

HP Deskjet F735 All-in-One



Windows Help



HP Deskjet F735 All-In-One



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1 HP Deskjet F735 All-In-One Help

For information about the HP All-in-One, see:

- [“HP All-in-One overview”](#) on page 9
- [“Find more information”](#) on page 15
- [“How do I?”](#) on page 17
- [“Connection information”](#) on page 19
- [“Load originals and load paper”](#) on page 21
- [“Print from your computer”](#) on page 31
- [“Use the copy features”](#) on page 53
- [“Use the scan features”](#) on page 61
- [“Maintain the HP All-in-One”](#) on page 65
- [“Shop for ink supplies”](#) on page 81
- [“HP warranty and support”](#) on page 211
- [“Technical information”](#) on page 217

 **NOTE:** If you are using the product with a Windows 2000 computer, some features may not be available. For more information, see [“Notice to Windows 2000 users”](#) on page 218.

2 HP All-in-One overview

The HP Deskjet F735 All-In-One is a versatile device that enables easy-to-use copying, scanning, and printing.

Copy

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

Scan

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) on the HP All-in-One.

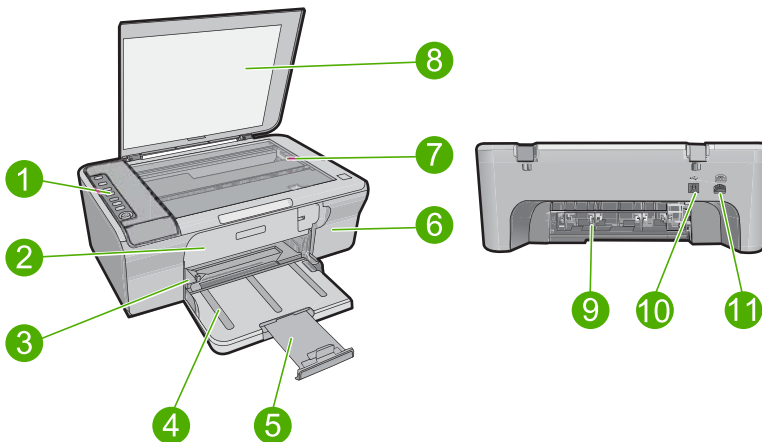
Print from your computer

The HP All-in-One can be used with any software application that allows printing. You can print a range of projects, such as borderless images, newsletters, greeting cards, iron-on transfers, and posters.

This section contains the following topics:

- [The HP All-in-One at a glance](#)
- [Control panel buttons](#)
- [Status light overview](#)
- [Use the HP Photosmart software](#)

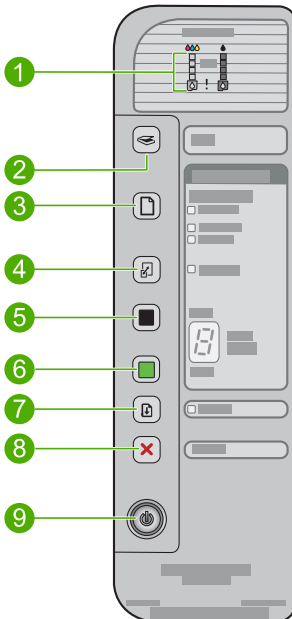
The HP All-in-One at a glance












Label	Description
1	Control panel
2	Front access door
3	Paper-width guide
4	Input tray
5	Tray extender
6	Print cartridge door
7	Glass
8	Lid backing
9	Rear access door
10	Rear USB port
11	Power connection*

* Use only with the power adapter supplied by HP.

Control panel buttons

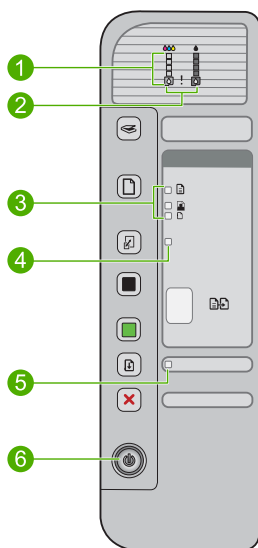


Label	Icon	Name and Description
1		<p>Ink Level lights: Show ink level information for each print cartridge, four for the tri-color cartridge and four for the black cartridge.</p> <p>Check Print Cartridge lights: Indicates the need to reinsert the specified print cartridge, replace the print cartridge, or close the print cartridge door. The Black light indicates that the problem is with the black print cartridge, and the Color light indicates that the problem is with the tri-color print cartridge.</p>
2		<p>Scan: Starts scanning the original currently on the glass. A Scan button press is ignored if the HP All-in-One is busy with any other job. The Scan button functions only when the computer is on.</p>
3		<p>Paper Selection: Changes the paper type setting to either plain or photo paper. Make sure the appropriate paper type is loaded in the input tray. The default paper type setting is Plain.</p> <p>The Paper Selection lights indicate the currently selected paper size and type:</p> <ul style="list-style-type: none"> • Plain: Letter and A4 paper • Photo (Large): Letter and A4 photo paper • Photo (Small): 10 x 15 cm (4 x 6 inch), A6, or L photo paper
4		<p>Resize to Fit: Scales the original to the maximum size to fit within the margins of the selected paper size for copying.</p>
5		<p>Start Copy Black: Starts a black-and-white copy job.</p> <p>Press this button multiple times to specify multiple black copies. The printer will start printing shortly after the number of copies have been selected. The number of copies to be printed is shown to the right of this button.</p> <p>TIP: The maximum number of copies you can make using the control panel is 9 (varies by model). To make more copies at once, use the HP Software. When initiating multiple copies of an original from the software, only the last digit of the number of copies is represented on the control panel. For example, if you are making 25 copies, the number 5 appears on the display.</p>
6		<p>Start Copy Color: Starts a color copy job.</p> <p>Press this button multiple times to specify multiple color copies. The printer will start printing shortly after the number of copies have been selected. The number of copies to be printed is shown to the right of this button.</p> <p>TIP: The maximum number of copies you can make using the control panel is 9 (varies by model). To make more copies at once, use the HP Software. When initiating multiple copies of an original from the software, only the last digit of the number of copies is represented on the control panel. For example, if you are making 25 copies, the number 5 appears on the display.</p>
7		<p>Resume: Instructs the HP All-in-One to continue after a problem is solved.</p> <p>A blinking Resume light next to the Resume button indicates the need to load paper or clear a paper jam.</p>
8		<p>Cancel: Stops a print, copy, or scan job.</p>
9		<p>On: Turns the HP All-in-One on or off. The On button is lit when the HP All-in-One is powered on. The light blinks while performing a job.</p>

Label	Icon	Name and Description
		<p>When the HP All-in-One is off, a minimal amount of power is still used by the product. To completely disconnect the power supply to the HP All-in-One, turn the product off, and then unplug the power cord.</p> <p>CAUTION: Before you unplug the power cord, you must press the On button and allow the HP All-in-One to turn itself off. This prevents the print cartridges from drying out.</p>

Status light overview

Several indicator lights inform you of the status of the HP All-in-One.



Label	Description
1	Ink Level lights
2	Check Print Cartridge lights
3	Paper Selection lights (for the Paper Selection button)
4	Resize to Fit light
5	Resume light
6	On light

The following table describes common situations and explains what the lights mean.


Light status	What it means
All lights are off.	The HP All-in-One is turned off. Press the On button to turn on the product.
The On light and one of the Paper Selection lights are on.	The HP All-in-One is ready for printing, scanning, or copying.
The On light is blinking.	The HP All-in-One is busy printing, scanning, copying, or aligning the print cartridges.
The On light blinks quickly for 3 seconds and then is on steady.	You pressed a button while the HP All-in-One is already busy printing, scanning, copying, or aligning the print cartridges.
The On light blinks for 20 seconds and then is steady.	You pressed the Scan button and there was no response from the computer.
The Resume light is blinking.	<ul style="list-style-type: none"> The HP All-in-One is out of paper. The HP All-in-One has a paper jam.
The Check Print Cartridge light is blinking.	<ul style="list-style-type: none"> The print cartridge door is open. The print cartridges are missing or not seated correctly. The tape was not removed from the print cartridge. The print cartridge is not intended for use in this HP All-in-One. The print cartridge might be defective.
The On , Resume , and Check Print Cartridge lights are blinking.	<p>Scanner failure. For more information, see “Scan fails” on page 134.</p> <p>Turn off the HP All-in-One, then turn it on again. If the problem persists, contact HP Support.</p> <p>NOTE: HP All-in-One will still operate as a printer.</p>
All lights are blinking.	<p>The HP All-in-One has a fatal error.</p> <ol style="list-style-type: none"> Turn off the product. Unplug the power cord. Wait a minute, then plug the power cord back in. Turn on the product. <p>If the problem persists, contact HP Support.</p>

Use the HP Photosmart software

The HP Photosmart Software provides a fast and easy way to make prints of your photos. It also provides access to other basic HP imaging software features, such as saving and viewing your photos.

For more information on using the HP Photosmart Software:

- Check the **Contents** panel on the left. Look for the **HP Photosmart Software Help contents** book at the top.
- If you do not see the **HP Photosmart Software Help contents** book at the top of the **Contents** panel, access the software help through the HP Solution Center.

 **NOTE:** The HP Photosmart software supports the following file formats: BMP, DCX, FPX, GIF, JPG, PCD, PCX, TIF, PICT, PSD, PCS, EPS, TGA, SGI, PDF, and PNG

3 Find more information

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



Start Here guide

The Start Here guide provides instructions for setting up the HP All-in-One and installing software. Make sure you follow the steps in the Start Here guide in order.

If you have problems during setup, check the Start Here guide for troubleshooting information, or see "[Troubleshooting](#)" on page 83 in this onscreen Help.



Basics Guide

The Basics Guide contains an overview of the HP All-in-One, including step-by-step instructions for basic tasks, troubleshooting tips, and technical information.



HP Photosmart animations

The HP Photosmart animations, located in the relevant sections of the onscreen Help, show you how to complete key tasks on the HP All-in-One. You will learn how to load paper and other media, replace the print cartridges, and scan originals.



Onscreen Help

The onscreen Help provides detailed instructions on using all features of the HP All-in-One.

- The **How Do I?** topic provides links so you can quickly find information on performing common tasks.
- The **HP All-in-One overview** topic provides general information about the main features of the HP All-in-One.
- The **Troubleshooting** topic provides information about resolving errors you might encounter with the HP All-in-One.



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. For more information, see "[View the Readme file](#)" on page 83.

www.hp.com/support

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

4 How do I?

This section contains links to commonly performed tasks, such as printing photos and optimizing your print jobs.

- [“How do I change the print settings?”](#) on page 32
- [“How do I print borderless photos on 10 x 15 cm \(4 x 6 inch\) paper?”](#) on page 38
- [“How do I load envelopes?”](#) on page 28
- [“How do I scan using the control panel?”](#) on page 61
- [“How do I get the best print quality?”](#) on page 34
- [“How do I print on both sides of the paper?”](#) on page 42
- [“How do I replace the print cartridges?”](#) on page 69
- [“How do I align the print cartridges?”](#) on page 73
- [“How do I clear a paper jam?”](#) on page 91

5 Connection information

The HP All-in-One comes equipped with a USB port so you can connect directly to a computer using a USB cable. You can also share the product over an existing home network.

This section contains the following topics:

- [Supported connection types](#)
- [Use printer sharing](#)

Supported connection types

The following table contains a list of supported connection types.

Description	Recommended number of connected computers for best performance	Supported software features	Setup instructions
USB connection	One computer connected with a USB cable to the rear USB 2.0 high-speed peripheral connection port on the HP All-in-One.	All features are supported.	Follow the Start Here guide for detailed instructions.
Printer sharing	Up to five. The host computer must be on at all times in order to print from the other computers.	All features resident on the host computer are supported. Only printing is supported from the other computers.	Follow the instructions in " Use printer sharing " on page 19.

Use printer sharing

If your computer is on a network, and another computer on the network has an HP All-in-One connected to it by a USB cable, you can print to that printer using printer sharing.

The computer directly connected to the HP All-in-One acts as the **host** for the printer and has full software functionality. The other computer, which is referred to as a **client**, has access only to the print features. You must perform other functions from the host computer or from the control panel on the HP All-in-One.

To enable printer sharing on a Windows computer

- ▲ Refer to the user guide that came with your computer or see the Windows onscreen Help.

6 Load originals and load paper

You can load many different types and sizes of paper in the HP All-in-One, including letter or A4 paper, photo paper, transparencies, business cards, and envelopes.

This section contains the following topics:


- [Load originals](#)
- [Choose papers for printing and copying](#)
- [Load paper](#)

Load originals

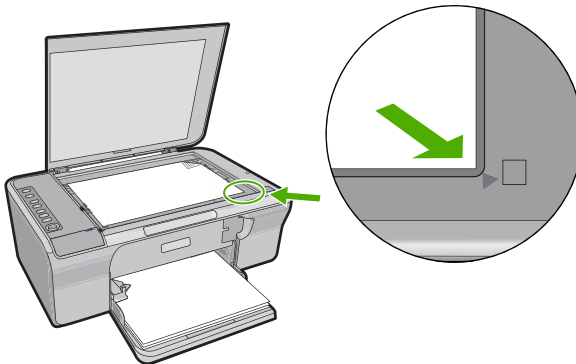
You can copy or scan business cards, photo paper, letter- or A4-size originals by loading them on the glass.

To load an original on the glass

1. Lift the lid to the open position.
2. Load your original print side down on the right front corner of the glass.

 **TIP:** For more help on loading an original, see the engraved guide below the glass.

TIP: To get the correct copy size, make sure that there is no tape or other foreign object on the glass. For more information on copy sizes and layouts, see [“Choose a layout” on page 53](#).



3. Close the lid.

Choose papers for printing and copying

You can use different types and sizes of paper in the HP All-in-One. Review the following recommendations to get the best printing and copying quality. Whenever you change paper types, remember to change the paper type settings. For more information, see [“Set the paper type for printing” on page 33](#).

This section contains the following topics:

- [Recommended papers for printing and copying](#)
- [Recommended papers for printing only](#)
- [Papers to avoid](#)

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.

The following is a list of HP papers you can use for copying and printing. Depending on your country/region, some of these papers might not be available.

HP Advanced Photo Paper or HP Photo Paper

HP Advanced Photo Paper or HP Photo Paper is a sturdy, glossy photo paper that features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. Your prints have a look and feel comparable to a store-processed photo. It is available in several sizes, including A4, 8.5 x 11 inch, and 10 x 15 cm (4 x 6 inch) (with or without tabs) for printing or copying photos from the product. HP Advanced Photo Paper is marked on the nonprinting corners with the following symbol.



HP Premium Inkjet Transparency Film

HP Premium Inkjet Transparency Film make your color presentations vivid and even more impressive. This film is easy to use and handle and dries quickly without smudging.

HP Premium Inkjet Paper

HP Premium Inkjet Paper is the ultimate coated paper for high-resolution usage. A smooth, matte finish makes it ideal for your highest-quality documents.


HP Bright White Inkjet Paper

HP Bright White Inkjet Paper delivers high-contrast colors and sharp text. It is opaque enough for two-sided color usage with no show-through, which makes it ideal for newsletters, reports, and flyers.

HP All-in-One Paper or HP Printing Paper

- HP All-in-One Paper is specifically designed for HP All-in-One products. It has an extra bright blue-white shade that produces sharper text and richer colors than ordinary multifunction papers.
- HP Printing Paper is a high-quality multifunction paper. It produces documents that look and feel more substantial than documents printed on standard multipurpose or copy paper.

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

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

Recommended papers for printing only

Certain papers are supported only when you start the print job from your computer. The following list provides information about these papers.

If you want the best print quality, HP recommends using HP papers. 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.

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

HP Iron-On Transfers

HP Iron-On Transfers (for color fabrics or for light or white fabrics) are the ideal solution for creating custom T-shirts from your digital photos.


HP Brochure & Flyer Paper

HP Brochure & Flyer Paper (Gloss or Matte) is glossy-coated or matte-coated on both sides for two-sided use. They are the perfect choice for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.

HP Premium Presentation Paper

HP Premium Presentation Paper gives your presentation a quality look and feel.

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

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

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.

 **NOTE:** For a complete list of supported media sizes, see the printer software.

Papers to avoid for all print and copy jobs

- Any size paper other than those listed in the printer software.
- 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 the 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.

Additional papers to avoid when copying

- Envelopes.
- Transparency film other than HP Premium Inkjet Transparency Film or HP Premium Plus Inkjet Transparency Film.
- Iron-On Transfers.
- Greeting card paper.

Load paper

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

 **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.

This section contains the following topics:

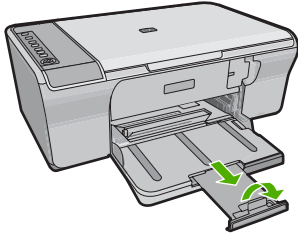
- [Load full-size paper](#)
- [Load photo paper](#)
- [Load index cards](#)
- [Load envelopes](#)
- [Load other types of paper](#)


Load full-size paper

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

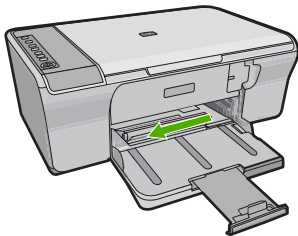
To load full-size paper

1. Pull out the tray extension.



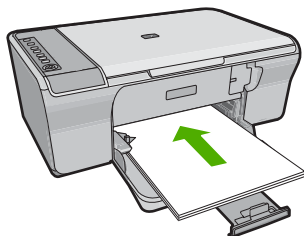
 **NOTE:** When you use legal-size paper, leave the tray extender closed.

2. Slide the paper-width guide to its outermost position.



3. 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 are the same size and type.

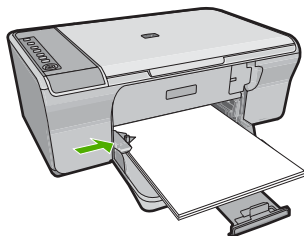
4. Insert the stack of paper into the input tray with the short edge forward. Ensure that the side you want to print on faces down. Slide the stack of paper toward the product until it stops.



⚠ **CAUTION:** Make sure that the product is idle and silent when you load paper into the input tray. If the product is servicing the print cartridges or otherwise engaged in a task, you could push the paper too far forward, causing the product to eject blank pages.

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

5. Slide the paper-width guide inward until it stops at the edge 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.




Load photo paper

You can load up to 216 x 279 mm (8.5 x 11 inch) photo paper into the input tray of the product. For best results, use HP Advanced Photo Paper.

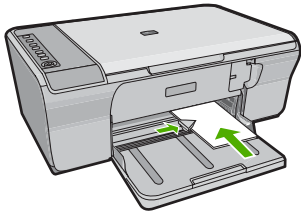
💡 **TIP:** To help prevent rips, wrinkles, and curled or bent edges, store all paper flat in a resealable bag. If the paper is not stored properly, extreme changes in temperature and humidity might result in curled paper that does not work well in the HP All-in-One.

To load photo paper in the input tray

1. Remove all paper from the input tray.
2. Insert the stack of photo paper into the far-right side of the input tray with the print side or glossy side down and short edge forward. Slide the stack of photo paper toward the product until it stops.

 **TIP:** For more help on loading small-size photo paper, refer to the guides engraved in the base of the input tray for loading photo paper.

3. Slide the paper-width guide inward until it stops at the edge 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.



For best results, set the paper type before copying or printing.


Related topics

- [“Recommended papers for printing and copying” on page 22](#)
- [“View the print resolution” on page 33](#)
- [“Set the copy paper type” on page 55](#)

Load index cards

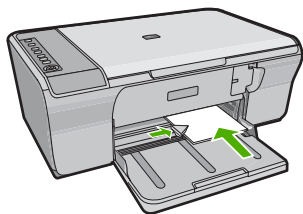
You can load index cards into the input tray of the HP All-in-One to print notes, recipes, and other text.

For best results, set the paper type before copying or printing.

 **NOTE:** The HP All-in-One leaves a 1.2 cm (0.5 inch) border on one short edge. 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 all paper from the input tray.
2. Insert the stack of cards vertically (short edge facing outwards), with the side you want to print on facing down, into the far-right side of the input tray. Slide the stack of cards forward until it stops.
3. 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.



For best results, set the paper type before copying or printing.

Related topics

- [“Load photo paper” on page 26](#)
- [“View the print resolution” on page 33](#)
- [“Set the copy paper type” on page 55](#)

Load envelopes


You can load one or more envelopes into the input tray of the 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.

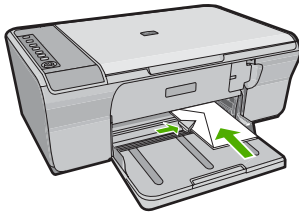
To load envelopes

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

 **TIP:** To avoid paper jams, tuck the flap inside each envelope.


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

3. 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.




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. 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 type. For best results, set the paper type to transparency film in the software before printing onto transparency film.

HP Iron-On Transfers (for printing only)

1. Flatten the transfer sheet completely before using it; do not load curled sheets.

 **TIP:** To prevent curling, keep transfer sheets sealed in the original package until you are ready to use them.

2. 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.

For best results, set the paper type before copying or printing.

Related topics

- [“Load photo paper”](#) on page 26
- [“Set the paper type for printing”](#) on page 33
- [“Set the copy paper type”](#) on page 55

7 Print from your computer

The HP All-in-One can be used with any software application that allows printing. You can print a range of projects, such as borderless images, newsletters, greeting cards, iron-on transfers, and posters.

This section contains the following topics:

- [Print from a software application](#)
- [Make the HP All-in-One the default printer](#)
- [Change the print settings for the current job](#)
- [Change the default print settings](#)
- [Printing shortcuts](#)
- [Perform special print jobs](#)
- [Stop a print job](#)
- [Resume a print job](#)

Print from a software application

Most print settings are automatically handled by the software application. 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

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected 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**.



NOTE: When printing a photo, you must select options for the specific photo paper and photo enhancement.

5. Select the appropriate options for your print job by using the features available in the **Advanced**, **Printing Shortcuts**, **Features**, and **Color** tabs.



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 **Printing Shortcuts** 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 and save your custom settings as a new printing shortcut. To save a custom printing shortcut, select the shortcut and click **Save As**. To delete a shortcut, select the shortcut and click **Delete**.

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

Make the HP All-in-One the default printer

You can set the HP All-in-One as the default printer to use from all software applications. This means that the HP All-in-One is automatically selected in the printer list when you select **Print** from the **File** menu in a software application. The default printer is automatically selected when you click the **Print** button in the toolbar of most software applications. For more information, see the Windows Help.

Change the print settings for the current job

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

This section contains the following topics:

- [Set the paper size](#)
- [Set the paper type for printing](#)
- [View the print resolution](#)
- [Change the print speed or quality](#)
- [Change the page orientation](#)
- [Scale the document size](#)
- [Change the saturation, brightness, or color tone](#)
- [Preview your print job](#)

Set the paper size

The paper size setting helps the HP All-in-One determine the printable area on the page. Some of the paper size choices have a borderless equivalent, which allows you to print to the top, bottom, and side edges of the paper.

Usually, you set the paper size in the software application you used to create your document or project. However, if you are using custom-size paper, or if you cannot set the paper size from your software application, you can change the paper size in the **Properties** dialog box before printing.

To set the paper size

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Resizing Options** area, click the appropriate paper size from the **Size** list. The following table lists the suggested paper size settings for the different types of paper you can load in the input tray. Make sure to look at the long list of choices in

the **Size** list to see if a defined paper size already exists for the type of paper you are using.

Paper type	Suggested paper size settings
Copier, multi-purpose, or plain papers	Letter or A4
Envelopes	Appropriate listed envelope size
Greeting-card papers	Letter or A4
Index cards	Appropriate listed card size (if listed sizes are not appropriate, you can specify a custom paper size)
Inkjet papers	Letter or A4
Iron-on T-shirt transfers	Letter or A4
Labels	Letter or A4
Legal	Legal
Letterhead	Letter or A4
Panorama photo paper	Appropriate listed panorama size (if listed sizes are not appropriate, you can specify a custom paper size)
Photo papers	10 x 15 cm (4 x 6 inch), L, 216 x 279 mm (8.5 x 11 inch), letter, A4, or an appropriate listed size
Transparency films	Letter or A4
Custom-size papers	Custom paper size

Set the paper type for printing

If you print on special papers, such as photo paper, transparency film, envelopes, or labels, or if you experience poor print quality, you can set the paper type manually.

To set the paper type for printing

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Basic Options** area, from the **Paper Type** drop-down list, select **More**.
7. Select the type of paper that you have loaded, and then click **OK**.

View the print resolution

The printer software displays the print resolution in dots per inch (dpi). The dpi varies according to the paper type and print quality that you select in the printer software.

To view the print resolution

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Print Quality** drop-down list, select the appropriate print quality setting for your project.
7. In the **Paper Type** drop-down list, select the type of paper that you have loaded.
8. Click the **Resolution** button to view the print resolution dpi.

Change the print speed or quality

The HP All-in-One automatically chooses a print quality and speed setting depending on the paper type setting you select. You can also change the print quality setting to customize the speed and quality of the print process.

To select a print speed or quality

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Print Quality** drop-down list, select the appropriate quality setting for your project.



NOTE: To view the maximum dpi that the product will print, click **Resolution**.

7. In the **Paper Type** drop-down list, select the type of paper that you have loaded.

Change the page orientation

The page orientation setting allows you to print your document vertically or horizontally on the page.

Usually, you set the page orientation in the software application you used to create your document or project. However, if you are using custom-size or special HP paper, or if you cannot set the page orientation from your software application, you can change the page orientation in the **Properties** dialog box before printing.

To change the page orientation

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.

4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Basic Options** area, do one of the following:
 - Click **Portrait** to print the document vertically on the page.
 - Click **Landscape** to print the document horizontally on the page.

Scale the document size

The HP All-in-One allows you to print the document at a different size than the original.

To scale the document size

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Resizing options** area, click **Scale to paper size**, and then click the appropriate paper size from the drop-down list.

Change the saturation, brightness, or color tone

You can change the intensity of colors and the level of darkness in your printout by adjusting the **Saturation**, **Brightness**, and **Color Tone** options.

To change the saturation, brightness, or color tone

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Color** tab.
6. Click the **More Color Options** button.
7. Move the sliders to adjust the **Saturation**, **Brightness**, or **Color Tone**.
 - **Brightness** indicates the lightness or darkness of the printed document.
 - **Saturation** is the relative purity of printed colors.
 - **Color Tone** affects the perceived warmth or coolness of printed colors, by adding more orange or blue tones, respectively, to your image.

Preview your print job

You can preview your print job before sending it to the HP All-in-One. This helps to prevent wasting paper and ink on projects that do not print as expected.

To preview your print job

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Select the print settings appropriate for your project on each of the tabs in the dialog box.
6. Click the **Features** tab.
7. Select the **Show Preview Before Printing** check box.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.
Your print job displays in the preview window.
9. In the **HP preview** window, do one of the following:
 - To print, click **Start Printing**.
 - To cancel, click **Cancel Printing**.

Change the default print settings


If there are settings that you frequently use for printing, you might want to make them the default print settings so they are already set when you open the **Print** dialog box from within your software application.

To change the default print settings

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**.

Printing shortcuts

Use printing shortcuts to print with print settings that you use often. The printer software has several specially designed printing shortcuts that are available in the Printing Shortcuts list.

 **NOTE:** When you select a printing shortcut the appropriate printing options are automatically displayed. You can leave them as is or change them. You can also create a shortcut. For more information, see [“Create printing shortcuts” on page 37](#).

Use the Printing Shortcuts tab for the following print tasks:

- **General Everyday Printing:** Print documents quickly.
- **Photo Printing–Plain Paper:** Print a photo on a plain paper.
- **Photo Printing–Borderless:** Print to the top, bottom, and side edges of 10 x 15 cm (4 x 6 inch) and 216 x 279 mm (8.5 x 11 inch) HP Advanced Photo Papers.
- **Photo Printing–With White Borders:** Print a photo with a white border around the edges.

- **Fast/Economical printing:** Produce draft-quality printouts quickly.
- **Presentation printing:** Print high-quality documents, including letters and transparencies.
- **Two-sided (Duplex) Printing:** Print two-sided pages with the HP All-in-One manually.

This section contains the following topics:

- [Create printing shortcuts](#)
- [Delete printing shortcuts](#)

Related topics

- [“Print a borderless image” on page 38](#)
- [“Print a photo on plain paper” on page 39](#)
- [“Print a photo on photo paper” on page 40](#)
- [“Print on transparencies” on page 48](#)
- [“Print on both sides of the page” on page 42](#)

Create printing shortcuts

In addition to the printing shortcuts that are available in the **Printing Shortcuts** list, you can create your own printing shortcuts.

If you frequently print on transparency film, for example, you can create a printing shortcut by selecting the **Presentation Printing** shortcut, changing the paper type to **HP Premium Inkjet Transparency Film**, and then saving the modified shortcut under a new name; for example, **Transparency Presentations**. After creating the printing shortcut, simply select it when printing on transparency film rather than changing the print settings each time.

To create a printing shortcut


1. On the **File** menu in your software application, click **Print**.
2. Make sure the product 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**, **Printer**, or **Preferences**.
4. Click the **Printing Shortcuts** tab.
5. In the **Printing Shortcuts** list, click a printing shortcut.
The print settings for the selected printing shortcut are displayed.
6. Change the print settings to those you want in the new printing shortcut.
7. Click **Save as** and type a name for the new printing shortcut, and then click **Save**.
The printing shortcut is added to the list.

Delete printing shortcuts

You might want to delete printing shortcuts that you no longer use.

To delete a printing shortcut

1. On the **File** menu in your software application, click **Print**.
2. Make sure the product 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**, **Printer**, or **Preferences**.
4. Click the **Printing Shortcuts** tab.
5. In the **Printing Shortcuts** list, click the printing shortcut that you want to delete.
6. Click **Delete**.
The printing shortcut is removed from the list.

 **NOTE:** Only the shortcuts that you have created can be deleted. The original HP shortcuts cannot be deleted.

Perform special print jobs


In addition to supporting standard print jobs, the HP All-in-One can perform special jobs such as printing borderless images, iron-on transfers, and posters.

This section contains the following topics:

- [Print a borderless image](#)
- [Print a photo on plain paper](#)
- [Print a photo on photo paper](#)
- [Print using Maximum dpi](#)
- [Print on both sides of the page](#)
- [Print a multiple-page document as a booklet](#)
- [Print multiple pages on a single sheet](#)
- [Print a multiple-page document in reverse order](#)
- [Reverse an image for iron-on transfers](#)
- [Print on transparencies](#)
- [Print a group of addresses on labels or envelopes](#)
- [Print a poster](#)
- [Print a Web page](#)

Print a borderless image


Borderless printing lets you print to the top, bottom, and side edges of up to 216 x 279 mm (8.5 x 11 inch) photo paper.

 **TIP:** For the best results, use HP Advanced Photo Papers to print your photos.




To print a borderless image

1. Remove all paper from the input tray.
2. Place the photo paper print side down on the right side of the input tray.
3. On the **File** menu in your software application, click **Print**.
4. Make sure the product is the selected printer.
5. 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**.
6. Click the **Features** tab.
7. In the **Size** list, click the size of photo paper loaded in the input tray.
If a borderless image can be printed on the specified size, the **Borderless printing** check box is enabled.
8. In the **Paper Type** drop-down list, click **More**, and then select the appropriate paper type.

 **NOTE:** You cannot print a borderless image if the paper type is set to **Plain paper** or to a type of paper other than a photo paper.

9. Select the **Borderless printing** check box if it is not already checked.
If the borderless paper size and paper type are not compatible, the product software displays an alert and allows you to select a different type or size.
10. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

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

Related topics

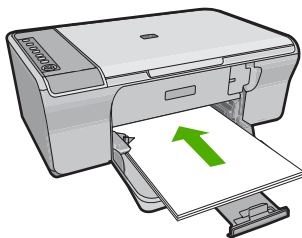
[“Load photo paper” on page 26](#)

Print a photo on plain paper

The HP All-in-One allows you to print photos on plain papers.


To print a photo on plain paper

1. Remove all paper from the input tray, and then load the plain paper print side down.



2. On the **File** menu in your software application, click **Print**.

3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Basic Options** area, select the appropriate plain paper type from the **Paper Type** drop-down list.
7. In the **Resizing Options** area, click the appropriate paper size from the **Size** list.
If the paper size and paper type are not compatible, the product software displays an alert and allows you to select a different type or size.
8. In the **Basic Options** area, select a print quality from the **Print Quality** drop-down list. The default print quality is **Normal**.
9. Click **OK** to return to the **Properties** dialog box.
10. If you want to print the photo in black and white, click the **Color** tab and select the **Print in grayscale** check box.
11. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

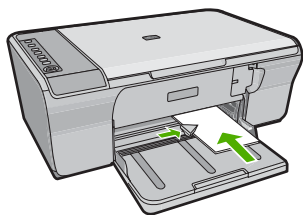
 **NOTE:** Do not leave unused plain paper in the input tray. The paper might start to curl, which could reduce the quality of your printout. Plain paper should be flat before printing.

Print a photo on photo paper

To achieve the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing along with genuine HP ink. HP papers and HP ink are specifically designed to work well together to provide high-quality output. For photo printing, HP recommends that you use HP Advanced Photo Papers with the product.

To print a photo on photo paper

1. Remove all paper from the input tray, and then load the photo paper print side down.



2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.

6. In the **Basic Options** area, select the appropriate photo paper type from the **Paper Type** drop-down list.
7. In the **Resizing Options** area, click the appropriate paper size from the **Size** list. If the paper size and paper type are not compatible, the product software displays an alert and allows you to select a different type or size.
8. In the **Basic Options** area, select a high print quality, such as **Best**, from the **Print Quality** drop-down list.



NOTE: For maximum dpi resolution, go to the **Advanced** tab, and then select **Enabled** from the **Maximum dpi** drop-down list. For more information, see [“Print using Maximum dpi” on page 41](#).

9. In the **HP Real Life Technologies** area, click the **Photo fix** drop-down list and select from the following options:
 - **Off:** applies no **HP Real Life Technologies** to the image.
 - **Basic:** enhances low-resolution images; moderately adjusts image sharpness.
 - **Full:** automatically adjusts brightness, contrast, and sharpness; enhances low-resolution images; automatically removes red-eye coloring in the photo.



TIP: You can remove red-eye coloring in the photo when using the **Off** or **Basic** mode by selecting the **Remove red eye** check box.

10. Click **OK** to return to the **Properties** dialog box.
11. (Optional) If you want to print the photo in black and white, click the **Color** tab and select the **Print in grayscale** check box. From the drop-down list, select one of the following options:
 - **High Quality:** uses all the available colors to print your photo in grayscale. This creates smooth and natural shades of gray.
 - **Black Ink Only:** uses black ink to print your photo in grayscale. The gray shading is created by varying patterns of black dots, which might result in a grainy image.
12. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.



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

Print using Maximum dpi

Use maximum dpi mode to print high-quality, sharp images.

To get the most benefit from maximum dpi mode, use it to print high-quality images such as digital photographs. When you select the maximum dpi setting, the printer software displays the optimized dots per inch (dpi) that the HP All-in-One printer will print. Printing in maximum dpi is supported on the following paper-types only:

- HP Premium Plus Photo Paper
- HP Premium Photo Paper
- HP Advanced Photo Paper
- Hagaki cards

Printing in maximum dpi takes longer than printing with other settings and requires a large amount of disk space.

To print in Maximum dpi mode

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Advanced** tab.
6. In the **Printer Features** area, select **Enabled** from the **Maximum dpi** drop-down list.
7. Click the **Features** tab.
8. In the **Paper Type** drop-down list, click **More**, and then select the appropriate paper type.
9. In the **Print Quality** drop-down list, click **Maximum dpi**.



NOTE: To view the maximum dpi that the product will print, click **Resolution**.

10. Select any other print settings that you want, and then click **OK**.

Related topics

[“Work with print cartridges” on page 67](#)

Print on both sides of the page

You can print two-sided pages with the HP All-in-One manually. When printing two-sided pages, make sure to use paper that is thick enough so that images do not show through to the other side.

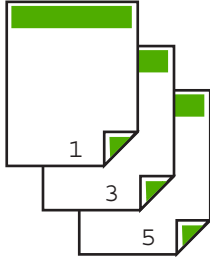
To print on both sides of the page

1. Load paper into the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Paper saving options** area, select **Manual** from the **Two-sided printing** drop-down list.

7. For binding, do one of the following:

- For binding on the top like a notebook or calendar, select the **Flip Pages Up** check box.

This causes the odd and even pages of your document to print opposite of each other top-to-bottom. This ensures that the top of the page is always at the top of the sheet when you flip the pages up in your bound document.



- For binding on the side like a book or magazine, click to clear the **Flip Pages Up** check box.

This causes the odd and even pages of your document to print opposite of each other left-to-right. This ensures that the top of the page is always at the top of the sheet when you turn the pages in your bound document.



8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

The product begins printing. Wait until all the odd-numbered pages are printed before removing any of the printed pages from the output tray.

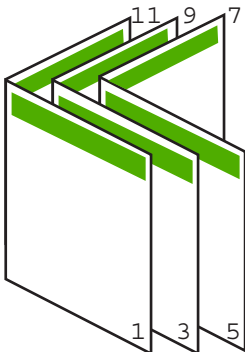
A dialog box displays instructions on the screen when it is time to process the second side of your job.

9. Click **Continue** when done.

Print a multiple-page document as a booklet

The HP All-in-One allows you to print your document as a small booklet, which you can fold and then staple together.

For best results, design your document to fit on a multiple of four pages, such as an 8, 12, or 16-page program for a child's school play or for a wedding.



To print a multiple-page document as a booklet

1. Load paper into the input tray.
The paper should be thick enough so that the images do not show through to the other side.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Paper saving options** area, select **Manual** from the **Two-sided printing** drop-down list.
7. Select the binding edge from the **Booklet layout is** list, as appropriate for your language.
 - If your language reads left-to-right, click **Left edge binding**.
 - If your language reads right-to-left, click **Right edge binding**.
 The **Pages per sheet** box is automatically set to two pages per sheet.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.
The product begins printing.
A dialog box displays instructions on the screen when it is time to process the second side of your job. Do **not** click **Continue** in the dialog box until you have reloaded the paper as instructed in the following steps.
9. Wait until the product has stopped printing for several seconds before removing any of the printed pages from the output tray.
If you remove the pages while the document is still printing, the pages might get out of order.
10. Follow the instructions that appear on your screen for reloading the paper to print on the second side, and then click **Continue**.
11. When the entire document has finished printing, fold the stack of paper in half, so that the first page is on top, then staple the document along the crease.

☞ **TIP:** For best results, use a saddle stapler, or a heavy-duty stapler with a long reach to staple the booklet.

Figure 7-1 Left-edge binding for left-to-right languages

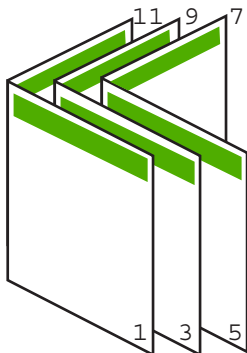
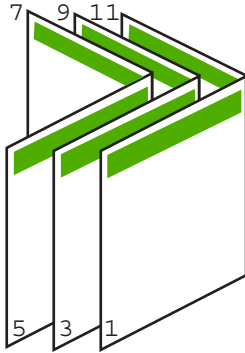


Figure 7-2 Right-edge binding for right-to-left languages



Print multiple pages on a single sheet

You can print up to 16 pages on a single sheet of paper.



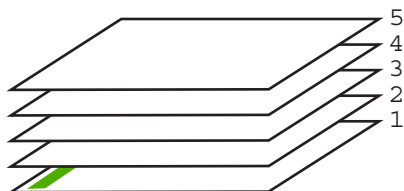
To print multiple pages on a single sheet

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.

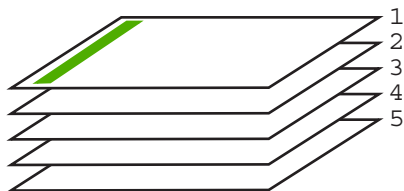
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Pages per sheet** list, click **2**, **4**, **6**, **9**, or **16**.
7. If you want a border to appear around each page image printed on the sheet of paper, select the **Print page borders** check box.
8. In the **Page order** list, click an appropriate page order option.
The sample output graphic is numbered to show how the pages will be ordered if you select each option.
9. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.


Print a multiple-page document in reverse order

Because of the way the paper feeds through the HP All-in-One, the first page that prints is print side up at the bottom of the stack. Usually this means you need to put the printed pages in the correct order.



A better way is to print the document in reverse order so that the pages are stacked correctly.




 **TIP:** Set this option as a default setting so you do not have to remember to set it every time you print a multiple-page document.


To print a multiple-page document in reverse order

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.

4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Advanced** tab.
6. In the **Layout Options** area, select **Front to Back** in the **Page Order** option.

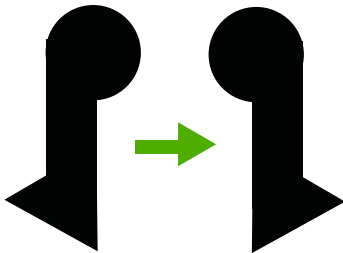
 **NOTE:** If you set your document to print on both sides of the page, the **Front to Back** option is not available. Your document will automatically print in the correct order.

7. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

 **NOTE:** When you are printing multiple copies, each set is printed completely before the next set is printed.


Reverse an image for iron-on transfers

This feature reverses an image so you can use it for iron-on transfers. This feature is also useful for transparencies when you want to make notations on the back of the transparency without scratching the original.



To reverse an image for iron-on transfers

1. On the **File** menu in your software application, click **Print**.
2. Make sure the product 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**, **Printer**, or **Preferences**.
4. Click the **Features** tab.
5. In the **Paper Type** drop-down list, click **More**, and then select **HP Iron-on Transfer** from the list.
6. If the selected size is not what you want, click an appropriate size in the **Size** list.
7. Click the **Advanced** tab.
8. In the **Printer Features** area, select **On** from the **Mirror Image** drop-down list.
9. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.


 **NOTE:** To prevent jams, manually feed the iron-on transfer sheets into the input tray one sheet at a time.

Print on transparencies


For the best results, HP recommends you use HP transparency products with the HP All-in-One.

To print on transparencies

1. Load the transparency into the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Basic Options** area, from the **Paper Type** drop-down list, select **More**. Then select the appropriate paper type.

 **TIP:** If you want to make notations on the back of the transparencies and erase them later without scratching the original, click the **Advanced** tab, and select the **Mirror Image** check box.

7. In the **Resizing Options** area, from the **Size** drop-down list, select **More**. Then, select an appropriate size.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.


 **NOTE:** The product automatically waits for transparencies to dry before releasing them. Ink dries slower on film than on plain paper. Make sure you allow enough time for the ink to dry before handling the transparency.

Print a group of addresses on labels or envelopes

With the HP All-in-One, you can print on a single envelope, a group of envelopes, or label sheets designed for inkjet printers.

To print a group of addresses on labels or envelopes

1. Print a test page on plain paper first.
2. Place the test page on top of the label sheet or envelope, and hold both up to the light. Check the spacing for each block of text. Make adjustments as needed.
3. Load the labels or envelopes into the input tray.

 **CAUTION:** Do not use envelopes with clasps or windows. They can get stuck in the rollers and cause paper jams.

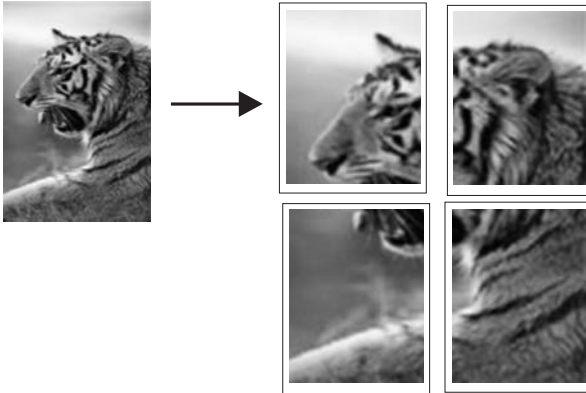
4. If you are printing on envelopes, do the following:
 - a. Display the print settings, and click the **Features** tab.
 - b. In the **Resizing Options** area, click the appropriate envelope size in the **Size** list.
5. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

Related topics

[“Load envelopes” on page 28](#)

Print a poster

You can create a poster by printing a document on multiple pages. The HP All-in-One prints dotted lines on some pages to indicate where to trim the pages before taping them together.



To print a poster

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Advanced** tab.
6. Expand **Document Options**, and then expand **Printer Features**.
7. In the **Poster Printing** drop-down list, click either **2x2 (4 sheets)**, **3x3 (9 sheets)**, **4x4 (16 sheets)**, or **5x5 (25 sheets)**.
This selection tells the product to enlarge your document so that it fits on 4, 9, 16, or 25 pages.
If your originals are of multiple pages, each of those pages will be printed on 4, 9, 16, or 25 pages. For example, if you have a one-page original and you select 3x3, you will get 9 pages; if you select 3x3 for a two-page original, 18 pages will print.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.
9. After the poster has printed, trim the edges of the sheets and tape the sheets together.

Print a Web page

You can print a Web page from your Web browser on the HP All-in-One.

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

To print a Web page

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


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

The **Print** dialog box appears.

3. Make sure the product is the selected printer.
4. If your Web browser supports it, select the items on the Web page that you want to include in the printout.

For example, in Internet Explorer, click the **Options** tab to select options such as **As laid out on screen**, **Only the selected frame**, and **Print all linked documents**.

5. Click **Print** or **OK** to print the Web page.
-

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

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.

To stop a print job from the HP All-in-One

- ▲ Press **Cancel** on the control panel. If the print job does not stop, press **Cancel** again. It can take a few moments for printing to be cancelled.

To stop a print job from the computer (Windows Vista users)

1. On the Windows taskbar, click **Start**, and then click **Control Panel**.
2. Click **Printers**.
3. Double-click the product 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 the print job 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 product 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 the print job to be cancelled.

To stop a print job from the computer (Windows 2000 users)

1. On the Windows taskbar, click **Start**, point to **Settings**, and then click **Printers**.
2. Double-click the product 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** or press the **Delete** key on your keyboard.
It can take a few moments for the print job to be cancelled.

Related topics

[“Control panel buttons” on page 10](#)

Resume a print job


If an error occurs while printing, you may need to resume the job from the HP All-in-One or the computer after you address the error.

To resume a print job from the control panel

- ▲ On the control panel, press **Resume**.

To resume a print job from the computer (Windows Vista users)


1. On the Windows taskbar, click **Start**, and then click **Control Panel**.
2. Click **Printers**.
3. Double-click the product icon.

 **TIP:** You can also double-click the printer icon in the Windows taskbar.

4. Select the print job you want to resume.
5. On the **Document** menu, click **Resume Printing** or **Resume**.
It can take a few moments to resume the print job.

To resume 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 product icon.

 **TIP:** You can also double-click the printer icon in the Windows taskbar.

4. Select the print job you want to resume.
5. On the **Document** menu, click **Resume Printing** or **Resume**.
It can take a few moments to resume the print job.

To resume a print job from the computer (Windows 2000 users)

1. On the Windows taskbar, click **Start**, point to **Settings**, and then click **Printers**.
2. Double-click the product icon.

 **TIP:** You can also double-click the printer icon in the Windows taskbar.

3. Select the print job you want to resume.
4. On the **Document** menu, click **Resume**.
It can take a few moments to resume the print job.

Related topics

[“Control panel buttons” on page 10](#)

8 Use the copy features


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

This section contains the following topics:

- [Make a copy](#)
- [Choose a layout](#)
- [Set the copy paper type](#)
- [Perform special copy jobs](#)
- [Stop copying](#)


Make a copy

You can make quality copies from the control panel.

 **TIP:** For quality copies, ensure that the scanner glass is clean and that there are no foreign materials adhering to it. For more information, see [“Clean the glass” on page 65](#).

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 right front corner of the glass.

 **TIP:** You can make copies in different layouts by changing the orientation of the original. For more information, see [“Choose a layout” on page 53](#).

3. Press the **Paper Selection** button to set the paper type. For more information, see [“Set the copy paper type” on page 55](#).
4. Press **Start Copy Black** or **Start Copy Color**.

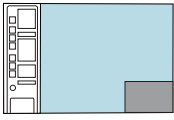
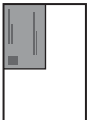

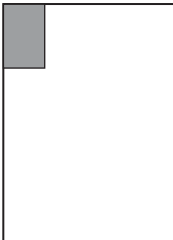
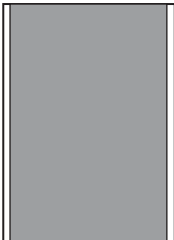
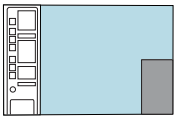
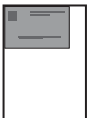

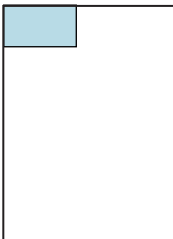
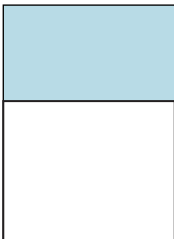
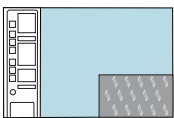


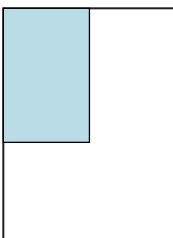




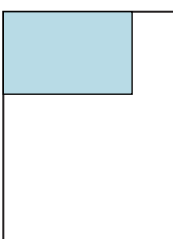

Related topics

[“Control panel buttons” on page 10](#)

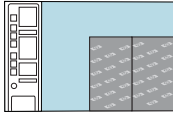


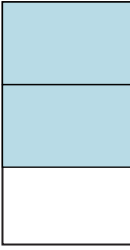
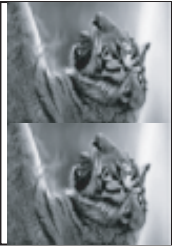




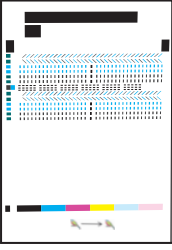
Choose a layout

The layout of the copy depends on the orientation of the original loaded. You can also make borderless copies by printing to the edges of the selected paper type by pressing the **Resize to Fit** button.

Refer to the table below for an indication of the layout of your copy.

Orientation of original	Layout of the copy			
	4x6 or L (Small Photo)		A or A4 (Plain or Photo)	
	Resize to Fit OFF	Resize to Fit ON	Resize to Fit OFF	Resize to Fit ON
 <p>Business Card (Landscape)</p>				
 <p>Business Card (Portrait)</p>				
 <p>4x6 Photo (Landscape)</p>				
 <p>4x6 Photo (Portrait)</p>				


(continued)

Orientation of original	Layout of the copy			
	4x6 or L (Small Photo)		A or A4 (Plain or Photo)	
	Resize to Fit OFF	Resize to Fit ON	Resize to Fit OFF	Resize to Fit ON
 Two 4x6 Photos (Portrait)				
 8.5x11 or A4 Document				

Use the copy features

Set the copy paper type

You can set the paper type for copying to **Plain**, **Photo (Large)**, or **Photo (Small)**.

 **NOTE:** Copies made on plain paper are automatically made using **Normal** quality. Copies made on photo paper are automatically made using **Best** quality.

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

Paper type	Control panel setting
Copier paper or letterhead	Plain
HP Bright White Paper	Plain
HP Advanced Photo Paper, Glossy	Photo
HP Advanced Photo Paper, Matte	Photo
HP Advanced 4 x 6 inch Photo Paper	Photo (Small)
HP Photo Paper	Photo
HP Everyday Photo Paper	Photo
HP Everyday Photo Paper, Semi Gloss	Photo
Other photo paper	Photo

(continued)

Paper type	Control panel setting
HP Advanced Paper	Plain
HP All-in-One Paper	Plain
HP Printing Paper	Plain
Other inkjet paper	Plain
Legal	Plain

Related topics

[“Control panel buttons”](#) on page 10

Perform special copy jobs

In addition to supporting standard copy jobs, the HP All-in-One can perform special jobs such as making fast copies, making multiple copies, and copying borderless photos.

This section contains the following topics:

- [Make a Fast copy](#)
- [Make multiple copies of the same original](#)
- [Make a borderless copy of a photo](#)
- [Copy a two-page black-and-white document](#)

Make a Fast copy

A Fast copy prints faster with comparable quality text, but the graphics quality might be lower. Fast copies use less ink and extend the life of your print cartridges. You can make a Fast copy using the instructions below.



NOTE: Copies made from the control panel on regular, plain paper automatically use **Normal** quality.

To make a Fast copy

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass.



TIP: For quality copies, ensure that the scanner glass is clean and that there are no foreign materials adhering to it. For more information, see [“Clean the glass”](#) on page 65.

3. Press the **Paper Selection** button to set the paper type to **Plain**.



NOTE: You cannot make a Fast copy if the paper type is set to **Photo (Large)** or **Photo (Small)**.

4. Press and hold down the **Scan** button, and then press either **Start Copy Black** or **Start Copy Color**.

Related topics

[“Control panel buttons”](#) on page 10


[“Set the copy paper type”](#) on page 55

Make multiple copies of the same original


You can set the number of copies from the control panel or from the software that you installed with the HP All-in-One.

To make multiple copies of an original from the control panel

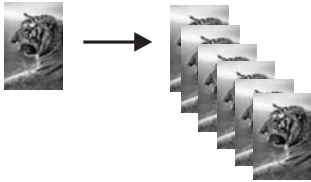
1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass.

 **TIP:** For quality copies, ensure that the scanner glass is clean and that there are no foreign materials adhering to it. For more information, see [“Clean the glass”](#) on page 65.

3. Press the **Paper Selection** button to set the paper type.
4. Press the **Start Copy Black** or **Start Copy Color** button to increase the number of copies up to a maximum of 9 (varies by model). The product starts the copy job after the last button press.

 **TIP:** Use the software that you installed with the product to set the number of copies higher than 9.

In this example, the product makes six copies of the original 10 x 15 cm (4 x 6 inch) photo.



Related topics

[“Control panel buttons”](#) on page 10

Make a borderless copy of a photo

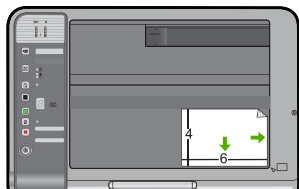
To make a borderless copy of a photo, use the 10 x 15 cm (4 x 6 inch) or 216 x 280 mm (8.5 x 11 inch) HP Advanced Photo Paper.

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

1. Load photo paper in the input tray. For more information on loading photo paper, see [“Load photo paper” on page 26](#).
2. Load your original print side down on the right front corner of the glass.



NOTE: When loading a 10 x 15 cm (4 x 6 inch) original, ensure that the longer side of the original is perfectly aligned with the front edge of the glass.



3. Press the **Paper Selection** button to select either **Photo (Large)** or **Photo (Small)** depending on the size of the paper loaded in the input tray.



NOTE: When copying a 10 x 15 cm (4 x 6 inch) original with 216 x 280 mm (8.5 x 11 inch) media loaded in the input tray, press **Resize to Fit** to print a borderless and enlarged copy of the original.

4. Press **Start Copy Color**.

The product makes a borderless copy of your original photo as shown below.

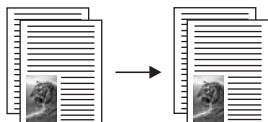


Related topics

[“Control panel buttons” on page 10](#)


Copy a two-page black-and-white document

You can use the HP All-in-One to copy a single- or multiple-page document in color or black and white. In this example, the HP All-in-One is used to copy a two-page black-and-white original.



To copy a two-page document from the control panel

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass.

 **TIP:** For quality copies, ensure that the scanner glass is clean and that there are no foreign materials adhering to it. For more information, see [“Clean the glass” on page 65](#).

3. Press the **Paper Selection** button to set the paper type.
4. Press **Start Copy Black**.
5. Wait until the product has finished printing the first page. Remove the first page from the glass and load the second page.
6. Press **Start Copy Black**.

Related topics

[“Control panel buttons” on page 10](#)

Stop copying

To stop copying


- ▲ Press **Cancel** on the control panel.

Related topics

[“Control panel buttons” on page 10](#)


9 Use the scan features

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) on the HP All-in-One.

 **NOTE:** When scanning, the HP Photosmart Software enables you to save an image in the following file formats: BMP, DCX, FPX, GIF, JPG, PCD, PCX, and TIF.

You can use the scanning features of the HP All-in-One to do the following:

- Scan text from an article into your word processor and quote it in a report.
- Print business cards and brochures by scanning a logo and using it in your publishing software.
- Send photos to friends and relatives by scanning your favorite prints and including them in e-mail messages.
- Create a photographic inventory of your house or office.
- Archive treasured photos in an electronic scrapbook.

 **NOTE:** If you are using the product with a Windows 2000 computer, some features may not be available. For more information, see "[Notice to Windows 2000 users](#)" on page 218.

NOTE: If you are using the HP Photosmart Software, the Optical Character Recognition (OCR) software might not be installed on your computer. To install the OCR software, you must re-insert the software disk and select **OCR** under the **Custom** installation options.

This section contains the following topics:

- [Scan an original](#)
- [Edit a scanned image](#)
- [Edit a scanned document](#)
- [Stop scanning](#)


Scan an original

For original documents or images placed on the glass, you can start a scan from your computer or from the HP All-in-One. This section explains the second option: how to scan from the control panel of the HP All-in-One to a computer.

To use the scan features, the HP All-in-One and computer must be connected and turned on. The HP Photosmart Software must also be installed and running on your computer prior to scanning. To verify that the HP Photosmart Software is running on a Windows

computer, look for the **HP Digital Imaging Monitor** icon in the system tray at the lower right side of the screen, near the time.



 **NOTE:** Closing the **HP Digital Imaging Monitor** icon in the Windows system tray can cause the HP All-in-One to lose some of its scan functionality. If this happens, you can restore full functionality by restarting your computer or by starting the HP Photosmart Software.

The HP Photosmart Software that you installed on your computer has many tools that you can use to edit and print your scanned image. You can improve the overall image quality by adjusting the brightness, sharpness, color tone, or saturation. You can also crop, straighten, rotate, or resize the image. When the scanned image looks just the way you want it, you can open it in another application, send it through e-mail, save it to a file, or print it.

To scan to a computer


1. Load your original print side down on the right front corner of the glass.
2. Press **Scan**.
A preview image of the scan appears on your computer, where you can edit it. Any edits that you make apply to the current scan session only.
The HP Photosmart Software has many tools that you can use to edit your scanned image. You can improve the overall image quality by adjusting the brightness, sharpness, color tone, or saturation. You can also crop, rotate, or resize the image.
3. Make any edits to the preview image, and then click **Accept** when you are finished.

Related topics

[“Control panel buttons” on page 10](#)

Edit a scanned image

You can edit a scanned image, such as a photo or graphic, using the software you installed with the HP All-in-One. Using this software, you can rotate or crop the image, as well as adjust the brightness, contrast, and color saturation.


 **NOTE:** If you are using the HP Photosmart Software, the Optical Character Recognition (OCR) software might not be installed on your computer. To install the OCR software, you must re-insert the software disk and select **OCR** under the **Custom** installation options.

Related topics

[“Use the HP Photosmart software” on page 13](#)

Edit a scanned document

You can edit a scanned document using your Optical Character Recognition (OCR) software. Scanning text using OCR software enables you to bring the content of magazine articles, books, and other printed matter into your favorite word processor and many other applications as editable text. Learning to use OCR software correctly 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.

 **NOTE:** If you are using the HP Photosmart Software, the Optical Character Recognition (OCR) software might not be installed on your computer. To install the OCR software, you must re-insert the software disk and select **OCR** under the **Custom** installation options.

Related topics

[“Use the HP Photosmart software” on page 13](#)

Stop scanning

To stop scanning

▲ Press **Cancel** on the control panel.

Related topics

[“Control panel buttons” on page 10](#)

10 Maintain the 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 from time to time. This section provides instructions for keeping the HP All-in-One in top working condition. Perform these simple maintenance procedures as necessary.

This section contains the following topics:

- [Clean the HP All-in-One](#)
- [Print a self-test report](#)
- [Work with print cartridges](#)

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.

This section contains the following topics:

- [Clean the exterior](#)
- [Clean the glass](#)
- [Clean the lid backing](#)

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 the exterior of the HP All-in-One, do not use alcohol or alcohol-based cleaning products.

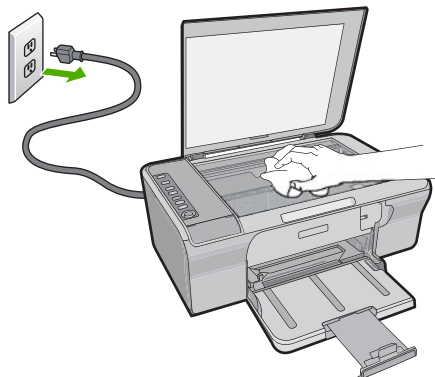
Clean the glass

Fingerprints, smudges, hair, and dust on the main glass surface slow down performance and affect the accuracy of the copy and scan features.

To clean the glass

1. Turn off the product, unplug the power cord, and raise the lid.
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 product.



3. Dry the glass with a dry, soft, lint-free cloth to prevent spotting.
4. Plug in the power cord, and then turn on the product.

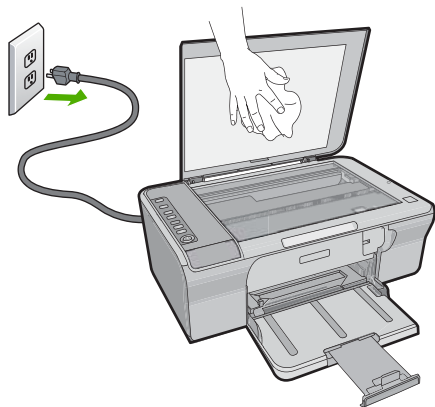
Clean the lid backing

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

To clean the lid backing

1. Turn off the product, 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 dry, soft, lint-free cloth.

△ **CAUTION:** Do not use paper-based wipes, as these might scratch the backing.

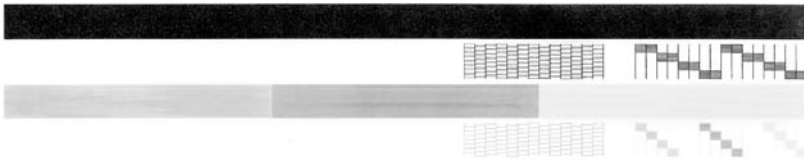
4. If further cleaning is needed, repeat the previous steps using isopropyl (rubbing) alcohol, and wipe the backing thoroughly with a damp cloth to remove any residual alcohol.
-
- △ **CAUTION:** Be careful not to spill alcohol on the glass or exterior of the product, as this might damage it.
-
5. Plug in the power cord, and then turn on the product.

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 product, including your print cartridges.

To print a self-test report

1. Load letter or A4 unused plain white paper into the input tray.
2. Press and hold the **Cancel** button and then press the **Start Copy Color** button. The product prints a self-test report, which might indicate the source of the printing problem. A sample of the ink test area of the report is shown below.



3. Make sure the test patterns show a complete grid and the thick color lines are complete.
 - If more than a few lines in a pattern are broken, this might indicate a problem with the nozzles. You might need to clean the print cartridges.
 - If the black line is missing, faded, streaked, or shows lines, this might indicate a problem with the black print cartridge in the right slot.
 - If any of the color lines are missing, faded, streaked, or show lines, this might indicate a problem with the tri-color print cartridge in the left slot.

Related topics

- [“Clean the print cartridges” on page 74](#)
- [“Replace the print cartridges” on page 69](#)
- [“Control panel buttons” on page 10](#)

Work with print cartridges

To ensure the best print quality from the product, 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.

You might also need to check your print cartridges if the Check Print Cartridge light is on. This might mean that the print cartridges are not installed properly or are missing, the

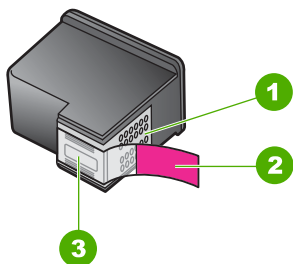
plastic tape has not been removed from the print cartridges, the print cartridges are low on ink, or the print carriage is blocked.

This section contains the following topics:

- [Handle the print cartridges](#)
- [Check the estimated ink levels](#)
- [Replace the print cartridges](#)
- [Use ink-backup mode](#)
- [Store the print cartridges](#)
- [Align the print cartridges](#)
- [Clean the print cartridges](#)
- [Clean the print cartridge contacts](#)
- [Clean the area around the ink nozzles](#)
- [Remove ink from your skin and clothing](#)

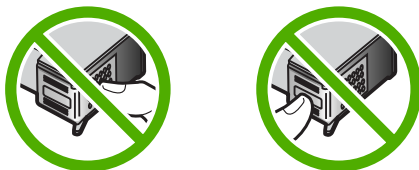
Handle the print cartridges

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: Handle the print cartridges carefully. Dropping or jarring cartridges can cause temporary printing problems, or even permanent damage.

Check the estimated ink levels

You can easily check the ink supply level to determine how soon you might need to replace a print cartridge. The ink supply level shows an estimate of the amount of ink remaining in the print cartridges. Actual ink levels may vary.


 **TIP:** You can also print a self-test report to see if your print cartridges might need to be replaced.

 **NOTE:** If the print cartridges were used before being installed in the product, or have been refilled, the estimated ink levels on the **Estimated Ink levels** tab may be inaccurate or unavailable.

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

To check the ink levels from the HP Photosmart Software

1. In the HP Solution Center, click **Settings**, point to **Print Settings**, and then click **Printer Toolbox**.

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

The **Printer Toolbox** appears.


2. Click the **Estimated Ink Level** tab.
The estimated ink levels for the print cartridges appear.

Related topics

[“Print a self-test report” on page 67](#)

Replace the print cartridges

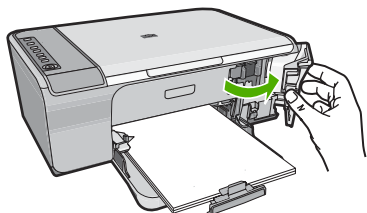
When the ink level for the print cartridge is low, a message appears on your computer screen. You can also check the ink levels by using the software installed with the HP All-in-One. Follow these instructions when the ink level is low.

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

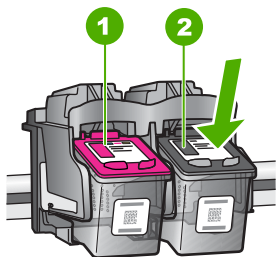
To order print cartridges for the HP All-in-One, go to www.hp.com/buy/supplies. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

To replace the print cartridges

1. Make sure the product is on and you have letter or A4 unused plain white paper loaded in the input tray.
2. Open the print cartridge door.
The print carriage should move to the far right side of the product. If the print carriage does not move to the right side, turn the product off, and then on.



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 print cartridge, remove the print cartridge from the slot on the right.

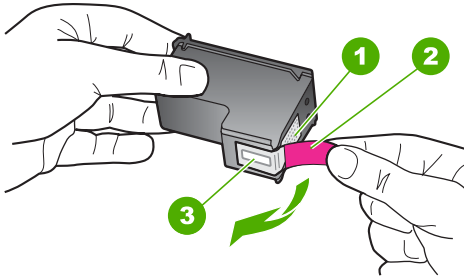


1	Print cartridge slot for the tri-color print cartridge
2	Print cartridge slot for the black print cartridge

4. Pull the print cartridge towards you out of its slot.
5. If you are disposing of the print cartridge, 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 Web site:

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

6. Remove the new print cartridge from its packaging, being careful to touch only the black plastic. Gently remove the plastic tape using the pink pull tab.

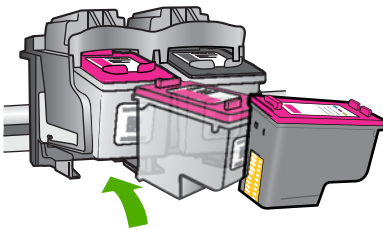


1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

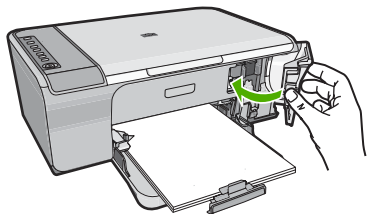
△ **CAUTION:** Do not touch the copper-colored contacts or ink nozzles. Touching these parts can result in clogs, ink failure, and bad electrical connections.



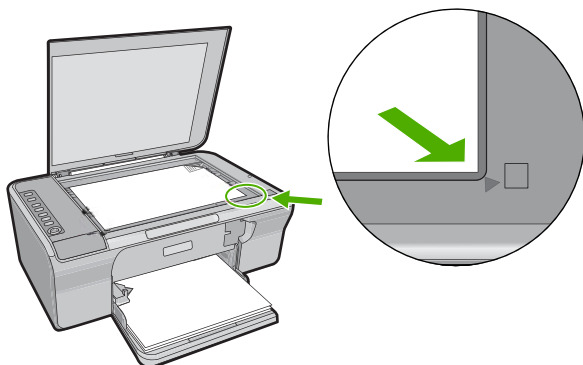
7. Slide the new print cartridge at a slight upward angle into the empty slot. Then gently push on the upper part of the print cartridge forward until it snaps into place. If you are installing the tri-color print cartridge, slide it into the left slot. If you are installing the black print cartridge, slide it into the right slot.



- Close the print cartridge door.



- After the print cartridge alignment sheet prints, load it on the right front corner of the glass with the top of the page to the right.



- Press the **Scan** button.


The product aligns the print cartridges. Recycle or discard the print cartridge alignment sheet.

Related topics

- [“Check the estimated ink levels”](#) on page 69
- [“Control panel buttons”](#) on page 10

Use ink-backup mode

Use the ink-backup mode to operate the HP All-in-One with only one print cartridge. The ink-backup mode is initiated when a print cartridge is removed from the print cartridge carriage. During ink-backup mode, the product can only print jobs from the computer. You cannot initiate a print job from the control panel (such as copying or scanning an original).

 **NOTE:** When the HP All-in-One operates in ink-backup mode, a message is displayed on screen. If the message is displayed and two print cartridges are installed in the product, verify that the protective piece of plastic tape has been removed from each print cartridge. When plastic tape covers the print cartridge contacts, the product cannot detect that the print cartridge is installed.

For more information about ink-backup mode, see the following topics:

- [Ink-backup mode output](#)
- [Exit ink-backup mode](#)

Ink-backup mode output

Printing in ink-backup mode slows the printer and affects the quality of printouts.

Installed print cartridge	Result
Black print cartridge	Colors print as grayscale.
Tri-color print cartridge	Colors print but black is grayed and is not a true black.

Exit ink-backup mode

Install two print cartridges in the HP All-in-One to exit ink-backup mode.

For information about installing a print cartridge, see [“Replace the print cartridges” on page 69](#).

Store the print cartridges


Follow these guidelines to maintain and store HP print cartridges and to ensure consistent print quality.

- When you remove a print cartridge from the product, store it in an airtight plastic container to prevent the ink from drying out.
- Keep all unused print cartridges in their original sealed packages until they are needed. Store print cartridges at room temperature (15–35 degrees C or 59–95 degrees F).
- Do not remove the plastic tape covering the ink nozzles until you are ready to install the print cartridge in the product. If the plastic tape has been removed from the print cartridge, do not attempt to reattach it. Reattaching the tape damages the print cartridge.

△ **CAUTION:** Always turn the product off with the **On** button before you unplug the power cord or turn off a power strip. This allows the product to store the print cartridges properly. When you store the product, always leave the active print cartridges inside the product.

Align the print cartridges

Aligning the print cartridges ensures high-quality output. The HP All-in-One prompts you to align and calibrate the print cartridges every time you install a new print cartridge. Make sure you align the print cartridges when prompted to ensure excellent print quality.

 **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 newly installed print cartridges

1. Before installing the print cartridges, make sure you have letter or A4 unused plain white paper loaded in the input tray.
Once you install the cartridges, the product prints a print cartridge alignment sheet.
2. Load the print cartridge alignment sheet print side down on the right front corner of the glass with the top of the page to the right.
3. Press the **Scan** button.
The product aligns the print cartridges. Recycle or discard the print cartridge alignment sheet.

To align the print cartridges from the HP Photosmart Software

1. Load letter or A4 unused plain white paper into the input tray.
2. In the HP Solution Center, click **Settings**, point to **Print Settings**, and then click **Printer Toolbox**.



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

The **Printer Toolbox** appears.

3. Click the **Device Services** tab.
4. Click **Align the Print Cartridges**.
The product prints a print cartridge alignment sheet.
5. Load the print cartridge alignment sheet print side down on the right front corner of the glass.
6. Press the **Scan** button.
The product aligns the print cartridges. Recycle or discard the print cartridge alignment sheet.

Related topics

[“Control panel buttons” on page 10](#)

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 HP Photosmart Software

1. Load letter, A4, or legal unused plain white paper into the input tray.
2. In the HP Solution Center, click **Settings**, point to **Print Settings**, and then click **Printer Toolbox**.



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

The **Printer Toolbox** appears.

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

If print quality still seems poor after you clean the print cartridges, try cleaning the print cartridge contacts before replacing the affected print cartridge.

Related topics

- [“Clean the print cartridge contacts” on page 75](#)
- [“Replace the print cartridges” on page 69](#)

Clean the print cartridge contacts

△ **CAUTION:** Do not clean the print cartridge contacts unless you are having a problem with print quality and other measures have not been successful. For more information, see [“Print quality troubleshooting” on page 98](#).

Clean the print cartridge contacts if you get repeated messages on your computer screen prompting you to check a print cartridge after you already have cleaned or aligned the print cartridges, or if the Check Print Cartridge light is blinking.

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.

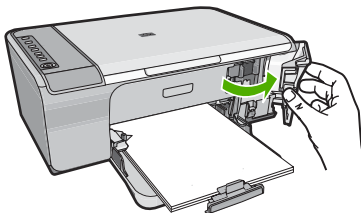
💡 **TIP:** Coffee filters are lint-free and work well for cleaning print cartridges.

- 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 product.

To clean the print cartridge contacts

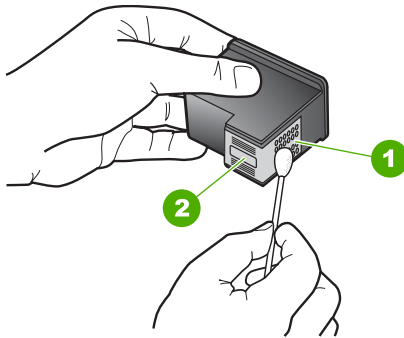
1. Turn on the product and open the print cartridge door.
The print carriage moves to the far right side of the product.



2. Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the product.
3. Lightly press down on the print cartridge to release it, and then pull it towards you out of the slot.

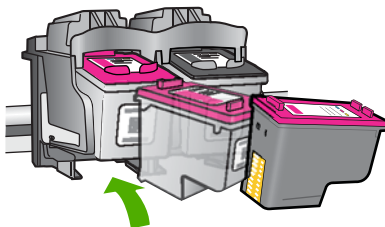
 **NOTE:** Do not remove both print cartridges at the same time. Remove and clean each print cartridge one at a time. Do not leave a print cartridge outside the HP All-in-One for more than 30 minutes.

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. Allow the print cartridges to dry for approximately ten minutes.

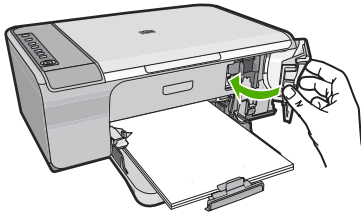


1	Copper-colored contacts
2	Ink nozzles (do not clean)

8. Hold the print cartridge with the HP logo on top, and insert the print cartridge back into the slot. Make sure you push the print cartridge in firmly until it snaps into place.



9. Repeat if necessary for the other print cartridge.
10. Gently close the print cartridge door and plug the power cord into the back of the product.




Related topics

- [“Clean the area around the ink nozzles”](#) on page 77
- [“Replace the print cartridges”](#) on page 69


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 software you installed with the HP All-in-One.

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.

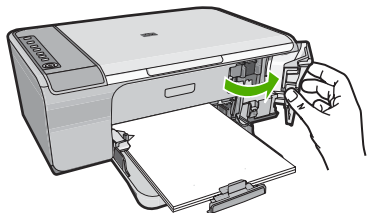
 **TIP:** Coffee filters are lint-free and work well for cleaning print cartridges.

- 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

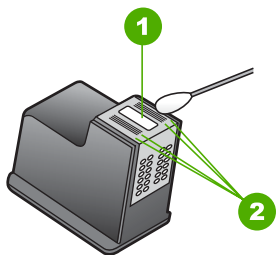
1. Turn on the product and open the print cartridge door.
The print carriage moves to the far right side of the product.




2. Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the product.
3. Lightly press down on the print cartridge to release it, and then pull it towards 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 product for more than 30 minutes.

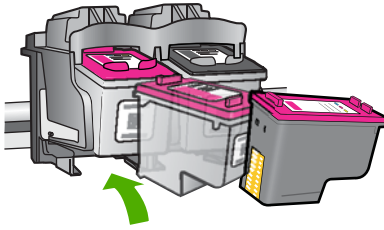
4. Place the print cartridge on a piece of paper with the ink nozzles facing up.
5. Lightly moisten a clean foam rubber swab with distilled water.
6. Clean the face and edges around the ink nozzle area with the swab, as shown below.



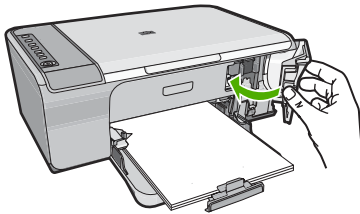
1	Nozzle plate (do not clean)
2	Face and edges around the ink nozzle area

 **CAUTION:** Do **not** clean the nozzle plate.

7. Hold the print cartridge with the HP logo on top, and insert the print cartridge back into the slot. Make sure you push the print cartridge in firmly until it snaps into place.



8. Repeat if necessary for the other print cartridge.
9. Gently close the print cartridge door and plug the power cord into the back of the product.



Related topics

[“Clean the print cartridges”](#) on page 74

Remove ink from your skin and clothing

Follow these instructions to remove ink from your skin and clothing:


Surface	Remedy
Skin	Wash the area with an abrasive soap.
White fabric	Wash the fabric in <i>cold</i> water and use chlorine bleach.
Color fabric	Wash the fabric in <i>cold</i> water and use sudsy ammonia.

△ **CAUTION:** Always use cold water to remove ink from fabric. Warm or hot water can set the ink into the fabric.

11 Shop for ink supplies

For a list of print cartridge numbers, see the printed documentation that came with the HP All-in-One. You can also use the software that came with the HP All-in-One to find out the reorder number for all the print cartridges. You can order print cartridges online from the HP Web site. Additionally, you can contact a local HP reseller to find out the correct print cartridge reorder numbers for your product and purchase print cartridges.

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


 **NOTE:** Ordering print cartridges online is not supported in all countries/regions. If it is not supported in your country/region, contact a local HP reseller for information about purchasing print cartridges.

To order print cartridges from your desktop

- ▲ Connect to HP SureSupply. You will see a list of original HP printing supplies that are compatible with your device, as well as options to conveniently purchase the supplies you need (options vary by country/region).

To order print cartridges through the HP Photosmart Software

1. In the HP Solution Center, click **Settings**, point to **Print Settings**, and then click **Printer Toolbox**.

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

2. Click the **Estimated Ink Levels** tab.
3. Click **Cartridge details**.
The print cartridge reorder numbers appear.
4. Click **Shop Online**.

HP sends detailed printer information, including model number, serial number, and ink supply levels, to an authorized online reseller. The supplies you need are preselected; you can change quantities, add or remove items, and then check out.

12 Troubleshooting

This section contains the following topics:

- [View the Readme file](#)
- [Setup troubleshooting](#)
- [Paper jams](#)
- [Print cartridge troubleshooting](#)
- [Print quality troubleshooting](#)
- [Print troubleshooting](#)
- [Copy troubleshooting](#)
- [Scan troubleshooting](#)
- [Errors](#)

View the Readme file

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

You can access the Readme file by clicking **Start**, pointing to **Programs** or **All Programs**, pointing to **HP**, pointing to **Deskjet F735**, and then clicking **Readme**.

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 contains setup troubleshooting information for the product.

Many issues are caused when the product is connected to the computer using a USB cable before the HP Photosmart software is installed on the computer. If you connected the product 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).
For more information, see "[Uninstall and reinstall the software](#)" on page 90.
3. Restart your computer.
4. Turn off the product, wait one minute, then restart it.
5. Reinstall the HP Photosmart software.

△ **CAUTION:** Do not connect the USB cable to the computer until prompted by the software installation screen.

This section contains the following topics:

- [The product will not turn on](#)
- [I connected the USB cable, but I am having problems using the HP All-in-One with my computer](#)
- [After setting up the product, it does not print](#)
- [When I insert the CD-ROM into my computer's CD-ROM drive, nothing happens](#)
- [The Minimum System Checks screen appears](#)
- [A red X appears on the USB connect prompt](#)
- [I received a message that an Unknown Error has occurred](#)
- [The registration screen does not appear](#)
- [Some of the buttons are missing in the HP Solution Center](#)
- [The HP Digital Imaging Monitor does not appear in the system tray](#)
- [Uninstall and reinstall the software](#)

The product will not turn on

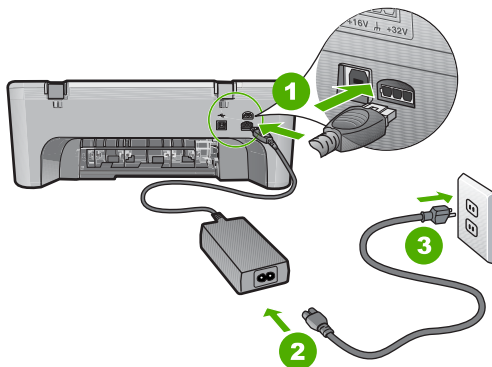
Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Make sure the power cord is connected](#)
- [Solution 2: Press the On button more slowly](#)

Solution 1: Make sure the power cord is connected

Solution:

- Make sure the power cord is firmly connected to both the product and the power adapter. Plug the power cord into a power outlet, surge protector, or power strip.



1	Power connection
2	Power cord and adapter

- If you are using a power strip, make sure the power strip is on. Or, try plugging the product directly into a power outlet.
- Test the power outlet to make sure it is working. Plug in an appliance that you know works, and see if the appliance has power. If not, then there might be a problem with the power outlet.
- If you plugged the product into a switched outlet, make sure the outlet is switched on. If it is switched to on but still does not work, then there might be a problem with the power outlet.

Cause: The product was not properly connected to a power supply.
If this did not solve the issue, try the next solution.

Solution 2: Press the On button more slowly

Solution: The product might not respond if you press the **On** button too quickly. Press the **On** button once. It might take a few minutes for the product to turn on. If you press the **On** button again during this time, you might turn the product off.

△ **CAUTION:** If the product still does not turn on, it might have a mechanical failure. Unplug the product from the power outlet.

Contact HP support for service.

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

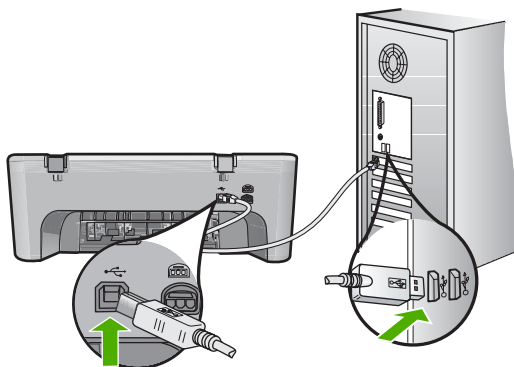
Cause: You pressed the **On** button too quickly.

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 the product before connecting the USB cable. During installation, do not plug in the USB cable until prompted by the onscreen instructions.

Once you have installed the software, connecting your computer to the product 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 product. You can connect to any USB port on the back of your computer.

If you installed the software, uninstall it and then reinstall it, connecting the USB cable only when prompted.



For more information on installing the software and connecting the USB cable, see the Start Here guide that came with the product.

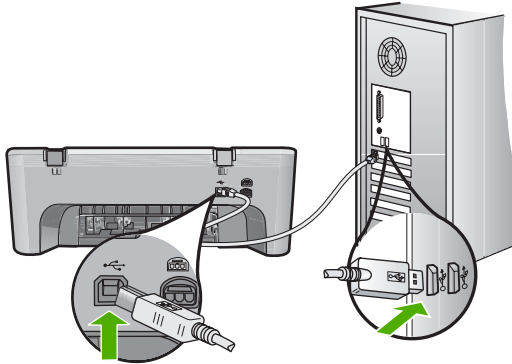
Cause: The USB cable was connected before the software was installed. Connecting the USB cable before prompted can cause errors.

After setting up the product, it does not print

Solution:

- Look at the **On** button located on the product. If it is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the **On** button to turn on the product.
- Make sure the print cartridges are installed.
- Make sure you have paper loaded in the input tray.
- Make sure that the product does not have a paper jam.
- Check that the print carriage is not jammed.
Open the front access door to access the print carriage area. Remove any objects that are blocking the print carriage, including any packing materials. Turn the product off and then turn it on again.
- Print a test page to see if the product can print and is communicating with the computer. For more information, see [“Print a self-test report” on page 67](#).
- Make sure that the print queue is not paused. 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 and that you are using a supported operating system. For more information, see the Readme file.
- Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn the product off and then on again.



- If you are connecting the product through a USB hub, make sure the hub is turned on. If the hub is on, try connecting directly to your computer.
- Check other printers or scanners. You might need to disconnect older products from your computer.
- Try connecting the USB cable to another USB port on your computer. After you check the connections, try restarting your computer. Turn the product off and then on again.
- After you check the connections, try restarting your computer. Turn the product off and then on again.
- If necessary, remove and then install the software you installed with the product again. For more information, see [“Uninstall and reinstall the software” on page 90.](#)

For more information on setting up the product and connecting it to your computer, see the Start Here guide that came with the product.

Cause: The product and computer were not communicating with each other.

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**, and then click **OK**.
If your CD-ROM drive is not assigned to drive letter D, enter the appropriate drive letter.

Cause: The installation failed to run automatically.

The Minimum System Checks screen appears

Solution: Click **Details** to see what the specific problem is, and then correct the problem before attempting to install the software.

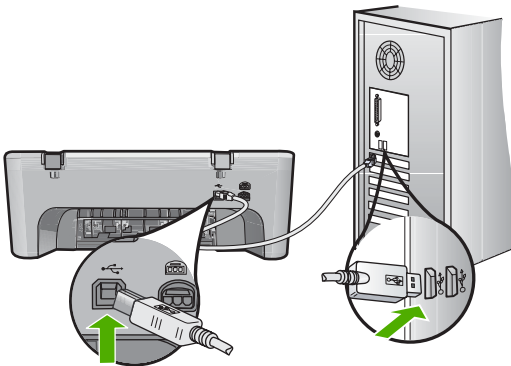
Cause: Your system did not meet the minimum requirements to install the software.

A red X appears on the USB connect prompt

Solution: Verify that the product is set up properly, and then try to re-establish the connection.

To retry the USB connection

1. Verify that the USB cable is set up properly as follows:
 - Unplug the USB cable and plug it in again or try plugging the USB cable into a different USB port.
 - Do not attach the USB cable to a keyboard.
 - 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.
2. Unplug the product power cord, and then plug it in again.
3. Verify that the USB cable and power cord are plugged in.



4. Click **Retry** to retry the connection.
5. Continue with the installation and restart the computer when prompted.

Cause: Normally, a green check appears indicating that the plug and play was successful. A red X indicates that the plug and play failed.

I received a message that an Unknown Error has occurred

Solution: Try to continue with the installation. If that does not 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 product application files from your computer. Make sure to remove them properly using the uninstall utility provided when you installed the software that came with the product.

For more information, see:

[“Uninstall and reinstall the software” on page 90](#)

Cause: The source of the error is unknown.

The registration screen does not appear

Solution: You can access the registration (Sign up now) screen from the Windows taskbar by clicking **Start**, pointing to **Programs** or **All Programs**, **HP**, **Deskjet F735**, and then clicking **Product Registration**.

Cause: The registration screen did not launch automatically.

Some of the buttons are missing in the HP Solution Center

Solution: If the appropriate icons and buttons for your product do not appear in the HP Solution Center, your installation might not be complete, and you might need to uninstall and then reinstall the software. Do not simply delete the product application 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” on page 90](#)

Cause: The installation might not be complete.

The HP Digital Imaging Monitor does not appear in the system tray

Solution: If the **HP 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.



If the appropriate icons and buttons for your product do not appear in the HP Solution Center, your installation might not be complete, and you might need to uninstall and then reinstall the software. Do not simply delete the product application 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” on page 90](#)

Cause: The installation might not be complete.


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 application files from your computer. Make sure to remove them properly using the uninstall utility provided when you installed the software that came with the HP All-in-One.


To uninstall from a Windows computer

 **NOTE:** Use this method if **Uninstall** is not available in the Windows Start menu (click **Programs** or **All Programs, HP, Deskjet F735, Uninstall**).

1. Open the Windows control panel and double-click **Add or Remove Programs**.

 **NOTE:** The procedure to open the control panel varies by operating system. If you are not sure how to do this, see the Windows Help.

2. Select **HP Deskjet All-In-One Driver Software**, and then click **Change/Remove**. Follow the onscreen instructions.
3. Disconnect the product from your computer.
4. Restart your computer.

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

5. Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.
6. Follow the onscreen instructions and the instructions provided in the Start Here guide that came with the product.

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** and **Scan Document**), the software has been properly installed.

Paper jams

To help avoid paper jams, follow these guidelines:

- Remove printed papers from the output tray frequently.
- Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.

- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Do not force paper too far forward in the input tray.
- Use paper types that are recommended for the product.

For more information, see the following topics:

- [Clear paper jams](#)
- [Information on paper](#)

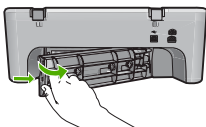
Clear paper jams

Solution: In case of a paper jam, first check the rear access door.

If the jammed paper is not in the rear rollers, check the front access door. Occasionally small media jams may not be reachable from the rear access door. Use the front access door if unable to clear the jam from the rear access door.

To clear a paper jam from the rear access door

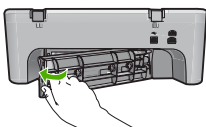
1. Press in the tab on the left side of the rear access door to release the door. Remove the door by pulling it away from the product.



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 product. If you do not remove all the pieces of paper from the product, more paper jams are likely to occur.

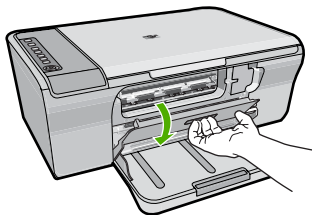
3. Replace the rear access door. Gently push the door forward until it snaps into place.



4. Press **Resume** to continue the current job.

To clear a paper jam from the front access door

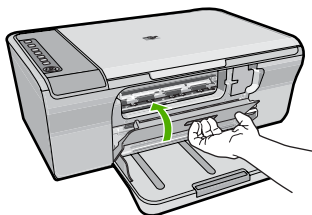
1. Pull the input tray down to open the front access door.



2. Gently pull out any paper that might have jammed.

CAUTION: If the paper tears when you are removing it, check for torn pieces of paper that might be remaining inside the product. If you do not remove all the pieces of paper from the product, more paper jams are likely to occur.

3. Close the front access door.



4. Press **Resume** to continue the current job.

Cause: Paper had jammed in the product.

Information on paper

The product is designed to work well with most paper types. Test a variety of paper types before buying a large quantity. Find a paper type that works well and is easy to purchase. HP Advanced papers are designed for the best quality results. In addition, follow these tips:

- Do not use paper that is too thin, that has a slick texture, or that stretches easily. It can feed incorrectly through the paper path, causing paper jams.
- Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag.
- Do not leave unused photo paper in the input tray. The paper might start to curl, which might reduce the quality of your printouts. Curled paper can also cause paper jams.
- Always hold photo paper by the edges. Fingerprints on photo paper can reduce print quality.

- Do not use paper that is heavily textured. It can cause graphics or text to print improperly.
- 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.
- Store printed photos under glass or in a storage book to prevent bleeding over time from high humidity. Use HP Advanced Photo Papers for maximum performance.

Print cartridge troubleshooting

If you are experiencing problems with printing, you might have a problem with one of the print cartridges. If you receive an error message about the print cartridges, see [“Print cartridge messages”](#) on page 189 for more information.

Try the following:

- [Information on print cartridges](#)
- [Resolving print cartridge problems](#)
- [Resolving print cartridge error messages](#)

Information on print cartridges

For best results, use HP print cartridges. The following tips help maintain HP print cartridges and ensure consistent print quality.

- Keep all print cartridges in the original sealed packages until they are needed.
- Store print cartridges at room temperature (15.6°-26.6° C or 60°-78° F).
- Do not reattach the protective tape once it has been removed from the print cartridge. Reattaching the plastic tape might damage the print cartridge. Place the print cartridge in the product immediately after removing the plastic tape. If this is not possible, store it in a print cartridge protector or airtight plastic container.
- HP recommends that you do not remove the print cartridges from the product until you have replacement print cartridges available to install.
- Turn off the product from the control panel. Do not turn off the product by turning off a power strip or unplugging the power cord from the product. If you improperly turn off the product, the print carriage does not return to the correct position and the print cartridges can dry out.
- Do not open the print cartridge door unless necessary. This exposes the print cartridges to air, which reduces the life of the print cartridges.



NOTE: If you leave the print cartridge door open for a long period of time, the product will recap the print cartridges to protect them from exposure to air.

- It might be necessary to clean the print cartridges when you notice a significant decrease in print quality.



TIP: You might notice a decrease in print quality if the print cartridges have not been used for a long time.

- Do not clean the print cartridges unnecessarily. This wastes ink and shortens the life of the cartridges.
- Handle print cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems. If print quality is poor right after cartridge installation, allow half an hour for the print cartridge to recover.

For more information, see:

[“Print cartridge troubleshooting” on page 94](#)

Resolving print cartridge problems

Many problems can be resolved with the following procedures. If you receive a specific error message about the print cartridges, see [“Print cartridge messages” on page 189](#) for more information.

To troubleshoot the print cartridges

1. Remove and reinstall the print cartridges.

For more information, see [“Replace the print cartridges” on page 69](#).



NOTE: Make sure the plastic tape has been removed. If it is still covering the ink nozzles, gently remove the plastic tape by using the pink pull tab.

2. If print quality is suffering, check the estimated ink levels.
For more information, see [“Check the estimated ink levels” on page 69](#).
3. Print a self-test report and review the test patterns.
For more information, see [“Print a self-test report” on page 67](#).
4. Clean the print cartridges:
 - First, try cleaning the print cartridges from the HP Photosmart Software. For more information, see [“Clean the print cartridges” on page 74](#).

△ **CAUTION:** Performing this procedure unnecessarily can waste ink and shorten the life of the cartridges.

 - If cleaning the print cartridges from the software did not help, you can try cleaning the print cartridge contacts. For more information, see [“Clean the print cartridge contacts” on page 75](#).
5. If none of the previous procedures resolved the problem, replace the print cartridges.
For more information, see [“Replace the print cartridges” on page 69](#).

Resolving print cartridge error messages

After you install a print cartridge, one or both of the print cartridge status lights begin to blink. The printer will not print. One of the following messages may appear on your computer screen:


Print Cartridge Problem

Incorrect Print Cartridge(s)

Incorrectly Installed Cartridge(s)

Print Cartridge(s) Missing

Work through the following sections in order. When the print cartridge light stops blinking, you have solved the problem.

 **NOTE:** In the procedures below, the problem cartridge is identified by the blinking light. The light on the left blinks when the tri-color print cartridge (on the left) is the problem, the light on the right blinks when the black cartridge (on the right) is the problem, and both lights blink when both cartridges are the problem.

- [Solution 1: Remove and reinstall the print cartridges](#)
- [Solution 2: Clean the print cartridge contacts](#)
- [Solution 3: Print in ink-backup mode](#)

Solution 1: Remove and reinstall the print cartridges

Solution: The print cartridge may not have full electrical contact with the printer. Removing and reinstalling the cartridge may help.

 **NOTE:** HP cannot guarantee the quality of remanufactured or refilled cartridges.

To verify and install the correct print cartridges

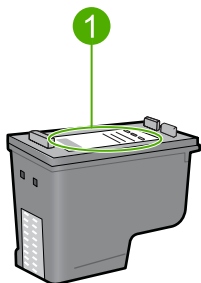
1. Make sure the product is on. Press the **On** button if it is not lit.
2. Open the print cartridge door, and then wait until the print carriage is idle and silent.
3. Press down lightly on the end of the problem cartridge to release it.
4. Slide the cartridge out and inspect it:

△ **CAUTION:** Do not touch the copper electrical contacts or the ink nozzles.

- Check the electrical contacts for debris.
- Make sure all the clear nozzle protective tape has been removed.

△ **CAUTION:** Do not attempt to remove the copper electrical strip!

5. Read the selection number on the print cartridge label and make sure it is compatible with the product. Compatible print cartridges are listed in the printed documentation that came with the product.



1 | Selection number

6. If the print cartridge has the wrong selection number, install a new print cartridge. For more information, see [“Replace the print cartridges” on page 69](#).
7. Close the print cartridge door.

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

Solution 2: Clean the print cartridge contacts

Solution: If the print cartridge selection number is correct and the previous solution did not resolve the problem, try cleaning the print cartridge. For more information, see [“Clean the print cartridge contacts” on page 75](#).

If the print cartridge status light continues to flash after cleaning the print cartridge, replace the print cartridge. For more information, see [“Replace the print cartridges” on page 69](#).

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

Solution 3: Print in ink-backup mode

Solution: If you do not have a replacement print cartridge, you can still print in ink backup mode. Remove the problem cartridge and print with the remaining cartridge.

For more information, see:

[“Use ink-backup mode” on page 72](#)


Print quality troubleshooting

If you are having problems with print quality, try the solutions in this section and observe the following guidelines.

To troubleshoot print quality issues

1. Check the print cartridges.

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

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

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

www.hp.com/go/anticounterfeit


For more information, see “[Replace the print cartridges](#)” on page 69.

2. Check the ink levels.

If you have installed a refilled or remanufactured print cartridge, or a cartridge that has been used in another printer, the ink level indicator will be inaccurate or unavailable. The ink levels provided are an estimate. When print cartridges are truly low on ink, printouts will be faded or streaked. As long as print quality is acceptable, there is no reason to replace print cartridges. Low ink warnings are provided for planning purposes only.

For more information, see “[Check the estimated ink levels](#)” on page 69.

3. Make sure you turn off the product by pressing the **On** button.

 **CAUTION:** Do not turn off the product by turning off a power strip or unplugging the power cord from it. If you improperly turn off the product, the print carriage does not return to the correct position and the print cartridges can dry out.

4. To achieve the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing along with genuine HP ink. HP papers and HP ink are specifically designed to work well together to provide high-quality output.

5. Check the product settings to make sure that the print mode and paper selection is correct for the paper and the task.

For more information, see “[Set the paper type for printing](#)” on page 33 and “[Choose papers for printing and copying](#)” on page 21.

6. If the cartridges are genuine HP and the product is not in backup mode, print a self-test report to determine if the product and ink supplies are operating correctly.

This will use one sheet of plain paper and a very small amount of ink.

For more information, see “[Print a self-test report](#)” on page 67.

7. Evaluate the self-test report.

If the self-test report shows a defect, try the following:

- Clean the print cartridges automatically. For more information, see [“Clean the print cartridges” on page 74.](#)
- If you are missing lines when you print, clean the electrical contacts. For more information, see [“Clean the print cartridge contacts” on page 75.](#)
- Replace the print cartridge. For more information, see [“Replace the print cartridges” on page 69.](#)

For more information, see [“Print a self-test report” on page 67.](#)

8. If the self-test report does not show a problem, investigate other causes, such as the image file or software program.

For additional print cartridge troubleshooting, visit the HP Web site at www.hp.com/support.

This section contains the following topics:

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

Wrong, inaccurate, or bleeding colors

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

- Colors look different than what you expected.
For example, the colors in your graphic or photo look one way on your computer screen but print out differently, or magenta was replaced with cyan in your printout.
- Colors run into each other, or look like they are smeared on the page. The edges might have a feathering appearance instead of being sharp and defined.


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

- [Solution 1: HP recommends using genuine HP print cartridges](#)
- [Solution 2: Check the paper loaded in the input tray](#)
- [Solution 3: Check the paper type](#)
- [Solution 4: Check to see if the product is in ink-backup mode](#)
- [Solution 5: Check the print settings](#)
- [Solution 6: Clean the print cartridges](#)

Solution 1: HP recommends using genuine HP print cartridges

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

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

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

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

www.hp.com/go/anticounterfeit

Cause: Non-HP ink was being used.

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

Solution 2: Check the paper loaded in the input tray

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

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

For more information, see:

- [“Load paper” on page 24](#)
- [“Information on paper” on page 93](#)

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


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

Solution 3: Check the paper type

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

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

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

 **NOTE:** There is no problem with the ink supplies and replacing the print cartridges is unnecessary.

For more information, see:

- [“Recommended papers for printing and copying”](#) on page 22
- [“Information on paper”](#) on page 93

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

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

Solution 4: Check to see if the product is in ink-backup mode

Solution: Check to see if the the product is printing in ink-backup mode, with only one print cartridge installed.

If the product is in ink-backup mode, text and photo quality will differ from those printed when using both print cartridges.

If you are satisfied with the print quality, continue printing in ink-backup mode. Or, replace the missing print cartridge.

For more information, see:

- [“Use ink-backup mode”](#) on page 72
- [“Replace the print cartridges”](#) on page 69

Cause: A print cartridge was missing and the product was printing in ink-backup mode.

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

Solution 5: Check the print settings

Solution: Check the print settings.

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

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



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

For more information, see:

- [“Change the print speed or quality”](#) on page 34
- [“Choose papers for printing and copying”](#) on page 21

Cause: The print settings were set incorrectly.

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

Solution 6: Clean the print cartridges

Solution: Print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information on print cartridges, see [“Print cartridge troubleshooting” on page 94](#).

Cause: The print cartridges need to be cleaned.

Ink is not filling the text or graphics completely

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

- [Solution 1: Check the print settings](#)
- [Solution 2: Check the paper type](#)
- [Solution 3: Make sure you are using genuine HP print cartridges](#)
- [Solution 4: Check the print cartridges](#)
- [Solution 5: Replace the print cartridge](#)

Solution 1: Check the print settings

Solution: Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:

- [“Set the paper type for printing” on page 33](#)
- [“Change the print speed or quality” on page 34](#)
- [“Print using Maximum dpi” on page 41](#)
- [“Make a Fast copy” on page 56](#)

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


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

Solution 2: Check the paper type

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

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

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

 **NOTE:** There is no problem with the ink supplies and replacing the print cartridges is unnecessary.

For more information, see:

- [“Recommended papers for printing and copying” on page 22](#)
- [“Information on paper” on page 93](#)


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

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

Solution 3: Make sure you are using genuine HP print cartridges

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

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

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

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


www.hp.com/go/anticounterfeit

Cause: Non-HP ink was being used.

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

Solution 4: Check the print cartridges

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

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

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the

self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information, see:

- [“Check the estimated ink levels” on page 69](#)
- [“Print a self-test report” on page 67](#)
- [“Clean the print cartridges” on page 74](#)

Cause: The print cartridges needed to be cleaned or there was insufficient ink. If this did not solve the issue, try the next solution.

Solution 5: Replace the print cartridge

Solution: Replace the indicated print cartridge. You can also remove the indicated print cartridge and print using ink-backup mode.


Check to see if your print cartridge is still under warranty and end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new print cartridge.
- If the end of warranty date has not been reached, contact HP support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The print cartridge was damaged.

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

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

 **NOTE:** There is no problem with the ink supplies and replacing the print cartridges is unnecessary.


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

Solution 1: Check the paper type

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

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

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

 **NOTE:** There is no problem with the ink supplies and replacing the print cartridges is unnecessary.

For more information, see:


- [“Recommended papers for printing and copying”](#) on page 22
- [“Information on paper”](#) on page 93

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

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

Solution 2: Check the print quality setting

Solution: Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

 **NOTE:** For maximum dpi resolution, go to the **Advanced** tab, and then select **Enabled** from the **Maximum dpi** drop-down list. For more information, see [“Print using Maximum dpi”](#) on page 41.

For more information, see:

- [“Change the print speed or quality”](#) on page 34
- [“Print using Maximum dpi”](#) on page 41
- [“Make a Fast copy”](#) on page 56

Cause: The print quality setting was set too low.

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

Solution 3: Rotate the image

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

For more information, see:

[“Change the page orientation”](#) on page 34

Cause: The photo image had light blue, gray, or brown hues that print near the bottom of the page.

Printouts have horizontal streaks or lines

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

- [Solution 1: Make sure the paper is loaded correctly](#)
- [Solution 2: Check the print quality setting](#)
- [Solution 3: If the print cartridge was dropped, wait for it to recover](#)
- [Solution 4: Clean the print cartridge nozzles](#)

- [Solution 5: Check the print cartridges](#)
- [Solution 6: Replace the print cartridge](#)

Solution 1: Make sure the paper is loaded correctly

Solution: Make sure the paper is loaded correctly.

For more information, see:


[“Load full-size paper” on page 24](#)

Cause: The paper was not feeding properly or was not loaded correctly.

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

Solution 2: Check the print quality setting

Solution: Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

 **NOTE:** For maximum dpi resolution, go to the **Advanced** tab, and then select **Enabled** from the **Maximum dpi** drop-down list. For more information, see [“Print using Maximum dpi” on page 41](#).

For more information, see:

- [“Change the print speed or quality” on page 34](#)
- [“Print using Maximum dpi” on page 41](#)
- [“Make a Fast copy” on page 56](#)

Cause: The print quality setting was set to low.

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

Solution 3: If the print cartridge was dropped, wait for it to recover

Solution: Allow 30 minutes for the print cartridge to recover.

Cause: A tri-color or photo print cartridge was jarred or handled roughly during installation.

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

Solution 4: Clean the print cartridge nozzles

Solution: Check the print cartridges. If it looks as though there are fibers or dust around the ink nozzles, clean the ink nozzle area of the print cartridge.

For more information, see:


[“Clean the area around the ink nozzles” on page 77](#)

Cause: The print cartridge nozzles needed to be cleaned.

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

Solution 5: Check the print cartridges

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

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

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information, see:

- [“Check the estimated ink levels” on page 69](#)
- [“Print a self-test report” on page 67](#)
- [“Clean the print cartridges” on page 74](#)

Cause: The print cartridges needed to be cleaned or there was insufficient ink. If this did not solve the issue, try the next solution.

Solution 6: Replace the print cartridge

Solution: Replace the indicated print cartridge. You can also remove the indicated print cartridge and print using ink-backup mode.

Check to see if your print cartridge is still under warranty and end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new print cartridge.
- If the end of warranty date has not been reached, contact HP support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The print cartridge was damaged.

Printouts are faded or have dull colors

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

- [Solution 1: Check the print settings](#)
- [Solution 2: Check the paper type](#)
- [Solution 3: If you are making a copy, place a protective sheet on the glass](#)
- [Solution 4: Clean the glass](#)
- [Solution 5: Check the print cartridges](#)
- [Solution 6: Replace the print cartridge](#)

Solution 1: Check the print settings

Solution: Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:

- [“Set the paper type for printing” on page 33](#)
- [“Change the print speed or quality” on page 34](#)
- [“Print using Maximum dpi” on page 41](#)
- [“Make a Fast copy” on page 56](#)

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


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

Solution 2: Check the paper type

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

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

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

 **NOTE:** There is no problem with the ink supplies and replacing the print cartridges is unnecessary.

For more information, see:

- [“Recommended papers for printing and copying” on page 22](#)
- [“Information on paper” on page 93](#)

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

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

Solution 3: If you are making a copy, place a protective sheet on the glass

Solution: If you are making a copy, try placing one or more clear plastic sheet protectors directly on the glass, and then place the original print side down on top of the sheet protectors.

Cause: The quality of the original was poor.

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

Solution 4: Clean the glass

Solution: Clean the glass and lid backing.

For more information, see:


- “[Clean the lid backing](#)” on page 66
- “[Clean the glass](#)” on page 65

Cause: Debris might be stuck on the glass or on the back of the document lid; this causes poor copy quality and slows down processing.

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

Solution 5: Check the print cartridges

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

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

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information, see:

- “[Check the estimated ink levels](#)” on page 69
- “[Print a self-test report](#)” on page 67
- “[Clean the print cartridges](#)” on page 74

Cause: The print cartridges needed to be cleaned or there was insufficient ink.

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

Solution 6: Replace the print cartridge

Solution: Replace the indicated print cartridge. You can also remove the indicated print cartridge and print using ink-backup mode.


Check to see if your print cartridge is still under warranty and end of warranty date has not been reached.


- If the end of warranty date has been reached, purchase a new print cartridge.
- If the end of warranty date has not been reached, contact HP support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The print cartridge was damaged.

Printouts seem blurry or fuzzy

Try the following solutions if your printout is smudged or unclear.

 **NOTE:** There is no problem with the ink supplies and replacing the print cartridges is unnecessary.

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

- [Solution 1: Check the print settings](#)
- [Solution 2: Use a higher quality image](#)
- [Solution 3: Print the image in a smaller size](#)

Solution 1: Check the print settings

Solution: Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:

- [“Set the paper type for printing” on page 33](#)
- [“Change the print speed or quality” on page 34](#)
- [“Print using Maximum dpi” on page 41](#)
- [“Make a Fast copy” on page 56](#)

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

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

Solution 2: Use a higher quality image

Solution: Use a higher resolution image.

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

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

Cause: The resolution of the image was low.

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

Solution 3: Print the image in a smaller size

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

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

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


Cause: The image was printed in a larger size.

Printouts have vertical streaks

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

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

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

 **NOTE:** There is no problem with the ink supplies and replacing the print cartridges is unnecessary.

For more information, see:

- [“Recommended papers for printing and copying” on page 22](#)
- [“Information on paper” on page 93](#)

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

Printouts are slanted or skewed

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

- [Solution 1: Make sure the paper is loaded correctly](#)
- [Solution 2: Make sure only one type of paper is loaded](#)
- [Solution 3: Check the rear access door](#)

Solution 1: Make sure the paper is loaded correctly

Solution: Make sure the paper is loaded correctly.

For more information, see:

[“Load full-size paper” on page 24](#)

Cause: The paper was not feeding properly or was not loaded correctly.

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

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

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

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

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

Solution 3: Check the rear access door

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

Cause: The rear access door was not securely installed.

Ink streaks on the back of the paper

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

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

Solution 1: Print on a page of plain paper

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

To remove excess ink using plain paper

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

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

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

Solution 2: Wait while the ink dries

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

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

Paper is not picked up from the input tray

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

- [Solution 1: Make sure the paper is loaded correctly](#)
- [Solution 2: Check the print settings](#)
- [Solution 3: Clean the rollers](#)
- [Solution 4: Contact HP support for service](#)

Solution 1: Make sure the paper is loaded correctly

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

For more information, see:

[“Load paper” on page 24](#)

Cause: The paper was not loaded correctly.

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

Solution 2: Check the print settings

Solution: Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:

- [“Set the paper type for printing” on page 33](#)
- [“Change the print speed or quality” on page 34](#)
- [“Print using Maximum dpi” on page 41](#)
- [“Make a Fast copy” on page 56](#)

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

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

Solution 3: Clean the rollers

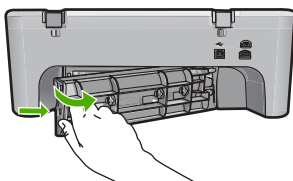
Solution: Clean the rollers.

Make sure you have the following materials available:

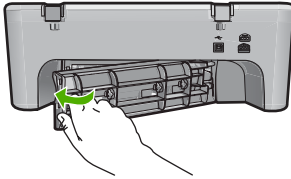
- A lint-free cloth, or any soft material that will not come apart or leave fibers.
- Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the print cartridges).

To clean the rollers

1. Turn off the product and remove the power cord.
2. Remove the rear access door.



3. Dip the lint-free cloth into the purified or distilled water, and squeeze any excess water from it.
4. Clean the rubber rollers to remove any dust or dirt buildup.
5. Replace the rear access door. Gently push the door forward until it snaps into place.



6. Plug the power cord back in, and turn on the product.
7. Try to print again.

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

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

Solution 4: Contact HP support for service

Solution: If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: www.hp.com/support.

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

Cause: You might need assistance to enable the product or software to function properly.

The text edges are jagged

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

- [Solution 1: Use TrueType or OpenType fonts](#)
- [Solution 2: Align the print cartridges](#)

Solution 1: Use TrueType or OpenType fonts

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



(continued)

TrueType icon	OpenType icon
---------------	---------------

Cause: The font was a custom size.

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

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

Solution 2: Align the print cartridges

Solution: Align the print cartridges.

For more information, see:

[“Align the print cartridges” on page 73](#)

Cause: The print cartridges needed to be aligned.

Print troubleshooting

Use this section to solve these printing problems:

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


Envelopes print incorrectly

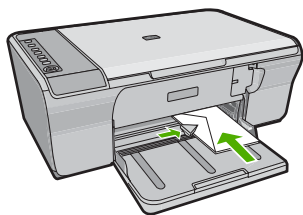
Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Reload the envelopes in the input tray](#)
- [Solution 2: Load a different type of envelope](#)
- [Solution 3: Tuck the flaps to avoid paper jams](#)

Solution 1: Reload the envelopes in the input tray

Solution: Remove all paper from the input tray. Load a stack of envelopes in the input tray, with the envelope flaps facing up and on the left.

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



For more information, see:

[“Load envelopes” on page 28](#)

Cause: A stack of envelopes was loaded incorrectly.

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

Solution 2: Load a different type of envelope

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

Cause: The wrong type of envelope was loaded.

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

Solution 3: Tuck the flaps to avoid paper jams

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

Cause: The flaps might get caught in the rollers.

Borderless printing produces unexpected results

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

- [Solution 1: Print from the HP Photosmart Software](#)
- [Solution 2: Use the appropriate media](#)

Solution 1: Print from the HP Photosmart Software

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

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

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

Solution 2: Use the appropriate media

Solution: To print a borderless image, use 10 x 15 cm (4 x 6 inch) HP Advanced Photo Papers.

For more information, see:

[“Print a borderless image” on page 38](#)

Cause: Use of inappropriate media.

The product is not responding

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

- [Solution 1: Wait for the product to finish other tasks](#)
- [Solution 2: Select the correct printer](#)
- [Solution 3: Check for a paper jam](#)
- [Solution 4: Load more paper in the input tray](#)
- [Solution 5: Check for a print carriage stall](#)
- [Solution 6: Check the cable connections to the product](#)
- [Solution 7: Make sure that the product is turned on](#)
- [Solution 8: Restart the product](#)
- [Solution 9: Check the print driver status](#)
- [Solution 10: Check the print queue for canceled jobs](#)

Solution 1: Wait for the product to finish other tasks

Solution: If the product is performing another task such as copying or scanning, your print job will be delayed until the product completes the current task.


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

Cause: The product was busy with another task.

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

Solution 2: Select the correct printer

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

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

Cause: The product was not the selected printer.

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

Solution 3: Check for a paper jam

Solution: Clear the paper jam.

For more information, see:

[“Clear paper jams” on page 92](#)

Cause: The product had a paper jam.

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

Solution 4: Load more paper in the input tray

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

For more information, see:

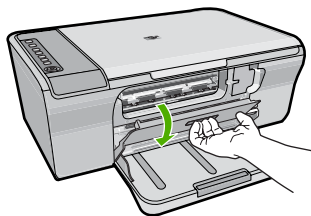
[“Load full-size paper” on page 24](#)

Cause: The product was out of paper.

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

Solution 5: Check for a print carriage stall

Solution: Turn off the product. Lower the input tray, open the front access door, and remove any objects that are blocking the print carriage (including any packing materials), and then turn on the product.



For more information, see:

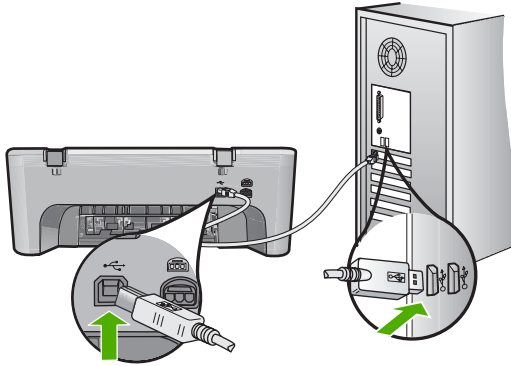
[“The print carriage is stalled” on page 191](#)

Cause: The print carriage has stalled.

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

Solution 6: Check the cable connections to the product

Solution: If the product is not properly connected to the computer, communication errors can occur. Try the following:



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

For more information, see:

[“After setting up the product, it does not print” on page 86](#)

Cause: The computer was not communicating with the product.

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

Solution 7: Make sure that the product is turned on

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

Cause: The product was turned off.

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

Solution 8: Restart the product

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

Cause: The product experienced an error.

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

Solution 9: Check the print driver status

Solution: The printer driver status might have changed to either **Offline** or **Stop printing**.

To check the printer driver status

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

Cause: The status of the printer driver has changed.

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

Solution 10: Check the print queue for canceled jobs

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

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

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

Cause: A deleted print job was still in the queue.

The product prints meaningless characters

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

- [Solution 1: Restart the product and your computer](#)
- [Solution 2: Try printing another document](#)

Solution 1: Restart the product and your computer

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

Cause: The memory in the product was full.

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

Solution 2: Try printing another document

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

Cause: The document was corrupt.

Nothing happens when I try to print

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

- [Solution 1: Make sure that the product is turned on](#)
- [Solution 2: Wait for the product to finish other tasks](#)
- [Solution 3: Select the correct printer](#)
- [Solution 4: Check the cable connections to the product](#)
- [Solution 5: Load more paper in the input tray](#)
- [Solution 6: Check for a paper jam](#)
- [Solution 7: Check for a print carriage stall](#)

Solution 1: Make sure that the product is turned on

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

Cause: The product was turned off.

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

Solution 2: Wait for the product to finish other tasks

Solution: If the product is performing another task such as copying or scanning, your print job will be delayed until the product completes the current task.


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

Cause: The product was busy with another task.

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

Solution 3: Select the correct printer

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

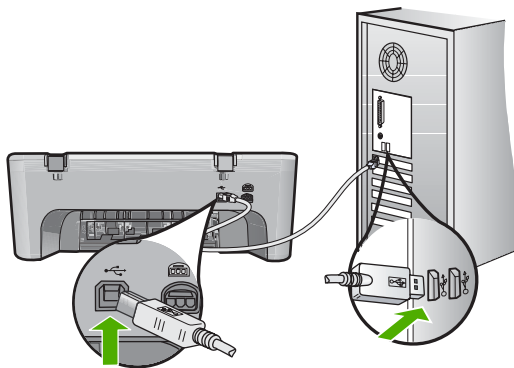
 **TIP:** You can set the product as the default printer to ensure that the printer is automatically selected when you select **Print** in the **File** menu of your different software applications.

Cause: The product was not the selected printer.

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

Solution 4: Check the cable connections to the product

Solution: If the product is not properly connected to the computer, communication errors can occur.



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

Cause: The computer was not communicating with the product.

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

Solution 5: Load more paper in the input tray

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

For more information, see:

[“Load full-size paper” on page 24](#)

Cause: The product was out of paper.

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

Solution 6: Check for a paper jam

Solution: Clear the paper jam.

For more information, see:

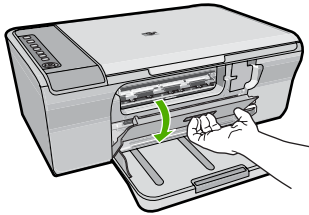
[“Clear paper jams” on page 92](#)

Cause: The product had a paper jam.

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

Solution 7: Check for a print carriage stall

Solution: Turn off the product. Lower the input tray, open the front access door, and remove any objects that are blocking the print carriage (including any packing materials), and then turn on the product.



For more information, see:

[“The print carriage is stalled” on page 191](#)

Cause: The print carriage has stalled.

The pages in my document came out in the wrong order

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

For more information, see:

[“Print a multiple-page document in reverse order” on page 46](#)

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

The margins are not printing as expected

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

- [Solution 1: Set the correct margins in your software application](#)
- [Solution 2: Verify the paper size setting](#)
- [Solution 3: Load the stack of paper correctly](#)
- [Solution 4: Load the stack of envelopes correctly](#)

Solution 1: Set the correct margins in your software application

Solution: Check the printer margins.

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

To check your margin settings

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

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

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

Solution 2: Verify the paper size setting

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

For example, in some countries/regions you may need to specify A4 as the paper size if A (letter) is the default value.

For more information, see:

[“Set the paper type for printing” on page 33](#)

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

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

Solution 3: Load the stack of paper correctly

Solution: Remove the stack of paper from the input tray, and then reload the paper. Make sure that you slide the paper-width guide to the right until it stops at the edge of the paper.

For more information, see:

[“Load paper” on page 24](#)

Cause: The paper guides are not positioned correctly.

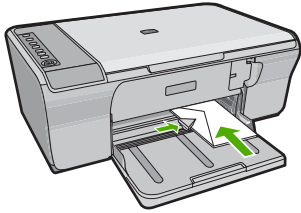
If this did not solve the issue, try the next solution.

Solution 4: Load the stack of envelopes correctly

Solution: Remove all paper from the input tray. Load a stack of envelopes in the input tray, with the envelope flaps facing up and on the left.



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



For more information, see:

[“Load envelopes” on page 28](#)

Cause: A stack of envelopes was loaded incorrectly.

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

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

- [Solution 1: Check the margins in your software application](#)
- [Solution 2: Check the layout of the document](#)
- [Solution 3: Remove and reload the paper in the input tray](#)
- [Solution 4: Try printing with borders](#)

Solution 1: Check the margins in your software application

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

To check your margin settings

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

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


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

Solution 2: Check the layout of the document

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

To preview the print layout

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

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

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

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

Solution 3: Remove and reload the paper in the input tray

Solution: If the paper is misfeeding, it could cause parts of the document to cut off. Remove the stack of paper from the input tray, and then reload the paper. Make sure that you slide the paper-width guide inward until it stops at the edge of the paper.

For more information, see:

[“Load full-size paper” on page 24](#)

Cause: The paper is loaded incorrectly.

Solution 4: Try printing with borders

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

For more information, see:

[“Print a borderless image” on page 38](#)

Cause: Borderless printing was enabled. By selecting the **Borderless** option, your printed photo was enlarged and centered to fit the printable area of the page. Depending on the relative sizes of the digital photo and the paper on which you are printing, this could result in some parts of the image being cropped.


A blank page came out while printing

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

- [Solution 1: Check the ink levels in the print cartridges](#)
- [Solution 2: Check for blank pages at the end of the document](#)
- [Solution 3: Load more paper in the input tray](#)
- [Solution 4: Check the print cartridges for protective tape](#)

Solution 1: Check the ink levels in the print cartridges

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

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

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information on print cartridges, see [“Print cartridge troubleshooting” on page 94](#).

Cause: If you are printing black text, and a blank page comes out of the product, the black print cartridge might be empty.

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

Solution 2: Check for blank pages at the end of the document

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

Cause: The document you are printing contains an additional blank page.

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

Solution 3: Load more paper in the input tray

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

For more information, see:

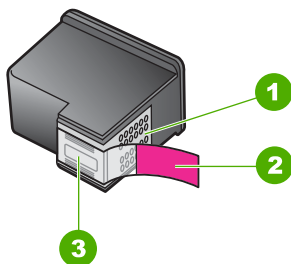
[“Load full-size paper” on page 24](#)

Cause: The product was out of paper.

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

Solution 4: Check the print cartridges for protective tape

Solution: Check each print cartridge. The tape might have been removed from the copper-colored contacts, but still might cover the ink nozzles. If the tape is still covering the ink nozzles, carefully remove the tape from the print cartridges. Do not touch the ink nozzles or the copper-colored contacts.



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



For more information, see:

[“Replace the print cartridges” on page 69](#)

Cause: The protective plastic tape was only partially removed from the print cartridge.

Ink is spraying the inside of the HP All-in-One when I print a photo

Solution: Make sure you load photo paper in the input tray before you print a borderless print job.

For more information, see:

[“Load photo paper” on page 26](#)

Cause: The borderless print settings require photo paper to be loaded in the input tray. You are using the wrong paper type.

Copy troubleshooting

Use this section to solve these copy problems:

- [Nothing happens when I try to copy](#)
- [Parts of the original do not appear or are cut off](#)
- [The printout appears enlarged on the page](#)
- [The printout is blank](#)
- [A borderless copy has white space around the edges](#)

Nothing happens when I try to copy

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

- [Solution 1: Turn on the product](#)
- [Solution 2: Place the original correctly on the glass](#)
- [Solution 3: Wait for the product to finish other tasks](#)
- [Solution 4: The product does not support the paper or envelope](#)
- [Solution 5: Check for a paper jam](#)

Solution 1: Turn on the product

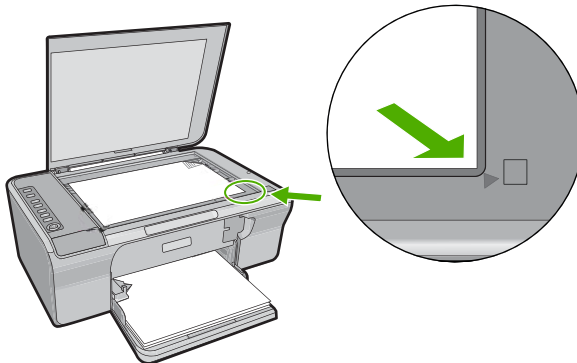
Solution: Look at the **On** button located on the product. If it is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the **On** button to turn on the product.

Cause: The product was turned off.

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

Solution 2: Place the original correctly on the glass

Solution: Load your original print side down on the right front corner of the glass.



Cause: The original was placed incorrectly on the glass.

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

Solution 3: Wait for the product to finish other tasks

Solution: Check the **On** light. If it is blinking, the product is busy.

If the product is performing another task such as printing or scanning, your copy job will be delayed until the product completes the current task.

Cause: The product was busy with another task.

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

Solution 4: The product does not support the paper or envelope

Solution: Do not use the product to copy onto envelopes or other papers the product does not support.

Related topics

[“Recommended papers for printing and copying” on page 22](#)

Cause: The product did not recognize the inserted paper type.

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

Solution 5: Check for a paper jam

Solution: Clear the paper jam.

For more information, see:

[“Clear paper jams” on page 92](#)

Cause: The product had a paper jam.

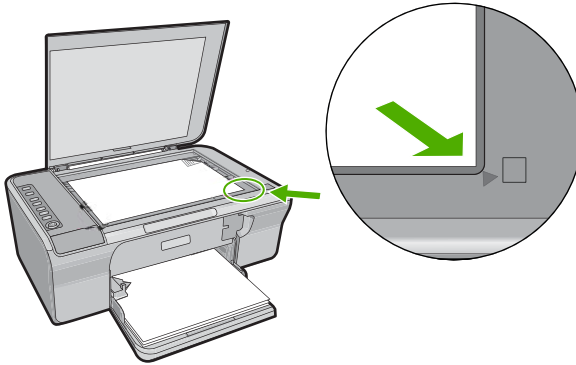
Parts of the original do not appear or are cut off

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

- [Solution 1: Place the original correctly on the glass](#)
- [Solution 2: Clean the scanner glass](#)

Solution 1: Place the original correctly on the glass

Solution: Load your original print side down on the right front corner of the glass.



Cause: The original was placed incorrectly on the glass.

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

Solution 2: Clean the scanner glass

Solution: Clean the scanner glass and make sure that there are no foreign materials adhering to it.

For more information, see [“Clean the glass”](#) on page 65.

Cause: The scanner glass was dirty, causing the product to include an area in the copy that was larger than the document.

The printout appears enlarged on the page

Solution: Ensure that your Copy settings are chosen correctly. If the problem persists, debris might be stuck on the glass or on the back of the document lid. This can cause the product to detect only a portion of the image. Turn off the product, unplug the power cord, and use a soft cloth to wipe the glass and the back of the document lid.

For more information, see:

- [“Clean the lid backing”](#) on page 66
- [“Clean the glass”](#) on page 65

Cause: The product detected only a portion of the image due to dust or debris on the glass.

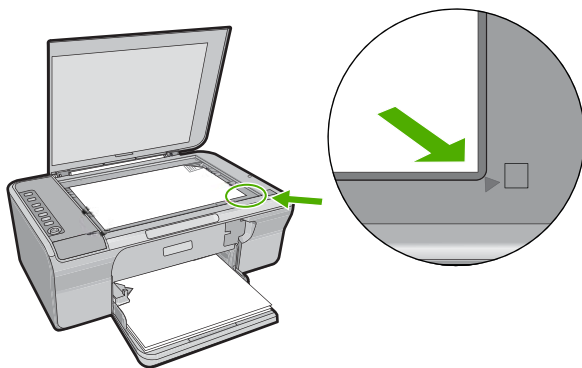
The printout is blank

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

- [Solution 1: Place the original correctly on the glass](#)
- [Solution 2: Check the ink levels in the print cartridges](#)

Solution 1: Place the original correctly on the glass

Solution: Load your original print side down on the right front corner of the glass.




Cause: The original was placed incorrectly on the glass.

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

Solution 2: Check the ink levels in the print cartridges

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

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

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information on print cartridges, see [“Print cartridge troubleshooting” on page 94](#).

Cause: The print cartridges needed to be cleaned or there was insufficient ink.

A borderless copy has white space around the edges

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

- [Solution 1: Resize the image](#)
- [Solution 2: Use photo paper](#)

Solution 1: Resize the image

Solution: When you make a borderless copy of a very small original, the product enlarges the original up to a maximum percentage. This might leave white space around the edges. (The maximum percentage varies by model.)

Depending on the size of the borderless copy you are trying to make, the minimum size of the original varies. For example, you cannot enlarge a passport photo to create a letter-size borderless copy.

If you want to make a borderless copy of a very small original, scan the original into the computer, resize the image, and then print a borderless copy of the enlarged image.

Cause: You were trying to make a borderless copy of a very small original. If this did not solve the issue, try the next solution.

Solution 2: Use photo paper

Solution: Use photo paper to make borderless copies.

Cause: You were trying to make a borderless copy without using photo paper.

Scan troubleshooting

Use this section to solve these scan problems:

- [Scan halts](#)
- [Scan fails](#)
- [Scanned image is blank](#)
- [Scanned image is incorrectly cropped](#)
- [Scanned image has incorrect page layout](#)
- [Text format is incorrect](#)
- [Scanned image shows dotted lines instead of text](#)
- [Text is incorrect or missing](#)
- [The scan feature does not work](#)

Scan halts

Solution: Turn off the computer and then turn it back on.

If this does not work, try changing the scan to a lower resolution in the software.

Cause: The computer system resources may have been low.

Scan fails

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

- [Solution 1: Turn on your computer](#)
- [Solution 2: Connect your computer to the product with a standard USB cable](#)
- [Solution 3: Install the HP Photosmart Software](#)
- [Solution 4: Start the HP Photosmart Software](#)
- [Solution 5: Make sure you have sufficient computer memory](#)

Solution 1: Turn on your computer

Solution: Turn on your computer.

Cause: The computer was not turned on.

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

Solution 2: Connect your computer to the product with a standard USB cable

Solution: Connect your computer to the product with a standard USB cable.

For more information, see the Start Here guide.

Cause: Your computer was not connected to the product by a USB cable.

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

Solution 3: Install the HP Photosmart Software

Solution: Insert the product installation CD and install the software.


For more information, see the Start Here guide.

Cause: The HP Photosmart Software was not installed on your computer.

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

Solution 4: Start the HP Photosmart Software

Solution: Open the software you installed with the product and try scanning again.

 **NOTE:** To check to see whether the software is running, right-click on the **HP Digital Imaging Monitor** icon in the system tray at the far right of the Windows taskbar. Pick a device in the list, and then click **Display Status**.



Cause: The HP Photosmart Software was not running on your computer. If this did not solve the issue, try the next solution.

Solution 5: Make sure you have sufficient computer memory

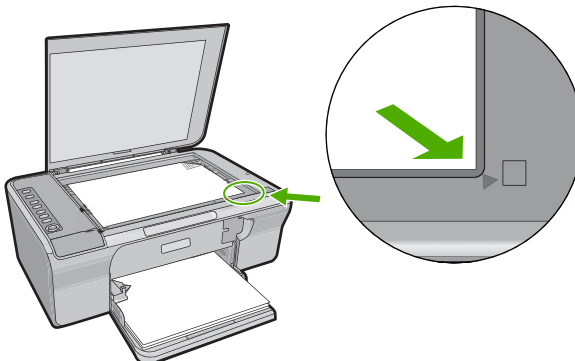
Solution: Close all applications that are not in use. This includes applications that run in the background, such as screen savers and virus checkers. If you turn off your virus checker, remember to turn it back on after you finish your scan.

If this problem occurs frequently, or if you encounter memory problems while using other applications, you might need to add more memory to your computer. See the user guide that came with your computer for more information.

Cause: Too many applications were running on your computer. These applications occupied your computer memory.

Scanned image is blank

Solution: Load your original print side down on the right front corner of the glass.



Cause: The original was placed incorrectly on the glass.

Scanned image is incorrectly cropped

Solution: The autocropping feature in the software crops anything that is not part of the main image. Sometimes this might not be what you want. In that case, turn off autocropping in the software and crop the scanned image manually, or not at all.

Cause: The software was set to automatically crop scanned pictures.

Scanned image has incorrect page layout

Solution: Turn off autocropping in the software to retain the page layout.

Cause: The automatic cropping feature in the software was changing the page layout.

Text format is incorrect

Solution: Some applications cannot handle framed text formatting. Framed text is one of the scan document settings in the software. It maintains complex layouts, such as multiple columns from a newsletter, by putting the text in different frames (boxes) in the destination application. In the software, select the correct format so that the scanned text layout and formatting are retained.

Cause: The scan document settings were incorrect.

Scanned image shows dotted lines instead of text

Solution: Make a black-and-white copy of the original and then scan the copy.

Cause: If you used the **Text** image type to scan text that you plan to edit, the scanner might not recognize color text. The **Text** image type scans at 300 x 300 dpi, in black and white.

If you are scanning an original that has graphics or artwork surrounding the text, the scanner might not recognize the text.

Text is incorrect or missing

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

- [Solution 1: Make sure that the brightness is set appropriately in the software](#)
- [Solution 2: Make sure that the glass and the back of the document lid are clean](#)
- [Solution 3: Make sure that the scan document settings are set to the correct optical character recognition \(OCR\) language](#)

Solution 1: Make sure that the brightness is set appropriately in the software

Solution: Adjust the brightness in the software, and then rescan the original.

To adjust the brightness

1. In the **HP Scanning** window, click **Lighten/Darken** in the **Basic** menu or the **Tools** panel.
2. Adjust the brightness indicators.

Cause: The brightness was not set correctly in the software.

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

Solution 2: Make sure that the glass and the back of the document lid are clean

Solution: Turn off the product, unplug the power cord, and use a soft cloth to wipe the glass and the back of the document lid.

For more information, see:


- [“Clean the lid backing”](#) on page 66
- [“Clean the glass”](#) on page 65

Cause: The glass and the back of the document lid were not clean.

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

Solution 3: Make sure that the scan document settings are set to the correct optical character recognition (OCR) language

Solution: Select the correct OCR language in the software.

 **NOTE:** If you are using the HP Photosmart Software, the Optical Character Recognition (OCR) software might not be installed on your computer. To install the OCR software, you must re-insert the software disk and select **OCR** under the **Custom** installation options.

See the documentation that came with Readiris, or whichever OCR software you use, for information on how to select the **OCR language**.

Cause: The scan document settings were not set to the correct optical character recognition (OCR) language.

The OCR language tells the software how to interpret the characters it sees in the original image. If the OCR language does not match the language in the original, the scanned text might be incomprehensible.

The scan feature does not work

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

- [Solution 1: Turn on the computer](#)
- [Solution 2: Check the cables](#)
- [Solution 3: Install or reinstall the HP Photosmart Software](#)

Solution 1: Turn on the computer

Solution: Turn on the computer.

Cause: The computer was turned off.

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

Solution 2: Check the cables

Solution: Check the cables that connect the product to your computer.

Cause: The product was not properly connected to the computer through a USB cable.

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

Solution 3: Install or reinstall the HP Photosmart Software

Solution: Install or reinstall the software that came with the product.

For more information, see:

[“Uninstall and reinstall the software” on page 90](#)

Cause: The software that came with the product was not installed or was not running.

Errors

If the product has an error, the lights on the product might flash, or an error message might appear on your computer screen.

This section contains the following topics:

- [Flashing lights](#)
- [Product messages](#)
- [File messages](#)
- [General user messages](#)
- [Paper messages](#)
- [Power and connection messages](#)
- [Print cartridge messages](#)

Flashing lights

The lights on the product flash in special sequences to inform you about various error conditions. Refer to the following table for information on solving your error condition based on which lights are on or flashing on the product.

On light	Resume light	Check Print Cartridge lights	Paper Selection lights	Description	Solution
Off	Off	Off	All off	The product is turned off.	Press the On button to turn the product on.
Blinking	Off	Off	Current selection On, Others Off	The product is processing a job, such as print, scan, copy, or alignment.	Wait for the product to finish.
Blink faster for 3 seconds and then On	Off	Off	Current selection On, Others Off	The product is busy.	Wait for the product to finish.
Blink for 20 seconds and then On	Off	Off	Current selection On, Others Off	Scan was pressed, and there was no response from the computer.	Make sure the computer is turned on, the product software is installed, and the computer is connected to the product with a USB cable.
On	Blinking	Off	Current selection On, Others Off	The product is out of paper.	Load paper and press Resume .
				The product has a paper jam.	Clear the paper jam, and then press Resume .
Blinking	Off	Off	Current selection On, Others Off	The front access door or the print cartridge access door is open.	Close the front access door or the print cartridge access door.
On	Off	Both blinking	Current selection On, Others Off	The print cartridges are missing or not seated correctly.	Install or remove and reinsert print cartridges.

(continued)

On light	Resume light	Check Print Cartridge lights	Paper Selection lights	Description	Solution
				The print cartridge might be defective.	<ol style="list-style-type: none"> 1. Remove the black print cartridge. 2. Close the print cartridge door. 3. Check the On light. <ul style="list-style-type: none"> • If the On light blinks, replace the tri-color print cartridge. • If the On light remains steadily lit, replace the black print cartridge.
				The print cartridge is not intended for use in this product.	The print cartridge might not be supported for use in the product. See the printed documentation for more information.
On	Off	Tri-color print cartridge light blinking Black print cartridge light Off	Current selection On, Others Off	The tri-color print cartridge is missing or not seated correctly.	Install or remove and reinsert the tri-color print cartridge.
On	Off	Tri-color print cartridge light Off Black print cartridge light blinking	Current selection On, Others Off	The black print cartridge is missing or not seated correctly.	Install or remove and reinsert the black print cartridge.
On	Off	Off	Off	The tape was not removed from one or both print cartridges.	Remove the print cartridge, remove tape, and reinsert the print cartridge.
On	Blinking	Both blinking	Current selection On,	The print carriage is stalled.	Open the front access door, and check that the carriage is not blocked.

(continued)

On light	Resume light	Check Print Cartridge lights	Paper Selection lights	Description	Solution
			Others Off		
On	Blinking	Both blinking	All blinking	The control panel overlay is not attached or is not attached properly.	<ol style="list-style-type: none">1. Turn off the product.2. Attach the control panel overlay using the printed instructions that came with the product.3. Turn on the product.
Blinking	Blinking	Both blinking	All off	Scanner failure	Turn off the product, and then turn it on again. If the problem persists, contact HP customer support. In the meantime, you can continue to use the product as a printer.
Blinking	Blinking	Both blinking	All blinking	The product has a fatal error.	<ol style="list-style-type: none">1. Turn off the product.2. Unplug the power cord.3. Wait a minute, then plug the power cord back in.4. Turn on the product. If the problem persists, contact HP Support.
On	Off	Both On	Current selection On, Others Off	Both print cartridges are getting low on ink.	Replace one or both print cartridges when print quality is no longer acceptable.
On	Off	Tri-color print cartridge light On	Current selection On, Others Off	The tri-color print cartridge is getting low on ink.	Replace the tri-color print cartridge when print quality is no longer acceptable.
		Black print cartridge light Off		The tri-color print cartridge has been removed.	Replace the tri-color print cartridge, or print in ink-backup mode with the black print

(continued)

On light	Resume light	Check Print Cartridge lights	Paper Selection lights	Description	Solution
					cartridge. For more information, see “Use ink-backup mode” on page 72.
On	Off	Tri-color print cartridge light Off Black print cartridge light On	Current selection On, Others Off	The black print cartridge is getting low on ink.	Replace the black print cartridge when print quality is no longer acceptable.
				The black print cartridge has been removed.	Replace the black print cartridge, or print in ink-backup mode with the tri-color print cartridge. For more information, see “Use ink-backup mode” on page 72.

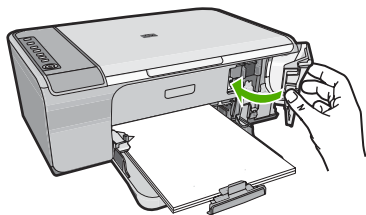
Product messages

The following is a list of product-related error messages:

- [Door open](#)
- [Firmware revision mismatch](#)
- [Mechanism error](#)
- [Memory is full](#)
- [Scan errors](#)
- [Unable to print](#)
- [Product might not be correctly installed](#)
- [Product was not found](#)
- [Product could not find available scan destinations](#)
- [Required software component was not found or was incorrectly installed](#)
- [Error occurred while communicating with the product](#)

Door open

Solution: Close the front access door or the print cartridge door.



Cause: The front access door or the print cartridge door was open.

Firmware revision mismatch

Solution: To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The revision number of the product firmware does not match the revision number of the software.

Mechanism error

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

- [Solution 1: Check for a paper jam](#)
- [Solution 2: Make sure the print carriage is not blocked](#)

Solution 1: Check for a paper jam

Solution: Clear the paper jam.

For more information, see:

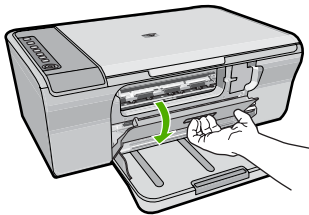
[“Clear paper jams” on page 92](#)

Cause: The product had a paper jam.

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

Solution 2: Make sure the print carriage is not blocked

Solution: Turn off the product. Lower the input tray, open the front access door, and remove any objects that are blocking the print carriage (including any packing materials), and then turn on the product.



For more information, see:

[“The print carriage is stalled” on page 191](#)

Cause: The print carriage was blocked.

Memory is full


Solution: Try making fewer copies at a time.

Cause: The document you are copying has exceeded the memory of the product.

Scan errors

Review this section if you receive an error such as one of the following:

- An error occurred communicating with the scanning device. Please ensure that the scanning device is connected properly and try again.
 - The scanning device could not be initialized.
 - The scanning device could not be found.
 - An internal error has occurred.
 - The computer cannot communicate with the scanning device.
-

 **NOTE:** Before starting to troubleshoot, make a copy to verify that the hardware is functioning correctly. If you cannot make a copy, see [“Setup troubleshooting” on page 83](#) for more troubleshooting information.

Try each of the following solutions separately. After completing the steps for each solution, try to scan again. If the product still does not work, then go to the next solution.

- [Solution 1: Uninstall and reinstall the software](#)
- [Solution 2: Refresh the Windows Device Manager](#)
- [Solution 3: Check the Digital Imaging Monitor](#)
- [Solution 4: Check the status of the product](#)
- [Solution 5: Check the power supply](#)
- [Solution 6: Check the USB cable connection](#)
- [Solution 7: Scan with Windows Image Architecture \(WIA\)](#)
- [Solution 8: Disable the Lexbces service](#)
- [Solution 9: Run the Scan Diagnostic utility](#)
- [Solution 10: Install a patch](#)
- [Solution 11: Check the USB chipset and controller](#)
- [Solution 12: Uninstall the software and reset the product](#)


Solution 1: Uninstall and reinstall the software

Solution: Verify that the software was installed correctly. Open the HP Solution Center and verify that all the icons and buttons are present.


If the appropriate icons and buttons for your product (such as **Make Copies**) do not appear, your installation might not be complete, and you might need to uninstall and then reinstall the software. Do not simply delete the application files from your hard

drive. Make sure to remove them properly using the uninstall utility provided with the software.

To uninstall from a Windows computer

 **NOTE:** Use this method if **Uninstall** is not available in the Windows Start menu (click **Programs** or **All Programs**, **HP**, **Deskjet F735**, **Uninstall**).


1. Open the Windows control panel and double-click **Add or Remove Programs**.

 **NOTE:** The procedure to open the control panel varies by operating system. If you are not sure how to do this, see the Windows Help.

2. Select **HP Deskjet All-In-One Driver Software**, and then click **Change/Remove**.

Follow the onscreen instructions.

3. Disconnect the product from your computer.
4. Restart your computer.

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

5. Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.
6. Follow the onscreen instructions and the instructions provided in the Start Here guide that came with the product.

After you have reinstalled the software, try to scan again.

Cause: The software installation was not complete.

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

Solution 2: Refresh the Windows Device Manager

Solution: Refresh the Windows Device Manager.

To refresh the Windows Device Manager

1. On the Windows taskbar, click **Start**, right-click **My Computer**, and then click **Properties**.
2. Click the **Hardware** tab, and then click **Device Manager**.
3. Double-click **Universal Serial Bus Controllers**.
4. Click **USB Composite Device**, click **Action**, and then click **Uninstall**.
If a screen appears to confirm the deletion, confirm the deletion.
5. Disconnect the USB cable from the product.
6. Wait a few seconds, and then reconnect the cable.
This should restart the Windows device detection (Plug and Play). A **New Hardware found screen** might appear.

7. Click **Next** through all of the screens that appear in the Wizard to install the USB Composite Device.
8. Click **Finish** to finish the installation.
9. Try to scan again.
10. If these steps do not resolve the problem, try using a different USB cable to connect the product to the computer.

Cause: Communication problems between the product and the USB controller caused this error to occur. This might be caused by an incomplete installation, a USB cable longer than 3 meters (9.8 feet) in length, or a defective USB cable.

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

Solution 3: Check the Digital Imaging Monitor

Solution: Verify that the **Digital Imaging Monitor** is running.

To check that the Digital Imaging Monitor is running

1. Look for the **Digital Imaging Monitor** icon in the system tray at the lower right side of the screen, near the time.



2. If the **Digital Imaging Monitor** icon is not present, restart the computer.
3. After the computer restarts, try to scan again.

Cause: The **Digital Imaging Monitor** was not running.

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

Solution 4: Check the status of the product

Solution: Check the status of the product in the HP Solution Center.

To check the status of the product

1. On the Windows taskbar, click **Start, Programs or All Programs, HP, HP Solution Center**.
2. Verify that the product is listed in the **Select Device** area or that the appropriate tab is selected.
3. Click **Status**.
If the product is working properly, a message appears indicating your product is ready.
4. If you receive a **Disconnected** error message, then check whether there is another instance or another tab for the product with a copy number included, such as HP Deskjet F735 All-In-One 2.
5. Select the second instance of the product and repeat steps 2 through 4.
6. Try to scan again.

Cause: There might have been two instances of the product connected to the HP Solution Center.

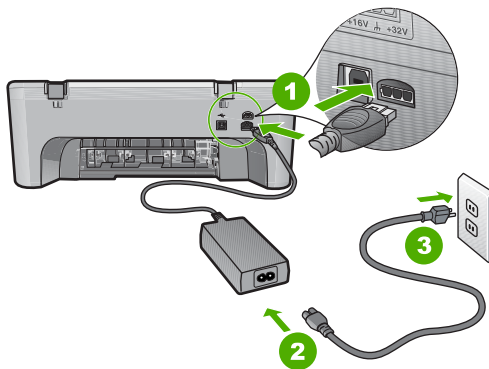
If this did not solve the issue, try the next solution.

Solution 5: Check the power supply

Solution: Check the power supply.

To check the power supply

1. Make sure the power cord is firmly connected to both the product and the power adaptor. Plug the power cord into a power outlet, surge protector, or power strip.



1	Power connection
2	Power cord and adaptor
3	Power outlet

2. Make sure the product is turned on.
3. If the product is not receiving electrical power, connect it to another power outlet.
4. Turn off the product and reset it by disconnecting the power cord.
5. Wait 5 seconds, and plug in the power cord.
6. Turn on the product.
7. Try to scan again.

Cause: The product was not properly connected to a power supply or needed to be reset.

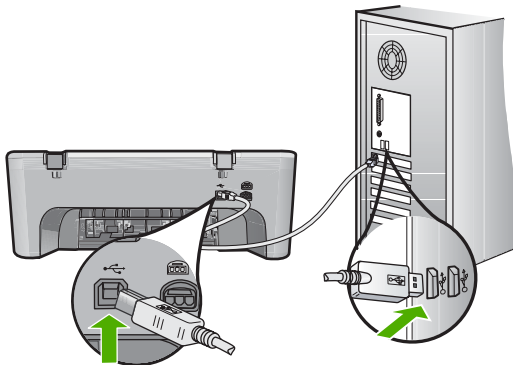
If this did not solve the issue, try the next solution.

Solution 6: Check the USB cable connection

Solution: Check USB connection between the product and the computer.


To check the USB connection

1. Verify that the USB cable is securely plugged into the USB port on the back of the product.
2. Make sure the other end of the USB cable is plugged into a USB port on your computer.



3. Try to scan again.
If the scan fails, continue to the next step.
4. Do one of the following, depending upon how the product is connected to the computer:
 - If the USB cable is connected to a USB hub, try unplugging and replugging the USB cable into the hub. If that does not work, try turning off the hub and then turning it on again. Finally, try disconnecting the cable from the hub and connecting it directly to the computer.
 - If the USB cable is connected to a docking station for a laptop, disconnect the cable from the docking station and connect it directly to the computer.
 - If the USB cable is directly connected to the computer, try plugging it into another USB port on the computer.

5. If there are other USB devices connected to the computer, disconnect the other devices, except for the keyboard and the mouse.
6. Check the USB cable to make sure it is functioning properly.

 **NOTE:** 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.


7. If another USB cable is available, try using that one instead.
8. Restart the computer.
9. After the computer restarts, try to scan again.

Cause: The product was not properly connected to the computer.

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

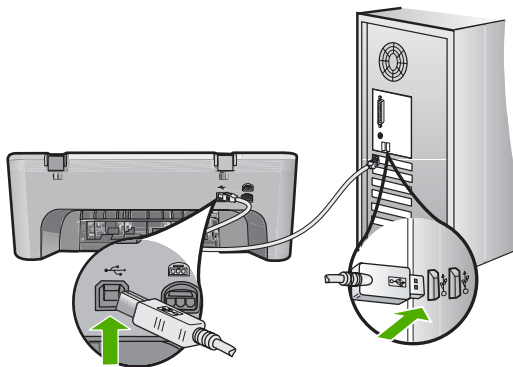
Solution 7: Scan with Windows Image Architecture (WIA)

Solution: Try scanning with Windows Image Architecture (WIA) instead of the HP Solution Center.

 **NOTE:** If you are using the product with a Windows 2000 computer, some features may not be available. For more information, see "[Notice to Windows 2000 users](#)" on page 218.

To scan using WIA

1. Make sure the product is turned on.
2. Verify that the USB cable is securely plugged into the USB port on the back of the product.
The USB icon on the cable faces up when the cable is properly connected.
3. Make sure the other end of the USB cable is plugged into a USB port on your computer.




4. On the Windows taskbar, click **Start**, click **Programs** or **All Programs**, and then click **Accessories**.
5. Click **Imaging**.
6. From the Imaging application, click **File** and then click **Select Device**.
7. Select the product from the TWAIN source list.
8. Click **File**, and then click **Scan New**.
Imaging for Windows will scan from the product using TWAIN software instead of the HP Solution Center.

Cause: If you could scan using WIA, this indicates that there was a problem with the HP Solution Center. You can continue to use WIA to scan, or try the next solution. If you could not scan using WIA, try the next solution.

Solution 8: Disable the Lexbces service

Solution: Check if the **Lexbces** service is started, and disable it.

If a Lexmark or Dell all-in-one device is connected with a USB cable to a computer where product is installed, the HP software might not scan because the **Lexbces** service is running.

 **NOTE:** This solution only applies if you have a Lexmark or Dell all-in-one. If you do not, "[try the next solution](#)" on page 152.

To check for and disable the service

1. Log into Windows as an Administrator.
2. Press the **Ctrl + Alt + Delete** to open the **Task Manager**.
3. Click the **Processes** tab.
4. If the Lexbceserver service is listed in the **Image Name** list, disable it.

To disable the service

- a. On the Windows taskbar, click **Start**, right-click **My Computer**, and then click **Manage**.
The **Computer Management** appears.
- b. Double-click **Services and Applications**, and then double-click **Services**.
- c. In the right pane, right-click **Lexbceserver**, and then click **Properties**.
- d. On the **General** tab, in the **Service status** area, click **Stop**.
- e. From the **Startup type** drop-down menu, select **Disabled**, and then click **OK**.
- f. Click **OK** to close the dialog box.

5. Back up the Registry.

To back up the Registry

- a. On the Windows taskbar, click **Start**.
 - b. Depending on your operating system, do one of the following:
 - Windows Vista: In **Start Search**, type `regedit`, and then press **Enter**. When the User Account Control dialog box appears, click **Continue**.
 - Windows XP: Click **Run**. When the **Run** dialog box appears, type `regedit`, and then press **Enter**.
 - Windows 2000: Click **Registry**, and then click **Export Registry**. The **Registry Editor** appears.
 - c. In the **Registry Editor**, select **My Computer**.
 - d. With **My Computer** highlighted, click **File**, and then click **Export**.
 - e. Browse to a storage location that is easy for you to remember; for example: **My Documents** or **Desktop**.
 - f. In the **Export Range** area, select **All**.
 - g. Enter a filename for the backed up Registry.
HP suggests naming the file with the current date; for example: Registry Backup 04_01_07.
 - h. Click **Save** to save the Registry.
- ## 6. Edit the registry.

To edit the Registry

- a. Select the `HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\Spooler` Registry key.
Details of the Registry key appears on the pane to the right.
- b. Check the **DependOnService** data string (in the pane on the right) to see if **lexbces** is listed in the **Data** column.
- c. If the **Data** column contains **lexbces**, right-click **DependOnService** and select **Modify**.
Do one of the following:
 - If you see only **lexbces**, but not **RPCSS**, delete **lexbces** and enter **RPCSS**.
 - If you see both **lexbces** and **RPCSS**, delete only **lexbces** and keep **RPCSS**.
- d. Click **OK**.

7. Restart the computer, and then try to scan again.
If you can scan successfully, then proceed with the next step to restart the **Lexbcservice** service.



NOTE: Restarting the service enables the normal functionality of the Lexmark or Dell devices without affecting HP software.

8. Restart the **Lexbcservice** service.

To restart the service

- a. On the Windows taskbar, click **Start**, right-click **My Computer**, and then click **Manage**.
The **Computer Management** screen appears.
- b. Double-click **Services and Applications**, and then double-click **Services**.
- c. In the right pane, right-click **Lexbcservice**, and then click **Properties**.
- d. On the **General** tab, in the **Service status** area, click **Start**.
- e. From the **Startup type** drop-down menu, select **Automatic**, and then click **OK**.
- f. Click **OK** to close the dialog box.

Cause: The **Lexbcservice** service installed by a Lexmark printer, Lexmark all-in-one, or Dell all-in-one, caused a scan communication error.

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

Solution 9: Run the Scan Diagnostic utility

Solution: Download and run the **Scan Diagnostic** utility to find and correct problems with your product.

To download and run the Scan Diagnostic utility

1. Go to: www.hp.com and click **Software and driver downloads**.
2. Select **Download drivers and software (and firmware)**.
3. Type your product name and model number in the field provided, and then press **Enter**.
4. Select the operating system of your computer where the HP software is installed.
5. Go to the **Utility** section and download the **HP Scan diagnostic** utility.
6. Try to scan.

If an error condition is identified with any of the HP software components, a red X is displayed next to the component. If there is no error condition, a green check mark is displayed next to the component. The utility is equipped with a **Fix** button to correct the error conditions.

Cause: There was a problem with the connections between the product and the computer.

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

Solution 10: Install a patch

Solution: Download and install the **unexpected internal error and communications failure** patch.

This patch resolves the **An unexpected internal error has occurred** error and other communication failures with the product.

To install the patch

1. Go to: www.hp.com and click **Software and driver downloads**.
2. Select **Download drivers and software (and firmware)**.
3. Select the operating system of your computer where the HP software is installed.
4. Go to the **Patch** section and download the **HP Image zone/photo and imaging unexpected internal error and communications failure patch**.
5. Double-click the patch to install it on the computer.
6. Try to scan.

Cause: You needed to install the **unexpected internal error and communications failure** patch.

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

Solution 11: Check the USB chipset and controller

Solution: Check the USB chipset and controller.

Scan communication errors can occur because of compatibility issues with USB chipsets installed on the computer. This can be caused by a mismatch in the handshake timing between HP product chipset and certain types of USB chipsets on the computer.

To check the USB chipset and controller

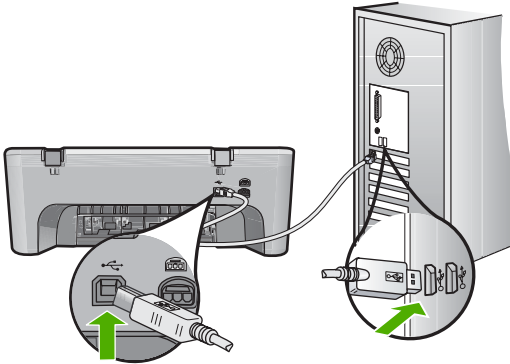
1. On the Windows taskbar, click **Start**, right-click **My Computer**, and then click **Properties**.
2. Click the **Hardware** tab, and then click **Device Manager**.
3. Open **Universal Serial Bus Controllers** by clicking the plus sign (+) next to it.
4. Check if you have one of the following chipsets listed:
 - SIS 7001 USB host controller
 - ALI chipsets
 - NEC universal host controllers
 - Intel 82801 AA, Intel 82801BA/BAM



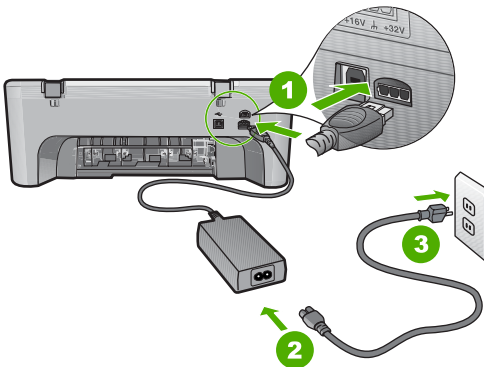
NOTE: This is not a comprehensive list. If you are experiencing communication issues while trying to scan, follow the steps below to resolve the issue.

5. Disconnect all USB devices (printers, scanners, cameras, etc.) from the computer, except the mouse or keyboard.
6. Reconnect the USB cable to the USB port on the back of the product.

7. Reconnect the other end of the USB cable to a USB port on your computer.



8. Make sure the power cord is firmly connected to both the product and the power adaptor. Plug the power cord into a grounded power outlet, surge protector, or power strip.



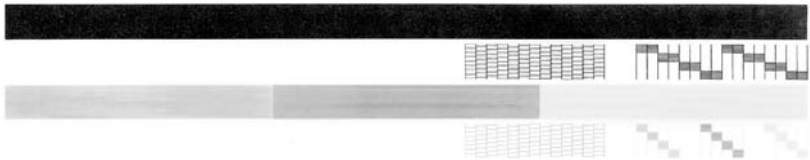
1	Power connection
2	Power cord and adaptor
3	Grounded power outlet

9. Turn on the product.
10. Print a self-test report to test the basic standalone functionality of the product.
See the following procedure for more information about printing a self-test report.
11. Try to scan.
If the scan is successful, other USB devices connected to the computer might be causing the problem.
12. If the scan is successful, then connect one USB device at a time to the computer.

13. Test the scanning functionality after each connection, until you identify which piece of equipment is causing the problem.
14. If the product fails to scan. Or, does not establish communication with the computer along with any of the USB devices plugged in, then connect a powered USB hub between the product and the computer.
This might help to establish, or to maintain, communication between the computer and the product. See the following section for more information about USB hubs.

To print a self-test report

1. Load letter or A4 unused plain white paper into the input tray.
2. Press and hold the **Cancel** button and then press the **Start Copy Color** button. The product prints a self-test report, which might indicate the source of the printing problem. A sample of the ink test area of the report is shown below.



3. Make sure the test patterns show a complete grid and the thick color lines are complete.
 - If more than a few lines in a pattern are broken, this might indicate a problem with the nozzles. You might need to clean the print cartridges.
 - If the black line is missing, faded, streaked, or shows lines, this might indicate a problem with the black print cartridge in the right slot.
 - If any of the color lines are missing, faded, streaked, or show lines, this might indicate a problem with the tri-color print cartridge in the left slot.

More information about using a USB hub

- Verify that the USB hub is a powered hub and the power adapter is plugged in. Some powered hubs do not include the power adapter as a standard item.
- The hub must be plugged into a power source.
- Some hubs cannot handle more than four full-power USB devices. You can connect a maximum of five hubs to the system.
- If the product has trouble with a hub when the hubs are connected together, or there are more than four devices on the hub, connect the product to the hub that is directly connected to the computer (unless there are known issues).

Cause: There was a compatibility issue with USB chipsets installed on the computer.

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

Solution 12: Uninstall the software and reset the product

Solution: Uninstall the software completely, and then reinstall it.

To uninstall the software and reset the product

1. Disconnect and reset the product.

To disconnect and reset the product

- a. Make sure the product is turned on.
 - b. Press the **On** button to turn off the product.
 - c. Disconnect the power cord from the back of the product.
 - d. Reconnect the power cord to the back of the product.
 - e. Press the **On** to turn on the product.
2. Uninstall the software completely.



NOTE: It is important that you follow the uninstall procedure carefully to ensure you have removed the software completely from the computer, before reinstalling it.

To uninstall the software completely

- a. On the Windows taskbar, click **Start, Settings, Control Panel**, (or just **Control Panel**).
- b. Double-click **Add/Remove Programs** (or click **Uninstall a program**).
- c. Remove all the items that are related to the HP scanning software.

△ **CAUTION:** If the computer is manufactured by HP or Compaq, **do not** remove any applications other than those listed below.

- HP Imaging device functions
 - HP Document Viewer
 - HP Photosmart Essential
 - HP Image Zone
 - HP Photo and imaging gallery
 - HP Photosmart, Officejet, Deskjet, (with product name and software version number)
 - HP Software update
 - HP Share to web
 - HP Solution Center
 - HP Director
 - HP Memories Disk Greeting Card Creator 32
- d. Go to C:\Program Files\HP or C:\Program Files\Hewlett-Packard (for some older products) and delete the Digital Imaging folder.
 - e. Go to C:\WINDOWS and rename the twain_32 folder to twain_32 old.

3. Turn off programs that run in the background.



NOTE: When the computer is turned on, a software group called the Terminate and Stay Resident (TSR) programs automatically loads. These programs activate some of the computer utilities, such as the anti-virus software, but are not required for the computer to function. Occasionally, TSR's prevent the HP software from loading so that it does not install properly. In Windows Vista, Windows XP, and Windows 2000, use the MSCONFIG utility to prevent TSR programs and services from starting up.

To turn off programs that run in the background

- a. On the Windows taskbar, click **Start**.
- b. Depending on your operating system, do one of the following:
 - In Windows Vista: In **Start Search**, type `MSCONFIG`, and then press **Enter**.
When the User Account Control dialog box appears, click **Continue**.
 - In Windows XP and Windows 2000: Click **Run**. When the **Run** dialog box appears, type `MSCONFIG`, and then press **Enter**.
The **MSCONFIG** utility application appears.
- c. Click the **General** tab.
- d. Click **Selective Startup**.
- e. If there is a check mark next to **Load Startup Items**, click the check mark to remove it.
- f. Click the **Services** tab, and select the **Hide All Microsoft Services** box.
- g. Click **Disable all**.
- h. Click **Apply**, and then click **Close**.



NOTE: If you receive a message stating **Access is denied** while making changes, click **OK** and continue. The message will not prevent you from making the changes.

- i. Click **Restart** to apply the changes to the computer during the next restart. After the computer restarts, the **You've used system configuration utility to make changes to the way windows starts** message appears.
 - j. Click the check box next to **Do not show this message again**.
4. Run the **Disk Cleanup** utility to delete temporary files and folders.

To run the Disk Cleanup utility

- a. On the Windows taskbar, click **Start**, click **Programs** or **All Programs**, and then click **Accessories**.
- b. Click **System Tools**, and then click **Disk Cleanup**.
The **Disk Cleanup** analyzes the hard drive and then presents a report with a list of components to delete.

- c. Select the appropriate check boxes to remove the unnecessary components.

More information about the Disk Cleanup utility

The Disk Cleanup utility frees hard disk space on your computer by doing the following:


- Deleting temporary Internet files
- Deleting downloaded program files
- Emptying the Recycle Bin
- Deleting files from your temporary folder
- Deleting files created by other Windows tools
- Removing optional Windows components that you do not use

- d. After selecting the components to remove, click **OK**.

5. Install the software.

To install the software

- a. Insert software CD into the CD-ROM drive of the computer.
The software installation will start automatically.

 **NOTE:** If the installation does not run automatically, from the Windows **Start** menu, click **Start Search** (or **Run**). In the **Start Search** (or **Run**) dialog box, type `d:\setup.exe`, and then press **Enter**. (If your CD-ROM drive is not assigned to drive letter D, enter the appropriate drive letter.)

- b. Follow the prompts on the computer screen to install the software.

6. Try to scan.

Cause: The software needed to be completely uninstalled and reinstalled.

Unable to print

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

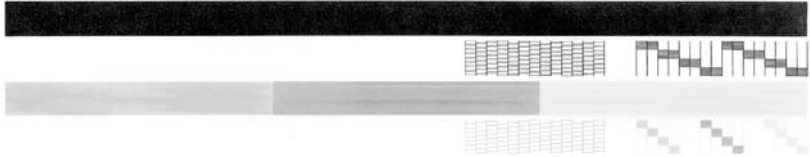
- [Solution 1: Print a self-test report](#)
- [Solution 2: Clear the print queue](#)
- [Solution 3: Disconnect and reconnect the USB cable](#)
- [Solution 4: Verify the driver configuration](#)
- [Solution 5: Check if the printer is paused or offline](#)
- [Solution 6: Clear the print queue manually](#)
- [Solution 7: Restart the print spooler](#)
- [Solution 8: Check the software application](#)

Solution 1: Print a self-test report

Solution: Print a self-test report to see if the product can print and is communicating with the computer.

To print a self-test report

1. Load letter or A4 unused plain white paper into the input tray.
2. Press and hold the **Cancel** button and then press the **Start Copy Color** button. The product prints a self-test report, which might indicate the source of the printing problem. A sample of the ink test area of the report is shown below.



3. Make sure the test patterns show a complete grid and the thick color lines are complete.
 - If more than a few lines in a pattern are broken, this might indicate a problem with the nozzles. You might need to clean the print cartridges.
 - If the black line is missing, faded, streaked, or shows lines, this might indicate a problem with the black print cartridge in the right slot.
 - If any of the color 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 self-test report fails to print, make sure you set up the product properly. See the Start Here guide that came with the product for information about setting it up.

Cause: The product was not set up properly.

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

Solution 2: Clear the print queue

Solution: Restart your computer to clear the print queue.

To clear the print queue

1. Restart your computer.
2. After the computer has restarted, check the print queue.
 - a. Depending upon your operating system, do one of the following:
 - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
 - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
 - Windows 2000: On the Windows taskbar, click **Start**, point to **Settings**, and then click **Printers**.
 - b. Double-click the icon for your product to open the print queue.
If there are no print jobs pending, the issue might have been resolved.
3. Try to print again.

Cause: The computer needed to be restarted to clear the print queue.

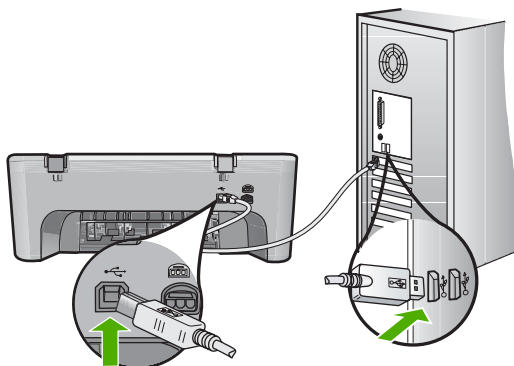
If this did not solve the issue, try the next solution.

Solution 3: Disconnect and reconnect the USB cable


Solution: Disconnect the USB cable from the computer and product, and then reconnect it.

To disconnect and reconnect the USB cable

1. Disconnect the USB cable from the product.
2. Disconnect the USB cable from the computer.
3. Leave the USB cable disconnected for 5-6 seconds.
4. Reconnect the USB cable to the product and the computer.



After reconnecting the USB cable, the product should start printing the jobs in queue.

 **NOTE:** If you are connecting the product through a USB hub, make sure the hub is turned on. If the hub is on, try connecting directly to your computer.

5. If the product does not start printing automatically, start another print job.

Cause: The USB cable needed to be disconnected.

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

Solution 4: Verify the driver configuration

Solution: Check to make sure the product is set as the default printer and it is using the correct printer driver.

To verify that the product is set as the default printer

1. Depending upon your operating system, do one of the following:
 - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
 - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
 - Windows 2000: On the Windows taskbar, click **Start**, point to **Settings**, and then click **Printers**.
2. Make sure the correct product is set as the default printer.
The default printer has a check mark in a black circle next to it.
3. If the wrong product is set as the default printer, right-click the correct product and select **Set as Default**.

To verify the print driver

1. Depending upon your operating system, do one of the following:
 - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
 - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
 - Windows 2000: On the Windows taskbar, click **Start**, point to **Settings**, and then click **Printers**.
2. Right-click the icon next to the product, and select **Properties**.
3. Click the **Ports** tab to verify that the product is using the correct port.
The port that the product is using is highlighted and has a check mark next to it. The product should be set to use a DOT4 or the USB00X (where X is replaced by a number) port.
4. If the product is using the wrong port, click the correct port to select it.
The port that the product is now using is highlighted and has a check mark next to it.
5. Click the **Advanced** tab.

6. Check the driver listed in the **Driver** drop-down menu to verify that the product is using the correct driver.
The name of your product should be listed as the driver.
7. If the wrong driver is selected, select the correct driver from the **Driver** drop-down menu.
8. Click **OK** to save your changes.

Cause: If there was more than one product configured on the same computer, the product in use was not be set as the default printer, or the wrong driver might have been configured.

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

Solution 5: Check if the printer is paused or offline

Solution: Check to make sure the product is not paused or offline.

To check if the printer is paused or offline

1. Depending upon your operating system, do one of the following:
 - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
 - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
 - Windows 2000: On the Windows taskbar, click **Start**, point to **Settings**, and then click **Printers**
2. Double-click the icon for your product to open the print queue.
3. On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**.
On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**. If a check mark is present on either option, click the menu option to remove it. If the menu has the **Use Printer Online** option, select that option to put a check mark next to it.
4. If you made any changes, try to print again.

Cause: The product was paused or offline.

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

Solution 6: Clear the print queue manually

Solution: Manually clear the print queue.

To clear the print queue manually

1. Depending upon your operating system, do one of the following:
 - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
 - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
 - Windows 2000: On the Windows taskbar, click **Start**, point to **Settings**, and then click **Printers**.
2. Double-click the icon for your product to open the print queue.
3. On the **Printer** menu, click **Cancel all documents** or **Purge Print Document**, and then click **Yes** to confirm.
4. If there are still documents in the queue, restart the computer and try printing again after the computer has restarted.
5. Check the print queue again to make sure it is clear, and then try to print again. If the print queue is not clear, or if it is clear but jobs are still failing to print, proceed to the next solution.

Cause: The print queue needed to be manually cleared.

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

Solution 7: Restart the print spooler

Solution: Restart the print spooler.

To stop and restart the print spooler

1. On the Windows taskbar, click **Start**, and then click **Control Panel**.
2. Double-click **Administrative Tools**, and then double-click **Services**.
3. Scroll down the list and click **Print Spooler**, and then click **Stop** to stop the service.
4. Click **Start** to restart the service, and then click **OK**.
5. Restart the computer and try printing again after the computer has restarted.

Cause: The print spooler needed to be restarted.

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

Solution 8: Check the software application

Solution: Verify whether the software application is the problem.

To verify the software application

1. Close the software application and reopen it.
2. Try to print again from the software application.



NOTE: The printer might not support printing from a DOS application. Determine if the software application is Windows-based or DOS-based by checking the system requirements of the application.

3. Try printing from Notepad to see if the issue is the software application or the driver.

To print from Notepad

- a. On the Windows taskbar, click **Start**, and then click **Programs** or **All Programs**.
- b. Click **Accessories**, and then click **Notepad**.
- c. Type a few characters of text into Notepad.
- d. Click **File**, and then click **Print**.
4. If printing is successful from Notepad but not the software application, contact the manufacturer of that application for support.

Cause: The software application was be failing or could not interface with the print driver incorrectly.

Product might not be correctly installed

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

- [Solution 1: Reset the product](#)
- [Solution 2: Check the power cord and USB cable](#)
- [Solution 3: Restart the computer](#)
- [Solution 4: Uninstall and reinstall the product](#)
- [Solution 5: Uninstall and reinstall the HP Photosmart Software](#)

Solution 1: Reset the product

Solution: Turn off the product and reset it by disconnecting the power cord. Wait 60 seconds, and then plug in the power cord. Turn on the product.

Cause: You needed to reset the product.

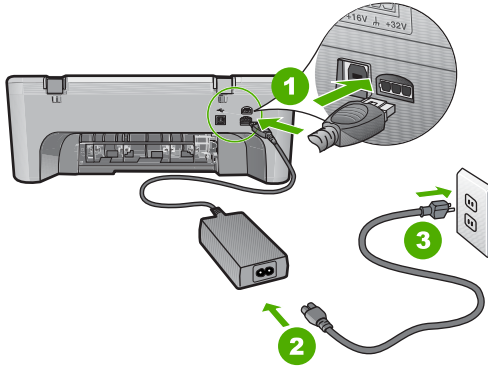
If this did not solve the issue, try the next solution.

Solution 2: Check the power cord and USB cable

Solution: Make sure that the power cord and USB cable are properly attached and plugged in. Also, make sure that the product is turned on.

To check the power supply

1. Make sure the power cord is firmly connected to both the product and the power adaptor. Plug the power cord into a power outlet, surge protector, or power strip.

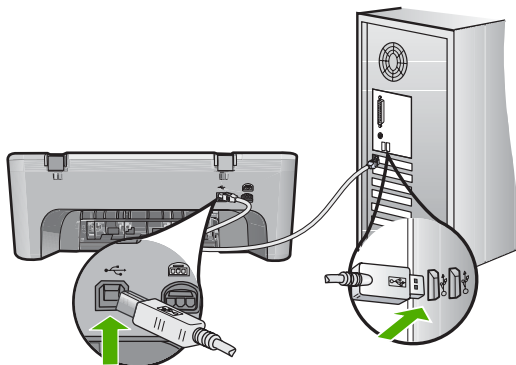


1	Power connection
2	Power cord and adaptor
3	Power outlet


2. Make sure the product is turned on.
3. If the product is not receiving electrical power, connect it to another power outlet.
4. Turn off the product and reset it by disconnecting the power cord.
5. Wait 5 seconds, and plug in the power cord.
6. Turn on the product.
7. Try to scan again.

To check the USB connection

1. Verify that the USB cable is securely plugged into the USB port on the back of the product.
2. Make sure the other end of the USB cable is plugged into a USB port on your computer.



3. Try to scan again.
If the scan fails, continue to the next step.
4. Do one of the following, depending upon how the product is connected to the computer:
 - If the USB cable is connected to a USB hub, try unplugging and replugging the USB cable into the hub. If that does not work, try turning off the hub and then turning it on again. Finally, try disconnecting the cable from the hub and connecting it directly to the computer.
 - If the USB cable is connected to a docking station for a laptop, disconnect the cable from the docking station and connect it directly to the computer.
 - If the USB cable is directly connected to the computer, try plugging it into another USB port on the computer.
5. If there are other USB devices connected to the computer, disconnect the other devices, except for the keyboard and the mouse.
6. Check the USB cable to make sure it is functioning properly.

 **NOTE:** 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.

7. If another USB cable is available, try using that one instead.
8. Restart the computer.
9. After the computer restarts, try to scan again.

Cause: The power cord or USB cable was not attached properly.

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

Solution 3: Restart the computer

Solution: Restart the computer.

Cause: You might not have restarted the computer after installing the product software. Or, there might have been another problem with the computer.

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

Solution 4: Uninstall and reinstall the product

Solution: Uninstall the product from the **Printers and Faxes** control panel and then reinstall it.

To uninstall and reinstall the product

1. Disconnect the USB cable between the product and the computer.
2. On the Windows taskbar, click **Start, Printers and Faxes**.
3. Right-click the product and select **Delete**.
4. Wait several seconds, and then reconnect the product to the computer with the USB cable.
5. Follow any onscreen prompts to reinstall the product.

Cause: There might have been a problem when you originally installed the product.

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

Solution 5: Uninstall and reinstall the HP Photosmart Software

Solution: Uninstall the complete HP Photosmart Software from the computer and then reinstall it using the CD that came with your product.

To uninstall and reinstall the software

1. On the Windows taskbar, click **Start, Settings, Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Remove all the items that are related to the HP scanning software.
A message appears on the computer to restart after removing some programs from the **Add/Remove Programs** list.
4. Select **Click here to restart later**.
5. Disconnect the product from your computer and then restart your computer.



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

6. Insert the HP Photosmart CD-ROM into your computer's CD-ROM drive and then start the Setup program.



NOTE: If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

7. Follow the onscreen instructions and the instructions provided in the Start Here guide that came with the product.
8. If you are still having trouble scanning, remove the following additional applications from the Add/Remove Programs list, if they are present.

△ **CAUTION:** If the computer is manufactured by HP or Compaq, do **not** remove any applications other than those listed below.

- HP Imaging device functions
- HP Document Viewer
- HP Photosmart Essential
- HP Image Zone
- HP Photo and imaging gallery
- HP Photosmart, Officejet, Deskjet, (with product name and software version number)
- HP Software update
- HP Share to web
- HP Solution Center
- HP Director
- HP Memories Disk Greeting Card Creator 32

Cause: There might have been a problem when you originally installed the HP Photosmart Software.

Product was not found

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

- [Solution 1: Reset the product](#)
- [Solution 2: Check the power cord and USB cable](#)
- [Solution 3: Restart the computer](#)
- [Solution 4: Uninstall and reinstall the product](#)
- [Solution 5: Uninstall and reinstall the HP Photosmart Software](#)

Solution 1: Reset the product

Solution: Turn off the product and reset it by disconnecting the power cord. Wait 60 seconds, and then plug in the power cord. Turn on the product.

Cause: You needed to reset the product.

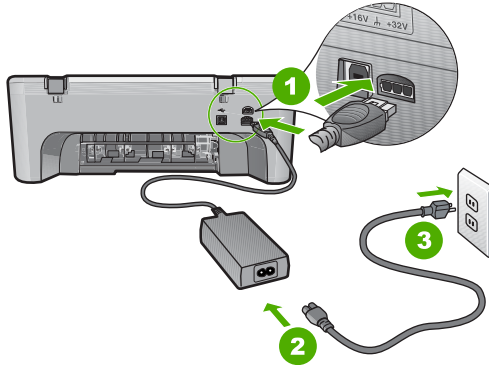
If this did not solve the issue, try the next solution.

Solution 2: Check the power cord and USB cable

Solution: Make sure that the power cord and USB cable are properly attached and plugged in. Also, make sure that the product is turned on.

To check the power supply

1. Make sure the power cord is firmly connected to both the product and the power adaptor. Plug the power cord into a power outlet, surge protector, or power strip.

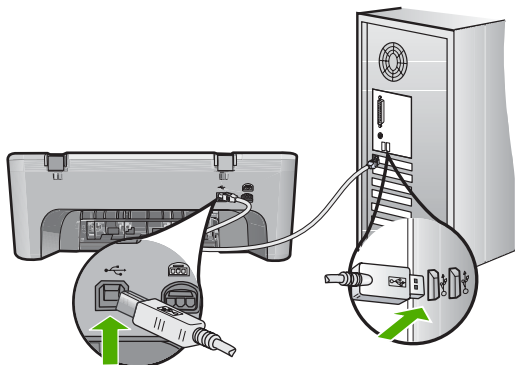


1	Power connection
2	Power cord and adaptor
3	Power outlet


2. Make sure the product is turned on.
3. If the product is not receiving electrical power, connect it to another power outlet.
4. Turn off the product and reset it by disconnecting the power cord.
5. Wait 5 seconds, and plug in the power cord.
6. Turn on the product.
7. Try to scan again.

To check the USB connection

1. Verify that the USB cable is securely plugged into the USB port on the back of the product.
2. Make sure the other end of the USB cable is plugged into a USB port on your computer.



3. Try to scan again.
If the scan fails, continue to the next step.
4. Do one of the following, depending upon how the product is connected to the computer:
 - If the USB cable is connected to a USB hub, try unplugging and replugging the USB cable into the hub. If that does not work, try turning off the hub and then turning it on again. Finally, try disconnecting the cable from the hub and connecting it directly to the computer.
 - If the USB cable is connected to a docking station for a laptop, disconnect the cable from the docking station and connect it directly to the computer.
 - If the USB cable is directly connected to the computer, try plugging it into another USB port on the computer.
5. If there are other USB devices connected to the computer, disconnect the other devices, except for the keyboard and the mouse.
6. Check the USB cable to make sure it is functioning properly.

 **NOTE:** 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.

7. If another USB cable is available, try using that one instead.
8. Restart the computer.
9. After the computer restarts, try to scan again.

Cause: The power cord or USB cable was not attached properly.

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

Solution 3: Restart the computer

Solution: Restart the computer.

Cause: You might not have restarted the computer after installing the product software. Or, there might have been another problem with the computer.

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

Solution 4: Uninstall and reinstall the product

Solution: Uninstall the product from the **Printers and Faxes** control panel and then reinstall it.

To uninstall and reinstall the product

1. Disconnect the USB cable between the product and the computer.
2. On the Windows taskbar, click **Start, Printers and Faxes**.
3. Right-click the product and select **Delete**.
4. Wait several seconds, and then reconnect the product to the computer with the USB cable.
5. Follow any onscreen prompts to reinstall the product.

Cause: There might have been a problem when you originally installed the product.


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

Solution 5: Uninstall and reinstall the HP Photosmart Software


Solution: Uninstall the complete HP Photosmart Software from the computer and then reinstall it using the CD that came with your product.

To uninstall and reinstall the software

1. On the Windows taskbar, click **Start, Settings, Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Remove all the items that are related to the HP scanning software.
A message appears on the computer to restart after removing some programs from the **Add/Remove Programs** list.
4. Select **Click here to restart later**.
5. Disconnect the product from your computer and then restart your computer.

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

6. Insert the HP Photosmart CD-ROM into your computer's CD-ROM drive and then start the Setup program.

 **NOTE:** If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

7. Follow the onscreen instructions and the instructions provided in the Start Here guide that came with the product.
8. If you are still having trouble scanning, remove the following additional applications from the Add/Remove Programs list, if they are present.

△ **CAUTION:** If the computer is manufactured by HP or Compaq, do **not** remove any applications other than those listed below.

- HP Imaging device functions
- HP Document Viewer
- HP Photosmart Essential
- HP Image Zone
- HP Photo and imaging gallery
- HP Photosmart, Officejet, Deskjet, (with product name and software version number)
- HP Software update
- HP Share to web
- HP Solution Center
- HP Director
- HP Memories Disk Greeting Card Creator 32

Cause: There might have been a problem when you originally installed the HP Photosmart Software.

Product could not find available scan destinations

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

- [Solution 1: Restart the computer](#)
- [Solution 2: Uninstall and reinstall the HP Photosmart Software](#)

Solution 1: Restart the computer

Solution: Restart the computer.

Cause: You might not have restarted the computer after installing the product software. Or, there might have been another problem with the computer.

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

Solution 2: Uninstall and reinstall the HP Photosmart Software

Solution: Uninstall the complete HP Photosmart Software from the computer and then reinstall it using the CD that came with your product.

To uninstall and reinstall the software

1. On the Windows taskbar, click **Start, Settings, Control Panel**.
2. Double-click **Add/Remove Programs**.

3. Remove all the items that are related to the HP scanning software.
A message appears on the computer to restart after removing some programs from the **Add/Remove Programs** list.
4. Select **Click here to restart later**.
5. Disconnect the product from your computer and then restart your computer.



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

6. Insert the HP Photosmart CD-ROM into your computer's CD-ROM drive and then start the Setup program.



NOTE: If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

7. Follow the onscreen instructions and the instructions provided in the Start Here guide that came with the product.
8. If you are still having trouble scanning, remove the following additional applications from the Add/Remove Programs list, if they are present.



CAUTION: If the computer is manufactured by HP or Compaq, do **not** remove any applications other than those listed below.

- HP Imaging device functions
- HP Document Viewer
- HP Photosmart Essential
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- HP Photosmart, Officejet, Deskjet, (with product name and software version number)
- HP Software update
- HP Share to web
- HP Solution Center
- HP Director
- HP Memories Disk Greeting Card Creator 32

Cause: There might have been a problem when you originally installed the HP Photosmart Software.


Required software component was not found or was incorrectly installed

Solution: Uninstall the complete HP Photosmart Software from the computer and then reinstall it using the CD that came with your product.


To uninstall and reinstall the software

1. On the Windows taskbar, click **Start, Settings, Control Panel**.
2. Double-click **Add/Remove Programs**.


3. Remove all the items that are related to the HP scanning software.
A message appears on the computer to restart after removing some programs from the **Add/Remove Programs** list.
4. Select **Click here to restart later**.
5. Disconnect the product from your computer and then restart your computer.

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

6. Insert the HP Photosmart CD-ROM into your computer's CD-ROM drive and then start the Setup program.

 **NOTE:** If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

7. Follow the onscreen instructions and the instructions provided in the Start Here guide that came with the product.
8. If you are still having trouble scanning, remove the following additional applications from the Add/Remove Programs list, if they are present.

 **CAUTION:** If the computer is manufactured by HP or Compaq, do **not** remove any applications other than those listed below.

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- HP Software update
- HP Share to web
- HP Solution Center
- HP Director
- HP Memories Disk Greeting Card Creator 32

Cause: There might have been a problem when you originally installed the HP Photosmart Software.

Error occurred while communicating with the product

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

- [Solution 1: Reset the product](#)
- [Solution 2: Check the power cord and USB cable](#)
- [Solution 3: Restart the computer](#)
- [Solution 4: Uninstall and reinstall the product](#)

- [Solution 5: Uninstall and reinstall the HP Photosmart Software](#)
- [Solution 6: Contact HP support for service](#)

Solution 1: Reset the product

Solution: Turn off the product and reset it by disconnecting the power cord. Wait 60 seconds, and then plug in the power cord. Turn on the product.

Cause: You needed to reset the product.

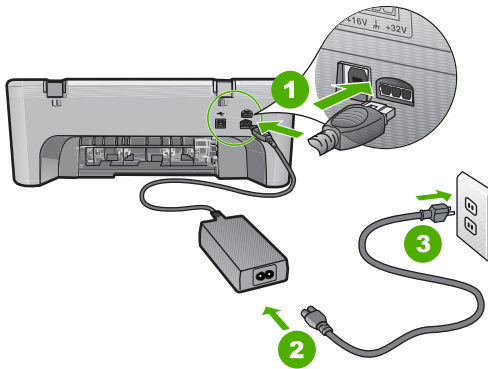
If this did not solve the issue, try the next solution.

Solution 2: Check the power cord and USB cable

Solution: Make sure that the power cord and USB cable are properly attached and plugged in. Also, make sure that the product is turned on.

To check the power supply

1. Make sure the power cord is firmly connected to both the product and the power adaptor. Plug the power cord into a power outlet, surge protector, or power strip.

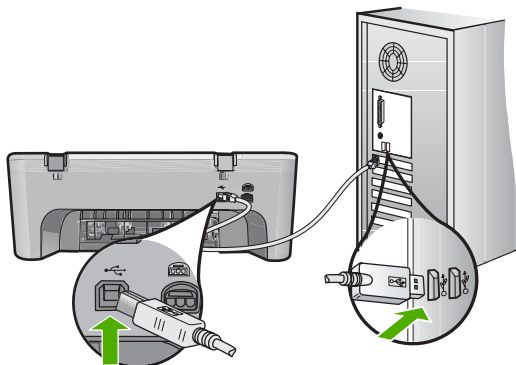


1	Power connection
2	Power cord and adaptor
3	Power outlet


2. Make sure the product is turned on.
3. If the product is not receiving electrical power, connect it to another power outlet.
4. Turn off the product and reset it by disconnecting the power cord.
5. Wait 5 seconds, and plug in the power cord.
6. Turn on the product.
7. Try to scan again.

To check the USB connection

1. Verify that the USB cable is securely plugged into the USB port on the back of the product.
2. Make sure the other end of the USB cable is plugged into a USB port on your computer.



3. Try to scan again.
If the scan fails, continue to the next step.
4. Do one of the following, depending upon how the product is connected to the computer:
 - If the USB cable is connected to a USB hub, try unplugging and replugging the USB cable into the hub. If that does not work, try turning off the hub and then turning it on again. Finally, try disconnecting the cable from the hub and connecting it directly to the computer.
 - If the USB cable is connected to a docking station for a laptop, disconnect the cable from the docking station and connect it directly to the computer.
 - If the USB cable is directly connected to the computer, try plugging it into another USB port on the computer.
5. If there are other USB devices connected to the computer, disconnect the other devices, except for the keyboard and the mouse.
6. Check the USB cable to make sure it is functioning properly.

 **NOTE:** 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.

7. If another USB cable is available, try using that one instead.
8. Restart the computer.
9. After the computer restarts, try to scan again.

Cause: The power cord or USB cable was not attached properly.

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

Solution 3: Restart the computer

Solution: Restart the computer.

Cause: You might not have restarted the computer after installing the product software. Or, there might have been another problem with the computer.

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

Solution 4: Uninstall and reinstall the product

Solution: Uninstall the product from the **Printers and Faxes** control panel and then reinstall it.

To uninstall and reinstall the product

1. Disconnect the USB cable between the product and the computer.
2. On the Windows taskbar, click **Start, Printers and Faxes**.
3. Right-click the product and select **Delete**.
4. Wait several seconds, and then reconnect the product to the computer with the USB cable.
5. Follow any onscreen prompts to reinstall the product.

Cause: There might have been a problem when you originally installed the product.

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

Solution 5: Uninstall and reinstall the HP Photosmart Software

Solution: Uninstall the complete HP Photosmart Software from the computer and then reinstall it using the CD that came with your product.

To uninstall and reinstall the software

1. On the Windows taskbar, click **Start, Settings, Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Remove all the items that are related to the HP scanning software.
A message appears on the computer to restart after removing some programs from the **Add/Remove Programs** list.
4. Select **Click here to restart later**.
5. Disconnect the product from your computer and then restart your computer.



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

6. Insert the HP Photosmart CD-ROM into your computer's CD-ROM drive and then start the Setup program.



NOTE: If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

7. Follow the onscreen instructions and the instructions provided in the Start Here guide that came with the product.
8. If you are still having trouble scanning, remove the following additional applications from the Add/Remove Programs list, if they are present.

△ **CAUTION:** If the computer is manufactured by HP or Compaq, do **not** remove any applications other than those listed below.

- HP Imaging device functions
- HP Document Viewer
- HP Photosmart Essential
- HP Image Zone
- HP Photo and imaging gallery
- HP Photosmart, Officejet, Deskjet, (with product name and software version number)
- HP Software update
- HP Share to web
- HP Solution Center
- HP Director
- HP Memories Disk Greeting Card Creator 32

Cause: There might have been a problem when you originally installed the HP Photosmart Software.

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

Solution 6: Contact HP support for service

Solution: If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: www.hp.com/support.

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

Cause: You might need assistance to enable the product or software to function properly.

File messages

The following is a list of file-related error messages:

- [Error reading or writing the file](#)
- [File not found](#)
- [File format not supported](#)
- [Invalid file name](#)
- [Supported file types for the HP All-in-One](#)

Error reading or writing the file

Solution: Check to see if you have the right folder and file name.

Cause: The product software could not open or save the file.

File not found

Solution: Close some applications and try the task again.

Cause: There was not enough available memory on your computer to create a print preview file.

File format not supported

Solution: Open the file in another application, and save it in a format that the product software recognizes.

For more information, see:

[“Supported file types for the HP All-in-One” on page 179](#)

Cause: The product software did not recognize or support the file format of the image you are trying to open or save. If the file extension indicates it is a supported file type, the file might be corrupted.

Invalid file name

Solution: Make sure that you are not using any invalid symbols in the file name.

Cause: The file name you entered was invalid.

Supported file types for the HP All-in-One

Refer to the following for the supported file formats:

- The HP Photosmart software supports the following file formats: BMP, DCX, FPX, GIF, JPG, PCD, PCX, TIF, PICT, PSD, PCS, EPS, TGA, SGI, PDF, and PNG
- When scanning, the HP Photosmart Software enables you to save an image in the following file formats: BMP, DCX, FPX, GIF, JPG, PCD, PCX, and TIF

General user messages

The following is a list of messages related to common user errors:

- [Cannot crop](#)
- [Borderless printing error](#)
- [Disconnected](#)
- [No scan options](#)
- [Out of disk space](#)

Cannot crop

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

- [Solution 1: Close applications that are not being used](#)
- [Solution 2: Create more space on your hard drive](#)

Solution 1: Close applications that are not being used

Solution: Close all applications that are not in use. This includes applications that run in the background, such as screen savers and virus checkers. If you turn off your virus checker, remember to turn it back on after you finish your scan.

If this problem occurs frequently, or if you encounter memory problems while using other applications, you might need to add more memory to your computer. See the user guide that came with your computer for more information.

Cause: The computer does not have enough memory.

Solution 2: Create more space on your hard drive

Solution: Empty the Recycle Bin on your desktop. You might also need to remove files from the hard disk; for example, delete temporary files.

Cause: For scanning, there must be at least 50 MB of space available on your computer's hard disk.

Borderless printing error

Solution: Borderless printing cannot occur with only the black print cartridge installed. Install the tri-color print cartridge.

For more information, see:

[“Replace the print cartridges” on page 69](#)

Cause: The product was in ink-backup mode with only the black print cartridge installed, and a borderless print job was initiated.

Disconnected

Solution: Make sure your computer is turned on and is connected to the product. Also make sure you installed the software that came with the product.

For more information, see:

[“After setting up the product, it does not print” on page 86](#)

Cause: Several situations can cause this error message to appear.

- Your computer was not turned on.
- Your computer was not connected to the product.

- The software that came with the product was not installed correctly.
 - The software that came with the product is installed, but it was not running.
-

No scan options

Solution: Make sure the software is installed and running. For more information, see the Start Here guide that came with the HP All-in-One.

Cause: The software that came with the product was not running, or has never been installed.

Out of disk space

Solution: Close some applications and try the task again.

Cause: There was not enough available memory on your computer to perform the task.

Paper messages

The following is a list of paper-related error messages:

- [Cannot load paper from input tray](#)
- [Ink is drying](#)
- [Out of paper](#)
- [Paper jam or misfeed](#)
- [Paper mismatch](#)
- [Wrong paper width](#)

Cannot load paper from input tray

Solution: If the product is out of paper or there are only a few sheets remaining, load more paper in the input tray. If there is paper in the input tray, remove the paper, gently tap the stack of paper against a flat surface, and reload the paper into the input tray. To continue your print job, press the **Resume** button on the control panel of the product.

Cause: There was not enough paper in the input tray.

Ink is drying

Solution: Leave the sheet in the output tray until the message disappears. If it is necessary to remove the printed sheet before the message disappears, carefully hold the printed sheet on the underside or the edges, and place it on a flat surface to dry.

Cause: Transparencies and some other media require a drying time that is longer than normal.

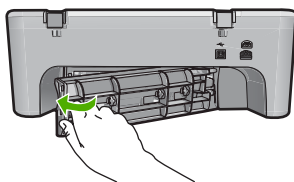
Out of paper

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

- [Solution 1: Replace the rear access door of the product](#)
- [Solution 2: Check the paper type and the print settings](#)
- [Solution 3: Clean the rollers](#)
- [Solution 4: Contact HP support](#)

Solution 1: Replace the rear access door of the product

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




Cause: The rear access door was removed from the product.
If this did not solve the issue, try the next solution.

Solution 2: Check the paper type and the print settings

Solution: Check the paper loaded in the input tray and the print settings.

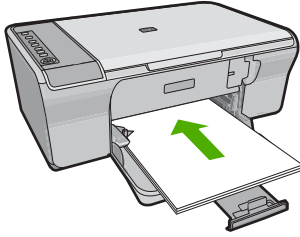
To check the paper in the input tray

1. Remove the stack of paper from the input tray and verify that all the paper in the input tray is the same size and type.
2. Replace any paper that is ripped, dusty, wrinkled, or bent.
If the paper is curled, uncurl the paper by gently bending it in the opposite direction of the curl or replace the paper.

 **NOTE:** Use plain paper in the product until the issue is resolved.

3. Tap the stack of paper on a flat surface to align the edges.
4. Verify that the stack of paper contains between 10 and 25 sheets of paper.

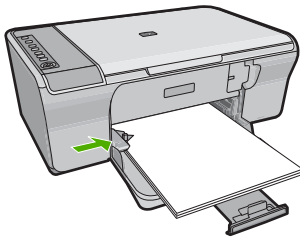
5. Insert the stack of paper into the input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.



6. Slide the paper-width guide inward until it stops at the edge of the paper.



NOTE: Do not overload in 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.



7. Make sure the print settings, paper size and type, match the paper loaded in the input tray.
See the following tasks for information about checking and changing these settings.
8. Try to print again.

To set the paper size

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Resizing Options** area, click the appropriate paper size from the **Size** list.
The following table lists the suggested paper size settings for the different types of paper you can load in the input tray. Make sure to look at the long list of choices

in the **Size** list to see if a defined paper size already exists for the type of paper you are using.

Paper type	Suggested paper size settings
Copier, multi-purpose, or plain papers	Letter or A4
Envelopes	Appropriate listed envelope size
Greeting-card papers	Letter or A4
Index cards	Appropriate listed card size (if listed sizes are not appropriate, you can specify a custom paper size)
Inkjet papers	Letter or A4
Iron-on T-shirt transfers	Letter or A4
Labels	Letter or A4
Legal	Legal
Letterhead	Letter or A4
Panorama photo paper	Appropriate listed panorama size (if listed sizes are not appropriate, you can specify a custom paper size)
Photo papers	10 x 15 cm (4 x 6 inch), L, 216 x 279 mm (8.5 x 11 inch), letter, A4, or an appropriate listed size
Transparency films	Letter or A4
Custom-size papers	Custom paper size

To set the paper type for printing

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure you have selected the correct printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Basic Options** area, click the appropriate paper type from the **Paper Type** list.

Cause: There was a problem with the paper loaded in the input tray, or the print settings did not match.

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

Solution 3: Clean the rollers

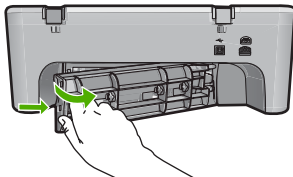
Solution: Clean the rollers.

Make sure you have the following materials available:

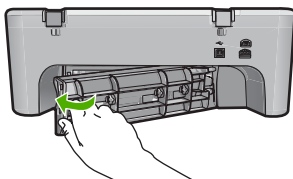
- Lint-free cloth, or any soft material that will not come apart or leave fibers.
- Distilled, filtered, or bottled water.

To clean the rollers

1. Turn off the product and remove the power cord.
2. Remove the rear access door.



3. Dip the lint-free cloth into the purified or distilled water, and squeeze any excess water from it.
4. Clean the rubber rollers to remove any dust or dirt buildup.
5. Replace the rear access door. Gently push the door forward until it snaps into place.



6. Plug the power cord back in, and turn on the product.
7. Try to print again.

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

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

Solution 4: Contact HP support

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

Go to: www.hp.com/support.

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

Cause: Your product needs servicing.

Paper jam or misfeed

Solution: Clear the paper jam.

For more information, see:

[“Clear paper jams” on page 92](#)

Cause: The HP All-in-One had a paper jam.

Paper mismatch

Solution: Change the print setting or load the appropriate paper in the input tray.

For more information, see:

- [“Set the paper type for printing” on page 33](#)
- [“Choose papers for printing and copying” on page 21](#)

Cause: The print setting for the print job did not match the paper type or size loaded in the product.

Wrong paper width

Solution: Change the print setting or load the appropriate paper in the input tray.

For more information, see:

- [“Set the paper type for printing” on page 33](#)
- [“Choose papers for printing and copying” on page 21](#)

Cause: The print setting for the print job did not match the paper type or size loaded in the product.

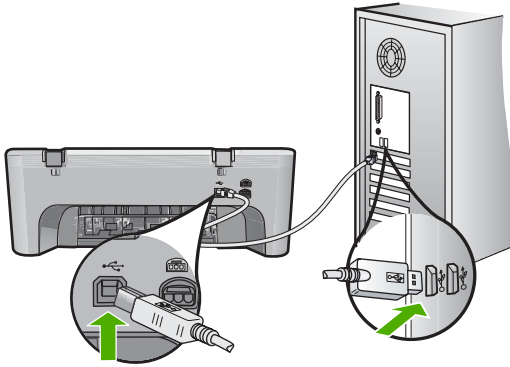
Power and connection messages

The following is a list of power- and connection-related error messages:

- [HP All-in-One not found](#)
- [Communication test failed](#)
- [Improper shutdown](#)
- [Two-way communication lost](#)

HP All-in-One not found

Solution: If the product is not properly connected to the computer, communication errors can occur. Make sure the USB cable is securely connected to the product and the computer, as shown below.



For more information, see:

[“After setting up the product, it does not print” on page 86](#)

Cause: This error applies only to USB-connected devices. The USB cable was not plugged in properly.

Communication test failed

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

- [Solution 1: Make sure the product is turned on](#)
- [Solution 2: Make sure the product is connected to the computer](#)

Solution 1: Make sure the product is turned on

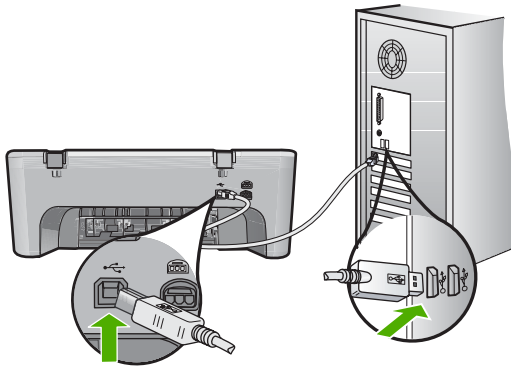
Solution: Look at the **On** button located on the product. If it is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the **On** button to turn on the product.

Cause: The product was turned off.

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

Solution 2: Make sure the product is connected to the computer

Solution: If the product is not properly connected to the computer, communication errors can occur. Try the following:



For more information, see:

[“After setting up the product, it does not print” on page 86](#)

Cause: The computer was not communicating with the product.

Improper shutdown

Solution: Press the **On** button located on the control panel of the product to turn the product on and off.

Cause: The last time the product was used, it was not turned off properly. If the product is turned off by turning off the switch on a power strip or by using a wall switch, the product can be damaged.

Two-way communication lost

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

- [Solution 1: Make sure the product is turned on](#)
- [Solution 2: Make sure the product is connected to the computer](#)

Solution 1: Make sure the product is turned on

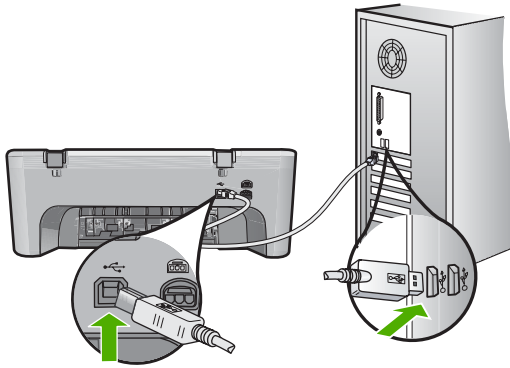
Solution: Look at the **On** button located on the product. If it is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the **On** button to turn on the product.

Cause: The product was turned off.

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

Solution 2: Make sure the product is connected to the computer

Solution: If the product is not properly connected to the computer, communication errors can occur. Make sure the USB cable is securely connected to the product and the computer, as shown below.



For more information, see:

[“After setting up the product, it does not print” on page 86](#)

Cause: The product was not connected to the computer.

Print cartridge messages


The following is a list of print cartridge error messages:

- [Non-HP cartridges installed](#)
- [Previously used genuine HP cartridges installed](#)
- [Original HP ink has been depleted](#)
- [Low on ink](#)
- [Printing in ink-backup mode](#)
- [The print carriage is stalled](#)
- [Need alignment or alignment failed](#)
- [Print cartridge is missing, incorrectly installed, or not intended for your product](#)
- [Print cartridges missing or not detected](#)
- [Incompatible print cartridges](#)
- [Print cartridges in wrong slot](#)
- [Print cartridge problem](#)

Non-HP cartridges installed

Solution: Follow the prompts on the computer screen to continue or replace the indicated print cartridges with genuine HP cartridges.

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

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

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

www.hp.com/go/anticounterfeit

For more information, see:

[“Replace the print cartridges” on page 69](#)

Cause: The product detected that a non-HP print cartridge was installed.

Previously used genuine HP cartridges installed

Solution: Check the print quality of the current print job. If it is satisfactory, follow the prompts on the computer screen to continue.


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

Cause: A genuine HP print cartridge was previously used in another printer.

Original HP ink has been depleted

Solution: Follow the prompts on the computer screen to continue or replace the indicated print cartridges with genuine HP cartridges.

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

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

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

www.hp.com/go/anticounterfeit

For more information, see:

[“Replace the print cartridges” on page 69](#)

Cause: The original HP ink in the indicated print cartridges was depleted.

Low on ink

Solution: Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement

cartridge available to avoid possible printing delays. You do not need to replace the print cartridges until print quality becomes unacceptable.

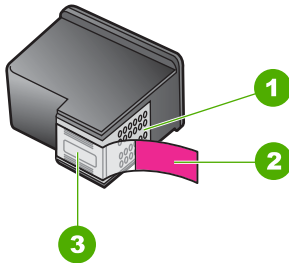
If you have installed a refilled or remanufactured cartridge, or a cartridge that has been used in another product, the ink level indicator may be inaccurate or unavailable.

For HP product return and recycling information, visit us at: www.hp.com/recycle.

Cause: The indicated print cartridges were estimated to be low on ink and might need to be replaced soon.

Printing in ink-backup mode

Solution: If you receive the ink-backup mode message and two print cartridges are installed in the product, verify that the protective piece of plastic tape has been removed from each print cartridge. When plastic tape covers the print cartridge contacts, the product cannot detect that the print cartridge is installed.



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

For more information, see [“Use ink-backup mode” on page 72](#).

Cause: When the product detected that only one print cartridge is installed, ink-backup mode is initiated. This printing mode lets you print with a single print cartridge, but it slows the product and affects the quality of printouts.

The print carriage is stalled

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

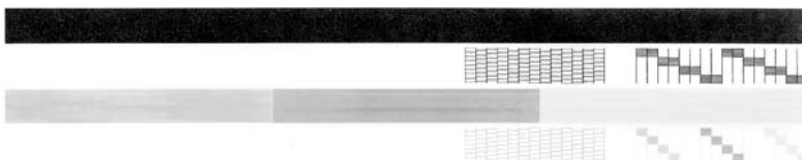
- [Solution 1: Print a self-test report](#)
- [Solution 2: Clear the print carriage](#)
- [Solution 3: Check the power source](#)

Solution 1: Print a self-test report

Solution: Print a self-test report to see if the product can print.

To print a self-test report

1. Load letter or A4 unused plain white paper into the input tray.
2. Press and hold the **Cancel** button and then press the **Start Copy Color** button. The product prints a self-test report, which might indicate the source of the printing problem. A sample of the ink test area of the report is shown below.



3. Make sure the test patterns show a complete grid and the thick color lines are complete.
 - If more than a few lines in a pattern are broken, this might indicate a problem with the nozzles. You might need to clean the print cartridges.
 - If the black line is missing, faded, streaked, or shows lines, this might indicate a problem with the black print cartridge in the right slot.
 - If any of the color lines are missing, faded, streaked, or show lines, this might indicate a problem with the tri-color print cartridge in the left slot.

Cause: The error was false.

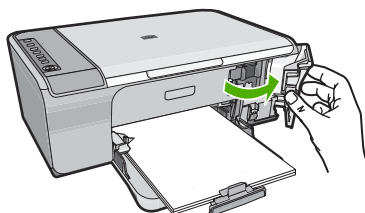
If this did not solve the issue, try the next solution.

Solution 2: Clear the print carriage

Solution: Remove any objects, such as paper, that are blocking the print carriage. Then reset the product.

To clear the print carriage

1. Make sure the product is on.
2. Open the print cartridge door. The print carriage should move to the far right side of the product. If the print carriage does not move to the right side, turn the product off, and then on.



3. If the print carriage did not move, open the front access door, and make note of where the carriage is stuck and look for jammed paper.
A paper jam can cause the error message and the print carriage to stall.

△ **CAUTION:** Do not use any tools or other devices to remove jammed paper. Always use caution when removing jammed paper from inside the product.

If the print carriage is stuck on the right side

- a. Check for any paper or object that might be restricting the print carriage.
- b. Move the print carriage all the way to the left side.
- c. Check the paper path all the way to the right side and remove any paper still in the product.

If the print carriage is stuck on the left side

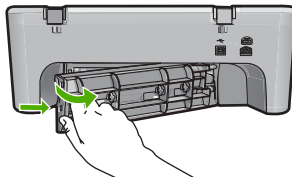
- a. Check for any paper or object that may be restricting the print carriage.
- b. Move the print carriage all the way to the right side.
- c. Check the paper path all the way to the left side and remove any paper still in the product.

If the print carriage is stuck in the middle

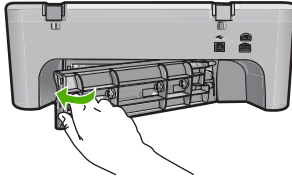
- a. Check for any paper or object that may be restricting the print carriage.
 - b. Move the print carriage all the way to the left side.
 - c. Check the paper path all the way to the right side and remove any paper still in the product.
 - d. Move the print carriage all the way to the right side.
 - e. Check the paper path all the way to the left side and remove any paper still in the product.
4. Close the front access door.
 5. Check for a paper jam in the rear access door.

To check for a paper jam in the rear access door

- a. Press in the tab on the rear access door to release the door. Remove the door by pulling it away from the product.



- b. Check for any paper still in the product. Gently pull any paper out of the rollers.
- c. Replace the rear access door. Gently push the door forward until it snaps into place.



6. Do one of the following, depending upon the state of the product:
 - If the **On** button light is on and steady, print a self-test report. If you can print a self-test report, the carriage is no longer jammed. For more information, see [“Print a self-test report” on page 67](#).
 - If the **On** button light is not on or is flashing and the print carriage is still stalled, proceed to the next solution.
7. Disconnect and reset the product.

To disconnect and reset the product

- a. Make sure the product is turned on.
- b. Press the **On** button to turn off the product.
- c. Disconnect the power cord from the back of the product.
- d. Reconnect the power cord to the back of the product.
- e. Press the **On** to turn on the product.

Cause: The print carriage was blocked by a paper jam.

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

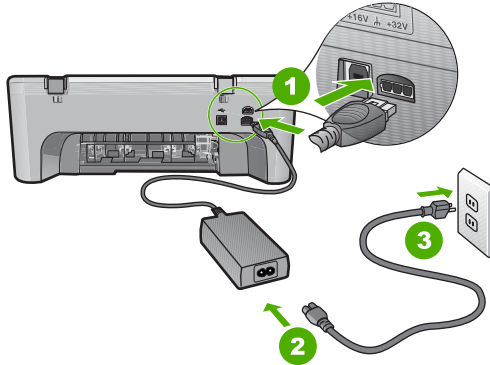
Solution 3: Check the power source

Solution: Verify that the product is properly connected to a suitable power source.

To verify that the product is connected to a suitable power source

1. Verify that the product has a two-prong power plug, and make sure you are using the power cord provided with the product.
2. If the product is connected to a computer, make sure the computer has the correct power plug depending on your country/region.
3. Make sure the power cord is firmly connected to both the product and the power adaptor.

4. Plug the power cord directly into a wall outlet.



1	Power connection
2	Power cord and adaptor

5. Try to print from your computer.
If the product prints when plugged directly into a wall outlet while disconnected from any power strips or surge suppressors, the power strip or surge suppressor might not be allowing sufficient voltage to reach the product.
6. If the product cannot print and the print carriage is still stalled, contact HP support for service.
Go to: www.hp.com/support.
If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: There might not be not be sufficient voltage for the product.

Need alignment or alignment failed

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

- [Solution 1: Incorrect type of paper is loaded in the input tray](#)
- [Solution 2: Make sure the protective tape is removed from the print cartridges](#)
- [Solution 3: Check if print cartridges are fully inserted](#)
- [Solution 4: Align newly installed print cartridges](#)
- [Solution 5: Print cartridge or sensor might be defective](#)

Solution 1: Incorrect type of paper is loaded in the input tray

Solution: If you have colored paper loaded in the input tray when you align the print cartridges, the alignment fails. 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.

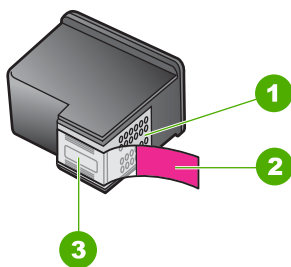
To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: Incorrect type of paper was loaded in the input tray.

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

Solution 2: Make sure the protective tape is removed from the print cartridges

Solution: Check each print cartridge. The tape might have been removed from the copper-colored contacts, but still might cover the ink nozzles. If the tape is still covering the ink nozzles, carefully remove the tape from the print cartridges. Do not touch the ink nozzles or the copper-colored contacts.



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



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

Cause: Protective tape was covering the print cartridges.

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

Solution 3: Check if print cartridges are fully inserted

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

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

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

Solution 4: Align newly installed print cartridges

Solution: You must align the print cartridges to ensure excellent print quality.

If the alignment error persists and you cannot clear it, your print cartridge might be defective. Contact HP for support.

To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

For more information, see:

[“Align the print cartridges” on page 73](#)

Cause: You installed new print cartridges that needed alignment

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

Solution 5: Print cartridge or sensor might be defective

Solution: To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The print cartridge or sensor was defective.

Print cartridge is missing, incorrectly installed, or not intended for your product

Solution: If the print cartridges are missing, incorrectly installed, or not intended for your product, one or both of the print cartridge status lights begin to blink. One of the following messages may appear on your computer screen:

Print Cartridge Problem

Incorrect Print Cartridge(s)

Incorrectly Installed Cartridge(s)

Print Cartridge(s) Missing

For resolving these print cartridge error messages, see [“Resolving print cartridge error messages” on page 95](#).

Print cartridges missing or not detected

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

- [Solution 1: Remove and reinsert the print cartridges](#)
- [Solution 2: Clean the print cartridge contacts](#)
- [Solution 3: Replace the print cartridges](#)

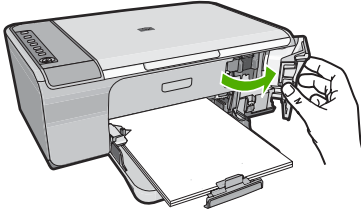
Solution 1: Remove and reinsert the print cartridges

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

Also, make sure the print cartridges are installed into the correct slots.

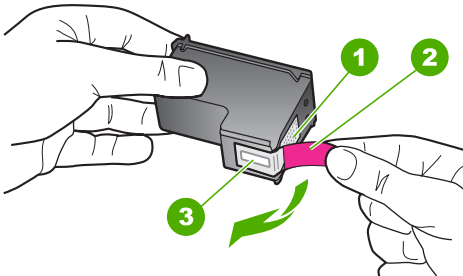
To make sure the print cartridges are installed correctly

1. Make sure the product is turned on.
2. Open the print cartridge door.
The print carriage moves to the far right side of the product.



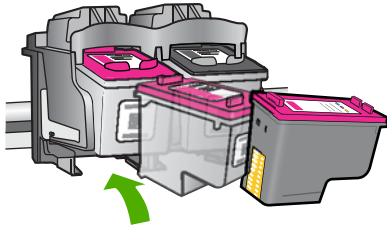
3. Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.
4. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.

Make sure the clear plastic tape has been removed. If it is still covering the ink nozzles, gently remove the clear plastic tape by using the pink pull tab. Make sure you do not remove the copper colored tape containing the electrical contacts.



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

5. Reinsert the print cartridge by sliding it forward into the slot on the right. Then push the print cartridge forward until it clicks into the socket.



6. Repeat steps 1 and 2 for the tri-color print cartridge on the left side.

Cause: The indicated print cartridges were installed incorrectly.
If this did not solve the issue, try the next solution.

Solution 2: Clean the print cartridge contacts

Solution: 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.

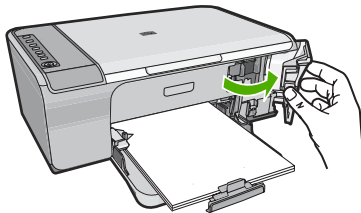
💡 **TIP:** Coffee filters are lint-free and work well for cleaning print cartridges.

- 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 product.


To clean the print cartridge contacts

1. Turn on the product and open the print cartridge door.
The print carriage moves to the far right side of the product.

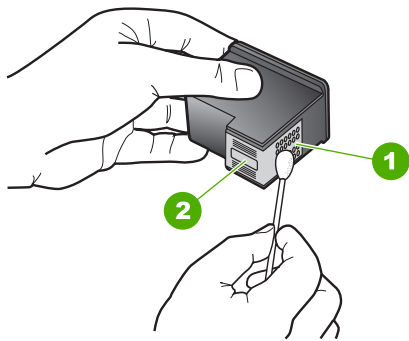


2. Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the product.

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

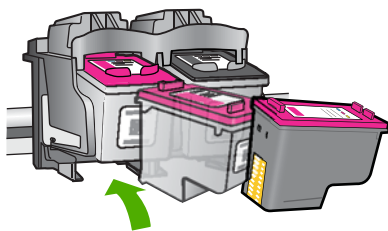
 **NOTE:** Do not remove both print cartridges at the same time. Remove and clean each print cartridge one at a time. Do not leave a print cartridge outside the HP All-in-One for more than 30 minutes.

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. Allow the print cartridges to dry for approximately ten minutes.

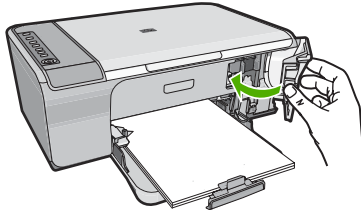


1	Copper-colored contacts
2	Ink nozzles (do not clean)

8. Hold the print cartridge with the HP logo on top, and insert the print cartridge back into the slot. Make sure you push the print cartridge in firmly until it snaps into place.




9. Repeat if necessary for the other print cartridge.
10. Gently close the print cartridge door and plug the power cord into the back of the product.



Cause: The print cartridge contacts needed to be cleaned.
If this did not solve the issue, try the next solution.

Solution 3: Replace the print cartridges

Solution: Replace the indicated print cartridge. You can also remove the indicated print cartridge and print using ink-backup mode.

 **NOTE:** During ink-backup mode, the product can only print jobs from the computer. You cannot initiate a print job from the control panel (such as printing a photo from a memory card).

Check to see if your print cartridge is still under warranty and end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new print cartridge.
- If the end of warranty date has not been reached, 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.

Related topics

["Replace the print cartridges" on page 69](#)

Cause: The print cartridge was damaged.

Incompatible print cartridges

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

- [Solution 1: Make sure you are using the correct print cartridges](#)
- [Solution 2: Contact HP customer support](#)

Solution 1: Make sure you are using the correct print cartridges

Solution: Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.

If you are using print cartridges that are not compatible with the product, replace the indicated print cartridges with print cartridges that are compatible.

If it appears that you are using the correct print cartridges, proceed to the next solution.

For more information, see:

- “[Shop for ink supplies](#)” on page 81
- “[Replace the print cartridges](#)” on page 69

Cause: The indicated print cartridges were not compatible with the product.

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

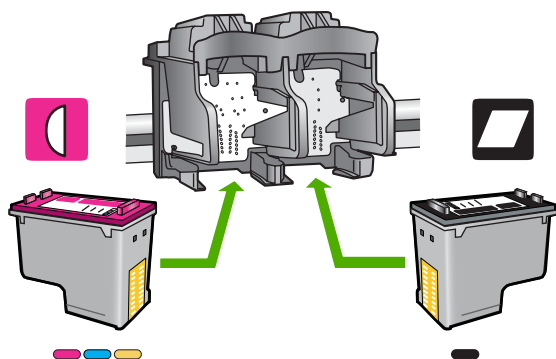
Solution 2: Contact HP customer support

Solution: To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The print cartridges were not intended for use in this product.

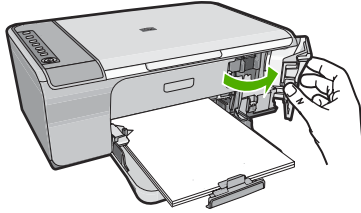
Print cartridges in wrong slot

Solution: Make sure the print cartridges are installed into the correct slots. If they are, remove and reinsert the print cartridges and verify that they are fully inserted and locked in place.

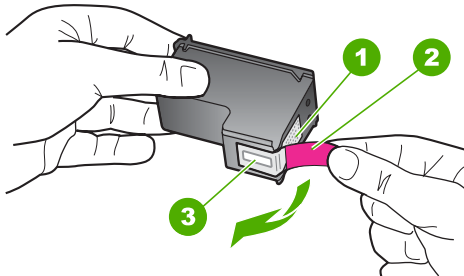


To make sure the print cartridges are installed correctly

1. Make sure the product is turned on.
2. Open the print cartridge door.
The print carriage moves to the far right side of the product.

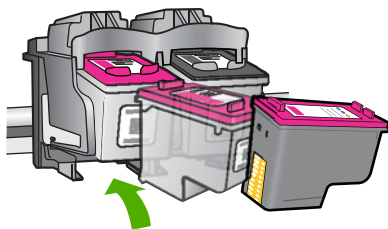


3. Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.
4. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.
Make sure the clear plastic tape has been removed. If it is still covering the ink nozzles, gently remove the clear plastic tape by using the pink pull tab. Make sure you do not remove the copper colored tape containing the electrical contacts.




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

- Reinsert the print cartridge by sliding it forward into the slot on the right. Then push the print cartridge forward until it clicks into the socket.



- Repeat steps 1 and 2 for the tri-color print cartridge on the left side.

 **NOTE:** If the print cartridges are installed in the wrong slots and you cannot remove them from the product, contact HP support for service.

Go to: www.hp.com/support.

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

Cause: The indicated print cartridges were installed incorrectly.

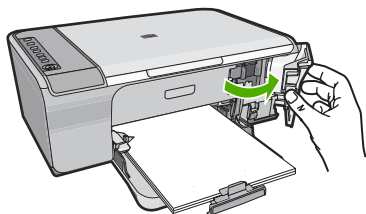
Print cartridge problem

The message might indicate which cartridge is causing the problem. If so, try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

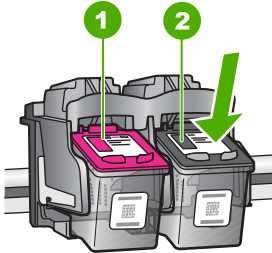
If the message does not indicate which cartridge is causing the problem, follow these steps to determine which cartridge is the problem cartridge. After you determine which cartridge is the problem cartridge, continue with the first solution.

To determine which print cartridge is having the problem

- Make sure the product is on.
- Open the print cartridge door.
The print carriage moves to the far right side of the product.

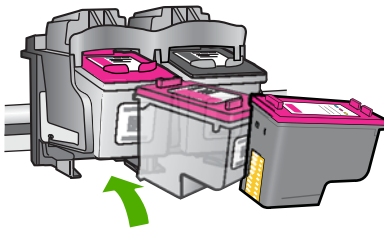


3. Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.
4. Remove the black print cartridge from the slot on the right. Press down on the cartridge to release it, and then pull it toward you out of the slot.



1	Tri-color print cartridge
2	Black print cartridge

5. Close the print cartridge door.
6. Check to see if the error has been resolved.
 - If the error has been resolved, then there is a problem with the black print cartridge.
 - If the error has not been resolved, continue to the next step.
7. Open the print cartridge door and reinsert the black print cartridge by sliding it forward into the slot on the right. Then push the print cartridge forward until it clicks into the slot.



8. Remove the tri-color print cartridge from the slot on the left. Press down on the cartridge to release it, and then pull it toward you out of the slot.
9. Close the print cartridge door.
10. Check to see if the error has been resolved.
 - If the error has been resolved, then there is a problem with the tri-color print cartridge.
 - If the error has not been resolved, then there is a problem with both print cartridges.

11. Open the print cartridge door and reinsert the tri-color print cartridge by sliding it forward into the slot on the left. Then push the print cartridge forward until it clicks into the slot.
12. Close the print cartridge door.
 - [Solution 1: Remove and reinsert the print cartridges](#)
 - [Solution 2: Clean the print cartridge contacts](#)
 - [Solution 3: Replace the print cartridges](#)

Solution 1: Remove and reinsert the print cartridges

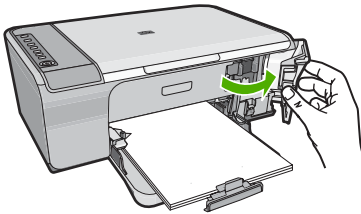
Solution: Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place.

Also, make sure the print cartridges are installed into the correct slots.

To make sure the print cartridges are installed correctly

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

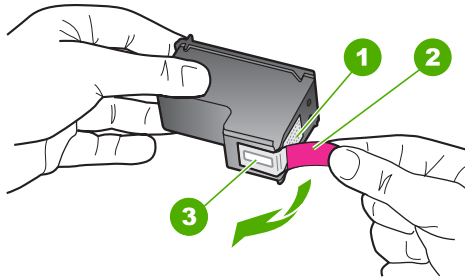
The print carriage moves to the far right side of the product.



3. Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.

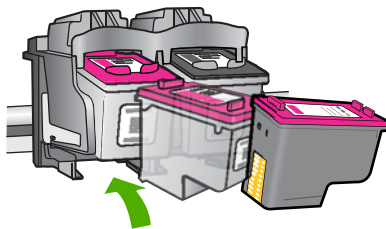
4. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.

Make sure the clear plastic tape has been removed. If it is still covering the ink nozzles, gently remove the clear plastic tape by using the pink pull tab. Make sure you do not remove the copper colored tape containing the electrical contacts.



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

5. Reinsert the print cartridge by sliding it forward into the slot on the right. Then push the print cartridge forward until it clicks into the socket.



6. Repeat steps 1 and 2 for the tri-color print cartridge on the left side.

Cause: The indicated print cartridges were installed incorrectly.

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

Solution 2: Clean the print cartridge contacts

Solution: Clean the print cartridge contacts on the print carriage(s) that are experiencing the problem.

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.

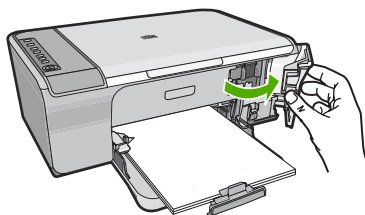
💡 **TIP:** Coffee filters are lint-free and work well for cleaning print cartridges.

- 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 product.

To clean the print cartridge contacts

1. Turn on the product and open the print cartridge door.
The print carriage moves to the far right side of the product.

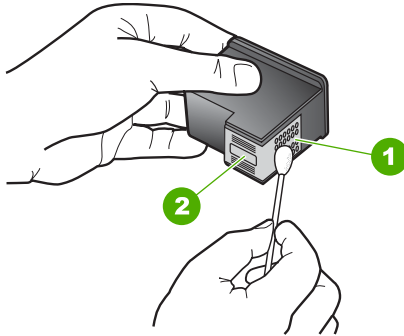


2. Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the product.
3. Lightly press down on the print cartridge to release it, and then pull it towards you out of the slot.

📄 **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.

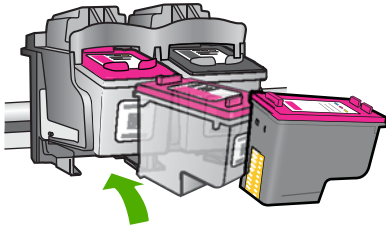
4. Inspect the print cartridge contacts for ink and debris buildup.
5. Dip a clean foam rubber swab or lint-free cloth into distilled water, and squeeze any excess water from it.
6. Hold the print cartridge by its sides.

7. Clean only the copper-colored contacts. Allow the print cartridges to dry for approximately ten minutes.

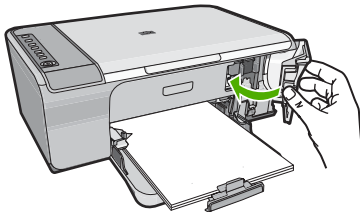


1	Copper-colored contacts
2	Ink nozzles (do not clean)

8. Hold the print cartridge with the HP logo on top, and insert the print cartridge back into the slot. Make sure you push the print cartridge in firmly until it snaps into place.




9. Repeat if necessary for the other print cartridge.
10. Gently close the print cartridge door and plug the power cord into the back of the product.



Cause: The print cartridge contacts needed to be cleaned.
If this did not solve the issue, try the next solution.

Solution 3: Replace the print cartridges

Solution: Replace the print cartridges that are experiencing the problem. If only one of the print cartridges is experiencing the problem, you can also remove it and print using ink-backup mode.

 **NOTE:** During ink-backup mode, the product can only print jobs from the computer. You cannot initiate a print job from the control panel (such as copying or scanning an original). For more information, see "[Use ink-backup mode](#)" on page 72.

Cause: One or both of the print cartridges were having a problem.

13 HP warranty and support

Hewlett-Packard provides Internet and phone support for the HP All-in-One.

This section contains the following topics:

- [Warranty](#)
- [Print cartridge warranty information](#)
- [Support process](#)
- [Before you call HP customer support](#)
- [HP support by phone](#)
- [Additional warranty options](#)
- [HP Quick Exchange Service \(Japan\)](#)
- [HP Korea customer support](#)
- [Prepare the product for shipment](#)
- [Pack the product](#)

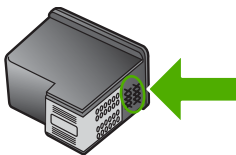
Warranty

For more information about the warranty, see the printed documentation that came with the product.

Print cartridge warranty information

The HP cartridge warranty is applicable when the product is used in its designated HP printing device. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.

During the warranty period the product is covered as long as the HP ink is not depleted and the end of warranty date has not been reached. The end of warranty date, in YYYY/MM/DD format, may be found on the product as indicated:



For a copy of the HP Limited Warranty Statement, see the printed documentation that came with the product.

Support process

If you have a problem, follow these steps:

1. Check the documentation that came with the product.
2. Visit the HP online support Web site at www.hp.com/support. HP online support is available to all HP customers. It is the fastest source for up-to-date product information and expert assistance and includes the following features:
 - Fast access to qualified online support specialists
 - Software and driver updates for the product

- Valuable product and troubleshooting information for common problems
 - Proactive product updates, support alerts, and HP newsgrams that are available when you register the product
3. Call HP support. Support options and availability vary by product, country/region, and language.

Before you call HP customer support

Software programs from other companies might be included with the HP All-in-One. If you experience problems with any of those programs, you will receive the best technical assistance by calling the experts at that company.



NOTE: This information does not apply to customers in Japan. For information on service options in Japan, see [“HP Quick Exchange Service \(Japan\)”](#) on page 214.

If you need to contact HP support, do the following before you call:

1. Make sure that:
 - a. The product 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 the product:
 - a. Turn off the product by pressing the **On** button.
 - b. Unplug the power cord from the back of the product.
 - c. Plug the power cord back into the product.
 - d. Turn on the product by pressing the **On** button.
3. To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.
Check the HP Web site for updated information or troubleshooting tips for the product.
4. If you are still experiencing problems and need to speak with an HP support representative, do the following:
 - a. Have the specific name of the product, as it appears on the control panel, available.
 - b. 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 ready.
You can view the serial number by looking at the sticker on the rear side of the product. The serial number is the 10-character code in the upper left corner of the sticker.
5. Call HP support. Be near the product when you call.

Related topics

- [“Print a self-test report”](#) on page 67
- [“Placing a call”](#) on page 213

HP support by phone

For a list of support phone numbers, see the printed documentation that came with the device.

This section contains the following topics:

- [Phone support period](#)
- [Placing a call](#)
- [After the phone support period](#)

Phone support period

One year of phone support is available in North America, Asia Pacific, and Latin America (including Mexico). To determine the duration of phone support in Europe, the Middle East, and Africa, go to www.hp.com/support. Standard phone company charges apply.

Placing a call

Call HP support while you are in front of the computer and the product. Be prepared to provide the following information:

- Model number (located on the label on the front of the product)
- Serial number (located on the back or bottom of the product)
- Messages that appear when the situation occurs
- Answers to these questions:
 - Has this situation happened before?
 - Can you re-create it?
 - Did you add any new hardware or software to your computer at about the time that this situation began?
 - Did anything else occur prior to this situation (such as a thunderstorm, product was moved, etc.)?

After the phone support period

After the phone support period, help is available from HP at an additional cost. Help may also be available at the HP online support Web site: www.hp.com/support. Contact your HP dealer or call the support phone number for your country/region to learn more about support options.

Additional warranty options

Extended service plans are available for the HP All-in-One at additional costs. Go to www.hp.com/support, select your country/region and language, then explore the services and warranty area for information about the extended service plans.

HP Quick Exchange Service (Japan)

プリント カートリッジ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。プリント カートリッジが故障している、または欠陥があると判断された場合、HP Quick Exchange Service がこのプリント カートリッジを正常品と交換し、故障したプリント カートリッジを回収します。保障期間中は、修理代と送料は無料です。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、保障期間中であっても修理は有料となります。詳細については保証書を参照してください。

その他の制限:

- 運搬の時間はお住まいの地域によって異なります。詳しくは、カスタマケアセンターに連絡してご確認ください。
- 出荷配送は、当社指定の配送業者が行います。
- 配送は交通事情などの諸事情によって、遅れる場合があります。
- このサービスは、将来予告なしに変更することがあります。

For instructions on how to pack your product for exchange, see [“Pack the product”](#) on page 215.

HP Korea customer support

HP 한국 고객 지원 문의

- 고객 지원 센터 대표 전화
1588-3003
- 제품가격 및 구입처 정보 문의 전화
080-703-0700
- 전화 상담 가능 시간:
평 일 09:00~18:00
토요일 09:00~13:00
(일요일, 공휴일 제외)


Prepare the product for shipment

If after contacting HP Customer Support or returning to the point of purchase you are requested to send the product in for service, make sure you remove and keep the following items before returning your product:


- The print cartridges
- The power cord, USB cable, and any other cable connected to the HP All-in-One
- Any paper loaded in the input tray
- Any originals loaded in the HP All-in-One

To remove print cartridges before shipment

1. Turn on the product and wait until the print carriage is idle and silent. If the product will not turn on, skip this step and go to step 2.
2. Open the print cartridge door.
3. Remove the print cartridges from their slots.

 **NOTE:** If the product does not turn on, you can unplug the power cord and then manually slide the print carriage to the right to remove the print cartridges.

4. Place the print cartridges in an airtight plastic container so they will not dry out, and put them aside. Do not send them with the product unless the HP customer support call agent instructs you to.
5. Close the print cartridge 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 is idle and has returned to its parked position before turning off the product.

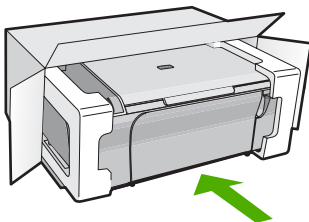
6. Press the **On** button to turn off the product.

Pack the product

Complete the following steps once you have removed the print cartridges, turned off the product, and unplugged it.

To pack the product

1. If available, pack the product for shipment by using the original packing materials or the packaging materials that came with your exchange product.



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.

14 Technical information

The technical specifications and international regulatory information for the HP All-in-One are provided in this section.

For additional specifications, see the printed documentation that came with the HP All-in-One.

This section contains the following topics:

- [Specifications](#)
- [Notice to Windows 2000 users](#)
- [Environmental product stewardship program](#)
- [Regulatory notices](#)

Specifications

Technical specifications for the HP All-in-One are provided in this section. For additional specifications, see the printed Basics Guide.

System requirements

Software and system requirements are located in the Readme file.

For information about future operating system releases and support, visit the HP online support Web site at www.hp.com/support.

Paper tray capacities

Type	Paper weight	Paper tray*	Output tray†
Plain paper	65 to 90 gsm (16 to 24 lb.)	Up to 80 (70 gsm (20 lb.) paper)	50 (70 gsm (20 lb.) paper)
Legal paper	70 to 90 gsm (20 to 24 lb.)	Up to 80 (70 gsm (20 lb.) paper)	50 (70 gsm (20 lb.) paper)
Cards	200 gsm (110 lb.) index max	Up to 20	10
Envelopes	70 to 90 gsm (20 to 24 lb.)	Up to 10	10
Transparency film	N/A	Up to 30	15 or fewer
Labels	N/A	Up to 20	10
10 x 15 cm (4 x 6 in.) Photo paper	236 gsm (145 lb.)	Up to 30	15
216 x 279 mm (8.5 x 11 in.) Photo paper	N/A	Up to 30	15

* Maximum capacity.

† 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.

Copy specifications

- Digital image processing
- Up to 9 copies from original (depends on model)
- Copy speeds vary according to the complexity of the document and model

- Maximum copy enlargement ranging from 200–400% (depends on model)
- Maximum copy reduction ranging from 25–50% (depends on model)

Scan specifications

- Image editor included
- Integrated OCR software automatically converts scanned text to editable text (if installed)
- Twain-compliant software interface
- Resolution: up to 1200 x 2400 ppi optical (depends on model); 19200 ppi enhanced (software)
For more information about ppi resolution, see the scanner software.
- Color: 48-bit color, 8-bit grayscale (256 levels of gray)
- Maximum scan size from glass: 21.6 x 29.7 cm (8.5 x 11.7 inches)

Print resolution

To find out about the printer resolution, see the printer software. For more information, see [“View the print resolution”](#) on page 33.

Print cartridge yield

Visit www.hp.com/pageyield for more information on estimated cartridge yields.

Acoustic information

If you have Internet access, you can get acoustic information from the HP Web site. Go to: www.hp.com/support.

Notice to Windows 2000 users

This product provides limited functionality for Windows 2000, including but not limited to the following:

- Scanning is supported using TWAIN or WIA in a software application only. The **Scan** button on the control panel will not work.
- Copying is supported from the control panel only.
- The HP Photosmart Software is not available.
- The onscreen Help is not installed, but it is available as a Web download at www.hp.com/support.

Environmental product stewardship program

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. Design for recycling has been incorporated into this product. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair.

For more information, visit HP's Commitment to the Environment Web site at:

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

This section contains the following topics:

- [Paper use](#)
- [Plastics](#)
- [Material safety data sheets](#)
- [Recycling program](#)
- [HP inkjet supplies recycling program](#)
- [Energy Star® notice](#)
- [Disposal of waste equipment by users in private households in the European Union](#)

Paper use

This product is suited for the use of recycled paper according to DIN 19309 and EN 12281:2002.

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of product life.

Material safety data sheets

Material safety data sheets (MSDS) can be obtained from the HP Web site at:

www.hp.com/go/msds

Recycling program

HP offers an increasing number of product return and recycling programs in many countries/regions, and partners with some of the largest electronic recycling centers throughout the world. HP conserves resources by reselling some of its most popular products. For more information regarding recycling of HP products, please visit:

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

HP inkjet supplies recycling program

HP is committed to protecting the environment. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges and ink cartridges free of charge. For more information, go to the following Web site:

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

Energy Star® notice

This product is designed to reduce power consumption and save natural resources without compromising product performance. It has been designed to reduce total energy consumption both during operation and when the device is not active. 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 Web site:

www.energystar.gov

Regulatory notices

The HP All-in-One meets product requirements from regulatory agencies in your country/region.

This section contains the following topics:

- [FCC statement](#)
- [Notice to users in Korea](#)
- [VCCI \(Class B\) compliance statement for users in Japan](#)
- [Notice to users in Japan about the power cord](#)
- [Noise emission statement for Germany](#)
- [Toxic and hazardous substance table](#)
- [HP Deskjet F735 All-In-One declaration of conformity](#)

FCC statement

FCC statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

For further information, contact:

Manager of Corporate Product Regulations
Hewlett-Packard Company
3000 Hanover Street
Palo Alto, Ca 94304
(650) 857-1501

Modifications (part 15.21)

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Notice to users in Korea

사용자 안내문(B급 기기)

이 기기는 비업무용으로 전자파 적합 등록을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

VCCI (Class B) compliance statement for users in Japan

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。

取り扱い説明書に従って正しい取り扱いをして下さい。

Notice to users in Japan about the power cord

製品には、同梱された電源コードをお使い下さい。

同梱された電源コードは、他の製品では使用出来ません。

Noise emission statement for Germany

Geräuschemission

LpA < 70 dB am Arbeitsplatz im Normalbetrieb nach DIN 45635 T. 19

Toxic and hazardous substance table

有毒有害物质表

根据中国《电子信息产品污染控制管理办法》

零件描述	有毒有害物质和元素					
	铅	汞	镉	六价铬	多溴联苯	多溴联苯醚
外壳和托盘*	0	0	0	0	0	0
电线*	0	0	0	0	0	0
印刷电路板*	X	0	0	0	0	0
打印系统*	X	0	0	0	0	0
显示器*	X	0	0	0	0	0
喷墨打印机墨盒*	0	0	0	0	0	0
驱动光盘*	X	0	0	0	0	0
扫描仪*	X	X	0	0	0	0
网络配件*	X	0	0	0	0	0
电池板*	X	0	0	0	0	0
自动双面打印系统*	0	0	0	0	0	0
外部电源*	X	0	0	0	0	0

0: 指此部件的所有均一材质中包含的这种有毒有害物质，含量低于SJ/T11363-2006 的限制

X: 指此部件使用的均一材质中至少有一种包含的这种有毒有害物质，含量高于SJ/T11363-2006 的限制

注：环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件

*以上只适用于使用这些部件的产品

HP Deskjet F735 All-In-One declaration of conformity



DECLARATION OF CONFORMITY

according to ISO/IEC 17050-1 and EN 17050-1

DoC #: VCVRA-0811-01

Supplier's Name: Hewlett-Packard Company
Supplier's Address: 60 Alexandra Terrace, #07-01 The Comtech, Singapore 118502
declares, that

Product Name and Model: HP Deskjet F700 All In One Series

Regulatory Model Number:¹⁾ VCVRA-0811

AC Power Adapter: 0957-2242

Product Options: All

conforms to the following Product Specifications and Regulations:

EMC: Class B

CISPR 22:1997 + A1:2000 + A2:2002

EN 55022:1998 + A1:2000 + A2:2003

EN 55024:1998 + A1:2001 + A2:2003

EN 61000-3-2:2000 + A2:2005

EN 61000-3-3:1995 + A1:2001

FCC CFR 47 Part 15

CISPR 24:1997 + A1:2001 + A2:2002

Safety:

EN 60950-1:2001

EN 60825-1:1994 + A1:2002 + A2:2001

IEC 60950-1:2001

IEC 60825-1:1993 + A1:1997 + A2:2001

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The product herewith complies with the requirements of the Low Voltage Directive 2006/95/EC and the EMC Directive 2004/108/EC and carries the CE-marking accordingly.

Additional Information:

- 1) This product is assigned a Regulatory Model Number which stays with the regulatory aspects of the design. The Regulatory Model Number is the main product identifier in the regulatory documentation and test reports, this number should not be confused with the marketing name or the product numbers.

Local contact for regulatory topics only:

EMEA: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, Germany www.hp.com/go/certificates
U.S.: Hewlett-Packard, 3000 Hanover St., Palo Alto 94304, U.S.A. 650-857-1501

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