User Guide



HP OfficeJet 8020e series

HP company notices

THE INFORMATION CONTAINED HEREIN IS SUBJECT TO CHANGE WITHOUT NOTICE.

ALL RIGHTS RESERVED. REPRODUCTION, ADAPTATION, OR TRANSLATION OF THIS MATERIAL IS PROHIBITED WITHOUT PRIOR WRITTEN PERMISSION OF HP, EXCEPT AS ALLOWED UNDER THE COPYRIGHT LAWS. THE ONLY WARRANTIES FOR HP PRODUCTS AND SERVICES ARE SET FORTH IN THE EXPRESS WARRANTY STATEMENTS ACCOMPANYING SUCH PRODUCTS AND SERVICES. NOTHING HEREIN SHOULD BE CONSTRUED AS CONSTITUTING AN ADDITIONAL WARRANTY. HP SHALL NOT BE LIABLE FOR TECHNICAL OR EDITORIAL ERRORS OR OMISSIONS CONTAINED HEREIN.

© Copyright 2021 HP Development Company, L.P.

Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Mac, OS X, macOS, and AirPrint are trademarks of Apple Inc., registered in the U.S. and other countries.

ENERGY STAR and the ENERGY STAR mark are registered trademarks owned by the U.S. Environmental Protection Agency.

Android and Chromebook are trademarks of Google LLC.

Amazon and Kindle are trademarks of Amazon.com, Inc. or its affiliates.

iOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.

Safety information



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

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

- Observe all warnings and instructions marked on the product.

- Unplug this product from wall outlets before cleaning.

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

- Install the product securely on a stable surface.

- 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.

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

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

Table of contents

1 Get started 1

Printer parts 2
Control panel features 5
Turn the printer off 9

2 Load media and paper basics 10

Load paper 11
Load an original on the scanner glass 21
Load an original in the document feeder 23
Paper basics 24
Tips for selecting and using paper 25

3 Connect your printer 26

Requirements for HP+ printers 27
Set up the printer for wireless communication 28
Connect your printer to an Ethernet network 32
Connect your printer using a USB cable 33
Change network settings 34
Use Wi-Fi Direct 36

4 Printer management tools 39

Use the HP Smart app to print, scan, and manage 40
Open the HP printer software (Windows) 41
Toolbox (Windows) 42
Embedded web server 43
Update the printer 46

5 Web Services 47

What are Web Services? 48
Set up Web Services 48
Remove Web Services 49

6 Print 50
Print using the HP Smart app 51
Print using a computer 53
Print from mobile devices 59
Tips for successful printing 60

7 Copy and scan 63
Copy and scan using HP Smart 64
Copy from the printer 66
Scan using HP printer software (Windows 7) 67
Scan using Webscan 71
Tips for copy and scan success 72

8 Fax 73
Send a fax 74
Receive a fax 79
Set up phone book contacts 84
Change fax settings 87
Fax and digital phone services 91
Fax on Voice over Internet Protocol 92
Use reports 93
Additional fax setup 97

9 Manage cartridges 121
Information on cartridges and the printhead 122
Some color ink is used even when printing with black cartridge only 123
Check the estimated ink levels 124
Replace the cartridges 125
Order cartridges 129
Store printing supplies 130
Anonymous usage information storage 131
Cartridge warranty information 132

10 Solve a problem 133
Get help from the HP Smart app 134
Get help from the printer control panel 134
Get help in this guide 134
Understand printer reports 161
Solve Web Services problems 163
Maintain the printer 164

Restore original factory defaults and settings 168
HP support 170

11 HP EcoSolutions (HP and the Environment) 172
HP EcoSolutions (HP and the Environment) 173

Appendix A Technical information 176
Specifications 177
Regulatory notices 180
Environmental product stewardship program 188

Index 195

1 Get started

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

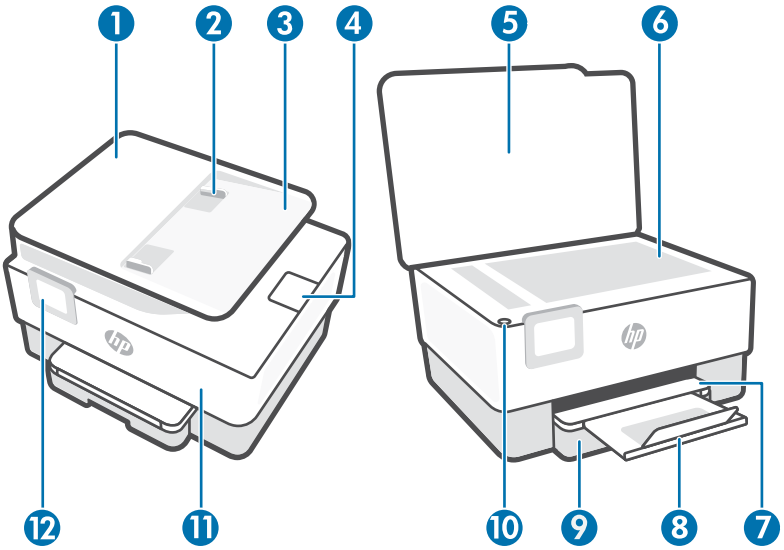
- Printer parts
- Control panel features
- Turn the printer off

Printer parts

This section contains the following topics:

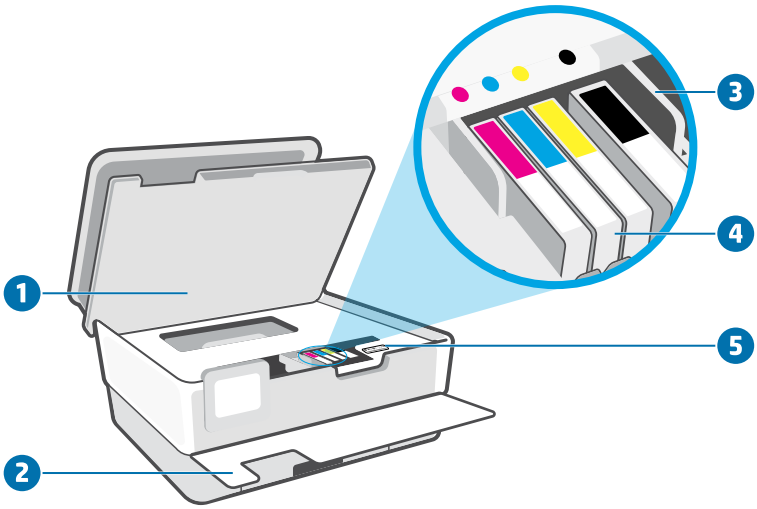
- Top and front view
- Printing supplies area
- Back view

Top and front view



1	Document feeder
2	Document feeder paper-width guides
3	Document feeder tray
4	Document feeder output extension
5	Scanner lid
6	Scanner glass
7	Output tray
8	Output tray extension
9	Input tray
10	Power button
11	Front door
12	Control panel display

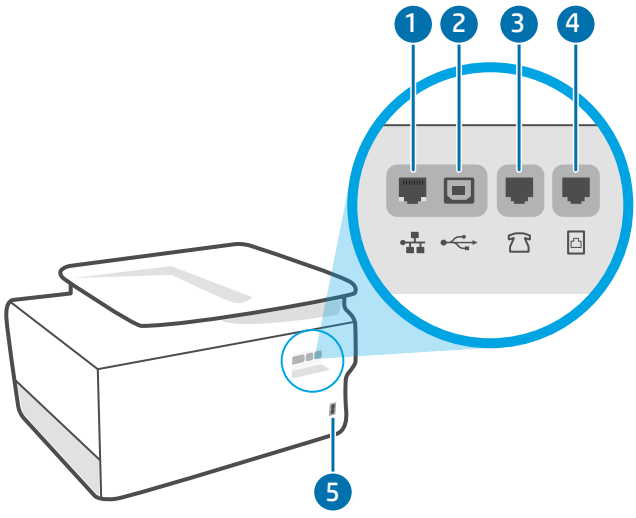
Printing supplies area



1	Cartridge access door
2	Front door
3	Printhead
4	Cartridges
5	PIN code label

NOTE: Cartridges should be kept in the printer to prevent possible print quality issues or printhead damage. Avoid removing supplies for extended periods of time. Do not turn the printer off when a cartridge is missing.

Back view



1	Ethernet network port

2	Rear USB port **NOTE:** A label is covering the USB port on this printer. Use the HP Smart app and a network connection to set up your printer and receive the HP+ offer. After setup, you can print using a USB cable connection, if desired, but the printer must also still be connected to the Internet if you have enabled HP+.
3	Fax port (Ext)
4	Fax port (Line)
5	Power connection

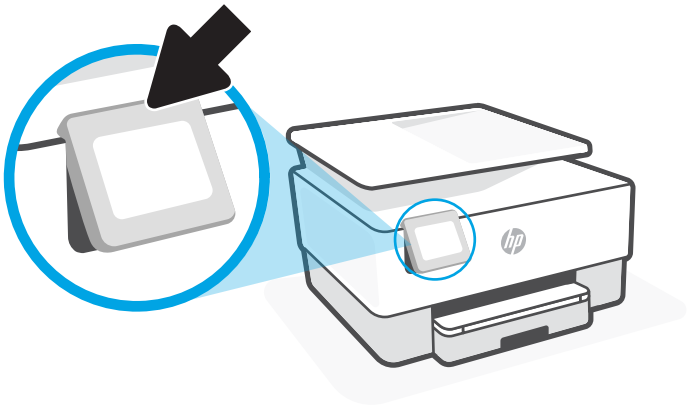
Control panel features

- Lift the control panel
- Overview of buttons and lights
- Function buttons
- Dashboard icons
- Change printer settings

Lift the control panel

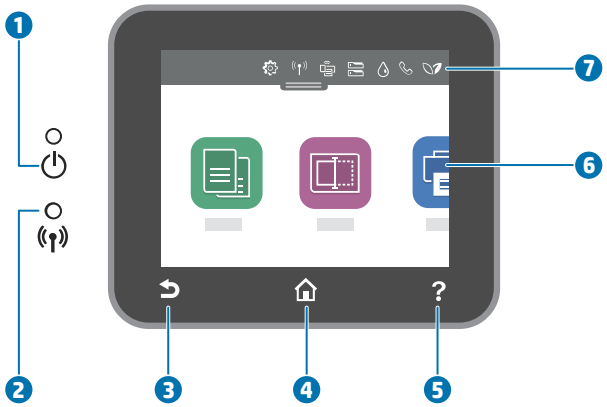
You can move the control panel for easier use.

- Push the upper part of the control panel to lift it.



NOTE: Return the control panel to its original position by pushing down the bottom until it is back in place.

Overview of buttons and lights



Label	Name and Description
1	Power light: Indicates whether the printer is turned on.

Label	Name and Description
2	Wireless light: Indicates the status of the printer's wireless connection. • Solid blue light indicates that wireless connection has been established and you can print. • Slow blinking light with clear pause indicates that wireless is on, but not configured. To connect your printer, see Set up the printer for wireless communication. • Slow blinking light indicates that wireless is on, but the printer is not connected to a network. Make sure your printer is within the range of wireless signal. • Fast blinking light indicates wireless error. Refer to the message on the printer display. • If the wireless light is off, wireless is turned off.
3	Back button: Returns to the previous menu.
4	Home button: Returns to the home screen from any other screen.
5	Help button: Opens the Help menu when on the Home screen, or shows contextual help content if it is available for the current operation when on other screens.
6	Function buttons: Tap to perform common tasks. For more information, see Function buttons.
7	Dashboard: Swipe down for additional printer management options. For more information, see Dashboard icons.

Function buttons

Function button	Purpose
Copy	Copy document, ID card, or photo.
Scan	Scan document.
Fax	Set up fax, send fax, or reprint received fax.

Dashboard icons

The Dashboard on the printer control panel lets you access the icons on the display, check the status of the printer, or monitor and manage current and scheduled printer tasks.

To open the Dashboard, touch or swipe down the tab at the top of a screen on the control panel.

Icon	Purpose
	**Setup**: Displays the setup screen for changing preferences, network setup, Wi-Fi Direct, Web Services setup, fax setup, and other maintenance settings and generating reports.
	**Wireless**: Displays wireless status and menu options. For more information, see Set up the printer for wireless communication. **NOTE:** (Ethernet) and (Wireless) will not be displayed at the same time. Showing the Ethernet icon or the wireless icon depends on the way your printer is connected to the network. If the network connection of the printer has not been set up, then the printer control panel display shows (Wireless) by default.

Icon	Purpose
	**Ethernet**: Shows that an Ethernet network connection exists and also provides easy access to the network status screen.
	**Wi-Fi Direct**: Displays the status, name, and password for Wi-Fi Direct, and the number of devices connected. You can also change settings and print a guide.
	**Ink Status**: Displays the estimated ink levels. **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 prompted to do so.
	**Fax Status**: Displays status information for the Auto Answer function, fax logs, and the fax sound volume.
	**HP EcoSolutions**: Displays a screen where you can configure some of the printer's environmental features.

Change printer settings

Use the control panel to change the printer functions and settings, print reports, or get help for the printer.

TIP: If the printer is connected to a computer, you can also change the printer settings using the printer management tools in the software.

For more information about these tools, see Printer management tools.

To change settings for a function

The Home screen of the control panel display shows the available functions for the printer. Some features of the functions allows you to change settings.

1. Select **Copy** or **Scan** and then select the desired option.
2. After selecting a function, touch (**Settings**), scroll through the available settings, and then touch the setting you want to change.
3. Follow the prompts on the control panel display to change the settings.

TIP: Touch (Home) to return to the Home screen.

To change the printer settings

To change the printer settings or print reports, use the options available on the **Setup** menu.

1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch (**Setup**).
2. Touch and scroll through the screens.
3. Touch the screen items to select screens or options.

TIP: Touch (Home) to return to the Home screen.

Turn the printer off

Press (the Power button) to turn off the printer. Wait until the power light turns off before unplugging the power cord or turning off a power strip.

CAUTION: If you incorrectly turn the printer off, the print carriage might not return to the correct position, causing problems with the cartridges and print quality issues.

2 Load media and paper basics

- Load paper
- Load an original on the scanner glass
- Load an original in the document feeder
- Paper basics
- Tips for selecting and using paper

Load paper

To load standard paper

1. Pull out the input tray.

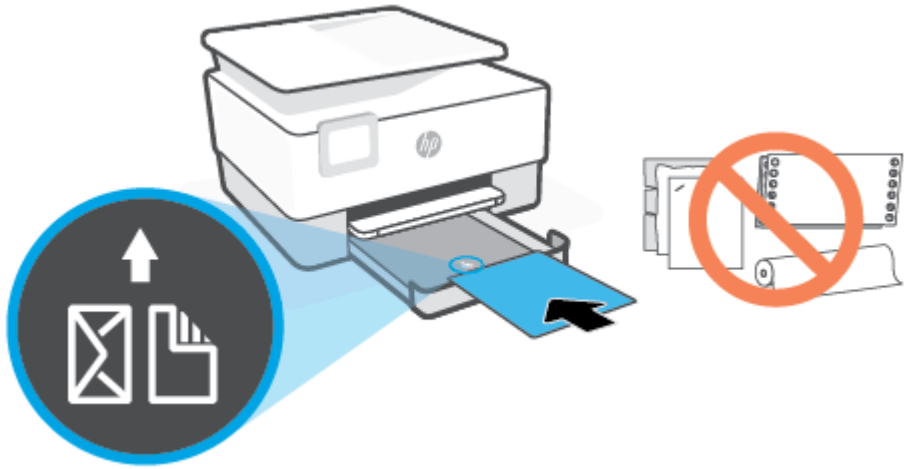
NOTE: If there is other paper in the input tray, remove the paper before loading a different paper type or size.



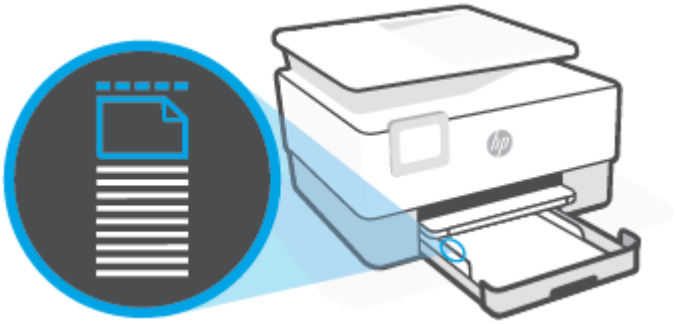
2. Slide the paper-width guides to the edges of the input tray.



3. Insert the paper in portrait orientation and with the side to be printed facing down.

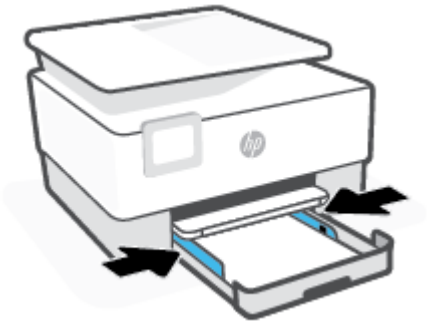


Make sure the stack of paper is aligned with the appropriate paper size lines on the front of the tray. Also, make sure the stack of paper does not exceed the stack height marking on the left edge of the tray.



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

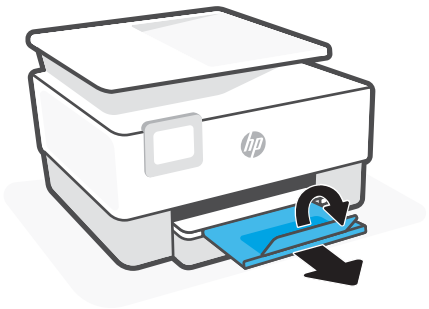
4. Adjust the paper-width guides until they touch the left and right edges of the stack of paper.



5. Reinsert the input tray into the printer.



6. Pull out the output tray extension as shown.



To load legal paper

1. Pull out the input tray.

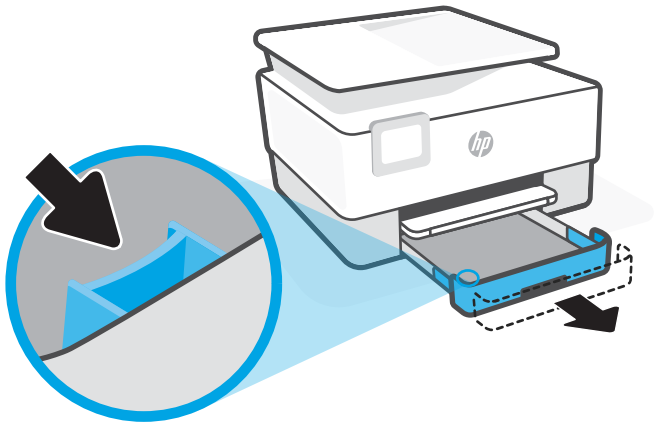
NOTE: If there is other paper in the input tray, remove the paper before loading a different paper type or size.



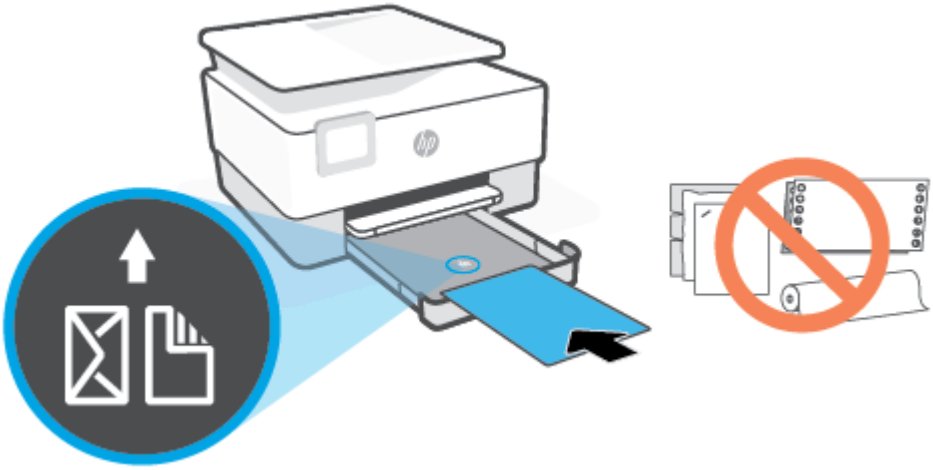
2. Slide the paper-width guides to the edges of the input tray.



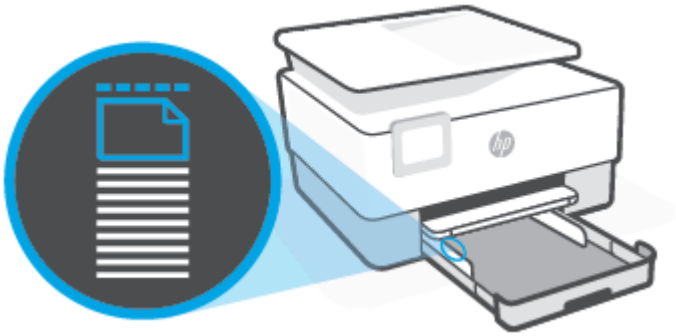
3. Press the button near the front left of the tray to extend the input tray.



4. Insert the paper in portrait orientation and with the side to be printed facing down.

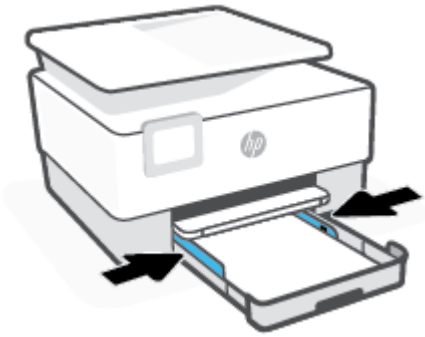


Make sure the stack of paper is aligned with the appropriate paper size lines on the front of the tray. Also, make sure the stack of paper does not exceed the stack height marking on the left edge of the tray.



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

5. Adjust the paper-width guides until they touch the left and right edges of the stack of paper.

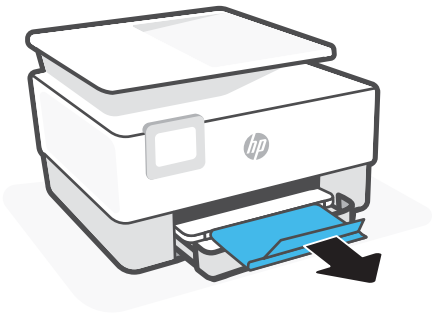


6. Reinsert the input tray into the printer.



NOTE: When you insert the input tray, the input tray extension remains outside of the printer. This is the expected result.

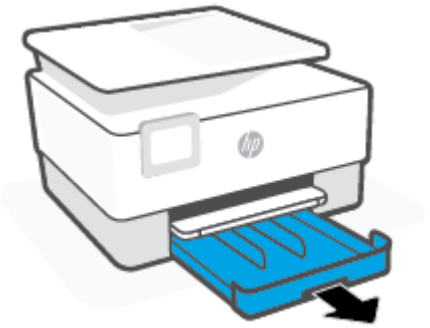
7. Pull out the output tray extension as shown.



To load an envelope

1. Pull out the input tray.

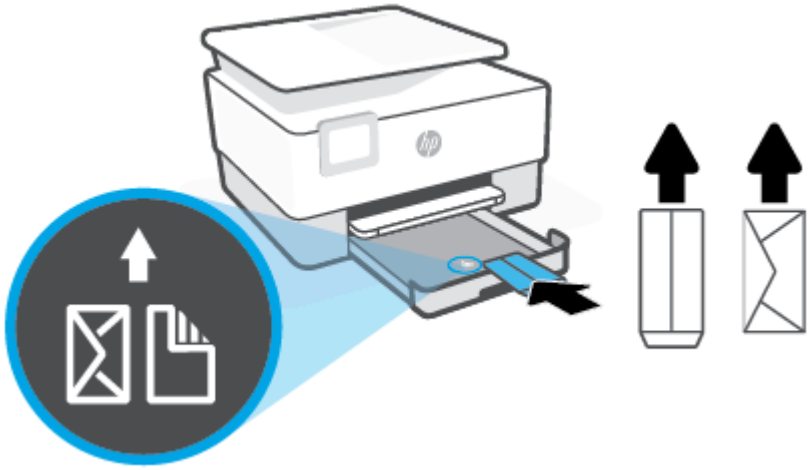
NOTE: If there is other paper in the input tray, remove the paper before loading a different paper type or size.



2. Slide the paper-width guides to the edges of the input tray.



3. Insert the envelope in portrait orientation and with the side to be printed facing down.



For information on the maximum number of envelope allowed in the tray, see Specifications.

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

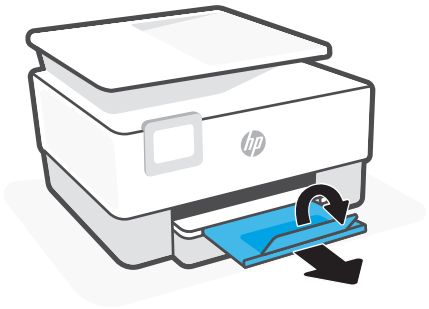
4. Adjust the paper-width guides until they touch the left and right edges of the stack of envelope.



5. Reinsert the input tray into the printer.



6. Pull out the output tray extension as shown.



To load cards and photo paper

1. Pull out the input tray.

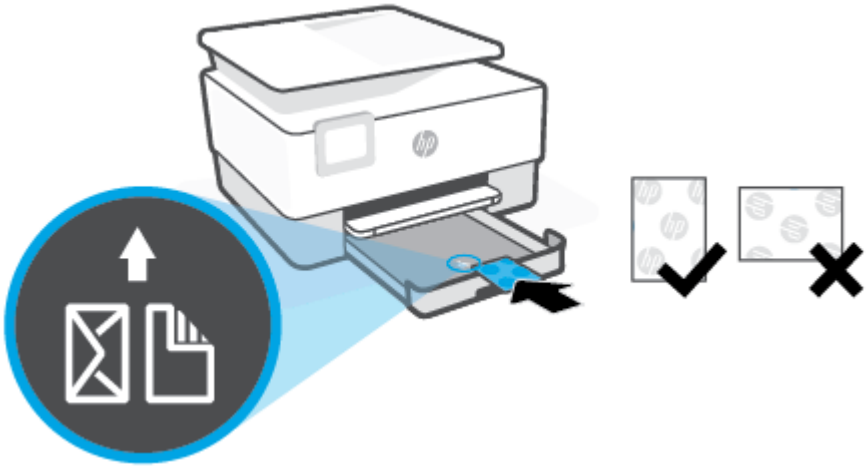
NOTE: If there is other paper in the input tray, remove the paper before loading a different paper type or size.



2. Slide the paper-width guides to the edges of the input tray.



3. Insert the cards or photo paper in portrait orientation and with the side to be printed facing down.



Make sure the stack of card or photo is aligned with the appropriate paper size lines on the front of the tray. Also, make sure the stack of card or photo does not exceed the stack height marking on the left edge of the tray.



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

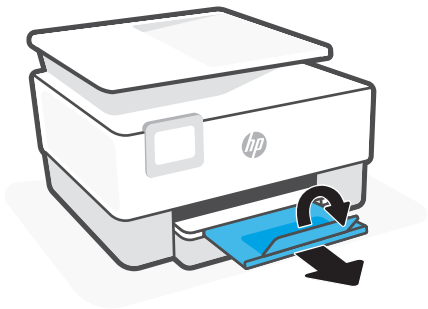
4. Adjust the paper-width guides until they touch the left and right edges of the stack of paper.



5. Reinsert the input tray into the printer.



6. Pull out the output tray extension as shown.



Load an original on the scanner glass

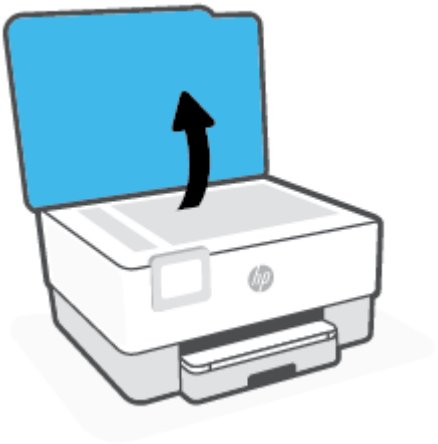
You can copy, scan, or fax originals by loading them on the scanner glass.

NOTE: The scanner might not work correctly if the scanner glass and lid backing are not clean. For more information, see Maintain the printer.

NOTE: Remove all originals from the document feeder tray before lifting the lid on the printer.

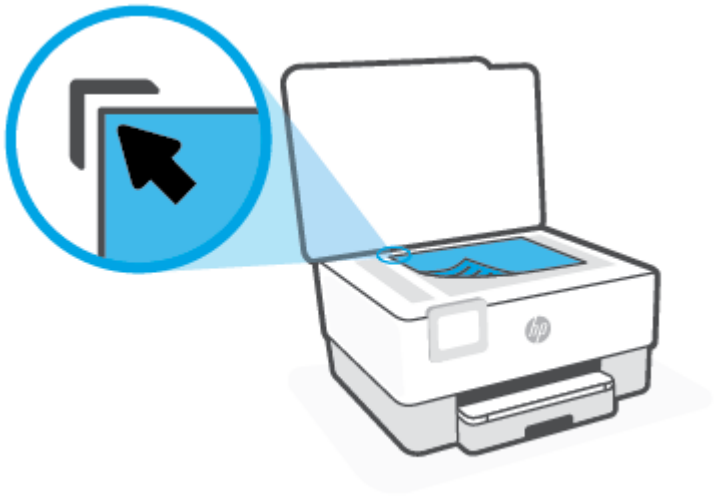
To load an original on the scanner glass

1. Lift the scanner lid.



2. Load your original print-side down and align it with the marking on the rear left corner of the glass.

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



3. Close the lid.

Load an original in the document feeder

You can copy, scan, or fax a document by placing it in the document feeder.

CAUTION: Do not load photos in the document feeder, this might cause damage to your photos. Use only paper that is supported by the document feeder.

NOTE: Some features, such as the **Fit to Page** copy feature, do not work when you load your originals in the document feeder. For those features to work, load your originals on the scanner glass.

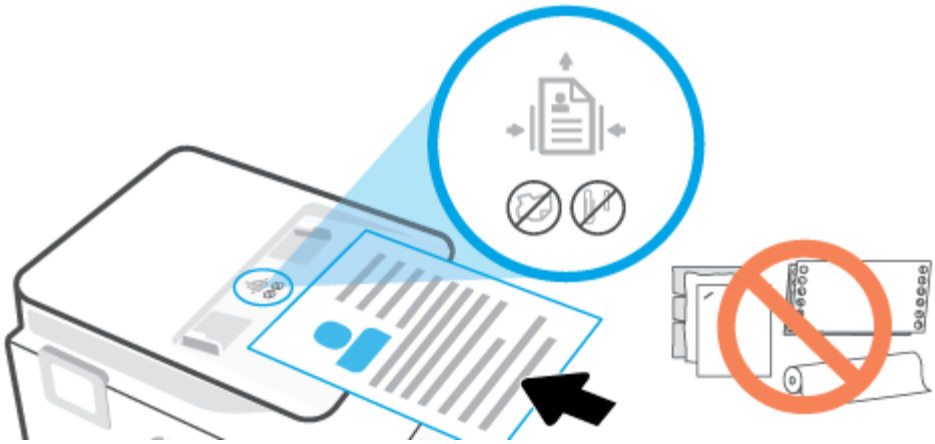
To load an original in the document feeder

1. Load your original print-side up into the document feeder.

   a. If you are loading an original printed in portrait orientation, place the pages so that the top edge of the document goes in first. If you are loading an original printed in landscape orientation, place the pages so that the left edge of the document goes in first.

   b. Slide the paper into the document feeder until you hear a tone or see a message on the printer control panel display indicating that the loaded pages were detected.

TIP: For more help on loading originals in the document feeder, refer to the diagram on the document feeder tray.



2. Slide the paper-width guides inward until they stop at the left and right edges of the paper.

Paper basics

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

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

Tips for selecting and using paper

For the best results, observe the following guidelines.

- Load only one type and one size of paper at a time into a tray or document feeder.
- Make sure the paper is loaded correctly when loading from the input tray or document feeder.
- Do not overload the tray or document feeder.
- To prevent jams, poor print quality, and other printing problems, avoid loading the following paper in the tray or document feeder:
  - Multipart forms
  - Media that is damaged, curled, or wrinkled
  - Media with cutouts or perforations
  - Media that is heavily textured, embossed, or does not accept ink well
  - Media that is too lightweight or stretches easily
  - Media that contains staples or clips

3 Connect your printer

Your printer supports the following connection types for printing: Wi-Fi, Wi-Fi Direct, Ethernet, and USB.

Use HP Smart software and a network connection to set up your printer and receive the HP+ offer. After setup, you can print using a USB cable connection or Wi-Fi Direct, if desired, but the printer must also still be connected to the Internet if you have enabled HP+.

- Requirements for HP+ printers
- Set up the printer for wireless communication
- Connect your printer to an Ethernet network
- Connect your printer using a USB cable
- Change network settings
- Use Wi-Fi Direct

Requirements for HP+ printers

Keep the printer connected to the Internet

HP+ printers are cloud-connected devices that must remain connected to the Internet in order to function. The Internet connection enables the printer to deliver HP+ specific app features and firmware updates. During setup, you must connect the printer to the Internet by Wi-Fi or Ethernet. After setup, you can print using a USB cable connection, if desired, but the printer must also still be connected to the Internet.

Use Original HP cartridges

Original HP cartridges are cartridges manufactured and sold by HP in official HP packaging. If non-Original HP supplies or refilled cartridges are installed, HP+ printers will not operate as expected.

Have an HP account

Create or sign into an HP account to manage your printer.

Set up the printer for wireless communication

This section contains the following topics:

- Before you begin
- Connect using the HP Smart app
- Set up the printer on your wireless network
- Change the connection type
- Test the wireless connection
- Turn on or off the wireless capability of the printer

NOTE: If you encounter problems connecting the printer, see Network and connection issues.

TIP: For more information about setting up and using the printer wirelessly, visit the HP Wireless Printing Center (www.hp.com/go/wirelessprinting).

Before you begin

Ensure the following before you begin setting up the printer for wireless communication:

- The printer is not connected to the network using an Ethernet cable.
- The wireless network is set up and working properly.
- The printer and the computers that use the printer are on the same network (subnet).

NOTE: While connecting the printer, you might be prompted to enter the wireless network name (SSID) and a wireless password.

- The wireless network name is the name of your wireless network.
- The wireless password prevents other people from connecting to your wireless network without your permission. Depending on the level of security required, your wireless network might use either a WPA passphrase or WEP key.

If you have not changed the network name or the security passkey since setting up your wireless network, you can sometimes find them on the back or side of the wireless router.

If you cannot find the network name or the security password or cannot remember this information, see the documentation provided with your computer or with the wireless router. If you still cannot find this information, contact your network administrator or the person who set up the wireless network.

Connect using the HP Smart app

To set up using the HP Smart app

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

1. Make sure your computer or mobile device is connected to your wireless network and you know the Wi-Fi password of your wireless network.
2. If you are using an iOS or Android mobile device, turn on Bluetooth and location services. (HP Smart uses Bluetooth to make the setup process faster and easier on iOS and Android mobile devices).

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

3. If your printer Wi-Fi was previously turned off, make sure to turn it on. See Turn on or off the wireless capability of the printer.
4. Make sure the printer is in the Wireless setup mode.

   When the printer is in Wireless setup mode, the Wireless light on the display blinks slowly.

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

   To put the printer back into Wireless setup mode, navigate to the **Wireless Settings** menu and select **Restore Network Settings**. When the Wireless light on the display blinks blue, continue setup.
5. Open the HP Smart app and click the Plus icon (+) or the Add Printer option to add the printer. If needed, swipe right/left on the top of the home screen to find the Add Printer option.
6. When prompted, create an HP account and register the printer.

NOTE: When the printer is connected successfully, the Wireless light stops blinking and remains lit.

Set up the printer on your wireless network

Use the Wireless Setup Wizard or Wi-Fi Protected Setup from the printer control panel display to set up wireless communication.

NOTE: Before you proceed, go through the list at Before you begin.

1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch (Wireless).
2. Touch (**Settings**).
3. Touch **Wireless Settings**.
4. Touch **Wireless Setup Wizard** or **Wi-Fi Protected Setup**.
5. Follow the display instructions to complete the setup.

If you are already using the printer with a different type of connection, such as a USB connection, follow the instructions in Change the connection type to set up the printer on your wireless network.

Change the connection type

After you have installed the HP printer software and connected the printer to your computer or to a network, you can use the software to change the connection type (for example, from a USB connection to a wireless connection).

NOTE: Connecting an Ethernet cable turns off the wireless capability of the printer.

To change from an Ethernet connection to a wireless connection

1. Remove the Ethernet cable from the printer.
2. Run the Wireless Setup Wizard to make the wireless connection. For more information, see Set up the printer on your wireless network.

To change from a USB connection to a wireless network (Windows 7)

Before you proceed, go through the list at Before you begin.

1. Open the HP printer software. For more information, see Open the HP printer software (Windows).
2. Click **Tools**.
3. Click **Device Setup & Software**.
4. Select **Convert a USB connected printer to wireless**. Follow the onscreen instructions.

To change from a USB to a wireless connection using the HP Smart app (Windows 10/macOS)

1. Unplug the USB cable from the printer.
2. Make sure your computer or mobile device is connected to your Wi-Fi network. On your mobile device, turn on Bluetooth and location services.
3. If your printer Wi-Fi was previously turned off, make sure to turn it on. For more information about wireless status, see Turn on or off the wireless capability of the printer.
4. If the printer is no longer in wireless setup mode, restore the printer network settings. See Restore original factory defaults and settings.
5. Open the HP Smart app. See Use the HP Smart app to print, scan, and manage.
6. When prompted, create an HP account and register the printer.
7. Follow the on-screen instructions to connect the printer to your Wi-Fi network.

To change from a wireless connection to a USB or Ethernet connection (Windows/macOS)

1. Connect the printer and computer using a USB cable.
2. Open the HP Smart app. See Use the HP Smart app to print, scan, and manage.
3. Tap the Plus icon (+) or the **Add Printer** option if you need to change to a different printer or add a new printer. If needed, swipe right/left on the top of the home screen to find the **Add Printer** option.
4. Follow the on-screen instructions to connect the printer. When prompted, create an HP account and register the printer.

Test the wireless connection

Print the wireless test report for information about the printer wireless connection. The wireless test report provides information about the printer status, hardware (MAC) address, and IP address. If there is a problem with the wireless connection or if a wireless connection attempt failed, the wireless test report also provides diagnostic information. If the printer is connected to a network, the test report displays details about the network settings.

To print the wireless test report:

1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, touch (the Wireless button), and then touch (**Settings**).
2. Touch **Print Details.**
3. Touch **Settings.**
4. Touch **Print Network Configuration.**

Turn on or off the wireless capability of the printer

The blue Wireless light on the printer control panel is lit when the wireless capability of the printer is on.

NOTE: Connecting an Ethernet cable to the printer automatically turns off the wireless capability and the Wireless light.

1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, touch (the Wireless button), and then touch (**Settings**).
2. Touch **Wireless Settings**.
3. Touch the toggle button next to **Wireless** to switch it on or off.

NOTE: If the printer has never been configured to connect to a wireless network before, turning on the wireless capability will automatically start the Wireless Setup Wizard.

Connect your printer to an Ethernet network

If your Ethernet network does not have an Internet connection, connect the printer wirelessly to the HP Smart app. See Connect using the HP Smart app.

1. Make sure your computer is connected to the router.
2. Connect your printer and router using an Ethernet cable. (Ethernet cable sold separately.)

NOTE:

- The Wi-Fi connection is automatically disabled when you connect the Ethernet cable.
- To connect the printer wirelessly, disconnect the Ethernet cable and connect the printer to your wireless network using HP Smart. See Connect using the HP Smart app.

3. Open the HP Smart app on your computer or mobile device. See Use the HP Smart app to print, scan, and manage.
4. From HP Smart, click or tap  (the Plus icon) or **Add Printer**, and then choose the option to select or add a printer.

   Follow the instructions to add the printer to your network.
5. When prompted, create an HP account and register the printer.

Connect your printer using a USB cable

NOTE:

- Do not connect the printer with a USB cable when setting up for the first time. HP+ printer will not work as expected if USB is used for setting up for the first time.
- To set up and use the printer, it must be connected to the Internet at all times.

See the requirements listed in Requirements for HP+ printers.

1. If necessary, remove the label covering the USB port at the back of the printer.
2. Connect the printer and computer using a USB cable.
3. Open the HP Smart app on your computer. See Use the HP Smart app to print, scan, and manage.
4. From HP Smart, click or tap  (the Plus icon) or **Add Printer**, and then choose the option to select or add a printer.

   Follow the instructions to add the printer.
5. When prompted, create an HP account and register the printer.

Change network settings

From the printer control panel, you can set up and manage your printer's wireless connection and perform a variety of network management tasks. This includes viewing and changing network settings, restoring network defaults, and turning the wireless function on or off.

CAUTION: Network settings are provided for your convenience. However, unless you are an advanced user, you should not change some of these settings (such as the link speed, IP settings, default gateway, and firewall settings).

To print network settings

Do one of the following:

- From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard. Touch (Wireless) or (Ethernet) to display the network status screen. Touch **Print Details** to print the network configuration page.
- From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, touch (**Setup**), touch **Reports** , and then touch **Network Configuration Page**.

To set the link speed

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

1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, touch (**Setup**), and then touch **Network Setup**.
2. Touch **Ethernet Settings**.
3. Touch **Link Speed**.
4. Touch the appropriate option that matches your network hardware.

To change IP settings

The default IP setting for the IP settings is **Automatic**, which sets the IP settings automatically. If you are an advanced user and want to use different settings (such as the IP address, subnet mask, or the default gateway), you can change them manually.

TIP: Before setting a manual IP address, it is recommended to first connect the printer to the network using Automatic mode. This allows the router to configure the printer with other needed settings like subnet mask, default gateway and DNS address.

CAUTION: Be careful when manually assigning an IP address. If you enter an invalid IP address during the installation, your network components cannot connect with the printer.

1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, touch (**Setup**), and then touch **Network Setup**.
2. Touch **Ethernet Settings** or **Wireless Settings**.
3. Touch **Advanced Settings**.
4. Touch **IP Settings**.

5. A message appears warning that changing the IP address removes the printer from the network. Touch **OK** to continue.
6. To change the settings manually, touch **Manual (Static)**, and then enter the appropriate information for the following settings:
   - **IP Address**
   - **Subnet Mask**
   - **Default Gateway**
   - **DNS Address**
7. Enter your changes, and then touch **Done** .
8. Touch **OK** .

Use Wi-Fi Direct

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

Guidelines for using Wi-Fi Direct

- Make sure your computer or mobile device has the necessary software.
  - If you are using a computer, make sure you have installed the HP printer software.

    If you have not installed the HP printer software on the computer, connect to Wi-Fi Direct first and then install the printer software. Select **Wireless** when prompted by the printer software for a connection type.
  - If you are using a mobile device, make sure you have installed a compatible printing app. For more information, visit the HP Mobile Printing website at www.hp.com/go/mobileprinting. If a local version of this website is not available in your country/region or language, you might be directed to the HP Mobile Printing website in another country/region or language.
- Make sure Wi-Fi Direct for your printer is turned on.
- Up to five computers and mobile devices can use the same Wi-Fi Direct connection.
- Wi-Fi Direct can be used while the printer is also connected either to a computer using a USB cable or to a network using a wireless connection.
- Wi-Fi Direct cannot be used to connect a computer, mobile device, or printer to the Internet.
- You can use a Wi-Fi Direct connection to print to HP+ printer, but the printer must also still be connected to the Internet.

To turn on Wi-Fi Direct

1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch (Wi-Fi Direct).
2. Touch (**Settings**).
3. If the display shows that Wi-Fi Direct is **Off** , touch **Wi-Fi Direct** and then switch it on.

TIP: You can also turn on Wi-Fi Direct from the EWS. For more information about using the EWS, see Embedded web server.

To change connection method

1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch (Wi-Fi Direct).
2. Touch (**Settings**).
3. Touch **Connection Method** and then select **Automatic** or **Manual** .

- If **Automatic** was selected during Wi-Fi Direct setup on the printer, the mobile device automatically connects to the printer.
- If **Manual** was selected during the Wi-Fi Direct setup on the printer, acknowledge the connection on the printer display or enter the printer PIN on your mobile device. The PIN is provided by the printer when a connection attempt is made.

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

Make sure you have installed the latest version of HP Print Service Plugin on your mobile device.

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

1. Make sure you have turned on Wi-Fi Direct on the printer.
2. Turn on Wi-Fi Direct on your mobile device. For more information, see the documentation provided with the mobile device.
3. From your mobile device, select a document from a print enabled application, and then select the option to print the document.

   The list of available printers appears.
4. From the list of available printers, choose the Wi-Fi Direct name shown such as **DIRECT-**-HP OfficeJet 8020** (where ** are the unique characters to identify your printer), and then follow the onscreen instructions on the printer and your mobile device.
5. Print your document.

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

Make sure you have installed a compatible printing app on your mobile device. For more information, visit www.hp.com/global/us/en/eprint/mobile_printing_apps.html.

1. Make sure you have turned on Wi-Fi Direct on the printer.
2. Turn on the Wi-Fi connection on your mobile device. For more information, see the documentation provided with the mobile device.

   NOTE: If your mobile device does not support Wi-Fi, you are not able to use Wi-Fi Direct.
3. From the list of available printers, choose the Wi-Fi Direct name shown such as **DIRECT-**-HP OfficeJet 8020** (where ** are the unique characters to identify your printer), and then follow the onscreen instructions on the printer and your mobile device.

   Enter the Wi-Fi Direct password when prompted.
4. Print your document.

To print from a wireless-capable computer (Windows)

1. Make sure you have turned on Wi-Fi Direct on the printer.
2. Turn on the computer's Wi-Fi connection. For more information, see the documentation provided with the computer.

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

3. From the list of available printers, choose the Wi-Fi Direct name shown such as **DIRECT-**-HP OfficeJet 8020** (where ** are the unique characters to identify your printer), and then follow the onscreen instructions on the printer and your mobile device.
4. Enter the Wi-Fi Direct password when prompted.
5. Proceed to step 5 if the printer has been installed and connected to the computer over a wireless network. If the printer has been installed and connected to your computer with a USB cable, follow the steps below to install the printer software using the Wi-Fi Direct connection.
   a. Open the HP printer software. For more information, see Open the HP printer software (Windows).
   b. Click **Tools**.
   c. Click **Device Setup & Software**, and then select **Connect a new device**.

   NOTE: If you have previously installed the printer over USB and want to convert to Wi-Fi Direct, do not select the **Convert a USB connected printer to wireless** option.

   d. When the **Connection Options** screen appears, select **Wireless**.
   e. Select your HP printer from the detected printer list.
   f. Follow the onscreen instructions.
6. Print your document.

4 Printer management tools

This section contains the following topics:

- Use the HP Smart app to print, scan, and manage
- Open the HP printer software (Windows)
- Toolbox (Windows)
- Embedded web server
- Update the printer

Use the HP Smart app to print, scan, and manage

The HP Smart app can help you perform many different printer tasks, including the following:

- Set up and connect your printer.
- Print and scan documents and photos.
- Share documents through email and other applications.
- Manage printer settings, check printer status, print reports, and order supplies.

HP Smart is supported on mobile devices and computers running on iOS, Android, Windows 10, and macOS 10.13 and later.

NOTE: The HP Smart app is available in some languages only. Some features are available only on specific printers or models. HP Smart does not support all file formats. See Get more information about HP Smart.

To install HP Smart and open the app

Complete the following steps to install and open HP Smart, connect your printer, and begin using the app.

1. Visit 123.hp.com to download and install HP Smart on your device.

   NOTE:

   - **iOS, Android, Windows 10, and macOS devices:** You can also download HP Smart from the respective app stores for the device.
   - **Windows 7:** You can download the HP printer software from 123.hp.com , install the software, and connect the printer wirelessly using the software.

2. Open HP Smart after installation.
   - **iOS/Android:** From the mobile device desktop or app menu, tap HP Smart.
   - **Windows 10:** From the computer desktop, click **Start**, and then select **HP Smart** from the app list.
   - **macOS:** From the Launchpad, select HP Smart.
3. Connect your printer wirelessly using the HP Smart. See Connect using the HP Smart app.
4. When prompted, create an HP account and register the printer.

Get more information about HP Smart

To learn how to connect, print, and scan using HP Smart, visit the website for your device:

- **iOS/Android**: www.hp.com/go/hpsmart-help
- **Windows 10**: www.hp.com/go/hpsmartwin-help
- **macOS**: www.hp.com/go/hpsmartmac-help

Open the HP printer software (Windows)

After installing the HP printer software, depending on your operating system, do one of the following:

- **Windows 10**: From the computer desktop, click **Start**, select **HP** from the app list, and then select the icon with the printer name.
- **Windows 8.1**: Click the down arrow in the lower left corner of the Start screen, and then select the printer name.
- **Windows 8**: Right-click an empty area on the Start screen, click **All Apps** on the app bar, and then select the printer name.
- **Windows 7**: From the computer desktop, click **Start**, select **All Programs**, click **HP**, click the folder for the printer, and then select the icon with the printer name.

NOTE: If you have not installed the HP printer software, visit 123.hp.com to download and install the necessary software.

Toolbox (Windows)

The Toolbox provides maintenance information about the printer.

To open the Toolbox

1. Open the HP printer software. For more information, see Open the HP printer software (Windows).
2. Click **Print, Scan & Fax** .
3. Click **Maintain Your Printer**.

Embedded web server

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

NOTE: For your security, some settings in the EWS are password-protected. If prompted for a password, enter the PIN from the label on the inside of your printer's cartridge access door.

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

This section contains the following topics:

- About cookies
- Open the embedded web server
- Embedded web server cannot be opened

About cookies

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

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

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

- Using some setup wizards
- Remembering the EWS browser language setting
- Personalizing the EWS Home page

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

Open the embedded web server

You can access the embedded web server through either a network or Wi-Fi Direct.

To open the embedded web server through a network

1. Find out the IP address or hostname of the printer by touching (Wireless) or (Ethernet) or by printing a network configuration page.

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

2. In a supported web browser on your computer, type the IP address or hostname assigned to the printer.

   For example, if the IP address is 123.123.123.123, type the following address into the web browser: `http://123.123.123.123`.

To open the embedded web server through Wi-Fi Direct

1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch (Wi-Fi Direct).
2. Touch (**Settings**).
3. If the display shows that Wi-Fi Direct is **Off** , touch **Wi-Fi Direct** and then switch it on.
4. From the list of available printers, choose the Wi-Fi Direct name shown such as **DIRECT-**-HP OfficeJet 8020** (where ** are the unique characters to identify your printer), and then follow the onscreen instructions on the printer and your mobile device.
5. Enter the Wi-Fi Direct password when prompted.
6. In a supported web browser on your computer, type the following address: `http://192.168.223.1`.

Embedded web server cannot be opened

Check your network setup

- Make sure you are not using a phone cord or a crossover cable to connect the printer to the network.
- Make sure the network cable is securely connected to the printer.
- Make sure the network hub, switch, or router is turned on and working correctly.

Check the computer

- Make sure the computer that you are using is connected to the same network as the printer.

Check your web browser

- Make sure the web browser meets the minimum system requirements.
- If your web browser uses any proxy settings to connect to the Internet, try turning off these settings. For more information, see the documentation available with your web browser.
- Make sure JavaScript and cookies are enabled in your web browser. For more information, see the documentation available with your web browser.

Check the printer IP address

- Make sure the printer IP address is correct.

  To find out the printer IP address, from the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, touch (Wireless) or (Ethernet).

  To obtain the printer IP address by printing a network configuration page, from the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, touch (**Setup**), touch **Reports** , and then touch **Network Configuration Page**.

- Make sure the printer IP address is valid. The printer IP address should have the similar format as the router IP address. For example, the router IP address might be 192.168.0.1 or 10.0.0.1 and the printer IP address is 192.168.0.5 or 10.0.0.5.

If the printer IP address is similar to 169.254.XXX.XXX or 0.0.0.0, it is not connected to the network.

TIP: If you are using a computer running Windows, you can visit the HP online support website at hp.com/support . This website provides information and utilities that can help you correct many common printer problems.

Update the printer

HP periodically releases firmware updates to enhance product functionality and fix issues. By default, if the printer is connected to the Internet, the printer automatically checks for updates at regular intervals. You can change the default setting for automatic updates or manually check for updates immediately.

To update the printer using the printer control panel

1. From the top of the screen, touch or swipe down the tab to open the Dashboard, touch (**Setup**)
2. Touch **Printer Maintenance** .
3. Touch **Update the Printer** .
4. Touch **Check for Printer Updates Now**.

To enable the printer to automatically check for updates

NOTE: The default setting of **Auto Update** is **On** .

1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch (Setup).
2. Touch **Printer Maintenance**.
3. Touch **Update the Printer**.
4. Touch **Printer Update Options**.
5. Select **Install Automatically (Recommended)**, **Alert When Available** or **Do Not Check**.

To update the printer using the embedded web server

1. Open the EWS.

   For more information, see Embedded web server.
2. Click the **Tools** tab.
3. In the **Printer Updates** section, click **Firmware Updates**, and then follow the onscreen instructions.

NOTE:

- If prompted for a password, enter the PIN from the label on your printer. The PIN label can be found inside the cartridge access area.
- If prompted for proxy settings and if your network uses proxy settings, follow the onscreen instructions to set up a proxy server. If you do not have the details, contact your network administrator or the person who set up the network.
- If a printer update is available, the printer downloads and installs the update, and then restarts.

5 Web Services

- What are Web Services?
- Set up Web Services
- Remove Web Services

What are Web Services?

The printer offers innovative, cloud-based solutions, such as Print Anywhere, scan-and-save to cloud, and other services (including supplies auto replenishment). For more information, visit the HP Smart website (www.hpsmart.com).

NOTE: To use these cloud-based solutions, the printer must be connected to the Internet. Unless otherwise agreed, HP can modify or cancel these cloud-based solution offerings at its discretion.

Set up Web Services

Before you set up Web Services, make sure your printer is connected to the Internet using either an Ethernet or wireless connection.

To set up Web Services using the HP Smart app

1. On the app home screen, tap or click your printer or **Printer Settings**.
2. Tap or click **Advanced Settings**.
3. Tap or click **Web Services**.
4. If Web Services is not already enabled, the **Setup** option displays in the Web Services section. Tap or click **Setup**, and then follow the on-screen instructions to enable Web Services.

To set up Web Services using the embedded web server

1. Open the EWS. For more information, see Embedded web server.
2. Click the **Web Services** tab.
3. In the **Web Services Settings** section, click **Setup** , click **Continue**, and follow the onscreen instructions to accept the terms of use.
4. If prompted, choose to allow the printer to check for and install printer updates.

   NOTE: When updates are available, they are automatically downloaded and installed, and then the printer restarts.

   NOTE: If prompted for proxy settings and if your network uses proxy settings, follow the onscreen instructions to set up a proxy server. If you do not have the proxy details, contact your network administrator or the person who set up the network.

5. When the printer is connected to the server, the printer prints an information page. Follow the instructions on the information page to finish the setup.

To set up Web Services using the HP printer software (Windows)

1. Open the HP printer software. For more information, see Open the HP printer software (Windows).
2. In the window that appears, double-click **Print, Scan & Fax** and then select **Printer Home Page (EWS)** under Print. The printer's home page (embedded web server) opens.
3. Click the **Web Services** tab.
4. In the **Web Services Settings** section, click **Setup** , click **Continue**, and follow the onscreen instructions to accept the terms of use.

5. If prompted, choose to allow the printer to check for and install printer updates.

NOTE: When updates are available, they are automatically downloaded and installed, and then the printer restarts.

NOTE: If prompted for proxy settings and if your network uses proxy settings, follow the onscreen instructions to set up a proxy server. If you do not have the details, contact your network administrator or the person who set up the network.

6. When the printer is connected to the server, the printer prints an information page. Follow the instructions on the information page to finish the setup.

Remove Web Services

If you did not enable HP+ during printer setup, you can remove Web Services from your printer using the embedded web server. For HP+ printers, Web Services are required and cannot be removed.

To remove Web Services using the embedded web server

1. Open the EWS. For more information, see Embedded web server.
2. Click the **Web Services** tab, and then click **Remove Web Services** in the **Web Services Settings** section.
3. Click **Remove Web Services**.
4. Click **Yes** to remove Web Services from your printer.

6 Print

This printer is designed to work with the HP Smart app, a software application that makes it easy to print, scan, and manage your printer from a smartphone, laptop, desktop computer, or other devices. You can print and manage the printer from all of your devices by installing the app on each device. The HP Smart app is compatible with iOS, Android, Windows 10, and Mac.

Read this section to learn more about printing with the HP Smart app as well as printing from within other software applications using the HP printer driver installed at setup. You will also find basic instructions for printing with Apple AirPrint on a Mac and printing from mobile devices using the print commands provided in the device software.

Be sure to check out the tips for successful printing to ensure you get the best results every time you print.

- Print using the HP Smart app
- Print using a computer
- Print from mobile devices
- Tips for successful printing

Print using the HP Smart app

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

- **iOS/Android**: www.hp.com/go/hpsmart-help
- **Windows**: www.hp.com/go/hpsmartwin-help
- **macOS**: www.hp.com/go/hpsmartmac-help

To print from an Android or iOS device

1. Make sure you have loaded paper in the input tray. For more information, see Load paper.
2. Open the HP Smart app.
3. Tap the Plus icon (+) or the **Add Printer** option if you need to change to a different printer or add a new printer. If needed, swipe right/left on the top of the home screen to find the **Add Printer** option.
4. Tap a printing option (for example, **Print Photos** or **Print Documents**). You can print photos and documents from your device, cloud storage, or social media sites.
5. Select the photo or document you want to print.
6. Select the appropriate settings for your print job. For more information about printing settings, see Printer settings tips .
7. Tap **Print**.

To print from a Windows 10 device

1. Make sure you have loaded paper in the input tray. For more information, see Load paper.
2. Open HP Smart. For more information, see Use the HP Smart app to print, scan, and manage.
3. On the HP Smart Home screen, make sure your printer is selected.

   TIP: If you want to select a different printer, click or tap the icon on the toolbar at the left side of the screen, and then select a different printer from the list of all available printers.
4. Select **Print Photos**, locate a photo you want to print, and then click or tap **Select Photos to Print**.

   Select **Print Documents**, locate a document you want to print, and then click or tap **Print**.
5. Select the appropriate options. To view more settings, click or tap **More settings**. For more information about printing settings, see Printer settings tips .
6. Click or tap **Print** to begin printing.

To print from a Mac device

1. Open the HP Smart app.
2. Click the **Print** tile, and then click **Print Document** or **Print Photo**.
3. Find the file you want to print from the Documents folder, the Pictures library, or any folder on the Mac.
4. Select the document or photo you want, and then click **Open**. The Print window opens.

5. Select a different printer or make any changes to the print settings, such as paper size or output quality.
6. Click **Print**.

Print using a computer

- Print documents
- Print brochures
- Print on envelopes
- Print photos
- Print on special and custom-size paper
- Print on both sides (duplexing)
- Print from a Mac using AirPrint

Print documents

To print documents (Windows)

1. Load paper in the input tray. For more information, see Load paper.
2. From your software, select **Print**.
3. Make sure your printer is selected.
4. Click the button that opens the **Properties** dialog box.

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

   NOTE: To set print settings for all print jobs, make the changes in the HP software. For more information on the HP software, see Printer management tools.

5. Select the appropriate options on the **Printing Shortcuts** or **Printing Shortcut** tab.

   To change other print settings, click the other tabs.

   For more printing tips, see Printer settings tips .

   NOTE: If you change the paper size, be sure to load the correct paper in the input tray and set the paper size on the printer control panel.

6. Click **OK** to close the **Properties** dialog box.
7. Click **Print** or **OK** to begin printing.

Print brochures

To print brochures (Windows)

1. Load paper in the input tray. For more information, see Load paper.
2. On the **File** menu in your software application, click **Print** .
3. Make sure your printer is selected.

4. To change settings, click the button that opens the **Properties** dialog box.

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

   NOTE: To set print settings for all print jobs, make the changes in the HP software. For more information on the HP software, see Printer management tools.

5. Select the appropriate options.

   - On the **Layout** tab, select **Portrait** or **Landscape** orientation.
   - On the **Paper/Quality** tab, select the appropriate paper type from the **Media** drop-down list in the **Tray Selection** area, select the appropriate print quality in the **Quality Settings** area, and then select the appropriate color in the **Color** area.
   - Click **Advanced** to select the appropriate brochure size from the **Paper Size** drop-down list.

     NOTE: If you change the paper size, be sure to load the correct paper in the input tray and set the paper size on the printer control panel.

   If you want to change other print settings, click the other tabs. For more printing tips, see Printer settings tips .

6. Click **OK** to close the **Properties** dialog box.
7. Click **Print** or **OK** to begin printing.

Print on envelopes

Avoid envelopes with the following characteristics:

- Very slick finish
- Self-stick adhesives, clasps, or windows
- Thick, irregular, or curled edges
- Areas that are wrinkled, torn, or otherwise damaged

Make sure the folds of envelopes you load in the printer are sharply creased.

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

To print envelopes (Windows)

1. Load paper in the input tray. For more information, see Load paper.
2. On the **File** menu in your software, click **Print**.
3. Make sure your printer is selected.
4. Click the button that opens the **Properties** dialog box.

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

NOTE: To set print settings for all print jobs, make the changes in the HP software. For more information on the HP software, see Printer management tools.

5. Select the appropriate options.

   - On the **Layout** tab, select **Portrait** or **Landscape** orientation.
   - On the **Paper/Quality** tab, select the appropriate paper type from the **Media** drop-down list in the **Tray Selection** area, select the appropriate print quality in the **Quality Settings** area, and then select the appropriate color in the **Color** area.
   - Click **Advanced** to select the appropriate envelope size from the **Paper Size** drop-down list.

   NOTE: If you change the paper size, be sure to load the correct paper in the input tray and set the paper size on the printer control panel.

   If you want to change other print settings, click the other tabs. For more printing tips, see Printer settings tips .

6. Click **OK** to close the **Properties** dialog box.
7. Click **Print** or **OK** to begin printing.

Print photos

You can print a photo from a computer.

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

TIP: You can use this printer to print documents and photos on your mobile device (such as a smartphone or tablet). For more information, visit the HP Mobile Printing website (www.hp.com/go/mobileprinting). (At this time, this website might not be available in all languages.)

To print a photo from the computer (Windows)

1. Load paper in the input tray. For more information, see Load paper.
2. From your software, select **Print**.
3. Make sure your printer is selected.
4. Click the button that opens the **Properties** dialog box.

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

5. Select the appropriate options.

   - On the **Layout** tab, select **Portrait** or **Landscape** orientation.
   - On the **Paper/Quality** tab, select the appropriate paper type from the **Media** drop-down list in the **Tray Selection** area, select the appropriate print quality in the **Quality Settings** area, and then select the appropriate color in the **Color** area.
   - Click **Advanced** to select the appropriate photo size from the **Paper Size** drop-down list.

NOTE: If you change the paper size, be sure to load the correct paper in the input tray and set the paper size on the printer control panel.

If you want to change other print settings, click the other tabs. For more printing tips, see Printer settings tips .

6. Click **OK** to close the **Properties** dialog box.
7. Click **Print** or **OK** to begin printing.

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

Print on special and custom-size paper

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

To set up custom sizes (Windows)

1. Depending on your operating system, do one of the following:
   - **Windows 10**: From the Windows **Start** menu, select **Windows System** from the app list, select **Control Panel**, and then click **View devices and printers** under **Hardware and Sound**. Select the printer name, and click **Print server properties** .
   - **Windows 8.1** and **Windows 8**: Point to or tap the upper-right corner of the screen to open the Charms bar, click the **Settings** icon, click or tap **Control Panel**, and then click or tap **View devices and printers**. Click or tap the printer name, and click or tap **Print server properties**.
   - **Windows 7**: From the Windows **Start** menu, click **Devices and Printers**. Select the printer name, and select **Print server properties**.
2. Select the **Create a new form** checkbox.
3. Enter the name of the custom size paper.
4. Enter the dimensions of the custom size in the **Form description (measurements)** section.
5. Click **Save Form**, and then click **Close**.

To print on special or custom-size paper (Windows)

NOTE: Before you can print on custom-size paper, you must set up the custom size in the Print Server Properties.

1. Load the appropriate paper in the input tray. For more information, see Load paper.
2. From the **File** menu in your software application, click **Print**.
3. Make sure your printer is selected.
4. Click the button that opens the **Properties** dialog box.

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

NOTE: To set print settings for all print jobs, make the changes in the HP software. For more information on the HP software, see Printer management tools.

5. On the **Layout** tab or **Paper/Quality** tab, click the **Advanced** button.
6. In the **Paper/Output** area, select the custom size from the **Paper Size** drop-down list.

NOTE: If you change the paper size, be sure to load the correct paper in the input tray and set the paper size on the printer control panel.

7. Select any other print settings that you want, and then click **OK**.
8. Click **Print** or **OK** to begin printing.

Print on both sides (duplexing)

To print on both sides of the page (Windows)

1. Load paper in the input tray. For more information, see Load paper.
2. From your software, select **Print**.
3. Make sure your printer is selected.
4. Click the button that opens the **Properties** dialog box.

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

NOTE: To set print settings for all print jobs, make the changes in the HP software. For more information on the HP software, see Printer management tools.

5. Select the appropriate options.
   - On the **Layout** tab, select **Portrait** or **Landscape** orientation, and then select an appropriate flipping paper option from the **Print on Both Sides** drop-down list.
   - On the **Paper/Quality** tab, select the appropriate paper type from the **Media** drop-down list in the **Tray Selection** area, select the appropriate print quality in the **Quality Settings** area, and then select the appropriate color in the **Color** area.
   - Click **Advanced** to select the appropriate paper size from the **Paper Size** drop-down list.

     NOTE: If you change the paper size, be sure to load the correct paper in the input tray and set the paper size on the printer control panel.

   If you want to change other print settings, click the other tabs. For more printing tips, see Printer settings tips .

NOTE: The printer supports automatic two-sided printing of A4, Letter, Executive, and JIS B5 paper sizes.

6. Click **OK** to close the **Properties** dialog box.
7. Click **Print** or **OK** to begin printing.

Print from a Mac using AirPrint

The printer is compatible with Mac computers running macOS or OS X 10.7 and later and Apple AirPrint. Follow the instructions in this section to enable printing from a Mac computer using AirPrint.

NOTE: Use the HP Smart app to monitor ink levels and printer alerts.

If you have not set up the printer and connected it to your network, first go to 123.hp.com to install the necessary software and complete setup.

Once the printer is set up and connected to your wireless network, follow the steps below to enable printing with AirPrint.

1. Open **System Preferences** and select **Printers and Scanners**.
2. Click the Plus icon (+) or the **Add Printer** option to add the printer. If needed, swipe right/left on the top of the home screen to find the **Add Printer** option.
3. Choose your printer from the displayed list of network printers, and then click **Add**.

The computer installs the available drivers (print, scan, and fax, if applicable) for your printer.

Print from mobile devices

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

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

1. Make sure your printer is connected to the same network as your mobile device.
2. Enable printing on your mobile device:
   - **iOS:** Use the **Print** option from the **Share** menu or .

     NOTE: Devices running iOS 4.2 or later have AirPrint preinstalled.
   - **Android:** Download the HP Print Service Plugin (supported by most Android devices) from the Google Play Store and enable it on your device.
   - **Chromebook:** Download and install the **HP Print for Chrome** app from the Chrome Web Store to enable both Wi-Fi and USB printing.
   - **Amazon Kindle Fire HD9 and HDX:** The first time you select **Print** on your device, the HP Print Service Plugin is automatically downloaded to enable mobile printing.

   NOTE: For detailed information about enabling printing from your mobile devices, visit the HP Mobile Printing website (www.hp.com/go/mobileprinting). If a local version of this website is not available in your country/region or language, you might be directed to the HP Mobile Printing website in another country/region or language.
3. Make sure the loaded paper matches the paper settings of the printer (see Load paper for more information). Accurately setting the paper size for the paper that is loaded enables your mobile device to know what paper size it is printing.

Tips for successful printing

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

- Ink tips
- Paper loading tips
- Printer settings tips

Ink tips

Following are the ink tips for successful printing:

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

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

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

  If you believe you purchased Original HP cartridges, go to www.hp.com/go/anticounterfeit.

  NOTE: If you have an HP+ printer, you must use Original HP cartridges. If non-Original HP or refilled cartridges are installed, the printer will not be able to print.

- Install both the black and color cartridges correctly.

  For more information, see Replace the cartridges.

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

  For more information, see Check the estimated ink levels.

  NOTE: Ink level warnings and indicators provide estimates for planning purposes only. When an indicator shows low ink levels, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until you are prompted to.

- Always turn off the printer with (the Power button) to allow the printer to protect the nozzles.

Paper loading tips

For more information, also see Load paper.

- Ensure the paper is loaded in the input tray properly, and set the correct media size and media type. Upon loading paper in input tray, you will be prompted to set the media size and media type from the control panel.
- Load a stack of paper (not just one page). All the paper in the stack should be of the same size and type to avoid a paper jam.
- Load paper with the print-side down.

- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Adjust the paper-width guides in the input tray to fit snugly against all paper. Make sure the guides do not bend the paper in the tray.

Printer settings tips

Software settings selected in the print driver only apply to printing, they do not apply to copying or scanning.

You can print your document on both sides of the paper. For more information, see Print on both sides (duplexing).

Printer settings tips (Windows)

- To change default print settings, open the HP printer software, click **Print, Scan & Fax** , and then click **Set Preferences**. For information how to open the printer software, see Open the HP printer software (Windows).
- To understand paper and paper tray settings:
  - **Paper Size**: Select the paper size you loaded in the input tray.
  - **Media**: Select the paper type you are using.
- To understand color or black and white settings:
  - **Color**: Uses ink from all cartridges for full color prints.
  - **Black & White** or **Black Ink Only**: Uses the black ink only for normal or lower quality black and white prints.
  - **High Quality Grayscale**: Uses ink from both the color and black cartridges to produce a wider range of black and grey tones for high quality black and white prints.
- To understand print quality settings:

  The print quality is measured in print resolution dots per inch (dpi). Higher dpi produces clearer and more detailed prints, but slows print speed and might use more ink.
  - **Draft**: Lowest dpi typically used when ink levels are low or when high quality prints are not needed.
  - **Better**: Suitable for most print jobs.
  - **Best**: Better dpi than **Better**.
  - **Max DPI Enabled**: Highest dpi setting available for print quality.
- To understand page and layout settings:
  - **Orientation**: Select **Portrait** for vertical prints or **Landscape** for horizontal prints.
  - **Print on Both Sides**: Automatically flip the pages after one side of the paper prints out so that you can print on both sides of the paper.

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

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

7 Copy and scan

You can scan documents, photos, and other paper types, and send them to a variety of destinations, such as a computer or an email recipient.

When scanning documents with the HP printer software, you can scan to a format that can be searched and edited.

When scanning a borderless original, use the scanner glass and not the document feeder.

NOTE: Some scan functions are only available after you have installed the HP printer software.

TIP: If you have problems scanning documents, see Copy and scan issues.

- Copy and scan using HP Smart
- Copy from the printer
- Scan using HP printer software (Windows 7)
- Scan using Webscan
- Tips for copy and scan success

Copy and scan using HP Smart

- Copy and scan from an Android or iOS device
- Scan from a Windows 10 device

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

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

- **iOS/Android**: www.hp.com/go/hpsmart-help
- **Windows**: www.hp.com/go/hpsmartwin-help
- **macOS**: www.hp.com/go/hpsmartmac-help

Copy and scan from an Android or iOS device

To copy from an Android or iOS device

1. Open the HP Smart app.
2. Tap the Plus icon (+) or the **Add Printer** option if you need to change to a different printer or add a new printer. If needed, swipe right/left on the top of the home screen to find the **Add Printer** option.
3. Tap **Copy**. The built-in camera will open.
4. Put a document or photo in front of the camera, select a size option to help identifying the size of the original, and then tap the round button at the bottom of the screen to take a picture.

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

5. Set the number of copies or make other adjustments if necessary:
   - Tap the Add Pages icon to add more documents or photos.
   - Tap the Delete icon to remove documents or photos.
   - Tap **Resize** to adjust how to fill the original to the paper.
6. Tap **Start Black** or **Start Color** to make a copy.

To scan from an Android or iOS device

1. Open the HP Smart app.
2. Tap the Plus icon (+) or the **Add Printer** option if you need to change to a different printer or add a new printer. If needed, swipe right/left on the top of the home screen to find the **Add Printer** option.
3. Select **Camera Scan** to scan your document or photo using your device's built-in camera, or select **Printer Scan** to scan with the printer scanner.

4. Specify the scan settings and then tap **Scan**.
5. When you have finished adjusting the scanned document or photo, save, share, or print it.

TIP: To scan to email, create a shortcut or smart task. See Get more information about HP Smart.

Scan from a Windows 10 device

To scan a document or photo using the device camera

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

1. Open HP Smart. For more information, see Use the HP Smart app to print, scan, and manage.
2. Select **Scan**, and then select **Camera**.
3. Put a document or photo in front of the camera, and then click or tap the round button at the bottom of the screen to take an image.
4. Adjust boundaries if needed. Click or tap the Apply icon.
5. Make other adjustments if necessary:
   - Click or tap **Add Pages** to add more documents or photos.
   - Click or tap **Edit** to rotate or crop the document or image, or adjust its contrast, brightness, saturation, or angle.
6. Select the file type you want, and then click or tap the Save icon to save it or click or tap the Share icon to share it with others.

To edit a previously scanned document or photo

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

1. Open HP Smart. For more information, see Use the HP Smart app to print, scan, and manage.
2. Select **Scan**, and then select **Import**.
3. Select the document or photo that you want to adjust, and then click or tap **Open**.
4. Adjust boundaries if needed. Click or tap the Apply icon.
5. Make other adjustments if necessary:
   - Click or tap **Add Pages** to add more documents or photos.
   - Click or tap **Edit** to rotate or crop the document or image, or adjust its contrast, brightness, saturation, or angle.
6. Select the file type you want, and then click or tap **Save** or **Share** to save the file or share it with others.

Copy from the printer

To copy document or ID card

1. Make sure you have paper loaded in the input tray. For more information, see Load paper.
2. Place your original print-side down on the scanner glass or print-side up in the document feeder.
3. From the printer control panel display, touch **Copy** .
4. Select the desired option.
5. Enter the number of copies by using the keypad or make changes to other settings.

   TIP: To save your settings as defaults for future jobs, touch (**Copy Settings**), and then touch **Save Current Settings**.

6. Touch **Copy** .

   TIP: By default, the printer is set to copy in color. If you want to copy in black-and-white, touch (**Copy Settings**) to change the default color.

Scan using HP printer software (Windows 7)

- Scan to a computer
- Scanning documents as editable text
- Create a new scan shortcut (Windows)
- Change scan settings (Windows)

Scan to a computer

Before scanning to a computer, make sure you have already installed the HP recommended printer software. The printer and computer must be connected and turned on.

In addition, on Windows computers, the printer software must be running prior to scanning.

You can use the HP printer software to scan documents into editable text. For more information, see Scan using HP printer software (Windows 7) .

To scan an original to a computer from the printer control panel

Please make sure the printer has already connected to the computer before scanning.

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. Touch **Scan** from the control panel, and then select **Computer** .
3. Select your computer name.
4. Touch **Start Scan**.

To enable the scan to a computer feature (Windows)

If the printer is connected to the computer with a USB connection, the feature for scanning to computer is enabled by default and cannot be disabled.

If you are using network connection, follow these instructions if the feature has been disabled, and you wish to enable it again.

1. Open the HP printer software. For more information, see Open the HP printer software (Windows).
2. Click **Print, Scan & Fax** , and then click **Scan** .
3. Select **Manage Scan to Computer**.
4. Click **Enable**.

To scan a document or photo to a file (Windows)

1. Load the original print side down on the left rear corner of the scanner glass.
2. Open the HP printer software. For more information, see Open the HP printer software (Windows).
3. In the printer software, click **Scan a Document or Photo** .
4. Select the type of scan you want and then click **Scan** .

- Choose **Save as PDF** to save the document (or photo) as a PDF file.
- Choose **Save as JPEG** to save the photo (or document) as an image file.

NOTE: The initial screen allows you to review and modify basic settings. Click the **More** link at the top right corner of the Scan dialog box to review and modify detailed settings.

For more information, see Change scan settings (Windows) .

Scanning documents as editable text

When scanning documents, you can use the HP software to scan documents into a format that you can search, copy, paste, and edit. This allows you to edit letters, newspaper clippings, and many other documents.

- Scan documents as editable text
- Guidelines for scanning documents as editable text

Scan documents as editable text

Use the following guidelines for scanning documents as editable text.

To scan a document to editable text (Windows)

You can scan different types of printed documents into a format in which you can search and edit.

If **Save as Editable Text (OCR)** is not in the list of available scan options, you need to reinstall your software and choose that option.

1. Load the original print side down on the left rear corner of the scanner glass.
2. Open the HP printer software. For more information, see Open the HP printer software (Windows).
3. Click **Print, Scan & Fax** , and then click **Scan** .
4. Click **Scan a Document or Photo** .
5. Select **Save as Editable Text (OCR)** and click **Scan** .

NOTE: The initial screen allows you to review and modify basic settings. Click the **More** link at the top right corner of the Scan dialog box to review and modify detailed settings.

For more information, see Change scan settings (Windows) .

If **Show Viewer After Scan** is selected, you can make adjustments to the scanned image in the preview screen.

Guidelines for scanning documents as editable text

Use the following guidelines to ensure the software successfully converts your documents:

- **Make sure the scanner glass or document feeder window is clean.**

  Smudges or dust on the scanner glass or document feeder window can prevent the software from converting the document to editable text.

- **Make sure the document is loaded correctly.**

  Make sure the original is properly loaded and that the document is not skewed.

- **Make sure the text on the document is clear.**

  To successfully convert the document to editable text, the original must be clear and of high quality.

  The following conditions can cause the software to not convert the document successfully:

  - The text on the original is faint or wrinkled.
  - The text is too small.
  - The structure of the document is too complex.
  - The text is tightly spaced. For example, if the text that the software converts has missing or combined characters, "rn" might appear as "m."
  - The text is on a colored background. Colored backgrounds can cause images in the foreground to blend too much.

- **Choose the correct profile.**

  Be sure to select a shortcut or preset that allows scanning as editable text. These options use scan settings designed to maximize the quality of your OCR scan.

  Windows: Use the **Save as Editable Text (OCR)** or **Save as PDF** shortcuts.

- **Save your file in the correct format.**

  If you want to extract just the text from the document, without any of the formatting of the original, select a plain text format, such as **Text (.txt)** or **TXT**.

  If you want to extract the text, as well as some of the formatting of the original, select Rich Text Format, such as **Rich Text (.rtf)** or **RTF**, or searchable PDF format, such as **Searchable PDF (.pdf)** or **Searchable PDF** .

Create a new scan shortcut (Windows)

You can create your own scan shortcut to make scanning easier. For example, you might want to regularly scan and save photos in PNG format, rather than JPEG.

1. Load the original into the document feeder or on the scanner glass. For information about how to load paper, see Load paper
2. Open the HP printer software. For more information, see Open the HP printer software (Windows).
3. In the printer software, click **Scan a Document or Photo** .
4. Click **Create New Scan Shortcut** .
5. Enter a descriptive name, choose an existing shortcut on which to base your new shortcut, and then click **Create** .

   For example, if you are creating a new shortcut for photos, choose either **Save as JPEG** or **Email as JPEG** . This makes available the options for working with graphics when scanning.
6. Change the settings for your new shortcut to meet your needs, and then click the save icon to the right of the shortcut.

NOTE: The initial screen allows you to review and modify basic settings. Click the **More** link at the top right corner of the Scan dialog box to review and modify detailed settings.

For more information, see Change scan settings (Windows) .

Change scan settings (Windows)

You can modify any of the scan settings either for a singular use or save the changes to use permanently. These settings include options such as page size and orientation, scan resolution, contrast, and the folder location for saved scans.

1. Load the original into the document feeder or on the scanner glass. For information about how to load paper, see Load paper
2. Open the HP printer software. For more information, see Open the HP printer software (Windows)
3. In the printer software, click **Scan a Document or Photo** .
4. Click the **More** link in the top right corner of the HP Scan dialog.

   The detailed settings pane appears on the right. The left column summarizes the current settings for each section. The right column allows you to change the settings in the highlighted section.
5. Click each section at the left of the detailed settings pane to review the settings in that section.

   You can review and change most settings using drop-down menus.

   Some settings allow greater flexibility by displaying a new pane. These are indicated by a + (plus sign) at the right of the setting. You must either accept or cancel any changes on this pane to return to the detailed settings pane.
6. When you have finished changing settings, do one of the following.
   - Click **Scan** . You are prompted to save or reject the changes to the shortcut after the scan is finished.
   - Click the save icon to the right of the shortcut. It saves the changes into the shortcut so that you can reuse them. Otherwise, the changes only affect the current scan. Then click **Scan** .

Scan using Webscan

Webscan is a feature of the embedded web server that lets you scan photos and documents from your printer to your computer using a web browser.

This feature is available even if you did not install the printer software on your computer.

For more information, see Embedded web server.

NOTE: By default, Webscan is off. You can enable this feature from the EWS.

If you are unable to open Webscan in the EWS, your network administrator might have turned it off. For more information, contact your network administrator or the person who set up your network.

To enable Webscan

1. Open the embedded web server. For more information, see Embedded web server.
2. Click the **Settings** tab.
3. In the **Security** section, click **Administrator Settings**.
4. Select **Webscan from EWS** to enable Webscan.
5. Click **Apply**.

To scan using Webscan

Scanning using Webscan offers basic scan options. For additional scan options or functionality, scan from the HP printer software.

1. Load the original into the document feeder or on the scanner glass. For information about how to load paper, see Load paper.
2. Open the embedded web server. For more information, see Embedded web server.
3. Click the **Scan** tab.
4. Click **Webscan** in the left pane, change any settings, and then click **Start Scan** .

Tips for copy and scan success

Use the following tips to copy and scan successfully:

- Keep the glass and the back of the lid clean. The scanner interprets anything it detects on the glass as part of the image.
- Load your original print-side down on the scanner glass and align it with the marking on the rear left corner of the glass.
- To make a large copy of a small original, scan the original into the computer, resize the image in the scanning software, and then print a copy of the enlarged image.
- If you want to adjust scan size, output type, scan resolution, or file type, and so on, start scan from the printer software.
- To avoid incorrect or missing scanned text, make sure the brightness is set appropriately in the software.
- If you want to scan a document with several pages into one file instead of multiple files, start the scan with the printer software instead of selecting **Scan** from the printer display, or use document feeder to scan .
- If you scan from a mobile camera, make sure to scan in a well-lit area so that the original has good contrast with the surface it is lying on.

8 Fax

You can use the printer to send and receive faxes, including color faxes. You can schedule faxes to be sent at a later time within 24 hours and set up phone book contacts to send faxes quickly and easily to frequently used numbers. From the printer control panel, you can also set a number of fax options, such as resolution and the contrast between lightness and darkness on the faxes you send.

NOTE: Before you begin faxing, make sure you have set up the printer correctly for faxing. You can verify the fax is set up correctly by running the fax setup test from the printer control panel.

- Send a fax
- Receive a fax
- Set up phone book contacts
- Change fax settings
- Fax and digital phone services
- Fax on Voice over Internet Protocol
- Use reports
- Additional fax setup

Send a fax

You can send a fax in a variety of ways, depending on your situation or need.

- Send a standard fax
- Send a standard fax from the computer
- Send a fax from a phone
- Send a fax using monitor dialing
- Send a fax using printer memory
- Send a fax to multiple recipients
- Send a fax in Error Correction Mode

Send a standard fax

You can send a single-page fax, multiple-page fax, black-and-white fax or color fax by using the printer control panel.

NOTE: Send single-page faxes by placing the original on the glass. Send multiple page faxes using the document feeder.

NOTE: If you need printed confirmation that your faxes were successfully sent, fax confirmation must be enabled.

To send a standard fax from the printer control panel

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. From the printer control panel display, touch **Fax** .
3. Touch **Send Now**.
4. Enter the fax number by using the keypad or by selecting from the phone book.

   TIP: To add a pause in the fax number you are entering, touch ***** repeatedly, until a dash (**-**) appears on the display.

5. Touch **Send** .

   TIP: By default, the printer is set to send a black-and-white fax. If you want to send a color fax, touch (**Fax Settings**) to change the default color.

   If the printer detects an original loaded in the document feeder, it sends the document to the number you entered.

   TIP: If the recipient reports issues with the quality of the fax, try changing the resolution or contrast of your fax.

Send a standard fax from the computer

You can fax a document directly from your computer without printing it first.

To use this feature, make sure you have installed the HP printer software on your computer, the printer is connected to a working telephone line, and the fax function is set up and functioning correctly.

To send a standard fax from the computer (Windows)

1. Open the document on your computer that you want to fax.
2. On the **File** menu in your software application, click **Print**.
3. From the **Name** list, select the printer that has **"fax"** in the name.
4. To change settings (such as selecting to send the document as a black fax or a color fax), click the button that opens the **Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. After you have changed any settings, click **OK**.
6. Click **Print** or **OK**.
7. Enter the fax number and other information for the recipient, change any further settings for the fax, and then click **Send Fax**. The printer begins dialing the fax number and faxing the document.

Send a fax from a phone

You can send a fax using your telephone extension. This allows you to talk with the intended recipient before sending the fax.

To send a fax from an extension phone

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. Dial the number by using the keypad on the phone that is connected to the printer.

   If the recipient answers the telephone, inform the recipient that they should receive the fax on their fax machine after they hear fax tones. If a fax machine answers the call, you will hear fax tones from the receiving fax machine.
3. From the printer control panel display, touch **Fax** .
4. Touch **Send Now**.
5. When you are ready to send the fax, touch **Send** .

TIP: By default, the printer is set to send a black-and-white fax. If you want to send a color fax, touch (**Fax Settings**) to change the default color.

The telephone is silent while the fax is transmitting. If you want to speak to the recipient later, remain on the line until the transmission is complete. If you were finished talking to the recipient, you can hang up the telephone as soon as the fax begins transmitting.

Send a fax using monitor dialing

When you send a fax using monitor dialing, you can hear the dial tones, telephone prompts, or other sounds through the speakers on the printer. This enables you to respond to prompts while dialing, as well as control the pace of your dialing.

TIP: If you are using a calling card and do not enter your PIN fast enough, the printer might start sending fax tones too soon and cause your PIN not to be recognized by the calling card service. If this is the case, create a phone book contact to store the PIN for your calling card.

NOTE: Make sure the volume is turned on to hear a dial tone.

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

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. From the printer control panel display, touch **Fax** .
3. Touch **Send Now**.
4. Touch **Send** .

   TIP: By default, the printer is set to send a black-and-white fax. If you want to send a color fax, touch (**Fax Settings**) to change the default color.
5. When you hear the dial tone, enter the number by using the keypad on the printer control panel.
6. Follow any prompts that might occur.

   TIP: If you are using a calling card to send a fax and you have your calling card PIN stored as a phone book contact, when prompted to enter your PIN, touch (**Phone Book**), and then touch **Local Phone Book** to select the phone book contact where you have your PIN stored.

   Your fax is sent when the receiving fax machine answers.

Send a fax using printer memory

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

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

To send a fax using printer memory

1. Ensure that **Scan and Fax Method** is turned on.
   a. From the printer control panel display, touch **Fax** .
   b. Touch **Setup** , and then touch **Preferences** .
   c. Touch **Scan and Fax Method** to turn it on.
2. Load your original print-side down on the scanner glass or print-side up in the document feeder.
3. From the printer control panel display, touch **Fax** .
4. Touch **Send Now**.

5. Enter the fax number by using the keypad.

   Or touch (**Phone Book**), and then touch **Local Phone Book** or **Call History** to select a number or group to dial.

6. Touch **Send** .

   The printer scans the originals into memory and sends the fax when the receiving fax machine is available.

Send a fax to multiple recipients

You can send a fax to multiple recipients by creating a group phone book contact made up of two or more individual recipients.

To send a fax to multiple recipients using group phone book

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. From the printer control panel display, touch **Fax** .
3. Touch **Send Now**.
4. Touch (**Phone Book**), and then touch **Local Phone Book** .
5. Touch and select (**Group**) to switch to the group phone book.
6. Touch the name of the group that you want to send.
7. Touch **Send** .

   Printer sends the document to all the numbers in the selected group.

TIP: If the recipient reports issues with the quality of the fax, try changing the resolution or contrast of your fax.

Send a fax in Error Correction Mode

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

If you turn ECM off:

- The quality and transmission speed of faxes you send and receive are affected.
- The **Speed** is automatically set to **Medium** .
- You can no longer send or receive faxes in color.

To change the ECM setting from the control panel

1. From the printer control panel display, touch **Fax** .
2. Touch **Setup** .
3. Touch **Preferences** .
4. Scroll to **Error Correction Mode** to touch to turn the feature on or off.

Receive a fax

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

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

NOTE: If you are copying a document when a fax arrives, the fax is stored in the printer memory until the copying finishes.

- Receive a fax manually
- Set up backup fax
- Reprint received faxes from memory
- Forward faxes to another number
- Set automatic reduction for incoming faxes
- Block unwanted fax numbers
- Receive faxes using HP Digital Fax

Receive a fax manually

When you are on the phone, the person you are speaking with can send you a fax while you are still connected. You can pick up the handset to talk or listen for fax tones.

You can receive faxes manually from a phone that is directly connected to the port labeled  on the back of the printer.

To receive a fax manually

1. Make sure the printer is turned on and you have paper loaded in the input tray.
2. Remove any originals from the document feeder tray.
3. Set the **Rings to Answer** setting to a high number to allow you to answer the incoming call before the printer answers. Or, turn off the **Auto Answer** setting so that the printer does not automatically answer incoming calls.
4. If you are currently on the phone with the sender, instruct the sender to press **Send** on their fax machine.
5. Do the following when you hear fax tones from a sending fax machine.
   a. From the printer control panel display, touch **Accept** to receive the fax.
   b. After the printer begins to receive the fax, you can hang up the phone or remain on the line. The phone line is silent during fax transmission.

Set up backup fax

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

To set backup fax from the printer control panel

1. From the printer control panel display, touch **Fax** .
2. Touch **Setup** .
3. Touch **Preferences** .
4. Touch **Backup Fax Reception**.
5. Touch the required setting.

On	The default setting. When **Backup fax** is **On** , the printer stores all received faxes in memory. This enables you to reprint up to 30 of the most recently printed faxes if they are still saved in memory. **NOTE:** When printer memory is low, it overwrites the oldest, printed faxes as it receives new faxes. If the memory becomes full of unprinted faxes, the printer stops answering incoming fax calls. **NOTE:** If you receive a fax that is too large, such as a very detailed color photo, it might not be stored in memory due to memory limitations.
On Error Only	Causes the printer to store faxes in memory only if an error condition exists that prevents the printer from printing the faxes (for example, if the printer runs out of paper). The printer continues to store incoming faxes as long as there is memory available. (If the memory becomes full, the printer stops answering incoming fax calls.) When the error condition is resolved, the faxes stored in memory print automatically, and then they are deleted from memory.
Off	Faxes are never stored in memory. For example, you might want to turn off **Backup fax** for security purposes. If an error condition occurs that prevents the printer from printing (for example, the printer runs out of paper), the printer stops answering incoming fax calls.

Reprint received faxes from memory

The received faxes that are not printed are stored in memory.

NOTE: After the memory becomes full, the printer cannot receive the new fax until you print or delete the faxes from memory. You might also want to delete the faxes in memory for security or privacy purposes.

You can reprint up to 30 of the most recently printed faxes, if they are still in memory. For example, you might need to reprint your faxes if you lost the copy of your last printout.

To reprint faxes in memory from the printer control panel

1. Make sure you have loaded paper in the input tray. For more information, see Load paper.
2. From the printer control panel display, touch **Fax** .

3. Touch **Reprint**.

   The faxes are printed in the reverse order from which they were received with the most recently received fax printed first, and so on.

4. Touch to select a fax, and then touch **Print**.

   If you want to stop reprinting the faxes in memory, touch ✕ (Cancel).

Forward faxes to another number

You can set up the printer to forward your faxes to another fax number. All faxes are forwarded in black and white, regardless of how they were originally sent.

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

To forward faxes from the printer control panel

1. From the printer control panel display, touch **Fax** .
2. Touch **Setup** .
3. Touch **Preferences** .
4. Touch **Fax Forwarding**.
5. Touch **On (Print and Forward)** to print and forward the fax, or select **On (Forward)** to forward the fax.

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

6. At the prompt, enter the number of the fax machine intended to receive the forwarded faxes, and then touch **Done** . Enter the required information for each of the following prompts: start date, start time, end date, and end time.
7. Fax forwarding is activated. Touch **OK** to confirm.

   If the printer loses power when fax forwarding is set up, it saves the fax forwarding setting and phone number. When the power is restored to the printer, the fax forwarding setting is still **On** .

> **NOTE:** You can cancel fax forwarding by selecting **Off** from the **Fax Forwarding** menu.

Set automatic reduction for incoming faxes

The **Automatic Reduction** setting determines what the printer does if it receives a fax that is too large for the loaded paper size. This setting is turned on by default, so the image of the incoming fax is reduced to fit on one page, if possible. If this feature is turned off, information that does not fit on the first page is printed on a second page. **Automatic Reduction** is useful when you receive a fax larger than A4/Letter-size fax and A4/Letter-size paper is loaded in the input tray.

To set automatic reduction from the printer control panel

1. From the printer control panel display, touch **Fax** .
2. Touch **Setup** .

3. Touch **Preferences** .
4. Scroll to **Automatic Reduction** and touch to turn the feature on or off.

Block unwanted fax numbers

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

NOTE: This feature is not supported in all countries/regions. If it is not supported in your country/region, **Junk Fax Blocking** does not appear in the **Preferences** menu.

NOTE: If no phone numbers are added in the Caller ID list, it is assumed that you are not subscribed to a Caller ID service.

You can block specific fax numbers by adding them to the junk fax list, unblock these numbers by removing them from the junk fax list, and print a list of blocked junk fax numbers.

To add a number to the junk fax list

1. From the printer control panel display, touch **Fax** .
2. Touch **Setup** .
3. Touch **Preferences** .
4. Touch **Junk Fax Blocking** .
5. Touch (**Plus Sign**).
6. Do one of the following:
   - To select a fax number to block from the call history list, touch (**Call History**).
   - Manually enter a fax number to block, and touch **Done**.

NOTE: Make sure you enter the fax number as it appears on the control panel display, and not the fax number that appears on the fax header of the received fax, as these numbers can be different.

To remove numbers from the junk fax list

1. From the printer control panel display, touch **Fax** .
2. Touch **Setup** .
3. Touch **Preferences** .
4. Touch **Junk Fax Blocking** .
5. Touch the number you want to remove, and then touch **Remove**.

To print a junk fax list

1. From the printer control panel display, touch **Fax** .
2. Touch **Setup** , and then touch **Reports** .
3. Touch **Print Fax Reports** .
4. Touch **Junk Fax Report**.
5. Touch **Print** to begin printing.

Receive faxes using HP Digital Fax

You can use HP Digitial Fax to automatically receive faxes and save them directly to your computer. This saves paper and ink.

Received faxes are saved as TIFF (Tagged Image File Format) or PDF (Portable Document Format).

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

NOTE: Fax to Computer is available for receiving black-and-white faxes only. Color faxes will be printed.

HP Digital Fax requirements

- The destination folder of the computer must be available at all times. Faxes will not be saved if the computer is asleep or in hibernate mode.
- Paper must be loaded in the input tray. For more information, see Load paper.

To set up or modify HP Digital Fax (Windows)

1. Open the HP printer software. For more information, see Open the HP printer software (Windows).
2. Click **Print, Scan & Fax** , and then click **Fax**.
3. Click **Digital Fax Setup Wizard** .
4. Follow the onscreen instructions.

To turn off HP Digital Fax

1. From the printer control panel display, touch **Fax** .
2. Touch **Setup** .
3. Touch **Preferences** and then touch **HP Digital Fax**.
4. Touch **Turn Off HP Digital Fax**.
5. Touch **Yes**.

Set up phone book contacts

You can set up frequently used fax numbers as phone book contacts. This lets you quickly dial those numbers using the printer control panel.

TIP: In addition to creating and managing phone book contacts from the printer control panel, you can also use tools available on your computer, such as the HP printer software and the printer EWS. For more information, see Printer management tools.

- Create and edit a phone book contact
- Create and edit a group phone book contact
- Delete phone book contacts

Create and edit a phone book contact

You can store fax numbers as phone book contacts.

To set up phone book contacts

1. From the printer control panel display, touch **Fax** .
2. Touch **Phone Book** .
3. Touch (**Plus Sign**) to add a contact.
4. Touch **Name**, and then enter the name of the phone book contact, and then touch **Done** .
5. Touch **Fax Number**, and then enter the fax number for the phone book contact, and then touch **Done** .

   NOTE: Be sure to include any pauses or other required numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix.

6. Touch **Add**.

To change phone book contacts

1. From the printer control panel display, touch **Fax** .
2. Touch **Phone Book** .
3. Touch the phone book contact that you want to edit.
4. Touch **Name** and then edit the name of the Phone Book contact, and then touch **Done** .
5. Touch **Fax Number** and edit the fax number for the phone book contact, and then touch **Done** .

   NOTE: Be sure to include any pauses or other required numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix.

6. Touch **Done** .

Create and edit a group phone book contact

You can store groups of fax numbers as group phone book contacts.

To set up group phone book contacts

NOTE: Before you can create a group phone book contact, you must have already created at least one phone book contact.

1. From the printer control panel display, touch **Fax** .
2. Touch **Phone Book** , then touch and select (**Group**) to switch to the group phone book.
3. Touch (**Plus Sign**) to add a group.
4. Touch **Name**, and then enter the name of the group, and then touch **Done** .
5. Touch **Number of Members**, select the phone book contacts you want to include in this group, and then touch **Select**.
6. Touch **Create**.

To change group phone book contacts

1. From the printer control panel display, touch **Fax** .
2. Touch **Phone Book** , then touch and select (**Group**) to switch to the group phone book.
3. Touch the group phone book contact that you want to edit.
4. Touch **Name** and then edit the name of the group phone book contact, and then touch **Done** .
5. Touch **Number of Members**.
6. If you want to add a contact to the group, touch (**Plus Sign**). Touch a contact name, and then touch **Select**.

NOTE: If you want to remove a contact from the group, touch to deselect the contact.

7. Touch **Done** .

Delete phone book contacts

You can delete phone book contacts or group phone book contacts.

To delete phone book contacts

1. From the printer control panel display, touch **Fax** .
2. Touch **Phone Book** .
3. Touch the name of the phone book contact you want to delete.
4. Touch **Delete**.
5. Touch **Yes** to confirm.

To delete group phone book contacts

1. From the printer control panel display, touch **Fax** .
2. Touch **Phone Book** , then touch and select (**Group**) to switch to the group phone book.

3. Touch the name of the phone book contact you want to delete.
4. Touch **Delete**.
5. Touch **Yes** to confirm.

Change fax settings

After completing the steps in the Reference Guide that came with the printer, use the following steps to change the initial settings or to configure other options for faxing.

- Configure the fax header
- Set the answer mode (Auto answer)
- Set the number of rings before answering
- Change the answer ring pattern for distinctive ring
- Set the dial type
- Set the redial options
- Set the fax speed
- Set the fax sound volume

Configure the fax header

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

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

To set or change the fax header

1. From the printer control panel display, touch **Fax** .
2. Touch **Setup** , and then touch **Preferences** .
3. Touch **Fax Header**.
4. Enter your personal or company name, and then touch **Done** .
5. Enter your fax number, and then touch **Done** .

Set the answer mode (Auto answer)

The answer mode determines whether the printer answers incoming calls.

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

To set the answer mode

1. From the printer control panel display, touch **Fax** .
2. Touch **Setup** , and then touch **Preferences** .
3. Touch **Auto Answer** to turn it on or off.

TIP: You may also access this feature by pressing (the **Fax Status** button) on the Dashboard.

Set the number of rings before answering

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

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

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

To set the number of rings before answering

1. From the printer control panel display, touch **Fax** .
2. Touch **Setup** , and then touch **Preferences** .
3. Touch **Rings to Answer** .
4. Touch to set the number of rings.
5. Touch **Done** .

Change the answer ring pattern for distinctive ring

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

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

TIP: You can also use the Ring Pattern Detection feature in the printer control panel to set distinctive ring. With this feature, the printer recognizes and records the ring pattern of an incoming call and, based on this call, automatically determines the distinctive ring pattern assigned by your telephone company to fax calls.

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

NOTE: The printer cannot receive faxes when the main phone number is off the hook.

To change the answer ring pattern for distinctive ring

1. Ensure that the printer is set to answer fax calls automatically.

   For more information, see Set the answer mode (Auto answer).
2. From the printer control panel display, touch **Fax** .
3. Touch **Setup** , and then select **Preferences** .

4. Touch **Distinctive Ring** .

5. Touch one ring pattern and then follow the onscreen instruction.

NOTE: If you are using a PBX phone system that has different ring patterns for internal and external calls, you must call the fax number from an external number.

Set the dial type

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

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

To set the dial type

1. From the printer control panel display, touch **Fax** .
2. Touch **Setup** , and then touch **Preferences** .
3. Touch **Dial Type**.
4. Touch to select **Tone** or **Pulse**.

Set the redial options

If the printer was unable to send a fax because the receiving fax machine did not answer or was busy, the printer attempts to redial based on the settings for the redial options. Use the following procedure to turn the options on or off:

- **Busy Redial** : If this option is turned on, the printer redials automatically if it receives a busy signal. The default is **On** .
- **No Answer Redial** : If this option is turned on, the printer redials automatically if the receiving fax machine does not answer. The default is **Off** .
- **Connection Problem Redial** : If this option is turned on, the printer redials automatically if there has been a problem connecting with the receiving fax machine. Connection problem redial works only for sending faxes from memory. The default is **On** .

To set the redial options

1. From the printer control panel display, touch **Fax** .
2. Touch **Setup** , and then touch **Preferences** .
3. Touch **Auto Redial** .
4. Touch **Busy Redial** , **No Answer Redial** , or **Connection Problem Redial** to switch it on or off.

Set the fax speed

You can set the fax speed used to communicate between your printer and other fax machines when sending and receiving faxes.

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

- An Internet phone service
- A PBX (private branch exchange) system
- Fax on Voice over Internet Protocol (VoIP)
- An integrated services digital network (ISDN) service

If you experience problems sending and receiving faxes, try using a slower **Speed** . The following table provides the available fax speed settings.

Fax speed setting	Fax speed
Fast	v.34 (33600 bps)
Medium	v.17 (14400 bps)
Slow	v.29 (9600 bps)

To set the fax speed

1. From the printer control panel display, touch **Fax** .
2. Touch **Setup** , and then touch **Preferences** .
3. Touch **Speed** .
4. Touch to select an option.

Set the fax sound volume

You can change the volume of fax sounds.

To set the fax sound volume

1. From the printer control panel display, touch **Fax** .
2. Touch **Setup** , and then touch **Preferences** .
3. Touch **Fax Volume**.
4. Touch to select **Soft**, **Loud**, or **Off** .

TIP: You may also access this feature by pressing (the **Fax Status** button) on the Dashboard.

Fax and digital phone services

Many telephone companies provide their customers with digital phone services, such as the following:

- DSL: A Digital subscriber line (DSL) service through your telephone company. (DSL might be called ADSL in your country/region.)
- PBX: A private branch exchange (PBX) phone system.
- ISDN: An integrated services digital network (ISDN) system.
- VoIP: A low-cost phone service that allows you to send and receive faxes with your printer by using the Internet. This method is called Fax on Voice over Internet Protocol (VoIP).

  For more information, see Fax on Voice over Internet Protocol.

HP printers are designed specifically for use with traditional analog phone services. If you are in a digital phone environment (such as DSL/ADSL, PBX, or ISDN), you might need to use digital-to-analog filters or converters when setting up the printer for faxing.

NOTE: HP does not guarantee that the printer will be compatible with all digital service lines or providers, in all digital environments, or with all digital-to-analog converters. It is always recommended that you discuss with the telephone company directly for the correct setup options based on their line services provided.

Fax on Voice over Internet Protocol

You might be able to subscribe to a low cost phone service that allows you to send and receive faxes with your printer by using the Internet. This method is called Fax on Voice over Internet Protocol (VoIP).

The following are indications you probably use a VoIP service:

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

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

TIP: Support for traditional fax transmission over any Internet protocol telephone systems are often limited. If you experience problems faxing, try using a slower fax speed or disabling the fax error-correction mode (ECM). However, if you turn off ECM, you cannot send and receive color faxes.

If you have questions about Internet faxing, contact your Internet faxing services support department or your local service provider for further assistance.

Use reports

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

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

NOTE: If the reports are not legible, you can check the estimated ink levels from the control panel or the HP software. For more information, see Check the estimated ink levels.

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 cartridges until the print quality becomes unacceptable.

NOTE: Ensure that the printheads and cartridges are in good conditions and installed properly. For more information, see Manage cartridges.

This section contains the following topics:

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

Print fax confirmation reports

You can print a confirmation report either when a fax is sent, or when any fax is sent or received. The default setting is **On (Fax Send)**. When turned off, a confirmation message appears briefly on the control panel after each fax is sent or received.

To enable fax confirmation

1. From the printer control panel display, touch **Fax** .
2. Touch **Setup** .
3. Touch **Reports** and touch **Fax Confirmation** .
4. Touch to select one of the following options.

On (Fax Send)	Prints a fax confirmation report for every fax you send.
On (Fax Receive)	Prints a fax confirmation report for every fax you receive.

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

To include an image of the fax on the report

1. From the printer control panel display, touch **Fax** .
2. Touch **Setup** .
3. Touch **Reports** and touch **Fax Confirmation** .
4. Touch **On (Fax Send)** or **On (Fax Send and Fax Receive)** .
5. Touch **Fax confirmation with image**.

Print fax error reports

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

To set the printer to print fax error reports automatically

1. From the printer control panel display, touch **Fax** .
2. Touch **Setup** .
3. Touch **Reports** and touch **Fax Error Reports**.
4. Touch to select one of the following.

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

Print and view the fax log

You can print a log of faxes that have been received and sent by the printer.

To print the fax log from the printer control panel

1. From the printer control panel display, touch **Fax** .
2. Touch **Setup** , and then touch **Reports** .
3. Touch **Print Fax Reports** .
4. Touch **Last 30 Transactions Fax Logs** .
5. Touch **Print** to begin printing.

Clear the fax log

Clearing the fax log also deletes all faxes stored in memory.

To clear the fax log

1. From the printer control panel display, touch **Fax** .
2. Touch **Setup** , and then touch **Tools**.
3. Touch **Clear Fax Logs/Memory**.

Print the details of the last fax transaction

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

To print the Last Fax Transaction report

1. From the printer control panel display, touch **Fax** .
2. Touch **Setup** , and then touch **Reports** .
3. Touch **Print Fax Reports** .
4. Touch **Last Transaction Log**.
5. Touch **Print** to begin printing.

Print a Caller ID Report

You can print a list of Caller ID fax numbers.

To print a Caller ID History Report

1. From the printer control panel display, touch **Fax** .
2. Touch **Setup** , and then touch **Reports** .
3. Touch **Print Fax Reports** .
4. Touch **Caller ID Report**.
5. Touch **Print** to begin printing.

View the Call History

You can view a list of all the calls placed from the printer.

NOTE: You cannot print the call history.

To view the call history

1. From the printer control panel display, touch **Fax** .
2. Touch **Send Now**.

3. Touch (**Phone Book**).
4. Touch **Call History** .

Additional fax setup

After completing all the steps in the Getting Started Guide, use the instructions in this section to complete your fax setup. Keep your Getting Started Guide for later use.

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

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

This section contains the following topics:

- Set up faxing (parallel phone systems)
- Test fax setup

Set up faxing (parallel phone systems)

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

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

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

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

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

Countries/regions with a parallel-type phone system

Argentina	Australia	Brazil
Canada	Chile	China
Colombia	Greece	India
Indonesia	Ireland	Japan
Korea	Latin America	Malaysia
Mexico	Philippines	Poland
Portugal	Russia	Saudi Arabia
Singapore	Spain	Taiwan
Thailand	USA	Venezuela
Vietnam		

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

This section contains the following topics:

- Select the correct fax setup for your home or office
- Case A: Separate fax line (no voice calls received)
- Case B: Set up the printer with DSL
- Case C: Set up the printer with a PBX phone system or an ISDN line
- Case D: Fax with a distinctive ring service on the same line
- Case E: Shared voice/fax line
- Case F: Shared voice/fax line with voice mail
- Case G: Fax line shared with computer modem (no voice calls received)
- Case H: Shared voice/fax line with computer modem
- Case I: Shared voice/fax line with answering machine
- Case J: Shared voice/fax line with computer modem and answering machine
- Case K: Shared voice/fax line with computer dial-up modem and voice mail

Select the correct fax setup for your home or office

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

1. Determine if your telephone system is serial or parallel.

   For more information, see Set up faxing (parallel phone systems).

   a. Serial-type telephone system.

   b. Parallel-type telephone system—Go to step 2.

2. Select the combination of equipment and services sharing your fax line.

   - DSL: A Digital subscriber line (DSL) service through your telephone company. (DSL might be called ADSL in your country/region.)
   - PBX: A private branch exchange (PBX) phone system.
   - ISDN: An integrated services digital network (ISDN) system.
   - Distinctive ring service: A distinctive ring service through your telephone company provides multiple telephone numbers with different ring patterns.
   - Voice calls: Voice calls are received at the same phone number you use for fax calls on the printer.
   - Computer dial-up modem: A computer dial-up modem is on the same phone line as the printer. If you answer Yes to any of the following questions, you are using a computer dial-up modem:

- Do you send and receive faxes directly to and from your computer software applications through a dial-up connection?
- Do you send and receive email messages on your computer through a dial-up connection?
- Do you access the Internet from your computer through a dial-up connection?

- Answering machine: An answering machine that answers voice calls at the same phone number you use for fax calls on the printer.
- Voice mail service: A voice mail subscription through your telephone company at the same number you use for fax calls on the printer.

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

NOTE: If your home or office setup is not described in this section, set up the printer as you would a regular analog phone. Connect one end of the phone cord to your telephone wall and the other end to the port labeled on the back of the printer.

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

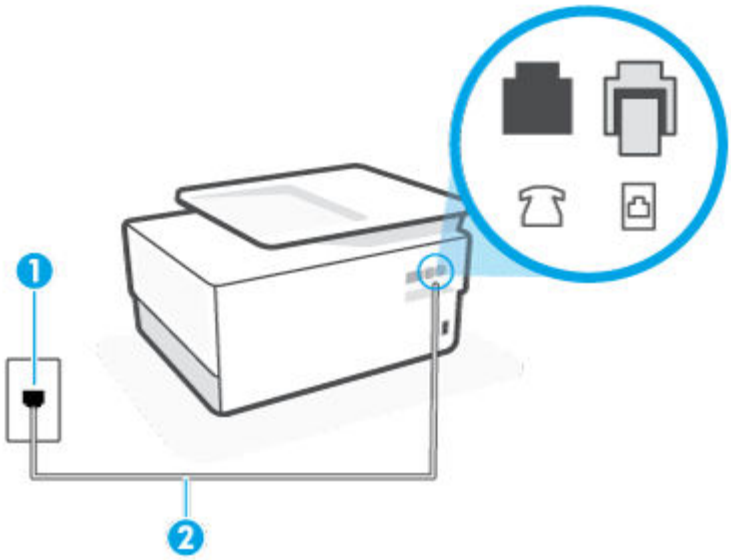
Other equipment or services sharing your fax line							Recommended fax setup
DSL	PBX	Distinctive ring service	Voice calls	Computer dial-up modem	Answering machine	Voice mail service	
							Case A: Separate fax line (no voice calls received)
✓							Case B: Set up the printer with DSL
	✓						Case C: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

Other equipment or services sharing your fax line							Recommended fax setup
DSL	PBX	Distinctive ring service	Voice calls	Computer dial-up modem	Answering machine	Voice mail service	
			✓	✓	✓		Case J: Shared voice/fax line with computer modem and answering machine
			✓	✓		✓	Case K: Shared voice/fax line with computer dial-up modem and voice mail

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

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

Figure 8-1 Back view of the printer



1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the port on the printer. You might need to connect the phone cord to your country/region adapter.

To set up the printer with a separate fax line

1. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled on the back of the printer.

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

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

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

4. Run a fax test.

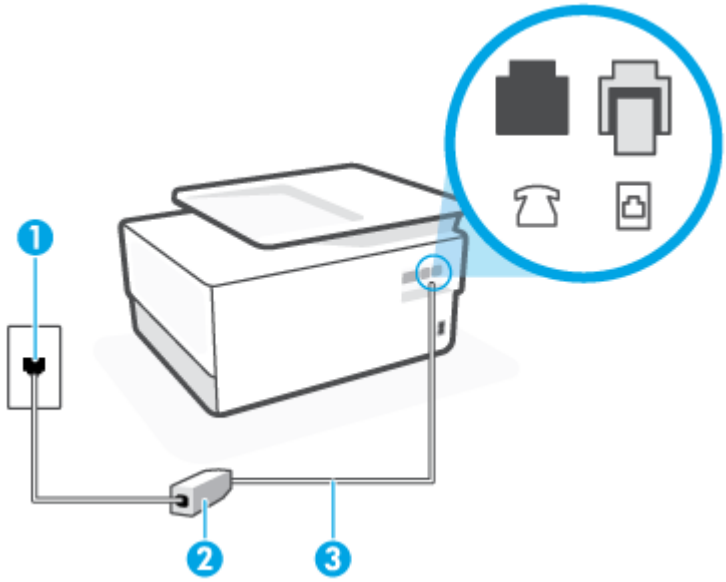
When the phone rings, the printer answers automatically after the number of rings you set in the **Rings to Answer** setting. The printer begins emitting fax reception tones to the sending fax machine and receives the fax.

Case B: Set up the printer with DSL

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

NOTE: If you have a DSL line and you do not connect the DSL filter, you cannot send and receive faxes with the printer.

Figure 8-2 Back view of the printer



1	Telephone wall jack.
2	DSL (or ADSL) filter and cord supplied by your DSL provider.
3	Use a minimum 26 AWG phone cord to connect to the port on the printer. You might need to connect the phone cord to your country/region adapter.

To set up the printer with DSL

1. Obtain a DSL filter from your DSL provider.
2. Connect one end of the phone cord to the DSL filter, and then connect the other end to the port labeled on the back of the printer.

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

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

You might need to obtain additional phone cords for this setup.

3. Connect an additional phone cord from the DSL filter to the telephone wall jack.
4. Run a fax test.

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

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

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

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

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

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

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

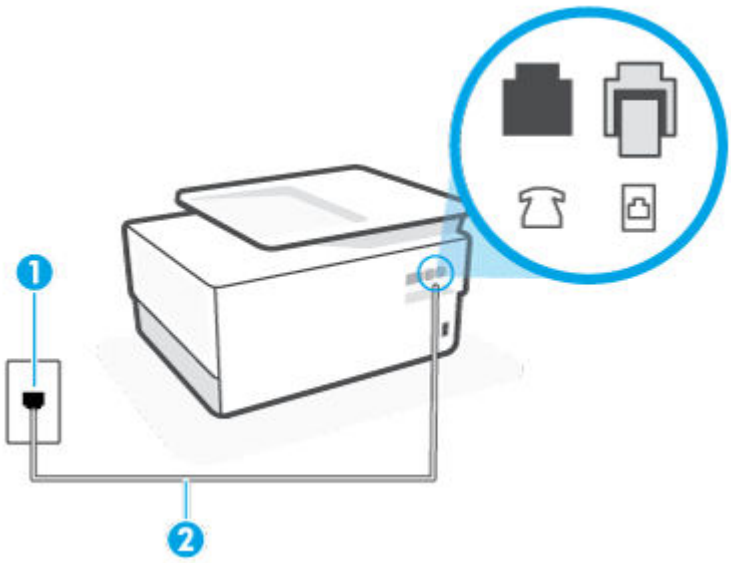
- If you are using a PBX phone system, dial the number for an outside line before dialing the fax number.
- You might need to connect the phone cord to your country/region adapter.

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

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

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

Figure 8-3 Back view of the printer



1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the port on the printer. You might need to connect the phone cord to your country/region adapter.

To set up the printer with a distinctive ring service

1. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled on the back of the printer.

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

2. Turn on the **Auto Answer** setting.
3. Change the **Distinctive Ring** setting to match the pattern that the telephone company assigned to your fax number.

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

   TIP: You can also use the Ring Pattern Detection feature in the printer control panel to set distinctive ring. With this feature, the printer recognizes and records the ring pattern of an incoming call and, based on this call, automatically determines the distinctive ring pattern assigned by your telephone company to fax calls. For more information, see Change the answer ring pattern for distinctive ring.

4. (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).
5. Run a fax test.

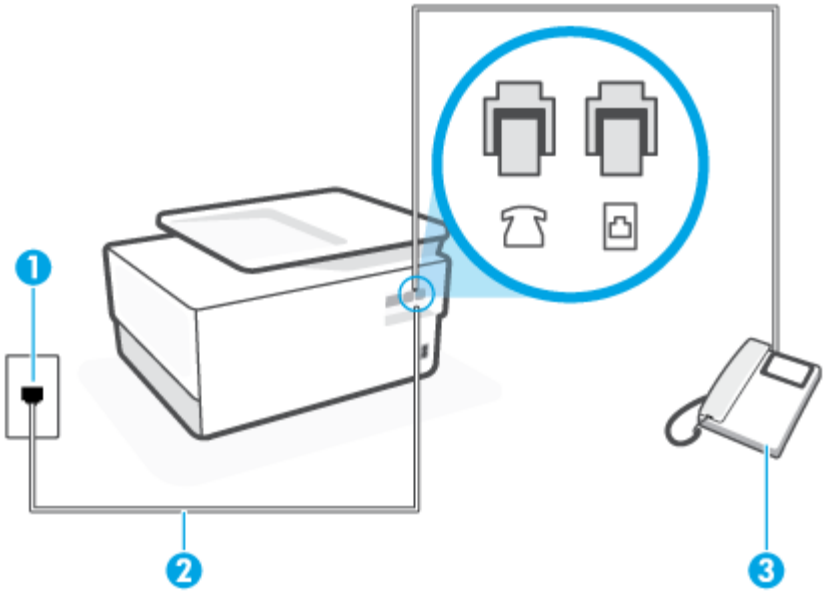
The printer automatically answers incoming calls that have the ring pattern you selected (**Distinctive Ring** setting) after the number of rings you selected (**Rings to Answer** setting). The printer begins emitting fax reception tones to the sending fax machine and receives the fax.

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

Case E: Shared voice/fax line

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

Figure 8-4 Back view of the printer



1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the port on the printer. You might need to connect the phone cord to your country/region adapter.
3	Telephone (optional).

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

1. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled on the back of the printer.

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

2. Do one of the following:

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

3. Now you need to decide how you want the printer to answer calls, automatically or manually:

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

4. Run a fax test.

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

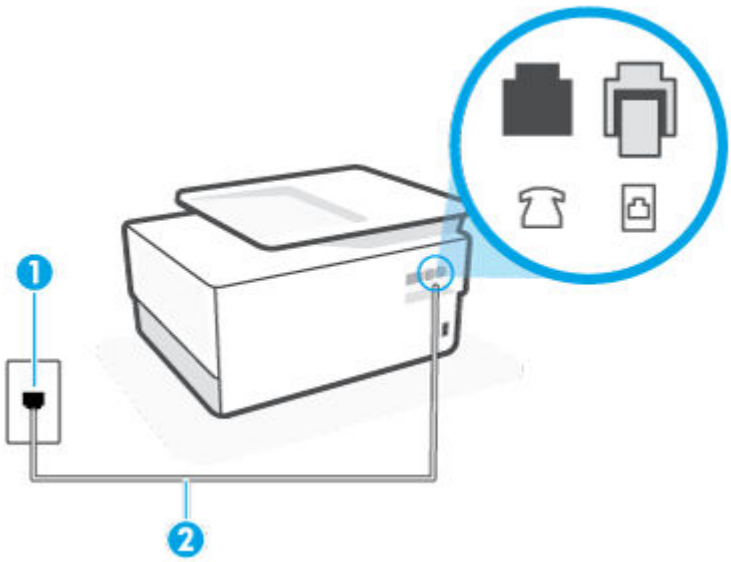
If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case F: Shared voice/fax line with voice mail

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

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

Figure 8-5 Back view of the printer



1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the port on the printer. You might need to connect the phone cord to your country/region adapter.

To set up the printer with voice mail

1. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled on the back of the printer.

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

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

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

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

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

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

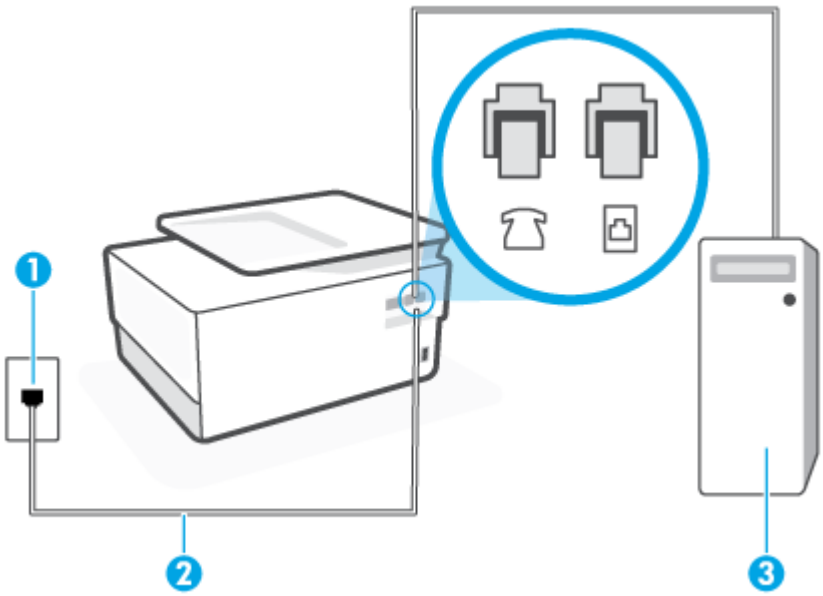
NOTE: If you have a computer dial-up modem, your computer dial-up modem shares the phone line with the printer. You cannot use both your modem and the printer simultaneously. For example, you cannot use the printer for faxing while you are using your computer dial-up modem to send an email or access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

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

Set up the printer with a computer dial-up modem

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

Figure 8-6 Back view of the printer



1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the port on the printer. You might need to connect the phone cord to your country/region adapter.
3	Computer with modem.

To set up the printer with a computer dial-up modem

1. Remove the white plug from the port labeled on the back of the printer.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled on the back of the printer.
3. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled on the back of the printer.

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

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

NOTE: If you do not turn off the automatic fax reception setting in your modem software, the printer cannot receive faxes.

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

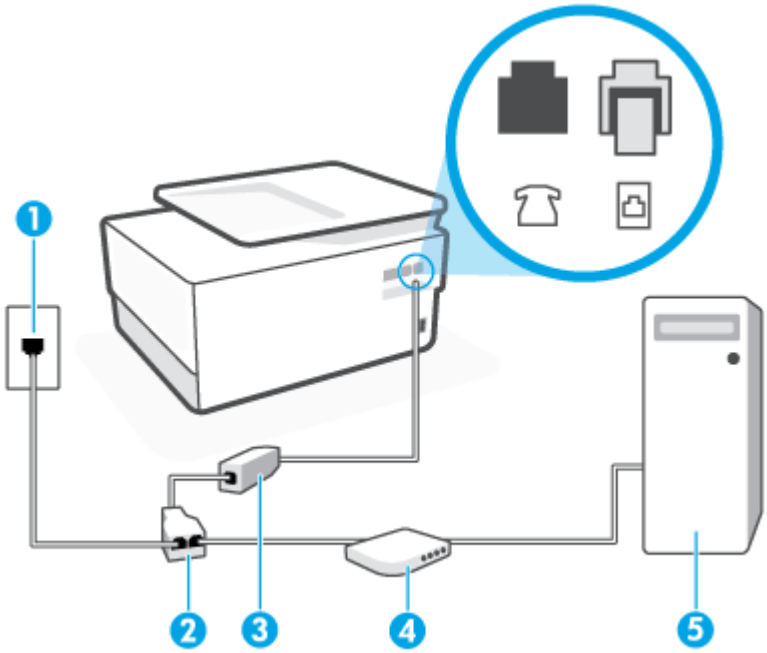
When the phone rings, the printer automatically answers after the number of rings you set in the **Rings to Answer** setting. The printer begins emitting fax reception tones to the sending fax machine and receives the fax.

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

Set up the printer with a computer DSL/ADSL modem

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

Figure 8-7 Back view of the printer



1	Telephone wall jack.
2	Parallel splitter.
3	DSL/ADSL filter. Connect one end of the phone cord to the port labeled on the back of the printer. Connect the other end of the cord to the DSL/ADSL filter. You might need to connect the phone cord to your country/region adapter.
4	Computer.
5	Computer DSL/ADSL modem.

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

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

1. Obtain a DSL filter from your DSL provider.
2. Connect one end of the phone cord to the DSL filter, and then connect the other end to the port labeled on the back of the printer.

   NOTE: You might need to connect the phone cord to your country/region adapter.
3. Connect the DSL filter to the parallel splitter.
4. Connect the DSL modem to the parallel splitter.

5. Connect the parallel splitter to the wall jack.

6. Run a fax test.

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

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

Case H: Shared voice/fax line with computer modem

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

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

Shared voice/fax with computer dial-up modem

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

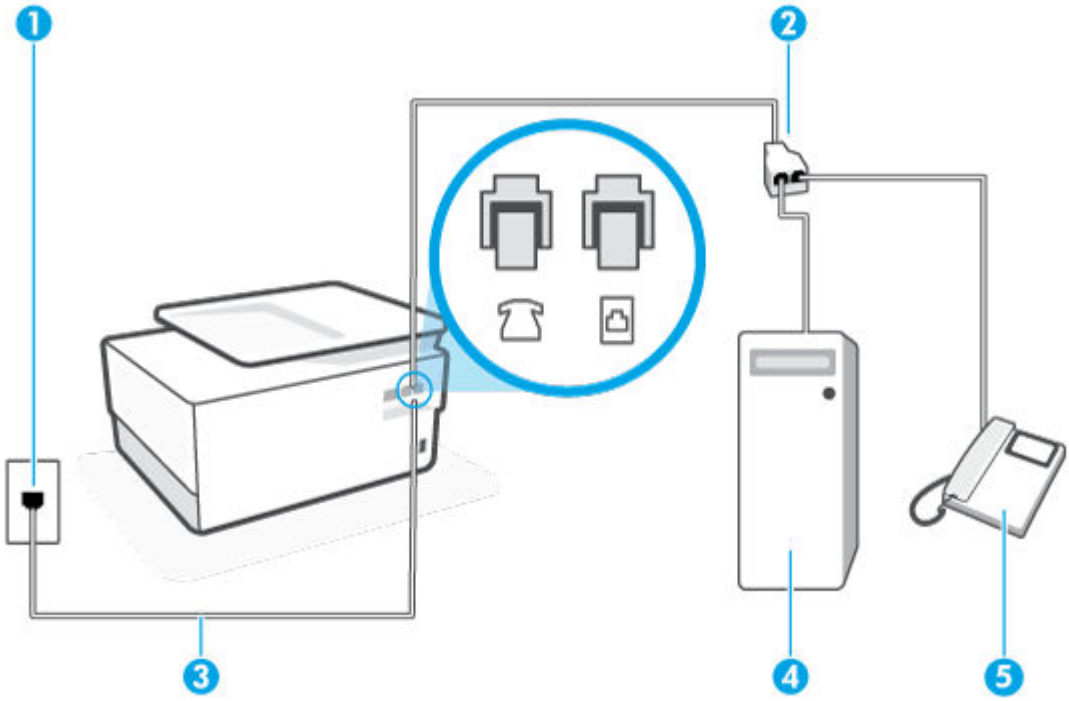
There are two different ways to set up the printer with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

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

Figure 8-8 Example of a parallel splitter



Figure 8-9 Back view of the printer



1	Telephone wall jack.
2	Parallel splitter.
3	Use a minimum 26 AWG phone cord to connect to the port on the printer.
4	Computer with modem.
5	Telephone.

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

1. Remove the white plug from the port labeled on the back of the printer.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled on the back of the printer.
3. Connect a phone to the "OUT" port on the back of your computer dial-up modem.
4. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled on the back of the printer.

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

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

NOTE: If you do not turn off the automatic fax reception setting in your modem software, the printer cannot receive faxes.

6. Now you need to decide how you want the printer to answer calls, automatically or manually:

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

7. Run a fax test.

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

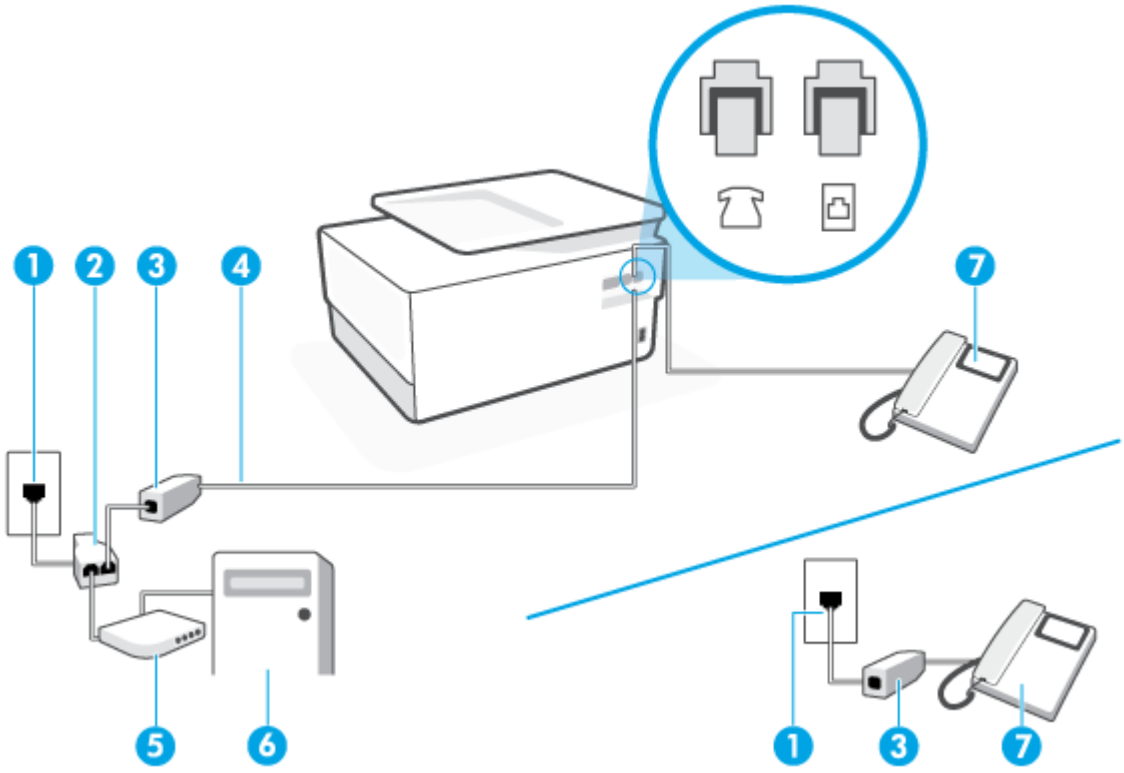
If you use your phone line for voice, fax, and your computer dial-up modem, follow these directions to set up your fax.

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

Shared voice/fax with computer DSL/ADSL modem

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

Figure 8-10 Back view of the printer



1	Telephone wall jack.
2	Parallel splitter.
3	DSL/ADSL filter.

4	Use a minimum 26 AWG phone cord to connect to the port on the printer. You might need to connect the phone cord to your country/region adapter.
5	DSL/ADSL modem.
6	Computer.
7	Telephone.

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

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

1. Obtain a DSL filter from your DSL provider.

   NOTE: Phones in other parts of the home/office sharing the same phone number with DSL service need to be connected to additional DSL filters to avoid noise when making voice calls.

2. Connect one end of the phone cord to the DSL filter, and then connect the other end to the port labeled on the back of the printer.

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

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

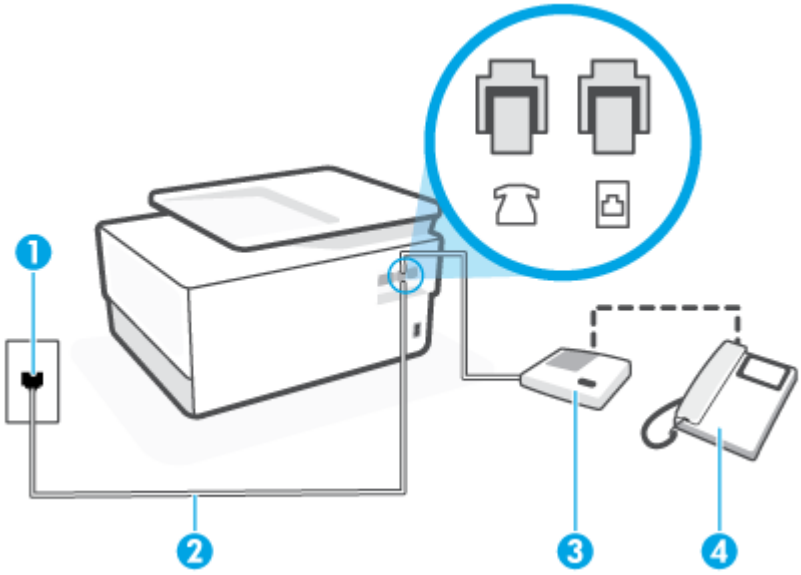
When the phone rings, the printer automatically answers after the number of rings you set in the **Rings to Answer** setting. The printer begins emitting fax reception tones to the sending fax machine and receives the fax.

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

Case I: Shared voice/fax line with answering machine

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

Figure 8-11 Back view of the printer



1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the port on the printer. You might need to connect the phone cord to your country/region adapter.
3	Answering machine.
4	Telephone (optional).

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

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

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

3. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled on the back of the printer.

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

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

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

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

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

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

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

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

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

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

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

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

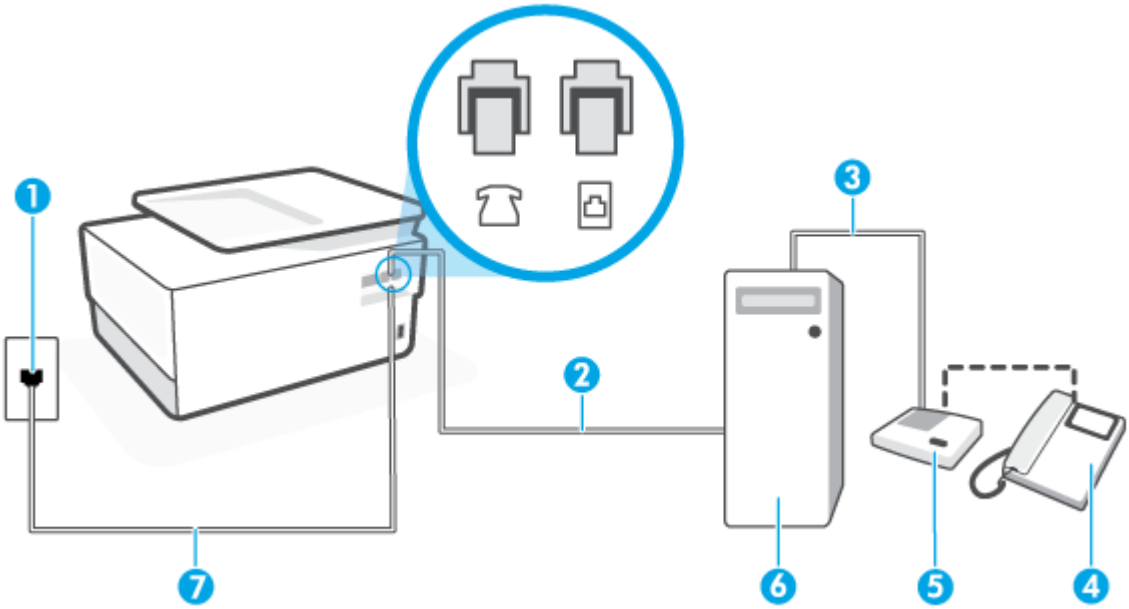
There are two different ways to set up the printer with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

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

Figure 8-12 Example of a parallel splitter



Figure 8-13 Back view of the printer



1	Telephone wall jack.
2	"IN" phone port on your computer.
3	"OUT" phone port on your computer.
4	Telephone (optional).
5	Answering machine.
6	Computer with modem.
7	Use a minimum 26 AWG phone cord to connect to the port on the printer. You might need to connect the phone cord to your country/region adapter.

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

1. Remove the white plug from the port labeled on the back of the printer.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled on the back of the printer.
3. Unplug your answering machine from the telephone wall jack, and connect it to the port labeled "OUT" on the back of the computer (the computer dial-up modem).
4. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled on the back of the printer.

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

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

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

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

NOTE: If you do not turn off the automatic fax reception setting in your modem software, the printer cannot receive faxes.

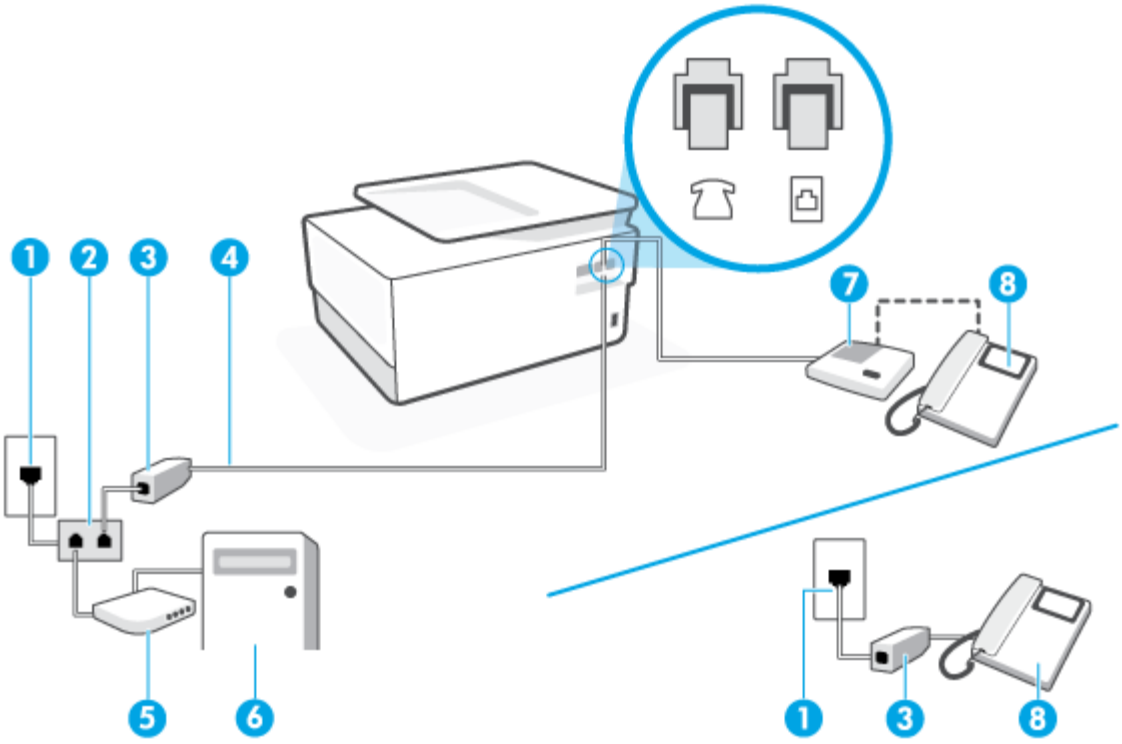
7. Turn on the **Auto Answer** setting.
8. Set your answering machine to answer after a low number of rings.
9. Change the **Rings to Answer** setting on the printer to the maximum number of rings supported by the product. (The maximum number of rings varies by country/region.)
10. Run a fax test.

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

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

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

Figure 8-14 Back view of the printer



1	Telephone wall jack.

2	Parallel splitter.
3	DSL/ADSL filter.
4	Use a minimum 26 AWG phone cord to connect to the port on the printer. You might need to connect the phone cord to your country/region adapter.
5	DSL/ADSL modem.
6	Computer.
7	Answering machine.
8	Telephone (optional).

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

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

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

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

2. Connect one end of the phone cord to the DSL/ADSL filter, and then connect the other end to the port labeled on the back of the printer.

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

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

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

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

5. Connect the DSL modem to the parallel splitter.

6. Connect the parallel splitter to the wall jack.

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

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

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

9. Run a fax test.

When the phone rings, your answering machine answers after the number of rings you have set, and then play your recorded greeting. The printer monitors the call during this time, “listening” for fax tones. If

incoming fax tones are detected, the printer emits fax reception tones and receive the fax; if there are no fax tones, the printer stops monitoring the line and your answering machine can record a voice message.

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

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

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

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

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

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

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

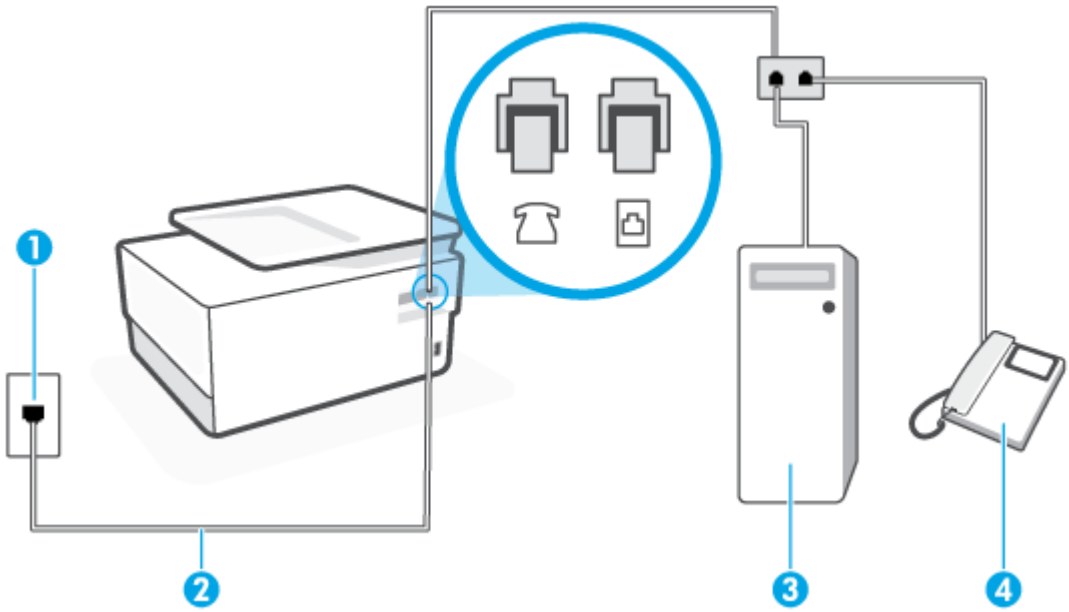
- If your computer has only one phone port, you need to purchase a parallel splitter (also called a coupler), as shown in the illustration. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a two-line phone splitter, a serial splitter, or a parallel splitter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

  Figure 8-15 Example of a parallel splitter

- If your computer has two phone ports, set up the printer as follows:

Figure 8-16 Back view of the printer



1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the port on the printer. You might need to connect the phone cord to your country/region adapter.
3	Computer with modem.
4	Telephone.

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

1. Remove the white plug from the port labeled on the back of the printer.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled on the back of the printer.
3. Connect a phone to the "OUT" port on the back of your computer dial-up modem.
4. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled on the back of the printer.

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

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

NOTE: If you do not turn off the automatic fax reception setting in your modem software, the printer cannot receive faxes.

6. Turn off the **Auto Answer** setting.
7. Run a fax test.

You must be available to respond in person to incoming fax calls, or the printer cannot receive faxes.

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

Test fax setup

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

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

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

To test fax setup via the printer control panel

1. Set up the printer for faxing according to your particular home or office setup instructions.
2. Make sure the cartridges are installed, and that full-size paper is loaded in the input tray before starting the test.
3. From the top of the screen, touch or swipe down the tab to open the Dashboard, and then touch (**Setup**).
4. Touch **Fax Setup** .
5. Touch **Tools** , and then touch **Run Fax Test**.

   The printer displays the status of the test on the display and prints a report.
6. Review the report.
   - If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify the settings are correct. A blank or incorrect fax setting can cause problems faxing.
   - If the test fails, review the report for more information on how to fix any problems found.

9 Manage cartridges

To ensure the best print quality from the printer, you need to perform some simple maintenance procedures.

TIP: If you have problems copying documents, see Printing issues.

This section contains the following topics:

- Information on cartridges and the printhead
- Some color ink is used even when printing with black cartridge only
- Check the estimated ink levels
- Replace the cartridges
- Order cartridges
- Store printing supplies
- Anonymous usage information storage
- Cartridge warranty information

Information on cartridges and the printhead

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

- The instructions in this guide are for replacing cartridges, and are not intended for first time installation.
- Keep all cartridges in the original sealed packages until they are needed.
- Be sure to turn off the printer properly. For more information, see Turn the printer off .
- Store cartridges at room temperature (15-35° C or 59-95° F).
- Do not clean the printhead unnecessarily. This wastes ink and shortens the life of the cartridges.
- Handle cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems.
- If you are transporting the printer, do the following to prevent ink leaking from the printer or other damage from occurring to the printer:
  - Make sure you turn off the printer by pressing (the Power button). Wait until all sounds of internal motion stop before unplugging the printer.
  - Make sure you leave the cartridges installed.
  - The printer must be transported sitting flat; it should not be placed on its side, back, front, or top.
- This printer is designed for ink cartridges to be used until they are empty. Refilling cartridges prior to depletion might cause your printer to fail. If this happens, insert a new cartridge to continue printing.
- If you have an HP+ printer, you must use Original HP cartridges. If non-Original HP or refilled cartridges are installed, the printer will not be able to print.

⚠ **CAUTION:** HP recommends that you replace any missing cartridges as soon as possible to avoid print quality issues and possible extra ink usage or damage to the ink system. Never turn off the printer when cartridges are missing.

Some color ink is used even when printing with black cartridge only

Ink is used in a number of ways throughout the inkjet printing process. In general, ink in a cartridge is used for printing documents, photographs and other such materials. Some ink, however, must be used to maintain the health of the printhead; some ink is residual; and some ink evaporates. For more information on ink usage, visit www.hp.com/go/learnaboutsupplies and click **HP Ink**. (You might need to select your country/region using the **Select Country** button on the page.)

Check the estimated ink levels

You can check the estimated ink levels from the printer software or from the printer control panel.

To check the estimated ink levels from the printer control panel

- From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch (**Ink**) to check the estimated ink levels.

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 prompted to do so.

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 printer and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used. For more information, see www.hp.com/go/inkusage .

Replace the cartridges

NOTE: For information on recycling used ink supplies, see HP inkjet supplies recycling program

If you do not already have replacement cartridges for the printer, see Order cartridges.

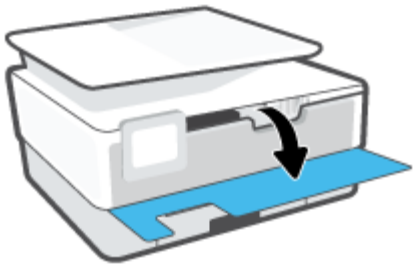
NOTE: At this time, some portions of the HP web site are available in English only.

NOTE: Not all cartridges are available in all countries/regions.

CAUTION: HP recommends that you replace any missing cartridges as soon as possible to avoid print quality issues and possible extra ink usage or damage to the ink system. Never turn off the printer when cartridges are missing.

To replace the cartridges

1. Make sure the printer is turned on.
2. Open the front door.

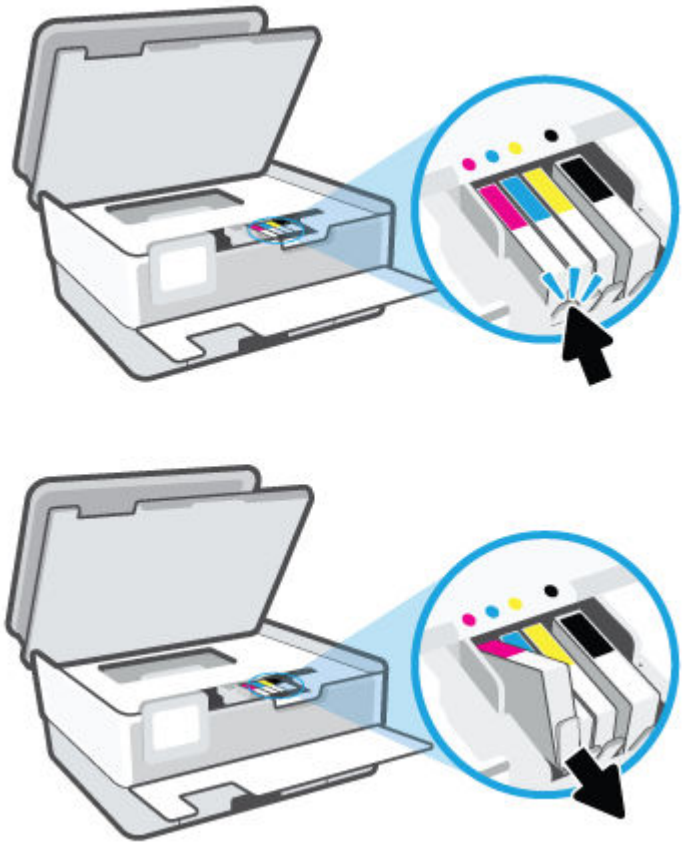


3. Open the cartridge access door.

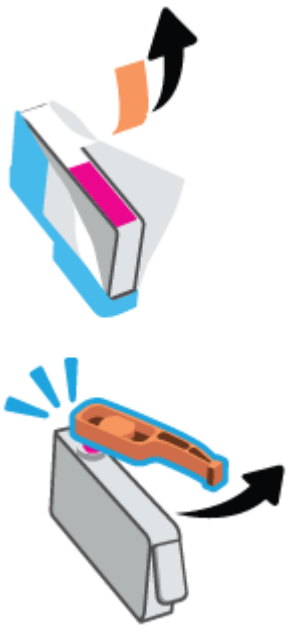
NOTE: Wait until the print carriage stops moving before proceeding.



4. Press the front of the cartridge to release it, and then remove it from the slot.



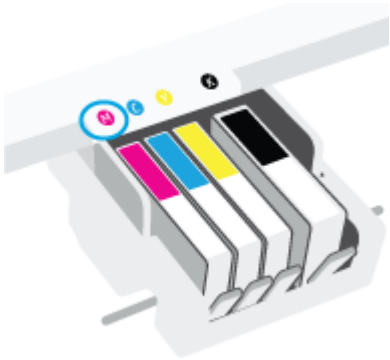
5. Remove the new cartridge from its packaging.



6. Using the color-coded letters for help, slide the cartridge into the empty slot until it is securely installed in the slot.



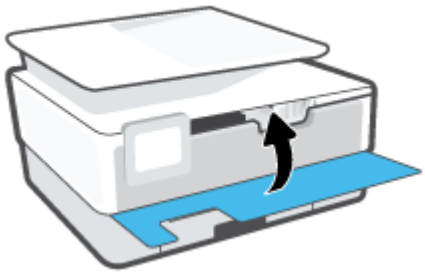
NOTE: Make sure that the color-coded letter on the cartridge matches that on the slot.



7. Repeat steps 4 through 6 for each cartridge you are replacing.
8. Close the cartridge access door.



9. Close the front door.



Order cartridges

To order cartridges, go to www.hp.com . (At this time, some portions of the HP website are available in English only.) 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 visit the www.hp.com/buy/supplies page to obtain information about purchasing HP products in your country.

Use only the replacement cartridges that have the same cartridge number as the cartridge you are replacing. You can find the cartridge number in the following places:

- In the embedded web server, click the **Tools** tab, and then click **Supply Status** under **Product Information**. For more information, see Embedded web server.
- On the printer status report (see Understand printer reports).
- On the label of the cartridge you are replacing.
- On a sticker inside the printer. Open the cartridge access door to locate the sticker.

NOTE: The **Setup** cartridge that comes with the printer is not available for separate purchase.

Store printing supplies

Cartridges can be left in the printer for extended periods of time. However, to assure optimal cartridge health, be sure to turn off the printer properly when the printer is not in use.

For more information, see Turn the printer off.

Anonymous usage information storage

The HP cartridges used with this printer contain a memory chip that assists in the operation of the printer. In addition, this memory chip stores a limited set of anonymous information about the usage of the printer, which might include: the number of pages printed using the cartridge, the page coverage, frequency of printing, and the printing modes used.

This information helps HP design future printers 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 printer.

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 printers. 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 printer.

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 printer's usage information.

To disable the usage information function

1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch (**Setup**).
2. Touch **Preferences** , and then touch **Store Anonymous Usage Information** to turn it off.

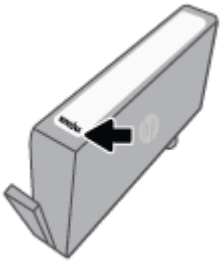
NOTE: To turn the usage information function on, restore the factory defaults. For more information about how to restore the defaults, see Restore original factory defaults and settings.

NOTE: You can continue to use the cartridge in the HP printer if you turn off the memory chip's ability to collect the printer's usage information.

Cartridge warranty information

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

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



For more information about the supplies limited warranty, visit www.hp.com/go/learnaboutsupplies and navigate to the warranty section of the site.

10 Solve a problem

The information in this section suggests solutions to common problems. If your printer is not operating correctly and these suggestions did not solve your problem, try using one of the support services listed in HP support to obtain assistance.

This section contains the following topics:

- Get help from the HP Smart app
- Get help from the printer control panel
- Get help in this guide
- Understand printer reports
- Solve Web Services problems
- Maintain the printer
- Restore original factory defaults and settings
- HP support

Get help from the HP Smart app

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

Get help from the printer control panel

You can use the printer's help topics to learn more about the printer, and some help topics include animations that guide you through procedures, such as loading papers.

To access the Help menu from the Home screen or contextual help for a screen, touch ? on the printer control panel.

Get help in this guide

This section contains the following topics:

- Jams and paper-feed issues
- Printing issues
- Copy and scan issues
- Fax issues
- Network and connection issues
- Printer hardware issues

Jams and paper-feed issues

What do you want to do?

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

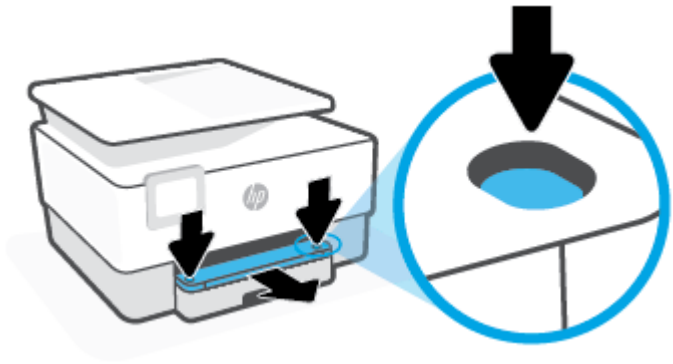
Clear a paper jam

Paper jams can occur in several locations inside the printer.

CAUTION: To prevent possible damage to the printhead, clear paper jams as soon as possible.

To clear a paper jam from input tray

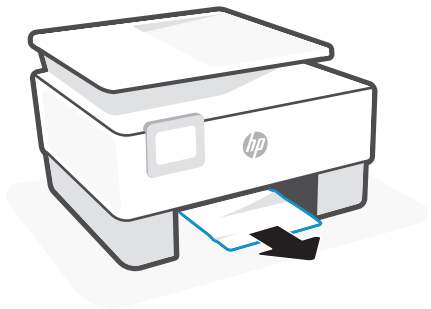
1. Press and hold the two buttons on both sides of the output tray to move out the output tray from the printer.



2. Remove the input tray by pulling it all the way out of the printer.



3. Check the input tray area underneath the printer. Removed the jammed paper.



4. Insert the input tray back until it snaps into place.

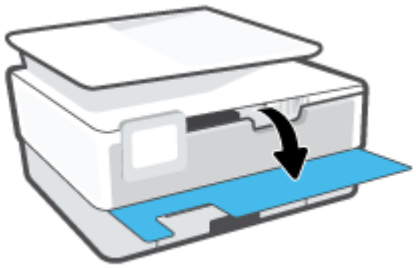


5. Insert the output tray back into the printer.

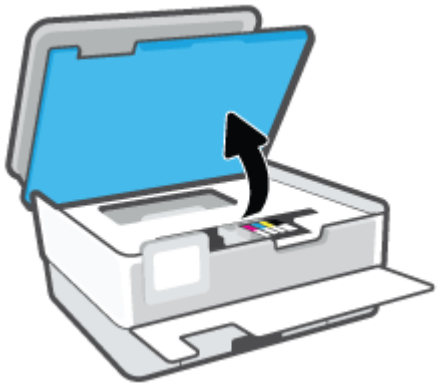


To clear a paper jam from print zone

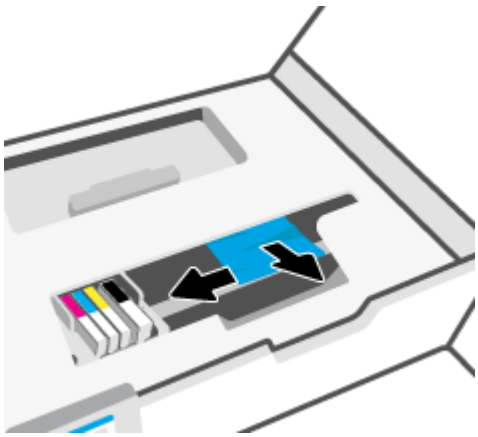
1. Open the front door.



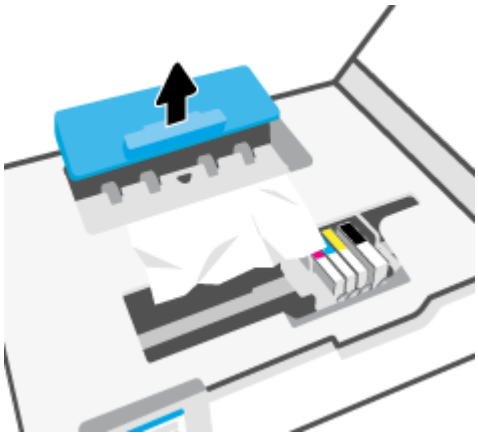
2. Open the cartridge access door.



3. If the print carriage is not obstructed, move the print carriage to the far left of the printer and remove the jammed paper.



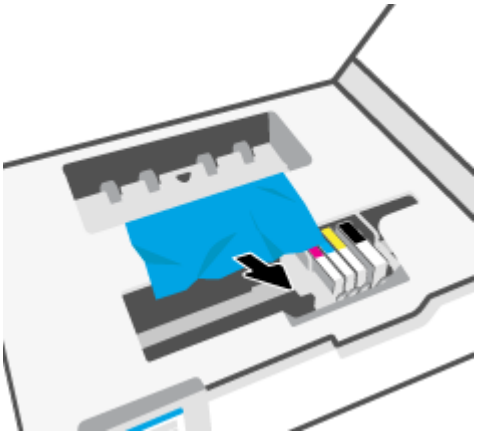
4. If need, move the carriage to the far right of the printer, and remove any jammed or torn pieces of paper.
5. Lift the handle of the paper path cover and remove the cover.



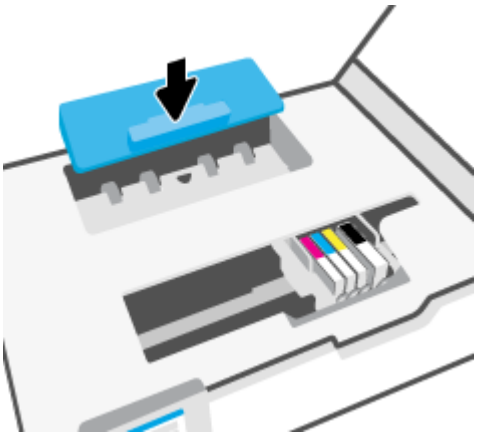
6. Locate any jammed paper inside the printer, grasp it with both hands and pull it towards you.

CAUTION: If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the printer.

If you do not remove all the pieces of paper from the printer, more paper jams are likely to occur.



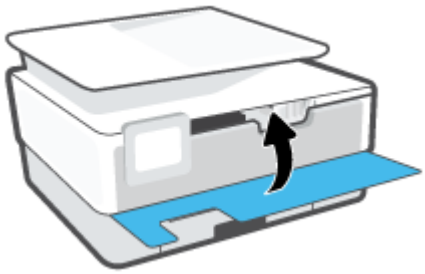
7. Reinsert the paper path cover until it snaps into place.



8. Close the cartridge access door.

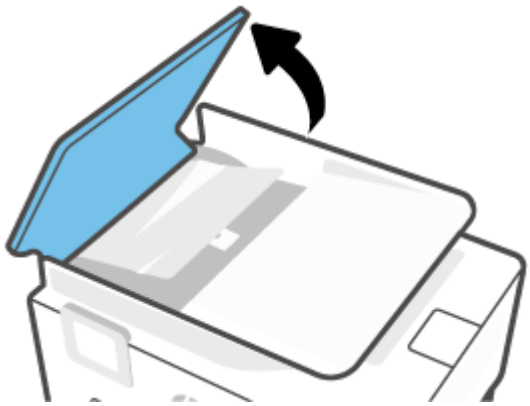


9. Close the front door.



To clear a paper jam from the document feeder

1. Lift the cover of the document feeder.



2. Pull any jammed paper out of the rollers.



3. Lift the document feeder tab from the center.



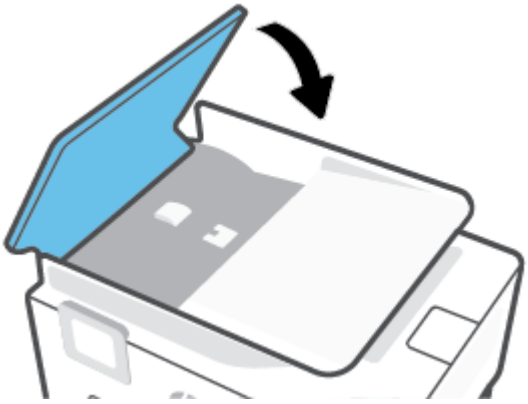
4. Pull any jammed paper out under the rollers.



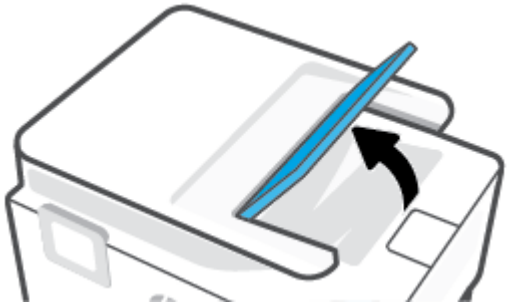
5. Close the document feeder tab.



6. Close the cover of the document feeder until it snaps into space.



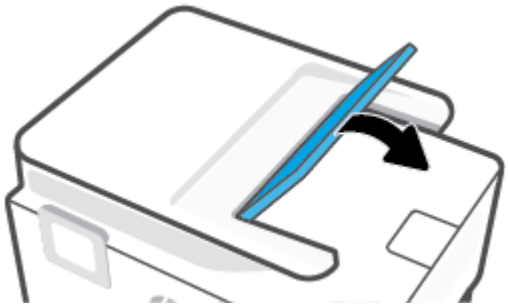
7. Lift up the document feeder tray.



8. Remove any jammed paper under the tray.



9. Put down the document feeder tray.



Clear a print carriage jam

Remove any objects, such as paper, that are blocking the print carriage.

NOTE: Do not use any tools or other devices to remove jammed paper. Always use caution when removing jammed paper from inside the printer.

Learn how to avoid paper jams

To help avoid paper jams, follow these guidelines.

- Do not place too much paper in the printer trays. For information on tray capacity, see Specifications.
- Remove printed papers from the output tray frequently.
- Make sure that you are printing with paper that is not wrinkled, folded, or damaged.
- Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
- Do not use paper that is too thick or too thin for the printer.
- Make sure that the trays are loaded correctly and are not too full. For more information, see Load paper.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not mix different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Do not force paper too far inside the input tray.
- If you are printing on both sides of a page, do not print highly saturated images on light weight paper.
- Use paper types that are recommended for the printer.
- If the printer is about to run out of paper, allow the printer to run out of paper first, and then add paper. Do not load paper when the printer is printing.
- When removing the input tray, it is recommended to remove the tray completely from the printer to make sure no paper is stuck at the rear of the tray. You might need to check the opening in the printer where the tray was, and reach into the gap to remove any paper.

Solve paper-feed problems

What kind of problem are you having?

- **Paper is not picked up from a tray**
  - Make sure paper is loaded in the tray. For more information, see Load paper. Fan the paper before loading.
  - Make sure the paper-width guides are set to the correct markings in the tray for the paper size you are loading. Also make sure the paper guides are snug, but not tight, against the stack.

- Ensure that the stack of paper is aligned with the appropriate paper size lines on the bottom of the input tray, and does not exceed the stack height indicated by one or more label on the side or paper-width guide of the input tray.
- Make sure paper in the tray is not curled. Uncurl paper by bending it in the opposite direction of the curl.

- **Pages are skewing**
  - Make sure the paper loaded in the input tray is aligned to the paper-width guides. If needed, pull out the input tray from the printer and reload the paper correctly, making sure that the paper guides are aligned correctly.
  - Load paper into the printer only when it is not printing.
  - Make sure the rear access door is securely shut.
- **Multiple pages are being picked up**
  - Make sure the paper-width guides are set to the correct markings in the tray for the paper size you are loading. Also make sure the paper-width guides are snug, but not tight, against the stack.
  - Ensure that the stack of paper is aligned with the appropriate paper size lines on the bottom of the input tray, and does not exceed the stack height indicated by one or more label on the side or paper-width guide of the input tray.
  - Make sure the tray is not overloaded with paper.
  - Use HP paper for optimum performance and efficiency.

Printing issues

What do you want to do?

- Fix problems with HP+ printers not printing
- Fix problems with page not printing (unable to print)
- Fix print quality issues

Fix problems with HP+ printers not printing

If your HP+ printer does not print, verify that it is connected to the Internet and that you are using HP Original cartridges.

HP+ printers must be connected to the Internet over Wi-Fi or Ethernet to function. Your printer might be occasionally disconnected from the Internet (for example, due to power outage, network or router issues, or turning off the printer when not in use). You might be able to print a limited number of pages while the printer is disconnected, but it is critical to reconnect the printer to continue printing.

Also, make sure you have installed Original HP cartridges. Original HP cartridges are manufactured and sold by HP in official HP packaging. HP+ printers require Original HP cartridges. If non-Original HP or refilled cartridges are installed, HP+ printers will not operate as expected.

Fix problems with page not printing (unable to print)

To resolve print issues

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

1. Check for error messages and resolve them by following the onscreen instructions.
2. If you have an HP+ printer, verify that the printer is connected to the Internet and Original HP cartridges are installed. HP+ printers will not print when disconnected or if non-Original HP or refilled cartridges are installed.
3. If your computer is connected to the printer with a USB cable, disconnect and reconnect the USB cable. If your computer is connected to the printer with a wireless connection, confirm that the connection is working.
4. Verify that the printer is not paused or offline.

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

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

      - **Windows 10**: From the Windows **Start** menu, select **Windows System** from the app list, select **Control Panel**, and then click **View devices and printers** under **Hardware and Sound**.
      - **Windows 8.1** and **Windows 8**: Point to or tap the upper-right corner of the screen to open the Charms bar, click the **Settings** icon, click or tap **Control Panel**, and then click or tap **View devices and printers**.
      - **Windows 7**: From the Windows **Start** menu, click **Devices and Printers**.

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

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

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

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

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

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

      - **Windows 10**: From the Windows **Start** menu, select **Windows System** from the app list, select **Control Panel**, and then click **View devices and printers** under **Hardware and Sound**.
      - **Windows 8.1** and **Windows 8**: Point to or tap the upper-right corner of the screen to open the Charms bar, click the **Settings** icon, click or tap **Control Panel**, and then click or tap **View devices and printers**.

- **Windows 7**: From the Windows **Start** menu, click **Devices and Printers**.
- **macOS**: Select **System Preferences** from the Apple menu, and then click **Printers & Scanners**.

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

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

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

d. Try using your printer again.

6. Restart the print spooler so that the printer can respond to print jobs stuck on the print queue.

To restart the print spooler

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

Windows 10

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

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

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

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

Windows 8.1 and Windows 8

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

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

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

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

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

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

Windows 7

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

ii. Double-click **Services**.

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

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

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

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

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

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

d. Try using your printer again.

7. Restart the computer.

8. Clear the print queue.

To clear the print queue

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

- **Windows 10**: From the Windows **Start** menu, select **Windows System** from the app list, select **Control Panel**, and then click **View devices and printers** under **Hardware and Sound**.
- **Windows 8.1** and **Windows 8**: Point to or tap the upper-right corner of the screen to open the Charms bar, click the **Settings** icon, click or tap **Control Panel**, and then click or tap **View devices and printers**.
- **Windows 7**: From the Windows **Start** menu, click **Devices and Printers**.
- **macOS**: Select **System Preferences** from the Apple menu, and then click **Printers & Scanners**.

b. Clear print jobs from the queue:

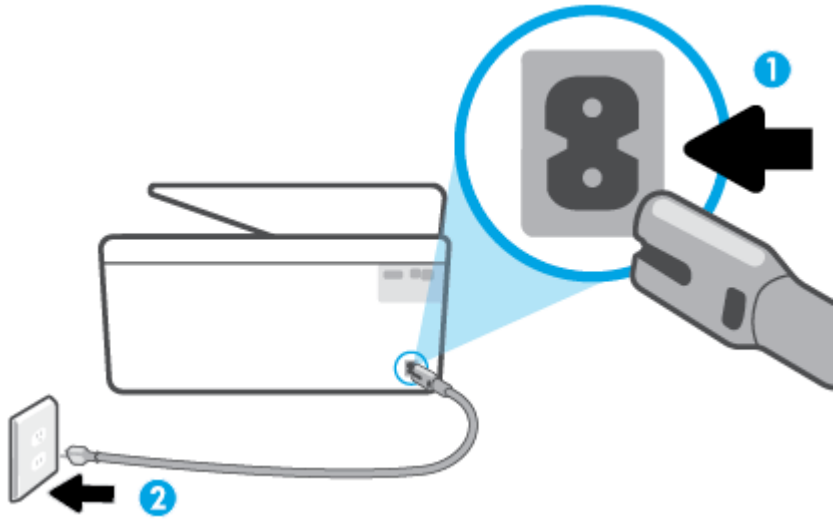
- **Windows**: Double-click the icon for your printer to open the print queue. On the Printer menu, click **Cancel all** documents or **Purge Print Document**, and then click **Yes** to confirm.
- **macOS**: Select your printer and then click **Open Print Queue...** . Click the X next to each print job to remove it from the queue.

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

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

To check the power connection and reset the printer

1. Make sure the power cord is firmly connected to the printer.



1	Power connection to the printer
2	Connection to a power outlet

2. Look at the Power button located on the printer. If it is not lit, the printer is turned off. Press the Power button to turn on the printer.

   NOTE: If the printer is not receiving electrical power, connect it to another power outlet.

3. With the printer turned on, disconnect the power cord from the back of the printer.
4. Unplug the power cord from the wall outlet.
5. Wait at least 15 seconds.
6. Plug the power cord back into the wall outlet.
7. Reconnect the power cord to the back of the printer.
8. If the printer does not turn on by itself, press the Power button to turn on the printer.
9. Try using the printer again.

Fix print quality issues

NOTE: To avoid print quality problems, always turn the printer off using the Power button, and wait until the Power button light goes out before you pull the plug or turn off a power strip. This allows the printer to move the cartridges to a capped position, where they are protected from drying out.

To improve print quality from the printer display

1. Clean the printhead from the printer software

To clean the printhead from the printer display

a. Load Letter, A4, or Legal unused plain white paper into the input tray.

b. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch (**Setup**).

c. Touch **Printer Maintenance** , select **Clean Printhead**, and then follow the onscreen instructions.

2. Make sure you are using original HP cartridges.

3. Make sure you have selected the appropriate paper type and print quality.

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

5. Align the printhead.

To align the printhead from the printer display

a. Load Letter, A4, or Legal unused plain white paper into the input tray.

b. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch (**Setup**).

c. Touch **Printer Maintenance** , touch **Align Printhead**, and then follow the onscreen instructions.

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

To print a diagnostics page from the printer display

a. Load Letter, A4, or Legal unused plain white paper into the input tray.

b. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch (**Setup**).

c. Touch **Reports** .

d. Touch **Print Quality Report**.

7. Review the blue, magenta, yellow, and black boxes on the diagnostics page. If you are seeing streaks in the color and black boxes, or no ink in portions of the boxes, then automatically clean the printhead.

8. If cleaning the printhead does not solve the problem, contact HP support. Go to hp.com/support . This website provides information and utilities that can help you correct many common printer problems. If prompted, select your country/region, and then click **All HP Contacts** for information on calling for technical support.

To improve print quality (Windows)

1. Clean printhead from the printer software.

To clean the printhead from the printer software

a. Load Letter, A4, or Legal unused plain white paper into the input tray.

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

c. In the printer software, click **Print, Scan, & Fax** and then click **Maintain Your Printer** to access the **Printer Toolbox**.

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

2. Make sure you are using original HP cartridges.

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

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

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

5. Align the printhead.

   To align the printhead from the printer software

   NOTE: Aligning the printhead ensures the high-quality output. The printhead does not have to be realigned when cartridges are replaced.

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

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

   c. In the printer software, click **Print, Scan, & Fax** , and then click **Maintain Your Printer** to access the **Printer Toolbox**.

   d. In **Printer Toolbox**, click **Align Printheads** on the **Device Services** tab. The printer prints an alignment sheet.

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

   To print a diagnostics page from the printer software

   a. Load Letter, A4, or Legal unused plain white paper into the input tray.

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

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

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

7. Review the blue, magenta, yellow, and black boxes on the diagnostics page. If you are seeing streaks in the color and black boxes, or no ink in portions of the boxes, then automatically clean the printhead.

8. If cleaning the printhead does not solve the problem, contact HP support. Go to hp.com/support . This website provides information and utilities that can help you correct many common printer problems. If prompted, select your country/region, and then click **All HP Contacts** for information on calling for technical support.

Copy and scan issues

Choose one of the following troubleshooting options.

- Use an HP online troubleshooting tool to solve your copy and scan.
- Use HP Print and Scan Doctor (Windows only) to automatically diagnose and resolve issues.

NOTE: The HP Print and Scan Doctor and the HP online troubleshooting wizards may not be available in all languages.

For more information, see Tips for copy and scan success.

Fax issues

Run the fax test report first to see if there is a problem with your fax setup. If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify that the settings are correct.

Run the fax test

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

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

To test fax setup via the printer control panel

1. Set up the printer for faxing according to your particular home or office setup instructions.
2. Make sure the cartridges are installed and that full-size paper is loaded in the input tray before starting the test.
3. On the **Fax** screen, flick to the right and touch **Setup** , touch **Setup Wizard**, and then follow the onscreen instructions.

   The printer displays the status of the test on the display and prints a report.
4. Review the report.
   - If the fax test failed, review the solutions below.
   - If the fax test passed and you are still having problems faxing, verify that the fax settings listed in the report are correct. You can also use HP's online troubleshooting wizard.

What to do if the fax test failed

If you ran a fax test and the test failed, review the report for basic information about the error. For more detailed information, check the report to see which part of the test failed, and then review the appropriate topic in this section for solutions to try.

The "Fax Hardware Test" failed

- Turn the printer off by pressing (the Power button) located on the front left side of the printer and then unplug the power cord from the back of the printer. After a few seconds, plug the power cord in again, and then turn the power on. Run the test again. If the test fails again, continue reviewing the troubleshooting information in this section.
- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.
- If you are running the test from the **Fax Setup Wizard** (Windows), make sure the printer is not busy completing another task, such as receiving a fax or making a copy. Check the display for a message indicating that the printer is busy. If it is busy, wait until it is finished and in the idle state before running the test.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the printer directly to the telephone wall jack.

After you resolve any problems found, run the fax test again to make sure it passes and the printer is ready for faxing. If the **Fax Hardware Test** continues to fail and you experience problems faxing, contact HP support. Go to hp.com/support . This website provides information and utilities that can help you correct many common printer problems. If prompted, select your country/region, and then click **All HP Contacts** for information on calling for technical support.

The "Fax Connected to Active Telephone Wall Jack" test failed

- Check the connection between the telephone wall jack and the printer to make sure the phone cord is secure.
- Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled on the back of the printer.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the printer directly to the telephone wall jack.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the printer and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.

After you resolve any problems found, run the fax test again to make sure it passes and the printer is ready for faxing.

The "Phone Cord Connected to Correct Port on Fax" test failed

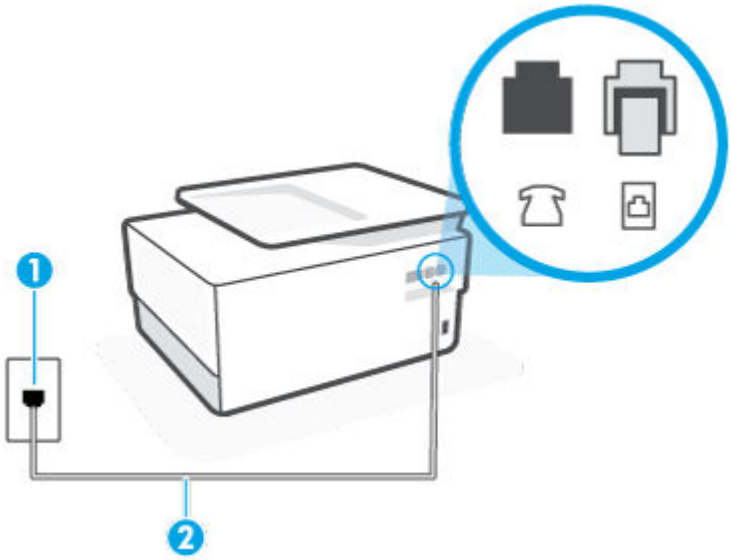
If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the printer directly to the telephone wall jack.

Plug the phone cord into the correct port

1. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled on the back of the printer.

NOTE: If you use the port labeled to connect to the telephone wall jack, you cannot send or receive faxes. The port labeled should only be used to connect other equipment, such as an answering machine.

Figure 10-1 Back view of the printer



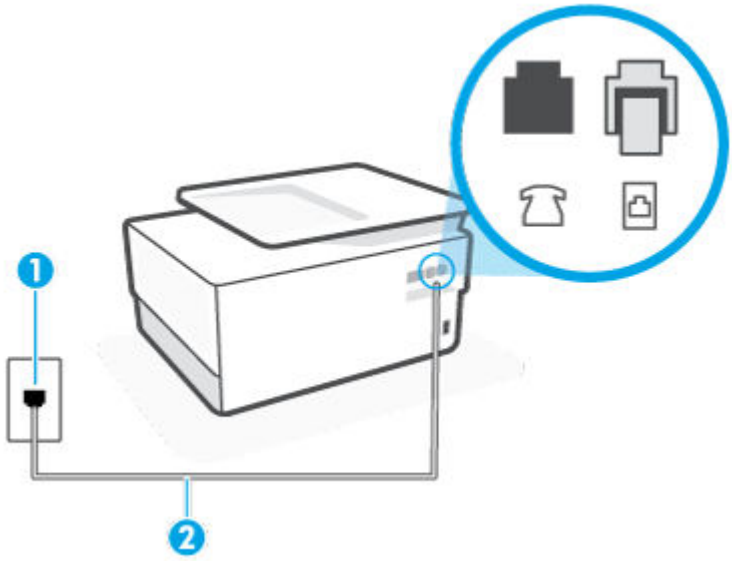
1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the port on the printer.

2. After you have connected the phone cord to the port labeled , run the fax test again to make sure it passes and the printer is ready for faxing.
3. Try to send or receive a test fax.

The "Using Correct Type of Phone Cord with Fax" test failed

- Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled on the back of the printer.

  Figure 10-2 Back view of the printer



1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the port on the printer.

- Check the connection between the telephone wall jack and the printer to make sure the phone cord is secure.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the printer directly to the telephone wall jack.

The "Dial Tone Detection" test failed

- Other equipment, which uses the same phone line as the printer, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything from the phone line, and then run the test again. If the **Dial Tone Detection Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the printer and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled on the back of the printer.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the printer directly to the telephone wall jack.

- If your telephone system is not using a standard dial tone, such as some private branch exchange (PBX) systems, this might cause the test to fail. This does not cause a problem sending or receiving faxes. Try sending or receiving a test fax.
- Check to make sure the country/region setting is set appropriately for your country/region. If the country/region setting is not set or is set incorrectly, the test might fail and you might have problems sending and receiving faxes.
- Make sure you connect the printer to an analog phone line or you cannot send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect the printer to an analog phone line and try sending or receiving a fax.

After you resolve any problems found, run the fax test again to make sure it passes and the printer is ready for faxing. If the **Dial Tone Detection** test continues to fail, contact your telephone company and have them check the phone line.

The "Fax Line Condition" test failed

- Make sure you connect the printer to an analog phone line or you cannot send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect the printer to an analog phone line and try sending or receiving a fax.
- Check the connection between the telephone wall jack and the printer to make sure the phone cord is secure.
- Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled  on the back of the printer.
- Other equipment, which uses the same phone line as the printer, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything from the phone line, and then run the test again.
  - If the **Fax Line Condition Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.
  - If the **Fax Line Condition Test** fails without the other equipment, connect the printer to a working phone line and continue reviewing the troubleshooting information in this section.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the printer directly to the telephone wall jack.

After you resolve any problems found, run the fax test again to make sure it passes and the printer is ready for faxing. If the **Fax Line Condition** test continues to fail and you experience problems faxing, contact your telephone company and have them check the phone line.

Troubleshoot fax problems

What kind of fax problem are you having?

- The display always shows Phone Off Hook
- The printer is having problems sending and receiving faxes
- The printer cannot receive faxes, but can send faxes

- The printer cannot send faxes, but can receive faxes
- Fax tones are recorded on my answering machine
- The computer cannot receive faxes (HP Digital Fax)

The display always shows Phone Off Hook

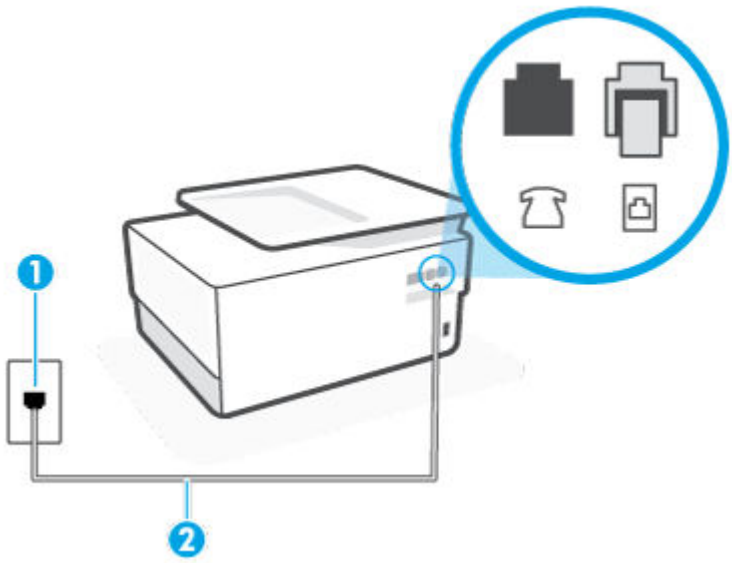
- HP recommends using a 2-wire phone cord.
- Other equipment that uses the same phone line as the printer might be in use. Make sure extension phones (phones on the same phone line, but not connected to the printer) or other equipment are not in use or off the hook. For example, you cannot use the printer for faxing if an extension phone is off the hook, or if you are using a computer dial-up modem to send email or access the Internet.

The printer is having problems sending and receiving faxes

- Make sure the printer is turned on. Look at the display on the printer. If the display is blank and (the Power button) light is not lit, the printer is turned off. Make sure the power cord is firmly connected to the printer and plugged into a power outlet. Press (the Power button) to turn on the printer.

  After turning on the printer, HP recommends you wait five minutes before sending or receiving a fax. The printer cannot send or receive faxes while it is initializing after being turned on.
- If HP Digital Fax has been enabled, you might not be able to send or receive faxes if the fax memory is full (limited by printer memory).
- Make sure you used the phone cord supplied in the box with the printer to connect to the telephone wall jack. One end of the phone cord should be connected to the port labeled on the back of the printer and the other end to your telephone wall jack, as shown in the illustration.

  Figure 10-3 Back view of the printer



1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the port on the printer.

- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the printer and check for a dial tone. If you do not hear a dial tone, call your local telephone company for service.
- Other equipment, which uses the same phone line as the printer, might be in use. For example, you cannot use the printer for faxing if an extension phone is off the hook, or if you are using a computer dial-up modem to send an email or access the Internet.
- Check to see if another process has caused an error. Check the display or your computer for an error message providing information about the problem and how to solve it. If there is an error, the printer cannot send or receive a fax until the error condition is resolved.
- The phone line connection might be noisy. Phone lines with poor sound quality (noise) can cause faxing problems. Check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If you hear noise, turn **Error Correction Mode** (ECM) off and try faxing again. If the problem persists, contact your telephone company.
- If you are using a digital subscriber line (DSL) service, make sure that you have a DSL filter connected or you cannot fax successfully.
- Make sure the printer is not connected to a telephone wall jack that is set up for digital phones. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones.
- If you are using either a private branch exchange (PBX) or an integrated services digital network (ISDN) converter/terminal adapter, make sure the printer is connected to the correct port and the terminal adapter is set to the correct switch type for your country/region, if possible.
- If the printer shares the same phone line with a DSL service, the DSL modem might not be grounded correctly. If the DSL modem is not grounded correctly, it can create noise on the phone line. Phone lines with poor sound quality (noise) can cause faxing problems. You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If you hear noise, turn off your DSL modem and completely remove power for at least 15 minutes. Turn the DSL modem back on and listen to the dial tone again.

  NOTE: You might notice static on the phone line again in the future. If the printer stops sending and receiving faxes, repeat this process.

  If the phone line is still noisy, contact your telephone company. For information on turning your DSL modem off, contact your DSL provider for support.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the printer directly to the telephone wall jack.

The printer cannot receive faxes, but can send faxes

- If you are not using a distinctive ring service, check to make sure that the **Distinctive Ring** feature on the printer is set to **All Standard Rings** .
- If **Auto Answer** is set to **Off** , you need to receive faxes manually; otherwise, the printer cannot receive the fax.
- If you have a voice mail service at the same phone number you use for fax calls, you must receive faxes manually, not automatically. This means that you must be available to respond in person to incoming fax calls.

- If you have a computer dial-up modem on the same phone line with the printer, check to make sure that the software that came with your modem is not set to receive faxes automatically. Modems that are set up to receive faxes automatically take over the phone line to receive all incoming faxes, which prevents the printer from receiving fax calls.
- If you have an answering machine on the same phone line with the printer, you might have one of the following problems:
  - Your answering machine might not be set up correctly with the printer.
  - Your outgoing message might be too long or too loud to allow the printer to detect fax tones, and the sending fax machine might disconnect.
  - Your answering machine might not have enough quiet time after your outgoing message to allow the printer to detect fax tones. This problem is most common with digital answering machines.

  The following actions might help to solve these problems:
  - When you have an answering machine on the same phone line you use for fax calls, try connecting the answering machine directly to the printer.
  - Make sure the printer is set to receive faxes automatically.
  - Make sure the **Rings to Answer** setting is set to a greater number of rings than the answering machine.
  - Disconnect the answering machine and then try receiving a fax. If faxing is successful without the answering machine, the answering machine might be causing the problem.
  - Reconnect the answering machine and record your outgoing message again. Record a message that is approximately 10 seconds in duration. Speak slowly and at a low volume when recording your message. Leave at least 5 seconds of silence at the end of the voice message. There should be no background noise when recording this silent time. Try to receive a fax again.

  NOTE: Some digital answering machines might not retain the recorded silence at the end of your outgoing message. Play back your outgoing message to check.
- If the printer shares the same phone line with other types of phone equipment, such as an answering machine, a computer dial-up modem, or a multi-port switch box, the fax signal level might be reduced. The signal level can also be reduced if you use a splitter or connect extra cables to extend the length of your phone. A reduced fax signal can cause problems during fax reception.

  To find out if other equipment is causing a problem, disconnect everything except the printer from the phone line, and then try to receive a fax. If you can receive faxes successfully without the other equipment, one or more pieces of the other equipment is causing problems; try adding them back one at a time and receiving a fax each time, until you identify which equipment is causing the problem.
- If you have a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), make sure that the **Distinctive Ring** feature on the printer is set to match.

The printer cannot send faxes, but can receive faxes

- The printer might be dialing too fast or too soon. You might need to insert some pauses in the number sequence. For example, if you need to access an outside line before dialing the phone number, insert a pause following the access number. If your number is 95555555, and 9 accesses an outside line, you might insert pauses as follows: 9-555-5555. To enter a pause in the fax number you are typing, touch the * repeatedly, until a dash (-) appears on the display.

You can also send the fax using monitor dialing. This enables you to listen to the phone line as you dial. You can set the pace of your dialing and respond to prompts as you dial.

- The number you entered when sending the fax is not in the proper format or the receiving fax machine is having problems. To check this, try calling the fax number from a telephone and listen for fax tones. If you cannot hear fax tones, the receiving fax machine might not be turned on or connected, or a voice mail service could be interfering with the recipient's phone line. You can also ask the recipient to check the receiving fax machine for any problems.

Fax tones are recorded on my answering machine

- When you have an answering machine on the same phone line you use for fax calls, try connecting the answering machine directly to the printer. If you do not connect the answering machine as recommended, fax tones might be recorded on your answering machine.
- Make sure the printer is set to receive faxes automatically and that the **Rings to Answer** setting is correct. The number of rings to answer for the printer should be greater than the number of rings to answer for the answering machine. If the answering machine and the printer are set to the same number of rings to answer, both devices answer the call and fax tones are recorded on the answering machine.
- Set your answering machine to a low number of rings and the printer to answer in the maximum number of rings supported. (The maximum number of rings varies by country/region.) In this setup, the answering machine answers the call and the printer monitors the line. If the printer detects fax tones, the printer receives the fax. If the call is a voice call, the answering machine records the incoming message.

The computer cannot receive faxes (HP Digital Fax)

- The computer selected to receive faxes is turned off. Make sure the computer selected to receive faxes is switched on at all times.
- Different computers are configured for setup and receiving faxes and one of them may be switched off. If the computer receiving faxes is different from the one used for setup, both computers should be switched on at all times.
- HP Digital Fax is not activated or the computer is not configured to receive faxes. Activate HP Digital Fax and make sure the computer is configured to receive faxes.

Network and connection issues

What do you want to do?

- Fix wireless connection
- Fix Wi-Fi Direct connection
- Fix Ethernet connection

Fix wireless connection

Choose one of the following troubleshooting options.

- Restore network settings and reconnect the printer. See Restore original factory defaults and settings.
- Check the network configuration or print the wireless test report to assist in diagnosing network connection issues.

1. From the Home screen, touch (Wireless) and then touch (**Settings**).
2. Touch **Print Reports**, and then touch **Network Configuration Page** or **Wireless Test Report**.

   Check the top of the wireless network test report to see if something failed during the test.

   - See the **DIAGNOSTICS RESULTS** section for all tests that were performed, to determine whether or not your printer passed.
   - From the **CURRENT CONFIGURATION** section, find out the Network Name (SSID) to which your printer is currently connected. Make sure that the printer is connected to the same network as your computer or mobile devices.

- Use an HP online troubleshooting tool to solve your printer issues.

Fix Wi-Fi Direct connection

1. Check the printer to confirm that Wi-Fi Direct is turned on:
2. From your wireless computer or mobile device, turn on the Wi-Fi connection, and then search for and connect to the Wi-Fi Direct name of your printer.
3. Enter the Wi-Fi Direct password when prompted.
4. If you are using a mobile device, make sure you have installed a compatible printing app. For more information about mobile printing, visit www.hp.com/go/mobileprinting.

Fix Ethernet connection

Check the following:

- The network is operational and the network hub, switch, or router is turned on.
- The Ethernet cable is properly connected between the printer and the router. The Ethernet cable is plugged into the Ethernet port on the printer and the light near the connector lights up when connected.
- Antivirus programs, including spyware protection programs, are not impacting your network connection to the printer. If you know that antivirus or firewall software is preventing your computer from connecting to the printer, use the HP online firewall troubleshooter to help solve the problem.
- HP Print and Scan Doctor

  Run the Print and scan doctor to troubleshoot the issue automatically. The utility will try to diagnose and fix the issue. The Print and scan doctor may not be available in all languages.

Printer hardware issues

The printer shuts down unexpectedly

- Check the power and power connections.
- Make sure the printer's power cord is connected firmly to a functioning power outlet.

Printhead alignment fails

- If the alignment process fails, make sure you have loaded unused, plain white paper into the input tray. If you have colored paper loaded in the input tray when you align the printhead, the alignment fails.
- If the alignment process fails repeatedly, you may need to clean the printhead, or you might have a defective sensor. To clean the printhead, see Maintain the printhead and cartridges.
- If cleaning the printhead does not solve the problem, contact HP support. Go to hp.com/support . This website provides information and utilities that can help you correct many common printer problems. If prompted, select your country/region, and then click **All HP Contacts** for information on calling for technical support.

Resolve printer failure

Complete the following steps to resolve printer failure problems:

1. Press (the Power button) to turn off the printer.
2. Unplug the power cord, and then plug in the power cord again.
3. Press (the Power button) to turn on the printer.

If this problem persists, write down the error code provided in the message, and then contact HP support. For more information about contacting HP support, see HP support.

Understand printer reports

You can print the following reports to help troubleshoot problems with the printer.

- Printer status report
- Network configuration page
- Print quality report
- Wireless test report
- Web access test report

To print a printer report

1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, touch (**Setup**).
2. Touch **Reports** .
3. Select a printer report to print.

Printer status report

Use the printer status report to view current printer information and cartridge status. Also use the printer status report to help you troubleshoot problems with the printer.

The printer status report also contains a log of recent events.

If you need to call HP, it is often useful to print the printer status report before calling.

Network configuration page

If the printer is connected to a network, you can print a network configuration page to view the network settings for the printer and a list of networks detected by your printer. The last page of the report includes a list of all detectable wireless networks in the area, along with signal strength and the channels being used. This might help you select a channel for your network which is not heavily used by other networks (which will improve network performance).

NOTE: In order to get the list of detected wireless networks in the area, the wireless radio on the printer should be turned on. If it is off or if the printer is connected using Ethernet, the list is not displayed.

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

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 Report page can help you determine if the printing system is working correctly.

Wireless test report

When you print the Wireless Test Report, a number of tests are run to check various conditions of the printer wireless connection. The report shows the results of the tests. If an issue is discovered, the issue along with a message how to fix it is provided on the report. Some key wireless configuration details are provided at the bottom section of the report.

Web access test report

Print the web access report to help identify internet connectivity issues which can affect Web Services.

Solve Web Services problems

If you are having problems using Web Services, check the following:

- Make sure the printer is connected to the Internet using an Ethernet or wireless connection.

  NOTE: You cannot use these web features if the printer is connected using a USB cable.

- Make sure the latest product updates have been installed on the printer.
- Make sure Web Services is enabled on the printer. For more information, see Set up Web Services.
- Make sure the network hub, switch, or router is turned on and working correctly.
- If you are connecting the printer using an Ethernet cable, make sure you are not using a phone cord or a crossover cable to connect the printer to the network, and that the Ethernet cable is securely connected to the printer. For more information, see Network and connection issues.
- If you are connecting the printer using a wireless connection, make sure the wireless network is functioning properly. For more information, see Network and connection issues.
- If your network uses proxy settings when connecting to the Internet, make sure the proxy settings you are entering are valid:
  - Check the settings being used by the web browser you are using (such as Internet Explorer, Firefox, or Safari).
  - Check with the IT administrator or person who set up your firewall.

    If the proxy settings used by your firewall have changed, you must update these settings in either the printer control panel or the embedded web server. If these settings are not updated, you will not be able to use Web Services.

    For more information, see Set up Web Services.

Maintain the printer

What do you want to do?

- Clean the scanner glass
- Clean the exterior
- Clean the document feeder
- Maintain the printhead and cartridges

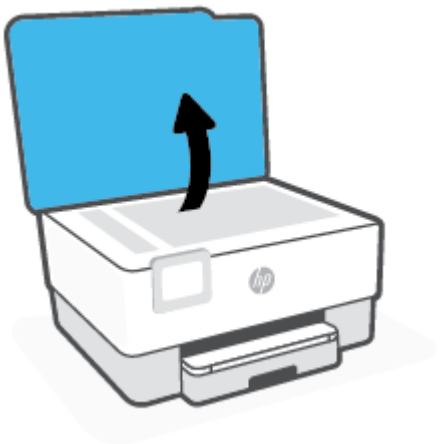
Clean the scanner glass

Dust or dirt on the scanner glass, scanner lid backing, or scanner frame can slow down performance, degrade the quality of scans, and affect the accuracy of special features such as fitting copies to a certain page size.

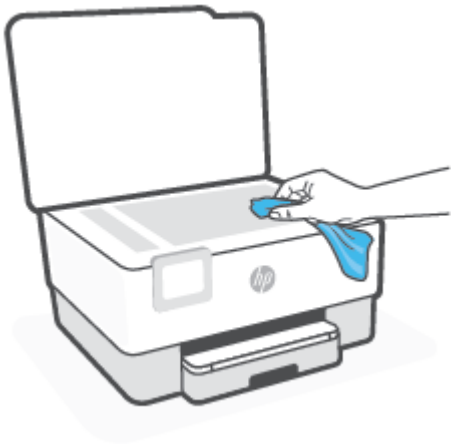
To clean the scanner glass

⚠ **WARNING!** Before cleaning the printer, turn the printer off by pressing ⏻ (the Power button) and unplug the power cord from the electrical socket.

1. Lift the scanner lid.



2. Clean the scanner glass and lid backing by using a soft, lint-free cloth that has been sprayed with a mild glass cleaner.



CAUTION: Use only glass cleaner to clean the scanner glass. Avoid cleaners that contain abrasives, acetone, benzene, and carbon tetrachloride, all of which can damage the scanner glass. Avoid isopropyl alcohol because it can leave streaks on the scanner glass.

CAUTION: Do not spray the glass cleaner directly on the scanner glass. If too much glass cleaner is applied, the cleaner could leak under the scanner glass and damage the scanner.

3. Close the scanner lid, and turn on the printer.

Clean the exterior

WARNING! Before cleaning the printer, turn the printer off by pressing the power button and unplugging the power cord from the electrical socket.

Use a soft, damp, lint-free cloth to wipe dust, smudges, and stains off of the case. Keep fluids away from the interior of the printer, as well as from the printer control panel.

Clean the document feeder

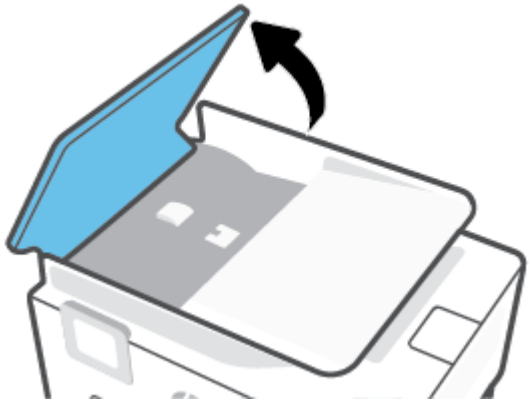
If the document feeder picks up multiple pages or if it does not pick up plain paper, you can clean the rollers and separator pad.

To clean the rollers or separator pad

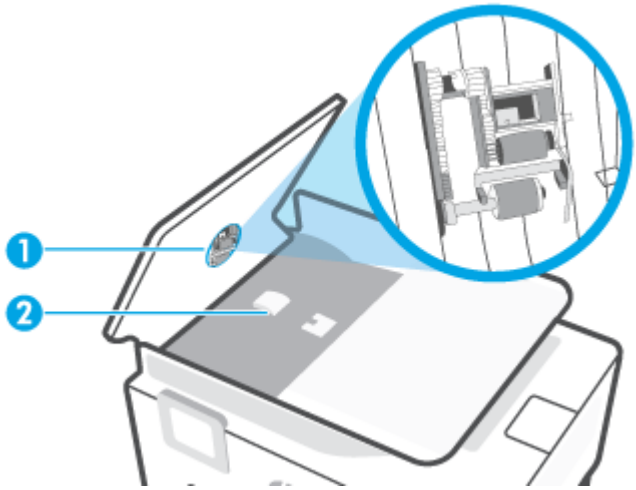
WARNING! Before cleaning the printer, turn the printer off by pressing (the Power button) and unplug the power cord from the electrical socket.

1. Remove all originals from the document feeder tray.

2. Lift the document feeder cover.



This provides easy access to the rollers (1) and separator pad (2).



1	Rollers.
2	Separator pad.

3. Lightly dampen a clean lint-free cloth with distilled water, then squeeze any excess liquid from the cloth.
4. Use the damp cloth to wipe any residue off the rollers or separator pad.

NOTE: If the residue does not come off using distilled water, try using isopropyl (rubbing) alcohol.

5. Close the cover of the document feeder.

Maintain the printhead and cartridges

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.

- Clean the printhead if your printed output is streaked or has any incorrect or missing colors.

There are three 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 all stages of cleaning, try aligning the printhead. If print quality problems persist after cleaning and aligning, contact HP support. For more information, see HP support.

- Align the printhead 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.

  The printer automatically aligns the printhead during the initial setup.

NOTE: Cleaning uses ink, so clean the printhead only when necessary. The cleaning process takes a few minutes. Some noise might be generated in the process.

Always use the Power button to turn off the printer. Turning the printer off improperly can cause print quality problems.

To clean or align the printhead

1. Load Letter or A4 unused plain white paper into the input tray. For more information, see Load paper.
2. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch (**Setup**).
3. Touch **Printer Maintenance** , select the desired option, and then follow the onscreen instructions.

NOTE: You can also do the same from the HP printer software or embedded web server (EWS). To access the software or EWS, see Open the HP printer software (Windows) or Open the embedded web server.

Restore original factory defaults and settings

If you disable some functions or change some settings and want to change them back, you can restore the printer to the original factory settings or network settings.

To restore the selected printer functions to the original factory settings

1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch (**Setup**).
2. Touch **Printer Maintenance** .
3. Touch **Restore**.
4. Touch **Restore Settings**.
5. Select one of the following functions to restore to the original factory settings:
   - Copy
   - Scan
   - Fax
   - Network

   Touch **Restore**.

   A message appears stating that the settings will be restored.
6. Touch **Restore**.

To restore the printer to the original factory defaults

NOTE: For HP+ printers, after restoring the printer, register the printer again using the HP account you used when you first set up the printer.

1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch (**Setup**).
2. Touch **Printer Maintenance** .
3. Touch **Restore**.
4. Touch **Restore Factory Defaults**.

   A message appears stating that the factory defaults will be restored.
5. Touch **Continue**.

To restore the printer to the original network settings

1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch (**Setup**).
2. Touch **Network Setup**.

3. Touch **Restore Network Settings**.

   A message appears stating that the network defaults will be restored.

4. Touch **Yes**.

5. Print the network configuration page and verify that the network settings have been reset.

NOTE: When you reset the printer network settings, previously configured wireless and Ethernet settings (such as the link speed or IP address) are removed. The IP address is set back to the Automatic mode.

TIP: You can visit the HP online support website at hp.com/support for information and utilities that can help you correct many common printer problems.

(Windows) Run the HP Print and Scan Doctor to diagnose and automatically fix printing issues. The application is only available in some languages.

To use Cold Reset to restore settings

NOTE: For HP+ printers, after restoring the printer, register the printer again using the HP account you used when you first set up the printer.

Cold Reset removes all user configured settings, including saved administrator passwords, network configurations, selected country/region and language, Address Book entries, and Web Services account information.

You can use this feature if you are selling the printer or giving it to someone else and want to be sure that all personal information has been removed.

1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch (**Setup**).

2. Touch **Printer Maintenance** .

3. Touch **Restore**.

4. Touch **Cold Reset**.

   A message appears, stating what settings will be restored.

5. Touch **Continue**.

HP support

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

	View video tutorials: Learn how to set up the printer and perform common tasks.
	Get troubleshooting assistance: Find information for resolving paper jams, network connection issues, print quality issues, printer errors, and more.
	Get software and drivers: Download software, drivers, and firmware you need for the printer.
	Ask the community: Join the community forums to find solutions, ask questions, and share tips.
	HP Diagnostics Solutions: Use HP online tools to detect your printer and find recommended solutions. For Windows operating systems, you can automatically diagnose and resolve printer issues with HP Print and Scan Doctor.

Contact HP

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

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

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

- Product name (Located on the printer)
- Product number (located near the cartridge access area)



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

Register printer

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

Additional warranty options

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

11 HP EcoSolutions (HP and the Environment)

HP is committed to helping you optimize your environmental footprint and empowering you to print responsibly—at home or in the office.

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

HP EcoSolutions (HP and the Environment)

HP is committed to helping you optimize your environmental footprint and empowering you to print responsibly—at home or in the office.

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

- Power Management
- Quiet Mode
- Optimize Printing Supplies

Power Management

Use **Sleep Mode**, **Auto-Off** and **Schedule On/Off** to conserve electricity.

Sleep mode

Power usage is reduced while in Sleep mode. After initial setup of printer, the printer will enter Sleep mode after five minutes of inactivity.

Use the following instructions to change the period of inactivity before the printer sleeps.

1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, touch .
2. Touch **Sleep Mode**, and then touch the desired option.

Auto-Off

This feature turns the printer off after 8 hours of inactivity to help reduce energy use. Auto-Off turns the printer off completely, so you must use the Power button to turn on the printer again.

If your printer supports this energy saving feature, Auto-Off is automatically enabled or disabled depending on printer capabilities and connection options. Even when Auto-Off is disabled, the printer enters Sleep mode after 5 minutes of inactivity to help reduce energy use.

- Auto-Off is enabled when the printer is turned on, if the printer does not have network, fax or Wi-Fi Direct capability, or is not using these capabilities.
- Auto-Off is disabled when a printer's wireless or Wi-Fi Direct capability is turned on or when a printer with fax, USB, or Ethernet network capability establishes a fax, USB, or Ethernet network connection.

Schedule On and Off

Use this feature to automatically turn the printer on or off on selected days. For example, you can schedule the printer to turn on at 8 a.m. and turn off at 8 p.m. from Monday to Friday. In this way, you save energy during the night and weekends.

Use the following instructions to schedule the day and time for On and Off.

1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, touch .
2. Touch **Schedule On/Off**.

3. Touch the toggle button next to **Schedule On** or **Schedule Off** to turn it on.
4. Touch the time option, and then follow the onscreen messages to set the day and time to turn the printer off and on.

CAUTION: Always turn the printer off properly, using either **Schedule Off** or (the Power button) located on the front left side of the printer.

If you improperly turn the printer off, the print carriage might not return to the correct position, causing problems with the cartridges and print quality issues.

Never turn off the printer when cartridges are missing. HP recommends that you replace any missing cartridges as soon as possible to avoid print quality issues, possible extra ink usage from the remaining cartridges, or damage to the ink system.

Quiet Mode

Quiet Mode slows down printing to reduce overall noise without affecting print quality. It only works when printing on plain paper. Additionally, Quiet Mode is disabled if you are printing using the best or presentation print quality. To reduce printing noise, turn on Quiet Mode. To print at normal speed, turn Quiet Mode off. Quiet Mode is off by default.

NOTE: Quiet Mode does not work if you print photos or envelopes.

You can create a schedule by selecting the time when the printer prints in Quiet Mode. For example, you can schedule the printer to be in Quiet Mode from 10 p.m. to 8 a.m. everyday.

To turn on Quiet Mode from the printer control panel

1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch (**Setup**).
2. Touch **Quiet Mode** .
3. Touch the toggle button next to **Quiet Mode** to turn it on.

To create a schedule for Quiet Mode from the printer control panel

1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch (**Setup**).
2. Touch **Quiet Mode** .
3. Turn on **Quiet Mode** .
4. Touch the toggle button next to **Schedule** to turn it on, and then change the start time and end time of the schedule.

To turn on Quiet Mode while the printer is printing

1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then select the current print job in progress.
2. On the printing screen, touch (Quiet Mode) to turn it on.

NOTE: Quiet Mode is turned on only after the current page is printed and is only used for the current print job.

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

1. Open the HP printer software. For more information, see Open the HP printer software (Windows).
2. Click **Quiet Mode** .
3. Select **On** or **Off** .
4. Click **Save Setting**.

To turn Quiet Mode on or off from the Embedded Web Server (EWS)

1. Open the EWS. For more information, see Open the embedded web server.
2. Click the **Settings** tab.
3. In the **Preferences** section, select **Quiet Mode** , and then select **On** or **Off** .
4. Click **Apply**.

Optimize Printing Supplies

To optimize printing supplies such as ink and paper, try the following:

- Recycle used original HP ink cartridges through HP Planet Partners. For more information, visit www.hp.com/recycle.
- Optimize paper usage by printing on both sides of the paper.
- Change the print quality in the printer driver to a draft setting. The draft setting uses less ink.
- Do not clean the printhead unnecessarily. Doing so wastes ink and shortens the life of the cartridges.

A Technical information

This section contains the following topics:

- Specifications
- Regulatory notices
- Environmental product stewardship program

Specifications

For more information, visit hp.com/support . Select your country or region. Click **Product Support & Troubleshooting**. Enter the name shown on the front of the printer, and then select **Search**. Click **Product information**, and then click **Product specifications**.

System requirements

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

Environmental specifications

- Operating temperature: 5° to 40° C (41° to 104° F)
- Operating humidity: 15 to 80% RH non-condensing
- Recommended operating conditions: 15° to 32° C (59° to 90° F)
- Recommended relative humidity: 20 to 80% noncondensing

Input tray capacity

- Plain paper sheets (60 to 105 g/m^2 [16 to 28 lb]): Up to 225
- Envelopes: Up to 10
- Index cards: Up to 60
- Photo paper sheets: Up to 60

Output tray capacity

- Plain paper sheets (60 to 105 g/m^2 [16 to 28 lb]): Up to 60 (text printing)

Document feeder capacity

- Plain paper sheets (60 to 90 g/m^2 [16 to 24 lb]): Up to 35

Paper size and weights

For the list of supported paper sizes, see the HP printer software.

- Plain paper: 60 to 105 g/m^2 (16 to 28 lb)
- Envelopes: 75 to 90 g/m^2 (20 to 24 lb)
- Cards: 163 to 200 g/m^2 (90 to 110 lb)
- Photo paper: Up to 280 g/m^2 (75 lb)

Print specifications

- Print speeds vary according to the complexity of the document and printer model
- Method: drop-on-demand thermal inkjet
- Language: PCL3 GUI

- Print resolution:

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

- Print margins:

  For margin settings of different media, visit the printer support website at www.support.hp.com.

Copy specifications

- Digital image processing
- Copy speeds vary according to the complexity of the document and printer model

Scan specifications

- Resolution: Up to 1200 x 1200 ppi optical

  For more information about scan resolution, see the HP printer software.

- Color: 24-bit color, 8-bit grayscale (256 levels of gray)
- Maximum scan size:
  - Scanner glass: 216 x 297 mm (8.5 x 11.7 inches)
  - Document feeder: 216 x 356 mm (8.5 x 14 inches)

Fax specifications

- Walk-up black-and-white and color fax capability.
- Manual fax send and receive.
- Automatic busy redial up to five times (varies by model).
- Automatic no-answer redial up to one time (varies by model).
- Confirmation and activity reports.
- CCITT/ITU Group 3 fax with Error Correction Mode.
- Up to 33.6 Kbps transmission.
- 4 seconds per page speed at 33.6 Kbps (based on ITU-T Test Image #1 at standard resolution). More complicated pages or higher resolution takes longer and uses more memory.
- Ring detect with automatic fax/answering machine switching.
- Fax resolution:

	Photo (dpi)	Very Fine (dpi)	Fine (dpi)	Standard (dpi)
Black	203 x 196	300 x 300	203 x 196	203 x 98
Color	200 x 200	200 x 200	200 x 200	200 x 200

- Fax to PC specifications

- Supported file types: TIFF and PDF
- Supported fax types: black-and-white faxes

Cartridge yield

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

Regulatory notices

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

This section contains the following topics:

- Regulatory Model Number
- FCC statement
- Notice to users in Korea
- VCCI (Class B) compliance statement for users in Japan
- Power cord instructions
- Notice to users in Japan about the power cord
- Noise emission statement for Germany
- European Union and United Kingdom Regulatory Notice
- Products with wireless functionality
- Visual display workplaces statement for Germany
- Notice to users of the U.S. telephone network: FCC requirements
- Notice to users of the Canadian telephone network
- Notice to users of the German telephone network
- Australia wired fax statement
- Regulatory information for wireless products

Regulatory Model Number

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

FCC statement

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

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

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.

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

NOTE: If the product has an Ethernet / LAN port with metallic casing then use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules.

Modifications (part 15.21)

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.

For further information, contact: Manager of Corporate Product Regulations, HP Inc. 1501 Page Mill Road, Palo Alto, CA 94304, U.S.A.

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

해당 무선설비는 운용 중 전파혼신 가능성이 있음으로 인명안전과 관련된 서비스는 할 수 없음.

B급 기기 (가정용 방송통신기자재)	이 기기는 가정용(B급) 전자파적합기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다.

VCCI (Class B) compliance statement for users in Japan

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

VCCI-B

Power cord instructions

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

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

Notice to users in Japan about the power cord

製品には、同梱された電源コードをお使い下さい。

同梱された電源コードは、他の製品では使用出来ません。

Noise emission statement for Germany

Geräuschemission

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

European Union and United Kingdom Regulatory Notice





Products bearing the CE marking and UK marking comply to applicable EU Directives and the equivalent UK Statutory Instruments and can operate in at least one EU Member State and in Great Britain. The full EU and UK Declaration of Conformity can be found at the following website: www.hp.eu/certificates (Search with the product model name or its Regulatory Model Number (RMN), which may be found on the regulatory label.)

The point of contact for regulatory matters:

For EU: HP Deutschland GmbH, HP HQ-TRE, 71025 Boeblingen, Germany

For GB: HP Inc UK Ltd, Regulatory Enquiries, Earley West, 300 Thames Valley Park Drive, Reading, RG6 1PT

Email: techregshelp@hp.com

Products with wireless functionality

EMF

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

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

Wireless functionality in Europe

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

- Radio frequency band: 2400-2483.5 MHz, with transmit power of 20 dBm (100 mW) or less.

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

- Radio frequency band: 2400-2483.5 MHz, with transmit power of 20 dBm (100 mW) or less.
- Radio frequency band: 5170-5330 MHz, with transmit power of 23 dBm (200 mW) or less.
- Radio frequency band: 5490-5730 MHz, with transmit power of 23 dBm (200 mW) or less.
- Radio frequency band: 5735-5835 MHz, with transmit power of 13.98 dBm (25 mW) or less.



IMPORTANT: IEEE 802.11x wireless LAN with 5.17-5.33 GHz frequency band is restricted for **indoor use only** in all countries reflected in the matrix. Using this WLAN application outdoor might lead to interference issues with existing radio services.

Visual display workplaces statement for Germany

GS-Erklärung (Deutschland)

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.

Notice to users of the U.S. telephone network: FCC requirements

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the rear (or bottom) of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

Applicable connector jack Universal Service Order Codes ("USOC") for the Equipment is: RJ-11C.

A telephone cord, plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. HP recommends a compliant plug, jack and 2-wire telephone cord to connect this product to the premises wiring and telephone network. See installation instructions for details.

The REN is used to determine the quantity of devices, which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all, areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US-AAAEQ##TXXXX. The digits represented by ##are the REN without a decimal point (e.g., 01 is a REN of 0.1).

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, please contact the manufacturer, or look elsewhere in this manual, for repair and (or) warranty information. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment from the network until the problem is resolved.

Connection to Party Line Service is subject to state tariffs. Contact the state public utility commission, public service commission, or corporation commission for information.

CAUTION: If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

WHEN PROGRAMMING EMERGENCY NUMBERS AND (OR) MAKING TEST CALLS TO EMERGENCY NUMBERS:

1. Remain on the line and briefly explain to the dispatcher the reason for the call.
2. Perform such activities in the off-peak hours, such as early morning or late evening.

NOTE: The FCC hearing aid compatibility rules for telephones are not applicable to this equipment.

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic devices, including FAX machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.)

In order to program this information into your FAX machine, you should complete the steps described in the software.

Notice to users of the Canadian telephone network

Cet appareil est conforme aux spécifications techniques des équipements terminaux d'Innovation, Science et Développement Economique Canada. Le numéro d'enregistrement atteste de la conformité de l'appareil. L'abréviation ISED qui précède le numéro d'enregistrement indique que l'enregistrement a été effectué dans le cadre d'une Déclaration de conformité stipulant que les spécifications techniques d'Innovation, Science et Développement Economique Canada ont été respectées. Néanmoins, cette abréviation ne signifie en aucun cas que l'appareil a été validé par Innovation, Science et Développement Economique Canada.

Pour leur propre sécurité, les utilisateurs doivent s'assurer que les prises électriques reliées à la terre de la source d'alimentation, des lignes téléphoniques et du circuit métallique d'alimentation en eau sont, le cas échéant, branchées les unes aux autres. Cette précaution est particulièrement importante dans les zones rurales.

REMARQUE: Le numéro REN (Ringer Equivalence Number) attribué à chaque appareil terminal fournit une indication sur le nombre maximal de terminaux qui peuvent être connectés à une interface téléphonique. La terminaison d'une interface peut se composer de n'importe quelle combinaison d'appareils, à condition que le total des numéros REN ne dépasse pas 5.

Basé sur les résultats de tests FCC Partie 68, le numéro REN de ce produit est 0.1.

This equipment meets the applicable Innovation, Science and Economic Development Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation ISED before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Innovation, Science and Economic Development Canada technical specifications were met. It does not imply that Innovation, Science and Economic Development Canada approved the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution might be particularly important in rural areas.

NOTE: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface might consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

The REN for this product is 0.1, based on FCC Part 68 test results.

Notice to users of the German telephone network

Hinweis für Benutzer des deutschen Telefonnetzwerks

Dieses HP-Fax ist nur für den Anschluss eines analogen Public Switched Telephone Network (PSTN) gedacht. Schließen Sie den TAE N-Telefonstecker, der im Lieferumfang des HP All-in-One enthalten ist, an die Wandsteckdose (TAE 6) Code N an. Dieses HP-Fax kann als einzelnes Gerät und/oder in Verbindung (mit seriellem Anschluss) mit anderen zugelassenen Endgeräten verwendet werden.

Australia wired fax statement

In Australia, the HP device must be connected to Telecommunication Network through a line cord which meets the requirements of the Technical Standard AS/ACIF S008.

Regulatory information for wireless products

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

- Exposure to radio frequency radiation
- Notice to users in Canada (5 GHz)
- Notice to users in Taiwan (5 GHz)
- Notice to users in Serbia (5 GHz)
- Notice to users in Thailand (5 GHz)
- Notice to users in Brazil
- Notice to users in Canada
- Notice to users in Taiwan
- Notice to users in Mexico
- Notice to users in Japan

Exposure to radio frequency radiation

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

Notice to users in Canada (5 GHz)

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

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

Notice to users in Taiwan (5 GHz)

應避免影響附近雷達系統之操作。

高增益指向性天線只得應用於固定式點對點系統。

Notice to users in Serbia (5 GHz)

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

Notice to users in Thailand (5 GHz)

เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้องตามมาตรฐานความปลอดภัยต่อสุขภาพของมนุษย์จากการใช้เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหนด

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

Notice to users in Brazil

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

Para obter mais informações, verifique o site da ANATEL www.anatel.gov.br.

Notice to users in Canada

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

This device complies with Innovation, Science and Economic Development Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference,

and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

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

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

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

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

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

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

Notice to users in Taiwan

取得審驗證明之低功率射頻器材，非經核准，公司、商號或使用者均不得擅自變 更頻率、加大功率或變更原設計之特性及功能。低功率射頻器材之使用不得影響 飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾 時方得繼續使用。前述合法通信，指依電信管理法規定作業之無線電通信。低功 率射頻器材須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

Notice to users in Mexico

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

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

Notice to users in Japan

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

Environmental product stewardship program

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

www.hp.com/sustainableimpact

- HP tips for reducing environmental impact
- Eco-Tips
- Paper
- Plastics
- European Union Commission Regulation 1275/2008
- Safety data sheets
- Chemical substances
- EPEAT
- SEPA Ecolabel User Information (China)
- Recycling program
- HP inkjet supplies recycling program
- Battery disposal in Taiwan
- California Perchlorate Material Notice
- European Union Battery Directive
- Battery notice for Brazil
- Power consumption
- China Energy Label for Printer, Fax and Copier
- Disposal of waste equipment by users
- Waste disposal for Brazil
- The Table of Hazardous Substances/Elements and their Content (China)
- Regulation on the Control of Waste Electrical and Electronic Equipment (Turkey)
- Restriction of hazardous substance (India)
- Declaration of the Presence Condition of the Restricted Substances Marking (Taiwan)

HP tips for reducing environmental impact

- Choose from a wide variety of HP papers with FSC® or PEFC™ certification, which indicates that the paper pulp came from a reputable and well-managed source.[1]
- Conserve resources-look for paper made with recycled content.
- Recycle your Original HP cartridges-it's easy and free with the HP Planet Partners program, available in 47 countries and territories worldwide.[2]
- Save paper by printing on both sides of the page.
- Conserve energy by choosing ENERGY STAR® certified HP products.
- Lower your carbon footprint-all HP printers include power management settings that help you control energy use.
- Discover more ways HP and our customers are reducing environmental impact at www.hp.com/ecosolutions.

[1] HP papers certified under FSC®C017543 or PEFC™TMPEFC/29-13-198.

[2] Program availability varies. Original HP cartridge return and recycling is currently available in more than 50 countries, territories, and regions in Asia, Europe, and North and South America through the HP Planet Partners program. For more information, visit: www.hp.com/recycle.

Eco-Tips

HP is committed to helping customers reduce their environmental footprint. Please visit the HP Eco Solutions website for more information on HP's environmental initiatives.

www.hp.com/sustainableimpact

Paper

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

Plastics

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

European Union Commission Regulation 1275/2008

For product power data, including the power consumption of the product in networked standby if all wired network ports are connected and all wireless network ports are activated, please refer to section P15 'Additional Information' of the product IT ECO Declaration at www.hp.com/hpinfo/globalcitizenship/environment/productdata/itecodesktop-pc.html.

Safety data sheets

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

Chemical substances

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

EPEAT

Most HP products are designed to meet EPEAT. EPEAT is a comprehensive environmental rating that helps identify greener electronics equipment. For more information on EPEAT go to www.epeat.net.

Click here for information on HP's EPEAT registered products.

SEPA Ecolabel User Information (China)

中国环境标识认证产品用户说明

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

如需长时间使用本产品或打印大量文件，请确保在通风良好的房间内使用。

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

您可以使用再生纸，以减少资源耗费。

Recycling program

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

www.hp.com/recycle

HP inkjet supplies recycling program

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

www.hp.com/recycle

Battery disposal in Taiwan



California Perchlorate Material Notice

Perchlorate material - special handling may apply. See: www.dtsc.ca.gov/hazardouswaste/perchlorate

This product's real-time clock battery or coin cell battery may contain perchlorate and may require special handling when recycled or disposed of in California.

European Union Battery Directive



This product contains a battery that is used to maintain data integrity of real time clock or product settings and is designed to last the life of the product. Any attempt to service or replace this battery should be performed by a qualified service technician.

Battery notice for Brazil

A bateria deste equipamento nao foi projetada para ser removida pelo cliente.

Power consumption

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



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

China Energy Label for Printer, Fax and Copier

复印机、打印机和传真机能源效率标识实施规则

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

1. 能效等级

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

2. 能效信息

喷墨打印机

- 操作模式功率

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

- 待机功率

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

- 睡眠状态预设延迟时间

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

- 附加功能功率因子之和

  网络接口和内存等附加功能的功率因子之和。该数据以瓦特 (W) 表示。

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

要了解规范的更多详情，请参考最新版的 GB 21521 标准。

Disposal of waste equipment by users



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

Waste disposal for Brazil



Não descarte o produto eletronico em lixo comum

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

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

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

www.hp.com.br/reciclar

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

产品中有害物质或元素的名称及含量

根据中国《电器电子产品有害物质限制使用管理办法》 

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

本表格依据 SJ/T 11364 的规定编制。

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

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

此表中所有名称中含 “X” 的部件均符合中国 RoHS 达标管理目录限用物质应用例外清单的豁免。

此表中所有名称中含 “X” 的部件均符合欧盟 RoHS 立法。

注: 环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件。

Regulation on the Control of Waste Electrical and Electronic Equipment (Turkey)

Türkiye Cumhuriyeti: AEEE Yönetmeliğine uygundur

Restriction of hazardous substance (India)

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

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

台灣 限用物質含有情況標示聲明書

Taiwan Declaration of the Presence Condition of the Restricted Substances Marking

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

備考 1. “超出 0.1wt%”及“超出 0.01wt%”係指限用物質之百分比含量超出百分比含量基準值。
Note 1: “Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.
備考 2. “O”係指該項限用物質之百分比含量未超出百分比含量基準值。
Note 2: “O” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.
備考 3. “—”係指該項限用物質為排除項目
Note 3: “—” indicates that the restricted substance corresponds to the exemption.

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

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

Index

A

ADSL, fax setup with
  parallel phone systems 101
align printhead 166
answer ring pattern
  change 88
  parallel phone systems 102
answering machine
  fax tones recorded 158
  set up with fax (parallel phone systems) 112
  set up with fax and modem 114
automatic fax reduction 81

B

backup fax 80
baud rate 89
black and white pages
  fax 73
blocked fax numbers
  set up 82
both sides, print on 57
broadcast faxing
  send 77
buttons, control panel 5

C

carriage
  clear carriage jams 142
cartridge access door, locating 3
Cartridges 3
cartridges 129
  check ink levels 124
  locating 3
  replace 125
  tips 122
clean
  document feeder 165
  exterior 165
  printhead 166, 167
  scanner glass 164
clear
  fax logs 95
computer modem
  shared with fax (parallel phone systems) 106
  shared with fax and answering machine (parallel phone systems) 114
  shared with fax and voice line (parallel phone systems) 109
  shared with fax and voice mail (parallel phone systems) 118
confirmation reports, fax 93
connectors, locating 3
control panel
  buttons 5
  features 5
  lights 5
copy
  specifications 178
correct port test, fax 152
customer support
  warranty 171

D

diagnostic page 161
dial tone test, failure 153
dial type, setting 89
dial-up modem
  shared with fax (parallel phone systems) 106
  shared with fax and answering machine (parallel phone systems) 114
  shared with fax and voice line (parallel phone systems) 109
  shared with fax and voice mail (parallel phone systems) 118
distinctive ringing
  change 88
  parallel phone systems 102
document feeder
  clean 165
  feeding problems, troubleshoot 165
  load originals 23
double-sided printing 57
DSL, fax setup with
  parallel phone systems 101

E

ECM. *See* error correction mode
embedded web server
  about 43
  opening 43
  troubleshoot, cannot be opened 44
  Webscan 71
environment
  Environmental product stewardship program 188
environmental specifications 177
error correction mode 77
error reports, fax 94
EWS. *See* embedded web server

F

fax
  answer mode 87
  answering machine and modem, shared with (parallel phone systems) 114

answering machine
troubleshoot 158
answering machine, set up (parallel phone systems) 112
auto answer 87
backup fax 80
blocking numbers 82
confirmation reports 93
dial tone test, failed 153
dial type, setting 89
distinctive ringing setup (parallel phone systems) 102
distinctive ringing, change pattern 88
DSL, set up (parallel phone systems) 101
error correction mode 77
error reports 94
forwarding 81
header 87
Internet Protocol, over 92
ISDN line, set up (parallel phone systems) 102
line condition test, failed 154
log, clear 95
log, print 94
manual receive 79
modem and answering machine, shared with (parallel phone systems) 114
modem and voice line, shared with (parallel phone systems) 109
modem and voice mail, shared with (parallel phone systems) 118
modem, shared with (parallel phone systems) 106
monitor dialing 75, 77
parallel phone systems 97
PBX system, set up (parallel phone systems) 102
phone cord connection test, failed 152
phone cord type test, failed 153
print last transaction details 95
receive 79
receive, troubleshoot 155, 156
redial options 89
reduction 81
reports 93
reprint 80
rings to answer 88
send 74
send, troubleshoot 155, 157
separate line setup (parallel phone systems) 100
settings, change 87
setup types 98
shared phone line setup (parallel phone systems) 104
sound volume 90
specifications 178
speed 89
test failed 151
test setup 120
troubleshoot 150
voice mail, set up (parallel phone systems) 105
wall jack test, failed 151
FoIP 92
forwarding faxes 81

G
glass, scanner
clean 164
load originals 21
locating 2

H
hardware, fax setup test 151
header, fax 87
humidity specifications 177

I
ink cartridges
part numbers 129
ink level icons 7
ink levels, check 124
Internet Protocol
fax, using 92
IP address
checking for printer 44
IP settings 34
ISDN line, set up with fax
parallel phone systems 102

J
jams
clear 134
paper to avoid 25
junk fax mode 82

L
lights, control panel 5
line condition test, fax 154
link speed, setting 34
log, fax
print 94

M
maintain
page smear 166
printhead 166
maintenance
align printhead 166
check ink levels 124
clean 165
clean printhead 167
diagnostic page 161
printhead 166
replace cartridges 125
manual faxing
receive 79
send 75
media
duplexing 57
memory
reprint faxes 80
save faxes 80
modem
shared with fax (parallel phone systems) 106
shared with fax and answering machine (parallel phone systems) 114
shared with fax and voice line (parallel phone systems) 109
shared with fax and voice mail (parallel phone systems) 118
monitor dialing 75, 77
multi-feeds, troubleshoot 143

N
networks
connector illustration 3
IP settings 34
link speed 34
settings, change 34
view and print settings 34

wireless communication setup 28
wireless settings 161
notices
CE mark 182
EU 182

O
operating systems supported 177
output tray
locating 2

P
paper
clear jams 134
load tray 11
selecting 25
skewed pages 143
specifications 177
troubleshoot feeding 142
paper-feed problems, troubleshoot 142
parallel phone systems
answering machine setup 112
countries/regions with 97
distinctive ringing setup 102
DSL setup 101
ISDN setup 102
modem and answering machine setup 114
modem and voice mail setup 118
modem setup 106
modem shared with voice line setup 109
PBX setup 102
separate line setup 100
setup types 98
shared line setup 104
PBX system, set up with fax
parallel phone systems 102
phone book
change contact 84
change group contacts 84
delete contacts 85
send fax 74
set up 84
set up group contacts 84
phone cord
connected to correct port test failed 152
correct type test failed 153
phone line, answer ring pattern 88
phone, fax from
receive 79
send, 75
power
troubleshoot 159
power input, locating 3
print
diagnostic page 161
double-sided 57
fax logs 94
fax reports 93
faxes 80
last fax details 95
troubleshoot 159
print quality
clean page smear 166
print quality report 161
printer control panel
locating 2
network settings 34
send faxes 74
printer software (Windows)
about 42
opening 41, 42
printer status report
information on 161
printhead 166
clean 167
printhead, align 166
pulse dialing 89

R
radio interference
regulatory information 185
rear access panel
illustration 3
receive faxes
auto answer mode 87
automatically 79
blocking numbers 82
forwarding 81
manually 79
rings to answer 88
troubleshoot 155, 156
recycle
ink cartridges 190
redial options, setting 89
reduce fax 81
regulatory information 185
regulatory model number 180
regulatory notices 180
replace cartridges 125
reports
confirmation, fax 93
diagnostic 161
error, fax 94
fax test failed 151
web access 162
wireless test 162
reprint
faxes from memory 80
rings to answer 88

S
save
faxes in memory 80
scan
from Webscan 71
scan specifications 178
scanner glass
clean 164
load originals 21
locating 2
send faxes
basic fax 74
from a phone 75
memory, from 76
monitor dialing 75, 77
troubleshoot 155, 157
serial phone systems
countries/regions with 97
setup types 98
settings
network 34
speed, fax 89
volume, fax 90
setup
answering machine (parallel phone systems) 112
answering machine and modem (parallel phone systems) 114
computer modem (parallel phone systems) 106

computer modem and answering machine (parallel phone systems) 114
computer modem and voice line (parallel phone systems) 109
computer modem and voice mail (parallel phone systems) 118
distinctive ringing 88
distinctive ringing (parallel phone systems) 102
DSL (parallel phone systems) 101
fax scenarios 98
fax, with parallel phone systems 97
ISDN line (parallel phone systems) 102
PBX system (parallel phone systems) 102
separate fax line (parallel phone systems) 100
shared phone line (parallel phone systems) 104
test fax 120
voice mail (parallel phone systems) 105
voice mail and computer modem (parallel phone systems) 118
Setup icon 6
skew, troubleshoot
print 143
software
scan 67
Webscan 71
specifications
paper 177
physical 177
system requirements 177
status
network configuration page 161
subscriber identification code 87
system requirements 177

T

technical information
copy specifications 178
fax specifications 178
scan specifications 178
telephone line, answer ring pattern 88
telephone wall jack, fax 151
telephone, fax from
receive 79
send 75
temperature specifications 177
tests, fax
dial tone, failed 153
failed 151
fax line condition 154
fax phone cord type test failed 153
hardware, failed 151
port connection, failed 152
setup 120
telephone wall jack 151
tone dialing 89
trays
clear paper jams 134
load paper 11
locating 2
paper-width guides illustration 2
troubleshoot feeding 142
troubleshoot
answering machines 158
control panel help system 134
embedded web server 44
fax 150
fax dial tone test failed 153
fax hardware test failed 151
fax line test failed 154
fax phone cord connection test failed 152
fax phone cord type test failed 153
fax tests 151
fax wall jack test, failed 151
HP Smart 134
multiple pages are picked 143
network configuration page 161
paper not picked up from tray 142
paper-feed problems 142
power 159
print 159
printer status report 161
receive faxes 155, 156
send faxes 155, 157
skewed pages 143
two-sided printing 57

U

USB connection
port, locating 2, 3

V

view
network settings 34
voice mail
set up with fax (parallel phone systems) 105
set up with fax and computer modem (parallel phone systems) 118
volume
fax sounds 90

W

wall jack test, fax 151
warranty 171
web access test report 162
Webscan 71
Windows
print brochures 53
system requirements 177
wireless communication
regulatory information 185
set up 28
wireless connection icons 6
wireless test report 162