



OFFICEJET 7000

User Guide



HP Officejet 7000 (E809) Wide Format printer

User Guide



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Safety information



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

1. Read and understand all instructions in the documentation that comes with the device.
2. Observe all warnings and instructions marked on the product.
3. Unplug this product from wall outlets before cleaning.
4. Do not install or use this product near water, or when you are wet.
5. Install the product securely on a stable surface.
6. Install the product in a protected location where no one can step on or trip over the line cord, and the line cord cannot be damaged.
7. If the product does not operate normally, see [Maintain and troubleshoot](#).
8. There are no user-serviceable parts inside. Refer servicing to qualified service personnel.
9. Use only the external power adaptor/battery provided with the device.

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1 Get started

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

- [Find other resources for the product](#)
- [Find the device model number](#)
- [Accessibility](#)
- [Understand the device parts](#)
- [Connection information](#)
- [Turn off the device](#)
- [Eco-Tips](#)

Find other resources for the product

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

Resource	Description	Location
Readme file and release notes	Provide late-breaking information and troubleshooting tips.	Included on the installation CD.
Device management tools (network connection)	Allows you to view status information, change settings, and manage the device. For more information, see Embedded Web server .	Available from a connected computer.
Toolbox (Microsoft® Windows®)	Provides information about printhead health and access to maintenance services. For more information, see Toolbox (Windows) .	Typically installed with the device software.
HP Utility (Mac OS X)	Contains tools to configure print settings, calibrate the device, clean the printhead, print the configuration page, and find support information from the Web site. For more information, see HP Utility (Mac OS X) .	Typically installed with the device software.
Control panel	Provides status, error, and warning information about operations.	For more information, see Control panel .
Logs and reports	Provides information about events that have occurred.	For more information, see Monitor the device .

(continued)

Resource	Description	Location
Printer status report	<ul style="list-style-type: none">• Device information:<ul style="list-style-type: none">◦ Product name◦ Model number◦ Serial number◦ Firmware version number• Number of pages printed from the tray and accessories• Printing supply status	For more information, see Understand the printer status page .
Print quality diagnostic page	Diagnoses issues affecting print quality and helps you decide whether to run any maintenance services to improve the print quality of your printouts.	For more information, see Print and evaluate a print quality report .
HP Web sites	Provide the latest printer software, and product and support information.	www.hp.com/support www.hp.com
HP telephone support	Lists information to contact HP.	For more information, see Obtain HP telephone support .
HP Solution Center (Windows)	Allows you to change device settings, order supplies, start, and access the onscreen Help. Depending on the devices you have installed, the HP Solution Center provides additional features, such as access to the HP photo and imaging software. For more information, see Use the HP Solution Center (Windows) .	Typically installed with the device software.

Find the device model number

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

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

Accessibility

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

Visual

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

Mobility

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

Support

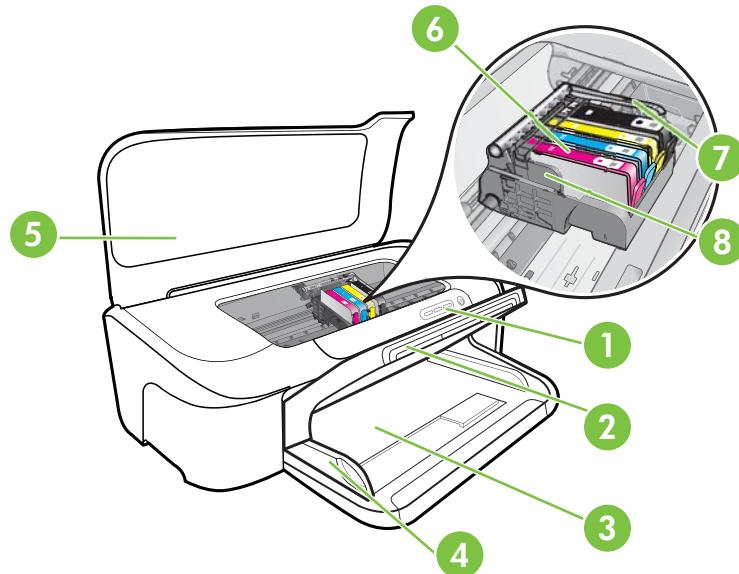
For more details about the accessibility of this product and HP's commitment to product accessibility, visit HP's Web site at www.hp.com/accessibility.

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

Understand the device parts

- [Front view](#)
- [Control panel](#)
- [Back view](#)

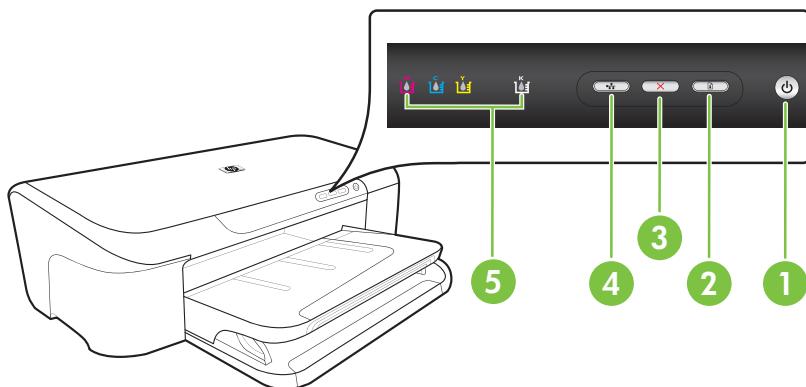
Front view



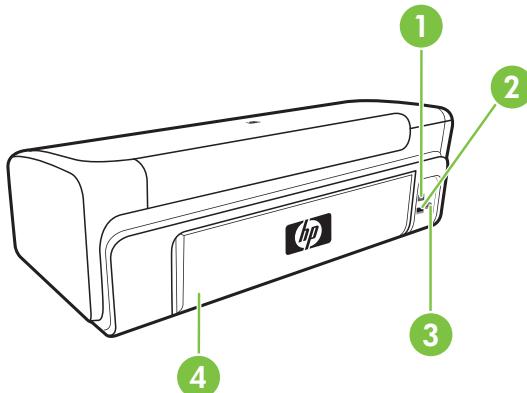
1	Control panel
2	Output tray
3	Input tray
4	Width guides
5	Top cover
6	Ink cartridges
7	Printhead latch
8	Printhead

Control panel

For more information about interpreting control-panel lights, see [Control-panel lights reference](#).



1	Power button and light
2	Resume button and light
3	Cancel button
4	Network button and light
5	Ink cartridge lights

Back view

1	Rear universal serial bus (USB) port
2	Ethernet network port
3	Power input
4	Rear access panel

Connection information

Description	Recommended number of connected computers for best performance	Supported software features	Setup instructions
USB connection	One computer connected with a USB cable to the rear USB 2.0 high-speed port on the device.	All features are supported.	See Configure the device (Windows) or Configure the device (Mac OS X) .
Ethernet (wired) connection	Up to five computers connected to the device using a hub or router.	All features are supported.	Follow the instructions in To share the device on a locally shared network in this guide for further instructions.
Printer sharing	Up to five computers. The host computer must be turned on at all times, or the other computers cannot print to the device.	All features resident on the host computer are supported. Only print is supported from the other computers.	Follow the instructions in To share the device on a locally shared network .

Turn off the device

Turn off the HP product by pressing the **Power** button located on the product. Wait until the **Power** light turns off before unplugging the power cord or turning off a power source.

If you improperly turn off the HP product, the print carriage might not return to the correct position, which might cause problems with the printhead and print quality issues.

Eco-Tips

HP is committed to helping customers reduce their environmental footprint. HP has provided the Eco-Tips below to help you focus on ways to assess and reduce the impact of your printing choices. In addition to specific features in this product, please visit the HP Eco Solutions Web site for more information on HP's environmental initiatives.

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

- **Smart Web printing:** The HP Smart Web Printing interface includes a **Clip Book** and **Edit Clips** window where you can store, organize, or print clips you have gathered from the Web. For more information, see [Print a Web page \(Windows only\)](#).
- **Energy savings information:** To determine the ENERGY STAR® qualification status for this product, see [Power consumption](#).
- **Recycled materials:** For more information regarding recycling of HP products, please visit:

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

2 Use the device

This section contains the following topics:

- [Select print media](#)
- [Load media](#)
- [Change print settings](#)
- [Print on special and custom-sized media](#)
- [Print borderless](#)
- [Print a Web page \(Windows only\)](#)
- [Cancel a print job](#)

Select print media

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



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

This section contains the following topics:

- [Recommended papers for printing](#)
- [Recommended papers for photo printing](#)
- [Tips for selecting and using print media](#)
- [Understand specifications for supported media](#)
- [Set minimum margins](#)

Recommended papers for printing

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

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

HP Brochure Paper	These papers are glossy-coated or matte-coated on both sides for two-sided use. They are the perfect choice for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.
HP Superior Inkjet Paper	HP Bright White Inkjet Paper delivers high-contrast colors and sharp text. It is opaque enough for two-sided color usage with no show-

(continued)

	through, which makes it ideal for newsletters, reports, and flyers. It features ColorLok Technology for less smearing, bolder blacks and vivid colors.
HP Printing Paper	HP Printing Paper is a high-quality multifunction paper. It produces documents that look and feel more substantial than documents printed on standard multipurpose or copy paper. It features ColorLok Technology for less smearing, bolder blacks and vivid colors. It is acid-free for longer lasting documents.
HP Office Paper	HP Office Paper is a high-quality multifunction paper. It is suitable for copies, drafts, memos and other everyday documents. It features ColorLok Technology for less smearing, bolder blacks and vivid colors. It is acid-free for longer lasting documents
HP Office Recycled Paper	HP Office Recycled Paper is a high-quality multifunction paper made with 30% recycled fiber. It features ColorLok Technology for less smearing, bolder blacks and vivid colors. It is acid-free for longer lasting documents.
HP Premium Presentation Paper HP Professional Paper	These papers are heavy two-sided matte papers perfect for presentation, proposals, reports and newsletters. They are heavyweight for an impressive look and feel.
HP Premium Inkjet Transparency Film	HP Premium Inkjet Transparency Film makes your color presentations vivid and even more impressive. This film is easy to use and handle and dries quickly without smudging.
HP Advanced Photo Paper	This thick photo paper features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. Your prints have a look and feel comparable to a store processed photo. It is available in several sizes, including A4, 8.5 x 11 inch, 10 x 15 cm (4 x 6 inch), 13 x 18 cm (5 x 7 inch) and two finishes – glossy or soft gloss (satin matte). It is acid-free for longer lasting documents.
HP Everyday Photo Paper	Print colorful, everyday snapshots at a low cost, using paper designed for casual photo printing. This affordable, photo paper dries quickly for easy handling. Get sharp, crisp images when you use this paper with any inkjet printer. Available in semi-gloss finish in 8.5 x 11 inch, A4, 10 x 15 cm,(4 x 6 inch). It is acid-free for longer lasting documents.
HP Iron-On Transfers	HP Iron-on Transfers (for color fabrics or for light or white fabrics) are the ideal solution for creating custom T-shirts from your digital photos.

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

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

HP Photo Value Packs:

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

Recommended papers for photo printing

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

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

HP Advanced Photo Paper

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

HP Everyday Photo Paper

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

HP Photo Value Packs:

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

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

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

Tips for selecting and using print media

- Always use media that conforms to the device specifications. For more information, see [Understand specifications for supported media](#).
- Load only one type of media at a time into a tray. If you place a special media on top of a plain media, you may end up with a paper jam or an incorrect print.
- Load media print-side down, aligned against the back of the tray. Align the media to the right side of the input tray and adjust the paper-width guide. For more information, see [Load media](#).
- Do not overload the trays. For more information, see [Understand specifications for supported media](#). HP recommends loading special media no higher than 3/4 full.
- To prevent jams, poor print quality, and other printing problems, avoid the following media:
 - Multipart forms
 - Media that is damaged, curled, or wrinkled
 - Media with cutouts or perforations

- Media that is heavily textured, embossed, or does not accept ink well
- Media that is too lightweight or stretches easily

Cards and envelopes

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

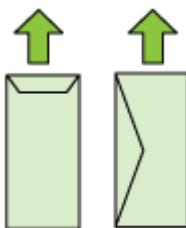


Photo media

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

Transparencies

- Insert transparencies with the rough side down and the adhesive strip pointing towards the back of the device.
- Remove each sheet as it prints and set it aside to dry. Allowing wet media to stack up may cause smearing.

Custom-sized media

- Use only custom-sized media that is supported by the device.
- If your application supports custom-sized media, set the media size in the application before printing the document. If not, set the size in the printer driver. You might need to reformat existing documents to print them correctly on custom-sized media.

Understand specifications for supported media

Use the [Understand supported sizes](#) and [Understand supported media types and weights](#) tables to determine the correct media to use with your device and determine the features that will work with your media.

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

- [Understand supported sizes](#)
- [Understand supported media types and weights](#)

Understand supported sizes

Media size

Standard media sizes

U.S. Letter* (216 x 279 mm; 8.5 x 11 inches)

U.S. Legal (216 x 356 mm; 8.5 x 14 inches)

A4* (210 x 297 mm; 8.3 x 11.7 inches)

U.S. Executive (184 x 267 mm; 7.25 x 10.5 inches)

B5* (JIS) (182 x 257 mm; 7.17 x 10.12 inches)

B5 (ISO) (176 x 250 mm; 6.9 x 9.8 inches)

A5* (148 x 210 mm; 5.8 x 8.3 inches)

A6* (105 x 148 mm; 4.13 x 5.83 inches)

HV*(101 x 180 mm; 4.0 x 7.1 inches)

13 x 18 cm* (5 x 7 inches)

B size

11 x 14 inches*

12 x 12 inches*

B4 (JIS) (257 x 364 mm)

Tabloid* (11 x 17 inches)

Super B* (13 x 19 inches)

A3* (297 x 420 mm; 11.69 x 16.54 inches)

A3+* (330 x 483 mm; 12.99 x 18.98 inches)

Envelopes

U.S. #10 Envelope (105 x 241 mm; 4.12 x 9.5 inches)

C6 Envelope (114 x 162 mm; 4.5 x 6.4 inches)

Japanese Envelope Chou #3 (120 x 235 mm; 4.7 x 9.3 inches)

Japanese Envelope Chou #4 (90 x 205 mm; 3.5 x 8.1 inches)

Kakou Envelope #2 (240 x 332 mm; 9.45 x 13.07 inches)

Monarch Envelope (3.88 x 7.5 inches)

Card Envelope (111 x 162 mm; 4.4 x 6 inches)

No. 6 3/4 Envelope (91 x 165 mm; 3.6 x 6.5 inches)

Cards

Index card (76.2 x 127 mm; 3 x 5 inches)

Index card (102 x 152 mm; 4 x 6 inches)

(continued)

Media size

Index card (127 x 203 mm; 5 x 8 inches)

A6 card* (105 x 148.5 mm; 4.13 x 5.83 inches)

Hagaki+* (100 x 148 mm; 3.9 x 5.8 inches)

Photo media

4 x 6* (102 x 152 mm; 4 x 6 inches)

5 x 7* (13 x 18 cm; 5 x 7 inches)

8 x 10* (8 x 10 inches)

10 x 15 tab * (10 x 15 cm)

Photo L (89 x 127 mm; 3.5 x 5 inches)

2L (178 x 127 mm; 7.0 x 5.0 inches)

B5* (182 x 257 mm; 7.2 x 10.1 inches)

4 x 6 tab* (102 x 152 mm; 4 x 6 inches)

4 x 8 tab* (10 x 20 cm)

Cabinet size*(120 x 165 mm; 4.7 x 6.5 inches)

Ofuku hagaki+ (200 x 148 mm; 7.9 x 5.8 inches)

Other media

Custom-sized media between 76.2 to 330.2 mm wide and 101 to 1117 mm long (3 to 13 inches wide and 4 to 43.9 inches long)

* Borderless printing supported.

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

Understand supported media types and weights

Tray	Type	Weight	Capacity
Input tray	Paper	60 to 105 g/m ² (16 to 28 lb bond)	Up to 150 sheets of plain paper (15 mm or 0.59 inch stacked)
	Transparencies		Up to 55 sheets (15 mm or 0.59 inch stacked)
	Photo media	280 g/m ² (75 lb bond)	Up to 40 sheets (12 mm or 0.47 inch stacked)
	Labels		Up to 100 sheets

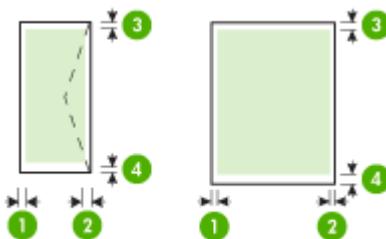
(continued)

Tray	Type	Weight	Capacity
	Envelopes	75 to 90 g/m ² (20 to 24 lb bond envelope)	(17 mm or 0.67 inch stacked)
			Up to 15 sheets (10 mm or 0.39 inch stacked)
	Cards	Up to 200 g/m ² (110 lb index)	Up to 40 cards (10 mm or 0.39 inch stacked)
Output tray	All supported media		Up to 100 sheets of plain paper (text printing)

Set minimum margins

The document margins must match (or exceed) these margin settings in portrait orientation.

 **NOTE:** These margin settings might differ depending on the selected print mode.



Media	(1) Left margin	(2) Right margin	(3) Top margin *	(4) Bottom margin *
U.S. Letter	3.3 mm (0.13 inch)			
U.S. Legal				
A4				
U.S. Executive				
B5				
A5				
Cards				
Custom-sized media				
Photo media				
11 x 14 Inches	5 mm (0.197 inch)			
12 x 12 Inches				
B4 (JIS)				

(continued)

Media	(1) Left margin	(2) Right margin	(3) Top margin *	(4) Bottom margin *
Tabloid				
Super B				
A3				
A3+				
Envelopes	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	14.9 mm (0.59 inch)

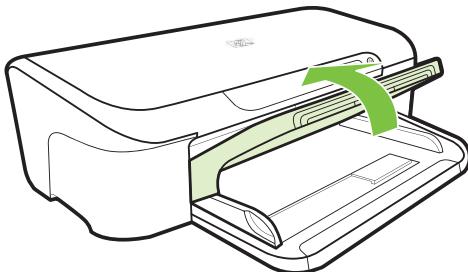
* To achieve this margin setting on a computer running Windows, Click the **Advanced** tab in the printer driver, and select **Minimize Margins**.

Load media

This section provides instructions for loading media into the device.

Load input tray

1. Lift the output tray.



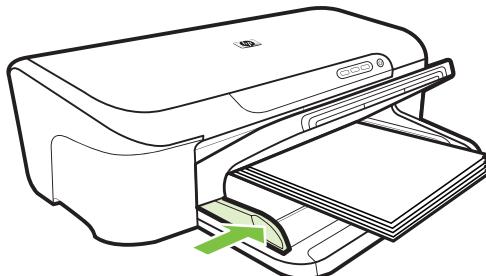
2. Slide the media guide out to the widest setting.

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

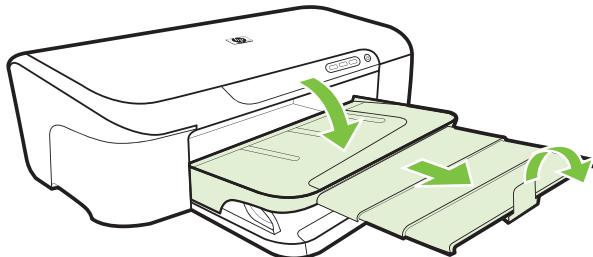
3. Insert the media print-side down along the right of the tray. Make sure the stack of media aligns with the right and back edges of the tray and does not exceed the line marking in the tray.

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

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



5. Pull out the extension on the output tray.



Change print settings

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

 **NOTE:** To set print settings for all print jobs, make the changes in the printer driver.

For more information about the features of the Windows printer driver, see the online help for the driver. For more information about printing from a specific application, see the documentation that came with the application.

- [To change settings from an application for current jobs \(Windows\)](#)
- [To change default settings for all future jobs \(Windows\)](#)
- [To change settings \(Mac OS X\)](#)

To change settings from an application for current jobs (Windows)

1. Open the document that you want to print.
2. On the **File** menu, click **Print**, and then click **Setup**, **Properties**, or **Preferences**. (Specific options may vary depending on the application that you are using.)
3. Click **Feature** tab, change the desired settings according to your print job.

To change default settings for all future jobs (Windows)

1. Click **Start**, then click **Printers** or **Printers and Faxes**.
- Or -
Click **Start**, click **Control Panel**, and then double-click **Printers**.
2. Right-click the printer icon, then click **Print Preferences**, or **Printing Preferences**, and then click **Features** tab.
3. Change the settings that you want, and then click **OK**.

 **NOTE:** If prompted, enter the computer administrator's password.

To change settings (Mac OS X)

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

Print on special and custom-sized media

To print on special or custom-sized media (Windows)

1. Load the appropriate media. For more information, see [Load media](#).
2. With a document open, click **Print** on the **File** menu, and then click **Setup**, **Properties**, or **Preferences**.
3. Click the **Features** tab.
4. Select the media size from the **Size** drop-down list. If you do not see the media size, create a custom media size.
 - a. Select **Custom** from the drop-down list.
 - b. Type a name for the new custom size.
 - c. In the **Width** and **Height** boxes, type the dimensions, and then click **Save**.
 - d. Click **OK** twice to close the **Properties** or **Preferences** dialog box. Open the dialog box again.
 - e. Select the new custom size.
5. Select the paper type in the **Paper type** drop-down list.
6. Select the media source from the **Paper source** drop-down list.
7. Change any other settings, and then click **OK**.
8. Print your document.

To print on special or custom-sized media (Mac OS X)

1. Load the appropriate media. For more information, see [Load media](#).
2. On the **File** menu, click **Page Setup**.

 **NOTE:** Some Mac OS X 10.5 applications do not have a **Page Setup** menu, it is included in the **Print** menu.

3. Verify that you have selected the HP device.
4. Select the media size.
5. To set a custom media size:
 - a. Click **Manage Custom Sizes** in the **Paper Size** pull-down menu.
 - b. Click **New** and type a name for the size in the **Paper Size Name** box.
 - c. (Optional) In the **Width** and **Height** boxes, type the dimensions and set the margins, if desired.
 - d. Click **Done** or **OK**, and then click **Save**.
6. On the **File** menu, click **Page Setup**, and then select the new custom size.

 **NOTE:** Some Mac OS X (v10.5) applications do not have a **Page Setup** menu, it is included in the **Print** menu.

7. Click **OK**.
8. On the **File** menu, click **Print**.
9. Open the **Paper Handling** panel.
10. Under **Destination Paper Size**, click the **Scale to fit paper size** tab, and then select the customized paper size.
11. Change any other settings, and then click **OK** or **Print**.

Print borderless

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

 **NOTE:** Open the file in a software application and assign the image size. Make sure the size corresponds to the media size on which you are printing the image.

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

NOTE: Not all applications support borderless printing.

- [To print a borderless document \(Windows\)](#)
- [To print a borderless document \(Mac OS X\)](#)

To print a borderless document (Windows)

1. Load the appropriate media. For more information, see [Load media](#).
2. Open the file that you want to print.

3. From the application, open the printer driver:
 - a. Click **File**, and then click **Print**.
 - b. Click **Properties**, **Setup**, or **Preferences**.
4. Select the print settings shortcut you want to use.
5. Change any other print settings, and then click **OK**.
6. Print the document.
7. If you printed on photo media with a tear-off tab, remove the tab to make the document completely borderless.

To print a borderless document (Mac OS X)

1. Load the appropriate media. For more information, see [Load media](#).
2. Open the file that you want to print.
3. Click **File**, and then click **Page Setup**.

 **NOTE:** Some Mac OS X (v10.5) applications do not have a **Page Setup** menu, it is included in the **Print** menu.

4. Select the borderless media size, and then click **OK**.
5. Click **File**, and then click **Print**.
6. Open the **Paper Type/Quality** panel.
7. Click the **Paper tab**, and then select the media type from the **Paper type** drop-down list.
8. Check the **Borderless Printing** tab and make sure **Borderless** is selected, and change the **Borderless Expansion** if you want.
9. If you are printing photos, select **Best** from the **Quality** drop-down list. Alternatively, select **Maximum** dpi, which provides up to 4800 x 1200 optimized dpi. For color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print more slowly.
10. Select the media source.
11. Change any other print settings, and then click **Print**.
12. If you printed on photo media with a tear-off tab, remove the tab to make the document completely borderless.

Print a Web page (Windows only)

You can print a Web page from your Web browser on the HP Printer.

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

To print a Web page

1. Make sure that you have paper loaded in the input tray.
2. On the **File** menu in your Web browser, click **Print**.

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

The **Print** dialog box appears.

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

 **TIP:** To print Web pages correctly, you might need to set your print orientation to **Landscape**.

Cancel a print job

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

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

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

Mac OS X: Click the printer icon in the Dock, select the document, and then click **Delete**.

3 Configure and manage

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

- [Manage the device](#)
- [Use device management tools](#)
- [Understand the printer status page](#)
- [Understand the network configuration status report](#)
- [Configure the device \(Windows\)](#)
- [Configure the device \(Mac OS X\)](#)
- [Configure your firewall to work with HP devices \(Windows only\)](#)
- [Advanced firewall information](#)
- [Uninstall and reinstall the software](#)

Manage the device

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

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

Windows

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

Mac OS X

- Device control panel
- HP Utility
- Embedded Web server

This section contains the following topics:

- [Monitor the device](#)
- [Administer the device](#)

Monitor the device

Use this tool...	to obtain the following information...
Device control panel	Obtain information about the status of jobs that are being processed, the operating status of the device, and the status of ink cartridges.
Embedded Web server	<ul style="list-style-type: none"> Printer status information: Click the Information tab, and then click a selection in the left pane. Accumulated ink and media usage: Click the Information tab, and then click Usage Report in the left pane.
Toolbox (Windows)	Ink cartridge information: Click the Estimated Ink Levels tab to view the ink-level information, and then scroll to display the Cartridge Details button. Click the button to view information about replacement cartridges.*
HP Utility (Mac OS X)	Ink cartridge information: Click Supplies Status . *
HP Solution Center	Provides current status of the device.

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

Administer the device

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

Use this tool...	to do the following...
Control panel	Reset the network settings: Press and hold the  Power button, press  Network button two times, press the  Cancel button three times, and release the Power button. For more information, see Troubleshooting tips and resources .
Embedded Web server	<ul style="list-style-type: none"> Set embedded Web server password: Click the Settings tab, and then click Security in the left pane. Perform device maintenance tasks: Click the Settings tab, and then click Device Services in the left pane. Language or country/region: Click the Settings tab, and then click International in the left pane. Configure network settings: Click the Networking tab, and then click an option in the left pane.

(continued)

Use this tool...	to do the following...
	<ul style="list-style-type: none">Order supplies: On any tab, click the Order Supplies button, and then follow the onscreen instructions.Support: On any tab, click the Support button, and then select a support option.
Toolbox (Windows)	<ul style="list-style-type: none">Perform device maintenance tasks: Click the Device Services tab.Configure network settings: Click the Network Settings tab, and then click Change Settings to launch the Network Toolbox.
Network Toolbox (Windows)	<p>View and change network settings. From the Toolbox, click the Network Settings tab.</p> <ul style="list-style-type: none">Change settings: click the Change Settings button.Run a network diagnostic (to check the network printer connection):<ul style="list-style-type: none">If the printer is not connected, click Change Settings, and then click Run Network Diagnostic.If the printer is connected, when the toolbox opens, click the Utilities tab, and then click Run Network Diagnostic.Change the printer's IP address: In the Network Settings tab, click Wired tab, depending on the connection, edit the IP Settings, and then click OK.Change the printer's DNS setting: In the Network Settings tab, click Wired tab, depending on the connection, edit the DNS Settings, and then click OK.
HP Printer Utility (Mac OS X)	Perform device maintenance tasks: Open the Information and Support panel, and then click the option for the task that you want to perform.

Use device management tools

The following lists common tools that can be used to manage the device.

- [Embedded Web server](#)
- [Toolbox \(Windows\)](#)
- [Use the HP Solution Center \(Windows\)](#)
- [HP Utility \(Mac OS X\)](#)

Embedded Web server

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

 **NOTE:** For a list of system requirements for the embedded Web server, see [Embedded Web server specifications](#).

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

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

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

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

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

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

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

- [To open the embedded Web server](#)
- [Embedded Web server pages](#)

To open the embedded Web server

 **NOTE:** The device must be on a network and must have an IP address.

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

- **Web browser:** In a supported Web browser on your computer, type the IP address or hostname that has been assigned to the device.
For example, if the IP address is 123.123.123.123, type the following address into the Web browser: `http://123.123.123.123`.
The IP address and hostname for the device are listed on the status report. For more information, see [Understand the network configuration status report](#).
After opening the embedded Web server, you can bookmark it so that you can return to it quickly.
- **Windows toolbar:** Right-click the HP Digital Imaging Monitor icon, point to the device you wish to view, and then click **Network Settings (EWS)**.
- **Windows Vista:** In the Network list of devices, right-click the device icon and then select **View device webpage**.

Embedded Web server pages

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

Pages/buttons	Contents
Information page	Shows status information about the device, its ink supplies and usage, and a log of device events (such as errors). NOTE: Ink level alerts and indicators provide estimates for planning purposes only. When you receive a low-ink alert, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the ink cartridges until print quality becomes unacceptable.
Settings page	Shows the settings that have been configured for the device and gives you the ability to change these settings.
Networking page	Shows network status and the network settings that have been configured for the device. These pages only appear if the device is connected to a network.
Support and Order Supplies buttons	Support provides a number of support services. Order Supplies connects you to online ordering of supplies.

Toolbox (Windows)

The Toolbox provides maintenance information about the device.

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

This section contains the following topics:

- [Open the Toolbox](#)
- [Toolbox tabs](#)
- [Network Toolbox](#)

Open the Toolbox

- From the HP Solution Center, click the **Settings** menu, point to **Print Settings**, and then click **Printer Toolbox**.
 - Or -
- Right-click the HP Digital Imaging Monitor in the taskbar, point to **Printer Model Name** and then click **Display Printer Toolbox**.
 - Or -

1. Open the document that you want to print.
2. On the **File** menu, click **Print**, and then click **Setup**, **Properties**, or **Preferences**. (Specific options may vary depending on the application that you are using.)
3. Click **Feature** tab and click **Printer Services** button.

Toolbox tabs

The Toolbox contains the following tabs.

Tabs	Contents
Estimated Ink Level	<ul style="list-style-type: none"> • Ink Level Information: Shows estimated ink level for each cartridge. <p>NOTE: Ink level alerts and indicators provide estimates for planning purposes only. When you receive a low-ink alert, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the ink cartridges until print quality becomes unacceptable.</p> <ul style="list-style-type: none"> • Shop Online: Provides access to a Web site from which you can order printing supplies for the device online. • Order by Phone: Shows telephone numbers that you can call to order supplies for the device. Telephone numbers are not available for all countries/regions. • Cartridge Details: Shows order numbers of the installed ink cartridges.
Device Services	<ul style="list-style-type: none"> • Printer Status Page: Allows you to print the printer status page of the device. This page contains information about the device and the supplies. For more information, see Understand the printer status page. • Print a Print Quality Diagnostic Page: Allows you to print the print-quality diagnostic report of the device. This page contains information about the device and ink cartridges.

(continued)

Tabs	Contents
	<ul style="list-style-type: none">• Align Printheads: Guides you through aligning the printheads. For more information, see Align the printhead.• Clean Printheads: Guides you through cleaning the printheads. For more information, see Clean the printhead.
Network Settings	Gives information on the network settings. Click Change Settings to open the Network Toolbox and change some network settings.

Network Toolbox

The Network Toolbox allows you to view and change some network settings. You can change the IP address, and perform tests.

 **NOTE:** The Network Toolbox is only available if you have set up the device on a network.

To open the Network Toolbox

1. Open the Toolbox.
2. Click the **Network Settings** tab.
3. Click the **Change Settings...** button.
4. Do one of the following:
 - To change wired network settings, click **Wired Settings**.
 - To run a diagnostic test, click **Utilities**.

Use the HP Solution Center (Windows)

Use the HP Solution Center to change print settings, order supplies, and access the onscreen Help.

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

To open the HP Solution Center

- Double-click the HP Digital Imaging Monitor in the taskbar.
- Double-click the Solution Center desktop icon.
- Click **Start**, point to **All Programs**, click **HP** followed by **HP Solution Center**

HP Utility (Mac OS X)

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

This section contains the following topics:

- [Open the HP Utility](#)
- [HP Utility](#)

Open the HP Utility

To open the HP Utility

- ▲ Click the HP Utility icon in the Dock.

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

HP Utility

- **Supplies Status:** Shows the information about currently installed ink cartridges.

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

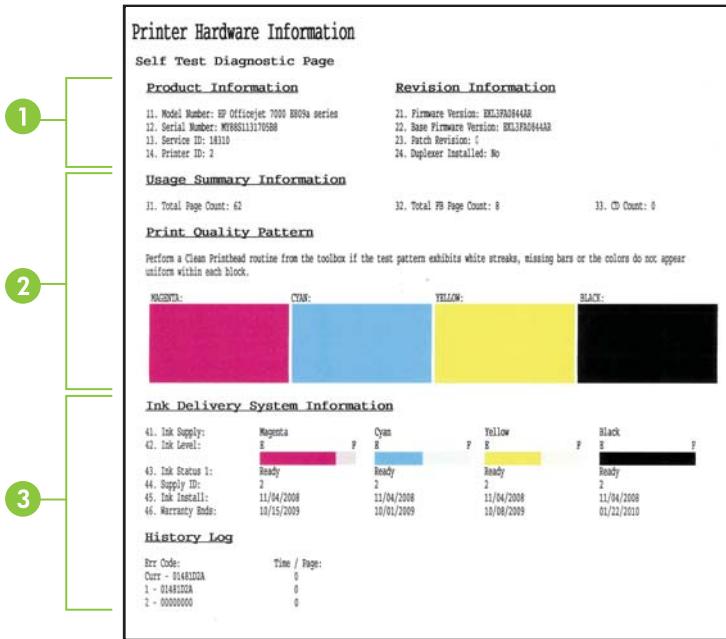
- **Supply Info:** Displays information about the ink cartridges.
- **Device Information:** Displays information about the model and serial number. This page contains information about the device and the supplies.
- **Print Quality Diagnostics:** Prints a Print Quality Diagnostic page.
- **Clean Printheads:** Guides you through cleaning the printhead.
- **Align:** Guides you through aligning the printhead.
- **HP Support:** Gain access to HP Web site where you can find support for the device, register the device, and find information about returning and recycling used printing supplies.
- **Print Status Report:** Prints a printer status report. For more information, see [Understand the printer status page](#)

Understand the printer status page

Use the Printer Status page to:

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

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



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

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

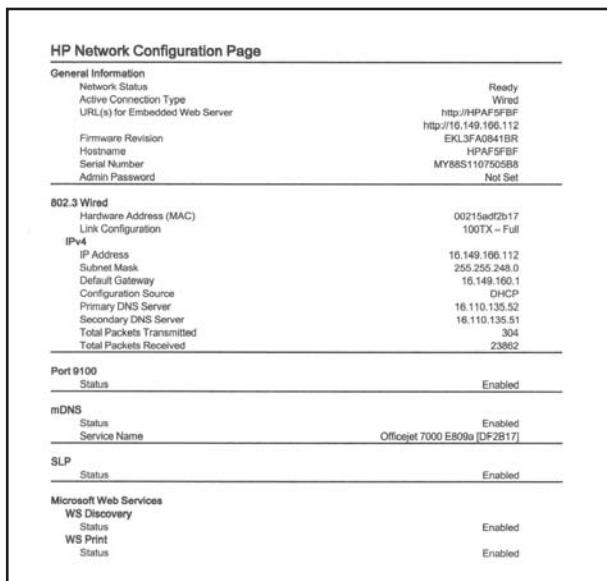
- 3. Printhead Status:** Shows the colors, printhead health, part numbers, first install dates, warranty dates, and accumulated ink usages.

To print the Printer Status page

- Control panel:** Press and hold **Cancel** button for 3 seconds.
- Toolbox (Windows):** Click the **Device Services** tab, and then click **Print a Printer Status Report**.
- HP Utility (Mac OS X):** Click **Device Information** and then click **Print Configuration Page**.
- Embedded Web server:** Click **Settings**, under **Device** in the left pane, click **Device Services**, and select **Printer Status Report** from the drop-down menu under **Reports**, and then click **Print**.

Understand the network configuration status report

The network configuration status report shows the network settings for the device.



HP Network Configuration Page		
General Information		
Network Status	Ready	
Active Connection Type	Wired	
URL(s) for Embedded Web Server	http://16.149.166.112	
Firmware Revision	EKL3FA0841BR	
Hostname	HPAF5F6BF	
Serial Number	MY885110750588	
Admin Password	Not Set	
802.3 Wired		
Hardware Address (MAC)	00215ad2b17	
Link Configuration	100TX – Full	
IPv4		
IP Address	16.149.166.112	
Subnet Mask	255.255.248.0	
Default Gateway	16.149.160.1	
Configuration Source	DHCP	
Primary DNS Server	16.110.135.52	
Secondary DNS Server	16.110.135.51	
Total Packets Transmitted	304	
Total Packets Received	23862	
Port 9100		
Status	Enabled	
mDNS		
Status	Enabled	
Service Name	Officejet 7000 E809a [DF2B17]	
SLP		
Status	Enabled	
Microsoft Web Services		
WS Discovery	Enabled	
Status	Enabled	
WS Print		
Status		

- General Information:** Shows information about the current status and connection type of the network, and other information, such as the URL of the embedded Web server and the hardware address of the device.
Network Status: This setting can be 'Ready' or 'Offline'. When the setting is 'Offline', it implies either that the IP is being assigned or negotiated by the DHCP server, or that the AutoIP or the network is not available.
- 802.3 Wired:** Shows information about your wired network connection, such as the hostname, IP address, subnet mask, default gateway, and server.
Link Configuration: The possible values are '10T/100T HalfDplx/FullDplx', '10T HalfDplx', '100T FullDplx', and '100T HalfDplx'.
- Miscellaneous:** Shows information, such as the administrator details.
 - mDNS:** Shows information about the active Multicast Domain Name System (mDNS) connection. mDNS services are typically used on small networks for IP address and name resolution (through UDP port 5353) where a conventional DNS server is not used.
 - SLP:** Shows information about the current Service Location Protocol (SLP) connection. SLP is used by network management applications for device management. The device supports SNMPv1 protocol on IP networks.

To print the network configuration page from the device control panel

Press the  Network button

Configure the device (Windows)

You can connect the device directly to a computer, or you can share the device among other users on a network.

 **NOTE:** Microsoft Internet Explorer 6.0 or higher must be installed on the computer system to run the installation program.

Also, you must have administrator privileges to install a printer driver on Windows XP, or Windows Vista.

When setting up the device, HP recommends that you connect it after you install the software because the installation program is designed to provide you with the easiest setup experience. However, if you have connected the cable first, see [To connect the device before installing the software](#).

Direct connection

You can connect the device directly to your computer using a USB cable.

 **NOTE:** If you install the device software and connect the device to a computer running Windows, you can connect additional devices to the same computer with USB cables without reinstalling the device software.

When setting up the device, HP recommends that you connect the device when prompted by the installation software because the installation program is designed to provide you with the easiest setup experience. However, if you have connected the cable first, see [To connect the device before installing the software](#).

To install the software before connecting the device (recommended)

1. Close any applications that are running.
2. Insert the installation CD into the CD drive. The CD menu runs automatically. If the CD menu does not start automatically, double-click the setup icon on the installation CD.
3. On the CD menu, click an installation option and follow the onscreen instructions.

 **NOTE:** You can also share the device with other computers using a simple form of networking known as locally shared networking. For more information, see [To share the device on a locally shared network](#).

To connect the device before installing the software

If you connected the device to the computer before installing the device software, the **Found New Hardware** wizard displays on the computer screen.

 **NOTE:** If you turned on the device, do not turn it off or unplug the cable from the device while the installation program is running. If you do so, the installation program will not finish.

1. In the **Found New Hardware** dialog box that displays methods for locating the printer driver, select the **Advanced** option, and then click **Next**.

 **NOTE:** Do not allow the **Found New Hardware** wizard to perform an automatic search for the printer driver.

2. Select the check box for specifying the driver location, and ensure that the other check boxes are clear.
3. Insert the installation CD into the CD drive. If the CD menu appears, close it.
4. Browse to locate the root directory on the installation CD (for example, D), and then click **OK**.
5. Click **Next** and follow the onscreen instructions.
6. Click **Finish** to close the **Found New Hardware** wizard. The wizard automatically starts the installation program (this might take a short while).
7. Complete the installation process.

 **NOTE:** You can also share the device with other computers using a simple form of networking known as locally shared networking. For more information, see [To share the device on a locally shared network](#).

To share the device on a locally shared network

In a locally shared network, the device is connected directly to the USB connector of a selected computer (known as the server) and is shared by other computers (clients).

 **NOTE:** When sharing a directly connected device, use the computer with the newest operating system as the server.

Use this configuration only in small groups or when usage is low. The connected computer is slowed down when many users print to the device.

1. Click **Start**, then click **Printers or Printers and Faxes**.
- Or -
Click **Start**, click **Control Panel**, and then double-click **Printers**.
2. Right-click the device icon, click **Properties**, and then click the **Sharing** tab.
3. Click the option to share the device, and give it a share name.

Network connection

If the device has network capability, it can be shared in a network environment by connecting it directly to the network. This type of connection offers the ability to manage the device using the embedded Web server from any computer on the network.

 **NOTE:** Microsoft Internet Explorer 6.0 or higher must be installed on the computer system to run the installation program.

Choose the installation option for the type of network you have:

- **Client/server network:** If your network has a computer acting as a dedicated print server, install the device software on the server, and then install the device software on the client computers. For more information see [Install the device on a network](#) and [Install the device software on client computers](#). This method does not allow you to share the full functionality of the device. Client computers can only print from the device.
- **Peer-to-peer network:** If you have a peer-to-peer network (a network without a dedicated print server), install the software on the computers that will be using the device. For more information, see [Install the device on a network](#).

In addition, you can connect to a network printer on both types of networks using the **Add Printer** wizard in Windows. For more information, see [Install the printer driver using Add Printer](#).

Install the device on a network

Use the following steps to install the device software in the following networking scenarios:

You have a peer-to-peer network (a network without a dedicated print server)

1. Remove the protective cover from the device's network port and connect the device to the network.
2. Close any third-party firewall and any applications that are running on the computer system that are acting as the print server.
3. Insert the installation CD into the CD drive. The CD menu starts automatically. If the CD menu does not start automatically, browse to the CD drive of the computer and double-click **Setup.exe**.
4. On the CD menu, click an installation option, and then follow the onscreen instructions.
5. On the **Connection Type** screen, select **Network Device**, and then click **Next**.
6. Follow the onscreen instructions to complete the installation.

 **NOTE:** To share the device with Windows client computers, see [Install the device software on client computers](#) and [To share the device on a locally shared network](#).

Install the device software on client computers

After printer drivers are installed on the computer that is acting as the print server, the printing functionality can be shared. Individual Windows users who want to use the network device must install the software on their computers (clients).

A client computer can connect to the device in the following ways:

- In the Printers folder, double-click the **Add Printer** icon and follow the instructions for a network installation. For more information, see [Install the printer driver using Add Printer](#).
- On the network, browse to the device and drag it to your Printers folder.
- Add the device and install the software from the INF file on your network. On the installation CD, the INF files are stored in the root directory of the CD.

Install the printer driver using Add Printer

1. Click **Start**, then click **Printers** or **Printers and Faxes**.
- Or -
Click **Start**, click **Control Panel**, and then double-click **Printers**.
2. Double-click **Add Printer**, and then click **Next**.
3. Select **Network Printer** or **Network Printer Server**.
4. Click **Next**.
5. Do one of the following:
Type in the network path or queue name of the shared device, and then click **Next**.
Click **Have Disk** when prompted to select the device model.
Click **Next** and locate the device in the list of shared printers.
6. Click **Next** and follow the onscreen instructions to complete the installation.

Configure the device (Mac OS X)

You can use the device with a single Macintosh computer using a USB cable, or you can share it among other users on a network.

This section contains the following topics:

- [To install the software for network or direct connection](#)
- [To share the device on a locally shared network](#)

To install the software for network or direct connection

 **NOTE:** If you are installing the device on a wired network, connect the Ethernet cable before installing the software.

1. Insert the installation CD into the CD drive. Double-click the **Install HP Software** icon.
2. Click **Install Software** and follow the onscreen instructions.
3. When prompted, connect the device to your computer.
4. If necessary, share the device with other Macintosh computer users.
 - **Direct connection:** Share the device with the other Macintosh computer users. For more information, see [To share the device on a locally shared network](#).
 - **Network connection:** Individual Macintosh computer users who want to use the device on the network must install the device software on their computers.

To share the device on a locally shared network

When you connect the device directly, you can share it with other computers using a simple form of networking known as locally shared networking. Use this configuration only in small groups or when usage is low. The connected computer is slowed down when many users print to the device.

Basic requirements for sharing in Mac OS X environment include the following items:

- The Macintosh computers must be communicating on the network using TCP/IP, and they must have IP addresses. (AppleTalk is not supported.)
- The device that is being shared must be connected to a built-in USB port on the host Macintosh computer.
- Both the host Macintosh computer and the client Macintosh computers that are using the shared device must have device sharing software installed, and the driver or PPD for the device that is installed. (You can run the installation program to install the device sharing software and associated Help files.)

For more information about USB device sharing, see the support information on the Apple Web site (www.apple.com) or the Apple Macintosh Help on the computer.

To share the device among computers

1. Open **System Preferences**, click **Print & Fax**, and then do one of the following, based on the operating system you are using:
 - **Mac OS X (v10.4):** Click the **Sharing** tab, check the box next to **Share these printers with other computers**, and then select the printer to be shared.
 - **Mac OS X (v10.5):** Select a printer, and then click **Share this printer**.
2. To print from the other Macintosh computers (the clients) on the network, do the following:
 - a. Click **File**, and then select **Page Setup** in the document you want to print.

 **NOTE:** Some Mac OS X (v10.5) applications do not have a **Page Setup** menu, it is included in the **Print** menu.

- b. In the drop-down menu next to **Format for**, select **Shared Printers**, and then select your device.
 - c. Select the **Paper Size**, and then click **OK**.
 - d. In the document, click **File**, and then select **Print**.
 - e. From the drop-down menu next to **Printer**, select **Shared Printers**, and then select your device.
 - f. Make additional settings, if necessary, and then click **Print**.

Configure your firewall to work with HP devices (Windows only)

A personal firewall, which is security software running on your computer, can block network communication between your HP device and your computer.

If you are having problems such as:

- Printer not found when installing HP software
- Unable to print, print job stuck in queue or printer goes offline
- Unable to see printer status on your computer

The firewall might be preventing your HP device from notifying computers on your network where it can be found. If the HP software cannot find the HP device during installation

(and you know the HP device is on the network), or you have already successfully installed HP software and experience problems, try the following:

1. If you are using a computer running Windows, in the firewall configuration utility, look for an option to trust computers on the local subnet (sometimes called the “scope” or “zone”). By trusting all computers on the local subnet, computers and devices in your home can communicate with each other while still being protected from the internet. This is the easiest approach to use.
2. If you do not have the option to trust computers on the local subnet, add incoming UDP port 427 to your firewall’s list of allowed ports.

 **NOTE:** Not all firewalls require you to differentiate between incoming and outgoing ports, but some do.

Another common problem is that HP software is not trusted by your firewall to access the network. This can happen if you answered “block” to any firewall dialog boxes that appeared when you installed the HP software.

If this occurs, and if you are using a computer running Windows, check that the following programs are in your firewall’s list of trusted applications; add any that are missing.

- **hpqste08.exe**, located in **C:\program files\HP\digital imaging\bin**
- **hpqtra08.exe**, located in **C:\program files\HP\digital imaging\bin**
- **hpqdirec.exe**, located in **C:\program files\HP\digital imaging\bin**
- **hpqthb08.exe**, located in **C:\program files\HP\digital imaging\bin**
- * **hpzinw12.exe**, located in **C:\Windows\System32**
- * **hpzipm12.exe**, located in **C:\Windows\System32**

 **NOTE:** Refer to your firewall documentation on how to configure the firewall port settings and how to add HP files to the “trusted” list.

NOTE: Some firewalls continue to cause interference even after you disable them. If you continue to have problems after configuring the firewall as described above and if you are using a computer running Windows, you might need to uninstall the firewall software in order to use the HP device over the network.

Advanced firewall information

The following ports are also used by your HP device and might need to be opened on your firewall configuration. Incoming ports (UDP) are destination ports on the computer while outgoing ports (TCP) are destination ports on the HP device.

- **Incoming (UDP) ports:** 137, 138, 161, 427
- **Outgoing (TCP) ports:** 137, 139, 427, 9100, 9220, 9500

The ports are used for the following functions:

Printing

- UDP ports: 427, 137, 161
- TCP port: 9100

Photo card upload

- UDP ports: 137, 138, 427
- TCP port: 139

Scanning

- UDP port: 427
- TCP ports: 9220, 9500

HP device status

UDP port: 161

Faxing

- UDP port: 427
- TCP port: 9220

HP device installation

UDP port: 427

Uninstall and reinstall the software

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

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

To uninstall from a Windows computer, method 1

1. Disconnect the device from your computer. Do not connect it to your computer until after you have reinstalled the software.
2. Press the **Power** button to turn off the device.
3. On the Windows taskbar, click **Start**, select **Control Panel**, and then click **Add/Remove Programs**.
 - Or -
 - Click **Start**, click **Control Panel**, and then click **Uninstall a program**.
4. Select the device you want to uninstall, and then click **Change/Remove** or **Uninstall/Change**.
5. Follow the onscreen instructions.
6. 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.
7. Restart your computer.
8. To reinstall the software, insert the device installation CD into your computer's CD-ROM drive, follow the onscreen instructions, and also see [To install the software before connecting the device \(recommended\)](#).

9. After the software is installed, connect the device to your computer.

10. Press the **Power** button to turn the device on.

After connecting and turning on the device, you might have to wait several minutes for all of the Plug and Play events to complete.

11. Follow the onscreen instructions.

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

To uninstall from a Windows computer, method 2

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

1. On the Windows taskbar, click **Start**, select **Control Panel**, and then click **Add/Remove Programs**.

- Or -

Click **Start**, click **Control Panel**, and then click **Uninstall a program**.

2. Select the device you want to uninstall, and then click **Change/Remove** or **Uninstall/Change**.

3. Disconnect the device from your computer.

4. Restart your computer.

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

To uninstall from a Windows computer, method 3

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

1. Insert the device installation CD into your computer's CD-ROM drive, and then start the Setup program.

2. Disconnect the device from your computer.

3. Select **Uninstall** and follow the onscreen directions.

4. Restart your computer.

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

To uninstall from a Macintosh computer

1. Open the Finder.

2. Double-click **Applications**.

3. Double-click **Hewlett-Packard**.

4. Double-click **HP Uninstaller**.

5. Select your device, and then double-click **Uninstall**.

4 Maintain and troubleshoot

This section contains the following topics:

- [Work with ink cartridges](#)
- [Print and evaluate a print quality report](#)
- [Troubleshooting tips and resources](#)
- [Solve printing problems](#)
- [Print troubleshooting](#)
- [Print quality troubleshooting](#)
- [Solve paper-feed problems](#)
- [Solve device management problems](#)
- [Solve network problems](#)
- [Troubleshoot installation issues](#)
- [Clear jams](#)
- [Errors \(Windows\)](#)

Work with ink cartridges

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

This section contains the following topics:

- [Information on ink cartridges and the printhead](#)
- [Check the estimated ink levels](#)
- [Replace the ink cartridges](#)
- [Usage information collection](#)

Information on ink cartridges and the printhead

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

- The instructions in this user guide are for replacing ink cartridges, and are not intended for first time installation.
- If you need to replace an ink cartridge, wait until you have the new ink cartridge available to install before removing the old cartridge.

△ CAUTION: Wait until you have a new ink cartridge available before removing the old ink cartridge. Do not leave the ink cartridge outside of the product for an extended period of time. This can result in damage to both the product and the ink cartridge.

- Keep all ink cartridges in the original sealed packages until they are needed.
- Store ink cartridges in the same orientation packages hang on store shelves or, if out of box, with label facing down.

- Turn off the HP Printer by pressing the **Power** button located on the product. Wait until the **Power** light turns off before unplugging the power cord or turning off a power strip. If you improperly turn off the HP Printer, the print carriage might not return to the correct position causing problems with the ink cartridges and print quality issues.
- Store ink cartridges at room temperature (15-35° C or 59-95° F).
- You do not need to replace the cartridges until print quality becomes unacceptable, but a significant decrease in print quality may be the result of one or more depleted cartridges. It could also be caused by a clogged printhead. Possible solutions include checking the estimated ink levels remaining in the cartridges, and cleaning the printhead. Cleaning the printhead will use some ink.
- Do not clean the printhead unnecessarily. This wastes ink and shortens the life of the cartridges.
- Handle ink cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems.
- If you are transporting the product, do the following to prevent ink leaking from the printhead assembly or other damage from occurring to the product:
 - Make sure you turn off the product by pressing the  (**Power** button). The printhead assembly should be parked on the right side of the product, in the service station.
 - Make sure you leave the ink cartridges and printhead installed.
 - The product must be transported sitting flat; it should not be placed on its side, back, front, or top.

Related topics

- [Check the estimated ink levels](#)
- [Clean the printhead](#)

Check the estimated ink levels

You can check the estimated ink levels from the HP Solution Center, Toolbox (Windows), the HP Utility (Mac OS X), or the embedded Web server. For information about using these tools, see [Use device management tools](#). You can also print the Printer Status page to view this information (see [Understand the printer status page](#)).

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

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

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

Replace the ink cartridges

 **NOTE:** For information on recycling used ink supplies, see [HP inkjet supplies recycling program](#).

If you do not already have replacement ink cartridges for the HP Printer, see [Order printing supplies online](#).

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

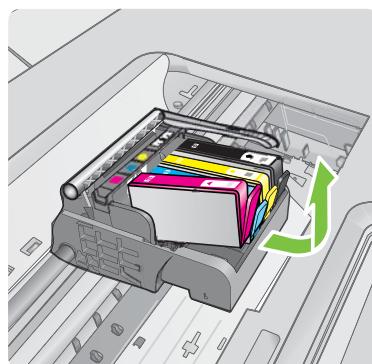
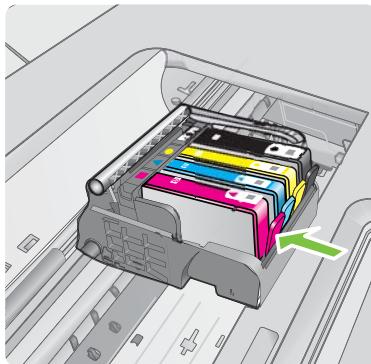
 **CAUTION:** Wait until you have a new ink cartridge available before removing the old ink cartridge. Do not leave the ink cartridge outside of the product for an extended period of time. This can result in damage to both the product and the ink cartridge.

To replace the ink cartridges

1. Make sure the product is turned on.
2. Open the ink cartridge access door.

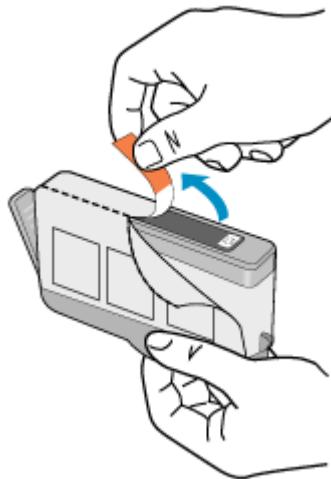
 **NOTE:** Wait until the print carriage stops moving before proceeding.

3. Press the tab on the front of the ink cartridge to release it, and then remove it from the slot.

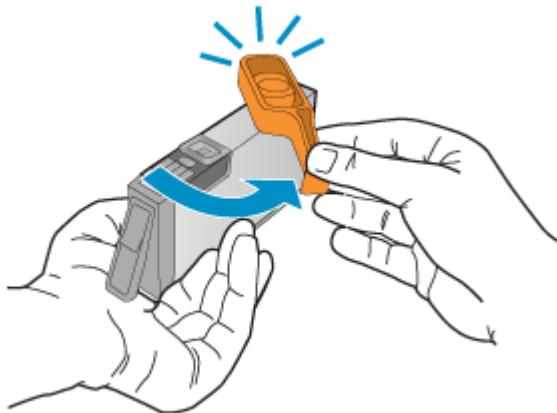


4. Remove the new ink cartridge from its packaging by pulling the orange pull-tab straight back to remove the plastic wrap from the ink cartridge.

 **NOTE:** Make sure you remove the plastic wrap from the ink cartridge before installing it in the product, or printing will fail.



5. Twist the orange cap to snap it off.

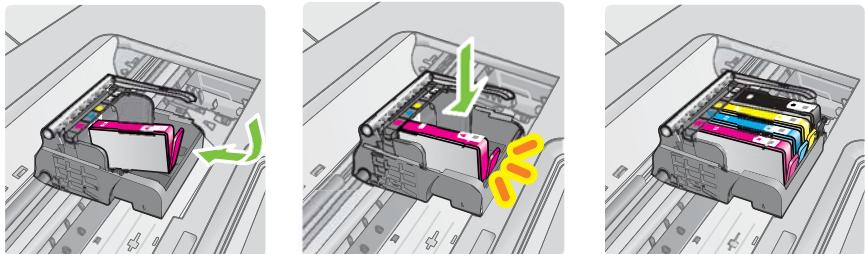


 **NOTE:** Make sure the plastic tab is entirely removed and that the label is slightly torn, revealing the vent channel.

6. Using the colored shaped icons for help, slide the ink cartridge into the empty slot until it clicks into place and is seated firmly in the slot.

 **CAUTION:** Do not lift the latch handle on the print carriage to install the ink cartridges. Doing so can result in incorrectly seated ink cartridges and printing problems. The latch must remain down in order to correctly install the ink cartridges.

Make sure that you insert the ink cartridge into the slot that has the same shaped icon and color as the one you are installing.



7. Repeat steps 3 through 6 for each ink cartridge you are replacing.
8. Close the ink cartridge door.

Related topics

[Order printing supplies online](#)

Usage information collection

The HP cartridges used with this product contain a memory chip that assists in the operation of the product.

In addition, this memory chip collects a limited set of information about the usage of the product, which might include the following: the date when the cartridge was first installed, the date when the cartridge was last used, the number of pages printed using the cartridge, the page coverage, the printing modes used, any printing errors that might have occurred, and the product model. This information helps HP design future products to meet our customers' printing needs.

The data collected from the cartridge memory chip does not contain information that can be used to identify a customer or user of the cartridge or their product.

HP collects a sampling of the memory chips from cartridges returned to HP's free return and recycling program (HP Planet Partners: www.hp.com/recycle). The memory chips from this sampling are read and studied in order to improve future HP products. HP partners who assist in recycling this cartridge might have access to this data, as well.

Any third party possessing the cartridge might have access to the anonymous information on the memory chip. If you prefer to not allow access to this information, you can render the chip inoperable. However, after you render the memory chip inoperable, the cartridge cannot be used in an HP product.

If you are concerned about providing this anonymous information, you can make this information inaccessible by turning off the memory chip's ability to collect the product's usage information:

To turn off usage information collection

- ▲ On the product control panel, press and hold the **Resume** button and **Network** button until the ink cartridge lights blink, approximately five seconds, and then release the buttons.

 **NOTE:** If you turn off the memory chip's ability to collect the product's usage information, you can still continue to use the cartridge in the HP product.

Print and evaluate a print quality report

Print quality problems can have many causes: software settings, a poor image file, or the printing system itself. If you are unhappy with the quality of your prints, a Print Quality Diagnostic page can help you determine if the printing system is working properly.

This section includes the following topics:

- [To print a print quality report](#)
- [To evaluate the Print Quality Diagnostic Page](#)

To print a print quality report

- **Control panel:** Press and hold the  **Power** button, press the  **Cancel** button seven times, press the  **Resume** button two times, and release the  **Power** button.
- **Embedded Web server:** Click the **Settings** tab, click **Device Services** in the left pane, select **Print Quality Report** from the drop-down list in the **Print Quality** section, and then click **Run Diagnostic**.
- **HP Toolbox (Windows):** Click the **Device Services** tab, and then click **Print a Print Quality Diagnostics page** and follow the onscreen instructions.
- **HP Utility (Mac OS X):** Click **Print Quality Diagnostics** and then click **Print Page**.

I ABCDEFG abcdefg

Print Quality Diagnostic Report

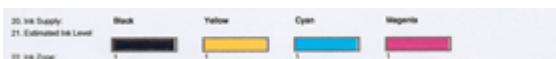


To evaluate the Print Quality Diagnostic Page

This section includes the following topics:

- [Ink Levels](#)
- [Good color bars](#)
- [Ragged, irregularly streaked, or faded bars](#)
- [Regular white streaks in the bars](#)
- [Bar colors are not uniform](#)
- [Large Black Font Text](#)
- [Alignment Patterns](#)
- [If you see no defects](#)

Ink Levels



▲ Look at the Ink Level indicators in Line 21. If any of the bar level indicators are low, you may need to replace that ink cartridge.

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

Good color bars



Example of Good Color Bars

All seven bars are solid, sharp-edged, and extend with uniform color all the way across the page - the printer is operating correctly.

▲ Look at the color bars in the middle of the page. There should be seven color bars. The color bars should have sharp edges. They should be solid (not streaked with white or other colors). They should be uniform in color throughout. The bars correspond to the ink cartridges in the printer as follows:

Item	Cartridge color
1	Black Ink Cartridge
2	Cyan Ink Cartridge
3	Magenta Ink Cartridge
4	Yellow Ink Cartridge

Ragged, irregularly streaked, or faded bars



Example of Bad Color Bars

The top bar is irregularly streaked or fading.



Example of Bad Color Bars | The top black bar is ragged on one end.

If any of the bars are ragged, irregularly streaked, or faded, follow these steps:

1. Make sure the ink cartridges have ink.
2. Remove the cartridge corresponding to the streaked bar and make sure it is properly vented. For more information, see [Replace the ink cartridges](#).
3. Reinstall the cartridge and make sure all the cartridges are properly latched. For more information, see [Replace the ink cartridges](#)
4. Clean the printhead. For more information, see [Clean the printhead](#)
5. Try another print or reprint the Print Quality Diagnostic report. If the problem still occurs, but cleaning seems to have helped, clean again.
6. If cleaning does not solve the problem, replace the cartridge that corresponds to the ragged bar.
7. If replacing the ink cartridge does not help, contact HP - the printhead may need to be replaced.

Preventing the problem that causes ragged bars on the Print Quality Diagnostic report:

- Avoid leaving opened ink cartridges outside of the printer for an extended period of time.
- Wait until a new cartridge is ready to be installed before removing an old ink cartridge.

Regular white streaks in the bars

If any of the color bars show regular white streaks, follow these steps:



White streaks | The print quality bars have white streaks in them.

1. If the Print Quality Diagnostic report reads **PHA TTOE = 0**, align the printer. For more information, see [Align the printhead](#).
2. "If PHA TTOE is not 0," or aligning does not help, clean the printhead. For more information, see [Clean the printhead](#).
3. Print another Print Quality Diagnostic report. If the streaking is still there, but seems better, try another cleaning. If the streaking gets worse, contact HP - the printhead may need to be replaced.

Bar colors are not uniform



Print quality bars are not uniform | The bars have lighter or darker portions in them.

If the color of any of the bars is not uniform, follow these steps:

1. If the printer was recently transported at a high altitude, try a printhead cleaning.
2. If the printer was not recently transported, try printing another Print Quality Diagnostic report. This will use less ink than a printhead cleaning, but if it is not effective, try a cleaning.
3. Retry the Print Quality Diagnostic report. If the colors seem to be improving, continue cleaning. If the colors get worse, contact HP - the printhead may need to be replaced.

Large Black Font Text

Look at the large-font text above the color blocks. **I ABCDEFG abcdefg** The type should be sharp and clear. If the type is jagged, try aligning the printer. If there are streaks or smears of ink, clean the printhead.

I ABCDEFG abcdefg

Example of good Large-Font Type	The letters are sharp and clear - the printer is operating correctly.
---------------------------------	---

I ABCDEFG abcdefg

Example of bad Large-Font Type	The letters are jagged - align the printer.
--------------------------------	---

I ABCDEFG abcdefg

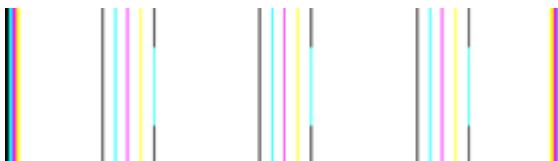
Example of bad Large-Font Type	The letters are smeared - clean the printhead and check if the paper is curled. To avoid curl, store all paper flat in a resealable bag.
--------------------------------	--

I ABCDEFG abcdefg

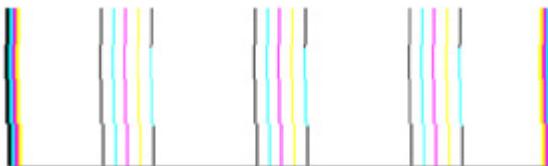
Example of bad Large-Font Type	The letters are ragged on one end - clean the printhead. If this defect occurs right after a new black cartridge is installed, the printer's automatic servicing routines may solve the problem in a day or so, using less ink than a printhead cleaning.
--------------------------------	---

Alignment Patterns

If the color bars and large font text look OK, and the ink cartridges are not empty, look at the alignment pattern directly above the color bars.



Example of a good alignment pattern	The lines are straight.
-------------------------------------	-------------------------



Examples of a bad alignment pattern

The lines are jagged - align the printer. If that does not work, contact HP.

If you see no defects

If you do not see any defects on the print quality report, then the printing system is working correctly. There is no reason to replace supplies or have the product serviced, because they are functioning properly. If you still have a print quality problem, here are some other things you can check:

- Check the paper.
- Check the print settings.
- Make sure your image has sufficient resolution.
- If the problem seems confined to a band near the edge of your printout, use the software you installed with the product or another software application to rotate the image 180 degrees. The problem might not appear on the other end of the print.

Troubleshooting tips and resources

Use the following tips and resources to resolve printing problems.

- For a paper jam, see [Clear a jam in the device](#).
- For paper-feed problems, such as the paper skew and paper pick, see [Solve paper-feed problems](#).
- Power light is on and not blinking. When the device is turned on for the first time, it takes approximately 12 minutes to initialize.
- Make sure the device is in the ready state. If lights are on or blinking, see [Control-panel lights reference](#).
- No error messages appear on the computer screen.
- Power cord and other cables are working, and are firmly connected to the device. Make sure the device is connected firmly to a functioning alternating current (AC) power outlet, and is turned on. For voltage requirements, see [Electrical specifications](#).
- Media is loaded correctly in the tray and is not jammed in the device.
- Printhead and ink cartridges are properly installed in their correct color-coded slots. Press down firmly on each one to ensure proper contact.
- All latches and covers are closed.
- The rear access panel is locked into place.
- All packing tapes and materials are removed.
- The device can print a printer status page. For more information, see [Understand the printer status page](#).

- The device is set as the current or default printer. For Windows, set it as the default in the Printers folder. For Mac OS X, set it as the default in the Printer Setup Utility (Mac OS X (v10.4). For Mac OS X (v10.5) open **System Preferences**, select **Print & Fax**, and then select the device from the **Default Printer** drop-down list. See your computer's documentation for more information.
- **Pause Printing** is not selected if you are using a computer running Windows.
- You are not running too many programs when you are performing a task. Close programs that you are not using or restart the computer before attempting the task again.

Some problems can be resolved by resetting the device.

Solve printing problems

This section contains the following topics:

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

The device shuts down unexpectedly

Check the power and power connections

Make sure the device is connected firmly to a functioning alternating current (AC) power outlet. For voltage requirements, see [Electrical specifications](#).

Device takes a long time to print

Check the system configuration and resources

Make sure the computer meets the minimum system requirements for the device. For more information, see [System requirements](#).

Check the device software settings

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

Low ink levels

Check the estimated ink levels in the ink cartridges.

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

The ink cartridges might have insufficient ink. Insufficient ink may cause the printhead to overheat. When the printhead overheats, the printer slows down to allow it to cool.

Blank or partial page printed

Check the ink levels

The ink cartridges may be running low on ink.

Clean the printhead

Complete the printhead cleaning procedure. For more information, see [Clean the printhead](#). The printhead may need to be cleaned if the printer was turned off improperly.

 **NOTE:** Turn off the HP Printer by pressing the **Power** button located on the product. Wait until the **Power** light turns off before unplugging the power cord or turning off a power strip. If you improperly turn off the HP Printer, the print carriage might not return to the correct position causing problems with the ink cartridges and print quality issues.

Check the media settings

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

More than one page is being picked

For more information on paper-feed problems, see [Solve paper-feed problems](#).

There is a blank page in the file

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

Something on the page is missing or incorrect

Check the ink cartridges

Make sure the correct ink cartridges are installed and the ink cartridges are not low on ink. For more information, see [Manage the device](#) and [Check the estimated ink levels](#).

Check the margin settings

Make sure the margin settings for the document do not exceed the printable area of the device. For more information, see [Set minimum margins](#).

Check the color print settings

Make sure **Print in Grayscale** is not selected in the print driver.

Check the device location and length of USB cable

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

Placement of the text or graphics is wrong

Check how the media is loaded

Make sure the media width and length guides fit snugly against the edges of the stack of media, and make sure the tray is not overloaded. For more information, see [Load media](#).

Check the media size

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

Check the margin settings

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

Check the page-orientation setting

Make sure the media size and page orientation selected in the application match the settings in the printer driver. For more information, see [Change print settings](#).

Check the device location and length of USB cable

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

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

Print troubleshooting

Use this section to solve these printing problems:

- [Envelopes print incorrectly](#)
- [Borderless printing produces unexpected results](#)
- [The product is not responding](#)
- [The product prints meaningless characters](#)
- [Nothing happens when I try to print](#)
- [The pages in my document came out in the wrong order](#)
- [The margins are not printing as expected](#)
- [Text or graphics are cut off at the edge of the page](#)
- [A blank page came out while printing](#)

Envelopes print incorrectly

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

- [Solution 1: Load the stack of envelopes correctly](#)
- [Solution 2: Check the envelope type](#)
- [Solution 3: Tuck the flaps to avoid paper jams](#)

Solution 1: Load the stack of envelopes correctly

Solution: Load a stack of envelopes in the input tray, with the envelope flaps facing up and to the left.

Make sure that you remove all paper from the input tray before loading the envelopes.

Cause: A stack of envelopes was loaded incorrectly.

If this did not solve the issue, try the next solution.

Solution 2: Check the envelope type

Solution: Do not use shiny or embossed envelopes or envelopes that have clasps or windows.

Cause: The wrong type of envelope was loaded.

If this did not solve the issue, try the next solution.

Solution 3: Tuck the flaps to avoid paper jams

Solution: To avoid paper jams, tuck the flaps inside the envelopes.

Cause: The flaps might get caught in the rollers.

Borderless printing produces unexpected results

Solution: Try printing the image from the photo imaging software that came with the product.

Cause: Printing a borderless image from a non-HP software application produced unexpected results.

The product is not responding

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

- [Solution 1: Turn on the product](#)
- [Solution 2: Load paper in the input tray](#)
- [Solution 3: Select the correct printer](#)

- [Solution 4: Check the printer driver status](#)
- [Solution 5: Wait until the product completes the current operation](#)
- [Solution 6: Remove all cancelled print jobs from the queue](#)
- [Solution 7: Clear the paper jam](#)
- [Solution 8: Make sure the print carriage can move freely](#)
- [Solution 9: Check the connection from the product to your computer](#)
- [Solution 10: Restart the product](#)

Solution 1: Turn on the product

Solution: Look at the **Power** light located on the product. If it is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the **Power** button to turn on the product.

Cause: The product was turned off.

If this did not solve the issue, try the next solution.

Solution 2: Load paper in the input tray

Solution: Load paper in the input tray.

For more information, see:

[Load media](#)

Cause: The product was out of paper.

If this did not solve the issue, try the next solution.

Solution 3: Select the correct printer

Solution: Make sure you have selected the correct printer in your software application.

 **TIP:** You can set the product as the default printer to ensure that the printer is automatically selected when you select **Print** in the **File** menu of your different software applications.

Cause: The product was not the selected printer.

If this did not solve the issue, try the next solution.

Solution 4: Check the printer driver status

Solution: The printer driver status might have changed to either **offline** or **stop printing**.

To check the printer driver status

▲ In the HP Solution Center, click the **Status** tab.

Cause: The status of the printer driver had changed.

If this did not solve the issue, try the next solution.

Solution 5: Wait until the product completes the current operation

Solution: If the product is performing another task your print job will be delayed until the product completes the current task.

Some documents take a long time to print. If nothing has printed several minutes after you sent a print job to the product, check the device control panel to see if there are any errors.

Cause: The product was busy with another task.

If this did not solve the issue, try the next solution.

Solution 6: Remove all cancelled print jobs from the queue

Solution: A print job might remain in the queue after it has been cancelled. The cancelled print job jams the queue and prevents the next print job from printing.

From your computer, open the printer folder and see if the cancelled job remains in the print queue. Try to delete the job from the queue. If the print job remains in the queue, try one or both of the following:

- Disconnect the USB cable from the product, restart the computer, and then reconnect the USB cable to the product.
- Shut down the product, restart the computer, and then restart the product.

Cause: A deleted print job was in the queue.

If this did not solve the issue, try the next solution.

Solution 7: Clear the paper jam

Solution: Clear the paper jam and remove any torn paper that remains in the product.

For more information, see:

[Clear jams](#)

Cause: The product had a paper jam.

If this did not solve the issue, try the next solution.

Solution 8: Make sure the print carriage can move freely

Solution: Unplug the power cable if it is not already unplugged. Check to see if the print carriage will move freely from one side of the printer to the other. Do not try to force it to move if it is hung up on something.

△ **CAUTION:** Be careful not to force the print carriage. If the carriage is stuck, forcing it to move will damage the printer.

Cause: The print carriage had stalled.

If this did not solve the issue, try the next solution.

Solution 9: Check the connection from the product to your computer

Solution: Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn off the product and then on again. If the product is connected to the computer through a wired network, make sure that the respective connections are active and the product is turned on.

If the connections are secure, and nothing has printed several minutes after you sent a print job to the product, check the status of the product. In the HP Solution Center Software, click **Settings**, and then click **Status**.

Cause: The computer was not communicating with the product.

If this did not solve the issue, try the next solution.

Solution 10: Restart the product

Solution: Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the **Power** button to turn on the product.

Cause: The product experienced an error.

The product prints meaningless characters

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

- [Solution 1: Restart the product](#)
- [Solution 2: Print a previously saved version of the document](#)

Solution 1: Restart the product

Solution: Turn off the product and your computer for 60 seconds, then turn them both on and try printing again.

Cause: There was no available memory in the product.

If this did not solve the issue, try the next solution.

Solution 2: Print a previously saved version of the document

Solution: Try printing another document from the same software application. If this works, then try printing a previously saved version of the document that is not corrupt.

Cause: The document was corrupt.

Nothing happens when I try to print

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

- [Solution 1: Turn on the product](#)
- [Solution 2: Load paper in the input tray](#)
- [Solution 3: Select the correct printer](#)
- [Solution 4: Check the printer driver status](#)
- [Solution 5: Wait until the product completes the current operation](#)
- [Solution 6: Remove all cancelled print jobs from the queue](#)
- [Solution 7: Clear the paper jam](#)
- [Solution 8: Make sure the print carriage can move freely](#)
- [Solution 9: Check the connection from the product to your computer](#)
- [Solution 10: Restart the product](#)

Solution 1: Turn on the product

Solution: Look at the **Power** light located on the product. If it is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the **Power** button to turn on the product.

Cause: The product was turned off.

If this did not solve the issue, try the next solution.

Solution 2: Load paper in the input tray

Solution: Load paper in the input tray.

For more information, see:

[Load media](#)

Cause: The product was out of paper.

If this did not solve the issue, try the next solution.

Solution 3: Select the correct printer

Solution: Make sure you have selected the correct printer in your software application.

 **TIP:** You can set the product as the default printer to ensure that the printer is automatically selected when you select **Print** in the **File** menu of your different software applications.

Cause: The product was not the selected printer.

If this did not solve the issue, try the next solution.

Solution 4: Check the printer driver status

Solution: The printer driver status might have changed to either **offline** or **stop printing**.

To check the printer driver status

- ▲ In the HP Solution Center, click the **Status** tab.

Cause: The status of the printer driver had changed.

If this did not solve the issue, try the next solution.

Solution 5: Wait until the product completes the current operation

Solution: If the product is performing another task your print job will be delayed until the product completes the current task.

Some documents take a long time to print. If nothing has printed several minutes after you sent a print job to the product, check the device control panel to see if there are any errors.

Cause: The product was busy with another task.

If this did not solve the issue, try the next solution.

Solution 6: Remove all cancelled print jobs from the queue

Solution: A print job might remain in the queue after it has been cancelled. The cancelled print job jams the queue and prevents the next print job from printing.

From your computer, open the printer folder and see if the cancelled job remains in the print queue. Try to delete the job from the queue. If the print job remains in the queue, try one or both of the following:

- Disconnect the USB cable from the product, restart the computer, and then reconnect the USB cable to the product.
- Shut down the product, restart the computer, and then restart the product.

Cause: A deleted print job was in the queue.

If this did not solve the issue, try the next solution.

Solution 7: Clear the paper jam

Solution: Clear the paper jam and remove any torn paper that remains in the product.

For more information, see:

[Clear jams](#)

Cause: The product had a paper jam.

If this did not solve the issue, try the next solution.

Solution 8: Make sure the print carriage can move freely

Solution: Unplug the power cable if it is not already unplugged. Check to see if the print carriage will move freely from one side of the printer to the other. Do not try to force it to move if it is hung up on something.

△ **CAUTION:** Be careful not to force the print carriage. If the carriage is stuck, forcing it to move will damage the printer.

Cause: The print carriage had stalled.

If this did not solve the issue, try the next solution.

Solution 9: Check the connection from the product to your computer

Solution: Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn off the product and then on again. If the product is connected to the computer through a wired network, make sure that the respective connections are active and the product is turned on.

If the connections are secure, and nothing has printed several minutes after you sent a print job to the product, check the status of the product. In the HP Solution Center software, click **Settings**, and then click **Status**.

Cause: The computer was not communicating with the product.

If this did not solve the issue, try the next solution.

Solution 10: Restart the product

Solution: Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the **Power** button to turn on the product.

Cause: The product experienced an error.

The pages in my document came out in the wrong order

Solution: Print the document in reverse order. When the document finishes printing, the pages will be in correct order.

Cause: The print settings were set to print the first page of your document first. Because of the way the paper feeds through the product, the first page will be print side up at the bottom of the stack.

The margins are not printing as expected

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

- [Solution 1: Check the printer margins](#)
- [Solution 2: Verify the paper size setting](#)
- [Solution 3: Load the stack of paper correctly](#)

Solution 1: Check the printer margins

Solution: Check the printer margins.

Make sure the margin settings for the document do not exceed the printable area of the product.

To check your margin settings

1. Preview your print job before sending it to the product.
In most software applications, click the **File** menu, and then click **Print Preview**.
2. Check the margins.
The product uses the margins you have set in your software application, as long as they are greater than the minimum margins the product supports. For more information about setting margins in your software application, see the documentation that came with the software.
3. Cancel the print job if the margins are not satisfactory, and then adjust the margins in your software application.

Cause: The margins were not set correctly in your software application.

If this did not solve the issue, try the next solution.

Solution 2: Verify the paper size setting

Solution: Verify that you have selected the proper paper size setting for your project. Make sure that you have loaded the correct paper size in the input tray.

Cause: The paper size setting might not have been set correctly for the project you were printing.

If this did not solve the issue, try the next solution.

Solution 3: Load the stack of paper correctly

Solution: Remove the stack of paper from the input tray, reload the paper, and then slide the paper width guide inward until it stops at the edge of the paper.

For more information, see:

[Load media](#)

Cause: The paper guides were not positioned correctly.

Text or graphics are cut off at the edge of the page

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

- [Solution 1: Check the margin settings](#)
- [Solution 2: Check the layout of the document](#)
- [Solution 3: Load the stack of papers correctly](#)
- [Solution 4: Try printing with borders](#)

Solution 1: Check the margin settings

Solution: Check the printer margins.

Make sure the margin settings for the document do not exceed the printable area of the product.

To check your margin settings

1. Preview your print job before sending it to the product.
In most software applications, click the **File** menu, and then click **Print Preview**.
2. Check the margins.
The product uses the margins you have set in your software application, as long as they are greater than the minimum margins the product supports. For more information about setting margins in your software application, see the documentation that came with the software.
3. Cancel the print job if the margins are not satisfactory, and then adjust the margins in your software application.

Cause: The margins were not set correctly in your software application.

If this did not solve the issue, try the next solution.

Solution 2: Check the layout of the document

Solution: Make sure the layout of the document you are trying to print fits on a paper size supported by the product.

To preview the print layout

1. Load the correct paper size into the input tray.
2. Preview your print job before sending it to the product.
In most software applications, click the **File** menu, and then click **Print Preview**.
3. Check the graphics in the document to make sure that the current size fits within the printable area of the product.
4. Cancel the print job if the graphics do not fit in the printable area of the page.

 **TIP:** Some software applications allow you to scale the document to fit the paper size currently selected. Additionally, you can scale the size of a document from the print **Properties** dialog box.

Cause: The size of the document you were printing was larger than the paper loaded in the input tray.

If this did not solve the issue, try the next solution.

Solution 3: Load the stack of papers correctly

Solution: If the paper is misfeeding, it could cause parts of the document to cut off.

Remove the stack of paper from the input tray, and then reload the paper.

For more information, see:

[Load media](#)

Cause: The paper was loaded incorrectly.

If this did not solve the issue, try the next solution.

Solution 4: Try printing with borders

Solution: Try printing with borders by turning off the borderless option.

For more information, see:

[Print borderless](#)

Cause: Borderless printing was enabled. By selecting the **Borderless** option, your printed photo was enlarged and centered to fit the printable area of the page.

Depending on the relative sizes of the digital photo and the paper on which you are printing, this could result in some parts of the image being cropped.

A blank page came out while printing

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

- [Solution 1: Remove any extra pages or lines at the end of the document](#)
- [Solution 2: Load paper in the input tray](#)
- [Solution 3: Check the ink levels](#)
- [Solution 4: Clean the printhead](#)

Solution 1: Remove any extra pages or lines at the end of the document

Solution: Open the document file in your software application and remove any extra pages or lines at the end of the document.

Cause: The document you were printing contained an additional blank page.

If this did not solve the issue, try the next solution.

Solution 2: Load paper in the input tray

Solution: If the product has only a few sheets remaining, load more paper in the input tray. If there is plenty of paper in the input tray, remove the paper, tap the stack of paper against a flat surface, and reload the paper into the input tray.

For more information, see:

[Load media](#)

Cause: The product picked up two sheets of paper.

Solution 3: Check the ink levels

Solution: The ink cartridges may be running low on ink.

Cause: Ink levels are too low.

Solution 4: Clean the printhead

Solution: Complete the printhead cleaning procedure. For more information, see [Clean the printhead](#). The printhead may need to be cleaned if the printer was turned off improperly.

 **NOTE:** Turn off the HP Printer by pressing the **Power** button located on the product. Wait until the **Power** light turns off before unplugging the power cord or turning off a power strip. If you improperly turn off the HP Printer, the print carriage might not return to the correct position causing problems with the ink cartridges and print quality issues.

Cause: The printhead was clogged.

Print quality troubleshooting

Use this section to solve these print quality problems:

- [Wrong, inaccurate, or bleeding colors](#)
- [Ink is not filling the text or graphics completely](#)
- [The printout has a horizontal band of distortion near the bottom of a borderless print](#)
- [Printouts have horizontal streaks or lines](#)
- [Printouts are faded or have dull colors](#)
- [Printouts seem blurry or fuzzy](#)
- [Printouts have vertical streaks](#)
- [Printouts are slanted or skewed](#)
- [Ink streaks on the back of the paper](#)
- [Paper is not picked up from the input tray](#)
- [Poor black text](#)
- [The product prints slowly](#)
- [Advanced printhead maintenance](#)

Wrong, inaccurate, or bleeding colors

If your printout has one of the following print quality problems, try the solutions in this section for help.

- Colors look wrong
For example, green was replaced with blue in your printout.
- Colors run into each other, or look like they are smeared on the page. The edges might have a feathering appearance instead of being sharp and defined.

Try the following solutions if the colors appear wrong, inaccurate, or bleed into each other.

- [Solution 1: Make sure you are using genuine HP ink cartridges](#)
- [Solution 2: Check the paper loaded in the input tray](#)
- [Solution 3: Check the paper type](#)
- [Solution 4: Check the ink levels](#)
- [Solution 5: Check the print settings](#)
- [Solution 6: Align the printhead](#)
- [Solution 7: Clean the printhead](#)
- [Solution 8: Contact HP support](#)

Solution 1: Make sure you are using genuine HP ink cartridges

Solution: Check to see if your ink cartridges are genuine HP ink cartridges.

HP recommends that you use genuine HP ink cartridges. Genuine HP ink cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

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

If you believe you purchased genuine HP ink cartridges, go to:

www.hp.com/go/anticounterfeit

Cause: Non-HP ink cartridges were being used.

If this did not solve the issue, try the next solution.

Solution 2: Check the paper loaded in the input tray

Solution: Make sure the paper is loaded correctly and that it is not wrinkled or too thick.

- Load paper with the side you want to print on facing down. For example, if you are loading glossy photo paper, load the paper with the glossy side down.
- Make sure the paper lays flat in the input tray and is not wrinkled. If the paper is too close to the printhead during printing, the ink might be smeared. This can happen if the paper is raised, wrinkled, or very thick, such as a mailing envelope.

For more information, see:

[Load media](#)

Cause: The paper was loaded incorrectly, or it was wrinkled or too thick.

If this did not solve the issue, try the next solution.

Solution 3: Check the paper type

Solution: HP recommends that you use HP papers or any other paper type that is appropriate for the product.

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

Store specialty media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

 **NOTE:** For this issue, there is not a problem with your ink supplies. Therefore, replacing the ink cartridges or printhead is not necessary.

For more information, see:

[Select print media](#)

Cause: The wrong kind of paper was loaded in the input tray.

If this did not solve the issue, try the next solution.

Solution 4: Check the ink levels

Solution: Check the estimated ink levels in the ink cartridges.

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

For more information, see:

[Check the estimated ink levels](#)

Cause: The ink cartridges might have insufficient ink.

If this did not solve the issue, try the next solution.

Solution 5: Check the print settings

Solution: Check the print settings.

- Check the print settings to see if the color settings are incorrect.
For example, check to see if the document is set to print in grayscale. Or, check to see if advanced color settings such as saturation, brightness, or color tone, are set to modify the appearance of colors.
- Check the print quality setting and make sure it matches the type of paper loaded in the product.

You might need to choose a lower print quality setting, if colors are running into each other. Or, choose a higher setting if you are printing a high-quality photo, and then make sure photo paper such as HP Advanced Photo Paper, is loaded in the input tray.

 **NOTE:** On some computer screens, colors might appear differently than they do when printed on paper. In this case, there is nothing wrong with the product, print settings, or ink cartridges. No further troubleshooting is required.

For more information, see:

[Select print media](#)

Cause: The print settings were set incorrectly.

If this did not solve the issue, try the next solution.

Solution 6: Align the printhead

Solution: Align the printhead.

Aligning the printer can help ensure excellent print quality.

For more information, see:

[Align the printhead](#)

Cause: The printer needed to be aligned.

If this did not solve the issue, try the next solution.

Solution 7: Clean the printhead

Solution: Check the following potential problems, and then clean the printhead.

- Check the orange pull tab on the ink cartridges. Make sure they were completely removed.
- Make sure all ink cartridges are properly installed.
- Make sure you turn off the device properly, by using the **Power** button. This allows the device to properly protect the printhead.

After cleaning the printhead, print a print quality report. Evaluate the print quality report to see if the print quality problem still exists.

For more information, see:

- [Clean the printhead](#)
- [Print and evaluate a print quality report](#)

Cause: The printhead needed to be cleaned.

If this did not solve the issue, try the next solution.

Solution 8: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: There was a problem with the printhead.

Ink is not filling the text or graphics completely

Try the following solutions if the ink is not filling the text or image completely so that it appears that parts are missing or blank.

- [Solution 1: Make sure you are using genuine HP ink cartridges](#)
- [Solution 2: Check the ink levels](#)
- [Solution 3: Check the print settings](#)
- [Solution 4: Check the paper type](#)
- [Solution 5: Clean the printhead](#)
- [Solution 6: Contact HP support](#)

Solution 1: Make sure you are using genuine HP ink cartridges

Solution: Check to see if your ink cartridges are genuine HP ink cartridges.

HP recommends that you use genuine HP ink cartridges. Genuine HP ink cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

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

If you believe you purchased genuine HP ink cartridges, go to:

www.hp.com/go/anticounterfeit

Cause: Non-HP ink cartridges were being used.

If this did not solve the issue, try the next solution.

Solution 2: Check the ink levels

Solution: Check the estimated ink levels in the ink cartridges.

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

For more information, see:

[Check the estimated ink levels](#)

Cause: The ink cartridges might have insufficient ink.

If this did not solve the issue, try the next solution.

Solution 3: Check the print settings

Solution: Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the print quality setting and make sure it is not set too low.
Print the image with a high print quality setting, such as **Best** or **Maximum dpi**.

Cause: The paper type or print quality settings were set incorrectly.

If this did not solve the issue, try the next solution.

Solution 4: Check the paper type

Solution: HP recommends that you use HP papers or any other paper type that is appropriate for the product.

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

Store specialty media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

For more information, see:

[Select print media](#)

Cause: The wrong kind of paper was loaded in the input tray.

If this did not solve the issue, try the next solution.

Solution 5: Clean the printhead

Solution: If the previous solutions did not resolve the issue, try cleaning the printhead.

After cleaning the printhead, print a print quality report. Evaluate the print quality report to see if the print quality problem still exists.

For more information, see:

- [Clean the printhead](#)
- [Print and evaluate a print quality report](#)

Cause: The printhead needed to be cleaned.

If this did not solve the issue, try the next solution.

Solution 6: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: There was a problem with the printhead.

The printout has a horizontal band of distortion near the bottom of a borderless print

Try the following solutions if your borderless print has a blurry band or line on the bottom of it.

 **NOTE:** For this issue, there is not a problem with your ink supplies. Therefore, replacing the ink cartridges or printhead is not necessary.

- [Solution 1: Check the paper type](#)
- [Solution 2: Use a higher print quality setting](#)
- [Solution 3: Rotate the image](#)

Solution 1: Check the paper type

Solution: HP recommends that you use HP papers or any other paper type that is appropriate for the product.

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

Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

For more information, see:

[Select print media](#)

Cause: The wrong kind of paper was loaded in the input tray.

If this did not solve the issue, try the next solution.

Solution 2: Use a higher print quality setting

Solution: Check the print quality setting and make sure it is not set too low.

Print the image with a high print quality setting, such as **Best** or **Maximum dpi**.

Cause: The print quality setting was set too low.

If this did not solve the issue, try the next solution.

Solution 3: Rotate the image

Solution: If the problem persists, use the software you installed with the product or another software application to rotate your image 180 degrees so that the light blue, gray, or brown hues in your image do not print at the bottom of the page.

Cause: The defect is more noticeable in areas of uniform light colors, so rotating the image may help.

Printouts have horizontal streaks or lines

Horizontal Streaks are streaks that are at right angles (or perpendicular) to the direction that the paper moved through the printer.

Try the following solutions if your printout has lines, streaks, or marks on it that run across the width of the page.

- [Solution 1: Make sure the paper is loaded correctly](#)
- [Solution 2: Check your print settings](#)
- [Solution 3: Check the ink levels](#)
- [Solution 4: Align the printhead](#)
- [Solution 5: Clean the printhead](#)
- [Solution 6: Contact HP support](#)

Solution 1: Make sure the paper is loaded correctly

Solution: Make sure that the paper is loaded correctly in the input tray.

For more information, see:

[Load media](#)

Cause: The paper was not loaded correctly.

If this did not solve the issue, try the next solution.

Solution 2: Check your print settings

Solution: Check the print quality setting and make sure it is not set too low.

Print the image with a high print quality setting, such as **Best** or **Maximum dpi**.

Check the media settings. Make sure the media selected matches the media loaded in the device.

Cause: The print quality setting on the product was set too low.

If this did not solve the issue, try the next solution.

Solution 3: Check the ink levels

Solution: Check the estimated ink levels in the ink cartridges.

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

For more information, see:

[Check the estimated ink levels](#)

Cause: The ink cartridges might have insufficient ink.

If this did not solve the issue, try the next solution.

Solution 4: Align the printhead

Solution: Align the printhead.

Aligning the printer can help ensure excellent print quality.

For more information, see:

[Align the printhead](#)

Cause: The printer needed to be aligned.

If this did not solve the issue, try the next solution.

Solution 5: Clean the printhead

Solution: Check the following potential problems, and then clean the printhead.

After cleaning the printhead, print a print quality report. Evaluate the print quality report to see if the print quality problem still exists.

For more information, see:

- [Clean the printhead](#)
- [Print and evaluate a print quality report](#)

Cause: The printhead needed to be cleaned.

If this did not solve the issue, try the next solution.

Solution 6: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: There was a problem with the printhead.

Printouts are faded or have dull colors

Try the following solutions if the colors in your printout are not as bright and intense as you expected.

- [Solution 1: Check the print settings](#)
- [Solution 2: Check the paper type](#)
- [Solution 3: Check the ink levels](#)
- [Solution 4: Clean the printhead](#)
- [Solution 5: Contact HP support](#)

Solution 1: Check the print settings

Solution: Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the print quality setting and make sure it is not set too low. Print the image with a high print quality setting, such as **Best** or **Maximum dpi**.

Cause: The paper type or print quality settings were set incorrectly.

If this did not solve the issue, try the next solution.

Solution 2: Check the paper type

Solution: HP recommends that you use HP papers or any other paper type that is appropriate for the product.

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

Store specialty media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

For more information, see:

[Select print media](#)

Cause: The wrong kind of paper was loaded in the input tray.

If this did not solve the issue, try the next solution.

Solution 3: Check the ink levels

Solution: Check the estimated ink levels in the ink cartridges.

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

For more information, see:

[Check the estimated ink levels](#)

Cause: The ink cartridges might have insufficient ink.

If this did not solve the issue, try the next solution.

Solution 4: Clean the printhead

Solution: If the previous solutions did not resolve the issue, try cleaning the printhead.

After cleaning the printhead, print a print quality report. Evaluate the print quality report to see if the print quality problem still exists.

For more information, see:

- [Clean the printhead](#)
- [Print and evaluate a print quality report](#)

Cause: The printhead needed to be cleaned.

If this did not solve the issue, try the next solution.

Solution 5: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: There was a problem with the printhead.

Printouts seem blurry or fuzzy

Try the following solutions if your printout is not sharp or unclear.

 **NOTE:** For this issue, there is not a problem with your ink supplies. Therefore, replacing the ink cartridges or printhead is not necessary.

 **TIP:** After reviewing the solutions in this section, you can go to HP's Web site to see if there is additional troubleshooting help. For more information, go to: www.hp.com/support.

- [Solution 1: Check the print settings](#)
- [Solution 2: Use a higher quality image](#)

- [Solution 3: Print the image in a smaller size](#)
- [Solution 4: Align the printhead](#)

Solution 1: Check the print settings

Solution: Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the print quality setting and make sure it is not set too low.
Print the image with a high print quality setting, such as **Best** or **Maximum dpi**.

Cause: The paper type or print quality settings were set incorrectly.

If this did not solve the issue, try the next solution.

Solution 2: Use a higher quality image

Solution: Use a higher resolution image.

If you are printing a photo or graphic, and the resolution is too low, it will be blurry or fuzzy when printed.

If a digital photo or rasterized graphic has been resized, it can be blurry or fuzzy when printed.

Cause: The resolution of the image was low.

If this did not solve the issue, try the next solution.

Solution 3: Print the image in a smaller size

Solution: Reduce the size of the image and then print it.

If you are printing a photo or graphic, and the print size is set too high, it will be blurry or fuzzy when printed.

If a digital photo or rasterized graphic has been resized, it can be blurry or fuzzy when printed.

Cause: The image was printed in a larger size.

If this did not solve the issue, try the next solution.

Solution 4: Align the printhead

Solution: Align the printhead.

Aligning the printer can help ensure excellent print quality.

For more information, see:

[Align the printhead](#)

Cause: The printer needed to be aligned.

Printouts have vertical streaks

Vertical Streaks are streaks that are parallel to the direction that the paper moved through the device.

Solution: HP recommends that you use HP papers or any other paper type that is appropriate for the product.

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

Store specialty media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

 **NOTE:** For this issue, there is not a problem with your ink supplies. Therefore, replacing the ink cartridges or printhead is not necessary.

For more information, see:

[Select print media](#)

Cause: The wrong kind of paper was loaded in the input tray.

Printouts are slanted or skewed

Try the following solutions if your printout does not appear straight on the page.

- [Solution 1: Make sure the paper is loaded correctly](#)
- [Solution 2: Make sure only one type of paper is loaded](#)
- [Solution 3: Ensure that the rear access panel is securely installed](#)

Solution 1: Make sure the paper is loaded correctly

Solution: Make sure that the paper is loaded correctly in the input tray.

For more information, see:

[Load media](#)

Cause: The paper was not loaded correctly.

If this did not solve the issue, try the next solution.

Solution 2: Make sure only one type of paper is loaded

Solution: Load only one type of paper at a time.

Cause: More than one type of paper was loaded in the input tray.

If this did not solve the issue, try the next solution.

Solution 3: Ensure that the rear access panel is securely installed

Solution: Make sure that the rear door is securely installed.

If you removed the rear door to clear a paper jam, replace it. Gently push the door forward until it snaps into place.

Cause: The rear door was not securely installed.

Ink streaks on the back of the paper

Try the following solutions if there is smeared ink on the back of your printout.

- [Solution 1: Print on a page of plain paper](#)
- [Solution 2: Wait while the ink dries](#)

Solution 1: Print on a page of plain paper

Solution: Print one or several pages of plain paper to soak up any excess ink in the product.

To remove excess ink using plain paper

1. Load several sheets of plain paper in the input tray.
2. Wait five minutes.
3. Print a document with little or no text.
4. Check the back of the paper for ink. If there is still ink on the back of the paper, try printing on another page of plain paper.

Cause: Ink accumulated inside the product, where the back of the paper rests during printing.

If this did not solve the issue, try the next solution.

Solution 2: Wait while the ink dries

Solution: Wait at least thirty minutes for the ink inside the product to dry, then try the print job again.

Cause: The excess ink in the product needed to dry out.

Paper is not picked up from the input tray

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

- [Solution 1: Restart the product](#)
- [Solution 2: Make sure the paper is loaded correctly](#)
- [Solution 3: Check the print settings](#)
- [Solution 4: Clean the rollers](#)
- [Solution 5: Check for a paper jam](#)
- [Solution 6: Service the product](#)

Solution 1: Restart the product

Solution: Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the **Power** button to turn on the product.

Cause: The product experienced an error.

If this did not solve the issue, try the next solution.

Solution 2: Make sure the paper is loaded correctly

Solution: Make sure that the paper is loaded correctly in the input tray.

For more information, see:

[Load media](#)

Cause: The paper was not loaded correctly.

If this did not solve the issue, try the next solution.

Solution 3: Check the print settings

Solution: Check the print settings.

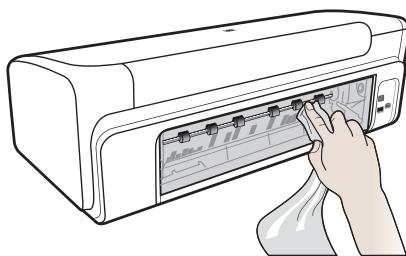
- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the print quality setting and make sure it is not set too low. Print the image with a high print quality setting, such as **Best** or **Maximum dpi**.

Cause: The paper type or print quality settings were set incorrectly.

If this did not solve the issue, try the next solution.

Solution 4: Clean the rollers

Solution: Clean the rollers.



Make sure you have the following materials available:

- A lint-free cloth, or any soft material that will not come apart or leave fibers.
- Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the ink cartridges).

Cause: The rollers were dirty and needed to be cleaned.

If this did not solve the issue, try the next solution.

Solution 5: Check for a paper jam

Solution: Check for paper debris in the front of the device. Remove any debris you find.

△ **CAUTION:** Trying to clear a paper jam from the front of the device can damage the print mechanism. Always access and clear paper jams through the rear access panel.

Cause: Paper debris may be present, but not detected by the sensor.

Solution 6: Service the product

Solution: If you have completed all of the steps provided in the previous solutions, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: Your product needs servicing.

Poor black text

Try the following solutions if the text in your printouts is not sharp and the edges are rough.

- [Solution 1: Wait before you attempt to reprint](#)
- [Solution 2: Use TrueType or OpenType fonts](#)
- [Solution 3: Align the printhead](#)
- [Solution 4: Clean the printhead](#)

Solution 1: Wait before you attempt to reprint

Solution: If the black cartridge is new, allow time for automatic servicing to clear up the problem. Black print quality should start to improve in a few hours. If you do not have time to wait, you can clean the printhead, but this uses more ink, and the poor black text may reoccur until automatic servicing is allowed to complete.

Cause: Many black print quality problems clear up when the automatic services are performed.

Solution 2: Use TrueType or OpenType fonts

Solution: Use TrueType or OpenType fonts to ensure that the product is able to print smooth fonts. When selecting a font, look for the TrueType or OpenType icon.



TrueType icon



OpenType icon

Cause: The font was a custom size.

Some software applications offer custom fonts that have jagged edges when enlarged or printed. Also, if you want to print bitmapped text, it might have jagged edges when enlarged or printed.

If this did not solve the issue, try the next solution.

Solution 3: Align the printhead

Solution: Align the printhead.

Aligning the printer can help ensure excellent print quality.

For more information, see:

[Align the printhead](#)

Cause: The printer needed to be aligned.

If this did not solve the issue, try the next solution.

Solution 4: Clean the printhead

Solution: If the previous solutions did not resolve the issue, try cleaning the printhead.

After cleaning the printhead, print a print quality report. Evaluate the print quality report to see if the print quality problem still exists.

For more information, see:

- [Clean the printhead](#)
- [Print and evaluate a print quality report](#)

Cause: The printhead needed to be cleaned.

The product prints slowly

Try the following solutions if the product is printing very slowly.

- [Solution 1: Use a lower print quality setting](#)
- [Solution 2: Check the ink levels](#)
- [Solution 3: Contact HP support](#)

Solution 1: Use a lower print quality setting

Solution: Check the print quality setting. **Best** and **Maximum dpi** provide the best quality but are slower than **Normal** or **Draft**. **Draft** provides the fastest print speed.

Cause: The print quality was set to a high setting.

If this did not solve the issue, try the next solution.

Solution 2: Check the ink levels

Solution: Check the estimated ink levels in the ink cartridges.

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

For more information, see:

[Check the estimated ink levels](#)

Cause: The ink cartridges might have insufficient ink. Insufficient ink may cause the printhead to overheat. When the printhead overheats, the printer slows down to allow it to cool.

If this did not solve the issue, try the next solution.

Solution 3: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: There was a problem with the product.

Advanced printhead maintenance

If you are experiencing problems with printing, you might have a problem with the printhead. You should perform the procedures in the following sections only when directed to do so for resolving print quality issues.

Performing the aligning and cleaning procedures unnecessarily can waste ink and shorten the life of the cartridges.

If you receive an error message about the ink cartridges, see [Errors \(Windows\)](#) for more information.

This section contains the following topics:

- [Clean the printhead](#)
- [Align the printhead](#)

Clean the printhead

If your printed output is streaked or has any incorrect or missing colors, the printhead might need to be cleaned.

There are two stages of cleaning. Each stage lasts about two minutes, uses one sheet of paper, and uses an increasing amount of ink. After each stage, review the quality of the printed page. You should only initiate the next phase of cleaning if the print quality is poor.

If print quality still seems poor after you complete both stages of cleaning, try aligning the printer. If print quality problems persist after cleaning and aligning, contact HP support.

 **NOTE:** Cleaning uses ink, so clean the printheads only when necessary. The cleaning process takes a few minutes. Some noise might be generated in the process. Before cleaning the printheads, make sure you load paper. For more information, see [Load media](#).

Not turning the device off properly can cause print quality problems. For more information, see [Turn off the device](#).

To clean the printhead from the control panel

1. Load letter, A4, or legal unused plain white paper into the main input tray.
2. Press and hold  (Power button), press  (Cancel button) two times, press  (Resume button) one time, and release  (Power button).

To clean the printhead from the Printer Toolbox (Windows)

1. Load letter, A4, or legal unused plain white paper into the main input tray.
2. In the HP Solution Center, click **Settings**.
3. In the **Print Settings** area, click **Printer Toolbox**.

 **NOTE:** You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click **Printer Services**.

The **Printer Toolbox** appears.

4. Click the **Device Services** tab.
5. Click **Clean Printhead**.
6. Follow the prompts until you are satisfied with the quality of the output, and then click **Done**.

To clean the printhead from the Toolbox (Mac OS X)

1. Click the **HP Utility** icon in the Dock.

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

2. Select **Clean Printheads** and then click **Clean**.

To clean the printhead from the embedded Web server

1. Load letter, A4, or legal unused plain white paper into the main input tray.
2. Click the **Settings** tab, click **Device Services** in the left pane, select **Clean Printheads** from the drop-down list in the **Print Quality** section, and then click **Run Diagnostic**.

Align the printhead

The product automatically aligns the printhead during the initial setup.

You might want to use this feature when the printer status page shows streaking or white lines through any of the blocks of color or if you are having print quality issues with your printouts.

To align the printhead from the control panel

1. Load letter, A4, or legal unused plain white paper into the main input tray.
2. **Control panel:** Press and hold  (Power button), press  (Resume button) three times, and release  (Power button).

To align the printer from the Printer Toolbox

1. Load letter, A4, or legal unused plain white paper into the main input tray.
2. In the HP Solution Center, click **Settings**.
3. In the **Print Settings** area, click **Printer Toolbox**.

 **NOTE:** You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click **Printer Services**.

The **Printer Toolbox** appears.

4. Click the **Device Services** tab.
5. Click **Align the Printer**.

The product prints a test page, aligns the printhead, and calibrates the printer. Recycle or discard the page.

To align the printhead from the Toolbox (Mac OS X)

1. Click the **HP Utility** icon in the Dock.

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

2. Select **Align** and then click **Align**.

To align the printhead from the embedded Web server

1. Load letter, A4, or legal unused plain white paper into the main input tray.
2. Click the **Settings** tab, click **Device Services** in the left pane, select **Align Printer** from the drop-down list in the **Print Quality** section, and then click **Run Diagnostic**.

Solve paper-feed problems

Media is not supported for the printer or tray

Use only media that is supported for the device and the tray being used. For more information, see [Understand specifications for supported media](#).

Media is not picked up from a tray

- Make sure media is loaded in the tray. For more information, see [Load media](#). Fan the media before loading.
- Make sure the paper guides are set to the correct markings in the tray for the media size you are loading. Also make sure the guides are snug, but not tight, against the stack.
- Make sure media in the tray is not curled. Uncurl paper by bending it in the opposite direction of the curl.
- When using thin special media, make sure that the tray is completely loaded. If you are using special media that is only available in small quantities, try placing the special media on top of other paper of the same size to help fill the tray. (Some media is picked up more easily if the tray is full.)

Media is not coming out correctly

- Make sure the output tray extension is extended; otherwise, printed pages may fall off the device.



- Remove excess media from the output tray. There is a limit to the number of sheets the tray can hold.

Pages are skewing

- Make sure the media loaded in the trays is aligned to the paper guides. If needed, pull out the trays from the device and reload the media properly, making sure that the paper guides are properly aligned.
- Load media into the device only when it is not printing.

Multiple pages are being picked up

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

Solve device management problems

This section provide solutions to common problems that involve managing the device.

This section contains the following topic:

- [Embedded Web server cannot be opened](#)

Embedded Web server cannot be opened

Check your network setup

- Make sure you are not using a phone cord or a cross cable to connect the device to the network. For more information, see [Configure the device \(Windows\)](#) or [Configure the device \(Mac OS X\)](#).
- Make sure the network cable is securely connected to the device.
- Make sure the network hub, switch, or router is turned on and working properly.

Check the computer

Make sure the computer that you are using is connected to the network.

Check your Web browser

Make sure the Web browser meets the minimum system requirements. For more information, see [Embedded Web server specifications](#).

Check the device IP address

- To check the IP address of the device from the control panel, print the network configuration page. For more information, see [Understand the network configuration status report](#).

- Ping the device using the IP address from the command prompt.

For example, if the IP address is 123.123.123.123, type the following at the MS-DOS prompt:

C:\Ping 123.123.123.123

If a reply appears, the IP address is correct. If a time-out response appears, the IP address is incorrect.

Solve network problems

 **NOTE:** After correcting any of the following, run the installation program again.

General network troubleshooting

- If you are unable to install the device software, verify that:
 - All cable connections to the computer and the device are secure.
 - The network is operational and the network hub is turned on.
 - All applications, including virus protection programs, spyware protection programs, and firewalls, are closed or disabled for computers running Windows.
 - Make sure the device is installed on the same subnet as the computers that will be using the device.
 - If the installation program cannot discover the device, print the network configuration page, and enter the IP address manually in the installation program. For more information, see [Understand the network configuration status report](#)
- If you are using a computer running Windows, make sure that the network ports created in the device driver match the device IP address.
 - Print the device's network configuration page.
 - Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
 - Or -
 - Click **Start**, click **Control Panel**, and then double-click **Printers**.
 - Right-click the device icon, click **Properties**, and then click the **Ports** tab.
 - Select the TCP/IP port for the device, and then click **Configure Port**.
 - Compare the IP address listed in the dialog box and make sure it matches the IP address listed on the network configuration page. If the IP addresses are different, change the IP address in the dialog box to match the address on the network configuration page.
 - Click **OK** twice to save the settings and close the dialog boxes.

Problems connecting to a wired network

- If the Network light on the device control panel does not turn on, make sure that all of the “General network troubleshooting” conditions are met.
- Though it is not recommended that you assign the device with a static IP address, you might resolve some installation problems (such as a conflict with a personal firewall) by doing so.
- * As a way of helping to diagnose the problems, try reducing the number of devices connected or you network or create a separate network.

Troubleshoot installation issues

If the following topics do not help, see [Support and warranty](#) for information about HP support.

- [Hardware installation suggestions](#)
- [Software installation suggestions](#)
- [Solve network problems](#)

Hardware installation suggestions

Check the device

- Make sure that all packing tape and material have been removed from outside and inside the device.
- Make sure that the device is loaded with paper.
- Make sure that no lights are on or blinking except the **Power** light, which should be on. If a light other than the **Power** light is on or blinking, there is an error. For more information, see [Control-panel lights reference](#).
- Make sure that the device can print a printer status page.
- Rear access panel is locked into place.

Check the hardware connections

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

Check the printhead and ink cartridges

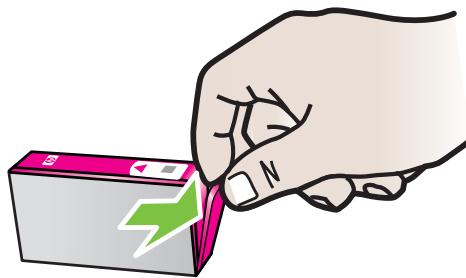
- Make sure that the printhead and all ink cartridges are firmly installed in their correct, colorcoded slot. Press down firmly on each one to ensure proper contact. The device cannot work if they are not all installed.
- Make sure that all latches and covers are closed properly.

Make sure the ink cartridges are properly installed

1. Make sure the product is turned on.
2. Open the ink cartridge access door by lifting from the front right of the product, until the door locks into place.

 **NOTE:** Wait until the print carriage stops moving before proceeding.

3. Make sure the ink cartridges are installed in the correct slots.
Match the shape of the icon and color of the ink cartridge with the slot that has the same shaped icon and color.
4. Run your finger along the top of the ink cartridges to locate any cartridges that are not snapped completely down.
5. Press down on any cartridges that are sticking up.
They should snap down into place.
6. If an ink cartridge was sticking up and you were able to snap it back down into place, close the ink cartridge access door and check if the error has gone away.
 - If the error has gone away, stop troubleshooting here. The error has been resolved.
 - If the error has not gone away, proceed to the next step.
 - If none of the ink cartridges were sticking up, proceed to the next step.
7. Locate the ink cartridge that is indicated in the error, and then press the tab on the ink cartridge to release it from the slot.
8. Press the ink cartridge back down into place.
The tab should make a snapping noise when the ink cartridge is correctly seated. If the ink cartridge did not make a snapping noise, the tab might need to be readjusted.
9. Remove the ink cartridge from the slot.
10. Gently bend the tab away from the ink cartridge.



 **CAUTION:** Be careful not to bend the tab out more than about 1.27 cm (0.5 inches).

11. Reinstall the ink cartridge.
It should now snap down into place.
12. Close the ink cartridge access door, and check if the error has gone away.
13. If you still receive the error, turn the product off, and then on again.

Software installation suggestions

Check the computer system

- Make sure that your computer is running one of the supported operating systems.
- Make sure that the computer meets at least the minimum system requirements.
- In the Windows device manager, make sure that the USB drivers have not been disabled.
- If you are using a computer running Windows, and the computer cannot detect the device, run the uninstallation utility (util\cc\uninstall.bat on the installation CD) to perform a clean uninstallation of the device driver. Restart your computer, and reinstall the device driver.

Verify installation preliminaries

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

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

Solve network problems

General network troubleshooting

- If you are unable to install the device software, verify that:
 - All cable connections to the computer and the device are secure.
 - The network is operational and the network hub is turned on.
 - All applications, including virus protection programs, spyware protection programs, and firewalls, are closed or disabled for computers running Windows.
 - Make sure the device is installed on the same subnet as the computers that will be using the device.
 - If the installation program cannot discover the device, print the network configuration page and enter the IP address manually in the installation program. For more information, see [Understand the network configuration status report](#).
- If you are using a computer running Windows, make sure that the network ports created in the device driver match the device IP address:
 - Print the device's network configuration page.
 - Click **Start**, then click **Printers or Printers and Faxes**.
 - Or -
 - Click **Start**, click **Control Panel**, and then double-click **Printers**.
 - Right-click the device icon, click **Properties**, and then click the **Ports** tab.
 - Select the TCP/IP port for the device, and then click **Configure Port**.

- Compare the IP address listed in the dialog box and make sure it matches the IP address listed on the network configuration page. If the IP addresses are different, change the IP address in the dialog box to match the address on the network configuration page.
- Click **OK** twice to save the settings and close the dialog boxes.

Problems connecting to a wired network

- If the **Network** light on the device control panel does not turn on, make sure that all of the “General network troubleshooting” conditions are met.
- Though it is not recommended that you assign the device with a static IP address, you might resolve some installation problems (such as a conflict with a personal firewall) by doing so.

To reset the device's network settings

1. Press and hold  (Network button), press  (Resume button) three times, and release  (Network button). The Power light blinks for a few seconds. Wait until the Power light is on.
2. Press  (Network button), to print the network configuration page and verify that the network settings have been reset.

Clear jams

Occasionally, media jams during a job. Try the following remedies before you attempt to clear the jam.

- Make sure that you are printing with media that meets specifications. For more information, see [Select print media](#).
- Make sure to print with media that is not wrinkled, folded, or damaged.
- Make sure that the input trays are loaded correctly and are not too full. For more information, see [Load media](#).
- [Clear a jam in the device](#)
- [Tips for avoiding jams](#)

Clear a jam in the device

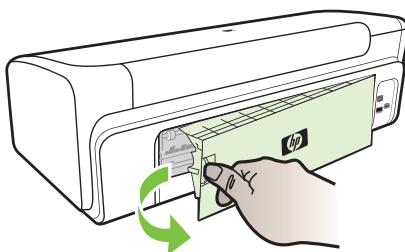
To clear a jam

1. Remove all media from the output tray.

⚠ **CAUTION:** Trying to clear a paper jam from the front of the device can damage the print mechanism. Always access and clear paper jams through the rear access panel.

2. Check the rear access panel.

- a. Push the left side of the rear access panel to the right, and then pull the panel towards you.



- b. Locate any jammed media inside the device, grasp it with both hands and then pull it towards you.

- c. Reinsert the rear access panel into the device.

3. Open the top cover. If there is paper remaining inside the device, ensure the carriage has moved to the right of the device, free any paper scraps or wrinkled media, and pull the media towards you through the top of the device.

⚠ **WARNING!** Do not reach into the device when it is on and the carriage is stuck. When you open the top cover, the carriage should return to its position on the right side of the device. If it does not move to the right, turn off the device before you remove any jam.

4. After clearing the jam, close all covers, turn on the device (if you turned it off) and resend the print job.

Tips for avoiding jams

- Make sure that nothing is blocking the paper path.
- Do not overload the trays. For more information, see [Understand specifications for supported media](#).
- Load paper properly and when the device is not printing. For more information, see [Load media](#).
- Do not use media that is curled or crumpled.
- Always use media that conforms with specifications. For more information, see [Select print media](#).

- Make sure the output tray is not overly full.
- Make sure the media guide are adjusted snugly against the media, but do not crinkle or bend the media.

Errors (Windows)

- [Printhead Problem - The printhead appears to be missing or damaged](#)
- [Incompatible Printhead](#)
- [Printhead problem and advanced printhead maintenance](#)
- [Device Disconnected](#)
- [Ink Alert](#)
- [Cartridge Problem](#)
- [Cartridge Problem](#)
- [Paper Mismatch](#)
- [The cartridge cradle cannot move](#)
- [Paper Jam](#)
- [The printer is out of paper.](#)
- [Incompatible Cartridge\(s\)](#)
- [Printer Offline](#)
- [Printer Paused](#)
- [Document failed to print](#)
- [Ink Service Capacity Warning](#)
- [Previously used genuine HP cartridge](#)
- [General printer error](#)

Printhead Problem - The printhead appears to be missing or damaged

Use the following to correct the error:

[Advanced printhead maintenance](#)

Incompatible Printhead

The printhead installed is not intended for use in this printer, or it may be damaged

Use the following to correct the error:

- [Advanced printhead maintenance](#)
- [Supplies](#)

Printhead problem and advanced printhead maintenance

This section covers the following topics:

- [Printhead problem - The following printhead has a problem](#)
- [Advanced printhead maintenance](#)

Printhead problem - The following printhead has a problem

Use the following to correct the error:

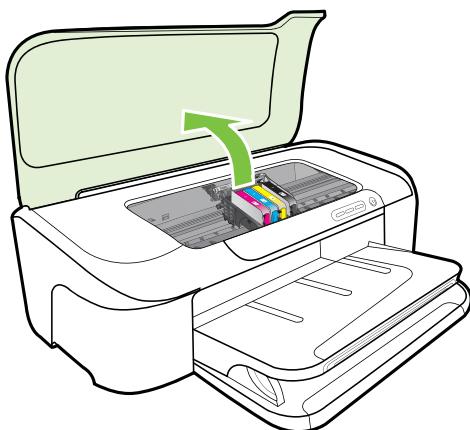
- [Advanced printhead maintenance](#)
- [Supplies](#)

Advanced printhead maintenance

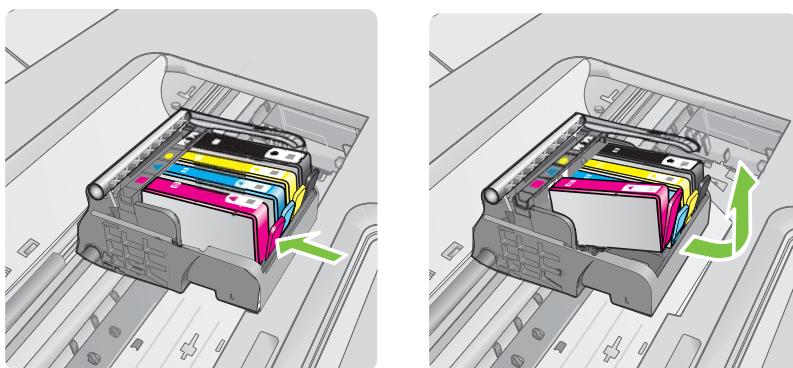
⚠ WARNING! Only reinstall the printhead as part of the procedure for **Printhead Problem** error messages

To reinstall the printhead

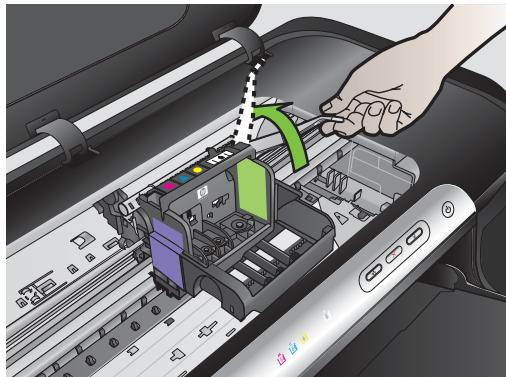
1. Make sure that the product is turned on.
2. Open the ink cartridge door.



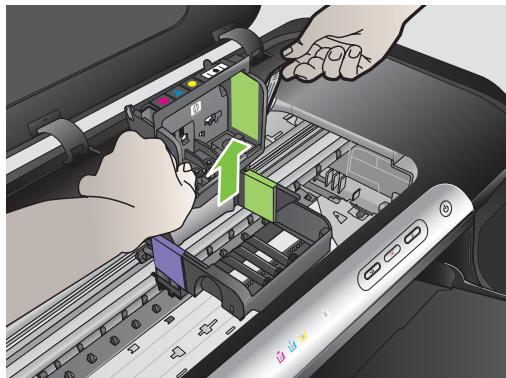
3. Remove all of the ink cartridges and place them on a piece of paper with the ink opening pointing up.



4. Lift the latch handle on the print carriage.

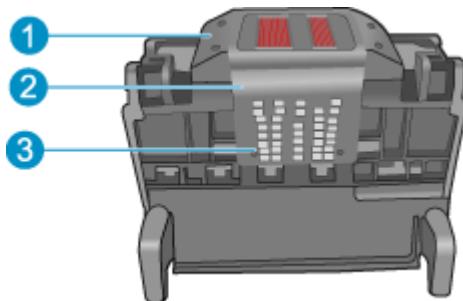


5. Remove the printhead by lifting it straight up.



6. Clean the printhead.

There are three areas of the printhead that need to be cleaned: the plastic ramps on both sides of the ink nozzles, the edge between the nozzles and the electrical contacts, and the electrical contacts.

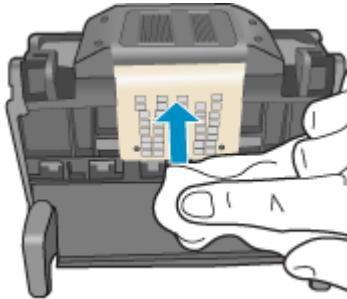


1	Plastic ramps on the sides of the nozzles
2	Edge between nozzles and contacts
3	Electrical contacts

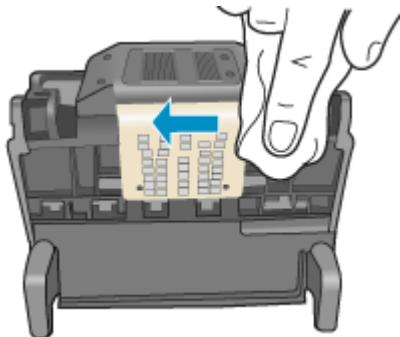
△ **CAUTION:** Touch the nozzle and the electrical contact areas **only** with cleaning materials and not with your finger.

To clean the printhead

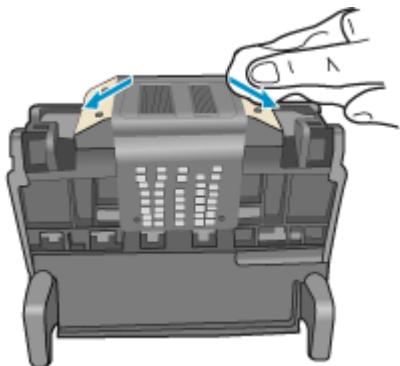
- Lightly dampen a clean, lint-free cloth and wipe the electrical contact area from the bottom to the top. Do not go past the edge between the nozzles and the electrical contacts. Clean until no new ink shows on the cloth.



- b.** Use a fresh, lightly dampened, lint-free cloth to wipe any accumulated ink and debris from the edge between the nozzles and the contacts.



- c.** Use a fresh, lightly dampened, lint-free cloth to wipe the plastic ramps on both sides of the nozzles. Wipe away from the nozzles.

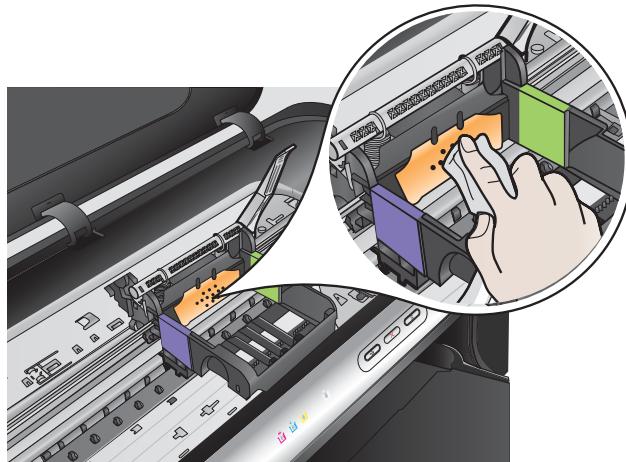


- d.** Wipe the previously cleaned areas dry with a dry lint-free cloth before proceeding to the next step.

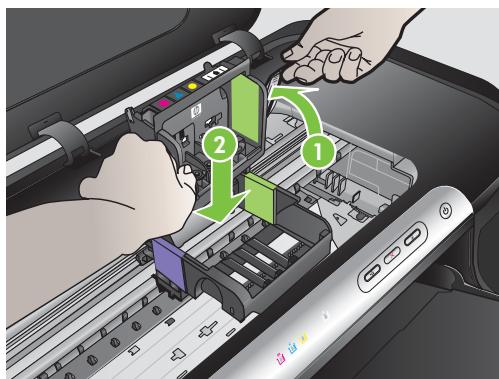
7. Clean the electrical contacts inside the product.

To clean the electrical contacts in the product

- Lightly dampen a clean, lint-free cloth with bottled or distilled water.
- Clean the electrical contacts in the product by wiping with the cloth from top to bottom. Use as many fresh, clean cloths as necessary. Clean until no ink shows on the cloth.



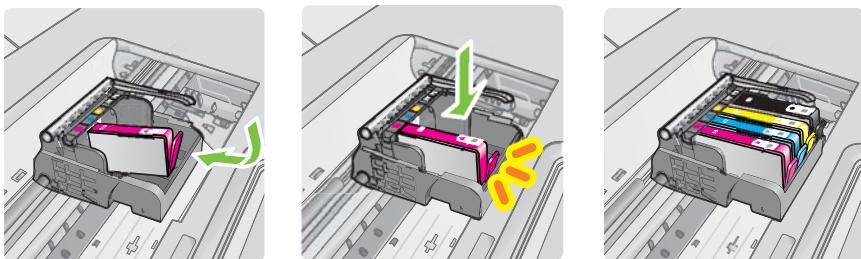
- c. Wipe the area dry with a dry lint-free cloth before proceeding to the next step.
8. Make sure the latch handle is raised, and then reinsert the printhead.



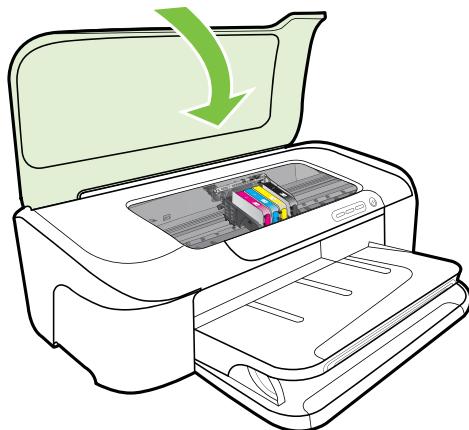
9. Carefully lower the latch handle.

 **NOTE:** Make sure you lower the latch handle before reinserting the ink cartridges. Leaving the latch handle raised can result in incorrectly seated ink cartridges and problems printing. The latch must remain down in order to correctly install the ink cartridges.

10. Using the colored shaped icons for help, slide the ink cartridge into the empty slot until it clicks into place and is seated firmly in the slot.



11. Close the ink cartridge door.



Device Disconnected

Use the following to correct the error:

[Hardware installation suggestions](#)

Ink Alert

Choose your error

- [HP recommends you have a replacement available for when print quality becomes no longer acceptable.](#)
- [The amount of ink in the following cartridge may be low enough to cause poor print quality and cartridge changes may be required soon. HP recommends you have replacement cartridges available to install when print quality is no longer acceptable.](#)
- [Ink Service Capacity Warning](#)
- [Ink system failure](#)

HP recommends you have a replacement available for when print quality becomes no longer acceptable.

Use the following to correct the error:

- [Replace the ink cartridges](#)
- [Supplies](#)

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

For information on recycling used ink supplies, see [HP inkjet supplies recycling program](#).

The amount of ink in the following cartridge may be low enough to cause poor print quality and cartridge changes may be required soon. HP recommends you have replacement cartridges available to install when print quality is no longer acceptable.

Use the following to correct the error:

- [Replace the ink cartridges](#)
- [Supplies](#)

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

For information on recycling used ink supplies, see [HP inkjet supplies recycling program](#).

Ink Service Capacity Warning

If you are going to move or transport the product after receiving this message, make sure you keep it upright and do not tip it on its side to avoid ink leakage.

Printing can continue, but ink system behavior might change.

The product has nearly maximized the ink service capacity.

Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Ink system failure

Use the following to correct the error:

Turn off the product, unplug the power cord, and wait 10 seconds. Then, plug the power cord back in and turn on the product.

If you continue to receive this message, write down the error code provided in the message on the product display, and then contact HP support. Go to www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The printhead or the ink delivery system failed and the product can no longer print.

Cartridge Problem

Choose your error

- [The following cartridge appears to be missing or damaged](#)
- [Cartridge\(s\) in Wrong Slot - The following cartridges are in the wrong slots](#)

The following cartridge appears to be missing or damaged

Use the following to correct the error:

- [Replace the ink cartridges](#)
- [Supplies](#)

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

For information on recycling used ink supplies, see [HP inkjet supplies recycling program](#).

Cartridge(s) in Wrong Slot - The following cartridges are in the wrong slots

Make sure the ink cartridges are in the proper slot.

Use the following to correct the error:

[Replace the ink cartridges](#)

Cartridge Problem

The following cartridge has a problem

Use the following to correct the error:

- [Replace the ink cartridges](#)
- [Supplies](#)
- [HP inkjet supplies recycling program](#)

Paper Mismatch

Paper detected does not match paper size or type selected

Use the following to correct the error:

- [Load media](#)
- [Print on special and custom-sized media](#)
- [Change print settings](#)

The cartridge cradle cannot move

Please turn device power off. Check device for a paper jam or other obstruction

Use the following to correct the error:

- [Clear a jam in the device](#)
- [Hardware installation suggestions](#)

Paper Jam

There is a paper jam (or misfeed). Clear the jam and press the Resume button on the printer

Use the following to correct the error:

[Clear a jam in the device](#)

The printer is out of paper.

Load more paper and press the Resume button on the front of the printer

Use the following to correct the error:

[Load media](#)

Incompatible Cartridge(s)

Choose your error

- [The following cartridge is not intended for use in this printer](#)
- [The following cartridges are not intended for use in this printer as it is currently configured](#)

The following cartridge is not intended for use in this printer

Use the following to correct the error:

- [Replace the ink cartridges](#)
- [Supplies](#)
- [HP inkjet supplies recycling program](#)

The following cartridges are not intended for use in this printer as it is currently configured

Use the following to correct the error:

- [Replace the ink cartridges](#)
- [Supplies](#)
- [HP inkjet supplies recycling program](#)

Printer Offline

Your printer is currently offline

Use the following to correct the error:

To check if the printer is paused or offline (Windows)

1. Depending upon your operating system, do one of the following:
 - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
 - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
2. Double-click the icon for your product to open the print queue.
3. On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**.
4. If you made any changes, try to print again.

To check if the printer is paused or offline (Mac OS X)

1. Click **System Preferences**, click **Print & Fax**, and then click select the printer you want to use.
2. Double-click the icon for your product to open the print queue.
3. If **Hold** is selected, click **Resume**.
4. If you made any changes, try to print again.

Printer Paused

Your printer is currently paused

Use the following to correct the error:

[Printer Offline](#)

Document failed to print

The job failed to print due to an error in the printing system.

[Solve printing problems.](#)

Ink Service Capacity Warning

If you are going to move or transport the product after receiving this message, make sure you keep it upright and do not tip it on its side to avoid ink leakage.

Printing can continue, but ink system behavior might change.

The product has nearly maximized the ink service capacity.

Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Previously used genuine HP cartridge

The following cartridges are previously used:

The genuine HP ink cartridge was previously used in some other product.

Check the print quality of the current print job. If it is not satisfactory, try cleaning the printhead to see if that improves the quality.

Follow the prompts on the display or computer screen to continue.

For more information, see [Clean the printhead](#).

 **NOTE:** HP recommends that you do not leave the ink cartridge outside of the printer for an extended period of time. If a used cartridge is installed, check the print quality. If it is not satisfactory, run the cleaning procedure from the toolbox.

General printer error

If you are going to move or transport the product after receiving this message, make sure you keep it upright and do not tip it on its side to avoid ink leakage. There was a problem with the product.

Write down the error code provided in the message, and then contact HP support. Go to: www.hp.com/support.

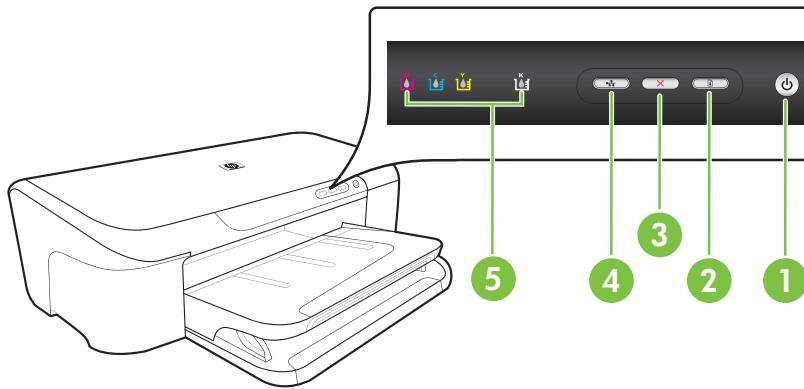
If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

5 Control-panel lights reference

The control-panel lights indicate status and are useful for diagnosing printing problems. This section contains information about the lights, what they indicate, and what action to take if necessary.

- [Interpreting control-panel lights](#)

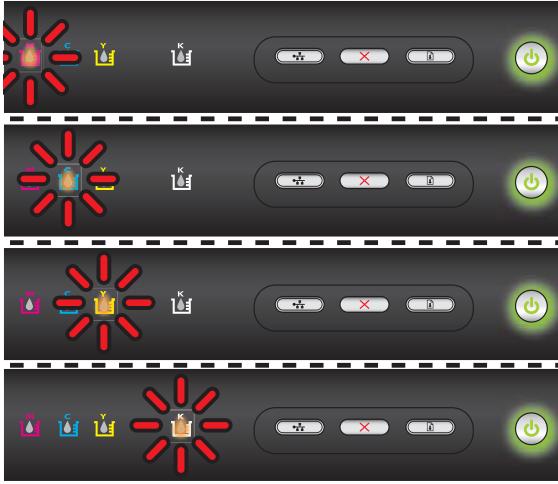
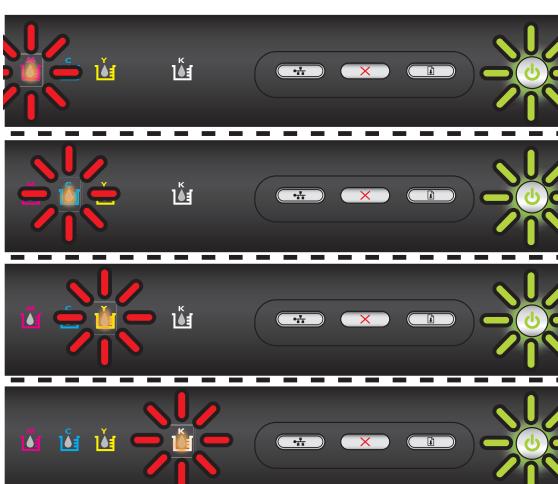
Interpreting control-panel lights



1	Power button and light
2	Resume button and light
3	Cancel button
4	Network button and light
5	Ink cartridge lights

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

Light description/Light pattern	Explanation and recommended action
<p>All lights are off.</p> 	<p>The device is off.</p> <ul style="list-style-type: none"> Connect the power cable. Press  (Power button).
<p>The Power light is on.</p> 	<p>The device is ready.</p> <p>No action is required.</p>
<p>The Power light blinks.</p> 	<p>The device is turning on or off, or is processing a print job.</p> <p>No action is required.</p> <p>The device is pausing for the ink to dry.</p> <p>Wait for the ink to dry.</p>
<p>The Power light and the Resume light blink.</p> 	<p>Print media is jammed in the device.</p> <p>Remove all media from the output tray. Locate and clear the jam. For more information, see Clear a jam in the device.</p> <p>The device carriage has stalled.</p> <ul style="list-style-type: none"> Open the top cover and remove any obstructions (such as jammed media). Press  (Resume button) to continue printing. If the error persists, turn the device off, and then on again.
<p>The Power light is on and the Resume light blinks.</p> 	<p>The device is out of paper.</p> <p>Load paper and press  (Resume button).</p> <p>The media width setting does not match the media loaded.</p> <p>Change the media setting in the print driver to match the media loaded. For more information, see Print on special and custom-sized media</p>

Light description/Light pattern	Explanation and recommended action
<p>The Power light and the Resume light are on.</p> 	<p>A cover is not closed completely. Make sure all covers are completely closed.</p>
<p>The Power light is on and the ink cartridge lights blink one after the other, from left to right.</p> 	<p>The printhead is missing or faulty.</p> <ul style="list-style-type: none"> Reinstall the printhead. For more information, see Advanced printhead maintenance. If the error persists, replace the printhead.
<p>The Power light blinks and the ink cartridge lights blink one after the other, from left to right.</p> 	<p>The printhead is incompatible.</p> <ul style="list-style-type: none"> Reinstall the printhead. For more information, see Advanced printhead maintenance. If the error persists, replace the printhead.

(continued)

Light description/Light pattern	Explanation and recommended action
<p>The Power light is on and one or more of the ink cartridge lights blink.</p> 	<p>One or more of the ink cartridges are missing.</p> <p>There is a duplicate cartridge installed in the device.</p> <ul style="list-style-type: none">• Install the indicated ink cartridge, and then try to print. Remove and re-insert the ink cartridge a few times if necessary.• If the error persists, replace the indicated ink cartridge. <p>Ink level is low and might affect print quality.</p> <p>Replace the indicated ink cartridge. For ordering information, see HP supplies.</p> <p>NOTE: Ink level alerts and indicators provide estimates for planning purposes only. When you receive a low-ink alert, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the ink cartridges until print quality becomes unacceptable.</p>
<p>The Power light and one or more of the ink cartridge lights blink.</p> 	<p>One or more of the ink cartridges are faulty, need attention, incorrect, missing, damaged, or incompatible.</p> <ul style="list-style-type: none">• Ensure the indicated ink cartridge is properly installed, and then try to print. Remove and re-insert the ink cartridge a few times if necessary.• If the error persists, replace the indicated ink cartridge.
<p>The Power light is on, and one or more of the ink cartridge lights are on.</p> 	<p>One or more of the ink cartridges are low on ink and will need to be replaced soon.</p> <p>Get new ink cartridges and replace the existing cartridges when the print quality becomes unacceptable.</p> <p>NOTE: Ink level alerts and indicators provide estimates for planning purposes only. When you receive a low-ink alert, consider having a replacement cartridge available to avoid possible printing delays.</p>

Light description/Light pattern	Explanation and recommended action
<p>The Power light is on, and the Resume light and one or more ink cartridge lights blink.</p>  <p>The image shows a close-up of the printer's control panel. The Power light is illuminated in green. The Resume light is also illuminated in green. Three ink cartridge lights are shown: cyan (blue), magenta (pink), and yellow (orange). Each of these three lights is blinking, indicating a low-ink alert for those specific cartridges.</p>	<p>One of the following has occurred.</p> <ul style="list-style-type: none"> One or more of the ink cartridges are almost depleted and may result in poor print quality. Replace the existing ink cartridges to avoid poor print quality. To continue printing using the existing ink cartridges, press the  (Resume button). <p>NOTE: Ink level alerts and indicators provide estimates for planning purposes only. When you receive a low-ink alert, consider having a replacement cartridge available to avoid possible printing delays.</p> <ul style="list-style-type: none"> One or more of the ink cartridges are depleted. Replace the existing ink cartridges with genuine HP ink cartridges. <p>CAUTION: HP cannot guarantee the quality or reliability of non-HP supplies. Product failure or damage attributable to the use of non-HP ink cartridge will not be covered under warranty. If you believe you have purchased a genuine HP ink cartridge, visit www.hp.com/go/anticounterfeit.</p> <p>To continue printing using the existing ink cartridges, press the  (Resume button).</p> <p>You have just installed a new printhead and the ink in the ink cartridge is low. There might be insufficient ink to initialize the printhead. Make sure the indicated ink cartridge is properly installed. If this symptom persists, replace the indicated ink cartridge with new ink cartridge or press the  (Resume button) to continue using the existing ink cartridge.</p>

(continued)

Light description/Light pattern	Explanation and recommended action
<p>All lights are on.</p>  A photograph of a printer's control panel showing all five indicator lights illuminated. From left to right: a blue light, a red light, a yellow light, a blue light, and a green power button. The blue lights are glowing blue, the red light is glowing red, the yellow light is glowing yellow, and the green power button is glowing green.	<p>A non-recoverable error has occurred. Unplug the power cord, and then plug the power cord back in, and try printing.</p>

A HP supplies

This section provides information on HP supplies for the device. The information is subject to changes, visit the HP Web site (www.hpsupplycenter.com) for the latest updates. You may also make purchases through the Web site.

- [Order printing supplies online](#)
- [Supplies](#)

Order printing supplies online

To order supplies online or create a printable shopping list, open the HP Solution Center desktop icon that was installed by your HP printer software and click the **Shopping** icon. Select **Shop Online** or **Print My Shopping List**. HP Solution Center uploads, with your permission, printer information, including model number, serial number, and estimated ink levels. The HP supplies that work in your printer are pre-selected. You can change quantities, add or remove items, and then print the list or purchase online at the HP Store or other online retailers (options differ by country/region). Cartridge information and links to online shopping also appear on ink alert messages.

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

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

Supplies

This section covers the following topics:

- [Ink cartridges](#)
- [HP media](#)

Ink cartridges

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

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

- On the Information page of the embedded Web server (see [Embedded Web server](#)).
- **Windows:** From the **Toolbox**, click the **Estimated Ink Levels** tab, scroll to display the **Cartridge Details** button, and then click **Cartridge Details**.
- **Mac OS X:** From the **HP Utility**, click **Supply Info** and then click **Retail Supplies Information**.
- On the label of the ink cartridge you are replacing.
- **Solution Center:** From the Solution Center, click the **Estimated Ink Levels** image to view information about the ink cartridges installed in the device. (You can also print this information by clicking the **Shopping** icon, and then clicking **Print My Shopping List**.)
- On the printer status page (see [Understand the printer status page](#)).

 **NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so.

HP media

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



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

B Support and warranty

The information in [Maintain and troubleshoot](#) suggests solutions to common problems. If your device is not operating correctly and those suggestions did not solve your problem, try using one of the following support services to obtain assistance.

This section contains the following topics:

- [Obtain electronic support](#)
- [Obtain HP telephone support](#)
- [Hewlett-Packard limited warranty statement](#)
- [Ink cartridge warranty information](#)
- [Prepare the device for shipment](#)

Obtain electronic support

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

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

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

You can also obtain support from HP from the following electronic sources:

- **Toolbox (Windows):** The Toolbox provides easy, step-by-step solutions to common printing problems. For more information, see [Toolbox \(Windows\)](#).
- **Embedded Web server:** When the device is connected to a network, you can use the embedded Web server to view status information, change settings, and manage the device at your computer. For more information, see [Embedded Web server](#).

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

Obtain HP telephone support

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

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

If you are using Windows or Mac OS X, these operating systems are not supported by HPLIP. Please go to the HP web site for additional support and assistance.

This section contains the following topics:

- [Before you call](#)
- [Support process](#)
- [HP support by phone](#)
- [Additional warranty options](#)
- [HP Korea customer support](#)

Before you call

Visit the HP Web site (www.hp.com/support) for the latest troubleshooting information, or product fixes and updates.

Software programs from other companies might be included with the HP device. If you experience problems with any of those programs, you will receive the best technical assistance by calling the experts at that company.

 **NOTE:** This information does not apply to customers in Japan.

To assist our Customer Care Center representatives to serve you better, prepare the following information if you need to call HP.

1. Print the printer status page of the device. For more information, see [Understand the printer status page](#). If the device does not print, get the following information ready:
 - Device model
 - Model number and serial number (check the back of the device)
2. Check the operating system that you are using, such as Windows XP.
3. If the device is connected to the network, check the network operating system.
4. Note how the device is connected to your system, such as through USB or network connection.
5. Obtain the version number of the printer software. (To find the version number of the printer driver, open the printer settings or properties dialog box, and click the **About** tab.)
6. If you have a problem printing from a particular application, note the application and version number.

Support process

If you have a problem, follow these steps

1. Check the documentation that came with the device.
2. Visit the HP online support Web site at www.hp.com/support. HP online support is available to all HP customers. It is the fastest source for up-to-date device information and expert assistance and includes the following features:
 - Fast access to qualified online support specialists
 - Software and driver updates for the HP device

- Valuable troubleshooting information for common problems
- Proactive device updates, support alerts, and HP newsgrams that are available when you register the HP device

3. Call HP support. Support options and availability vary by device, country/region, and language.

HP support by phone

The phone support numbers and associated costs listed here are those in effect at time of this material publication. For the most current HP list of telephone support numbers and call-cost information, see www.hp.com/support.

This section contains the following topics:

- [Phone support period](#)
- [Telephone support numbers](#)
- [Placing a call](#)
- [After the phone support period](#)

Phone support period

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

To determine the duration of phone support in Europe, the Middle East, and Africa, go to www.hp.com/support. Standard phone company charges apply.

Telephone support numbers

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



www.hp.com/support

Placing a call

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

- Model number (see [Find the device model number](#))
- Serial number (located on the back or bottom of the device)
- Messages that appear when the situation occurs
- Answers to these questions:
 - Has this situation happened before?
 - Can you re-create it?
 - Did you add any new hardware or software to your computer at about the time that this situation began?
 - Did anything else occur prior to this situation (such as a thunderstorm, HP device was moved, etc.)?

After the phone support period

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

Additional warranty options

Extended service plans are available for the HP device additional costs. Go to www.hp.com/support, select your country/region and language, then explore the services and warranty area for information about the extended service plans.

HP Korea customer support

HP 한국 고객 지원 문의

- 고객 지원 센터 대표 전화
1588-3003
- 제품가격 및 구입처 정보 문의 전화
080-703-0700
- 전화 상담 가능 시간:
평 일 09:00~18:00
토요일 09:00~13:00
(일요일, 공휴일 제외)

Hewlett-Packard limited warranty statement

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

A. Extent of limited warranty

1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be interrupted or error free.
3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
 - a. Improper maintenance or modification;
 - b. Software, media, parts, or supplies not provided or supported by HP;
 - c. Operation outside the product's specifications;
 - d. Unauthorized modification or misuse.
4. For HP printer products, the use of a non-HP cartridge or a refilled cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled cartridge or an expired ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
10. HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

B. Limitations of warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

C. Limitations of liability

1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

D. Local law

1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
 - a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
 - b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations;
 - c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
3. THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

HP Limited Warranty

Dear Customer,

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

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

Ireland: Hewlett-Packard Ireland Limited, 63-74 Sir John Rogerson's Quay, Dublin 2

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

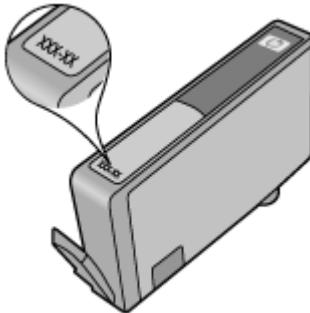
Malta: Hewlett Packard International Trade BV, Branch 48, Sqaq Nru 2, Triq ix-Xatt, Pieta MSD08, Malta

South Africa: Hewlett-Packard South Africa Ltd, 12 Autumn Street, Rivonia, Sandton, 2128, Republic of South Africa

Ink cartridge warranty information

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

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



Prepare the device for shipment

 **NOTE:** If you are in Japan, contact HP Customer Support for more information.

After contacting HP Customer Support or returning to the point of purchase, you might be asked to send the device in for service. If you send the device in for service, make sure you follow the instructions provided by HP or the associates at the point of purchase when packing and shipping the device.

C Device specifications

For media and media-handling specifications, see [Understand specifications for supported media](#).

- [Physical specifications](#)
- [Product features and capacities](#)
- [Processor and memory specifications](#)
- [System requirements](#)
- [Network protocol specifications](#)
- [Embedded Web server specifications](#)
- [Print resolution](#)
- [Environmental specifications](#)
- [Electrical specifications](#)
- [Acoustic emission specifications \(print in Draft mode, noise levels per ISO 7779\)](#)

Physical specifications

Size (width x depth x height)

Device: 575 x 402 x 181 mm (22.7 x 15.8 x 7.13 inches)

Device weight (does not include printing supplies)

Device: 6.7 kg (14.76 lb)

Product features and capacities

Feature	Capacity
Connectivity	<ul style="list-style-type: none">• USB 2.0-compliant high speed• Wired network
Ink cartridges	Four ink cartridges (black, yellow, magenta, cyan)
Supply yields	Visit www.hp.com/pageyield/ for more information on estimated ink cartridge yields.
Device languages	HP PCL 3 HP PCL 3 GUI
Font support	US fonts: CG Times, CG Times Italic, Universe, Universe Italic, Courier, Courier Italic, Letter Gothic, Letter Gothic Italic.
Duty cycle	Up to 7000 pages per month

Processor and memory specifications

Device processor

192 MHz ARM946ES, ETM9 (medium)

Device memory

64 MB built-in RAM, 32 MB built-in Flash ROM

System requirements

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

Operating system compatibility

- For Windows XP SP 1 Starter Edition and Windows Vista Starter Edition, only printer drivers and the Toolbox are available.
- Linux (For more information, see <http://www.hp.com/go/linuxprinting>).

Minimum requirements

- Microsoft® Windows® XP (32-bit) Service Pack 1: Intel® Pentium® II or Celeron® processor, 512 MB RAM, 225MB free hard disk space, Microsoft Internet Explorer 6.0
- Microsoft® Windows® Vista: 800 MHz 32-bit (x86) or 64-bit (x64) processor, 512MB RAM, 902MB free hard disk space, Microsoft Internet Explorer 7.0
- **Mac OS X v10.4.11, v10.5.6:** PowerPC G4, G5, or Intel Core processor, 256MB memory, 500 MB free hard disk space

Recommended requirements

- Microsoft® Windows® XP (32-bit) Service Pack 1: Intel® Pentium® III or higher processor, 512MB RAM, 360MB free hard disk space, Microsoft Internet Explorer 6.0 or later
- Microsoft® Windows® Vista: 1 GHz 32-bit (x86) or 64-bit (x64) processor, 1GB RAM, 1056MB free hard space, Microsoft Internet Explorer 7.0
- **Mac OS X v10.4.11, v10.5.6:** PowerPC G4, G5, or Intel Core processor, 512MB memory, 500 MB free hard disk space

Network protocol specifications

Network operating system compatibility

- Windows XP (32-bit) (Professional and Home Editions), Windows Vista 32-bit and 64-bit (Ultimate, Enterprise and Business Edition).
- Mac OS X (10.4.11 and higher, 10.5.x)

Compatible network protocols

TCP/IP

Network management

- HP Web Jetadmin plug-ins
- Embedded Web server

Features

Ability to remotely configure and manage network devices

Embedded Web server specifications

Requirements

- A TCP/IP-based network (IPX/SPX-based networks are not supported)
- A Web browser (either Microsoft Internet Explorer 6.0 or higher, Opera 8.0 or higher, Mozilla Firefox 1.0 or higher, or Safari 1.2, or higher)
- A network connection (you cannot use the embedded Web server connected directly to a computer with a USB cable)

- An Internet connection (required for some features)



NOTE: You can open the embedded Web server without being connected to the Internet. However, some features will not be available.

- It must be on the same side of a firewall as the device.

Print resolution

Black

Up to 1200 dpi with pigmented black ink

Color

HP enhanced photo quality (up to 4800 by 1200 dpi Optimized on HP Premium Plus photo papers with 1200 x 1200 input dpi)

Environmental specifications

Operating environment

Operating temperature: 5° to 40° C (41° to 104° F)

Recommended operating conditions: 15° to 32° C (59° to 90° F)

Recommended relative humidity: 20 to 80% noncondensing

Storage environment

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

Storage relative humidity: Up to 90% noncondensing at a temperature of 60° C (140° F)

Electrical specifications

Power supply

Universal power adapter (external)

Power requirements

Input voltage: 100 to 240 VAC (\pm 10%), 50 to 60 Hz (\pm 3Hz)

Output voltage: 32 Vdc, 1560 mA

Power consumption

34.03 watts

Acoustic emission specifications (print in Draft mode, noise levels per ISO 7779)

Sound pressure (bystander position)

LpAd 54 (dBA)

Sound power

LwAd 6.7 (BA)

D Regulatory information

This section contains the following topics:

- [FCC statement](#)
- [Notice to users in Korea](#)
- [VCCI \(Class B\) compliance statement for users in Japan](#)
- [Notice to users in Japan about the power cord](#)
- [Toxic and hazardous substance table](#)
- [LED indicator statement](#)
- [Regulatory model number](#)
- [Declaration of conformity](#)
- [Environmental product stewardship program](#)
- [Third-party licenses](#)

FCC statement

FCC statement

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

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

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

For further information, contact:

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

Modifications (part 15.21)

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

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

Notice to users in Korea

사용자 안내문(B급 기기)

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

VCCI (Class B) compliance statement for users in Japan

この装置は、情報処理装置等電波障害自主規制協議会 (VCCI) の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。

取り扱い説明書に従って正しい取り扱いをして下さい。

Notice to users in Japan about the power cord

製品には、同梱された電源コードをお使い下さい。

同梱された電源コードは、他の製品では使用出来ません。

Toxic and hazardous substance table

有毒有害物质表

根据中国《电子信息产品污染控制管理办法》

零件描述	有毒有害物质和元素					
	铅	汞	镉	六价铬	多溴联苯	多溴联苯醚
外壳和托盘*	0	0	0	0	0	0
电线*	0	0	0	0	0	0
印刷电路板*	X	0	0	0	0	0
打印系统*	X	0	0	0	0	0
显示器*	X	0	0	0	0	0
喷墨打印机墨盒*	0	0	0	0	0	0
驱动光盘*	X	0	0	0	0	0
扫描仪*	X	X	0	0	0	0
网络配件*	X	0	0	0	0	0
电池板*	X	0	0	0	0	0
自动双面打印系统*	0	0	0	0	0	0
外部电源*	X	0	0	0	0	0

0: 指此部件的所有均一材质中包含的这种有毒有害物质, 含量低于SJ/T11363-2006 的限制

X: 指此部件使用的均一材质中至少有一种包含的这种有毒有害物质, 含量高于SJ/T11363-2006 的限制

注: 环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件

*以上只适用于使用这些部件的产品

LED indicator statement

LED indicator statement

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

Regulatory model number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRC-0803 (HP Officejet 7000 Printer). This regulatory number should not be confused with the marketing name (HP Officejet 7000 Printer Series) or product number.

Declaration of conformity

	DECLARATION OF CONFORMITY according to ISO/IEC 17050-1 and EN 17050-1	
Supplier's Name:	Hewlett-Packard Company	DoC#: SNPRC-0803-A
Supplier's Address:	60, Alexandra Terrace, # 07-01 The Comtech, Singapore 118502	
declares, that the product		
Product Name and Model:	HP Officejet 7000	
Regulatory Model Number:¹⁾	SNPRC-0803	
Product Options:	All	
conforms to the following Product Specifications and Regulations:		
SAFETY:	IEC 60950-1:2001 / EN 60950-1:2001 EN 60825-1 1994+A1:2002+A2: 2001 Class 1 for LEDs	
EMC:	CISPR 22:2005/ EN 55022: 2006 Class B EN 55024:1998 +A1:2001 + A2:2003 EN 61000-3-2: 2000 + A2: 2005 EN 61000-3-3:1995 +A1: 2001 FCC CFR 47, Part 15 Class B / ICES-003, Issue 4 Class B	
Supplementary Information:		
<ol style="list-style-type: none">1. This product is assigned a Regulatory Model Number which stays with the regulatory aspects of the design. The Regulatory Model Number is the main product identifier in the regulatory documentation and test reports, this number should not be confused with the marketing name or the product numbers.2. This product complies with the requirements of the Low Voltage Directive 2006/95/EC, the EMC Directive 2004/108/EC & the R&TE Directive 99/5/EC and carries the CE-marking accordingly. In addition, it complies with the WEEE Directive 2002/96/EC and RoHS Directive 2002/95/EC.3. This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.4. The product was tested in a typical configuration.		
Singapore 25 September 2008	Wong Soo Min , Director, Quality Imaging & Printing Manufacturing Operations	
Local contact for regulatory topics only: EMEA: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, Germany www.hp.com/go/certificates USA : Hewlett-Packard, 3000 Hanover St., Palo Alto 94304, U.S.A. 650-857-1501		

Environmental product stewardship program

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

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

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

This section contains the following topics:

- [Paper use](#)
- [Plastics](#)
- [Material safety data sheets](#)
- [Recycling program](#)
- [HP inkjet supplies recycling program](#)
- [Disposal of waste equipment by users in private households in the European Union](#)
- [Power consumption](#)

Paper use

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

Plastics

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

Material safety data sheets

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

www.hp.com/go/msds

Recycling program

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

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

HP inkjet supplies recycling program

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

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

Appendix D

qualification status for this product see the Product Data Sheet or Specifications Sheet. Qualified products are also listed at www.hp.com/go/energystar.

Third-party licenses

Third-party licenses

Expat

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OpenSSL

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ECC cipher suite support in OpenSSL originally developed by
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SHA2

FIPS 180-2 SHA-224/256/384/512 implementation

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