HP Officejet 5600 All-in-One series
User Guide

HP Officejet 5600 All-in-One series

User Guide

Notice

Note: Regulatory information can be found in Technical information.

It is not lawful in many places to make copies of the following items. When in doubt, check with a legal representative first.

- Governmental paper or documents:
  - Passports
  - Immigration papers
  - Selective service papers
  - Identification badges, cards, or insignias
- Governmental stamps:
  - Postage stamps
  - Food stamps
- Checks or drafts drawn on Governmental agencies
- Paper currency, traveler's checks, or money orders
- Certificates of deposit
- Copyrighted works

Safety information

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

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

Warning Potential shock hazard

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

Warning This equipment will be inoperable when main power fails.

Contents

1 HP All-in-One overview

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

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

☀ **Tip** You can do more with your HP All-in-One by using the **HP Image Zone** software installed on your computer. The software includes copy, fax, scan, and photo functionality, as well as troubleshooting tips and helpful information. For more information, see the onscreen **HP Image Zone Help** and Use the HP Image Zone software.

The **HP Image Zone** software does not support Mac OS 9 and OS 10.0.0 - 10.1.4.

The HP All-in-One at a glance
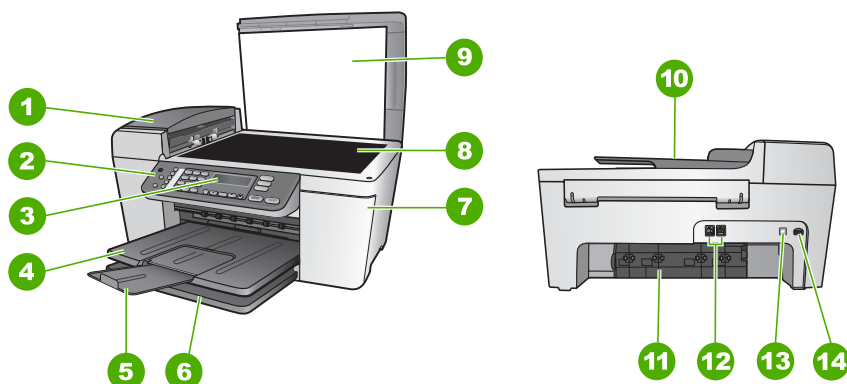
Label	Description
1	Automatic document feeder
2	Control panel
3	Control panel display
4	Output tray
5	Output tray extender
6	Input tray
7	Print-carriage access door

(continued)

Label	Description
8	Glass
9	Lid
10	Document feeder tray
11	Rear clean-out door
12	1-LINE and 2-EXT fax ports
13	Rear USB port
14	Power connection

Control panel features

The following diagram and related table provide a quick reference to your HP All-in-One control panel features.

Label	Name and Description
1	**On**: Turn the HP All-in-One on or off. The On button is lit when the HP All-in-One is on. The light blinks while performing a job. 'When the HP All-in-One is off, a minimal amount of power is still supplied to the device. To completely disconnect the power supply to the HP All-in-One, turn the device off, and then unplug the power cord.
2	**Speed Dial**: Select a speed dial number.
3	**Redial/Pause**: Redial the most recently dialed number, or insert a 3-second pause in a fax number.
4	**One-touch speed dial buttons**: Access the first five speed dial numbers.
5	**Keypad**: Enter fax numbers, values, or text.
6	**Attention light**: When blinking, the attention light indicates an error has occurred that requires your attention.

Overview

Label	Name and Description
7	**Setup/?**: Presents or removes the **Setup Menu** for generating reports, changing fax and other maintenance settings, and accessing the **Help** menu. The topic that you select from the **Help** menu opens a help window on your computer screen.
8	**Left arrow**: Decrease values on the control panel display.
9	**OK**: Select a menu or a setting in the control panel display.
10	**Right arrow**: Increase values on the control panel display.
11	**Cancel**: Stop a job, exit a menu, or exit settings.
12	**Start Black**: Start a black-and-white copy, scan, photo print, or fax job.
13	**Start Color**: Start a color copy, scan, photo print, or fax job.
14	**Scan**: Presents the **Scan To** menu for selecting a scan destination.
15	**Fax**: Presents the **Fax Menu** for selecting options.
16	**Copy**: Presents the **Copy Menu** for selecting options.

Menu overview

The following topics provide a quick reference to top-level menus that appear on the HP All-in-One control panel display.

Copy Menu

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

Number of Copies
Reduce/Enlarge
Copy Quality
Copy Paper Size
Paper Type
Lighter/Darker
Enhancements
Set New Defaults

Fax Menu

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

Fax Number
Resolution
Lighter/Darker
How to Fax
Set New Defaults

Scan To menu

The following **Scan To** menu options are available when you press the **Scan** button on the control panel. The options available on this menu vary depending on the software applications installed on your computer.

HP Image Zone
Microsoft PowerPoint
Adobe Photoshop
HP Instant Share

Setup Menu

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

1: Help
2: Print Report
3: Speed Dial Setup
4: Basic Fax Setup
5: Advanced Fax Setup
6: Tools
7: Preferences

The **Help Menu** is available from this menu. The **Help Menu** provides quick access to key help topics. These topics display on your computer screen.

Text and symbols

You can use the control panel keypad to enter text and symbols when you set up speed dial entries and the fax header information.

You can also enter symbols from the keypad when you dial a fax or phone number. When the HP All-in-One dials the number, it will interpret the symbol and respond accordingly. For example, if you enter a dash in the fax number, the HP All-in-One will

pause before dialing the remainder of the number. A pause is useful if you need to access an outside line before dialing the fax number.

Enter text using the keypad on the control panel

You can enter text or symbols by using the keypad on the control panel.

To enter text

1. Press the keypad numbers that correspond to the letters of a name. For example, the letters a, b, and c correspond to the number 2, as shown on the button below.

(2 abc)

> **Tip** Press a button multiple times to see the available characters. Depending on your language and country/region setting, additional characters might be available other than the ones shown on the keypad.

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

To enter a space, pause, or symbol

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

To erase a letter, number, or symbol

➔ If you make a mistake, press ◀ to clear it, and then make the correct entry.

After you are done entering text, press **OK** to store your entry.

Use the HP Image Zone software

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

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

> **Note** If you selected the minimum installation of the **HP Image Zone** software, the **HP Image Zone Express** software is installed rather than the full application. **HP Image Zone Express** is recommended for computers with limited memory resources. **HP Image Zone Express** includes a basic set of

photo editing features instead of the standard set that is included on the full installation of **HP Image Zone**.

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

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

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

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

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

Tip If the **HP Solution Center** on your computer does not contain any icons, an error might have occurred during the software installation. To correct this, use the Control Panel in Windows to completely uninstall the **HP Image Zone** software; then reinstall the software. For more information, see the Setup Guide that came with your HP All-in-One.

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

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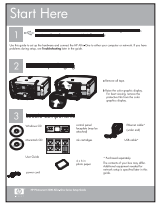
Tip Once the **HP Image Zone** software is opened, you can access the Dock menu shortcuts by selecting and holding the mouse button over the **HP Image Zone** icon in the Dock.

2 Find more information

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

Sources of information

Find more information

HP Image Zone Help

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

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

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

For more information, see Use the onscreen Help.

Onscreen help from your device

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

To access onscreen help from the control panel
1. Press the **Setup/?** button.
2. Press ▶ until the appropriate help topic appears, and then press **OK**. The help topic opens on your computer screen.

Readme

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

Install the software to access the Readme file.

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

Find more information

Use the onscreen Help

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

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

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

Use the Help on a Windows computer

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

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

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

Contents, Index, and Search tabs

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

● **Contents**

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

– For information on tasks and features available from the control panel of your HP All-in-One, open the **5600 series Help** near the bottom of the list.

– For troubleshooting information about your HP All-in-One, open the **Troubleshooting and support** book, and then open the **5600 series Troubleshooting** book.

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

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

● **Index**

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

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

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

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

● **Search**

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

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

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

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

Display area

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

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

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

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

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

Help toolbar

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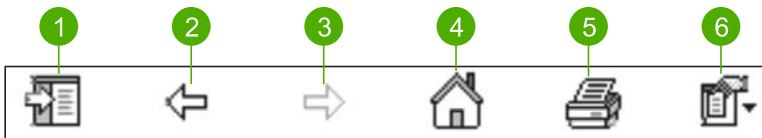
1	Show/Hide
2	Back
3	Forward
4	Home
5	Print
6	Options

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

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

Use the Help on a Mac

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

To access the HP Image Zone Help on a Mac

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

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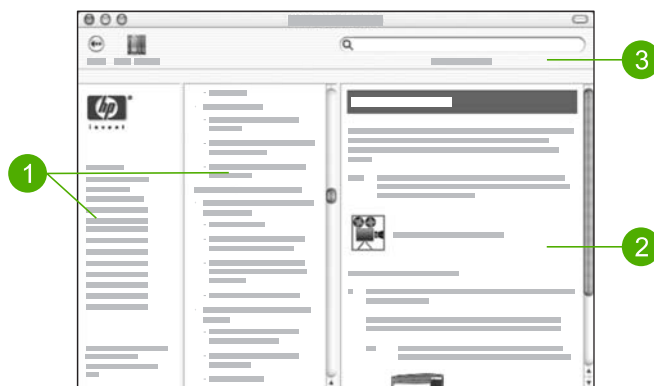
1	Navigation panes
2	Display area
3	Help toolbar

Navigation panes

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

● The left pane contains a list of all the sections in the Help.
    – For information on tasks and features that are available from the control panel of your HP All-in-One, click the **5600 series Help**.
    – For information on troubleshooting issues with your HP All-in-One, click the **5600 series Troubleshooting**.
    – The other sections listed provide information on using the **HP Image Zone** software to complete tasks on your HP All-in-One.
● The center pane provides a top-down view of the topics in the section selected in the left pane, similar to the table of contents in a book. This is a useful way to find all the information provided about a single feature, such as printing photos.

Display area

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

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

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

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

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

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

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

Help toolbar

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

1	Back
2	Help Center
3	Search area

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

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

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

3 Finish setting up your HP All-in-One

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

- Change device preferences such as the language and country/region, the date, and the volume of rings and button presses. For more information, see Set your preferences.
- Complete the fax setup, including setting the answer mode, number of rings to answer, and answer ring pattern. For more information, see Fax setup.

Set your preferences

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

This User Guide provides just a sampling of the preferences available to help you get started using your HP All-in-One. Explore the onscreen **HP Image Zone Help** that came with your HP All-in-One software for information on all the preferences available for controlling the behavior of your HP All-in-One. For example, the onscreen **HP Image Zone Help** provides information on changing the scroll speed of messages on the control panel display, setting redial options for faxing, and other preferences. For more information on the **HP Image Zone Help**, see Use the onscreen Help.

Set your language and country/region

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

1. Press **Setup**.
2. Press **7**, and then press **1**.
   This selects **Preferences** and then selects **Set Language & Country/Region**.
3. Press ◀ or ▶ to scroll through the languages. When your language appears, press **OK**.
4. When prompted, press **1** for **Yes** or **2** for **No**.
5. Press ◀ or ▶ to scroll through the countries/regions. When the country/region you want to select appears, press **OK**.
6. When prompted, press **1** for **Yes** or **2** for **No**.

Set the date and time

You can set the date and time from the control panel. The date and time format is based on the language and country/region setting. When you send a fax, the current date and time are transmitted, along with your name and fax number, as part of the fax header.

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

If your HP All-in-One loses power, you need to reset the date and time.

1. Press **Setup**.
2. Press **6**, and then press **3**.
   This selects **Tools** and then selects **Date and Time**.
3. Enter the month, day, and year by pressing the appropriate numbers on the keypad. Depending on your country/region setting, you might enter the date in a different order.
4. Enter the hours and minutes.
5. If your time is displayed in the 12-hour format, press **1** for AM, or **2** for PM.
   The new date and time settings appear on the control panel display.

Adjust the volume

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

1. Press **Setup**.
2. Press **4**, and then press **5**.
   This selects **Basic Fax Setup** and then selects **Ring and Beep Volume**.
3. Press ▶ to select one of the options: **Soft**, **Loud**, or **Off**.

Note The beeps you hear when pressing buttons maintain the same volume whether you choose **Loud** or **Soft**. These two options only affect ring, dial, and other tones you hear when faxing. If you choose **Off**, however, the sounds of button presses are also turned off.

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

4. Press **OK**.

Fax setup

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

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

Tip You can also use the **Fax Setup Wizard** (Windows) or **Fax Setup Utility** (Mac) to help you quickly set up some important fax settings such as the answer mode and fax header information. You can access the **Fax Setup Wizard** (Windows) or **Fax Setup Utility** (Mac) through the **HP Image Zone**

software. After you run the **Fax Setup Wizard** (Windows) or **Fax Setup Utility** (Mac), follow the procedures in this section to complete your fax setup.

Set up the HP All-in-One for faxing

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

● If you do not see your country/region listed in the table below, you probably have a serial-type phone system. In a serial-type phone system, the connector type on your shared telephone equipment (modems, phones, and answering machines) does not allow a physical connection to the "2-EXT" port on your HP All-in-One. Instead, all equipment must be connected at the telephone wall jack.
● If your country/region is listed in the table below, you probably have a parallel-type telephone system. In a parallel-type phone system, you are able to connect shared telephone equipment to the phone line by using the "2-EXT" port on the back of the HP All-in-One.

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

Countries/regions with a parallel-type phone system

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

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

Choose the right fax setup for your home or office

To fax successfully, you need to know what types of equipment and services (if any) share the same phone line with your HP All-in-One. This is important because you might need to connect some of your existing office equipment directly to your HP All-

in-One, and you might also need to change some fax settings before you can fax successfully.

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

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

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

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

    If you answered No, please continue answering questions.

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

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

    If you answered No, please continue answering questions.

3. Do you subscribe to a distinctive ring service through your telephone company that provides multiple phone numbers with different ring patterns?
    ❑   Yes, I have distinctive ring.
    ❑   No.

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

    If you answered No, please continue answering questions.

    Are you unsure if you have distinctive ring? Many phone companies offer a distinctive ring feature that allows you to have several phone numbers on one phone line.

    When you subscribe to this service, each phone number will have a different ring pattern. For example, you can have single, double, and triple rings for the different numbers. You might assign one phone number with a single ring to your voice calls, and another phone number with double rings to your fax calls. This allows you to tell the difference between voice and fax calls when the phone rings.

4. Do you receive voice calls at the same phone number you will use for fax calls on your HP All-in-One?
    ❑   Yes, I receive voice calls.
    ❑   No.

    Please continue answering questions.

5. Do you have a computer modem on the same phone line as your HP All-in-One?
    ❑   Yes, I have a computer modem.
    ❑   No.

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

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

Please continue answering questions.

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

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

Please continue answering questions.

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

❑ Yes, I have a voice mail service.
❑ No.

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

Select your fax setup case

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

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

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

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

Other equipment/ services sharing your fax line	Recommended fax setup for parallel-type phone systems	Recommended fax setup for serial-type phone systems
None (You answered No to all questions.)	Case A: Separate fax line (no voice calls received)	Case A: Separate fax line (no voice calls received)
DSL service	Case B: Set up your HP All-in-One with DSL	Case B: Set up your HP All-in-One with DSL

(continued)

Other equipment/ services sharing your fax line	Recommended fax setup for parallel-type phone systems	Recommended fax setup for serial-type phone systems
(You answered Yes to question 1 only.)		
PBX or ISDN system (You answered Yes to question 2 only.)	Case C: Set up your HP All-in-One with a PBX phone system or an ISDN line	Case C: Set up your HP All-in-One with a PBX phone system or an ISDN line
Distinctive ring service (You answered Yes to question 3 only.)	Case D: Fax with a distinctive ring service on the same line	Case D: Fax with a distinctive ring service on the same line
Voice calls (You answered Yes to question 4 only.)	Case E: Shared voice/fax line	Case E: Shared voice/fax line
Voice calls and voice mail service (You answered Yes to questions 4 and 7 only.)	Case F: Shared voice/fax line with voice mail	Case F: Shared voice/fax line with voice mail
Computer modem (You answered Yes to question 5 only.)	Case G: Fax line shared with computer modem (no voice calls received)	Not applicable.
Voice calls and computer modem (You answered Yes to questions 4 and 5 only.)	Case H: Shared voice/fax line with computer modem	Not applicable.
Voice calls and answering machine (You answered Yes to questions 4 and 6 only.)	Case I: Shared voice/fax line with answering machine	Not applicable.
Voice calls, computer modem, and answering machine (You answered Yes to questions 4, 5, and 6 only.)	Case J: Shared voice/fax line with computer modem and answering machine	Not applicable.
Voice calls, computer modem, and voice mail service (You answered Yes to questions 4, 5, and 7 only.)	Case K: Shared voice/fax line with computer modem and voice mail	Not applicable.

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

Austria	www.hp.com/at/faxconfig
Germany	www.hp.com/de/faxconfig
Switzerland (French)	www.hp.com/ch/fr/faxconfig
Switzerland (German)	www.hp.com/ch/de/faxconfig
United Kingdom	www.hp.com/uk/faxconfig

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

If you have a separate phone line on which you receive no voice calls, and you have no other equipment connected on this phone line, set up your HP All-in-One as described in this section.
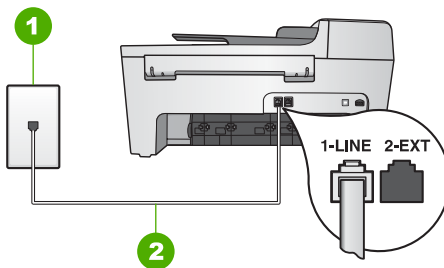
Back view of the HP All-in-One

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

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

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

   Note If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, see The phone cord that came with my HP All-in-One is not long enough for information on extending it.

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

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

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

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

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

If you have a DSL service through your telephone company, use the instructions in this section to connect a DSL filter between the telephone wall jack and your HP All-in-One. The DSL filter removes the digital signal that can interfere with your HP All-in-One, so the HP All-in-One can communicate properly with the phone line. (DSL might be called ADSL in your country/region.)

> **Note** If you have a DSL line and you do not connect the DSL filter, you will not be able to send and receive faxes with your HP All-in-One.
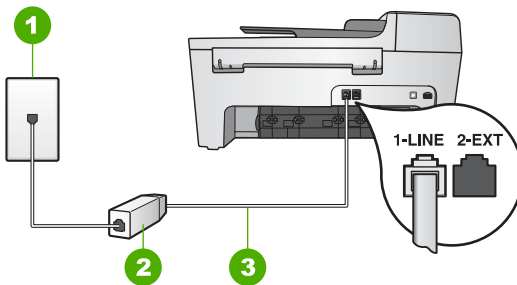
Back view of the HP All-in-One

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

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

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

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

3. Connect the DSL filter cord to the telephone wall jack.

    > **Note** If you have other office equipment or services attached to this phone line, such as a distinctive ring service, answering machine, or voice

Finish setup

mail, see the appropriate section in this section for additional setup guidelines.

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

Case C: Set up your HP All-in-One with a PBX phone system or an ISDN line

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

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

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

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

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

● If you are using a PBX phone system, dial the number for an outside line before dialing the fax number.
● Make sure you use the supplied cord to connect from the telephone wall jack to your HP All-in-One. If you do not, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, see The phone cord that came with my HP All-in-One is not long enough for information on extending it.

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

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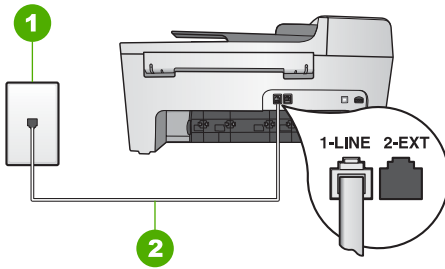
Finish setup

Back view of the HP All-in-One

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

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

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

   Note If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, see The phone cord that came with my HP All-in-One is not long enough for information on extending it.

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

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

   Note By default, your HP All-in-One is set to answer all ring patterns. If you do not set the **Answer Ring Pattern** to match the ring pattern assigned to your fax number, your HP All-in-One might answer both voice calls and fax calls or it might not answer at all.

4. (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).
   For information on changing this setting, see Set the number of rings before answering.

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

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

Finish setup

Case E: Shared voice/fax line

If you receive both voice calls and fax calls at the same phone number, and you have no other office equipment (or voice mail) on this phone line, set up your HP All-in-One as described in this section.
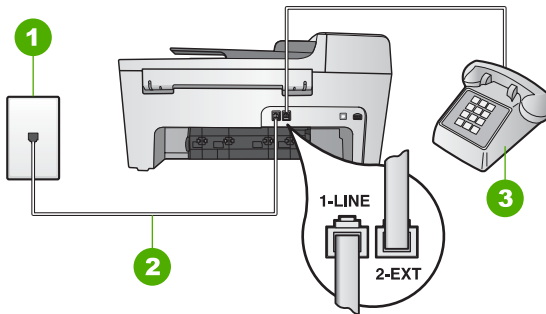
Back view of the HP All-in-One

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

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

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

    📝 **Note** If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, see The phone cord that came with my HP All-in-One is not long enough for information on extending it.

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

3. Now you need to decide how you want the HP All-in-One to answer calls, automatically or manually:
    –   If you set up the HP All-in-One to answer calls **automatically**, it answers all incoming calls and receives faxes. Your HP All-in-One will not be able to distinguish between fax and voice calls in this case; if you suspect the call is a voice call, you will need to answer it before the HP All-in-One answers the

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

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

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

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

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

Case F: Shared voice/fax line with voice mail

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

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

Back view of the HP All-in-One

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

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

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

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

short, see The phone cord that came with my HP All-in-One is not long enough for information on extending it.

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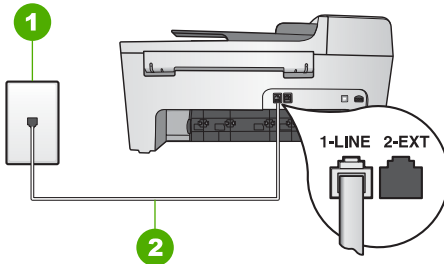3. Run a fax test. For information, see Test your fax setup.

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

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

If you have a fax line on which you receive no voice calls, and you also have a computer modem connected on this line, set up your HP All-in-One as described in this section.

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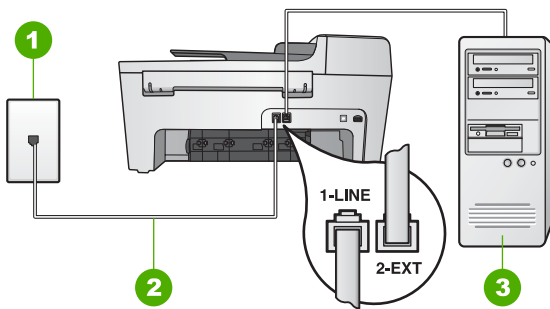
Back view of the HP All-in-One

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

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

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

Note If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, see The phone cord that came with my HP All-in-One is not long enough for information on extending it.

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

    Note If you do not turn off the automatic fax reception setting in your computer modem software, your HP All-in-One will not be able to receive faxes.

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

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

Case H: Shared voice/fax line with computer modem

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

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

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

● If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler), as shown below. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.) For additional details, see the **5600 series Troubleshooting** section in the onscreen **HP Image Zone Help**.

Example of a parallel splitter

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

Back view of the HP All-in-One

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

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

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

   📝 **Note** If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too

short, see The phone cord that came with my HP All-in-One is not long enough for information on extending it.

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

Note If you do not turn off the automatic fax reception setting in your computer modem software, your HP All-in-One will not be able to receive faxes.

6. Now you need to decide how you want the HP All-in-One to answer calls, automatically or manually:
   – If you set up the HP All-in-One to answer calls **automatically**, it answers all incoming calls and receives faxes. Your HP All-in-One will not be able to distinguish between fax and voice calls in this case; if you suspect the call is a voice call, you will need to answer it before the HP All-in-One answers the call. To set up the HP All-in-One to answer calls automatically, change the **Auto Answer** setting to **On**.
   – If you set up the HP All-in-One to answer faxes **manually**, you must be available to respond in person to incoming fax calls or your HP All-in-One cannot receive faxes. To set up the HP All-in-One to answer calls manually, change the **Auto Answer** setting to **Off**.

   For information on changing this setting, see Set the answer mode.
7. Run a fax test. For information, see Test your fax setup.

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

Case I: Shared voice/fax line with answering machine

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

Finish setup
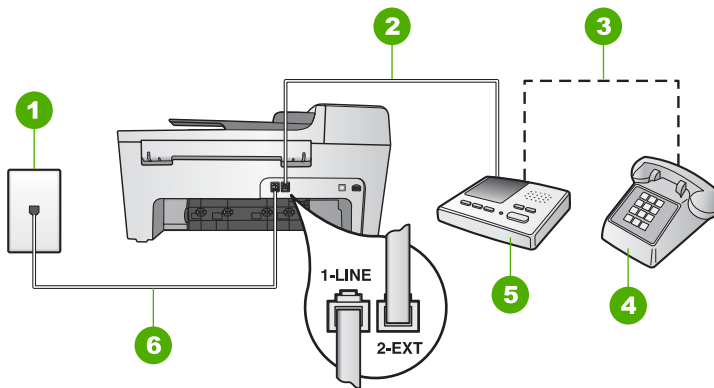
Back view of the HP All-in-One

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

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

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

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

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

    Note   If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, see The phone cord that came with my HP All-in-One is not long enough for information on extending it.

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

    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 your HP All-in-One. You can use standard phone cords for these connections.

5. Set the **Auto Answer** setting to **On**.
   For information on changing this setting, see Set the answer mode.
6. Set your answering machine to answer after four or fewer rings.
7. Change the **Rings to Answer** setting on your HP All-in-One to the maximum number of rings supported by your device. (The maximum number of rings varies by country/region.)
   For information on changing this setting, see Set the number of rings before answering.
8. Run a fax test. For information, see Test your fax setup.

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

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

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

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

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

● If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler), as shown below. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.) For additional details, see the **5600 series Troubleshooting** section in the onscreen **HP Image Zone Help**.

Example of a parallel splitter

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

Back view of the HP All-in-One

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

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

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

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

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

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

short, see The phone cord that came with my HP All-in-One is not long enough for information on extending it.

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

    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 your HP All-in-One. You can use standard phone cords for these connections.

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

    Note If you do not turn off the automatic fax reception setting in your computer modem software, your HP All-in-One will not be able to receive faxes.

7. Set the **Auto Answer** setting to **On**.
    For information on changing this setting, see Set the answer mode.
8. Set your answering machine to answer after four or fewer rings.
9. Change the **Rings to Answer** setting on your HP All-in-One to the maximum number of rings supported by your device. (The maximum number of rings varies by country/region.)
    For information on changing this setting, see Set the number of rings before answering.
10. Run a fax test. For information, see Test your fax setup.

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

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

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

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

Since your computer modem shares the phone line with your HP All-in-One, you will not be able to use both your computer modem and your HP All-in-One

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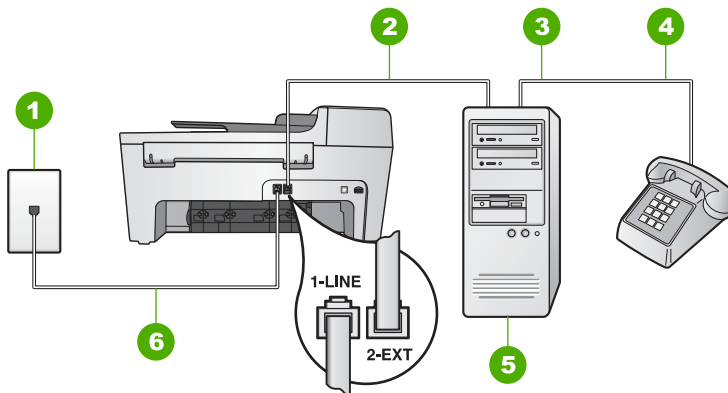
There are two different ways to set up your HP All-in-One with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

● If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler), as shown below. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.) For additional details, see the **5600 series Troubleshooting** section in the onscreen **HP Image Zone Help**.

Example of a parallel splitter

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

Back view of the HP All-in-One

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

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

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

2. Find the phone cord that connects from the back of your computer (your computer modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled "2-EXT" on the back of your HP All-in-One.

3. Connect a phone to the "OUT" port on the back of your computer modem.

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

> **Note** If you do not use the supplied cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, see The phone cord that came with my HP All-in-One is not long enough for information on extending it.

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

> **Note** If you do not turn off the automatic fax reception setting in your modem software, your HP All-in-One will not be able to receive faxes.

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

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

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

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

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

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

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

Set the answer mode

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

● If you set the HP All-in-One to answer faxes **automatically**, the HP All-in-One will answer all incoming calls and receive faxes. Set the **Auto Answer** setting to **On**.

● If you set the HP All-in-One to answer faxes **manually**, you must be available to respond in person to the incoming fax call or your HP All-in-One will not receive

faxes. Set the **Auto Answer** setting to **Off**. For more information on receiving faxes manually, see Receive a fax manually.

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

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

Change the answer ring pattern (distinctive ringing)

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

If you connect your HP All-in-One to a line with distinctive ringing, have your telephone company assign one ring pattern to voice calls and another ring pattern to fax calls. HP recommends that you request double or triple rings for a fax number. When the HP All-in-One detects the specified ring pattern, it will answer the call and receive the fax.

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

To change the answer ring pattern from the control panel

1. Verify that your HP All-in-One is set to answer fax calls automatically. For information, see Set the answer mode.
2. Press **Setup**.
3. Press **5**, and then press **1**.
   This selects **Advanced Fax Setup** and then selects **Answer Ring Pattern**.
4. Press ▶ to select an option, and then press **OK**.
   When the phone rings with the ring pattern assigned to your fax line, the HP All-in-One answers the call and receives the fax.

Set the number of rings before answering

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

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

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

in-One detects fax tones, the HP All-in-One will receive the fax. If the call is a voice call, the answering machine will record the incoming message.

To set the number of rings before answering from the control panel
1. Press **Setup**.
2. Press **4**, and then press **3**.
   This selects **Basic Fax Setup** and then selects **Rings to Answer**.
3. Enter the appropriate number of rings by using the keypad, or press ◀ or ▶ to change the number of rings.
4. Press **OK** to accept the setting.

Test your fax setup

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

● Verifies the correct type of phone cord is connected to your HP All-in-One
● Checks that the phone cord is plugged into the correct port
● Checks for a dial tone
● Checks for an active phone line
● Tests the status of your phone line connection

The HP All-in-One prints a report with the results of the test. If the test fails, review the report for information on how to fix the problem and rerun the test.

To test your fax setup from the control panel
1. Set up your HP All-in-One for faxing according to the setup instructions in this chapter.
2. Insert the print cartridges and load full-size paper in the input tray before starting the test.
   For more information, see Replace the print cartridges and Load full-size paper.
3. Press **Setup**.
4. Press **6**, then press **6** again.
   This selects the **Tools** menu and then selects **Run Fax Test**.
   The HP All-in-One displays the status of the test on the control panel display and prints a report.
5. Review the report.
   – If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify the settings are correct. A blank or incorrect fax setting can cause problems faxing.
   – If the test fails, review the report for more information on how to fix any problems found.
6. After you pick up the fax report from your HP All-in-One, press **OK**.
   If necessary, resolve any problems found and rerun the test.
   For more information on resolving any problems found during the test, see The fax test failed.

Finish setup

Set the fax header

The fax header prints your name and fax number on the top of every fax you send. HP recommends that you set up the fax header by using the **Fax Setup Wizard** (Windows users) or the **Fax Setup Utility** (Mac users) during the **HP Image Zone** software installation. You can also set up the fax header from the control panel.

> **Note 1** In some countries/regions the fax header information is a legal requirement.
>
> **Note 2** In Hungary, the subscriber identification code (fax header) can be set or changed only by authorized personnel. For more information, contact your authorized HP dealer.

1. Press **Setup**.
2. Press **4**, and then press **1**.
   This selects **Basic Fax Setup** and then selects **Fax Header**.
3. Enter your personal or company name, and then press **OK**.
   For information on entering text from the control panel, see Text and symbols.
4. Enter your fax number by using the numeric keypad, and then press **OK**.

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

Set up speed dialing

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

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

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

Create individual speed dial entries

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

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

1. Press **Setup**.
2. Press **3**, and then press **1**.
   This selects **Speed Dial Setup** and then selects **Individual Speed Dial**.

The first unassigned speed dial entry appears on the control panel display.

3. Press **OK** to select the displayed speed dial entry. You can also press ◄ or ► to select an empty entry, and then press **OK**.
4. Enter the fax number to assign to that entry, and then press **OK**.
5. Enter the name, and then press **OK**.
   For more information on entering text, see Text and symbols.
6. Press **1** if you want to set up another number, or press **2** if you are finished creating speed dial entries.

Create group speed dial entries

You can place individual speed dial entries that you have set up into groups, so that you can fax the same document to multiple recipients at once. (The maximum number of individual speed dial entries allowed in a group speed dial entry varies by model.)

1. Press **Setup**.
2. Press **3**, and then press **2**.
   This selects **Speed Dial Setup** and then selects **Group Speed Dial**.
   The first unassigned speed dial entry appears on the control panel display.
3. Press **OK** to select the displayed speed dial entry. You can also press ◄ or ► to select an empty entry, and then press **OK**.
4. Press ◄ or ► to scroll through the individual speed dial entries you set up, and then press **OK** to select the appropriate entry.
5. Press **1** to add another individual speed dial entry, or press **2** if you are finished.
6. Enter the group speed dial name, and then press **OK**.
   For more information on entering text, see Text and symbols.
7. Press **1** to add another group, or press **2** if you are finished.

4 Load originals and load paper

This chapter provides instructions for loading originals in the automatic document feeder or on the glass to copy, scan, or fax; choosing the best paper type for your job; loading paper in the input tray; and avoiding paper jams.

Load originals

You can load an original for a copy, fax, or scan job in the automatic document feeder or on the glass. Originals that are loaded in the automatic document feeder will automatically be fed into the HP All-in-One.

Load an original in the automatic document feeder

You can copy, scan, or fax a single- or multiple-page letter-, A4- (up to 25 pages of plain paper), or legal-size document (up to 15 sheets of plain paper) by placing it in the document feeder tray.

> **Caution** Do not load photos in the automatic document feeder; this might cause damage to your photos.
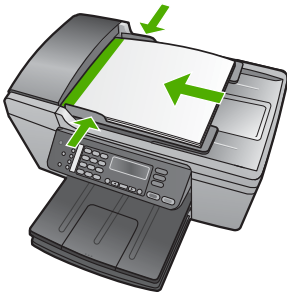
> **Note** Some features, such as the **Fit to Page** copy feature, do not work when you load your originals in the automatic document feeder. For more information, see Load an original on the glass.

To load an original in the automatic document feeder

1. Load your original, with the print side up, into the document feeder tray. Slide the paper into the automatic document feeder until you hear a beep. This indicates that the HP All-in-One detected the pages you loaded.
    The automatic document feeder holds a maximum of 25 sheets of plain paper.

    > **Tip** For more help on loading originals in the automatic document feeder, refer to the diagram engraved in the document feeder tray.

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

Load an original on the glass

You can copy, scan, or fax up to letter- or A4-size originals by loading them on the glass. If your original is legal-size or contains multiple full-size pages, load it in the automatic document feeder. For more information, see Load an original in the automatic document feeder.

> **Note** Many of the special features will not work correctly if the glass and lid backing are not clean. For more information, see Clean the HP All-in-One.

To load an original on the glass

1. Remove all originals from the document feeder tray, and then lift the lid on the HP All-in-One.
2. Place your original print side down on the left front corner of the glass.

> **Tip** For more help on loading an original, refer to the engraved guides along the edge of the glass.

3. Close the lid.

Choose papers for printing and copying

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

Recommended papers for printing and copying

If you want the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing. If you are printing photos, for example, load HP Premium or HP Premium Plus photo paper in the input tray.

> **Note** This device supports 10 x 15 cm (4 x 6 inch) with tab, A4-, letter-, and legal- (US only) size paper only.
>
> For borderless printing, the HP All-in-One only supports printing 10 x 15 cm (4 x 6 inch) paper with tab.

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

www.hp.com/support/inkjet_media

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

To purchase HP papers, go to:

www.hp.com/learn/suresupply

Papers to avoid

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

Papers to avoid when printing
- Paper with cutouts or perforations (unless specifically designed for use with HP inkjet devices).
- Highly textured stock, such as linen. It might not print evenly, and the ink can bleed into these papers.
- Extremely smooth, shiny, or coated papers not specifically designed for your HP All-in-One. They can jam the HP All-in-One or repel the ink.
- Multi-part forms, such as duplicate and triplicate forms. They can wrinkle or get stuck, and the ink is more likely to smear.
- Envelopes with clasps or windows. They can get stuck in the rollers and cause paper jams.
- Banner paper.
- 10 x 15 cm (4 x 6 inch) photo paper without tabs

Papers to avoid when copying
- Any size paper other than those listed in the technical specifications chapter of your printed User Guide.
- Paper with cutouts or perforations (unless specifically designed for use with HP inkjet devices).
- Envelopes.
- Banner paper.
- Transparency film other than HP Premium Inkjet Transparency Film or HP Premium Plus Inkjet Transparency Film.
- Iron-On Transfers.
- Multiple-part forms or label stock.
- 10 x 15 cm (4 x 6 inch) photo paper without tabs

Load paper

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

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

Load full-size paper

You can load many types of letter, A4, or legal paper into the input tray of your HP All-in-One.

To load full-size paper

1. Remove the output tray and slide the paper-width guide to its outermost position.

2. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
   – Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
   – Make sure all the paper in the stack is the same size and type.

3. Insert the stack of paper into the input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.
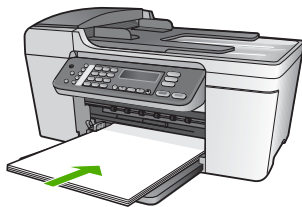
> **Caution** Make sure that the HP All-in-One is idle and silent when you load paper into the input tray. If the HP All-in-One is servicing the print cartridges or otherwise engaged in a task, the paper stop inside the device might not be in place. You could push the paper too far forward, causing the HP All-in-One to eject blank pages.

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

4. Slide the paper-width guide inward until it stops at the edges of the paper.
   Do not overload the input tray; make sure the stack of paper fits within the input tray and is no higher than the top of the paper-width guide.

5. Replace the output tray.
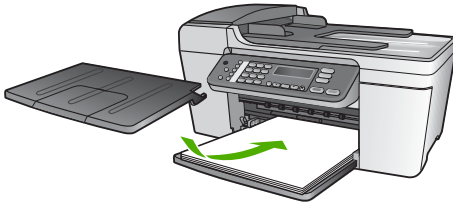
6. Flip the output tray extender up toward you.

> **Note** When you use legal-size paper, leave the output tray extender closed.

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

You can load 10 x 15 cm (4 x 6 inch) photo paper into the input tray of your HP All-in-One. For the best results, use 10 x 15 cm (4 x 6 inch) HP Premium Plus Photo Paper or HP Premium Photo Paper with tab. For more information, see Recommended papers for printing and copying.

Note For borderless printing, the HP All-in-One only supports printing 10 x 15 cm (4 x 6 inch) paper with tab.

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

To load 10 x 15 cm (4 x 6 inch) photo paper with tab in the input tray
1. Remove the output tray.
2. Remove all paper from the input tray.
3. Insert the stack of photo paper into the far-right side of the input tray with the short edge forward and the print side down. Slide the stack of photo paper forward until it stops.
    Load the photo paper so that the tabs are closest to you.
4. Slide the paper-width guide inward against the stack of photo paper until it stops. Do not overload the input tray; make sure the stack of photo paper fits within the input tray and is no higher than the top of the paper-width guide.

5. Replace the output tray.

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

Load index cards

You can load index cards into the input tray of your HP All-in-One to print notes, recipes, and other text. To print a high-quality borderless image, see Load 10 x 15 cm (4 x 6 inch) photo paper.

Note The device leaves a 1.2 cm (.5 inch) border on one short edge.

Tip Before printing many cards, print one test card to make sure that the border does not crop your text.

To load index cards in the input tray
1. Remove the output tray.
2. Remove all paper from the input tray.
3. Insert the stack of cards, print side down, into the far-right side of the input tray. Slide the stack of cards forward until it stops.
4. Slide the paper-width guide inward against the stack of cards until it stops.
   Do not overload the input tray; make sure the stack of cards fits within the input tray and is no higher than the top of the paper-width guide.

5. Replace the output tray.

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

Load envelopes

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

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

To load envelopes
1. Remove the output tray.
2. Remove all paper from the input tray.
3. Insert one or more envelopes into the far-right side of the input tray with the envelope flaps up and to the left. Slide the stack of envelopes forward until it stops.

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

4. Slide the paper-width guide inward against the stack of envelopes until it stops.
   Do not overload the input tray; make sure the stack of envelopes fits within the input tray and is not higher than the top of the paper-width guide.
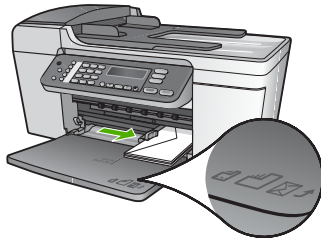
5. Replace the output tray.

Load other types of paper

The following papers require extra attention to load them properly.

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

HP Premium Inkjet Transparency Film

Insert the film so that the white transparency strip (with arrows and the HP logo) is on top and is going into the input tray first.

Note The HP All-in-One cannot automatically detect the paper size or paper type. For best results, set the paper type to transparency film before printing or copying onto transparency film.

HP Iron-On Transfers

Locate the blue stripe on the nonprinting side of the transfer paper and then manually feed one sheet at a time into the input tray with the blue stripe facing up.

Note 1 Flatten the transfer sheet completely before using it; do not load curled sheets. To prevent curling, keep transfer sheets sealed in the original package until you are ready to use them.

Note 2 This paper is for printing only.

HP Greeting Cards, HP Photo Greeting Cards, or HP Textured Greeting Cards

Insert a small stack of HP greeting card paper into the input tray with the print side down; slide the stack of cards forward until it stops.

Tip Make sure that the print portion of the greeting card is toward the device, print-side down.

Note This paper is for printing only.

HP Inkjet Labels

Always use letter or A4 label sheets designed for use with HP inkjet devices (such as HP inkjet labels), and make sure that the labels are no more than two years old. Labels on older sheets might peel off when the paper is pulled through the HP All-in-One, causing subsequent paper jams.

Note This paper is for printing only.

To load labels

– Fan the stack of labels to make sure none of the pages are sticking together.
– Place a stack of label sheets on top of full-size plain paper in the input tray, label side down. Do not insert labels one sheet at a time.

Avoid paper jams

To help avoid paper jams, follow these guidelines:

● Close the output tray extender when you use legal-size paper.
● Remove printed papers from the output tray frequently.
● Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
● Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
● Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
● Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
● Do not force paper too far forward in the input tray.
● Use paper types that are recommended for your HP All-in-One. For more information, see Choose papers for printing and copying.
● Do not leave originals on the glass. If you load an original in the automatic document feeder while there is already an original on the glass, the original can jam in the automatic document feeder.

For more information about clearing paper jams, see Paper troubleshooting or the troubleshooting section in the onscreen **HP Image Zone Help**.

5 Use the copy features

The HP All-in-One enables you to produce high-quality color and black-and-white copies on a variety of paper types, including transparencies. You can enlarge or reduce the size of an original to fit a specific paper size, adjust the darkness of the copy, and use special features to make high-quality copies of photos, including borderless copies.

This chapter provides instructions for increasing copy speed, enhancing copy quality, setting the number of copies to print, and guidelines for choosing the best paper type and size for your job.

Tip For the best copy performance on standard copy projects, set the paper size to **Letter** or **A4**, the paper type to **Plain Paper**, and the copy quality to **Fast**.

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

Make a copy

You can make quality copies from the control panel. Load multiple-page originals into the document feeder tray.

To make a copy from the control panel
1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the left front corner of the glass or print side up in the document feeder tray.
    If you use the document feeder tray, place the pages so that the top edge of the document goes in first.
3. Do one of the following:
    – Press **Start Black** to initiate a black-and-white copy job.
    – Press **Start Color** to initiate a color copy job.

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

Change the copy settings

You can customize the copy settings of the HP All-in-One to handle nearly any task.

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

To change the copy settings for the current job only

1. Press **Copy** repeatedly to display the appropriate menu. The following menus are available:
    –   **Number of copies**
    –   **Reduce/Enlarge**
    –   **Copy Quality**
    –   **Copy Paper Size**
    –   **Paper Type**
    –   **Lighter/Darker**
    –   **Enhancements**
    –   **Set New Defaults**
2. Press the ▶ until the appropriate setting appears.
3. Do one of the following:
    –   To change more settings, press **Copy**.
        This selects the current setting and displays the next menu.
    –   To start the copy job, press **Start Color** or **Start Black**.

To save the current settings as defaults for future jobs

1. Make any needed changes to the settings in the **Copy Menu**.
2. Press **Copy** repeatedly until **Set New Defaults** appears.
3. Press ▶ until **Yes** appears and then press **OK**.

Explore the onscreen **HP Image Zone Help** to learn how to perform special copy projects such as enlarging and reducing copies, making multiple copies on a page, and enhancing the quality of your copies.

Make a 10 x 15 cm (4 x 6 inch) borderless copy of a photo

For the best quality when copying a photo, load photo paper in the input tray and change your copy settings for the correct paper type and photo enhancement. You might also want to use the photo print cartridge for superior print quality. With the tri-color and photo print cartridges installed, you have a six-ink system. See Use a photo print cartridge for more information.

To make a borderless copy of a photo from the control panel

1. Load 10 x 15 cm (4 x 6 inch) tabbed photo paper in the input tray.

    Tip   To make a successful borderless copy, you must have 10 x 15 cm (4 x 6 inch) **tabbed** photo paper loaded.

    For more information on loading photo paper, see Load 10 x 15 cm (4 x 6 inch) photo paper.

2. Load your original photo print side down on the left front corner of the glass. Position the photo on the glass so the long edge of the photo is along the front edge of the glass, as indicated by the engraved guides along the edge of the glass.

3. Press **Copy** repeatedly until **Copy Paper Size** appears.
4. Press ▶ until **10 x 15 cm** or **4 x 6 inches** appears and then press **OK**.
5. Press **Copy** repeatedly until **Reduce/Enlarge** appears.
6. Press ▶ until **Fit to Page** appears.
7. Press **Start Black** or **Start Color**.

   The HP All-in-One makes a 10 x 15 cm (4 x 6 inch) borderless copy of your original photo.

   > **Note** You can remove the tab from the copy of your photo once the ink has completely dried.

Stop copying

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

Copy

6 Use the scan features

This chapter contains information on scanning to an application on your computer or to an HP Instant Share destination.

Scanning is the process of converting text and pictures into an electronic format for your computer. You can scan almost anything (photos, magazine articles and text documents), as long as you are careful not to scratch the glass on your HP All-in-One.

Note On a Mac, you can change the **HP Scan Pro** default scan settings. For more information, see the onscreen **HP Image Zone Help**.

Scan an image

You can start a scan from your computer or from your HP All-in-One. This section explains how to scan from the control panel of the HP All-in-One only.

For information about how to scan from the computer, and how to adjust, resize, rotate, crop, and sharpen your scans, see the onscreen **HP Image Zone Help** that came with your software.

To use the scan features, your HP All-in-One and computer must be connected and turned on. The HP All-in-One software must also be installed and running on your computer prior to scanning. To verify that the HP All-in-One software is running on a Windows computer, look for the **HP Digital Imaging Monitor** icon in the Windows system tray. On a Mac, the HP All-in-One software is always running.

Note Closing the **HP Digital Imaging Monitor** icon in the Windows system tray can cause your HP All-in-One to lose some of its scan functionality and result in the **No Connection** error message. If this happens, you can restore full functionality by restarting your computer or by starting the **HP Image Zone** software.

Scan an original to a computer

You can scan originals placed on the glass directly from the control panel, or from the document feeder tray.

1. Load your original print side down on the left front corner of the glass or print side up in the document feeder tray.
2. Press **Scan**, if it is not already lit.
   The **Scan To** menu appears on the control panel display.
3. Press **OK** to select the default application to receive the scan, or use the arrow buttons to highlight a different application, and then press **OK**.

   Tip To force the scan to be in black and white, press **Start Black** instead of pressing **OK**.

   A preview image of the scan appears in the **HP Scanning** (Windows) or **HP Scan Pro** (Mac) window on the computer, where you can edit it.

For more information about editing a preview image, see the onscreen **HP Image Zone Help** that came with your software.

4. Make any edits to the preview image. When you have finished, click **Accept**.
    The HP All-in-One sends the scan to the selected application. For example, if you chose the **HP Image Zone**, it automatically opens and displays the image.

For information on using HP Instant Share to share your scanned images, see the onscreen **HP Image Zone Help**.

Stop scanning

➔ To stop scanning, press **Cancel** on the control panel.

Share a scanned image with friends and relatives

You can share a scanned image with friends and family by sending it as an e-mail attachment, or by sending it using HP Instant Share.

Send as an e-mail attachment

You can save a scan to your computer, where you can then send the scanned image as an e-mail attachment.

For information on saving a scanned image, see Scan an original to a computer.

For more information on sending the scanned image as an e-mail attachment, see the onscreen **HP Image Zone Help** that came with your software.

Send using HP Instant Share

You can easily share scanned images with friends and family using the HP Instant Share online service. HP Instant Share enables you to send images to others as e-mail or upload photos to an online photo album or photo finishing service.

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

To share scanned images

1. Load your original print side down on the left front corner of the glass.
2. Press **Scan**.
    The **Scan To** menu appears on the control panel display.
3. Press ◀ or ▶ to select **HP Instant Share**.
    The HP All-in-One sends the scanned image to your computer. Use the HP Instant Share software on the computer to send the image as a thumbnail preview to an e-mail recipient (the full-size image can be downloaded later, at the recipient's convenience), to an online photo album or photo finishing service, or to a network-connected HP device.

Print a scanned image

You can print a scanned image using the **HP Image Zone** software. For more information, see the onscreen **HP Image Zone Help** that came with your software.

Edit a scanned image

You can edit a scanned image using the **HP Image Zone** software. You can also edit a scanned document by using your Optical Character Recognition (OCR) software.

Edit a scanned photo or graphic

You can edit a scanned photo or graphic using the **HP Image Zone** software. Using this software, you can adjust the brightness, contrast, color saturation, and more. You can also rotate the image using the **HP Image Zone** software.

For more information, see the onscreen **HP Image Zone Help** that came with your software.

Edit a scanned document

Scanning text (also known as optical character recognition or OCR) enables you to bring the content of magazine articles, books, and other printed matter into your favorite word processor and many other programs as fully editable text. Learning to do OCR right is important if you want to obtain the best results. Do not expect scanned text documents to be letter-perfect the first time you use your OCR software. Using OCR software is an art that takes time and practice to master. For more information about scanning documents, especially documents containing both text and graphics, see the documentation that came with your OCR software.

Scan

Scan

7 Print from your computer

The HP All-in-One can be used with any software application that allows printing. The instructions vary slightly depending on whether you are printing from a Windows computer or a Mac. Make sure you follow the instructions for your operating system in this chapter.

This User Guide provides just a sampling of the print features available to help you get started using your HP All-in-One to print from a software application. Explore the onscreen **HP Image Zone Help** that came with your HP All-in-One software for information on all of the print settings that your HP All-in-One supports. For example, the onscreen **HP Image Zone Help** provides information on printing a poster, printing multiple pages on a single sheet, and more. For more information on the **HP Image Zone Help**, see Use the onscreen Help.

Print from a software application

Most print settings are automatically handled by the software application you are printing from or by HP ColorSmart technology. You need to change the settings manually only when you change print quality, print on specific types of paper or transparency film, or use special features.

To print from a software application (Windows)
1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Select the HP All-in-One as the printer.
4. If you need to change settings, click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Select the appropriate options for your print job by using the features available in the **Paper/Quality**, **Finishing**, **Effects**, **Basics**, and **Color** tabs.

   -ᄋ- **Tip** You can easily select the appropriate options for your print job by choosing one of the predefined print tasks on the **Printing Shortcuts** tab. Click a type of print task in the **What do you want to do?** list. The default settings for that type of print task are set, and summarized on the **Printing Shortcuts** tab. If necessary, you can adjust the settings here, or you can make your changes on the other tabs in the **Properties** dialog box.

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

To print from a software application (Mac)
1. Make sure you have paper loaded in the input tray.
2. From the **File** menu in your software application, choose **Page Setup**.
   The **Page Setup** dialog box appears, allowing you to specify the paper size, orientation, and scaling.

3. Make sure the HP All-in-One is the selected printer.
4. Specify the page attributes:
   – Choose the paper size.
   – Select the orientation.
   – Enter the scaling percentage.
5. Click **OK**.
6. From the **File** menu in your software application, choose **Print**.
   The **Print** dialog box appears, and the **Copies & Pages** panel opens.
7. Change the print settings for each option in the pop-up menu, as appropriate for your project.
8. Click **Print** to begin printing.

Change the print settings

You can customize the print settings of the HP All-in-One to handle nearly any print task.

Windows users

Before you change print settings, you should decide if you want to change the settings for the current print job only, or if you want to make the settings the defaults for all future print jobs. How you display print settings depends on whether or not you want to apply the change to all future print jobs or just to the current print job.

To change the print settings for all future jobs
1. In the **HP Solution Center**, click **Settings**, point to **Print Settings**, and then click **Printer Settings**.
2. Make changes to the print settings, and click **OK**.

To change the print settings for the current job
1. On the **File** menu in your software application, click **Print**.
2. Make sure the HP All-in-One is the selected printer.
3. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, or **Printer**.
4. Make changes to the print settings, and click **OK**.
5. Click **Print** or **OK** in the **Print** dialog box to print the job.

Mac users

Use the **Page Setup** and **Print** dialog boxes to change the settings for your print job. Which dialog box you use depends on which setting you want to change.

To change the paper size, orientation, or scaling percentage
1. From the **File** menu in your software application, choose **Page Setup**.
2. Select the HP All-in-One in the **Print Center** (v 10.2) or **Printer Setup Utility** (v 10.3 or later) before you begin printing.

3. Make changes to the paper size, orientation, and scaling percentage settings, and click **OK**.

To change all other print settings
1. From the **File** menu in your software application, choose **Print**.
2. Make sure the HP All-in-One is the selected printer.
3. Make changes to the print settings, and click **Print** to print the job.

Stop a print job

Although you can stop a print job from either the HP All-in-One or the computer, HP recommends you stop it from the HP All-in-One for best results.

> **Note** Windows users: Although most software applications designed for Windows use the Windows print spooler, your software application might not use the spooler. An example of a software application that does not use the Windows print spooler is PowerPoint in Microsoft Office 97.
>
> If you cannot cancel your print job by using one of the following procedures, consult the instructions for canceling background printing in the online help for your software application.

To stop a print job from the HP All-in-One
➔ Press **Cancel** on the control panel. Look for the **Print Cancelled** message on the control panel display. If the message does not appear, press **Cancel** again.

To stop a print job from the computer (Windows 9x or 2000 users)
1. On the Windows taskbar, click **Start**, point to **Settings**, and then click **Printers**.
2. Double-click the HP All-in-One icon.

> **Tip** You can also double-click the printer icon in the Windows taskbar.

3. Select the print job you want to cancel.
4. On the **Document** menu, click **Cancel Printing** or **Cancel**, or press the DELETE key on your keyboard.
   It can take a few moments for printing to be cancelled.

To stop a print job from the computer (Windows XP users)
1. On the Windows taskbar, click **Start**, and then click **Control Panel**.
2. Open the **Printers and Faxes** control panel.
3. Double-click the HP All-in-One icon.

> **Tip** You can also double-click the printer icon in the Windows taskbar.

4. Select the print job you want to cancel.
5. On the **Document** menu, click **Cancel Printing** or **Cancel**, or press the DELETE key on your keyboard.

It can take a few moments for printing to be cancelled.

To stop a print job from the computer (Mac)

1. Open the **Print Center** (v 10.2) or the **Printer Setup Utility** (v 10.3 or later) from the **Applications:Utilities** folder.
2. Make sure the HP All-in-One is the selected printer.
3. From the **Printers** menu, choose **Show Jobs**.
4. Select the print job you want to cancel.
5. Click **Delete**.

   It can take a few moments for printing to be cancelled.

Print

8 Use the fax features

You can use your HP All-in-One to send and receive faxes, including color faxes.

> **Note** Before you begin faxing, make sure you have set up your HP All-in-One properly for faxing. For more information, see Set up the HP All-in-One for faxing.

This User Guide provides just a sampling of the fax features available to help you get started using your HP All-in-One to send and receive faxes. Explore the onscreen **HP Image Zone Help** that came with your HP All-in-One software for information on all the fax features that your HP All-in-One supports. For example, the onscreen **HP Image Zone Help** provides information on scheduling a fax to send, broadcasting a fax to multiple recipients, and more. For more information on the **HP Image Zone Help**, see Use the onscreen Help.

Send a fax

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

If you frequently send faxes to the same numbers, you can set up speed dial entries. For more information on setting up speed dial entries, see Set up speed dialing.

Send a basic fax

You can easily send a single- or multiple-page black-and-white fax by using the control panel, as described here. If you want to send a color or photo fax, see the onscreen **HP Image Zone Help**.

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

> **Tip** You can also send a fax manually from a phone or by using monitor dialing. These features allow you to control the pace of your dialing. They are also useful when you want to use a calling card to charge the call and you need to respond to tone prompts while dialing. For more information, see Send a fax manually from a phone or Send a fax using monitor dialing.

1. Load your originals, with the print side up, into the document feeder tray. If you are sending a single-page fax, such as a photograph, you can also load your original on the glass.

   > **Note** If you are sending a multiple-page fax, you must load the originals in the document feeder tray. You cannot fax a multiple-page document from the glass.

2. Press **Fax**.

Fax

The **Fax Number** prompt appears.

3. Enter the fax number by using the keypad, press **Speed Dial** or a one-touch speed dial button to select a speed dial, or press **Redial/Pause** to redial the last number dialed.

4. Press **Start Black**.

   – **If the HP All-in-One detects an original loaded in the automatic document feeder**, the HP All-in-One sends the document to the number you entered.

   – **If the HP All-in-One does not detect an original loaded in the automatic document feeder**, the **Fax from glass?** prompt appears. Make sure your original is loaded on the glass, and then press **1** to select **Yes**.

Send a fax manually from a phone

You can initiate a fax call from a telephone on the same phone line as your HP All-in-One if you are more comfortable using the keypad on your phone, rather than using the keypad on the control panel of your HP All-in-One. This method of sending a fax is called manually sending a fax. When you send a fax manually, you can hear the dial tones, telephone prompts, or other sounds through the handset on your telephone. This makes it easy for you to use a calling card to send your fax.

Depending on how the recipient has their fax machine set up, the recipient might answer the phone, or the fax machine might take the call. If a person answers the phone, you can speak with the recipient before sending the fax. If a fax machine answers the call, you can send the fax directly to the fax machine when you hear the fax tones from the receiving fax machine.

To send a fax manually from a phone

1. Load your originals, with the print side up, into the document feeder tray.

   Note This feature is not supported if you load your originals on the glass. You must load your originals in the document feeder tray.

2. Dial the number by using the keypad on the phone that is connected to your HP All-in-One.

   Note Do not use the keypad on the control panel of the HP All-in-One when manually sending a fax. You must use the keypad on your phone to dial the recipient's number.

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

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

4. Once you are ready to send the fax, press **Fax** on the control panel of your HP All-in-One.

5. When prompted, press **1** to select **Send Fax**, and then press **Start Black** or **Start Color**.

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

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

Send a fax using monitor dialing

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

Tip If you want to use monitor dialing to send a fax with a calling card, HP recommends you create a speed dial entry to store the personal identification number (PIN) for your calling card. If you do not store the PIN in a speed dial entry, you might not be able to enter the PIN fast enough. The HP All-in-One might begin transmitting fax tones before you are able to finish entering your PIN, and the call will fail.

Note Make sure the volume is turned on, or you will not hear a dial tone. For more information, see Adjust the volume.

To send a fax using monitor dialing from the control panel
1. Load your originals, with the print side up, into the document feeder tray. If you are sending a single-page fax, such as a photograph, you can also load your original on the glass.

    Note If you are sending a multiple-page fax, you must load the originals in the document feeder tray. You cannot fax a multiple-page document from the glass.

2. Press **Fax**, and then press **Start Black** or **Start Color**.
    – **If the HP All-in-One detects an original loaded in the automatic document feeder**, you will hear a dial tone.
    – **If the HP All-in-One does not detect an original loaded in the automatic document feeder**, the **Fax from glass?** prompt appears. Make sure your original is loaded on the glass, and then press **1** to select **Yes**.
3. Once you hear the dial tone, enter the number by using the keypad on the control panel.
4. Follow any prompts that might occur.

    Tip If you are using a calling card to send the fax, when prompted to enter your PIN, press **Speed Dial** or a one-touch speed dial button to select the speed dial entry where you have your PIN stored.

Your fax is sent when the receiving fax machine answers.

Fax

Receive a fax

Depending on the **Auto Answer** setting, your HP All-in-One can receive faxes automatically or manually. If you have set the **Auto Answer** option to **Off**, you will need to receive faxes manually. If the **Auto Answer** option is set to **On** (the default setting), your HP All-in-One will automatically answer incoming calls and receive faxes after the number of rings specified by the **Rings to Answer** setting. (The default **Rings to Answer** setting is five rings.) For more information on **Auto Answer**, see Set the answer mode.

> **Note** If you installed a photo print cartridge for printing photos, you might want to replace it with the black print cartridge when receiving faxes. See Use a photo print cartridge.

Receive a fax manually

If you set up your HP All-in-One to receive faxes manually (the **Auto Answer** option is set to **Off**) or you answer the phone and hear fax tones, use the instructions in this section to receive faxes.

1. Make sure the HP All-in-One is turned on and you have paper loaded in the input tray.
2. Remove any originals from the document feeder tray.
3. If you are currently on the phone with the sender, instruct the sender to press Start on their fax machine.
4. When you hear fax tones from a sending fax machine, do the following:
   a. Press **Fax** on the control panel of your HP All-in-One.
   b. When prompted, press **2** to select **Receive fax**.
   c. After the HP All-in-One begins to receive the fax, you can hang up the phone.

> **Tip** If the phone you are using is on the same phone line as your HP All-in-One, but is not plugged into the "2–EXT" port on the back of the HP All-in-One, you might not be close enough to your HP All-in-One to reach the control panel. If you cannot reach the control panel, wait several seconds, and then press **1 2 3** on your phone.
>
> If the HP All-in-One does not begin receiving the fax, wait several more seconds and press **1 2 3** again. After the HP All-in-One begins to receive the fax, you can hang up the phone.

Set up backup fax reception

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

> **Note** The HP All-in-One deletes all the faxes stored in its memory when you turn off the HP All-in-One. You can also delete the faxes from memory by clearing the fax log from the **Setup Menu**, or changing the **Backup Fax Reception** mode to **Off**. For more information, see the onscreen **HP Image Zone Help**.

Fax

The following **Backup Fax Reception** modes are available: **On**, **On Error Only**, and **Off**.

● **On** is the default setting. When **Backup Fax Reception** is **On**, the HP All-in-One stores all faxes it receives in memory. This enables you to reprint up to eight of the most recently printed faxes if they are still saved in memory. For more information, see Reprint received faxes from memory.

> **Note** After the memory becomes full, the HP All-in-One overwrites the oldest, printed faxes as it receives new faxes. If the memory becomes full of unprinted faxes, the HP All-in-One will stop answering incoming fax calls.

● **On Error Only** causes the HP All-in-One to store faxes in memory only if there is an error condition that prevents the HP All-in-One from printing the faxes (for example, if the HP All-in-One runs out of paper). The HP All-in-One will continue to store incoming faxes as long as there is memory available. (If the memory becomes full, the HP All-in-One will stop answering incoming fax calls.) When the error condition is resolved, the faxes stored in memory print automatically and are then deleted from memory.

● **Off** means that faxes are never stored in memory. (You might want to turn off **Backup Fax Reception** for security purposes, for example.) If an error condition occurs that prevents the HP All-in-One from printing (for example, the HP All-in-One runs out of paper), the HP All-in-One will stop answering incoming fax calls.

> **Note** If **Backup Fax Reception** is enabled and you turn off the HP All-in-One, all faxes stored in memory are deleted, including any unprinted faxes that you might have received while the HP All-in-One was in an error condition. You will need to contact the senders to ask them to resend any unprinted faxes. (For a list of the faxes you have received, print the fax log. The fax log, containing a list of the numbers from which you have received faxes, is not deleted when the HP All-in-One is turned off. For more information on the fax log, see the onscreen **HP Image Zone Help**.)

To set backup fax reception from the control panel

1. Press **Setup**.
2. Press **5**, and then press **5** again.
   This selects **Advanced Fax Setup** and then selects **Backup Fax Reception**.
3. Press ▶ to select **On**, **On Error Only**, or **Off**.
4. Press **OK**.

Reprint received faxes from memory

If you set the **Backup Fax Reception** mode to **On**, the HP All-in-One stores faxes it receives in memory, whether the device has an error condition or not. For more information, see Set up backup fax reception.

> **Note** The HP All-in-One deletes all the faxes stored in its memory when you turn off the HP All-in-One. You can also delete the faxes from memory by clearing the fax log from the **Setup Menu**, or changing the **Backup Fax Reception** mode to **Off**. For more information, see the onscreen **HP Image Zone Help**.

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

1. Make sure you have paper loaded in the input tray.
2. Press **Setup**.
3. Press **6**, and then press **5**.
   This selects **Tools** and then selects **Reprint Faxes in Memory**.
   The faxes are printed in the reverse order they were received with the most recently received fax printed first, and so on.
4. If you want to stop reprinting the faxes in memory, press **Cancel**.

Print reports

You can set up your HP All-in-One to print error reports and confirmation reports automatically for each fax you send and receive. You can also manually print system reports as you need them; these reports provide useful system information about your HP All-in-One.

For more information on the system reports you can generate, see the onscreen **HP Image Zone Help**.

Print fax confirmation reports

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

1. Press **Setup**.
2. Press **2**, and then press **1**.
   This selects **Print Report** and then selects **Fax Confirmation**.
3. Press ▶ to select one of the following, and then press **OK**.

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

Print fax error reports

You can configure your HP All-in-One so that it automatically prints a report when there is an error during transmission.

1. Press **Setup**.
2. Press **2**, and then press **2**.
   This selects **Print Report** and then selects **Fax Error Report**.
3. Press ▶ to select one of the following, and then press **OK**.

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

Stop faxing

You can cancel a fax you are sending or receiving at any time.

To stop faxing from the control panel

➔ Press **Cancel** on the control panel to stop a fax you are sending or receiving.
Look for the **Fax Cancelled** message on the control panel display. If it does not
appear, press **Cancel** again.
The HP All-in-One prints any pages it has already started printing and then
cancels the remainder of the fax. This can take a few moments.

To cancel a number you are dialing

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

Fax

9 Order supplies

You can order HP products, such as recommended types of paper and print cartridges, online from the HP website.

Order paper, transparency film, or other media

To order media such as HP Premium Paper, HP Premium Plus Photo Paper, or HP Premium Inkjet Transparency Film, go to www.hp.com/learn/suresupply. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

Order print cartridges

To order print cartridges for your HP All-in-One, go to www.hp.com/learn/suresupply. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page. Your HP All-in-One supports the following print cartridges:

Print cartridges	HP reorder number
HP black inkjet print cartridge	#27 black print cartridge
	#56 high-capacity black print cartridge
HP tri-color inkjet print cartridge	#22 color print cartridge
HP photo inkjet print cartridge	#58 color photo print cartridge

You can also find out the reorder numbers for all the print cartridges your device supports by doing the following:

● For **Windows users**: In the **HP Solution Center**, click **Settings**, point to **Print Settings**, and then click **Printer Toolbox**. Click the **Estimated Ink Levels** tab, and then click **Print Cartridge Ordering Information**.
● For **Mac users**: In the **HP Image Zone**, click the **Devices** tab. In the **Select Devices** area, click the icon for your HP All-in-One. In the **Device Options** area, click **Settings**, and then choose **Maintain Printer**. If prompted, select your HP All-in-One, and then click **Utilities**. From the pop-up menu, choose **Supplies**.

Additionally, you can contact a local HP reseller or go to www.hp.com/support to confirm the correct print cartridge reorder numbers for your HP All-in-One.

Order other supplies

To order other supplies, such as HP All-in-One software, a copy of the printed User Guide, a Setup Guide, or other customer-replaceable parts, call the appropriate number below:

● In the U.S. or Canada, dial **1-800-474-6836 (1-800-HP invent)**.
● In Europe, dial +49 180 5 290220 (Germany) or +44 870 606 9081 (U.K.).

To order HP All-in-One software in other countries/regions, call the phone number for your country/region. The numbers listed below are current as of the publication date of this guide. For a list of current ordering numbers, go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Country/region	Number for ordering
Asia Pacific (except for Japan)	65 272 5300
Australia	1300 721 147
Europe	+49 180 5 290220 (Germany)
	+44 870 606 9081 (U.K.)
New Zealand	0800 441 147
South Africa	+27 (0)11 8061030
U.S. and Canada	1-800-HP-INVENT (1-800-474-6836)

10 Maintain your HP All-in-One

The HP All-in-One requires little maintenance. Sometimes you might want to clean the glass and lid backing to remove surface dust and ensure that your copies and scans remain clear. You will also need to replace, align, or clean your print cartridges occasionally. This chapter provides instructions for keeping your HP All-in-One in top working condition. Perform these simple maintenance procedures as necessary.

Clean the HP All-in-One

To ensure that your copies and scans remain clear, you might need to clean the glass and lid backing. You might also want to dust the exterior of the HP All-in-One.

Clean the glass

Glass that is dirty from fingerprints, smudges, hair, and dust on the main glass surface slows down performance and affects the accuracy of features such as **Fit to Page**.

To clean the glass
1. Turn off the HP All-in-One, unplug the power cord, and raise the lid.

   Note When you unplug the power cord, the date and time are erased. You will need to reset the date and time later, when you plug the power cord back in. For more information, see Set the date and time. Any faxes stored in memory are also erased.

2. Clean the glass with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.

   ⚠ **Caution** Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass, since they can damage it. Do not place or spray liquid directly on the glass. The liquid might seep under the glass and damage the device.

3. Dry the glass with a chamois or cellulose sponge to prevent spotting.

To clean the glass strip inside the automatic document feeder
1. Lift the cover of the automatic document feeder.
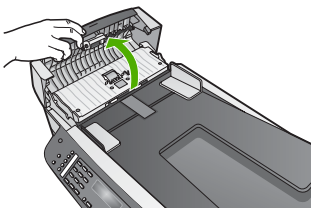
2. Raise the lid, as if you were loading an original on the glass.
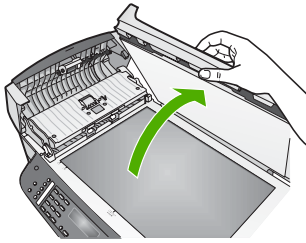
3. Lift the automatic document feeder mechanism.
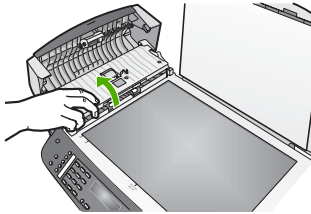
There is a glass strip under the automatic document feeder.
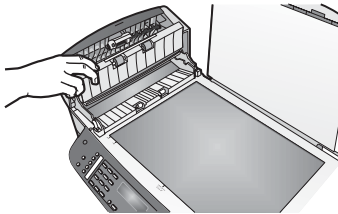
4. Clean the glass strip with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.

⚠ **Warning** Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass; they can damage it. Do not place or spray liquid directly on the glass; the liquid might seep under the glass and damage the device.

5. Lower the automatic document feeder mechanism, and then close the cover of the automatic document feeder.
6. Close the lid.

Clean the lid backing

Minor debris can accumulate on the white document backing located underneath the lid of the HP All-in-One.

1. Turn off the HP All-in-One, unplug the power cord, and raise the lid.

2. Clean the white document backing with a soft cloth or sponge slightly moistened with a mild soap and warm water.
   Wash the backing gently to loosen debris. Do not scrub the backing.
3. Dry the backing with a chamois or soft cloth.

⚠ **Caution** Do not use paper-based wipes, as these might scratch the backing.

4. If further cleaning is needed, repeat the previous steps using isopropyl (rubbing) alcohol, and wipe the backing thoroughly with a damp cloth to remove any residual alcohol.

⚠ **Caution** Be careful not to spill alcohol on the glass or painted parts of the HP All-in-One, as this might damage the device.

Clean the exterior

Use a soft cloth or slightly moistened sponge to wipe dust, smudges, and stains off the case. The interior of the HP All-in-One does not require cleaning. Keep fluids away from the control panel and the interior of the HP All-in-One.

⚠ **Caution** To avoid damage to painted parts of the HP All-in-One, do not use alcohol or alcohol-based cleaning products on the control panel, document feeder tray, lid, or other painted parts of the device.

Print a self-test report

If you are experiencing problems with printing, print a self-test report before you replace the print cartridges. This report provides useful information on several aspects of your device, including your print cartridges.

1. Load letter, A4, or legal unused plain white paper into the input tray.
2. Press **Setup**.
3. Press **2**, then press **6**.
   This selects **Print Report** and then selects **Self-Test Report**.
   The HP All-in-One prints a self-test report, which might indicate the source of the printing problem.
4. Make sure the lines of color extend across the page.
   If the black line is missing, faded, streaked, or shows lines, this might indicate a problem with the black or photo print cartridge in the right slot.
   If any of the remaining three lines are missing, faded, streaked, or show lines, this might indicate a problem with the tri-color print cartridge in the left slot.
   If the color bars do not appear as black, cyan, magenta and yellow, you might need to clean the print cartridges. For more information, see Clean the print cartridges. If the problem is not resolved, you might need to replace the print cartridge. For more information on replacing print cartridges, see Replace the print cartridges.

📝 **Note** For examples of test patterns from normal and malfunctioning print cartridges, see the onscreen **HP Image Zone Help** that came with your software.

Work with print cartridges

To ensure the best print quality from your HP All-in-One, you will need to perform some simple maintenance procedures. This section provides guidelines for handling the print cartridges and instructions for replacing, aligning, and cleaning the print cartridges.

Handle the print cartridges

Before you replace or clean a print cartridge, you should know the part names and how to handle the print cartridges.
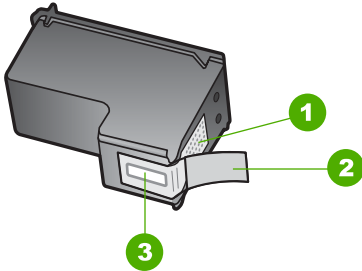

1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

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

Note Be careful not to drop the print cartridges. This can damage them, making them unusable.

Replace the print cartridges

When the ink level for the print cartridge is low, a message appears on the control panel display.

Tip You can also use these instructions to replace the black print cartridge with a photo print cartridge for printing high-quality color photos.

Note You can also check the estimated amount of ink remaining in your cartridges by using the **HP Image Zone** software that came with your HP All-in-

One. For information, see the onscreen **HP Image Zone Help** that came with your software.

When you receive a low-ink warning message on the control panel display, make sure you have a replacement print cartridge available. You should also replace the print cartridges when you see faded text or if you experience print quality issues related to the print cartridges.

To find out the reorder number for all the print cartridges that your HP All-in-One supports, see Order print cartridges. To order print cartridges for your HP All-in-One, go to www.hp.com/learn/suresupply. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

To replace the print cartridges

1. Make sure the HP All-in-One is on.

   ⚠ **Caution** If the HP All-in-One is off when you open the print-carriage access door to access the print cartridges, the HP All-in-One will not release the cartridges for changing. You might damage the HP All-in-One if the print cartridges are not docked safely on the right side when you try to remove them.

2. Open the print-carriage access door by pulling it forward.
   The print carriage moves to the far right side of the HP All-in-One.
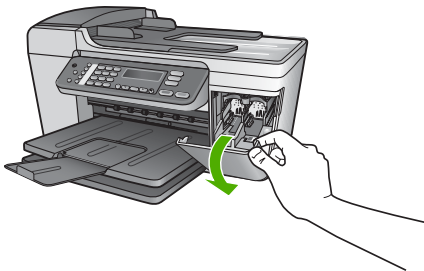
3. Wait until the print carriage is idle and silent, and then lightly press down on a print cartridge to release it.
   If you are replacing the tri-color print cartridge, remove the print cartridge from the slot on the left.
   If you are replacing the black or photo print cartridge, remove the print cartridge from the slot on the right.
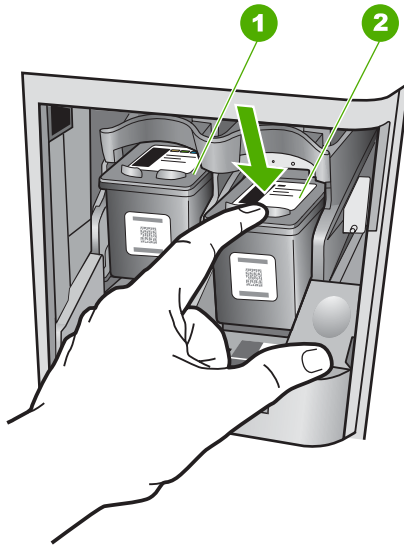
1	Print cartridge slot for the tri-color print cartridge
2	Print cartridge slot for the black and photo print cartridges

4. Pull the print cartridge toward you out of its slot.
5. If you are removing the black print cartridge in order to install the photo print cartridge, store the black print cartridge in the print cartridge protector. For more information, see Use the print cartridge protector.

   If you are removing the print cartridge because it is low or out of ink, recycle the print cartridge. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges free of charge. For more information, go to the following website:

   www.hp.com/hpinfo/globalcitizenship/environment/recycle/inkjet.html
6. Remove the new print cartridge from its packaging and, being careful to touch only the black plastic, gently remove the plastic tape by using the pink pull tab.
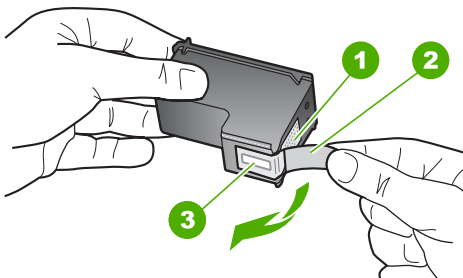
1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

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

7. Slide the new print cartridge forward into the empty slot. Then gently push on the upper part of the print cartridge forward until it clicks into the socket.
   If you are installing the tri-color print cartridge, slide it into the left slot.
   If you are installing a black or photo print cartridge, slide it into the right slot.
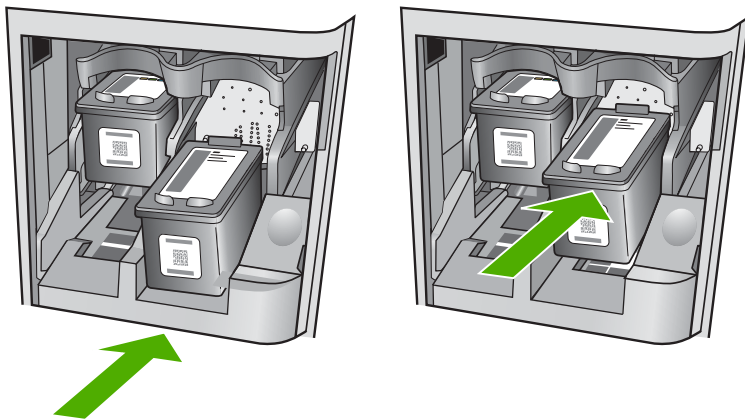
8. Close the print-carriage access door.
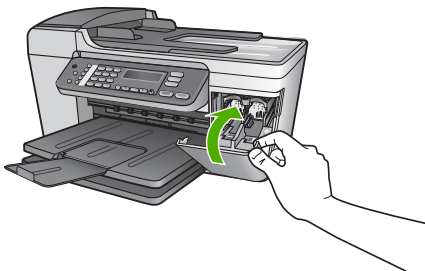
Use a photo print cartridge

You can optimize the quality of the color photos you print and copy with your HP All-in-One by purchasing a photo print cartridge. Remove the black print cartridge and insert

the photo print cartridge in its place. With the tri-color print cartridge and photo print cartridge installed, you have a six-ink system, which provides enhanced quality color photos.

When you want to print regular text documents, swap the black print cartridge back in. Use a print cartridge protector to keep your print cartridge secure when it is not being used.

- For more information on purchasing a photo print cartridge, see Order print cartridges.
- For more information on replacing print cartridges, see Replace the print cartridges.
- For more information on using the print cartridge protector, see Use the print cartridge protector.

Use the print cartridge protector

In some countries/regions, when you purchase a photo print cartridge, you might also receive a print cartridge protector. In other countries/regions, a print cartridge protector comes in the box with your HP All-in-One. If neither your print cartridge nor your HP All-in-One came with a print cartridge protector, you can order one from HP Support. Go to www.hp.com/support.

The print cartridge protector is designed to keep a print cartridge secure and prevent it from drying out when it is not being used. Whenever you remove a print cartridge from the HP All-in-One with the intention of using it again later, store it in the print cartridge protector. For example, store the black print cartridge in a print cartridge protector if you are removing it so you can print high-quality photos with the photo and tri-color print cartridges.

To insert a print cartridge into the print cartridge protector

➔ Place the print cartridge into the print cartridge protector at a slight angle and snap it securely into place.
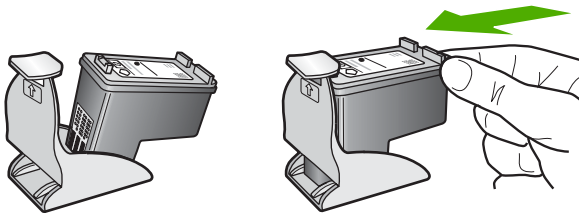
To remove the print cartridge from the print cartridge protector

➔ Press down on the top of the print cartridge protector to release the print cartridge, then gently remove the print cartridge out of the print cartridge protector.
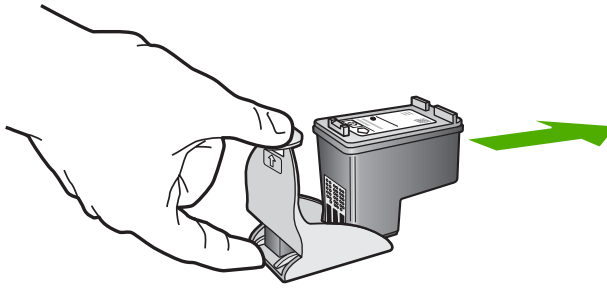
Align the print cartridges

The HP All-in-One prompts you to align cartridges every time you install or replace a print cartridge. You can also align the print cartridges at any time from the control panel or by using the **HP Image Zone** software on your computer. Aligning the print cartridges ensures high-quality output.

> **Note** If you remove and reinstall the same print cartridge, the HP All-in-One will not prompt you to align the print cartridges. The HP All-in-One remembers the alignment values for that print cartridge, so you do not need to realign the print cartridges.

To align the print cartridges from the control panel when prompted

1. Make sure you have letter or A4 unused plain white paper loaded in the input tray, and then press **OK**.
   The HP All-in-One prints a print cartridge alignment sheet.

   > **Note** If you have colored paper loaded in the input tray when you align the print cartridges, the alignment will fail. Load unused plain white paper into the input tray, and then try the alignment again.
   >
   > If the alignment fails again, you might have a defective sensor or print cartridge. Contact HP Support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

2. Load the print cartridge alignment sheet on the left front corner of the glass and press **OK**.
   The HP All-in-One aligns the print cartridges. Recycle or discard the print cartridge alignment sheet.

To align the cartridges from the control panel at any other time

1. Load letter or A4 unused plain white paper into the input tray.
2. Press **Setup**.
3. Press **6**, then press **2**.
   This selects **Tools** and then selects **Align Print Cartridge**.
   The HP All-in-One prints a print cartridge alignment sheet.
4. Load the print cartridge alignment sheet on the left front corner of the glass and press **OK**.

Maintain your HP All-in-One

The HP All-in-One aligns the print cartridges. Recycle or discard the print cartridge alignment sheet.

For information on aligning the print cartridges by using the **HP Image Zone** software that came with your HP All-in-One, see the onscreen **HP Image Zone Help** that came with your software.

Clean the print cartridges

Use this feature when the self-test report shows streaking, white lines through any of the lines of color or when a color is muddy after installing a print cartridge for the first time. Do not clean print cartridges unnecessarily, as this wastes ink and shortens the life of the ink nozzles.

To clean the print cartridges from the control panel

1. Load letter or A4 unused plain white paper into the input tray.
2. Press **Setup**.
3. Press **6**, then press **1**.

   This selects **Tools** and then selects **Clean Print Cartridge**.

   The HP All-in-One prints a page that you can recycle or discard.

   If copy or print quality still seem poor after you clean the print cartridges, try cleaning the print cartridge contacts before replacing the affected print cartridge. For information on cleaning the print cartridge contacts, see Clean the print cartridge contacts. For information on replacing the print cartridges, see Replace the print cartridges.

For information on cleaning the print cartridges by using the **HP Image Zone** software that came with your HP All-in-One, see the onscreen **HP Image Zone Help** that came with your software.

Clean the print cartridge contacts

Clean the print cartridge contacts only if you get repeated messages on the control panel display prompting you to check a print cartridge after you already have cleaned or aligned the print cartridges.

Before cleaning the print cartridge contacts, remove the print cartridge and verify that nothing is covering the print cartridge contacts, then reinstall the print cartridge. If you continue to get messages to check the print cartridges, clean the print cartridge contacts.

Make sure you have the following materials available:

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

   Tip Coffee filters are lint-free and work well for cleaning print cartridges.

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

> ⚠ **Caution** Do **not** use platen cleaners or alcohol to clean the print cartridge contacts. These can damage the print cartridge or the HP All-in-One.

To clean the print cartridge contacts

1. Turn on the HP All-in-One and open the print-carriage access door.
   The print carriage moves to the far right side of the HP All-in-One.
2. Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the HP All-in-One.

   > 📝 **Note** When you unplug the power cord, the date and time are erased. You will need to reset the date and time later, when you plug the power cord back in. For more information, see Set the date and time. Any faxes stored in memory are also erased.

3. Lightly press down on the print cartridge to release it, and then pull it toward you out of the slot.

   > 📝 **Note** Do not remove both print cartridges at the same time. Remove and clean each print cartridge one at a time. Do not leave a print cartridge outside the HP All-in-One for more than 30 minutes.

4. Inspect the print cartridge contacts for ink and debris buildup.
5. Dip a clean foam rubber swab or lint-free cloth into distilled water, and squeeze any excess water from it.
6. Hold the print cartridge by its sides.
7. Clean only the copper-colored contacts. For information on cleaning the ink nozzle area, see Clean the area around the ink nozzles. Allow the print cartridges to dry for approximately ten minutes.
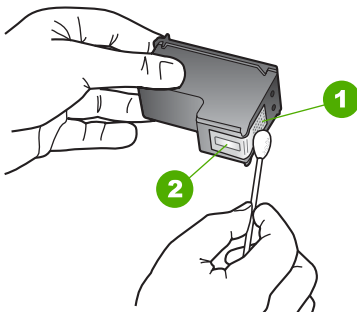
| 1 | Copper-colored contacts |
| 2 | Ink nozzles (do not clean) |

8. Slide the print cartridge back into the slot. Push the print cartridge forward until it clicks into place.
9. Repeat if necessary for the other print cartridge.
10. Gently close the print-carriage access door and plug the power cord into the back of the HP All-in-One.

Clean the area around the ink nozzles

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

Note Clean the area around the ink nozzles only if you continue to see streaks and smudges on your printed pages after you have already cleaned the print cartridges by using the control panel or the **HP Image Zone**. For more information, see Clean the print cartridges.

Make sure you have the following materials available:

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

Tip Coffee filters are lint-free and work well for cleaning print cartridges.

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

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

To clean the area around the ink nozzles

1.   Turn on the HP All-in-One and open the print-carriage access door.
     The print carriage moves to the far right side of the HP All-in-One.
2.   Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the HP All-in-One.

     Note When you unplug the power cord, the date and time are erased. You need to reset the date and time later, when you plug the power cord back in. For more information, see Set the date and time. Any faxes stored in memory are also erased.

3.   Lightly press down on the print cartridge to release it, and then pull it toward you out of the slot.

     Note Do not remove both print cartridges at the same time. Remove and clean each print cartridge one at a time. Do not leave a print cartridge outside the HP All-in-One for more than 30 minutes.

4.   Place the print cartridge on a piece of paper with the ink nozzles facing up.
5.   Lightly moisten a clean foam rubber swab with distilled water.
6.   Clean the face and edges around the ink nozzle area with the swab, as shown below.
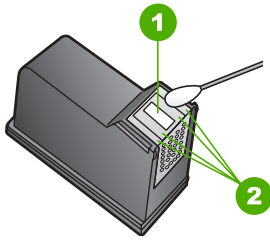
| 1 | Nozzle plate (do not clean) |
| 2 | Face and edges around the ink nozzle area |

⚠ **Caution** Do **not** clean the nozzle plate.

7. Slide the print cartridge back into the slot. Push the print cartridge forward until it clicks into place.
8. Repeat if necessary for the other print cartridge.
9. Gently close the print-carriage access door and plug the power cord into the back of the HP All-in-One.

11 Troubleshooting information

This chapter contains troubleshooting information for the HP All-in-One. Specific information is provided for installation and configuration issues, and some operational topics. For more troubleshooting information, see the onscreen **HP Image Zone Help** that came with your software. For more information, see Use the onscreen Help.

Many issues are caused when the HP All-in-One is connected to the computer using a USB cable before the HP All-in-One software is installed on the computer. If you connected the HP All-in-One to your computer before the software installation screen prompts you to do so, you must follow these steps:

Troubleshooting common setup issues
1. Disconnect the USB cable from the computer.
2. Uninstall the software (if you have already installed it).
3. Restart your computer.
4. Turn off the HP All-in-One, wait one minute, then restart it.
5. Reinstall the HP All-in-One software.

> ⚠ **Caution** Do not connect the USB cable to the computer until prompted by the software installation screen.

For information about uninstalling and reinstalling the software, see Uninstall and reinstall the software.

See the list below for information on topics covered in this chapter.

Additional troubleshooting topics in this User Guide
● **Setup troubleshooting**: Contains information on hardware setup, software installation, and fax setup troubleshooting information.
● **Operational troubleshooting**: Contains information on issues that might occur during normal tasks when using the HP All-in-One features.
● **Device update**: Based on advice from HP customer support or a message on the control panel display, you might access the HP support website to retrieve an upgrade for your device. This section contains information about updating your device.

Other sources of information
● **Setup Guide**: The Setup Guide explains how to set up the HP All-in-One.
● **User Guide**: The User Guide is the book you are reading. This book describes the basic features of the HP All-in-One, explains how to use the HP All-in-One, and contains setup and operational troubleshooting information.
● **HP Image Zone Help**: The onscreen **HP Image Zone Help** describes how to use the HP All-in-One with a computer and contains additional troubleshooting information not covered in the User Guide. For more information, see Use the onscreen Help.
● **Readme file**: The Readme file contains information on system requirements and possible installation problems. For more information, see View the Readme file.

If you are unable to solve the problem using the onscreen Help or HP websites, call HP Support using the number for your country/region. For more information, see HP warranty and support.

View the Readme file

You might want to refer to the Readme file for information on system requirements and possible installation problems.

- In Windows, you can access the Readme file from the Windows taskbar by clicking **Start**, pointing to **Programs** or **All Programs**, pointing to **HP**, pointing to **Officejet All-in-One 5600 series**, and then clicking **Readme**.
- In Mac OS X, you can access the Readme file by double-clicking the icon located in the top-level folder of the HP All-in-One software CD-ROM.

Setup troubleshooting

This section includes installation and configuration troubleshooting tips for some of the most common issues associated with hardware, software, and fax setup.

Hardware setup troubleshooting

Use this section to solve any problems you might encounter while setting up the HP All-in-One hardware.

My HP All-in-One does not turn on

Solution   Make sure each of the power cords is firmly connected, and wait a few seconds for the HP All-in-One to turn on. If this is the first time you have turned on the HP All-in-One, it can take up to a minute to turn on. If the HP All-in-One is plugged in to a power strip, make sure the power strip is turned on.
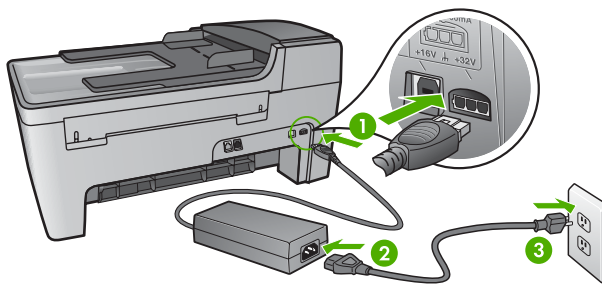
1	Power connection
2	Power adapter
3	Grounded power outlet

I connected the USB cable, but I am having problems using the HP All-in-One with my computer

> **Solution** You must first install the software that came with your HP All-in-One before connecting the USB cable. During installation, do not plug in the USB cable until prompted by the onscreen instructions. Connecting the USB cable before prompted can cause errors.
>
> Once you have installed the software, connecting your computer to your HP All-in-One with a USB cable is straightforward. Simply plug one end of the USB cable into the back of your computer and the other into the back of the HP All-in-One. You can connect to any USB port on the back of your computer. For more information, see Troubleshooting common setup issues.
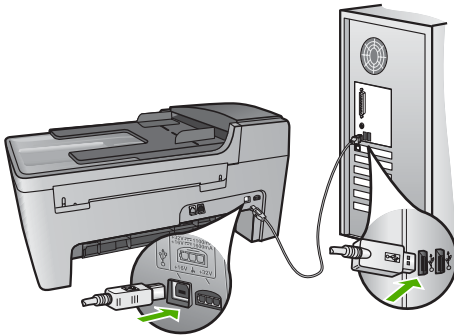
I received a message on the control panel display to attach the control panel faceplate

> **Solution** This might mean the control panel faceplate is not attached, or it is attached incorrectly. Make sure to align the faceplate over the buttons on the top of the HP All-in-One and snap it firmly into place.
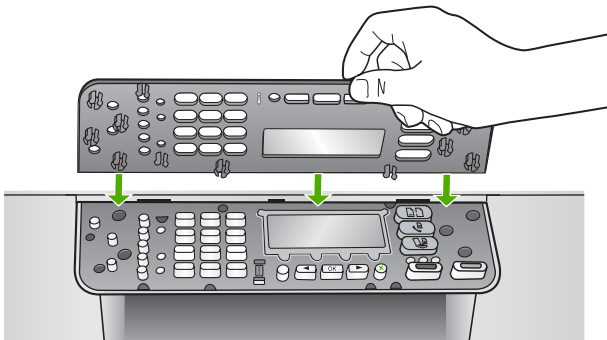
The control panel display shows the wrong language

Solution   You can change the language settings at any time from the **Setup Menu**. For more information, see Set your language and country/region.

The wrong measurements are showing in menus on the control panel display

Solution   You might have selected the incorrect country/region when setting up your HP All-in-One. The country/region you select determines the paper sizes shown on the control panel display.

To change the country/region, you must reset the language settings. You can change the language settings at any time from the **Setup Menu**. For more information, see Set your language and country/region.

I received a message on the control panel display to align the print cartridges

Solution   The HP All-in-One prompts you to align cartridges every time you install a new print cartridge. For more information, see Align the print cartridges.

Note   If you remove and reinstall the same print cartridge, the HP All-in-One will not prompt you to align the print cartridges. The HP All-in-One remembers the alignment values for that print cartridge, so you do not need to realign the print cartridges.

I received a message on the control panel display that the print cartridge alignment failed

Cause   The incorrect type of paper is loaded in the input tray, for example, colored paper, paper with text on it or certain recycled paper.

Solution   Load unused plain white letter or A4 paper into the input tray, and then try the alignment again.

If the alignment fails again, you might have a defective sensor or print cartridge. Contact HP Support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause   Protective tape is covering the print cartridges.

Solution   Check each print cartridge. If the plastic tape is still covering the ink nozzles, gently remove the plastic tape by using the pink pull tab. Do not touch the ink nozzles or the copper-colored contacts.

Reinsert the print cartridges and verify that they are fully inserted and locked in place.

For more information about installing print cartridges, see Work with print cartridges.

Cause The contacts on the print cartridge are not touching the contacts in the print carriage.

Solution Remove and then reinsert the print cartridges. Verify that they are fully inserted and locked in place.

Cause The print cartridge or sensor is defective.

Solution Contact HP Support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

The HP All-in-One does not print

Solution If your HP All-in-One and computer are not communicating with each other, try the following:

- Check that the HP All-in-One print queue is not paused (Windows) or stopped (Mac). If it is, choose the appropriate setting to resume printing. For more information about accessing the print queue, see the documentation that came with the operating system installed on your computer.
- Check the USB cable. If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.
- Make sure your computer is USB ready. Some operating systems, such as Windows 95 and Windows NT, do not support USB connections. Check the documentation that came with your operating system for more information.
- Check the connection from your HP All-in-One to your computer. Verify that the USB cable is securely plugged into the USB port on the back of your HP All-in-One. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn your HP All-in-One off and then on again.
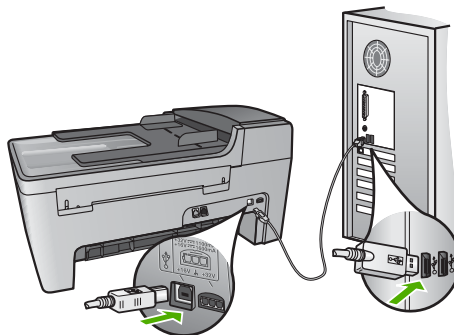
- Check other printers or scanners. You might need to disconnect older products from your computer.

- After you check the connections, try restarting your computer. Turn your HP All-in-One off and then on again.
- If necessary, remove and then install the **HP Image Zone** software again. For more information, see Uninstall and reinstall the software.

For more information on setting up your HP All-in-One and connecting it to your computer, see the Setup Guide that came with your HP All-in-One.

I received a message on the control panel display about a paper jam or a blocked carriage

Solution   If either a paper jam or blocked carriage error message appears on the control panel display, there might be some packing material inside the HP All-in-One. Look inside the printer, including the print-carriage access door. The shipping lock might still be in place on the left side of the HP All-in-One. Pull out the shipping lock and throw it away.
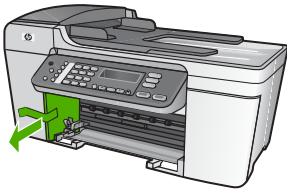
Software installation troubleshooting

If you encounter a problem during software installation, see the topics below for a possible solution. If you encounter a hardware problem during setup, see Hardware setup troubleshooting.

During a normal installation of the HP All-in-One software, the following events occur:

1. The HP All-in-One software CD-ROM runs automatically.
2. The software installs.
3. Files are copied to your computer.
4. You are requested to connect the HP All-in-One to your computer.
5. A green OK and check mark appear on an installation wizard screen.
6. You are requested to restart your computer.
7. The **Fax Setup Wizard** (Windows) or **Fax Setup Utility** (Mac) runs.
8. The registration process runs.

If any of these things did not occur, there might be a problem with the installation.

To check the installation on a Windows computer, verify the following:

- Start the **HP Solution Center** and check to make sure the following buttons appear: **Scan Picture**, **Scan Document**, **Send a Fax**. If the icons do not appear immediately, you might need to wait a few minutes for the HP All-in-One to

connect to your computer. Otherwise, see Some of the buttons are missing in the HP Solution Center (Windows).

For information on starting the **HP Solution Center**, see the onscreen **HP Image Zone Help** that came with your software.

● Open the **Printers** dialog box and check to see that the HP All-in-One is listed.
● Look in the system tray at the far right of the Windows taskbar for an HP All-in-One icon. This indicates that the HP All-in-One is ready.

When I insert the CD-ROM into my computer's CD-ROM drive, nothing happens

Solution   If the installation does not run automatically, you can start it manually.

To start the installation from a Windows computer
1. From the Windows **Start** menu, click **Run**.
2. In the **Run** dialog box, enter **d:\setup.exe** (if your CD-ROM drive is not assigned to drive letter D, enter the appropriate drive letter), and then click **OK**.

To start the installation from a Mac
1. Double-click the CD icon on your desktop to view the contents of the CD.
2. Double-click the Setup icon.

The minimum system checks screen appears (Windows)

Solution   Your system does not meet the minimum requirements to install the software. Click **Details** to see what the specific problem is, and then correct the problem before attempting to install the software.

You can also try installing **HP Image Zone Express** instead. **HP Image Zone Express** provides less functionality than the **HP Image Zone** software, but it requires less space and memory on your computer.

For more information about installing the **HP Image Zone Express** software, see the Setup Guide that came with your HP All-in-One.

A red X appears on the USB connect prompt

Solution   Normally, a green check appears indicating that the plug and play is successful. A red X indicates that the plug and play failed.

Do the following:

1. Verify that the control panel faceplate is firmly attached, unplug the HP All-in-One power cord, and then plug it in again.
2. Verify that the USB and power cables are plugged in.
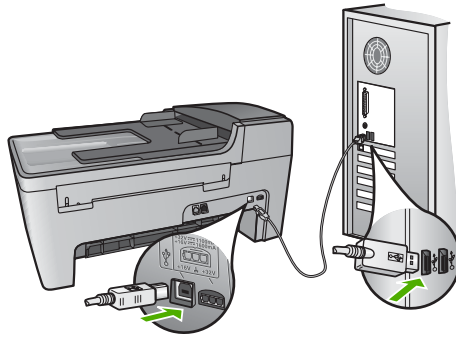
3. Click **Retry** to retry the plug and play setup. If this does not work, continue to the next step.
4. Verify that the USB cable is set up properly as follows:
   – Unplug the USB cable and plug it in again.
   – Do not attach the USB cable to a keyboard or non-powered hub.
   – Verify that the USB cable is 3 meters (9.8 feet) or less in length.
   – If you have several USB devices attached to your computer, you might want to unplug the other devices during the installation.
5. Continue with the installation and restart the computer when prompted.
6. If you are using a Windows computer, open the **HP Solution Center** and check for the essential icons (**Scan Picture**, **Scan Document**, and **Send a Fax**). If the essential icons do not appear, remove the software and then reinstall it. For more information, see Uninstall and reinstall the software.

I received a message that an unknown error has occurred

Solution   Try to continue with the installation. If that doesn't work, stop and then restart the installation, and follow the directions on the screen. If an error occurs, you might need to uninstall and then reinstall the software. Do not simply delete the HP All-in-One program files from your computer. Make sure to remove them properly using the uninstall utility provided when you installed the **HP Image Zone** software.

For more information, see Uninstall and reinstall the software.

Some of the buttons are missing in the HP Solution Center (Windows)

If the essential icons (**Scan Picture**, **Scan Document**, and **Send a Fax**) do not appear, your installation might not be complete.

Solution   If your installation is incomplete, you might need to uninstall and then reinstall the software. Do not simply delete the HP All-in-One program files from your hard drive. Make sure to remove them properly using the uninstall utility provided in the HP All-in-One program group. For more information, see Uninstall and reinstall the software.

Troubleshooting

The Fax Setup Wizard (Windows) or Fax Setup Utility (Mac) does not start

Solution   You can manually start the **Fax Setup Wizard** (Windows) or **Fax Setup Utility** (Mac) to finish setting up your HP All-in-One.

To start the Fax Setup Wizard (Windows)
➜ In the **HP Solution Center**, click **Settings**, point to **Fax Settings & Setup**, and then click **Fax Setup Wizard**.

To start the Fax Setup Utility (Mac)
1. In the **HP Image Zone**, click the **Devices** tab.
2. In the **Select Devices** area, click the icon for your HP All-in-One.
3. Click **Settings**, and then choose **Fax Setup Utility**.

The registration screen does not appear (Windows)

Solution   You can access the registration (Sign up now) screen from the Windows taskbar by clicking **Start**, pointing to **Programs** or **All Programs**, **HP**, **Officejet All-in-One 5600 series**, and then clicking **Product Registration**.

The Digital Imaging Monitor does not appear in the system tray (Windows)

Solution   If the **Digital Imaging Monitor** does not appear in the system tray (normally located at the lower-right corner of the desktop), start the **HP Solution Center** to check whether or not the essential icons are there.

For more information about missing essential buttons in the **HP Solution Center**, see Some of the buttons are missing in the HP Solution Center (Windows).

Uninstall and reinstall the software

If your installation is incomplete, or if you connected the USB cable to the computer before prompted by the software installation screen, you might need to uninstall and then reinstall the software. Do not simply delete the HP All-in-One program files from your computer. Make sure to remove them properly using the uninstall utility provided when you installed the **HP Image Zone** software.

A reinstall can take from 20 to 40 minutes. There are three methods to uninstall the software on a Windows computer, and one method to uninstall on a Mac.

To uninstall from a Windows computer, method 1
1. Disconnect your HP All-in-One from your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.
2. Press the **On** button to turn off the HP All-in-One.
3. On the Windows taskbar, click **Start**, **Programs** or **All Programs**, **HP**, **Officejet All-in-One 5600 series**, **Uninstall**.
4. Follow the onscreen instructions.
5. If you are asked whether you would like to remove shared files, click **No**.

Other programs that use these files might not work properly if the files are deleted.

6. Restart your computer.

> **Note** It is important that you disconnect your HP All-in-One before restarting your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.

7. To reinstall the software, insert the HP All-in-One CD-ROM into your computer's CD-ROM drive, and follow the onscreen instructions and the instructions provided in the Setup Guide that came with your HP All-in-One.
8. After the software is installed, connect the HP All-in-One to your computer.
9. Press the **On** button to turn the HP All-in-One on.
    After connecting and turning on your HP All-in-One, you might have to wait several minutes for all of the Plug and Play events to complete.
10. Follow the onscreen instructions.

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

To verify that the software is properly installed, double-click the **HP Solution Center** icon on the desktop. If the **HP Solution Center** shows the essential icons (**Scan Picture**, **Scan Document**, and **Send a Fax**), the software has been properly installed.

To uninstall from a Windows computer, method 2

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

1. On the Windows taskbar, click **Start**, **Settings**, **Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Select **HP All-in-One & Officejet 4.0**, and then click **Change/Remove**.
    Follow the onscreen instructions.
4. Disconnect your HP All-in-One from your computer.
5. Restart your computer.

> **Note** It is important that you disconnect your HP All-in-One before restarting your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.

6. Insert the HP All-in-One CD-ROM into your computer's CD-ROM drive and then start the Setup program.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with your HP All-in-One.

To uninstall from a Windows computer, method 3

> **Note** This is an alternate method if **Uninstall** is not available in the Windows Start menu.

1. Insert the HP All-in-One CD-ROM into your computer's CD-ROM drive and then start the Setup program.
2. Select **Uninstall** and follow the onscreen directions.

3. Disconnect your HP All-in-One from your computer.
4. Restart your computer.

> **Note** It is important that you disconnect your HP All-in-One before restarting your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.

5. Start the Setup program for your HP All-in-One again.
6. Select **Reinstall**.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with your HP All-in-One.

To uninstall from a Mac
1. Disconnect the HP All-in-One from your Mac.
2. Double-click the **Applications: HP All-in-One Software** folder.
3. Double-click **HP Uninstaller**.
   Follow the onscreen instructions.
4. After the software is uninstalled, disconnect your HP All-in-One, and then restart your computer.

> **Note** It is important that you disconnect your HP All-in-One before restarting your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.

5. To reinstall the software, insert the HP All-in-One CD-ROM into your computer's CD-ROM drive.
6. On the desktop, open the CD-ROM and then double-click **HP All-in-One Installer**.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with your HP All-in-One.

Fax setup troubleshooting

This section contains fax setup troubleshooting information for the HP All-in-One. If your HP All-in-One is not set up properly for faxing, you might experience problems when sending faxes, receiving faxes, or both.

This section contains only setup-related troubleshooting. For additional fax troubleshooting topics, such as problems with your printouts or slow fax reception, see the **5600 series Troubleshooting** section in the onscreen **HP Image Zone Help**. For more information, see Use the onscreen Help.

If you are having faxing problems, you can print a fax test report to check the status of your HP All-in-One. The test will fail if your HP All-in-One is not set up properly for faxing. Perform this test after you have completed setting up your HP All-in-One for faxing. For more information, see Test your fax setup.

If the test fails, review the report for information on how to fix any problems found. For more information, you can also see the next section, The fax test failed.

The fax test failed

If you ran a fax test and the test failed, review the report for basic information about the error. For more detailed information, check the report to see which part of the test failed, and then review the appropriate topic in this section for solutions to try.

- The "Fax Hardware Test" failed
- The "Fax Connected to Active Telephone Wall Jack" test failed
- The "Phone Cord Connected to Correct Port on Fax" test failed
- The "Using Correct Type of Phone Cord with Fax" test failed
- The "Dial Tone Detection" test failed
- The "Fax Line Condition" test failed

The "Fax Hardware Test" failed

Solution
- Turn off the HP All-in-One by using the **On** button located on the control panel and then unplug the power cord from the back of the HP All-in-One. After a few seconds, plug the power cord back in and turn the power on. Run the test again. If the test fails again, continue reviewing the troubleshooting information in this section.
- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.
- If you have a Windows computer and are running the test from the **Fax Setup Wizard**, make sure the HP All-in-One is not busy completing another task, such as receiving a fax or making a copy. Check the control panel display for a message indicating that the HP All-in-One is busy. If it is busy, wait until it is finished and in the idle state, before running the test.

After you resolve any problems found, run the fax test again to make sure it passes and your HP All-in-One is ready for faxing. If the **Fax Hardware Test** continues to fail and you experience problems faxing, contact HP Support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

The "Fax Connected to Active Telephone Wall Jack" test failed

Solution
- Check the connection between the telephone wall jack and the HP All-in-One to make sure the phone cord is secure.
- Make sure you use the phone cord that came with your HP All-in-One. If you do not use the supplied phone cord to connect from the telephone wall jack to your HP All-in-One, you might not be able to send or receive faxes. After you plug in the phone cord that came with your HP All-in-One, run the fax test again.
- Make sure you have correctly connected the HP All-in-One to the telephone wall jack. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to

the port labeled "1-LINE" on the back of your HP All-in-One. For more information on setting up your HP All-in-One for faxing, see Fax setup.

- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the HP All-in-One and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.

After you resolve any problems found, run the fax test again to make sure it passes and your HP All-in-One is ready for faxing.

The "Phone Cord Connected to Correct Port on Fax" test failed

Solution   The phone cord is plugged into the wrong port on the back of the HP All-in-One.

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

    Note   If you use the "2-EXT" port to connect to the telephone wall jack, you will not be able to send or receive faxes. The "2-EXT" port should only be used to connect other equipment, such as an answering machine or a telephone.
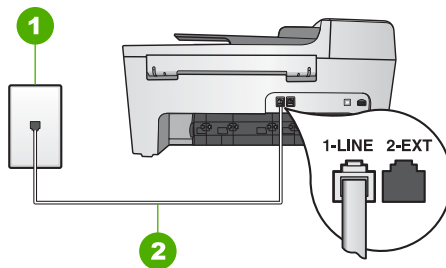
Back view of the HP All-in-One

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

2. After you have connected the phone cord to the port labeled "1-LINE", run the fax test again to make sure it passes and your HP All-in-One is ready for faxing.
3. Try to send or receive a test fax.

The "Using Correct Type of Phone Cord with Fax" test failed

Solution

- Make sure you used the phone cord supplied in the box with your HP All-in-One to connect to the telephone wall jack. One end of the phone cord should be connected to the port labeled "1-LINE" on the back of your HP All-in-One and the other end to your telephone wall jack, as shown below.
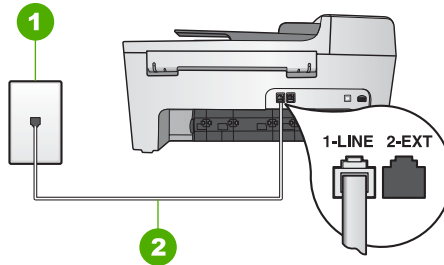
1	Telephone wall jack
2	Phone cord supplied in the box with your HP All-in-One

  If the supplied phone cord is not long enough, you can extend it. For information see The phone cord that came with my HP All-in-One is not long enough.
- Check the connection between the telephone wall jack and the HP All-in-One to make sure the phone cord is secure.

The "Dial Tone Detection" test failed

Solution

- Other equipment, which uses the same phone line as the HP All-in-One, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything from the phone line, and then run the test again. If the **Dial Tone Detection Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the HP All-in-One and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Make sure you have correctly connected the HP All-in-One to the telephone wall jack. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One. For more information on setting up your HP All-in-One for faxing, see Fax setup.

- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.
- If your telephone system is not using a standard dial tone, such as some PBX systems, this might cause the test to fail. This will not cause a problem sending or receiving faxes. Try sending or receiving a test fax.
- Check to make sure the country/region setting is set appropriately for your country/region. If the country/region setting is not set or is set incorrectly, the test might fail and you might have problems sending and receiving faxes. For more information, see Set your language and country/region.
- Make sure you connect your HP All-in-One to an analog phone line or you will not be able to send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect your HP All-in-One to an analog phone line and try sending or receiving a fax.

After you resolve any problems found, run the fax test again to make sure it passes and your HP All-in-One is ready for faxing. If the **Dial Tone Detection** test continues to fail, contact your telephone company and have them check the phone line.

The "Fax Line Condition" test failed

Solution
- Make sure you connect your HP All-in-One to an analog phone line or you will not be able to send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect your HP All-in-One to an analog phone line and try sending or receiving a fax.
- Check the connection between the telephone wall jack and the HP All-in-One to make sure the phone cord is secure.
- Make sure you have correctly connected the HP All-in-One to the telephone wall jack. Using the phone cord supplied in the box with your HP All-in-One, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One. For more information on setting up your HP All-in-One for faxing, see Fax setup.
- Other equipment, which uses the same phone line as the HP All-in-One, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything from the phone line, and then run the test again.
  - If the **Fax Line Condition Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try

adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.

– If the **Fax Line Condition Test** fails without the other equipment, connect the HP All-in-One to a working phone line and continue reviewing the troubleshooting information in this section.

● If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.

After you resolve any problems found, run the fax test again to make sure it passes and your HP All-in-One is ready for faxing. If the **Fax Line Condition** test continues to fail and you experience problems faxing, contact your telephone company and have them check the phone line.

The control panel display always shows Phone Off Hook

Solution   You are using the wrong type of phone cord. Make sure you are using the phone cord that came with your HP All-in-One to connect the device to your phone line. For more information, see The "Using Correct Type of Phone Cord with Fax" test failed.

The HP All-in-One is having problems sending and receiving faxes

Solution   Make sure the HP All-in-One is turned on. Look at the control panel display on the HP All-in-One. If the control panel display is blank and the **On** light is not lit, the HP All-in-One is turned off. Make sure the power cord is firmly connected to the HP All-in-One and plugged into a power outlet. Press the **On** button to turn on the HP All-in-One.

After turning on the HP All-in-One, HP recommends you wait five minutes before sending or receiving a fax. The HP All-in-One cannot send or receive faxes while it is initializing after being turned on.

Solution

● Make sure you used the phone cord supplied in the box with your HP All-in-One to connect to the telephone wall jack. One end of the phone cord should be connected to the port labeled "1-LINE" on the back of your HP All-in-One and the other end to your telephone wall jack, as shown below.
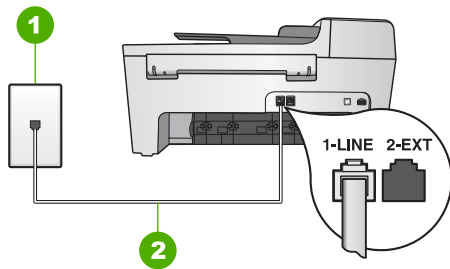
| 1 | Telephone wall jack |
| 2 | Phone cord supplied in the box with your HP All-in-One |

If the supplied phone cord is not long enough, you can extend it. For information see The phone cord that came with my HP All-in-One is not long enough.

- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the HP All-in-One and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.

- Other equipment, which uses the same phone line as the HP All-in-One, might be in use. For example, you cannot use your HP All-in-One for faxing if an extension phone is off the hook, or if you are using your computer modem to send an e-mail or access the Internet.

- Check to see if another process has caused an error. Check the control panel display or your computer for an error message providing information about the problem and how to solve it. If there is an error, the HP All-in-One will not send or receive a fax until the error condition is resolved.

- The phone line connection might be noisy. Phone lines with poor sound quality (noise) can cause faxing problems. Check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If you hear noise, turn **Error Correction Mode** (ECM) off and try faxing again. For information about changing ECM, see the onscreen **HP Image Zone Help**. If the problem persists, contact your telephone company.

- If you are using a digital subscriber line (DSL) service, make sure that you have a DSL filter connected or you will not be able to fax successfully. For more information, see Case B: Set up your HP All-in-One with DSL.

- Make sure your HP All-in-One is not connected to a telephone wall jack that is set up for digital phones. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones.

- If you are using either a private branch exchange (PBX) or an integrated services digital network (ISDN) converter/terminal adapter, make sure the HP All-in-One is connected to the correct port and the terminal adapter is set to the correct switch type for your country/region, if possible. For more information, see Case C: Set up your HP All-in-One with a PBX phone system or an ISDN line.

- If your HP All-in-One shares the same phone line with a DSL service, the DSL modem might not be properly grounded. If the DSL modem is not

properly grounded, it can create noise on the phone line. Phone lines with poor sound quality (noise) can cause faxing problems. You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If you hear noise, turn off your DSL modem and completely remove power for at least 15 minutes. Turn the DSL modem back on and listen to the dial tone again.

> **Note** You might notice static on the phone line again in the future. If your HP All-in-One stops sending and receiving faxes, repeat this process.

If the phone line is still noisy, contact your telephone company. For information on turning your DSL modem off, contact your DSL provider for support.

● If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the HP All-in-One directly to the telephone wall jack.

The HP All-in-One is having problems sending a manual fax

Solution
● Make sure the telephone you use to initiate the fax call is connected directly to the HP All-in-One. To send a fax manually, the telephone must be connected directly to the port labeled "2-EXT" on the HP All-in-One, as shown below. For information on sending faxes manually, see Send a fax manually from a phone.
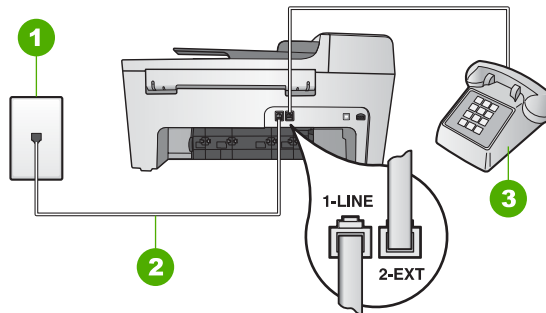
1	Telephone wall jack
2	Phone cord supplied in the box with your HP All-in-One
3	Telephone

● If you are sending a fax manually from your phone that is connected directly to the HP All-in-One, you must use the keypad on the telephone to send the fax. You cannot use the keypad on the control panel of the HP All-in-One.

The HP All-in-One cannot receive faxes, but can send faxes

Solution

- If you are not using a distinctive ring service, check to make sure that the **Answer Ring Pattern** feature on your HP All-in-One is set to **All Rings**. For information, see Change the answer ring pattern (distinctive ringing).
- If **Auto Answer** is set to **Off**, you will need to receive faxes manually; otherwise, your HP All-in-One will not receive the fax. For information on receiving faxes manually, see Receive a fax manually.
- If you have a voice mail service at the same phone number you use for fax calls, you must receive faxes manually, not automatically. This means that you must be available to respond in person to incoming fax calls. For information on setting up your HP All-in-One when you have a voice mail service, see Fax setup. For information on receiving faxes manually, see Receive a fax manually.
- If you have a computer modem on the same phone line with your HP All-in-One, check to make sure that the computer modem software is not set to receive faxes automatically. Modems that are set up to receive faxes automatically take over the phone line to receive all incoming faxes, which prevents the HP All-in-One from receiving fax calls.
- If you have an answering machine on the same phone line with your HP All-in-One, you might have one of the following problems:
  - Your answering machine might not be set up properly with your HP All-in-One.
  - Your outgoing message might be too long or too loud to allow the HP All-in-One to detect fax tones, and the calling fax machine might disconnect.
  - Your answering machine might hang up too quickly after the outgoing message plays if it does not detect someone trying to record a message, as when a fax is calling. This prevents the HP All-in-One from detecting the fax tones. This problem is most common with digital answering machines.

  The following actions might help solve these problems:
  - When you have an answering machine on the same phone line you use for fax calls, try connecting the answering machine directly to the HP All-in-One as described in Fax setup.
  - Make sure your HP All-in-One is set to receive faxes automatically. For information on setting up your HP All-in-One to receive faxes automatically, see Set the answer mode.
  - Make sure the **Rings to Answer** setting is set to a greater number of rings than the answering machine. For more information, see Set the number of rings before answering.
  - Disconnect the answering machine and then try receiving a fax. If you can receive a fax without the answering machine, the answering machine might be causing the problem.
  - Reconnect the answering machine and record your outgoing message again. Record a message that is approximately 10 seconds in duration. Speak slowly and at a low volume when recording your message. Leave at least 5 seconds of silence at the end of the voice message. There

should be no background noise when recording this silent time. Try to receive a fax again.

> 📝 **Note** Some digital answering machines might not retain the recorded silence at the end of your outgoing message. Play back your outgoing message to check.

- If your HP All-in-One shares the same phone line with other types of phone equipment, such as an answering machine, a computer modem, or multi-port switch box, the fax signal level might be reduced. This can cause problems during fax reception.

  To find out if other equipment is causing a problem, disconnect everything except the HP All-in-One from the phone line, and then try to receive a fax. If you can receive faxes successfully without the other equipment, one or more pieces of the other equipment is causing problems; try adding them back one at a time and receiving a fax each time, until you identify which equipment is causing the problem.

- If you have a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), make sure that the **Answer Ring Pattern** feature on your HP All-in-One is set to match. For more information, see Change the answer ring pattern (distinctive ringing).

The HP All-in-One cannot send faxes, but can receive faxes

Solution
- The HP All-in-One might be dialing too fast or too soon. You might need to insert some pauses in the number sequence. For example, if you need to access an outside line before dialing the phone number, insert a pause following the access number. If your number is 95555555, and 9 accesses an outside line, you might insert pauses as follows: 9-555-5555. To insert a pause during dialing, press **Redial/Pause**, or press the **Space (#)** button repeatedly, until a dash (**-**) appears on the control panel display.

  You can also use monitor dialing to send the fax. This enables you to listen to the phone line as you dial. You can set the pace of your dialing and respond to prompts as you dial. For more information, see Send a fax using monitor dialing.

- The number you entered when sending the fax is not in the proper format or the receiving fax machine is having problems. To check this, try calling the fax number from a telephone and listen for fax tones. If you cannot hear fax tones, the receiving fax machine might not be turned on or connected, or a voice mail service could be interfering with the recipient's phone line. You can also ask the recipient to check the receiving fax machine for any problems.

Fax tones are recorded on my answering machine

Solution
- When you have an answering machine on the same phone line you use for fax calls, try connecting the answering machine directly to the HP All-in-One as described in Fax setup. If you do not connect the answering machine as recommended, fax tones might be recorded on your answering machine.
- Make sure your HP All-in-One is set to receive faxes automatically. If your HP All-in-One is set up to receive faxes manually, the HP All-in-One will not answer incoming calls. You must be available to respond in person to incoming fax calls, or the HP All-in-One will not receive the fax and your answering machine will record the fax tones. For information on setting up your HP All-in-One to receive faxes automatically, see Set the answer mode.
- Make sure the **Rings to Answer** setting is set to a greater number of rings than the answering machine. For more information, see Set the number of rings before answering.

The phone cord that came with my HP All-in-One is not long enough

Solution   If the phone cord that came with your HP All-in-One is not long enough, you can use a coupler to extend the length. You can purchase a coupler at an electronics store that carries phone accessories. You will also need another phone cord, which can be a standard phone cord that you might already have in your home or office.

> **Tip** If your HP All-in-One came with a 2-wire phone cord adaptor, you can use it with a 4-wire phone cord to extend the length. For information on using the 2-wire phone cord adaptor, see the documentation that came with it.

To extend your phone cord
1. Using the phone cord supplied in the box with your HP All-in-One, connect one end to the coupler, then connect the other end to the port labeled "1-LINE" on the back of your HP All-in-One.
2. Connect another phone cord to the open port on the coupler and to the telephone wall jack, as shown below.
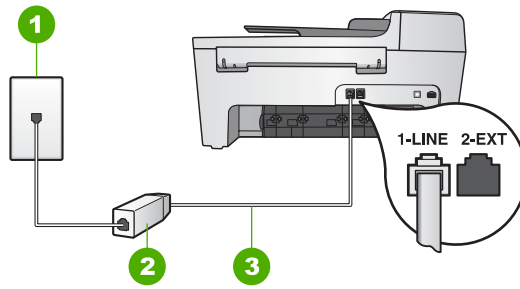
1	Telephone wall jack
2	Coupler
3	Phone cord supplied in the box with the HP All-in-One

Operational troubleshooting

This section contains information on paper and print cartridge troubleshooting.

The troubleshooting section in the **HP Image Zone Help** contains more complete troubleshooting tips for some of the most common issues associated with your HP All-in-One.

For more information, see Use the HP Image Zone software.

If you have Internet access, you can get help from the HP website at www.hp.com/support. The website also provides answers to frequently asked questions.

Paper troubleshooting

To help avoid paper jams, only use paper types that are recommended for your HP All-in-One. For a list of recommended papers, see the onscreen **HP Image Zone Help**, or go to www.hp.com/support.

Do not load curled or wrinkled paper, or paper with bent or torn edges, into the input tray. For more information, see Load paper.

If paper does become jammed in your device, follow these instructions to clear the paper jam.

Paper has jammed the HP All-in-One

Solution

1. Press in the tab on the left side of the rear clean-out door to release the door. Remove the door by pulling it away from the HP All-in-One.
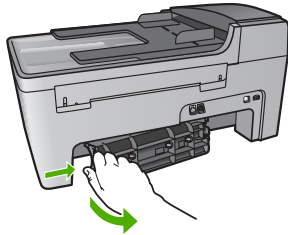
⚠️ **Caution** Trying to clear a paper jam from the front of the HP All-in-One can damage the print mechanism. Always access and clear paper jams through the rear clean-out door.

2. Gently pull the paper out of the rollers.

⚠️ **Caution** If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the device. If you do not remove all the pieces of paper from the HP All-in-One, more paper jams are likely to occur.

3. Replace the rear clean-out door. Gently push the door forward until it snaps into place.
4. Press **OK** to continue the current job.

Paper has jammed the automatic document feeder

Solution
1. Lift the cover of the automatic document feeder.
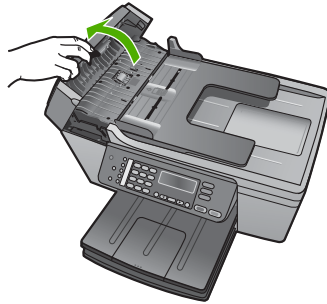
2. Gently pull the paper out of the rollers.

   ⚠ **Caution** If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the device. If you do not remove all the pieces of paper from the HP All-in-One, more paper jams are likely to occur.

3. Close the cover of the automatic document feeder.

The automatic document feeder picks up too many pages or none at all

Cause You need to clean the separator pad or rollers inside the automatic document feeder. Pencil lead, wax, or ink can build up on the rollers and separator pad after extensive use, or if you copy handwritten originals or originals that are heavy with ink.

- If the automatic document feeder does not pick up any pages at all, the rollers inside the automatic document feeder need to be cleaned.
- If the automatic document feeder picks up multiple pages instead of single sheets, the separator pad inside the automatic document feeder needs to be cleaned.

Solution Load one or two sheets of unused plain white full-size paper into the document feeder tray, and then press **Start Black** to pull the pages through the automatic document feeder. The plain paper releases and absorbs residue from the rollers and separator pad.

If the problem persists, or the automatic document feeder does not pick up the plain paper, you can clean the rollers and separator pad manually.

To clean the rollers or separator pad
1. Lift the cover of the automatic document feeder.
   The rollers and separator pad are identified in the following illustration.

Troubleshooting
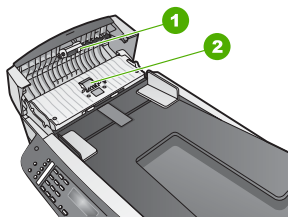
1	Rollers
2	Separator pad

2. Lightly dampen a clean lint-free cloth with distilled water, then squeeze any excess liquid from the cloth.
3. Use the damp cloth to wipe any residue off the rollers or separator pad.
4. If the residue does not come off using distilled water, try using isopropyl (rubbing) alcohol.
5. Close the cover of the automatic document feeder.

Print cartridge troubleshooting

If you are experiencing problems with printing, you might have a problem with one of the print cartridges.

1. Remove the print cartridges and check that the protective tape has been completely removed.
2. Reinsert the print cartridges and verify that they are fully inserted and locked in place.
3. If the problem persists, print a self-test report to determine if there is a problem with the print cartridges.
   This report provides useful information about your print cartridges, including status information.
4. If the self-test report shows a problem, clean the print cartridges.
5. If the problem persists, clean the copper-colored contacts of the print cartridges.
6. If you are still experiencing problems with printing, determine which print cartridge is experiencing the problem and replace it.

For more information on how to print a self-test report and clean the print cartridges, see Maintain your HP All-in-One.

Device update

In order to keep your HP All-in-One running smoothly with the most advanced technology available, you can retrieve device updates for your HP All-in-One from the HP support website and install them using the **Device Update Wizard**. Also, you

might need to install device updates on your HP All-in-One for one of the following reasons:

● You call HP customer support and a service representative advises you to access the HP support website to retrieve an upgrade for your device.
● A message appears on your HP All-in-One control panel display to direct you to update your device.

Device update (Windows)

On a Windows computer, use one of the following to retrieve an update for your device:

● Use your Web browser to download an update for your HP All-in-One from www.hp.com/support. The file will be a self-extracting executable with the extension .exe. When you double-click the .exe file, the **Device Update Wizard** opens on your computer.
● Use the **Software Update** utility to search the HP support website for device updates automatically at predetermined intervals.

> **Note** If you are a Windows user, you can set the **Software Update** utility (part of the **HP Image Zone** software installed on your computer) to automatically search the HP support website for device updates at predetermined intervals. If you do not have the latest version of the **Software Update** utility at the time of install, a dialog box appears on your computer prompting you to upgrade. Accept the upgrade. For more information on the **Software Update** utility, see the onscreen **HP Image Zone Help**.

To use device update
1. Do one of the following:
   – Double-click the update .exe file you downloaded from www.hp.com/support.
   – When prompted, accept the device update found by the **Software Update** utility.
   The **Device Update Wizard** opens on your computer.
2. At the **Welcome** screen, click **Next**.
   The **Select a Device** screen appears.
3. Select your HP All-in-One from the list, and then click **Next**.
   The **Important Information** screen appears.
4. Make sure your computer and device meet the requirements listed.
5. If you meet the requirements, click **Update**.
   The **Updating Device** screen appears. A light begins to flash on the control panel of your HP All-in-One.
   The screen on your control panel display turns green as the update is loaded and extracted to your device.
6. Do not disconnect, shut down, or perform any other activities on your device while the update is occurring.

> **Note** If you disrupt the update, or an error message indicates the update failed, call HP support for assistance.

After your HP All-in-One shuts down and restarts, an update complete screen appears on your computer.

Your device is updated. It is now safe to use your HP All-in-One.

Device update (Mac)

On a Mac, do the following to update your HP All-in-One:

1. Use your Web browser to download an update for your HP All-in-One from www.hp.com/support.
2. Double-click the downloaded file.
   The installer opens on your computer.
3. Follow the onscreen prompts to install the update to your HP All-in-One.
4. Restart the HP All-in-One to complete the process.

Troubleshooting

12 HP warranty and support

Hewlett-Packard provides Internet and phone support for your HP All-in-One.

This chapter provides warranty information as well as how to get support from the Internet, access your serial number and service ID, contact HP customer support, and prepare your HP All-in-One for shipment.

If you are unable to find the answer you need in the printed or onscreen documentation supplied with your product, you can contact one of the HP support services listed in the following section. Some support services are available only in the U.S. and Canada, while others are available in many countries/regions worldwide. If a support service number is not listed for your country/region, contact your nearest authorized HP dealer for help.

Warranty

To obtain HP repair service, you must first contact an HP service office or an HP Customer Support Center for basic troubleshooting. See Before you call HP customer support for steps to take before calling Customer Support.

Note This information does not apply to customers in Japan. For information on service options in Japan, see HP Quick Exchange Service (Japan).

Warranty upgrades

Depending on your country/region, HP might offer (for an additional fee) a warranty upgrade option that extends or enhances your standard product warranty. Available options might include priority phone support, return service, or next business day exchange. Typically, service coverage begins on product purchase date and must be purchased within a limited time of product purchase.

For more information:

- In the U.S., dial 1-866-234-1377 to speak to an HP advisor.
- Outside the U.S., please call your local HP Customer Support office. See Call elsewhere in the world for more information and a list of international Customer Support numbers.
- Go to the HP website at www.hp.com/support. If prompted, choose your country/region, and then find warranty information.

HP warranty and support

Warranty information

HP product	Duration of limited warranty
Software	90 days
Print cartridges	Until the HP ink is depleted or the "end of warranty" date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Accessories	1 year
Printer peripheral hardware (see the following for details)	1 year

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

HP Limited Warranty

Dear Customer,

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

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

Ireland: Hewlett-Packard Ireland Ltd. 30 Herbert Street IRL-Dublin 2
United Kingdom: Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN

Before you call HP customer support

Software programs from other companies might be included with your HP All-in-One. If you experience problems with any of those programs, you will receive the best technical assistance by calling the experts at that company.

If you need to contact HP Customer Support, do the following before you call.

Note This information does not apply to customers in Japan. For information on service options in Japan, see HP Quick Exchange Service (Japan).

1. Make sure that:
   a. Your HP All-in-One is plugged in and turned on.
   b. The specified print cartridges are installed correctly.
   c. The recommended paper is properly loaded in the input tray.
2. Reset your HP All-in-One:
   a. Turn off the HP All-in-One by pressing the **On** button.
   b. Unplug the power cord from the back of the HP All-in-One.
   c. Plug the power cord back into the HP All-in-One.
   d. Turn on the HP All-in-One by pressing the **On** button.
3. For more information, go to www.hp.com/support
4. If you are still experiencing problems and need to speak with an HP Customer Support Representative, do the following:
   a. Have the specific name of your HP All-in-One, as it appears on the control panel, available.
   b. Print a self-test report. For information on printing a self-test report, see Print a self-test report.
   c. Make a color copy to have available as a sample printout.
   d. Be prepared to describe your problem in detail.
   e. Have your serial number and service ID ready. For information on how to access your serial number and service ID, see Access your serial number and service ID.
5. Call HP Customer Support. Be near your HP All-in-One when you call.

Access your serial number and service ID

You can access important information by using the **Information Menu** of your HP All-in-One.

Note If your HP All-in-One is not turning on, you can view the serial number by looking at the sticker on the rear side. The serial number is the 10-character code in the upper left corner of the sticker.

To access your serial number and service ID
1. Press and hold **OK**. While holding **OK**, press **4**. This displays the **Information Menu**.
2. Press ▶ until **Model Number** appears and then press **OK**. This displays the service ID. Write down the complete service ID.
3. Press **Cancel**, and then press ▶ until **Serial Number** appears.
4. Press **OK**. This displays the serial number. Write down the complete serial number.
5. Press **Cancel** until you to exit the **Information Menu**.

Get support and other information from the Internet

If you have Internet access, you can get help from www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

HP warranty and support

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

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

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

Call in North America during warranty

Call **1-800-474-6836 (1-800-HP invent)**. U.S. phone support is available in both English and Spanish languages 24 hours a day, 7 days a week (days and hours of support may change without notice). This service is free during the warranty period. A fee may apply outside the warranty period.

Call elsewhere in the world

The numbers listed below are current as of the publication date of this guide. For a list of current international HP Support Service numbers, go to www.hp.com/support and choose your own country/region or language.

Support service is free during the warranty period; however, your standard long-distance phone charges will apply. In some cases, per minute, per half-minute or a flat fee per single incident might also apply.

For phone support in Europe, please check for the details and conditions of phone support in your country/region by going to www.hp.com/support.

Alternatively, you can ask your dealer or call HP at the phone number provided in this guide.

As part of our constant efforts to improve our phone support service, we advise you to check our website on a regular basis for new information regarding service features and delivery.

www.hp.com/support

61 56 45 43	الجزائر	한국	1588-3003
Argentina (Buenos Aires)	54-11-4708-1600	Luxembourg	900 40 006
Argentina	0-800-555-5000	Luxemburg	900 40 007
Australia	1300 721 147	Malaysia	1800 88 8588
Australia (out-of-warranty)	1902 910 910	Mexico (Mexico City)	55-5258-9922
Österreich	+ 43 1 86332 1000	Mexico	01-800-472-68368
	0810-0010000	22 404747	المغرب
	(in-country)	Nederland	0900 2020 165
800 171	البحرين	New Zealand	0800 441 147
België	070 300 005	Nigeria	1 3204 999
Belgique	070 300 004	Norge	+46 (0)77 120 4765
Brasil (Sao Paulo)	55-11-4004-7751	Panama	1-800-711-2884
Brasil	0-800-709-7751	Paraguay	009 800 54 1 0006
Canada (Mississauga Area)	(905) 206-4663	Perú	0-800-10111
Canada	1-800-474-6836	Philippines	(63) 2 867 3551
Central America &	www.hp.com/support		1800 1441 0094
The Caribbean		Polska	0 801 800 235
Chile	800-360-999	Portugal	808 201 492
中国	021-3881-4518	Puerto Rico	1-877-232-0589
	800-810-3888 : 3002	República Dominicana	1-800-711-2884
Colombia (Bogota)	571-606-9191	România	(21) 315 4442
Colombia	01-8000-51-4746-8368	Россия (Москва)	095 7973520
Costa Rica	0-800-011-1046	Россия (Санкт-Петербург)	812 3467997
Česká republika	261 307 310	800 897 1444	السعودية
Danmark	+ 45 70 202 845	Singapore	6 272 5300
Ecuador (Andinatel)	1-999-119	Slovensko	2 50222444
	800-711-2884	South Africa (international)	+ 27 11 2589301
Ecuador (Pacifitel)	1-800-225-528	South Africa (RSA)	086 0001030
	800-711-2884	Rest of West Africa	+ 351 213 17 63 80
2 532 5222	مصر	Suomi	+358 (0)203 66 767
El Salvador	800-6160	Sverige	+46 (0)77 120 4765
España	902 010 059	Switzerland	0848 672 672
France	+33 (0)892 69 60 22	臺灣	02-8722-8000
Deutschland	+49 (0)180 5652 180	ไทย	+66 (2) 353 9000
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603	71 89 12 22	تونس
Ελλάδα (εντός Ελλάδας)	801 11 22 55 47	Trinidad & Tobago	1-800-711-2884
Ελλάδα (από Κύπρο)	800 9 2649	Türkiye	90 212 444 71 71
Guatemala	1-800-711-2884	Україна	(380 44) 4903520
香港特別行政區	2802 4098	800 4910	الإمارات العربية المتحدة
Magyarország	1 382 1111	United Kingdom	+44 (0)870 010 4320
India	1 600 44 7737	United States	1-(800)-474-6836
Indonesia	+62 (21) 350 3408	Uruguay	0004-054-177
Ireland	1 890 923 902	Venezuela (Caracas)	58-212-278-8666
(0) 9 830 4848	ישראל	Venezuela	0-800-474-68368
Italia	848 800 871	Viêt Nam	+84 88234530
Jamaica	1-800-711-2884		
日本	0570-000511		
日本 (携帯電話の場合)	03-3335-9800		

HP warranty and support

HP Quick Exchange Service (Japan)

製品に問題がある場合は以下に記載されている電話番号に連絡してください。製品が故障している、または欠陥があると判断された場合、HP Quick Exchange Serviceがこの製品を正常品と交換し、故障した製品を回収します。保証期間中は、修理代と配送料は無料です。また、お住まいの地域にもよりますが、プリンタを次の日までに交換することも可能です。

電話番号： 0570-000511 （自動応答）
:03-3335-9800（自動応答システムが使用できない場合）
サポート時間: 平日の午前 9:00 から午後 5:00 まで
土日の午前 10:00 から午後 5:00 まで。
祝祭日および1月1日から 3日は除きます。

サービスの条件
• サポートの提供は、カスタマケアセンターを通してのみ行われます。
• カスタマケアセンターがプリンタの不具合と判断した場合に、サービスを受けることができます。
ご注意: ユーザの扱いが不適切であったために故障した場合は、保証期間中であっても修理は有料となります。詳細については保証書を参照してください。

その他の制限
• 運送の時間はお住まいの地域によって異なります。 詳しくは、カスタマケアターに連絡してご確認ください。
• 出荷配送は、当社指定の配送業者が行います。
• 配送は交通事情などの諸事情によって、遅れる場合があります。
• このサービスは、将来予告なしに変更することがあります。

For instructions on how to pack your device for exchange, see Pack your HP All-in-One.

Prepare your HP All-in-One for shipment

If after contacting HP Customer Support or returning to the point of purchase, you are requested to send your HP All-in-One in for service, remove the print cartridges and pack the HP All-in-One in the original packing materials to avoid further damage. Retain the power cord and control panel faceplate in case the HP All-in-One needs to be replaced.

Note This information does not apply to customers in Japan. For information on service options in Japan, see HP Quick Exchange Service (Japan).

This section provides instructions on how to replace print cartridges in your HP All-in-One and remove the control panel faceplate.

Replace the print cartridges in your HP All-in-One
1. Turn on the HP All-in-One and wait until the print carriage is idle and silent. If your HP All-in-One will not turn on, skip this step and go to step 2.
2. Open the print-carriage access door.
3. Remove the print cartridges from their slots. For information on removing the print cartridges, see Replace the print cartridges.

Note If your HP All-in-One does not turn on, you can unplug the power cord and then manually slide the print carriage to the far right side to remove the print cartridges.

4. Place the print cartridges in print cartridge protectors or an airtight plastic container so they will not dry out, and put them aside. Do not send them with the HP All-in-One unless the HP customer support call agent instructs you to.

5. Close the print-carriage access door and wait a few minutes for the print carriage to move back to its home position (on the left side).

    Note   Make sure the scanner has returned to its parked position before turning off the HP All-in-One.

6. Press the **On** button to turn off the HP All-in-One.

Remove the control panel faceplate

Complete the following steps once you have removed the print cartridges and unplugged the HP All-in-One.

Caution 1   The HP All-in-One must be unplugged before following these steps.

Caution 2   The replacement HP All-in-One will not be shipped with a power cord. Store the power cord in a safe place until the replacement HP All-in-One arrives.

1. Press the **On** button to turn off the HP All-in-One.
2. Unplug the power cord, and then disconnect it from the HP All-in-One. Do not return the power cord with the HP All-in-One.
3. Remove the control panel faceplate as follows:
    a. Place your hands on each side of the control panel faceplate.
    b. Use your fingertips to pry the control panel faceplate off.

4. Retain the control panel faceplate. Do not return the control panel faceplate with the HP All-in-One.

    Caution   The replacement HP All-in-One might not come with a control panel faceplate. Store your control panel faceplate in a safe place, and when the replacement HP All-in-One arrives, reattach your control panel faceplate. You must attach your control panel faceplate to use the control panel functions on the replacement HP All-in-One.

    Note   See the Setup Guide that came with your HP All-in-One for instructions on how to attach your control panel faceplate. The replacement HP All-in-One might come with instructions for setting up your device.

Pack your HP All-in-One

Complete the following steps once you have unplugged your HP All-in-One.

1. If available, pack the HP All-in-One for shipment by using the original packing materials or the packaging materials that came with your exchange device.
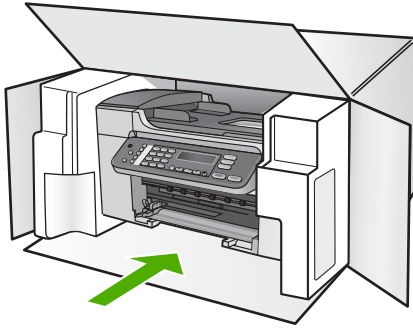
If you do not have the original packaging materials, please use other adequate packaging materials. Shipping damage caused by improper packaging and/or improper transportation is not covered under the warranty.

2. Place the return shipping label on the outside of the box.
3. Include the following items in the box:
    –   A complete description of symptoms for service personnel (samples of print quality problems are helpful).
    –   A copy of the sales slip or other proof of purchase to establish the warranty coverage period.
    –   Your name, address, and a phone number where you can be reached during the day.

13 Technical information

The technical specifications and international regulatory information for your HP All-in-One are provided in this section.

System requirements

Software system requirements are located in the Readme file. For information on viewing the Readme file, see View the Readme file.

Paper specifications

This section contains information about paper tray capacities, paper sizes, and print margin specifications.

Paper tray capacities

Type	Paper weight	Input tray[1]	Output tray[2]	Document feeder tray
Plain paper	20 to 24 lb. (75 to 90 gsm)	up to 100	up to 50	up to 25
Legal paper	20 to 24 lb. (75 to 90 gsm)	up to 100	up to 50	up to 25
Cards	up to 110 lb. index (200 gsm)	up to 20	up to 10	N/A
Envelopes	20 to 24 lb. (75 to 90 gsm)	up to 10	up to 5	N/A
Transparency film	N/A	up to 30	up to 15	N/A
Labels	N/A	up to 20	up to 10	N/A
4 x 6 inch photo paper	up to 145 lb. (236 gsm)	up to 30	up to 15	N/A
8.5 x 11 inch photo paper	N/A	up to 30	up to 15	N/A

1   Maximum capacity.
2   Output tray capacity is affected by the type of paper and the amount of ink you are using. HP recommends emptying the output tray frequently.

Paper sizes

Type	Size
Paper	Letter: 216 x 280 mm (8.5 x 11 inches)
	A4: 210 x 297 mm
	Legal: 216 x 356 mm (8.5 x 14 inches)
Envelopes	U.S. #10: 105 x 241 mm (4.125 x 9.5 inches)
	U.S. #9: 98 x 225 mm (3.9 x 8.9 inches)
	A2: 111 x 146 mm (4.4 x 5.8 inches)
	DL: 110 x 220 mm (4.3 x 8.7 inches)
	C6: 114 x 162 mm (4.5 x 6.4 inches)
Transparency film	Letter: 216 x 279 mm (8.5 x 11 inches)
	A4: 210 x 297 mm
Premium photo paper	102 x 152 mm (4 x 6 inches)
	Letter: 216 x 280 mm (8.5 x 11 inches)
	A4: 210 x 297 mm
Cards	Index card: 101 x 152 mm (4 x 6 inches)
Labels	Letter: 216 x 279 mm (8.5 x 11 inches)
	A4: 210 x 297 mm
Custom	102 x 152 mm up to 216 x 356 mm (4 x 6 inches up to 8.5 x 14 inches)

Print margin specifications

	Top (leading edge)	Bottom (trailing edge)	Left and Right margins
U.S. (Letter, Legal, Executive)	1.8 mm (0.07 inches)	6.7 mm (0.3 inches)	1.5 mm (0.06 inches)
ISO (A4, A5) and JIS (B5)	1.8 mm (0.07 inches)	6.7 mm (0.3 inches)	1.5 mm (0.06 inches)
Envelopes	1.8 mm (0.07 inches)	6.7 mm (0.3 inches)	1.5 mm (0.06 inches)
Cards	1.8 mm (0.07 inches)	6.7 mm (0.3 inches)	1.5 mm (0.06 inches)

Print specifications

- Resolution: 1200 x 1200 dpi black, 4800 optimized dpi color, 4800 dpi 6 ink
- Method: drop-on-demand thermal inkjet
- Language: Lightweight Imaging Device Interface Language (LIDIL)
- Print speed: up to 20 pages per minute black; up to 13 pages per minute color (varies by model)
- Print speed varies according to the complexity of the document
- Duty cycle: 1000 pages per month

Mode	Type	Speed (ppm) on plain paper	Speed (seconds) 4 x 6 inch borderless photo
Maximum dpi	Black and Color	up to .12	as fast as 278
Best	Black and Color	up to .94	as fast as 147
Normal	Black	up to 7.25	as fast as 95
	Color	up to 2.9	as fast as 95
Fast Normal	Black	up to 7.5	as fast as 47
	Color	up to 4.3	as fast as 47
Fast Draft	Black	up to 20	as fast as 45
	Color	up to 13	as fast as 45

Copy specifications

- Digital image processing
- Up to 99 copies from original (varies by model)
- Digital zoom: from 25 to 400% (varies by model)
- Fit to page, pre-scan
- Copy speed: up to 20 copies per minute black; 13 copies per minute color (varies by model)
- Copy speeds vary according to the complexity of the document

Mode	Type	Print resolution (dpi)	Scan resolution (dpi) [1]
Best	Black	up to .85	up to 600 x 1200
	Color	up to .75	up to 600 x 1200
Normal	Black	up to 4.1	up to 300 x 300
	Color	up to 2.8	up to 300 x 300
Fast	Black	up to 20	up to 300 x 300
	Color	up to 13	up to 300 x 300

1   Maximum at 400% scaling.

Fax specifications

- Walk-up black and white and color fax capability
- Up to 100 speed dials (varies by model)
- Up to 100-page memory (varies by model, based on ITU-T Test Image #1 at standard resolution). More complicated pages or higher resolution takes longer and uses more memory.
- Manual multiple-page fax
- Automatic busy redial up to five times (varies by model)
- Automatic no-answer redial one time (varies by model)
- Confirmation and activity reports
- CCITT/ITU Group 3 fax with Error Correction Mode

- 33.6 Kbps transmission
- 3 seconds per page speed at 33.6 Kbps (based on ITU-T Test Image #1 at standard resolution). More complicated pages or higher resolution take longer and use more memory
- Ring detect with automatic fax/answering machine switching

	Photo (dpi)	Very Fine (dpi)	Fine (dpi)	Standard (dpi)
Black	196 x 203 (8-bit grayscale)	300 x 300	196 x 203	196 x 98
Color	200 x 200	200 x 200	200 x 200	200 x 200

Scan specifications

- Image editor included
- Integrated OCR software automatically converts scanned text to editable text
- Scan speeds vary according to the complexity of the document
- Twain-compliant interface
- Resolution: 1200 x 2400 dpi optical, up to 19,200 dpi enhanced
- Color: 16-bit per RGB color, 48-bit total
- Maximum scan size from glass: 216 x 297 mm (8.5 x 11.7 inches)

Physical specifications

- Height: 235 mm (9.25 inches)
- Width: 435 mm (17.13 inches)
- Depth: 418 mm (16.46 inches)
- Weight: 5.9 kg (13 pounds)

Power specifications

- Maximum power consumption: 60 W
- Idle state power consumption: 5.593 W
- Input voltage: AC 100 to 240 VAC, 1A, 50-60 Hz, grounded
- Output voltage: DC 36W, 32 Vdc 850 mA, 16Vdc 550 mA

Environmental specifications

- Recommended operating temperature range: 15º to 32º C (59º to 90º F)
- Allowable operating temperature range: 5º to 40º C (41º to 104º F)
- Humidity: 15% to 85% RH non-condensing
- Non-operating (Storage) temperature range: -40º to 60º C (-40º to 140º F)

In the presence of high electromagnetic fields it is possible the output from the HP All-in-One might be slightly distorted.

HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields.

Additional specifications

Memory specifications: 2MB ROM, 16 MB RAM

If you have Internet access, you can get acoustic information from the HP website. Go to www.hp.com/support.

Environmental product stewardship program

This section provides information on protecting the environment; ozone production; energy consumption; paper use; plastics; material safety data sheets; and recycling programs.

This section contains information about environmental standards.

Protecting the environment

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

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

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

Ozone production

This product generates no appreciable ozone gas (O3).

Energy consumption

Energy usage drops significantly while in ENERGY STAR® mode, which saves natural resources, and saves money without affecting the high performance of this product. This product qualifies for ENERGY STAR, which is a voluntary program established to encourage the development of energy-efficient office products.

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

For more information on ENERGY STAR guidelines, go to the following website:

www.energystar.gov

Paper use

This product is suited for the use of recycled paper according to DIN 19309.

Plastics

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

Material safety data sheets

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

www.hp.com/go/msds

Customers without Internet access should contact their local HP Customer Care Center.

Recycling program

HP offers an increasing number of product return and recycling programs in many countries, as well as partnering with some of the largest electronic recycling centers throughout the world. HP also conserves resources by refurbishing and reselling some of its most popular products.

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 free of charge. For more information, go to the following website:

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

Disposal of Waste Equipment by Users in Private Households in the European Union

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

For more information regarding return and recycling of HP products generally, please visit: http://www.hp.com/hpinfo/globalcitizenship/environment/recycle/index.html.

Regulatory notices

The HP All-in-One meets product requirements from regulatory agencies in your country/region.

Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SDGOB-0505. This regulatory number should not be confused with the marketing name HP Officejet 5600 All-in-One series.

Notice to users of the U.S. telephone network: FCC requirements

This equipment complies with FCC rules, Part 68. On this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalent Number (REN) for this equipment. If requested, provide this information to your telephone company.

An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant. This equipment connects to the telephone network through the following standard network interface jack: USOC RJ-11C.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your number is called. Too many devices on one line might result in failure to ring in response to an incoming call. In most, but not all, areas the sum of the RENs of all devices should not exceed five (5). To be certain of the number of devices you may connect to your line, as determined by the REN, you should call your local telephone company to determine the maximum REN for your calling area.

If this equipment causes harm to the telephone network, your telephone company may discontinue your service temporarily. If possible, they will notify you in advance. If advance notice is not practical, you will be notified as soon as possible. You will also be advised of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper operation of your equipment. If they do, you will be given advance notice so you will have the opportunity to maintain uninterrupted service.

If you experience trouble with this equipment, please contact the manufacturer, or look elsewhere in this manual, for warranty or repair information. Your telephone company may ask you to disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs. Contact your state public utility commission, public service commission, or corporation commission for more information.

This equipment includes automatic dialing capability. When programming and/or making test calls to emergency numbers:

● Remain on the line and explain to the dispatcher the reason for the call.
● Perform such activities in the off-peak hours, such as early morning or late evening.

> **Note** The FCC hearing aid compatibility rules for telephones are not applicable to this equipment.

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of transmission, the date and time it is sent and an identification of the business, other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided 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.

FCC statement

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

Declaration of Conformity: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that might cause undesired operation. Class B limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and, if not installed and used in accordance with the instructions, might cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

For more information, contact the Product Regulations Manager, Hewlett-Packard Company, San Diego, (858) 655-4100.

The user may find the following booklet prepared by the Federal Communications Commission helpful: How to Identify and Resolve Radio-TV Interference Problems. This booklet is available from the U.S. Government Printing Office, Washington DC, 20402. Stock No. 004-000-00345-4.

> **Caution** Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by the Hewlett-Packard Company might cause harmful interference and void the FCC authorization to operate this equipment.

Note à l'attention des utilisateurs du réseau téléphonique Canadien/notice to users of the Canadian telephone network

Cet appareil est conforme aux spécifications techniques des équipements terminaux d'Industrie Canada. Le numéro d'enregistrement atteste de la conformité de l'appareil. L'abréviation IC qui précède le numéro d'enregistrement indique que l'enregistrement a été effectué dans le cadre d'une Déclaration de conformité stipulant que les spécifications techniques d'Industrie Canada ont été respectées. Néanmoins, cette abréviation ne signifie en aucun cas que l'appareil a été validé par Industrie Canada.

Pour leur propre sécurité, les utilisateurs doivent s'assurer que les prises électriques reliées à la terre de la source d'alimentation, des lignes téléphoniques et du circuit métallique d'alimentation en eau sont, le cas échéant, branchées les unes aux autres. Cette précaution est particulièrement importante dans les zones rurales.

Le numéro REN (Ringer Equivalence Number) attribué à chaque appareil terminal fournit une indication sur le nombre maximal de terminaux qui peuvent être connectés à une interface téléphonique. La terminaison d'une interface peut se composer de n'importe quelle combinaison d'appareils, à condition que le total des numéros REN ne dépasse pas 5.

Basé sur les résultats de tests FCC Partie 68, le numéro REN de ce produit est 0.1B.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation IC before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution might be particularly important in rural areas.

Note The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface might consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

The REN for this product is 0.1B, based on FCC Part 68 test results.

Notice to users in the European Economic Area

$$C\,E$$

This product is designed to be connected to the analog Switched Telecommunication Networks (PSTN) of the European Economic Area (EEA) countries/regions.

Network compatibility depends on customer selected settings, which must be reset to use the equipment on a telephone network in a country/region other than where the product was purchased. Contact the vendor or Hewlett-Packard Company if additional product support is necessary.

This equipment has been certified by the manufacturer in accordance with Directive 1999/5/EC (annex II) for Pan-European single-terminal connection to the public switched telephone network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point.

In the event of problems, you should contact your equipment supplier in the first instance.

This equipment is designed for DTMF tone dialing and loop disconnect dialing. In the unlikely event of problems with loop disconnect dialing, it is recommended to use this equipment only with the DTMF tone dial setting.

Notice to users of the German telephone network

This HP fax product is designed to connect only to the analogue public-switched telephone network (PSTN). Please connect the TAE N telephone connector plug, provided with the HP All-in-One into the wall socket (TAE 6) code N. This HP fax product can be used as a single device and/or in combination (in serial connection) with other approved terminal equipment.

Geräuschemission

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

Notice to users in Korea

사용자 안내문(B급 기기)

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

Declaration of conformity (European Economic Area)

The Declaration of Conformity in this document complies with ISO/IEC Guide 22 and EN 45014. It identifies the product, manufacturer's name and address, and applicable specifications recognized in the European community.

HP Officejet 5600 All-in-One series declaration of conformity

DECLARATION OF CONFORMITY
according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name: Hewlett-Packard Company

Manufacturer's Address: 16399 West Bernardo Drive
San Diego CA 92127, USA

Regulatory Model Number: SDGOB-0505

Declares, that the product:
Product Name: HP Officejet 5600 series

Power Adapters HP part#: 0957-2153, 0957-2146

Conforms to the following Product Specifications:

Safety: IEC 60950-1: 2001
EN60950-1: 2001
IEC 60825-1 Edition 1.2: 2001 / EN 60825-1:1994+A1:2002+A2: 2001 Class 1 (Laser/Led)
UL 60950-1: 2003
CAN/CSA-22.2 No. 60950-1-03
NOM 019-SFCI-1993, AS/NZS 60950: 2000, GB4943: 2001

EMC: CISPR 22:1997 / EN 55022:1998 Class B
CISPR 24:1997+A1+A2 / EN 55024:1998+A1:2001+A2:2003
IEC 61000-3-2: 2000 / EN 61000-3-2: 2000
IEC 61000-3-3:1995 + A1:2001 / EN 61000-3-3:1995+A1:2001
CNS13438:1998
FCC Part 15-Class B/ICES-003, Issue 2
GB9254: 1998

Telecom: TBR21:1998, EG 201 121:1998, FCC Title 47 CFR Part 68

Supplementary Information:
The product herewith complies with the requirements of the Low Voltage Directive 73/23/EC, the
EMC Directive 89/336/EC, and with the R&TTE Directive 1999/5/EC (Annex II) and carries the CE-
marking accordingly. The product was tested in a typical configuration. For regulatory purpose, this
product is assigned a Regulatory Model Number (RMN). This number should not be confused with
the product name or number.

San Diego, California USA
March 2005

European Contact for regulatory topics only: Hewlett Packard GmbH, HQ-TRE, Herrenberger Strasse 140,
D-71034 Böblingen Germany. (FAX +49-7031-14-3143)

Index

Q5610-90155