

HP Photosmart Premium Fax C309 series



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1 HP Photosmart Premium Fax C309 series Help

For information about the HP Photosmart, see:

- [Finish setting up the HP Photosmart](#)
- [Get to know the HP Photosmart](#)
- [Print](#)
- [Scan](#)
- [Copy](#)
- [Copy \(HP Photosmart Premium Fax C309b series\)](#)
- [Reprint photos](#)
- [Fax](#)
- [Save photos](#)
- [Work with cartridges](#)
- [Technical information](#)

2 Finish setting up the HP Photosmart

- [Add the HP Photosmart to a network](#)
- [Set up a Bluetooth connection](#)
- [Set up the HP Photosmart for faxing](#)

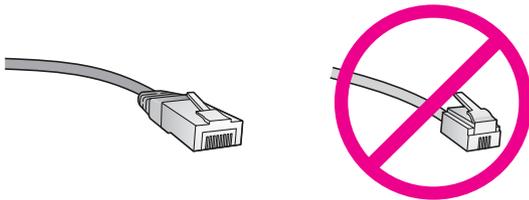
Add the HP Photosmart to a network

- [Wired \(Ethernet\) network](#)
- [Wireless with a router \(infrastructure network\)](#)
- [Wireless without a router \(ad hoc connection\)](#)

Wired (Ethernet) network

Before you connect the HP Photosmart to a network, make sure you have all of the required materials.

- A functional Ethernet network that includes a router, switch, or hub with an Ethernet port.
- CAT-5 Ethernet cable.



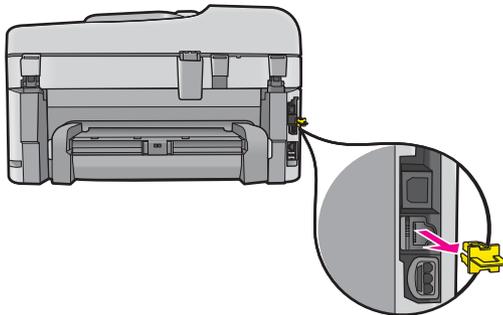
Although standard Ethernet cables look similar to standard telephone cables, they are not interchangeable. There is a different number of wires in each one, and each has a different connector. An Ethernet cable connector (also called an RJ-45 connector) is wider and thicker and always has 8 contacts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

- A desktop computer or laptop on the same network.

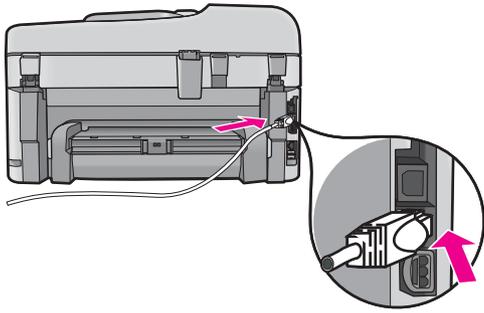
 **NOTE:** The HP Photosmart supports networks with automatic speed negotiation capable of 10 or 100 Mbps.

To connect the HP Photosmart to the network

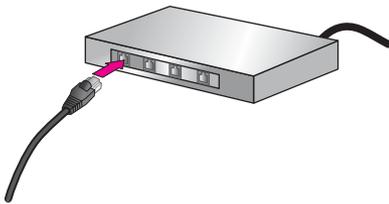
1. Remove the yellow plug from the back of the HP Photosmart.



2. Connect the Ethernet cable to the Ethernet port on the back of the HP Photosmart.



3. Connect the other end of the Ethernet cable to an available port on your Ethernet router or switch.



4. Once you have connected the HP Photosmart to the network, install the software.

Related topics

- [Install the software for a network connection](#)

Wireless with a router (infrastructure network)

To connect the HP Photosmart to an integrated wireless WLAN 802.11 network, you will need the following:

- A wireless 802.11 network that includes a wireless router or access point.
- A desktop computer or laptop with either wireless networking support, or a network interface card (NIC). The computer must be connected to the wireless network that you intend to install the HP Photosmart on.
- Broadband Internet access (recommended) such as cable or DSL.
 - If you connect the HP Photosmart on a wireless network that has Internet access, HP recommends that you use a wireless router (access point or base station) that uses Dynamic Host Configuration Protocol (DHCP).
- Network name (SSID).
- WEP key or WPA Passphrase (if needed).

To connect the HP Photosmart to wireless network

- ▲ Do one of the following:

Use Windows Connect Now

- a. Turn on wireless radio.
 - Press **Setup**.
 - Highlight **Network** and press **OK**.
 - Highlight **Wireless Radio** and press **OK**.
 - Highlight **On** and press **OK**.
- b. Insert memory with your network settings.
- c. Connect to wireless network.
 - Highlight **Yes, set up printer on network using wireless settings on memory device** and press **OK**.
 - Press **OK** to print a network configuration page.
- d. Install software.

Use Wireless Setup Wizard

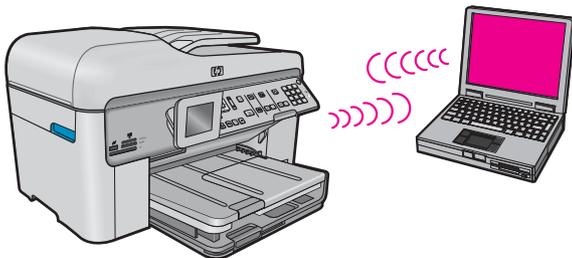
- a. Write down your network name (SSID) and WEP key or WPA passphrase.
- b. Turn on wireless radio.
 - Press **Setup**.
 - Highlight **Network** and press **OK**.
 - Highlight **Wireless Radio** and press **OK**.
 - Highlight **On** and press **OK**.
- c. Start Wireless Setup Wizard.
 - Highlight **Wireless Setup Wizard** and press **OK**.
- d. Connect to wireless network.
 - The setup wizard searches for available networks, and then displays list of detected network names (SSIDs).
 - Highlight your network name and press **OK**
- e. Follow prompts.
 - Follow the prompts on display to complete connection.
 - Press **OK** to print a network configuration page.
- f. Install software.

Related topics

- [Install the software for a network connection](#)

Wireless without a router (ad hoc connection)

Use this section if you want to connect the HP Photosmart to a wireless-capable computer without using a wireless router or access point.



There are two methods you may use to connect the HP Photosmart to your computer using an ad hoc wireless network connection. Once connected, you can install the HP Photosmart software.

- ▲ Turn on the wireless radio for the HP Photosmart and the wireless radio on your computer. On your computer, connect to the network name (SSID) **hpsetup**, which is the default ad hoc network created by the HP Photosmart.
If the HP Photosmart was previously configured for a different network, use **Restore Network Defaults** to restore the default ad hoc profile of **hpsetup**.

OR

- ▲ Use an ad hoc network profile on your computer to connect to the product. If your computer is not currently configured with an ad hoc network profile, consult the Help file for your computer Operating System for the proper method to create an ad hoc profile on your computer. Once the ad hoc network profile has been created, run the **Wireless Setup Wizard** from the **Network** menu on the HP Photosmart and select the ad hoc network profile you created on your computer.

 **NOTE:** An ad hoc connection can be used if you do not have a wireless router or access point but do have a wireless radio on your computer. However, an ad hoc connection may result in a lower level of network security and possibly reduced performance when compared to an infrastructure network connection using a wireless router or access point.

To connect the HP Photosmart to a Windows computer with an ad hoc connection, the computer must have a wireless network adapter and an ad hoc profile.

To create a network profile

 **NOTE:** The product comes configured with a network profile with **hpsetup** as the network name (SSID). However, for security and privacy HP recommends you create a new network profile on your computer as described here.

1. In the **Control Panel**, double-click **Network Connections**.
2. On the **Network Connections** window, right-click the **Wireless Network Connection**. If you see **Enable** on the pop-up menu, select it. Otherwise, if you see **Disable** on the menu, the wireless connection is already enabled.
3. Right-click the **Wireless Network Connection** icon, and then click **Properties**.
4. Click the **Wireless Networks** tab.
5. Select the **Use Windows to configure my wireless network settings** check box.
6. Click **Add**, and then do the following:
 - a. In **Network name (SSID)** box, type in a unique network name of your choice.

 **NOTE:** The network name is case sensitive, so it is important to remember any uppercase (capital) and lowercase (small) letters.
 - b. If there is a **Network Authentication** list, select **Open**. Otherwise, go to the next step.
 - c. In the **Data encryption** list, select **WEP**.

 **NOTE:** It is possible to create a network that does not use a WEP key. However, HP recommends using a WEP key in order to secure your network.
 - d. Make sure that the check box is **not** selected next to **The key is provided for me automatically**. If it is selected, click the check box to clear it.
 - e. In the **Network key** box, type a WEP key that has **exactly 5** or **exactly 13** alphanumeric (ASCII) characters. For example, if you enter 5 characters, you might enter **ABCDE** or **12345**. Or, if you enter 13 characters, you might enter **ABCDEF1234567**. (12345 and ABCDE are examples only. Select a combination of your choosing.)
Alternatively, you can use HEX (hexadecimal) characters for the WEP key. A HEX WEP key must be 10 characters for 40 bit encryption, or 26 characters for 128 bit encryption.
 - f. In the **Confirm network key** box, type the same WEP key you typed in the previous step.

 **NOTE:** You must remember the exact uppercase (capital) and lowercase (small) letters. If you enter your WEP key incorrectly on the product, the wireless connection will fail.
 - g. Write down the WEP key exactly as you typed it, including uppercase and lowercase letters.
 - h. Select the check box for **This is a computer-to-computer (ad hoc) network; wireless access points are not used**.
 - i. Click **OK** to close the **Wireless network properties** window, and then click **OK** again.
 - j. Click **OK** again to close the **Wireless Network Properties Connection** window.

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

- **Network name (SSID):** Mynetwork (example only)

 **NOTE:** You should create a network name that is unique and easy for you to remember. Just remember that the network name is case-sensitive. Therefore, you must remember which letters are uppercase and lowercase.

- **Communication mode:** ad hoc
- **Encryption:** enabled

To connect to a wireless ad hoc network

1. Press **Setup**.



2. Press the down arrow button until **Network** is highlighted, and then press **OK**.
3. Press the down arrow button to highlight **Wireless Setup Wizard**, and then press **OK**.
This runs the **Wireless Setup Wizard**. The setup wizard searches for available networks, and then displays a list of detected network names (SSIDs). The infrastructure networks appear first in the list, followed by available ad hoc networks. The networks with the strongest signal appear first, the weakest appear last.
4. On the display, look for the network name you created on your computer (for example, Mynetwork).
5. Use the arrow buttons to highlight the network name, and then press **OK**.
If you found your network name and selected it, go on to step 6.

If you do not see your network name in the list

- a. Select **Enter a New Network Name (SSID)**.

The visual keyboard appears.

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

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

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

 **TIP:** If the product is unable to discover the network based on the network name you entered, you will see the following prompts. You may want to move the product closer to the computer and try running the Wireless Setup Wizard again to automatically discover the network.

- d. Press the down arrow button until **Ad Hoc** is highlighted, and then press **OK**.
- e. Press the down arrow button until **Yes, my network uses WEP encryption** is highlighted, and then press **OK**. The visual keyboard displays.

If you do **not** want to use WEP encryption, press the down arrow button until **No, my network does not use encryption** is highlighted, and then press **OK**. Go to step 7.

6. If prompted, enter your WEP key as follows. Otherwise go to step 7.

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

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

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

7. Press **OK** again to confirm.

The product will attempt to connect to the SSID. If a message says you entered an invalid WEP key, check the key you wrote down for your new network, follow the prompts to correct the WEP key, and then try again.

8. When the product connects successfully to the network, go to your computer to install the software.

 **NOTE:** You can print the Wireless Network Test report at the end of a successful Wireless Setup Wizard connection which can help identify any potential future issues with the network setup.

Related topics

- [Install the software for a network connection](#)

Install the software for a network connection

Use this section to install the HP Photosmart software on a computer connected to a network. Before you install the software, make sure you have connected the HP Photosmart to a network.

 **NOTE: 1** If your computer is configured to connect to a series of network drives, make sure that your computer is currently connected to these drives before installing the software. Otherwise, the HP Photosmart software installer might try to use one of the reserved drive letters and you will not be able to access that network drive on your computer.

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

To install the Windows HP Photosmart Software

1. Quit all applications running on your computer, including any virus detection software.
2. Insert the Windows CD that came with the product into the CD-ROM drive on your computer and follow the onscreen instructions.
3. If a dialog box about firewalls appears, follow the instructions. If you see firewall pop-up messages, you must always accept or allow the pop-up messages.
4. On the **Connection Type** screen, select **Through the network**, and then click **Next**.
The **Searching** screen appears as the Setup program searches for the product on the network.
5. On the **Printer Found** screen, verify that the printer description is correct.
If more than one printer is found on the network, the **Printers Found** screen appears. Select the product you want to connect.
6. Follow the prompts to install the software.
When you have finished installing the software, the product is ready for use.
7. If you disabled any virus detection software on your computer, make sure to enable it again.
8. To test your network connection, go to your computer and print a self-test report to the product.

Set up a Bluetooth connection

A Bluetooth connection provides a quick and easy way to print images from a Bluetooth-enabled computer without using a cable. With a Bluetooth connection you can access many of the same printing features as with a USB connection. For example, you can check the printer status, as well as the estimated amount of ink remaining in your ink cartridges.

 **NOTE:** The only software functionality available with a Bluetooth connection is printing. Scanning and software-based copying cannot be done over a Bluetooth connection.

You must have Windows Vista or Windows XP and either the Microsoft Bluetooth® Protocol Stack or the Widcomm Bluetooth® Protocol Stack installed in order to connect the HP Photosmart. It is possible to have both the Microsoft Stack and the Widcomm Stack on your computer, but you use only one of them to connect the product.

- **Microsoft stack** If you have Windows Vista or Windows XP with Service Pack 2 installed on your computer, then your computer has the Microsoft Bluetooth® Protocol Stack. The Microsoft stack allows you to install an external Bluetooth® adapter automatically. If your Bluetooth® adapter supports the Microsoft stack but it does not install automatically, then you do not have the Microsoft stack on your computer. Check the documentation that came with the Bluetooth® adapter to see if it supports the Microsoft stack.
- **Widcomm stack:** If you have an HP computer with Bluetooth® built in, or if you have installed an HP bt450, then your computer has the Widcomm stack. If you have an HP computer and plug in an HP bt450, it will install automatically using the Widcomm stack.

To connect the HP Photosmart with a Bluetooth connection, you will need the following:

- A Bluetooth (compatible HCRP or SPP profile) capable device (such as a PDA, camera phone, or computer)

Some Bluetooth products exchange device addresses when they communicate with each other, so you might also need to find out the device address of the HP Photosmart in order to establish a connection.

To find out the device address of the product

1. Press **Setup**.



2. Press the down arrow button until **Bluetooth Menu** is highlighted, and then press **OK**.

 **NOTE:** It is required that the **Bluetooth Radio** is turned on to enable the Bluetooth options in the **Bluetooth Menu**.

3. Press the down arrow button until **Device Address** is highlighted, and then press **OK**. The **Device Address** appears, which is read only.
4. Make a note of the device address. You might need it later.

To install and print using the Microsoft stack

1. Make sure that you have installed the product software on the computer.

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

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

To install and print using the Widcomm stack

1. Make sure that you have installed the HP Photosmart software on the computer.

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

2. Click the **My Bluetooth Places** icon on the desktop or in the taskbar.
3. Click **View devices in range**.
4. Once the available printers are discovered, double-click the name of HP Photosmart to finish the installation.
5. Print as you would to any printer.

Set up the HP Photosmart for faxing

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

- If you do not see your country/region listed in the table below, you probably have a serial-type phone system. In a serial-type phone system, the connector type on your shared telephone equipment (modems, phones, and answering machines) does not allow a physical connection to the "2-EXT" port on the HP Photosmart. Instead, all equipment must be connected at the telephone wall jack.

 **NOTE:** In some countries/regions that use serial-type phone systems, the phone cord that came with the HP Photosmart might have an additional wall plug attached to it. This enables you to connect other telecom devices to the wall jack where you plug in the HP Photosmart.

- If your country/region is listed in the table below, you probably have a parallel-type telephone system. In a parallel-type phone system, you are able to connect shared telephone equipment to the phone line by using the "2-EXT" port on the back of the HP Photosmart.

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

Countries/regions with a parallel-type phone system

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

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

See the following sections to set up the HP Photosmart for faxing:

- [Choose the correct fax setup for your home or office](#)
- [Select your fax setup case](#)
- [Additional fax setup information](#)

Choose the correct fax setup for your home or office

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

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

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

1. Do you have a digital subscriber line (DSL) service through your telephone company? (DSL might be called ADSL in your country/region.)

- Yes, I have DSL.
- No.

If you answered Yes, proceed directly to [Case B: Set up the HP Photosmart with DSL](#). You do not need to continue answering questions.

If you answered No, please continue answering questions.

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

If you answered Yes, proceed directly to [Case C: Set up the HP Photosmart with a PBX phone system or an ISDN line](#). You do not need to continue answering questions.

If you answered No, please continue answering questions.

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

- Yes, I have distinctive ring.
- No.

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

If you answered No, please continue answering questions.

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

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

4. Do you receive voice calls at the same phone number you will use for fax calls on the HP Photosmart?

- Yes, I receive voice calls.
- No.

Please continue answering questions.

5. Do you have a computer dial-up modem on the same phone line as the HP Photosmart?

- Yes, I have a computer dial-up modem.
- No.

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

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

Please continue answering questions.

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

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

Please continue answering questions.

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

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

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

[Select your fax setup case](#)

Select your fax setup case

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

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

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

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

| Other equipment/services sharing your fax line | Recommended fax setup for parallel-type phone systems | Recommended fax setup for serial-type phone systems |
|--|---|--|
| None (You answered No to all questions.) | Case A: Separate fax line (no voice calls received) | Case A: Separate fax line (no voice calls received) |
| DSL service (You answered Yes to question 1 only.) | Case B: Set up the HP Photosmart with DSL | Case B: Set up the HP Photosmart with DSL |
| PBX or ISDN system (You answered Yes to question 2 only.) | Case C: Set up the HP Photosmart with a PBX phone system or an ISDN line | Case C: Set up the HP Photosmart with a PBX phone system or an ISDN line |
| Distinctive ring service (You answered Yes to question 3 only.) | Case D: Fax with a distinctive ring service on the same line | Case D: Fax with a distinctive ring service on the same line |
| Voice calls (You answered Yes to question 4 only.) | Case E: Shared voice/fax line | Case E: Shared voice/fax line |
| Voice calls and voice mail service (You answered Yes to questions 4 and 7 only.) | Case F: Shared voice/fax line with voice mail | Case F: Shared voice/fax line with voice mail |
| Computer dial-up modem (You answered Yes to question 5 only.) | Case G: Fax line shared with computer dial-up modem (no voice calls received) | Not applicable. |
| Voice calls and computer dial-up modem (You answered Yes to questions 4 and 5 only.) | Case H: Shared voice/fax line with computer dial-up modem | Not applicable. |
| Voice calls and answering machine (You answered Yes to questions 4 and 6 only.) | Case I: Shared voice/fax line with answering machine | Not applicable. |
| Voice calls, computer dial-up modem, and answering machine (You answered Yes to questions 4, 5, and 6 only.) | Case J: Shared voice/fax line with computer dial-up modem and answering machine | Not applicable. |
| Voice calls, computer dial-up modem, and voice mail service (You answered Yes to questions 4, 5, and 7 only.) | Case K: Shared voice/fax line with computer dial-up modem and voice mail | Not applicable. |

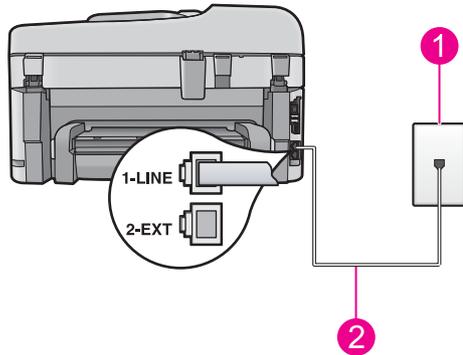
Related topics

- [Additional fax setup information](#)

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

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

Back view of the HP Photosmart



| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the HP Photosmart to connect to the "1-LINE" port |

To set up the HP Photosmart with a separate fax line

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

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

2. Turn on the **Auto Answer** setting.
3. (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).
4. Run a fax test.

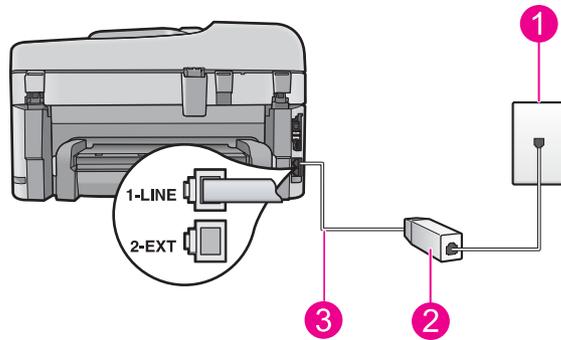
When the phone rings, the HP Photosmart will answer automatically after the number of rings you set in the **Rings to Answer** setting. Then it will begin emitting fax reception tones to the sending fax machine and receive the fax.

Case B: Set up the HP Photosmart with DSL

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

 **NOTE:** If you have a DSL line and you do not connect the DSL filter, you will not be able to send and receive faxes with the HP Photosmart.

Back view of the HP Photosmart



| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | DSL filter and cord supplied by your DSL provider |
| 3 | Use the phone cord supplied in the box with the HP Photosmart to connect to the "1-LINE" port |

To set up the HP Photosmart with DSL

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

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

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

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

4. Run a fax test.

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

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

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

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

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

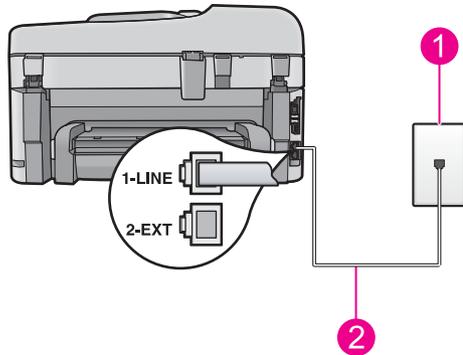
 **NOTE:** Many digital PBX systems include a call-waiting tone that is set to "on" by default. The call waiting tone will interfere with any fax transmission, and you will not be able to send or receive faxes with the HP Photosmart. Refer to the documentation that came with your PBX phone system for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

- If you are using a PBX phone system, dial the number for an outside line before dialing the fax number.
- Make sure you use the supplied cord to connect from the telephone wall jack to the HP Photosmart. If you do not, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, you can purchase a coupler from your local electronics store and extend it.

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

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

Back view of the HP Photosmart



| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the HP Photosmart to connect to the "1-LINE" port |

To set up the HP Photosmart with a distinctive ring service

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

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

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

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

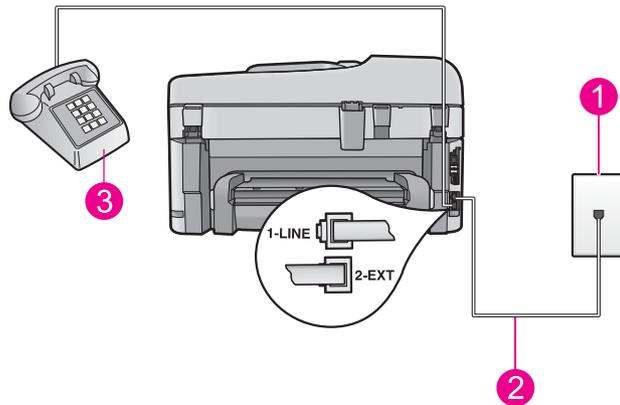
4. (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).
5. Run a fax test.

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

Case E: Shared voice/fax line

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

Back view of the HP Photosmart



| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the HP Photosmart to connect to the "1-LINE" port |
| 3 | Telephone (optional) |

To set up the HP Photosmart with a shared voice/fax line

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

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

- Now you need to decide how you want the HP Photosmart to answer calls, automatically or manually:
 - If you set up the HP Photosmart to answer calls **automatically**, it answers all incoming calls and receives faxes. The HP Photosmart will not be able to distinguish between fax and voice calls in this case; if you suspect the call is a voice call, you will need to answer it before the HP Photosmart answers the call. To set up the HP Photosmart to answer calls automatically, turn on the **Auto Answer** setting.
 - If you set up the HP Photosmart to answer faxes **manually**, you must be available to respond in person to incoming fax calls or the HP Photosmart cannot receive faxes. To set up the HP Photosmart to answer calls manually, turn off the **Auto Answer** setting.
- Run a fax test.
- Plug your phone into the telephone wall jack.
- Do one of the following, depending on your phone system:
 - If you have a parallel-type phone system, remove the white plug from the port labeled 2-EXT on the back of the HP Photosmart, and then connect a phone to this port.
 - If you have a serial-type phone system, you might plug your phone directly on top of the HP Photosmart cable which has a wall plug attached to it.

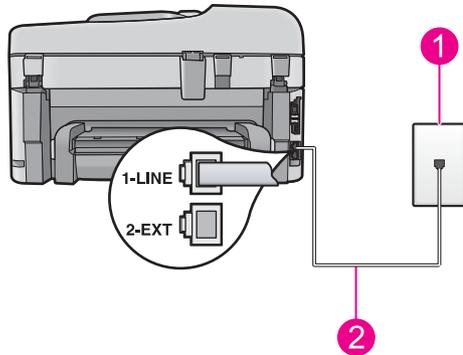
If you pick up the phone before the HP Photosmart answers the call and hear fax tones from a sending fax machine, you will need to answer the fax call manually.

Case F: Shared voice/fax line with voice mail

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

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

Back view of the HP Photosmart



| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the HP Photosmart to connect to the "1-LINE" port |

To set up the HP Photosmart with voice mail

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

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

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

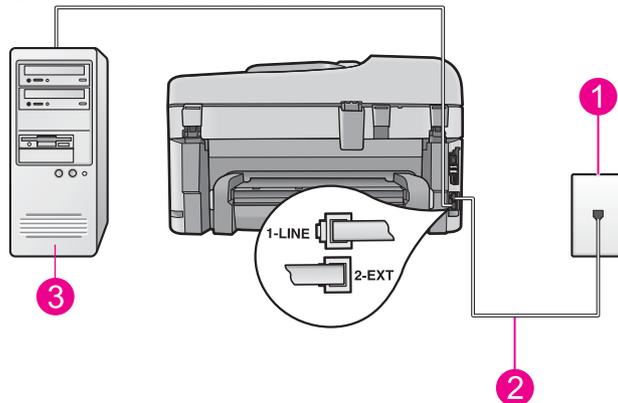
You must be available to respond in person to incoming fax calls, or the HP Photosmart cannot receive faxes.

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

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

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

Back view of the HP Photosmart



| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the HP Photosmart to connect to the "1-LINE" port |
| 3 | Computer with modem |

To set up the HP Photosmart with a computer dial-up modem

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

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

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

 **NOTE:** If you do not turn off the automatic fax reception setting in your modem software, the HP Photosmart will not be able to receive faxes.

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

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

Case H: Shared voice/fax line with computer dial-up modem

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

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

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

- If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler), as shown below. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not

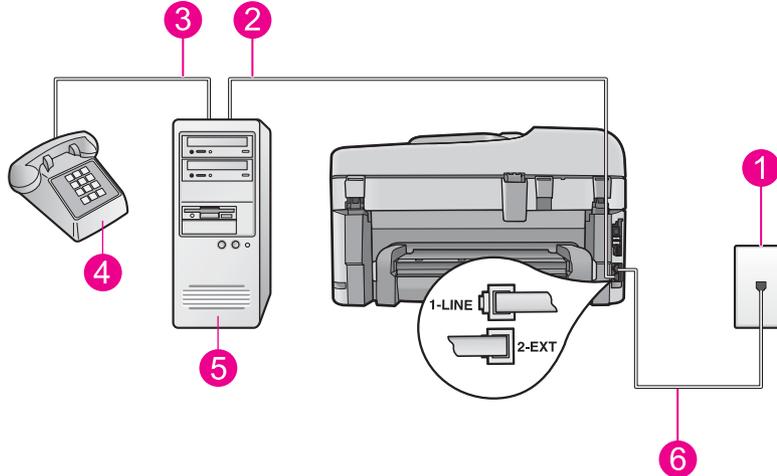
use a 2-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)

Example of a parallel splitter



- If your computer has two phone ports, set up the HP Photosmart as described below.

Back view of the HP Photosmart



| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | "IN" phone port on your computer |
| 3 | "OUT" phone port on your computer |
| 4 | Telephone |
| 5 | Computer with modem |
| 6 | Use the phone cord supplied in the box with the HP Photosmart to connect to the "1-LINE" port |

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

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

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

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

 **NOTE:** If you do not turn off the automatic fax reception setting in your modem software, the HP Photosmart will not be able to receive faxes.

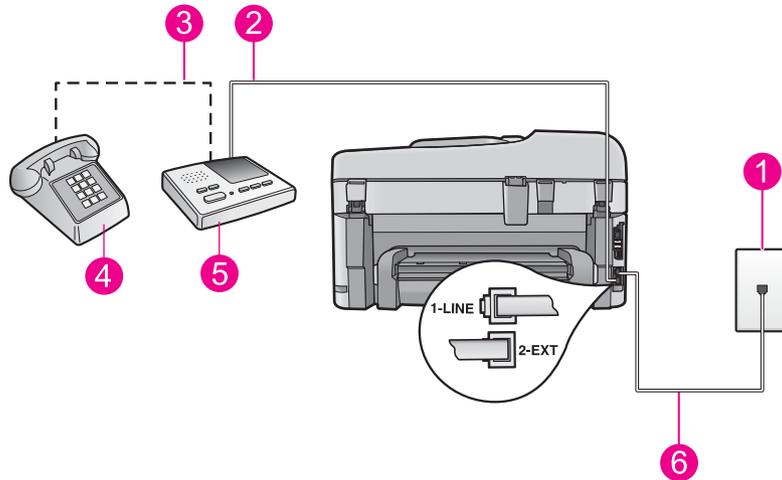
6. Now you need to decide how you want the HP Photosmart to answer calls, automatically or manually:
 - If you set up the HP Photosmart to answer calls **automatically**, it answers all incoming calls and receives faxes. The HP Photosmart will not be able to distinguish between fax and voice calls in this case; if you suspect the call is a voice call, you will need to answer it before the HP Photosmart answers the call. To set up the HP Photosmart to answer calls automatically, turn on the **Auto Answer** setting.
 - If you set up the HP Photosmart to answer faxes **manually**, you must be available to respond in person to incoming fax calls or the HP Photosmart cannot receive faxes. To set up the HP Photosmart to answer calls manually, turn off the **Auto Answer** setting.
7. Run a fax test.

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

Case I: Shared voice/fax line with answering machine

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

Back view of the HP Photosmart



| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | "IN" port on your answering machine |
| 3 | "OUT" port on your answering machine |
| 4 | Telephone (optional) |
| 5 | Answering machine |
| 6 | Use the phone cord supplied in the box with the HP Photosmart to connect to the "1-LINE" port |

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

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

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

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

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

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

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

- Turn on the **Auto Answer** setting.
- Set your answering machine to answer after a low number of rings.
- Change the **Rings to Answer** setting on the HP Photosmart to the maximum number of rings supported by your device. (The maximum number of rings varies by country/region.)
- Run a fax test.

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

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

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

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

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

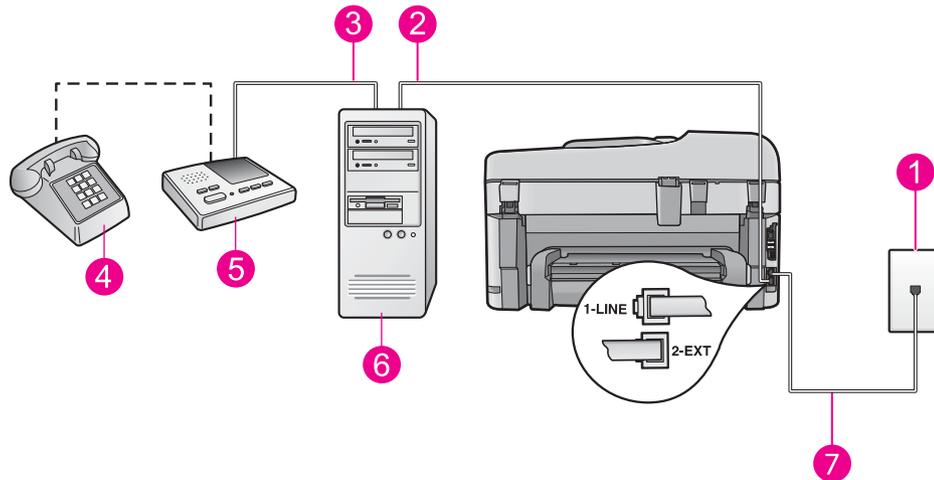
- If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler), as shown below. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)

Example of a parallel splitter



- If your computer has two phone ports, set up the HP Photosmart as described below.

Back view of the HP Photosmart



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

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

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

 **NOTE:** If you do not connect your answering machine in this way, fax tones from a sending fax machine might be recorded on your answering machine, and you might not be able to receive faxes with the HP Photosmart.

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

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

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

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

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

 **NOTE:** If you do not turn off the automatic fax reception setting in your modem software, the HP Photosmart will not be able to receive faxes.

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

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

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

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

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

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

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

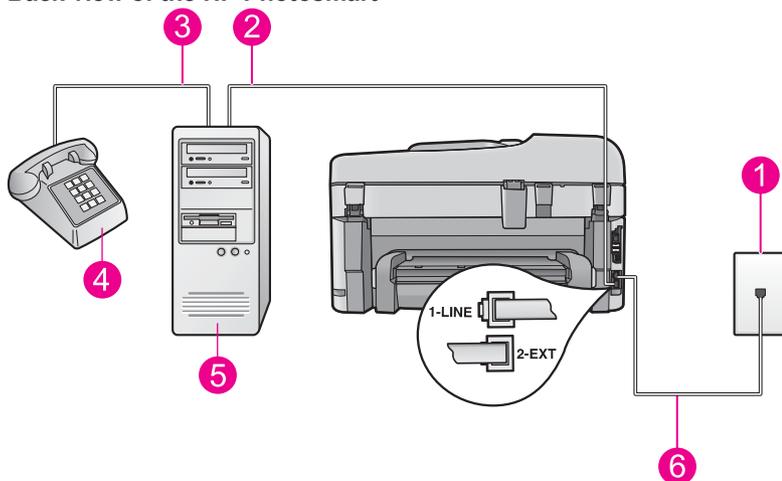
- If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler), as shown below. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)

Example of a parallel splitter



- If your computer has two phone ports, set up the HP Photosmart as described below.

Back view of the HP Photosmart



| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | "IN" phone port on your computer |
| 3 | "OUT" phone port on your computer |
| 4 | Telephone |
| 5 | Computer with modem |
| 6 | Use the phone cord supplied in the box with the HP Photosmart to connect to the "1-LINE" port |

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

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

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

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

 **NOTE:** If you do not turn off the automatic fax reception setting in your modem software, the HP Photosmart will not be able to receive faxes.

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

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

Additional fax setup information

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

| | |
|----------------------|--|
| Austria | www.hp.com/at/faxconfig |
| Germany | www.hp.com/de/faxconfig |
| Switzerland (French) | www.hp.com/ch/fr/faxconfig |

(continued)

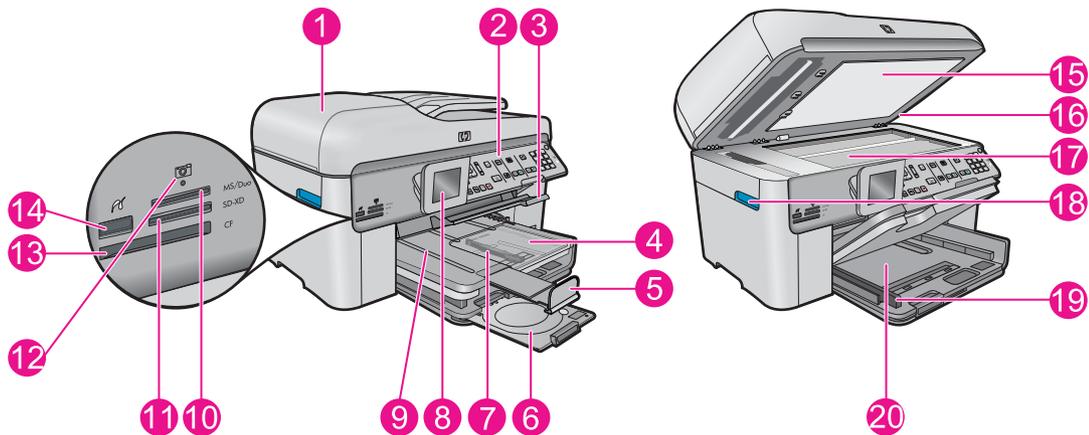
| | |
|----------------------|--|
| Switzerland (German) | www.hp.com/ch/de/faxconfig |
| United Kingdom | www.hp.com/uk/faxconfig |
| Spain | www.hp.com/es/faxconfig |
| The Netherlands | www.hp.com/nl/faxconfig |
| Belgium (France) | www.hp.com/be/fr/faxconfig |
| Belgium (Dutch) | www.hp.com/be/nl/faxconfig |
| Portugal | www.hp.com/pt/faxconfig |
| Sweden | www.hp.com/se/faxconfig |
| Finland | www.hp.com/fi/faxconfig |
| Denmark | www.hp.com/dk/faxconfig |
| Norway | www.hp.com/no/faxconfig |
| Ireland | www.hp.com/ie/faxconfig |
| France | www.hp.com/fr/faxconfig |
| Italy | www.hp.com/it/faxconfig |
| South Africa | www.hp.com/za/faxconfig |
| Poland | www.hp.pl/faxconfig |
| Russia | www.hp.ru/faxconfig |
| North America | www.hp.com/us/faxsetup |

3 Get to know the HP Photosmart

- [Printer parts](#)
- [Control panel features](#)
- [Control panel features \(HP Photosmart Premium Fax C309b series\)](#)
- [Display icons](#)

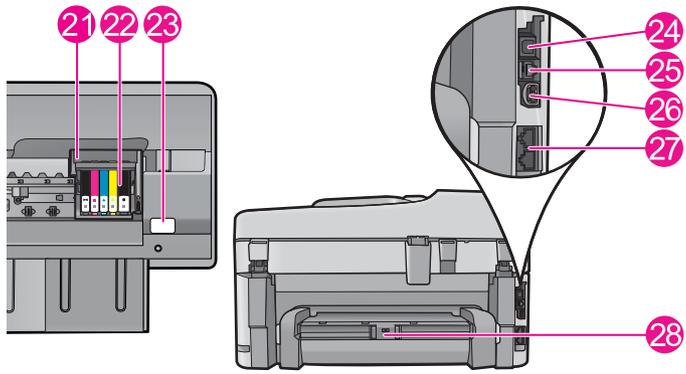
Printer parts

- **Front view of the printer**



| | |
|----|---|
| 1 | Automatic document feeder |
| 2 | Control panel |
| 3 | CD/DVD tray access handle and CD/DVD tray |
| 4 | Photo tray |
| 5 | Paper tray extender (also referred to as the tray extender) |
| 6 | CD/DVD holder and CD/DVD holder storage area |
| 7 | Paper-width guide for the photo tray |
| 8 | Color graphics display (also referred to as the display) |
| 9 | Output tray |
| 10 | Memory card slot for Secure Digital and xD cards |
| 11 | Memory card slot for Memory Stick cards |
| 12 | Photo light |
| 13 | Memory card slot for CompactFlash cards |
| 14 | Front USB/PictBridge port for your camera or other storage device |
| 15 | Lid backing |
| 16 | Lid |
| 17 | Glass |
| 18 | Cartridge door access handle |
| 19 | Paper-width guide for the main input tray |
| 20 | Main input tray (also referred to as the input tray) |

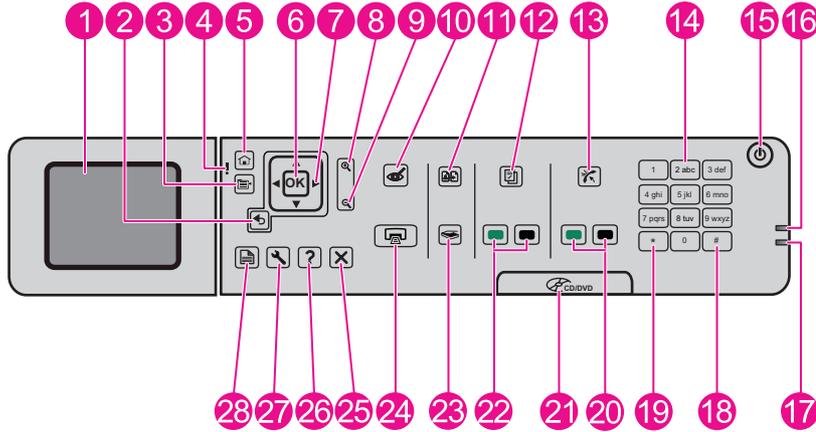
- **Top and rear views of the printer**



| | |
|----|--|
| 21 | Printhead assembly |
| 22 | Cartridge access area |
| 23 | Model number location |
| 24 | Rear USB port |
| 25 | Ethernet port |
| 26 | Power connection (Use only with the power adapter supplied by HP.) |
| 27 | 1-LINE (fax) and 2-EXT (phone) ports |
| 28 | Two-sided printing accessory |

Control panel features

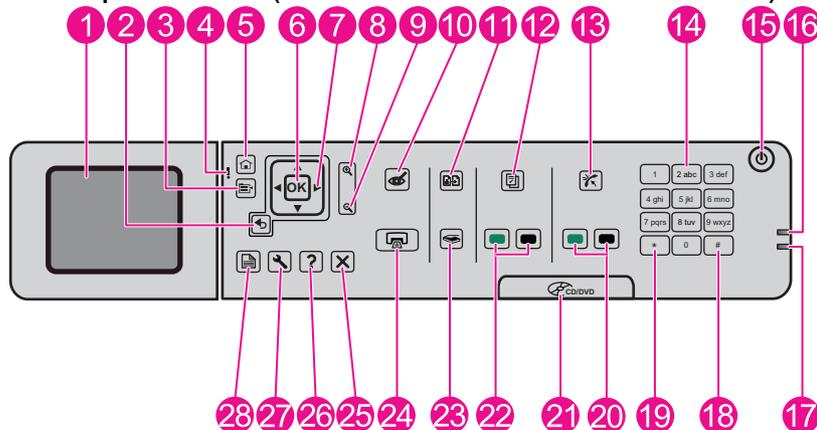
Control panel features



| | |
|----|--|
| 1 | Color graphics display (also referred to as the display): Displays menus, photos, and messages. The display can be pulled up and angled for better viewing. |
| 2 | Back: Returns to the previous screen. |
| 3 | Menu: Presents a set of options related to the current display. |
| 4 | Attention light: Indicates a problem occurred. See the display for more information. |
| 5 | Home: Returns to the Home screen (the default screen when you turn on the product). |
| 6 | OK : Selects a menu setting, value, or photo. |
| 7 | Directional pad: Navigates through photos and menu options. |
| 8 | Zoom In: Zooms in on a photo. Use this button together with the arrows on the directional pad to crop the photo before printing. |
| 9 | Zoom Out: Zooms out to show more of a photo. |
| 10 | Red-Eye Removal : Turns the Red-eye Removal feature on or off. The setting applies to all the photos in the print queue. |
| 11 | Photo Reprints : Makes a copy of an original photo placed on the glass. |
| 12 | Quick Forms : Prints a variety of blank forms, such as school paper, music paper, mazes, and checklists. |
| 13 | Auto Answer : Turns the Auto Answer feature on or off. The recommended setting varies depending on the services and equipment on your phone line. |
| 14 | Keypad: Enters fax numbers, values, or text. |
| 15 | On : Turns the product on or off. When the product is off, a minimal amount of power is still used. To completely remove power, turn off the product, then unplug the power cord. |
| 16 | Wireless network indicator light: Indicates that the Wireless Radio is on. |
| 17 | Bluetooth indicator light: Indicates that the Bluetooth Radio is on. |
| 18 | Space : Enters spaces and pound signs for fax-related tasks. |
| 19 | Symbols : Enters symbols and asterisks for fax-related tasks. |
| 20 | Start Fax : Sends or receives a black-and-white or color fax. |
| 21 | CD/DVD access door handle: Lowers the CD/DVD tray. |
| 22 | Start Copy : Starts a black-and-white or color copy. |
| 23 | Start Scan : Opens the Scan Menu where you can select a destination for your scan. |
| 24 | Print Photos : Prints the photos selected on your memory card. If no photos are currently selected, the product prints the photo currently showing on the display. |
| 25 | Cancel: Stops the current operation. |
| 26 | Help : Provides help about the current display. |
| 27 | Setup : Opens the Setup menu where you can change product settings and perform maintenance functions. |
| 28 | 2-Sided : Opens the 2-sided menu where you can change settings to make 2-sided copies and faxes. |

Control panel features (HP Photosmart Premium Fax C309b series)

Control panel features (HP Photosmart Premium Fax C309b series)



| | |
|----|--|
| 1 | Color graphics display (also referred to as the display): Displays menus, photos, and messages. The display can be pulled up and angled for better viewing. |
| 2 | Back: Returns to the previous screen. |
| 3 | Menu: Presents a set of options related to the current display. |
| 4 | Attention light: Indicates a problem occurred. See the display for more information. |
| 5 | Home: Returns to the Home screen (the default screen when you turn on the product). |
| 6 | OK : Selects a menu setting, value, or photo. |
| 7 | Directional pad: Navigates through photos and menu options. |
| 8 | Zoom In: Zooms in on a photo. Use this button together with the arrows on the directional pad to crop the photo before printing. |
| 9 | Zoom Out: Zooms out to show more of a photo. |
| 10 | Red-Eye Removal : Turns the Red-eye Removal feature on or off. The setting applies to all the photos in the print queue. |
| 11 | This feature is not supported. |
| 12 | Quick Forms : Prints a variety of blank forms, such as school paper, music paper, mazes, and checklists. |
| 13 | Auto Answer : Turns the Auto Answer feature on or off. The recommended setting varies depending on the services and equipment on your phone line. |
| 14 | Keypad: Enters fax numbers, values, or text. |
| 15 | On : Turns the product on or off. When the product is off, a minimal amount of power is still used. To completely remove power, turn off the product, then unplug the power cord. |
| 16 | Wireless network indicator light: Indicates that the Wireless Radio is on. |
| 17 | Bluetooth indicator light: Indicates that the Bluetooth Radio is on. |
| 18 | Space : Enters spaces and pound signs for fax-related tasks. |
| 19 | Symbols : Enters symbols and asterisks for fax-related tasks. |
| 20 | Start Fax : Sends or receives a black-and-white or color fax. |
| 21 | CD/DVD access door handle: Lowers the CD/DVD tray. |
| 22 | Start PC Copy : Starts a black-and-white or color copy from your computer. |
| 23 | Start Scan : Opens the Scan Menu where you can select a destination for your scan. |
| 24 | Print Photos : Prints the photos selected on your memory card. If no photos are currently selected, the product prints the photo currently showing on the display. |
| 25 | Cancel: Stops the current operation. |
| 26 | Help : Provides help about the current display. |
| 27 | Setup : Opens the Setup menu where you can change product settings and perform maintenance functions. |
| 28 | 2-Sided : Opens the 2-sided menu where you can change settings to make 2-sided copies and faxes. |

 **NOTE:** To make copies, the HP Photosmart and computer must be connected and turned on. The HP Photosmart Software must also be installed and running on your computer prior to copying.

Refer to the label in the cartridge access area to determine the model number.

Display icons

The following icons can appear at the top right side of the display to provide important information about the HP Photosmart.

| Icon | Purpose |
|---|---|
|  | Shows that the ink level in all the ink cartridges is 50% or more. |
|  | Shows that one or more of the ink cartridges are low on ink. You should replace the ink cartridge when the print quality is no longer acceptable. |
|  | Shows that an unknown ink cartridge is inserted. This icon might appear if an ink cartridge contains non-HP ink. |
|  | Indicates that there is a wired network connection. |
|  | If the Auto Answer icon is showing on the display, the HP Photosmart will receive faxes automatically. If there is no icon showing, you will have to receive faxes manually. |
|  | Indicates the presence and signal strength of a wireless network connection. |
|  | Indicates the presence of an ad hoc wireless network connection. |
|  | Indicates that the Bluetooth Radio is on and the HP Photosmart is ready for a Bluetooth connection. |

4 Paper basics

You can load many different types and sizes of paper in the HP Photosmart, including letter or A4 paper, photo paper, transparencies, and envelopes.

By default, the HP Photosmart is set to detect the size and type of paper you load in the input tray automatically and then adjust its settings to generate the highest quality output for that paper. If you are using special papers, such as photo paper, transparency film, envelopes, or labels, or if you experience poor print quality using the automatic setting, you can manually set the paper size and type for print and copy jobs.

This section contains the following topics:

- [Recommended papers for photo printing](#)
- [Recommended papers for printing](#)
- [Recommended printable CD/DVD discs](#)
- [Load media](#)
- [Information on paper](#)

Recommended papers for photo printing

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

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

HP Advanced Photo Paper

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

 **NOTE:** Sensors in your Auto Sense-enabled HP Photosmart scan the Auto Sense marks and automatically adjust printer settings—including paper type, print quality, and size—for faster printing and outstanding quality. You will even get an alert if your paper is loaded incorrectly. When you print using tabbed photo papers, Auto Sense technology will ensure your printer adjusts to avoid printing on the tab.

To ensure you have HP photo papers with Auto sense look for this symbol on the package:



HP Everyday Photo Paper

- Print colorful, everyday snapshots at a low cost, using paper designed for casual photo printing. This affordable, photo paper dries quickly for easy handling. Get sharp, crisp images when you use this paper with any inkjet printer. It is available in semi-gloss finish in several sizes, including A4, 8.5 x 11 inch, and 10 x 15 cm (4 x 6 inch) (with or without tabs). For longer-lasting photos, it is acid-free.

HP Photo Value Pack

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

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

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

Recommended papers for printing

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

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HP Everyday Photo Paper

- Print colorful, everyday snapshots at a low cost, using paper designed for casual photo printing. This affordable, photo paper dries quickly for easy handling. Get sharp, crisp images when you use this paper with any inkjet printer. It is available in semi-gloss finish in several sizes, including A4, 8.5 x 11 inch, and 10 x 15 cm (4 x 6 inch) (with or without tabs). For longer-lasting photos, it is acid-free.

HP Brochure Paper or HP Superior Inkjet Paper

- These papers are glossy-coated or matte-coated on both sides for two-sided use. They are the perfect choice for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.

HP Premium Presentation Paper or HP Professional Paper

- These papers are heavy two-sided matte papers perfect for presentation, proposals, reports, and newsletters. They are heavyweight for an impressive look and feel.

HP 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. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors.

HP Printing Paper

- HP Printing Paper is a high-quality multifunction paper. It produces documents that look and feel more substantial than documents printed on standard multipurpose or copy paper. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors. It is acid-free for longer lasting documents.

HP Office Paper

- HP Office Paper is a high-quality multifunction paper. It is suitable for copies, drafts, memos, and other everyday documents. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors. It is acid-free for longer lasting documents.

HP 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 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 Photo Value Pack

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

ColorLok

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



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 printable CD/DVD discs

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

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

HP Inkjet-Printable CD/DVD Discs

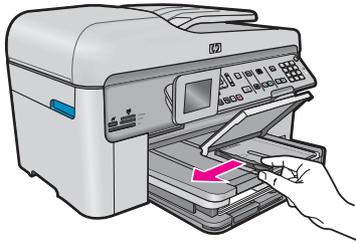
- HP Inkjet-Printable CD and DVD optical discs are offered in both white and silver matte finishes. Personalize CDs and DVDs with titles, graphics, or photos by printing directly on the discs.

Load media

- ▲ Do one of the following:

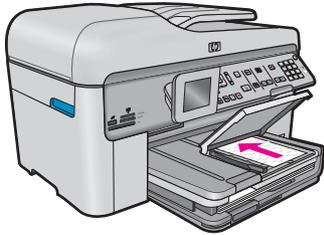
Load 10 x 15 cm (4 x 6 inch) paper

- a. Raise photo tray lid.
 - Raise photo tray lid and slide paper-width guide outwards.



b. Load paper.

- Insert stack of photo paper into photo tray with short edge forward and print side down.

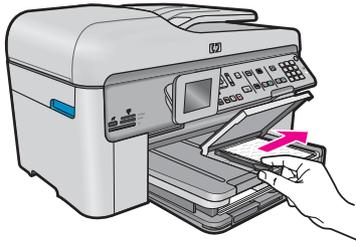


- Slide stack of paper forward until it stops.

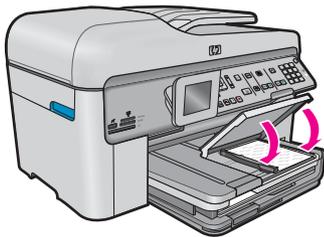


NOTE: If the photo paper you are using has perforated tabs, load photo paper so that tabs are closest to you.

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



c. Lower photo tray lid.



Load A4 or 8.5 x 11 inch paper

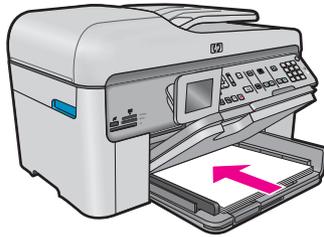
a. Raise output tray.

- Raise output tray and slide paper-width guide outwards.

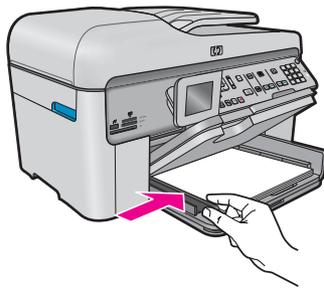


b. Load paper.

- Insert stack of paper into main input tray with short edge forward and print side down.

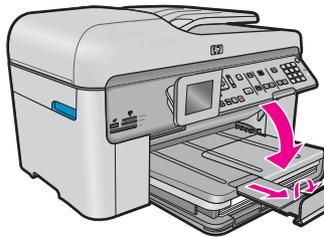


- Slide stack of paper forward until it stops.
- Slide paper-width guide inward until it stops at edge of paper.



c. Lower output tray.

- Lower output tray and pull tray extender towards you, as far as it will go. Flip the paper catch at the end of the tray extender.



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

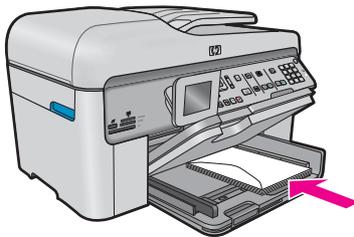
Load envelopes

a. Raise output tray.

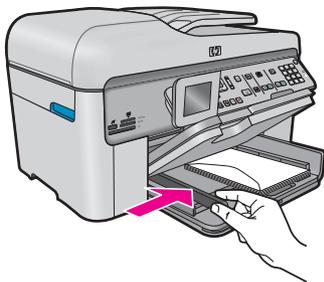
- Raise output tray and slide paper-width guide outwards.



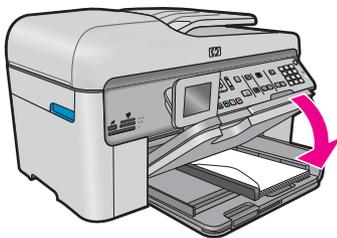
- Remove all paper from the main input tray.
- b. Load envelopes.
 - Insert one or more envelopes into far-right side of main input tray, with envelope flaps on left and facing up.



- Slide stack of envelopes forward until it stops.
- Slide paper-width guide inward against stack of envelopes until it stops.



- c. Lower output tray.



Related topics

- [Information on paper](#)

Information on paper

The HP Photosmart 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 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.

5 Print



[Print documents](#)



[Print photos](#)



[Print on a CD/DVD](#)



[Print a creative project](#)



[Print a Web page](#)



[Print forms and templates \(Quick Forms\)](#)

Related topics

- [Load media](#)
- [Recommended papers for photo printing](#)
- [Recommended papers for printing](#)
- [Recommended printable CD/DVD discs](#)

Print documents

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.

Related topics

- [Recommended papers for printing](#)
- [Load media](#)
- [View the print resolution](#)
- [Use printing shortcuts](#)
- [Set the default print settings](#)
- [Stop the current job](#)

Print photos

- [Print photos saved on your computer](#)
- [Print photos from a memory card or USB storage device](#)

Print photos saved on your computer

To print a borderless image

1. Load up to 13 x 18 cm (5 x 7 inch) paper in the photo tray or full-size photo paper in the main 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 **Size** list, click **More**, and then select the size of photo paper loaded in the photo tray.
If a borderless image can be printed on the specified size, the **Borderless** check box is enabled.
7. In the **Paper Type** drop-down list, click **More**, and then select the appropriate paper type.

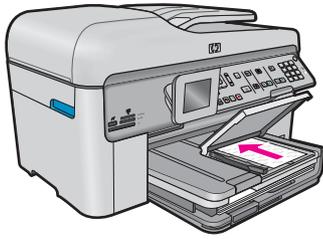
 **NOTE:** You cannot print a borderless image if the paper type is set to **Plain paper** or to a type of paper other than a photo paper.

8. Select the **Borderless** 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.
9. 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.

To print a photo on photo paper

1. Load up to 13 x 18 cm (5 x 7 inch) paper in the photo tray or full-size photo paper in the main 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 photo paper type.
 7. In the **Resizing Options** area, from the **Size** drop-down list, select **More**. Then, select the appropriate paper size.
If the paper size and paper type are not compatible, the printer 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:** To achieve the highest dpi resolution, you can use the **Maximum dpi** setting with supported types of photo paper. If **Maximum dpi** is not listed in the Print quality drop-down list, you can enable it from the **Advanced** tab. For more information, see [Print using the maximum dpi](#).
-
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.
 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.
-

Related topics

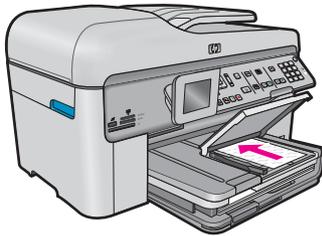
- [Recommended papers for photo printing](#)
- [Load media](#)
- [Print using the maximum dpi](#)
- [View the print resolution](#)
- [Use printing shortcuts](#)
- [Set the default print settings](#)
- [Stop the current job](#)

Print photos from a memory card or USB storage device

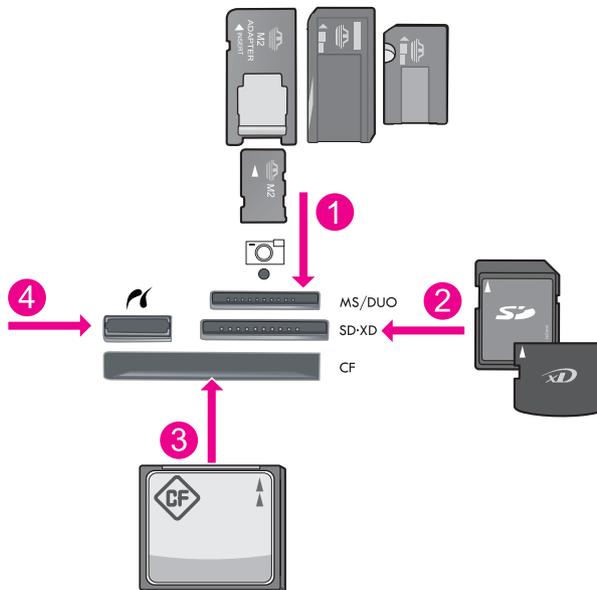
- ▲ Do one of the following:

Print single photo on small-size paper

- a. Load paper.
- Load up to 13 x 18 cm (5 x 7 inch) photo paper in photo tray.



- b. Insert memory.

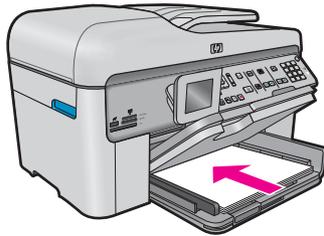


| | |
|---|---|
| 1 | Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required) |
| 2 | MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card |
| 3 | CompactFlash (CF) types I and II |
| 4 | Front USB port/Pictbridge: For digital cameras and removable drives |

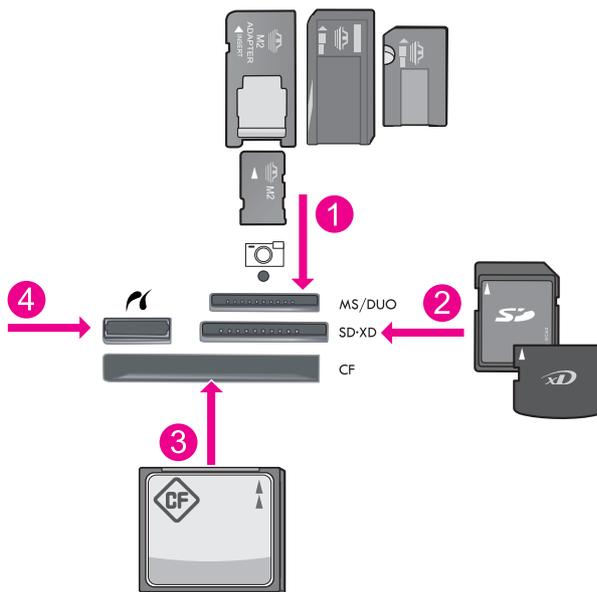
- c. Select photo.
- Highlight **View & Print** and press **OK**.
 - Highlight photo and press **OK**.
 - Increase number of copies and press **OK**.
 - Press **OK** to preview print job.
- d. Print photo.
- Press **Print Photos**.

Print single photo on full-size paper

- a. Load paper.
- Load full-size paper in the main input tray.



- b. Insert memory.

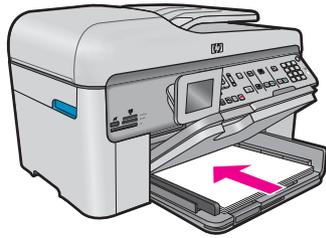


| | |
|---|---|
| 1 | Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required) |
| 2 | MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card |
| 3 | CompactFlash (CF) types I and II |
| 4 | Front USB port/Pictbridge: For digital cameras and removable drives |

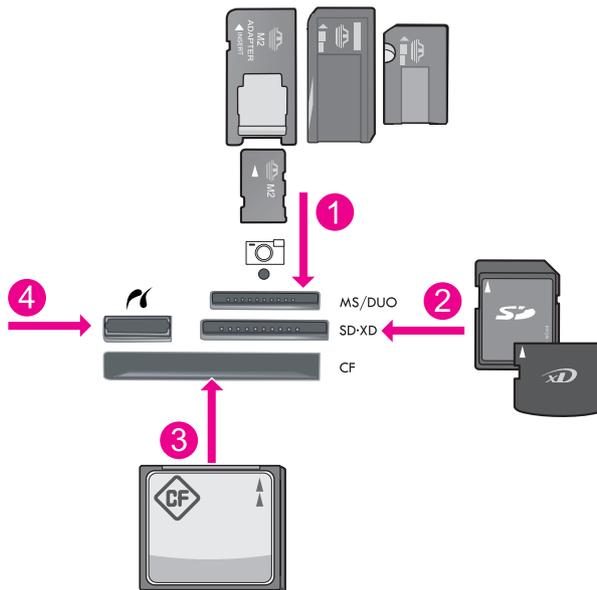
- c. Select photo.
- Highlight **View & Print** and press **OK**.
 - Highlight photo and press **OK**.
 - Increase number of copies and press **OK**.
- d. Change page layout.
- Press **OK** to preview print job.
 - Press Menu to change print settings.
 - Highlight **Layout** and press **OK**.
 - Highlight **A4 Borderless** and press **OK**.
 - Press Back.
- e. Print photo.
- Press **Print Photos**.

Print multiple photos on full-size paper

- a. Load paper.
 - Load full-size paper in the main input tray.



- b. Insert memory.



| | |
|---|---|
| 1 | Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required) |
| 2 | MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card |
| 3 | CompactFlash (CF) types I and II |
| 4 | Front USB port/Pictbridge: For digital cameras and removable drives |

- c. Select photo.
 - Highlight **View & Print** and press **OK**.
 - Highlight photo and press **OK**.
 - Increase number of copies and press **OK**.
- d. Change page layout.
 - Press **OK** to preview print job.
 - Press **Menu** to change print settings.
 - Highlight **Layout** and press **OK**.
 - Highlight **10x15 on A4** and press **OK**.
 - Press **Back**.
- e. Print photo.
 - Press **Print Photos**.

Related topics

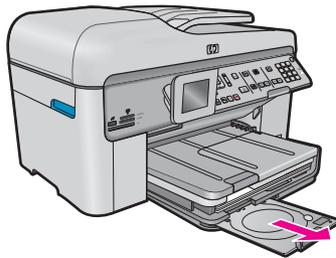
- [Recommended papers for photo printing](#)
- [Edit photos before printing](#)
- [Stop the current job](#)

Print on a CD/DVD

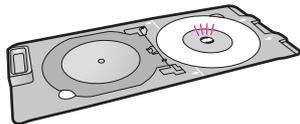
- ▲ Do one of the following:

Print on a regular size CD/DVD

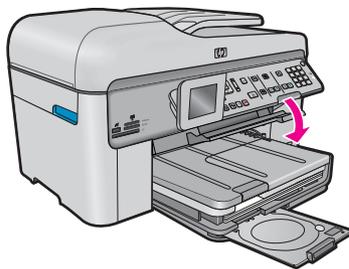
- Design label.
- Load CD/DVD.
 - Remove CD/DVD holder from the storage area.



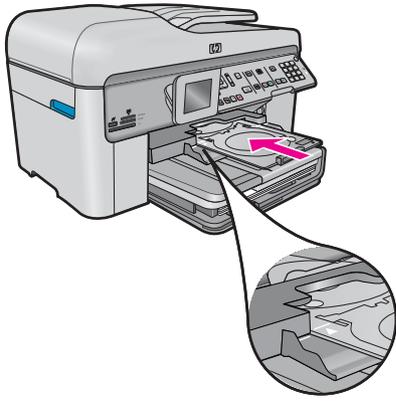
- Snap inkjet printable media onto CD/DVD holder with print side up.



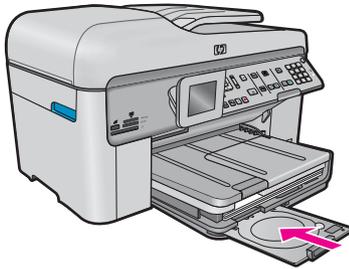
- Lower CD/DVD tray.



- Push CD/DVD holder into CD/DVD tray until lines on holder line up to green lines on tray.

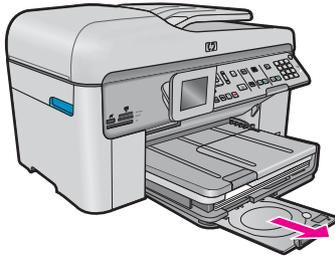


- c. Print on CD/DVD.
 - Press **OK** to start print job.
- d. Return holder and close tray.

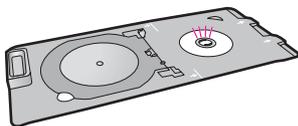


Print on a small size CD/DVD

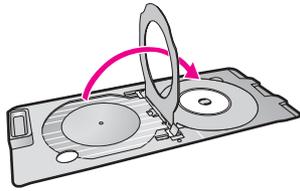
- a. Design label.
- b. Load CD/DVD.
 - Remove CD/DVD holder from the storage area.



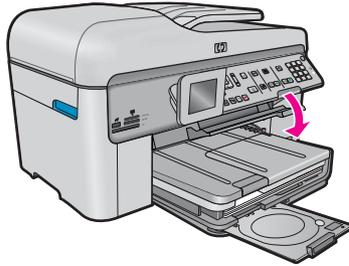
- Snap inkjet printable media onto CD/DVD holder with print side up.



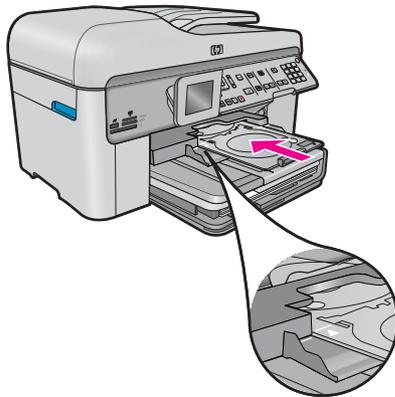
- Flip CD/DVD holder ring over CD/DVD.



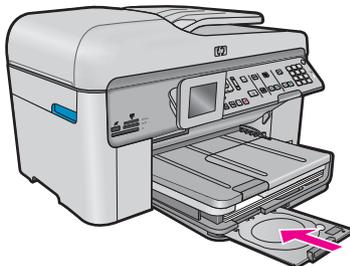
- Lower CD/DVD tray.



- Push CD/DVD holder into CD/DVD tray until lines on holder line up to green lines on tray.



- c. Print on CD/DVD.
 - Press **OK** to start print job.
- d. Return holder and close tray.



Related topics

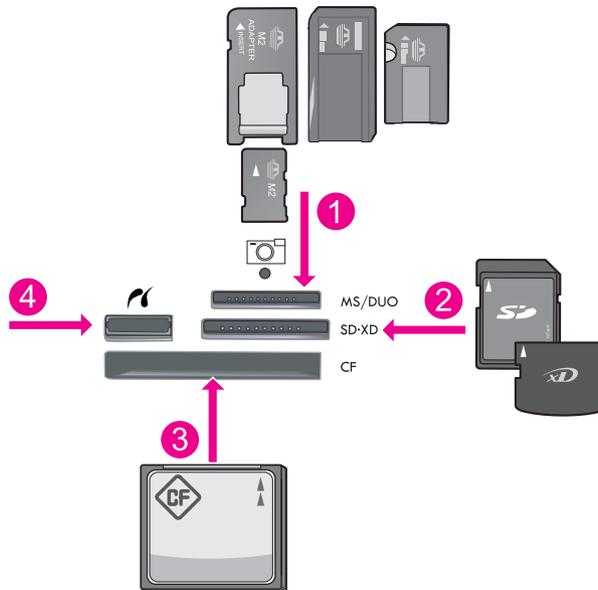
- [Recommended printable CD/DVD discs](#)
- [Stop the current job](#)

Print a creative project

- ▲ Do one of the following:

Print album pages

- a. Load paper.
 - Load up to 13 x 18 cm (5 x 7 inch) photo paper in photo tray or full-size photo paper in main input tray.
- b. Insert memory.

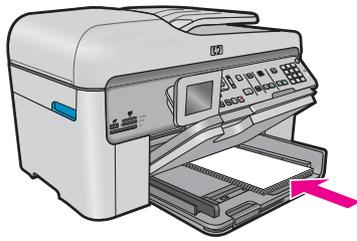


| | |
|---|---|
| 1 | Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required) |
| 2 | MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card |
| 3 | CompactFlash (CF) types I and II |
| 4 | Front USB port/Pictbridge for digital cameras and removable drives |

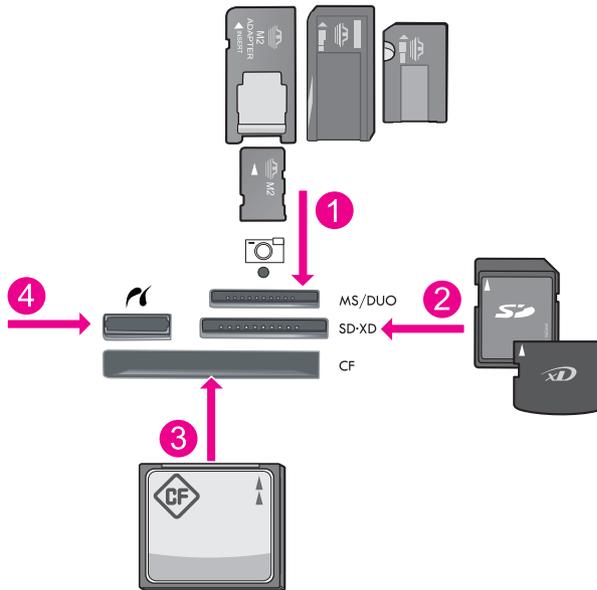
- c. Select project type.
 - Highlight **Create** and press **OK**.
 - Highlight **Album Pages** and press **OK**.
- d. Follow prompts.

Print panoramic photos

- a. Load paper.
 - Load 10 x 30 cm (4 x 12 inch) panorama paper in the main input tray.



b. Insert memory.



| | |
|---|---|
| 1 | Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required) |
| 2 | MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card |
| 3 | CompactFlash (CF) types I and II |
| 4 | Front USB port/Pictbridge: For digital cameras and removable drives |

c. Select project type.

- Highlight **Create** and press **OK**.
- Highlight **Panorama Prints** and press **OK**.

d. Select photo.

- Highlight photo and press **OK**.
- Increase number of copies and press **OK**.
- Press **OK** to preview print job.

e. Print photo.

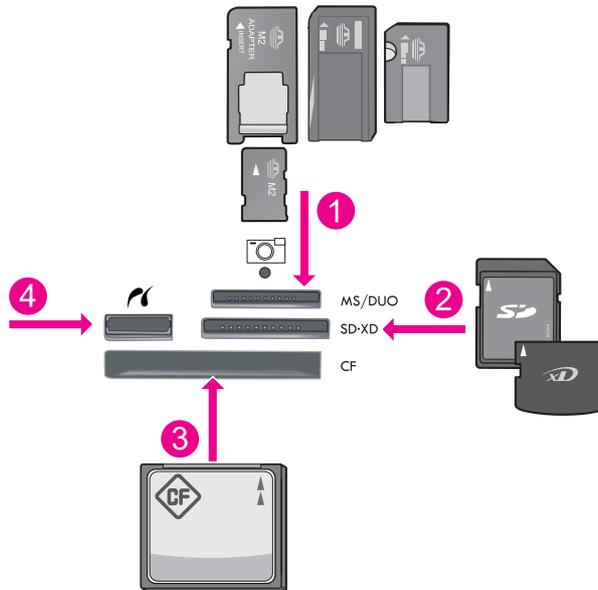
- Press **Print Photos**.

Print wallet photos

a. Load paper.

- Load up to 13 x 18 cm (5 x 7 inch) photo paper in photo tray or full-size photo paper in main input tray.

b. Insert memory.

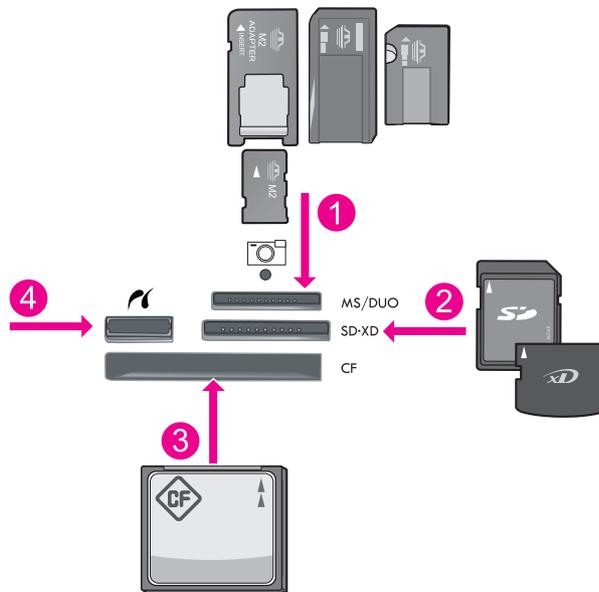


| | |
|---|---|
| 1 | Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required) |
| 2 | MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card |
| 3 | CompactFlash (CF) types I and II |
| 4 | Front USB port/Pictbridge: For digital cameras and removable drives |

- c. Select project type.
- Highlight **Create** and press **OK**.
 - Highlight **Wallet Photos** and press **OK**.
- d. Follow prompts.

Print passport photos

- a. Load paper.
- Load up to 13 x 18 cm (5 x 7 inch) photo paper in photo tray or full-size photo paper in main input tray.
- b. Insert memory.



| | |
|---|---|
| 1 | Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required) |
| 2 | MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card |
| 3 | CompactFlash (CF) types I and II |
| 4 | Front USB port/Pictbridge: For digital cameras and removable drives |

- c. Select project type.
- Highlight **Create** and press **OK**.
 - Highlight **Passport Photos** and press **OK**.
- d. Follow prompts.

Related topics

- [Recommended papers for printing](#)
- [Edit photos before printing](#)
- [Stop the current job](#)

Print a Web page

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

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 main input tray.
2. On the **File** menu in your Web browser, click **Print**.
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**.

Print forms and templates (Quick Forms)

The HP Photosmart contains built-in templates that enable you to print common forms, such as narrow or wide ruled notebook paper, graph paper, task checklists, calendars (not supported on all models), and music sheets on plain letter- or A4-size paper. You can also print games such as dots and fun mazes, which have a different pattern each time you print them.

To print forms from the control panel

1. Make sure you have paper loaded in the input tray.
2. Press **Quick Forms**.
The **Quick Forms** menu appears.
3. Press the down arrow button to highlight the form you want to print, and then press **OK**.
4. If prompted, select the type of form to print.
5. Press the up arrow button to increase the number of copies, and then press **OK**.

Print using the 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 Photosmart 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
- Photo 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 **Features** area, select the **Enable maximum dpi setting** check box.
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 find out what dpi the product will print based on the paper type and print quality settings you selected, click **Resolution**.

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

Related topics

- [View the print resolution](#)

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 **Paper Type** drop-down list, select the type of paper that you have loaded.
7. In the **Print Quality** drop-down list, select the appropriate print quality setting for your project.
8. Click the **Resolution** button to view the print resolution dpi for the paper type and print quality combination you selected.

Use 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, change them, or create your own shortcuts for commonly used tasks.

Use the Printing Shortcuts tab for the following print tasks:

- **General Everyday Printing:** Print documents quickly.
- **Photo Printing–Borderless:** Print to the top, bottom, and side edges of 10 x 15 cm (4 x 6 inch) and 13 x 18 cm (5 x 7 inch) HP Photo Papers.
- **Paper-saving Printing:** Print two-sided documents with multiple pages on same sheet to reduce paper usage.
- **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 Photosmart.

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.

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.

Set 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**.

Edit photos before printing

- ▲ Do one of the following:

Rotate photo

- a. Select photo.
 - Highlight **View & Print** and press **OK**.
 - Highlight photo and press **OK**.
- b. Edit photo.
 - Press **Menu**.
 - Highlight **Rotate** and press **OK**.
 - Press **OK** when done.

Crop photo

- a. Select photo.
 - Highlight **View & Print** and press **OK**.
 - Highlight photo and press **OK**.
- b. Edit photo.
 - Press **Menu**.
 - Highlight **Crop** and press **OK**.
 - Press **OK** when done.

Photo fix

- a. Select photo.
 - Highlight **View & Print** and press **OK**.
 - Highlight photo and press **OK**.
- b. Edit photo.
 - Press Menu.
 - Highlight **Photo Fix** and press **OK**.
 - Select desired option and press **OK**.

Add frame

- a. Select photo.
 - Highlight **View & Print** and press **OK**.
 - Highlight photo and press **OK**.
- b. Edit photo.
 - Press Menu.
 - Highlight **Add Frame** and press **OK**.
 - Select desired option and press **OK**.

Adjust brightness

- a. Select photo.
 - Highlight **View & Print** and press **OK**.
 - Highlight photo and press **OK**.
- b. Edit photo.
 - Press Menu.
 - Highlight **Brightness** and press **OK**.
 - Set brightness and press **OK** when done.

Color effect

- a. Select photo.
 - Highlight **View & Print** and press **OK**.
 - Highlight photo and press **OK**.
- b. Edit photo.
 - Press Menu.
 - Highlight **Color Effect** and press **OK**.
 - Select desired option and press **OK**.

6 Scan

- [Scan to a computer](#)
- [Scan to a memory card or USB storage device](#)
- [Scan and reprint photos](#)

Scan to a computer

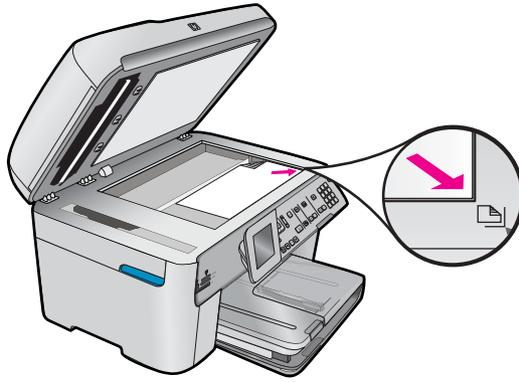
▲ Do one of the following:

Single page scan

- a. Load original.
 - Lift lid on product.



- Load original print side down on right front corner of glass.



- Close lid.
- b. Start scan.
 - Press **Start Scan**.
 - Highlight **Scan to Computer** and press **OK**.
 - Highlight **HP Photosmart** and press **OK**.

Multiple page scan

- a. Load original.
 - Remove any staples or clips from the original document.
 - Slide original with print side up into document feeder tray until the product detects the pages.



- Slide paper-width guide inward until it stops at edge of paper.
- b. Start scan.
 - Press **Start Scan**.
 - Highlight **Scan to Computer** and press **OK**.
 - Highlight desired option and press **OK**.

Related topics

- [Stop the current job](#)

Scan to a memory card or USB storage device

 **NOTE:** You can send the scanned image as a JPEG image to the memory card or storage device that is currently inserted. This enables you to use the photo print options to print borderless prints and album pages from the scanned image.

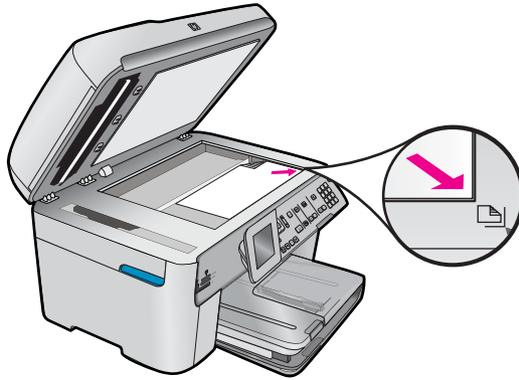
▲ Do one of the following:

Single page scan

- a. Load original.
 - Lift lid on product.

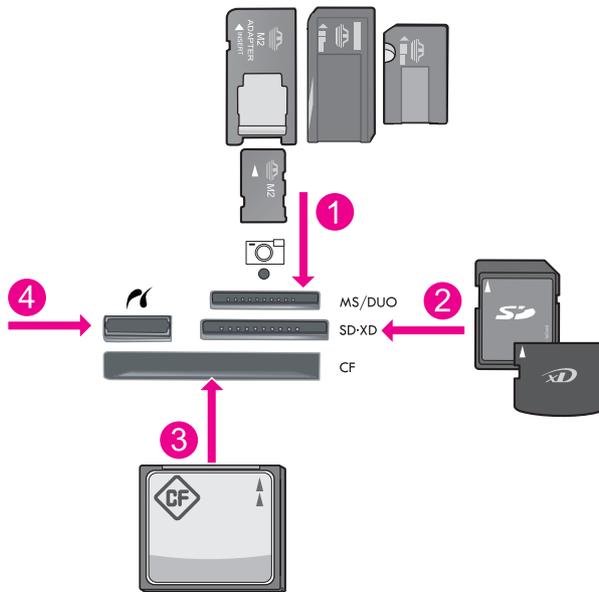


- Load original print side down on right front corner of glass.



☐ Close lid.

b. Insert memory.



| | |
|---|---|
| 1 | Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required) |
| 2 | MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card |
| 3 | CompactFlash (CF) types I and II |
| 4 | Front USB port/Pictbridge: For digital cameras and removable drives |

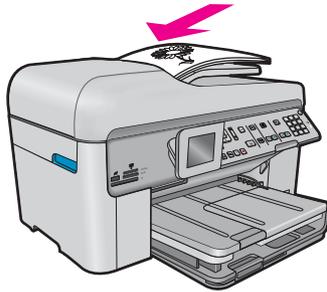
c. Start scan.

- Press **Start Scan**.
- Highlight **Scan to Memory Card** or **Scan to USB Flash Drive** and press **OK**.
- Highlight desired option and press **OK**.

Multiple page scan

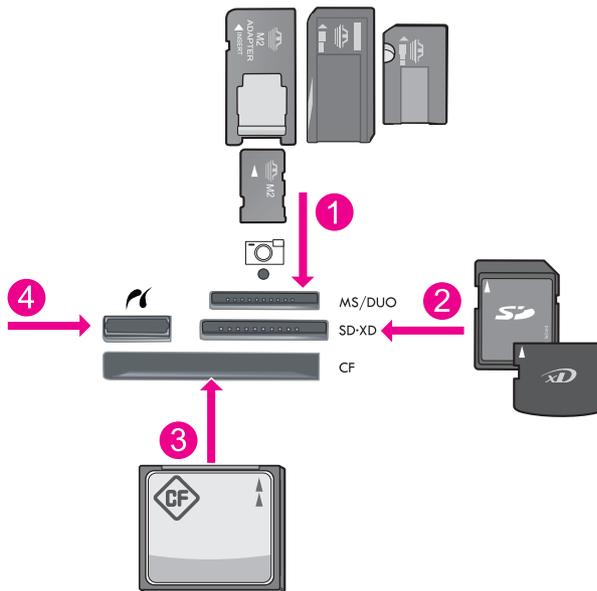
a. Load original.

- Remove any staples or clips from the original document.
- Slide original with print side up into document feeder tray until the product detects the pages.



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

b. Insert memory.



| | |
|---|---|
| 1 | Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required) |
| 2 | MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card |
| 3 | CompactFlash (CF) types I and II |
| 4 | Front USB port/Pictbridge: For digital cameras and removable drives |

c. Start scan.

- Press **Start Scan**.
- Highlight **Scan to Memory Card** or **Scan to USB Flash Drive** and press **OK**.
- Highlight desired option and press **OK**.

Related topics

- [Stop the current job](#)

7 Copy

 **NOTE:** If you have the HP Photosmart Premium Fax C309b series, see [Copy \(HP Photosmart Premium Fax C309b series\)](#) to learn about that product's copy features.

Refer to the label in the cartridge access area to determine the model number.

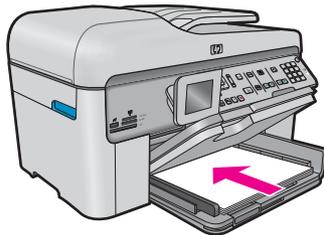
- [Copy text or mixed documents](#)
- [Copy photos \(reprint\)](#)

Copy text or mixed documents

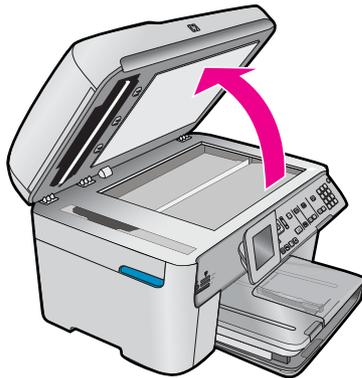
▲ Do one of the following:

1-sided original to 1-sided copy

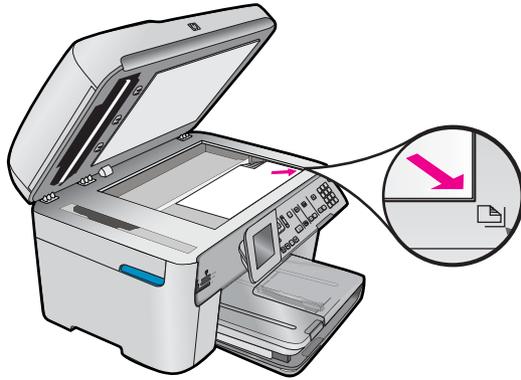
- Load paper.
 - Load full-size paper in the main input tray.



- Load original.
 - Lift lid on product.



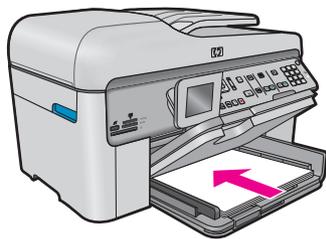
- Load original print side down on right front corner of glass.



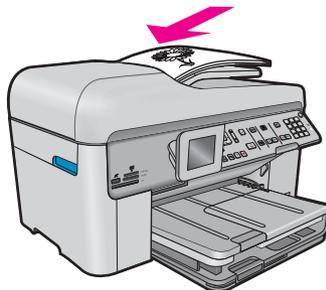
- Close lid.
- c. Specify number of copies.
 - Highlight **Copy** and press **OK**.
 - Press up arrow button or use keypad to increase number of copies .
- d. Start copy.
 - Press **Start Copy**.

1-sided original to 2-sided copy

- a. Load paper.
 - Load full-size paper in the main input tray.



- b. Load original.
 - Slide original with print side up into document feeder tray until the product detects the pages.

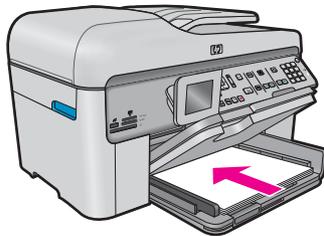


 **NOTE:** You can also load the original print side down on the right front corner on the glass.

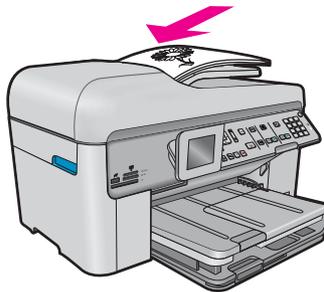
- Slide paper-width guide inward until it stops at edge of paper.
- c. Specify 2-sided option.
 - Press **2-Sided** on control panel.
 - Highlight **Copy** and press **OK**.
 - Highlight **1-Sided Original 2-Sided Copy** and press **OK**.
- d. Specify number of copies.
 - Press up arrow button or use keypad to increase number of copies .
- e. Start copy.
 - Press **Start Copy**.

2-sided original to 2-sided copy

- a. Load paper.
 - Load full-size paper in the main input tray.



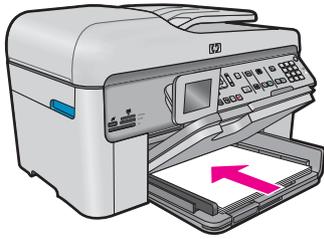
- b. Load original.
 - Slide original with print side up into document feeder tray until the product detects the pages.



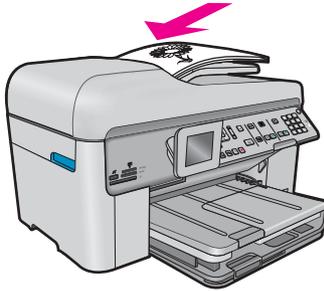
- Slide paper-width guide inward until it stops at edge of paper.
- c. Specify 2-sided option.
 - Press **2-Sided** on control panel.
 - Highlight **Copy** and press **OK**.
 - Highlight **2-Sided Original 2-Sided Copy** and press **OK**.
- d. Specify number of copies.
 - Press up arrow button or use keypad to increase number of copies .
- e. Start copy.
 - Press **Start Copy**.

2-sided original to 1-sided copy

- a. Load paper.
 - Load full-size paper in the main input tray.



- b. Load original.
- Slide original with print side up into document feeder tray until the product detects the pages.



- Slide paper-width guide inward until it stops at edge of paper.
- c. Specify 2-sided option.
- Press **2-Sided** on control panel.
 - Highlight **Copy** and press **OK**.
 - Highlight **2-Sided Original 1-Sided Copy** and press **OK**.
- d. Specify number of copies.
- Press up arrow button or use keypad to increase number of copies .
- e. Start copy.
- Press **Start Copy**.

Related topics

- [Change the copy settings](#)
- [Preview a copy before printing](#)
- [Stop the current job](#)

Change the copy settings

To set the number of copies from the control panel

1. Press **OK** when **Copy** is highlighted on the Home Screen.
2. Press the up arrow button or use the keypad to increase the number of copies, up to the maximum. (The maximum number of copies varies by model.)
3. Press **Start Copy**.

To set the paper size from the control panel

1. Press **OK** when **Copy** is highlighted on the Home Screen.
2. Press the Menu button to select **Copy Settings**.



3. Press the down arrow button to highlight **Paper Size** and then press **OK**.
4. Press the down arrow button to highlight the appropriate paper size present in the input tray, and then press **OK**.

To set the paper type for copies

1. Press **OK** when **Copy** is highlighted on the Home Screen.
2. Press the Menu button to select **Copy Settings**.



3. Press the down arrow button to highlight **Paper Type**, and then press **OK**.
4. Press the down arrow button until the appropriate paper type appears, and then press **OK**. 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 Paper |
| HP Bright White Paper | Plain Paper |
| HP Premium Plus Photo Paper, Glossy | Premium Photo |
| HP Premium Plus Photo Paper, Matte | Premium Photo |
| HP Premium Plus 10 x 15 cm (4 x 6 inch) Photo Paper | Premium Photo |
| HP Photo Paper | Photo Paper |
| HP Everyday Photo Paper | Everyday Photo |
| HP Everyday Photo Paper, Semi Gloss | Everyday Matte |
| HP Premium Paper | Premium Inkjet |
| Other inkjet paper | Premium Inkjet |
| HP Professional Brochure & Flyer Paper (Glossy) | Brochure Glossy |
| HP Professional Brochure & Flyer Paper (Matte) | Brochure Matte |
| HP Premium or Premium Plus Inkjet Transparency Film | Transparency |
| Other transparency film | Transparency |
| Plain Hagaki | Plain Paper |
| Glossy Hagaki | Premium Photo |
| L (Japan only) | Premium Photo |
| Advanced Photo Paper | Advanced Photo |

To change the copy quality from the control panel

1. Press **OK** when **Copy** is highlighted on the Home Screen.
2. Press the Menu button to select **Copy Settings**.



3. Press the down arrow button to highlight **Quality**, and then press **OK**.
4. Press the up arrow or down arrow button to select a copy quality, and then press **OK**.

To adjust the copy contrast from the control panel

1. Press **OK** when **Copy** is highlighted on the Home Screen.
2. Press the Menu button to select **Copy Settings**.



3. Press the down arrow button to highlight **Lighter/Darker**, and then press **OK**.
4. Do one of the following:
 - Press the right arrow button to darken the copy.
 - Press the left arrow button to lighten the copy.
5. Press **OK**.

Preview a copy before printing

After changing settings on the HP Photosmart for making a copy, you can preview an image of the expected output on the display before starting the copy.

 **NOTE:** To ensure an accurate preview, change the paper size and type to reflect the actual paper you have loaded in the input tray. If you use the Automatic settings, the onscreen preview might not accurately represent the output. Instead, the preview will reflect what the output would be if the default paper type and size were loaded in the input tray.

Previews appear when you select **Preview** on the **Copy Menu**, or when you use the crop feature to specify a specific area of the original to copy.

To preview your copy from the control panel

1. Press **OK** when **Copy** is highlighted on the Home Screen.
2. Press the Menu button to select **Copy Settings**.



3. Change copy settings on the product to accurately reflect the copy you want to make.
4. Press the down arrow button to highlight **Preview**, and then press **OK**.
An image on the display shows how your copy will print.
5. Press **Start Copy** to accept the preview and begin copying.

Related topics

- [Change the copy settings](#)

8 Copy (HP Photosmart Premium Fax C309b series)

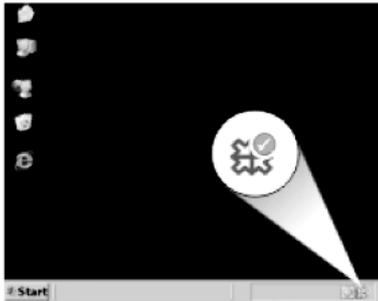
 **NOTE:** To make copies, the HP Photosmart and computer must be connected and turned on. The HP Photosmart Software must also be installed and running on your computer prior to copying.

Refer to the label in the cartridge access area to determine the model number.

- [Copy text or mixed documents](#)
- [Stop the current job](#)

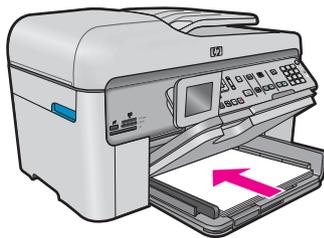
Copy text or mixed documents

To make a copy, the HP Photosmart and computer must be connected and turned on. The HP Photosmart Software must also be installed and running on your computer prior to copying. 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.



To make a copy

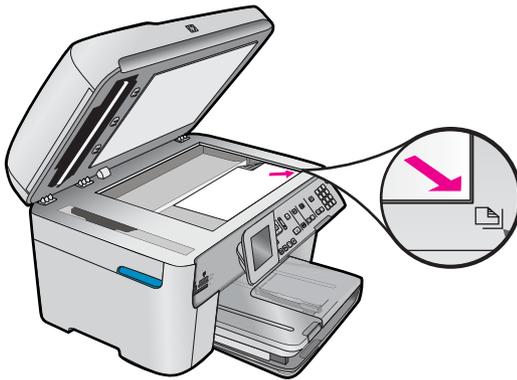
1. Load paper.
 - ▲ Load full-size paper in the main input tray.



2. Load original.
 - a. Lift lid on product.



- b. Load original print side down on right front corner of glass.



- c. Close lid.

3. Specify number of copies.
 - a. Highlight **Copy** and press **OK**.
 - b. Press up arrow button or use keypad to increase number of copies .
4. Start copy.
 - a. Press **Start PC Copy**.
 - b. Copy job starts from software on computer.

Related topics

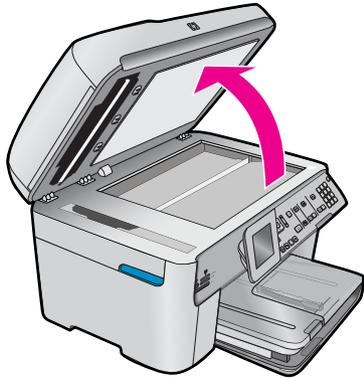
- [Stop the current job](#)

9 Reprint photos

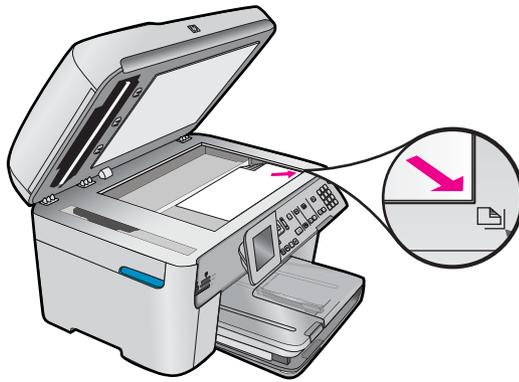
 **NOTE:** The reprint features are not available on the HP Photosmart Premium Fax C309b series. Additionally there are limited copy features available from the control panel.

To reprint an original photo

1. Load original.
 - a. Lift lid on product.



- b. Load original print side down on right front corner of glass.



- c. Close lid.
2. Load paper.
 - ▲ Load up to 13 x 18 cm (5 x 7 inch) paper in the photo tray or full-size photo paper in the main input tray.
3. Reprint photo.
 - a. Press **Photo Reprints** on control panel.
 - b. Press **Print Photos**.

Related topics

- [Stop the current job](#)

10 Fax

- [Send a fax](#)
- [Receive a fax](#)

Related topics

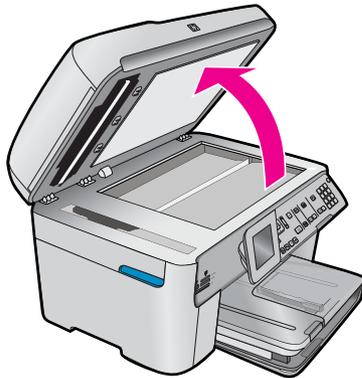
- [Set up the HP Photosmart for faxing](#)

Send a fax

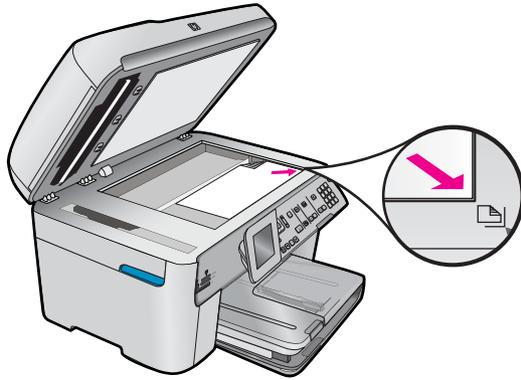
- ▲ Do one of the following:

Fax photo

- a. Load original.
 - Lift lid on product.



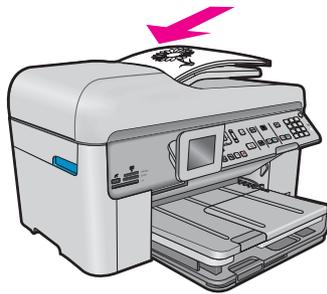
- Load original print side down on right front corner of glass.



- Close lid.
- b. Press **Start Fax** and wait for tone.
- c. Enter number.

Fax 1-sided document

- a. Load original.
 - Remove any staples or clips from the original document.
 - Slide original with print side up into document feeder tray until the product detects the pages.



- Slide paper-width guide inward until it stops at edge of paper.
- b. Press **Start Fax** and wait for tone.
- c. Enter number.

Fax 2-sided document

- a. Load original.
 - Remove any staples or clips from the original document.
 - Slide original with print side up into document feeder tray until the product detects the pages.



- Slide paper-width guide inward until it stops at edge of paper.
- b. Specify 2-sided option.
 - Press **2-Sided** on control panel.
 - Highlight **Fax Send** and press **OK**.
 - Highlight **2-Sided Original** and press **OK**.
- c. Press **Start Fax** and wait for tone.
- d. Enter number.

Alternate methods of faxing

- [Initiate a fax from your phone](#)
- [Send a fax to multiple recipients](#)
- [Schedule a fax to send later](#)
- [Set up and use speed dial](#)

Initiate a fax from your phone

Sending a fax manually allows you to make a phone call and talk with the recipient before you send the fax. This is useful if you want to inform the recipient that you are going to send them a fax before sending it. When you send a fax manually, you can hear the dial tones, telephone prompts, or other sounds through the handset on your telephone. This makes it easy for you to use a calling card to send your fax.

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

To send a fax manually from a connected phone

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



-
-  **NOTE:** This feature is not supported if you load your originals on the glass. You must load your originals in the document feeder tray.
-
2. Dial the number by using the keypad on the phone that is connected to the HP Photosmart.
-
-  **NOTE:** Do not use the keypad on the control panel of the HP Photosmart. You must use the keypad on your phone to dial the recipient's number.
-
3. If the recipient answers the telephone, you can engage in a conversation before sending your fax.
-
-  **NOTE:** If a fax machine answers the call, you will hear fax tones from the receiving fax machine. Proceed to the next step to transmit the fax.
-
4. Once you are ready to send the fax, press **Start Fax**.
If you were speaking with the recipient before sending the fax, inform the recipient that they should press Start on their fax machine after they hear fax tones.
The telephone line is silent while the fax is transmitting. At this point, you can hang up the telephone. If you want to continue speaking with the recipient, remain on the line until the fax transmission is complete.

Send a fax to multiple recipients

You can send a fax to multiple recipients without first setting up a group speed dial.

-
-  **NOTE:** The list of recipients you specify for this fax is not saved and only works for sending faxes in black. If you intend to send other faxes to the same recipient list, you should create a group speed dial list.
-

To broadcast a fax to multiple recipients from the control panel

1. Press **OK** when **Fax** is highlighted on the Home Screen.
2. Press the Menu button to select **Fax Menu**.



3. Press the down arrow button to highlight **Broadcast Fax**, and then press **OK**.
4. Press **OK**, and then enter the fax number by using the keypad, or press the down arrow button to access speed dials.

-
-  **NOTE:** You can add up to 20 individual fax numbers.
-

5. Press **Start Fax**.
6. When prompted, load your originals print side up and top first in the center of the document feeder tray.
7. Press **Start Fax** again.

Schedule a fax to send later

You can schedule a black-and-white fax to be sent within the next 24 hours. This enables you to send a black-and-white fax late in the evening, when phone lines are not as busy or phone rates are lower, for example. The HP Photosmart automatically sends your fax at the specified time.

You can only schedule one fax to be sent at a time. You can continue to send faxes normally, however, while a fax is scheduled.

-
-  **NOTE:** You cannot schedule a color fax due to memory limitations.
-

To schedule a fax from the control panel

1. Load your originals print side up into the document feeder tray.
2. Press **OK** when **Fax** is highlighted on the Home Screen.

3. Press the Menu button to select **Fax Menu**.



4. Press the down arrow button to **Send Fax Later**, and then press **OK**.
5. Enter the send time by using the numeric keypad, and then press **OK**. If prompted, press **1** for **AM**, or **2** for **PM**.
6. Enter the fax number by using the keypad.
7. Press **Start Fax**.
The HP Photosmart scans all pages and the scheduled time appears on the display. The HP Photosmart sends the fax at the scheduled time.

To cancel a scheduled fax

1. Press **OK** when **Fax** is highlighted on the Home Screen.
2. Press the Menu button to select **Fax Menu**.



3. Press the down arrow button to highlight **Send Fax Later**, and then press **OK**.
4. Press the down arrow button to highlight **Cancel scheduled fax**, and then press **OK**.

NOTE: You can also cancel the scheduled fax by pressing Cancel on the control panel when the **Send Fax Later** message is visible on the display.

Set up and use speed dial

You can quickly send a black-and-white or color fax from the HP Photosmart using speed dials. This section provides instructions for sending the fax in black and white.

To create speed dial entries from the control panel

1. Press **Setup**.
2. Press the down arrow button to highlight **Speed Dial Setup**, and then press **OK**.
3. Press the down arrow button to highlight **Individual Speed Dial**, and then press **OK**.
4. Press the down arrow button to select the displayed speed dial entry. You can also press the down arrow button to highlight a different unassigned entry, and then press **OK**.
5. Enter the fax number for the speed dial entry by using the numeric keypad, and then press **OK**.

TIP: To add a pause in the fax number you are entering, press the up arrow button. A dash (-) appears on the display.

The visual keyboard appears on the display.

6. Use the visual keyboard to enter the name. When you are finished, highlight **Done** on the visual keyboard, and then press **OK**.
7. Press **OK** if you want to set up another number.

To send a fax using speed dials from the control panel

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

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

2. Press **OK** when **Fax** is highlighted on the Home screen.

3. Press the down arrow button to access speed dials.
 4. Press the down arrow button until the appropriate speed dial entry is highlighted, or enter the speed dial code by using the keypad on the control panel.
Press **OK**.
 5. Press **Start Fax**.
 - **If the device detects an original loaded in the automatic document feeder**, the HP Photosmart sends the document to the number you entered.
 - **If the device does not detect an original loaded in the automatic document feeder**, the **Feeder Empty** prompt appears. Make sure your original is loaded print side down on the glass, and then press the down arrow button to highlight **Fax original from scanner glass**, and press **OK**.
-
-  **TIP:** If the recipient reports issues with the quality of the fax you sent, you can try changing the resolution or contrast of your fax.
-

Receive a fax

When you are on the phone, the person you are speaking with can send you a fax while you are still connected. This is referred to as manual faxing. Use the instructions in this section to receive a manual fax.

You can receive faxes manually from a phone that is:

- Directly connected to the HP Photosmart (on the 2-EXT port)
- On the same phone line, but not directly connected to the HP Photosmart

To receive a fax manually

1. Make sure the product is turned on and you have paper loaded in the input tray.
2. Remove any originals from the document feeder tray.
3. Set the **Rings to Answer** setting to a high number to allow you to answer the incoming call before the product answers. Or, turn off the **Auto Answer** setting so that the product does not automatically answer incoming calls.
4. If you are currently on the phone with the sender, instruct the sender to press Start on their fax machine.
5. When you hear fax tones from a sending fax machine, do the following:
 - a. Press **Start Fax** on the control panel.
 - b. When prompted, press the down arrow button to highlight **Receive Fax Manually**, and then press **OK**.
6. After the product begins to receive the fax, you can hang up the phone or remain on the line. The phone line is silent during fax transmission.

Related topics

- [Stop the current job](#)

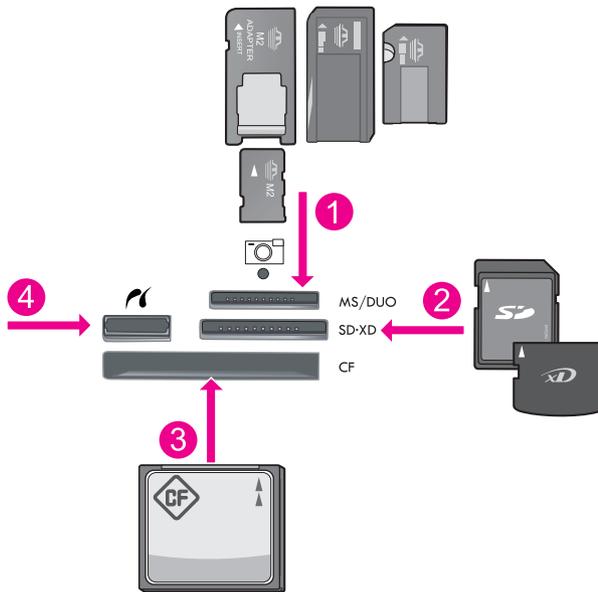
11 Save photos

- [Save photos to your computer](#)
- [Back up photos to a USB storage device](#)

Save photos to your computer

To save photos

1. Insert memory.



| | |
|---|---|
| 1 | Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required) |
| 2 | MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card |
| 3 | CompactFlash (CF) types I and II |
| 4 | Front USB port/Pictbridge: For digital cameras and removable drives |

2. Save photos.

- ▲ Highlight **Save** and press **OK**.

 **NOTE:** If product is network-connected, a list of available computers appears. Select computer to which you want to transfer photos, and then continue to next step.

3. Follow Prompts.

- ▲ Follow onscreen prompts on computer to save photos to computer.

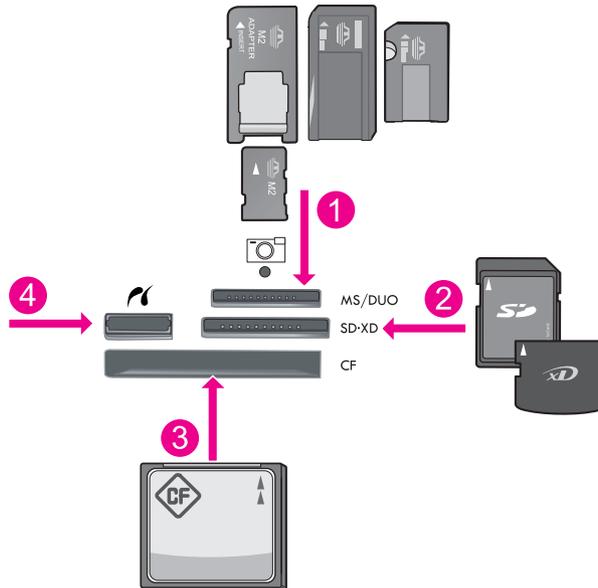
Related topics

- [Stop the current job](#)

Back up photos to a USB storage device

To back up photos

1. Insert memory.
 - a. Insert a memory card into appropriate slot on product.



| | |
|---|---|
| 1 | Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required) |
| 2 | MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card |
| 3 | CompactFlash (CF) types I and II |
| 4 | Front USB port/Pictbridge: For digital cameras and removable drives |

- b. When photo light stops flashing, connect a storage device to the front USB port.
2. Save photos.
 - ▲ Highlight **Yes, back up Memory Card to storage device.** and press **OK**.
3. Remove memory.

Related topics

- [Stop the current job](#)

12 Work with cartridges

- [Check the estimated ink levels](#)
- [Order ink supplies](#)
- [Replace the cartridges](#)
- [Cartridge warranty information](#)

Check the estimated ink levels

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

 **NOTE: 1** If you have installed a refilled or remanufactured cartridge, or a cartridge that has been used in another printer, the ink level indicator might be inaccurate or unavailable.

NOTE: 2 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 have to replace the cartridges until the print quality is unacceptable.

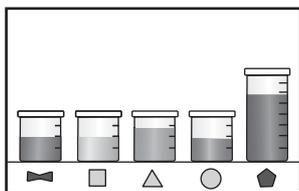
NOTE: 3 Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the product and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used. For more information, see www.hp.com/go/inkusage.

To check the ink levels from the control panel

1. Press **Setup**.



2. Press the down arrow button to highlight **Tools**, and then press **OK**.
3. Press the down arrow button to highlight **Display Estimated Ink Levels**, and then press **OK**.
The product displays a gauge that shows the estimated ink levels of all cartridges installed.



4. Press any button to return to the **Tools** menu.

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 ink cartridges appear.

Related topics

- [Order ink supplies](#)

Order ink supplies

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

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

To order genuine HP supplies for the HP Photosmart, 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 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 cartridges.

To order HP printing supplies through the HP Photosmart Software

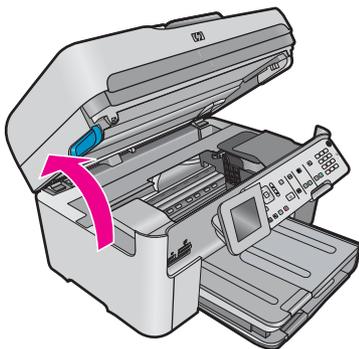
1. On the **File** menu in your software application, click **Print**.
2. Make sure the product is the selected printer.
3. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
4. Click the **Features** tab, and then click the **Printer Services** button.
5. Click the **Estimated Ink Levels** tab.
6. Click **Ink Cartridge Ordering Information**.
The ink cartridge reorder numbers appear.
7. Click **Order 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.

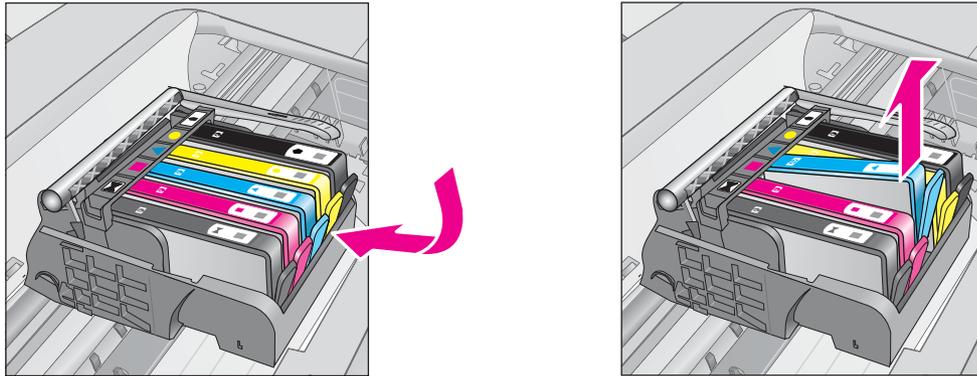
Replace the cartridges

To replace the cartridges

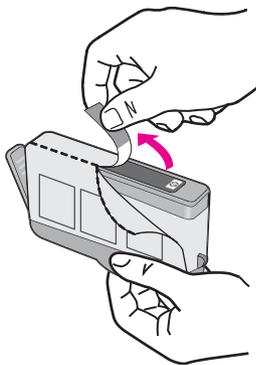
1. Check that power is on.
2. Remove cartridge.
 - a. Open the cartridge access door by lifting the blue access handles on the side of the product, until the door locks into place.



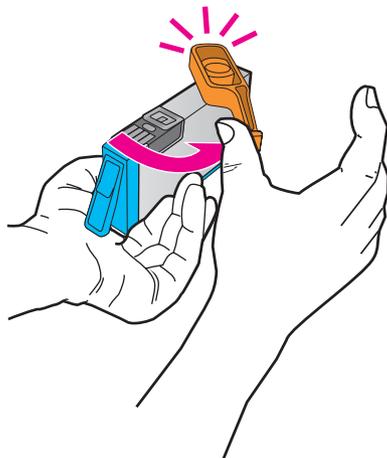
- Wait for print carriage to move to center of the product.
- b.** Press tab on cartridge, then remove it from slot.



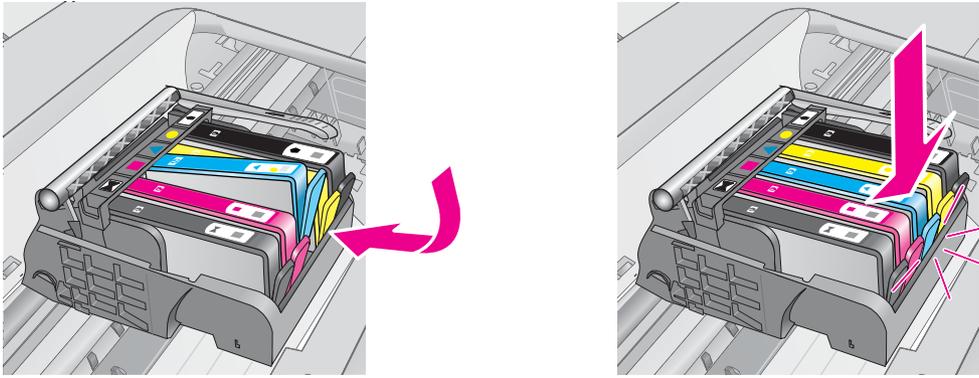
- 3.** Insert new cartridge.
 - a.** Remove cartridge from packaging.



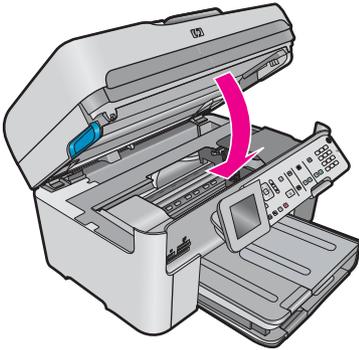
- b.** Twist orange cap to snap it off. A forceful twist may be required to remove the cap.



- c.** Match color icons, then slide cartridge into slot until it clicks into place.



d. Close cartridge door.



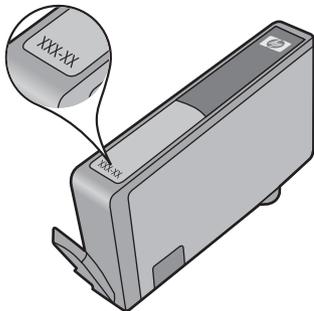
Related topics

- [Order ink supplies](#)

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.

13 Solve a problem

This section contains the following topics:

- [HP support](#)
- [Setup troubleshooting](#)
- [Print quality troubleshooting](#)
- [Print troubleshooting](#)
- [Memory card troubleshooting](#)
- [Scan troubleshooting](#)
- [Copy troubleshooting](#)
- [Fax troubleshooting](#)
- [Errors](#)

HP support

- [Support process](#)
- [HP support by phone](#)
- [Additional warranty options](#)

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 newsletters that are available when you register the product
3. Call HP support. Support options and availability vary by product, country/region, and language.

HP support by phone

Phone support options and availability vary by product, country/region, and language.

This section contains the following topics:

- [Phone support period](#)
- [Placing a call](#)
- [Support phone numbers](#)
- [After the phone support period](#)

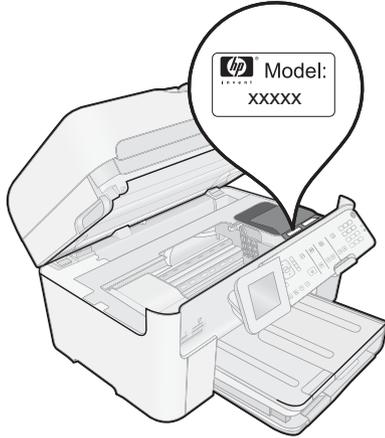
Phone support period

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:

- Product name (HP Photosmart Premium Fax C309 series)
- Model number (located near the cartridge access area)



- 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.)?

For the list of support phone numbers, see [Support phone numbers](#).

Support phone numbers

The support phone numbers and associated costs listed here are those in effect at the time of publication and are applicable only for calls made on a land line. Different rates may apply for mobile phones.

For the most current HP list of telephone support numbers and call costs information, see www.hp.com/support.



| | |
|------------------------------------|---|
| Africa (English speaking) | +27 11 2345872 |
| Afrique (francophone) | +33 1 4993 9230 |
| 021 672 280 | الجزائر |
| Argentina (Buenos Aires) | 54-11-4708-1600 |
| Argentina | 0-800-555-5000 |
| Australia | 1300 721 147 |
| Australia (out-of-warranty) | 1902 910 910 |
| Österreich | +43 0820 87 4417 0,145 € p/m |
| 17212049 | البحرين |
| België | +32 070 300 005 0,174 € |
| Belgique | +32 070 300 004 0,174 € |
| Brasil (Sao Paulo) | 55-11-4004-7751 |
| Brasil | 0-800-709-7751 |
| Canada | 1-(800)-474-6836 (1-800 hp invent) |
| Central America & The Caribbean | www.hp.com/support |
| Chile | 800-360-999 |
| 中国 | 1068687980 |
| 中国 | 800-810-3888 |
| Colombia (Bogotá) | 571-606-9191 |
| Colombia | 01-8000-51-4746-8368 |
| Costa Rica | 0-800-011-1046 |
| Česká republika | 810 222 222 |
| Danmark | +45 70 202 845 0,25 DKK |
| Ecuador (Andinatel) | 1-999-119 ☎ 800-711-2884 |
| Ecuador (Pacifitel) | 1-800-225-528 ☎ 800-711-2884 |
| (02) 6910602 | مصر |
| El Salvador | 800-6160 |
| España | +34 902 010 059 0,078 € |
| France | +33 0892 69 60 22 0,337 € |
| Deutschland | +49 01805 652 180 0,14 € aus dem deutschen Festnetz - bei Anrufen aus Mobilfunknetzen können andere Preise gelten |
| Ελλάδα (από το εξωτερικό) | + 30 210 6073603 |
| Ελλάδα (εντός Ελλάδας) | 801 11 75400 |
| Ελλάδα (από Κύπρο) | 800 9 2654 |
| Guatemala | 1-800-711-2884 |
| 香港特別行政區 | (852) 2802 4098 |
| Magyarország | 06 40 200 629 |
| India | 1-800-425-7737 |
| India | 91-80-28526900 |
| Indonesia | +62 (21) 350 3408 |
| +971 4 224 9189 | العراق |
| +971 4 224 9189 | الكويت |
| +971 4 224 9189 | لبنان |
| +971 4 224 9189 | قطر |
| +971 4 224 9189 | اليمن |
| Ireland | +353 1890 923 902 0,05 € |
| 1-700-503-048 | ישראל |
| Italia | +39 848 800 871 0,023 € |

| | |
|--|------------------------------|
| Jamaica | 1-800-711-2884 |
| 日本 | 0570-000511 |
| 日本 | 03-3335-9800 |
| 0800 222 47 | الأردن |
| 한국 | 1588-3003 |
| Luxembourg (Français) | +352 900 40 006 0,161 € |
| Luxemburg (Deutsch) | +352 900 40 007 0,161 € |
| Malaysia | 1800 88 8588 |
| Mauritius | (230) 262 210 404 |
| México (Ciudad de México) | 55-5258-9922 |
| México | 01-800-472-68368 |
| Maroc | 081 005 010 |
| Nederland | +31 0900 2020 165 0,20 € |
| New Zealand | 0800 441 147 |
| Nigeria | (01) 271 2320 |
| Norge | +47 815 62 070 0,39 NOK |
| 24791773 | عُمان |
| Panamá | 1-800-711-2884 |
| Paraguay | 009 800 54 1 0006 |
| Perú | 0-800-10111 |
| Philippines | 2 867 3551 |
| Polska | 801 800 235 |
| Portugal | +351 808 201 492 0,024 € |
| Puerto Rico | 1-877-232-0589 |
| República Dominicana | 1-800-711-2884 |
| Reunion | 0820 890 323 |
| România | 0801 033 390 |
| Россия (Москва) | 095 777 3284 0,03 € |
| Россия (Санкт- Петербург) | 812 332 4240 0,08 € |
| 800 897 1415 | السعودية |
| Singapore | +65 6272 5300 |
| Slovensko | 0850 111 256 |
| South Africa (RSA) | 0860 104 771 |
| Suomi | +358 0 203 66 767 0,015 € |
| Sverige | +46 077 120 4765 0,23 SEK |
| Switzerland | +41 0848 672 672 0.08 CHF |
| 臺灣 | 02-8722-8000 |
| ไทย | +66 (2) 353 9000 |
| 071 891 391 | تونس |
| Trinidad & Tobago | 1-800-711-2884 |
| Türkiye (İstanbul, Ankara, İzmir & Bursa) | 444 0307 |
| Україна | (044) 230-51-06 |
| 600 54 47 47 | الإمارات العربية المتحدة |
| United Kingdom | +44 0870 010 4320 0.05 £ |
| United States | 1-(800)-474-6836 |
| Uruguay | 0004-054-177 |
| Venezuela (Caracas) | 58-212-278-8666 |
| Venezuela | 0-800-474-68368 |
| Việt Nam | +84 88234530 |

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 Photosmart 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.

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](#).
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 product with my computer](#)
- [After setting up the product, it does not print](#)
- [The wrong measurements are showing in menus on the display](#)
- [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](#)
- [Uninstall and reinstall the software](#)

The product will not turn on

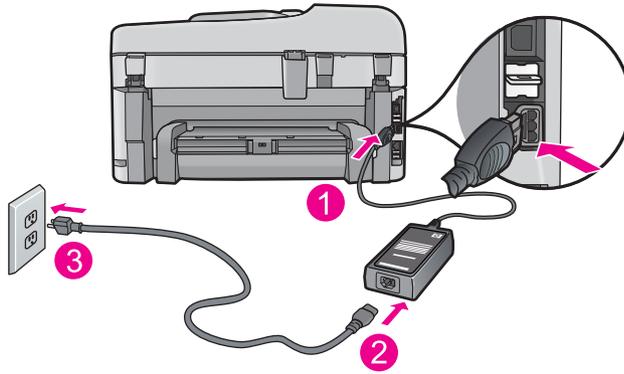
Try the following solutions if there are no light indications, no noise, and no movement from the product when you turn it on.

- [Solution 1: Make sure you use the power cord that came with the product](#)
- [Solution 2: Reset the product](#)
- [Solution 3: Press the On button more slowly](#)
- [Solution 4: Contact HP to replace the power supply](#)
- [Solution 5: Contact HP support for service](#)

Solution 1: Make sure you use the power cord that came with the product

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. Make sure the light on the adapter is lit.



| | |
|---|------------------------|
| 1 | Power connection |
| 2 | Power cord and adapter |
| 3 | Power outlet |

- If you are using a power strip, make sure the power strip is turned 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 being used with the power cord provided.

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

Solution 2: Reset 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 3: 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.

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

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

Solution 4: Contact HP to replace the power supply

Solution: Contact HP support to request a power supply for the product.

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 power supply was not intended for use with this product.

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

Solution 5: 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.

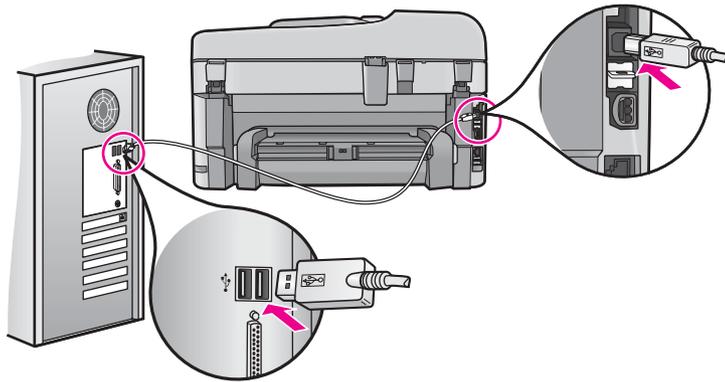
If prompted, choose your country/region, and then click **Contact HP** for technical support.

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

I connected the USB cable, but I am having problems using the product 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, 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.



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 you are prompted can cause errors.

After setting up the product, it does not 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: Press the On button to turn on the product](#)
- [Solution 2: Set your product as the default printer](#)
- [Solution 3: Check the connection between the product and computer](#)
- [Solution 4: Check that the cartridges are installed properly and have ink](#)
- [Solution 5: Load paper in the input tray](#)

Solution 1: Press the On button to turn on the product

Solution: Look at the display on the product. If the display is blank and the **On** button 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 might not have been turned on.

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

Solution 2: Set your product as the default printer

Solution: Use the system tools on your computer to change your product to be the default printer.

Cause: You sent the print job to the default printer, but this product was not the default printer.

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

Solution 3: Check the connection between the product and computer

Solution: Check the connection between the product and computer.

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

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

Solution 4: Check that the cartridges are installed properly and have ink

Solution: Check that the cartridges are installed properly and have ink.

For more information, see:

- [Work with cartridges](#)

Cause: There might have been a problem with one or more of the cartridges.

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

Solution 5: Load paper in the input tray

Solution: Load paper in the input tray.

For more information, see:

- [Load media](#)

Cause: The product might have been out of paper.

The wrong measurements are showing in menus on the display

Solution: Change the country/region setting.

 **NOTE:** You will be prompted to set both the language and the country/region settings, by using the following procedure.

To set your language and country/region

1. Press **Setup**.



2. Press the down arrow button to highlight **Preferences**, and then press **OK**.
3. Press the down arrow button to highlight **Set Language**, and then press **OK**.
4. Press the down arrow button to scroll through the languages. When the language you want to use is highlighted, press **OK**.

5. When prompted, press the down arrow button to highlight **Yes** for confirmation, and then press **OK**. The **Preferences** menu reappears.
6. Press the down arrow button to highlight **Set Country/Region**, and then press **OK**.
7. Press the down arrow button to scroll through the countries/regions. When the country/region you want to use is highlighted, press **OK**.
8. When prompted, press the down arrow button to highlight **Yes** for confirmation, and then press **OK**.

Cause: You might have selected the incorrect country/region when setting up the product. The country/region you select determines the paper sizes shown on the display.

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.

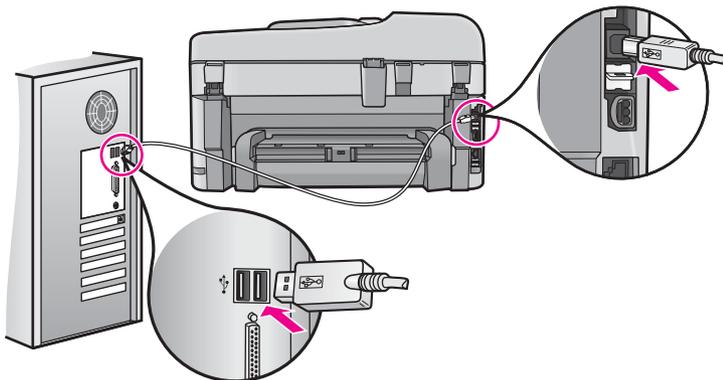
Cause: Your system did not meet the minimum requirements to install the software.

A red X appears on the USB connect prompt

Solution: Check that the product is turned on, and then try the USB connection again.

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: The USB connection between the product and the computer failed.

I received a message that an Unknown Error has occurred

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** button 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 Photosmart 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 the 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 and Windows XP, 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: 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 using the product again.

Cause: The source of the error was 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, Photosmart Premium Fax C309 series**, and then clicking **Product Registration**.

Cause: The registration screen did not launch automatically.

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 Photosmart 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 Photosmart.

To uninstall and reinstall the software

1. On the Windows taskbar, click **Start**, **Settings**, **Control Panel** (or just **Control Panel**).
2. Double-click **Add/Remove Programs** (or click **Uninstall a program**).
3. Select **HP Photosmart All-In-One Driver Software**, and then click **Change/Remove**. Follow the onscreen instructions.
4. Disconnect the product from your computer.
5. 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.

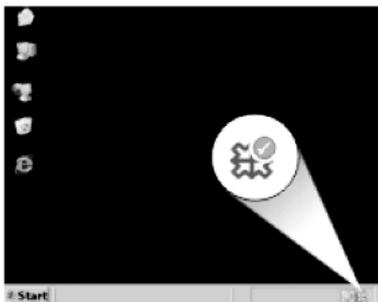
6. Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.

 **NOTE: 1** If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

NOTE: 2 If you no longer have the installation CD, you can download the software from www.hp.com/support.

7. 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.



Print quality troubleshooting

Use this section to solve these print quality problems:

- [Wrong, inaccurate, or bleeding colors](#)
- [Ink is not filling the text or graphics completely](#)

- [The printout has a horizontal band of distortion near the bottom of a borderless print](#)
- [Printouts have horizontal streaks or lines](#)
- [Printouts are faded or have dull colors](#)
- [Printouts seem blurry or fuzzy](#)
- [Printouts have vertical streaks](#)
- [Printouts are slanted or skewed](#)
- [Ink streaks on the back of the paper](#)
- [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: Make sure you are using genuine HP ink cartridges](#)
- [Solution 2: Check the paper loaded in the input tray](#)
- [Solution 3: Check the paper type](#)
- [Solution 4: Check the ink levels](#)
- [Solution 5: Check the print settings](#)
- [Solution 6: Align the printer](#)
- [Solution 7: Clean the printhead](#)
- [Solution 8: Contact HP support](#)

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

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

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

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

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

www.hp.com/go/anticounterfeit

Cause: Non-HP ink cartridges were being used.

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

Solution 2: Check the paper loaded in the input tray

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

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

For more information, see:

- [Load media](#)

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

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

Solution 3: Check the paper type

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

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

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

For more information, see:

- [Recommended papers for printing](#)
- [Information on paper](#)

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

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

Solution 4: Check the ink levels

Solution: Check the estimated ink levels in the 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 cartridges until print quality becomes unacceptable.

For more information, see:

- [Check the estimated ink levels](#)

Cause: The ink cartridges might have insufficient ink.

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

Solution 5: Check the print settings

Solution: Check the print settings.

- Check the print settings to see if the color settings are incorrect. For example, check to see if the document is set to print in grayscale. Or, check to see if advanced color settings such as saturation, brightness, or color tone, are set to modify the appearance of colors.
- Check the print quality setting and make sure it matches the type of paper loaded in the product. You might need to choose a lower print quality setting, if colors are running into each other. Or, choose a higher setting if you are printing a high-quality photo, and then make sure photo paper such as HP Advanced Photo Paper, is loaded in the input tray.

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

Cause: The print settings were set incorrectly.

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

Solution 6: Align the printer

Solution: Align the printer.

Aligning the printer can help ensure excellent print quality.

To align the printer 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**.
3. In the **Print Settings** area, click **Printer Toolbox**.

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

The **Printer Toolbox** appears.

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

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

Cause: The printer needed to be aligned.

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

Solution 7: Clean the printhead

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

To clean the printhead from the control panel

1. Press **Setup**.



2. Press the down arrow button to highlight **Tools**, and then press **OK**.
3. Press the down arrow button to highlight **Clean Printhead**, and then press **OK**.
The product cleans the printhead.
4. Press any button to return to the **Tools** menu.

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

To print a print quality report

1. Load letter or A4 unused plain white paper into the input tray.
2. Press **Setup**.



3. Press the down arrow button to highlight **Tools**, and then press **OK**.
4. Press the down arrow button to highlight **Print Quality Report**, and then press **OK**.
The product prints a print quality report that you can use to diagnose print quality issues.

To evaluate the print quality report

1. Check the ink levels shown on the page. If a cartridge shows very low ink levels and you find the print quality unacceptable, consider replacing that ink cartridge. Print quality typically deteriorates as cartridges run out of ink.

 **NOTE: 1** If the print quality report is not legible, you can check the estimated ink levels from the control panel or HP Photosmart Software.

NOTE: 2 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 ink cartridges until print quality becomes unacceptable.

2. Look at the color bars in the middle of the page. The bars should have sharp edges and be solid extending with uniform color all the way across the page.

Color bars - expected result



- If any of the color bars are irregularly streaked, lighter on one side, or contain one or more streaks of a different color, refer to the following steps.

Color bars - irregularly streaked or faded bar (top bar)



Color bars - color mixing (yellow bar contains magenta streaks)



- Check the estimated ink levels in the cartridges.
- Remove the cartridge corresponding to the streaked bar and clean the cartridge electrical contacts.
- Reinstall the cartridge and make sure all of the cartridges are properly installed.
- Clean the printhead, and then print this diagnostic page again.
- If cleaning the printhead does not solve this print quality issue, replace the cartridge corresponding to the streaked bar.

 **NOTE:** If replacing the cartridge does not solve this print quality issue, contact HP support for service.

- If any of the color bars show regular white streaks, align the printer. If the issue persists, clean the printhead, and then print this diagnostic page again.

 **NOTE:** If cleaning the printhead does not solve this print quality issue, contact HP support for service.

3. Look at the large text above the alignment pattern. The type should be sharp and clear.

Sample text area - expected result

Ipsum Lorem

- If the type is jagged, align the printer, and then print this diagnostic page again.

Sample text area - jagged text

Ipsum Lorem

- If the text is uneven, streaked, or smeared, clean the printhead, and then print this diagnostic page again.

Sample text area - uneven ink distribution

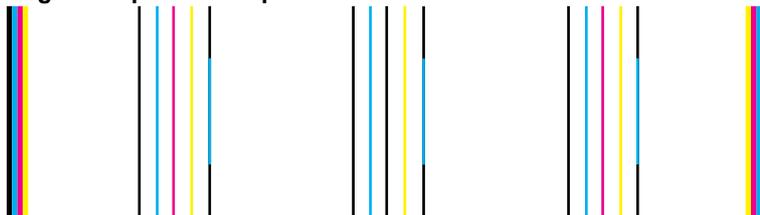
Ipsum Lorem

Sample text area - streaks or smears

Ipsum Lorem

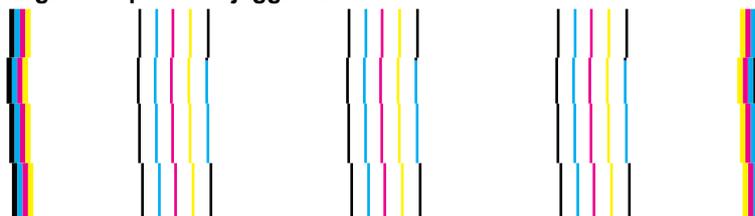
4. Look at the alignment pattern above the color bars. The lines should be straight and sharp.

Alignment pattern - expected result



- If the lines are jagged, align the printer, and then print this diagnostic page again.

Alignment pattern - jagged lines



 **NOTE:** If aligning the printer does not solve this print quality issue, contact HP support for service.

Cause: The printhead needed to be cleaned.

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

Solution 8: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

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

Cause: There was a problem with the printhead.

Ink is not filling the text or graphics completely

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

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

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

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

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

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

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

www.hp.com/go/anticounterfeit

Cause: Non-HP ink cartridges were being used.

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

Solution 2: Check the ink levels

Solution: Check the estimated ink levels in the 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 cartridges until print quality becomes unacceptable.

For more information, see:

- [Check the estimated ink levels](#)

Cause: The ink cartridges might have insufficient ink.

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

Solution 3: Check the print settings

Solution: Check the print settings.

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

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

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

Solution 4: Check the paper type

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

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

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

For more information, see:

- [Recommended papers for printing](#)
- [Information on paper](#)

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

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

Solution 5: Clean the printhead

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

To clean the printhead from the control panel

1. Press **Setup**.



2. Press the down arrow button to highlight **Tools**, and then press **OK**.
3. Press the down arrow button to highlight **Clean Printhead**, and then press **OK**.
The product cleans the printhead.
4. Press any button to return to the **Tools** menu.

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

To print a print quality report

1. Load letter or A4 unused plain white paper into the input tray.
2. Press **Setup**.



3. Press the down arrow button to highlight **Tools**, and then press **OK**.
4. Press the down arrow button to highlight **Print Quality Report**, and then press **OK**.
The product prints a print quality report that you can use to diagnose print quality issues.

To evaluate the print quality report

1. Check the ink levels shown on the page. If a cartridge shows very low ink levels and you find the print quality unacceptable, consider replacing that ink cartridge. Print quality typically deteriorates as cartridges run out of ink.



NOTE: 1 If the print quality report is not legible, you can check the estimated ink levels from the control panel or HP Photosmart Software.

NOTE: 2 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 ink cartridges until print quality becomes unacceptable.

2. Look at the color bars in the middle of the page. The bars should have sharp edges and be solid extending with uniform color all the way across the page.

Color bars - expected result



- If any of the color bars are irregularly streaked, lighter on one side, or contain one or more streaks of a different color, refer to the following steps.

Color bars - irregularly streaked or faded bar (top bar)



Color bars - color mixing (yellow bar contains magenta streaks)

- Check the estimated ink levels in the cartridges.
- Remove the cartridge corresponding to the streaked bar and clean the cartridge electrical contacts.
- Reinstall the cartridge and make sure all of the cartridges are properly installed.
- Clean the printhead, and then print this diagnostic page again.
- If cleaning the printhead does not solve this print quality issue, replace the cartridge corresponding to the streaked bar.

 **NOTE:** If replacing the cartridge does not solve this print quality issue, contact HP support for service.

- If any of the color bars show regular white streaks, align the printer. If the issue persists, clean the printhead, and then print this diagnostic page again.

 **NOTE:** If cleaning the printhead does not solve this print quality issue, contact HP support for service.

3. Look at the large text above the alignment pattern. The type should be sharp and clear.

Sample text area - expected result

Ipsum Lorem

- If the type is jagged, align the printer, and then print this diagnostic page again.

Sample text area - jagged text

Ipsum Lorem

- If the text is uneven, streaked, or smeared, clean the printhead, and then print this diagnostic page again.

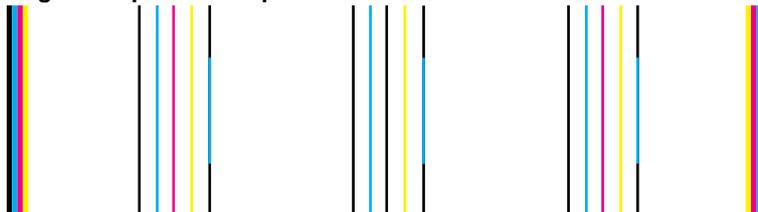
Sample text area - uneven ink distribution

Ipsum Lorem

Sample text area - streaks or smears

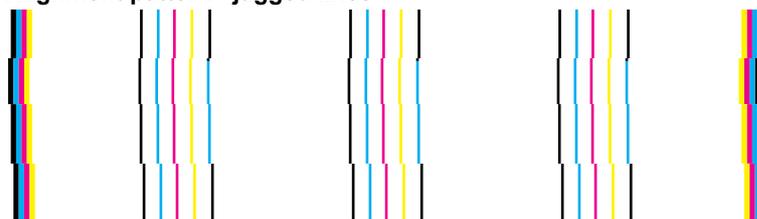
Ipsum Lorem

4. Look at the alignment pattern above the color bars. The lines should be straight and sharp.

Alignment pattern - expected result

- If the lines are jagged, align the printer, and then print this diagnostic page again.

Alignment pattern - jagged lines



 **NOTE:** If aligning the printer does not solve this print quality issue, contact HP support for service.

Cause: The printhead needed to be cleaned.

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

Solution 6: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

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

Cause: There was a problem with the printhead.

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

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

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

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

Solution 1: Check the paper type

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

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

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

For more information, see:

- [Recommended papers for printing](#)
- [Information on paper](#)

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

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

Solution 2: Use a higher print quality setting

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

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 **Paper Type** drop-down list, select the type of paper that you have loaded.
7. In the **Print Quality** drop-down list, select the appropriate quality setting for your project.

 **NOTE:** To find out what dpi the product will print based on the paper type and print quality settings you selected, click **Resolution**.

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

For more information, see:

- [Print using the maximum dpi](#)

Cause: The print quality setting was set too low.

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

Solution 3: Rotate the image

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

Cause: The photo image had odd hues printed 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 across the width of the page.

- [Solution 1: Make sure you are using genuine HP ink cartridges](#)
- [Solution 2: Check the ink levels](#)
- [Solution 3: Make sure the paper is loaded correctly](#)
- [Solution 4: Use a higher print quality setting](#)
- [Solution 5: Align the printer](#)
- [Solution 6: Clean the printhead](#)
- [Solution 7: Contact HP support](#)

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

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

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

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

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

www.hp.com/go/anticounterfeit

Cause: Non-HP ink cartridges were being used.

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

Solution 2: Check the ink levels

Solution: Check the estimated ink levels in the 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 cartridges until print quality becomes unacceptable.

For more information, see:

- [Check the estimated ink levels](#)

Cause: The ink cartridges might have insufficient ink.

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

Solution 3: Make sure the paper is loaded correctly

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

For more information, see:

- [Load media](#)

Cause: The paper was not loaded correctly.

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

Solution 4: Use a higher print quality setting

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

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 **Paper Type** drop-down list, select the type of paper that you have loaded.
7. In the **Print Quality** drop-down list, select the appropriate quality setting for your project.

 **NOTE:** To find out what dpi the product will print based on the paper type and print quality settings you selected, click **Resolution**.

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

For more information, see:

- [Print using the maximum dpi](#)

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

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

Solution 5: Align the printer

Solution: Align the printer.

Aligning the printer can help ensure excellent print quality.

To align the printer 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**.
3. In the **Print Settings** area, click **Printer Toolbox**.

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

The **Printer Toolbox** appears.

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

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

Cause: The printer needed to be aligned.

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

Solution 6: Clean the printhead

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

To clean the printhead from the control panel

1. Press **Setup**.



2. Press the down arrow button to highlight **Tools**, and then press **OK**.
3. Press the down arrow button to highlight **Clean Printhead**, and then press **OK**.
The product cleans the printhead.
4. Press any button to return to the **Tools** menu.

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

To print a print quality report

1. Load letter or A4 unused plain white paper into the input tray.
2. Press **Setup**.



3. Press the down arrow button to highlight **Tools**, and then press **OK**.
4. Press the down arrow button to highlight **Print Quality Report**, and then press **OK**.
The product prints a print quality report that you can use to diagnose print quality issues.

To evaluate the print quality report

1. Check the ink levels shown on the page. If a cartridge shows very low ink levels and you find the print quality unacceptable, consider replacing that ink cartridge. Print quality typically deteriorates as cartridges run out of ink.

 **NOTE: 1** If the print quality report is not legible, you can check the estimated ink levels from the control panel or HP Photosmart Software.

NOTE: 2 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 ink cartridges until print quality becomes unacceptable.

2. Look at the color bars in the middle of the page. The bars should have sharp edges and be solid extending with uniform color all the way across the page.

Color bars - expected result



- If any of the color bars are irregularly streaked, lighter on one side, or contain one or more streaks of a different color, refer to the following steps.

Color bars - irregularly streaked or faded bar (top bar)



Color bars - color mixing (yellow bar contains magenta streaks)

- Check the estimated ink levels in the cartridges.
- Remove the cartridge corresponding to the streaked bar and clean the cartridge electrical contacts.
- Reinstall the cartridge and make sure all of the cartridges are properly installed.
- Clean the printhead, and then print this diagnostic page again.
- If cleaning the printhead does not solve this print quality issue, replace the cartridge corresponding to the streaked bar.

 **NOTE:** If replacing the cartridge does not solve this print quality issue, contact HP support for service.

- If any of the color bars show regular white streaks, align the printer. If the issue persists, clean the printhead, and then print this diagnostic page again.

 **NOTE:** If cleaning the printhead does not solve this print quality issue, contact HP support for service.

3. Look at the large text above the alignment pattern. The type should be sharp and clear.

Sample text area - expected result

Ipsum Lorem

- If the type is jagged, align the printer, and then print this diagnostic page again.

Sample text area - jagged text

Ipsum Lorem

- If the text is uneven, streaked, or smeared, clean the printhead, and then print this diagnostic page again.

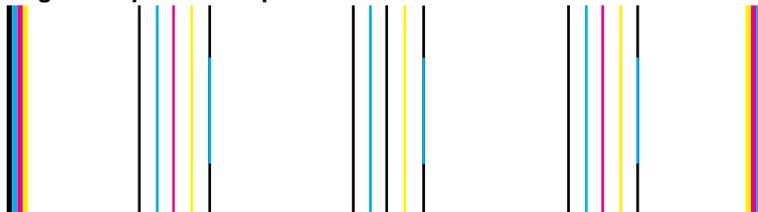
Sample text area - uneven ink distribution

Ipsum Lorem

Sample text area - streaks or smears

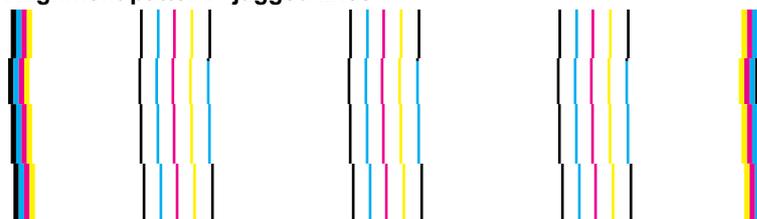
Ipsum Lorem

4. Look at the alignment pattern above the color bars. The lines should be straight and sharp.

Alignment pattern - expected result

- If the lines are jagged, align the printer, and then print this diagnostic page again.

Alignment pattern - jagged lines



 **NOTE:** If aligning the printer does not solve this print quality issue, contact HP support for service.

Cause: The printhead needed to be cleaned.

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

Solution 7: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

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

Cause: There was a problem with the printhead.

Printouts are faded or have dull colors

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

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

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

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

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

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

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

www.hp.com/go/anticounterfeit

Cause: Non-HP ink cartridges were being used.

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

Solution 2: Check the ink levels

Solution: Check the estimated ink levels in the 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 cartridges until print quality becomes unacceptable.

For more information, see:

- [Check the estimated ink levels](#)

Cause: The ink cartridges might have insufficient ink.

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

Solution 3: Check the print settings

Solution: Check the print settings.

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

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

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

Solution 4: Check the paper type

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

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

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

For more information, see:

- [Recommended papers for printing](#)
- [Information on paper](#)

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

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

Solution 5: Clean the printhead

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

To clean the printhead from the control panel

1. Press **Setup**.



2. Press the down arrow button to highlight **Tools**, and then press **OK**.

3. Press the down arrow button to highlight **Clean Printhead**, and then press **OK**.
The product cleans the printhead.
4. Press any button to return to the **Tools** menu.

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

To print a print quality report

1. Load letter or A4 unused plain white paper into the input tray.
2. Press **Setup**.



3. Press the down arrow button to highlight **Tools**, and then press **OK**.
4. Press the down arrow button to highlight **Print Quality Report**, and then press **OK**.
The product prints a print quality report that you can use to diagnose print quality issues.

To evaluate the print quality report

1. Check the ink levels shown on the page. If a cartridge shows very low ink levels and you find the print quality unacceptable, consider replacing that ink cartridge. Print quality typically deteriorates as cartridges run out of ink.



NOTE: 1 If the print quality report is not legible, you can check the estimated ink levels from the control panel or HP Photosmart Software.

NOTE: 2 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 ink cartridges until print quality becomes unacceptable.

2. Look at the color bars in the middle of the page. The bars should have sharp edges and be solid extending with uniform color all the way across the page.

Color bars - expected result



- If any of the color bars are irregularly streaked, lighter on one side, or contain one or more streaks of a different color, refer to the following steps.

Color bars - irregularly streaked or faded bar (top bar)



Color bars - color mixing (yellow bar contains magenta streaks)

- Check the estimated ink levels in the cartridges.
- Remove the cartridge corresponding to the streaked bar and clean the cartridge electrical contacts.
- Reinstall the cartridge and make sure all of the cartridges are properly installed.
- Clean the printhead, and then print this diagnostic page again.
- If cleaning the printhead does not solve this print quality issue, replace the cartridge corresponding to the streaked bar.

 **NOTE:** If replacing the cartridge does not solve this print quality issue, contact HP support for service.

- If any of the color bars show regular white streaks, align the printer. If the issue persists, clean the printhead, and then print this diagnostic page again.

 **NOTE:** If cleaning the printhead does not solve this print quality issue, contact HP support for service.

3. Look at the large text above the alignment pattern. The type should be sharp and clear.

Sample text area - expected result

Ipsum Lorem

- If the type is jagged, align the printer, and then print this diagnostic page again.

Sample text area - jagged text

Ipsum Lorem

- If the text is uneven, streaked, or smeared, clean the printhead, and then print this diagnostic page again.

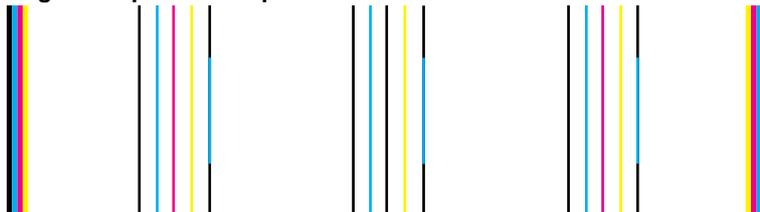
Sample text area - uneven ink distribution

Ipsum Lorem

Sample text area - streaks or smears

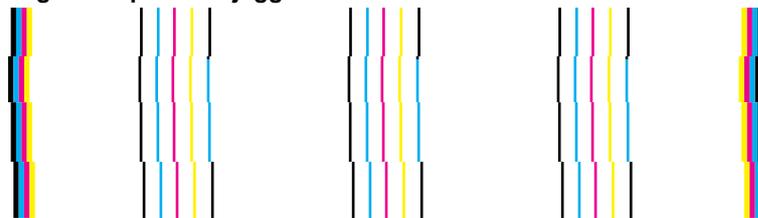
Ipsum Lorem

4. Look at the alignment pattern above the color bars. The lines should be straight and sharp.

Alignment pattern - expected result

- If the lines are jagged, align the printer, and then print this diagnostic page again.

Alignment pattern - jagged lines



 **NOTE:** If aligning the printer does not solve this print quality issue, contact HP support for service.

Cause: The printhead needed to be cleaned.

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

Solution 6: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

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

Cause: There was a problem with the printhead.

Printouts seem blurry or fuzzy

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

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

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

- [Solution 1: Check the print settings](#)
- [Solution 2: Use a higher quality image](#)
- [Solution 3: Print the image in a smaller size](#)
- [Solution 4: Align the printer](#)

Solution 1: Check the print settings

Solution: Check the print settings.

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

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

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

Solution 2: Use a higher quality image

Solution: Use a higher resolution image.

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

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

Cause: The resolution of the image was low.

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

Solution 3: Print the image in a smaller size

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

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

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

Cause: The image was printed in a larger size.

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

Solution 4: Align the printer

Solution: Align the printer.

Aligning the printer can help ensure excellent print quality.

To align the printer 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**.
3. In the **Print Settings** area, click **Printer Toolbox**.

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

The **Printer Toolbox** appears.

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

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

Cause: The printer needed to be aligned.

Printouts have vertical streaks

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

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

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

For more information, see:

- [Recommended papers for printing](#)
- [Information on paper](#)

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

Printouts are slanted or skewed

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

- [Solution 1: Make sure the paper is loaded correctly](#)
- [Solution 2: Make sure only one type of paper is loaded](#)
- [Solution 3: Ensure that the Two-sided printing accessory is securely installed](#)

Solution 1: Make sure the paper is loaded correctly

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

For more information, see:

- [Load media](#)

Cause: The paper was not loaded correctly.

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

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

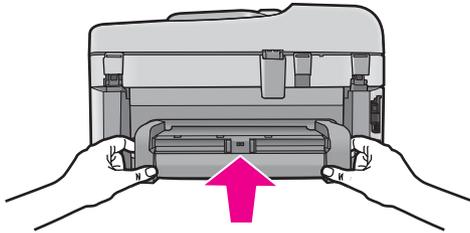
Solution: Load only one type of paper at a time.

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

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

Solution 3: Ensure that the Two-sided printing accessory is securely installed

Solution: Make sure the Two-sided printing accessory on the back of the product is securely installed.



Cause: The Two-sided printing accessory 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.

The text edges are jagged

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

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

- [Solution 1: Use TrueType or OpenType fonts](#)
- [Solution 2: Align the printer](#)
- [Solution 3: Clean the printhead](#)

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.



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 printer

Solution: Align the printer.

Aligning the printer can help ensure excellent print quality.

To align the printer 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**.

3. In the **Print Settings** area, click **Printer Toolbox**.



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

The **Printer Toolbox** appears.

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

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

Cause: The printer needed to be aligned.

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

Solution 3: Clean the printhead

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

To clean the printhead from the control panel

1. Press **Setup**.



2. Press the down arrow button to highlight **Tools**, and then press **OK**.
3. Press the down arrow button to highlight **Clean Printhead**, and then press **OK**.
The product cleans the printhead.
4. Press any button to return to the **Tools** menu.

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

To print a print quality report

1. Load letter or A4 unused plain white paper into the input tray.
2. Press **Setup**.



3. Press the down arrow button to highlight **Tools**, and then press **OK**.
4. Press the down arrow button to highlight **Print Quality Report**, and then press **OK**.
The product prints a print quality report that you can use to diagnose print quality issues.

To evaluate the print quality report

1. Check the ink levels shown on the page. If a cartridge shows very low ink levels and you find the print quality unacceptable, consider replacing that ink cartridge. Print quality typically deteriorates as cartridges run out of ink.



NOTE: 1 If the print quality report is not legible, you can check the estimated ink levels from the control panel or HP Photosmart Software.

NOTE: 2 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 ink cartridges until print quality becomes unacceptable.

2. Look at the color bars in the middle of the page. The bars should have sharp edges and be solid extending with uniform color all the way across the page.

Color bars - expected result

- If any of the color bars are irregularly streaked, lighter on one side, or contain one or more streaks of a different color, refer to the following steps.

Color bars - irregularly streaked or faded bar (top bar)**Color bars - color mixing (yellow bar contains magenta streaks)**

- Check the estimated ink levels in the cartridges.
- Remove the cartridge corresponding to the streaked bar and clean the cartridge electrical contacts.
- Reinstall the cartridge and make sure all of the cartridges are properly installed.

- Clean the printhead, and then print this diagnostic page again.
- If cleaning the printhead does not solve this print quality issue, replace the cartridge corresponding to the streaked bar.

 **NOTE:** If replacing the cartridge does not solve this print quality issue, contact HP support for service.

- If any of the color bars show regular white streaks, align the printer. If the issue persists, clean the printhead, and then print this diagnostic page again.

 **NOTE:** If cleaning the printhead does not solve this print quality issue, contact HP support for service.

3. Look at the large text above the alignment pattern. The type should be sharp and clear.

Sample text area - expected result

Ipsum Lorem

- If the type is jagged, align the printer, and then print this diagnostic page again.

Sample text area - jagged text

Ipsum Lorem

- If the text is uneven, streaked, or smeared, clean the printhead, and then print this diagnostic page again.

Sample text area - uneven ink distribution

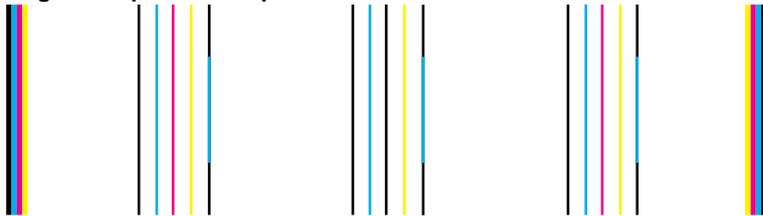
Ipsum Lorem

Sample text area - streaks or smears

Ipsum Lorem

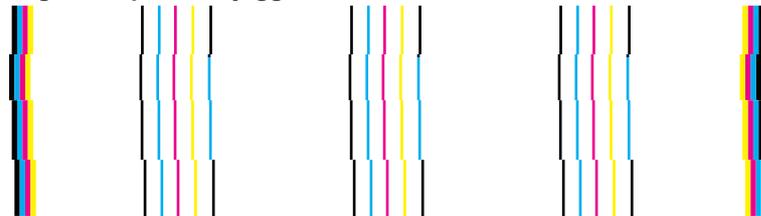
4. Look at the alignment pattern above the color bars. The lines should be straight and sharp.

Alignment pattern - expected result



- If the lines are jagged, align the printer, and then print this diagnostic page again.

Alignment pattern - jagged lines



 **NOTE:** If aligning the printer does not solve this print quality issue, contact HP support for service.

Cause: The printhead needed to be cleaned.

Print troubleshooting

Use this section to solve these printing problems:

- [Envelopes print incorrectly](#)
- [The product prints meaningless characters](#)
- [The pages in my document came out in the wrong order](#)
- [The margins are not printing as expected](#)
- [A blank page came out while printing](#)
- [The product prints slowly](#)

Envelopes print incorrectly

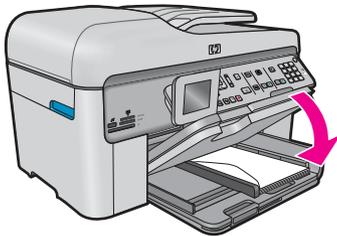
Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

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

Solution 1: Load the stack of envelopes correctly

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

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



For more information, see:

- [Load media](#)

Cause: A stack of envelopes was loaded incorrectly.

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

Solution 2: Check the envelope type

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

Cause: The wrong type of envelope was loaded.

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

Solution 3: Tuck the flaps to avoid paper jams

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

Cause: The flaps might get caught in the rollers.

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

Solution 1: Reset the product

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

Cause: There was no available memory in the product.

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

Solution 2: Print a previously saved version of the document

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

Cause: The document was corrupt.

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.

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.

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

The margins are not printing as expected

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

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

Solution 1: Check the printer margins

Solution: Check the printer margins.

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

To check your margin settings

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

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

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

Solution 2: Verify the paper size setting

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

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

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

Solution 3: Load the stack of paper correctly

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

For more information, see:

- [Load media](#)

Cause: The paper guides were not positioned correctly.

A blank page came out while printing

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

- [Solution 1: Remove any extra pages or lines at the end of the document](#)
- [Solution 2: Load paper in the input tray](#)

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

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

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

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

Solution 2: Load paper in the input tray

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

For more information, see:

- [Load media](#)

Cause: The product picked up two sheets of paper.

The product prints slowly

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

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

Solution 1: Use a lower print quality setting

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

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 **Paper Type** drop-down list, select the type of paper that you have loaded.
7. In the **Print Quality** drop-down list, select the appropriate quality setting for your project.

 **NOTE:** To find out what dpi the product will print based on the paper type and print quality settings you selected, click **Resolution**.

For more information, see:

- [Print using the maximum dpi](#)

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

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

Solution 2: Check the ink levels

Solution: Check the estimated ink levels in the ink cartridges. Insufficient ink may cause the printhead to overheat. When the printhead overheats, the printer slows down to allow it to cool.

 **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 cartridges until print quality becomes unacceptable.

For more information, see:

- [Check the estimated ink levels](#)

Cause: The ink cartridges might have insufficient ink.

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

Solution 3: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

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

Cause: There was a problem with the product.

Memory card troubleshooting

Use this section to solve these memory card problems:

- [My memory card no longer works in my digital camera](#)
- [The product does not read the memory card](#)
- [The photos on the memory card do not transfer to my computer](#)
- [Photos in a connected digital camera with PictBridge do not print](#)

My memory card no longer works in my digital camera

Solution: Reformat your memory card in your camera or format your memory card on a Windows computer by selecting the FAT format. For more information, see the documentation that came with your digital camera.

Cause: You formatted the card on a Windows XP computer. By default, Windows XP formats a memory card of 8 MB or less and 64 MB or more with the FAT32 format. Digital cameras and other products use the FAT (FAT16 or FAT12) format and cannot recognize a FAT32 formatted card.

The product does not read the memory card

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: Insert the memory card properly](#)
- [Solution 2: Insert the memory card fully into the appropriate slot on the product](#)
- [Solution 3: Remove the additional memory card](#)
- [Solution 4: Reformat the memory card in your digital camera](#)

Solution 1: Insert the memory card properly

Solution: Turn the memory card so that the label faces up and the contacts are facing the product, and then push the card forward into the appropriate slot until the Photo light turns on.

If the memory card is not inserted properly, the product will not respond and the attention light will blink rapidly.

After the memory card has been inserted properly, the Photo light will blink green for a few seconds, and then remain lit.

Cause: The memory card was inserted backwards or upside down.

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

Solution 2: Insert the memory card fully into the appropriate slot on the product

Solution: Make sure you fully insert the memory card into the appropriate slot on the product.

If the memory card is not inserted properly, the product will not respond and the attention light will blink rapidly.

After the memory card has been inserted properly, the Photo light will blink green for a few seconds, and then remain lit.

Cause: The memory card was not fully inserted in the appropriate slot on the product.

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

Solution 3: Remove the additional memory card

Solution: You can insert only one memory card at a time.

If more than one memory card is inserted, the attention light will blink rapidly, and an error message will appear on the computer screen. Remove the additional memory card to resolve the problem.

Cause: You had inserted more than one memory card.

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

Solution 4: Reformat the memory card in your digital camera

Solution: Check the computer screen for an error message telling you that the images on the memory card are corrupted.

If the file system on the card is corrupt, reformat the memory card in your digital camera. For more information, see the documentation that came with your digital camera.

△ **CAUTION:** Reformatting the memory card will delete any photos stored on the card. If you have previously transferred the photos from your memory card to a computer, try printing the photos from the computer. Otherwise, you will need to retake any photos you might have lost.

Cause: The memory card file system was corrupted.

The photos on the memory card do not transfer to my computer

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: Install the product software](#)
- [Solution 2: Turn on the product](#)
- [Solution 3: Turn on the computer](#)
- [Solution 4: Check the connection from the product to your computer](#)

Solution 1: Install the product software

Solution: Install the product software that came with the product. If it is installed, restart your computer.

To install the product software

1. Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.
2. When prompted, click **Install More Software** to install the product software.
3. Follow the onscreen instructions and the instructions provided in the Start Here guide that came with the product.

Cause: The product software was not installed.

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

Solution 2: Turn on the product

Solution: Turn on the product.

Cause: The product was turned off.

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

Solution 3: Turn on the computer

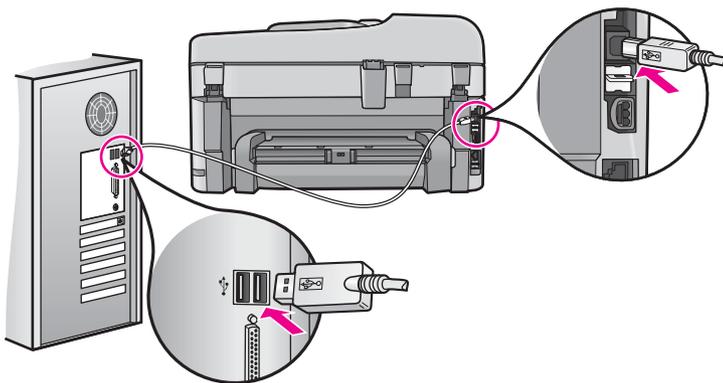
Solution: Turn on the computer

Cause: The computer was turned off.

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

Solution 4: Check the connection from the product to your computer

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



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 was not properly connected to the computer.

Photos in a connected digital camera with PictBridge do not 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: Set the camera to PictBridge mode](#)
- [Solution 2: Save the photos in a supported file format](#)
- [Solution 3: Select photos on the camera for printing](#)

Solution 1: Set the camera to PictBridge mode

Solution: If the camera supports PictBridge, make sure the camera is set to PictBridge mode. See the user guide that came with the camera for instructions on how to do this.

Cause: The digital camera was not in PictBridge mode.

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

Solution 2: Save the photos in a supported file format

Solution: Make sure the digital camera is saving photos in a file format that the PictBridge transfer feature supports (Exif/JPEG, JPEG, and DPOF).

Cause: The images were not in a supported format.

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

Solution 3: Select photos on the camera for printing

Solution: Before you connect the digital camera to the front USB port on the product, select some photos on the camera for printing.

 **NOTE:** Some digital cameras do not allow you to select photos until after you have established a PictBridge connection. If this is the case, connect your digital camera to the front USB port, turn on the camera and change it to PictBridge mode, and then use the camera to select the photos you want to print.

Cause: You did not select any photos on the camera for printing.

Scan troubleshooting

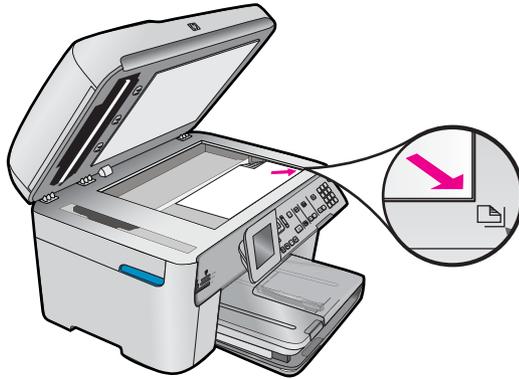
Use this section to solve these scan problems:

- [Scanned image is blank](#)
- [Scanned image is incorrectly cropped](#)
- [Scanned image has incorrect page layout](#)
- [Scanned image shows dotted lines instead of text](#)
- [Text format is incorrect](#)
- [Text is incorrect or missing](#)

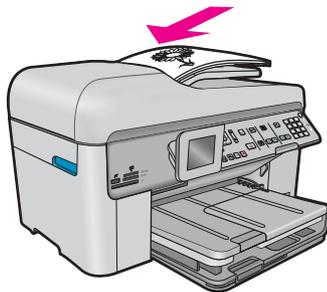
Scanned image is blank

Solution: Load the original on the glass or in the document feeder tray.

- If you are loading your original on the glass, place it print side down on the right front corner as shown below. To copy a photo, position the photo so that the long edge of the photo is along the front edge of the glass.



- If you are loading your original in the document feeder tray, place the paper, with the print side up, in the tray as shown below. Place the pages in the tray so that the top of the document goes in first.



 **NOTE:** Do not load photos in the document feeder tray to copy. If you are copying a photo, place it on the glass.

Cause: The original was placed incorrectly on the glass or in the document feeder tray.

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: Automatic cropping was changing the page layout.

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 planned to edit, the scanner might not have recognized color text. The **Text** image type scans at 300 x 300 dpi, in black and white.

If you scanned an original that has graphics or artwork surrounding the text, the scanner might not have recognized the text.

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.

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: Adjust the brightness in the software](#)
- [Solution 2: Clean the glass and lid](#)
- [Solution 3: Select the correct OCR language](#)

Solution 1: Adjust the brightness in the software

Solution: Adjust the brightness in the software, and then rescan the original.

Cause: The brightness was not set correctly.

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

Solution 2: Clean the glass and lid

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.

Cause: Debris might have been stuck on the glass or on the back of the document lid. This can cause poor-quality scans.

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

Solution 3: Select the correct OCR language

Solution: Select the correct OCR language in the software.

 **NOTE:** If you are using HP Photosmart Essential, 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.

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.

Copy troubleshooting

Use this section to solve these copy problems:

- [Nothing happens when I try to copy](#)
- [Nothing happens when I try to copy \(HP Photosmart Premium Fax C309b series\)](#)
- [Parts of the original do not appear or are cut off](#)
- [Fit to Page is not working as expected](#)
- [The printout is blank](#)

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: Make sure that the original is placed correctly](#)
- [Solution 3: Wait until the product completes the current operation](#)
- [Solution 4: The product does not support the paper type or envelope](#)
- [Solution 5: Check for a paper jam](#)

Solution 1: Turn on the product

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

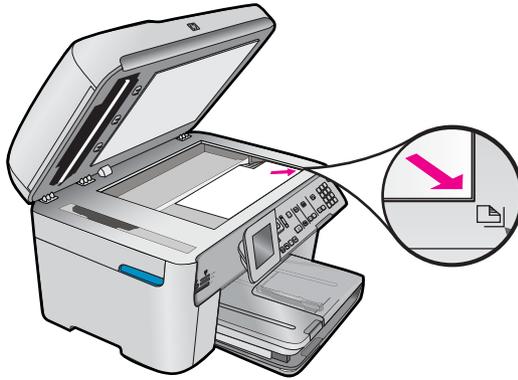
Cause: The product was turned off.

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

Solution 2: Make sure that the original is placed correctly

Solution: Load the original on the glass or in the document feeder tray.

- If you are loading your original on the glass, place it print side down on the right front corner as shown below. To copy a photo, position the photo so that the long edge of the photo is along the front edge of the glass.



- If you are loading your original in the document feeder tray, place the paper, with the print side up, in the tray as shown below. Place the pages in the tray so that the top of the document goes in first.



 **NOTE:** Do not load photos in the document feeder tray to copy. If you are copying a photo, place it on the glass.

Cause: The original was placed incorrectly on the glass or in the document feeder tray.

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

Solution 3: Wait until the product completes the current operation

Solution: Check the **On** light. If it is blinking, the product is busy.

Cause: The product was busy copying or printing.

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

Solution 4: The product does not support the paper type or envelope

Solution: Do not use the product to copy onto envelopes or other papers it does not support.

Cause: The product did not recognize the 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 and remove any torn paper that remains in the product.

 **NOTE:** Remove any staples or clips from the original document.

Cause: The product had a paper jam.

Nothing happens when I try to copy (HP Photosmart Premium Fax C309b series)

 **NOTE:** This section provides solutions for the HP Photosmart Premium Fax C309b series model.

Refer to the label in the cartridge access area to determine the model number.

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: Make sure your computer is turned on](#)
- [Solution 3: Check the connection between the product and computer](#)
- [Solution 4: Make sure the HP Photosmart Software is installed on your computer](#)
- [Solution 5: Make sure the HP Photosmart Software is running on your computer](#)
- [Solution 6: Make sure that the original is placed correctly](#)
- [Solution 7: Wait for the product to finish other tasks](#)
- [Solution 8: Make sure the paper loaded is recognized by the product](#)
- [Solution 9: Check for a paper jam](#)

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: Make sure your computer is turned on

Solution: Turn on your computer.

Cause: The computer was not turned on.

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

Solution 3: Check the connection between the product and computer

Solution: Check the connection between the product and computer.

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

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

Solution 4: Make sure the HP Photosmart Software is installed on your computer

Solution: Insert the product installation CD and install the software.

For more information, see the Setup Guide.

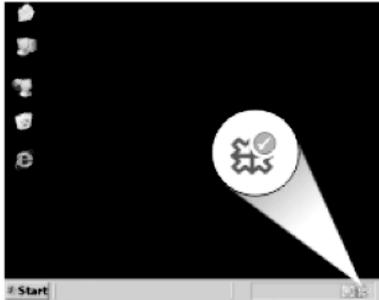
Cause: The HP Photosmart Software was not installed on your computer.

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

Solution 5: Make sure the HP Photosmart Software is running on your computer

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**.



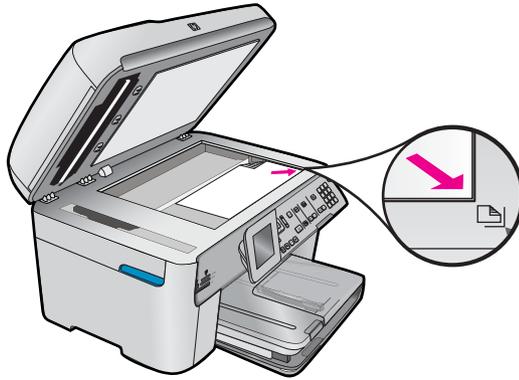
Cause: The HP Photosmart Software was not running on your computer.

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

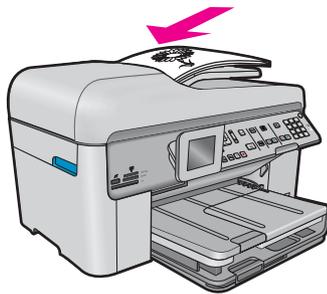
Solution 6: Make sure that the original is placed correctly

Solution: Load the original on the glass or in the document feeder tray.

- If you are loading your original on the glass, place it print side down on the right front corner as shown below. To copy a photo, position the photo so that the long edge of the photo is along the front edge of the glass.



- If you are loading your original in the document feeder tray, place the paper, with the print side up, in the tray as shown below. Place the pages in the tray so that the top of the document goes in first.



 **NOTE:** Do not load photos in the document feeder tray to copy. If you are copying a photo, place it on the glass.

Cause: The original was placed incorrectly on the glass or in the document feeder tray.

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

Solution 7: 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 8: Make sure the paper loaded is recognized by the product

Solution: Do not use the product to copy onto envelopes or other papers the product does not support.

Related topics

- [Recommended papers for printing](#)

Cause: The product did not recognize the inserted paper type.

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

Solution 9: Check for a paper jam

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

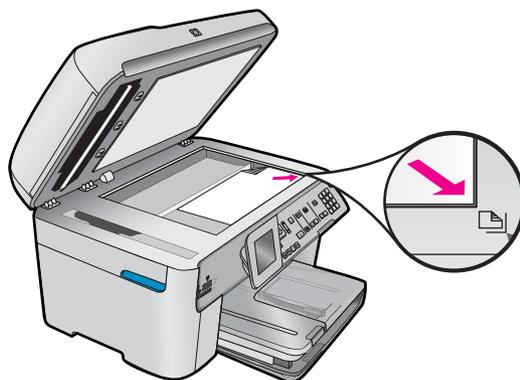
 **NOTE:** Remove any staples or clips from the original document.

Cause: The product had a paper jam.

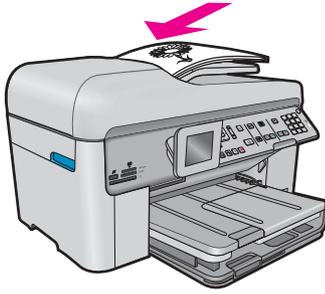
Parts of the original do not appear or are cut off

Solution: Load the original on the glass or in the document feeder tray.

- If you are loading your original on the glass, place it print side down on the right front corner as shown below. To copy a photo, position the photo so that the long edge of the photo is along the front edge of the glass.



- If you are loading your original in the document feeder tray, place the paper, with the print side up, in the tray as shown below. Place the pages in the tray so that the top of the document goes in first.



NOTE: Do not load photos in the document feeder tray to copy. If you are copying a photo, place it on the glass.

Cause: The original was placed incorrectly on the glass or in the document feeder tray.

Fit to Page is not working 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.

NOTE: For HP Photosmart Premium Fax C309b series, the **Fit to Page** feature is not available through the control panel.

- [Solution 1: Scan, enlarge, and then print a copy](#)
- [Solution 2: Make sure that the original is placed correctly on the glass](#)
- [Solution 3: Wipe the glass and the back of the document lid](#)

Solution 1: Scan, enlarge, and then print a copy

Solution: **Fit to Page** can only enlarge the original up to the maximum percentage allowed by your model. For example, 200% might be the maximum enlargement percentage allowed by your model. Enlarging a passport photo by 200% might not enlarge it enough for it to fit a full-size page.

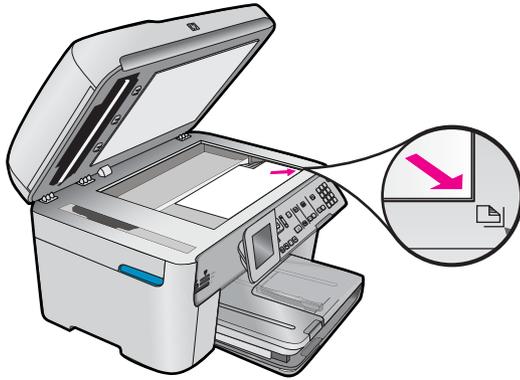
If you want to make a large copy of a small original, scan the original into the computer, resize the image in the HP scanning software, and then print a copy of the enlarged image.

Cause: You were trying to increase the size of an original that was too small.

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

Solution 2: Make sure that the original is placed correctly on the glass

Solution: Load the original print side down on the right front corner of the glass as shown below.



 **NOTE:** You cannot use the document feeder tray with the **Fit to Page** feature. To use the **Fit to Page** feature, the original must be placed print side down on the right front corner of the glass.

Cause: The original was placed incorrectly on the glass or in the document feeder tray.

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

Solution 3: Wipe the glass and the back of the document lid

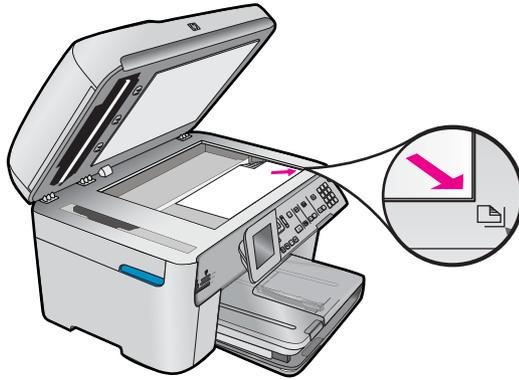
Solution: Turn off the product, unplug the power cord, and then use a soft cloth to wipe the glass and the back of the document lid.

Cause: Debris might have been stuck on the glass or on the back of the document lid. The product interprets anything it detects on the glass as part of the image.

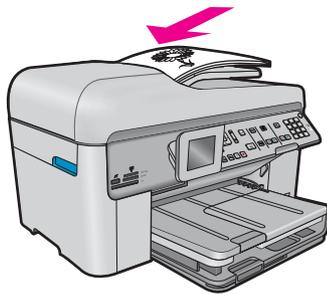
The printout is blank

Solution: Load the original on the glass or in the document feeder tray.

- If you are loading your original on the glass, place it print side down on the right front corner as shown below. To copy a photo, position the photo so that the long edge of the photo is along the front edge of the glass.



- If you are loading your original in the document feeder tray, place the paper, with the print side up, in the tray as shown below. Place the pages in the tray so that the top of the document goes in first.



 **NOTE:** Do not load photos in the document feeder tray to copy. If you are copying a photo, place it on the glass.

Cause: The original was placed incorrectly on the glass or in the document feeder tray.

Fax troubleshooting

Use this section to solve the following fax problems:

- [The product is having problems sending and receiving faxes](#)
- [The product cannot send faxes, but can receive faxes](#)
- [The product is having problems sending a manual fax](#)
- [Pages of a fax I sent are missing](#)
- [The quality of the fax I sent is poor](#)
- [Parts of a fax I sent are cut off](#)
- [The fax I sent was blank when it was received](#)
- [Fax transmission is slow](#)

- [Fax tones are recorded on my answering machine](#)
- [The product cannot receive faxes, but can send faxes](#)
- [The product is having problems receiving a manual fax](#)
- [The product is not answering incoming fax calls](#)
- [Pages of a fax I received are missing](#)
- [Faxes are received but do not print](#)
- [Parts of a fax I received are cut off](#)
- [The fax I received is blank](#)
- [The computer to which I am connecting has only one phone port](#)
- [I hear static on my telephone line since connecting the product](#)
- [The fax test failed](#)
- [I am having problems faxing over the Internet using IP phone](#)
- [The fax log report shows an error](#)

For more Fax troubleshooting, you can access the HP Guided Solutions by clicking .

The product is having problems sending and receiving faxes

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 set up for faxing correctly](#)
- [Solution 2: Turn on the product](#)
- [Solution 3: Make sure you are using the correct type of phone cord](#)
- [Solution 4: Make sure other office equipment is connected correctly](#)
- [Solution 5: Try removing the splitter](#)
- [Solution 6: Make sure the telephone wall jack works properly](#)
- [Solution 7: Check the phone line for noise](#)
- [Solution 8: Make sure extension phones or other equipment on the phone line are not in use](#)
- [Solution 9: Make sure the product is connected to an analog phone line](#)
- [Solution 10: If you use a DSL service, make sure you have a DSL filter installed](#)
- [Solution 11: If you use a DSL service, make sure the DSL modem is properly grounded](#)
- [Solution 12: If you use a PBX or ISDN converter, make sure you are using a port designated for fax and phone use](#)
- [Solution 13: Check for and resolve any error messages](#)
- [Solution 14: Lower the fax speed](#)
- [Solution 15: If you are faxing over the Internet using IP phone, resend the fax at a later time](#)

Solution 1: Make sure the product is set up for faxing correctly

Solution: Make sure you set up the product properly for faxing, based on the equipment and services you have on the same phone line as the product. For more information, see [Set up the HP Photosmart for faxing](#).

Then, run a fax test to check the status of the product and to make sure you set it up properly.

To test your fax setup from the control panel

1. Load letter or A4 unused plain white paper into the input tray.
2. Press **Setup**.



3. Press the down arrow button to highlight **Tools**, and then press **OK**.
4. Press the down arrow button to highlight **Run Fax Test**, and then press **OK**.
The HP Photosmart displays the status of the test on the display and prints a report.

5. Review the report.
 - If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify the settings are correct. A blank or incorrect fax setting can cause problems faxing.
 - If the test fails, review the report for more information on how to fix any problems found.
6. After you pick up the fax report from the HP Photosmart, press **OK**.
If necessary, resolve any problems found and rerun the test.

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

For more information, see:

- [The fax test failed](#)

Cause: The product was not set up properly for faxing.

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

Solution 2: Turn on the product

Solution: Look at the display on the product. If the display is blank and the **On** light 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.

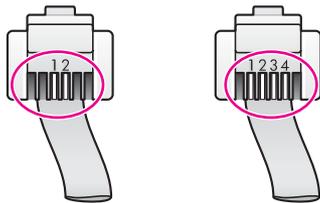
If this did not solve the issue, try the next solution.

Solution 3: Make sure you are using the correct type of phone cord

Solution

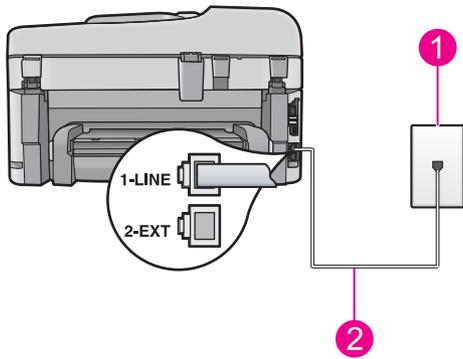
 **NOTE:** This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the product, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.

This special 2-wire phone cord is different from the more common 4-wire phone cords you might already have in your office. Check the end of the cord and compare it to the two types of cords shown below.



Make sure you used the phone cord supplied in the box with the product to connect to the telephone wall jack.

One end of this special 2-wire phone cord should be connected to the port labeled 1-LINE on the back of the product and the other end to your telephone wall jack, as shown below.



| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the product |

If you used a 4-wire phone cord, disconnect it, find the supplied 2-wire phone cord, and then connect the 2-wire phone cord to the port labeled 1-LINE on the back of the product.

If the product came with a 2-wire phone cord adapter, you can use it with a 4-wire phone cord, in case the supplied 2-wire phone cord is too short. Attach the 2-wire phone cord adapter to the port labeled 1-LINE on the back of the product. Attach your 4-wire phone cord to the open port on the adapter and to the telephone wall jack. For more information on using the 2-wire phone cord adapter, see the documentation that came with it.

For more information on setting up the product, see the printed documentation that came with the product.

Cause: The wrong phone cord was used to connect the product or the phone cord was plugged into the wrong port.

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

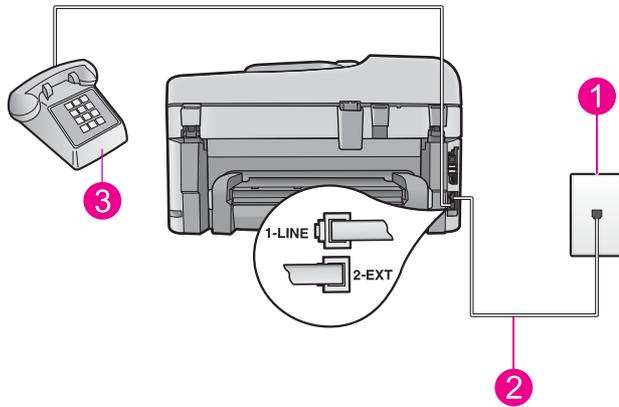
Solution 4: Make sure other office equipment is connected correctly

Solution

 **NOTE:** This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the product, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.

Make sure you have correctly connected the product to the telephone wall jack, and correctly connected any additional equipment and services that share the phone line with the product.

Use the port labeled 1-LINE on the back of the product to connect to the telephone wall jack. Use the 2-EXT port to connect to any other equipment, such as an answering machine or a telephone, as shown below.



| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the product |
| 3 | Telephone (optional) |

For more information on setting up the product, see the printed documentation that came with the product.

Cause: Other office equipment (such as an answering machine or a telephone) was not set up properly with the product.

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

Solution 5: Try removing the splitter

Solution: A phone line splitter can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) If you are using a splitter, remove it and connect the product directly to the telephone wall jack.

Cause: You were using a phone line splitter.

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

Solution 6: Make sure the telephone wall jack works properly

Solution: Try connecting a working telephone and phone cord to the telephone wall jack you are using for the product and check for a dial tone. If you do not hear a dial tone, call your local telephone company for service.

Cause: The telephone wall jack was not working properly.

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

Solution 7: Check the phone line for noise

Solution: You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If the failure was due to noise on the phone line, contact the sender to have them resend the fax. The quality might be better when you try again. If the problem persists, turn **Error Correction Mode** (ECM) off and contact your telephone company.

To change the ECM setting from the control panel

1. Press **Setup**.



2. Press the down arrow button to highlight **Advanced Fax Setup**, and then press **OK**.
The **Advanced Fax Setup** menu appears.
3. Press the down arrow button to highlight **Error Correction Mode**, and then press **OK**.
The **Error Correction Mode** menu appears.
4. Press the down arrow button to highlight **Off** or **On**.
5. Press **OK**.

Cause: The phone line connection was noisy. Phone lines with poor sound quality (noise) can cause faxing problems.

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

Solution 8: Make sure extension phones or other equipment on the phone line are not in use

Solution: Make sure extension phones (phones on the same phone line, but not connected to the product) or other equipment are not in use or off the hook. For example, you cannot use the product for faxing if an extension phone is off the hook, or if you are using a computer dial-up modem to send e-mail or access the Internet.

Cause: Other equipment that uses the same phone line as the product might have been in use.

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

Solution 9: Make sure the product is connected to an analog phone line

Solution: Make sure you connect the product to an analog phone line or you will not be able to send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect the product to an analog phone line and try sending or receiving a fax.

 **NOTE:** If you are unsure of the kind of phone line you have (analog or digital), check with your service provider.

Cause: The product might have been connected to a telephone wall jack that was set up for digital phones.

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

Solution 10: If you use a DSL service, make sure you have a DSL filter installed

Solution: If you use a DSL service, make sure that you have a DSL filter connected or you will not be able to fax successfully. The DSL service sends out a digital signal on the phone line that can interfere with the product, preventing the product from sending and receiving faxes. The DSL filter removes the digital signal and allows the product to communicate properly with the phone line.

To check if you already have a filter installed, listen to your phone line or dial tone. If you hear noise or static on the line, you probably do not have a DSL filter installed, or it is installed incorrectly. Obtain a DSL filter from your DSL provider. If you already have a DSL filter, make sure it is connected correctly.

Cause: The product shares the same phone line with a DSL service and a DSL filter was not connected.

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

Solution 11: If you use a DSL service, make sure the DSL modem is properly grounded

Solution: If the DSL modem is not properly grounded, it can create noise on the phone line. Phone lines with poor sound quality (noise) can cause faxing problems. You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise.

If you hear noise, turn off your DSL modem.

 **NOTE:** For information on turning your DSL modem off, contact your DSL provider for support.

Completely remove power for at least 15 minutes, and then turn the DSL modem back on.

Listen to the dial tone again.

- If the dial tone sounds clear (no noise or static), try sending or receiving a fax.

 **NOTE:** You might notice static on the phone line again in the future. If the product stops sending and receiving faxes, repeat this process.

- If the phone line is still noisy, contact your phone company.

Cause: The product shares the same phone line with a DSL service and the DSL modem might not have been properly grounded.

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

Solution 12: If you use a PBX or ISDN converter, make sure you are using a port designated for fax and phone use

Solution: Make sure the product is connected to the port that is designated for fax and phone use. Also, make sure that the terminal adapter is set to the correct switch type for your country/region, if possible.

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

For more information on how to set up the product with a PBX phone system or ISDN line, see the printed documentation that came with the product.

Cause: You were using either a PBX or an ISDN converter/terminal adapter.

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

Solution 13: Check for and resolve any error messages

Solution: Check the display or your computer for an error message providing information about the problem and how to solve it. If there is an error, the product will not send or receive a fax until the error condition is resolved.

You can also check the status of the product by clicking **Status** in the HP Solution Center.

Cause: Another process caused an error in the product.

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

Solution 14: Lower the fax speed

Solution: You might need to send and receive faxes at a slower rate. Try setting the **Fax Speed** to **Medium (14400)** or **Slow (9600)** if you use one of the following:

- An Internet phone service
- A PBX system
- Fax over Internet Protocol (FoIP)
- An ISDN service

To set the fax speed from the control panel

1. Press **Setup**.



2. Press the down arrow button to highlight **Advanced Fax Setup**, and then press **OK**.
3. Press the down arrow button to highlight **Fax Speed**, and then press **OK**.
4. Press the down arrow button to select one of the following settings, and then press **OK**.

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

Cause: The **Fax Speed** setting was set too fast.

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

Solution 15: If you are faxing over the Internet using IP phone, resend the fax at a later time

Solution: Try resending your fax at a later time. Also, make sure your Internet service provider supports faxing over the Internet.

If the problem persists, contact your Internet service provider.

Cause: You were faxing over the Internet using an IP phone, and there was a problem with the transmission.

The product cannot send faxes, but can receive faxes

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 set up for faxing correctly](#)
- [Solution 2: Check the fax number](#)
- [Solution 3: Dial the fax number more slowly](#)
- [Solution 4: Check the receiving fax machine for problems](#)

Solution 1: Make sure the product is set up for faxing correctly

Solution: Make sure you set up the product properly for faxing, based on the equipment and services you have on the same phone line as the product. For more information, see [Set up the HP Photosmart for faxing](#).

Then, run a fax test to check the status of the product and to make sure you set it up properly.

To test your fax setup from the control panel

1. Load letter or A4 unused plain white paper into the input tray.
2. Press **Setup**.



3. Press the down arrow button to highlight **Tools**, and then press **OK**.
4. Press the down arrow button to highlight **Run Fax Test**, and then press **OK**.
The HP Photosmart displays the status of the test on the display and prints a report.

5. Review the report.
 - If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify the settings are correct. A blank or incorrect fax setting can cause problems faxing.
 - If the test fails, review the report for more information on how to fix any problems found.
6. After you pick up the fax report from the HP Photosmart, press **OK**.
If necessary, resolve any problems found and rerun the test.

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

For more information, see:

- [The fax test failed](#)

Cause: The product was not set up properly for faxing.

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

Solution 2: Check the fax number

Solution: Check to see that the fax number you entered is correct and in the proper format. For example, you might need to dial a "9" prefix, depending on your phone system.

If your phone line has a PBX system, make sure you are dialing the number for an outside line before dialing the fax number.

Cause: The number you entered when sending the fax was not in the proper format.

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

Solution 3: Dial the fax number more slowly

Solution: Insert some pauses in the number sequence to slow the dialing pace. For example, if you need to access an outside line before dialing the phone number, insert a pause following the access number. If your number is 95555555, and 9 accesses an outside line, you might insert pauses as follows: 9-555-5555. To enter a pause in the fax number you are typing, press the symbols button on the keypad (indicated by an **asterisk**) until a dash (-) appears on the display.

You can also send the fax using monitor dialing. This enables you to listen to the phone line as you dial. You can set the pace of your dialing and respond to prompts as you dial.

For more information, see:

- [Send a fax](#)

Cause: The product might have been dialing too fast or too soon.

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

Solution 4: Check the receiving fax machine for problems

Solution: Try calling the fax number from a telephone and listen for fax tones. If you cannot hear fax tones, the receiving fax might not be turned on or connected, or a voice mail service could be interfering with the recipient's phone line. You can also ask the recipient to check the receiving fax machine for any problems.

Cause: The receiving fax machine was having problems.

The product is having problems sending a manual fax

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: Ensure that the receiving fax machine can receive a manual fax](#)
- [Solution 2: Connect the telephone to the correct port](#)
- [Solution 3: Start sending the fax within 3 seconds of hearing fax tones](#)
- [Solution 4: Lower the fax speed](#)

Solution 1: Ensure that the receiving fax machine can receive a manual fax

Solution: Check with the recipient to see if their fax machine can receive faxes manually.

Cause: The recipient's fax machine does not support manual faxing.

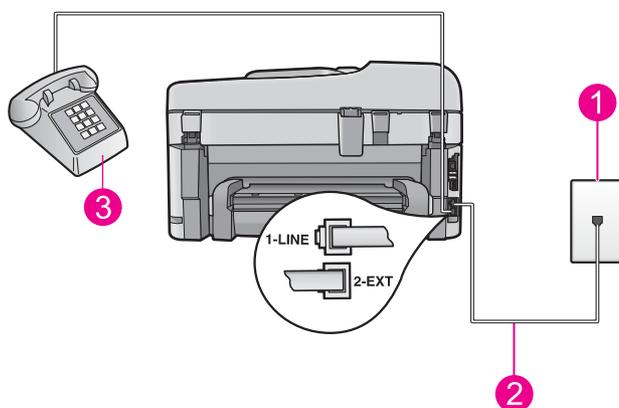
If this did not solve the issue, try the next solution.

Solution 2: Connect the telephone to the correct port

Solution

 **NOTE:** This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the product, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.

To send a fax manually, the telephone must be connected directly to the port labeled 2-EXT on the product, as shown below.



| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the product |
| 3 | Telephone |

For more information on setting up the product with your telephone, see the printed documentation that came with the product.

Cause: The telephone used to initiate the fax call was not connected directly to the product or was not connected properly.

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

Solution 3: Start sending the fax within 3 seconds of hearing fax tones

Solution: If you are sending a fax manually, make sure that you press **Start Fax** within three seconds of hearing the recipient's fax tones, otherwise the transmission might fail.

Cause: You did not press **Start Fax** within three seconds of hearing fax tones.

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

Solution 4: Lower the fax speed

Solution: You might need to send and receive faxes at a slower rate. Try setting the **Fax Speed** to **Medium (14400)** or **Slow (9600)** if you use one of the following:

- An Internet phone service
- A PBX system
- Fax over Internet Protocol (FoIP)
- An ISDN service

To set the fax speed from the control panel

1. Press **Setup**.



2. Press the down arrow button to highlight **Advanced Fax Setup**, and then press **OK**.
3. Press the down arrow button to highlight **Fax Speed**, and then press **OK**.
4. Press the down arrow button to select one of the following settings, and then press **OK**.

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

Cause: The **Fax Speed** setting might have been set too fast.

Pages of a fax I sent are 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: Check the receiving fax machine for problems](#)
- [Solution 2: Check the phone line for noise](#)
- [Solution 3: Verify multiple pages are not being picked up from the document feeder](#)

Solution 1: Check the receiving fax machine for problems

Solution: Try calling the fax number from a telephone and listen for fax tones. If you cannot hear fax tones, the receiving fax might not be turned on or connected, or a voice mail service could be interfering with the recipient's phone line. You can also ask the recipient to check the receiving fax machine for any problems.

Cause: The receiving fax machine was having problems.

Solution 2: Check the phone line for noise

Solution: You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If the failure was due to noise on the phone line, contact the sender to

have them resend the fax. The quality might be better when you try again. If the problem persists, turn **Error Correction Mode** (ECM) off and contact your telephone company.

To change the ECM setting from the control panel

1. Press **Setup**.



2. Press the down arrow button to highlight **Advanced Fax Setup**, and then press **OK**.
The **Advanced Fax Setup** menu appears.
3. Press the down arrow button to highlight **Error Correction Mode**, and then press **OK**.
The **Error Correction Mode** menu appears.
4. Press the down arrow button to highlight **Off** or **On**.
5. Press **OK**.

Cause: The phone line connection was noisy. Phone lines with poor sound quality (noise) can cause faxing problems.

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

Solution 3: Verify multiple pages are not being picked up from the document feeder

Solution: Print a **Last Transaction** report to verify the number of pages that were sent. If two or more pages stuck together and were fed into the document feeder tray at the same time, the number of pages in the report would not match the actual number of pages. If the number of pages listed in the report does not match the actual number of pages, you might need to clean the separator pad in the automatic document feeder.

To print a Last Transaction report

1. Press **Setup**.



2. Press the down arrow button until **Print Report** is highlighted, and then press **OK**.
3. Press the down arrow button until **Last Transaction** is highlighted, and then press **OK**.

Cause: Two or more pages were fed through the document feeder tray at the same time.

The quality of the fax I sent is poor

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 phone line for noise](#)
- [Solution 2: Increase the fax resolution](#)
- [Solution 3: Make sure the glass is clean](#)
- [Solution 4: Check the receiving fax machine for problems](#)
- [Solution 5: Use the Lighter/Darker setting to darken the original when sending the fax](#)

Solution 1: Check the phone line for noise

Solution: You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If the failure was due to noise on the phone line, contact the sender to

have them resend the fax. The quality might be better when you try again. If the problem persists, turn **Error Correction Mode** (ECM) off and contact your telephone company.

To change the ECM setting from the control panel

1. Press **Setup**.



2. Press the down arrow button to highlight **Advanced Fax Setup**, and then press **OK**.
The **Advanced Fax Setup** menu appears.
3. Press the down arrow button to highlight **Error Correction Mode**, and then press **OK**.
The **Error Correction Mode** menu appears.
4. Press the down arrow button to highlight **Off** or **On**.
5. Press **OK**.

Cause: The phone line connection was noisy. Phone lines with poor sound quality (noise) can cause faxing problems.

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

Solution 2: Increase the fax resolution

Solution: For the highest-quality fax, change the fax resolution to **Fine**, **Very Fine** (if available), or **Photo**.

Cause: The fax resolution setting was set to a low resolution, such as **Standard**.

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

Solution 3: Make sure the glass is clean

Solution: If you are sending a fax from the glass, make a copy to check the quality of the printout. If the quality of the printout is poor, clean the glass.

Cause: The glass of the product might have been dirty.

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

Solution 4: Check the receiving fax machine for problems

Solution: Try calling the fax number from a telephone and listen for fax tones. If you cannot hear fax tones, the receiving fax might not be turned on or connected, or a voice mail service could be interfering with the recipient's phone line. You can also ask the recipient to check the receiving fax machine for any problems.

Cause: The receiving fax machine was having problems.

Solution 5: Use the Lighter/Darker setting to darken the original when sending the fax

Solution: Make a copy to check the quality of the printout. If the printout is too light, you can darken it by adjusting the **Lighter/Darker** setting when sending the fax.

Cause: The **Lighter/Darker** setting might have been set too light. If you were sending a faded, washed out, or handwritten fax, or a document with a watermark (such as a red seal or stamp), you can change the **Lighter/Darker** setting to send the fax darker than the original.

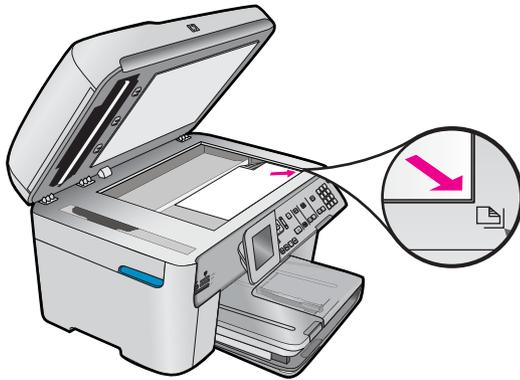
Parts of a fax I sent are cut off

Solution: Make sure the receiving fax machine can accept the paper size you are using. If not, ask the recipient if the receiving fax machine has a fit to page setting they can use to reduce the incoming fax to fit standard paper size such as letter or A4.

Cause: Some fax machines cannot accept faxes larger than letter or A4 paper. The fax was larger than letter or A4 paper.

The fax I sent was blank when it was received

Solution: Load your original print side down on the right front corner of the glass.



Cause: The original was not loaded or was loaded incorrectly.

Fax transmission is slow

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: Send the fax in black and white](#)
- [Solution 2: Lower the fax resolution](#)
- [Solution 3: Check the phone line for noise](#)
- [Solution 4: Check the receiving fax machine for problems](#)
- [Solution 5: Increase the fax speed](#)

Solution 1: Send the fax in black and white

Solution: Sending a fax in color can take longer than sending a black-and-white fax. Try sending the fax in black and white.

Cause: You were sending a fax in color.

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

Solution 2: Lower the fax resolution

Solution: For faster transmission, use **Standard** resolution. This setting provides the fastest possible transmission with the lowest quality of fax. The default resolution is **Fine**, which can take longer to send.

Cause: The document contained a lot of graphics or had very fine detail.

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

Solution 3: Check the phone line for noise

Solution: You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If the failure was due to noise on the phone line, contact the sender to have them resend the fax. The quality might be better when you try again. If the problem persists, turn **Error Correction Mode** (ECM) off and contact your telephone company.

To change the ECM setting from the control panel

1. Press **Setup**.



2. Press the down arrow button to highlight **Advanced Fax Setup**, and then press **OK**.
The **Advanced Fax Setup** menu appears.
3. Press the down arrow button to highlight **Error Correction Mode**, and then press **OK**.
The **Error Correction Mode** menu appears.
4. Press the down arrow button to highlight **Off** or **On**.
5. Press **OK**.

Cause: The phone line connection was noisy. Phone lines with poor sound quality (noise) can cause faxing problems.

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

Solution 4: Check the receiving fax machine for problems

Solution: Try calling the fax number from a telephone and listen for fax tones. If you cannot hear fax tones, the receiving fax might not be turned on or connected, or a voice mail service could be interfering with the recipient's phone line. You can also ask the recipient to check the receiving fax machine for any problems.

Cause: The receiving fax machine was having problems.

Solution 5: Increase the fax speed

Solution: Make sure the **Fax Speed** option is set to **Fast (33600)** or **Medium (14400)**.

To set the fax speed from the control panel

1. Press **Setup**.



2. Press the down arrow button to highlight **Advanced Fax Setup**, and then press **OK**.
3. Press the down arrow button to highlight **Fax Speed**, and then press **OK**.
4. Press the down arrow button to select one of the following settings, and then press **OK**.

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

Cause: The **Fax Speed** option was set to a slow transmission speed.

Fax tones are recorded on my answering machine

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.

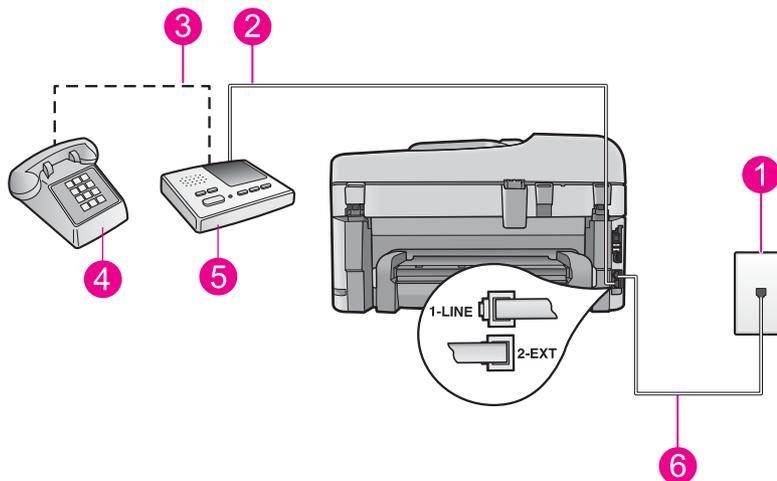
- [Solution 1: Make sure the answering machine is connected to the correct port](#)
- [Solution 2: Set up the product to answer faxes automatically](#)

Solution 1: Make sure the answering machine is connected to the correct port

Solution

NOTE: This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the product, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.

When you have an answering machine on the same phone line you use for fax calls, you must connect the answering machine directly to the product using the port labeled 2-EXT, as shown below.



| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Connect to the IN port on the answering machine |
| 3 | Connect to the OUT port on the answering machine |
| 4 | Telephone (optional) |
| 5 | Answering machine |
| 6 | Use the phone cord supplied in the box with the product |

Make sure the product is set to receive faxes automatically and that the number of rings to wait setting is correct. The number of rings to wait for the product should be greater than the number of rings to answer for the answering machine. If the answering machine and the product are set to the same number of rings to answer, both devices will answer the call and fax tones will be recorded on the answering machine.

Set your answering machine to a low number of rings and the product to answer in the maximum number of rings supported. (The maximum number of rings varies by country/region.) In this setup, the answering machine will answer the call and the product will monitor the line. If the product detects fax tones, the product will receive the fax. If the call is a voice call, the answering machine will record the incoming message.

For more information on setting up the product when you have an answering machine, see [Set up the HP Photosmart for faxing](#).

Cause: The answering machine was not set up properly with the product or the number or rings to wait setting was not correct.

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

Solution 2: Set up the product to answer faxes automatically

Solution: Set up the product to answer incoming calls automatically by turning on **Auto Answer**. If it is turned off, the product will not monitor incoming calls and receive faxes. In this case, the answering machine will answer the fax call and record the fax tones.

For more information on setting up the product when you have an answering machine, see the printed documentation that came with the product.

Cause: The product was set up to receive faxes manually, which means that the product would not answer incoming calls. You must be available to respond in person to incoming fax calls, or the product will not receive the fax and your answering machine will record the fax tones.

The product cannot receive faxes, but can send faxes

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 set up for faxing correctly](#)
- [Solution 2: Check the Auto Answer setting](#)
- [Solution 3: Set the product to answer faxes manually](#)
- [Solution 4: If you have a computer dial-up modem on the same phone line as the product, make sure the modem software is not intercepting the fax](#)
- [Solution 5: If you have an answering machine on the same phone line as the product, record a new outgoing message](#)
- [Solution 6: If you have an answering machine on the same phone line as the product, make sure it is connected to the correct port](#)
- [Solution 7: If you use a distinctive ring service, make sure the Distinctive Ring setting matches the ring pattern for your fax number](#)
- [Solution 8: If you do not use a distinctive ring service, make sure the Distinctive Ring setting is set to All Rings](#)
- [Solution 9: Make sure other equipment on the phone line is not reducing the fax signal](#)
- [Solution 10: Clear the memory of the product](#)
- [Solution 11: Check for error messages on the display](#)

Solution 1: Make sure the product is set up for faxing correctly

Solution: Make sure you set up the product properly for faxing, based on the equipment and services you have on the same phone line as the product. For more information, see [Set up the HP Photosmart for faxing](#).

Then, run a fax test to check the status of the product and to make sure you set it up properly.

To test your fax setup from the control panel

1. Load letter or A4 unused plain white paper into the input tray.
2. Press **Setup**.



3. Press the down arrow button to highlight **Tools**, and then press **OK**.
4. Press the down arrow button to highlight **Run Fax Test**, and then press **OK**.
The HP Photosmart displays the status of the test on the display and prints a report.
5. Review the report.
 - If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify the settings are correct. A blank or incorrect fax setting can cause problems faxing.
 - If the test fails, review the report for more information on how to fix any problems found.
6. After you pick up the fax report from the HP Photosmart, press **OK**.
If necessary, resolve any problems found and rerun the test.

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

For more information, see:

- [The fax test failed](#)

Cause: The product was not set up properly for faxing.

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

Solution 2: Check the Auto Answer setting

Solution: Depending on your office setup, you might be able to set the product to answer incoming calls automatically. To find out what the recommended answer mode is for your office setup, see the printed documentation that came with the product.

If you must have **Auto Answer** off, you will need to press **Start Fax** to receive a fax.

Cause: **Auto Answer** was turned off, which means that the product would not answer incoming calls. You must be available to respond in person to incoming fax calls in order to receive faxes.

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

Solution 3: Set the product to answer faxes manually

Solution: Set the product to answer faxes manually. You cannot receive faxes automatically if you have a voice mail service at the same phone number you use for fax calls. You must receive faxes manually; this means you must be available to respond in person to incoming fax calls.

For more information on how to set up the product when you have a voice mail service, see the printed documentation that came with the product.

Cause: You subscribed to a voice mail service at the same phone number you used for fax calls.

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

Solution 4: If you have a computer dial-up modem on the same phone line as the product, make sure the modem software is not intercepting the fax

Solution: If you have a computer dial-up modem on the same phone line as the product, check to make sure that the software that came with your modem is not set to receive faxes automatically. Modems that are set up to receive faxes automatically take over the phone line to receive all incoming faxes, which prevents the product from receiving fax calls.

Cause: You had a computer dial-up modem on the same phone line as the product.

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

Solution 5: If you have an answering machine on the same phone line as the product, record a new outgoing message

Solution: Disconnect the answering machine and then try receiving a fax. If faxing is successful without the answering machine, the answering machine might be causing the problem. Reconnect the answering machine and record your outgoing message again.

- Record a message that is approximately 10 seconds in duration.
- Speak slowly and at a low volume when recording your message.
- Leave at least 5 seconds of silence at the end of the voice message.
- There should be no background noise when recording this silent time.

Cause: If you had an answering machine on the same phone line with the product, you might have had one of the following problems:

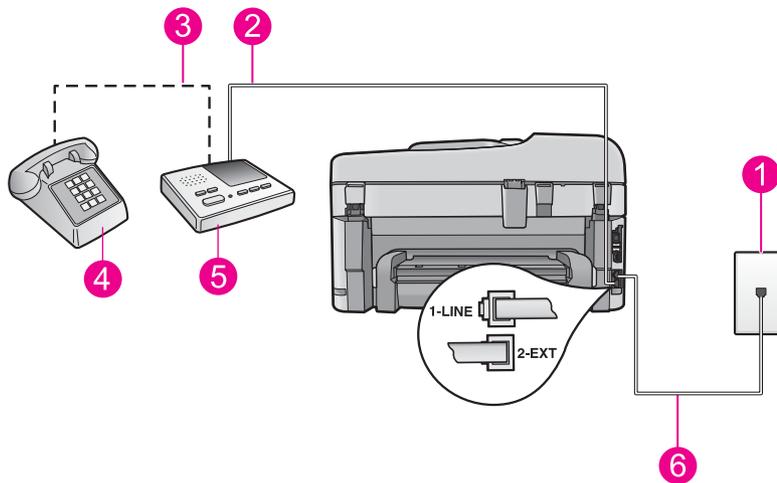
- Your outgoing message might have been too long or too loud to allow the product to detect fax tones, and the sending fax machine might have disconnected.
- Your answering machine might not have had enough quiet time after your outgoing message to allow the product to detect fax tones. This problem is most common with digital answering machines.

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

Solution 6: If you have an answering machine on the same phone line as the product, make sure it is connected to the correct port**Solution**

 **NOTE:** This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the product, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.

When you have an answering machine on the same phone line you use for fax calls, you must connect the answering machine directly to the product using the port labeled 2-EXT, as shown below. You also need to set the correct number of rings to answer for both the answering machine and product.



| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Connect to the IN port on the answering machine |
| 3 | Connect to the OUT port on the answering machine |
| 4 | Telephone (optional) |
| 5 | Answering machine |
| 6 | Use the phone cord supplied in the box with the product |

Make sure the product is set to receive faxes automatically and that the number of rings to wait setting is correct. The number of rings to answer for the product should be greater than the number of rings to answer for the answering machine. Set your answering machine to a low number of rings and the product to answer in the maximum number of rings supported by your product. (The maximum number of rings varies by country/region.) In this setup, the answering machine will answer the call and the product will monitor the line. If the product detects fax tones, the product will receive the fax. If the call is a voice call, the answering machine will record the incoming message.

For more information on setting up the product, see [Set up the HP Photosmart for faxing](#).

Cause: The answering machine was not set up properly with the product.

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

Solution 7: If you use a distinctive ring service, make sure the Distinctive Ring setting matches the ring pattern for your fax number

Solution: If you have a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), make sure that the **Distinctive Ring** setting on the product is set to match. For example, if the phone company has assigned your number a double ring pattern, make sure **Double Rings** is selected as the **Distinctive Ring** setting.

NOTE: The product cannot recognize some ring patterns, such as those with alternating short and long ringing patterns. If you are having problems with a ring pattern of this type, ask your phone company to assign a non-alternating ring pattern.

If you are not using a distinctive ring service, make sure that the **Distinctive Ring** setting on the product is set to **All Rings**.

Cause: You had a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), and the **Distinctive Ring** setting on the product did not match.

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

Solution 8: If you do not use a distinctive ring service, make sure the Distinctive Ring setting is set to All Rings

Solution: If you are not using a distinctive ring service, make sure that the **Distinctive Ring** setting on the product is set to **All Rings**.

Cause: The **Distinctive Ring** setting was not set to **All Rings** (and you were not using a distinctive ring service).

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

Solution 9: Make sure other equipment on the phone line is not reducing the fax signal

Solution: If the product shares the same phone line with other types of phone equipment, such as an answering machine, a computer dial-up modem, or a multi-port switch box, the fax signal level might be reduced. The signal level can also be reduced if you use a splitter or connect extra cables to extend the length of your phone. A reduced fax signal can cause problems during fax reception.

- If you are using a splitter or extension cables, try removing them and connecting the product directly to the telephone wall jack.
- To find out if other equipment is causing a problem, disconnect everything except the product from the phone line, and then try to receive a fax. If you can receive faxes successfully without the other equipment, one or more pieces of the other equipment is causing problems; try adding them back one at a time and receiving a fax each time, until you identify which equipment is causing the problem.

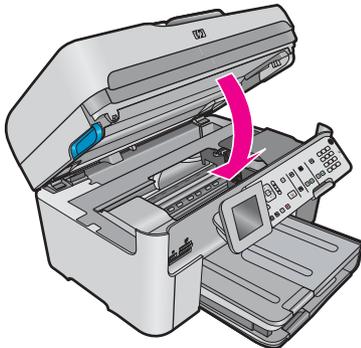
Cause: The fax signal level might not have been strong enough, which can cause fax reception problems.

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

Solution 10: Clear the memory of the product

Solution: If **Backup Fax Reception** is enabled and there is an error condition on the product, the memory might become full of faxes that have not yet been printed and the product will stop answering calls. If an error condition exists that is preventing the product from printing faxes, review the display for information on the error condition. Make sure:

- The product is on. Press the **On** button to turn on the product.
- The product is set up correctly for faxing. See the printed documentation for more information.
- There is paper loaded in the input tray.
- There is no paper jam.
- The print carriage is not stalled or blocked. Turn off the product, remove any objects that are blocking the print cartridge carriage (including any packing materials), and then turn on the product again.
- The print cartridge door is closed. If not, close the print cartridge door, as shown below:



Resolve any problems found. The product automatically begins printing all the unprinted faxes from memory. To clear the memory, you can also delete the faxes stored in memory by turning off the product.

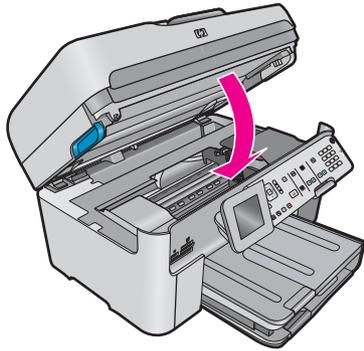
Cause: The memory of the product was full.

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

Solution 11: Check for error messages on the display

Solution: If an error condition exists that is preventing the product from printing faxes, review the display for information on the error condition. Make sure:

- The product is on. Press the **On** button to turn on the product.
- The product is set up correctly for faxing. See the printed documentation for more information.
- There is paper loaded in the input tray.
- There is no paper jam.
- The print carriage is not stalled or blocked. Turn off the product, remove any objects that are blocking the print cartridge carriage (including any packing materials), and then turn on the product again.
- The print cartridge door is closed. If not, close the print cartridge door, as shown below:



 **NOTE:** If the product has an alignment message, you might be able to press the button next to **OK** to clear the message and resume faxing.

After you resolve any problems found, the product can begin answering incoming fax calls.

Cause: An error condition was preventing the product from receiving faxes and **Backup Fax Reception** was set to **Off**.

The product is having problems receiving a manual fax

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: Lower the fax speed](#)
- [Solution 2: Check for error messages on the display](#)

Solution 1: Lower the fax speed

Solution: You might need to send and receive faxes at a slower rate. Try setting the **Fax Speed** to **Medium (14400)** or **Slow (9600)** if you use one of the following:

- An Internet phone service
- A PBX system
- Fax over Internet Protocol (FoIP)
- An ISDN service

To set the fax speed from the control panel

1. Press **Setup**.



2. Press the down arrow button to highlight **Advanced Fax Setup**, and then press **OK**.
3. Press the down arrow button to highlight **Fax Speed**, and then press **OK**.
4. Press the down arrow button to select one of the following settings, and then press **OK**.

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

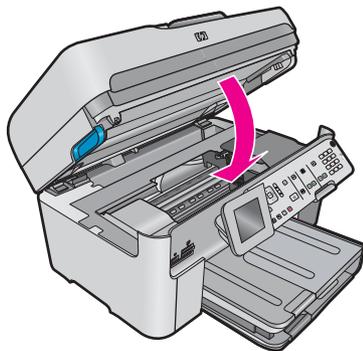
Cause: The **Fax Speed** setting might have been set too fast.

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

Solution 2: Check for error messages on the display

Solution: If an error condition exists that is preventing the product from printing faxes, review the display for information on the error condition. Make sure:

- The product is on. Press the **On** button to turn on the product.
- The product is set up correctly for faxing. See the printed documentation for more information.
- There is paper loaded in the input tray.
- There is no paper jam.
- The print carriage is not stalled or blocked. Turn off the product, remove any objects that are blocking the print cartridge carriage (including any packing materials), and then turn on the product again.
- The print cartridge door is closed. If not, close the print cartridge door, as shown below:



NOTE: If the product has an alignment message, you might be able to press the button next to **OK** to clear the message and resume faxing.

After you resolve any problems found, the product can begin answering incoming fax calls.

Cause: An error condition was preventing the product from receiving faxes and **Backup Fax Reception** was set to **Off**.

The product is not answering incoming fax calls

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: Check the Auto Answer setting](#)
- [Solution 3: If you use a distinctive ring service, make sure the Distinctive Ring setting matches the ring pattern for your fax number](#)
- [Solution 4: If you do not use a distinctive ring service, make sure the Distinctive Ring setting is set to All Rings](#)
- [Solution 5: Clear the memory of the product](#)
- [Solution 6: Check for error messages on the display](#)

Solution 1: Turn on the product

Solution: Look at the display on the product. If the display is blank and the **On** light 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: Check the Auto Answer setting

Solution: Depending on your office setup, you might be able to set the product to answer incoming calls automatically. To find out what the recommended answer mode is for your office setup, see the printed documentation that came with the product.

If you must have **Auto Answer** off, you will need to press **Start Fax** to receive a fax.

Cause: **Auto Answer** was turned off, which means that the product would not answer incoming calls. You must be available to respond in person to incoming fax calls in order to receive faxes.

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

Solution 3: If you use a distinctive ring service, make sure the Distinctive Ring setting matches the ring pattern for your fax number

Solution: If you have a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), make sure that the **Distinctive Ring** setting on the product is set to match. For example, if the phone company has assigned your number a double ring pattern, make sure **Double Rings** is selected as the **Distinctive Ring** setting.

 **NOTE:** The product cannot recognize some ring patterns, such as those with alternating short and long ringing patterns. If you are having problems with a ring pattern of this type, ask your phone company to assign a non-alternating ring pattern.

If you are not using a distinctive ring service, make sure that the **Distinctive Ring** setting on the product is set to **All Rings**.

Cause: You had a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), and the **Distinctive Ring** setting on the product did not match.

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

Solution 4: If you do not use a distinctive ring service, make sure the Distinctive Ring setting is set to All Rings

Solution: If you are not using a distinctive ring service, make sure that the **Distinctive Ring** setting on the product is set to **All Rings**.

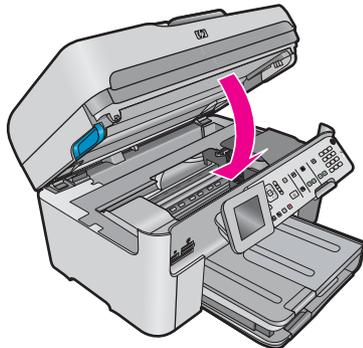
Cause: The **Distinctive Ring** setting was not set to **All Rings** (and you were not using a distinctive ring service).

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

Solution 5: Clear the memory of the product

Solution: If **Backup Fax Reception** is enabled and there is an error condition on the product, the memory might become full of faxes that have not yet been printed and the product will stop answering calls. If an error condition exists that is preventing the product from printing faxes, review the display for information on the error condition. Make sure:

- The product is on. Press the **On** button to turn on the product.
- The product is set up correctly for faxing. See the printed documentation for more information.
- There is paper loaded in the input tray.
- There is no paper jam.
- The print carriage is not stalled or blocked. Turn off the product, remove any objects that are blocking the print cartridge carriage (including any packing materials), and then turn on the product again.
- The print cartridge door is closed. If not, close the print cartridge door, as shown below:



Resolve any problems found. The product automatically begins printing all the unprinted faxes from memory. To clear the memory, you can also delete the faxes stored in memory by turning off the product.

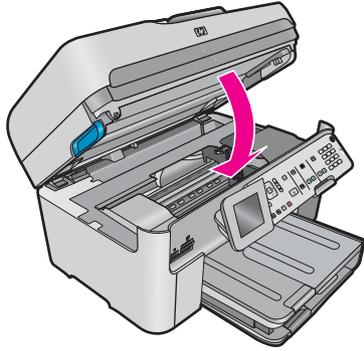
Cause: The memory of the product was full.

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

Solution 6: Check for error messages on the display

Solution: If an error condition exists that is preventing the product from printing faxes, review the display for information on the error condition. Make sure:

- The product is on. Press the **On** button to turn on the product.
- The product is set up correctly for faxing. See the printed documentation for more information.
- There is paper loaded in the input tray.
- There is no paper jam.
- The print carriage is not stalled or blocked. Turn off the product, remove any objects that are blocking the print cartridge carriage (including any packing materials), and then turn on the product again.
- The print cartridge door is closed. If not, close the print cartridge door, as shown below:



 **NOTE:** If the product has an alignment message, you might be able to press the button next to **OK** to clear the message and resume faxing.

After you resolve any problems found, the product can begin answering incoming fax calls.

Cause: An error condition was preventing the product from receiving faxes and **Backup Fax Reception** was set to **Off**.

Pages of a fax I received are 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: Load paper in the input tray](#)
- [Solution 2: Check the sending fax machine for problems](#)

Solution 1: Load paper in the input tray

Solution: Make sure you have paper loaded correctly.

If you have **Backup Fax Reception** enabled, the product might have stored the fax in memory upon reception. After you have correctly loaded the paper in the input tray, the product automatically begins printing all the unprinted faxes from memory, in the order they were received. If you do not have **Backup Fax Reception** enabled, or if the fax was not stored in memory for some reason (for example, if the product was out of memory), you will need to contact the sender and ask for the fax to be resent.

For more information, see:

- [Load media](#)

Cause: The paper was not loaded correctly in the input tray.

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

Solution 2: Check the sending fax machine for problems

Solution: Check with the sender to find out how many pages were sent. The sending fax machine might have failed to feed each page of the original.

Cause: The sending fax machine was having problems.

Faxes are received but do not 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: Clear any paper jams and make sure paper is loaded in the input tray](#)
- [Solution 2: Check for error messages on the display](#)

Solution 1: Clear any paper jams and make sure paper is loaded in the input tray

Solution: The product might have a paper jam or be out of paper. If you have **Backup Fax Reception** enabled, the product might have stored the fax in memory upon reception. After clearing the paper jam or loading paper in the input tray, the product automatically begins printing all the unprinted faxes from memory, in the order they were received. If you do not have **Backup Fax Reception** enabled, or if the fax was not stored in memory for some reason (for example, if the product was out of memory), ask the sender to resend the fax.

For more information, see:

- [Load media](#)

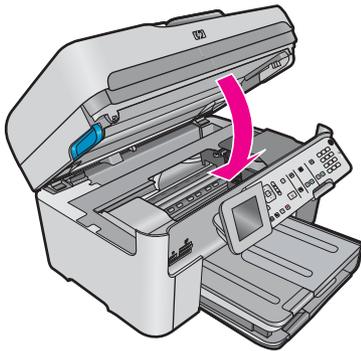
Cause: The product had a paper jam or was out of paper.

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

Solution 2: Check for error messages on the display

Solution: If an error condition exists that is preventing the product from printing faxes, review the display for information on the error condition. Make sure:

- The product is on. Press the **On** button to turn on the product.
- The product is set up correctly for faxing. See the printed documentation for more information.
- There is paper loaded in the input tray.
- There is no paper jam.
- The print carriage is not stalled or blocked. Turn off the product, remove any objects that are blocking the print cartridge carriage (including any packing materials), and then turn on the product again.
- The print cartridge door is closed. If not, close the print cartridge door, as shown below:



NOTE: If the product has an alignment message, you might be able to press the button next to **OK** to clear the message and resume faxing.

After you resolve any problems found, the product can begin answering incoming fax calls.

Cause: An error condition was preventing the product from receiving faxes and **Backup Fax Reception** was set to **Off**.

Parts of a fax I received 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: Check the sending fax machine for problems](#)
- [Solution 2: Make sure paper is loaded in the input tray](#)

Solution 1: Check the sending fax machine for problems

Solution: Check with the sender to see if the sending fax machine is having problems.

Cause: The sending fax machine had a problem.

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

Solution 2: Make sure paper is loaded in the input tray

Solution: Make sure you have paper loaded correctly.

For more information, see:

- [Load media](#)

Cause: The paper-width guide was not positioned correctly.

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

The fax I received is blank

Solution: Check with the sender to see if the sending fax machine is having problems.

Cause: The sending fax machine had a problem.

The computer to which I am connecting has only one phone port

Solution: This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the HP All-in-One, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.

If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler), as shown below. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)

Example of a parallel splitter



To set up the product on a shared fax/voice line with a computer dial-up modem

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



NOTE: If you do not use the supplied cord to connect from the telephone wall jack to the product, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

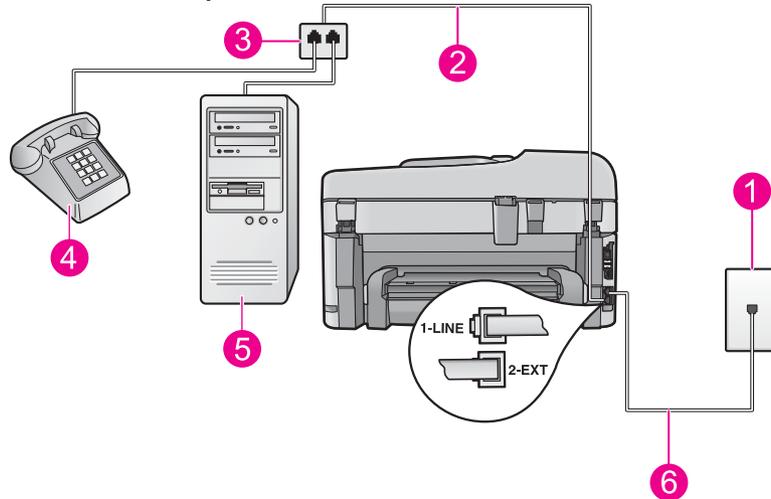
3. Remove the white plug from the port labeled 2-EXT on the back of the product.
4. Using another phone cord, connect one end to the port labeled 2-EXT on the back of the product. Connect the other end of the phone cord to the parallel splitter on the side with the single phone port.
5. Unplug your computer modem from the telephone wall jack, and connect it to the parallel splitter on the side with two phone ports.

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

 **NOTE:** If you do not turn off the automatic fax reception setting in your modem software, the product will not be able to receive faxes.

7. (Optional) Connect a phone to the other open phone port on the parallel splitter.

Back view of the product



| | |
|---|--|
| 1 | Telephone wall jack |
| 2 | Phone cord connected to the 2-EXT port |
| 3 | Parallel splitter |
| 4 | Telephone (optional) |
| 5 | Computer with modem |
| 6 | Phone cord supplied in the box with the product connected to the 1-LINE port |

8. Now you need to decide how you want the product to answer calls, automatically or manually:
- If you set up the product to answer calls **automatically**, it answers all incoming calls and receives faxes. The product will not be able to distinguish between fax and voice calls in this case; if you suspect the call is a voice call, you will need to answer it before the product answers the call. To set up the product to answer calls automatically, turn on the **Auto Answer** setting.
 - If you set up the product to answer faxes **manually**, you must be available to respond in person to incoming fax calls or the product cannot receive faxes. To set up the product to answer calls manually, turn off the **Auto Answer** setting.
9. Run a fax test.

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

To set up the product on a shared fax/voice line with a computer dial-up modem and answering machine

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

 **NOTE:** If you do not use the supplied cord to connect from the telephone wall jack to the product, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

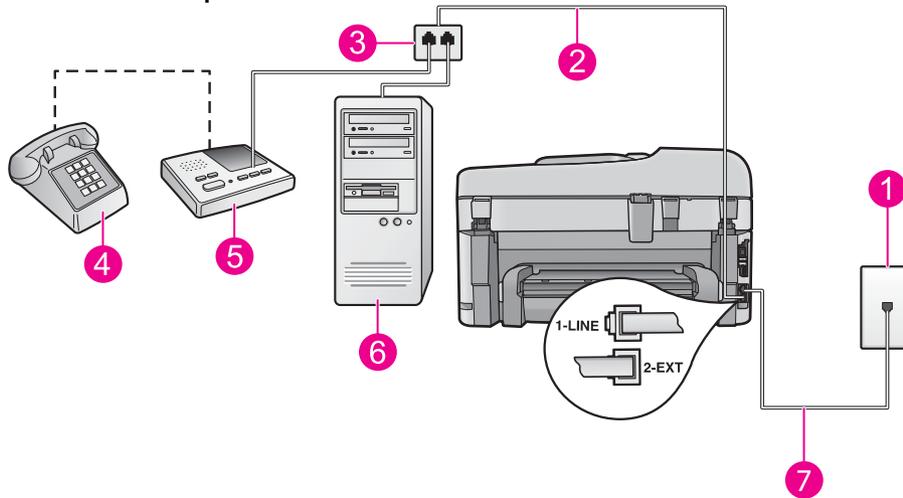
3. Remove the white plug from the port labeled 2-EXT on the back of the product.

4. Using another phone cord, connect one end to the port labeled 2-EXT on the back of the product. Connect the other end of the phone cord to the parallel splitter on the side with the single phone port.
5. Unplug your computer modem from the telephone wall jack, and connect it to the parallel splitter on the side with two phone ports.
6. Connect your answering machine to the other open phone port on the parallel splitter.

 **NOTE:** If you do not connect your answering machine in this way, fax tones from a sending fax machine might be recorded on your answering machine, and you might not be able to receive faxes with the product.

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

Back view of the product



| | |
|---|--|
| 1 | Telephone wall jack |
| 2 | Phone cord connected to the 2-EXT port |
| 3 | Parallel splitter |
| 4 | Telephone (optional) |
| 5 | Answering machine |
| 6 | Computer with modem |
| 7 | Phone cord supplied in the box with the product connected to the 1-LINE port |

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

 **NOTE:** If you do not turn off the automatic fax reception setting in your modem software, the product will not be able to receive faxes.

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

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

To set up the product on a shared fax/voice line with a computer dial-up modem and voice mail service

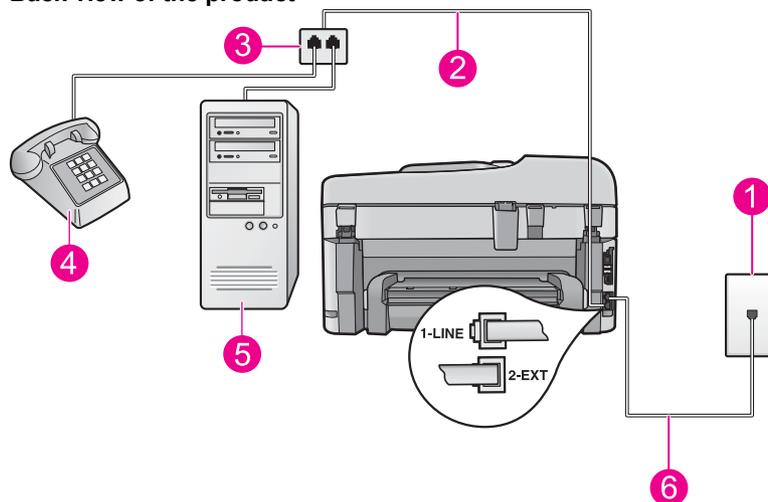
1. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled 2-EXT on the back of the product.
2. Using the phone cord supplied in the box with the product,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

 **NOTE:** If you do not use the supplied cord to connect from the telephone wall jack to the product, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

3. Remove the white plug from the port labeled 2-EXT on the back of the product.
4. Using another phone cord, connect one end to the port labeled 2-EXT on the back of the product. Connect the other end of the phone cord to the parallel splitter on the side with the single phone port.
5. Unplug your computer modem from the telephone wall jack, and connect it to the parallel splitter on the side with two phone ports.
6. If your modem software is set to receive faxes to your computer automatically, turn off that setting.

 **NOTE:** If you do not turn off the automatic fax reception setting in your modem software, the product will not be able to receive faxes.

7. (Optional) Connect a phone to the other open phone port on the parallel splitter.

Back view of the product

| | |
|---|--|
| 1 | Telephone wall jack |
| 2 | Phone cord connected to the 2-EXT port |
| 3 | Parallel splitter |
| 4 | Telephone (optional) |
| 5 | Computer with modem |
| 6 | Phone cord supplied in the box with the product connected to the 1-LINE port |

8. Turn off the **Auto Answer** setting.
9. Run a fax test.

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

I hear static on my telephone line since connecting 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: Make sure the product is set up for faxing correctly](#)
- [Solution 2: Try removing the splitter](#)
- [Solution 3: Try another power outlet](#)

Solution 1: Make sure the product is set up for faxing correctly

Solution: Make sure you set up the product properly for faxing, based on the equipment and services you have on the same phone line as the product. For more information, see [Set up the HP Photosmart for faxing](#).

Then, run a fax test to check the status of the product and to make sure you set it up properly.

To test your fax setup from the control panel

1. Load letter or A4 unused plain white paper into the input tray.
2. Press **Setup**.



3. Press the down arrow button to highlight **Tools**, and then press **OK**.
4. Press the down arrow button to highlight **Run Fax Test**, and then press **OK**.
The HP Photosmart displays the status of the test on the display and prints a report.
5. Review the report.
 - If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify the settings are correct. A blank or incorrect fax setting can cause problems faxing.
 - If the test fails, review the report for more information on how to fix any problems found.
6. After you pick up the fax report from the HP Photosmart, press **OK**.
If necessary, resolve any problems found and rerun the test.

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

For more information, see:

- [The fax test failed](#)

Cause: The product was not set up properly for faxing.

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

Solution 2: Try removing the splitter

Solution: A phone line splitter can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) If you are using a splitter, remove it and connect the product directly to the telephone wall jack.

Cause: You were using a phone line splitter.

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

Solution 3: Try another power outlet

Solution: Try connecting to another power outlet.

Cause: You were not using a proper power outlet for the product.

The fax test failed

If you tried to run the fax test from your computer and the fax test failed to run, the product might be busy with another task or have an error condition preventing it from running the fax test.

What to check

- The product is set up properly, connected to a power supply, and is connected to your computer. For more information on setting up the product, see the Setup Guide that came with the product.
- The product is turned on. If it is not, press the **On** button to turn on the product.
- The print cartridges are installed correctly, the print cartridge carriage is not blocked, and the print cartridge door is closed.
- The product is not currently busy with another task such as aligning the printer. Check the display. If the product is busy, wait until it completes the current task and run the fax test again.
- The rear door is attached to the back of the product.
- There are no error messages on the display. If there is an error message, resolve the problem and run the fax test again.

If you run the fax test and the product reports that the test failed, read the following information carefully to determine how to correct any problems with your fax setup. Different portions of the fax test might fail for different reasons.

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

The "Fax Hardware Test" failed

Solution

- Turn off the product by pressing the **On** button located on the control panel and then unplug the power cord from the back of the product. After a few seconds, plug the power cord back in and turn the power on. Run the test again. If the test fails again, continue reviewing the troubleshooting information in this section.

 **NOTE:** Depending how long the product is unplugged, the date and time might be erased. You might need to reset the date and time later, when you plug the power cord back in.

- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.
- If you are running the test from the **Fax Setup Wizard**, make sure the product is not busy completing another task, such as making a copy. Check the display for a message indicating that the product is busy. If it is busy, wait until it is finished and in the idle state, before running the test.

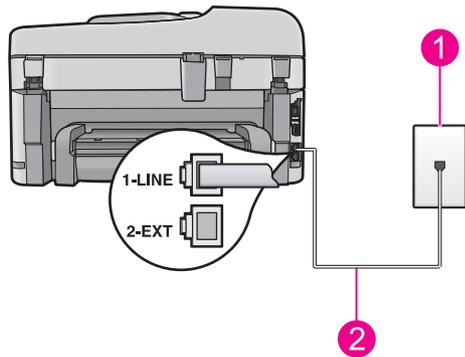
After you resolve any problems found, run the fax test again to make sure it passes and the product is ready for faxing. If the **Fax Hardware Test** continues to fail and you experience problems faxing, contact HP Support. Go to www.hp.com/support. If prompted, choose your country/region, and then click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

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

Solution

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

end to the port labeled 1-LINE on the back of the product. For more information on setting up the product for faxing, see the printed documentation.



| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the product |

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

After you resolve any problems found, run the fax test again to make sure it passes and the product is ready for faxing.

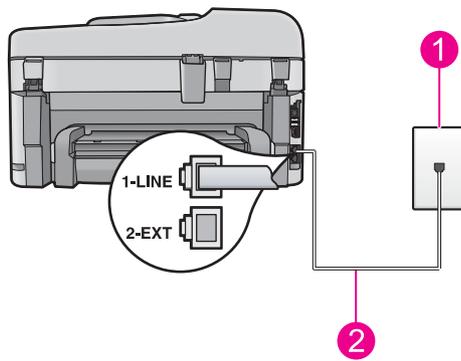
The "Phone Cord Connected to Correct Port on Fax" test failed

Solution: Plug the phone cord into the correct port.

To plug the phone cord into the correct port

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

 **NOTE:** If you use the 2-EXT port to connect to the telephone wall jack, you will not be able to send or receive faxes. The 2-EXT port should only be used to connect other equipment, such as an answering machine or a telephone.



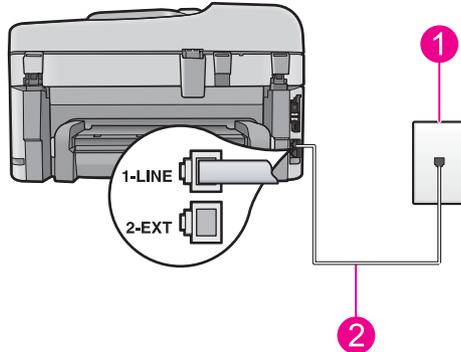
| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the product |

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

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

Solution

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



| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Phone cord supplied in the box with the product |

- Check the connection between the telephone wall jack and the product to make sure the phone cord is secure.

The "Fax Line Condition" test failed

Solution

- Make sure you connect the product to an analog phone line or you will not be able to send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect the product to an analog phone line and try sending or receiving a fax.
- Check the connection between the telephone wall jack and the product to make sure the phone cord is secure.
- Make sure you have correctly connected the product to the telephone wall jack. Using the phone cord supplied in the box with the product, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the product. For more information on setting up the product for faxing, see the printed documentation that came with the product.
- Other equipment, which uses the same phone line as the product, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything except the product from the phone line, and then run the test again.
 - If the **Fax Line Condition Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.
 - If the **Fax Line Condition Test** fails without the other equipment, connect the product to a working phone line and continue reviewing the troubleshooting information in this section.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the product directly to the telephone wall jack.

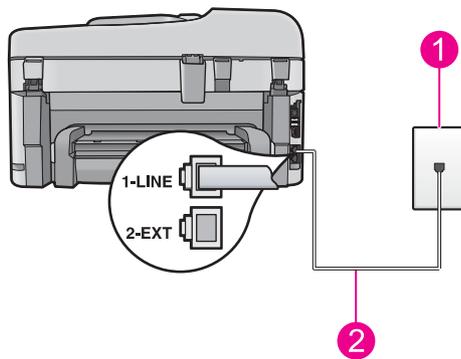
After you resolve any problems found, run the fax test again to make sure it passes and the product is ready for faxing. If the **Fax Line Condition Test** continues to fail and you experience problems faxing, contact your telephone company and have them check the phone line.

 **NOTE:** If you are unsure of the kind of phone line you have (analog or digital), check with your service provider.

The "Dial Tone Detection" test failed

Solution

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



| | |
|---|---|
| 1 | Telephone wall jack |
| 2 | Use the phone cord supplied in the box with the product |

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

 **NOTE:** If you are unsure of the kind of phone line you have (analog or digital), check with your service provider.

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

I am having problems faxing over the Internet using IP phone

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: Change the fax speed](#)
- [Solution 2: Make sure the phone cord is connected to the correct port on the product](#)
- [Solution 3: Make sure the telephone company supports faxing over the Internet](#)

Solution 1: Change the fax speed

Solution: If you experience problems sending and receiving faxes while using an Internet fax service, use a slower fax speed. You can do this by changing the **Fax Speed** setting from **Fast (33600)** (the default) to **Medium (14400)** or **Slow (9600)**.

To set the fax speed from the control panel

1. Press **Setup**.



2. Press the down arrow button to highlight **Advanced Fax Setup**, and then press **OK**.
3. Press the down arrow button to highlight **Fax Speed**, and then press **OK**.
4. Press the down arrow button to select one of the following settings, and then press **OK**.

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

Cause: The fax over Internet Protocol (FoIP) service might not have worked properly when the product was sending and receiving faxes at high speed (33600 bps).

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

Solution 2: Make sure the phone cord is connected to the correct port on the product

Solution: You can only send and receive faxes by connecting a phone cord to the port labeled 1-LINE on the product. This means that your connection to the Internet must be done either through a converter box (which supplies regular analog phone jacks for fax connections) or your telephone company.

Cause: The product was not set up properly for faxing.

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

Solution 3: Make sure the telephone company supports faxing over the Internet

Solution: Check with your telephone company to make sure their Internet phone service supports faxing. If they do not support faxing, you will not be able to send and receive faxes through the Internet.

Cause: Your telephone company did not support faxing over the Internet.

The fax log report shows an error

Solution: Review the following table for information on the error codes in the **Fax Log** report. This information can help you troubleshoot any problems you encounter when using the fax features of the product. The table also indicates which codes are specific to **Error Correction Mode (ECM)**. If the same error appears repeatedly, try turning off ECM.

| Error code | Error definition |
|---|---|
| (223 Error Correction Mode) 224 | One or more received pages might not be readable. |
| 225-231 | There is a feature incompatibility with the sending fax machine. |
| 232-234 (235-236 Error Correction Mode) 237 | The telephone connection was lost. |
| 238 (239-241 Error Correction Mode) | The sending fax machine sent an unexpected communication. |
| 242 | The sending fax machine is attempting to receive instead of send. |
| 243-244 (245-246 Error Correction Mode) | The sending fax machine prematurely ended the session. |

| Error code | Error definition |
|---|--|
| 247-248 (249-251 Error Correction Mode) | There was a communication error with the sending fax machine. |
| 252 | Telephone line conditions were too poor to receive a fax. |
| 253 | The sending fax machine attempted to use an unsupported page width. |
| 281 (282 Error Correction Mode) 283-284 (285 Error Correction Mode) 286 | The telephone connection was lost. |
| 290 | There was a communication error with the sending fax machine. |
| 291 | The received fax could not be stored. |
| 314-320 | There is a feature incompatibility with the receiving fax machine. |
| 321 | There was a communication error with the receiving fax machine. |
| 322-324 (325-328 Error Correction Mode) 329-331 | Telephone line conditions were too poor to send a fax. The receiving fax machine indicated one or more pages might not be readable. |
| 332-337 (338-342 Error Correction Mode) 343 | The receiving fax machine sent an unexpected communication. |
| 344-348 (349-353 Error Correction Mode) 354-355 | The telephone connection was lost. |
| 356-361 (362-366 Error Correction Mode) | The receiving fax machine prematurely ended the session. |
| 367-372 (373-377 Error Correction Mode) 378-380 | There was a communication error with the receiving fax machine. |
| 381 | The telephone connection was lost. |
| 382 | The receiving fax machine stopped accepting pages. |
| 383 | The telephone connection was lost. |
| 390-391 | There was a communication error with the receiving fax machine. |

To change the ECM setting from the control panel

1. Press **Setup**.



2. Press the down arrow button to highlight **Advanced Fax Setup**, and then press **OK**.
The **Advanced Fax Setup** menu appears.

3. Press the down arrow button to highlight **Error Correction Mode**, and then press **OK**.
The **Error Correction Mode** menu appears.
4. Press the down arrow button to highlight **Off** or **On**.
5. Press **OK**.

Cause: If there is a problem or error encountered during sending or receiving a fax, a **Fax Log** report will print.

Errors

This section contains the following categories of messages about your product:

- [Product messages](#)
- [File messages](#)
- [General user messages](#)
- [Paper messages](#)
- [Power and connection messages](#)
- [Ink cartridge and printhead messages](#)

Product messages

The following is a list of product-related error messages:

- [Firmware revision mismatch](#)
- [Memory is full](#)
- [Photo tray problem](#)
- [Photo tray cannot engage](#)
- [Photo tray cannot disengage](#)
- [Missing HP Photosmart Software](#)

Firmware revision mismatch

Solution: Contact HP support for service.

Go to: www.hp.com/support.

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

Cause: The revision number of the product firmware did not match the revision number of the software.

Memory is full

Solution: Try making fewer copies at a time.

Cause: The document you were copying exceeded the memory of the product.

Photo tray problem

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

- [Solution 1: Load more paper in the photo tray](#)
- [Solution 2: Make sure paper is loaded correctly in the photo tray](#)
- [Solution 3: Remove excess paper from the photo tray](#)
- [Solution 4: Make sure the sheets of paper are not stuck together](#)
- [Solution 5: Make sure the photo paper is not curled](#)
- [Solution 6: Load one sheet of paper at a time](#)

Solution 1: Load more paper in the photo tray

Solution: If the photo tray is empty or there are only a few sheets remaining, load more paper in the photo tray. If there is paper in the photo tray, remove the paper, tap the stack of paper against a flat surface, and reload the paper into the photo tray. Follow the prompts on the display or the computer screen to continue your print job.

Do not overload the photo tray; make sure the stack of photo paper fits within the photo tray and is no higher than the top of the paper-width guide.

Cause: There was not enough paper in the photo tray.

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

Solution 2: Make sure paper is loaded correctly in the photo tray

Solution: Make sure you have paper loaded correctly in the photo tray.

For more information, see:

- [Load media](#)

Cause: The paper was not feeding properly because it was loaded incorrectly.

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

Solution 3: Remove excess paper from the photo tray

Solution: Do not overload the photo tray; make sure the stack of photo paper fits within the photo tray and is no higher than the top of the paper-width guide.

Cause: There was too much paper loaded in the photo tray.

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

Solution 4: Make sure the sheets of paper are not stuck together

Solution: Remove the paper from the photo tray and shuffle the paper so it does not stick together. Reload the paper into the photo tray and try printing again.

Cause: Two or more pieces of paper were stuck together.

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

Solution 5: Make sure the photo paper is not curled

Solution: If the photo paper is curled, place the paper in a plastic bag and gently bend it the opposite direction of the curl until the paper lies flat. If the problem persists, use photo paper that is not curled.

Cause: The photo paper was curled.

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

Solution 6: Load one sheet of paper at a time

Solution: Try loading just one sheet of photo paper in the photo tray at a time.

Cause: Paper might not feed properly if you are using the product in an extremely high- or low-humidity environment.

Photo tray cannot engage

Solution: Remove the output tray, and then replace it. Push the output tray in as far as it will go. Make sure the output is lowered all the way and lays flat.

Cause: The output tray was not inserted all the way.

Photo tray cannot disengage

Solution: Push the output tray all the way down.

Cause: The output tray was not lowered all the way.

Missing HP Photosmart Software

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: Install the HP Photosmart Software](#)
- [Solution 2: Turn on the product](#)
- [Solution 3: Turn on the computer](#)
- [Solution 4: Check the connection from the product to your computer](#)

Solution 1: Install the HP Photosmart Software

Solution: Install the HP Photosmart Software that came with the product. If it is installed, restart your computer.

To install the HP Photosmart Software

1. Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.
2. When prompted, click **Install More Software** to install the HP Photosmart Software.
3. Follow the onscreen instructions and the instructions provided in the Start Here guide that came with the product.

Cause: The HP Photosmart Software was not installed.

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

Solution 2: Turn on the product

Solution: Turn on the product.

Cause: The product was turned off.

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

Solution 3: Turn on the computer

Solution: Turn on the computer

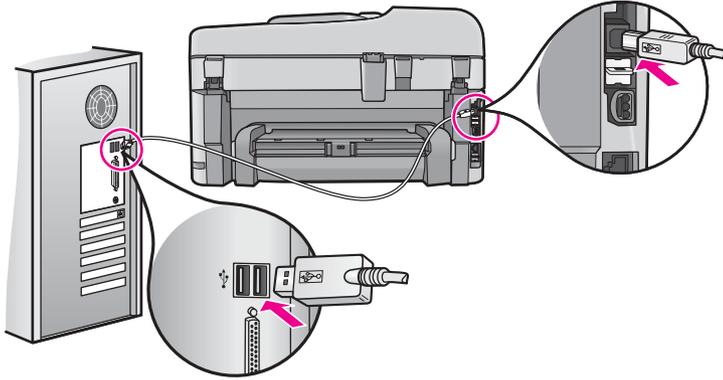
Cause: The computer was turned off.

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

Solution 4: Check the connection from the product to your computer

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

the product is connected to the computer through a wired, wireless, or Bluetooth connection, make sure that the respective connections are active and the product is turned on.



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 was not properly connected to the computer.

File messages

The following is a list of file-related error messages:

- [Error reading or writing the file](#)
- [Unreadable files. NN files could not be read](#)
- [Photos not found](#)
- [File not found](#)
- [Invalid file name](#)
- [Supported file types for the product](#)
- [File corrupted](#)

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.

Unreadable files. NN files could not be read

Solution: Reinsert the memory card in the product. If this does not work, retake the photos with your digital camera. If you already transferred the files to your computer, try printing those files by using the product software. The copies might not be damaged.

Cause: Some of the files on the inserted memory card or attached storage device were damaged.

Photos 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: Reinsert the memory card](#)
- [Solution 2: Print photos from the computer](#)

Solution 1: Reinsert the memory card

Solution: Reinsert the memory card. If this does not work, retake the photos with your digital camera. If you already transferred the files to your computer, try printing those files by using the product software. The copies might not be damaged.

Cause: Some of the files on the inserted memory card or attached storage device were damaged.

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

Solution 2: Print photos from the computer

Solution: Take some photos with your digital camera, or if you previously saved photos on your computer, you can print them using the product software.

Cause: No photos were found on the memory card.

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.

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 product

The product software only recognizes JPG and TIF images.

File corrupted

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: Reinsert the memory card in the product](#)
- [Solution 2: Reformat the memory card in your digital camera.](#)

Solution 1: Reinsert the memory card in the product

Solution: Reinsert the memory card. If this does not work, retake the photos with your digital camera. If you already transferred the files to your computer, try printing those files by using the product software. The copies might not be damaged.

Cause: Some of the files on the inserted memory card or attached storage device were damaged.

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

Solution 2: Reformat the memory card in your digital camera.

Solution: Check the computer screen for an error message telling you that the images on the memory card are corrupted.

If the file system on the card is corrupt, reformat the memory card in your digital camera.

△ **CAUTION:** Reformatting the memory card will delete any photos stored on the card. If you have previously transferred the photos from your memory card to a computer, try printing the photos from the computer. Otherwise, you will need to retake any photos you might have lost.

Cause: The memory card file system was corrupted.

General user messages

The following is a list of messages related to common user errors:

- [Memory card error](#)
- [Cannot crop](#)
- [Out of disk space](#)
- [Card access error](#)
- [Use only one card at a time](#)
- [Card is inserted incorrectly](#)
- [Card is damaged](#)
- [Card is not fully inserted](#)

Memory card 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: Remove all but one memory card](#)
- [Solution 2: Remove the memory card and reinsert it correctly](#)
- [Solution 3: Push the memory card all the way forward](#)

Solution 1: Remove all but one memory card

Solution: Remove all but one memory card. The product reads the remaining memory card and displays the first photo stored on the memory card.

Cause: There were two or more memory cards inserted into the product at the same time.

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

Solution 2: Remove the memory card and reinsert it correctly

Solution: Remove the memory card and reinsert it correctly. The label of the memory card faces up and should be readable as you insert it into the slot.

Cause: You had inserted the memory card backwards or upside down.

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

Solution 3: Push the memory card all the way forward

Solution: Remove the memory card and reinsert it in the memory card slot until it stops.

Cause: You had not fully inserted the memory card.

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 some applications or restart your computer](#)
- [Solution 2: Empty the Recycle Bin on your desktop](#)

Solution 1: Close some applications or restart your computer

Solution: Close all unnecessary applications. This includes applications that run in the background, such as screensavers and virus checkers. (If you turn off your virus checker, remember to turn it back on after you finish.) Try restarting your computer to clear the memory. You might need to purchase more RAM. Refer to the documentation that came with your computer.

Cause: The computer did not have enough memory.

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

Solution 2: Empty the Recycle Bin on your desktop

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.

Out of disk space

Solution: Close some applications and try the task again.

Cause: The computer did not have enough memory.

Card access 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: Remove all but one memory card](#)
- [Solution 2: Remove the memory card and reinsert it correctly](#)
- [Solution 3: Push the memory card all the way forward](#)

Solution 1: Remove all but one memory card

Solution: Remove all but one memory card. The product reads the remaining memory card and displays the first photo stored on the memory card.

Cause: There were two or more memory cards inserted into the product at the same time.

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

Solution 2: Remove the memory card and reinsert it correctly

Solution: Remove the memory card and reinsert it correctly. The label of the memory card faces up and should be readable as you insert it into the slot.

Cause: You had inserted the memory card backwards or upside down.

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

Solution 3: Push the memory card all the way forward

Solution: Remove the memory card and reinsert it in the memory card slot until it stops.

Cause: You had not fully inserted the memory card.

Use only one card at a time

Solution: You can insert only one memory card at a time.

If more than one memory card is inserted, the attention light will blink rapidly, and an error message will appear on the computer screen. Remove the additional memory card to resolve the problem.

Cause: There were two or more memory cards inserted into the product at the same time.

Card is inserted incorrectly

Solution: Turn the memory card so that the label faces up and the contacts are facing the product, and then push the card forward into the appropriate slot until the Photo light turns on.

If the memory card is not inserted properly, the product will not respond and the attention light will blink rapidly.

After the memory card has been inserted properly, the Photo light will blink green for a few seconds, and then remain lit.

Cause: You had inserted the memory card backwards or upside down.

Card is damaged

Solution: Reformat your memory card in your camera or format your memory card in a Windows XP computer by selecting the FAT format. For more information, see the documentation that came with your digital camera.

△ **CAUTION:** Reformatting the memory card will delete any photos stored on the card. If you have previously transferred the photos from your memory card to a computer, try printing the photos from the computer. Otherwise, you will need to retake any photos you might have lost.

Cause: You formatted the card on a Windows XP computer. By default, Windows XP will format a memory card of 8 MB or less and 64 MB or more with the FAT32 format. Digital cameras and other devices use the FAT (FAT16 or FAT12) format and cannot recognize a FAT32 formatted card.

Card is not fully inserted

Solution: Turn the memory card so that the label faces up and the contacts are facing the product, and then push the card forward into the appropriate slot until the Photo light turns on.

If the memory card is not inserted properly, the product will not respond and the attention light will blink rapidly.

After the memory card has been inserted properly, the Photo light will blink green for a few seconds, and then remain lit.

Cause: You had not fully inserted the memory card.

Paper messages

The following is a list of paper-related error messages:

- [Ink is drying](#)

Ink is drying

Solution: Two-sided printing requires the printed sheets to be dry before printing on the back side. Wait until the product pulls the printed sheet to print on the back side.

Cause: Transparencies and some other media require a drying time that is longer than normal.

Power and connection messages

The following is a list of power- and connection-related error messages:

- [Improper shutdown](#)

Improper shutdown

Solution: Press the **On** button 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.

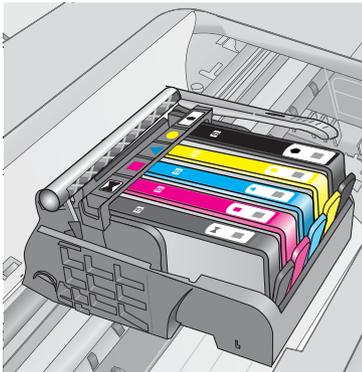
Ink cartridge and printhead messages

The following is a list of printhead and ink cartridge error messages:

- [Cartridges in wrong slot](#)
- [General printer error](#)
- [Incompatible ink cartridges](#)
- [Incompatible printhead](#)
- [Ink alert](#)
- [Ink cartridge problem](#)
- [Ink service capacity warning](#)
- [Ink system failure](#)
- [Check ink cartridges](#)
- [Install printhead and then cartridges](#)
- [Non-HP cartridge](#)
- [Original HP ink depleted](#)
- [Previously used genuine HP cartridge](#)
- [Printhead appears to be missing or damaged](#)
- [Printhead problem](#)
- [Problem with printer preparation](#)
- [Ink cartridge is missing, incorrectly installed, or not intended for your product](#)

Cartridges in wrong slot

Solution: Remove and reinsert the indicated ink cartridges into the correct slots by matching color of cartridges to color and icon for each slot.



Printing cannot occur without one of each type of ink cartridge inserted into the correct slot.

For more information, see:

- [Replace the cartridges](#)

Cause: The indicated ink cartridges were inserted into the wrong slots.

General printer 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: Reset the product](#)
- [Solution 2: Contact HP support](#)

Solution 1: Reset 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 2: Contact HP support

Solution: Write down the error code provided in the message, and then contact HP support. Go to:

www.hp.com/support

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

Cause: There was a problem with the product.

Incompatible ink 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: Check to see if the ink cartridges are compatible](#)
- [Solution 2: Contact HP support](#)

Solution 1: Check to see if the ink cartridges are compatible

Solution: Check to make sure you are using the correct ink cartridges for your product. For a list of compatible ink cartridges, see the printed documentation that came with the product.

If you are using ink cartridges that are not compatible with the product, replace the indicated ink cartridges with ink cartridges that are compatible.

△ **CAUTION:** HP recommends that you do not remove an ink cartridge until a replacement is ready to install.

If it appears that you are using the correct ink cartridges, proceed to the next solution.

For more information, see:

- [Order ink supplies](#)
- [Replace the cartridges](#)

Cause: The indicated ink cartridges were not intended for use in this product as it was currently configured.

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

Solution 2: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

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

Cause: The ink cartridges were not intended for use in this product.

Incompatible printhead

Solution: Contact HP support for service.

Go to: www.hp.com/support.

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

Cause: The printhead was not intended for use in this product, or it was damaged.

Ink alert

Solution: When you receive an Ink Alert message, you do not need to replace the indicated ink cartridge. However, the amount of ink might be low enough to cause poor print quality. Follow any prompts on the display to continue.

△ **CAUTION:** HP recommends that you do not remove an ink cartridge until a replacement is ready to install.

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

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

For more information, see:

- [Replace the cartridges](#)

Cause: The indicated ink cartridges did not have enough ink to print properly.

Ink cartridge problem

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.

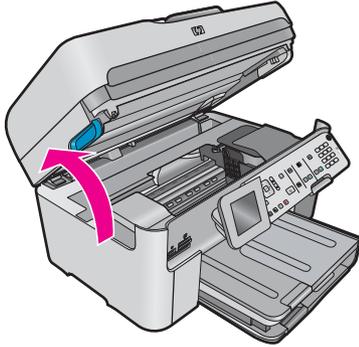
- [Solution 1: Install the ink cartridges correctly](#)
- [Solution 2: Close the print carriage latch](#)
- [Solution 3: Clean the electrical contacts](#)
- [Solution 4: Replace the ink cartridge](#)
- [Solution 5: Contact HP support](#)

Solution 1: Install the ink cartridges correctly

Solution: Make sure all of the ink cartridges are properly installed. Refer to the following steps to resolve this error.

To make sure the ink cartridges are properly installed

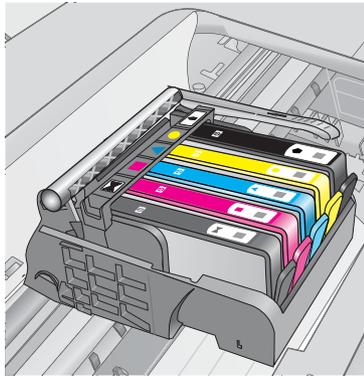
1. Make sure the product is turned on.
2. Open the ink cartridge access door by lifting from the front right of the product, until the door locks into place.



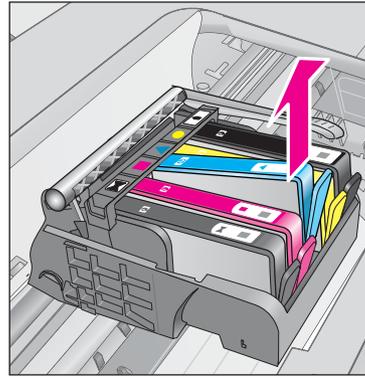
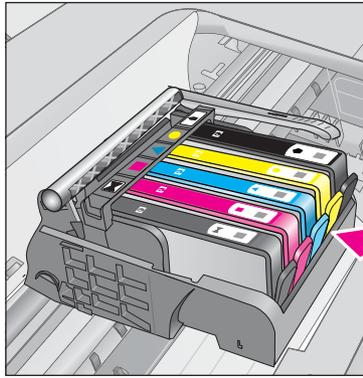
The print carriage moves to the center of the product.

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

3. Make sure the ink cartridges are installed in the correct slots. Match the shape of the icon and color of the ink cartridge with the slot that has the same shaped icon and color.

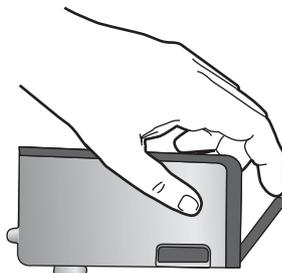


4. Run your finger along the top of the ink cartridges to locate any cartridges that are not snapped completely down.
5. Press down on any cartridges that are sticking up. They should snap down into place.
6. If an ink cartridge was sticking up and you were able to snap it back down into place, close the ink cartridge access door and check if the error message has gone away.
 - If the message has gone away, stop troubleshooting here. The error has been resolved.
 - If the message has not gone away, proceed to the next step.
 - If none of the ink cartridges were sticking up, proceed to the next step.
7. Locate the ink cartridge that is indicated in the error message, and then press the tab on the ink cartridge to release it from the slot.

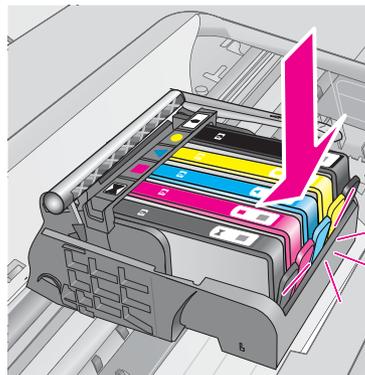
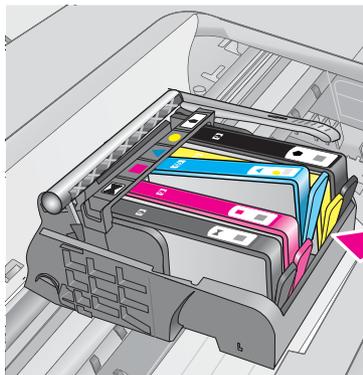


8. Press the ink cartridge back down into place.
The tab should make a snapping noise when the ink cartridge is correctly seated. If the ink cartridge did not make a snapping noise, the tab might need to be readjusted.
9. Remove the ink cartridge from the slot.
10. Gently bend the tab away from the ink cartridge.

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



11. Reinstall the ink cartridge.
It should now snap down into place.



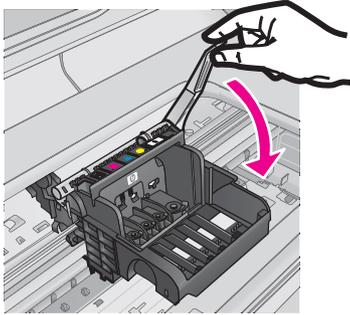
12. Close the ink cartridge access door, and check if the error message has gone away.
13. If you still receive the error message, turn the product off, and then on again.

Cause: The indicated ink cartridges were not installed correctly.

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

Solution 2: Close the print carriage latch

Solution: Lift the latch handle and carefully lower it to make sure that the latch securing the printhead is securely closed. Leaving the latch handle raised can result in incorrectly seated ink cartridges and problems printing. The latch must remain down in order to correctly install the ink cartridges.



Cause: The print carriage latch was not closed properly.

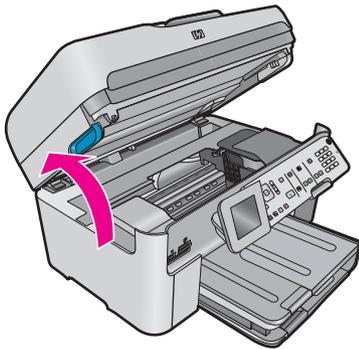
If this did not solve the issue, try the next solution.

Solution 3: Clean the electrical contacts

Solution: Clean the cartridge electrical contacts.

To clean the electrical contacts

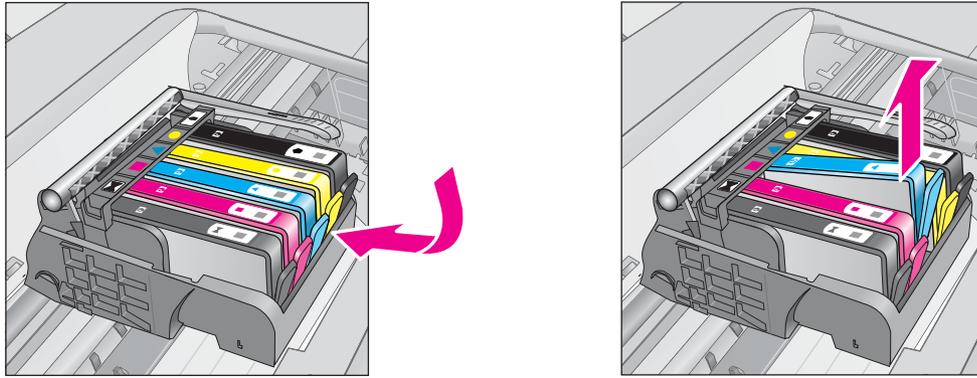
1. Make sure the product is turned on.
2. Open the cartridge access door by lifting the blue access handles on the side of the product, until the door locks into place.



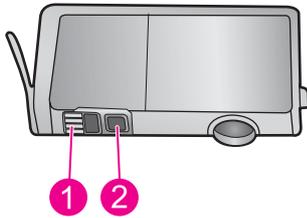
The print carriage moves to the center of the product.

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

3. Locate the ink cartridge that is indicated in the error message, and then press the tab on the ink cartridge to release it from the slot.

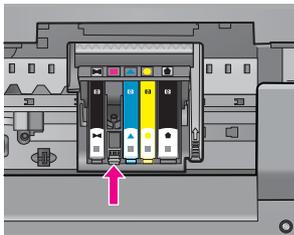


4. Hold the ink cartridge by its sides with the bottom pointing up and locate the electrical contacts on the ink cartridge.
The electrical contacts are four small rectangles of copper or gold-colored metal on the bottom of the ink cartridge.

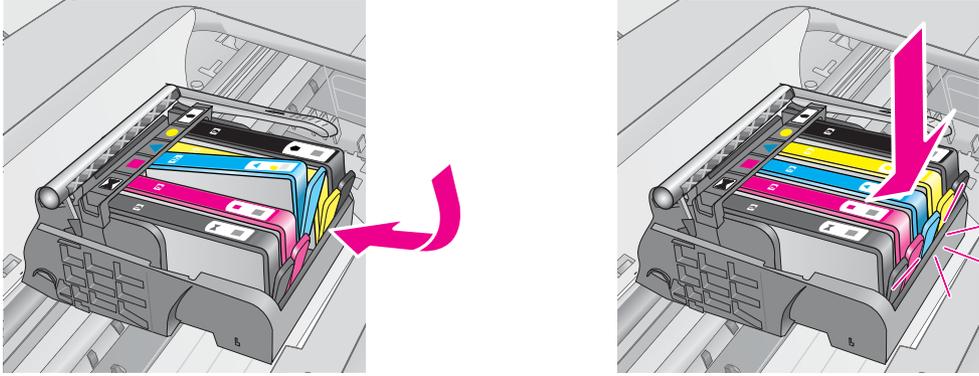


| | |
|---|---------------------|
| 1 | Ink window |
| 2 | Electrical contacts |

5. Wipe the contacts with a dry swab or lint-free cloth.
6. On the inside of the product, locate the contacts in the printhead.
The contacts look like a set of four copper or gold-colored pins positioned to meet the contacts on the ink cartridge.



7. Use a dry swab or lint-free cloth to wipe the contacts.
8. Reinstall the ink cartridge.



9. Close the ink cartridge door, and check if the error message has gone away.

10. If you still receive the error message, turn the product off, and then on again.

If you still receive this message after cleaning the cartridge contacts, you might have a damaged cartridge.

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

- If the end of warranty date has been reached, purchase a new ink cartridge.
- If the end of warranty date has not been reached, contact HP support for service or replacement.

Go to: 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:

- [Cartridge warranty information](#)
- [Replace the cartridges](#)

Cause: The electrical contacts needed to be cleaned.

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

Solution 4: Replace the ink cartridge

Solution: Replace the indicated ink cartridge.

If your cartridge is still under warranty, contact HP support for service or replacement.

Go to: 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: [Cartridge warranty information](#)

Cause: The indicated ink cartridges were defective.

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

Solution 5: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

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

Cause: The product had a problem.

Ink service capacity warning

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

Printing can continue, but ink system behavior might change.

Cause: The product has nearly maximized the ink service capacity.

Ink system failure

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

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

www.hp.com/support

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

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

Check ink 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: Install all five ink cartridges](#)
- [Solution 2: Make sure the ink cartridges are installed correctly](#)
- [Solution 3: Contact HP support](#)

Solution 1: Install all five ink cartridges

Solution: Install all five ink cartridges.

If all five of the ink cartridges are already installed, proceed to the next solution.

For more information, see:

- [Replace the cartridges](#)

Cause: One or more of the ink cartridges were not installed.

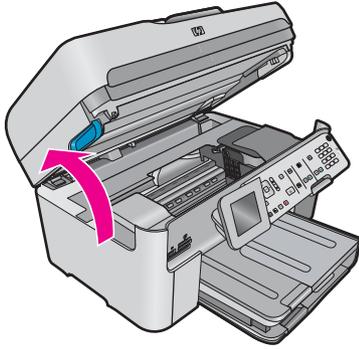
If this did not solve the issue, try the next solution.

Solution 2: Make sure the ink cartridges are installed correctly

Solution: Make sure all of the ink cartridges are properly installed. Refer to the following steps to resolve this error.

To make sure the ink cartridges are properly installed

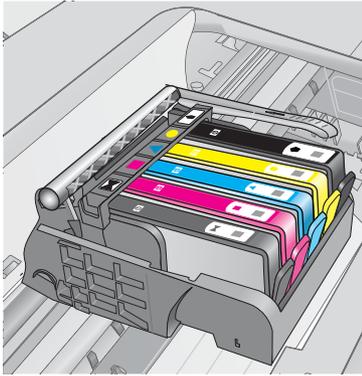
1. Make sure the product is turned on.
2. Open the ink cartridge access door by lifting from the front right of the product, until the door locks into place.



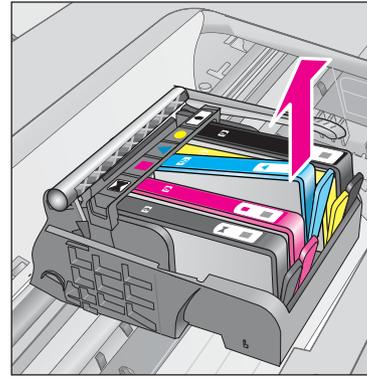
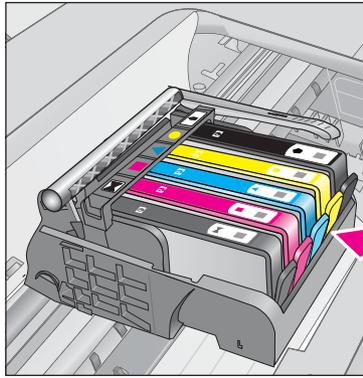
The print carriage moves to the center of the product.

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

3. Make sure the ink cartridges are installed in the correct slots. Match the shape of the icon and color of the ink cartridge with the slot that has the same shaped icon and color.

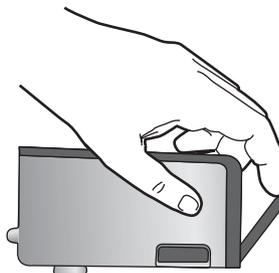


4. Run your finger along the top of the ink cartridges to locate any cartridges that are not snapped completely down.
5. Press down on any cartridges that are sticking up. They should snap down into place.
6. If an ink cartridge was sticking up and you were able to snap it back down into place, close the ink cartridge access door and check if the error message has gone away.
 - If the message has gone away, stop troubleshooting here. The error has been resolved.
 - If the message has not gone away, proceed to the next step.
 - If none of the ink cartridges were sticking up, proceed to the next step.
7. Locate the ink cartridge that is indicated in the error message, and then press the tab on the ink cartridge to release it from the slot.

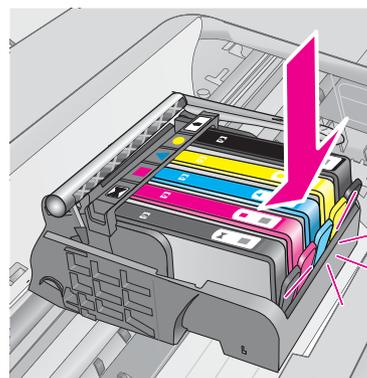
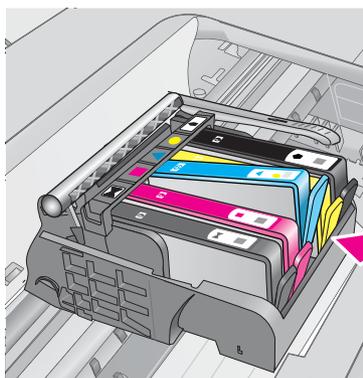


8. Press the ink cartridge back down into place.
The tab should make a snapping noise when the ink cartridge is correctly seated. If the ink cartridge did not make a snapping noise, the tab might need to be readjusted.
9. Remove the ink cartridge from the slot.
10. Gently bend the tab away from the ink cartridge.

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



11. Reinstall the ink cartridge.
It should now snap down into place.



12. Close the ink cartridge access door, and check if the error message has gone away.
13. If you still receive the error message, turn the product off, and then on again.

Cause: The ink cartridges were not installed properly.

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

Solution 3: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

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

Cause: There was a problem with the ink cartridges.

Install printhead and then 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.

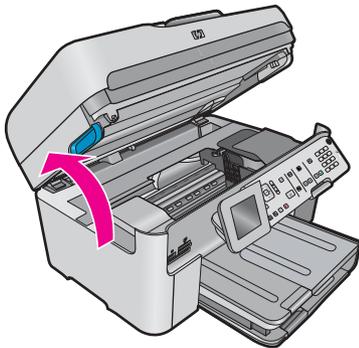
- [Solution 1: Install the printhead and then cartridges](#)
- [Solution 2: Contact HP support](#)

Solution 1: Install the printhead and then cartridges

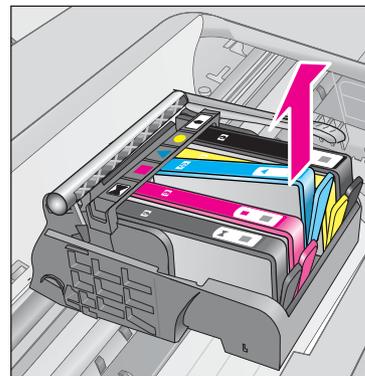
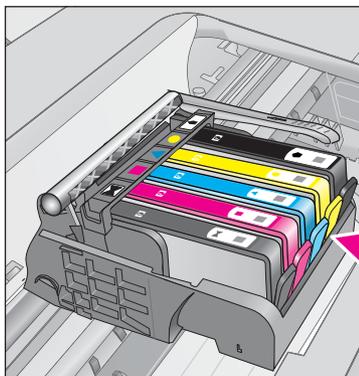
Solution: Check to make sure the printhead and the cartridges are installed.

To reinstall the printhead

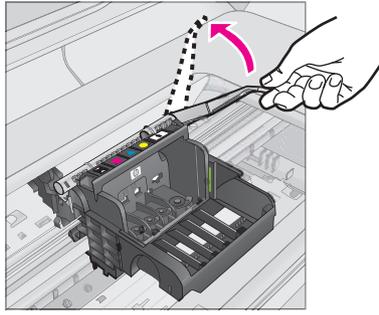
1. Make sure that the product is turned on.
2. Open the ink cartridge door.



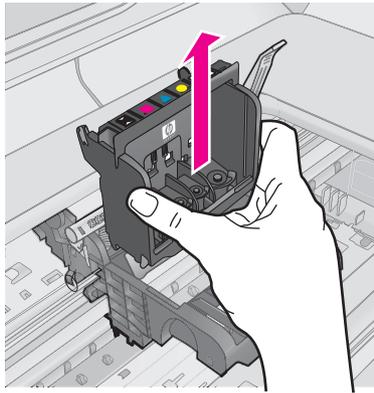
3. Remove every ink cartridge by pushing the tab on the ink cartridge and then pulling the ink cartridge out of its slot. Place the ink cartridges on a piece of paper with the ink openings pointing up.



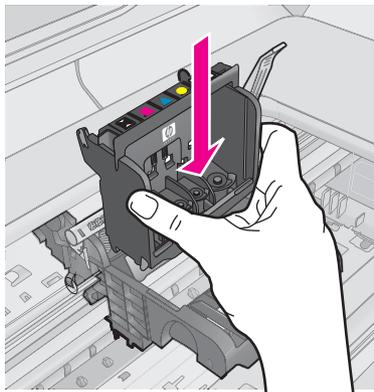
4. Lift the latch handle on the print carriage until it stops.



5. Remove the printhead by lifting it straight up.



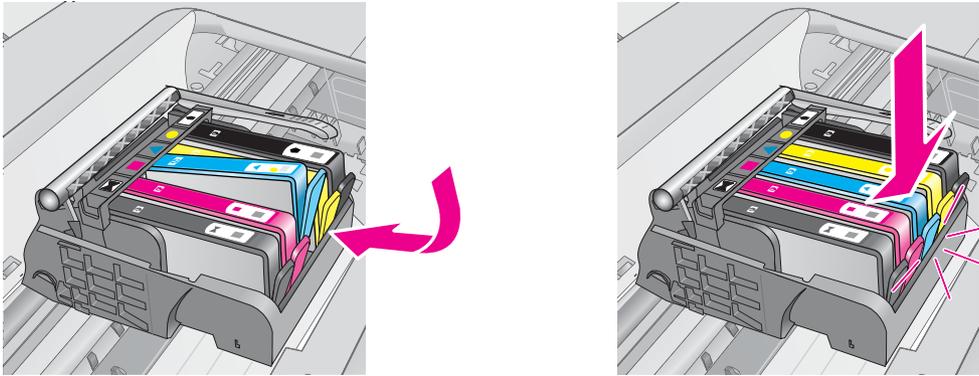
6. Make sure the latch handle is raised, and then reinsert the printhead.



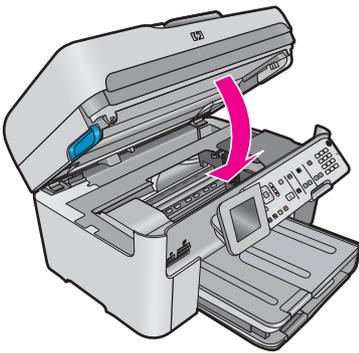
7. Carefully lower the latch handle.

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

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



9. Close the ink cartridge door.



Cause: The printhead or ink cartridges were not installed or incorrectly installed.

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

Solution 2: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

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

Cause: There was a problem installing the printhead or ink cartridges.

Non-HP cartridge

Solution: Follow the prompts on the display to continue, or replace the indicated ink cartridges.

△ **CAUTION:** HP recommends that you do not remove an ink cartridge until a replacement is ready to install.

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

📄 **NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. 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 cartridges](#)

Cause: The product detected non-HP ink.

Original HP ink depleted

Solution: Follow the prompts on the display to continue, or replace the indicated ink cartridges.

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

Information about ink levels will not be available.

△ **CAUTION:** HP recommends that you do not remove an ink cartridge until a replacement is ready to install.

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

 **NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. 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 cartridges](#)

Cause: The original HP ink in the indicated ink cartridges was depleted.

Previously used genuine HP cartridge

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

To clean the printhead from the control panel

1. Press **Setup**.



2. Press the down arrow button to highlight **Tools**, and then press **OK**.
3. Press the down arrow button to highlight **Clean Printhead**, and then press **OK**.
The product cleans the printhead.
4. Press any button to return to the **Tools** menu.

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

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

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

Printhead appears to be missing or damaged

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.

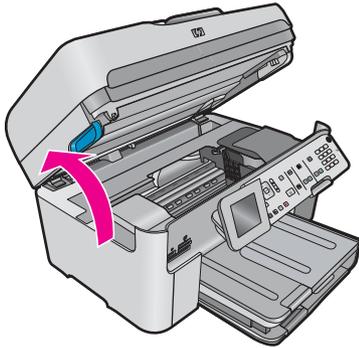
- [Solution 1: Reinstall the printhead and cartridges](#)
- [Solution 2: Contact HP support](#)

Solution 1: Reinstall the printhead and cartridges

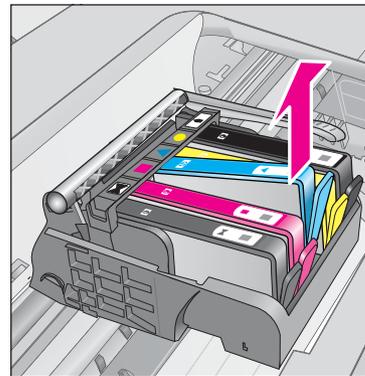
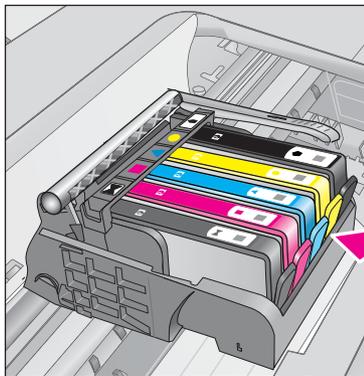
Solution: Check to make sure the printhead and the cartridges are installed.

To reinstall the printhead

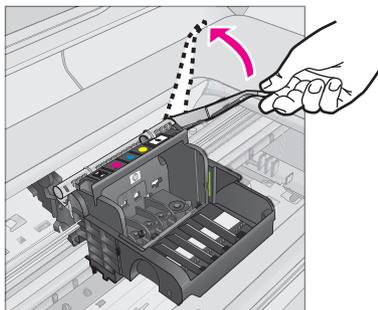
1. Make sure that the product is turned on.
2. Open the ink cartridge door.



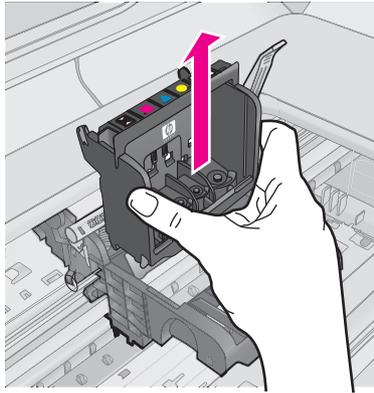
3. Remove all of the ink cartridges and place them on a piece of paper with the ink opening pointing up.



4. Lift the latch handle on the print carriage until it stops.

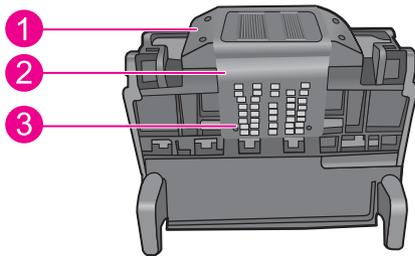


5. Remove the printhead by lifting it straight up.



6. Clean the printhead.

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

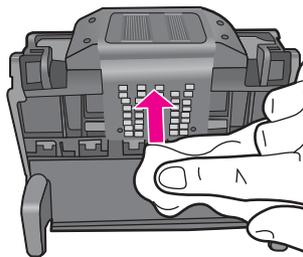


| | |
|---|---|
| 1 | Plastic ramps on the sides of the nozzles |
| 2 | Edge between nozzles and contacts |
| 3 | Electrical contacts |

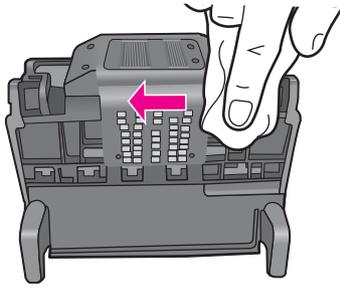
△ **CAUTION:** Touch the nozzle and the electrical contact areas **only** with cleaning materials and not with your finger.

To clean the printhead

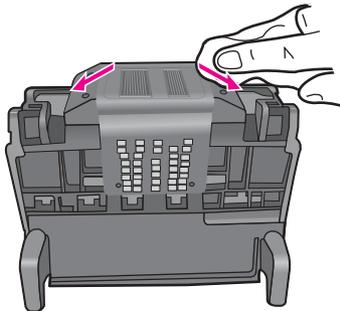
- a. Lightly dampen a clean, lint-free cloth and wipe the electrical contact area from the bottom to the top. Do not go past the edge between the nozzles and the electrical contacts. Clean until no new ink shows on the cloth.



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



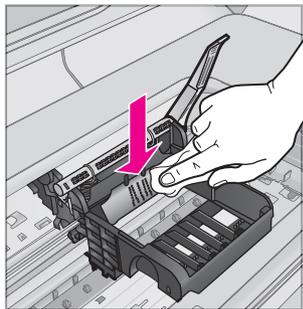
- c. Use a fresh, lightly dampened, lint-free cloth to wipe the plastic ramps on both sides of the nozzles. Wipe away from the nozzles.



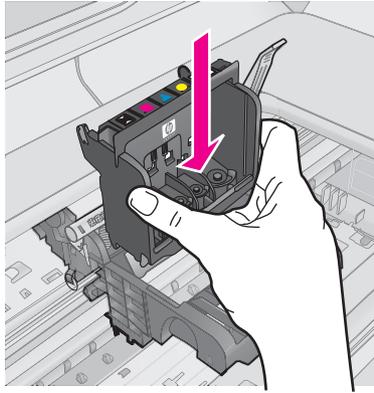
- d. Wipe the previously cleaned areas dry with a dry lint-free cloth before proceeding to the next step.
7. Clean the electrical contacts inside the product.

To clean the electrical contacts in the product

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



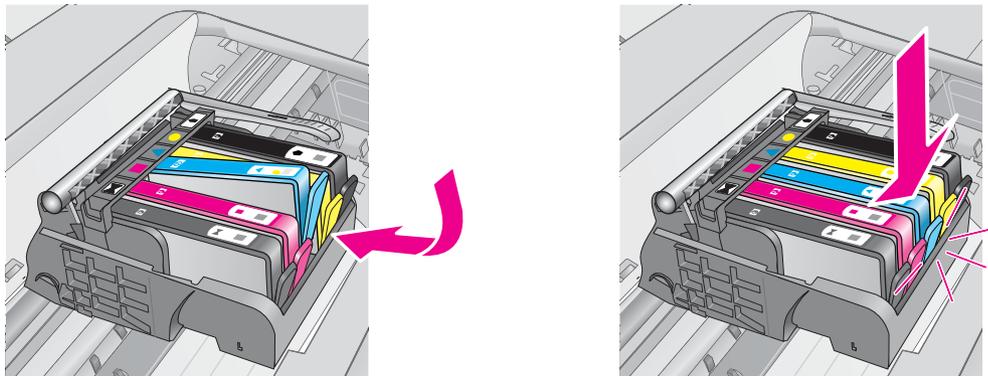
- c. Wipe the area dry with a dry lint-free cloth before proceeding to the next step.
8. Make sure the latch handle is raised, and then reinsert the printhead.



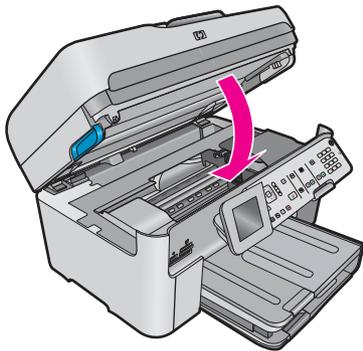
9. Carefully lower the latch handle.

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

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



11. Close the ink cartridge door.



Cause: The printhead or ink cartridges were not installed correctly.
If this did not solve the issue, try the next solution.

Solution 2: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

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

Cause: There was a problem with the printhead or ink cartridges.

Printhead problem

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: Reinstall the printhead](#)
- [Solution 2: Contact HP support](#)

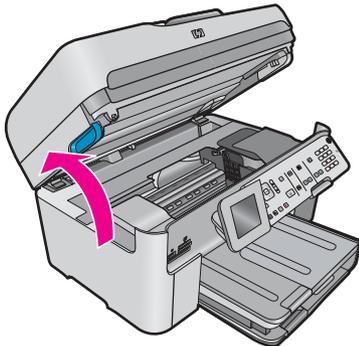
Solution 1: Reinstall the printhead

Solution: Check to make sure the printhead is installed and the ink cartridge access door is closed.

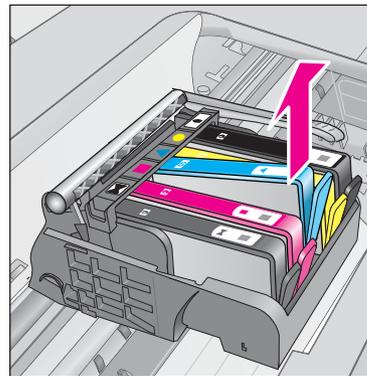
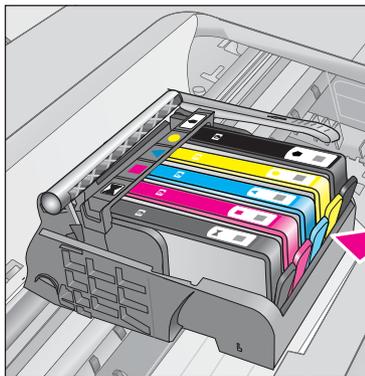
Reinstall the printhead.

To reinstall the printhead

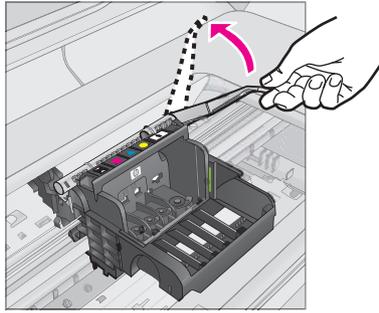
1. Make sure that the product is turned on.
2. Open the ink cartridge door.



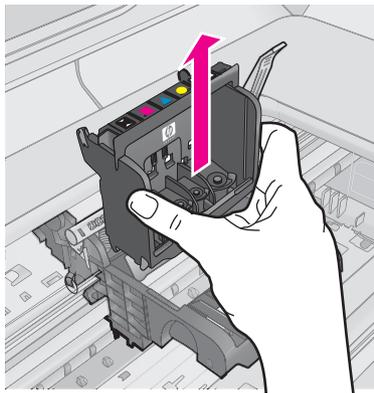
3. Remove all of the ink cartridges and place them on a piece of paper with the ink opening pointing up.



4. Lift the latch handle on the print carriage until it stops.

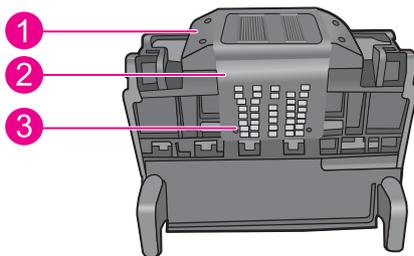


5. Remove the printhead by lifting it straight up.



6. Clean the printhead.

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

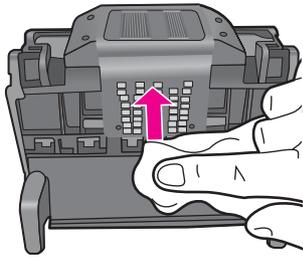


| | |
|---|---|
| 1 | Plastic ramps on the sides of the nozzles |
| 2 | Edge between nozzles and contacts |
| 3 | Electrical contacts |

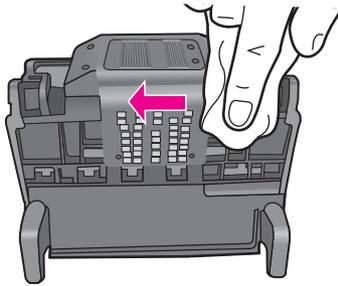
△ **CAUTION:** Touch the nozzle and the electrical contact areas **only** with cleaning materials and not with your finger.

To clean the printhead

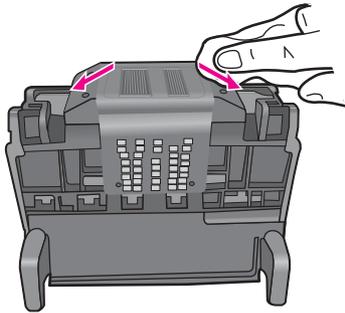
- a. Lightly dampen a clean, lint-free cloth and wipe the electrical contact area from the bottom to the top. Do not go past the edge between the nozzles and the electrical contacts. Clean until no new ink shows on the cloth.



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



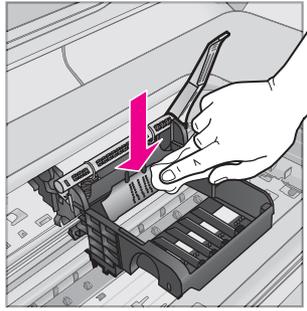
- c. Use a fresh, lightly dampened, lint-free cloth to wipe the plastic ramps on both sides of the nozzles. Wipe away from the nozzles.



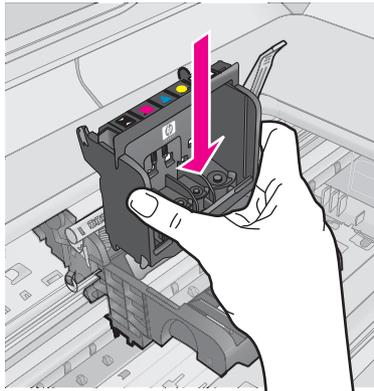
- d. Wipe the previously cleaned areas dry with a dry lint-free cloth before proceeding to the next step.
7. Clean the electrical contacts inside the product.

To clean the electrical contacts in the product

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



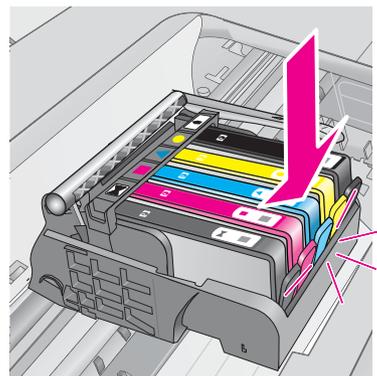
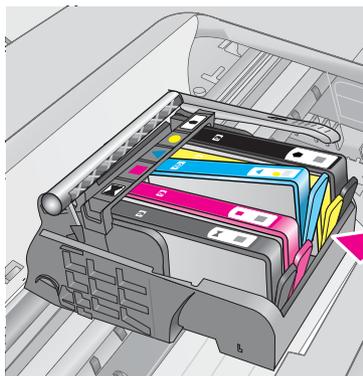
- c. Wipe the area dry with a dry lint-free cloth before proceeding to the next step.
- 8. Make sure the latch handle is raised, and then reinsert the printhead.



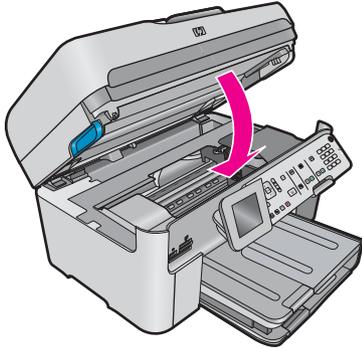
- 9. Carefully lower the latch handle.

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

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



- 11. Close the ink cartridge door.



Cause: There was a problem with the printhead.

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

Solution 2: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

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

Cause: There was a problem with the printhead.

Problem with printer preparation

Solution: Check the print quality of the current print job. If it is not satisfactory, it could mean the internal clock failed and the product was not able to service the printhead as scheduled. Try cleaning the printhead to see if that improves the quality.

To clean the printhead from the control panel

1. Press **Setup**.



2. Press the down arrow button to highlight **Tools**, and then press **OK**.
3. Press the down arrow button to highlight **Clean Printhead**, and then press **OK**.
The product cleans the printhead.
4. Press any button to return to the **Tools** menu.

Cause: The product was turned off improperly.

Ink cartridge is missing, incorrectly installed, or not intended for your 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: Insert all ink cartridges](#)
- [Solution 2: Check if all ink cartridges are properly installed](#)
- [Solution 3: Clean the ink cartridge contacts](#)
- [Solution 4: Contact HP support](#)

Solution 1: Insert all ink cartridges

Solution: Make sure all of the ink cartridges are inserted.

For more information, see:

- [Replace the cartridges](#)

Cause: One or more ink cartridges were missing.

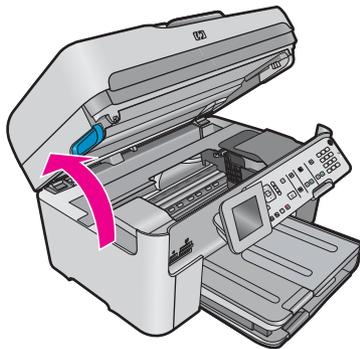
If this did not solve the issue, try the next solution.

Solution 2: Check if all ink cartridges are properly installed

Solution: Make sure all of the ink cartridges are properly installed. Refer to the following steps to resolve this error.

To make sure the ink cartridges are properly installed

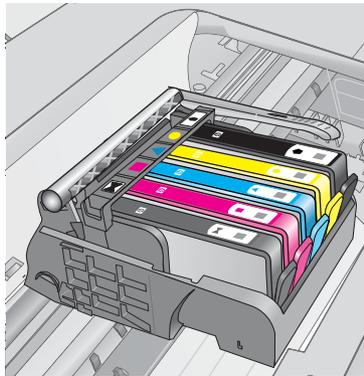
1. Make sure the product is turned on.
2. Open the ink cartridge access door by lifting from the front right of the product, until the door locks into place.



The print carriage moves to the center of the product.

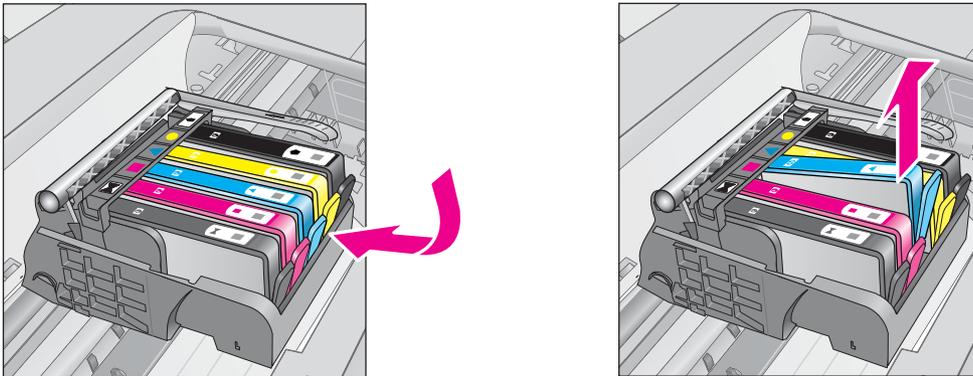
 **NOTE:** Wait until the print carriage stops moving before proceeding.

3. Make sure the ink cartridges are installed in the correct slots.
Match the shape of the icon and color of the ink cartridge with the slot that has the same shaped icon and color.



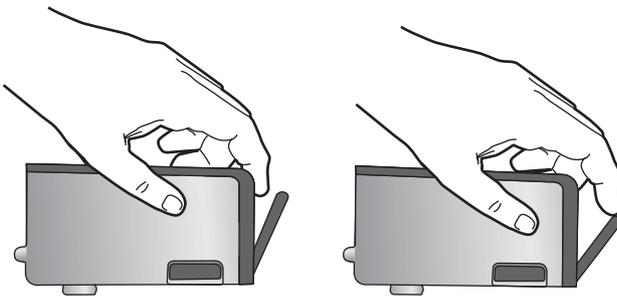
4. Run your finger along the top of the ink cartridges to locate any cartridges that are not snapped completely down.

5. Press down on any cartridges that are sticking up. They should snap down into place.
6. If an ink cartridge was sticking up and you were able to snap it back down into place, close the ink cartridge access door and check if the error message has gone away.
 - If the message has gone away, stop troubleshooting here. The error has been resolved.
 - If the message has not gone away, proceed to the next step.
 - If none of the ink cartridges were sticking up, proceed to the next step.
7. Locate the ink cartridge that is indicated in the error message, and then press the tab on the ink cartridge to release it from the slot.

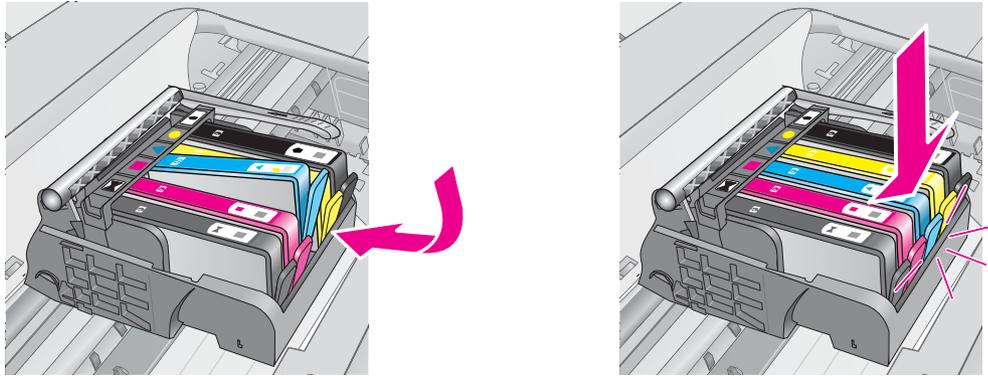


8. Press the ink cartridge back down into place. The tab should make a snapping noise when the ink cartridge is correctly seated. If the ink cartridge did not make a snapping noise, the tab might need to be readjusted.
9. Remove the ink cartridge from the slot.
10. Gently bend the tab away from the ink cartridge.

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



11. Reinstall the ink cartridge. It should now snap down into place.



12. Close the ink cartridge access door, and check if the error message has gone away.

13. If you still receive the error message, turn the product off, and then on again.

For more information, see:

- [Replace the cartridges](#)

Cause: One or more of the ink cartridges were not installed.

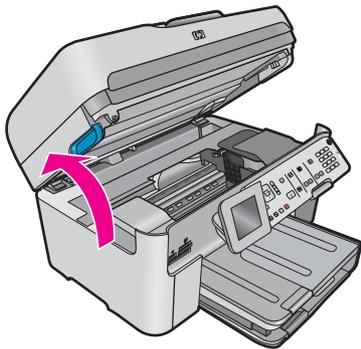
If this did not solve the issue, try the next solution.

Solution 3: Clean the ink cartridge contacts

Solution: Clean the cartridge electrical contacts.

To clean the electrical contacts

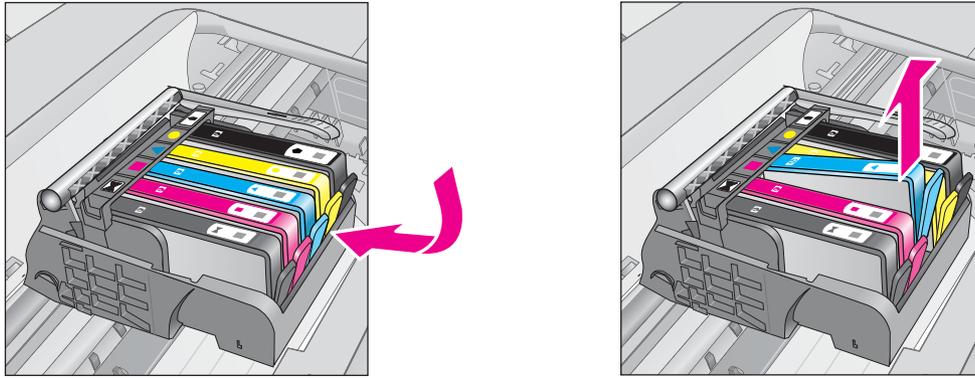
1. Make sure the product is turned on.
2. Open the cartridge access door by lifting the blue access handles on the side of the product, until the door locks into place.



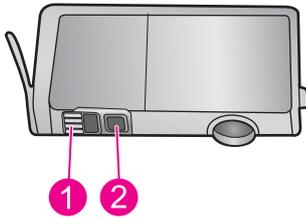
The print carriage moves to the center of the product.

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

3. Locate the ink cartridge that is indicated in the error message, and then press the tab on the ink cartridge to release it from the slot.

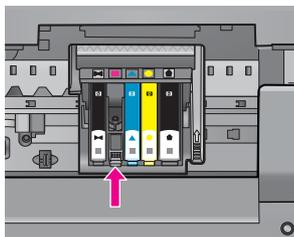


4. Hold the ink cartridge by its sides with the bottom pointing up and locate the electrical contacts on the ink cartridge.
The electrical contacts are four small rectangles of copper or gold-colored metal on the bottom of the ink cartridge.

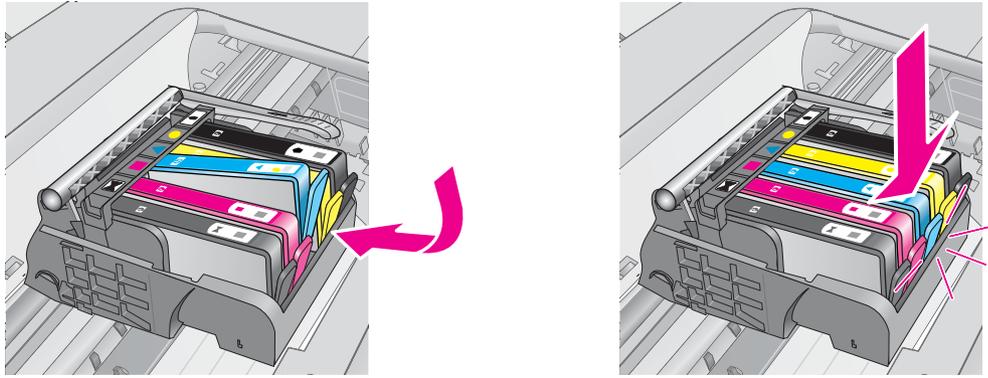


| | |
|---|---------------------|
| 1 | Ink window |
| 2 | Electrical contacts |

5. Wipe the contacts with a dry swab or lint-free cloth.
6. On the inside of the product, locate the contacts in the printhead.
The contacts look like a set of four copper or gold-colored pins positioned to meet the contacts on the ink cartridge.



7. Use a dry swab or lint-free cloth to wipe the contacts.
8. Reinstall the ink cartridge.



9. Close the ink cartridge door, and check if the error message has gone away.

10. If you still receive the error message, turn the product off, and then on again.

If you still receive this message after cleaning the cartridge contacts, you might have a damaged cartridge.

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

- If the end of warranty date has been reached, purchase a new ink cartridge.
- If the end of warranty date has not been reached, contact HP support for service or replacement.

Go to: 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:

- [Cartridge warranty information](#)
- [Replace the cartridges](#)

Cause: The indicated ink cartridge contacts were defective.

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

Solution 4: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

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

Cause: The ink cartridges were not intended for use in this product.

14 Stop the current job

To stop a print job from the product

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

15 Technical information

The technical specifications and international regulatory information for the HP Photosmart are provided in this section.

For additional specifications, see the printed documentation that came with the HP Photosmart.

This section contains the following topics:

- [Notice](#)
- [Cartridge chip information](#)
- [Specifications](#)
- [Environmental product stewardship program](#)
- [Regulatory notices](#)
- [Regulatory wireless statements](#)
- [Regulatory telecommunication notices](#)

Notice

Hewlett-Packard Company notices

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Cartridge chip information

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

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

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

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

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

To disable the usage information function

1. Press **Setup**.



2. Press the down arrow button until **Preferences** is highlighted, and then press **OK**.
3. Press the down arrow button until **Cartridge Chip Info** is highlighted, and then press **OK**.

 **NOTE:** To re-enable the usage information function, restore the factory defaults.

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

Specifications

Technical specifications for the HP Photosmart are provided in this section. For complete product specifications, see the Product Data Sheet at www.hp.com/support.

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.

Environmental specifications

- Recommended operating temperature range: 15 °C to 32 °C (59 °F to 90 °F)
- Allowable operating temperature range: 5 °C to 40 °C (41 °F to 104 °F)
- Humidity: 15% to 80% RH non-condensing; 28 °C maximum dewpoint
- Non-operating (Storage) temperature range: –40 °C to 60 °C (–40 °F to 140 °F)
- In the presence of high electromagnetic fields, it is possible the output from the HP Photosmart may be slightly distorted
- HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields

Paper specifications

| Type | Paper weight | Input tray [†] | Output tray [†] | Photo tray [†] | Document feeder tray |
|---|-----------------------------|--------------------------|--------------------------|-------------------------|----------------------|
| Plain paper | 20 to 24 lb. (75 to 90 gsm) | Up to 125 (20 lb. paper) | 50 (20 lb. paper) | n/a | Up to 50 |
| Legal paper | 20 to 24 lb. (75 to 90 gsm) | Up to 100 (20 lb. paper) | 10 (20 lb. paper) | n/a | Up to 50 |
| Cards | 110 lb. index max (200 gsm) | Up to 20 | 25 | Up to 20 | n/a |
| Envelopes | 20 to 24 lb. (75 to 90 gsm) | Up to 15 | 15 | n/a | n/a |
| Transparency film | n/a | Up to 40 | 25 | n/a | n/a |
| Labels | n/a | Up to 40 | 25 | n/a | n/a |
| 5 x 7 inch (13 x 18 cm) Photo paper | 145 lb. (236 gsm) | Up to 20 | 20 | Up to 20 | n/a |
| 4 x 6 inch (10 x 15 cm) Photo paper | 145 lb. (236 gsm) | Up to 20 | 20 | Up to 20 | n/a |
| 4 x 12 inch (10 x 30 cm) Panorama Photo paper | n/a | Up to 40 | 25 | n/a | n/a |

(continued)

| Type | Paper weight | Input tray* | Output tray† | Photo tray* | Document feeder tray |
|--|--------------|-------------|--------------|-------------|----------------------|
| 8.5 x 11 inch (216 x 279 mm) Photo paper | n/a | Up to 40 | 25 | n/a | n/a |

* 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. FAST DRAFT print quality mode requires the extender tray to be extended and the end tray rotated up. Without the end tray rotated up, both letter and legal-sized paper will fall on the first sheet.

*

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

Two-sided printing accessory paper specifications

| Type | Size | Weight |
|------------------|--|--|
| Paper | Letter: 8.5 x 11 inches Executive: 7.25 x 10.5 inches A4: 210 x 297 mm A5: 148 x 210 mm | 60 to 90 g/m ² (16 to 24 lb.) |
| Brochure paper | Letter: 8.5 x 11 inches A4: 210 x 297 mm | Up to 180 g/m ² (48 lb. bond) |
| Cards and photos | 4 x 6 inches 5 x 8 inches 10 x 15 cm A6: 105 x 148.5 mm Hagaki: 100 x 148 mm | Up to 200 g/m ² (110 lb. index) |

Alignment skew

- .006 mm/mm on plain paper (2nd side)

 **NOTE:** Media type availability varies by country/region.

Print specifications

- Print speeds vary according to the complexity of the document
- Panorama-size printing
- Method: drop-on-demand thermal inkjet
- Language: PCL3 GUI

Scan specifications

- Image editor included
- Integrated OCR software automatically converts scanned text to editable text (if installed)
- Twain-compliant software interface
- Resolution: up to 4800 x 4800 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)

Copy specifications

- Digital image processing
- Maximum number of copies varies by 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)

Fax specifications

- Walk-up black-and-white and color fax capability.
- Up to 110 speed dials (varies by model).
- Up to 120-page memory (varies by model, based on ITU-T Test Image #1 at standard resolution). More complicated pages or higher resolution takes longer and uses more memory.
- Manual fax send and receive.
- Automatic busy redial up to five times (varies by model).
- Automatic no-answer redial one time (varies by model).
- Confirmation and activity reports.
- CCITT/ITU Group 3 fax with Error Correction Mode.
- 33.6 Kbps transmission.
- 3 seconds per page speed at 33.6 Kbps (based on ITU-T Test Image #1 at standard resolution). More complicated pages or higher resolution take longer and use more memory.
- Ring detect with automatic fax/answering machine switching.

| | Photo (dpi) | Very Fine (dpi) | Fine (dpi) | Standard (dpi) |
|-------|-----------------------------|-----------------|------------|----------------|
| Black | 200 x 200 (8-bit grayscale) | 300 x 300 | 200 x 200 | 200 x 100 |
| Color | 200 x 200 | 200 x 200 | 200 x 200 | 200 x 200 |

Print resolution

To find out about the printer resolution, see the printer software. For more information, see [View the print resolution](#).

Ink cartridge yield

Visit www.hp.com/go/learnaboutsupplies for more information on estimated cartridge yields.

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:

- [Eco-Tips](#)
- [Paper use](#)
- [Plastics](#)
- [Material safety data sheets](#)
- [Recycling program](#)
- [HP inkjet supplies recycling program](#)
- [Set the Energy Save Mode](#)
- [Power consumption](#)
- [Disposal of waste equipment by users in private households in the European Union](#)
- [Chemical Substances](#)
- [Toxic and hazardous substance table](#)
- [Battery disposal in the Netherlands](#)
- [Battery disposal in Taiwan](#)
- [Attention California users](#)
- [EU battery directive](#)

Eco-Tips

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

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

Your product's Eco features

- **Duplex printing:** Use **Paper-saving Printing** to print two-sided documents with multiple pages on same sheet to reduce paper usage. For more information, see [Use printing shortcuts](#).
- **Smart Web printing:** The HP Smart Web Printing interface includes a **Clip Book** and **Edit Clips** window where you can store, organize, or print clips you have gathered from the Web. For more information, see [Print a Web page](#).
- **Energy Savings information:** To determine the ENERGY STAR® qualification status for this product, see [Power consumption](#).
- **Recycled Materials:** For more information regarding recycling of HP products, please visit: www.hp.com/hpinfo/globalcitizenship/environment/recycle/

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/

Set the Energy Save Mode

When you turn off the HP Photosmart, it goes into Energy Save mode by default. This makes the product more energy efficient, but also means it can take longer than expected to turn the product on. Additionally, when turned off in Energy Save mode, the HP Photosmart might not be able to complete some automated maintenance tasks. If you routinely see messages on the display about a real-time clock failure or if you want to reduce the start-up time, you can turn off the Energy Save mode.

 **NOTE:** This feature is on by default.

To turn energy saving mode on or off

1. Press **Setup**.



2. Press the down arrow button to highlight **Preferences**, and then press **OK**.
3. Press the down arrow button to highlight **Energy Save Mode**, and then press **OK**.
4. Press the down arrow or the up arrow button to highlight **On** or **Off**, and then press **OK**.

Power consumption

Power usage drops significantly while in Sleep mode, which saves natural resources and saves money without affecting the high performance of this product. To determine the ENERGY STAR® qualification status for this product see the Product Data Sheet or Specifications Sheet. Qualified products are also listed at www.hp.com/go/energystar.

Disposal of waste equipment by users in private households in the European Union



| | |
|--------------------|---|
| English | Disposal of Waste Equipment by Users in Private Households in the European Union This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city, town, or county waste disposal services or the shop where you purchased the product. |
| French | Évacuation des équipements usagés par les utilisateurs dans les foyers privés au sein de l'Union européenne La présence de ce symbole sur le produit ou sur son emballage indique que vous ne pouvez pas vous débarrasser de ce produit de la même façon que vos déchets courants. Au contraire, vous êtes responsable de l'évacuation de ces équipements usagés et, à cet effet, vous êtes tenu de les remettre à un point de collecte agréé pour le recyclage des équipements électriques et électroniques usagés. Le tri, l'évacuation et le recyclage séparés de vos équipements usagés permettent de préserver les ressources naturelles et de s'assurer que ces équipements sont recyclés dans le respect de la santé humaine et de l'environnement. Pour plus d'informations sur les lieux de collecte des équipements usagés, veuillez contacter votre mairie, votre service de traitement des déchets ménagers ou le magasin où vous avez acheté le produit. |
| German | Entsorgung von Elektrogeräten durch Benutzer in privaten Haushalten in der EU Dieses Symbol auf dem Produkt oder dessen Verpackung gibt an, dass das Produkt nicht zusammen mit dem Restmüll entsorgt werden darf. Es obliegt daher Ihrer Verantwortung, das Gerät an einen entsprechenden Sammel- oder Verwertungsort für Elektrogeräte oder Alt-Abgeräten (z.B. ein Wertstoffhof) zu übergeben. Die separate Sammlung und das Recyceln Ihrer alten Elektrogeräte zum Zeitpunkt ihrer Entsorgung trägt zum Schutz der Umwelt bei und gewährleistet, dass sie auf eine Art und Weise recycelt werden, die keine Gefährdung für die Gesundheit des Menschen und der Umwelt darstellt. Weitere Informationen darüber, wo Sie alte Elektrogeräte zum Recyceln abgeben können, erhalten Sie bei den örtlichen Behörden, Wertstoffhöfen oder dort, wo Sie das Gerät erworben haben. |
| Italiano | Smaltimento di apparecchiature da rottamare da parte di privati nell'Unione Europea Questo simbolo che appare sul prodotto o sulla confezione indica che il prodotto non deve essere smaltito assieme agli altri rifiuti domestici. Gli utenti devono provvedere allo smaltimento delle apparecchiature da rottamare portandosi al luogo di raccolta indicato per il riciclaggio delle apparecchiature elettriche ed elettroniche. La raccolta e il riciclaggio separati delle apparecchiature da rottamare in fase di smaltimento favoriscono la conservazione delle risorse naturali e garantiscono che tali apparecchiature vengano rottamate nel rispetto dell'ambiente e della salute della salute. Per ulteriori informazioni sui punti di raccolta delle apparecchiature da rottamare, contattare il proprio comune di residenza, il servizio di smaltimento dei rifiuti locali o il negozio presso il quale è stato acquistato il prodotto. |
| Español | Eliminación de residuos de aparatos eléctricos y electrónicos por parte de usuarios domésticos en la Unión Europea Este símbolo en el producto o en el embalaje indica que no se puede desechar el producto junto con los residuos domésticos. Por el contrario, si debe eliminar este tipo de residuo, es responsabilidad del usuario entregarlo en un punto de recogida designado de residuos de aparatos electrónicos y eléctricos. El reciclaje y la recogida por separado de estos residuos en el momento de la eliminación ayudará a preservar recursos naturales y a garantizar que el reciclaje proteja la salud y el medio ambiente. Si desea información adicional sobre los lugares donde puede dejar estos residuos para su reciclado, póngase en contacto con las autoridades locales de su ciudad, con el servicio de gestión de residuos domésticos o con la tienda donde adquirió el producto. |
| Čeština | Likvidace vyzvláště těžkých zařízení v domácnosti v zemích EU Toto značka na produktu nebo na jeho obalu znamená, že tento produkt nesmí být likvidován společně s ostatními domácími odpady. Odpovědností za to, že vyzvláště těžké zařízení bude předáno k likvidaci do stávajících sběrných míst určených k recyklaci vyzvláště těžkých a elektronických zařízení. Likvidace vyzvláště těžkých samostatným sběrem a recyklací napomáhá zachovávat přírodní zdroje a zajišťuje, že recyklace proběhne způsobem chránícím zdraví a životní prostředí. Další informace o tom, kam můžete vyzvláště těžké zařízení přivést k recyklaci, můžete získat od úřední místi samosprávy, od společnosti provádějící svoz a likvidaci domovních odpadů nebo v obchodě, kde jste produkt zakoupili. |
| Dansk | Bortskaffelse af affaldsudstyr for brugere i private husholdninger i EU Dette symbol på produktet eller på produktets emballage indiker, at produktet ikke må bortskaffes sammen med andet husholdningsaffald. I stedet er det dit ansvar at bortskaffe affaldsudstyr ved at aflevere det på det eller beregnede indsamlingsstedet med henblik på genbrug af elektrisk og elektronisk affaldsudstyr. Den separate indsamling og genbrug af dit affaldsudstyr på tidspunkter for bortskaffelse af det vil bevare naturlige ressourcer og sikre, at genbrug finder sted på en måde, der beskytter menneskers helbred samt miljøet. Hvis du vil vide mere om, hvor du kan aflevere dit affaldsudstyr til genbrug, kan du kontakte kommunen, det lokale renovationsvesen eller den forening, hvor du købte produktet. |
| Nederlands | Afvoer van afgedankte apparatuur door gebruikers in particuliere huishoudens in de Europese Unie Dit symbool op het product of de verpakking geeft aan dat dit product niet mag worden afgevoerd met het huishoudelijk afval. Het is uw verantwoordelijkheid uw afgedankte apparatuur af te leveren op een aangewezen inzamelpunt of op een verwerkings- of afvalverwerkings- en elektronische apparatuur. De gescheiden inzameling en verwerking van uw afgedankte apparatuur draagt bij tot het sparen van natuurlijke bronnen en tot het hergebruik van materiaal op een wijze die de volkgezondheid en het milieu beschermt. Voor meer informatie over waar u uw afgedankte apparatuur kunt inleveren voor recycling kunt u contact opnemen met het gemeentebureau in uw woonplaats, de reinigingsdienst of de winkel waar u het product hebt aangekocht. |
| Eesti | Raamajapidamistes kasutatud kõrvaldatavate seadmete käitlemine Euroopa Liidus Kui tootel või toote pakendil on see sümbol, ei tohi seda toodet viiata olemasolevate hülja. See loobus on viia tarbetuks muundud seade selleks ettenähtud elektrilise ja elektroonikaseadmete välistamiseks. Käitlendamise seadmete ettevalmistamine ja käitlemine aitab säästa loodusressursid ning loobuda, et käitlemine toimiks inimeste tervisele ja keskkonnale ohutult. Lisateavet selle kohta, kuhu saate ülesleevitada seadme käitlemiseks viia, saate küsida kohalikul omavalitsusel, olemasolevatest välistamispunktist või kauplusest, kust te seadme ostsite. |
| Suomi | Hävitettävien laitteiden käsittely kotitalouksissa Euroopan unionin alueella Tämä tuotesissa tai sen pakkausksessa oleva merkki tarkoittaa, että tuotetta ei saa hävittää talousjätteen mukana. Käyttäjän velvollisuus on huolehtia siitä, että hävitettävä laite toimittetaan sille tarkoitettuun keräily- tai käsitelypaikkaan. Hävitettävien laitteiden erillinen keräily ja käsittely säästää luonnonvaroja ja takaa, että hävitäminen on ihmisten ja ympäristön terveydelle turvallista, eikä soseleita ihmisten terveyttä ja ympäristöä. Saat tarvittavassa laitteita jätteen keräilypaikoilla paikallisilla viranomaisilla, jätkeyhtiöllä tai tuotteen jälleenmyyjältä. |
| Ελληνικά | Απορριψη εξοπλισμού συσκευών στην Ευρωπαϊκή Ένωση Το παρόν σύμβολο στον εξοπλισμό ή την συσκευασία του υποδεικνύει ότι το προϊόν αυτό δεν πρέπει να πεταχτεί μαζί με άλλα οικιακά απορρίμματα. Αντίθετα, ευθύνη σας είναι να απορριψτεί τις άχρηστες συσκευές σε μια καθορισμένη μονάδα συλλογής απορριμμάτων για την ανακύκλωση εξοπλισμού ηλεκτρικού και ηλεκτρονικού εξοπλισμού. Η χωριστή συλλογή και ανακύκλωση των άχρηστων συσκευών θα συμβάλει στη βελτίωση των φυσικών πόρων και στη διασφάλιση ότι θα ανακυκλωθούν με τρόπο υγιή, ώστε να προστατευτεί η υγεία των ανθρώπων και το περιβάλλον. Για περισσότερες πληροφορίες σχετικά με το που μπορείτε να απορριψτεί τις άχρηστες συσκευές για ανακύκλωση, επικοινωνήστε με τις κατά τόπους αρμόδιες αρχές ή με το κατάστημα από το οποίο αγοράστέ το προϊόν. |
| Magyar | A hulladékoknak kezelése a megélhetési körökben az Európai Unióban Ez a szimbólum, amely a termék vagy annak csomagolásán van feltüntetve, azt jelzi, hogy a termék nem kezelhető együtt az egyéb háztartási hulladékkal. Az Ön feladata, hogy a készülék hulladékoként gyűjtés helyére kerüljön a hulladékgyűjtőhelyre, amely az elektronikus hulladékoknak és az elektronikus berendezések újrahasznosításával foglalkozik. A hulladékoknak elkülönített gyűjtése és újrahasznosítása hozzájárul a természeti erőforrások megőrzéséhez, egyáltalán azt is biztosítja, hogy a hulladék újrahasznosítása az egészségre és a környezetre nem ártalmas módon történjen. Ha tájékoztatást szeretne kapni azokról a helyekről, ahol leadhatja újrahasznosításra a hulladékokat, forduljon a helyi önkormányzatokhoz, a hulladékkezelési vállalatokhoz vagy a termék forgalmazójához. |
| Latviski | Lietaisju atbrīvošana no nedrīgam lietošan Eiropas Savienības privātajās mājāsniecībās Šis simbols uz ierīces vai tās iepakojuma norāda, ka šo ierīci nedrīkst izmet kopā ar parastajiem mājāsniecības atkritumiem. Jūs esat atbildīgs par atbrīvošanu no nedrīgam lietošan, jo nodrošināt nodrīgamlietošanas vietas, lai tiku veikta nedrīgamlietošana elektroniskā aparātā un elektroniskajam aprīkojumam atsevišķi priekšmeti. Speciālo nedrīgamlietošanas vietas savākšana un atsevišķi pārstrāde palīdz ietaupīt dabas resursus un nodrošina tīru vides apstākļus, kas saglabā cilvēku veselību un apkārtni. Lai iegūtu papildu informāciju par to, kur atsevišķi pārstrādāt vai nogādāt nedrīgam lietošan, lūdz, sazināties ar vietējo pašvaldību, mājāsniecības atkritumu savākšanas dienestu vai veikali, kurā iegādājāties šo ierīci. |
| Lietuviškai | Europos Sąjungos vartotojų ir privačių namų ūkių atliekoms įrangos išmetimas Šis simbolis ant produkto arba jo pakuotės nurodo, kad produktas negali būti išmetamas kartu su kitomis namų ūkių atliekomis. Jūs privalote išmesti savo atliekama įrangą atskirai ir į atliekoms elektronikos ir elektrinis įrangos perdirbimo punktus. Jei atliekama įranga bus atskirai surenkama ir perdirbama, bus išsaugomi natūralūs išteklių ir užtikrinama, kad įranga būtų perdirbta ir išnaikinta sveikatai ir gamtai saugiai būdu. Daugiau informacijos apie tai, kur galite išmesti atliekama perdirbti skirtingą įrangą ir įrenginius / atliekama įrangą, turite, namų ūkių atliekų išvežimo tarnybai arba įprastai, kurioje pirkoite produktą. |
| Latviski | Uzturējamo izstrādājumu atbrīvošana no neizmantojamām mājāsniecībās un Eiropas Savienībā Šis simbols uz izstrādājuma vai tā iepakojuma norāda, ka šis izstrādājums nedrīkst tikt izmests kopā ar citiem mājāsniecības atkritumiem. Jūs esat atbildīgs par atbrīvošanu no neizmantojamām izstrādājumiem, jo nodrošināt nodrīgamlietošanas vietas, lai tiku veikta izstrādājumu atbrīvošana elektroniskajam aprīkojumam atsevišķi priekšmeti. Speciālo izstrādājumu savākšana un atsevišķi pārstrāde palīdz ietaupīt dabas resursus un nodrošina tīru vides apstākļus, kas saglabā cilvēku veselību un apkārtni. Lai iegūtu papildu informāciju par to, kur atsevišķi pārstrādāt vai nogādāt izstrādājumu, lūdz, sazināties ar vietējo pašvaldību, mājāsniecības atkritumu savākšanas dienestu vai veikali, kurā iegādājāties šo ierīci. |
| Português | Descarte de equipamentos por usuários em residências da União Europeia Este símbolo no produto ou no embalagem indica que o produto não pode ser descartado junto com o lixo doméstico. No entanto, é sua responsabilidade levar os equipamentos a serem descartados a um ponto de coleta designado para o reciclagem de equipamentos eletro-eletrônicos. A coleta separada e o reciclagem dos equipamentos no momento do descarte ajudam na conservação dos recursos naturais e garantem que os equipamentos serão reciclados de forma a proteger a saúde das pessoas e o meio ambiente. Para obter mais informações sobre onde descartar equipamentos para reciclagem, entre em contato com o escritório local de sua cidade, o serviço de limpeza pública de seu bairro ou a loja em que adquiriu o produto. |
| Slovenščina | Postup povzetočevov v krajinskih Europejske unie pri vyhadzovaní zariadenia v domácom používaní do odpadu Tento symbol na produkte alebo na jeho obale znamená, že nesmie byť vyhadzovaný s inými komunálnymi odpadmi. Namiesto toho máte povinnos odovzdať toto zariadenie na zbernom mieste, kde sa zariadenia vyzvláštých ťažkých a elektronických zariadení odovzdávajú na recykláciu. Oddelené zberanie a recyklácia zariadenia pomôžu zachrániť prírodné zdroje a zabezpečí, aby recyklácia prebiehala spôsobom, ktorý chráni zdravie a životné prostredie. Ďalšie informácie o separovanom zbere a recyklácii získate na miestnom obecnom úrade, vo firme zabezpečujúcej zber vášho komunálneho odpadu alebo v predajni, kde ste produkt kúpili. |
| Svenska | Övervakning av avfallsmaterial i hushållningssystem i EU Produkt eller produktförpackning för en eller flera kassor med produkt för inte ska tas ut tillsammans med hushållsavfall. I stället har du ansvar för att produkten lämnas till en behörig återvinningstjänst för hantering av el- och elektronprodukter. Genom att lämna kassade produkter till återvinning hjälper du till att bevara våra gemensamma naturresurser. Dessutom skyddas både människor och miljön när produkter återvinns på rätt sätt. Kommunala myndigheter, sophanteringsöretag eller butiken där varan köptes kan ge mer information om var du lämnar kassade produkter för återvinning. |

Chemical Substances

HP is committed to providing our customer with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (*Regulation EC No 1907/2006 of the European*

Parliament and the Council). A chemical information report for this product can be found at: www.hp.com/go/reach.

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

Battery disposal in the Netherlands

Batterij niet weggooien, maar inleveren als KCA.

Dit HP Product bevat een lithium-manganees-dioxide batterij. Deze bevindt zich op de hoofdprintplaat. Wanneer deze batterij leeg is, moet deze volgens de geldende regels worden afgevoerd.

Battery disposal in Taiwan

廢電池請回收

Please recycle waste batteries.

Attention California users

The battery supplied with this product may contain perchlorate material. Special handling may apply. For more information, go to the following Web site:

www.dtsc.ca.gov/hazardouswaste/perchlorate

EU battery directive



| | |
|-------------|---|
| English | <p>European Union Battery Directive This product contains a battery that is used to maintain data integrity of real time clock or product settings and is designed to last the life of the product. Any attempt to service or replace this battery should be performed by a qualified service technician.</p> |
| Français | <p>Directive sur les batteries de l'Union Européenne Ce produit contient une batterie qui permet de maintenir l'intégrité des données pour les paramètres du produit ou l'horloge en temps réel et qui a été conçue pour durer aussi longtemps que le produit. Toute tentative de réparation ou de remplacement de cette batterie doit être effectuée par un technicien qualifié.</p> |
| Deutsch | <p>Batterie-Richtlinie der Europäischen Union Dieses Produkt enthält eine Batterie, die dazu dient, die Datenintegrität der Echtzeituhr sowie der Produkteinstellungen zu erhalten, und die für die Lebensdauer des Produkts ausreicht. Im Bedarfsfall sollte das Instandhalten bzw. Austauschen der Batterie von einem qualifizierten Servicetechniker durchgeführt werden.</p> |
| Italiano | <p>Direttiva dell'Unione Europea relativa alla raccolta, al trattamento e allo smaltimento di batterie e accumulatori Questo prodotto contiene una batteria utilizzata per preservare l'integrità dei dati dell'orologio in tempo reale o delle impostazioni del prodotto e la sua durata si intende pari a quella del prodotto. Eventuali interventi di riparazione o sostituzione della batteria devono essere eseguiti da un tecnico dell'assistenza qualificato.</p> |
| Español | <p>Directiva sobre baterías de la Unión Europea Este producto contiene una batería que se utiliza para conservar la integridad de los datos del reloj de tiempo real o la configuración del producto y está diseñada para durar toda la vida útil del producto. El mantenimiento o la sustitución de dicha batería deberá realizarla un técnico de mantenimiento cualificado.</p> |
| Čeština | <p>Směrnice Evropské unie pro nakládání s bateriemi Tento výrobek obsahuje baterii, která slouží k uchování správných dat hodin reálného času nebo nastavení výrobku. Baterie je navržena tak, aby vydržela celou životnost výrobku. Jakýkoliv pokus o opravu nebo výměnu baterie by měl provést kvalifikovaný servisní technik.</p> |
| Dansk | <p>EU's batteridirektiv Produktet indeholder et batteri, som bruges til at vedligeholde dataintegriteten for realtidur- eller produktindstillinger og er beregnet til at holde i hele produktets levetid. Service på batteriet eller udskiftning bør foretages af en uddannet servicetekniker.</p> |
| Nederlands | <p>Richtlijn batterijen voor de Europese Unie Dit product bevat een batterij die wordt gebruikt voor een juiste tijdsaanduiding van de klok en het behoud van de productinstellingen. Bovendien is deze ontworpen om gedurende de levensduur van het product mee te gaan. Het onderhoud of de vervanging van deze batterij moet door een gekwalificeerde onderhoudstechnicus worden uitgevoerd.</p> |
| Eesti | <p>Euroopa Liidu aku direktiiv Toode sisaldab akut, mida kasutatakse reaalaja kella andmeühtsuse või toote sätete säilitamiseks. Aku on valmistatud kestma terve toote kasutusaja. Akut tohib hooldada või vahetada ainult kvalifitseeritud hooldustehnik.</p> |
| Suomi | <p>Euroopan unionin paristodirektiivi Tämä laite sisältää pariston, jota käytetään reaaliaikaisen kellon tietojen ja laitteen asetusten säilyttämiseen. Pariston on suunniteltu kestävä laitteen koko käyttöajan ajan. Pariston mahdollinen korjaus tai vaihto on jätettävä pätevän huoltohenkilön tehtäväksi.</p> |
| Ελληνικά | <p>Οδηγία της Ευρωπαϊκής Ένωσης για τις ηλεκτρικές σήτες Αυτό το προϊόν περιλαμβάνει μια μπαταρία, η οποία χρησιμοποιείται για τη διατήρηση της ακεραιότητας των δεδομένων ρολογιού πραγματικού χρόνου ή των ρυθμίσεων προϊόντος και έχει σχεδιαστεί έτσι ώστε να διαρκέσει όσο και το προϊόν. Τυχόν απόπειρες επιδιόρθωσης ή αντικατάστασης αυτής της μπαταρίας θα πρέπει να πραγματοποιούνται από κατάλληλα εκπαιδευμένο τεχνικό.</p> |
| Magyar | <p>Az Európai unió telepek és akkumulátorok direktívája A termék tartalmaz egy elemet, melynek feladata az, hogy biztosítsa a valós idejű óra vagy a termék beállításainak adatintegritását. Az elem úgy van tervezve, hogy végig kitartsa a termék használatá során. Az elem bármilyen javítását vagy cseréjét csak képzett szakember végezheti el.</p> |
| Latvieši | <p>Eiropas Savienības Bateriju direktīva Produktam ir baterija, ko izmanto reālā laikā kļūstena vai produkta iestatījumu datu integritātes saglabāšanai, un tā ir paredzēta visam produkta dzīves ciklam. Jebkura apkope vai baterijas nomaiņa ir jāveic atbilstoši kvalificētam darbiniekam.</p> |
| Lietuviškai | <p>Europos Sąjungos baterijų ir akumuliatorių direktyva Šiame gaminyje yra baterija, kuri naudojama, kad būtų galima prižiūrėti realaus laiko laikrodžio veikimą arba gaminio nuostatas; ji skirta veikti visą gaminio eksploatavimo laiką. Bet kokius šios baterijos aptarnavimo arba keitimo darbus turi atlikti kvalifikuotas aptarnavimo technikas.</p> |
| Polski | <p>Dyrektywa Unii Europejskiej w sprawie baterii i akumulatorów Produkt zawiera baterie wykorzystywane do zachowania integralności danych zegara czasu rzeczywistego lub ustawień produktu, która podtrzymuje działanie produktu. Przejąd lub wymiana baterii powinny być wykonywane wyłącznie przez uprawnionego technika serwisu.</p> |
| Português | <p>Directiva sobre baterias da União Europeia Este produto contém uma bateria que é usada para manter a integridade dos dados do relógio em tempo real ou das configurações do produto e é projetada para ter a mesma duração que este. Qualquer tentativa de consertar ou substituir essa bateria deve ser realizada por um técnico qualificado.</p> |
| Slovenčina | <p>Smernica Európskej únie pre zaobchádzanie s batériami Tento výrobok obsahuje batériu, ktorá slúži na uchovanie správnych údajov hodin reálneho času alebo nastavení výrobku. Batéria je skonštruovaná tak, aby vydržala celú životnosť výrobku. Akýkoľvek pokus o opravu alebo výmenu batérie by mal vykonať kvalifikovaný servisný technik.</p> |
| Slovenščina | <p>Direktiva Evropske unije o baterijah in akumulatorjih V tem izdelku je baterija, ki zagotavlja natančnost podatkov ure v realnem času ali nastavitev izdelka v celotni življenjski dobi izdelka. Kakršno koli popravilo ali zamenjavo te baterije lahko izvede le pooblaščen tehnik.</p> |
| Svenska | <p>EU:s batteridirektiv Produkten innehåller ett batteri som används för att upprätthålla data i realtidsklockan och produktinställningarna. Batteriet ska räcka produktens hela livslängd. Endast kvalificerade servicetekniker får utföra service på batteriet och byta ut det.</p> |
| Български | <p>Директива за батерии на Европейския съюз Този продукт съдържа батерия, която се използва за поддържане на целостта на данните на часовника в реално време или настройките за продукт, създадена на издръжи през целия живот на продукта. Сервизът или замяната на батерията трябва да се извършва от квалифициран техник.</p> |
| Română | <p>Directiva Uniunii Europene referitoare la baterii Acest produs conține o baterie care este utilizată pentru a menține integritatea datelor ceasului de timp real sau setărilor produsului și care este proiectată să funcționeze pe întreaga durată de viață a produsului. Orice lucrare de service sau de înlocuire a acestei baterii trebuie efectuată de un tehnician de service calificat.</p> |

Regulatory notices

The HP Photosmart meets product requirements from regulatory agencies in your country/region.

This section contains the following topics:

- [Regulatory model identification number](#)
- [FCC statement](#)
- [VCCI \(Class B\) compliance statement for users in Japan](#)
- [Notice to users in Japan about the power cord](#)
- [Notice to users in Korea](#)
- [Noise emission statement for Germany](#)
- [HP Photosmart Premium Fax C309 series declaration of conformity](#)

Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SDGOB-0826. This regulatory number should not be confused with the marketing name (HP Photosmart Premium Fax C309 series, etc.) or product numbers (CC335A, etc.).

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.

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。

Notice to users in Korea

사용자 안내문(B급 기기)
이 기기는 비업무용으로 전자파 적합 등록을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

Noise emission statement for Germany

Geräuschemission

LpA < 70 dB am Arbeitsplatz im Normalbetrieb nach DIN 45635 T. 19

HP Photosmart Premium Fax C309 series declaration of conformity

|  DECLARATION OF CONFORMITY according to ISO/IEC 17050-1 and EN 17050-1 | |
|--|--|
| Manufacturer's Name: | Hewlett-Packard Company DoC#: SDGOB-0826-rel.1.0 |
| Manufacturer's Address: | 16399 West Bernardo Drive San Diego, CA 92127, USA |
| declares, that the product | |
| Product Name: | HP Photosmart Premium Fax - C309 Series |
| Regulatory ModelNumber:⁴⁾ | SDGOB-0826 |
| Product Options: | ALL |
| Radio Module: | RSVLD-0707 (802.11g/b) RSVLD-0602 (Bluetooth) |
| Power Adapter: | 0957-2259 |
| conforms to the following Product Specifications and Regulations: | |
| SAFETY: | IEC 60950-1:2005 / EN60950-1:2006 IEC 60825-1 Ed. 1.2: 2001 / EN 60825-1 + A2 + A1: 2002 (LED) GB4943: 2001 NOM 019-SCFI-1993 |
| EMC: | CISPR 22: 2005 / EN55022: 2006 Class B CISPR 24: 1997 + A1: 2001 + A2: 2002 / EN 55024:1998 + A1: 2001 + A2: 2003 Class B EN 301 489-1 V1.6.1: 2005, EN 301 489-17 V1.2.1: 2002 IEC 61000-3-2: 2005 / EN 61000-3-2: 2006 IEC 61000-3-3: 1994 + A1: 2001 / EN 61000-3-3:1995 + A1: 2001 FCC Title 47 CFR, Part 15 Class B / ICES-003, Issue 4 GB9254-1998, GB17625.1-2003 |
| TELECOM: | TBR21: 1998 FCC Title 47 CFR Part 68, TIA/EIA 968:2001 |
| RADIO: | EN 300 328 V1.7.1: 2006 |
| HEALTH: | EU: 1999/519/EC |
| <p>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</p> <p>The product herewith complies with the requirements of the EMC Directive 2004/108/EC, the Low Voltage Directive 2006/95/EC and the R&TTE Directive 1999/5/EC and carries the CE-Marking accordingly</p> | |
| Additional Information: | |
| <p>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.</p> | |
| <p>San Diego, CA, USA 20 June, 2008</p> | |
| Local contact for regulatory topics only: | |
| <p>EMEA: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Böblingen, Germany www.hp.com/go/certificates US: Hewlett Packard, 3000 Hanover St., Palo Alto 94304, U.S.A. 650-857-1501</p> | |

Regulatory wireless statements

This section contains the following regulatory information pertaining to wireless products:

- [Exposure to radio frequency radiation](#)
- [Notice to users in Brazil](#)
- [Notice to users in Canada](#)
- [European Union regulatory notice](#)
- [Notice to users in Taiwan](#)

Exposure to radio frequency radiation

Exposure to radio frequency radiation



Caution The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized. This product and any attached external antenna, if supported, shall be placed in such a manner to minimize the potential for human contact during normal operation. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm (8 inches) during normal operation.

Notice to users in Brazil

Aviso aos usuários no Brasil

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário. (Res. ANATEL 282/2001).

Notice to users in Canada

Notice to users in Canada/Note à l'attention des utilisateurs canadiens

For Indoor Use. This digital apparatus does not exceed the Class B limits for radio noise emissions from the digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications. The internal wireless radio complies with RSS 210 and RSS GEN of Industry Canada.

Utiliser à l'intérieur. Le présent appareil numérique n'émet pas de bruit radioélectrique dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada. Le composant RF interne est conforme à la norme RSS-210 and RSS GEN d'Industrie Canada.

European Union regulatory notice

European Union Regulatory Notice

Products bearing the CE marking comply with the following EU Directives:

- Low Voltage Directive 73/23/EEC
- EMC Directive 2004/108/EC

CE compliance of this product is valid only if powered with the correct CE-marked AC adapter provided by HP.

If this product has telecommunications functionality, it also complies with the essential requirements of the following EU Directive:

- R&TTE Directive 1999/5/EC

Compliance with these directives implies conformity to harmonized European standards (European Norms) that are listed in the EU Declaration of Conformity issued by HP for this product or product family. This compliance is indicated by the following conformity marking placed on the product.



The wireless telecommunications functionality of this product may be used in the following EU and EFTA countries:

Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and United Kingdom.

Products with 2.4-GHz wireless LAN devices

France

For 2.4 GHz Wireless LAN operation of this product certain restrictions apply: This product may be used indoor for the entire 2400-2483.5 MHz frequency band (channels 1-13). For outdoor use, only 2400-2454 MHz frequency band (channels 1-9) may be used. For the latest requirements, see <http://www.art-telecom.fr>.

Italy

License required for use. Verify with your dealer or directly with the General Direction for Frequency Planning and Management (Direzione Generale Pianificazione e Gestione Frequenze).

Notice to users in Taiwan

低功率電波輻射性電機管理辦法

第十二條

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更設計之特性及功能。

第十四條

低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫藥用電波輻射性電機設備之干擾。

Regulatory telecommunication notices

The HP Photosmart meets telecommunication requirements from regulatory agencies in your country/region.

This section contains the following topics:

- [Notice to users of the U.S. telephone network: FCC requirements](#)
- [Notice to users of the Canadian telephone network](#)
- [Notice to users in the European Economic Area](#)
- [Notice to users of the German telephone network](#)
- [Australia wired fax statement](#)

Notice to users of the U.S. telephone network: FCC requirements

Notice to users of the U.S. telephone network: FCC requirements

This equipment complies with FCC rules, Part 68. On this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalent Number (REN) for this equipment. If requested, provide this information to your telephone company.

An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant. This equipment connects to the telephone network through the following standard network interface jack: USOC RJ-11C.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your number is called. Too many devices on one line might result in failure to ring in response to an incoming call. In most, but not all, areas the sum of the RENs of all devices should not exceed five (5). To be certain of the number of devices you may connect to your line, as determined by the REN, you should call your local telephone company to determine the maximum REN for your calling area.

If this equipment causes harm to the telephone network, your telephone company might discontinue your service temporarily. If possible, they will notify you in advance. If advance notice is not practical, you will be notified as soon as possible. You will also be advised of your right to file a complaint with the FCC. Your telephone company might make changes in its facilities, equipment, operations, or procedures that could affect the proper operation of your equipment. If they do, you will be given advance notice so you will have the opportunity to maintain uninterrupted service. If you experience trouble with this equipment, please contact the manufacturer, or look elsewhere in this manual, for warranty or repair information. Your telephone company might ask you to disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company.

Connection to party lines is subject to state tariffs. Contact your state public utility commission, public service commission, or corporation commission for more information.

This equipment includes automatic dialing capability. When programming and/or making test calls to emergency numbers:

- Remain on the line and explain to the dispatcher the reason for the call.
- Perform such activities in the off-peak hours, such as early morning or late evening.



Note The FCC hearing aid compatibility rules for telephones are not applicable to this equipment.

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of transmission, the date and time it is sent and an identification of the business, other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided might not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.) In order to program this information into your fax machine, you should complete the steps described in the software.

Notice to users of the Canadian telephone network

Note à l'attention des utilisateurs du réseau téléphonique canadien/Notice to users of the Canadian telephone network

Cet appareil est conforme aux spécifications techniques des équipements terminaux d'Industrie Canada. Le numéro d'enregistrement atteste de la conformité de l'appareil. L'abréviation IC qui précède le numéro d'enregistrement indique que l'enregistrement a été effectué dans le cadre d'une Déclaration de conformité stipulant que les spécifications techniques d'Industrie Canada ont été respectées. Néanmoins, cette abréviation ne signifie en aucun cas que l'appareil a été validé par Industrie Canada.

Pour leur propre sécurité, les utilisateurs doivent s'assurer que les prises électriques reliées à la terre de la source d'alimentation, des lignes téléphoniques et du circuit métallique d'alimentation en eau sont, le cas échéant, branchées les unes aux autres. Cette précaution est particulièrement importante dans les zones rurales.



Remarque Le numéro REN (Ringer Equivalence Number) attribué à chaque appareil terminal fournit une indication sur le nombre maximal de terminaux qui peuvent être connectés à une interface téléphonique. La terminaison d'une interface peut se composer de n'importe quelle combinaison d'appareils, à condition que le total des numéros REN ne dépasse pas 5.

Basé sur les résultats de tests FCC Partie 68, le numéro REN de ce produit est 0.0B.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation IC before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution might be particularly important in rural areas.



Note The REN (Ringer Equivalence Number) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface might consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

The REN for this product is 0.0B, based on FCC Part 68 test results.

Notice to users in the European Economic Area

Notice to users in the European Economic Area



This product is designed to be connected to the analog Switched Telecommunication Networks (PSTN) of the European Economic Area (EEA) countries/regions.

Network compatibility depends on customer selected settings, which must be reset to use the equipment on a telephone network in a country/region other than where the product was purchased. Contact the vendor or Hewlett-Packard Company if additional product support is necessary.

This equipment has been certified by the manufacturer in accordance with Directive 1999/5/EC (annex II) for Pan-European single-terminal connection to the public switched telephone network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point.

In the event of problems, you should contact your equipment supplier in the first instance.

This equipment is designed for DTMF tone dialing and loop disconnect dialing. In the unlikely event of problems with loop disconnect dialing, it is recommended to use this equipment only with the DTMF tone dial setting.

Notice to users of the German telephone network

Hinweis für Benutzer des deutschen Telefonnetzwerks

Dieses HP-Fax ist nur für den Anschluss eines analogen Public Switched Telephone Network (PSTN) gedacht. Schließen Sie den TAE N-Telefonstecker, der im Lieferumfang des HP All-in-One enthalten ist, an die Wandsteckdose (TAE 6) Code N an. Dieses HP-Fax kann als einzelnes Gerät und/oder in Verbindung (mit seriellem Anschluss) mit anderen zugelassenen Endgeräten verwendet werden.

Australia wired fax statement

In Australia, the HP device must be connected to Telecommunication Network through a line cord which meets the requirements of the Technical Standard AS/ACIF S008.

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