean the nozzles in the printhead.

This might take a few minutes and will use one or more sheets of paper.

To clean the printhead from the control panel
1. Load letter, A4, or legal unused plain white paper into the main input tray.
2. Press **Setup**.
3. Press the down arrow button to highlight **Tools**, and then press **OK**.
4. Press the down arrow button to highlight **Clean Printhead**, and then press **OK**. The product cleans the printhead.
5. Press any button to return to the **Tools** menu.

To clean the printhead from the Printer Toolbox
1. Load letter, A4, or legal unused plain white paper into the main input tray.
2. In the HP Solution Center, click **Settings**.

3. In the **Print Settings** area, click **Printer Toolbox**.

> **NOTE:** You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click **Printer Services**.

The **Printer Toolbox** appears.
4. Click the **Device Services** tab.
5. Click **Clean Printhead**.
6. Follow the prompts until you are satisfied with the quality of the output, and then click **Done**.
   There are two stages of cleaning. Each stage lasts about two minutes, uses one sheet of paper, and uses an increasing amount of ink. After each stage, review the quality of the printed page. You should only initiate the next phase of cleaning if the print quality is poor.
   If print quality still seems poor after you complete both stages of cleaning, try aligning the printer. If print quality problems persist after cleaning and aligning, contact HP support.

To clean the printhead from the embedded Web server
1. Load letter, A4, or legal unused plain white paper into the main input tray.
2. Click the **Device Settings** tab, click **Device Services** in the left pane, select **Clean Printheads** from the drop-down list in the **Print Quality** section, and then click **Run Diagnostic**.

Align the printer

The product automatically aligns the printhead during the initial setup.

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

To align the printhead from the control panel
1. Load letter, A4, or legal unused plain white paper into the main input tray.
2. Press **Setup**.
3. Press the down arrow button to highlight **Tools**, and then press **OK**.
4. Press the down arrow button to highlight **Align Printer**, and then press **OK**.
   The product aligns the printhead.
5. Press any button to return to the **Tools** menu.

To align the printer from the Printer Toolbox
1. Load letter, A4, or legal unused plain white paper into the main input tray.
2. In the HP Solution Center, click **Settings**.

3. In the **Print Settings** area, click **Printer Toolbox**.

> 📝 **NOTE:** You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click **Printer Services**.

The **Printer Toolbox** appears.
4. Click the **Device Services** tab.
5. Click **Align the Printer**.
    The product prints a test page, aligns the printhead, and calibrates the printer. Recycle or discard the page.

To align the printer from the embedded Web server
1. Load letter, A4, or legal unused plain white paper into the main input tray.
2. Click the **Settings** tab, click **Device Services** in the left pane, select **Align Printhead** from the drop-down list in the **Print Quality** section, and then click **Run Diagnostic**.

Usage information collection

The HP cartridges used with this product contain a memory chip that assists in the operation of the product.

In addition, this memory chip collects a limited set of information about the usage of the product, which might include the following: the date when the cartridge was first installed, the date when the cartridge was last used, the number of pages printed using the cartridge, the page coverage, the printing modes used, any printing errors that might have occurred, and the product model. This information helps HP design future products to meet our customers' printing needs.

The data collected from the cartridge memory chip does not contain information that can be used to identify a customer or user of the cartridge or their product.

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

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

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

To turn off usage information collection
1. On the product control panel, press the **Setup** button.
2. Select **Preferences**, and then select **Cartridge Chip Info**.
3. Press **1** to turn off usage information collection.

> **NOTE:** If you turn off the memory chip's ability to collect the product's usage information, you can still continue to use the cartridge in the HP product.

Print and evaluate a print quality report

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

This section includes the following topics:

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

To print a print quality report

1. Load regular, white, letter-size or A4 paper.
2. Press **Setup** until you see **Print Report**
3. Press the right arrow until you see **Print Quality Report**. Press **OK**.

To evaluate the Print Quality Diagnostic Page

This section includes the following topics:

- Ink Levels
- Good color bars
- Ragged, irregularly streaked, or faded bars
- Regular white streaks in the bars
- Bar colors are not uniform
- Large Black Font Text
- Alignment Patters
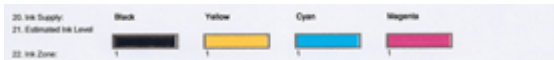
Ink Levels

▲ Look at the Ink Level number in Line 21. If any of the bar level indicators are low, you may need to replace that ink cartridge.

> 📝 **NOTE:** 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.

Good color bars

▲ Look at the color bars in the middle of the page. There should be seven color bars. The color bars should have sharp edges. They should be solid (not streaked with white or other colors). They should be uniform in color throughout.

Example of Good Color Bars - all seven bars are solid, sharp-edged, and extend with uniform color all the way across the page - the printer is operating correctly. The bars correspond to the ink cartridges in the printer as follows:

Item	Cartridge color
1	Black Ink Cartridge
2	Cyan Ink Cartridge
3	Magenta Ink Cartridge

Item	Cartridge color
4	Yellow Ink Cartridge

Ragged, irregularly streaked, or faded bars

Example of Bad Color Bars - The top bar is irregularly streaked or fading.

Example of Bad Color Bars - The top black bar is ragged on one end.

If any of the bars are ragged, irregularly streaked, or faded, follow these steps:

1. Make sure the ink cartridges have ink.
2. Remove the cartridge corresponding to the streaked bar and make sure it is properly vented. For more information, see Replace the ink cartridges.
3. Reinstall the cartridge and make sure all the cartridges are properly latched. For more information, see Replace the ink cartridges
4. Clean the printhead. For more information, see Clean the printhead
5. Try another print or reprint the Print Quality Diagnostic report. If the problem still occurs, but cleaning seems to have helped, clean again.
6. If cleaning does not solve the problem, replace the cartridge that corresponds to the ragged bar.
7. If replacing the ink cartridge does not help, contact HP - the printhead may need to be replaced.

Preventing the problem that causes ragged bars on the Print Quality Diagnostic report:

- Avoid leaving opened ink cartridges outside of the printer for an extended period of time.
- Wait until a new cartridge is ready to be installed before removing an old ink cartridge.

If you do not see any defects on the print quality report, then the printing system is working correctly. There is no reason to replace supplies or have the product serviced, because they are functioning properly. If you still have a print quality problem, here are some other things you can check:

- Check the paper.
- Check the print settings.
- Make sure your image has sufficient resolution.
- If the problem seems confined to a band near the edge of your printout, use the software you installed with the product or another software application to rotate the image 180 degrees. The problem might not appear on the other end of the print.

Regular white streaks in the bars

If any of the color bars show regular white streaks, follow these steps:

1. If line 36 on the Print Quality Diagnostic report reads **PHA TTOE = 0**, align the printer. For more information, see Align the printer.
2. If line 36 is not 0, or aligning does not help, clean the printhead. For more information, see Clean the printhead.
3. Print another Print Quality Diagnostic report. If the streaking is still there, but seems better, try another cleaning. If the streaking gets worse, contact HP - the printhead may need to be repalced.

Bar colors are not uniform

If the color of any of the bars is not uniform, follow these steps:

1. If the printer was recently transported at a high altitude, try a printhead cleaning.
2. If the printer was not recently transported, try printing another Print Quality Diagnostic report. This will use less ink than a printhead cleaning, but if it is not effective, try a cleaning.
3. Retry the Print Quality Diagnostic report. If the colors seem to be improving, continue cleaning. If the colors get worse, contact HP - the printhead may need to be replaced.

Large Black Font Text

Look at the large-font text above the color blocks. **I ABCDEFG abcdefg** The type should be sharp and clear. If the type is jagged, try aligning the printer. If there are streaks or smears of ink, clean the printhead.

Example of good Large-Font Type - the letters are sharp and clear - the printer is operating correctly.

Example of bad Large-Font Type - the letters are jagged - align the printer.

Example of bad Large-Font Type - the letters are smeared - clean the printhead and check if the paper is curled. To avoid curl, store all paper flat in a resealable bag.

Example of bad Large-Font Type - the letters are ragged on one end - clean the printer. If this defect occurs right after a new cartridge is installed, the printer's automatic servicing routines may solve the problem in a day or so, using less ink than a printhead cleaning.

Alignment Patters

If the color bars and large font text look OK, and the ink cartridges are not empty, look at the alignment pattern directly above the color bars.

Example of a good alignment pattern. The lines are straight.
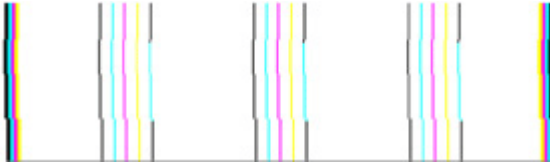
Examples of a bad alignment pattern. The lines are jagged - align the printer. If that does not work, contact HP.

If the Print Quality Diagnostic report indicates that the printer is working correctly, try the following:

• Check the paper
• Check the print settings
• Make sure your image file has sufficient resolution
• If the problem seems confined to a band near the edge of a print, use the software you installed with the device or another software application to rotate the image 180 degrees. The problem may not appear on the other end of the print.

If the Print Quality Diagnostic report indicates that the printer is not working correctly, try the following:

• Use genuine HP ink cartridges - HP cannot guarantee the quality of non-HP ink.
• Clean the printhead.
• Align the device.
• If none of these solutions work, contact HP.

Clean the device

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

Dust or dirt on the scanner glass, scanner lid backing, or scanner frame can slow down performance, degrade the quality of scans, and affect the accuracy of special features.

This section contains the following topics:

• Clean the scanner glass
• Clean the exterior
• Clean the automatic document feeder

Clean the scanner glass

To clean the scanner glass
1. Turn off the device.
2. Lift the scanner lid.

3. Clean the glass by using a soft, lint-free cloth that has been sprayed with a mild glass cleaner. Dry the glass with a dry, soft, lint-free cloth.

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

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

4. Close the scanner lid, and turn on the device.

Clean the exterior

📝 **NOTE:** Before cleaning the device, turn off the power and unplug the power cord from the electrical socket.

Use a soft, damp, lint-free cloth to wipe dust, smudges, and stains off of the case. The exterior of the device does not require cleaning. Keep fluids away from the interior of the device, as well as from the device control panel.

Clean the automatic document feeder

If the automatic document feeder picks up multiple pages or if it does not pick up plain paper, you can clean the rollers and separator pad. Lift the automatic document feeder

cover to access the pick assembly inside the automatic document feeder, clean the rollers or separator pad, and then close the cover.

To clean the rollers or separator pad

1. Remove all originals from the document feeder tray.
2. Lift the automatic document feeder cover (1).
   This provides easy access to the rollers (2) and separator pad (3), as shown below.
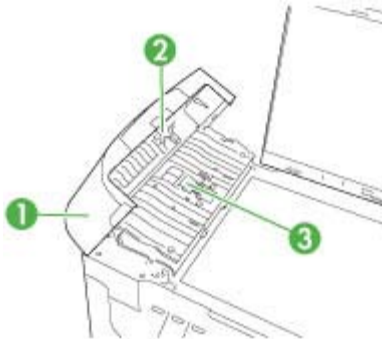
1	Automatic document feeder cover
2	Rollers
3	Separator pad

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

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

5. Close the cover of the automatic document feeder.

To clean the glass strip inside the automatic document feeder

1. Turn off the HP all-in-one, and unplug the power cord.

   > **NOTE:** Depending how long the HP all-in-one is unplugged, the date and time might be erased. You might need to reset the date and time later, when you plug the power cord back in.

2. Raise the lid, as if you were loading an original on the glass.
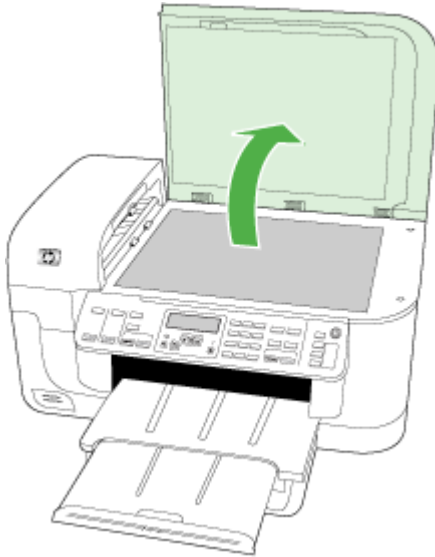
3. Lift the cover of the automatic document feeder.
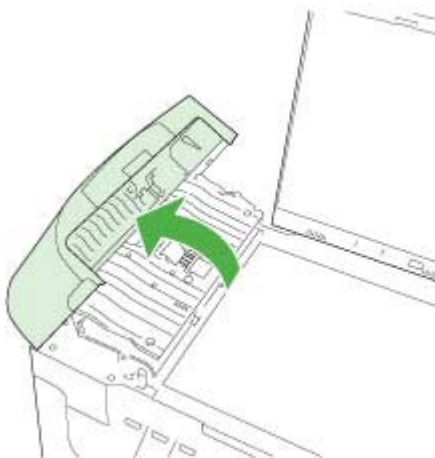
4. Lift the automatic document feeder mechanism.

There is a glass strip under the automatic document feeder.
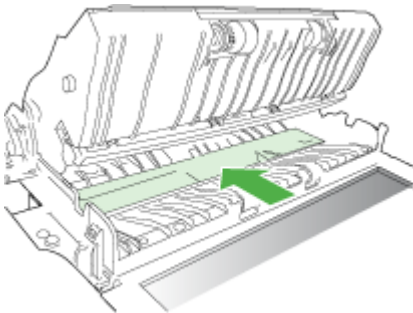
5. Clean the glass strip with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.

   ⚠ **CAUTION:** Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass, since they can damage it. Do not place or spray liquid directly on the glass. The liquid might seep under the glass and damage the device.

6. Lower the automatic document feeder mechanism, and then close the cover of the automatic document feeder.
7. Close the lid.
8. Plug in the power cord, and then turn on the HP all-in-one.

General troubleshooting tips and resources

Try these when you begin troubleshooting a printing problem.

- For a paper jam, see Clear jams.
- For paper-feed problems, such as the paper skew and paper pick, see Solve paper-feed problems.
- Power light is on and not blinking. When the device is turned on for the first time, it takes approximately 12 minutes to initialize.

- Power cord and other cables are working, and are firmly connected to the device. Make sure the device is connected firmly to a functioning alternating current (AC) power outlet, and is turned on. For voltage requirements, see Electrical specifications.
- Media is loaded correctly in the input tray and is not jammed in the device.
- All packing tapes and materials are removed.
- The device is set as the current or default printer. For Windows, set it as the default in the Printers folder. For Mac OS X, set it as the default in the Printer Setup Utility (Mac OS X (v10.4), for Mac OS X (v10.5) open **System Preferences**, select **Print & Fax**, and then select the device from the **Default Printer** drop-down list.) See your computer's documentation for more information.
- **Pause Printing** is not selected if you are using a computer running Windows.
- You are not running too many programs when you are performing a task. Close programs that you are not using or restart the computer before attempting the task again.

Troubleshooting topics
- Solve printing problems
- Print troubleshooting
- Print quality troubleshooting
- Solve paper-feed problems
- Solve copy problems
- Solve scan problems
- Solve fax problems
- Solve network problems
- Solve wireless problems (some models only)
- Solve photo (memory card) problems
- Troubleshoot installation issues

Solve printing problems

This section contains the following topics:
- The device shuts down unexpectedly
- Error message appears on control-panel display
- Device 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 device shuts down unexpectedly

Check the power and power connections
Make sure the device is connected firmly to a functioning alternating current (AC) power outlet. For voltage requirements, see Electrical specifications.

Error message appears on control-panel display

A non-recoverable error has occurred

Disconnect all cables (such as power cord and USB cable), wait about 20 seconds, and reconnect the cables. If the problem persists, visit the HP Web site (www.hp.com/support) for the latest troubleshooting information, or product fixes and updates.

📝 **NOTE:** For more information about error messages, see Errors.

Device takes a long time to print

Check the system configuration and resources

Make sure the computer meets the minimum system requirements for the device. For more information, see System requirements.

Check the device 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 device driver. For more information, see Change print settings.

Low ink levels

Check the estimated ink levels in the ink cartridges.

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

The ink cartridges might have insufficient ink. Insufficient ink may cause the printhead to overheat. When the printhead overheats, the printer slows down to allow it to cool.

Blank or partial page printed

Check the ink levels

The ink cartridges may be running low on ink.

Clean the printhead

Complete the printhead cleaning procedure. For more information, see Clean the printhead.

📝 **NOTE:** Turn off the HP all-in-one 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 HP all-in-one, the print carriage might not return to the correct position causing problems with the ink cartridges and print quality issues.

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

More than one page is being picked
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
Make sure the correct ink cartridges are installed and the ink cartridges are not low on ink. For more information, see <u>Manage the device</u> and <u>Check the estimated ink levels</u>.

NOTE: Turn off the HP all-in-one 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 HP all-in-one, the print carriage might not return to the correct position causing problems with the ink cartridges and print quality issues.

Check the margin settings
Make sure the margin settings for the document do not exceed the printable area of the device. 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.

Check the device location and length of USB cable
High electromagnetic fields (such as those generated by USB cables) can sometimes cause slight distortions to printouts. Move the device 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.

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 tray is not overloaded. For more information, see <u>Load media</u>.

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 printer 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 your device. 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 printer driver. For more information, see Change print settings.

Check the device location and length of USB cable

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

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

Print troubleshooting

Use this section to solve these printing problems:

- Envelopes print incorrectly
- Borderless printing produces unexpected results
- The product is not responding
- The product prints meaningless characters
- Nothing happens when I try to print
- The pages in my document came out in the wrong order
- The margins are not printing as expected
- Text or graphics are cut off at the edge of the page
- A blank page came out while printing

Envelopes print incorrectly

Try the following solutions to resolve the issue. 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: Load the stack of envelopes correctly
- Solution 2: Check the envelope type
- Solution 3: Tuck the flaps to avoid paper jams

Solution 1: Load the stack of envelopes correctly

Solution: Load a stack of envelopes in the input tray, with the envelope flaps facing up and to the left.

Make sure that you remove all paper from the input tray before loading the envelopes.

Cause: A stack of envelopes was loaded incorrectly.

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

Solution 2: Check the envelope type

Solution: Do not use shiny or embossed envelopes or envelopes that have clasps or windows.

Cause: The wrong type of envelope was loaded.

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

Solution 3: Tuck the flaps to avoid paper jams

Solution: To avoid paper jams, tuck the flaps inside the envelopes.

Cause: The flaps might get caught in the rollers.

Borderless printing produces unexpected results

Solution: Try printing the image from the photo imaging software that came with the product.

Cause: Printing a borderless image from a non-HP software application produced unexpected results.

The product is not responding

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

- Solution 1: Turn on the product
- Solution 2: Load paper in the input tray
- Solution 3: Select the correct printer

Solution 1: Turn on the product

Solution: Look at the **Power** light located on the product. If it is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the **Power** button to turn on the product.

Cause: The product was turned off.

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

Solution 2: Load paper in the input tray

Solution: Load paper in the input tray.

For more information, see:

[Load media](#)

Cause: The product was out of paper.

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

Solution 3: Select the correct printer

Solution: Make sure you have selected the correct printer in your software application.

☼ **TIP:**   You can set the product as the default printer to ensure that the printer is automatically selected when you select **Print** in the **File** menu of your different software applications.

Cause: The product was not the selected printer.

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

Solution 4: Check the printer driver status

Solution: The printer driver status might have changed to either **offline** or **stop printing**.

To check the printer driver status
▲ In the HP Solution Center, click the **Status** tab.

Cause: The status of the printer driver had changed.

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

Solution 5: Wait until the product completes the current operation

Solution: If the product is performing another task such as copying or scanning, your print job will be delayed until the product completes the current task.

Some documents take a long time to print. If nothing has printed several minutes after you sent a print job to the product, check the product display to see if there are any messages.

Cause: The product was busy with another task.

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

Solution 6: Remove all cancelled print jobs from the queue

Solution: A print job might remain in the queue after it has been cancelled. The cancelled print job jams the queue and prevents the next print job from printing.

From your computer, open the printer folder and see if the cancelled job remains in the print queue. Try to delete the job from the queue. If the print job remains in the queue, try one or both of the following:

- Disconnect the USB cable from the product, restart the computer, and then reconnect the USB cable to the product.
- Shut down the product, restart the computer, and then restart the product.

Cause: A deleted print job was in the queue.

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

Solution 7: Clear the paper jam

Solution: Clear the paper jam and remove any torn paper that remains in the product.

For more information, see:

Clear jams

Cause: The product had a paper jam.

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

Solution 8: Make sure the print carriage can move freely

Solution: Unplug the power cable if it is not already unplugged. Check to see if the print carriage will move freely from one side of the printer to the other. Do not try to force it to move if it is hung up on something.

△ **CAUTION:** Be careful not to force the print carriage. If the carriage is stuck, forcing it to move will damage the printer.

Cause: The print carriage had stalled.

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

Solution 9: Check the connection from the product to your computer

Solution: Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn off the product and then on again. If the product is connected to the computer through a wired, wireless, or Bluetooth connection, make sure that the respective connections are active and the prodict is turned on.

If the connections are secure, and nothing has printed several minutes after you sent a print job to the product, check the status of the product. In the HP Solution Center Software, click **Settings**, and then click **Status**.

Cause: The computer was not communicating with the product.

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

Solution 10: Restart the product

Solution: Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the **Power** button to turn on the product.

Cause: The product experienced an error.

The product prints meaningless characters

Try the following solutions to resolve the issue. 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: Restart the product
- Solution 2: Print a previously saved version of the document

Solution 1: Restart the product

Solution: Turn off the product and your computer for 60 seconds, then turn them both on and try printing again.

Cause: There was no available memory in the product.

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

Solution 2: Print a previously saved version of the document

Solution: Try printing another document from the same software application. If this works, then try printing a previously saved version of the document that is not corrupt.

Cause: The document was corrupt.

Nothing happens when I try to print

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

- Solution 1: Turn on the product
- Solution 2: Load paper in the input tray
- Solution 3: Select the correct printer
- Solution 4: Check the printer driver status
- Solution 5: Wait until the product completes the current operation
- Solution 6: Remove all cancelled print jobs from the queue
- Solution 7: Clear the paper jam
- Solution 8: Make sure the print carriage can move freely
- Solution 9: Check the connection from the product to your computer
- Solution 10: Restart the product

Solution 1: Turn on the product

Solution: Look at the **Power** light located on the product. If it is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the **Power** button to turn on the product.

Cause: The product was turned off.

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

Solution 2: Load paper in the input tray

Solution: Load paper in the input tray.

For more information, see:

Load media

Cause: The product was out of paper.

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

Solution 3: Select the correct printer

Solution: Make sure you have selected the correct printer in your software application.

> ☆ **TIP:**   You can set the product as the default printer to ensure that the printer is automatically selected when you select **Print** in the **File** menu of your different software applications.

Cause: The product was not the selected printer.

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

Solution 4: Check the printer driver status

Solution: The printer driver status might have changed to either **offline** or **stop printing**.

To check the printer driver status

▲ In the HP Solution Center, click the **Status** tab.

Cause: The status of the printer driver had changed.

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

Solution 5: Wait until the product completes the current operation

Solution: If the product is performing another task such as copying or scanning, your print job will be delayed until the product completes the current task.

Some documents take a long time to print. If nothing has printed several minutes after you sent a print job to the product, check the product display to see if there are any messages.

📝 **NOTE:** If you are using HP Officejet 6500 E709a/E709d, you cannot scan and print at the same time. The device must finish one job before it can begin another.

Cause: The product was busy with another task.

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

Solution 6: Remove all cancelled print jobs from the queue

Solution: A print job might remain in the queue after it has been cancelled. The cancelled print job jams the queue and prevents the next print job from printing.

From your computer, open the printer folder and see if the cancelled job remains in the print queue. Try to delete the job from the queue. If the print job remains in the queue, try one or both of the following:

- Disconnect the USB cable from the product, restart the computer, and then reconnect the USB cable to the product.
- Shut down the product, restart the computer, and then restart the product.

Cause: A deleted print job was in the queue.

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

Solution 7: Clear the paper jam

> **Solution:** Clear the paper jam and remove any torn paper that remains in the product.
>
> For more information, see:
>
> Clear jams
>
> **Cause:** The product had a paper jam.
>
> If this did not solve the issue, try the next solution.

Solution 8: Make sure the print carriage can move freely

> **Solution:** Unplug the power cable if it is not already unplugged. Check to see if the print carriage will move freely from one side of the printer to the other. Do not try to force it to move if it is hung up on something.
>
> △ **CAUTION:** Be careful not to force the print carriage. If the carriage is stuck, forcing it to move will damage the printer.
>
> **Cause:** The print carriage had stalled.
>
> If this did not solve the issue, try the next solution.

Solution 9: Check the connection from the product to your computer

> **Solution:** Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn off the product and then on again. If the product is connected to the computer through a wired, wireless, or Bluetooth connection, make sure that the respective connections are active and the product is turned on.
>
> If the connections are secure, and nothing has printed several minutes after you sent a print job to the product, check the status of the product. In the HP Solution Center software, click **Settings**, and then click **Status**.
>
> **Cause:** The computer was not communicating with the product.
>
> If this did not solve the issue, try the next solution.

Solution 10: Restart the product

> **Solution:** Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the **Power** button to turn on the product.
>
> **Cause:** The product experienced an error.

The pages in my document came out in the wrong order

Solution: Print the document in reverse order. When the document finishes printing, the pages will be in correct order.

Cause: The print settings were set to print the first page of your document first. Because of the way the paper feeds through the product, the first page will be print side up at the bottom of the stack.

The margins are not printing as expected

Try the following solutions to resolve the issue. 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: Check the printer margins
- Solution 2: Verify the paper size setting
- Solution 3: Load the stack of paper correctly

Solution 1: Check the printer margins

Solution: Check the printer margins.

Make sure the margin settings for the document do not exceed the printable area of the product.

To check your margin settings

1. Preview your print job before sending it to the product.
   In most software applications, click the **File** menu, and then click **Print Preview**.
2. Check the margins.
   The product uses the margins you have set in your software application, as long as they are greater than the minimum margins the product supports. For more information about setting margins in your software application, see the documentation that came with the software.
3. Cancel the print job if the margins are not satisfactory, and then adjust the margins in your software application.

Cause: The margins were not set correctly in your software application.

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

Solution 2: Verify the paper size setting

Solution: Verify that you have selected the proper paper size setting for your project. Make sure that you have loaded the correct paper size in the input tray.

Cause: The paper size setting might not have been set correctly for the project you were printing.

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

Solution 3: Load the stack of paper correctly

Solution: Remove the stack of paper from the input tray, reload the paper, and then slide the paper width guide inward until it stops at the edge of the paper.

For more information, see:

Load media

Cause: The paper guides were not positioned correctly.

Text or graphics are cut off at the edge of the page

Try the following solutions to resolve the issue. 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: Check the margin settings
- Solution 2: Check the layout of the document
- Solution 3: Load the stack of papers correctly
- Solution 4: Try printing with borders

Solution 1: Check the margin settings

Solution: Check the printer margins.

Make sure the margin settings for the document do not exceed the printable area of the product.

To check your margin settings
1. Preview your print job before sending it to the product.
   In most software applications, click the **File** menu, and then click **Print Preview**.
2. Check the margins.
   The product uses the margins you have set in your software application, as long as they are greater than the minimum margins the product supports. For more information about setting margins in your software application, see the documentation that came with the software.
3. Cancel the print job if the margins are not satisfactory, and then adjust the margins in your software application.

Cause: The margins were not set correctly in your software application.

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

Solution 2: Check the layout of the document

Solution: Make sure the layout of the document you are trying to print fits on a paper size supported by the product.

To preview the print layout
1. Load the correct paper size into the input tray.
2. Preview your print job before sending it to the product.
   In most software applications, click the **File** menu, and then click **Print Preview**.
3. Check the graphics in the document to make sure that the current size fits within the printable area of the product.
4. Cancel the print job if the graphics do not fit in the printable area of the page.

☼ **TIP:** Some software applications allow you to scale the document to fit the paper size currently selected. Additionally, you can scale the size of a document from the print **Properties** dialog box.

Cause: The size of the document you were printing was larger than the paper loaded in the input tray.

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

Solution 3: Load the stack of papers correctly

Solution: If the paper is misfeeding, it could cause parts of the document to cut off.

Remove the stack of paper from the input tray, and then reload the paper.

For more information, see:

Load media

Cause: The paper was loaded incorrectly.

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

Solution 4: Try printing with borders

Solution: Try printing with borders by turning off the borderless option.

For more information, see:

Print borderless

Cause: Borderless printing was enabled. By selecting the **Borderless** option, your printed photo was enlarged and centered to fit the printable area of the page. Depending on the relative sizes of the digital photo and the paper on which you are printing, this could result in some parts of the image being cropped.

A blank page came out while printing

Try the following solutions to resolve the issue. 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: Remove any extra pages or lines at the end of the document
- Solution 2: Load paper in the input tray
- Solution 3: Check the ink levels
- Solution 4: Clean the printhead
- Solution 5: Load paper in the input tray

Solution 1: Remove any extra pages or lines at the end of the document

Solution: Open the document file in your software application and remove any extra pages or lines at the end of the document.

Cause: The document you were printing contained an additional blank page.

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

Solution 2: Load paper in the input tray

Solution: If the product has only a few sheets remaining, load more paper in the input tray. If there is plenty of paper in the input tray, remove the paper, tap the stack of paper against a flat surface, and reload the paper into the input tray.

For more information, see:

Load media

Cause: The product picked up two sheets of paper.

Solution 3: Check the ink levels

Solution: The ink cartridges may be running low on ink.

Cause: Ink levels are too low.

Solution 4: Clean the printhead

Solution:

> 📝 **NOTE:**   Turn off the HP all-in-one 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 HP all-in-one, the print carriage might not return to the correct position causing problems with the ink cartridges and print quality issues.

Complete the printhead cleaning procedure. For more information, see Clean the printhead.

Cause: The product picked up two sheets of paper.

Solution 5: Load paper in the input tray

Solution: If the product has only a few sheets remaining, load more paper in the input tray. If there is plenty of paper in the input tray, remove the paper, tap the stack of paper against a flat surface, and reload the paper into the input tray.

For more information, see:

Load media

Cause: The product picked up two sheets of paper.

Print quality troubleshooting

Use this section to solve these print quality problems:

- Wrong, inaccurate, or bleeding colors
- Ink is not filling the text or graphics completely
- The printout has a horizontal band of distortion near the bottom of a borderless print
- Printouts have horizontal streaks or lines
- Printouts are faded or have dull colors
- Printouts seem blurry or fuzzy
- Printouts have vertical streaks
- Printouts are slanted or skewed
- Ink streaks on the back of the paper
- Paper is not picked up from the input tray
- Poor black text
- The product prints slowly

Wrong, inaccurate, or bleeding colors

If your printout has one of the following print quality problems, try the solutions in this section for help.

- Colors look wrong
  For example, magenta was replaced with cyan in your printout.
- Colors run into each other, or look like they are smeared on the page. The edges might have a feathering appearance instead of being sharp and defined.

Try the following solutions if the colors appear wrong, inaccurate, or bleed into each other.

- Solution 1: Make sure you are using genuine HP ink cartridges
- Solution 2: Check the paper loaded in the input tray
- Solution 3: Check the paper type
- Solution 4: Check the ink levels
- Solution 5: Check the print settings
- Solution 6: Align the printer
- Solution 7: Clean the printhead
- Solution 8: Contact HP support

Solution 1: Make sure you are using genuine HP ink cartridges

Solution: Check to see if your ink cartridges are genuine HP ink cartridges.

HP recommends that you use genuine HP ink cartridges. Genuine HP ink cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

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

If you believe you purchased genuine HP ink cartridges, go to:

www.hp.com/go/anticounterfeit

Cause: Non-HP ink cartridges were being used.

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

Solution 2: Check the paper loaded in the input tray

Solution: Make sure the paper is loaded correctly and that it is not wrinkled or too thick.

- Load paper with the side you want to print on facing down. For example, if you are loading glossy photo paper, load the paper with the glossy side down.
- Make sure the paper lays flat in the input tray and is not wrinkled. If the paper is too close to the printhead during printing, the ink might be smeared. This can happen if the paper is raised, wrinkled, or very thick, such as a mailing envelope.

For more information, see:

Load media

Cause: The paper was loaded incorrectly, or it was wrinkled or too thick.

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

Solution 3: Check the paper type

Solution: HP recommends that you use HP papers or any other paper type that is appropriate for the product.

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

Store specialty media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

NOTE: For this issue, there is not a problem with your ink supplies. Therefore, replacing the ink cartridges or printhead is not necessary.

For more information, see:

Select print media

Cause: The wrong kind of paper was loaded in the input tray.

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

Solution 4: Check the ink levels

Solution: Check the estimated ink levels in the ink cartridges.

> 📝 **NOTE:**   Ink level alerts and indicators provide estimates for planning purposes only. When you receive a low-ink alerts, 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, see:

Check the estimated ink levels

Cause: The ink cartridges might have insufficient ink.

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

Solution 5: Check the print settings

Solution: Check the print settings.

- Check the print settings to see if the color settings are incorrect.
  For example, check to see if the document is set to print in grayscale. Or, check to see if advanced color settings such as saturation, brightness, or color tone, are set to modify the appearance of colors.
- Check the print quality setting and make sure it matches the type of paper loaded in the product.
  You might need to choose a lower print quality setting, if colors are running into each other. Or, choose a higher setting if you are printing a high-quality photo, and then make sure photo paper such as HP Advanced Photo Paper, is loaded in the input tray.

> 📝 **NOTE:**   On some computer screens, colors might appear differently than they do when printed on paper. In this case, there is nothing wrong with the product, print settings, or ink cartridges. No further troubleshooting is required.

For more information, see:

Select print media

Cause: The print settings were set incorrectly.

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

Solution 6: Align the printer

Solution: Align the printer.

Aligning the printer can help ensure excellent print quality.

For more information, see:

Align the printer

Cause: The printer needed to be aligned.

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

Solution 7: Clean the printhead

Solution: Check the following potential problems, and then clean the printhead.

- Check the orange pull tab on the ink cartridges. Make sure they were completely removed.
- Make sure all ink cartridges are properly installed.
- Make sure you turn off the device properly, by using the **Power** button. This allows the device to properly protect the printhead.

After cleaning the printhead, print a print quality report. Evaluate the print quality report to see if the print quality problem still exists.

For more information, see:

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

Cause: The printhead needed to be cleaned.

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

Solution 8: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: There was a problem with the printhead.

Ink is not filling the text or graphics completely

Try the following solutions if the ink is not filling the text or image completely so that it appears that parts are missing or blank.

- Solution 1: Make sure you are using genuine HP ink cartridges
- Solution 2: Check the ink levels
- Solution 3: Check the print settings
- Solution 4: Check the paper type
- Solution 5: Clean the printhead
- Solution 6: Contact HP support

Solution 1: Make sure you are using genuine HP ink cartridges

Solution: Check to see if your ink cartridges are genuine HP ink cartridges.

HP recommends that you use genuine HP ink cartridges. Genuine HP ink cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

> **NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Product service or repairs required as a result of using a non-HP supply will not be covered under warranty.
>
> If you believe you purchased genuine HP ink cartridges, go to:
>
> www.hp.com/go/anticounterfeit

Cause: Non-HP ink cartridges were being used.

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

Solution 2: Check the ink levels

Solution: Check the estimated ink levels in the ink cartridges.

> **NOTE:** Ink level alerts and indicators provide estimates for planning purposes only. When you receive a low-ink alerts, 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, see:

Check the estimated ink levels

Cause: The ink cartridges might have insufficient ink.

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

Solution 3: Check the print settings

Solution: Check the print settings.
- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the print quality setting and make sure it is not set too low.
  Print the image with a high print quality setting, such as **Best** or **Maximum dpi**.

Cause: The paper type or print quality settings were set incorrectly.

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

Solution 4: Check the paper type

Solution: HP recommends that you use HP papers or any other paper type that is appropriate for the product.

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

Store specialty media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

NOTE: For this issue, there is not a problem with your ink supplies. Therefore, replacing the ink cartridges or printhead is not necessary.

For more information, see:

Select print media

Cause: The wrong kind of paper was loaded in the input tray.

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

Solution 5: Clean the printhead

Solution: If the previous solutions did not resolve the issue, try cleaning the printhead.

After cleaning the printhead, print a print quality report. Evaluate the print quality report to see if the print quality problem still exists.

For more information, see:

• Clean the printhead
• Print and evaluate a print quality report

Cause: The printhead needed to be cleaned.

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

Solution 6: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: There was a problem with the printhead.

The printout has a horizontal band of distortion near the bottom of a borderless print

Try the following solutions if your borderless print has a blurry band or line on the bottom of it.

> **NOTE:** For this issue, there is not a problem with your ink supplies. Therefore, replacing the ink cartridges or printhead is not necessary.

- Solution 1: Check the paper type
- Solution 2: Use a higher print quality setting
- Solution 3: Rotate the image

Solution 1: Check the paper type

Solution: HP recommends that you use HP papers or any other paper type that is appropriate for the product.

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

Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

For more information, see:

Select print media

Cause: The wrong kind of paper was loaded in the input tray.

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

Solution 2: Use a higher print quality setting

Solution: Check the print quality setting and make sure it is not set too low.

Print the image with a high print quality setting, such as **Best** or **Maximum dpi**.

Cause: The print quality setting was set too low.

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

Solution 3: Rotate the image

Solution: If the problem persists, use the software you installed with the product or another software application to rotate your image 180 degrees so that the light blue, gray, or brown hues in your image do not print at the bottom of the page.

Cause: The defect is more noticible in areas of uniform light colors, so rotating the image may help.

Printouts have horizontal streaks or lines

Try the following solutions if your printout has lines, streaks, or marks on it that run across the width of the page.

- Solution 1: Make sure the paper is loaded correctly
- Solution 2: Check your print settings

-
-
-
-

Solution 1: Make sure the paper is loaded correctly

Solution: Make sure that the paper is loaded correctly in the input tray.

For more information, see:

Load media

Cause: The paper was not loaded correctly.

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

Solution 2: Check your print settings

Solution: Check the print quality setting and make sure it is not set too low.

Print the image with a high print quality setting, such as **Best** or **Maximum dpi**.

Check the media settings. Make sure the media selected matches the media loaded in the device.

Cause: The print quality or copy setting on the product was set too low.

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

Solution 3: Check the ink levels

Solution: Check the estimated ink levels in the ink cartridges.

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

For more information, see:

Check the estimated ink levels

Cause: The ink cartridges might have insufficient ink.

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

Solution 4: Align the printer

Solution: Align the printer.

Aligning the printer can help ensure excellent print quality.

For more information, see:

Align the printer

Cause: The printer needed to be aligned.

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

Solution 5: Clean the printhead

Solution: Check the following potential problems, and then clean the printhead.

After cleaning the printhead, print a print quality report. Evaluate the print quality report to see if the print quality problem still exists.

For more information, see:

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

Cause: The printhead needed to be cleaned.

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

Solution 6: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: There was a problem with the printhead.

Printouts are faded or have dull colors

Try the following solutions if the colors in your printout are not as bright and intense as you expected.

- Solution 1: Check the print settings
- Solution 2: Check the paper type
- Solution 3: Check the ink levels
- Solution 4: Clean the printhead
- Solution 5: Contact HP support

Solution 1: Check the print settings

Solution: Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the print quality setting and make sure it is not set too low.
  Print the image with a high print quality setting, such as **Best** or **Maximum dpi**.

Cause: The paper type or print quality settings were set incorrectly.

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

Solution 2: Check the paper type

Solution: HP recommends that you use HP papers or any other paper type that is appropriate for the product.

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

Store specialty media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

NOTE: For this issue, there is not a problem with your ink supplies. Therefore, replacing the ink cartridges or printhead is not necessary.

For more information, see:

Select print media

Cause: The wrong kind of paper was loaded in the input tray.

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

Solution 3: Check the ink levels

Solution: Check the estimated ink levels in the ink cartridges.

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

For more information, see:

Check the estimated ink levels

Cause: The ink cartridges might have insufficient ink.

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

Solution 4: Clean the printhead

Solution: If the previous solutions did not resolve the issue, try cleaning the printhead.

After cleaning the printhead, print a print quality report. Evaluate the print quality report to see if the print quality problem still exists.

For more information, see:

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

Cause: The printhead needed to be cleaned.

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

Solution 5: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: There was a problem with the printhead.

Printouts seem blurry or fuzzy

Try the following solutions if your printout is not sharp or unclear.

📝 **NOTE:** For this issue, there is not a problem with your ink supplies. Therefore, replacing the ink cartridges or printhead is not necessary.

💡 **TIP:** After reviewing the solutions in this section, you can go to HP's Web site to see if there is additional troubleshooting help. For more information, go to: www.hp.com/support.

- Solution 1: Check the print settings
- Solution 2: Use a higher quality image
- Solution 3: Print the image in a smaller size
- Solution 4: Align the printer

Solution 1: Check the print settings

Solution: Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the print quality setting and make sure it is not set too low.
  Print the image with a high print quality setting, such as **Best** or **Maximum dpi**.

Cause: The paper type or print quality settings were set incorrectly.

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

Solution 2: Use a higher quality image

Solution: Use a higher resolution image.

If you are printing a photo or graphic, and the resolution is too low, it will be blurry or fuzzy when printed.

If a digital photo or rasterized graphic has been resized, it can be blurry or fuzzy when printed.

Cause: The resolution of the image was low.

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

Solution 3: Print the image in a smaller size

Solution: Reduce the size of the image and then print it.

If you are printing a photo or graphic, and the print size is set too high, it will be blurry or fuzzy when printed.

If a digital photo or rasterized graphic has been resized, it can be blurry or fuzzy when printed.

Cause: The image was printed in a larger size.

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

Solution 4: Align the printer

Solution: Align the printer.

Aligning the printer can help ensure excellent print quality.

For more information, see:

Align the printer

Cause: The printer needed to be aligned.

Printouts have vertical streaks

Solution: HP recommends that you use HP papers or any other paper type that is appropriate for the product.

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

Store specialty media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

📝 **NOTE:** For this issue, there is not a problem with your ink supplies. Therefore, replacing the ink cartridges or printhead is not necessary.

For more information, see:

Select print media

Cause: The wrong kind of paper was loaded in the input tray.

Printouts are slanted or skewed

Try the following solutions if your printout does not appear straight on the page.

- Solution 1: Make sure the paper is loaded correctly
- Solution 2: Make sure only one type of paper is loaded
- Solution 3: Ensure that the rear access panel or duplexer is securely installed

Solution 1: Make sure the paper is loaded correctly

Solution: Make sure that the paper is loaded correctly in the input tray.

For more information, see:

Load media

Cause: The paper was not loaded correctly.

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

Solution 2: Make sure only one type of paper is loaded

Solution: Load only one type of paper at a time.

Cause: More than one type of paper was loaded in the input tray.

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

Solution 3: Ensure that the rear access panel or duplexer is securely installed

Solution: Make sure that the rear door is securely installed.

If you removed the rear door to clear a paper jam, replace it. Gently push the door forward until it snaps into place.

Cause: The rear door was not securely installed.

Ink streaks on the back of the paper

Try the following solutions if there is smeared ink on the back of your printout.

- Solution 1: Print on a page of plain paper
- Solution 2: Wait while the ink dries

Solution 1: Print on a page of plain paper

Solution: Print one or several pages of plain paper to soak up any excess ink in the product.

To remove excess ink using plain paper

1. Load several sheets of plain paper in the input tray.
2. Wait five minutes.
3. Print a document with little or no text.
4. Check the back of the paper for ink. If there is still ink on the back of the paper, try printing on another page of plain paper.

Cause: Ink accumulated inside the product, where the back of the paper rests during printing.

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

Solution 2: Wait while the ink dries

Solution: Wait at least thirty minutes for the ink inside the product to dry, then try the print job again.

Cause: The excess ink in the product needed to dry out.

Paper is not picked up from the input tray

Try the following solutions to resolve the issue. 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: Restart the product
*   Solution 2: Make sure the paper is loaded correctly
*   Solution 3: Check the print settings
*   Solution 4: Clean the rollers
*   Solution 5: Check for a paper jam
*   Solution 6: Service the product

Solution 1: Restart the product

Solution: Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the **Power** button to turn on the product.

Cause: The product experienced an error.

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

Solution 2: Make sure the paper is loaded correctly

Solution: Make sure that the paper is loaded correctly in the input tray.

For more information, see:

Load media

Cause: The paper was not loaded correctly.

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

Solution 3: Check the print settings

Solution: Check the print settings.

*   Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
*   Check the print quality setting and make sure it is not set too low.
    Print the image with a high print quality setting, such as **Best** or **Maximum dpi**.

Cause: The paper type or print quality settings were set incorrectly.

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

Solution 4: Clean the rollers

Solution: Clean the rollers.

Make sure you have the following materials available:

- A lint-free cloth, or any soft material that will not come apart or leave fibers.
- Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the ink cartridges).

For more information, see Clean the device.

Cause: The rollers were dirty and needed to be cleaned.

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

Solution 5: Check for a paper jam

Solution: Check for paper debris in the front of the device. Remove any debris you find.

$\triangle$ **CAUTION:** Trying to clear a paper jam from the front of the device can damage the print mechanism. Always access and clear paper jams through the rear access panel or duplexer.

Cause: Paper debris may be present, but not detected by the sensor.

Solution 6: Service the product

Solution: If you have completed all of the steps provided in the previous solutions, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: Your product needs servicing.

Poor black text

Try the following solutions if the text in your printouts is not sharp and the edges are rough.

📝 **NOTE:** For this issue, there is not a problem with your ink supplies. Therefore, replacing the ink cartridges or printhead is not necessary.

- Solution 1: Wait a couple of minutes and attempt to reprint
- Solution 2: Use TrueType or OpenType fonts
- Solution 3: Align the printer
- Solution 4: Clean the printhead

Solution 1: Wait a couple of minutes and attempt to reprint

Solution: After the print is finished, wait a couple of minutes and attempt to print the document again.

Cause: Many black print quality problems clear up with the automatic services performed after each print job is finished.

Solution 2: Use TrueType or OpenType fonts

Solution: Use TrueType or OpenType fonts to ensure that the product is able to print smooth fonts. When selecting a font, look for the TrueType or OpenType icon.

TrueType icon	OpenType icon
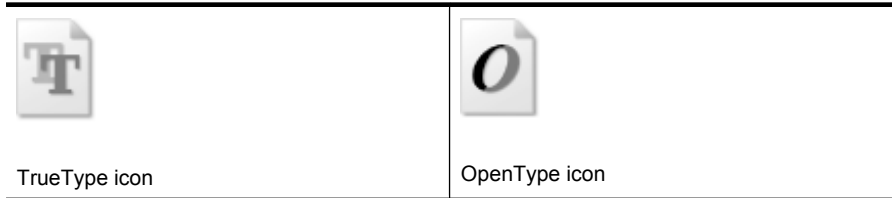
Cause: The font was a custom size.

Some software applications offer custom fonts that have jagged edges when enlarged or printed. Also, if you want to print bitmapped text, it might have jagged edges when enlarged or printed.

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

Solution 3: Align the printer

Solution: Align the printer.

Aligning the printer can help ensure excellent print quality.

For more information, see:

Align the printer

Cause: The printer needed to be aligned.

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

Solution 4: Clean the printhead

Solution: If the previous solutions did not resolve the issue, try cleaning the printhead.

After cleaning the printhead, print a print quality report. Evaluate the print quality report to see if the print quality problem still exists.

For more information, see:

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

Cause: The printhead needed to be cleaned.

The product prints slowly

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

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

Solution 1: Use a lower print quality setting

Solution: Check the print quality setting. **Best** and **Maximum dpi** provide the best quality but are slower than **Normal** or **Draft**. **Draft** provides the fastest print speed.

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

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

Solution 2: Check the ink levels

Solution: Check the estimated ink levels in the ink cartridges.

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

For more information, see:

Check the estimated ink levels

Cause: The ink cartridges might have insufficient ink. Insufficient ink may cause the printhead to overheat. When the printhead overheats, the printer slows down to allow it to cool.

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

Solution 3: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: There was a problem with the product.

Solve paper-feed problems

Media is not supported for the printer or tray

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

Media is not picked up from a tray

- 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.
- When using thin special media, make sure that the tray is completely loaded. If you are using special media that is only available in small quantities, try placing the special media on top of other paper of the same size to help fill the tray. (Some media is picked up more easily if the tray is full.)

Media is not coming out correctly

- Make sure the output tray extension is extended; otherwise, printed pages may fall off the device.
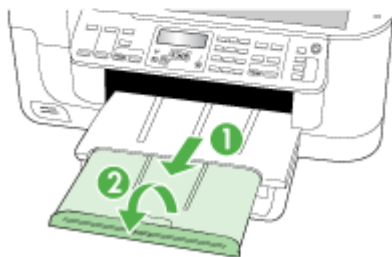
- Remove excess media from the output tray. There is a limit to the number of sheets the tray can hold.

Pages are skewing

- Make sure the media loaded in the trays is aligned to the paper guides. If needed, pull out the trays from the device and reload the media properly, making sure that the paper guides are properly aligned.
- Make sure the duplexer is properly installed.
- Load media into the device only when it is not printing.

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.

Solve copy problems

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

- No copy came out
- Copies are blank
- Documents are missing or faded
- Size is reduced
- Copy quality is poor
- Copy defects are apparent
- Error messages appear

No copy came out

- **Check the power**
  Make sure that the power cord is securely connected, and the device turned on.
- **Check the status of the device**
  - The device might be busy with another job. Check the control-panel display for information about the status of jobs. Wait for any job that is processing to finish.
  - The device might be jammed. Check for jams. See Clear jams.
- **Check the trays**
  - Make sure that media is loaded. See Load media for more information.
  - Check the computer.
    To make a copy using an HP Officejet 6500 (E709d) or HP Officejet 6500 (E709r), the HP All-in-One must be connected to a computer, the computer must be turned on and you must be logged on, and the software must be installed and running. Also, the **HP Digital Imaging Monitor** in the Windows Taskbar must be installed and turned on at all times. On a Macintosh computer, once the software is installed, it is always available when you turn on the computer.

Copies are blank

- **Check the media**

  The media might not meet Hewlett-Packard media specifications (for example, the media is too moist or too rough). See Select print media for more information.

- **Check the settings**

  The contrast setting might be set too light. Use the **Copy** button on the device control panel to create darker copies.

- **Check the trays**

  If you are copying from the ADF, make sure that the originals have been loaded correctly. For more information, see Load an original in the automatic document feeder (ADF).

Documents are missing or faded

- **Check the media**

  The media might not meet Hewlett-Packard media specifications (for example, the media is too moist or too rough). See Select print media for more information.

- **Check the settings**

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

- **Check the original**

  ◦ The accuracy of the copy depends on the quality and size of the original. Use the **Copy** menu to adjust the brightness of the copy. If the original is too light, the copy might not be able to compensate, even if you adjust the contrast.

  ◦ Colored backgrounds might cause images in the foreground to blend into the background, or the background might appear in a different shade.

Size is reduced

- The reduce/enlarge or other copy feature might have been set from the device control panel to reduce the scanned image. Check the settings for the copy job to make sure that they are for normal size.

- The HP photo and imaging software settings might be set to reduce the scanned image. Change the settings, if needed. See the onscreen Help for the HP photo and imaging software for more information.

Copy quality is poor

- **Take steps to improve the copy quality**

  ◦ Use quality originals.

  ◦ Load the media correctly. If the media is loaded incorrectly, it might skew, causing unclear images. See Select print media for more information.

  ◦ Use or make a carrier sheet to protect your originals.

- **Check the device**

  ◦ The scanner lid might not be closed properly.

  ◦ The scanner glass or lid backing might need cleaning. See Clean the device for more information.

  ◦ The ADF might need cleaning. See Clean the device for more information.

Copy defects are apparent

- **Vertical white or faded stripes**

  The media might not meet Hewlett-Packard media specifications (for example, the media is too moist or too rough). See Select print media for more information.

- **Too light or dark**

  Try adjusting the contrast and copy-quality settings.

- **Unwanted lines**

  The scanner glass, lid backing, or frame might need cleaning. See Clean the device for more information.

- **Black dots or streaks**

  Ink, glue, correction fluid, or an unwanted substance might be on the scanner glass or lid backing. Try cleaning the device. See Clean the device for more information.

- **Copy is slanted or skewed**
  - Make sure that the ADF input tray is not too full.
  - Make sure that the ADF width adjusters are snug against the sides of the media.

- **Unclear text**
  - Try adjusting the contrast and copy-quality settings.
  - The default enhancement setting might not be suitable for the job. Check the setting and change it to enhance text or photographs, if needed. For more information, see Change the copy settings.

- **Incompletely filled text or graphics**

  Try adjusting the contrast and copy-quality settings.

- **Large, black typefaces look splotchy (not smooth)**

  The default enhancement setting might not be suitable for the job. Check the setting and change it to enhance text or photographs, if needed. For more information, see Change the copy settings.

- **Horizontal grainy or white bands in light-gray to medium-gray areas**

  The default enhancement setting might not be suitable for the job. Check the setting and change it to enhance text or photographs, if needed. For more information, see Change the copy settings.

Error messages appear

"Reload document and then reload job"

Press the **OK** button, and then load the next batch of documents in the ADF. For more information see Load originals.

Solve scan problems

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

> **NOTE:** If you are starting the scan from a computer, see the software Help for troubleshooting information.

- Scanner did nothing
- Scan takes too long

Scanner did nothing

- **Check the original**

  Make sure that the original is placed on the scanner glass correctly. For more information, see [Load an original on the scanner glass](#).

- **Check the device**

  ◦ The device might be coming out of PowerSave mode after a period of inactivity, which delays processing a short while. Wait until the device reaches the **READY** state.

  ◦ If you are using HP Officejet 6500 E709a/E709d, you cannot scan and print at the same time. The device must finish one job before it can begin another.

Scan takes too long

- **Check the settings**

  ◦ If you set the resolution too high, the scan job takes longer and results in larger files. To obtain good results when scanning or copying, do not use a resolution that is higher than needed. You can lower the resolution to scan more quickly.

  ◦ If you acquire an image through TWAIN, you can change the settings so that the original scans in black and white. See the onscreen Help for the TWAIN program for information.

- **Check the status of the device**

  If you sent a print or copy job before you tried to scan, the scan starts if the scanner is not busy. However, the printing and scanning processes share memory, which means that the scan might be slower.

Part of the document did not scan or text is missing

- **Check the original**
    - Make sure that you loaded the original correctly. For more information, see Load originals.
    - If you scanned the document from the ADF, try scanning the document directly from the scanner glass. For more information, see Load an original on the scanner glass.
    - Colored backgrounds can cause images in the foreground to blend into the background. Try adjusting the settings before you scan the original, or try enhancing the image after you scan the original.
- **Check the settings**
    - Make sure that the input media size is large enough for the original that you are scanning.
    - If you are using the HP photo and imaging software, the default settings in the HP photo and imaging software might be set to automatically perform a specific task other than the one that you are attempting. See the onscreen Help for the HP photo and imaging software for instructions about changing the properties.
    - If you are scanning to a memory device, make sure you have selected the exact media size instead of the **Automatic** option.

Text cannot be edited

- **Check the settings**
    - Make sure that the OCR software is set to edit text.
    - When you scan the original, make sure that you select a document type that creates editable text. If text is classified as a graphic, it is not converted to text.
    - Your OCR program might be linked to a word-processing program that does not perform OCR tasks. See the product software Help for more information about linking programs.
- **Check the originals**
    - For OCR, the original must be loaded into the ADF with the top forward and face-up. Make sure that you loaded the original correctly. For more information, see Load originals.
    - The OCR program might not recognize text that is tightly spaced. For example, if the text that the OCR program converts has missing or combined characters, "rn" might appear as "m."
    - The accuracy of the OCR program depends on the image quality, text size, and structure of the original and the quality of the scan itself. Make sure that your original has good image quality.
    - Colored backgrounds can cause images in the foreground to blend too much. Try adjusting the settings before you scan the original, or try enhancing the image after you scan the original. If you are performing an OCR operation on an original, any colored text on the original does not scan well, if at all.

Error messages appear

- **"Unable to activate TWAIN source" or "An error occurred while acquiring the image"**
  - ◦ If you are acquiring an image from another device, such as a digital camera or another scanner, make sure that the other device is TWAIN-compliant. Devices that are not TWAIN-compliant do not work with the device software.
  - ◦ Make sure that you have connected the USB Device Cable to the correct port on the back of your computer.
  - ◦ Verify that the correct TWAIN source is selected. In the software, check the TWAIN source by selecting **Select Scanner** on the **File** menu.
- **"Reload document and then restart job"**

  Press the **OK** button, and then reload the remaining documents (up to 50 pages) in the ADF. For more information see Load originals.

Scanned image quality is poor

The original is a second-generation photo or picture

Reprinted photographs, such as those in newspapers or magazines, are printed by using tiny dots of ink that make an interpretation of the original photograph, which degrades the quality. Often, the ink dots form unwanted patterns that can be detected when the image is scanned or printed or when the image appears on a screen. If the following suggestions do not solve the problem, you might need to use a better-quality version of the original.

- ◦ To eliminate the patterns, try reducing the size of the image after scanning.
- ◦ Print the scanned image to see if the quality is better.
- ◦ Make sure that the resolution and color settings are correct for the type of scan job.
- ◦ For best results, use the flatbed scanner for scanning rather than the ADF.

Text or images on the back of a two-sided original appear in the scan

Two-sided originals can "bleed" text or images from the back side to the scan if the originals are printed on media that is too thin or too transparent.

The scanned image is skewed (crooked)

The original might have been loaded incorrectly. Be sure to use the media guides when you load the originals into the ADF. For more information, see Load originals.

The image quality is better when printed

The image that appears on the screen is not always an accurate representation of the quality of the scan.

- ◦ Try adjusting your computer monitor settings to use more colors (or levels of gray). On Windows computers, you typically make this adjustment by opening **Display** on the Windows control panel.
- ◦ Try adjusting the resolution and color settings.

The scanned image shows blots, lines, vertical white stripes, or other defects

- ◦ If the scanner glass is dirty, the image produced does not have optimum clarity. See Clean the device for cleaning instructions.
- ◦ The defects might be on the original and not a result of the scanning process.

Graphics look different from the original

The graphics settings might not be suitable for the type of scan job that you are performing. Try changing the graphics settings.

Take steps to improve the scan quality

- ◦ Use the glass to scan rather than the ADF.
- ◦ Use high-quality originals.
- ◦ Place the media correctly. If the media is placed incorrectly on the scanner glass, it might skew, which causes unclear images. For more information, see Load originals.
- ◦ Adjust the software settings according to how you plan to use the scanned page.
- ◦ Use or make a carrier sheet to protect your originals.
- ◦ Clean the scanner glass. See Clean the scanner glass for more information.

Scan defects are apparent

- • **Blank pages**

  Make sure that the original document is placed correctly. Place the original document face down on the flatbed scanner with the top-left corner of the document located in the lower-right corner of the scanner glass.

- • **Too light or dark**
  - ◦ Try adjusting the settings. Be sure to use the correct resolution and color settings.
  - ◦ The original image might be very light or dark or might be printed on colored paper.

- • **Unwanted lines**

  Ink, glue, correction fluid, or an unwanted substance might be on the scanner glass. Try cleaning the scanner glass. See Clean the device for more information.

- • **Black dots or streaks**
  - ◦ Ink, glue, correction fluid, or an unwanted substance might be on the scanner glass, the scanner glass might be dirty or scratched, or the lid backing might be dirty. Try cleaning the scanner glass and lid backing. See Clean the device for more information. If cleaning does not correct the problem, the scanner glass or lid backing might need to be replaced.
  - ◦ The defects might be on the original and not a result of the scanning process.

- • **Unclear text**

  Try adjusting the settings. Make sure that the resolution and color settings are correct.

- • **Size is reduced**

  The HP software settings might be set to reduce the scanned image. See the product software Help for more information about changing the settings.

Solve fax problems

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

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

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

Try these first if you are having problems with your fax features:

- Check the telephone cord. Try using another telephone cord to see if the problem continues.
- Remove other equipment from the HP device. Connect the HP device directly to the wall jack to see if the problem persists.

The fax test failed

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

This section contains the following topics:

The "Fax Hardware Test" failed

Solution:

- Turn off the device by using the **Power** button located on the device control panel and then unplug the power cord from the back of the device. After a few seconds, plug the power cord in again, and then turn the power on. Run the test again. If the test fails again, continue reviewing the troubleshooting information in this section.
- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.
- If you are running the test from the **Fax Setup Wizard** (Windows) or **HP Fax Setup Utility** (Mac OS X), make sure the device is not busy completing another task, such as receiving a fax or making a copy. Check the display for a message indicating that the device is busy. If it is busy, wait until it is finished and in the idle state before running the test.

- Make sure you use the phone cord that came with the device. If you do not use the supplied phone cord to connect from the telephone wall jack to the device, you might not be able to send or receive faxes. After you plug in the phone cord that came with the device, run the fax test again.

  You might need to connect the supplied phone cord to the adapter provided for your country/region.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the device directly to the telephone wall jack.

After you resolve any problems found, run the fax test again to make sure it passes and the device is ready for faxing. If the **Fax Hardware Test** continues to fail and you experience problems faxing, contact HP Support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

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

Solution:
- Check the connection between the telephone wall jack and the device to make sure the phone cord is secure.
- Make sure you use the phone cord that came with the device. If you do not use the supplied phone cord to connect from the telephone wall jack to the device, you might not be able to send or receive faxes.

  You might need to connect the supplied phone cord to the adapter provided for your country/region.
- Make sure you have correctly connected the device to the telephone wall jack. Using the phone cord supplied in the box with the device, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the device. For more information on setting up the device for faxing, see Set up faxing for the device.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the device directly to the telephone wall jack.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the device and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.

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

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

Solution: Plug the phone cord into the correct port.

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

   You might need to connect the supplied phone cord to the adapter provided for your country/region.

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

   Figure 9-1 Back view of the device

1	Telephone wall jack
2	Use the phone cord supplied in the box with the device to connect to the "1-LINE" port
	You might need to connect the supplied phone cord to the adapter provided for your country/region.

2. After you have connected the phone cord to the port labeled 1-LINE, run the fax test again to make sure it passes and the device is ready for faxing.
3. Try to send or receive a test fax.
- Make sure you use the phone cord that came with the device. If you do not use the supplied phone cord to connect from the telephone wall jack to the device, you might not be able to send or receive faxes. After you plug in the phone cord that came with the device, run the fax test again.

   You might need to connect the supplied phone cord to the adapter provided for your country/region.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the device directly to the telephone wall jack.

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

Solution:
- Make sure you used the phone cord supplied in the box with the device to connect to the telephone wall jack. One end of the phone cord should be connected to the

port labeled 1-LINE on the back of the device, and the other end to your telephone wall jack, as shown below.

You might need to connect the supplied phone cord to the adapter provided for your country/region.

1	Telephone wall jack
2	Use the phone cord supplied in the box with the device to connect to the "1-LINE" port
	You might need to connect the supplied phone cord to the adapter provided for your country/region.

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

- Check the connection between the telephone wall jack and the device to make sure the phone cord is secure.
- Make sure you use the phone cord that came with the device. If you do not use the supplied phone cord to connect from the telephone wall jack to the device, you might not be able to send or receive faxes. After you plug in the phone cord that came with the device, run the fax test again.

  You might need to connect the supplied phone cord to the adapter provided for your country/region.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the device directly to the telephone wall jack.

The "Dial Tone Detection" test failed

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

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

The "Fax Line Condition" test failed

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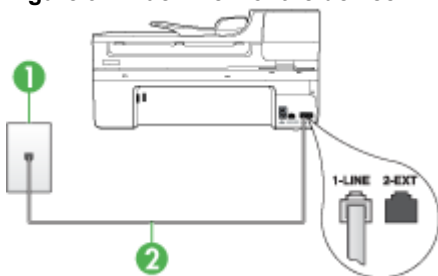- Other equipment, which uses the same phone line as the device, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything from the phone line, and then run the test again.
  - If the **Fax Line Condition Test** passes without the other equipment, then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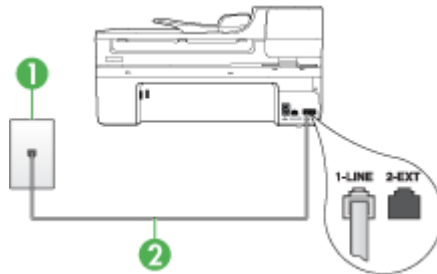- Make sure you use the phone cord that came with the device. If you do not use the supplied phone cord to connect from the telephone wall jack to the device, you might not be able to send or receive faxes. After you plug in the phone cord that came with the device, run the fax test again.
  You might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

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

The display always shows Phone Off Hook

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

You might need to connect the supplied phone cord to the adapter provided for your country/region.

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

The device is having problems sending and receiving faxes

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

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

Solution:
- Make sure you used the phone cord supplied in the box with the device to connect to the telephone wall jack. One end of the phone cord should be connected to the port labeled 1-LINE on the back of the device and the other end to your telephone wall jack, as shown below.
  You might need to connect the supplied phone cord to the adapter provided for your country/region.

1	Telephone wall jack
2	Use the phone cord supplied in the box with the device to connect to the "1-LINE" port
	You might need to connect the supplied phone cord to the adapter provided for your country/region.

If the phone cord that came with the device is not long enough, you can use a coupler to extend the length. You can purchase a coupler at an electronics store

that carries phone accessories. You will also need another phone cord, which can be a standard phone cord that you might already have in your home or office.

- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the device and check for a dial tone. If you do not hear a dial tone, call your local telephone company for service.

- Other equipment, which uses the same phone line as the device, might be in use. For example, you cannot use the device for faxing if an extension phone is off the hook, or if you are using a computer dial-up modem to send an e-mail or access the Internet.

- Check to see if another process has caused an error. Check the display or your computer for an error message providing information about the problem and how to solve it. If there is an error, the device will not send or receive a fax until the error condition is resolved.

- The phone line connection might be noisy. Phone lines with poor sound quality (noise) can cause faxing problems. Check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If you hear noise, turn **Error Correction Mode** (ECM) off and try faxing again. For information about changing ECM, see the onscreen Help. If the problem persists, contact your telephone company.

- If you are using a digital subscriber line (DSL) service, make sure that you have a DSL filter connected or you will not be able to fax successfully. For more information, see Case B: Set up the device with DSL.

- If you are using a DSL service and have connected a DSL filter, the filter might be blocking the fax tones. Try removing the filter and connecting the device directly to the wall.

- Make sure the device is not connected to a telephone wall jack that is set up for digital phones. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones.

- If you are using either a private branch exchange (PBX) or an integrated services digital network (ISDN) converter/terminal adapter, make sure the device is connected to the correct port and the terminal adapter is set to the correct switch type for your country/region, if possible. For more information, see Case C: Set up the device with a PBX phone system or an ISDN line.

- If the device shares the same phone line with a DSL service, the DSL modem might not be properly grounded. If the DSL modem is not properly grounded, it can create noise on the phone line. Phone lines with poor sound quality (noise) can cause faxing problems. You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If you hear noise, turn off your DSL modem and completely remove power for at least 15 minutes. Turn the DSL modem back on and listen to the dial tone again.

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

  If the phone line is still noisy, contact your telephone company. For information on turning your DSL modem off, contact your DSL provider for support.

- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the device directly to the telephone wall jack.

The device is having problems sending a manual fax

Solution:

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

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

1	Telephone wall jack
2	Use the phone cord supplied in the box with the device to connect to the "1-LINE" port
	You might need to connect the supplied phone cord to the adapter provided for your country/region.
3	Telephone

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

  📝 **NOTE:** If using a serial-type phone system, connect your phone to the port labeled 2-EXT.

The device cannot receive faxes, but can send faxes

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

  The following actions might help solve these problems:
  ◦ When you have an answering machine on the same phone line you use for fax calls, try connecting the answering machine directly to the device as described in Case I: Shared voice/fax line with answering machine.
  ◦ Make sure the device is set to receive faxes automatically. For information on setting up the device to receive faxes automatically, see Receive a fax.
  ◦ Make sure the **Rings to Answer** setting is set to a greater number of rings than the answering machine. For more information, see Set the number of rings before answering.

- ◦ Disconnect the answering machine and then try receiving a fax. If faxing is successful without the answering machine, the answering machine might be causing the problem.
- ◦ Reconnect the answering machine and record your outgoing message again. Record a message that is approximately 10 seconds in duration. Speak slowly and at a low volume when recording your message. Leave at least 5 seconds of silence at the end of the voice message. There should be no background noise when recording this silent time. Try to receive a fax again.

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

- If the device shares the same phone line with other types of phone equipment, such as an answering machine, a computer dial-up modem, or a multi-port switch box, the fax signal level might be reduced. The signal level can also be reduced if you use a splitter or connect extra cables to extend the length of your phone. A reduced fax signal can cause problems during fax reception.

  To find out if other equipment is causing a problem, disconnect everything except the device from the phone line, and then try to receive a fax. If you can receive faxes successfully without the other equipment, one or more pieces of the other equipment is causing problems; try adding them back one at a time and receiving a fax each time, until you identify which equipment is causing the problem.

- If you have a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), make sure that the **Distinctive Ring** feature on the device is set to match. For more information, see Change the answer ring pattern for distinctive ring.

The device cannot send faxes, but can receive faxes

Solution:

- The device might be dialing too fast or too soon. You might need to insert some pauses in the number sequence. For example, if you need to access an outside line before dialing the phone number, insert a pause following the access number. If your number is 95555555, and 9 accesses an outside line, you might insert pauses as follows: 9-555-5555. To enter a pause in the fax number you are typing, press **Redial/Pause**, or press the **Space (#)** button repeatedly, until a dash (**-**) appears on the display.

  You can also send the fax using monitor dialing. This enables you to listen to the phone line as you dial. You can set the pace of your dialing and respond to prompts as you dial. For more information, see Send a fax using monitor dialing.

- The number you entered when sending the fax is not in the proper format or the receiving fax machine is having problems. To check this, try calling the fax number from a telephone and listen for fax tones. If you cannot hear fax tones, the receiving fax machine might not be turned on or connected, or a voice mail service could be interfering with the recipient's phone line. You can also ask the recipient to check the receiving fax machine for any problems.

Fax tones are recorded on my answering machine

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

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

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

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

To extend your phone cord
1. Using the phone cord supplied in the box with the device, connect one end to the coupler, then connect the other end to the port labeled 1-LINE on the back of the device.
2. Connect another phone cord to the open port on the coupler and to the telephone wall jack.
   You might need to connect the supplied phone cord to the adapter provided for your country/region.

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

Cause: The HP Digital Imaging monitor is turned off (Windows only).

Solution: Check the taskbar and ensure that the HP Digital Imaging monitor is turned on at all times.

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

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

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

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

Cause: There is no paper in the input tray.

Solution: Load paper in the input tray.

Cause: The internal memory is full.

Solution: Clear the internal memory by clearing the fax log and memory.

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

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

Cause: HP Digital Imaging Monitor (Windows only) is not operating properly

Solution: Restart the HP Digital Imaging Monitor or restart the computer.

Sent faxes are blank or have vertical lines

Cause: When sending a fax, the pages appear blank or with vertical lines in the sent fax

Solution: Make a copy of the fax. If the copy is correct, the recipient's fax machine may have a problem.

If the copy is blank, the scanner glass, scanner lid backing, or automatic document feeder need to be cleaned. For more information, see Clean the device or Solve scan problems.

Received faxes are blank or have vertical lines

Cause: Faxes received by the product are blank or the printout shows vertical black lines through the image or text.

Solution: Print a self-test page to see if it is printed correctly.

If the self-test page prints correctly, the issue is probably with the sending fax - try receiving a fax from another fax machine.

If the self-test page printed incorrectly, see Solve printing problems.

Solve network problems

> 📝 **NOTE:** After correcting any of the following, run the installation program again.

General network troubleshooting

- If you are unable to install the device software, verify that:
  - ◦ All cable connections to the computer and the device are secure.
  - ◦ The network is operational and the network hub is turned on.
  - ◦ All applications, including virus protection programs, spyware protection programs, and firewalls, are closed or disabled for computers running Windows.
  - ◦ Make sure the device is installed on the same subnet as the computers that will be using the device.
  - ◦ If the installation program cannot discover the device, print the network configuration page, and enter the IP address manually in the installation program. For more information, see Understand the network configuration page
- If you are using a computer running Windows, make sure that the network ports created in the device driver match the device IP address:
  - ◦ Print the device's network configuration page.
  - ◦ Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
    - Or -
    Click **Start**, click **Control Panel**, and then double-click **Printers**.
  - ◦ Right-click the device icon, click **Properties**, and then click the **Ports** tab.
  - ◦ Select the TCP/IP port for the device, and then click **Configure Port**.
  - ◦ Compare the IP address listed in the dialog box and make sure it matches the IP address listed on the network configuration page. If the IP addresses are different, change the IP address in the dialog box to match the address on the network configuration page.
  - ◦ Click **OK** twice to save the settings and close the dialog boxes.

Problems connecting to a wired network

- If the Link light on the network connector does not turn on, make sure that all of the "General network troubleshooting" conditions are met.
- Though it is not recommended that you assign the device with a static IP address, you might resolve some installation problems (such as a conflict with a personal firewall) by doing so.

Solve wireless problems (some models only)

If the device is unable to communicate with the network after completing the wireless setup and software installation, perform one or more of the following tasks in the order shown below.

- Basic wireless troubleshooting
- Advanced wireless troubleshooting

Basic wireless troubleshooting

Perform the following steps in the order presented.

> **NOTE:** If this is the first time you are setting up the wireless connection, and you are using the included software, make sure that the USB cable is connected to the device and the computer.

Step 1 - Make sure the wireless (802.11) light is turned on

If the blue light near the HP device's wireless button is not lit, the wireless capabilities might not have been turned on. To turn on wireless, press and hold the **Wireless** button for three seconds.

> **NOTE:** If your HP device supports Ethernet networking, make sure that an Ethernet cable has not been connected to the device. Connecting an Ethernet cable turns off the HP device's wireless capabilities.

Step 2 - Restart components of the wireless network

Turn off the router and the HP device, and then turn them back on in this order: router first and then the HP device. If you still are unable to connect, turn off the router, HP device, and your computer. Sometimes, turning off the power and then turning it back on will recover a network communication issue.

Step 3 - Run the Wireless Network Test

For wireless networking issues, run the Wireless Network Test. To print a Wireless Network Test page, press the **Wireless** button. If a problem is detected, the printed test report will include recommendations that might help solve the problem.

Advanced wireless troubleshooting

If you have tried the suggestions provided in the Basic troubleshooting section and are still unable to connect to your HP device to the wireless network, try the following suggestions in the order presented:

- Make sure your computer is connected to your network
- Make sure that the HP device is connected to your network
- Check to see if the firewall software is blocking communication
- Make sure the HP device is online and ready
- Your wireless router is using a hidden SSID
- Make sure the wireless version of the HP device is set as the default printer driver (Windows only)
- Make sure the HP Network Devices Support service is running (Windows only)
- Add hardware addresses to a wireless access point (WAP)

Make sure your computer is connected to your network

To check a wired (Ethernet) connection

▲ Many computers have indicator lights beside the port where the Ethernet cable from the router connects to your computer. Usually there are two indicator lights, one that is on and another that blinks. If your computer has indicator lights, check to see if the indicator lights are on. If the lights are not on, try reconnecting the Ethernet cable to the computer and the router. If you still do not see lights, there might be a problem with the router, the Ethernet cable, or your computer.

> **NOTE:** Macintosh computers do not have indicator lights. To check the Ethernet connection on a Macintosh computer, click **System Preferences** in the Dock, and then click **Network**. If the Ethernet connection is working correctly, **Built-in Ethernet** appears in the list of connections, along with the IP address and other status information. If **Built-in Ethernet** does not appear in the list, there might be a problem with the router, the Ethernet cable, or your computer. For more information, click the Help button in the window.

To check a wireless connection

1. Make sure that your computer's wireless has been turned on. (For more information, see the documentation that came with your computer.)

2. If you are not using a unique network name (SSID), then it is possible that your wireless computer could be connected to a nearby network that is not yours.
   The following steps can help you determine if your computer is connected to your network.

   Windows

   a. Click **Start**, click **Control Panel**, point to **Network Connections**, and then click **View Network Status** and **Tasks**.
   Or
   Click **Start**, select **Settings**, click **Control Panel**, double-click **Network Connections**, click the **View** menu, and then select **Details**.
   Leave the network dialog box open while you continue to the next step.

   b. Disconnect the power cord from the wireless router. The connection status of your computer should change to **Not Connected**.

   c. Reconnect the power cord to the wireless router. The connection status should change to **Connected.**

   Mac OS X

   ▲ Click the **AirPort** icon in the menu bar at the top of the screen. From the menu that appears, you can determine if the AirPort is turned on and which wireless network your computer is connected to.

   > **NOTE:** For more detailed information about your AirPort connection, click **System Preferences** in the Dock, and then click **Network**. If the wireless connection is working correctly, a green dot appears next to AirPort in the list of connections. For more information, click the Help button in the window.

If you are unable to get your computer connected to your network, contact the person who set up your network or the router manufacturer as there might be a hardware issue with either your router or computer.

If you are able to access the Internet and are using a computer running Windows, you can also access HP Network Assistant at www.hp.com/sbso/wireless/tools-setup.html? jumpid=reg_R1002_USEN for help in setting up a network. (This Web site is only available in English.)

Make sure that the HP device is connected to your network

If your device is not connected to the same network as your computer, you will not be able to use the HP device over the network. Follow the steps described in this section to find out if your device is actively connected to the correct network.

Make sure the HP device is on the network

1. If the HP device supports Ethernet networking and is connected to an Ethernet network, make sure an Ethernet cable is not plugged into the back of the device. If an Ethernet cable is plugged into the back, then wireless connectivity is disabled.
2. If the HP device is connected to a wireless network, print the device's Wireless Configuration page. For more information, see Understand the network configuration page.

   ▲ After the page has been printed, check the Network Status and URL:

Network Status	- If the Network Status is Ready, the HP device is actively connected to a network. - If the Network Status is Offline, the HP device is not connected to a network. Run the Wireless Network Test (using the instructions at the beginning of this section) and follow any recommendations.
URL	The URL shown here is the network address assigned to the HP device by your router. You will need this to connect to the embedded Web server.

Check to see if you can access the embedded Web server (EWS)

▲ After you establish that the computer and the HP device both have active connections to a network, you can verify if they are on the same network by accessing the device's embedded Web server (EWS). For more information, see Embedded Web server.

To access the EWS

a. On your computer, open the Web browser you normally use to access the Internet (for example, Internet Explorer or Safari). In the address box, type the URL of the HP device as it was shown on the Network Configuration Page (for example, http://192.168.1.101).

📝 **NOTE:** If you are using a proxy server in your browser, you might need to disable it to access the EWS.

b. If you can access the EWS, try using the HP device over the network (such as to print) to see if your network setup was successful.

c. If you cannot access the EWS or are still having problems using the HP device over the network, continue to the next section regarding firewalls.

Check to see if the firewall software is blocking communication

If you cannot access the EWS and are sure both the computer and HP device have active connections to the same network, the firewall security software might be blocking communication. Temporarily turn off any firewall security software running on your computer and then try to access the EWS again. If you can access the EWS, try using the HP device (for printing).

If you are able to access the EWS and use your HP device with the firewall turned off, you will need to reconfigure your firewall settings to allow the computer and HP device to communicate with each other over the network.

If you are able to access the EWS, but are still unable to use the HP device even with the firewall turned off, try enabling the firewall software to recognize the HP device.

Make sure the HP device is online and ready

If you have the HP software installed, you can check the HP device's status from your computer to see if the device is paused or offline, preventing you from using it.

To check the HP device's status, complete the following steps:

Windows

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 on your computer are not being displayed in Details view, click the **View** menu, and then click **Details**.

3. Do one of the following, depending on the printer status:

a. If the HP device is **Offline**, right-click the device, and click **Use Printer Online**.

b. If the HP device is **Paused**, right-click the device, and click **Resume Printing**.

4. Try using the HP device over the network.

Mac OS X
1. Click **System Preferences** in the Dock, and then click **Print & Fax**.
2. Select the HP device, and the click **Print Queue**.
3. If **Jobs Stopped** appears in the window that appears, click **Start Jobs**.

If you can use the HP device after performing the steps above but find that the symptoms persist as you continue to use the device, your firewall might be interfering. If you still cannot use the HP device over the network, continue to the next section for additional troubleshooting help.

Your wireless router is using a hidden SSID

If your wireless router or Apple AirPort Base Station is using a hidden SSID, your HP device will not automatically detect the network.

Make sure the wireless version of the HP device is set as the default printer driver (Windows only)

If you install the software again, the installer might create a second version of the printer driver in your **Printers** or **Printers and Faxes** folder. If you have difficulties printing or connecting to the HP device, make sure the correct version of the printer driver is set as the default.

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. Determine if the version of the printer driver in the **Printers** or **Printers and Faxes** folder is connected wirelessly:
   a. Right-click the printer icon, and then click **Properties**, **Document Defaults**, or **Printing Preferences**.
   b. On the **Ports** tab, look for a port in the list with a checkmark. The version of the printer driver that is connected wirelessly has **Standard TCP/IP Port** as the Port description, next to the checkmark.
3. Right-click the printer icon for the version of the printer driver that is connected wirelessly, and select **Set as Default Printer**.

📝 **NOTE:** If there is more than one icon in the folder for the HP device, right-click the printer icon for the version of the printer driver that is connected wirelessly, and select **Set as Default Printer**.

Make sure the HP Network Devices Support service is running (Windows only)

To restart the HP Network Device Support service
1. Delete any print jobs currently in the print queue.
2. On the desktop, right-click **My Computer** or **Computer**, and then click **Manage**.
3. Double-click **Services and Applications**, and then click **Services**.
4. Scroll down the list of services, right click **HP Network Devices Support**, and then click **Restart**.
5. After the service restarts, try using the HP device over the network again.

If you are able to use the HP device over the network, your network setup was successful.

If you still cannot use the HP device over the network or if you have to periodically perform this step in order to use your device over the network, your firewall might be interfering.

If this still does not work, there might be a problem with your network configuration or router. Contact the person who set up your network or the router manufacturer for help.

Add hardware addresses to a wireless access point (WAP)

MAC filtering is a security feature in which a wireless access point (WAP) is configured with a list of MAC addresses (also called "hardware addresses") of devices that are allowed to gain access to the network through the WAP. If the WAP does not have the hardware address of a device attempting to access the network, the WAP denies the device access to the network. If the WAP filters MAC addresses, then the device's MAC address must be added to the WAP's list of accepted MAC addresses.

- Print the network configuration page. For more information, see <u>Understand the network configuration page</u>.
- Open the WAP's configuration utility, and add the device's hardware address to the list of accepted MAC addresses.

Solve photo (memory card) problems

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

📝 **NOTE:** If you are starting a memory card operation from a computer, see the software Help for troubleshooting information.

- <u>The device cannot read the memory card</u>
- <u>The device cannot read photos on the memory card</u>

The device cannot read the memory card

- **Check the memory card**
  - Make sure that the memory card is one of the supported types. For more information, see <u>Insert a memory card</u>.
  - Some memory cards have a switch that controls how they can be used. Make sure that the switch is set so that the memory card can be read.

◦ Inspect the ends of the memory card for dirt or material that closes a hole or spoils a metal contact. Clean the contacts with a lint-free cloth and small amounts of isopropyl alcohol.

◦ Assure that the memory card is working properly by testing it with other devices.

• **Check the memory card slot**

◦ Make sure that the memory card is fully inserted into the correct slot. For more information, see Insert a memory card.

◦ Remove the memory card (when the light is not blinking) and shine a flashlight into the empty slot. See if any of the small pins inside are bent. When the computer is off, you can straighten slightly bent pins by using the tip of a thin, retracted ballpoint pen. If a pin has bent in such a way that it touches another pin, replace the memory card reader or have the device serviced. For more information, see Support and warranty.

◦ Make sure that only one memory card has been inserted at a time in the slots. An error message should appear on the control-panel display if more than one memory card is inserted.

The device cannot read photos on the memory card

Check the memory card

The memory card might be corrupt.

Solve device management problems

This section provide solutions to common problems that involve managing the device. This section contains the following topic:

Embedded Web server cannot be opened

Embedded Web server cannot be opened

Check your network setup

• Make sure you are not using a phone cord or a cross cable to connect the device to the network. For more information, see Configure the device (Windows) or Configure the device (Mac OS X).

• Make sure the network cable is securely connected to the device.

• Make sure the network hub, switch, or router is turned on and working properly.

Check the computer

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

Check your Web browser

Make sure the Web browser meets the minimum system requirements. For more information, see System requirements.

Check the device IP address

- To check the IP address of the device from the control panel (color display models only), touch the **Setup** button, select **Network**, select **View Network Settings**, and then select either **Display Wired Summary** or **Display Wireless Summary**.

  For devices with a two-line display, the user must obtain the IP address by printing a network configuration page. Press the **Setup** button, select **Network**, select **Network Settings**, and then select **Print Network Configuration Page**.

- Ping the device using the IP address from the command prompt.

  For example, if the IP address is 123.123.123.123, type the following at the MS-DOS prompt:

  `C:\Ping 123.123.123.123`

  If a reply appears, the IP address is correct. If a time-out response appears, the IP address is incorrect.

Troubleshoot installation issues

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

- Hardware installation suggestions
- Software installation suggestions

Hardware installation suggestions

Check the device

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

Check the hardware connections

- Make sure that any cords and cables that you are using are in good working order.
- Make sure that the power cord is connected securely to both the device and to a working power outlet.
- Make sure that the phone cord is connected to the 1-LINE port.

Check the ink cartridges

Make sure that all latches and covers are closed properly.

Check the computer system

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

Check the device to ensure the following
- Power light is on and not blinking. When the device is first turned on, it takes approximately 45 seconds to warm up.
- The device is in the Ready state, and no other lights on the device control panel are lit or blinking. If lights are lit or blinking, see the message on the device control panel.
- Ensure power cord and other cables are working, and are firmly connected to the device.
- All packing tapes and materials are removed from the device.
- Duplexer is locked into place.
- Paper is loaded correctly in the tray, and is not jammed in the device.
- All latches and covers are closed.

Software installation suggestions

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 device driver from the HP Web site (www.hp.com/support).

Check or perform the following
- Make sure the computer meets the system requirements.
- Before installing software on a Windows computer, ensure all other programs are closed.
- If the computer does not recognize the path to the CD drive that you typed, ensure you are specifying the correct drive letter.
- If the computer cannot recognize the Starter CD in the CD drive, inspect the CD for damage. You can download the device driver from the HP Web site (www.hp.com/support).
- 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 device, run the uninstallation utility (util\ccc\uninstall.bat on the Starter CD) to perform a clean uninstallation of the device driver. Restart your computer, and reinstall the device driver.

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

Clear jams

Occasionally, media becomes jammed during a job. Try the following remedies before you attempt to clear the jam.

- Make sure that you are printing with media that meets specifications. For more information, see Select print media.
- Make sure that you are printing with media that is not wrinkled, folded, or damaged.
- Make sure that the device is clean. For more information, see Clean the device.
- Make sure that the trays are loaded correctly and are not too full. For more information, see Load media.

This section contains the following topics:

- Clear paper jams
- Avoid paper jams

Clear paper jams

If the paper was loaded in the input tray, you might need to clear the paper jam from the duplexer.

Paper can also jam in the automatic document feeder. Several common actions can cause paper to jam the automatic document feeder:

- Placing too much paper in the document feeder tray. For information on the maximum number of sheets allowed in the automatic document feeder, see Load originals.
- Using paper that is too thick or too thin for the device.
- Trying to add paper to the document feeder tray while the device is feeding pages.

To clear a jam

1. Remove all media from the output tray.

    △ **CAUTION:** Trying to clear a paper jam from the front of the device can damage the print mechanism. Always access and clear paper jams through the duplexer.

2. Check the duplexer.
    a. Push the button on either side of the duplexer, and then remove the panel or unit.
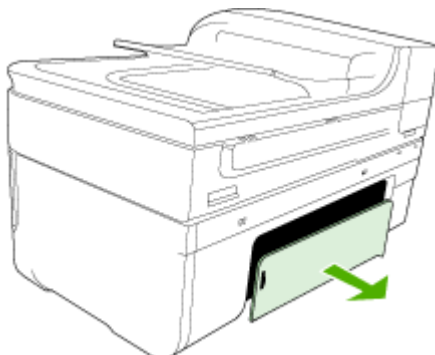
b. Locate any jammed media inside the device, grasp it with both hands and then pull it towards you.

c. If the jam is not there, push the latch on the top of the duplexer and lower its cover. If the jam is inside, carefully remove it. Close the cover.
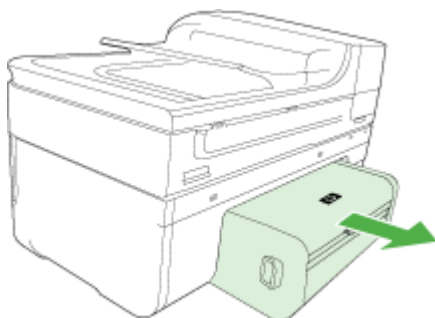
d. Reinsert the duplexer into the device.

3. Open the top cover and remove any debris.

4. If you have not found the jam and have Tray 2 installed, pull out the tray and remove the jammed media, if possible. If not, do the following:

   a. Ensure the device is turned off and disconnect the power cord.

   b. Lift the device off Tray 2.

   c. Remove the jammed media from the bottom of the device or from Tray 2.

   d. Reposition the device on top of Tray 2.

5. Open the print carriage access door. If there is paper remaining inside the device, ensure the carriage has moved to the right of the device, free any paper scraps or wrinkled media, and pull the media towards you through the top of the device.

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

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

To clear a paper jam in the automatic document feeder

1. Lift the cover of the automatic document feeder.
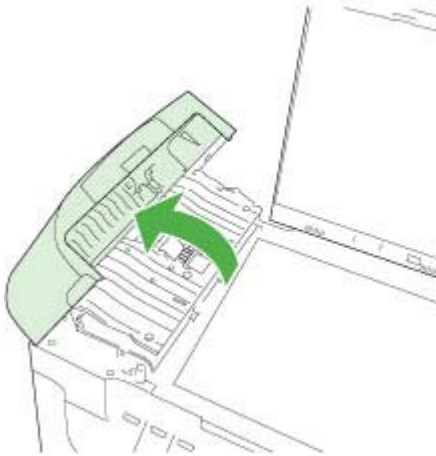
2. Gently pull the paper out of the rollers.

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

3. Close the cover of the automatic document feeder.

Avoid paper jams

To help avoid paper jams, follow these guidelines.

- Remove printed papers from the output tray frequently.
- Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Do not force paper too far forward in the input tray.
- Use paper types that are recommended for the device. For more information, see Understand specifications for supported media.

Errors

- Printhead Problem
- Incompatible Printhead
- Printhead problem and advanced printhead maintenance

- Fax Memory Full
- Device Disconnected
- Ink Alert
- Cartridge Problem
- Cartridge Problem
- Paper Mismatch
- The cartridge cradle cannot move
- Paper Jam
- Paper Jam
- The printer is out of paper
- Incompatible Cartridge(s)
- Printer Offline
- Printer Paused
- Sensor issue
- Sensor failure
- Previously used genuine HP cartridge
- Ink Service Capacity Warning
- Document failed to print
- General printer error

Printhead Problem

The printhead appears to be missing or damaged

Use the following to correct the error:

Advanced printhead maintenance

Incompatible Printhead

The printhead installed is not intended for use in this printer, or it may be damaged

Use the following to correct the error:

- Advanced printhead maintenance
- Supplies

Printhead problem and advanced printhead maintenance

This section covers the following topics:

- Printhead problem - The following printhead has a problem
- Advanced printhead maintenance

Printhead problem - The following printhead has a problem

Use the following to correct the error:

- Advanced printhead maintenance
- Supplies

Advanced printhead maintenance

⚠ **WARNING!** Only reinstall the printhead as part of the procedure for **Printhead Problem** error messages

To reinstall the printhead

1. Make sure that the product is turned on.
2. Open the ink cartridge door.
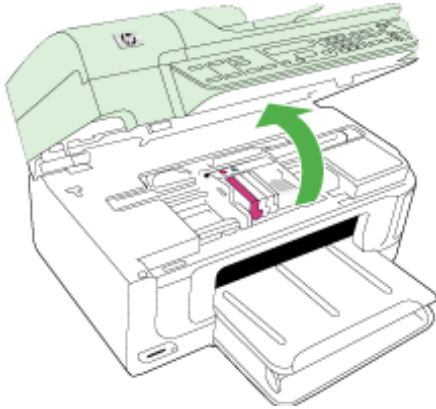
3. Remove all of the ink cartridges and place them on a piece of paper with the ink opening pointing up.
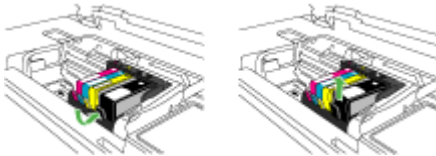
4. Lift the latch handle on the print carriage.

5. Remove the printhead by lifting it straight up.
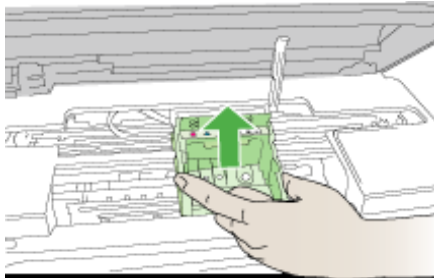
6. Clean the printhead.

There are three areas of the printhead that need to be cleaned: the plastic ramps on both sides of the ink nozzles, the edge between the nozzles and the electrical contacts, and the electrical contacts.
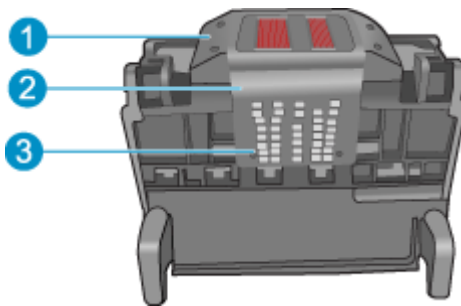
1	Plastic ramps on the sides of the nozzles
2	Edge between nozzles and contacts
3	Electrical contacts

△ **CAUTION:** Touch the nozzle and the electrical contact areas **only** with cleaning materials and not with your finger.

To clean the printhead

a. Lightly dampen a clean, lint-free cloth and wipe the electrical contact area from the bottom to the top. Do not go past the edge between the nozzles and the electrical contacts. Clean until no new ink shows on the cloth.
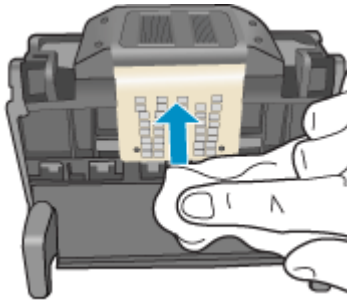
b. Use a fresh, lightly dampened, lint-free cloth to wipe any accumulated ink and debris from the edge between the nozzles and the contacts.
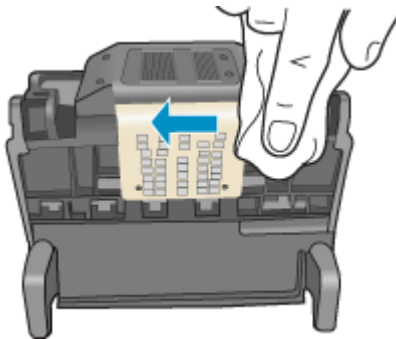
c. Use a fresh, lightly dampened, lint-free cloth to wipe the plastic ramps on both sides of the nozzles. Wipe away from the nozzles.
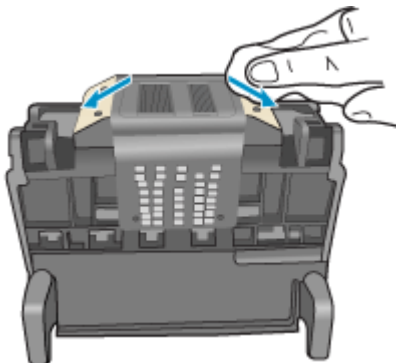
     d. Wipe the previously cleaned areas dry with a dry lint-free cloth before proceeding to the next step.

7. Clean the electrical contacts inside the product.

To clean the electrical contacts in the product

     a. Lightly dampen a clean, lint-free cloth with bottled or distilled water.

     b. Clean the electrical contacts in the product by wiping with the cloth from top to bottom. Use as many fresh, clean cloths as necessary. Clean until no ink shows on the cloth.
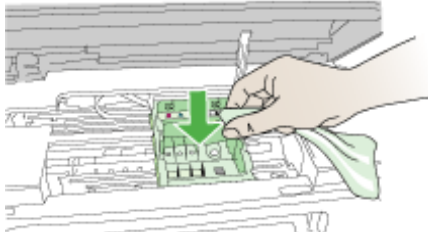
     c. Wipe the area dry with a dry lint-free cloth before proceeding to the next step.

8. Make sure the latch handle is raised, and then reinsert the printhead.
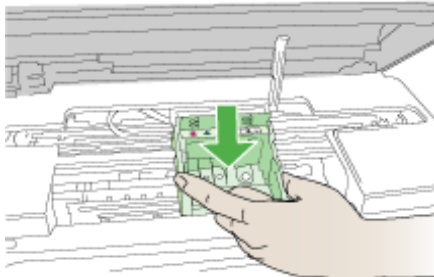
9. Carefully lower the latch handle.

> 📝 **NOTE:** Make sure you lower the latch handle before reinserting the ink cartridges. Leaving the latch handle raised can result in incorrectly seated ink cartridges and problems printing. The latch must remain down in order to correctly install the ink cartridges.

10. Using the colored shaped icons for help, slide the ink cartridge into the empty slot until it clicks into place and is seated firmly in the slot.
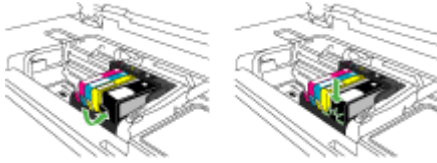
11. Close the ink cartridge door.
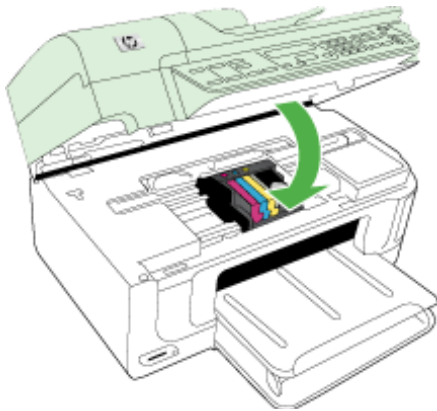
Fax Memory Full

The device's memory is full

Use the following to correct the error:

Solve fax problems

Device Disconnected

Use the following to correct the error:

Hardware installation suggestions

Ink Alert

Choose your error

- HP recommends you have a replacement available for when print quality becomes no longer acceptable
- The amount of ink in the following cartridge may be low enough to cause poor print quality and cartridge changes may be required soon. HP recommends you have replacement cartridges available to install when print quality is no longer acceptable
- Ink system failure

HP recommends you have a replacement available for when print quality becomes no longer acceptable

Use the following to correct the error:

- Replace the ink cartridges
- Supplies

📝 **NOTE:** Ink level alerts and indicators provide estimates for planning purposes only. When you receive a low-ink alerts, 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 on recycling used ink supplies, see HP inkjet supplies recycling program.

The amount of ink in the following cartridge may be low enough to cause poor print quality and cartridge changes may be required soon. HP recommends you have replacement cartridges available to install when print quality is no longer acceptable

Use the following to correct the error:

- Replace the ink cartridges
- Supplies

📝 **NOTE:** Ink level alerts and indicators provide estimates for planning purposes only. When you receive a low-ink alerts, 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 on recycling used ink supplies, see HP inkjet supplies recycling program.

Ink system failure

Use the following to correct the error:

Turn off the product, unplug the power cord, and wait 10 seconds. Then, plug the power cord back in and turn on the product.

If you continue to receive this message, write down the error code provided in the message on the product display, and then contact HP support. Go to www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The printhead or the ink delivery system failed and the product can no longer print.

Cartridge Problem

Choose your error

- The following cartridge appears to be missing or damaged
- Cartridge(s) in Wrong Slot - The following cartridges are in the wrong slots

The following cartridge appears to be missing or damaged

Use the following to correct the error:

- Replace the ink cartridges
- Supplies

📝 **NOTE:** Ink level alerts and indicators provide estimates for planning purposes only. When you receive a low-ink alerts, 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 on recycling used ink supplies, see HP inkjet supplies recycling program.

Cartridge(s) in Wrong Slot - The following cartridges are in the wrong slots

Use the following to correct the error:

- Replace the ink cartridges
- Supplies

📝 **NOTE:** Ink level alerts and indicators provide estimates for planning purposes only. When you receive a low-ink alerts, 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 on recycling used ink supplies, see HP inkjet supplies recycling program.

Cartridge Problem

The following cartridge has a problem

Use the following to correct the error:

- Replace the ink cartridges
- Supplies
- HP inkjet supplies recycling program

Paper Mismatch

Paper detected does not match paper size or type selected

Use the following to correct the error:

- Load media
- Print on special and custom-sized media
- Change print settings

The cartridge cradle cannot move

Please turn device power off. Check device for a paper jam or other obstruction

Use the following to correct the error:

- Clear jams
- Hardware installation suggestions

Paper Jam

There is a paper jam (or misfeed). Clear the jam and press the Resume button on the printer

Use the following to correct the error:

Clear jams

Paper Jam

There is a paper jam (or misfeed) in the scan path. Clear the jam or re-insert the document and restart the task.

Use the following to correct the error:

Clear jams

The printer is out of paper

Load more paper and press the Resume button on the front of the printer

Use the following to correct the error:

Load media

Incompatible Cartridge(s)

Choose your error

- Incompatible Cartridge(s)
- Incompatible Cartridge(s)

Incompatible Cartridge(s)

The following cartridge is not intended for use in this printer

Use the following to correct the error:

- Replace the ink cartridges
- Supplies
- HP inkjet supplies recycling program

Incompatible Cartridge(s)

The following cartridges are not intended for use in this printer as it is currently configured

Use the following to correct the error:

- [Replace the ink cartridges](#)
- [Supplies](#)
- [HP inkjet supplies recycling program](#)

Printer Offline

Your printer is currently offline

Use the following to correct the error:

To check if the printer is paused or offline (Windows)
1. Depending upon your operating system, do one of the following:
   - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
   - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
2. Double-click the icon for your product to open the print queue.
3. On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**.
4. If you made any changes, try to print again.

To check if the printer is paused or offline (Mac OS X)
1. Click **System Preferences**, click **Print & Fax**, and then click select the printer you want to use.
2. Double-click the icon for your product to open the print queue.
3. If **Hold** is selected, click **Resume**.
4. If you made any changes, try to print again.

Printer Paused

Your printer is currently paused

Use the following to correct the error:

To check if the printer is paused or offline (Windows)
1. Depending upon your operating system, do one of the following:
   - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
   - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
2. Double-click the icon for your product to open the print queue.
3. On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**.
4. If you made any changes, try to print again.

To check if the printer is paused or offline (Mac OS X)

1. Click **System Preferences**, click **Print & Fax**, and then click select the printer you want to use.
2. Double-click the icon for your product to open the print queue.
3. If **Hold** is selected, click **Resume**.
4. If you made any changes, try to print again.

Sensor issue

There is a problem with sensing ink levels

Try the following solutions to resolve the issue. 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.

- Clean the sensor
- Clean the sensor windows on the ink cartridges
- Contact HP support for service.
  Go to: www.hp.com/support.

Sensor failure

The ink sensor has failed. Printing can continue, but ink system behavior may change

Try the following solutions to resolve the issue. 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.

- Clean the sensor
- Clean the sensor windows on the ink cartridges
- Contact HP support for service.
  Go to: www.hp.com/support.
  If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Previously used genuine HP cartridge

The following cartridges are previously used:

The genuine HP ink cartridge was previously used in some other product.

Check the print quality of the current print job. If it is not satisfactory, try cleaning the printhead to see if that improves the quality.

Follow the prompts on the display or computer screen to continue.

For more information, see Clean the printhead.

NOTE: HP recommends that you do not leave the ink cartridge outside of the printer for an extended period of time. If a used cartridge is installed, check the print quality. If it is not satisfactory, run the cleaning procedure from the toolbox.

Ink Service Capacity Warning

Your printer has maximized the Ink Service Capacity.

If you are going to move or transport the product after receiving this message, make sure you keep it upright and do not tip it on its side to avoid ink leakage.

Printing can continue, but ink system behavior might change.

The product has nearly maximized the ink service capacity.

Document failed to print

The job failed to print due to an error in the printing system.

Solve printing problems.

General printer error

If you are going to move or transport the product after receiving this message, make sure you keep it upright and do not tip it on its side to avoid ink leakage. There was a problem with the product.

Write down the error code provided in the message, and then contact HP support. Go to:

www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

A HP supplies and accessories

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

This section contains the following topics:

- Order printing supplies online
- Accessories
- Supplies

Order printing supplies online

For a list of HP cartridge numbers that work with your printer, see the cover of the user manual that came with your HP printer.

To order supplies online or create a printable shopping list, open the HP Solution Center desktop icon that was installed by your HP printer software and click the 'Shopping' icon. Select 'Shop Online' or 'Print My Shopping List'. HP Solution Center uploads, with your permission, 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, choose your country/region, follow the prompts to select your product, and then the supplies you need.

You can also order online via your embedded Web server: Click 'Order Supplies' button. Click 'Send' to send printer information (such as model number, serial number and estimated ink levels) to HP, and you will be re-directed to the HP SureSupply website for simple, smarter online ordering of HP supplies.

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

Accessories

HP Wireless Printing Upgrade Kit	Q6236A, Q6259A	Upgrade non-wireless devices to use 802.11g wireless technology
HP Wireless G Print Server	Q6301A, Q6302A	802.11g print server for wireless communication to a computer

Supplies

This section contains the following topics:

- Supported ink cartridges
- HP media

Supported ink cartridges

You can check the following places to find which cartridges are supported by the device:

- The ink supplies label (located inside the printer, near the ink cartridges).
- The HP SureSuppply Web site (www.hp.com/buy/supplies). For more information, see Order printing supplies online.
- The label of the ink cartridge you are replacing.
- The HP software on your computer:
    - **Solution Center (Windows)**: Click **Status**, and then click **Estimated Ink Levels**. The **My Cartridges** tab lists the currently installed cartridges. The **All Cartridges** tab lists all supported cartridges for the device.
    - **Toolbox (Windows)**: Click the **Estimated Ink Levels** tab, and then click the **Cartridge Details** button to view information about replacement ink cartridges.
    - **HP Printer Utility (Mac OS X)**: Open the **Information and Support** panel, and the click **Supply Info**.
    - **Embedded Web server**: Click the **Information** tab, and then click **Device Information** in the left pane.
- The self-test diagnostic page. For more information, see Understand the printer status page.

> **NOTE:** When replacing ink cartridges, make sure to use only replacement cartridges that have the same cartridge number as the ink cartridge you are replacing.

HP media

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

B Support and warranty

The information in <u>Maintain and troubleshoot</u> suggests solutions to common problems. If your device is not operating correctly and those suggestions did not solve your problem, try using one of the following support services to obtain assistance.

This section contains the following topics:

- <u>Obtain electronic support</u>
- <u>Warranty</u>
- <u>Ink cartridge warranty information</u>
- <u>Obtain HP telephone support</u>
- <u>Prepare the device for shipment</u>
- <u>Pack the device</u>

Obtain electronic support

To find support and warranty information, go to the HP Web site at <u>www.hp.com/support</u>. If prompted, choose 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 e-mail message for answers to your questions.
- Connect with an HP technician by using online chat.
- Check for software updates.

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

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

Warranty

HP product	Duration of limited warranty
Software Media	90 days
Printer	1 year
Print or Ink cartridges	Until the HP ink is depleted or the "end of warranty" date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
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 printing device. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.

During the warranty period the product is covered as long as the HP ink is not depleted and the end of warranty date has not been reached. The end of warranty date, in YYYY-MM format, may be found on the product as indicated:
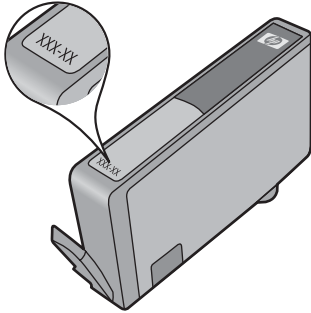
For a copy of the HP Limited Warranty Statement, see the printed documentation that came with the product.

Obtain HP telephone support

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

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

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

This section contains the following topics:

- Support process
- Before you call
- HP support by phone
- Additional warranty options
- HP Quick Exchange Service (Japan)
- HP Korea customer support

Support process

If you have a problem, follow these steps

1. Check the documentation that came with the device.
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 device information and expert assistance and includes the following features:
    - Fast access to qualified online support specialists
    - Software and driver updates for the HP all-in-one
    - Valuable troubleshooting information for common problems
    - Proactive device updates, support alerts, and HP newsgrams that are available when you register the HP all-in-one
3. Call HP support. Support options and availability vary by device, country/region, and language.

Before you call

Visit the HP Web site (www.hp.com/support) for the latest troubleshooting information, or product fixes and updates.

Software programs from other companies might be included with the HP All-in-One. If you experience problems with any of those programs, you will receive the best technical assistance by calling the experts at that company.

NOTE: This information does not apply to customers in Japan. For information on service options in Japan, see HP Quick Exchange Service (Japan).

To assist our Customer Care Center representatives to serve you better, prepare the following information if you need to call HP.

1. Print the self-test diagnostic page of the device. For more information, see Understand the printer status page. If the device does not print, get the following information ready:
    - Device model number. For more information, see Finding the device model number.
    - Serial number (check the back of the device)
2. Check the operating system that you are using, such as Windows XP.
3. If the device is connected to the network, check the network operating system.
4. Note how the device is connected to your system, such as through USB or network connection.

5. Obtain the version number of the printer software. (To find the version number of the printer driver, open the printer settings or properties dialog box, and click the **About** tab.)

6. If you have a problem printing from a particular application, note the application and version number.

HP support by phone

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

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

This section contains the following topics:

*   Phone support period
*   Telephone support numbers
*   Placing a call
*   After the phone support period

Phone support period

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

To determine the duration of phone support in Europe, the Middle East, and Africa, go to www.hp.com/support. Standard phone company charges apply.

Telephone support numbers

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

www.hp.com/support

Africa (English speaking)	+27 11 2345872	Jamaica	1-800-711-2884
Afrique (francophone)	+33 1 4993 9230	日本	0570-000511
021 672 280	الجزائر	日本	03-3335-9800
Argentina (Buenos Aires)	54-11-4708-1600	0800 222 47	الأردن
Argentina	0-800-555-5000	한국	1588-3003
Australia	1300 721 147	Luxembourg (Français)	+352 900 40 006 0,161 €
Australia (out-of-warranty)	1902 910 910	Luxemburg (Deutsch)	+352 900 40 007 0,161 €
Österreich	+43 0820 87 4417 0,145 € p/m	Malaysia	1800 88 8588
17212049	البحرين	Mauritius	(230) 262 210 404
België	+32 070 300 005 0,174 €	México (Ciudad de México)	55-5258-9922
Belgique	+32 070 300 004 0,174 €	México	01-800-472-68368
Brasil (Sao Paulo)	55-11-4004-7751	Maroc	081 005 010
Brasil	0-800-709-7751	Nederland	+31 0900 2020 165 0,20 €
Canada	1-(800)-474-6836 (1-800 hp invent)	New Zealand	0800 441 147
Central America & The Caribbean	www.hp.com/support	Nigeria	(01) 271 2320
Chile	800-360-999	Norge	+47 815 62 070 0,39 NOK
中国	1068687980	24791773	عُمان
中国	800-810-3888	Panamá	1-800-711-2884
Colombia (Bogotá)	571-606-9191	Paraguay	009 800 54 1 0006
Colombia	01-8000-51-4746-8368	Perú	0-800-10111
Costa Rica	0-800-011-1046	Philippines	2 867 3551
Česká republika	810 222 222	Polska	801 800 235
Danmark	+45 70 202 845 0,25 DKK	Portugal	+351 808 201 492 0,024 €
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
(02) 6910602	مصر	Reunion	0820 890 323
El Salvador	800-6160	România	0801 033 390
España	+34 902 010 059 0,078 €	Россия (Москва)	095 777 3284 0,03 €
France	+33 0892 69 60 22 0,337 €	Россия (Санкт-Петербург)	812 332 4240 0,08 €
Deutschland	+49 01805 652 180 0,14 € aus dem deutschen Festnetz - bei Anrufen aus Mobilfunknetzen können andere Preise gelten	800 897 1415	السعودية
		Singapore	+65 6272 5300
		Slovensko	0850 111 256
		South Africa (RSA)	0860 104 771
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603	Suomi	+358 0 203 66 767 0,015 €
Ελλάδα (εντός Ελλάδας)	801 11 75400	Sverige	+46 077 120 4765 0,23 SEK
Ελλάδα (από Κύπρο)	800 9 2654	Switzerland	+41 0848 672 672 0.08 CHF
Guatemala	1-800-711-2884	臺灣	02-8722-8000
香港特別行政區	(852) 2802 4098	ไทย	+66 (2) 353 9000
Magyarország	06 40 200 629	071 891 391	تونس
India	1-800-425-7737	Trinidad & Tobago	1-800-711-2884
India	91-80-28526900	Türkiye (İstanbul, Ankara, İzmir & Bursa)	444 0307
Indonesia	+62 (21) 350 3408	Україна	(044) 230-51-06
+971 4 224 9189	العراق	600 54 47 47	الإمارات العربية المتحدة
+971 4 224 9189	الكويت	United Kingdom	+44 0870 010 4320 0.05 £
+971 4 224 9189	لبنان	United States	1-(800)-474-6836
+971 4 224 9189	قطر	Uruguay	0004-054-177
+971 4 224 9189	اليمن	Venezuela (Caracas)	58-212-278-8666
Ireland	+353 1890 923 902 0,05 €	Venezuela	0-800-474-68368
1-700-503-048	ישראל	Viêt Nam	+84 88234530
Italia	+39 848 800 871 0,023 €		

Obtain HP telephone support   249

Placing a 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 (located on the label on the front of the device)

> 📝 **NOTE:** In addition to the model name that appears on the front of the device, this device has a specific model number. You can use this number to help determine which supplies or accessories are available for your product, as well as when obtaining support. The model number is printed on a label located inside the device near the ink cartridges area.

- Serial number (located on the back or bottom of the device)
- Messages that appear when the situation occurs
- Answers to these questions:
  - Has this situation happened before?
  - Can you re-create it?
  - Did you add any new hardware or software to your computer at about the time that this situation began?
  - Did anything else occur prior to this situation (such as a thunderstorm, HP all-in-one was moved, etc.)?

After the phone support period

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

Additional warranty options

Extended service plans are available for the HP all-in-one at additional costs. Go to www.hp.com/support, select your country/region and language, then explore the services and warranty area for information about the extended service plans.

HP Quick Exchange Service (Japan)

HP クイック・エクスチェンジサービス

製品に問題がある場合は、以下に記載されている電話番号に連絡してください。故障
している、または問題があると判断された場合、保障期間中は無料で製品を交換し、
故障した製品を回収します。

電話番号： 　　0570-000511（ナビダイヤル）
　　　　　　　　03-3335-9800（ナビダイヤルをご利用いただけない場合）
サポート時間： 　平日の午前 9:00 から午後 5:00 まで
　　　　　　　　土日の午前 10:00 から午後 5:00 まで
　　　　　　　　祝祭日および 1月 1日から 3日は除きます。

サービスの条件：
・ 　サポートの提供は、カスタマケアセンターを通してのみ行われます。
・ 　カスタマケアセンターがプリンタの不具合と判断した場合に、サービスを受ける
　　ことができます。
　　ご注意：ユーザの扱いが不適切であったために故障した場合は、保障期間中であ
　　っても修理は有料となります。詳細については保証書を参照してください。

その他の制限：
・ 　運搬の時間はお住まいの地域によって異なります。詳しくは、カスタマケアセ
　　ンターに連絡してご確認ください。
・ 　出荷配送は、当社指定の配送業者が行います。
・ 　配送は交通事情などの諸事情によって、遅れる場合があります。
・ 　このサービスは、将来予告無しに変更することがあります。

For instructions on how to pack your product for exchange, see Pack the device.

HP Korea customer support

HP 한국 고객 지원 문의

- 고객 지원 센터 대표 전화
  1588-3003
- 제품가격 및 구입처 정보 문의 전화
  080-703-0700
- 전화 상담 가능 시간:
  평　일 09:00~18:00
  토요일 09:00~13:00
  (일요일, 공휴일 제외)

Prepare the device for shipment

If after contacting HP Customer Support or returning to the point of purchase, you are requested to send the device in for service, make sure you remove and keep the following items before returning your device:

- The control-panel faceplate
- The duplexer
- The output tray
- The power cord, USB cable, and any other cable connected to the device
- Any paper loaded in the input tray
- Remove any originals you might have loaded in the device

This section contains the following topics:

- Remove the device control-panel faceplate
- Remove the rear access panel or duplexer
- Remove the output tray

Remove the device control-panel faceplate

📝 **NOTE:** This information does not apply to customers in Japan.

⚠ **CAUTION:** The device must be unplugged before following these steps.

CAUTION: The replacement device will not be shipped with a power cord. Store the power cord in a safe place until the replacement arrives.
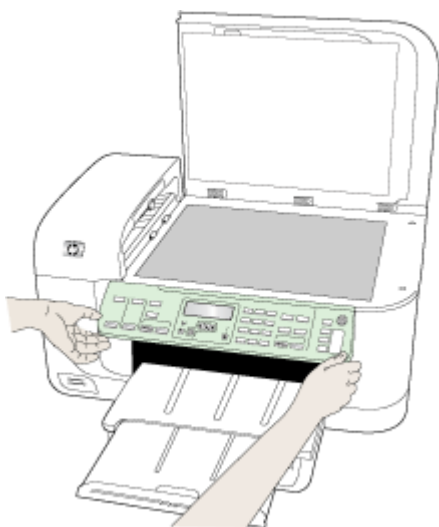
To remove the control-panel faceplate

1. Press the **Power** button to turn off the device.
2. Unplug the power cord, and then disconnect it from the device. Do not return the power cord with the device.

3. Remove the control-panel faceplate as follows:
  a. Lift the scanner lid.
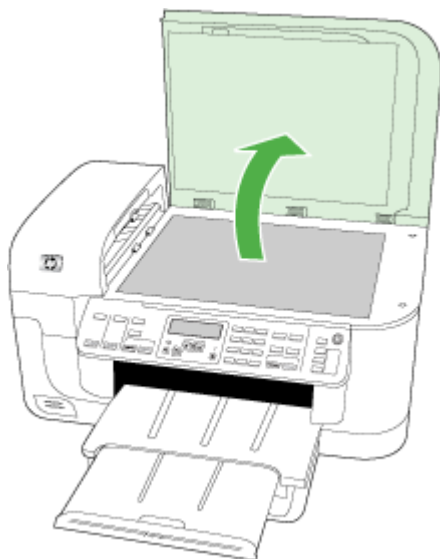
  b. Use either your finger or insert a thin object in the tab on the upper right corner of the control-panel faceplate to pry the control-panel faceplate off.

4. Retain the control-panel faceplate. Do not return the control-panel faceplate with the HP all-in-one.

⚠ **CAUTION:** The replacement device might not come with a control-panel faceplate. Store your control-panel faceplate in a safe place, and when the replacement device arrives, reattach your control-panel faceplate. You must attach your control-panel faceplate to use the control-panel functions on the replacement device.

📝 **NOTE:** See the setup poster that came with the device for instructions on how to attach your control-panel faceplate. The replacement device might come with instructions for setting up your device.

Remove the rear access panel or duplexer
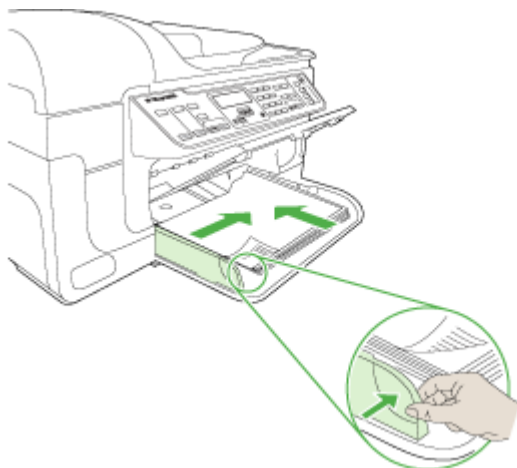
Remove the duplexer before shipping the device.

▲ Push the button on either side of the rear access panel or the duplexer, and then remove the panel or unit.
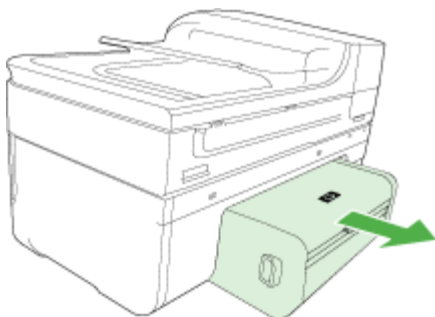
Remove the output tray

Remove the output tray before shipping the device.

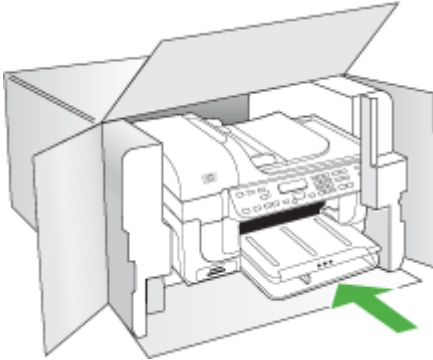▲ Lift the output tray, and gently pull it out of the device.

Pack the device

Complete the following steps after you have prepared the device for shipment.

To pack the device

1. If available, pack the device for shipment by using the original packaging materials, or use the packaging materials that came with your replacement device.

   If you do not have the original packaging materials, please use other adequate packaging materials. Shipping damage caused by improper packaging and/or improper transportation is not covered under the warranty.

2. Place the return shipping label on the outside of the box.

3. Include the following items in the box:

   • A complete description of symptoms for service personnel (samples of print quality problems are helpful).

   • A copy of the sales slip or other proof of purchase to establish the warranty coverage period.

   • Your name, address, and a phone number where you can be reached during the day.

C Device specifications

For media and media-handling specifications, see Understand specifications for supported media. This section contains the following topics:

- Physical specifications
- Product features and capacities
- Processor and memory specifications
- System requirements
- Network protocol specifications
- Embedded Web server specifications
- Print specifications
- Copy specifications
- Fax specifications
- Scan specifications
- Environmental specifications
- Electrical specifications
- Acoustic emission specifications (print in Draft mode, noise levels per ISO 7779)
- Memory card specifications

Physical specifications

Size (width x depth x height)
Device with A4/Letter-size scanner glass and duplexer: 476 x 473 x 258 mm (19.0 x 18.9 x 10.3 inches)

Device weight (including print supplies)
Device with A4/Letter-size scanner glass and duplexer: 8.6 kg (19 lb)

Product features and capacities

Feature	Capacity
Connectivity	- USB 2.0-compliant high speed - Wireless 802.11b/g - Wired network
Ink cartridges	Four ink cartridges (black, yellow, magenta, cyan)
Supply yields	Visit www.hp.com/go/learnaboutsupplies/ for more information on estimated ink cartridge yields.
Device languages	HP PCL 3
Font support	US fonts: CG Times, CG Times Italic, Universe, Universe Italic, Courier, Courier Italic, Letter Gothic, Letter Gothic Italic.
Duty cycle	Up to 7000 pages per month

(continued)

Feature	Capacity
Device control panel language support Language availability varies by country/region.	Bulgarian, Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Simplified Chinese, Slovak, Slovenian, Spanish, Swedish, Traditional Chinese, Turkish, Ukrainian.

Processor and memory specifications

Device processor
192 MHz ARM946ES, ETM9 (medium)

Device memory
64 MB built-in RAM, 32 MB built-in Flash ROM

System requirements

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

Operating system compatibility
- Windows 2000, Windows XP, Windows XP x64, Windows Vista

  NOTE: For Windows 2000 SP 4, Windows XP x64 Edition SP 1, Windows XP SP 1 Starter Edition, and Windows Vista Starter Edition only printer driver, scanner driver, and the Toolbox are available. Also, if you are using an HP Officejet 6500 (E709d) or HP Officejet 6500 (E709r), copying is not supported. To determine the model you have, see Finding the device model number.

- Mac OS X (10.4, 10.5)
- Linux (For more information, see www.hp.com/go/linuxprinting).

Minimum requirements
- Microsoft Windows® 2000 Service Pack 4: Intel® Pentium II or Celeron® processor, 128 MB RAM, 200 MB free hard disk space, Microsoft Internet Explorer 6.0
- Microsoft Windows XP (32-bit) Service Pack 1: Intel Pentium II or Celeron processor, 512 MB RAM, 410 MB free hard disk space, Microsoft Internet Explorer 6.0
- Microsoft® Windows x64 Service Pack 1: AMD Athlon 64 or AMD Opteron processor, Intel Xeon or Pentium processor with Intel EM64T support, 512MB RAM, 290 MB free hard disk space, Microsoft Internet Explorer 6.0
- Microsoft Windows Vista: 800 MHz 32-bit (x86) or 64-bit (x64) processor, 512 MB RAM, 425 MB free hard disk space, Microsoft Internet Explorer 7.0
- **Mac OS X (v10.4.11, v10.5)**: PowerPC G3, G4, G5, or Intel Core processor, 256 MB memory, 500 MB free hard disk space
- **Quick Time 5.0 or later (Mac OS X)**
- Adobe Acrobat Reader 5.0 or later

Recommended requirements

- Microsoft Windows 2000 Service Pack 4: Intel Pentium III or higher processor, 256 MB RAM, 200 MB free hard disk space, Microsoft Internet Explorer 6.0 or later
- Microsoft Windows XP (32-bit) Service Pack 1: Intel Pentium III or higher processor, 512MB RAM, 500 MB free hard disk space, Microsoft Internet Explorer 6.0 or later
- Microsoft® Windows® XP x64 Service Pack 1: AMD Athlon 64 or AMD Opteron processor, Intel Xeon processor with Intel EM64T support, or Intel Pentium 4 processor with Intel EM64T support, 512MB RAM, 290 MB free hard disk space, Microsoft Internet Explorer 6.0 or later
- Microsoft Windows Vista: 1 GHz 32-bit (x86) or 64-bit (x64) processor, 1 GB RAM, 470 MB free hard disk space, Microsoft Internet Explorer 7.0 or later
- **Mac OS X (v10.4.11, v10.5):** PowerPC G3, G4, G5, or Intel Core processor, 512 MB memory, 500 MB free hard disk space
- **Microsoft Internet Explorer 6.0 or later (Windows 2000, Windows XP); Internet Explorer 7.0 or later (Windows Vista)**

Network protocol specifications

Network operating system compatibility

- Windows 2000, Windows XP (32-bit), Windows XP x64 (Professional and Home Editions), Windows Vista (32-bit) & (64-bit) [Ultimate, Enterprise & Business Edition]
- Mac OS X (10.4, 10.5)
- Microsoft Windows 2000 Server Terminal Services with Citrix Metaframe XP with Feature Release 3
- Microsoft Windows 2000 Server Terminal Services with Citrix Presentation Server 4.0
- Microsoft Windows 2000 Server Terminal Services
- Microsoft Windows 2003 Server Terminal Services
- Microsoft Windows 2003 Server Terminal Services with Citrix Presentation Server 4.0
- Microsoft Windows 2003 Server Terminal Services with Citrix Presentation Server 4.5
- Microsoft Windows 2003 Server Terminal Services with Citrix Metaframe XP with Feature Release 3
- Microsoft Windows 2003 Small Business Server Terminal Services
- Novell Netware 6, 6.5, Open Enterprise Server 6.5

Compatible network protocols

TCP/IP

Network management

Embedded Web server

Features

Ability to remotely configure and manage network devices

Embedded Web server specifications

Requirements

- A TCP/IP-based network (IPX/SPX-based networks are not supported)
- A Web browser (either Microsoft Internet Explorer 6.0 or higher, Mozilla Firefox 1.0 or higher, Opera 8.0 or higher, or Safari 1.2, or higher)
- A network connection (you cannot use the embedded Web server connected directly to a computer with a USB cable)

- An Internet connection (required for some features)

  > **NOTE:** You can open the embedded Web server without being connected to the Internet. However, some features will not be available.

- It must be on the same side of a firewall as the device.

Print specifications

Black print resolution
Up to 1200 dpi with pigmented black ink

Color print resolution
HP enhanced photo quality (up to 4800 by 1200 dpi Optimized on HP Advanced Photo papers with 1200 x 1200 input dpi)

Copy specifications

- Digital image processing
- Up to 100 copies from original (varies by model)
- Digital zoom: from 25 to 400% (varies by model)
- Fit to page, pre-scan
- Copy speeds vary according to the complexity of the document

> **NOTE:** To make a copy using an HP Officejet 6500 (E709d) or HP Officejet 6500 (E709r), the HP All-in-One must be connected to a computer, the computer must be turned on and you must be logged on. The software must be installed and running. Also, the **HP Digital Imaging Monitor** in the Windows Taskbar must be installed and turned on at all times. On a Macintosh computer, once the software is installed, it is always available when you turn on the computer.
>
> To determine the model you have, see

Mode	Type	Scan resolution (dpi)
Best	Black	up to 600 x 1200
	Color	up to 600 x 1200
Normal	Black	up to 300 x 300
	Color	up to 300 x 300
Fast	Black	up to 300 x 300
	Color	up to 300 x 300

Fax specifications

- Walk-up black-and-white and color fax capability.
- Up to 110 speed dials (varies by model).
- Up to 120-page memory (varies by model, based on ITU-T Test Image #1 at standard resolution). More complicated pages or higher resolution takes longer and uses more memory.
- Manual fax send and receive.
- Automatic busy redial up to five times (varies by model).
- Automatic no-answer redial one time (varies by model).

- Confirmation and activity reports.
- CCITT/ITU Group 3 fax with Error Correction Mode.
- 33.6 Kbps transmission.
- 3 seconds per page speed at 33.6 Kbps (based on ITU-T Test Image #1 at standard resolution). More complicated pages or higher resolution take longer and use more memory.
- Ring detect with automatic fax/answering machine switching.

	Photo (dpi)	Very Fine (dpi)	Fine (dpi)	Standard (dpi)
Black	196 x 203 (8-bit grayscale)	300 x 300	196 x 203	196 x 98
Color	200 x 200	200 x 200	200 x 200	200 x 200

Fax to PC Specifications
- Supported file type: Uncompressed TIFF
- Supported fax types: black-and-white faxes

Scan specifications

- Image editor included
- Integrated OCR software automatically converts scanned text to editable text
- Scan speeds vary according to the complexity of the document
- Twain-compliant interface
- Resolution: 2400 x 4800 ppi optical, up to 19,200 ppi enhanced
- Color: 16-bit per RGB color, 48-bit total
- Maximum scan size from glass: 216 x 297 mm (8.5 x 11.7 inches)
- Maximum scan size from ADF: 216 x 356 mm (8.5 x 14 inches)

Environmental specifications

Operating environment
Operating temperature: 5° to 40° C (41° to 104° F)
Recommended operating conditions: 15° to 32° C (59° to 90° F)
Recommended relative humidity: 25 to 75% noncondensing

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

Electrical specifications

Power supply
Universal power adapter (external)

Power requirements
Input voltage: 100 to 240 VAC (± 10%), 50/60 Hz (± 3Hz)
Output voltage: 32 Vdc at 1560 mA

Power consumption
28.4 watts printing (Fast Draft Mode); 32.5 watts copying (Fast Draft Mode)

Acoustic emission specifications (print in Draft mode, noise levels per ISO 7779)

Sound pressure (bystander position)

LpAd 55 (dBA)

Sound power

LwAd 6.9 (BA)

Memory card specifications

- Maximum recommended number of files on a memory card: 1,000
- Maximum recommended individual file size: 12 megapixel maximum, 8 MB maximum
- Maximum recommended memory card size: 1 GB (solid state only)

NOTE: Approaching any of the recommended maximums on a memory card might cause the performance of the device to be slower than expected.

Supported memory card types

- Memory Stick, Memory Stck Duo, Memory Stick Pro, MagicGate Memory Stick Duo
- Memory Stick Micro (requires adapter, sold separately)
- Secure Digital
- High Capacity Secure Digital
- miniSD, microSD (requires adapter, sold separately)
- MultiMediaCard (MMC), Secure MultiMediaCard
- Reduced-Size MultiMediaCard (RS-MMC), MMC Mobile, MMCmicro (requires adapter, sold separately)
- xD-Picture Card

D Regulatory information

The device 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、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラス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。
取り扱い説明書に従って正しい取り扱いをして下さい。

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。

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*	0	0	0	0	0	0
电线*	0	0	0	0	0	0
印刷电路板*	X	0	0	0	0	0
打印系统*	X	0	0	0	0	0
显示器*	X	0	0	0	0	0
喷墨打印机墨盒*	0	0	0	0	0	0
驱动光盘*	X	0	0	0	0	0
扫描仪*	X	X	0	0	0	0
网络配件*	X	0	0	0	0	0
电池板*	X	0	0	0	0	0
自动双面打印系统*	0	0	0	0	0	0
外部电源*	X	0	0	0	0	0
0: 指此部件的所有均一材质中包含的这种有毒有害物质，含量低于SJ/T11363-2006 的限制 X: 指此部件使用的均一材质中至少有一种包含的这种有毒有害物质，含量高于SJ/T11363-2006 的限制 注：环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件 *以上只适用于使用这些部件的产品						

LED indicator statement

LED indicator statement

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

Noise emission statement for Germany

Geräuschemission

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

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

This equipment complies with FCC rules, Part 68. On this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalent Number (REN) for this equipment. If requested, provide this information to your telephone company.

An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant. This equipment connects to the telephone network through the following standard network interface jack: USOC RJ-11C.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your number is called. Too many devices on one line might result in failure to ring in response to an incoming call. In most, but not all, areas the sum of the RENs of all devices should not exceed five (5). To be certain of the number of devices you may connect to your line, as determined by the REN, you should call your local telephone company to determine the maximum REN for your calling area.

If this equipment causes harm to the telephone network, your telephone company might discontinue your service temporarily. If possible, they will notify you in advance. If advance notice is not practical, you will be notified as soon as possible. You will also be advised of your right to file a complaint with the FCC. Your telephone company might make changes in its facilities, equipment, operations, or procedures that could affect the proper operation of your equipment. If they do, you will be given advance notice so you will have the opportunity to maintain uninterrupted service. If you experience trouble with this equipment, please contact the manufacturer, or look elsewhere in this manual, for warranty or repair information. Your telephone company might ask you to disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company.

Connection to party lines is subject to state tariffs. Contact your state public utility commission, public service commission, or corporation commission for more information.

This equipment includes automatic dialing capability. When programming and/or making test calls to emergency numbers:

- Remain on the line and explain to the dispatcher the reason for the call.
- Perform such activities in the off-peak hours, such as early morning or late evening.

Note The FCC hearing aid compatibility rules for telephones are not applicable to this equipment.

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of transmission, the date and time it is sent and an identification of the business, other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided might not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.) In order to program this information into your fax machine, you should complete the steps described in the software.

Notice to users of the Canadian telephone network

> ## Note à l'attention des utilisateurs du réseau téléphonique canadien/Notice to users of the Canadian telephone network
>
> Cet appareil est conforme aux spécifications techniques des équipements terminaux d'Industrie Canada. Le numéro d'enregistrement atteste de la conformité de l'appareil. L'abréviation IC qui précède le numéro d'enregistrement indique que l'enregistrement a été effectué dans le cadre d'une Déclaration de conformité stipulant que les spécifications techniques d'Industrie Canada ont été respectées. Néanmoins, cette abréviation ne signifie en aucun cas que l'appareil a été validé par Industrie Canada.
>
> Pour leur propre sécurité, les utilisateurs doivent s'assurer que les prises électriques reliées à la terre de la source d'alimentation, des lignes téléphoniques et du circuit métallique d'alimentation en eau sont, le cas échéant, branchées les unes aux autres. Cette précaution est particulièrement importante dans les zones rurales.
>
> **Remarque**   Le numéro REN (Ringer Equivalence Number) attribué à chaque appareil terminal fournit une indication sur le nombre maximal de terminaux qui peuvent être connectés à une interface téléphonique. La terminaison d'une interface peut se composer de n'importe quelle combinaison d'appareils, à condition que le total des numéros REN ne dépasse pas 5.
>
> Basé sur les résultats de tests FCC Partie 68, le numéro REN de ce produit est 0.0B.
>
> This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation IC before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.
>
> Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution might be particularly important in rural areas.
>
> **Note**   The REN (Ringer Equivalence Number) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface might consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.
>
> The REN for this product is 0.0B, based on FCC Part 68 test results.

Notice to users in the European Economic Area

Notice to users of the German telephone network

Regulatory information for wireless products (some models only)

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
- European Union regulatory notice

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

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

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 harmonized European standards (European Norms) that are listed in the EU Declaration of Conformity issued by HP for this product or product family. This compliance is indicated by the following conformity marking placed on the product.

CE ①

The wireless 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.

Products with 2.4-GHz wireless LAN devices

France
For 2.4 GHz Wireless LAN operation of this product certain restrictions apply: This product may be used indoor for the entire 2400-2483.5 MHz frequency band (channels 1-13). For outdoor use, only 2400-2454 MHz frequency band (channels 1-9) may be used. For the latest requirements, see http://www.art-telecom.fr.

Italy
License required for use. Verify with your dealer or directly with the General Direction for Frequency Planning and Management (Direzione Generale Pianificazione e Gestione Frequenze).

Australia wired fax statement

In Australia, the HP device must be connected to Telecommunication Network through a line cord which meets the requirements of the Technical Standard AS/ACIF S008.

Regulatory model number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRC-0801-01 (HP Officejet 6500 Wireless All-in-One or HP Officejet 6500 Premier All-in-One) or SNPRC-0801-02 (HP Officejet 6500

All-in-One) . This regulatory number should not be confused with the marketing name (HP Officejet 6500 All-in-One) or product number.

Declaration of conformity

<table>
<tr><td colspan="2">**(hp) invent**</td><td colspan="2">**DECLARATION OF CONFORMITY**
according to ISO/IEC 17050-1 and EN 17050-1</td></tr>
<tr><td>**Supplier's Name:**</td><td>Hewlett-Packard Company</td><td colspan="2">**DoC#:** SNPRC-0801-01-A</td></tr>
<tr><td>**Supplier's Address:**</td><td colspan="3">60, Alexandra Terrace, # 07-01 The Comtech, Singapore 118502</td></tr>
<tr><td colspan="4">**declares, that the product**</td></tr>
<tr><td>**Product Name:**</td><td colspan="3">HP Officejet 6500 All-In-One Series</td></tr>
<tr><td>**Regulatory Model Number:[1]**</td><td colspan="3">SNPRC-0801-01</td></tr>
<tr><td>**Product Options:**</td><td colspan="3">All</td></tr>
<tr><td>**Radio Module Number:**</td><td colspan="3">RSVLD-0707</td></tr>
<tr><td colspan="4">**conforms to the following Product Specifications and Regulations:**</td></tr>
<tr><td>**SAFETY:**</td><td colspan="3">IEC 60950-1:2001 / EN60950-1:2001 + A11: 2004
EN 60825-1 1994+A1:2002+A2: 2001</td></tr>
<tr><td>**EMC:**</td><td colspan="3">CISPR 22:2005/ EN 55022: 2006 Class B
EN 55024:1998 +A1:2001 + A2:2003
EN 61000-3-2: 2000 + A2: 2005
EN 61000-3-3:1995 +A1: 2001
FCC CFR 47, Part 15 Class B / ICES-003, Issue 4 Class B</td></tr>
<tr><td>**TELECOM:**</td><td colspan="3">EN 301 489-1 V1.6.1:2005 / EN 301 489-17 V1.2.1:2002
EN 300 328 V1.7.1 : 2006
TBR 21: 1998[3]
FCC Rules and Regulations 47CFR Part 68
TIA-968-A-1 +A-2 +A-3+A-4 Telecommunications – Telephone Terminal Equipment
CS-03, Part I, Issue 9, Feb 2005</td></tr>
</table>

Supplementary 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. This product complies with the requirements of the Low Voltage Directive 2006/95/EC, the EMC Directive 2004/108/EC & the R&TTE Directive 99/5/EC and carries the CE-marking accordingly. In addition, it complies with the WEEE Directive 2002/96/EC and RoHS Directive 2002/95/EC.

3. This product complies with TBR21:1998, except clause 4.7.1 (DC characteristic), which complies with ES 203 021-3, clause 4.7.1.

4. 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.

5. The product was tested in a typical configuration.

Singapore
April 2008

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

hp invent

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

Supplier's Name:	Hewlett-Packard Company	**DoC#:** SNPRC-0801-02-A
Supplier's Address:	60, Alexandra Terrace, # 07-01 The Comtech, Singapore 118502	
declares, that the product		
Product Name:	HP Officejet 6500 All-In-One Series	
Regulatory Model Number:[1]	SNPRC-0801-02	
Product Options:	All	

conforms to the following Product Specifications and Regulations:

SAFETY: IEC 60950-1:2001 / EN60950-1:2001 + A11: 2004
EN 60825-1 1994+A1:2002+A2: 2001

EMC: CISPR 22:2005/ EN 55022: 2006 Class B
EN 55024:1998 +A1:2001 + A2:2003
EN 61000-3-2: 2000 + A2: 2005
EN 61000-3-3:1995 +A1: 2001
FCC CFR 47, Part 15 Class B / ICES-003, Issue 4 Class B

TELECOM: TBR 21: 1998[3]
FCC Rules and Regulations 47CFR Part 68
TIA-968-A-1 +A-2 +A-3+A-4 Telecommunications – Telephone Terminal Equipment
CS-03, Part I, Issue 9, Feb 2005

Supplementary 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. This product complies with the requirements of the Low Voltage Directive 2006/95/EC, the EMC Directive 2004/108/EC & the R&TTE Directive 99/5/EC and carries the CE-marking accordingly. In addition, it complies with the WEEE Directive 2002/96/EC and RoHS Directive 2002/95/EC.

3. This product complies with TBR21:1998, except clause 4.7.1 (DC characteristic), which complies with ES 203 021-3, clause 4.7.1.

4. 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.

5. The product was tested in a typical configuration.

Singapore
April 2008
Local contact for regulatory topics only:

EMEA: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, Germany www.hp.com/go/certificates
USA : Hewlett-Packard, 3000 Hanover St., Palo Alto 94304, U.S.A. 650-857-1501

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

Paper use

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

Plastics

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

Material safety data sheets

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

www.hp.com/go/msds

Recycling program

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

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

HP inkjet supplies recycling program

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

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

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

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 tavolla, 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 Européia**
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.

Български — **Изхвърляне на оборудване за отпадъци от потребители в частни домакинства в Европейския съюз**
Този символ върху продукта или опаковката му показва, че продуктът не трябва да се изхвърля заедно с домакинските отпадъци. Вие имате отговорността да изхвърлите оборудването за отпадъци, като го предадете на определен пункт за рециклиране на електрическо или механично оборудване за отпадъци. Отделното събиране и рециклиране на оборудването за отпадъци при изхвърлянето му помага за запазването на природни ресурси и гарантира рециклиране, извършено така, че да не застрашава човешкото здраве и околната среда. За повече информация къде можете да оставите оборудването за отпадъци за рециклиране се свържете със съответния офис в града ви, фирмата за събиране на отпадъци или с магазина, от който сте закупили продукта

Română — **Înlăturarea echipamentelor uzate de către utilizatorii casnici din Uniunea Europeană**
Acest simbol de pe produs sau de pe ambalajul produsului indică faptul că acest produs nu trebuie aruncat alături de celelalte deşeuri casnice. În loc să procedaţi astfel, aveţi responsabilitatea să vă debarasaţi de echipamentul uzat predându-l la un centru de colectare desemnat pentru reciclarea deşeurilor electrice şi a echipamentelor electronice. Colectarea şi reciclarea separată a echipamentului uzat atunci când doriţi să îl aruncaţi ajută la conservarea resurselor naturale şi asigură reciclarea echipamentului într-o manieră care protejează sănătatea umană şi mediul. Pentru informaţii suplimentare despre locul în care se poate preda echipamentul uzat pentru reciclare, luaţi legătura cu primăria locală, cu serviciul de salubritate sau cu vânzătorul de la care aţi achiziţionat produsul.

Power consumption

Power usage drops significantly while in Sleep mode, which saves natural resources and saves money without affecting the high performance of this product. To determine the Energy Star

qualification status for this product, see the Product Data Sheet or Specification Sheet. Qualified produicts are also listed at http://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

Third-party licenses

Expat

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OpenSSL

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This package is an SSL implementation written by Eric Young (eay@cryptsoft.com).The implementation was written so as to conform with Netscapes SSL.

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SHA2

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.

FIPS 180-2 SHA-224/256/384/512 implementation

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