HP Photosmart 3300 All-in-One series
User Guide

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User Guide

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Notice

Note Regulatory information can be found in Technical information.

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  – Identification badges, cards, or insignias
● Governmental stamps:
  – Postage stamps
  – Food stamps
● Checks or drafts drawn on Governmental agencies
● Paper currency, traveler's checks, or money orders
● Certificates of deposit
● Copyrighted works

Safety information

Warning To prevent fire or shock hazard, do not expose this product to rain or any type of moisture.

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

Warning Potential shock hazard

1. Read and understand all instructions in the Setup Guide.
2. Use only a grounded electrical outlet when connecting the device to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
3. Observe all warnings and instructions marked on the product.
4. Unplug this product from wall outlets before cleaning.
5. Do not install or use this product near water or when you are wet.
6. Install the product securely on a stable surface.
7. Install the product in a protected location where no one can step on or trip over the power cord, and where the power cord will not be damaged.
8. If the product does not operate normally, see the onscreen Troubleshooting help.
9. No operator-serviceable parts inside. Refer servicing to qualified service personnel.
10. Use in a well-ventilated area.

Warning This equipment will be inoperable when main power fails.

Caution The ink cartridge might become pressurized. Inserting a foreign object into the ink cartridge could result in ink being expelled onto persons or property.

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1 HP All-in-One overview

You can access many HP All-in-One functions directly, without turning on your computer. You can quickly and easily accomplish tasks such as making a copy, sending a fax, or printing photos from a memory card or storage device from your HP All-in-One.

This chapter describes the HP All-in-One hardware features, control panel functions, and how to access the **HP Image Zone** software.

> **Tip** You can do more with your HP All-in-One by using the **HP Image Zone** software installed on your computer. The software includes copy, fax, scan, and photo functionality, as well as troubleshooting tips and helpful information. For more information, see the onscreen **HP Image Zone Help** and Use the HP Image Zone software.
>
> The **HP Image Zone** software does not support Mac OS 9 and OS 10.0.0 - 10.1.4.

The HP All-in-One at a glance

This section describes all the parts located on the HP All-in-One, with descriptions of each part.

The HP Photosmart 3300 All-in-One series parts
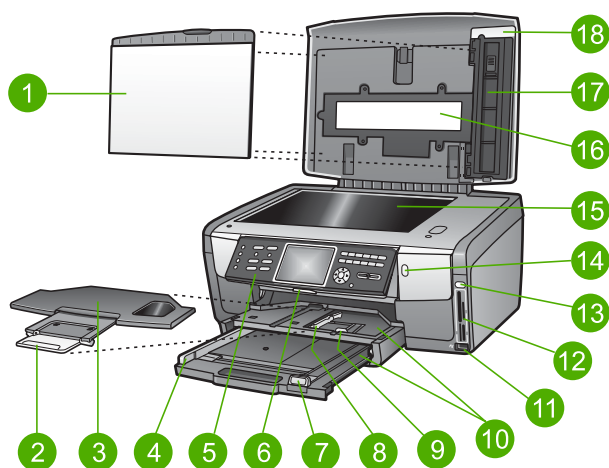
Label	Description
1	**Lid backing**: Provides a solid white back for scans, faxes, and copies. Remove to scan slides and negatives.
2	**Output tray extender**

Label	Description
3	**Output tray**
4	**Paper-width guide for the main tray**
5	**Control panel**: Use to access the HP All-in-One features. For information about the buttons on the control panel, see HP Photosmart 3300 All-in-One series control panel features.
6	**Control panel lever**: Press this lever to rotate the control panel up and down.
7	**Paper-length guide for the main tray**
8	**Paper-width guide for the photo tray**
9	**Paper-length guide for the photo tray**
10	**Input trays**: The HP All-in-One has two trays for paper and other types of media. The main tray is located on the bottom of the input tray and the photo tray is located on the top.
11	**Front USB port**: Print photos directly from your camera or storage device.
12	**Memory card slots**: Print photos directly from a memory card.
13	**Photo light**: Indicates memory card or storage device access.
14	**Wireless radio light**: Indicates that the 802.11 b and g wireless radio is turned on.
15	**Glass**: Place a document on the glass to scan, copy, or fax.
16	**Slide and Negative Film light**: This light makes it possible to scan transparent objects such as slides and negatives.
17	**Slide and Negative Film holder**: Load 35 mm slides or negatives in this holder to scan them.
18	**Lid**
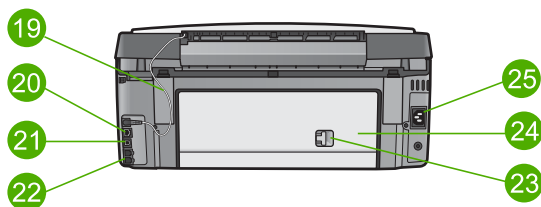
Label	Description
19	**Slide and Negative Film light power cord**: This cord provides power to the light used to scan transparent objects such as slides and negatives.
20	**Ethernet port and Ethernet indicator lights**: Connect to a wired network.

Overview

Label	Description
21	Rear USB port
22	Fax ports (1-LINE and 2-EXT)
23	Rear clean-out door latch
24	Rear clean-out door
25	Power connection

Control panel overview

This section describes the functions of the control panel buttons, lights, and keypad, as well as the color graphics display icons and screen saver.

HP Photosmart 3300 All-in-One series control panel features
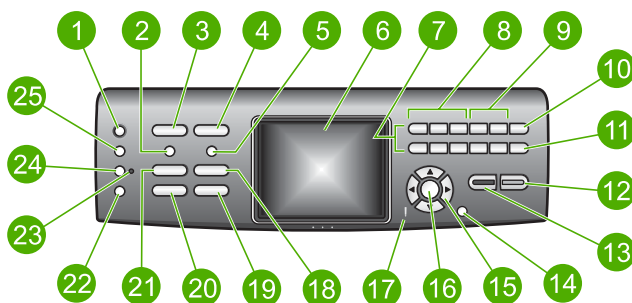
Label	Name and Description
1	**On**: Turn the HP All-in-One on or off. When the HP All-in-One is off, a minimal amount of power is still supplied to the device.
2	**Film**: Presents or removes the **Film Menu** for selecting options. Scan slides and negatives using the Slide and Negative holder and the Slide and Negative light in the lid of your HP All-in-One.
3	**Photo**: Presents or removes the **Photo Menu** for selecting options. When the button is lit, the photo function is selected. Use this button to set photo print options, edit photos, and transfer photos to a computer.
4	**Video**: Presents or removes the **Video Menu** for selecting options. Play videos, view video frames, and print frames from video.
5	**Proof Sheet**: Print a proof sheet when a memory card or storage device has been inserted in the HP All-in-One. A proof sheet shows thumbnail views of all the photos on the memory card or storage device. You can select photos on the proof sheet, then print those photos by scanning the proof sheet.

Overview

Label	Name and Description
6	**Color graphics display**: View menus, photos, messages, and videos.
7	**Keypad**: Enter numbers, values, or text, and navigate through menus.
8	**Reverse**, **Play/Pause**, **Fast Forward**: Play videos and navigate video frames.
9	**Zoom in**, **Zoom out**: Enlarge or reduce the appearance of the photo on the color graphics display for cropping. This image is approximately what the printed image will look like.
10	**Rotate**: Rotate the currently displayed photo on the color graphics display 90 degrees. Subsequent presses continue to rotate the photo 90 degrees. **Symbols** and *****: Enter symbols and asterisks for fax-related tasks.
11	**Select Photo**: Select a range of photos or all photos. **Space** and **#**: Enter spaces and pound signs for fax-related tasks.
12	**Start Color**: Start a color copy, scan, photo print, or fax job.
13	**Start Black**: Start a black-and-white copy, scan, photo print, or fax job.
14	**Cancel**: Stop a job, exit a menu, or exit settings.
15	**Up arrow**: Navigate up through menu options, move the viewing area up in zoom mode, increase the video volume, or navigate the visual keyboard. **Down arrow**: Navigate down through menu options, move the viewing area down in zoom mode, decrease the video volume, or navigate the visual keyboard. **Right arrow**: Increase values, move the viewing area right in zoom mode, navigate the visual keyboard, or go forward when viewing photos on the color graphics display. **Left arrow**: Decrease values, move the viewing area left in zoom mode, navigate the visual keyboard, go back when viewing photos on the color graphics display, or exit menus.
16	**OK**: Select a menu, image, setting, or value on the color graphics display.
17	**Attention light**: Indicates a problem occurred. See the color graphics display for more information.
18	**Scan**: Presents or removes the **Scan To** menu or the **Scan Menu** (depending on whether the HP All-in-One is connected to a computer with a USB cable, or through a network) for selecting options. Select the scan function. When the button is lit, the scan function is selected.
19	**Fax**: Presents or removes the **Fax Menu** for selecting options. Select the fax function. When the button is lit, the fax function is selected.
20	**HP Instant Share**: Send or receive images directly from a network-connected HP All-in-One. If your HP All-in-One is USB-connected, you can send images using the HP Instant Share software on your computer.
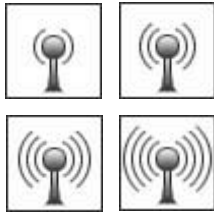
Label	Name and Description
21	**Copy**: Presents or removes the **Copy Menu** for selecting options. Select the copy function. When the button is lit, the copy function is selected. The button is lit by default.
22	**Help**: Display a list of specific help topics. The topic that you select opens a help window on your computer screen.
23	**Photo tray light**: Indicates that paper from the photo tray is used.
24	**Photo tray**: Select the photo tray for a specific photo print job or copy job from the control panel.
25	**Setup**: Access the menu system for device preferences, reports, and maintenance.

Color graphics display icons

The following icons appear at the bottom of the color graphics display to provide important information about your HP All-in-One.

Icon	Purpose
	Shows that the ink cartridge is nearly empty. The color of the icon corresponds to the color of the ink cartridge, and the fill level of the icon corresponds to the fill level of the ink cartridge.
	Shows that an unknown ink cartridge is inserted. This icon might appear if an ink cartridge contains non-HP ink.
	Shows that you can view the second set of icons on the color graphics display.
	Shows that a wired network connection exists. If the icon color is gray instead of blue, it shows that the device is network-capable but no wired network connection exists.
	Shows that the HP All-in-One has wireless networking capability, but no wireless network connection exists. This icon is gray when a wireless network signal is not available, and blue when a signal exists. This is for infrastructure mode. For more information, see Connect to a network.

Icon	Purpose
	Shows that a wireless network connection exists. The signal strength is indicated by the number of curved lines. This is for infrastructure mode. For more information, see Connect to a network.
	Shows that an ad hoc, or computer-to-computer, wireless network connection exists. For more information, see Connect to a network.
	Shows that an HP Instant Share message has been received.
	If the HP Instant Share icon is not present, there is no new mail or HP Instant Share was not set up. For more information on setting up HP Instant Share, see Receive images from others.
	If the HP Instant Share icon color is gray instead of blue, the **Auto Checking** function is turned off. For more information on **Auto Checking**, see the onscreen **HP Image Zone Help**.
	Shows that a Bluetooth adapter is installed, and a connection exists. (A separate Bluetooth adapter is required.)
	For more information on setting up Bluetooth, see Connection information.

Color graphics display sleep mode

To prolong the life of the color graphics display, the display dims after two minutes of inactivity. After 60 minutes of inactivity, the color graphics display goes into Sleep mode and the screen shuts off completely. The display turns back on when you press a control panel button, lift the lid, insert a memory card, access the HP All-in-One from a connected computer, or connect a storage device or a camera to the front USB port.

Menu overview

The following sections provide a quick reference to top-level menus that appear on the HP All-in-One color graphics display.

Photo Menu

The following **Photo Menu** options are available when you press the **Photo** button on the control panel.

> 1.Easy Print Wizard
>
> 2.Print Options
>
> 3.Special Features

(continued)

4.Edit
5.Transfer to Computer
6.HP Instant Share
7.Slideshow
8.Set as Wallpaper

Video Menu

The following **Video Menu** options are available when you press the **Video** button on the control panel.

1.Easy Print Wizard
2.Print Options
3.Special Features

Film Menu

The following **Film Menu** options are available when you press the **Film** button on the control panel.

1.Scan to Computer
2.Scan to Memory Device
3.View and Print
4.Original Type
5.Show How to Use Negatives
6.Show How to Use Slides

Proof Sheet Menu

The following **Proof Sheet Menu** options are available when you press the **Proof Sheet** button on the control panel. A proof sheet enables you to view your photos from a memory card or a storage device in an index sheet format, and also to print selected photos easily from a memory card or a storage device.

1.Print Proof Sheet
2.Scan Proof Sheet

Copy Menu

The following **Copy Menu** options are available when you press the **Copy** button on the control panel.

1.Number of Copies

2.Copy Preview

3.Reduce/Enlarge

4.Crop

5.Tray Select

6.Paper Size

7.Paper Type

8.Copy Quality

9.Lighter/Darker

0.Enhancements

.Set New Defaults

Scan To menu

The following **Scan To** menu options are available when you press the **Scan** button on the control panel. This menu only appears when you press the **Scan** button if your HP All-in-One is connected to your computer with a USB cable. The options available on this menu vary depending on the software applications installed on your computer.

Note If your HP All-in-One is connected to a network, the **Scan Menu** appears when you press the **Scan** button. For more information, see Scan Menu.

1.HP Image Zone

2.Microsoft PowerPoint

3.HP Instant Share

4.Memory Device

Scan Menu

The following **Scan Menu** options are available when you press the **Scan** button on the control panel. This menu only appears when you press the **Scan** button if your HP All-in-One is connected to a network. The **Scan Menu** enables you to select a connected computer before displaying other scan options.

Note If your HP All-in-One is connected to a computer with a USB cable, the **Scan To** menu appears when you press the **Scan** button. For more information, see Scan To menu.

1.Select Computer

2.HP Instant Share

3.Memory Device

HP Instant Share Menu

This menu applies only if the HP All-in-One is connected to a network. If your HP All-in-One connects to your computer with a USB cable, you can access HP Instant Share through your computer.

1.Send

2.Receive

3.HP Instant Share Options

4.Add New Destination

Fax Menu

The following **Fax Menu** options are available when you press the **Fax** button on the control panel twice.

1.Resolution

2.Lighter/Darker

3.Send Fax Later

4.Set New Defaults

Setup Menu

The following **Setup Menu** options are available when you press the **Setup** button on the control panel.

1.Print Report

2.Speed Dial Setup

3.Basic Fax Setup

4.Advanced Fax Setup

5.Tools

6.Preferences

7.Network

8.HP Instant Share

9.Bluetooth

Note The Bluetooth option is not available on this menu unless you have an HP Bluetooth adapter inserted into the front USB port.

Select Function Menu

The following **Select Function** menu options are available when you press the **Photo Tray** button on the control panel.

Note When you use the **Photo Tray** button from within the **Photo Menu** or the **Copy Menu**, these options do not appear. These options appear when you start from the idle screen only.

1.Copy

2.Photo

Help Menu

The following **Help Menu** options are available when you press the **Help** button on the control panel. Select specific help topics to view them on your computer screen.

1.How do I

2.Error Messages

3.Ink Cartridges

4.Load Originals and Load Paper

5.General Troubleshooting

6.Network Troubleshooting

7.Use Fax Features

8.Scan Slides and Negative Film

9.Get Support

0.Icon Glossary

Text and symbols

You can enter text and symbols from the control panel by using the visual keyboard. It appears automatically on the color graphics display when setting up a wired or wireless network, the fax header information, or speed dial entries. You can also use the keypad on the control panel to enter text and symbols.

Overview

You can also enter symbols from the keypad when you dial a fax or phone number. When the HP All-in-One dials the number, it will interpret the symbol and respond accordingly. For example, if you enter a dash in the fax number, the HP All-in-One will pause before dialing the remainder of the number. A pause is useful if you need to access an outside line before dialing the fax number.

Note If you want to enter a symbol in your fax number, such as a dash, you need to enter the symbol by using the keypad.

Enter text using the visual keyboard

You can enter text or symbols by using the visual keyboard that automatically appears on the color graphics display when you need to enter text. For example, the visual keyboard automatically appears when you are setting up a wired or wireless network, the fax header information, or speed dial entries.

Tip You can also enter text and numbers using the visual keyboard by using the keypad on the control panel of your HP All-in-One. Press a button numerous times to access additional letters. For instance, press **2** three times to enter the letter **C**.

To enter text using the visual keyboard

1. To select a letter, number, or symbol in the visual keyboard, press ◄, ►, ▲, and ▼ to highlight the appropriate selection.

   To enter lowercase letters, uppercase letters, numbers, and symbols
   – To enter lowercase letters, select the **abc** button on the visual keyboard, and then press **OK**.
   – To enter uppercase letters, select the **ABC** button on the visual keyboard, and then press **OK**.
   – To enter numbers and symbols, select the **123** button on the visual keyboard, and then press **OK**.

   To add a space
   To add a space, press ► on the visual keyboard, and then press **OK**.

   Note Make sure you use the ► on the visual keyboard to add a space. You will not be able to add a space by using the arrow buttons on the control panel.

2. Once you have highlighted the appropriate letter, number, or symbol, press **OK** on the control panel to select it.
   The selection appears on the color graphics display.

   Tip To erase a letter, number, or symbol, select **Clear** on the visual keyboard, and then press **OK**.

3. When you are finished entering text, numbers, or symbols, select **Done** on the visual keyboard, and then press **OK**.

Enter text using the keypad on the control panel

You can enter text or symbols by using the keypad on the control panel. Your selections will appear in the visual keyboard on the color graphics display.

To enter text using the keypad on the control panel

1. Press the keypad number that corresponds to the letter you want to enter. For example, the letters a, b, and c correspond to the number 2, as shown on the button below.

    2 abc

    Tip Press the button multiple times to see the available characters. Depending on your language and country/region setting, additional characters might be available.

2. After the correct letter appears, wait for the cursor to advance automatically to the right, or press ▶.
3. Press the number that corresponds to the next letter. Press the button multiple times until the correct letter appears. The first letter of a word is automatically set to uppercase.

    To enter a space, pause, or symbol
    – To insert a space, press **Space (#)**.
    – To enter a pause, press **Symbols (*)**. A dash appears in the number sequence.
    – To enter a symbol, such as @, press the **Symbols (*)** button repeatedly to scroll through the list of available symbols: asterisk (*****), dash (**-**), ampersand (**&**), period (**.**), slash (**/**), parentheses **( )**, apostrophe (**'**), equals (**=**), number sign (**#**), at (**@**), underscore (**_**), plus (**+**), exclamation (**!**), semi colon (**;**), question (**?**), comma (**,**), colon (**:**), percent (**%**), and approximation (**~**).

4. If you make a mistake, press an arrow button to select **Clear** on the visual keyboard, and then press **OK**.
5. When you are finished entering text, numbers, or symbols, press ▲, ▶, ▼, or ◀ to select **Done** on the visual keyboard, and then press **OK**.

Use the HP Image Zone software

You can use the **HP Image Zone** software to access many features not available from the control panel.

The **HP Image Zone** software is installed on your computer when you set up your HP All-in-One. For further information, see the Setup Guide that came with your device.

Note If you selected the minimum installation of the **HP Image Zone** software, the **HP Image Zone Express** software is installed rather than the full application. **HP Image Zone Express** is recommended for computers with limited memory resources. **HP Image Zone Express** includes a basic set of photo editing features instead of the standard set that is included on the full installation of **HP Image Zone**.

The **HP Image Zone Express** software does not allow you to register your network-connected HP All-in-One using HP Instant Share. You can still access HP Instant Share from **HP Image Zone Express** on your computer, but you will not be able to use the HP Instant Share features from the control panel unless you install the full version of **HP Image Zone**.

Any mention of the **HP Image Zone** software in this guide and in the onscreen **HP Image Zone Help** refers to both versions of **HP Image Zone** unless otherwise noted.

You can quickly and easily expand the functionality of your HP All-in-One by using the **HP Image Zone** software. Look for boxes like this throughout the guide that provide topic-specific tips and helpful information for your projects.

Access to the **HP Image Zone** software differs by operating system (OS). For example, if you have a Windows computer, the **HP Image Zone** software entry point is the **HP Solution Center**. If you have a Mac, the **HP Image Zone** software entry point is the **HP Image Zone** window. Regardless, the entry point serves as the launching pad for the **HP Image Zone** software and services.

To open the HP Image Zone software on a Windows computer
1. Do one of the following:
   – On the Windows desktop, double-click the **HP Solution Center** icon.
   – In the system tray at the far right of the Windows taskbar, double-click the **HP Digital Imaging Monitor** icon.
   – On the taskbar, click **Start**, point to **Programs** or **All Programs**, select **HP**, and then click **HP Solution Center**.
2. If you have more than one HP device installed, select the HP All-in-One tab.

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

Tip If the **HP Solution Center** 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 Image Zone**

software; then reinstall the software. For more information, see the Setup Guide that came with your HP All-in-One.

To open the HP Image Zone software on a Mac

➔ Click the **HP Image Zone** icon in the Dock, and then choose a device. The **HP Image Zone** window appears.

> **Note** On a Mac, the features available in the **HP Image Zone** software vary depending on the chosen device.
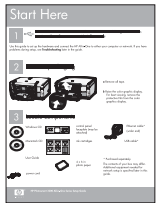
> **Tip** Once the **HP Image Zone** software is opened, you can access the Dock menu shortcuts by selecting and holding the mouse button over the **HP Image Zone** icon in the Dock.

2 Find more information

You can access a variety of resources, both printed and onscreen, that provide information about setting up and using your HP All-in-One.

Sources of information

	Setup Guide The Setup Guide provides instructions for setting up your HP All-in-One and installing software. Make sure you follow the steps in the Setup Guide in order. **Note** To take full advantage of all the features on the HP All-in-One, you might need to perform additional setup or set additional preferences, described in the User Guide you are reading. For more information, see Finish setting up your HP All-in-One and Connect to a network. If you have problems during setup, see Troubleshooting in the last section of the Setup Guide, or see Troubleshooting information in this User Guide.
	User Guide This User Guide contains information on how to use your HP All-in-One, including troubleshooting tips and step-by-step instructions. It also provides additional setup instructions to supplement those in the Setup Guide.
	HP Image Zone Tour (Windows) The HP Image Zone Tour is a fun, interactive way to get a brief overview of the software included with your HP All-in-One. You'll learn how the **HP Image Zone** software can help you edit, organize, and print your photos.

HP Image Zone Help

The **HP Image Zone Help** provides detailed instructions on features of your HP All-in-One that are not described in this User Guide, including features that are only available using the **HP Image Zone** software.

Windows

- The **Get step-by-step instructions** topic provides information on using the **HP Image Zone** software with HP devices.
- The **Explore what you can do** topic provides more information about the practical and creative things you can do with the **HP Image Zone** software and your HP devices.
- If you need further assistance or want to check for HP software updates, see the **Troubleshooting and support** topic.

Mac

- The **How Do I?** topic provides more information about the practical and creative things you can do with the **HP Image Zone** software and your HP devices.
- The **Get Started** topic area provides information about importing, modifying, and sharing your images.
- The **Use Help** topic provides more information about finding information in the onscreen Help.

For more information, see Use the onscreen Help.

Onscreen help from your device

Onscreen help is available from your device and contains additional information on select topics.

To access onscreen help from the control panel
1. Press the **Help** button, indicated on the control panel by a question mark (**?**).
2. Use the arrows to select the appropriate help topic, and then press **OK**. The help topic opens on your computer screen.

Readme

The Readme file contains the most recent information which might not be found in other publications.

Install the software to access the Readme file.

www.hp.com/support

If you have Internet access, you can get help and support from the HP website. This website offers technical support, drivers, supplies, and ordering information.

Find more information

Use the onscreen Help

This User Guide provides just a sampling of the features available to help you get started using your HP All-in-One. Explore the onscreen **HP Image Zone Help** that came with your HP All-in-One software for information on all the features that your HP All-in-One supports.

Note The onscreen Help also provides troubleshooting topics to assist you in resolving any issues you might encounter with your HP All-in-One.

The way you access and use the onscreen Help varies slightly depending on whether you are viewing the Help on a Windows computer or a Mac. Guidelines for using both Help systems are included in the following sections.

Use the Help on a Windows computer

This section explains how to access the onscreen Help on a Windows computer. It tells you how to use the navigation, search, and index features in the Help system to find the specific information you need.

To access the HP Image Zone Help on a Windows computer
1. In the **HP Solution Center**, click the tab for your HP All-in-One.
   For information on accessing the **HP Solution Center**, see Use the HP Image Zone software.
2. In the **Device Support** area, click **Onscreen Guide** or **Troubleshooting**.
   – If you click **Onscreen Guide**, a pop-up menu appears. You can choose to open the welcome page for the entire Help system or to go specifically to the Help for your HP All-in-One.
   – If you click **Troubleshooting**, the **Troubleshooting and support** page opens.
   The following diagram highlights features for finding your way around the Help.

1	Contents, Index, and Search tabs
2	Display area
3	Help toolbar

Contents, Index, and Search tabs

The **Contents**, **Index**, and **Search** tabs enable you to find any topic in the **HP Image Zone Help**.

● **Contents**

The **Contents** tab provides a top-down view of the topics in the Help, similar to the table of contents in a book. This is a useful way to find all the information provided about a single feature, such as printing photos.

– For information on tasks and features available from the control panel of your HP All-in-One, open the **3100, 3200, 3300 series Help** near the bottom of the list.

– For troubleshooting information about your HP All-in-One, open the **Troubleshooting and support** book, and then open the **3100, 3200, 3300 series Troubleshooting** book.

– The other books listed on the **Contents** tab provide information on using the **HP Image Zone** software to complete tasks on your HP All-in-One.

Sections that contain subtopics are indicated in the list by a book icon. To view a list of the subtopics within a book, click the **+** sign next to the book icon. (The **+** sign changes to a **-** sign when the section is already expanded.) To view the information in a topic, click the book name or topic name on the **Contents** tab. The selected topic appears in the display area on the right.

● **Index**

The **Index** tab provides an alphabetical list of index entries relevant to the topics in the **HP Image Zone Help**.

You can use the scroll bar on the right side of the list to view the different entries, or you can begin typing keywords in the text box above the list. As you type, the list of index entries automatically advances to the entries that begin with the letters you type.

When you see an index entry that seems to be related to the information you are trying to find, double-click the index entry.

– If there is only one topic in the Help associated with that index entry, that topic appears in the display area on the right.
– If there are many applicable topics, the **Topics Found** dialog box appears. Double-click any topic listed in the dialog box to view it in the display area.

● **Search**

The **Search** tab enables you to search the entire Help system for specific words, such as "borderless print".

Tip If any of the words you are entering are fairly common (such as "print", in the "borderless print" example), you might want to place quotation marks around the combination of words for which you are searching. This limits your search so that the results are more relevant to the information you need. Instead of returning all topics that contain either the word "borderless" or the word "print", the search will only return topics that contain the phrase "borderless print".

After entering your search criteria, click **List Topics** to view all the Help topics that contain the words or phrases you entered. The results are listed in a three-column table. Each row contains the topic **Title**, the **Location** in the Help where the topic is contained, and the **Rank**, assigned based on its relevance to your search criteria.

By default, the results are sorted by **Rank**, so that the topic containing the most instances of your search criteria is at the top of the list. You can also sort the results by the topic's **Title** or **Location**, by clicking the table heading for that column. To view the contents of a topic, double-click that row in the results table. The selected topic appears in the display area on the right.

Display area

The display area on the right side of the Help window displays the Help topic you select from one of the tabs on the left. Help topics include descriptive text, step-by-step instructions, and illustrations, if applicable.

● Topics often include links to other topics in the Help system where you can find additional information. Sometimes a link automatically opens the new topic in the display area. At other times, there might be more than one applicable topic. When

this is the case, the **Topics Found** dialog box appears. Double-click any topic listed in the dialog box to view it in the display area.

● Some topics include detailed instructions or additional information that is not immediately visible on the page. Look for the words **Show All** or **Hide All** at the top right side of the page. If these words are visible, it means there is additional information hidden on the page. The hidden information is indicated by dark blue text with an arrow. You can view the hidden information by clicking the dark blue text.

● Some topics include animated videos that show you how to use a particular feature. These animations are identified by a video camera icon, followed by the words "Show me how". When you click the "Show me how" link text, the animation runs in a new window.

Help toolbar

The Help toolbar, shown below, contains buttons that enable you to move around the topics in the Help. You can move backwards and forwards through topics that you have already viewed, or you can click the **Home** button to return to the **HP Image Zone help contents** page.
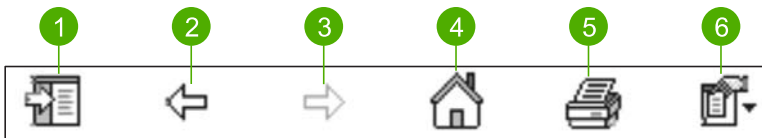
1	Show/Hide
2	Back
3	Forward
4	Home
5	Print
6	Options

The Help toolbar also contains buttons for changing the way the onscreen Help appears on your computer screen. For example, if you need more room to view the help topics in the display area on the right, you can hide the **Contents**, **Index**, and **Search** tabs by clicking the **Hide** button.

Finally, the **Print** button enables you to print the page that is currently displayed on the computer screen. If the **Contents** tab is visible on the left when you click **Print**, the **Print Topics** dialog box appears. You can choose to print just the topic you are currently viewing in the display area, or you can print the current topic plus any subtopics associated with it. This feature is not available if the **Index** or **Search** tab is visible on the right side of the Help window.

Use the Help on a Mac

This section explains how to access the onscreen Help on a Mac. It tells you how to navigate and search the Help system to find the specific information you need.

To access the HP Image Zone Help on a Mac

➔ On the **Help** menu in the **HP Image Zone**, choose **HP Image Zone Help**. For information on accessing the **HP Image Zone** software, see Use the HP Image Zone software.

The **HP Image Zone Help** appears. The following diagram highlights features for finding you way around the Help.
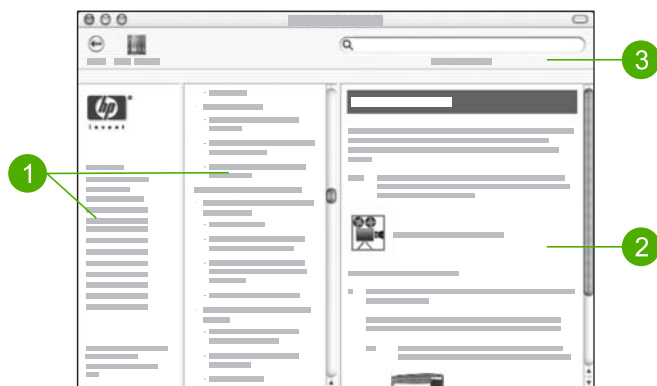
1	Navigation panes
2	Display area
3	Help toolbar

Navigation panes

The **HP Image Zone Help** opens in the Help Viewer. It is divided into three panes. The left and center panes enable you to move around the topics in the Help. (The right pane contains the display area, described in the next section.)

● The left pane contains a list of all the sections in the Help.
    – For information on tasks and features that are available from the control panel of your HP All-in-One, click the **3100, 3200, 3300 series Help**.
    – For information on troubleshooting issues with your HP All-in-One, click the **3100, 3200, 3300 series Troubleshooting**.
    – The other sections listed provide information on using the **HP Image Zone** software to complete tasks on your HP All-in-One.

● The center pane provides a top-down view of the topics in the section selected in the left pane, similar to the table of contents in a book. This is a useful way to find all the information provided about a single feature, such as printing photos.

Display area

The display area in the right pane displays the Help topic you select in the center pane. Help topics include descriptive text, step-by-step instructions, and illustrations, if applicable.

● Many topics in the **HP Image Zone Help** include information about how to use a feature from the control panel on the HP All-in-One as well as from the **HP Image**

Zone software on the Mac. Use the scroll bars to the right of the display area to view all the content in a particular topic. Sometimes important information is not visible in the window without scrolling.

● Topics often include links or references to other topics in the Help system where you can find additional information.

– If the related topic appears in the same section of the Help, the topic automatically opens in the display area.

– If the related topic appears in a different section of the Help, the current topic provides a reference telling you which section to choose from the left navigation pane. You can either locate the related topic by using the center navigation pane, or you can search for the topic, as described in the next section.

● Some topics include animated videos that show you how to use a particular feature. These animations are identified by a video camera icon, followed by the words "Show me how". When you click the video camera icon, the animation runs in a new window.

Help toolbar

The Help toolbar, shown below, contains buttons that enable you to move around the topics in the Help. You can move backwards through topics that you have already viewed, or you can click the **Help Center** button to access Help for other software applications on your Mac.

1	Back
2	Help Center
3	Search area

The Help toolbar also contains a text box that enables you to search the entire Help system for specific words, such as "borderless print".

After entering your search criteria, press Return on your keyboard to view a list of all the topics that contain the words or phrases you entered. The results are listed in a three-column table. Each row contains the title of the **Topic**, the **Relevance** (assigned based on its relevance to your search criteria), and the **Location** in the Help where the topic is contained.

By default, the results are sorted by **Relevance**, so that the topic that best matches your search criteria is at the top of the list. You can also sort the results by the **Topic** or **Location** by clicking the table heading for that column. To view the contents of a topic, double-click that row in the results table. The selected topic appears.

3 Finish setting up your HP All-in-One

After you have completed the steps in your Setup Guide, refer to this chapter to help you finish setting up your HP All-in-One. This section contains important setup-related information for your device, including information on setting preferences.

● Change device preferences such as the language and country/region, the date, and the volume of rings and button presses. For more information, see Set your preferences.
● Explore the connection options for your HP All-in-One, including USB, wired, wireless networking, Bluetooth, and printer sharing. For more information, see Connection information.
● Finish setting up your wired or wireless network. For more information, see Connect to a network.
● Complete the fax setup, including setting the answer mode, number of rings to answer, and answer ring pattern. For more information, see Fax setup.

In addition to the setup instructions in this User Guide, you can also set up HP Instant Share on your network-connected HP All-in-One, so you can easily share images with friends and relatives. If you installed the **HP Image Zone** software, press the **HP Instant Share** button on the control panel of your network-connected HP All-in-One to launch the setup wizard on a connected computer. For more information on setting up HP Instant Share, see the **3100, 3200, 3300 series Help** section in the onscreen **HP Image Zone Help**.

Set your preferences

Before you begin using your HP All-in-One, set the preferences described in this section.

This User Guide provides just a sampling of the preferences available to help you get started using your HP All-in-One. Explore the onscreen **HP Image Zone Help** that came with your HP All-in-One software for information on all the preferences available for controlling the behavior of your HP All-in-One. For example, the onscreen **HP Image Zone Help** provides information on changing the default input tray for PictBridge printing, showing or hiding hints on the color graphics display, and other preferences. For more information on the **HP Image Zone Help**, see Use the onscreen Help.

Set your language and country/region

The language and country/region setting determines which language the HP All-in-One uses to display messages on the color graphics display. Usually, you set the language and country/region when you first set up the HP All-in-One. However, you can change the setting at any time by using the following procedure.

1. Press **Setup**.
2. Press **6**, and then press **1**.

Finish setup

This displays the **Preferences** menu, and then selects **Set Language & Country/ Region**.

A list of languages appears. Press ▲ or ▼ to scroll through the list of languages.

3. When your language is highlighted, press **OK**.
4. When prompted, press **1** for **Yes** or **2** for **No**.
    The countries/regions for the selected language appear. Press ▲ or ▼ to scroll through the list.
5. When the country/region you want to select is highlighted, press **OK**.
6. When prompted, press **1** for **Yes** or **2** for **No**.

Set the date and time

The date and time are set with the local time at the factory. Normally, the computer software automatically updates the date and time to your time zone when you connect to the computer during installation. The date and time format is based on the language and country/region setting.

If the time changes on your computer, such as for Daylight Savings Time, the time on the HP All-in-One is updated to match the new time on the computer when the HP All-in-One and the computer next communicate with each other. If you did not connect your HP All-in-One to a computer, or if the time is not updated for some reason, you can update the date and time from the control panel.

When you send a fax, the current date and time are transmitted, along with your name and fax number, as part of the fax header.

Note In some countries/regions, the date and time stamp on the fax header is a legal requirement.

To set the date and time from the control panel
1. Press **Setup**.
2. Press **5**, and then press **4**.
    This displays the **Tools** menu and then selects **Date and Time**.
3. Enter the month, day, and year by pressing the appropriate numbers on the keypad. Depending on your country/region setting, you might enter the date in a different order.
4. Enter the hours and minutes.
5. If prompted, press **1** for **AM**, or **2** for **PM**.
    The new date and time settings appear on the color graphics display.

Adjust the volume

Your HP All-in-One provides three levels for adjusting the ring and speaker volume. The ring volume is the volume of the phone rings. The speaker volume is the level of everything else, such as the dial tones, fax tones, and button press beeps. The default setting is **Soft**.

1. Press **Setup**.
2. Press **3**, and then press **6**.
    This displays the **Basic Fax Setup** menu and then selects **Ring and Beep Volume**.
3. Press ▼ to select one of the options: **Soft**, **Loud**, or **Off**.

> **Note** If you select **Off**, you will not hear a dial tone, fax tones, or incoming ring tones. With the **Ring and Beep Volume** set to **Off**, you cannot send a fax using monitor dialing, such as when using a calling card to send a fax. For more information on monitor dialing, see Send a fax using monitor dialing.

4. Press **OK**.

Connection information

Your HP All-in-One comes equipped with a USB port so you can connect directly to a computer using a USB cable. You can also connect your HP All-in-One to either a wired or wireless network. If you insert an HP bt300 or HP bt400 series Bluetooth® Wireless Printer Adapter into the front USB port, Bluetooth® devices such as PDAs and camera phones can print to your HP All-in-One.

> **Note** In the remainder of this chapter, the HP bt300 or HP bt400 series Bluetooth® Wireless Printer Adapter is referred to simply as an HP Bluetooth® adapter.

Supported connection types

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 USB port on the back of the HP All-in-One.	All features are supported.	Follow the Setup Guide for detailed instructions.
Ethernet (wired) connection	Up to five computers connected to an HP All-in-One using a hub or router.	All features are supported.	Follow the Setup Guide and Connect to a network in this User Guide for detailed instructions.
802.11b or g (wireless) connection	Up to five computers connected using an access point. (infrastructure mode)	All features are supported	Follow the Setup Guide and Connect to a network in this User Guide for detailed instructions.

Finish setup

Description	Recommended number of connected computers for best performance	Supported software features	Setup instructions
HP bt300 or HP bt400 series Bluetooth® Wireless Printer Adapter (HP Bluetooth® adapter)	One Bluetooth® device or computer.	Printing from a Bluetooth® device such as a PDA or camera phone, or a Bluetooth®-enabled computer.	For information on printing from a device such as a PDA or camera, see the onscreen **HP Image Zone Help**. For information on printing from a Bluetooth®-enabled computer, see Connect using Bluetooth®.
Printer sharing	Up to five computers. The host computer must be turned on at all times, or the other computers will not be able to print to the HP All-in-One.	All features resident on the host computer are supported. Only print is supported from the other computers.	For setup instructions, see Use printer sharing (Windows) or Use printer sharing (Mac).

Connect using a USB cable

To connect your HP All-in-One using a USB cable, follow the instructions in the printed Setup Guide.

If your computer cannot communicate with the HP All-in-One, make sure your HP All-in-One and the computer have the same version of USB. Your HP All-in-One is set to use USB 2.0. Therefore, if your computer has USB 1.1, you should either update your operating system, or you should change the speed of the rear USB port on the HP All-in-One to Full Speed (USB 1.1).

Note If you have a Mac, you should use one of the built-in USB ports to connect with the HP All-in-One. If you connect the HP All-in-One to a USB card installed on a Mac, the HP software might not recognize the HP All-in-One.

To check the USB port speed on your computer (Windows XP)

Note Windows versions prior to XP support USB 1.1 only.

1. On the Windows taskbar, click **Start**, and then click **Control Panel**.
2. Open **System**.
3. Click the **Hardware** tab, and then click **Device Manager**.
4. Check the list for an **enhanced** USB host controller.

If you have an **enhanced** USB host controller, then you have High Speed USB (USB 2.0). Otherwise, you have Full Speed USB (USB 1.1).

To check the USB port speed on your computer (Mac OS X)
1. Open the **System Profiler** from the **Applications:Utilities** folder.
2. Click **USB** on the left.
   If the **Speed** is **Up to 12 Mb/sec**, then you have Full Speed USB (1.1). A higher speed indicates High Speed USB (USB 2.0).

To change the rear port speed to Full Speed (HP All-in-One)
1. Press **Setup**.
   The **Setup** menu appears on the color graphics display.
2. Press ▼ until **Tools** is highlighted, then press **OK**.
   The **Tools** menu appears.
3. Press **5**, then press **2**.
   This displays the **USB Speed** menu and then selects **Full Speed (USB 1.1)**.

Connect using Ethernet

Your HP All-in-One supports both 10 Mbps and 100 Mbps Ethernet network connections. For detailed instructions on connecting your HP All-in-One to an Ethernet (wired) network, see the Setup Guide that came with your device. You can also see Connect to a network for more information.

Connect using wireless

The HP Photosmart 3300 All-in-One series uses an internal networking component that supports a wireless network. For detailed instructions on connecting your HP All-in-One to a wireless (802.11b or g) network, see the Setup Guide that came with your device. You can also see Connect to a network for more information.

Connect using Bluetooth®

A Bluetooth® connection provides a quick and easy way to print images from a Bluetooth®-enabled computer without using a cable. However, with a Bluetooth® connection you will not be able to use other features from your computer such as scan or HP Instant Share.

Before you print, you must connect an HP Bluetooth® adapter to your HP All-in-One. For more information, see the onscreen **HP Image Zone Help** that came with your HP All-in-One. For information on using the onscreen **HP Image Zone Help**, see Use the onscreen Help.

If you connect with a Windows computer, see the next section. If you connect with a Mac, see Mac users.

Windows users

You must have Windows XP and either the Microsoft Bluetooth® Protocol Stack or the Widcomm Bluetooth® Protocol Stack installed in order to connect your HP All-in-One.

It is possible to have both the Microsoft Stack and the Widcomm Stack on your computer, but you use only one of them to connect your HP All-in-One.

- **Microsoft stack** If you have Windows XP with Service Pack 2 installed on your computer, then your computer has the Microsoft Bluetooth® Protocol Stack. The Microsoft stack allows you to install an external Bluetooth® adapter automatically. If your Bluetooth® adapter supports the Microsoft stack but it does not install automatically, then you do not have the Microsoft stack on your computer. Check the documentation that came with the Bluetooth® adapter to see if it supports the Microsoft stack.
- **Widcomm stack**: If you have an HP computer with Bluetooth® built in, or if you have installed an HP Bluetooth® adapter, then your computer has the Widcomm stack. If you have an HP computer and plug in an HP Bluetooth® adapter, it will install automatically using the Widcomm stack.

To install and print using the Microsoft stack (Windows)

1. Make sure that you have installed the HP All-in-One software on the computer.

   Note The purpose of installing the software is to make sure the print driver is available for the Bluetooth® connection. Therefore, if you have already installed the software, you do not need to reinstall it. If you want both a USB and a Bluetooth® connection to your HP All-in-One, install the USB connection first. For more information, see the printed Setup Guide. However, if you do not want a USB connection, select **Directly to the computer** on the **Connection Type** screen. Also, on the **Connect Your Device Now** screen, select the check box next to **If you are unable to connect your device now...** at the bottom of the screen.

2. Attach an HP Bluetooth® adapter to the front USB port of the HP All-in-One.
3. If you are using an external Bluetooth® adapter for your computer, make sure your computer is started and then attach the Bluetooth® adapter to a USB port on the computer. If you have Windows XP with Service Pack 2 installed, the Bluetooth® drivers are installed automatically. If you are prompted to select a Bluetooth® profile, select **HCRP**.
   If your computer has Bluetooth® built in, just make sure the computer is started.
4. On the Windows taskbar, click **Start**, and then click **Printers and Faxes**.
5. Double-click the **Add Printer** icon.
6. Click **Next**, and then select a **A Bluetooth Printer**.
7. Follow the onscreen instructions to finish the installation.
8. Print as you would to any printer.

To install and print using the Widcomm stack (Windows)

1. Make sure that you have installed the HP All-in-One software on the computer.

   Note The purpose of installing the software is to make sure the print driver is available for the Bluetooth® connection. Therefore, if you have already installed the software, you do not need to reinstall it. If you want both a USB and a Bluetooth® connection to your HP All-in-One, install the USB connection first. For more information, see the printed Setup Guide. However, if you do not want a USB connection, select **Directly to the**

Finish setup

computer on the **Connection Type** screen. Also, on the **Connect Your Device Now** screen, select the check box next to **If you are unable to connect your device now...** at the bottom of the screen.

2. Attach an HP Bluetooth® adapter to the front USB port of the HP All-in-One.
3. Click the **My Bluetooth Places** icon on the desktop or in the taskbar.
4. Click **View devices in range**.
5. Once the available printers are discovered, double-click the name of the HP All-in-One to finish the installation.
6. Print as you would to any printer.

Mac users

You can connect your HP All-in-One to a Mac that has Bluetooth® built in, or you can install an external Bluetooth® adapter, such as an HP Bluetooth® adapter.

To install and print using Bluetooth® (Mac)

1. Make sure that you have installed the HP All-in-One software on the computer.
2. Attach an HP Bluetooth® adapter to the front USB port of the HP All-in-One.
3. Press the **On** button on the control panel to turn the HP All-in-One off, and press it again to turn the device on.
4. Attach a Bluetooth® adapter to the computer and turn it on. Or, if your computer has Bluetooth® built in, just turn on your computer.
5. Open the **Printer Setup Utility** from the **Applications:Utilities** folder.

> **Note** This utility is called the **Printer Setup Utility** on 10.3 and later. It is called **Print Center** on 10.2.x.

6. From the pop-up menu, choose **Bluetooth**, then click **Add**.
   The computer searches for the HP All-in-One.
7. In the printer list, select the HP All-in-One, then click **Add**.
   The HP All-in-One is added to the printer list.
8. Print as you would to any printer.

Use printer sharing (Windows)

If your computer is on a network, and another computer on the network is connected to the HP All-in-One by using a USB cable, you can use that device as your printer using Windows printer sharing. The computer connected directly to the HP All-in-One acts as the host for the printer and has full feature functionality. Other computers on the network, which are referred to as clients, have access only to the print features. All other functions must be performed on the host computer.

For more information on enabling Windows printer sharing, refer to the user guide that came with your computer or the Windows onscreen Help.

Use printer sharing (Mac)

If your computer is on a network and another computer on the network is connected to the HP All-in-One using a USB cable, you can use that device as your printer using printer sharing. Other computers on the network, which are referred to as clients, have

access only to the print features. All other functions must be performed on the host computer.

To enable printer sharing

1. On the client and host computers, do the following:
   a. Select **System Preferences** in the Dock.
      The **System Preferences** window appears.
   b. Select **Sharing**.
   c. From the **Services** tab, click **Printer Sharing**.
2. On the host computer, do the following:
   a. Select **System Preferences** in the Dock.
      The **System Preferences** window appears.
   b. Select **Print & Fax**.
   c. Click the check box next to **Share my printers with other computers**.

Use Webscan

Webscan is a feature of the Embedded Web Server that lets you scan photos and documents from your HP All-in-One to your computer using a Web browser. This feature is available even if you chose not to install the device software on your computer.

For more information on Webscan, see the online help in the Embedded Web Server. For more information on the Embedded Web Server, see Connect to a network.

Fax setup

After completing all steps in the Setup Guide, use the instructions in this section to complete your fax setup. Please keep your Setup Guide for later use.

In this section, you will learn how to set up your HP All-in-One so that faxing works successfully with equipment and services you might already have on the same phone line as your HP All-in-One.

> **Tip** You can also use the **Fax Setup Wizard** (Windows) or **Fax Setup Utility** (Mac) 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 **Fax Setup Utility** (Mac) through the **HP Image Zone** software. After you run the **Fax Setup Wizard** (Windows) or **Fax Setup Utility** (Mac), follow the procedures in this section to complete your fax setup.

Set up the HP All-in-One for faxing

Before you begin setting up your HP All-in-One for faxing, determine which kind of phone system your country/region uses. The instructions for setting up your HP All-in-One for faxing 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 your HP All-in-One. Instead, all equipment must be connected at the telephone wall jack.

● 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 HP All-in-One.

> **Note** If you have a parallel-type phone system, HP recommends you use the 2-wire phone cord supplied with your HP All-in-One to connect the HP All-in-One to the telephone wall jack.

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
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.

Choose the right 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 your HP All-in-One. This is important because you might need to connect some of your existing office equipment directly to your HP All-in-One, and you might also need to change some fax settings before you can fax successfully.

To determine the best way to set up the HP All-in-One in your home or office, first read through the questions in this section and record your answers. Next, refer to the table in the following section and choose the recommended setup case based on your answers.

Make sure to read and answer the following questions in the order they are presented.

1. Do you have a digital subscriber line (DSL) service through your telephone company? (DSL might be called ADSL in your country/region.)
   ❑ Yes, I have DSL.
   ❑ No.

If you answered Yes, proceed directly to Case B: Set up your HP All-in-One with DSL. You do not need to continue answering questions.

If you answered No, please continue answering questions.

2. Do you have a private branch exchange (PBX) phone system or an integrated services digital network (ISDN) system?

    If you answered Yes, proceed directly to Case C: Set up your HP All-in-One with a PBX phone system or an ISDN line. You do not need to continue answering questions.

    If you answered No, please continue answering questions.

3. Do you subscribe to a distinctive ring service through your telephone company that provides multiple phone numbers with different ring patterns?

    ❑   Yes, I have distinctive ring.
    ❑   No.

    If you answered Yes, proceed directly to Case D: Fax with a distinctive ring service on the same line. You do not need to continue answering questions.

    If you answered No, please continue answering questions.

    Are you unsure if you have distinctive ring? 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 phone number will have a different ring pattern. For example, you can have single, double, and triple rings for the different numbers. You might assign one phone number with a single ring to your voice calls, and another phone number with double rings to your fax calls. This allows you to tell the difference between voice and fax calls when the phone rings.

4. Do you receive voice calls at the same phone number you will use for fax calls on your HP All-in-One?

    ❑   Yes, I receive voice calls.
    ❑   No.

    Please continue answering questions.

5. Do you have a computer modem on the same phone line as your HP All-in-One?

    ❑   Yes, I have a computer modem.
    ❑   No.

    Are you unsure if you use a computer modem? If you answer Yes to any of the following questions, you are using a computer modem:

    –   Do you send and receive faxes directly to and from your computer software programs 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?

    Please continue answering questions.

6. Do you have an answering machine that answers voice calls at the same phone number you will use for fax calls on your HP All-in-One?

    ❑   Yes, I have an answering machine.
    ❑   No.

Please continue answering questions.

7. Do you subscribe to a voice mail service through your telephone company at the same phone number you will use for fax calls on your HP All-in-One?

❑ Yes, I have a voice mail service.

❑ No.

After you have completed answering the questions, proceed to the next section to select your fax setup case.

Select your fax setup case

Now that you have answered all the questions about the equipment and services that share the phone line with your HP All-in-One, you are ready to choose the best setup case for your home or office.

From the first column in the following table, choose the combination of equipment and services applicable to your home or office setting. Then look up the appropriate setup case in the second or third column based on your phone system. Step-by-step instructions are included for each case in the sections that follow.

If you have answered all the questions in the previous section and have none of the described equipment or services, choose "None" from the first column in the table.

Note If your home or office setup is not described in this section, set up the HP All-in-One 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 your HP All-in-One. If you use another phone cord, you might experience problems sending and receiving faxes.

Other equipment/ services sharing your fax line	Recommended fax setup for parallel-type phone systems	Recommended fax setup for serial-type phone systems
None (You answered No to all questions.)	Case A: Separate fax line (no voice calls received)	Case A: Separate fax line (no voice calls received)
DSL service (You answered Yes to question 1 only.)	Case B: Set up your HP All-in-One with DSL	Case B: Set up your HP All-in-One with DSL
PBX or ISDN system (You answered Yes to question 2 only.)	Case C: Set up your HP All-in-One with a PBX phone system or an ISDN line	Case C: Set up your HP All-in-One with a PBX phone system or an ISDN line
Distinctive ring service (You answered Yes to question 3 only.)	Case D: Fax with a distinctive ring service on the same line	Case D: Fax with a distinctive ring service on the same line

(continued)

Other equipment/ services sharing your fax line	Recommended fax setup for parallel-type phone systems	Recommended fax setup for serial-type phone systems
Voice calls (You answered Yes to question 4 only.)	Case E: Shared voice/fax line	Case E: Shared voice/fax line
Voice calls and voice mail service (You answered Yes to questions 4 and 7 only.)	Case F: Shared voice/fax line with voice mail	Case F: Shared voice/fax line with voice mail
Computer modem (You answered Yes to question 5 only.)	Case G: Fax line shared with computer modem (no voice calls received)	Not applicable.
Voice calls and computer modem (You answered Yes to questions 4 and 5 only.)	Case H: Shared voice/fax line with computer modem	Not applicable.
Voice calls and answering machine (You answered Yes to questions 4 and 6 only.)	Case I: Shared voice/fax line with answering machine	Not applicable.
Voice calls, computer modem, and answering machine (You answered Yes to questions 4, 5, and 6 only.)	Case J: Shared voice/fax line with computer modem and answering machine	Not applicable.
Voice calls, computer modem, and voice mail service (You answered Yes to questions 4, 5, and 7 only.)	Case K: Shared voice/fax line with computer modem and voice mail	Not applicable.

For additional fax setup information, in specific countries/regions, see the Fax Configuration website listed below.

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

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 your HP All-in-One as described in this section.
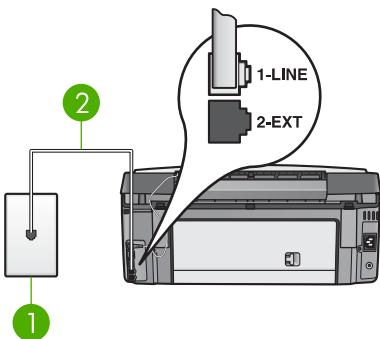
Back view of the HP All-in-One

1	Telephone wall jack
2	Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port

To set up your HP All-in-One with a separate fax line

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

     Note If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, 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, see The phone cord that came with my HP All-in-One is not long enough for information on extending it.

2.   Set the **Auto Answer** setting to **On**.
     For information on changing this setting, see Set the answer mode.
3.   (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).

For information on changing this setting, see Set the number of rings before answering.

4. Run a fax test. For information, see Test your fax setup.

When the phone rings, your HP All-in-One will answer automatically after the number of rings you set in the **Rings to Answer** setting. Then it will begin emitting fax reception tones to the sending fax machine and receive the fax.

Case B: Set up your HP All-in-One with DSL

If you have a DSL service through your telephone company, use the instructions in this section to connect a DSL filter between the telephone wall jack and your HP All-in-One. The DSL filter removes the digital signal that can interfere with your HP All-in-One, so the HP All-in-One 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 your HP All-in-One.
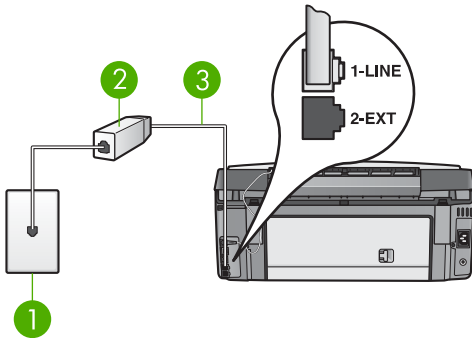
Back view of the HP All-in-One

1	Telephone wall jack
2	DSL filter and cord supplied by your DSL provider
3	Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port

To set up your HP All-in-One with DSL

1. Obtain a DSL filter from your DSL provider.
2. Using the phone cord supplied in the box with your HP All-in-One, connect one end to the open port on the DSL filter, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One.

   > **Note** If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, 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 filter cord to the telephone wall jack.

Finish setup

Note If you have other office equipment or services attached to this phone line, such as a distinctive ring service, answering machine, or voice mail, see the appropriate section in this section for additional setup guidelines.

4. Run a fax test. For information, see Test your fax setup.

Case C: Set up your HP All-in-One 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 HP All-in-One 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 your HP All-in-One. 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 your HP All-in-One. 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, see The phone cord that came with my HP All-in-One is not long enough for information on extending it.

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 your HP All-in-One as described in this section.
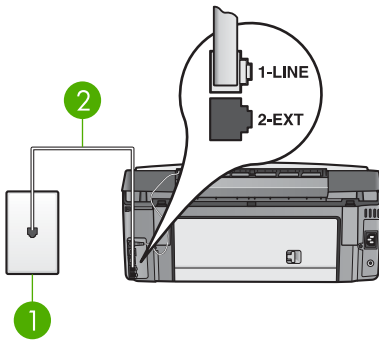
Back view of the HP All-in-One

1	Telephone wall jack
2	Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port

To set up your HP All-in-One with a distinctive ring service

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

    Note If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, 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, see The phone cord that came with my HP All-in-One is not long enough for information on extending it.

2. Set the **Auto Answer** setting to **On**.
    For information on changing this setting, see Set the answer mode.
3. Change the **Answer Ring Pattern** setting to match the pattern that the telephone company assigned to your fax number.
    For information on changing this setting, see Change the answer ring pattern (distinctive ringing).

    Note By default, your HP All-in-One is set to answer all ring patterns. If you do not set the **Answer Ring Pattern** to match the ring pattern assigned to your fax number, your HP All-in-One 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).
    For information on changing this setting, see Set the number of rings before answering.
5. Run a fax test. For information, see Test your fax setup.

Your HP All-in-One will automatically answer incoming calls that have the ring pattern you selected (**Answer Ring Pattern** setting) after the number of rings you selected (**Rings to Answer** setting). Then it will begin emitting fax reception tones to the sending fax machine and receive the fax.

Finish setup

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 your HP All-in-One as described in this section.
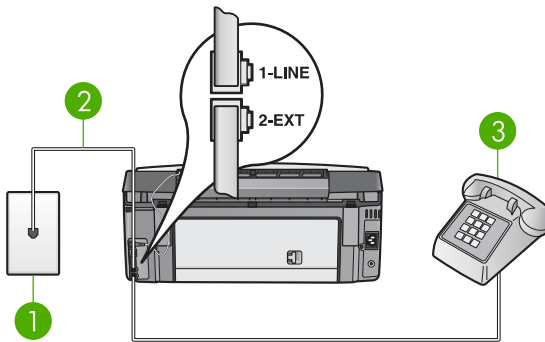
Back view of the HP All-in-One

1	Telephone wall jack
2	Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port
3	Telephone (optional)

To set up your HP All-in-One with a shared voice/fax line

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

   📝 **Note** If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, 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, see The phone cord that came with my HP All-in-One is not long enough for information on extending it.

2. Do one of the following, depending on your phone system:
   – If you have a parallel-type phone system, remove the white plug from the port labeled "2-EXT" on the back of your HP All-in-One, and then connect a phone to this port.
   – If you have a serial-type phone system, you might plug your phone directly to the telephone wall jack.

3. Now you need to decide how you want the HP All-in-One to answer calls, automatically or manually:
   – If you set up the HP All-in-One to answer calls **automatically**, it answers all incoming calls and receives faxes. Your HP All-in-One 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 HP All-in-One answers the

call. To set up the HP All-in-One to answer calls automatically, change the **Auto Answer** setting to **On**.

– If you set up the HP All-in-One to answer faxes **manually**, you must be available to respond in person to incoming fax calls or your HP All-in-One cannot receive faxes. To set up the HP All-in-One to answer calls manually, change the **Auto Answer** setting to **Off**.

For information on changing this setting, see Set the answer mode.

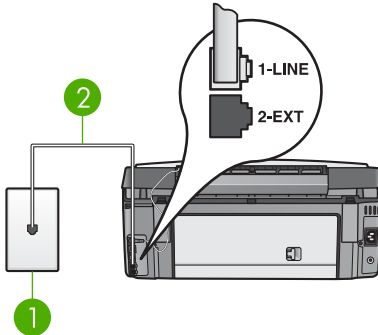4. Run a fax test. For information, see Test your fax setup.

If you pick up the phone before the HP All-in-One answers the call and hear fax tones from a sending fax machine, you will need to answer the fax call manually. For information, see Receive a fax manually.

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 your HP All-in-One 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.

Back view of the HP All-in-One

1	Telephone wall jack
2	Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port

To set up your HP All-in-One with voice mail

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

Note If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, 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, see The phone cord that came with my HP All-in-One is not long enough for information on extending it.

2. Set the **Auto Answer** setting to **Off**.
   For information on changing this setting, see Set the answer mode.

3. Run a fax test. For information, see Test your fax setup.

You must be available to respond in person to incoming fax calls, or your HP All-in-One cannot receive faxes. For information on receiving faxes manually, see Receive a fax manually.

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 your HP All-in-One as described in this section.

Since your computer modem shares the phone line with your HP All-in-One, you will not be able to use both your computer modem and your HP All-in-One simultaneously. For example, you cannot use your HP All-in-One for faxing if you are using your computer modem to send an e-mail or access the Internet.
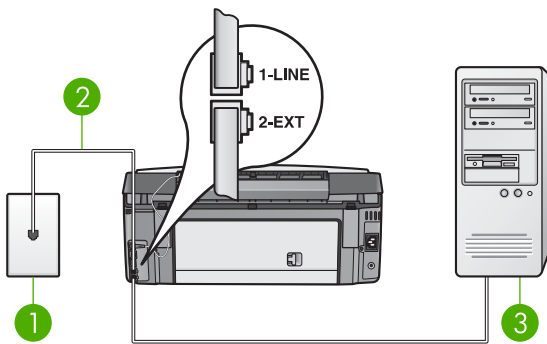
Back view of the HP All-in-One

1	Telephone wall jack
2	Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port
3	Computer with modem

To set up your HP All-in-One with a computer modem

1. Remove the white plug from the port labeled "2-EXT" on the back of your HP All-in-One.

2. Find the phone cord that connects from the back of your computer (your computer 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 your HP All-in-One.

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

> **Note** If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, 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, see The phone cord that came with my HP All-in-One is not long enough for information on extending it.

4. If your computer 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 computer modem software, your HP All-in-One will not be able to receive faxes.

5. Set the **Auto Answer** setting to **On**.
   For information on changing this setting, see Set the answer mode.
6. (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).
   For information on changing this setting, see Set the number of rings before answering.
7. Run a fax test. For information, see Test your fax setup.

When the phone rings, your HP All-in-One will answer automatically after the number of rings you set in the **Rings to Answer** setting. Then it will begin emitting fax reception tones to the sending fax machine and receive the fax.

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 your HP All-in-One as described in this section.

Since your computer modem shares the phone line with your HP All-in-One, you will not be able to use both your computer modem and your HP All-in-One simultaneously. For example, you cannot use your HP All-in-One for faxing if you are using your computer modem to send an e-mail or access the Internet.

There are two different ways to set up your HP All-in-One 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 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.) For additional details, see the **3100, 3200, 3300 series Troubleshooting** section in the onscreen **HP Image Zone Help**.

Finish setup

Example of a parallel splitter

● If your computer has two phone ports, set up your HP All-in-One as described below.

Back view of the HP All-in-One

1	Telephone wall jack
2	"IN" phone port on your computer
3	"OUT" phone port on your computer
4	Telephone
5	Computer with modem
6	Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port

To set up your HP All-in-One to a computer with two phone ports
1. Remove the white plug from the port labeled "2-EXT" on the back of your HP All-in-One.
2. Find the phone cord that connects from the back of your computer (your computer 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 your HP All-in-One.
3. Connect a phone to the "OUT" port on the back of your computer modem.
4. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One.

   📝 **Note** If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, 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, see The phone cord that came with my HP All-in-One is not long enough for information on extending it.

5. If your computer 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 computer modem software, your HP All-in-One will not be able to receive faxes.

6. Now you need to decide how you want the HP All-in-One to answer calls, automatically or manually:

   – If you set up the HP All-in-One to answer calls **automatically**, it answers all incoming calls and receives faxes. Your HP All-in-One 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 HP All-in-One answers the call. To set up the HP All-in-One to answer calls automatically, change the Auto Answer setting to On.

   – If you set up the HP All-in-One to answer faxes **manually**, you must be available to respond in person to incoming fax calls or your HP All-in-One cannot receive faxes. To set up the HP All-in-One to answer calls manually, change the Auto Answer setting to Off.

   For information on changing this setting, see Set the answer mode.

7. Run a fax test. For information, see Test your fax setup.

If you pick up the phone before the HP All-in-One answers the call and hear fax tones from a sending fax machine, you will need to answer the fax call manually. For information, see Receive a fax manually.

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 your HP All-in-One as described in this section.
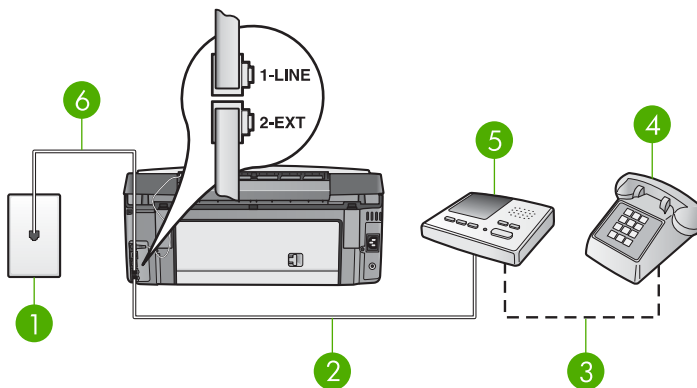
Back view of the HP All-in-One

1	Telephone wall jack
2	"IN" port on your answering machine
3	"OUT" port on your answering machine
4	Telephone (optional)
5	Answering machine
6	Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port

To set up your HP All-in-One with a shared voice/fax line with answering machine

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

    Note If you do not connect your answering machine directly to your HP All-in-One, 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 your HP All-in-One.

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

    Note If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, 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, see The phone cord that came with my HP All-in-One is not long enough for information on extending it.

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.
5. Set the **Auto Answer** setting to **On**.
    For information on changing this setting, see Set the answer mode.

Finish setup

6. Set your answering machine to answer after four or fewer rings.
7. Change the **Rings to Answer** setting on your HP All-in-One to the maximum number of rings supported by your device. (The maximum number of rings varies by country/region.)

   For information on changing this setting, see Set the number of rings before answering.
8. Run a fax test. For information, see Test your fax setup.

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

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 your HP All-in-One as described in this section.

Since your computer modem shares the phone line with your HP All-in-One, you will not be able to use both your computer modem and your HP All-in-One simultaneously. For example, you cannot use your HP All-in-One for faxing if you are using your computer modem to send an e-mail or access the Internet.
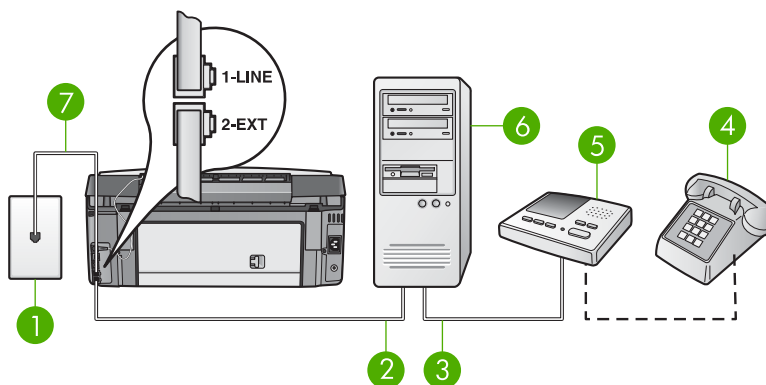
There are two different ways to set up your HP All-in-One with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports:

● 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 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.) For additional details, see the **3100, 3200, 3300 series Troubleshooting** section in the onscreen **HP Image Zone Help**.

Example of a parallel splitter

● If your computer has two phone ports, set up your HP All-in-One as described below.

Back view of the HP All-in-One

1	Telephone wall jack
2	"IN" phone port on your computer
3	"OUT" phone port on your computer
4	Telephone (optional)
5	Answering machine
6	Computer with modem
7	Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port

To set up your HP All-in-One to a computer with two phone ports

1. Remove the white plug from the port labeled "2-EXT" on the back of your HP All-in-One.
2. Find the phone cord that connects from the back of your computer (your computer 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 your HP All-in-One.
3. Unplug your answering machine from the telephone wall jack, and connect it to the "OUT" port on the back of your computer modem.
   This allows a direct connection between the HP All-in-One and your answering machine, even though the computer modem is connected first in line.

   > **Note** If you do not connect your answering machine in this way, fax tones from a sending fax machine might be recorded on your answering machine, and you might not be able to receive faxes with your HP All-in-One.

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

   > **Note** If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, 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, see The phone cord that came with my HP All-in-One is not long enough for information on extending it.

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.

6. If your computer 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 computer modem software, your HP All-in-One will not be able to receive faxes.

7. Set the **Auto Answer** setting to **On**.
    For information on changing this setting, see Set the answer mode.

8. Set your answering machine to answer after four or fewer rings.

9. Change the **Rings to Answer** setting on your HP All-in-One to the maximum number of rings supported by your device. (The maximum number of rings varies by country/region.)
    For information on changing this setting, see Set the number of rings before answering.

10. Run a fax test. For information, see Test your fax setup.

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

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

If you receive both voice calls and fax calls at the same phone number, use a computer modem on the same phone line, and subscribe to a voice mail service through your telephone company, set up your HP All-in-One 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 modem shares the phone line with your HP All-in-One, you will not be able to use both your computer modem and your HP All-in-One simultaneously. For example, you cannot use your HP All-in-One for faxing if you are using your computer modem to send an e-mail or access the Internet.
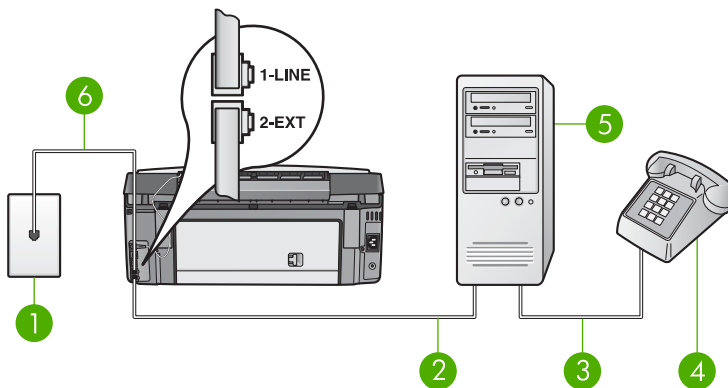
There are two different ways to set up your HP All-in-One with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports:

● 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 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.) For additional details, see the **3100, 3200, 3300 series Troubleshooting** section in the onscreen **HP Image Zone Help**.

   Example of a parallel splitter

● If your computer has two phone ports, set up your HP All-in-One as described below.

Back view of the HP All-in-One

1	Telephone wall jack
2	"IN" phone port on your computer
3	"OUT" phone port on your computer
4	Telephone
5	Computer with modem
6	Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port

To set up your HP All-in-One to a computer with two phone ports
1. Remove the white plug from the port labeled "2-EXT" on the back of your HP All-in-One.
2. Find the phone cord that connects from the back of your computer (your computer 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 your HP All-in-One.

3. Connect a phone to the "OUT" port on the back of your computer modem.
4. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One.

> **Note** If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, 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, see The phone cord that came with my HP All-in-One is not long enough for information on extending it.

5. If your computer 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, your HP All-in-One will not be able to receive faxes.

6. Set the **Auto Answer** setting to **Off**.
   For information on changing this setting, see Set the answer mode.
7. Run a fax test. For information, see Test your fax setup.

You must be available to respond in person to incoming fax calls, or your HP All-in-One cannot receive faxes. For information on receiving faxes manually, see Receive a fax manually.

Change settings on the HP All-in-One to receive faxes

In order to receive faxes successfully, you need to change some settings on your HP All-in-One.

> **Note** The HP All-in-One is usually set up to receive faxes during the **HP Image Zone** software installation through the **Fax Setup Wizard** (Windows users) or **Fax Setup Utility** (Mac users). Depending on the information you provided, the HP All-in-One will be set to receive faxes automatically or manually. You can change the setting at any time from the control panel.

If you are unsure which settings to choose for the options described in this section, see Set up the HP All-in-One for faxing.

Set the answer mode

The answer mode determines whether your HP All-in-One answers incoming calls or not.

● If you set the HP All-in-One to answer faxes **automatically**, the HP All-in-One will answer all incoming calls and receive faxes. Set the **Auto Answer** setting to **On**.
● If you set the HP All-in-One to answer faxes **manually**, you must be available to respond in person to the incoming fax call or your HP All-in-One will not receive faxes. Set the **Auto Answer** setting to **Off**. For more information on receiving faxes manually, see Receive a fax manually.

Finish setup

If you do not know which answer mode to use, see Set up the HP All-in-One for faxing.

1. Press **Setup**.
2. Press **3**, and then press **2**.
   This displays the **Basic Fax Setup** menu and then selects **Auto Answer**.
3. Press **1** to select **On**, or press **2** to select **Off**.
4. Press **OK** to accept the setting.

Change the answer ring pattern (distinctive ringing)

Many phone companies offer a distinctive ringing feature that allows you to have several phone numbers on one phone line. When you subscribe to this service, each number will have a different ring pattern. You can set up your HP All-in-One to answer incoming calls that have a specific ring pattern.

If you connect your HP All-in-One to a line with distinctive ringing, 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 HP All-in-One detects the specified ring pattern, it will answer the call and receive the fax.

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

To change the answer ring pattern from the control panel

1. Verify that your HP All-in-One is set to answer fax calls automatically. For information, see Set the answer mode.
2. Press **Setup**.
3. Press **4**, and then press **1**.
   This displays the **Advanced Fax Setup** menu and then selects **Answer Ring Pattern**.
4. Press ▼ to highlight an option, and then press **OK**.
   When the phone rings with the ring pattern assigned to your fax line, the HP All-in-One answers the call and receives the fax.

Set the number of rings before answering

If you set the **Auto Answer** setting to **On**, you can specify how many rings should occur before your HP All-in-One automatically answers the incoming call.

The **Rings to Answer** setting is important if you have an answering machine on the same phone line as your HP All-in-One, because you want the answering machine to answer the phone before the HP All-in-One does. The number of rings to answer for the HP All-in-One should be greater than the number of rings to answer for the answering machine.

For example, set your answering machine to answer in four rings or fewer and your HP All-in-One to answer in the maximum number of rings supported by your device. (The maximum number of rings varies by country/region.) In this setup, the answering machine will answer the call and the HP All-in-One will monitor the line. If the HP All-in-One detects fax tones, the HP All-in-One will receive the fax. If the call is a voice call, the answering machine will record the incoming message.

To set the number of rings before answering from the control panel

1. Press **Setup**.
2. Press **3**, and then press **3** again.
   This displays the **Basic Fax Setup** menu and then selects **Rings to Answer**.
3. Enter the appropriate number of rings by using the keypad, or press ◀ or ▶ to change the number of rings.
4. Press **OK** to accept the setting.

Test your fax setup

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

● Verifies the correct phone cord is connected to your HP All-in-One
● 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 HP All-in-One 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 your fax setup from the control panel

1. Set up your HP All-in-One for faxing according to the setup instructions in this chapter.
2. Insert the ink cartridges and load full-size paper in the main tray before starting the test.
   For more information, see Replace the ink cartridges and Load full-size paper.
3. Press **Setup**.
4. Press **5**, then press **8**.
   This displays the **Tools** menu and then selects **Run Fax Test**.
   The HP All-in-One displays the status of the test on the color graphics 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.
6. After you pick up the fax report from your HP All-in-One, press **OK**.
   If necessary, resolve any problems found and rerun the test.
   For more information on resolving any problems found during the test, see The fax test failed.

Set 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 **Fax Setup Wizard** (Windows users) or the **Fax Setup Utility** (Mac users) during the **HP Image Zone** software installation. You can also set up the fax header from the control panel.

📝 **Note 1** In some countries/regions the fax header information is a legal requirement.

Note 2 In Hungary, the subscriber identification code (fax header) can be set or changed only by authorized personnel. For more information, contact your authorized HP dealer.

1. Press **Setup**.
2. Press **3**, and then press **1**.
   This displays the **Basic Fax Setup** menu and then selects **Fax Header**.
3. Enter your personal or company name.
   For information on entering text from the control panel, see Text and symbols.
4. When you are finished entering your personal or company name, select **Done** on the visual keyboard, and then press **OK**.
5. Enter your fax number by using the numeric keypad.
6. Press **OK**.

You might find it easier to enter fax header information by using the **HP Image Zone** software that came with your HP All-in-One. In addition to entering fax header information, you can also enter cover page information that will be used when you send a fax from your computer and attach a cover page. For more information, see the onscreen **HP Image Zone Help**.

Set up speed dialing

You can assign speed dial entries to fax numbers you use often. This lets you dial those numbers quickly by using the control panel.

For information on sending a fax using speed dials, see Send a basic fax.

You can quickly and easily set up speed dial entries from your computer by using the **HP Image Zone** software that came with your HP All-in-One. For more information, see the onscreen **HP Image Zone Help**.

Create individual speed dial entries

You can create speed dial entries for fax numbers that you use frequently. If necessary, you can also edit the name or fax number of a speed dial you have already created.

Tip You can include individual speed dial entries in a group speed dial. This enables you to broadcast a fax to a group of people at one time. (The maximum number of individual speed dials allowed in a group speed dial varies by model.) For information on setting up a group speed dial, see Create group speed dials.

1. Press **Setup**.
2. Press **2**, and then press **1**.
   This displays the **Speed Dial Setup** menu and then selects **Individual Speed Dial**. The first unassigned speed dial entry is highlighted on the color graphics display.
3. Press **OK** to select the highlighted speed dial entry. You can also press ▼ or ▲ to select an empty entry, and then press **OK**.
4. Enter the fax number to assign to that entry, and then press **OK**.
   The visual keyboard automatically appears on the color graphics display.
5. Enter the name. After you have finished entering the name, select **Done** on the visual keyboard, and then press **OK**.
   For more information on entering text using the visual keyboard, see Text and symbols.
6. Press **1** if you want to set up another number, or press **Cancel** to exit the **Speed Dial Setup** menu.

Create group speed dials

You can place individual speed dials that you have set up into groups, so that you can fax the same document to multiple recipients at once. If necessary, you can also add or remove numbers from a group speed dial you have already created. (The maximum number of individual speed dials allowed in a group speed dial varies by model.)

1. Press **Setup**.
2. Press **2**, and then press **2** again.
   This displays the **Speed Dial Setup** menu and then selects **Group Speed Dial**. The first unassigned speed dial entry is highlighted on the color graphics display.
3. Press **OK** to select the highlighted speed dial entry. You can also press ▼ or ▲ to select an empty entry, and then press **OK**.
   A list of the individual speed dial entries set up on the HP All-in-One appears.
4. Press ▼ or ▲ to highlight an individual speed dial entry, and then press **OK**. Repeat this step for each number you want to add to the group speed dial.
5. When all the appropriate fax numbers are selected, press ▲ to highlight **Done Selecting**, and then press **OK**.
   The visual keyboard automatically appears on the color graphics display.
6. Enter a name for this group speed dial. After you have finished entering the name, select **Done** on the visual keyboard, and then press **OK**.
   For more information on entering text using the visual keyboard, see Text and symbols.
7. Press **1** or **2** on the control panel if you want to set up additional speed dial entries, or press **Cancel** to exit the **Speed Dial Setup** menu.

4 Connect to a network

This chapter describes how to connect your HP All-in-One to a network, view and manage the network settings, and troubleshoot problems with the network connections.

| If you want to:	See this section:
Connect to a wireless network with an access point (802.11 b or g).	Wireless infrastructure network setup
Connect to a wireless network without an access point.	Wireless ad hoc network setup
Connect to a wired (Ethernet) network.	Wired network setup
Install the HP All-in-One software for use in a networked environment.	Install the software for a network connection
Add connections to more computers on the network.	Connect to additional computers on a network
Change the HP All-in-One from a USB connection to a network connection. **Note** Use the instructions in this section if you first install your HP All-in-One with a USB connection, and you now want to change to either a wireless or Ethernet network connection.	Change the HP All-in-One from a USB connection to a network connection
View or change the network settings.	Manage your network settings
Find troubleshooting information.	Network troubleshooting

Note You can connect your HP All-in-One to either a wireless or wired network, but not both at the same time.

For definitions of networking terms, see the Network Glossary in the onscreen **HP Image Zone Help** that came with your HP All-in-One. For information on using the onscreen **HP Image Zone Help**, see Use the onscreen Help.

Wireless infrastructure network setup

For optimal performance and security in your wireless network, HP recommends you use a wireless access point (802.11b or g) to connect your HP All-in-One and the other network elements. When network elements are connected through an access point, this is called an **infrastructure** network. A wireless network without an access point is called an **ad hoc** network.
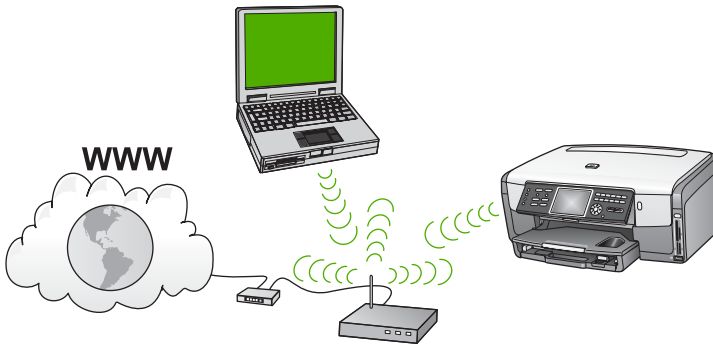
The advantages of a wireless infrastructure network as compared to an ad hoc network include:

● Advanced network security
● Enhanced reliability
● Network flexibility
● Better performance, especially with 802.11 g mode
● Shared Broadband Internet access
● HP Instant Share feature is enabled (with Broadband Internet access such as cable modem or DSL)

To set up your HP All-in-One on a wireless infrastructure network, you need to do the following:

● First, collect all of the required materials, as explained in the next section, What you need for a wireless infrastructure network.
● Next, connect your HP All-in-One to the access point and run the Wireless Setup Wizard. See Connect to a wireless infrastructure network.
● Finally, install the software, as explained in Install the software for a network connection.

What you need for a wireless infrastructure network

To connect your HP All-in-One to a wireless network, you will need the following:

❑ A wireless 802.11b or g network that includes a wireless access point.

> **Note** If you are a Mac owner, Apple sells an easy-to-configure access point called AirPort. AirPort has to be connected to a Mac, but it accepts signals from any 802.11b-compatible wireless network device whether PC or Mac-based.

❑ A desktop computer or laptop with either wireless networking support, or a network interface card (NIC). You can use either an Ethernet (wired) connection or a wireless connection from the computer to the access point. If you want to use an Ethernet connection to your access point, follow the directions in Wired network setup.

Note For Mac, wireless network support is usually provided by an AirPort card.

❑ Broadband Internet access (recommended) such as cable or DSL.
If you connect your HP All-in-One on a wireless network that has Internet access, HP recommends that you use a wireless router (access point or base station) that uses Dynamic Host Configuration Protocol (DHCP).

Note Broadband Internet access is required if you want to access HP Instant Share directly from the device.

❑ Network name (SSID).
❑ WEP key or WPA Passphrase (if needed).

Connect to a wireless infrastructure network

The Wireless Setup Wizard provides an easy way to connect the HP All-in-One to your network. In addition, if your access point has either Secure EzSetup or Windows Connect Now Technology (Windows XP Service Pack 2), the process is even easier. See the documentation that came with your access point to find out if your access point supports either of these features. For additional setup instructions using EzSetup or Windows Connect Now, see the printed documentation that came with your access point.

Caution To prevent other users from accessing your wireless network, HP strongly recommends to use a password or passphrase and to use a unique SSID to your access point. Your access point might have been shipped with a default SSID, which can be accessed by other users using the same default SSID. For more information on how to change the SSID, see the documentation that came with your access point.

To connect the HP All-in-One with the Wireless Setup Wizard

1. Write down the following information about your access point:
   – Network Name (also called SSID)
   – WEP Key, WPA Passphrase (if needed)

   For easy reference, you can write this information in this book. If you do not know where to find this information, see the documentation that came with your wireless access point. You might be able to find the SSID, and the WEP key or WPA passphrase, on the Embedded Web Server (EWS) for the access point. For information on how to open the access point EWS, see the access point documentation.

   Note For Mac users: If the network is set up with an Apple AirPort base station and you are using a password instead of WEP HEX or WEP ASCII to access this network, you need to get the equivalent WEP key. See the documentation that came with the Apple AirPort base station for more information.

2. On the control panel of your HP All-in-One, press the **Setup** button.
3. Press ▼ until **Network** is highlighted, then press **OK**.
   The **Network Menu** appears.

4. Press **4**.

   This runs the **Wireless Setup Wizard**. The setup wizard searches for available networks, and then displays a list of detected network names (SSIDs). The infrastructure networks appear first in the list. The networks with the strongest signal appear first, the weakest appear last.

5. Press ▼ to highlight the name of the network you wrote down in step 1, and then press **OK**.

   If you do not see your network name in the list, do the following:

   a. Select **Enter a New Network Name (SSID)**. If necessary, use the ▼ to highlight it, and then press **OK**.

      The visual keyboard appears.

   b. Enter the SSID. Use the arrow buttons on the HP All-in-One control panel to highlight a letter or number on the visual keyboard, and then press **OK** to select it.

      For more information on using the visual keyboard, see Enter text using the visual keyboard.

      > **Note** You must enter the **exact** uppercase (capital) and lowercase (small) letters. Otherwise, the wireless connection will fail.

   c. When you are finished entering the new SSID, use the arrow buttons to highlight **Done** on the visual keyboard, and then press **OK**.

   d. Press **1** to select the infrastructure mode.

   e. Press **2** to select WEP encryption.

      OR

      Press **3** to select WPA encryption.

6. If prompted, enter your WPA or WEP key as follows:

   a. Use the arrow buttons to highlight a letter or number on the visual keyboard, and then press **OK** to select it.

      > **Note** You must enter the **exact** uppercase (capital) and lowercase (small) letters. Otherwise, the wireless connection will fail.

      If a message says you entered an invalid WPA or WEP key, check the key you wrote down for your new network, and then re-enter the key.

   b. When you are finished entering the WPA or WEP key, use the arrow buttons to highlight **Done** on the visual keyboard.

   c. Press **OK** to confirm.

      The HP All-in-One will attempt to connect to the network. If the connection fails, follow the prompts to correct the key, and then try again. See also, Network troubleshooting.

7. When the HP All-in-One connects successfully to the network, go to your computer to install the software on each computer that will use the network. See Install the software for a network connection.

To connect the HP All-in-One with Secure EzSetup

1. Activate Secure EzSetup on your access point.

2. On the control panel of your HP All-in-One, press the **Setup** button.

3. Press ▼ until **Network** is highlighted, then press **OK**.

The **Network Menu** appears.

4. Press **4**.

   This runs the **Wireless Setup Wizard**.

5. When the HP All-in-One connects successfully to the network, go to your computer to install the software. See Install the software for a network connection.

To connect the HP All-in-One with Windows Connect Now Technology

1. Insert your storage device containing the network settings into the front USB port or appropriate memory card slot on the HP All-in-One.

   The **Settings Found** menu appears.

2. Press **1**.

   This selects **Yes, set up printer on network using wireless settings on memory device** and displays the settings, including the key or passphrase if any, on the **Confirm Settings** screen.

3. Press **OK** to confirm.

   The HP All-in-One will attempt to connect to the network. If the connection fails, follow the prompts to correct the problem, and then try again. See also, Network troubleshooting.

4. When the HP All-in-One connects successfully to the network, go to your computer to install the software. See Install the software for a network connection.

Wireless ad hoc network setup

Use this section if you want to connect your HP All-in-One to a computer on a wireless network without using an access point. This is sometimes called a **peer-to-peer** or **ad hoc** network. On a Mac, this is called a **computer-to-computer** network. You might want to use an ad hoc connection if you do not want to invest in an access point, or you want to set up a simpler, more casual network.
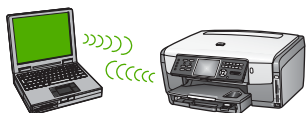
> **Note** An ad hoc connection is available if you do not have an access point. However, it provides little flexibility, a low level of network security, and slower network performance than with an access point. In addition, you will likely not have shared broadband access (such as cable or DSL), and therefore not be able to use the HP Instant Share feature on your HP All-in-One.

For information on connecting your HP All-in-One using an access point, see Wireless infrastructure network setup.

In order to connect your HP All-in-One to your computer, you need to create a network profile on your computer. A network profile is comprised of the network settings, which includes the network name (SSID), the communication mode (ad hoc or infrastructure), and whether encryption is enabled or not. For instructions on how to create a network profile for an ad hoc connection, see the instructions below for your operating system.

To set up your HP All-in-One to a wireless ad hoc network, you need to do the following:

- First, collect all of the required materials. This type of setup requires a Windows computer with a wireless network adapter or a Mac with an Airport card.
- Next, prepare your computer and create a network profile, as explained in the following sections, designated by operating system.
- Next, run the Wireless Setup Wizard, as explained in Connect to a wireless ad hoc network.
- Finally, install the software, as explained in Install the software for a network connection.

Prepare a Windows XP computer

First prepare your computer for connecting to the network, and then create a network profile.

To prepare your computer

1. Quit all applications running on your computer, and temporarily disable all firewalls including the internal XP firewall and any other firewall or virus detection software.
2. To protect your computer from virus infection, disable your Internet connection. If you have cable or DSL, disconnect the Ethernet cable from the back of your computer. If you have dial-up, disconnect the phone cord.
3. Disable all LAN connections (including Ethernet) other than your wireless connection. Also, disable all IEEE 1394 (such as Firewire, i.LINK or Lynx) to Ethernet connections.

To disable LAN connections with Windows XP

a. Click the **Windows Start** button, click **Control Panel**, and then double-click **Network Connections**.
b. Right-click each **Local Area Connection**, and then click **Disable**. If you see **Enable** on the pop-up menu, the **Local Area Connection** is already disabled.

To turn off the Windows firewall with Windows XP Service Pack 2

a. On the Windows **Control Panel**, click **Security Center**.
b. Click **Windows Firewall**, and select **Off**.

To turn off the Windows firewall with Windows XP Service Pack 1

a. On the Windows **Control Panel**, open **Network Connections**.
b. Click **Change settings of this connection**.
c. Click the **Advanced** tab.
d. Deselect the firewall protection check box.

To create a network profile

Note Your HP All-in-One comes configured with a network profile with **hpsetup** as the SSID. However, for security and privacy HP recommends you

Network setup

create a new network profile on your computer as described here, and then run the Wireless Setup Wizard to detect the new network (as described in the next section).

1. Make sure you have prepared your computer as described above.
2. In the **Control Panel**, double-click **Network Connections**.
3. On the **Network Connections** window, right-click the **Wireless Network Connection**. If you see **Enable** on the pop-up menu, select it. Otherwise, if you see **Disable** on the menu, the wireless connection is already enabled.
4. Right-click the **Wireless Network Connection** icon, and then click **Properties**.
5. Click the **Wireless Networks** tab.
6. Select the **Use Windows to configure my wireless network settings** check box.
7. Click **Add**, and then do the following:
   a. In **Network name (SSID)** box, type in the name **Mynetwork** (or something more meaningful, such as your initials).

   Note Notice that the **M** in **Mynetwork** is uppercase (capital), and the rest of the letters are lowercase (small). This is important to remember in case you need to enter the SSID at a later time on the Wireless Setup Wizard.

   b. If there is a **Network Authentication** list, select **Open**. Otherwise, go to the next step.
   c. In the **Data encryption** list, select **WEP**.

   Note It is possible to create a network that does not use a WEP key. However, HP recommends using a WEP key in order to secure your network.

   d. Make sure that the check box is **not** selected next to **The key is provided for me automatically**. If it is selected, click the check box to clear it.
   e. In the **Network key** box, type a WEP key that has **exactly** 5 or **exactly** 13 alphanumeric (ASCII) characters. For example, if you enter 5 characters, you might enter **ABCDE** or **12345**. Or, if you enter 13 characters, you might enter **ABCDEF1234567**.
   Alternatively, you can use HEX (hexadecimal) characters for the WEP key. A HEX WEP key must be 10 characters for 40 bit encryption, or 26 characters for 128 bit encryption. For definitions of ASCII and HEX, see the Network Glossary in the onscreen **HP Image Zone Help** that came with your HP All-in-One. For information on using the onscreen **HP Image Zone Help**, see Use the onscreen Help.
   f. In the **Confirm network key** box, type the same WEP key you typed in the previous step.
   g. Write down the WEP key exactly as you typed it, including uppercase and lowercase letters.

   Note You must remember the exact uppercase (capital) and lowercase (small) letters. If you enter your WEP key incorrectly on the HP All-in-One, the wireless connection will fail.

   h. Select the check box for **This is a computer-to-computer (ad hoc) network; wireless access points are not used**.

i. Click **OK**, to close the **Wireless network properties** window. and then click **OK** again.

j. Click **OK** again to close the **Wireless Network Properties Connection** window.

8. Go to your HP All-in-One and use the **Wireless Setup Wizard** to connect your HP All-in-One to the wireless network. See Connect to a wireless ad hoc network.

Prepare a Mac OS X

To prepare your computer

➔ Quit all applications running on your computer and temporarily disable all firewalls.

To create a new network profile

Note Your HP All-in-One comes configured with a network profile with **hpsetup** as the SSID. However, for security and privacy HP recommends you create a new network profile on your Mac as described here, and then run the Wireless Setup Wizard to detect the new network (as described in the next section).

1. Make sure that your AirPort is turned on.
   When AirPort is turned on, the following icon appears in the menu bar.

   To check this, click on the **AirPort** icon.
   If **Turn Airport On** is available, select it to turn on AirPort.
   If the AirPort icon is not present, do the following:

   a. On the **Network Preferences** screen, select **Airport Panel**.
   b. Enable **Allow the computer to create networks**.
   c. Enable **Show Airport status in menu bar**.

2. Click the **AirPort** icon.
3. Select **Create Network…**.
4. On the **Computer to Computer** dialog, click in the **Name** box and enter a new network name.
   For example you can type the name **Mynetwork** (or something more meaningful, such as your initials).

   Note Notice that the **M** in **Mynetwork** is uppercase (capital), and the rest of the letters are lowercase (small). This is important to remember in case you need to enter the SSID at a later time on the Wireless Setup Wizard.

5. In the **Channel** box, use the default **Automatic** setting.
6. Click **Show Options**.
7. To enable encryption for security, select the **Encryption** check box.
8. In the **Password** box, type a password that has **exactly** 5 or **exactly** 13 alphanumeric (ASCII) characters. For example, if you enter 5 characters, you

might enter **ABCDE** or **12345**. Or, if you enter 13 characters, you might enter **ABCDEF1234567**.

Alternatively, you can use HEX (hexadecimal) characters for the password. A HEX password must be 10 characters for 40 bit encryption, or 26 characters for 128 bit encryption. For definitions of ASCII and HEX, see the Network Glossary in the onscreen **HP Image Zone Help** that came with your HP All-in-One. For information on using the onscreen **HP Image Zone Help**, see Use the onscreen Help.

9. In the **Confirm** box, type the same password.
10. Write down your password, which on your HP All-in-One is called a **WEP key**. You will need your WEP key when run the Wireless Setup Wizard.
11. Click **OK**.
12. Go to your HP All-in-One and use the **Wireless Setup Wizard** to connect your HP All-in-One to the wireless network. See Connect to a wireless ad hoc network.

Create a network profile for other operating systems

If you have an operating system other than Windows XP or Mac OS X, HP recommends that you use the configuration program that came with your wireless LAN card. To find the configuration program for your wireless LAN card, access your computer's list of programs.

Using the LAN card configuration program, create a network profile that has the following values:

- **Network name (SSID)**: Mynetwork
- **Communication mode**: Ad Hoc
- **Encryption**: enabled

> **Note** You should create a network name that is not the same as the example shown here, such as your initials. Just remember that the network name is case-sensitive. Therefore, you must remember which letters are uppercase and lowercase.

Connect to a wireless ad hoc network

For both Windows and Mac computers, you can use the Wireless Setup Wizard to connect your HP All-in-One to a wireless ad hoc network.

1. On the control panel of your HP All-in-One, press the **Setup** button.
2. Press ▼ until **Network** is highlighted, then press **OK**.
   The **Network Menu** appears.
3. Press **4**.
   This runs the **Wireless Setup Wizard**. The setup wizard searches for available networks, and then displays a list of detected network names (SSIDs). If more than one network appears, the infrastructure networks appear at the top of the list, the ad hoc networks at the bottom.
4. On the color graphics display, look for the network name you created on your computer (for example, Mynetwork).
5. Use the arrow buttons to highlight the network name, and then press **OK**.
   If you found your network name and selected it, go on to step 6. However, if you do **not** see your network name in the list, do the following:

a.   Select **Enter a New Network Name (SSID)**.
     The visual keyboard appears.
b.   Enter the SSID. Use the arrow buttons on the HP All-in-One control panel to highlight a letter or number on the visual keyboard, and then press **OK** to select it.

> **Note**   You must enter the **exact** uppercase (capital) and lowercase (small) letters. Otherwise, the wireless connection will fail.

For more information on using the visual keyboard, see Enter text using the visual keyboard.
c.   When you are finished entering the new SSID, use the arrow buttons to highlight **Done** on the visual keyboard, and then press **OK**.
d.   Press **2** to select ad hoc mode.
e.   Press **2** to select **Yes, my network uses WEP encryption** and display the visual keyboard.

If you do **not** want to use WEP encryption, press **1** to select **No, my network does not use encryption**, and then go to step 7.

6.   If you have a WEP key, do the following steps. Otherwise go to step 7.
a.   Use the arrow buttons to highlight a letter or number on the visual keyboard, and then press **OK** to select it.

> **Note**   You must enter the **exact** uppercase (capital) and lowercase (small) letters. Otherwise, the wireless connection will fail.

If a message says you entered an invalid WEP key, check the key you wrote down for your new network, and then re-enter the WEP key.
b.   When you are finished entering the WEP key, use the arrow buttons to highlight **Done** on the visual keyboard.

7.   Press **OK** again to confirm.
     The HP All-in-One will attempt to connect to the SSID. If the connection fails, follow the prompts to correct the WEP key, and then try again.
8.   When the HP All-in-One connects successfully to the network, go to your computer to install the software. See Install the software for a network connection.

> **Note**   If you encounter a problem, please see Network troubleshooting.

Wired network setup

Use this section to connect your HP All-in-One to a router, switch, or access point using an Ethernet cable. This is known as a wired or Ethernet network. A wired network is fast, reliable, and secure.
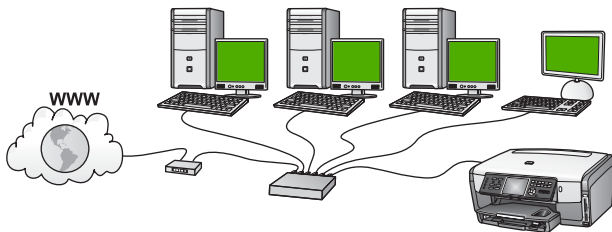
To set up your HP All-in-One on a wired network, you need to do the following:

- First, collect all of the required materials, as explained in the next section, What you need for a wired network.
- Next, connect your HP All-in-One to the router, switch, or wireless access point. See Connect your HP All-in-One to the network.
- Finally, install the software, as explained in Install the software for a network connection.

What you need for a wired network

❑ A functional Ethernet network that includes an Ethernet router, switch, or a wireless access point with Ethernet ports.

❑ CAT-5 Ethernet cable.
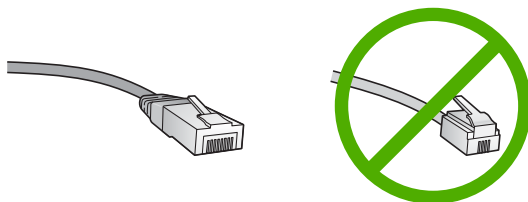
Although standard Ethernet cables look similar to standard telephone cables, they are not interchangeable. There is a different number of wires in each one, and each has a different connector. An Ethernet cable connector (also called an RJ-45 connector) is wider and thicker and always has 8 contacts on the end. A phone connector has between 2 and 6 contacts.

❑ A desktop computer or laptop with either a wired or wireless connection to the router or access point.

> **Note** The HP All-in-One supports both 10 Mbps and 100 Mbps Ethernet networks. If you are purchasing, or have purchased, a network interface card (NIC), make sure it can operate at either speed.

❑ HP recommends Broadband Internet access such as cable or DSL. Broadband Internet access is required if you want to access HP Instant Share directly from the device. For more information on HP Instant Share, see Share your images with family and friends.

Connect your HP All-in-One to the network

An Ethernet port is provided on the back of your HP All-in-One.

1. Remove the yellow plug from the back of the HP All-in-One.
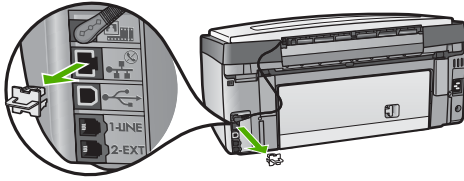
2. Connect the Ethernet cable to the Ethernet port on the back of your HP All-in-One.
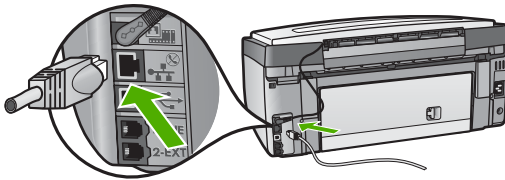
3. Connect the other end of the Ethernet cable to an available port on your Ethernet router, switch, or wireless access point.
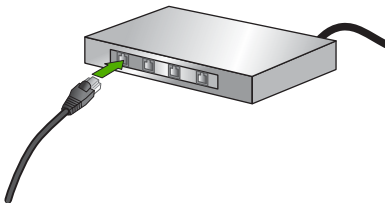
4. Once you have connected the HP All-in-One to the network, go to your computer to install the software. See Install the software for a network connection.

Install the software for a network connection

Use this section to install your HP All-in-One software on a Windows or Mac computer connected to a network. Before you install the software, make sure you have connected your HP All-in-One as described in Wireless infrastructure network setup, Wireless ad hoc network setup, or Wired network setup.

Note 1 If your computer is configured to connect to a series of network drives, make sure that your computer is currently connected to these drives before installing the software. Otherwise, HP All-in-One installation software might take one of the reserved drive letters, and you will not be able to access that network drive on your computer.

Network setup

> **Note 2** Installation time can range from 20 to 45 minutes depending on your operating system, the amount of available space, and the processor speed of your computer.

See the instructions below for your Windows or Mac computer.

To install the Windows HP All-in-One software

> **Note** The following instructions are for Windows computers only.

1. Quit all applications running on your computer, and any firewall or virus detection software.
2. Insert the Windows CD that came with your HP All-in-One into the CD-ROM drive on your computer and follow the onscreen instructions.
3. If the following dialog boxes appear, respond as follows:
    –   **Issues Stopping Installation**: a firewall is running that might interfere with the HP Software Installation. For best results temporarily disable the firewall during installation. See your firewall documentation for instructions. After the installation is complete you can re-enable the firewall.
    –   **Notice about Firewalls**: the Microsoft Internet Connection Firewall is enabled. Click **Next** to allow the Setup program to open the necessary ports and continue with the installation. If a **Windows Security Alert** appears for a program published by Hewlett-Packard, please unblock this program.
4. On the **Connection Type** screen, select **Through the network**, and then click **Next**.
    The **Searching** screen appears as the Setup program searches for your HP All-in-One on the network.
5. On the **Printer Found** screen, verify that the printer description is correct.
    If more than one printer is found on the network, the **Printers Found** screen appears. Select the device you want to connect.
    To see the device settings on your HP All-in-One:
    a. Go to the control panel on your device.
    b. Select **View Network Settings** on the **Network Menu**, and then select either **Display Wired Summary** or **Display Wireless Summary** depending on the network type.
6. If the device description is correct, select **Yes, install this printer**.
7. At the prompt, restart your computer to finish the installation process.
    When you have finished installing the software, your HP All-in-One is ready for service.
8. If you disabled a firewall or virus detection software on your computer, make sure to enable it again.
9. To test your network connection, go to your computer and print a self-test report to your HP All-in-One. For more information, see Print a self-test report.

To install the Mac HP All-in-One software

> **Note** The following instructions are for Mac computers only.

1. Quit all applications running on your computer.
2. Insert the Mac CD that came with your HP All-in-One into the CD-ROM drive on your computer.
3. Double-click the HP All-in-One **installer** icon.
4. On the **Authentication** screen, enter the Administrator password used to access your computer or network.
   The installer software looks for HP All-in-One devices, and then lists them.
5. On the **Select Device** screen, select your HP All-in-One.
6. Follow the onscreen instructions to complete all the installation steps, including the **Setup Assistant**.
   When you have finished installing the software, your HP All-in-One is ready for service.
7. To test your network connection, go to your computer and print a self-test report to your HP All-in-One. For more information, see Print a self-test report.

Connect to additional computers on a network

You can connect your HP All-in-One to more than one computer on a small network of computers. If your HP All-in-One is already connected to a computer on a network, for each additional computer you must install the HP All-in-One software, as described in Install the software for a network connection. During installation of a wireless connection, the software will discover the SSID (network name) of the existing network. Once you have set up your HP All-in-One on the network you will not need to configure it again when you add additional computers.

> **Note** You can have both a wired or wireless connection and a USB connection to your HP All-in-One. However, you cannot have both a wired and a wireless connection to the same HP All-in-One.

Change the HP All-in-One from a USB connection to a network connection

If you first install your HP All-in-One with a USB connection, you can later change to either a wireless or Ethernet network connection. If you already understand how to connect to a network, you can use the general directions below. For more detailed instructions on connecting a HP All-in-One to a network, see Wireless infrastructure network setup, Wireless ad hoc network setup, or Wired network setup.

> **Note** For optimal performance and security in your wireless network, use an access point (such as a wireless router) to connect your HP All-in-One.

To change a USB connection to a wireless connection
1. Unplug the USB connection from the back of your HP All-in-One.
2. Press **Setup** on the control panel of your HP All-in-One.

The **Setup Menu** appears.

3. Press ▼ until **Network** is highlighted, then press **OK**.
   The **Network Menu** appears.
4. Press **4**.
   This runs the **Wireless Setup Wizard**. For more information, see Connect to a wireless infrastructure network.
5. Run the installation CD, then choose the network installation. For more information, see Install the software for a network connection.
6. (Windows only) When the installation is complete, open **Printers and Faxes** in the **Control Panel** and delete the printers for the USB installation.

To change a USB connection to a wired (Ethernet) connection
1. Unplug the USB connection from the back of your HP All-in-One.
2. Connect an Ethernet cable from the Ethernet port on the back of the HP All-in-One to an available Ethernet port on the router, switch, or access point.
3. Run the installation CD, then choose the network installation. For more information, see Install the software for a network connection.
4. (Windows only) When the installation is complete, open **Printers and Faxes** in the **Control Panel** and delete the printers for the USB installation.

Manage your network settings

You can manage network settings for the HP All-in-One through the HP All-in-One 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 HP All-in-One. For more information, see Use the Embedded Web Server.

Change basic network settings from the control panel

The HP All-in-One control panel enables 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.

Use the Wireless Setup Wizard

The Wireless Setup Wizard provides an easy way to set up and manage a wireless connection to your HP All-in-One. For more information on setting up a wireless connection, see Wireless infrastructure network setup or Wireless ad hoc network setup.

1. Press **Setup**.
2. Press ▼ until **Network** is highlighted, then press **OK**.
   The **Network Menu** appears.
3. Press **4**.
   This selects **Wireless Setup Wizard**.

View and print network settings

You can display a summary of the network settings on the HP All-in-One control panel, or you can print a more detailed 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 Network configuration page definitions.

1. Press **Setup**.
2. Press ▼ until **Network** is highlighted, then press **OK**.
   The **Network Menu** appears.
3. Do one of the following:
   – To display wired network settings, press **1**, then press **2**.
     This selects **Display Summary** and then displays a summary of the wired (Ethernet) network settings.
   – To display wireless network settings, press **1**, then press **3**.
     This selects **Display Wireless Summary** and then displays a summary of the wireless network settings.
   – To print the network configuration page, press **1**, then press **1** again.
     This selects **View Network Settings** and then prints the network configuration page.

Restore network defaults

You can reset the network settings to what they were when you purchased your HP All-in-One.

⚠️ **Caution** This will erase all wireless setup information that you have entered. In order to restore this information, you will need to run the Wireless Setup Wizard again.

1. Press **Setup**.
2. Press ▼ until **Network** is highlighted, then press **OK**.
   The **Network Menu** appears.
3. Press **2**, and then press **1** or **OK** to confirm.
   This selects **Restore Network Defaults**.

Turn the wireless radio on and off

The wireless radio is on by default, as indicated by the blue light on the front of the HP All-in-One. In order to stay connected to a wireless network, the radio must stay on. However, if your HP All-in-One 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 **Setup**.
2. Press ▼ until **Network** is highlighted, then press **OK**.
   The **Network Menu** appears.
3. Press **5**, then press **1** to turn the radio on, or press **2** to turn the radio off.
   This displays the **Wireless Radio** menu and then turns the radio on or off.

Network setup

Change advanced network settings from the control panel 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 **Memory Card Security**.

Set link speed

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

1. Press **Setup**.
2. Press ▼ until **Network** is highlighted, then press **OK**.
   The **Network Menu** appears.
3. Press **3**, then press **1**.
   This selects **Advanced Setup** and then displays the **Link Speed** screen.
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**

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 the IP address, subnet mask, or the default gateway. To see the IP address and subnet mask of your HP All-in-One, print a network configuration page from your HP All-in-One. For more information on printing a configuration page, see View and print network settings. For a description of the items on the configuration page, including the IP address and subnet mask, see Network configuration page definitions.

⚠️ **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 HP All-in-One.

1. Press **Setup**.
2. Press ▼ until **Network** is highlighted, then press **OK**.
   The **Network Menu** appears.
3. Press **3**, press **2**, and then press **2** again.
   This selects **Advanced Setup**, then **IP Settings**, and then displays the **Manual IP Settings** screen.
4. Press the number next to the IP setting:
   – **1. IP Address**
   – **2. Subnet Mask**
   – **3. Default Gateway**
5. Enter your changes, then press **OK** when done.

Network setup

Change memory card or storage device security

The **Memory Card Security** option on the **Advanced Setup** menu enables you to set the HP All-in-One so that it does not share memory card (and other storage device) data with computers on a **wireless** network. However, we do not recommend this security method for your memory card because it prevents you from accessing your memory card from your computer. Also, this feature does not work on an Ethernet network or a USB connection. All computers on an Ethernet network can access the memory card on a HP All-in-One connected to the network.

If you want security for your memory card, HP recommends using WEP or WPA-PSK security on your network. To change the security settings for your network, you can use the Embedded Web Server that came with your HP All-in-One. For information, see Use the Embedded Web Server. In addition, see the documentation that came with your access point.

Use the Embedded Web Server

If your computer is connected to an HP All-in-One on a network, you can access the Embedded Web Server that resides in the HP All-in-One. The Embedded Web Server is a web-based user interface that provides some options not available on the HP All-in-One control panel, including advanced network security options. Also, the Embedded Web Server enables you to monitor status and order printer supplies.

For information on how to use the features available in the Embedded Web Server, see the onscreen help within the Embedded Web Server. To access Embedded Web Server help, open the Embedded Web Server, then click the **Help** link under **Other Links** on the Embedded Web Server **Home** tab.

Note Only use the Embedded Web Server to change network settings if you cannot access the HP All-in-One control panel, or you need to change an advanced option not available on the control panel.

Access the Embedded Web Server

You can only access the Embedded Web Server on a computer connected to an HP All-in-One on a network.

1. Press **Setup**.
2. Press ▼ until **Network** is highlighted, then press **OK**.
   The **Network Menu** appears.
3. Press **1**, then press **1** again.
   This selects the **Network Settings** menu and then prints a configuration page for your HP All-in-One, including the IP address. You will use the IP address in the next step.
4. In the **Address** box in your Web browser on your computer, type the IP address of the HP All-in-One, as shown on the network configuration page. For example, http://192.168.1.101.
   The Embedded Web Server **Home** page appears, showing information for the HP All-in-One.

> **Note** If you are using a proxy server in your browser, you might need to disable it to access the Embedded Web Server.

5. If you need to change the language displayed in the Embedded Web Server, do the following:
   a. Click the **Settings** tab.
   b. Click **Select Language** in the **Settings** navigation menu.
   c. In the **Select Language** list, click the appropriate language.
   d. Click **Apply**.
6. Click the **Home** tab to access device and network information, or click the **Networking** tab to access more network information or to modify network information.
7. Make any configuration changes.
   For more information see Use the Embedded Web Server setup wizard.
8. Close the Embedded Web Server.

Use the Embedded Web Server setup wizard

The network setup wizard provided in the Embedded Web Server gives you an intuitive interface to your network connection parameters. For more information on how to open the Embedded Web Server, see Access the Embedded Web Server.

1. Click the **Networking** tab.
2. Click **Wired (802.3)** or **Wireless (802.11)** in the **Connections** navigation menu.
3. Click **Start Wizard**, and then follow all of the wizard instructions.

Network configuration page definitions

The configuration page shows the network settings for the HP All-in-One. There are settings for general information, 802.3 wired (Ethernet), 802.11 wireless, and Bluetooth®.

For information on how to print a network configuration page, see View and print network settings. For additional information on terms used here, see the Network Glossary in the onscreen **HP Image Zone Help** that came with your HP All-in-One. For information on using the onscreen **HP Image Zone Help**, see Use the onscreen Help.

Network setup

General network settings

The following table describes the general network settings shown on the network configuration page.

Parameter	Description
Network Status	Status of the HP All-in-One: ● **Ready**: The HP All-in-One is ready to receive or transmit data. ● **Offline**: The HP All-in-One is not currently connected to the network.
Active connection type	Network mode of the HP All-in-One: ● **Wired**: The HP All-in-One is connected by Ethernet cable to an IEEE 802.3 network. ● **Wireless**: The HP All-in-One is connected wirelessly to an IEEE 802.11b or g network. ● **None**: There is no network connection. **Note** Only one connection type can be active at a time.
URL	The IP address of the Embedded Web Server. **Note** You will need to know this URL when you try to access the Embedded Web Server.
Firmware Revision	The internal networking component and device firmware revision code. **Note** If you call HP Support, depending on the problem, you might be asked to provide the firmware revision code.
Hostname	The TCP/IP name assigned by the installation software to the device. By default, this is the letters HP followed by the last 6 digits of the Media Access Control (MAC) address.
Admin Password	Status of the administrator's password for the Embedded Web Server: ● **Set**: Password is specified. You must enter the password to make changes to the Embedded Web Server parameters. ● **Not Set**: No password is set. A password is not required for making changes to the Embedded Web Server parameters.
mDNS	Rendezvous is used with local and ad hoc networks that don't use central DNS servers. To perform name services, Rendezvous uses a DNS alternative called mDNS. With mDNS, your computer can find and use any HP All-in-One connected to your local area network. It can also work with any other Ethernet-enabled device that appears on the network.

Network setup

Wired (802.3) network settings

The following table describes the 802.3 wired settings shown on the network configuration page.

Parameter	Description
Hardware Address (MAC)	The Media Access Control (MAC) address that identifies the HP All-in-One. This is a unique 12-digit identification number assigned to networking hardware for identification, including routers, switches, and other such devices. No two pieces of hardware have the same MAC address. **Note** Some Internet service providers (ISPs) require that you register the MAC address of the Network Card or LAN Adapter that was connected to your cable or DSL modem during installation.
IP Address	This address uniquely identifies the device on the network. IP addresses are assigned dynamically through DHCP or AutoIP. You can also set up a static IP address, though this is not recommended. **Caution** Be careful when manually assigning an IP address. An invalid IP address during installation will prevent your network components from seeing the HP All-in-One.
Subnet Mask	A subnet is an IP address assigned by the installation software to make an additional network available as part of a larger network. Subnets are specified by a subnet mask. This mask determines which of the HP All-in-One IP address bits identify the network and subnet, and which bits identify the device itself. **Note** It is recommended that the HP All-in-One and the computers that use it all reside on the same subnet.
Default Gateway	A node on a network that serves as an entrance to another network. A node in this instance can be a computer or some other device. **Note** The address of the default gateway is assigned by the installation software.
Configuration Source	The protocol used to assign the IP address to the HP All-in-One: ● **AutoIP**: The installation software automatically determines the configuration parameters. ● **DHCP**: The configuration parameters are supplied by a dynamic host configuration protocol (DHCP) server on the network. On small networks, this could be a router. ● **Manual**: The configuration parameters are set manually, such as a static IP address. ● **Not Specified**: The mode used when the HP All-in-One is initializing.

(continued)

Parameter	Description
DNS server	The IP address of the domain name service (DNS) for the network. When you use the web or send an e-mail message, you use a domain name to do it. For example, the URL http://www.hp.com contains the domain name hp.com. The DNS on the Internet translates the domain name into an IP address. Devices use the IP addresses to refer to one another. ● **IP Address**: The IP address of the domain name server. ● **Not Specified**: The IP address is not specified, or the device is initializing. Note Check to see if a DNS IP address appears on the network configuration page. If no address is shown, obtain the DNS IP address from your Internet service provider (ISP).
Link Configuration	The speed at which data is transmitted over a network: ● **10TX-Full**: For wired network. ● **10TX-Half**: For wired network. ● **100TX-Full**: For wired network. ● **100TX-Half**: For wired network. ● **None**: Networking is disabled.
Total Packets transmitted	The number of packets transmitted by the HP All-in-One without error since it has been turned on. The counter clears after the HP All-in-One is turned off. When a message is transmitted over a packet-switching network, it is broken up into packets. Each packet contains the destination address as well as the data.
Total Packets received	The number of packets received by the HP All-in-One without error since it has been turned on. The counter clears after the HP All-in-One is turned off.

Wireless (802.11) network settings

The following table describes the 802.11 wireless settings shown on the network configuration page.

Parameter	Description
Hardware Address (MAC)	The Media Access Control (MAC) address that identifies the HP All-in-One. This is a unique 12-digit identification number assigned to networking hardware for identification, including wireless access points, routers, and other such devices. No two pieces of hardware have the same MAC address. Note Some Internet service providers (ISPs) require that you register the MAC address of the Network Card or LAN Adapter that was connected to your cable or DSL modem during installation.

Parameter	Description
IP Address	This address uniquely identifies the device on the network. IP addresses are assigned dynamically through DHCP or AutoIP. You can also set up a static IP address, though this is not recommended. **Note** Manually assigning an invalid IP address during installation will prevent your network components from seeing the HP All-in-One.
Subnet Mask	A subnet is an IP address assigned by the installation software to make an additional network available as part of a larger network. Subnets are specified by a subnet mask. This mask determines which of the HP All-in-One IP address bits identify the network and subnet, and which bits identify the device itself. **Note** It is recommended that the HP All-in-One and the computers that use it all reside on the same subnet.
Default Gateway	A node on a network that serves as an entrance to another network. A node in this instance can be a computer or some other device. **Note** The address of the default gateway is assigned by the installation software.
Configuration Source	The protocol used to assign the IP address to the HP All-in-One: ● **AutoIP**: The installation software automatically determines the configuration parameters. ● **DHCP**: The configuration parameters are supplied by a dynamic host configuration protocol (DHCP) server on the network. On small networks, this could be a router. ● **Manual**: The configuration parameters are set manually, such as a static IP address. ● **Not Specified**: The mode used when the HP All-in-One is initializing.
DNS server	The IP address of the domain name service (DNS) for the network. When you use the web or send an e-mail message, you use a domain name to do it. For example, the URL http://www.hp.com contains the domain name hp.com. The DNS on the Internet translates the domain name into an IP address. Devices use the IP addresses to refer to one another. ● **IP Address**: The IP address of the domain name server. ● **Not Specified**: The IP address is not specified, or the device is initializing. **Note** Check to see if a DNS IP address appears on the network configuration page. If no address is shown, obtain the DNS IP address from your Internet service provider (ISP).

Network setup

(continued)

Parameter	Description
Wireless Status	Status of the wireless network: ● **Connected**: The HP All-in-One is connected to a wireless LAN and everything is working. ● **Disconnected**: The HP All-in-One is not connected to the wireless LAN due to incorrect settings (such as the wrong WEP key), the HP All-in-One is out of range, or an Ethernet cable is plugged in and connected to an active network. ● **Disabled**: The radio is turned off. ● **Not applicable**: This parameter does not apply to this network type.
Communication Mode	An IEEE 802.11 networking framework in which devices or stations communicate with each other: ● **Infrastructure**: The HP All-in-One communicates with other network devices through a wireless access point, such as a wireless router or base station. ● **Ad hoc**: The HP All-in-One communicates directly with each device on the network. No wireless access point is used. This is also called a peer-to-peer network. On Macs, ad hoc mode is called computer-to-computer mode. ● **Not applicable**: This parameter does not apply to this network type.
Network Name (SSID)	Service Set Identifier. A unique identifier (up to 32 characters) that differentiates one wireless local area network (WLAN) from another. The SSID is also referred to as the network name. This is the name of the network to which the HP All-in-One is connected.
Signal Strength (1-5)	The transmitting or return signal graded on a scale of 1 to 5: ● **5**: Excellent ● **4**: Good ● **3**: Fair ● **2**: Poor ● **1**: Marginal ● **No signal**: No signal detected on the network. ● **Not applicable**: This parameter does not apply to this network type.

Network setup

HP Photosmart 3300 All-in-One series

Parameter	Description
Channel	The channel number currently being used for wireless communication. This depends on the network in use, and might differ from the requested channel number. Value is from 1 to 14; countries/regions might limit the range of approved channels. ● **(number)**: Value ranging from 1 to 14, depending on country/region. ● **None**: No channel is in use. ● **Not Applicable**: The WLAN is disabled or this parameter does not apply to this network type. **Note** In ad hoc mode, if you are not able to receive or transmit data between your computer and the HP All-in-One, make sure that you are using the same communication channel on your computer and the HP All-in-One. In infrastructure mode, the channel is dictated by the access point.
Authentication type	Type of authentication in use: ● **None**: No authentication in use. ● **Open System** (ad hoc and infrastructure): No authentication ● **Shared Key** (infrastructure only): WEP key is required. ● **WPA-PSK** (infrastructure only): WPA with Pre-Shared Key. ● **Not applicable**: This parameter does not apply to this network type. Authentication verifies the identity of a user or device before granting access to the network, making it more difficult for unauthorized users to access network resources. This security method is common on wireless networks. A network using **Open System** authentication does not screen network users based on their identities. Any wireless user can have access from the network. However, such a network might use WEP (Wired Equivalent Privacy) encryption to provide a first level of security against casual eavesdroppers. A network using **Shared Key** authentication provides increased security by requiring users or devices to identify themselves with a static key (a hexadecimal or alphanumeric string). Every user or device on the network shares the same key. WEP encryption is used along with shared key authentication, using the same key for both authentication and encryption. A network using server-based (**WPA-PSK**) authentication provides significantly stronger security, and is supported in most wireless access points and wireless routers. The access point or router verifies the identity of a user or device requesting access to the network before granting that access. Several different authentication protocols might be used on an authentication server.

Network setup

(continued)

Parameter	Description
Encryption	The type of encryption in use on the network: ● **None**: No encryption is in use. ● **64-bit WEP**: A 5-character or 10-hex-digit WEP key is in use. ● **128-bit WEP**: A 13-character or 26-hex-digit WEP key is in use. ● **WPA-AES**: Advanced Encryption Standard encryption is in use. This is an encryption algorithm for securing sensitive but unclassified material by US Government agencies. ● **WPA-TKIP**: Temporal Key Integrity Protocol, an advanced encryption protocol, is in use. ● **Automatic**: AES or TKIP is in use. ● **Not applicable**: This parameter does not apply to this network type. WEP aims to provide security by encrypting data over radio waves so that it is protected as it is transmitted from one end point to another. This security method is common on wireless networks.
Access Point HW Address	The hardware address of the access point on the network to which the HP All-in-One is connected: ● **(MAC address)**: The unique MAC (Media Access Control) hardware address of the access point. ● **Not applicable**: This parameter does not apply to this network type.
Total Packets transmitted	The number of packets transmitted by the HP All-in-One without error since it has been turned on. The counter clears after the HP All-in-One is turned off. When a message is transmitted over a packet-switching network, it is broken up into packets. Each packet contains the destination address as well as the data.
Total Packets received	The number of packets received by the HP All-in-One without error since it has been turned on. The counter clears after the HP All-in-One is turned off.

Bluetooth settings

The following table describes the Bluetooth settings shown on the network configuration page.

Parameter	Description
Device Address	The hardware address of the Bluetooth device.
Device Name	The device name assigned to the printer, which can identify it on a Bluetooth device.
Passkey	A value that the user must enter in order to print via Bluetooth.

Parameter	Description
Visibility	Shows whether or not the HP All-in-One is visible to Bluetooth devices that are within range. ● **Visible to all**: Any Bluetooth device within range can print to the HP All-in-One. ● **Not visible**: Only Bluetooth devices that have stored the device address of the HP All-in-One can print to it.
Security	The level of security set for an HP All-in-One connected by Bluetooth. ● **Low**: The HP All-in-One does not require a passkey. Any Bluetooth device within range can print to it. ● **High**: The HP All-in-One requires a passkey from the Bluetooth device before allowing the device to send a print job to it.

Network troubleshooting

This section addresses problems you might encounter while setting up a network.

For wireless setup issues using SecureEZ Setup or Windows Connect Now Technology, see SecureEZ Setup or Windows Connect Now setup errors.

Wireless Setup Wizard troubleshooting

This section addresses problems you might encounter setting up a network using the Wireless Setup Wizard from the control panel on the front of the HP All-in-One.

You don't see the SSID

Your access point is not broadcasting its network name (SSID).

Use the **Enter a New Network Name (SSID)** option in the Wireless Setup Wizard. For more information, see Connect to a wireless infrastructure network. Also, see the user guide that came with your access point and check the access point settings.

The access point (infrastructure) or computer (ad hoc) is out of range.

In order to establish a good signal between the HP All-in-One and access point (infrastructure) or computer (ad hoc), you might have to experiment a bit. Assuming the equipment is functioning properly, try doing the following things separately or in combination:

● If there is a long distance between your computer or access point and the HP All-in-One, move them closer together.
● If there are metal objects (such as a metal bookcase or refrigerator) in the transmission path, clear the path between the HP All-in-One and the computer or access point.
● If a cordless telephone, microwave, or other device that emits radio signals transmitting at 2.4 GHz is nearby, move it farther away to reduce radio interference.

Network setup

(continued)

You don't see the SSID

The SSID is out of sight at the bottom of the list.

Press ▼ to scroll to the bottom of the list. Infrastructure entries are listed first, ad hoc last.

The access point firmware needs updating.

Check for firmware updates for your access point on the manufacturer's website. Update the firmware on the access point.

Your wireless adapter on your computer is not broadcasting the SSID (ad hoc).

Verify that the wireless adapter is broadcasting the SSID. Print a network configuration page from your HP All-in-One (see View and print network settings), and verify that the SSID for the wireless adapter appears on the network configuration page. If the wireless adapter is not broadcasting the SSID, see the documentation that came with your computer.

The firmware for the wireless adapter on your computer needs updating (ad hoc).

Check for firmware updates for your wireless adapter on the manufacturer's website, and then update the firmware.

MAC filtering is enabled on your access point.

Keep MAC filtering enabled, but change the settings to allow the access point to communicate with your HP All-in-One.

An Ethernet cable is connected to the HP All-in-One.

When an Ethernet cable is plugged into the HP All-in-One, the wireless radio turns off. Unplug the Ethernet cable.

Error message: Cannot connect to network

The equipment is not turned on.

Turn on the networked devices, such as the access point for an infrastructure network, or the computer for an ad hoc network. For more information on how to turn on the access point, see the documentation that came with your access point.

The HP All-in-One is not receiving a signal.

Move the access point and the HP All-in-One closer together. Then run the HP All-in-One Wireless Setup Wizard again. For information on the Wireless Setup Wizard, see Wireless infrastructure network setup.

You have entered the SSID incorrectly.

Enter the SSID correctly. Remember that the SSID is case-sensitive. For more information on how to enter the SSID, see Connect to a wireless infrastructure network.

You entered the wrong mode (ad hoc or infrastructure) or security type. For more information on ad hoc and infrastructure networks, see Connect to a wireless infrastructure network and Wireless ad hoc network setup.

Error message: Cannot connect to network

Enter the correct mode or security type.

MAC filtering is enabled on your access point.

Keep MAC filtering enabled, but change the settings to allow the access point to communicate with your HP All-in-One.

Error message: Cannot connect to network. Unsupported authentication or encryption type.

Your network is configured with an authentication protocol not supported by the installation software.

Use one of the supported protocol types listed in the Embedded Web Server. Types **not** supported include: LEAP, PEAP, EAP-MD5, EAP-TLS, or EAP-TTLS. For more information, see Use the Embedded Web Server.

Error message: Invalid WEP Key

An invalid WEP key was entered.

If you do not know the WEP key, see the documentation that came with your access point. The WEP key is stored within the access point. Usually you can find the WEP key by logging on to the access point through your computer.

Error message: Invalid passphrase

You have entered the WPA passphrase incorrectly.

Enter the correct passphrase, making sure it has between 8 and 63 characters.

SecureEZ Setup or Windows Connect Now setup errors

This section addresses error messages you might encounter setting up a network using SecureEZ Setup or Windows Connect Now Technology (Windows XP Service Pack 2) with the Wireless Setup Wizard.

Error message: The access point timed out before a connection could be made

Your access point allows only a limited amount of time for you complete the setup.

Start the setup process again and make sure to complete the setup in the time allowed.

Error message: More than 1 SecureEZ Setup access point found

Someone else in the vicinity is also using SecureEZ Setup to set up a device.

Cancel the setup and start over.

Error message: Another device connected to the access point before your device tried connecting

Another device in the vicinity connected to your access point before your HP All-in-One was able to connect.

Cancel the setup and start over.

Error message: Low signal

The access point is too far away or there is interference.

In order to establish a good signal between the HP All-in-One and access point, you might have to experiment a bit. Assuming the equipment is functioning properly, try doing the following things separately or in combination:

- If there is a long distance between your computer or access point and the HP All-in-One, move them closer together.
- If there are metal objects (such as a metal bookcase or refrigerator) in the transmission path, clear the path between the HP All-in-One and the computer or access point.
- If a cordless telephone, microwave, or other device that emits radio signals transmitting at 2.4 GHz is nearby, move it farther away to reduce radio interference.

Error message: Problem with wireless settings on memory device

The HP All-in-One is not able to read the memory card or storage device.

Try a different storage device, or connect using the Wireless Setup Wizard.

Network software installation troubleshooting

This section addresses network setup problems you might encounter after establishing the network connection, inserting the CD and starting the software installation.

I received a System Requirements Error: No TCP/IP

Your Local Area Network (LAN) card (NIC) is not installed properly.

Make sure your LAN card is installed properly and set up for TCP/IP. See the instructions that came with your LAN card.

The Printer Not Found screen appears during installation

A firewall is preventing the HP All-in-One from accessing your computer.

Temporarily disable the firewall, and uninstall and then reinstall the HP All-in-One software. You can re-enable your firewall program after installation is complete. If you see firewall pop-up messages, you must accept or allow the pop-up messages.

For more information, see the documentation provided with the firewall software.

The Printer Not Found screen appears during installation

A Virtual Private Network (VPN) is preventing the HP All-in-One from accessing your computer.

Try temporarily disabling the VPN before proceeding with the installation.

Note   The HP All-in-One functionality will be limited during VPN sessions.

The software failed to find the HP All-in-One.

Use the installation software to specify the HP All-in-One by its IP address as follows:

➜ On the **Printer Not Found** screen, click **Next**, and then follow the onscreen directions to search for the IP address of the HP All-in-One.

If you need to determine the IP address of the HP All-in-One, see View and print network settings.

The HP All-in-One is assigned an AutoIP address instead of DHCP. This indicates that the HP All-in-One is not connected properly to the network.

Check the following:

- Make sure all cables are connected properly and securely.
- If the cables are connected properly, your access point, router, or home gateway might not be sending an address. If this is the case, you might need to reset the device.
- Make sure your HP All-in-One is on the correct network.

The HP All-in-One is on the wrong subnet or gateway.

Print a network configuration page, and verify that the router and HP All-in-One are on the same subnet and gateway. For more information, see View and print network settings.

The HP All-in-One is not turned on.

Turn on the HP All-in-One.

(Wireless) You do not have an active network connection.

Make sure that you have an active network connection.

To check your network connection
1. Check the radio on indicator light on the front of your HP All-in-One to see whether the radio is on.
2. If the wireless radio is on, check the color graphics display to see if the wireless network icon is active and has a strong signal. A blue icon indicates an active wireless network. Three or four signal bars indicates a strong signal. For more information, see Color graphics display icons.
   If the wireless network icon is not active, make sure all cable connections are secure. This includes connections from your cable or DSL modem, gateway, or router.
3. If the indicator light is off, do the following:
   a. Press **Setup**.
   b. Press ▼ until **Network** is highlighted, then press **OK**.

(continued)

The Printer Not Found screen appears during installation

> The **Network Menu** appears.
> c.   Press **5**, then press **1** to turn the radio on.

4.   If the radio is on, or goes on as a result of step 2, press the **On** button to turn off the HP All-in-One, and then press it again to turn it on. Also, turn off the power on your router and then turn it on again.

(Wireless) There is radio interference.

If there is a long distance between your computer and the HP All-in-One, move them closer together. If possible, provide a clear path between the computer and print server, and minimize sources of radio interference. Devices such as cordless phones and microwave ovens might also cause radio interference.

(Wireless) AutoIP/DHCP has not finished running.

It might take a few minutes for the wireless connection to reestablish. Wait five minutes and try again to make the network connection.

(Wireless) The wrong network is selected.

Print the network configuration page, and verify that the SSID matches the SSID of the access point. For more information, see View and print network settings. Also, make sure to change the SSID name of the access point to something other than the default name provided by the manufacturer.

Network setup

5 Load originals and load paper

This chapter provides instructions for loading originals on the glass to copy, scan, or fax; choosing the best paper type for your job; loading paper in the main and photo trays; and avoiding paper jams.

Load documents, photos, slides, and negatives

You can load many different types and sizes of paper in your HP All-in-One, including letter or A4 paper, photo paper, transparencies, and envelopes. The HP All-in-One is set by default to detect the size and type of paper you load in the main tray automatically and then adjust its settings to generate the highest quality output for that paper.

Load an original

You can copy, scan, or fax originals up to 30.5 cm (12 inches) long by loading them on the glass. You should also follow these instructions when loading a proof sheet on the glass for photo printing.

> **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 HP All-in-One.

To load an original on the glass

1. Lift the lid and place your original **print side down** on the right front corner of the glass. Make sure that the original is flush against the edges of the glass.
    If you are loading a proof sheet, make sure the top of the proof sheet is lined up against the right and bottom edges of the glass.
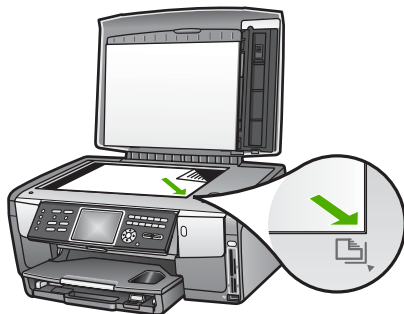
2. Close the lid.

Load an original in the Slide and Negative Film holder

You can scan 35 mm slides and negatives with your HP All-in-One using the Slide and Negative Film holder.

To load 35 mm negatives

1. Raise the lid and remove the Slide and Negative Film holder and the lid backing.
    Set the lid backing aside where it will not get damaged or dirty.
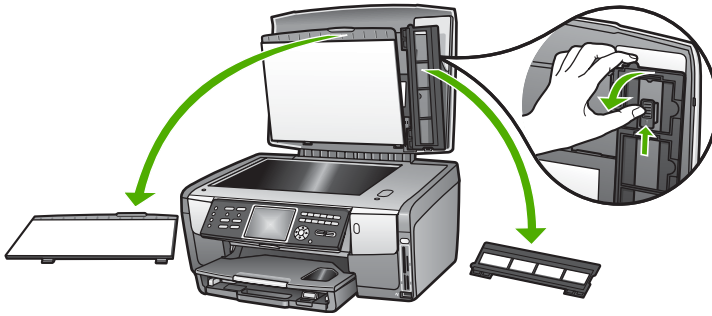
2. Unfold the holder so that the negative film portion is on top and the film opening is
    on the right side.
3. Slide the negative film into the center of the holder so that the front of the image
    faces away from you and appears backward.
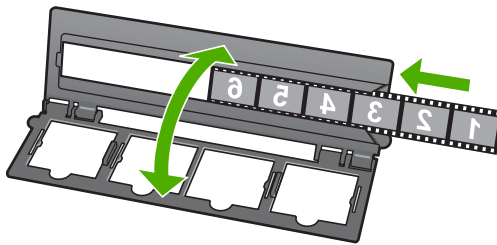
4. Place the holder on the glass and match the bottom edge with the bottom edge of
    the glass. Then, match the right tab on the top half of the holder with the right
    edge of the glass.
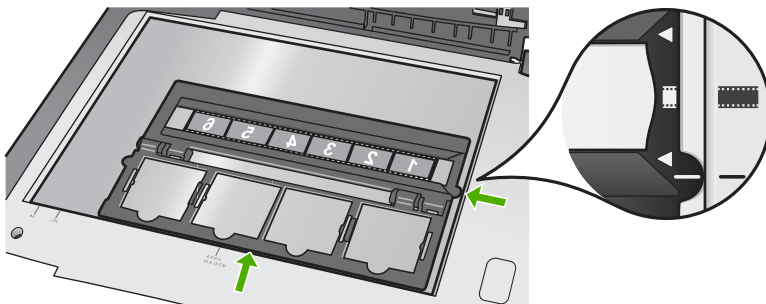
For information on scanning slides and negative film, see Scan slides or negative film.

To load 35 mm slides

> **Note** The HP All-in-One does not support scanning negative film that is mounted as a slide in plastic or cardboard.

1. Raise the lid and remove the Slide and Negative Film holder and the lid backing. Set the lid backing aside where it will not get damaged or dirty.
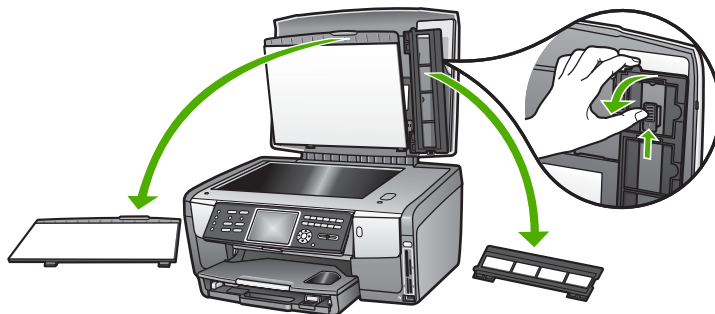
2. Unfold the holder so that the half with four slide openings is on top.
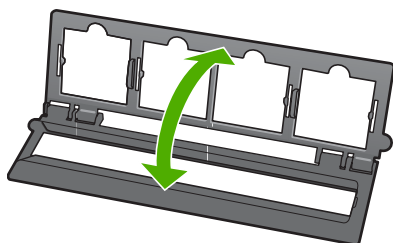
3. Place the holder on the glass and match the bottom edge with the bottom edge of the glass. Then, match the right tab on the top half of the holder with the right edge of the glass.
4. Place the slide on the holder so that the front of the image faces down and appears backward. Gently press down until it snaps into place.

> **Note** The slide must snap into place for the image to scan properly. If the slide does not touch the glass the final scanned image might be blurry.

> **Tip** If the slide does not snap into place easily, try rotating it 180 degrees. Some slides have a gap on one side that prevents them from fitting properly.
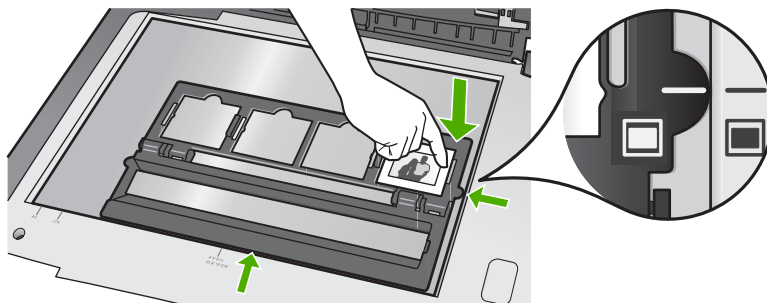
For more information on scanning slides and negative film, see Scan slides or negative film.

Replace the Slide and Negative Film holder and the lid backing

After you remove the slide or negative film, replace the holder and the lid backing in the lid.

To replace the Slide and Negative Film holder and the lid backing
1. Place the bottom tabs of the lid backing in the slots at the bottom of the lid.
2. Rotate the lid backing up until the catch snaps firmly into place.
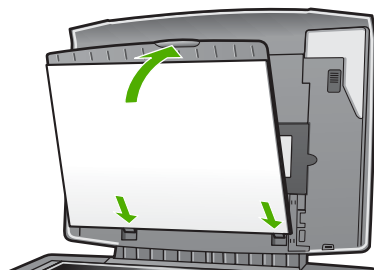
3. Place the bottom notch of the Slide and Negative Film holder under the tab at the right bottom corner of the lid.
4. Lift the spring-loaded catch so that it connects with the notch on the holder.
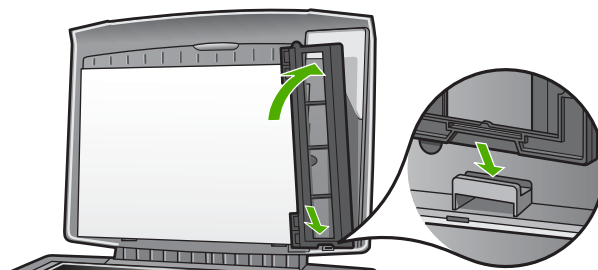
Load an oversized original

You can copy, scan, or fax oversized originals by completely removing the lid from your HP All-in-One. Your HP All-in-One functions normally with the lid removed.

> **Tip** When you copy oversized originals, place the lid over the original. This improves the quality of the copy and reduces ink use.

To remove the lid

1. If necessary, unplug the Slide and Negative light power cord and remove it from the cord clips on the back of the HP All-in-One.
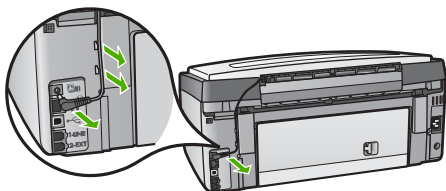
2. Lift the lid to the open position, grasp the sides of the lid, and then gently pull the lid upward until it stops.
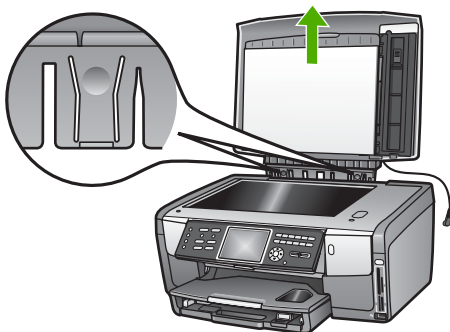
3. Press the hinge releases until the lid separates from the rest of the HP All-in-One.
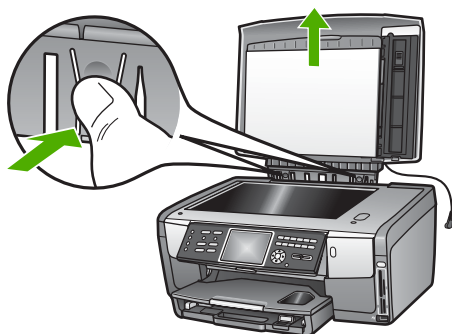
4. When you finish copying, faxing, or scanning, replace the lid by inserting the tabs on the hinge back into the appropriate slots, and then reconnect the Slide and Negative light power cord. Replace the cord in the cord clips on the back of the HP All-in-One.

Choose papers for printing and copying

You can use many types and sizes of paper in your HP All-in-One. Review the following recommendations to get the best printing and copying quality. Whenever you change paper types or sizes, remember to change those settings.

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. If you are printing photos, for example, use glossy or matte photo paper. If you are printing a brochure or presentation, use a type of paper specifically designed for that purpose.

For more information about HP papers, see the onscreen **HP Image Zone Help**, or go to:

www.hp.com/support/inkjet_media

At this time, this portion of the site is available in English only.

For support for the HP All-in-One, go to:

www.hp.com/support

To purchase HP papers, go to:

www.hp.com/learn/suresupply

Papers to avoid

Using paper that is too thin, paper that has a slick texture, or paper that stretches easily can cause paper jams. Using paper that has a heavy texture or does not accept ink can cause printed images to smear, bleed, or not fill in completely.

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

HP does not recommend printing to the following papers:
- Paper with cutouts or perforations (unless specifically designed for use with HP inkjet devices).
- Highly textured stock, such as linen. It might not print evenly, and the ink can bleed into these papers.
- Extremely smooth, shiny, or coated papers not specifically designed for your HP All-in-One. They can jam the HP All-in-One or repel the ink.
- Multi-part forms, such as duplicate and triplicate forms. They can wrinkle or get stuck, and the ink is also more likely to smear.
- Envelopes with clasps or windows. They can get stuck in the rollers and cause paper jams.

HP does not recommend copying to the following papers:
- Any size paper other than those listed in Technical information.
- Paper with cutouts or perforations (unless specifically designed for use with HP inkjet devices).
- Envelopes.
- Transparency film other than HP Premium Inkjet Transparency Film or HP Premium Plus Inkjet Transparency Film.
- Multiple-part forms or label stock.

Select an input tray

This section describes the procedure for choosing an input tray. The HP All-in-One has a main tray for full-size media and small media. It also has a photo tray for small media only.

You can select an input tray at any time during the process of printing and copying. The main tray is the default input tray, but you can specifically select the photo tray using the **Copy menu** and **Photo menu** options or the **Photo Tray** button on the control panel.

To select the photo tray after you adjust your settings in the Photo or Copy menu
1. Adjust your **Photo menu** or **Copy menu** settings as needed.
2. Press **Photo Tray** on the control panel to select the photo tray.
   The **Photo Tray** light turns on.
3. Press **Start Color** or **Start Black**.

To select input trays without adjusting any other settings
1. Press **Photo Tray** on the control panel.
   The **Select Function** menu appears.
2. Press **1** to select **Copy**, or press **2** to select **Photo**.
   Depending on which option you selected, the **Tray Select** menu option in the **Copy** menu or the **Photo** menu appears.
3. Press ▲ or ▼ to select the tray you want to use, and then press **OK**.

If you selected the photo tray, the **Photo Tray** light turns on. If you selected the main tray, the light does not turn on.

The **Photo Tray** light remains on for five minutes after the last button press or the last copy or print job. This allows you to complete several jobs using the photo tray without having to select the tray every time. If you want to use the main tray, press **Photo Tray** again to turn off the **Photo Tray** light.

Load paper

This section describes the procedure for loading different types and sizes of paper into your HP All-in-One for your copies, printouts, or faxes.

Tip To help prevent rips, wrinkles, and curled or bent edges, store all paper flat in a resealable bag. If the paper is not stored properly, extreme changes in temperature and humidity might result in curled paper that does not work well in the HP All-in-One.

Load full-size paper

You can load many types of letter, A4, or legal paper, including A4 and 8.5 x 11 inch photo paper, into the main tray of your HP All-in-One.

To load full-size paper

1. Pull out the main tray, and slide the paper-width and paper-length guides to their outermost positions.

2. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
   – Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
   – Make sure all the paper in the stack is the same size and type.
3. Insert the stack of paper into the main tray with the short edge forward and the **print side down**. Slide the stack of paper forward until it stops.

   Tip If you are using letterhead, insert the top of the page first with the print side down. For more help on loading full-size paper and letterhead, refer to the diagram engraved in the base of the main tray.

4. Slide the paper-width and paper-length guides inward until they stop at the edges of the paper.
    Do not overload the main tray; make sure the stack of paper fits within the main tray and is no higher than the top of the paper-width guide.

5. Push the main tray back into the HP All-in-One.
6. Pull the output tray extender toward you, as far as it will go. Flip the paper catch at the end of the output tray extender to open the extender the rest of the way.

Load 10 x 15 cm (4 x 6 inch) photo paper

You can load 10 x 15 cm (4 x 6 inch) photo paper, Hagaki cards, postcards, and other small media up to 10 x 15 cm (4 x 6 inch) size into the photo tray of your HP All-in-One. For best results, use 10 x 15 cm (4 x 6 inch) HP Premium photo paper or HP Premium Plus photo paper, and set the paper type and size for your print or copy job. For more information, see the onscreen **HP Image Zone Help**.

You can also load small media in the main tray. For more information, see Load postcards, Hagaki cards, or HP Panorama photo paper.

Tip To help prevent rips, wrinkles, and curled or bent edges, store all paper flat in a resealable bag. If the paper is not stored properly, extreme changes in temperature and humidity might result in curled paper that does not work well in the HP All-in-One.

To load 10 x 15 cm (4 x 6 inch) photo paper in the photo tray

1. Remove the output tray.

> **Tip** You can open the ink cartridge access door and rotate the control panel all the way down for better access to the photo tray.
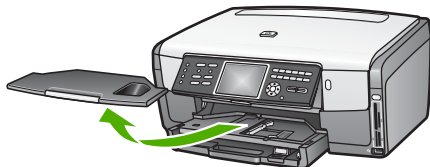
2. Insert the stack of photo paper into the photo tray with the short edge forward and the **print side down**. Slide the stack of photo paper forward until it stops.
   If the photo paper you are using has perforated tabs, load the photo paper so that the tabs are closest to you.
3. Slide the paper-length and paper-width guides inward against the stack of photo paper until they stop.
   Do not overload the photo tray; make sure the stack of photo paper fits within the photo tray and is no higher than the top of the paper-width guide.
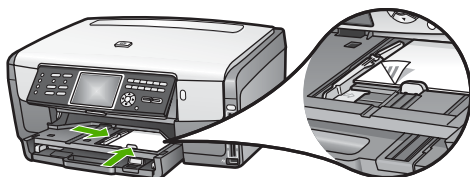
4. Replace the output tray.
5. Press **Photo Tray** on the control panel to select the photo tray.
   When you press **Photo Tray**, menu options appear on the color graphics display.
6. Press **1** to select **Copy**, or press **2** to select **Photo**.
   Depending on which option you selected, the **Copy Menu** or the **Photo Menu** appears.
7. Use the arrows to select the photo tray, then press **OK**.

Load postcards, Hagaki cards, or HP Panorama photo paper

You can load 10 x 15 cm (4 x 6 inch) photo paper, Hagaki cards, postcards, or panorama photo paper into the main tray of your HP All-in-One.

You can also load small media (such as 10 x 15 cm (4 x 6 inch) photo paper, postcards and Hagaki cards) in the photo tray. For more information, see Load 10 x 15 cm (4 x 6 inch) photo paper.

For the best results, set the paper type and size before printing or copying. For more information, see the onscreen **HP Image Zone Help**.

To load postcards, Hagaki cards, or panorama photo paper in the main tray

1. Pull out the main tray past the first stop but do not remove it from the device.
2. Remove all paper from the main tray and slide the paper-width and paper-length guides to their outermost positions.
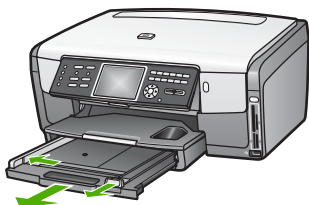
3. Insert the stack of cards into the far right side of the main tray with the short edge forward and the **print side down**. Slide the stack forward until it stops.
4. Slide the paper-length and paper-width guides inward against the stack of cards until they stop.
   Do not overload the main tray; make sure the stack of cards fits within the main tray and is no higher than the top of the paper-width guide.
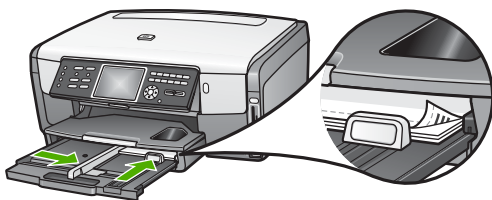
5. Push the main tray back into the HP All-in-One.

Load envelopes

You can load one or more envelopes into the main tray of your HP All-in-One. Do not use shiny or embossed envelopes or envelopes that have clasps or windows.

Note For specific details on how to format text for printing on envelopes, consult the help files in your word processing software. For best results, consider using a label for the return address on envelopes.

To load envelopes

1. Pull out the main tray past the first stop but do not remove it from the device.
2. Remove all paper from the main tray.
3. Insert one or more envelopes into the far right side of the main tray with the envelope flaps up and to the left. Slide the stack of envelopes forward until it stops.

Tip For more help on loading envelopes, refer to the diagram engraved in the base of the main tray.

4. Slide the paper-length and paper-width guides inward against the stack of envelopes until they stop.
Do not overload the main tray; make sure the stack of envelopes fits within the main tray and is no higher than the top of the paper-width guide.

5. Push the main tray back into the HP All-in-One.

Load other types of paper

The following table provides guidelines for loading certain types of paper. For best results, adjust the paper settings each time you change paper sizes or paper types. For information on changing paper settings for printing from a software application, or for information about the following papers, see the onscreen **HP Image Zone Help**.

Note Not all paper sizes and paper types are available with all the functions on the HP All-in-One. Some paper sizes and paper types can only be used if you are starting a print job from the **Print** dialog box in a software application, or if you are making a copy. They are not available for faxing or printing photos from a memory card, digital camera, or storage device. Papers that are only available for printing from a software application are indicated as such.

Paper	Tips
HP papers	**HP Advanced Photo Paper or HP Photo Paper** Locate the arrow on the nonprinting side of the paper, and then slide the paper into the main tray with the arrow side facing up. A sensor in the HP All-in-One automatically optimizes the print speed and quality. **HP Premium Inkjet Transparency Film** Insert the film so that the white transparency strip (with arrows and the HP logo) is on top and is going into the main tray first. For best results, set the paper type to **Transparency** before printing or copying. **Note** The HP All-in-One might not automatically detect transparency film if it is loaded incorrectly, or if you use transparency film other than HP transparency film.

Paper	Tips
	HP Iron-On Transfers Flatten the transfer sheet completely before using it; do not load curled sheets. Locate the blue stripe on the nonprinting side of the transfer paper and then manually feed one sheet at a time into the main tray with the blue stripe facing up. **Tip** To prevent curling, keep transfer sheets sealed in the original package until you are ready to use them. This paper is supported for printing from a software application only. **HP Matte Greeting Cards, HP Photo Greeting Cards, or HP Textured Greeting Cards** Insert a small stack of HP greeting card paper into the main tray with the **print side down**, and then slide the stack of cards forward until it stops. For best results, set the paper type to **Premium Photo** before printing or copying.
Labels	**HP Inkjet Labels** Always use letter or A4 label sheets designed for use with HP inkjet devices (such as HP inkjet labels), and make sure that the labels are no more than two years old. Labels on older sheets might peel off when the paper is pulled through the HP All-in-One, causing subsequent paper jams. 1. Fan the stack of labels to make sure none of the pages are sticking together. 2. Place a stack of label sheets on top of full-size plain paper in the main tray, label side down. Do not insert labels one sheet at a time. This paper is supported for printing from a software application only.

Avoid paper jams

To help avoid paper jams, follow these guidelines:

●   Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
●   Remove printed papers from the output tray frequently.
●   Ensure that paper loaded in the main tray lays flat and the edges are not bent or torn.
●   Do not combine different paper types and paper sizes in the main tray; the entire stack of paper in the main tray must be the same size and type.
●   Adjust the paper guides in the main tray to fit snugly against the paper edges. Make sure the paper guides do not bend the paper in the main tray.
●   Do not force paper too far forward in the main tray.
●   Use paper types that are recommended for your HP All-in-One. For more information, see Choose papers for printing and copying.

For information about clearing paper jams, see Paper troubleshooting.

6 Use the photo and video features

The HP All-in-One can access your memory cards or storage devices so you can print, store, manage, and share your photos or videos. You can insert the memory card into the HP All-in-One, or connect a storage device (such as a USB keychain drive) or digital camera to the front USB port, letting the HP All-in-One read the contents. You can also connect a digital camera with PictBridge mode to the front USB port to print photos directly from your camera.

This chapter contains information on using a memory card, storage device, or a digital camera with your HP All-in-One. Read this chapter for information on viewing, selecting, editing, saving, printing, and sharing photos and videos using your HP All-in-One.

Insert a memory card

If your digital camera uses a memory card to store photos, you can insert the memory card in your HP All-in-One to print or save your photos.

> △ **Caution** Never attempt to remove a memory card while it is being accessed. Doing so 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. Doing so can also damage files on the memory cards.

You can print a proof sheet, which might be several pages long and shows thumbnail views of photos stored on the memory card or storage device. You can also print photos from the memory card or storage device, even if your HP All-in-One is not connected to a computer. For more information, see Print photos using a proof sheet.

Your HP All-in-One can read the following memory cards: CompactFlash (I, II), Memory Sticks, MultiMediaCard (MMC), Secure Digital, and xD-Picture Card.

> 📝 **Note** You can scan a document, photo, slides, or negative film and send the scanned image to an inserted memory card or storage device. For more information, see Scan an image.

Your HP All-in-One features four slots for memory cards, shown in the following illustration, with the memory cards that correspond to each slot.

Photos and videos
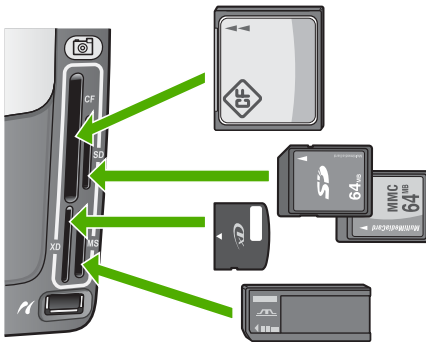
The slots are configured as follows:

- Top left slot: CompactFlash (I, II)
- Top right slot: Secure Digital, MultiMediaCard (MMC), Secure MultiMedia Card
- Bottom left slot: xD-Picture Card
- Bottom right slot: Memory Stick, Magic Gate Memory Stick, Memory Stick Duo (with user-supplied adapter), Memory Stick Pro

To insert a memory card

1. Turn the memory card so that the label faces left, and the contacts are facing your HP All-in-One.
2. Insert the memory card into the corresponding memory card slot.

Connect a digital camera

The HP All-in-One supports the PictBridge mode, which enables you to connect any camera in PictBridge mode to the front USB port and print photos contained on the memory card in the camera. See the documentation that came with your camera to find out if it supports PictBridge.

The front USB port is located underneath the memory card slots:

If your camera is not in PictBridge mode or does not support PictBridge, you can still access photos in the camera by using the camera in storage device mode. For more information, see Connect a storage device.

1. Connect your camera to the front USB port on your HP All-in-One using the USB cable supplied with your camera.
2. Turn on your camera and make sure it is in PictBridge mode.

> **Note** Check your camera documentation to verify how to change the USB mode to PictBridge. Different cameras use different terms to describe PictBridge mode. For instance, some cameras have a **digital**

camera setting and a **disk drive** setting. In this instance, the **digital camera** setting is the PictBridge mode setting.

After you successfully connect your camera in PictBridge mode to the HP All-in-One, you can print your photos. Make sure the size of the paper loaded in the HP All-in-One matches the setting on your camera. If the paper size setting on your camera is set to the default, the HP All-in-One uses the paper that is currently loaded in the default input tray selected for printing from a PictBridge camera. Refer to the user guide that came with your camera for detailed information on printing directly from the camera using PictBridge.

Note You can change your **PictBridge Tray Select** preferences to change the default input tray used when printing from a PictBridge camera. For more information, see the onscreen **HP Image Zone Help**.

Connect a storage device

You can connect a storage device such as a keychain drive, portable hard drive, or a digital camera in storage mode to the front USB port on your HP All-in-One. The front USB port is located underneath the memory card slots:

Note Digital cameras that are in storage mode can be attached to the front USB port. The HP All-in-One treats cameras in this mode as a normal storage device. Digital cameras in storage mode are referred to as storage devices throughout this section. If your camera supports PictBridge, see Connect a digital camera.

Check your camera documentation to verify how to change the USB mode to storage mode. Different cameras use different terms to describe the storage mode. For instance, some cameras have a **digital camera** setting and a **disk drive** setting. In this instance, the **disk drive** setting is the storage mode setting.

Once you have connected the storage device, you can do the following with the files stored on your storage device:

- Transfer the files to your computer
- View photos and videos
- Edit photos and videos using the control panel
- Print photos on your HP All-in-One
- Send photos and videos to your friends and family

Caution Never attempt to disconnect a storage device while it is being accessed. Doing so can damage files on the storage device. You can safely remove a storage device only when the photo light is not blinking.

View photos and videos

You can view photos and videos on the color graphics display of your HP All-in-One. You can also view photos using the **HP Image Zone** software that came with your HP All-in-One.

View photos and videos using the HP All-in-One

You can view and select photos and videos on the color graphics display of your HP All-in-One.

Your HP All-in-One supports videos with sound. For more information on adjusting the volume, see View a video.

View a photo

You can view a photo on the control panel of your HP All-in-One.

To view a photo

1. Insert the memory card into the appropriate slot on your HP All-in-One, or connect a storage device to the front USB port.
2. Press ◄ or ► until the photo you want to view appears on the color graphics display.

    Tip You can press and hold down ◄ or ► to quickly navigate through all photos and videos.

View a slideshow

You can use the **Slideshow** option on the **Photo Menu** to view all the photos on a memory card or storage device as a slideshow.

To view a slideshow

1. Insert a memory card into the appropriate slot on your HP All-in-One, or connect a storage device to the front USB port.
2. Press **Photo** to display the **Photo Menu**.
3. Press **7** to start the slideshow.
4. Press **Cancel** to end the slideshow.
5. Press **Photo** again to return to the photo display.

View a video

You can view a video file on your HP All-in-One. Using the buttons on the control panel, you can play a video, forward through a video, reverse a video, and stop a video.

You can listen to videos with sound using the control panel. You can also adjust the video volume.

When a video is stopped or paused, you can select a single video frame for printing. For more information, see Select photos and videos.

Note Large video files might not appear quickly on the color graphics display.

To view a video
1. Insert a memory card into the appropriate slot on your HP All-in-One, or connect a storage device to the front USB port.
2. Press **Video**. The first frame of the first video stored on the memory card or storage device appears on the color graphics display.
3. Press ◀ or ▶ to scroll to the first frame of the video you want to play.
   Videos are indicated by a video icon on the color graphics display.
4. Press **2** to play the video.
   While the video is playing, you can press the following buttons:

Button	Function
◀◀	Press **1** to reverse through the video. Press this button while the video is paused to reverse through individual video frames.
▶‖	Press **2** to pause the video. Press **2** again to resume the video.
▶▶‖	Press **3** to forward through the video. Press this button while the video is paused to forward through individual video frames.
Cancel	Press **Cancel** to stop the video.
▲ or ▼	Press these buttons to adjust the volume of the video.

View photos using your computer

You can view and edit photos using the **HP Image Zone** software that came with your HP All-in-One.

For more information, see the onscreen **HP Image Zone Help**.

Select photos and videos

You can use the control panel on your HP All-in-One to select photos and videos.

Select individual photos and videos

You can select individual photos and videos to edit, print, or save to your computer.

To select individual photos and videos
1. Insert a memory card into the appropriate slot on your HP All-in-One, or connect a storage device to the front USB port.
2. Press ◀ or ▶ to scroll to the photo or video file you want to select.

Tip You can press and hold down ◀ or ▶ to quickly navigate through all photos and videos.

Note The first frame of a video appears on the color graphics display with the video icon at the bottom of the frame.

3. Press **OK** to select the photo or video currently shown on the color graphics display.

   A check mark appears next to the selected photo or video.
4. Repeat the previous steps to select as many photos or videos as you want.

Select all photos and videos

You can select all photos and videos on a memory card or storage device from the control panel.

To select all photos and videos
1. Insert a memory card into the appropriate slot on your HP All-in-One, or connect a storage device to the front USB port.
2. Press the Select Photos button:

3. Press **OK**. This selects the first photo stored on the memory card or storage device.

   Note Each photo on the memory card or storage device has a number assigned to it by your HP All-in-One. This photo number is located in the bottom-right corner of the photo when it is currently shown on the color graphics display. The number to the left of the forward slash (**/**) is the photo number. The number to the right of the forward slash represents the total number of photos stored on the memory card or storage device.

4. Press **OK** again. This selects the last photo stored on the memory card or storage device.

   A check mark appears next to the selected photos and videos.

Select a range of photos and videos

You can select a range of photos and videos stored on a memory card or storage device from the control panel.

To select a range of photos and videos
1. Insert a memory card into the appropriate slot on your HP All-in-One, or connect a storage device to the front USB port.
2. Press the Select Photos button:

Photos and videos

3. Enter the first photo number you want to select in the range by using the keypad, or by pressing the ◀ or ▶ to scroll to the number you want to select.

   Note Each photo on the memory card or storage device has a number assigned to it by your HP All-in-One. This photo number is located in the bottom-right corner of the photo when it is currently shown on the color graphics display. The number to the left of the forward slash (*/*) is the photo number. The number to the right of the forward slash represents the total number of photos stored on the memory card or storage device.

4. Press **OK**.
5. Enter the last photo you want to select in the range by using the keypad, or by pressing the ◀ or ▶ to scroll to the number you want to select.
6. Press **OK**.
   All photos you specified in the range are selected. A check mark appears next to the selected photos and videos.

Select a single video frame

You can select a single video frame stored on a memory card or storage device on the control panel to print.

To select a single video frame

1. Insert a memory card into the appropriate slot on your HP All-in-One, or connect a storage device to the front USB port.
2. Press ◀ or ▶ to scroll to the video file you want to select.
3. Press **2**.
   The video begins to play.
4. Press **2** again to pause the video when the video advances close to the frame you want to print.
5. Do one of the following:
   – Press **1** to advance forward through each video frame until the frame you want to print appears on the color graphics display.
   – Press **3** to move backward through each video frame until the frame you want to print appears on the color graphics display.
6. Press **OK**.
   A check mark appears next to the selected video frame.

   Note You can select up to 10 video frames.

Deselect photos and videos

You can deselect individual photos and videos, or deselect all photos and videos located on a memory card or storage device.

➔ Do one of the following:
 – Press **OK** to deselect the currently selected photo or video shown on the color graphics display.
 – Press **Cancel** to deselect **all** photos and videos and return to the idle screen.

Edit photos

The HP All-in-One offers several basic editing controls that you can apply to the image currently displayed on the color graphics display. These controls include brightness adjustment, special color effects, cropping, rotating, and more.

For more information on editing photos using the control panel, see the onscreen **HP Image Zone Help**.

> **Note** You can enhance selected video frames before printing. For more information, see Set photo print options.

You can also use the **HP Image Zone** software to view and edit images. You can print images, send images by e-mail to friends and relatives, upload images to a website, or use images in fun and creative printing projects. The **HP Image Zone** software lets you do all this and much more. Explore the software to take full advantage of the features of your HP All-in-One. For more information on editing photos using the **HP Image Zone** software, see the onscreen **HP Image Zone Help**.

Print photos and videos from the control panel

You can use the control panel to print photos from a memory card or storage device. You can also print photos directly from a camera that supports PictBridge. For more information see Connect a digital camera.

For more information about inserting a memory card, see Insert a memory card. For more information about connecting a storage device, see Connect a storage device.

This section contains information about common printing tasks. The onscreen **HP Image Zone Help** contains information about special photo print tasks such as the following:

● Printing camera-selected (DPOF) photos
● Printing video action photos
● Printing panoramic photos
● Printing passport photos

For more information about these features, see the onscreen **HP Image Zone Help**.

> **Note** When printing photos and videos, the photo print options are automatically selected for the best results. These options can be changed in the **Print Options** menu. For more information, see Set photo print options.

Photos and videos

You can do more than print your photos if you use the **HP Image Zone** software. This software lets you use photos for iron-on transfers, posters, banners, stickers, and other creative projects. For more information, see the onscreen **HP Image Zone Help**.

Use the Easy Print Wizard

You can use the **Easy Print Wizard** to select your choices for the most commonly used photo print options. Once you have selected your photo print options using the **Easy Print Wizard**, the photos automatically print.

To use the Easy Print Wizard

1. Insert a memory card into the appropriate slot on your HP All-in-One, or connect a storage device to the front USB port.
    The **Photo** button lights up.
2. Press ◀ or ▶ until the photo or video you want to print appears on the color graphics display, and then press **OK**.
    Repeat this step until all photos you want to print are selected.
3. Press **Photo** to display the **Photo Menu**.
4. Press **1** to select **Easy Print Wizard**.
    The **Layout** menu appears.
5. Press the number next to the **Layout** option you want to select.
    The **Tray Select** menu appears.
6. Press **1** to select the **Main Tray** or **2** to select the **Photo Tray**.
    The **Ready to Print** message appears.
7. Verify the paper is inserted in the input tray print side down, and then press **OK** to print the photos using the options you have selected.

Print selected photos and videos

You can print selected photos or video frames directly from the control panel without using a proof sheet.

> **Note** If you have selected a video file, only the first frame of the video will print unless you selected individual video frames to print. For more information, see Select photos and videos.

1. Insert a memory card into the appropriate slot on your HP All-in-One, or connect a storage device to the front USB port.
    The **Photo** button lights up.
2. Press ◀ or ▶ to move backward or forward through the photos, one photo at a time. Press and hold ◀ or ▶ to move rapidly through the photos.
3. When the photo you want to print appears on the color graphics display, press **OK**. A check mark appears next to the selected photo.
4. Press **Photo** to display the **Photo Menu**, and then modify the photo print options as desired.
5. Press **Start Black** or **Start Color** to print the selected photos.
6. Press **Photo** again to return to the photo display.

Print a cropped photo

You can crop a photo for printing using the zoom feature on your control panel. The image you see on the color graphics display reflects how the photo will look when it is printed.

Note The crop setting is not saved to the original photo file. The photo returns to its original size after it is printed.

To print a cropped photo

1. Display a photo on the color graphics display.
   For more information, see View a photo.
2. Press the zoom buttons (**4** or **5**) to zoom in or out to view the photo at different sizes:

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3. Use the arrow buttons to move the image display to view the approximate area of the photo that will print.
4. Press **OK** to select the photo and exit zoom mode while retaining the zoom settings for printing.
   A check mark appears next to the selected photo.
5. Press **Start Color** or **Start Black** to print the selected photo.

Print photos using a proof sheet

A proof sheet is a simple and convenient way to select photos and make prints directly from a memory card or storage device without the need for a computer. A proof sheet, which might be several pages long, shows thumbnail views of photos stored on the memory card. The file name, index number, and date appear under each thumbnail. Proof sheets are also a quick way to create a printed catalog of your photos.

Note 1 If there are videos located on the memory card or storage device, only the first frame of the video will print on the proof sheet.

Note 2 You cannot print a proof sheet of photos on a camera in PictBridge mode. The camera must be in storage mode. For more information, see Connect a storage device.

Printing photos from a proof sheet is done in three steps: printing a proof sheet, completing the proof sheet, and scanning the proof sheet.

Print a proof sheet

The first step in using a proof sheet is to print it from the HP All-in-One.

1. Insert a memory card into the appropriate slot on your HP All-in-One, or connect a storage device to the front USB port.
2. Press **Proof Sheet**, and then press **1**.

This displays the **Proof Sheet Menu** and then selects **Print Proof Sheet**.

> **Note** Depending on how many photos are on the memory card, the time it takes to print a proof sheet can vary greatly.

3. If there are more than 20 photos on the card, the **Select Photos** menu appears. Press the number next to the command you want to select:
   – **1. All**
   – **2. Last 20**
   – **3. Custom Range**

> **Note** Use the photo numbers to select which photos to print for a custom range. This number might be different from the number associated with the photo on your digital camera. Photo numbers are found at the bottom of the photo on the color graphics display.

If you select a video, only the first frame of the video will print on the proof sheet.

4. If you choose **Custom Range**, enter the photo numbers for the first and last photos you want to print, and then press **OK**.

> **Note** You can erase photo numbers by pressing ◄ to backspace.

5. Complete the proof sheet. For more information, see Complete the proof sheet.

Complete the proof sheet

After you have printed a proof sheet, you can use it to select the photos you want to print.

1. Select the photos to print by using a dark pen or pencil to fill in the circles located under the thumbnail images on the proof sheet.

> **Note** If you select a video on the proof sheet, only the first frame of the video will be printed.

2. Select one layout style by filling in a circle in step 2 of the proof sheet.
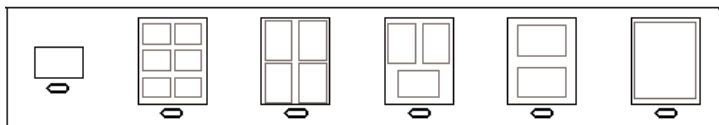
> **Note** If you need more control over print settings than the proof sheet provides, you can print photos directly from the control panel. For more information, see Print photos and videos from the control panel.

3. Scan the proof sheet. For more information, see Scan a proof sheet.

Scan a proof sheet

The final step in using a proof sheet is to scan the completed sheet you have placed on the scanner glass.

1. Load the proof sheet print side down on the right front corner of the glass. Make sure the sides of the proof sheet touch the right and front edges. Close the lid.
2. Load photo paper in the main tray or photo tray. Make sure the same memory card or storage device you used to print the proof sheet is still inserted or connected to the HP All-in-One when you scan that proof sheet.
3. Press **Proof Sheet**, and then press **2**.
   This displays the **Proof Sheet Menu** and then selects **Scan Proof Sheet**.
   The HP All-in-One scans the proof sheet and prints the selected photos.

Set photo print options

The **Print Options** menu gives you access to a variety of settings that affect the way photos print, including number of copies, paper types, and more. The default measurements and sizes vary according to country/region.

1. Insert a memory card into the appropriate slot on your HP All-in-One, or connect a storage device to the front USB port.
2. Press **Photo**.
   The **Photo Menu** appears.
3. Press **2** to access the **Print Options** menu, and then press the number next to the setting you want to change.

   Note For more information on the photo print options, see the onscreen **HP Image Zone Help**.

4. Make the change to the setting, and then press **OK**.
5. Press **Photo** again to return to the photo display.

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 them to your computer, you can remove the memory card from the camera and insert it in the appropriate memory card slot on the HP All-in-One. You can also set the camera to storage mode and connect it to the front USB port to save the photos to your computer.

For information about connecting a digital camera that is in storage mode, see Connect a storage device. For more information about inserting memory cards, see Insert a memory card.

   Note You can only use one memory card in your HP All-in-One at a time. You also cannot use a memory card and a storage device or camera with PictBridge at the same time.

1. Insert a memory card into the appropriate slot on your HP All-in-One, or connect a storage device to the front USB port.
   The photo light blinks when the files are accessed.

> ⚠️ **Caution** Never attempt to remove a memory card while it is being accessed. Doing so can damage files on the card. You can safely remove a card only when the photo light is not blinking.

2. Do one of the following:
    –   If your HP All-in-One is connected directly to your computer using a USB cable, a transfer dialog box appears on your computer. Follow the onscreen prompts on your computer to save the photos to your computer.

        For more information on the transfer software dialog box, see the onscreen **HP Image Zone Help** that came with your software.
    –   If the HP All-in-One is on a network, you must press **Photo** to display the **Photo Menu**, press **5** to select **Transfer to computer**, and then select your computer from the displayed list. Return to your computer and follow the onscreen prompts to select your transfer options.

    Once you have completed the onscreen prompts, your photos are saved from the memory card or storage device to your computer.

    –   **For Windows**: by default, files are saved in month and year folders depending on when the photos were taken. The folders are created under the **C:\Documents and Settings\username\My Documents\My Pictures** folder in Windows XP and Windows 2000.
    –   **For Mac**: by default, files are saved to the computer in a **Hard Drive:Users:User Name:Pictures:HP Photos** folder.
3. The HP All-in-One is finished reading the memory card when the photo light stops blinking and remains lit. The first photo appears on the color graphics display.

    To navigate through the photos, press ◄ or ► to move backward or forward through the photos, one photo at a time. Press and hold ◄ or ► to move rapidly backward or forward through the photos.

Share photos with friends and relatives

You can easily share photos with friends and family using the HP Instant Share online service. HP Instant Share enables you to send photos to others as e-mail, upload photos to an online photo album or photo finishing service, or send the photos to a network-connected HP All-in-One to print.

> 📝 **Note** Availability of the services described here varies by country/region. Some of the services described here might not be available in your country/region.

In order to take full advantage of the HP Instant Share features available from the control panel of a network-connected HP All-in-One, you must set up HP Instant Share on your HP All-in-One. For information on setting up and using HP Instant Share, see the onscreen **HP Image Zone Help**.

7 Share your images with family and friends

You can easily share your images with family and friends by using the HP Instant Share online service. HP Instant Share lets you send images to your family and friends or, if your HP All-in-One is network-connected and registered with HP Instant Share, receive images from others for viewing and printing.

To take full advantage of the HP Instant Share features available from the control panel of a network-connected HP All-in-One, you must set up HP Instant Share on your HP All-in-One. If you installed the **HP Image Zone** software, press the **HP Instant Share** button on the control panel of your network-connected HP All-in-One to launch the setup wizard on a connected computer. For more information on setting up HP Instant Share on your HP All-in-One and using any of the features described in this chapter, see the onscreen **HP Image Zone Help**. For more information on the **HP Image Zone Help**, see Use the onscreen Help.

Send images to others

You can easily send your images to family and friends by using the HP Instant Share online service. HP Instant Share lets you send thumbnail previews of your images to your family and friends' e-mail addresses. They can pick up the full-size images from the HP Instant Share server when it is convenient for them, rather than wait for large images to download from their e-mail provider.

> **Tip** You can also use HP Instant Share to send documents, like a fax machine, if a friend or relative does not have access to a fax machine. Instead, scan the document from the glass and then use HP Instant Share to send it to the recipient's e-mail address.

If a friend or family member has a network-connected HP device that is registered with HP Instant Share, you can also send images directly to their HP device to print. Additionally, you can upload images to an online photo album or to a photo finishing service, where you can order professional quality prints of your images.

> **Note** Availability of the services described here varies by country/region. Some of the services described here might not be available in your country/region.

To send images

➔ Start by pressing the **HP Instant Share** button on the control panel of your HP All-in-One. Then, follow the onscreen instructions.

Receive images from others

If your HP All-in-One is network-connected and registered with HP Instant Share, other HP Instant Share users can send images directly to your HP All-in-One. Depending on the permissions you set up for receiving images, the images are either

stored on the server for you to review before printing, or they automatically print when you receive them.

In addition to printing images that you receive from others, you can also forward an image collection to another share destination or save an image collection to a memory card or storage device that is inserted in your HP All-in-One.

To use any of these features

➔ Start by pressing the **HP Instant Share** button on the control panel of your HP All-in-One. Then, follow the onscreen instructions.

Note If your HP All-in-One is connected directly to a computer with a USB cable, users cannot send images directly to your HP All-in-One. The information in this section does not apply to you. However, HP Instant Share users can still e-mail images to you.

View images before printing them

Depending on the settings you chose and the permissions you granted when you set up HP Instant Share, the images you receive might be stored on the server for you to review before printing. If **Auto Checking** is turned on, your HP All-in-One automatically checks the HP Instant Share server periodically to see if anyone has sent images to you. The HP Instant Share icon at the bottom of the color graphics display turns blue if you have images waiting on the HP Instant Share server.

For more information on the HP Instant Share icon, see Color graphics display icons.

Print photos without viewing them first

Depending on the settings you chose and the permissions you granted when you set up HP Instant Share, your HP All-in-One might automatically print the images in a received image collection. In order for this to work, you must:

● Turn on **Auto Checking** for HP Instant Share.
● Grant permission to one or more HP Instant Share users to send images directly to your HP All-in-One for automatic printing.

If these two conditions are met, your HP All-in-One will automatically print images that you receive from authorized users.

Forward a received image collection

You can forward any image collection that you receive to another share destination. This enables you to share the images you have received with another family member or friend, post the images in an online photo album, or send the images to an online photo finishing service to order professional quality prints.

Note Availability of the services described here varies by country/region. Some of the services described here might not be available in your country/region.

Share your images

Save received images to a memory card or storage device

In addition to printing images that you receive from others, you can also save an entire image collection to a memory card or storage device that is inserted in your HP All-in-One. This enables you to keep copies of the images even after they expire and are deleted from the HP Instant Share server. (The number of days before image collections expire is subject to change. See the HP Instant Share Terms of Service on the HP website for the most current information.)

Print to your HP All-in-One from a remote location

You can use your HP Instant Share account to print from your Windows computer to a network-connected HP device that is registered with HP Instant Share. For example, you can use the HP remote printer driver to print from your laptop at a coffee shop to your network-connected HP All-in-One at home. If a friend or relative does not have a printer, they can download the HP remote printer driver to their computer, then, with your authorization, print to your HP All-in-One.

The HP remote printer driver is installed on the Windows computer where you installed the software for your HP All-in-One. If you want to install the HP remote printer driver on another Windows computer, such as a laptop, you can either install the **HP Image Zone** software that came with your HP All-in-One or you can download the HP remote printer driver from the HP website.

Go to www.hp.com and search the HP website for the phrase "HP Instant Share Remote Printing".

Note To download the HP remote printer driver from the HP website, HP recommends that you use a broadband or other high-speed Internet connection. HP does not recommend using a dial-up connection. It takes approximately 3 to 5 minutes to download the HP remote printer driver using a broadband connection.

➔ Once the HP remote print driver is installed, you can print remotely to the HP All-in-One by selecting **Print** from the **File** menu in any software application and choosing **HP remote printers** as your printer.

Configure HP Instant Share

The options described here enable you to customize the way that HP Instant Share works for you. For detailed information on any of these settings, see the onscreen **HP Image Zone Help**.

1. Press **Setup** on the control panel.
2. Press ▼ to highlight **HP Instant Share**, and then press **OK**.
   The **HP Instant Share Options** menu appears. It contains the following options for configuring the way HP Instant Share works.

Manage Account	Launches the **HP Instant Share** software on your computer so you can log in and perform advanced setup, such as adding share destinations and configuring preferences for receiving images from specific individuals.

Display Device Name	Displays the name assigned to your HP All-in-One when you registered your device with HP Instant Share. You will need to give this name to other HP Instant Share users if you want them to send images directly to your HP All-in-One to print.
Receive Options	Enables you to set your HP All-in-One to **Private** or **Open** mode when receiving images. – In **Private** mode, your HP All-in-One will only accept images from authorized users you specify. – In **Open** mode, any HP Instant Share user who knows your device name can send images to your HP All-in-One.
Default Print Size	Enables you to specify what size to print images you receive (if they do not already have a preset image size). You can set images to print at a specific size, such as 10 x 15 cm (4 x 6 inch), or you can set them to fit on whatever size paper is currently loaded in the main tray.
Auto Checking	Configures the HP All-in-One to check the HP Instant Share server periodically for received images or not. **Tip** You might want to turn this setting off if you are going on vacation and will not be available to reload the input tray if it runs out of paper. If you set **Auto Checking** to **Off**, you can check for received images at any time by pressing the **HP Instant Share** button and selecting **Receive**.
Remove Collections	Enables you to remove a received image collection from the **Received** menu. The image collections are still available on the HP Instant Share server until they expire.
Reset HP Instant Share	Clears the HP Instant Share settings saved on your HP All-in-One, including the device name and other account information. This protects your privacy if you ever choose to resell or give away your HP All-in-One. HP Instant Share will no longer recognize the HP All-in-One as a registered device for sending and receiving images. **Tip** If you choose this option accidentally, register the HP All-in-One again using the same HP Passport account. The device will be assigned the same device name as before. The share destinations and settings are also reapplied.

Share your images

8 Use the copy features

The HP All-in-One allows you to produce high-quality color and black-and-white copies on a variety of paper types. This chapter provides instructions for making a copy, previewing a copy job, selecting an area to crop, and changing other copy settings.

This User Guide provides just a sampling of the copy features available to help you get started using your HP All-in-One to make copies. Explore the onscreen **HP Image Zone Help** that came with your HP All-in-One software for information on all of the copy settings that your HP All-in-One supports. For example, the onscreen **HP Image Zone Help** provides information on copying multiple-page documents, enhancing light areas of your copy, and more. For more information on the **HP Image Zone Help**, see Use the onscreen Help.

Make a copy

You can make quality copies from the control panel.

To make a copy from the control panel
1. Load paper in either the main tray or photo tray.
   You can load up to 10 x 15 cm (4 x 6 inch) photo paper (without tabs) into the photo tray. Larger size photo paper, however, must be loaded in the main tray.
   – For more information on selecting the appropriate tray, see Select an input tray.
   – For more information on loading paper in the appropriate tray, see Load paper
2. Load your original print side down on the right front corner of the glass.
3. Do one of the following:
   – Press **Start Black** to initiate a black-and-white copy job.
   – Press **Start Color** to initiate a color copy job.

   Note If you have a color original, pressing **Start Black** produces a black-and-white copy of the color original, while pressing **Start Color** produces a full-color copy of the color original.

Change the copy settings

You can customize the copy settings of the HP All-in-One 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 change the copy settings for the current job only
1. Press **Copy** to display the **Copy Menu**.
2. Press the number button that corresponds to the setting you want to change. Select from the following options:
   – **1. Number of copies**
   – **2. Copy Preview**

- – **3. Reduce/Enlarge**
- – **4. Crop**
- – **5. Tray Select**
- – **6. Paper Size**
- – **7. Paper Type**
- – **8. Copy Quality**
- – **9. Lighter/Darker**
- – **0. Enhancements**
- – ***. Set New Defaults**

3. Press the ▼ to highlight the appropriate setting and then press **OK**.
4. After all applicable settings have been changed, press **Start Color** or **Start Black** to initiate the copy job.

To save the current settings as defaults for future jobs

1. Make any needed changes to the settings in the **Copy Menu**.
2. Press ▼ to select **Set New Defaults** from the **Copy Menu**.
3. Press **OK** to accept the settings as the new default settings.

Explore the onscreen **HP Image Zone Help** to learn how to perform special copy projects such as enlarging and reducing copies, making multiple copies on a page, and making enhancements to increase the quality of your copies.

Preview your copy job

You can use **Copy Preview** to preview your copy job on the color graphics display.

Previews are displayed when you select **Copy Preview** from the **Copy Menu**, or when you change one of the following copy settings:

- ● **Reduce/Enlarge**
- ● **Paper Size**
- ● **Paper Type**
- ● **Crop**
- ● **Tray Select**

Changing any of the above settings will automatically generate a copy preview on the color graphics display. It is not necessary to first select **Copy Preview**. However, the preview might have overlying text or graphics. If you want an accurate and clear preview, or want to preview your copy job without changing any settings, select **Copy Preview** from the **Copy Menu**, as described here.

Note You must explicitly pick your copy settings to ensure an accurate preview. Automatic settings will not reflect the loaded paper size and type, but use defaults instead.

Copy

To preview your copy from the control panel

1. Press **Copy**, and then press **2**.
    This displays the **Copy Menu** and then selects **Copy Preview**.
2. Do one of the following:
    –   Press **OK** to accept the preview and return to the **Copy Menu**.
    –   Press ▶ to rescan the original.

Make a borderless copy of a photo

You can make borderless copies on both large and small photo papers. For the best quality when copying a photo, load photo paper in the photo tray and change your copy settings for the correct paper type and photo enhancement.

1. Load photo paper in the input tray.
    You can load up to 10 x 15 cm (4 x 6 inch) photo paper (without tabs) into the photo tray. Larger size photo paper, however, must be loaded in the main tray.
2. Load your original photo print side down on the right front corner of the glass.
    Position the photo on the glass so the long edge of the photo is along the front edge of the glass.
3. Do one of the following:

    If you are making a 10 x 15 cm (4 x 6 inch) borderless copy of a photo:

    a. Press the **Photo Tray** button to select the photo tray.
    b. Press **Start Black** or **Start Color**.
        The HP All-in-One makes a borderless copy of your original photo.

    If you are making a borderless copy from paper loaded in the main tray:

    a. Press **Copy** and then Press **3**.
        This displays the **Copy Menu** and selects **Reduce/Enlarge**.
    b. Press **3** to select **Fill Entire Page**.
    c. Press **Start Black** or **Start Color**.
        The HP All-in-One makes a borderless copy of your original photo.

    Tip If the output is not borderless, then set the paper size to the appropriate borderless paper size, set the paper type to **Photo Paper**, and then try again.

    For more information on changing copy settings, see Change the copy settings.

Copy

Crop an original

Before copying an original, you might want select an area to copy using the **Crop** setting from the **Copy Menu**. Selecting the **Crop** setting initiates a scan and displays a preview of the original on the color graphics display.

Cropping changes the dimensions of the image, thus decreasing its physical size.

Tip You can resize the cropped image by changing the **Reduce/Enlarge** setting. Use **Fill Entire Page** to make a borderless copy of the cropped image. Use **Fit to Page** to make a copy with borders. Enlarging a cropped image might affect print quality depending on the resolution of the image.

To crop an image from the control panel
1. Press **Copy** and then press **4**.
   This displays the **Copy Menu** and then selects **Crop**.
2. Use the arrow buttons to set the position of the upper-left corner of the crop area.
3. Press **OK**.
4. Use the arrow buttons to set the position of the lower-right corner of the crop area.
5. Press **OK**.
   The cropped image is displayed on the color graphics display.

Stop copying

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

Copy

9 Print from your computer

The HP All-in-One can be used with any software application that allows printing. The instructions vary slightly depending on whether you are printing from a Windows PC or a Mac. Make sure you follow the instructions for your operating system in this chapter.

In addition to the printing capabilities described in this chapter, you can print images directly from a memory card, a digital camera or other storage device. You can also print from a supported Bluetooth device, such as a camera phone or personal digital assistant (PDA); and use scanned images in printing projects in the **HP Image Zone**. Windows users can also print to a network-connected remote device.

- For more information on printing from a memory card or digital camera, see Use the photo and video features.
- For more information on performing special print jobs or printing images in the **HP Image Zone**, see the onscreen **HP Image Zone Help**.
- For more information on printing to a remote device, see the onscreen **HP Image Zone Help**.

This User Guide provides just a sampling of the print features available to help you get started using your HP All-in-One to print from a software application. Explore the onscreen **HP Image Zone Help** that came with your HP All-in-One software for information on all of the print settings that your HP All-in-One supports. For example, the onscreen **HP Image Zone Help** provides information on printing a poster, printing multiple pages on a single sheet, and more. For more information on the **HP Image Zone Help**, see Use the onscreen Help.

Print from a software application

Most print settings are automatically handled by the software application you are printing from or by HP ColorSmart technology. You need to change the settings manually only when you change print quality, print on specific types of paper or transparency film, or use special features.

To print from a software application (Windows)
1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Select the HP All-in-One as the printer.
4. If you need to change settings, click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, or **Printer**.
5. Select the appropriate options for your print job by using the features available in the **Paper/Quality**, **Finishing**, **Effects**, **Basics**, and **Color** tabs.
6. Click **OK** to close the **Properties** dialog box.
7. Click **Print** or **OK** to begin printing.

To print from a software application (Mac)

1. Make sure you have paper loaded in the input tray.
2. Select the HP All-in-One in the **Print Center** (v 10.2) or **Printer Setup Utility** (v 10.3 or later) before you begin printing.
3. From the **File** menu in your software application, choose **Page Setup**.
   The **Page Setup** dialog box appears, allowing you to specify the paper size, orientation, and scaling.
4. Specify the page attributes:
   – Choose the paper size.
   – Select the orientation.
   – Enter the scaling percentage.
5. Click **OK**.
6. From the **File** menu in your software application, choose **Print**.
   The **Print** dialog box appears, and the **Copies & Pages** panel opens.
7. Change the print settings for each option in the pop-up menu, as appropriate for your project.
8. Click **Print** to begin printing.

Change the print settings

You can customize the print settings of the HP All-in-One to handle nearly any print task. Changes to the print settings from your computer apply to software print jobs only.

For information on changing photo print settings from the HP All-in-One, see Set photo print options.

Windows users

Before you change print settings, you should decide if you want to change the settings for the current print job only, or if you want to make the settings the defaults for all future print jobs. How you display print settings depends on whether or not you want to apply the change to all future print jobs or just to the current print job.

To change the print settings for all future jobs

1. In the **HP Solution Center**, click **Settings**, point to **Print Settings**, and then click **Print Settings**.
2. Make changes to the print settings, and click **OK**.

To change the print settings for the current job

1. On the **File** menu in your software application, click **Print**.
2. Make sure the HP All-in-One is the selected printer.
3. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, or **Printer**.
4. Make changes to the print settings, and click **OK**.
5. Click **Print** or **OK** in the **Print** dialog box to print the job.

Mac users

Use the **Page Setup** and **Print** dialog boxes to change the settings for your print job. Which dialog box you use depends on which setting you want to change.

To change the paper size, orientation, or scaling percentage
1. From the **File** menu in your software application, choose **Page Setup**.
2. Make sure the HP All-in-One is the selected printer.
3. Make changes to the paper size, orientation, and scaling percentage settings, and click **OK**.

To change all other print settings
1. Select the HP All-in-One in the **Print Center** (v 10.2) or **Printer Setup Utility** (v 10.3 or later) before you begin printing.
2. From the **File** menu in your software application, choose **Print**.
3. Make changes to the print settings, and click **Print** to print the job.

Stop a print job

Although you can stop a print job from either the HP All-in-One or the computer, we recommend you stop it from the HP All-in-One for best results.

Note Windows users: Although most software applications designed for Windows use the Windows print spooler, your software application might not use the spooler. An example of a software application that does not use the Windows print spooler is PowerPoint in Microsoft Office 97. If you cannot cancel your print job by using one of the following procedures, consult the instructions for canceling background printing in the online help for your software application.

To stop a print job from the HP All-in-One
➔ Press **Cancel** on the control panel. Look for the **Print Cancelled** message on the color graphics display. If the message does not appear, press **Cancel** again.

To stop a print job from the computer (Windows XP users)
1. On the Windows taskbar, click **Start**, and then click **Control Panel**.
2. Open the **Printers and Faxes** control panel.
3. Double-click the HP All-in-One icon.
4. Select the print job you want to cancel.
5. On the **Document** menu, click **Cancel Printing** or **Cancel**, or press the DELETE key on your keyboard.
   It can take a few moments for printing to be cancelled.

To stop a print job from the computer (Windows 9x or 2000 users)
1. On the Windows taskbar, click **Start**, point to **Settings**, and then click **Printers**.
2. Double-click the HP All-in-One icon.
3. Select the print job you want to cancel.

4.   On the **Document** menu, click **Cancel Printing** or **Cancel**, or press the DELETE key on your keyboard.
     It can take a few moments for printing to be cancelled.

To stop a print job from the computer (Mac users)

1.   Open the **Print Center** (v 10.2) or the **Printer Setup Utility** (v 10.3 or later) from the **Applications:Utilities** folder.
2.   Make sure the HP All-in-One is the selected printer.
3.   From the **Printers** menu, choose **Show Jobs**.
4.   Select the print job you want to cancel.
5.   Click **Delete**.
     It can take a few moments for printing to be cancelled.

10 Use the scan features

This chapter contains information on scanning to an application on your computer, to an HP Instant Share destination, and to a memory card or storage device. It also contains information on scanning slides and negative film using the control panel.

Scanning is the process of converting text and pictures into an electronic format for your computer. You can scan almost anything (photos, magazine articles and text documents), as long as you are careful not to scratch the glass on your HP All-in-One. Scanning to a memory card or storage device makes your scanned images even more portable.

> **Note** On a Mac, you can change the **HP Scan Pro** default scan settings. For more information, see the onscreen **HP Image Zone Help**.

Scan an image

For information about how to scan from the computer, and how to adjust, resize, rotate, crop, and sharpen your scans, see the onscreen **HP Image Zone Help** that came with your software.

To use the scan features, your HP All-in-One and computer must be connected and turned on. The HP All-in-One software must also be installed and running on your computer prior to scanning. To verify that the HP All-in-One software is running on a Windows PC, look for the HP All-in-One icon in the system tray at the lower right side of the screen, near the time. On a Mac, the HP All-in-One software is always running.

> **Note** Closing the HP Digital Imaging Monitor icon in your Windows system tray can cause your HP All-in-One 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 Image Zone** software.

Scan an original to a computer

You can scan originals placed on the glass directly from the control panel.

1. Load your original print side down in the right front corner of the glass.
2. Press **Scan**, if it is not already lit.
   – If your HP All-in-One is directly connected to a computer with a USB cable, the **Scan To** menu appears on the color graphics display. Skip to step 4.
   – If your HP All-in-One is network-connected, the **Scan Menu** appears on the color graphics display. Continue to the next step.
3. If your HP All-in-One is connected to one or more computers on a network, do the following:
   – Press **1** to highlight **Select Computer**, and then press **OK**.
     The **Select Computer** menu appears, listing computers connected to the HP All-in-One.

> 📝 **Note** The **Select Computer** menu might list computers with a USB connection in addition to those connected through the network.

– Press **OK** to select the default computer, or use the arrow buttons to highlight a different computer, and then press **OK**.

The **Scan To** menu appears, listing destinations, including applications, for anything you scan.

4. Press **OK** to select the default application to receive the scan, or use the arrow buttons to highlight a different application, and then press **OK**.

A preview image of the scan appears in the **HP Scanning** (Windows) or **HP Scan Pro** (Mac) window on the computer, where you can edit it.

5. Make any edits to the preview image. When you have finished, click **Accept**.

For more information about editing a preview image, see the onscreen **HP Image Zone Help** that came with your software.

The HP All-in-One sends the scan to the selected application. For example, if you chose the **HP Image Zone**, it automatically opens and displays the image.

Scan an original to a memory card or storage device

You can send the scanned image as a JPEG image to the memory card that is currently inserted or a storage device that is currently attached to the front USB port. This enables you to use the photo print options to print borderless prints and album pages from the scanned image.

> 📝 **Note** If your HP All-in-One is connected to a network, you can only send a scan to a memory card or storage device if it is being shared across the network. For more information, see the onscreen **HP Image Zone Help**.

1. Load your original print side down in the right front corner of the glass.
2. Press **Scan**, if it is not already lit.
   – If your HP All-in-One is network-connected, the **Scan Menu** appears, listing various options or destinations. The default destination is whichever one you selected the last time you used this menu.
   – If your HP All-in-One is directly connected to your computer, the **Scan To** menu appears.
3. Press ▼ to highlight **Memory Device**, and then press **OK**.

The HP All-in-One scans the image and saves the file to the memory card or storage device in the JPEG format.

Scan slides or negative film

You can scan slides and negative film from the control panel using the Slide and Negative Film holder. Before scanning slides and negatives, you must remove the lid backing and load the Slide and Negative Film holder. For more information, see Load an original in the Slide and Negative Film holder.

To scan a slide or negative

1. Load the Slide and Negative Film holder face down in the right front corner of the glass.

For more information, see Load an original in the Slide and Negative Film holder.

2. Press **Film** to display the **Film Menu**.
3. Select a destination for the final scan by pressing the number next to the item you want to select:
    – Press **1** to send the scan to your computer.

       If your HP All-in-One is connected to one or more computers on a network, a **Select Computer** menu appears. Press the number next to the computer name you want to select.
    – Press **2** to send the scan to a memory card inserted in a memory card slot, or to a storage device attached to the front USB port on your HP All-in-One.
    – Press **3** to send the scan to the color graphics display if you want to print the scanned image immediately, edit the image, or set the image as wallpaper on your color graphics display.
4. The scan is sent to the destination you selected.
    – If you pressed **1**, the scan is sent to your computer.
    – If you pressed **2**, the scan is sent to a memory card or storage device.
    – If you pressed **3**, press **Start Black** or **Start Color** to print the photo without making changes. You can also press **Photo** to view the **Photo Menu** where you can change your print options before printing.

       For more information about using the **Easy Print Wizard**, see Use the Easy Print Wizard.

Stop scanning

➔ To stop scanning, press **Cancel** on the control panel.

Share a scanned image with friends and relatives

You can share a scanned image with friends and family by sending it as an e-mail attachment, or by sending it using HP Instant Share.

Send as an e-mail attachment

You can save a scan to your computer, where you can then send the scanned image in an e-mail attachment.

For information on saving a scanned image, see Scan an original to a computer.

For more information on sending the scanned image as an e-mail attachment, see the onscreen **HP Image Zone Help** that came with your software.

Send using HP Instant Share

You can easily share scanned images with friends and family using the HP Instant Share online service. HP Instant Share enables you to send images to others as e-mail, upload photos to an online photo album or photo finishing service, or send the images to a network-connected HP All-in-One to print.

Note Availability of the services described here varies by country/region. Some of the services described here might not be available in your country/region.

In order to take full advantage of the HP Instant Share features available from the control panel of a network-connected HP All-in-One, you must set up HP Instant Share on your HP All-in-One. For information on setting up and using HP Instant Share, see the onscreen **HP Image Zone Help**.

Print a scanned image

You can print a scanned image using the **HP Image Zone** software. For more information, see the onscreen **HP Image Zone Help**.

Edit a scanned image

You can edit a scanned image using the **HP Image Zone** software. You can also edit a scanned document by using your Optical Character Recognition (OCR) software.

Edit a scanned photo or graphic

You can edit a scanned photo or graphic using the **HP Image Zone** software. Using this software, you can adjust the brightness, contrast, color saturation, and more. You can also rotate the image using the **HP Image Zone** software.

For more information, see the onscreen **HP Image Zone Help**.

Edit a scanned document

Scanning text (also known as optical character recognition or OCR) enables you to bring the content of magazine articles, books, and other printed matter into your favorite word processor and many other programs as fully editable text. Learning to do OCR right is important if you want to obtain the best results. Do not expect scanned text documents to be letter-perfect the first time you use your OCR software. Using OCR software is an art that takes time and practice to master. For more information about scanning documents, especially documents containing both text and graphics, see the documentation that came with your OCR software.

11 Use the fax features

You can use your HP All-in-One to send and receive faxes, including color faxes.

> **Note** Before you begin faxing, make sure you have set up your HP All-in-One properly for faxing. For more information, see Fax setup.

This User Guide provides just a sampling of the fax features available to help you get started using your HP All-in-One to send and receive faxes. Explore the onscreen **HP Image Zone Help** that came with your HP All-in-One software for information on all the fax features that your HP All-in-One supports. For example, the onscreen **HP Image Zone Help** provides information on scheduling a fax to send, broadcasting a fax to multiple recipients, and more. For more information on the **HP Image Zone Help**, see Use the onscreen Help.

Send a fax

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

If you frequently send faxes to the same numbers, you can set up speed dials. For more information on setting up speed dials, see Set up speed dialing.

Send a basic fax

You can easily send a single- or multiple-page black-and-white fax by using the control panel, as described here. If you want to send a color or photo fax, see the onscreen **HP Image Zone Help**.

> **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 need to respond to tone prompts while dialing. For more information, see Send a fax manually from a phone or Send a fax using monitor dialing.

1. Press **Fax**.
   The **Enter Fax Number** screen appears.
2. Enter the fax number by using the keypad, press ▲ to redial the last number dialed, or press ▼ to access speed dials.
3. Press **Start Black**.
   If the most recently sent black-and-white fax is stored in memory, the **Fax Mode** screen appears. Press **1** to send a new fax.

4. When prompted, load your original print side down on the right front corner of the glass.
5. Press **Start Black** again.
6. When the **Another Page?** prompt appears, do the following:

   If you have another page to fax
   a. Press **1** to select **Yes**.
   b. When prompted, load the next page of your original print side down on the right front corner of the glass.
   c. Press **Start Black**.

   If you do not have another page to fax
   → Press **2** to select **No**.
   After all the pages are scanned, the HP All-in-One sends the fax.

Send a fax manually from a phone

You can initiate a fax call from a telephone on the same phone line as your HP All-in-One if you are more comfortable using the keypad on your phone, rather than using the keypad on the control panel of your HP All-in-One. This method of sending a fax is called manually sending a fax. 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.

You can send a black-and-white or color fax from a telephone. This section provides instructions for sending the fax in black and white.

To send a fax manually from a phone
1. Dial the number by using the keypad on the phone that is connected to your HP All-in-One.

   Note You must use the keypad on the phone to dial the number. Do not use the keypad on the control panel of the HP All-in-One.

2. 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.

3. Once you are ready to send the fax, press **Fax**.
   The **Fax Mode** screen appears.
4. Press **1** to send a new fax.

Tip If the most recently sent black-and-white fax is stored in memory, the second option on the **Fax Mode** screen enables you to send the fax in memory.

5. When prompted, load your original print side down on the right front corner of the glass.

Tip If you are sending the fax directly to a fax machine, and will not be speaking with a recipient before sending the fax, you might find it more convenient to load the first page of your original on the glass before initiating the fax call.

6. Press **Start Black**.

Note 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.

7. When the **Another Page?** prompt appears, do the following:

If you have another page to fax
a. Press **1** to select **Yes**.
b. When prompted, load the next page of your original print side down on the right front corner of the glass.
c. Press **Start Black**.

If you do not have another page to fax
➜ Press **2** to select **No**.

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 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 your HP All-in-One. This enables you to respond to prompts while dialing, as well as control the pace of your dialing.

Tip If you want to use monitor dialing to send a fax with a calling card, HP recommends you create a speed dial entry to store the personal identification number (PIN) for your calling card. If you do not store the PIN in a speed dial entry, you might not be able to enter the PIN fast enough. The HP All-in-One might begin transmitting fax tones before you are able to finish entering your PIN, and the call will fail.

You can send a black-and-white or color fax using monitor dialing. This section provides instructions for sending the fax in black and white.

> **Note** Make sure the volume is turned on, or you will not hear a dial tone. For more information, see Adjust the volume.

To send a fax using monitor dialing from the control panel

1. Press **Fax**.
   The **Enter Fax Number** screen appears.
2. Press **Start Black**.
3. When prompted, load your original print side down on the right front corner of the glass.
4. Press **Start Black** again.
5. When the **Another Page?** prompt appears, do the following:

   If you have another page to fax
   a. Press **1** to select **Yes**.
   b. When prompted, load the next page of your original print side down on the right front corner of the glass.
   c. Press **Start Black**.

   If you do not have another page to fax
   → Press **2** to select **No**.
      The **Enter Fax Number** screen reappears.
6. Once you hear the dial tone, enter the number by using the keypad on the control panel.
7. Follow any prompts that might occur.

   > **Tip** If you are using a calling card to send the fax, when prompted to enter your PIN, press ▼ to access the speed dial entry where you have your PIN stored, and then press **OK** to select it.

   Your fax is sent when the receiving fax machine answers.

Receive a fax

Depending on the **Auto Answer** setting, your HP All-in-One can receive faxes automatically or manually. If you have set the **Auto Answer** option to **Off**, you will need to receive faxes manually. If the **Auto Answer** option is set to **On** (the default setting), your HP All-in-One will automatically answer incoming calls and receive faxes after the number of rings specified by the **Rings to Answer** setting. (The default **Rings to Answer** setting is five rings.) For more information on **Auto Answer**, see Set the answer mode.

Receive a fax manually

If you set up your HP All-in-One to receive faxes manually (the **Auto Answer** option is set to **Off**) or you answer the phone and hear fax tones, use the instructions in this section to receive faxes.

1. Make sure the HP All-in-One is turned on and you have paper loaded in the main tray.

2. If you are currently on the phone with the sender, instruct the sender to press Start on their fax machine.
3. When you hear fax tones from a sending fax machine, do the following:
   a. Press the **Fax** button on the control panel of your HP All-in-One.
   b. Press ▼ until **Receive Fax Manually** is highlighted, and then press **OK**.
   c. Press **Start Black** or **Start Color**.
   d. After the HP All-in-One begins to receive the fax, you can hang up the phone.

> **Tip** If the phone you are using is on the same phone line as your HP All-in-One, but is not plugged into the "2–EXT" port on the back of the HP All-in-One, you might not be close enough to your HP All-in-One to reach the control panel. If you cannot reach the control panel, wait several seconds, and then press **1 2 3** on your phone.
>
> If the HP All-in-One does not begin receiving the fax, wait several more seconds and press **1 2 3** again. After the HP All-in-One begins to receive the fax, you can hang up the phone.

Set up backup fax reception

Depending on your preference and security requirements, you can set up the HP All-in-One 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.

> **Note** The HP All-in-One deletes all the faxes stored in its memory when you turn off the HP All-in-One. You can also delete the faxes from memory by clearing the fax log from the **Setup Menu**, or changing the **Backup Fax Reception** mode to **Off**. For more information, see the onscreen **HP Image Zone Help**.

The following **Backup Fax Reception** modes are available: **On**, **On Error Only**, and **Off**.

- **On** is the default setting. When **Backup Fax Reception** is **On**, the HP All-in-One stores all faxes it receives in memory. This enables you to reprint up to eight of the most recently printed faxes if they are still saved in memory. For more information, see Reprint received faxes from memory.

  > **Note** After the memory becomes full, the HP All-in-One overwrites the oldest, printed faxes as it receives new faxes. If the memory becomes full of unprinted faxes, the HP All-in-One will stop answering incoming fax calls.

- **On Error Only** causes the HP All-in-One to store faxes in memory only if there is an error condition that prevents the HP All-in-One from printing the faxes (for example, if the HP All-in-One runs out of paper). The HP All-in-One will continue to store incoming faxes as long as there is memory available. (If the memory becomes full, the HP All-in-One will stop answering incoming fax calls.) When the error condition is resolved, the faxes stored in memory print automatically and are then deleted from memory.
- **Off** means that faxes are never stored in memory. (You might want to turn off **Backup Fax Reception** for security purposes, for example.) If an error condition occurs that prevents the HP All-in-One from printing (for example, the HP All-in-One runs out of paper), the HP All-in-One will stop answering incoming fax calls.

> **Note** If **Backup Fax Reception** is enabled and you turn off the HP All-in-One, all faxes stored in memory are deleted, including any unprinted faxes that you might have received while the HP All-in-One was in an error condition. You will need to 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, containing a list of the numbers from which you have received faxes, is not deleted when the HP All-in-One is turned off. For more information on the fax log, see the onscreen **HP Image Zone Help**.)

To set backup fax reception from the control panel

1. Press **Setup**.
2. Press **4**, and then press **5**.
    This displays the **Advanced Fax Setup** menu and then selects **Backup Fax Reception**.
3. Press ▼ 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 HP All-in-One stores faxes it receives in memory, whether the device has an error condition or not. For more information on **Backup Fax Reception**, see Set up backup fax reception.

> **Note** The HP All-in-One deletes all the faxes stored in its memory when you turn off the HP All-in-One. You can also delete the faxes from memory by clearing the fax log from the **Setup Menu**, or changing the **Backup Fax Reception** mode to **Off**. For more information, see the onscreen **HP Image Zone Help**.

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.

1. Make sure you have paper loaded in the main tray.
2. Press **Setup**.
3. Press **5**, and then press **7**.
    This displays the **Tools** menu and then selects **Reprint Faxes in Memory**.
    The faxes are printed in the reverse order 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**.

Print reports

You can set up your HP All-in-One to print error reports and confirmation reports automatically for each fax you send and receive. You can also manually print system reports as you need them; these reports provide useful system information about your HP All-in-One.

For more information on the system reports you can generate, see the onscreen **HP Image Zone Help**.

Print fax confirmation reports

If you need 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 and Receive**.

1. Press **Setup**.
2. Press **1**, and then press **2**.
   This displays the **Print Report** menu and then selects **Fax Confirmation**.
3. Press ▼ to highlight one of the following, and then press **OK**.

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

Print fax error reports

You can configure your HP All-in-One so that it automatically prints a report when there is an error during transmission.

1. Press **Setup**.
2. Press **1**, and then press **3**.
   This displays the **Print Report** menu and then selects **Fax Error Report**.
3. Press ▼ to highlight one of the following, and then press **OK**.

On Fax Send	Prints whenever there is a transmission error.
On Fax Receive	Prints whenever there is a receiving error.
Send and Receive	Prints whenever there is any kind of fax error. This is the default setting.
Off	Does not print any fax error reports.

Fax

Stop faxing

You can cancel a fax you are sending or receiving at any time.

To stop faxing from the control panel

➔ Press **Cancel** on the control panel to stop a fax you are sending or receiving. Look for the **Fax Cancelled** message on the color graphics display. If it does not appear, press **Cancel** again.
The HP All-in-One 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.

12 Order supplies

You can order HP products, such as recommended types of paper, ink cartridges, and accessories, online from the HP website.

Order paper, transparency film, or other media

To order media such as HP Premium Paper, HP Premium Plus Photo Paper, or HP Premium Inkjet Transparency Film, go to www.hp.com/learn/suresupply. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

Order ink cartridges

Ink cartridge reorder numbers vary by country/region. If the reorder numbers listed in this guide do not match the numbers on the ink cartridges currently installed in your HP All-in-One, order new HP Vivera ink cartridges with the same numbers as those you currently have installed. Your HP All-in-One supports the following ink cartridges.

Ink cartridges	Symbol	HP reorder number
Black ink cartridge	⬠	HP 02 Black Ink Cartridge
Cyan ink cartridge	△	HP 02 Cyan Ink Cartridge
Light cyan ink cartridge	▽	HP 02 Light Cyan Ink Cartridge
Magenta ink cartridge	▢	HP 02 Magenta Ink Cartridge
Light magenta ink cartridge	◇	HP 02 Light Magenta Ink Cartridge
Yellow ink cartridge	◯	HP 02 Yellow Ink Cartridge

You can also find out the reorder numbers for all the ink cartridges your device supports by doing the following:

- For **Windows users**: In the **HP Solution Center**, click **Settings**, point to **Print Settings**, and then click **Printer Toolbox**. Click the **Estimated Ink Levels** tab, and then click **Ink Cartridge Ordering Information**.
- For **Mac users**: In the **HP Image Zone**, click the **Devices** tab. In the **Select Devices** area, click the icon for your HP All-in-One. In the **Device Options** area, click **Settings**, and then choose **Maintain Printer**. If prompted, select your HP All-in-One, and then click **Utilities**. From the pop-up menu, choose **Supplies**.

Additionally, you can contact a local HP reseller or go to www.hp.com/support to confirm the correct ink cartridge reorder numbers for your country/region.

To order ink cartridges for your HP All-in-One, go to www.hp.com/learn/suresupply. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

Order accessories

To order accessories for your HP All-in-One, go to www.hp.com/learn/suresupply. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page. Depending on your country/region, your HP All-in-One might support the following accessories.

Accessory and HP model number	Description
HP Bluetooth® Wireless Printer Adapter bt300 / bt400 / bt450	Enables you to print from a Bluetooth device to your HP All-in-One. This accessory plugs into the front USB port on the HP All-in-One and accepts print jobs from supported Bluetooth devices, such as a digital camera phone, personal digital assistant (PDA), or Bluetooth-enabled Windows or Mac computer.

Order other supplies

To order other supplies, such as HP All-in-One software, a copy of the printed User Guide, a Setup Guide, or other customer-replaceable parts, call the appropriate number below:

- In the U.S. or Canada, dial **1-800-474-6836 (1-800-HP invent)**.
- In Europe, dial +49 180 5 290220 (Germany) or +44 870 606 9081 (U.K.).

To order HP All-in-One software in other countries/regions, call the phone number for your country/region. The numbers listed below are current as of the publication date of this guide. For a list of current ordering numbers, go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Country/region	Number for ordering
Asia Pacific (except for Japan)	65 272 5300
Australia	1300 721 147
Europe	+49 180 5 290220 (Germany) +44 870 606 9081 (U.K.)
New Zealand	0800 441 147
South Africa	+27 (0)11 8061030
U.S. and Canada	1-800-HP-INVENT (1-800-474-6836)

13 Maintain your HP All-in-One

The HP All-in-One requires little maintenance. Sometimes you might want to clean the glass and lid backing to remove surface dust and ensure that your copies and scans remain clear. Occasionally, you will also need to replace your ink cartridges, align the printer, and clean the print head. This chapter provides instructions for keeping your HP All-in-One in top working condition. Perform these simple maintenance procedures as necessary.

Clean the HP All-in-One

Fingerprints, smudges, hair, and other debris on the glass or lid backing slow down performance and affect the accuracy of special features such as **Fit to Page**. To ensure that your copies and scans remain clear, you might need to clean the glass and lid backing. You might also want to dust the exterior of the HP All-in-One.

Clean the glass

Dirty glass from fingerprints, smudges, hair, and dust slows down performance and affects the accuracy of features such as **Fit to Page**.

1. Turn off the HP All-in-One, unplug the power cord, and raise the lid.

    Note When you turn off the HP All-in-One, any faxes stored in memory are erased.

2. Clean the glass 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; 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.

3. Dry the glass with a chamois or cellulose sponge to prevent spotting.

Clean the lid backing

Minor debris can accumulate on the white document backing located underneath the lid of the HP All-in-One.

1. Turn off the HP All-in-One, unplug the power cord, and raise the lid.

    Note When you turn off the HP All-in-One, any faxes stored in memory are erased.

2. Clean the white document backing with a soft cloth or sponge slightly moistened with a mild soap and warm water.
3. Wash the backing gently to loosen debris. Do not scrub the backing.
4. Dry the backing with a chamois or soft cloth.

⚠ **Caution** Do not use paper-based wipes, as these might scratch the backing.

5. If further cleaning is needed, repeat the previous steps using isopropyl (rubbing) alcohol, and wipe the backing thoroughly with a damp cloth to remove any residual alcohol.

⚠ **Caution** Be careful not to spill alcohol on the glass or painted parts of the HP All-in-One, as this might damage the device.

Clean the exterior

Use a soft cloth or slightly moistened sponge to wipe dust, smudges, and stains off the case. The interior of the HP All-in-One does not require cleaning. Keep fluids away from the control panel and the interior of the HP All-in-One.

⚠ **Caution** To avoid damage to painted parts of the HP All-in-One, do not use alcohol or alcohol-based cleaning products on the control panel, lid, or other painted parts of the device.

Check the estimated ink levels

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

💡 **Tip** You can also print a self-test report to see if your ink cartridges might need to be replaced. For more information, see Print a self-test report.

To check the ink levels from the idle screen on the color graphics display

➔ Look for six icons at the bottom of the color graphics display. The icons represent the ink level remaining in each of the six color ink cartridges: black, yellow, light cyan (blue), dark cyan, light magenta (pink), and dark magenta.
To see a larger, more accurate view of the ink levels, display the ink gauge from the **Setup** menu. For more information, see To check the ink levels from the Setup menu.
If you are using an ink cartridge containing non-HP ink, a question mark appears instead of the ink drop in the icon for that cartridge. The HP All-in-One cannot detect the amount of ink remaining in ink cartridges that contain non-HP ink.

📝 **Note** HP cannot guarantee the quality or reliability of non-HP ink. Printer service or repairs required as a result of printer failure or damage attributable to the use of non-HP ink will not be covered under warranty.

If an icon shows a hollow ink drop, the ink cartridge represented by that color icon has very little ink remaining and will need to be changed soon. You might be able to continue printing for a short period of time with ink remaining in the print head assembly. Replace the ink cartridge when the **Replace Soon** warning message appears on the color graphics display.

When the **Empty Ink** message appears on the color graphics display, the indicated ink cartridge and print head assembly is entirely out of ink. Immediately replace the indicated ink cartridge.

For more information about the icons on the color graphics display, see Color graphics display icons.

You can also check the estimated amount of ink remaining in your ink cartridges from the computer. See the onscreen **HP Image Zone Help** for information on checking the ink levels from the **Printer Toolbox**. For more information, see Use the onscreen Help.

To check the ink levels from the Setup menu

1. Press **Setup**.
2. Press **5**, then press **1**.
   This displays the **Tools** menu, and then selects **Display Ink Gauge**.
   The gauges for the six ink cartridges appear on the color graphics display.
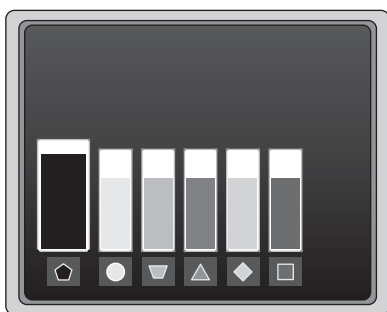
Print a self-test report

If you are experiencing problems with printing, print a self-test report. This report can help you diagnose printing problems and can provide valuable information if you need to call HP customer support.

1. Load letter, A4, or legal unused plain white paper into the main tray.
2. Press **Setup**.
3. Press **1**, then press **1** again.
   This displays the **Print Report** menu and then selects **Self-Test Report**.
   The HP All-in-One prints a self-test report, which contains the following information:

   – **Product information**: includes the model number, serial number, and other product information.
   – **Revision information**: includes the firmware version number and whether or not you have an HP two-sided printing accessory installed.
   – **Ink delivery system information**: displays the approximate ink level of each installed ink cartridge, the status of each ink cartridge, the date each cartridge was installed, and the date each cartridge will expire.

– **Print quality pattern**: displays six color blocks, representing each of the six installed cartridges. Solid, even blocks of color indicate there are no print quality problems. When streaks are displayed or there are missing blocks, clean the print head using the procedure described in Clean the print head. If the color blocks still show print quality problems after cleaning the print head, align the printer using the procedure described in Align the printer. If the color blocks continue to show print quality problems after cleaning and aligning, contact HP customer support.

– **Bluetooth information**: lists the settings for the optional Bluetooth device.

– **History log**: contains information that might be used for diagnostic purposes if you need to call HP customer support.

Work with ink cartridges

To ensure the best print quality from your HP All-in-One, you will need to perform some simple maintenance procedures. This section provides guidelines for handling the ink cartridges, and instructions for replacing the ink cartridges, aligning the printer, and cleaning the print head and ink cartridge contacts.

Replace the ink cartridges

When the ink level for the ink cartridge is low, a message appears on the color graphics display. When you receive this message, make sure you have a replacement ink cartridge available.

To find out the reorder number for all the ink cartridges that your HP All-in-One supports, see Order supplies. To order ink cartridges for your HP All-in-One, go to www.hp.com/learn/suresupply. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

To replace the ink cartridges

1. Open the ink cartridge access door by lifting from the front center of the device, until the door locks into place.
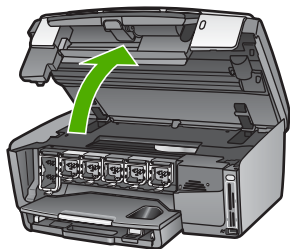
2. Squeeze the tab below an ink cartridge to release the latch inside the HP All-in-One, and then lift the latch.

   If you are replacing the black ink cartridge, lift the latch on the far left.

   If you are replacing one of the five color ink cartridges, such as yellow, light cyan, cyan, light magenta, or magenta, lift the appropriate latch in the center area.
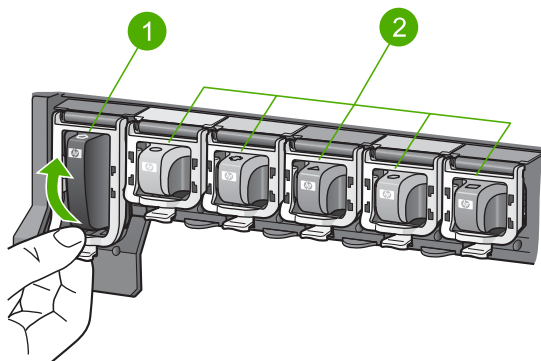
1	Ink cartridge latch for the black ink cartridge
2	Ink cartridge latches for the color ink cartridges

3. Pull the ink cartridge toward you out of its slot.
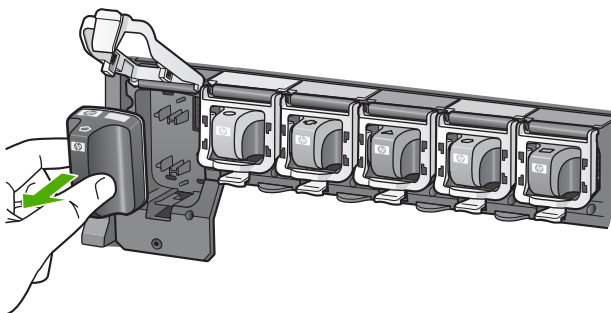
> **Tip** If you are removing the ink cartridge because it is low or out of ink,
> recycle the ink cartridge. The HP Inkjet Supplies Recycling Program is
> available in many countries/regions, and lets you recycle used ink
> cartridges free of charge. For more information, go to the following website:
>
> www.hp.com/hpinfo/globalcitizenship/environment/recycle/inkjet.html

4. Remove the new ink cartridge from its packaging, and then, holding it by the
    handle, slide the ink cartridge into the empty slot.
    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.
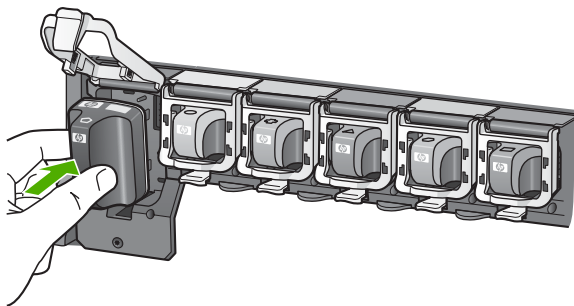
5. Press down on the gray latch until it clicks into place.
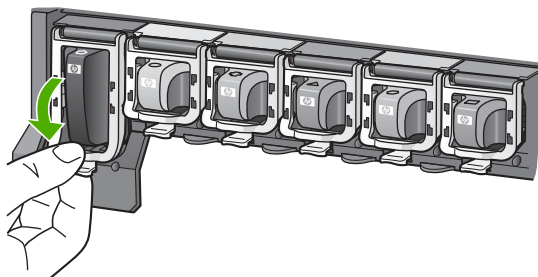
6. Repeat steps 2 through 5 for each ink cartridge you are replacing.
7. Close the ink cartridge access door.

Align the printer

Use this feature when the self-test report shows streaking or white lines through any of the blocks of color.

If you still have print quality problems after aligning the printer, try cleaning the print head using the procedure described in Clean the print head. If print quality problems persist after aligning and cleaning, contact HP customer support.

To align the printer from the control panel

1. Load letter or A4 unused plain white paper into the main tray.
2. Press **Setup**.
3. Press **5**, then press **3**.
   This displays the **Tools** menu and then selects **Align Printer**.
   The HP All-in-One prints a test page, aligns the print head, and calibrates the printer. Recycle or discard the page.

For information on aligning the printer by using the **HP Image Zone** software that came with your HP All-in-One, see the onscreen **HP Image Zone Help**. For more information, see Use the onscreen Help.

Clean the print head

Use this feature when the self-test report shows streaking or white lines through any of the blocks of color. Do not clean the print head unnecessarily, as this wastes ink and shortens the life of the ink nozzles on the print head.

If print quality still seems poor after you clean the print head, try aligning the printer using the procedure described in Align the printer. If print quality problems persist after cleaning and aligning, contact HP customer support.

To clean the print head from the control panel

1. Load letter or A4 unused plain white paper into the main tray.
2. Press **Setup**.
3. Press **5**, then press **2**.
   This displays the **Tools** menu and then selects **Clean Printhead**.
   The HP All-in-One prints a page that you can recycle or discard.

For information on cleaning the print head by using the **HP Image Zone** software that came with your HP All-in-One, see the onscreen **HP Image Zone Help**. For more information, see also Use the onscreen Help.

Clean the ink cartridge contacts

Clean the copper-colored ink cartridge contacts if a message appears on the color graphics display that says a cartridge is missing or damaged.

Before cleaning the ink cartridge contacts, remove the ink cartridge and verify that nothing is covering the ink cartridge contacts or the ink cartridge slot, then reinstall the ink cartridge. If you continue to get a message that says a cartridge is missing or damaged, clean the ink cartridge contacts. If you still get this message after cleaning the contacts, you will need a replacement ink cartridge. Remove the affected ink cartridge and look at the end-of-warranty date on the bottom. If it is before the end-of-warranty date, contact HP customer support to obtain a replacement ink cartridge.

Make sure you have the following materials available:

- Dry foam rubber swabs, lint-free cloth, or any soft material that will not come apart or leave fibers.
- Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the ink cartridges).

⚠ **Caution** Do **not** use platen cleaners or alcohol to clean the ink cartridge contacts. These can damage the ink cartridge or the HP All-in-One.

To clean the ink cartridge contacts

1. Unplug the power cord from the back of the HP All-in-One.

   📝 **Note** When you unplug the power cord, any faxes stored in memory are erased.

2. Lift the ink cartridge access door.
3. Squeeze the tab below an ink cartridge to release the latch inside the HP All-in-One, and then lift the latch.

> **Note** Do not remove multiple ink cartridges at the same time. Remove and clean each ink cartridge one at a time. Do not leave an ink cartridge outside the HP All-in-One for more than 30 minutes.

4. Inspect the ink cartridge contacts for ink and debris buildup.
5. Dip a clean foam rubber swab or lint-free cloth into distilled water, and squeeze any excess water from it.

> **Note** Hold the ink cartridge by its handle. Do not touch the copper-colored contacts.

6. Clean only the copper-colored contacts.
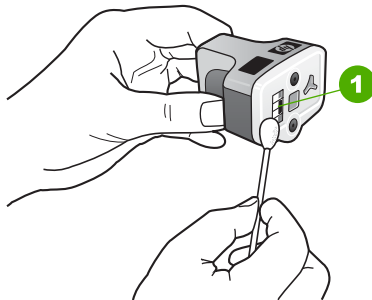
| 1 | Copper-colored contacts |

7. Place the ink cartridge back into the empty slot and press down on the gray latch until it clicks into place.
8. Repeat if necessary for the other ink cartridges.
9. Gently close the ink cartridge access door and plug the power cord into the back of the HP All-in-One.

Self-maintenance sounds

The HP All-in-One will make mechanical noises at various times to perform periodic maintenance functions, such as replenishing the ink levels in the print head assembly or cleaning the print head. This is normal operation and is necessary to ensure the HP All-in-One produces the best quality printouts.

> **Caution** A message on the color graphics display will notify you when the HP All-in-One is performing maintenance functions. Do not remove power from the device during this time.

14 Troubleshooting information

This chapter contains troubleshooting information for the HP All-in-One. Specific information is provided for installation and configuration issues, and some operational topics. For more troubleshooting information, see the onscreen **HP Image Zone Help** that came with your software. For more information, see Use the onscreen Help.

Many issues are caused when the HP All-in-One is connected to the computer using a USB cable before the HP All-in-One software is installed on the computer. If you connected the HP All-in-One to your computer before the software installation screen prompts you to do so, you must follow the steps below.

Troubleshooting common setup issues
1. Disconnect the USB cable from the computer.
2. Uninstall the software (if you have already installed it).
3. Restart your computer.
4. Turn off the HP All-in-One, wait one minute, then restart it.
5. Reinstall the HP All-in-One software.

⚠️ **Caution** Do not connect the USB cable to the computer until prompted by the software installation screen.

For information about uninstalling and reinstalling the software, see Uninstall and reinstall the software.

See the list below for information on topics covered in this chapter.

Additional troubleshooting topics in this User Guide
●   **Setup troubleshooting**: Contains information on hardware setup, software installation, and fax setup troubleshooting information.
●   **Operational troubleshooting**: Contains information on issues that might occur during normal tasks when using the HP All-in-One features.
●   **Device update**: Based on advice from HP customer support or a message on the color graphics display, you might access the HP support website to retrieve an upgrade for your device. This section contains information about updating your device.

📝 **Note** Network troubleshooting information is not discussed in this chapter. For more information, see Network troubleshooting.

Other sources of information
●   **Setup Guide**: The Setup Guide explains how to set up the HP All-in-One.
●   **User Guide**: The User Guide is the book you are reading. This book describes the basic features of the HP All-in-One, explains how to use the HP All-in-One, and contains setup and operational troubleshooting information.

- **HP Image Zone Help**: The onscreen **HP Image Zone Help** describes how to use the HP All-in-One with a computer and contains additional troubleshooting information not covered in the User Guide.
- **Readme file**: The Readme file contains information on system requirements and possible installation problems. For more information, see View the Readme file.

If you are unable to solve the problem using the onscreen Help or HP websites, call HP Support using the number for your country/region. For more information, see HP warranty and support.

View the Readme file

You might want to refer to the Readme file for information on system requirements and possible installation problems.

- In Windows, you can access the Readme file from Windows taskbar by clicking **Start**, pointing to **Programs** or **All Programs**, pointing to **HP**, pointing to **Photosmart All-in-One 3300 series**, and then clicking **Readme**.
- In Mac OS X, you can access the Readme file by double-clicking the icon located in the top-level folder of the HP All-in-One software CD-ROM.

Setup troubleshooting

This section includes installation and configuration troubleshooting tips for some of the most common issues associated with hardware, software, and fax setup.

Hardware setup troubleshooting

Use this section to solve any problems you might encounter while setting up the HP All-in-One hardware.

My HP All-in-One does not turn on

Solution Make sure the power cord is firmly connected, and wait a few seconds for the HP All-in-One to turn on. If this is the first time you have turned on the HP All-in-One, it can take up to a minute to turn on. Also, if the HP All-in-One is plugged in to a power strip, make sure the power strip is turned on.
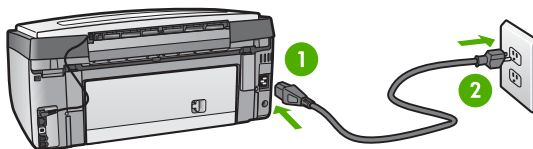
| 1 | Power connection |
| 2 | Grounded power outlet |

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

Solution You must first install the software that came with your HP All-in-One before connecting the USB cable. During installation, do not plug in the USB cable until prompted by the onscreen instructions. Connecting the USB cable before prompted can cause errors.

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

Note Make sure you connected the USB cable to the correct port on the back of your HP All-in-One.
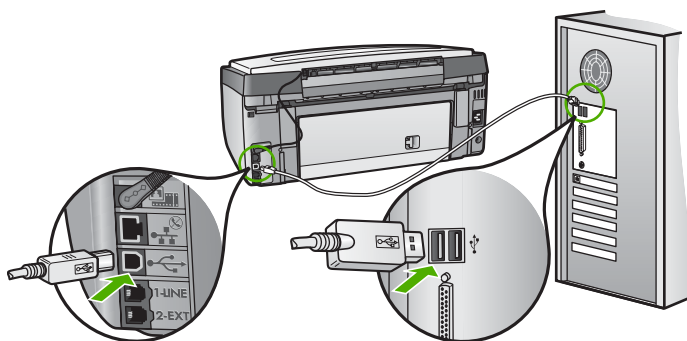
I received a message on the color graphics display to attach the control panel faceplate

Solution This might mean the control panel faceplate is not attached, or it is attached incorrectly. Make sure to align the faceplate over the buttons on the top of the HP All-in-One and snap it firmly into place.
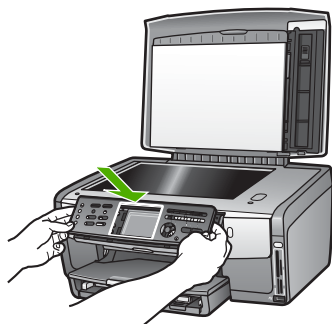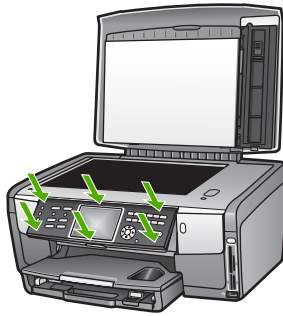
The color graphics display shows the wrong language

Solution You can change the language settings at any time from the **Setup Menu**. For more information, see Set your language and country/region.

The wrong measurements are showing in menus on the color graphics display

Solution You might have selected the incorrect country/region on your HP All-in-One. The country/region you select determines the paper sizes shown on the color graphics display.

To change the country/region, you must reset the language settings. You can change the language settings at any time from the **Setup Menu**. For more information, see Set your language and country/region.

I received a message on the color graphics display to align the printer

Solution Printer maintenance is required to ensure excellent print quality. For more information, see Align the printer.

I received a message on the color graphics display that the printer alignment failed

Cause The incorrect type of paper is loaded in the main tray, for example, colored paper, paper with text on it or certain recycled paper.

Solution Load unused plain white letter or A4 paper into the main tray, and then try the alignment again.

If the alignment fails again, you might have a defective sensor or ink cartridge. 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 contacts on the ink cartridge are not touching the contacts in the ink cartridge slot.

Solution Remove and then reinsert the ink cartridges. Verify that they are fully inserted and locked in place. For more information see Replace the ink cartridges.

Cause The ink cartridge or sensor is defective.

Solution 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 HP All-in-One does not print

Solution For information on network communication problems or communication problems involving a memory card, PictBridge camera, or storage device, see the onscreen **HP Image Zone Help**. For more information on the **HP Image Zone Help**, see Use the onscreen Help.

If your HP All-in-One and computer are USB-connected and are not communicating with each other, try the following:

- Look at the color graphics display on the HP All-in-One. If the color graphics display is blank and the **On** button is not lit, the HP All-in-One is turned off. Make sure the power cord is firmly connected to the HP All-in-One and plugged into a power outlet. Press the **On** button to turn on the HP All-in-One.
- Check the USB cable. If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.
- Make sure your computer is USB ready. Some operating systems, such as Windows 95 and Windows NT, do not support USB connections. Check the documentation that came with your operating system for more information.
- Check the connection from your HP All-in-One to your computer. Verify that the USB cable is securely plugged into the USB port on the back of your HP All-in-One. 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 your HP All-in-One off and then on again.
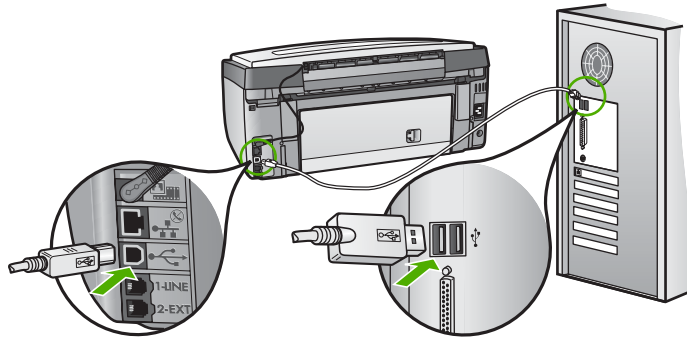
- If you are connecting the HP All-in-One through a USB hub, make sure the hub is turned on. If the hub is on, try connecting directly to your computer.
- Make sure the USB port speed setting on your HP All-in-One is compatible with the USB port speed of your computer. You might need to change the rear USB port speed from High Speed (USB 2.0) to Full Speed (USB 1.1). For more information, see Connect using a USB cable.
- Try printing from a different application or a different file to determine whether or not it is the file causing the printing issue.
- Check other printers or scanners. You might need to disconnect older products from your computer.
- If your HP All-in-One is networked, see the onscreen **HP Image Zone Help** that came with your HP All-in-One. For more information on the **HP Image Zone Help**, see Use the onscreen Help.
- Try connecting the USB cable to another USB port on your computer. After you check the connections, try restarting your computer. Turn your HP All-in-One off and then on again.
- If necessary, remove and then install the **HP Image Zone** software again. For more information, see Uninstall and reinstall the software.

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

I received a message on the color graphics display about a paper jam or a stalled print head assembly

Solution   If either a paper jam or stalled print head assembly error message appears on the color graphics display, there might be some packing material inside the HP All-in-One. Lift open the ink cartridge access door to expose the ink cartridges and remove any objects that are blocking the print head assembly including any packing materials. For more information about clearing a paper jam, see Paper troubleshooting.

Software installation troubleshooting

If you encounter a problem during software installation, see the topics below for a possible solution. If you encounter a hardware problem during setup, see Hardware setup troubleshooting.

During a normal installation of the HP All-in-One software, the following events occur:

1. The HP All-in-One software CD-ROM runs automatically.
2. The software installs.
3. Files are copied to your computer.
4. You are requested to connect the HP All-in-One to your computer.
5. A green OK and check mark appear on an installation wizard screen.
6. You are requested to restart your computer.
7. The **Fax Setup Wizard** (Windows) or **Fax Setup Utility** (Mac) runs.
8. The registration process runs.

If any of these things did not occur, there might be a problem with the installation.

To check the installation on a Windows computer, verify the following:

- Start the **HP Solution Center** and check to make sure the following buttons appear: **Scan Picture**, **Scan Document**, **Send a Fax**. If the icons do not appear immediately, you might need to wait a few minutes for the HP All-in-One to connect to your computer. Otherwise, see Some of the buttons are missing in the HP Solution Center (Windows).
  For information on starting the **HP Solution Center**, see the onscreen **HP Image Zone Help** that came with your software.
- Open the Printers dialog box and check to see that the HP All-in-One is listed.
- Look in the system tray at the far right of the Windows taskbar for an HP All-in-One icon. This indicates that the HP All-in-One is ready.

When I insert the CD-ROM into my computer's CD-ROM drive, nothing happens

Solution   If the installation does not run automatically, you can start it manually.

To start the installation from a Windows computer
1. From the Windows **Start** menu, click **Run**.
2. In the **Run** dialog box, enter **d:\setup.exe** (if your CD-ROM drive is not assigned to drive letter D, enter the appropriate drive letter), and then click **OK**.

To start the installation from a Mac
1. Double-click the CD icon on your desktop to view the contents of the CD.
2. Double-click the Setup icon.

The minimum system checks screen appears (Windows)

Solution   Your system does not meet the minimum requirements to install the software. Click **Details** to see what the specific problem is, and then correct the problem before attempting to install the software.

You can also try installing **HP Image Zone Express** instead. **HP Image Zone Express** provides less functionality than the **HP Image Zone** software, but it requires less space and memory on your computer.

For more information about installing the **HP Image Zone Express** software, see the Setup Guide that came with your HP All-in-One.

A red X appears on the USB connect prompt

Solution   Normally, a green check appears indicating that the plug and play is successful. A red X indicates that the plug and play failed.

Do the following:

1. Verify that the control panel faceplate is firmly attached, unplug the HP All-in-One power cord, and then plug it in again.
2. Verify that the USB and power cables are plugged in.
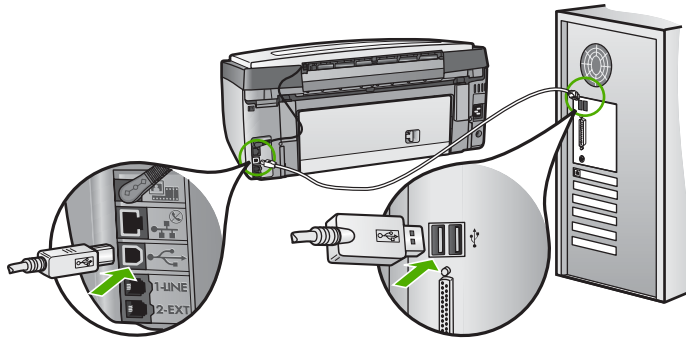
3. Click **Retry** to retry the plug and play setup. If this does not work, continue to the next step.
4. Verify that the USB cable is set up properly as follows:
   – Unplug the USB cable and plug it in again.
   – Do not attach the USB cable to a keyboard or non-powered hub.
   – Verify that the USB cable is 3 meters or less in length.
   – If you have several USB devices attached to your computer, you might want to unplug the other devices during the installation.
5. Continue with the installation and restart the computer when prompted.
6. If you are using a Windows computer, open the **HP Solution Center** and check for the essential icons (**Scan Picture**, **Scan Document**, and **Send a Fax**). If the essential icons do not appear, remove the software and then reinstall it. For more information, see Uninstall and reinstall the software.

I received a message that an unknown error has occurred

Solution   Try to continue with the installation. If that doesn't work, stop and then restart the installation, and follow the directions on the screen. If an error

occurs, you might need to uninstall and then reinstall the software. Do not simply delete the HP All-in-One program files from your computer. Make sure to remove them properly using the uninstall utility provided when you installed the **HP Image Zone** software.

For more information, see Uninstall and reinstall the software.

Some of the buttons are missing in the HP Solution Center (Windows)

If the essential icons (**Scan Picture**, **Scan Document**, and **Send a Fax**) do not appear, your installation might not be complete.

Solution   If your installation is incomplete, you might need to uninstall and then reinstall the software. Do not simply delete the HP All-in-One program files from your hard drive. Make sure to remove them properly using the uninstall utility provided in the HP All-in-One program group. For more information, see Uninstall and reinstall the software.

The Fax Setup Wizard (Windows) or Fax Setup Utility (Mac) does not start

Solution   You can manually start the **Fax Setup Wizard** (Windows) or **Fax Setup Utility** (Mac) to finish setting up your HP All-in-One.

To start the Fax Setup Wizard (Windows)
➔   In the **HP Solution Center**, click **Settings**, point to **Fax Settings & Setup**, and then click **Fax Setup Wizard**.

To start the Fax Setup Utility (Mac)
1.   In the **HP Image Zone**, click the **Devices** tab.
2.   In the **Select Devices** area, click the icon for your HP All-in-One.
3.   Click **Settings**, and then choose **Fax Setup Utility**.

The registration screen does not appear (Windows)

Solution   You can access the registration (Sign up now) screen from the Windows taskbar by clicking **Start**, pointing to **Programs** or **All Programs**, **HP**, **Photosmart All-in-One 3300 series**, and then clicking **Product Registration**.

The Digital Imaging Monitor does not appear in the system tray (Windows)

Solution   If the **Digital Imaging Monitor** does not appear in the system tray (normally located at the lower-right corner of the desktop), start the **HP Solution Center** to check whether or not the essential icons are there.

For more information about missing essential buttons in the **HP Solution Center**, see Some of the buttons are missing in the HP Solution Center (Windows).

Uninstall and reinstall the software

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

A reinstall can take from 20 to 40 minutes. There are three methods to uninstall the software on a Windows computer, and one method to uninstall on a Mac.

To uninstall from a Windows computer, method 1

1. Disconnect your HP All-in-One from your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.
2. Press the **On** button to turn off the HP All-in-One.
3. On the Windows taskbar, click **Start**, **Programs** or **All Programs**, **HP**, **Photosmart All-in-One 3300 series**, **Uninstall**.
4. Follow the onscreen instructions.
5. 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.
6. Restart your computer.

   Note It is important that you disconnect your HP All-in-One before restarting your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.

7. To reinstall the software, insert the HP All-in-One CD-ROM into the CD-ROM drive on your computer, and follow the onscreen instructions and the instructions provided in the Setup Guide that came with your HP All-in-One.
8. After the software is installed, connect the HP All-in-One to your computer.
9. Press the **On** button to turn the HP All-in-One on.
   After connecting and turning on your HP All-in-One, you might have to wait several minutes for all of the Plug and Play events to complete.
10. Follow the onscreen instructions.

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

To verify that the software is properly installed, double-click the **HP Solution Center** icon on the desktop. If the **HP Solution Center** shows the essential icons (**Scan Picture**, **Scan Document**, and **Send a Fax**), the software has been properly installed.

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**, **Settings**, **Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Select **HP All-in-One & Officejet 4.0**, and then click **Change/Remove**.
   Follow the onscreen instructions.
4. Disconnect your HP All-in-One from your computer.

5. Restart your computer.

> 📝 **Note** It is important that you disconnect your HP All-in-One before restarting your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.

6. Insert the HP All-in-One CD-ROM into the CD-ROM drive on your computer, and then start the Setup program.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with your HP All-in-One.

To uninstall from a Windows computer, method 3

> 📝 **Note** This is an alternate method if **Uninstall** is not available in the Windows Start menu.

1. Insert the HP All-in-One CD-ROM into the CD-ROM drive on your computer, and then start the Setup program.
2. Select **Uninstall** and follow the onscreen directions.
3. Disconnect your HP All-in-One from your computer.
4. Restart your computer.

> 📝 **Note** It is important that you disconnect your HP All-in-One before restarting your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.

5. Start the Setup program for your HP All-in-One again.
6. Select **Reinstall**.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with your HP All-in-One.

To uninstall from a Mac computer
1. Disconnect the HP All-in-One from your Mac.
2. Double-click the **Applications: HP All-in-One Software** folder.
3. Double-click **HP Uninstaller**.
   Follow the onscreen instructions.
4. After the software is uninstalled, disconnect your HP All-in-One, and then restart your computer.

> 📝 **Note** It is important that you disconnect your HP All-in-One before restarting your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.

5. To reinstall the software, insert the HP All-in-One CD-ROM into the CD-ROM drive on your computer.
6. On the desktop, open the CD-ROM and then double-click **HP All-in-One Installer**.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with your HP All-in-One.

Fax setup troubleshooting

This section contains fax setup troubleshooting information for the HP All-in-One. If your HP All-in-One is not set up properly for faxing, you might experience problems when sending faxes, receiving faxes, or both.

This section contains only setup-related troubleshooting. For additional fax troubleshooting topics, such as problems with your printouts or slow fax reception, see the **3100, 3200, 3300 series Troubleshooting** section in the onscreen **HP Image Zone Help**. For more information, see Use the onscreen Help.

If you are having faxing problems, you can print a fax test report to check the status of your HP All-in-One. The test will fail if your HP All-in-One is not set up properly for faxing. Perform this test after you have completed setting up your HP All-in-One for faxing. For more information, see Test your fax setup.

If the test fails, review the report for information on how to fix any problems found. For more information, you can also see the next section, The fax test failed.

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.

● The "Fax Hardware Test" failed
● The "Fax Connected to Active Telephone Wall Jack" test failed
● The "Phone Cord Connected to Correct Port on Fax" test failed
● The "Using Correct Type of Phone Cord with Fax" test failed
● The "Dial Tone Detection" test failed
● The "Fax Line Condition" test failed

The "Fax Hardware Test" failed

Solution
● Turn off the HP All-in-One by using the **On** button located on the control panel and then unplug the power cord from the back of the HP All-in-One. After a few seconds, plug the power cord back in and 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 have a Windows computer and are running the test from the **Fax Setup Wizard**, make sure the HP All-in-One is not busy completing another task, such as receiving a fax or making a copy. Check the color graphics display for a message indicating that the HP All-in-One is busy. If it is busy, wait until it is finished and in the idle state, before running the test.

After you resolve any problems found, run the fax test again to make sure it passes and your HP All-in-One is ready for faxing. If the **Fax Hardware Test** continues to fail and you experience problems faxing, contact HP Support. Go to

Troubleshooting

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 HP All-in-One to make sure the phone cord is secure.
- Make sure you use the phone cord that came with your HP All-in-One. If you do not use the supplied phone cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to send or receive faxes. After you plug in the phone cord that came with your HP All-in-One, run the fax test again.
- Make sure you have correctly connected the HP All-in-One to the telephone wall jack. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One. For more information on setting up your HP All-in-One for faxing, see Fax setup.
- 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 HP All-in-One 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 HP All-in-One 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 your HP All-in-One is ready for faxing.

The "Phone Cord Connected to Correct Port on Fax" test failed

Solution The phone cord is plugged into the wrong port on the back of the HP All-in-One.
1. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One.

   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 or a telephone.
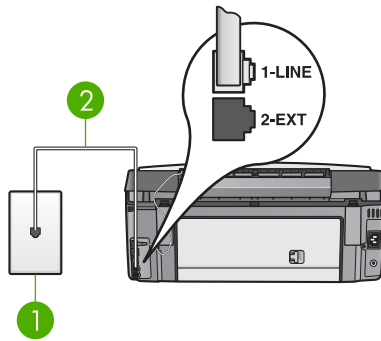
Back view of the HP All-in-One

1	Telephone wall jack
2	Phone cord supplied in the box with your HP All-in-One connected to the "1-LINE" port

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 your HP All-in-One is ready for faxing.
3. Try to send or receive a test fax.

The "Using Correct Type of Phone Cord with Fax" test failed

Solution
● Make sure you used the phone cord supplied in the box with your HP All-in-One 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 your HP All-in-One and the other end to your telephone wall jack, as shown below.
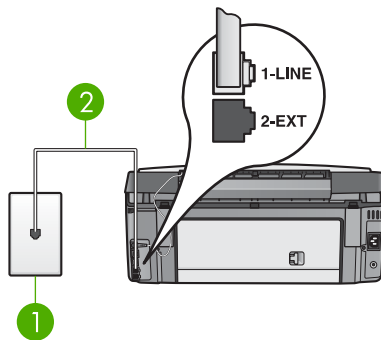
1	Telephone wall jack
2	Phone cord supplied in the box with your HP All-in-One

If the supplied phone cord is not long enough, you can extend it. For information see The phone cord that came with my HP All-in-One is not long enough.

● Check the connection between the telephone wall jack and the HP All-in-One to make sure the phone cord is secure.

The "Dial Tone Detection" test failed

Solution
● Other equipment, which uses the same phone line as the HP All-in-One, 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 HP All-in-One 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 HP All-in-One to the telephone wall jack. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One. For more information on setting up your HP All-in-One for faxing, see Fax setup.
● 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 HP All-in-One 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. For more information, see Set your language and country/region.
● Make sure you connect your HP All-in-One 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 your HP All-in-One to an analog phone line and try sending or receiving a fax.

After you resolve any problems found, run the fax test again to make sure it passes and your HP All-in-One 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 your HP All-in-One 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 your HP All-in-One to an analog phone line and try sending or receiving a fax.
- Check the connection between the telephone wall jack and the HP All-in-One to make sure the phone cord is secure.
- Make sure you have correctly connected the HP All-in-One to the telephone wall jack. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One. For more information on setting up your HP All-in-One for faxing, see Fax setup.
- Other equipment, which uses the same phone line as the HP All-in-One, 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 HP All-in-One 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 HP All-in-One directly to the telephone wall jack.

After you resolve any problems found, run the fax test again to make sure it passes and your HP All-in-One 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 color graphics 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 your HP All-in-One to connect the device to your phone line. For more information, see The "Using Correct Type of Phone Cord with Fax" test failed.

The HP All-in-One is having problems sending and receiving faxes

Solution   Make sure the HP All-in-One is turned on. Look at the color graphics display on the HP All-in-One. If the color graphics display is blank and the **On** light is not lit, the HP All-in-One is turned off. Make sure the power cord is firmly

connected to the HP All-in-One and plugged into a power outlet. Press the **On** button to turn on the HP All-in-One.

After turning on the HP All-in-One, HP recommends you wait five minutes before sending or receiving a fax. The HP All-in-One 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 your HP All-in-One 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 your HP All-in-One and the other end to your telephone wall jack, as shown below.
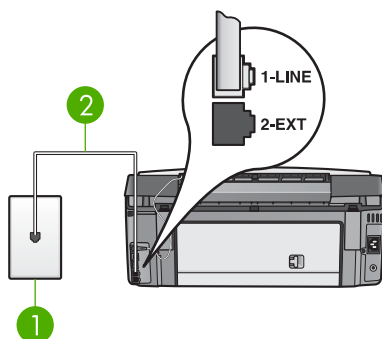
| 1 | Telephone wall jack |
| 2 | Phone cord supplied in the box with your HP All-in-One |

  If the supplied phone cord is not long enough, you can extend it. For information see The phone cord that came with my HP All-in-One is not long enough.

- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the HP All-in-One and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.

- Other equipment, which uses the same phone line as the HP All-in-One, might be in use. For example, you cannot use your HP All-in-One for faxing if an extension phone is off the hook, or if you are using your computer modem to send an e-mail or access the Internet.

- Check to see if another process has caused an error. Check the color graphics display or your computer for an error message providing information about the problem and how to solve it. If there is an error, the HP All-in-One 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

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onscreen **HP Image Zone 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 your HP All-in-One with DSL.

- Make sure your HP All-in-One 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 HP All-in-One 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 your HP All-in-One with a PBX phone system or an ISDN line.

- If your HP All-in-One 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 your HP All-in-One 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 HP All-in-One directly to the telephone wall jack.

The HP All-in-One is having problems sending a manual fax

Solution
- Make sure the telephone you use to initiate the fax call is connected directly to the HP All-in-One. To send a fax manually, the telephone must be connected directly to the port labeled "2-EXT" on the HP All-in-One, as shown below. For information on sending faxes manually, see Send a fax manually from a phone.
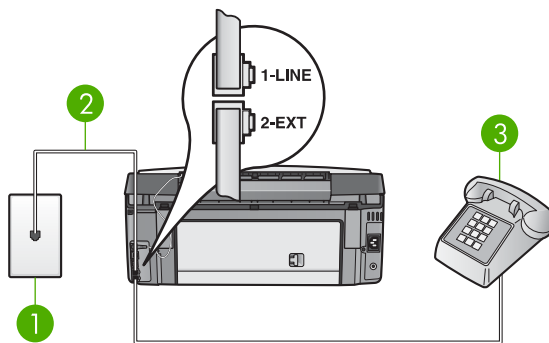
1	Telephone wall jack
2	Phone cord supplied in the box with your HP All-in-One
3	Telephone

- If you are sending a fax manually from your phone that is connected directly to the HP All-in-One, you must use the keypad on the telephone to send the fax. You cannot use the keypad on the control panel of the HP All-in-One.

The HP All-in-One cannot receive faxes, but can send faxes

Solution
- If you are not using a distinctive ring service, check to make sure that the **Answer Ring Pattern** feature on your HP All-in-One is set to **All Rings**. For information, see Change the answer ring pattern (distinctive ringing).
- If **Auto Answer** is set to **Off**, you will need to manually receive faxes; otherwise, your HP All-in-One 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 your HP All-in-One when you have a voice mail service, see Fax setup. For information on receiving faxes manually, see Receive a fax manually.
- If you have a computer modem on the same phone line with your HP All-in-One, check to make sure that the computer modem software 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 HP All-in-One from receiving fax calls.

- If you have an answering machine on the same phone line with your HP All-in-One, you might have one of the following problems:
  - Your answering machine might not be set up properly with your HP All-in-One.
  - Your outgoing message might be too long or too loud to allow the HP All-in-One to detect fax tones, and the calling fax machine might disconnect.
  - Your answering machine might hang up too quickly after the outgoing message plays if it does not detect someone trying to record a message, as when a fax is calling. This prevents the HP All-in-One from detecting the 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 HP All-in-One as described in Fax setup.
  - Make sure your HP All-in-One is set to receive faxes automatically. For information on setting up your HP All-in-One to receive faxes automatically, see Fax setup.
  - 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 you can receive a fax 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 your HP All-in-One shares the same phone line with other types of phone equipment, such as an answering machine, a computer modem, or multi-port switch box, the fax signal level might be reduced. This can cause problems during fax reception.
  To find out if other equipment is causing a problem, disconnect everything except the HP All-in-One 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 **Answer Ring Pattern** feature on your HP All-in-One is set to match. For more information, see Change the answer ring pattern (distinctive ringing).

The HP All-in-One cannot send faxes, but can receive faxes

Solution
- The HP All-in-One 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 insert a pause during dialing, press ▲, or press the **Space (#)** button repeatedly, until a dash (-) appears on the color graphics display.
  You can also use monitor dialing to send the fax. 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 HP All-in-One as described in Fax setup. If you do not connect the answering machine as recommended, fax tones might be recorded on your answering machine.
- Make sure your HP All-in-One is set to receive faxes automatically. If your HP All-in-One is set up to receive faxes manually, the HP All-in-One will not answer incoming calls. You must be available to respond in person to incoming fax calls, or the HP All-in-One will not receive the fax and your answering machine will record the fax tones. For information on setting up your HP All-in-One to receive faxes automatically, see Fax setup.
- 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.

The phone cord that came with my HP All-in-One is not long enough

Solution   If the phone cord that came with your HP All-in-One 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 your HP All-in-One 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 your HP All-in-One, connect one end to the coupler, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One.
2. Connect another phone cord to the open port on the coupler and to the telephone wall jack, as shown below.
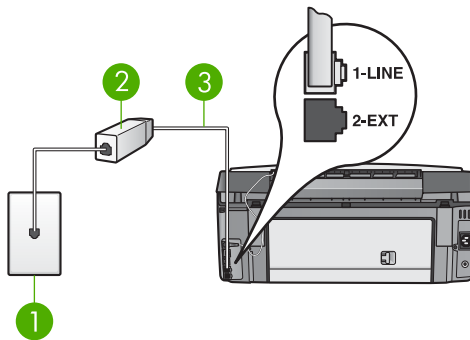
1	Telephone wall jack
2	Coupler
3	Phone cord supplied in the box with the HP All-in-One

Operational troubleshooting

The **3100, 3200, 3300 series Troubleshooting** section in the **HP Image Zone Help** contains troubleshooting tips for some of the most common issues associated with your HP All-in-One.

To access the troubleshooting information from a Windows computer, go to the **HP Image Zone**, click **Help**, and then choose **Troubleshooting and Support**. Troubleshooting is also available through the Help button that appears on some error messages.

To access troubleshooting information on a Mac, click the **HP Image Zone** icon in the Dock, select **Help** from the menu bar, choose **HP Image Zone Help** from the **Help** menu, and then choose **3100, 3200, 3300 series Troubleshooting** in the Help Viewer.

If you have Internet access, you can get help from the HP website at www.hp.com/support. The website also provides answers to frequently asked questions.

Paper troubleshooting

To help avoid paper jams, only use paper types that are recommended for your HP All-in-One. For a list of recommended papers, see the onscreen **HP Image Zone Help**, or go to www.hp.com/support.

Do not load curled or wrinkled paper, or paper with bent or torn edges, into the input tray. For more information, see Avoid paper jams.

Paper has jammed the HP All-in-One

Solution   If paper becomes jammed in your device, follow these instructions to clear the paper jam.

1. Press in the tab on the rear clean-out door to remove the door.

    Caution   Clearing a paper jam from the top of the HP All-in-One can damage the print mechanism. Whenever possible, access and clear paper jams through the rear clean-out door.

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 remain inside the device. If you do not remove all the pieces of paper from the HP All-in-One, more paper jams are likely to occur.

3. Replace the rear clean-out door. Gently push the door forward until it snaps into place.
4. Press **OK** to continue the current job.

    Note   If the paper is still jammed, see the onscreen Troubleshooting Help that came with your **HP Image Zone** software.

Paper has jammed the optional two-sided printing accessory

Solution   You might need to remove the two-sided printing accessory. For more information, see the printed guide that came with your two-sided printing accessory.

    Note   If you turned the HP All-in-One off before clearing the paper jam, turn it back on, and then restart your printing or copying job.

Ink cartridge troubleshooting

If you are experiencing problems with printing, you might have a problem with one of the ink cartridges. Try the following:

1. Remove and reinsert the ink cartridges and verify that they are fully inserted and locked in place.
2. If the problem persists, print a self-test report to determine if there is a problem with the ink cartridges.
   This report provides useful information about your ink cartridges, including status information.
3. If the self-test report shows a problem, clean the print head.
4. If the problem persists, align the printer.
5. If you are still experiencing problems with printing, determine which ink cartridge is experiencing the problem and replace it.

For instructions on how to print a self-test report, clean the print head, and align the printer, see Maintain your HP All-in-One.

Device update

In order to keep your HP All-in-One running smoothly with the most advanced technology available, you can retrieve device updates for your HP All-in-One from the HP support website and install them using the **Device Update Wizard**. Also, you might need to install device updates on your HP All-in-One for one of the following reasons:

● You call HP customer support and a service representative advises you to access the HP support website to retrieve an upgrade for your device.
● A message appears on your HP All-in-One color graphics display to direct you to update your device.

Device update (Windows)

Use one of the following to retrieve an update for your device:

● Use your Web browser to download an update for your HP All-in-One from www.hp.com/support. The file will be a self-extracting executable with the extension .exe. When you double-click the .exe file, the **Device Update Wizard** opens on your computer.
● Use the **Software Update** utility to automatically search the HP support website for device updates at predetermined intervals.

> **Note** If you are a Windows user, you can set the **Software Update** utility (part of the **HP Image Zone** software installed on your computer) to automatically search the HP support website for device updates at predetermined intervals. If you do not have the latest version of the **Software Update** utility at the time of install, a dialog box appears on your computer prompting you to upgrade. Accept the upgrade. For more information on the **Software Update** utility, see the onscreen **HP Image Zone Help**.

To use device update

1. Do one of the following:
    –   Double-click the update .exe file you downloaded from www.hp.com/support.
    –   When prompted, accept the device update found by the **Software Update** utility.

    The **Device Update Wizard** opens on your computer.
2. At the **Welcome** screen, click **Next**.
    The **Select a Device** screen appears.
3. Select your HP All-in-One from the list, and then click **Next**.
    The **Important Information** screen appears.
4. Make sure your computer and device meet the requirements listed.
5. If you meet the requirements, click **Update**.
    The **Updating Device** screen appears. A light begins to flash on the control panel of your HP All-in-One.
    The screen on your color graphics display turns green as the update is loaded and extracted to your device.
6. Do not disconnect, shut down, or perform any other activities on your device while the update is occurring.

    > **Note** If you disrupt the update, or an error message indicates the update failed, call HP support for assistance.

    After your HP All-in-One shuts down and restarts, an update complete screen appears on your computer.

Your device is updated. It is now safe to use your HP All-in-One.

Device update (Mac)

The device update installer provides a means to apply updates to your HP All-in-One as follows:

1. Use your Web browser to download an update for your HP All-in-One from www.hp.com/support.
2. Double-click the downloaded file.
    The installer opens on your computer.
3. Follow the onscreen prompts to install the update to your HP All-in-One.
4. Restart the HP All-in-One to complete the process.

15 HP warranty and support

Hewlett-Packard provides Internet and phone support for your HP All-in-One.

This chapter provides warranty information as well as how to get support from the Internet, contact HP customer support, access your serial number and service ID, call in North America during warranty, and prepare your HP All-in-One for shipment.

If you are unable to find the answer you need in the printed or onscreen documentation supplied with your product, you can contact one of the HP support services listed in the following pages. Some support services are available only in the U.S. and Canada, while others are available in many countries/regions worldwide. If a support service number is not listed for your country/region, contact your nearest authorized HP dealer for help.

Warranty

To obtain HP repair service, you must first contact an HP service office or an HP Customer Support Center for basic troubleshooting. See Before you call HP customer support for steps to take before calling Customer Support.

> **Note** This information does not apply to customers in Japan. For information on service options in Japan, see HP Quick Exchange Service (Japan).

Warranty upgrades

Depending on your country/region, HP might offer (for an additional fee) a warranty upgrade option that extends or enhances your standard product warranty. Available options might include priority phone support, return service, or next business day exchange. Typically, service coverage begins on product purchase date and must be purchased within a limited time of product purchase.

For more information:

- In the U.S., dial 1-866-234-1377 to speak to an HP advisor.
- Outside the U.S., please call your local HP Customer Support office. See Call elsewhere in the world for more information and a list of international Customer Support numbers.
- Go to the HP website at www.hp.com/support. If prompted, choose your country/region, and then find warranty information.

Warranty information

HP product	Duration of limited warranty
Software	90 days
Print cartridges	Until the HP ink is depleted or the "end of warranty" date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Accessories	1 year
Printer peripheral hardware (see the following for details)	1 year

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 uninterrupted 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 ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
   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 Ltd. 30 Herbert Street IRL-Dublin 2
United Kingdom: Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN

Before you call HP customer support

Software programs from other companies might be included with your 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.

If you need to contact HP Customer Support, do the following before you call.

Note This information does not apply to customers in Japan. For information on service options in Japan, see HP Quick Exchange Service (Japan).

1. Make sure that:
   a. Your HP All-in-One is plugged in and turned on.
   b. The specified ink cartridges are installed correctly.
   c. The recommended paper is properly loaded in the input tray.
2. Reset your HP All-in-One:
   a. Turn off the HP All-in-One by pressing the **On** button.
   b. Unplug the power cord from the back of the HP All-in-One.
   c. Plug the power cord back into the HP All-in-One.
   d. Turn on the HP All-in-One by pressing the **On** button.
3. For more information, go to www.hp.com/support
   This website offers technical support, drivers, supplies, and ordering information.
4. If you are still experiencing problems and need to speak with an HP Customer Support Representative, do the following:
   a. Have the specific name of your HP All-in-One, as it appears on the control panel, available.
   b. Print a self-test report. For information on printing a self-test report, see Print a self-test report.
   c. Make a color copy to have available as a sample printout.
   d. Be prepared to describe your problem in detail.
   e. Have your serial number and service ID ready. For information on how to access your serial number and service ID, see Access your serial number and service ID.
5. Call HP Customer Support. Be near your HP All-in-One when you call.

Access your serial number and service ID

You can access important information by using the **Information Menu** of your HP All-in-One.

Note If your HP All-in-One is not turning on, you can view the serial number by looking the sticker on the bottom of your HP All-in-One. The serial number is the 10-character code.

1. Press * and press #. Then press 1, 2, 3.
   The **Support Menu** appears.
2. Press ▶ until the **Information Menu** appears and then press **OK**.
3. Press ▶ until **Model Number** appears and then press **OK**.
   The service ID appears. Write down the complete service ID.
4. Press **Cancel**, and then press ▶ until **Serial Number** appears.
5. Press **OK**.
   This displays the serial number. Write down the complete serial number.
6. Press **Cancel** until you to exit the **Support Menu**.

Get support and other information from the Internet

If you have Internet access, you can get help from www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support. This website 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.

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

Call in North America during warranty

Call **1-800-474-6836 (1-800-HP invent)**. U.S. phone support is available in both English and Spanish languages 24 hours a day, 7 days a week (days and hours of support may change without notice). This service is free during the warranty period. A fee may apply outside the warranty period.

Call elsewhere in the world

The numbers listed below are current as of the publication date of this guide. For a list of current international HP Support Service numbers, go to www.hp.com/support and choose your own country/region or language.

Support service is free during the warranty period; however, your standard long-distance phone charges will apply. In some cases, per minute, per half-minute or a flat fee per single incident might also apply.

For phone support in Europe, please check for the details and conditions of phone support in your country/region by going to www.hp.com/support.

Alternatively, you can ask your dealer or call HP at the phone number provided in this guide.

As part of our constant efforts to improve our phone support service, we advise you to check our website on a regular basis for new information regarding service features and delivery.

HP warranty and support

www.hp.com/support

61 56 45 43	الجزائر	한국	1588-3003
Argentina (Buenos Aires)	54-11-4708-1600	Luxembourg	900 40 006
Argentina	0-800-555-5000	Luxemburg	900 40 007
Australia	1300 721 147	Malaysia	1800 805 405
Australia (out-of-warranty)	1902 910 910	Mexico (Mexico City)	55-5258-9922
Österreich	+ 43 1 86332 1000	Mexico	01-800-472-68368
	0810-0010000	22 404747	المغرب
	(in-country)	Nederland	0900 2020 165
800 171	البحرين	New Zealand	0800 441 147
België	070 300 005	Nigeria	1 3204 999
Belgique	070 300 004	Norge	+46 (0)77 120 4765
Brasil (Sao Paulo)	55-11-4004-	Panama	1-800-711-2884
Brasil	0-800-709-7751	Paraguay	009 800 54 1 0006
Canada (Mississauga Area)	(905) 206-4663	Perú	0-800-10111
Canada	1-(800)-474-6836	Philippines	(63) 2 867 3551
Central America &	www.hp.com/support		1800 1441 0094
The Caribbean		Polska	0 801 800 235
Chile	800-360-999	Portugal	808 201 492
中国	021-3881-4518	Puerto Rico	1-877-232-0589
	800-810-3888 : 3002	República Dominicana	1-800-711-2884
Colombia (Bogota)	571-606-9191	România	(21) 315 4442
Colombia	01-8000-51-4746-8368	Россия (Москва)	095 7973520
Costa Rica	0-800-011-1046	Россия (Санкт-Петербург)	812 3467997
Česká republika	261 307 310	800 897 1444	السعودية
Danmark	+ 45 70 202 845	Singapore	6 272 5300
Ecuador (Andinatel)	1-999-119	Slovensko	2 50222444
	800-711-2884	South Africa (international)	+ 27 11 2589301
Ecuador (Pacifitel)	1-800-225-528	South Africa (RSA)	086 0001030
	800-711-2884	Rest of West Africa	+ 351 213 17 63 80
2 532 5222	مصر	Suomi	+358 (0)203 66 767
El Salvador	800-6160	Sverige	+46 (0)77 120 4765
España	902 010 059	Switzerland	0848 672 672
France	+33 (0)892 69 60 22	臺灣	02-8722-8000
Deutschland	+49 (0)180 5652 180	ไทย	+66 (2) 353 9000
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603	71 89 12 22	تونس
Ελλάδα (εντός Ελλάδας)	801 11 22 55 47	Trinidad & Tobago	1-800-711-2884
Ελλάδα (από Κύπρο)	800 9 2649	Türkiye	90 212 444 71 71
Guatemala	1-800-711-2884	Україна	(380 44) 4903520
香港特別行政區	2802 4098	800 4910	الإمارات العربية المتحدة
Magyarország	1 382 1111	United Kingdom	+44 (0)870 010 4320
India	1 600 44 7737	United States	1-(800)-474-6836
Indonesia	+62 (21) 350 3408	Uruguay	0004-054-177
Ireland	1 890 923 902	Venezuela (Caracas)	58-212-278-8666
(0) 9 830 4848	ישראל	Venezuela	0-800-474-68368
Italia	848 800 871	Viêt Nam	+84 88234530
Jamaica	1-800-711-2884		
日本	0570-000511		
日本 (携帯電話の場合)	03-3335-9800		

HP warranty and support

HP Quick Exchange Service (Japan)

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。製品が故障している、または欠陥があると判断された場合、HP Quick Exchange Serviceがこの製品を正常品と交換し、故障した製品を回収します。保証期間中は、修理代と配送料は無料です。また、お住まいの地域にも依りますが、プリンタを次の日までに交換することも可能です。

電話番号：0570-000511 （自動応答）
:03-3335-9800 （自動応答システムが使用できない場合）
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、保証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
• 運送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。
  ご注意： デバイスはインクカートリッジを取り外さないで返還してください。
• 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、将来予告なしに変更することがあります。

For instructions on how to pack your device for exchange, see Pack your HP All-in-One.

Prepare your HP All-in-One for shipment

If after contacting HP Customer Support or returning to the point of purchase, you are requested to send your HP All-in-One in for service, pack the HP All-in-One in the original packing materials to avoid further damage. Retain the power cord and control panel faceplate in case the HP All-in-One needs to be replaced.

> ⚠️ **Caution** To prevent ink leakage when transporting your HP All-in-One, please make sure that the ink cartridges are inserted into the device.

Replace the ink cartridges in your HP All-in-One

This section provides instructions on how to replace ink cartridges in your HP All-in-One.

> **Note 1** If you have not already received a replacement device, the HP customer support call agent will instruct you whether or not to also send your ink cartridges with your HP All-in-One.
>
> **Note 2** This information does not apply to customers in Japan. For information on service options in Japan, see HP Quick Exchange Service (Japan) and the instructions described in Pack your HP All-in-One.

1. Turn off the HP All-in-One.
2. Open the ink cartridge access door by lifting from the front center of the device, until the door locks into place.
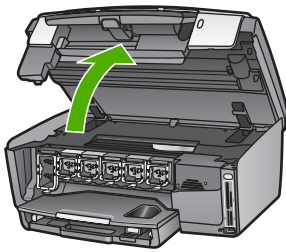
3. Squeeze the tab below an ink cartridge to release the latch inside the HP All-in-One; then lift the latch.

   To remove the black ink cartridge, lift the latch on the far left.

   To remove the five color ink cartridges, such as yellow, light cyan, cyan, light magenta, or magenta, lift the appropriate latch in the center area.
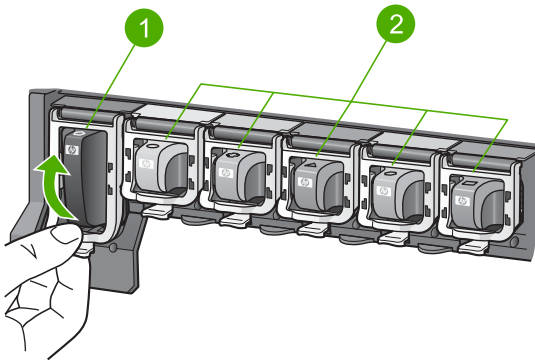
| 1 | Ink cartridge latch for the black ink cartridge |
| 2 | Ink cartridge latches for the color ink cartridges |

4. If you already received a replacement HP All-in-One, it might have come with empty ink cartridges. If this is the case, insert the empty ink cartridges into the device you are shipping back.

   Note If you have not received a replacement HP All-in-One, the HP customer support call agent will instruct you whether to send your ink cartridges with your HP All-in-One.

5. Lower the ink cartridge latches and press until they snap into place.
6. Close the ink cartridge access door.
7. Unplug the power cord, and then disconnect it from the HP All-in-One.

   Caution Do not return your power cord or control panel faceplate with the device. The replacement device will not be shipped with these items. Store them in a safe place until the replacement HP All-in-One arrives.

8. See Remove the control panel faceplate to complete preparation for shipment.

Remove the control panel faceplate

Complete the following steps once you have replaced the ink cartridges.

Note This information does not apply to customers in Japan. For information on service options in Japan, see HP Quick Exchange Service (Japan) and the instructions described in Pack your HP All-in-One.

Caution The HP All-in-One must be unplugged before following these steps.

1. Remove the control panel faceplate as follows:
   a. Rotate the control panel up as far as it will go.
   b. Using both hands, place your index fingers on the notches on each side of the control panel.
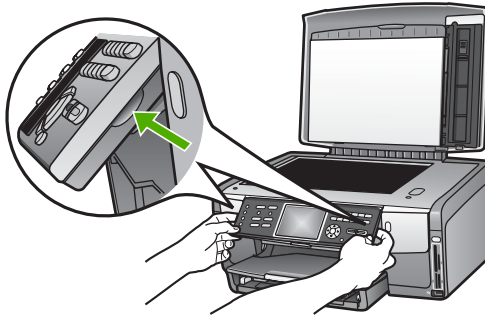
   c. Gently pull the faceplate towards you to remove it from the device.
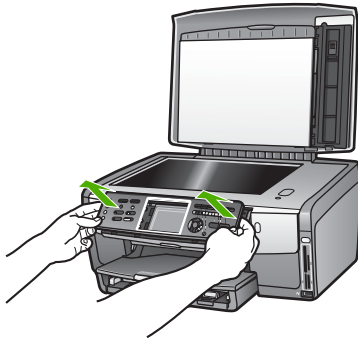
2. Retain the control panel faceplate. Do not return the control panel faceplate with the HP All-in-One.

   Caution The replacement HP All-in-One might not come with a control panel faceplate. Store your control panel faceplate (along with the power cord) in a safe place, and when the replacement HP All-in-One arrives, reattach your control panel faceplate. You must attach your control panel faceplate to use the control panel functions on the replacement HP All-in-One.

   Note See the Setup Guide that came with your HP All-in-One for instructions on how to attach your control panel faceplate. The replacement HP All-in-One might come with instructions for setting up your device.

Pack your HP All-in-One

Complete the following steps once you have unplugged your HP All-in-One.

1. If available, pack your HP All-in-One for shipment by using the original packing materials or the packaging materials that came with the replacement device.
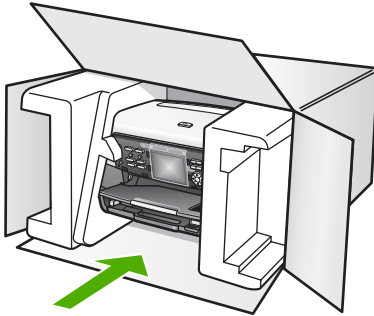
   If you do not have the original packaging materials, please use other adequate packaging materials. Shipping damage caused by improper packaging and/or improper transportation is not covered under the warranty.
2. Place the return shipping label on the outside of the box.
3. Include the following items 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.

HP warranty and support

16 Technical information

This chapter provides information on accessing system requirements, paper specifications, print specifications, copy specifications, fax specifications, memory card specifications, scan specifications, physical specifications, power specifications, environmental specifications, regulatory notices, and the declaration of conformity for your HP All-in-One.

System requirements

Software system requirements are located in the Readme file. For information on viewing the Readme file, see View the Readme file.

Paper specifications

This section contains information about paper-tray capacities, paper sizes, and print margin specifications.

Paper-tray capacities

	Capacity[1]	Maximum Media Size[2]	Minimum Media Size
Main Tray	Up to 100 sheets	216 x 356 mm (8.5 x 14 inch)	76 x 127 mm (3 x 5 inch)
Photo Tray	Up to 20 sheets	105 x 165 mm (4.13 x 6.5 inch)	89 x 127 mm (3.5 x 5 inch)
Output Tray	Up to 50 sheets	N/A	N/A

1   Maximum capacity.
2   Panorama media up to 610 mm (24 inches) long is supported through manual continuous feed.

Note   HP recommends emptying the output tray frequently.

Paper sizes

Type	Size	Weight
Paper	Letter: 216 x 279 mm (8.5 x 11 inches) A4: 210 x 297 mm (8.27 x 11.7 inches) A5: 148 x 210 mm (5.8 x 8.3 inches) Executive: 184 x 267 mm (7.25 x 10.5 inches) Legal[1]: 216 x 356 mm (8.5 x 14 inches) L: 89 x 127 mm (3.5 x 5 inches) 2L: 127 x 178 mm (5 x 7 inches) Mutsugiri: 203 mm x 254 mm (8 x 10 inches) Panorama: 102 x 254 mm (4 x 10 inches) 102 x 279 mm (4 x 11 inches) 102 x 305 mm (4 x 12 inches) 204 x 594 mm (8.27 x 23.4 inches)	60 to 90 gsm (16 to 24 lbs)
Envelopes	U.S. #10: 104 x 241 mm (4.125 x 9.5 inches) A2: 111 x 146 mm (4.4 x 5.8 inches) DL: 110 x 220 mm (4.3 x 8.7 inches) C6: 114 x 162 mm (4.5 x 6.4 inches)	75 to 90 gsm (20 to 24 lbs)
Transparency film	Letter: 216 x 279 mm (8.5 x 11 inches) A4: 210 x 297 mm (8.3 x 11.7 inches)	N/A
Photo paper	102 x 152 mm (4 x 6 inches)	236 gsm (145 lb)
	127 x 178 mm (5 x 7 inches) Letter: 216 x 279 mm (8.5 x 11 inches) A4: 210 x 297 mm (8.27 x 11.7 inches) Panorama: 102 x 254 mm (4 x 10 inches) 102 x 279 mm (4 x 11 inches) 102 x 305 mm (4 x 12 inches) 204 x 594 mm (8.27 x 23.4 inches)	N/A

Type	Size	Weight
Cards	Index card: 76.2 x 127 mm (3 x 5 inches) Index card: 101 x 152 mm (4 x 6 inches)	200 gsm (110 lb maximum)
	Index card: 127 x 203.2 mm (5 x 8 inches) 127 x 178 mm (5 x 7 inches) A6: 105 x 148.5 mm (4.13 x 5.85 inches) Hagaki postcard: 100 x 148 mm (3.9 x 5.8 inches)	N/A
Labels	Letter: 216 x 279 mm (8.5 x 11 inches) A4: 210 x 297 mm (8.27 x 11.7 inches)	N/A
Custom	76 x 127 mm up to 216 x 356 mm (3 x 5 inches up to 8.5 x 14 inches)	N/A

1   20 lb. and up

Print margin specifications

	Top (leading edge)	Bottom (trailing edge)	Left	Right
U.S. (letter, legal)	1.8 mm (0.07 inches)	3 mm (0.12 inches)	3.2 mm (0.13 inches)	3.2 mm (0.13 inches)
Executive	1.8 mm (0.07 inches)	6.0 mm (0.24 inches)	3.2 mm (0.13 inches)	3.2 mm (0.13 inches)
ISO (A4)	1.8 mm (0.07 inches)	3 mm (0.12 inches)	3.2 mm (0.13 inches)	3.2 mm (0.13 inches)
ISO (A5, A6) and JIS (B5)	1.8 mm (0.07 inches)	6.0 mm (0.24 inches)	3.2 mm (0.13 inches)	3.2 mm (0.13 inches)
Envelopes	1.8 mm (0.07 inches)	14.3 mm (0.56 inches)	3.2 mm (0.13 inches)	3.2 mm (0.13 inches)
Index card 7.62 x 12.7 cm (3 x 5 inch), 12.7 x 20.32 cm (5 x 8 inch)	1.8 mm (0.07 inches)	6.0 mm (0.24 inches)	3.2 mm (0.13 inches)	3.2 mm (0.13 inches)
Index card 10 x 15 cm (4 x 6 inch), 100 x 148 mm (3.9 x 5.8 inches)	1.8 mm (0.07 inches)	3 mm (0.12 inches)	3.2 mm (0.13 inches)	3.2 mm (0.13 inches)
10 x 15 cm (4 x 6 inch) photo paper	3.2 mm (0.13 inches)	3.2 mm (0.13 inches)	3.2 mm (0.13 inches)	3.2 mm (0.13 inches)

Print specifications

- Up to 1200 x 1200 rendered dpi black when printing from a computer
- Up to 4800 x 1200 optimized dpi color when printing from a computer and 1200-input dpi

Technical information

- Print speeds vary according to the complexity of the document
- Panorama-size printing
- Method: drop-on-demand thermal inkjet
- Language: HP PCL Level 3, PCL3 GUI or PCL 10
- Ink cartridges: six individual cartridges of HP Vivera Inks designed for efficient ink usage
- Duty cycle: 3000 printed pages per month

Mode		Speed (ppm) on plain paper	Speed (seconds) 4 x 6 inch borderless photo
Maximum dpi	Black and Color	up to 1.3	as fast as 150
Best	Black and Color	up to 2.1	as fast as 96
Normal	Black	up to 7.8	as fast as 53
	Color	up to 5.7	as fast as 53
Fast Normal	Black	up to 7.9	as fast as 33
	Color	up to 7.3	as fast as 33
Fast Draft	Black	up to 32	as fast as 27
	Color	up to 31	as fast as 27

Copy specifications

- Digital image processing
- Up to 99 copies from original (varies by model)
- Digital zoom from 25 to 400% (varies by model)
- Fit to page, Many on page
- Up to 32 copies per minute black; 31 copies per minute color (varies by model)
- Copy speeds vary according to the complexity of the document

Mode		Speed (ppm)	Scan resolution (dpi)
Maximum dpi	Black	up to 0.35	1200 x 1200
	Color	up to 0.35	1200 x 1200
Best	Black	up to 1.0	600 x 600
	Color	up to 1.0	600 x 600
Normal	Black	up to 7.8	300 x 300
	Color	up to 5.7	300 x 300
Fast	Black	up to 32	300 x 300
	Color	up to 31	300 x 300

Fax specifications

- Walk-up black-and-white and color fax capability
- Up to 75 speed dials (varies by model)

- Up to 90-page memory (varies by model, based on ITU-T Test Image #1 at standard resolution). More complicated pages or higher resolution will take longer and use more memory.
- Manual multiple-page fax
- Automatic busy redial up to five times (varies by model)
- Automatic no-answer redial up to two times (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)	Fine (dpi)	Standard (dpi)
Black	200 x 200	200 x 200	200 x 100
Color	200 x 200	200 x 200	200 x 200

Memory card specifications

- Maximum recommended number of files on a memory card: 1,000
- Maximum recommended individual image file size: 8 MB
- Maximum recommended individual image size: 12 megapixels
- Maximum recommended individual video length: 3 minutes

> **Note** Approaching any of the recommended maximums on a memory card might cause the performance of the HP All-in-One to function more slowly than expected.
>
> Large video files might take several minutes to open.

Supported memory card types
- CompactFlash (types I and II)
- Memory Stick
- Memory Stick Pro
- Memory Stick Magic Gate
- Secure Digital
- MultiMediaCard (MMC)
- xD-Picture Card

Other memory cards, including Memory Stick Magic Gate Duo, Memory Stick Duo, and Secure Multimedia Card, are supported with the use of an adapter. See the instructions that came with your memory card for more information.

Supported video file types
- Motion-JPEG Quicktime (.mov)
- Motion-JPEG AVI (.avi)
- MPEG-1 (.mpg, .mpe, or .mpeg)

The printer ignores video clips in any other format.

Scan specifications

- Image editor included
- Integrated OCR software automatically converts scanned text to editable text
- Integrated 35 mm film scanning, up to 6 negatives or 4 slides

Technical information

> **Note** Positive 35 mm film is supported. Negative 35 mm film mounted as a slide is not supported.

- Scan speeds vary according to the complexity of the document
- Twain-compliant interface
- Resolution: 4800 x 4800 dpi optical, up to 19,200 dpi enhanced
- Color: 48-bit color, 8-bit grayscale (256 levels of gray)
- Maximum scan size from glass: 216 x 305 mm (8.5 x 12 inches)

Physical specifications

- Height: 22 cm (8.7 inches)
- Width: 46.4 cm (18.3 inches)
- Depth: 39.5 cm (15.6 inches)
- Weight: 12 kg (26.5 pounds)

Power specifications

- Power consumption: 95 W maximum
- Input voltage: AC 100 to 240 V ~ 2 A 50–60 Hz, grounded
- Idle state power consumption: 11.5 W

Environmental specifications

- Recommended operating temperature range: 15º to 30º C (59º to 86º F)
- Allowable operating temperature range: 5º to 40º C (41º to 104º F)
- Humidity: 20% to 80% RH non-condensing
- Shipping temperature range: -40º to 60º C (-40º to 140º F)

In the presence of high electromagnetic fields it is possible the output from the HP All-in-One might be slightly distorted.

HP recommends using an Ethernet cable or a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields.

Additional specifications

Memory: 16 MB ROM, 64 MB DRAM

If you have Internet access, you can get acoustic information from the HP website. Go to:
www.hp.com/support

Environmental product stewardship program

This section provides information on protecting the environment; ozone production; energy consumption; paper use; plastics; material safety data sheets; and recycling programs.

This section contains information about environmental standards.

Protecting the environment

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

For more information, visit HP's Commitment to the Environment website at:
www.hp.com/hpinfo/globalcitizenship/environment/index.html

Ozone production

This product generates no appreciable ozone gas (O3).

Energy consumption

Energy usage drops significantly while in ENERGY STAR® mode, which saves natural resources, and saves money without affecting the high performance of this product. This product qualifies for ENERGY STAR, which is a voluntary program established to encourage the development of energy-efficient office products.

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

For more information on ENERGY STAR guidelines, go to the following website:

www.energystar.gov

Paper use

This product is suited for the use of recycled paper according to DIN 19309.

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 the product's life.

Material safety data sheets

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

www.hp.com/go/msds

Customers without Internet access should contact their local HP Customer Care Center.

Recycling program

HP offers an increasing number of product return and recycling programs in many countries, as well as partnering with some of the largest electronic recycling centers throughout the world. HP also conserves resources by refurbishing and reselling some of its most popular products.

This HP product contains the following materials that might require special handling at end-of-life:

- Mercury in the fluorescent lamps in the scanner (< 2 mg) and the Slide and Negative Film light (< 2.5 mg)
- Lead in the solder (As of July 1, 2006, this HP product complies with requirements of the European Union Directive 2002/95/EC, "Restriction of the use of Certain Hazardous Substances in Electrical and Electronic Equipment," and China's "Management Methods on the Prevention and Control of Pollution Caused by Electronic Information Products".)

HP inkjet supplies recycling program

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

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

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.

For more information regarding return and recycling of HP products generally, please visit: http://www.hp.com/hpinfo/globalcitizenship/environment/recycle/index.html.

Regulatory notices

The HP All-in-One meets product requirements from regulatory agencies in your country/region.

Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SDGOB-0501-03. This regulatory number should not be confused with the marketing name (HP Photosmart 3300 All-in-One series).

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.

Technical 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.

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.

Declaration of Conformity: 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. 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 might cause undesired operation. Class B 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, might 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 more information, contact the Product Regulations Manager, Hewlett-Packard Company, San Diego, (858) 655-4100.

The user might find the following booklet prepared by the Federal Communications Commission helpful: How to Identify and Resolve Radio-TV Interference Problems. This booklet is available from the U.S. Government Printing Office, Washington DC, 20402. Stock No. 004-000-00345-4.

Caution Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by the Hewlett-Packard Company might cause harmful interference and void the FCC authorization to operate this equipment.

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.

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.

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 Ringer Equivalence Number (REN) 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 Japan

VCCI-2

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。

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。

Technical information

Notice to users in Korea

사용자 안내문(B급 기기)

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

Notice to users in the European Economic Area

CE

This product is designed to be connected to the analog Switched Telecommunication Networks (PSTN) of the European Economic Area (EEA) countries/regions.

Network compatibility depends on customer selected settings, which must be reset to use the equipment on a telephone network in a country/region other than where the product was purchased. Contact the vendor or Hewlett-Packard Company if additional product support is necessary.

This equipment has been certified by the manufacturer in accordance with Directive 1999/5/EC (annex II) for Pan-European single-terminal connection to the public switched telephone network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point.

In the event of problems, you should contact your equipment supplier in the first instance.

This equipment is designed for DTMF tone dialing and loop disconnect dialing. In the unlikely event of problems with loop disconnect dialing, it is recommended to use this equipment only with the DTMF tone dial setting.

Notice to users of the German telephone network

This HP fax product is designed to connect only to the analogue public-switched telephone network (PSTN). Please connect the TAE N telephone connector plug, provided with the HP All-in-One into the wall socket (TAE 6) code N. This HP fax product can be used as a single device and/or in combination (in serial connection) with other approved terminal equipment.

Geräuschemission

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

Regulatory notices for wireless products

This section contains regulatory information pertaining to wireless products.

Notice to users in Brazil

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

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

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 of Industry Canada.

For Indoor Use. 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 d'Industrie Canada.

ARIB STD-T66 (Japan)

この機器の使用周波数帯では、電子レンジ等の産業・科学・医療用機器のほか工場の製造ライン等で使用されている移動体識別用の構内無線局（免許を要する無線局）及び特定小電力無線局（免許を要しない無線局）が運用されています。
1　この機器を使用する前に、近くで移動体識別用の構内無線局及び特定小電力無線局が運用されていないことを確認して下さい。
2　万一、この機器から移動体識別用の構内無線局に対して電波干渉の事例が発生した場合には、速やかに使用周波数を変更するか又は電波の発射を停止した上、下記連絡先にご連絡頂き、混信回避のための処置等（例えば、パーティションの設置など）についてご相談して下さい。
3　その他、この機器から移動体識別用の特定小電力無線局に対して電波干渉の事例が発生した場合など何かお困りのことが起きたときは、次の連絡先へお問い合わせ下さい。

連絡先：日本ヒューレット・パッカード株式会社　ＴＥＬ：０１２０－０１４１２１

Notice to users in the European Economic Area (wireless products)

Radio complies with the R&TTE Directive (1999/5/EC) issued by the Commission of the European Community.

Notice to users in France

Pour une utilisation en réseau sans fil 2,4 GHz de ce produit, certaines restrictions s'appliquent : cet appareil peut être utilisé à l'intérieur des bâtiments sur toute la bande de fréquences 2400-2483,5 MHz (canaux 1 13). Pour une utilisation à l'extérieur des bâtiments, seule la partie 2454-2483,5 MHz (canaux 10 13) peut être utilisée. Pour connaître les dernières réglementations en vigueur, consultez le site Web www.art-telecom.fr.

Declaration of conformity (European Economic Area)

The Declaration of Conformity in this document complies with ISO/IEC Guide 22 and EN 45014. It identifies the product, manufacturer's name and address, and applicable specifications recognized in the European community.

HP Photosmart 3300 All-in-One series declaration of conformity

DECLARATION OF CONFORMITY
according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name: Hewlett-Packard Company

Manufacturer's Address: 16399 West Bernardo Drive
San Diego CA 92127, USA

Declares, that the product

Regulatory Model Number: SDGOB-0501-03
Product Name: Photosmart 3300 Series
Power Adapter(s) HP part#: 0957-2104
Radio Module Model No: RSVLD-0403

conforms to the following Product Specifications:

Safety: IEC 60950-1: 2001
EN 60950-1: 2002
IEC 60950: 1999 3rd Edition
EN 60950: 1999 3rd Edition
UL 60950-1: 2003, CAN/CSA-22.2 No. 60950-1-03
NOM 019-SFCI-1993, AS/NZS 60950: 2000, GB4943: 2001

EMC: CISPR 22:1997 / EN 55022:1998 Class B
CISPR 24:1997 / EN 55024:1998
IEC 61000-3-2: 2000 / EN 61000-3-2: 2000
IEC 61000-3-3/A1: 2001 / EN 61000-3-3/ A1: 2001
AS/NZS CISPR 22: 2002
CNS13438:1998, VCCI-2
FCC Part 15-Class B/ICES-003, Issue 2
GB9254: 1998

Telecom: TBR 21:1998
AS/ACIF S002: 2001+A1
TIA/EIA/968:2001
FCC Part 68

Radio: EN 300 328:2003
EN 301 489-1:2002 / EN 301 489-17:2002

CE ①

Health: EU: 1999/519/EC

Supplementary Information:
The product herewith complies with the requirements of the Low Voltage Directive 73/23/EC, the EMC Directive 89/336/EC and with the R&TTE Directive 1999/5/EC (Annex II & IV) and carries the CE-marking accordingly. The product was tested in a typical configuration. For regulatory purpose, this product is assigned a Regulatory Model Number (RMN). This number should not be confused with the product name or number.

San Diego, CA, USA   February 4, 2005

European Contact for regulatory topics only: Hewlett Packard GmbH, HQ-TRE, Herrenberger Strasse 140, D-71034, Böblingen, Germany. (FAX +49-7031-14-3143)

Technical information

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