HP Photosmart C4100 All-in-One series

Basics Guide

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HP Photosmart C4100 All-in-One series

Basics Guide

Hewlett-Packard Company notices

Contents

1 HP All-in-One overview

Use the HP All-in-One to quickly and easily accomplish tasks such as making a copy, scanning documents, or printing photos from a memory card. You can access many HP All-in-One functions directly from the control panel, without turning on your computer.

Note This guide introduces basic operations and troubleshooting, as well as providing information for contacting HP support and ordering supplies.

The onscreen Help details the full range of features and functions, including use of the HP Photosmart software that came with the HP All-in-One. For more information, see *Access the onscreen Help* on page 6.

Copy

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

Scan

Scanning is the process of converting text and pictures into an electronic format for your computer. You can scan almost anything (photos, magazine articles and text documents) on the HP All-in-One.

Print photots

The HP All-in-One is equipped with memory card slots which enable you to insert a memory card and begin printing or editing photos without uploading your photos to a computer first. Additionally, if the HP All-in-One is connected to a computer with a USB cable, you can also transfer your photos to the computer to print, edit, or share.

Warning Do not insert more than one memory card at a time. If more than one memory card is inserted, unrecoverable data loss might occur.

Print from your computer

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

The HP All-in-One at a glance
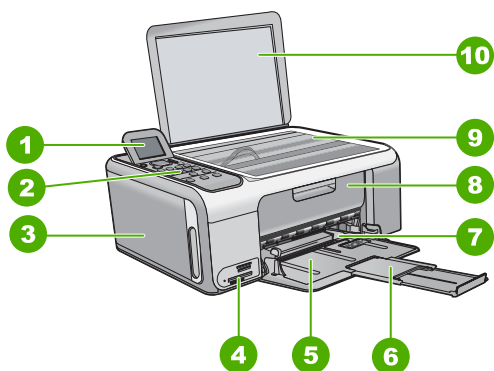
Label	Description
1	Color graphics display (also referred to as the display)
2	Control panel
3	Photo paper cassette
4	Memory card slots
5	Input tray
6	Paper tray extender (also referred to as the tray extender)
7	Paper-width guide
8	Print cartridge door
9	Glass
10	Lid backing
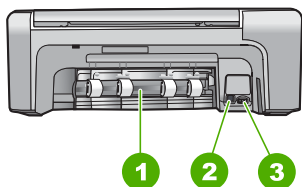
Label	Description
1	Rear door

(continued)

Label	Description
2	Rear USB port
3	Power connection*

* Use only with the power adapter supplied by HP.

Control panel features

The following diagram and related table provide a quick reference to the HP All-in-One control panel features.
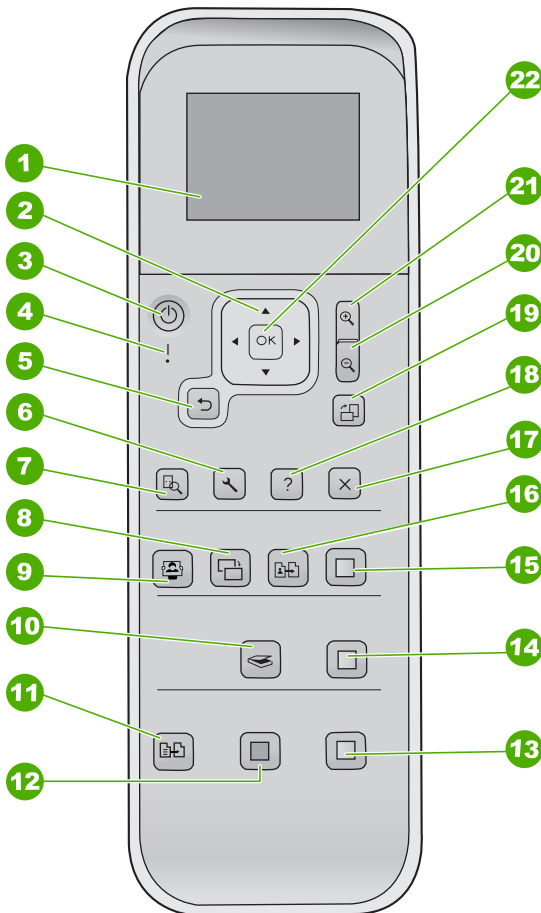
Label	Name and Description
1	**Color graphics display** (also referred to as the display): View menus, photos, and messages. The display can be pulled up and angled for better viewing.

Label	Name and Description
2	**Directional pad**: Navigates through menu options.
3	**On** button: Turns the HP All-in-One on or off. When the HP All-in-One is off, a minimal amount of power is still supplied to the device. To completely remove power, turn the HP All-in-One off, and then unplug the power cord.
4	**Attention light**: Indicates a problem occurred. See the display for more information.
5	**Back** button: Returns to previous screen.
6	**Setup**: Accesses the menu system for reports and maintenance.
7	**Preview**: Displays a preview of a scan, copy, or photo job.
8	**Photo Fix**: Adjusts a photo for viewing or printing. Features include color effects, photo brightness, frames, and red-eye removal. Press this button to switch this feature on and off. **Photo Fix** is on by default.
9	**Photosmart Express**: Launches the **Photosmart Express** menu for printing, editing, and sharing photos.
10	**Scan Menu**: Opens the Scan Menu.
11	**Copy Menu**: Selects copy options, such as number of copies, paper size, and paper type.
12	**Start Copy Black**: Starts a black-and-white copy.
13	**Start Copy Color**: Starts a color copy.
14	**Start Scan**: Starts a scan job and sends it to the destination you selected using the **Scan Menu** button.
15	**Print Photos**: Prints all selected images in color.
16	**Reprints**: Scans the original on the glass and launches the **Photosmart Express** menu.
17	**Cancel**: Stops the current operation, exits a menu, or exits settings.
18	**Help**: Opens the **Help** menu on the display.
19	**Rotate**: Rotates the currently displayed photo on the display 90 degrees. Subsequent presses continue to rotate the photo 90 degrees.
20	**Zoom Out**: Zooms out to show more of a photo on the display.
21	**Zoom In**: Zooms in to enlarge the image on the display. You can also use this button to adjust the crop box when printing.
22	**OK**: Selects a menu, setting, or value displayed on the display.

Use the HP Photosmart software

You can use the HP Photosmart software to access many features not available from the control panel. The HP Photosmart software provides a fast and easy way to make prints of your photos or to purchase prints online. It also provides access to other basic HP Photosmart software features, such as saving, viewing, and sharing your photos.

For more information on using the HP Photosmart software, see the **HP Photosmart Software Help**.

Find more information

A variety of resources, both printed and onscreen, provide information about setting up and using the HP All-in-One.

- **Setup Guide**
  The Setup Guide provides instructions for setting up your HP All-in-One and installing software. Make sure you follow the steps in the Setup Guide in order. If you have problems during setup, see Troubleshooting in the last section of the Setup Guide, or see *Troubleshooting and support* on page 17 in this guide.
- **HP Photosmart Software Tour** (Windows)
  The HP Photosmart Software Tour is a fun, interactive way to get a brief overview of the software included with your HP All-in-One. You'll learn how the software you installed with your HP All-in-One can help you edit, organize, and print your photos.
- **Onscreen Help**
  The onscreen Help provides detailed instructions on features of your HP All-in-One that are not described in this User Guide, including features that are only available using the software you installed with your HP All-in-One.
  For more information, see *Access the onscreen Help* on page 6.
- **Readme**
  The Readme file contains the most recent information which might be not be found in other publications. Install the software to access the Readme file.
- www.hp.com/support
  If you have Internet access, you can get help and support from the HP website. This website offers technical support, drivers, supplies, and ordering information.

Access the onscreen Help

This guide describes a sampling of the features available, so you can get started using the HP All-in-One. Explore the onscreen Help that came with your device for information on all the features that the HP All-in-One supports.

To access the HP Photosmart Software Help on a Windows computer
1. In the HP Solution Center, click the tab for the HP All-in-One.
2. In the **Device Support** area, click **Onscreen Guide** or **Troubleshooting**.
   - If you click **Onscreen Guide**, a pop-up menu appears. You can choose to open the welcome page for the entire Help system or to go specifically to the Help for the HP All-in-One.
   - If you click **Troubleshooting**, the **Troubleshooting and support** page opens.

To access the HP Photosmart Mac Help

➔ On the **Help** menu in the HP Photosmart Studio, choose **HP Photosmart Mac Help**.
The **HP Photosmart Mac Help** appears.

Load originals and load paper

You can copy or scan up to letter- or A4-size originals by loading them on the glass.

To load an original on the glass

1. Lift the lid on the HP All-in-One.
2. Load your original print side down in the right front corner of the glass.
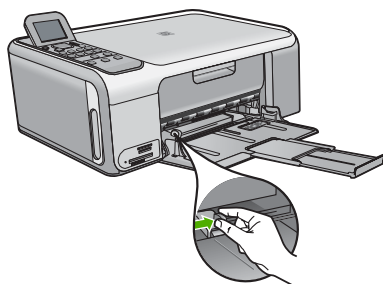
   ☀ **Tip** For more help on loading an original, refer to the engraved guides along the edge of the glass.
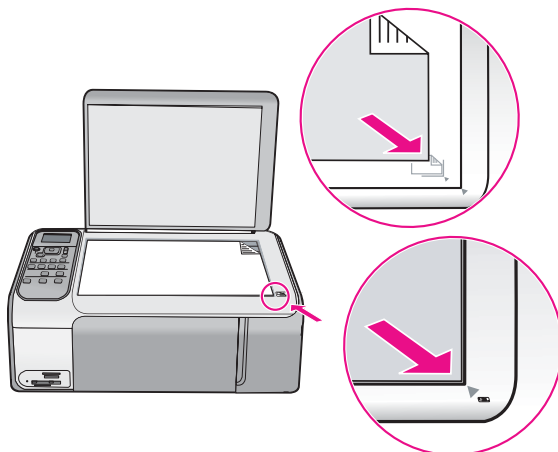
3. Close the lid.

To load full-size paper

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

> **Note** If you are using letter or A4 paper or smaller, make sure the tray extender is open all the way.

2. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
   – Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
   – Make sure all the paper in the stack is the same size and type.
3. Insert the stack of paper into the input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.
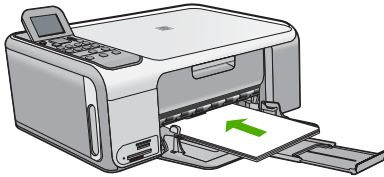
> **Caution** Make sure that the HP All-in-One is idle and silent when you load paper into the input tray. If the HP All-in-One is servicing the print cartridges or otherwise engaged in a task, the paper stop inside the device might not be in place. You could push the paper too far forward, causing the HP All-in-One to eject blank pages.

> **Tip** If you are using letterhead, insert the top of the page first with the print side down.

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

> **Note** When you use legal-size paper, leave the tray extender closed.
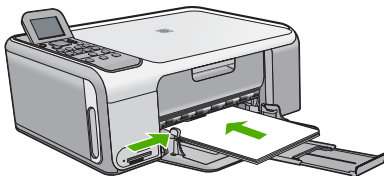
To load 10 x 15 cm (4 x 6 inch) photo paper using the photo paper cassette
1. Remove all paper from the input tray.
2. Pop out the photo paper cassette using the grooves.
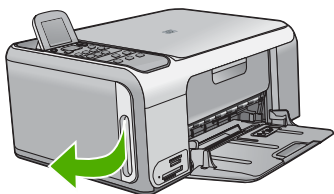
3. Pull the photo paper cassette towards you.
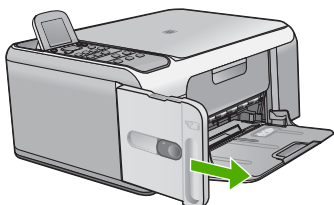
4. Load up to 20 sheets of paper print side down in the photo paper cassette.

5. Adjust the paper-length and paper-width guides to fit the loaded paper.
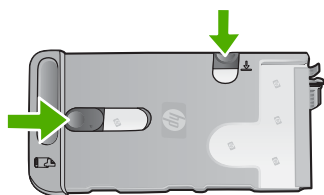
6. Line up the photo paper cassette with the right side of the input tray, and then slide it into the printer until it stops.
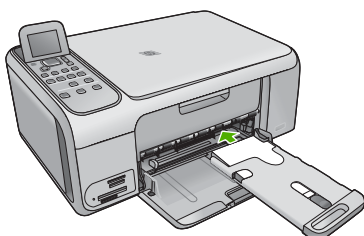
7. Pull the tray extender out to hold your printed photos.
8. When you finish printing, remove the photo paper cassette and store it in the cassette storage area on the left side of the HP All-in-One.

> **Tip** You can store your photo paper in the stowed photo paper cassette when not printing. This protects the photo paper from rips, wrinkles, and curled or bent edges.

Avoid paper jams

To help avoid paper jams, follow these guidelines.

● Remove printed papers from the output tray frequently.
● Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
● Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
● Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
● Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
● Do not force paper too far forward in the input tray.
● Use paper types that are recommended for the HP All-in-One.

Make a copy

You can make quality copies from the control panel.

To make a copy from the control panel
1. Make sure you have paper loaded in the input tray.
2. Load your original print side down in the right front corner of the glass.
3. Press **Start Copy Black** or **Start Copy Color** to begin copying.

Scan an image

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

To use the scan features, the HP All-in-One and computer must be connected and turned on. The HP Photosmart Software (Windows) or HP Photosmart Mac Software (Mac) must also be installed and running on your computer prior to scanning.

● On a Windows computer, look for the **HP Digital Imaging Monitor** icon in the Windows system tray (at the lower right side of the screen, near the time) to verify the software is running.

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

● On a Mac, the software is always running.

> **Tip** You can use the HP Photosmart Software (Windows) or HP Photosmart Mac Software (Mac) to scan images, including panorama images. Using this software, you can also edit, print, and even share your scanned images. For more information, see the onscreen Help that came with the HP All-in-One.

To scan to a computer
1. Load your original print side down in the right front corner of the glass.
2. Press **Start Scan**.

3. Press **OK** to select the default application to receive the scan, or press ▼ to
    select a different application, and then press **OK**.
    A preview image of the scan appears on your computer, where you can edit it.
4. Make any edits to the preview image, and then click **Accept** when you are
    finished.

Print 10 x 15 cm (4 x 6 inch) photos

You can select specific photos on your memory card to print as 10 x 15 cm (4 x 6
inch) photos.

To print one or more 10 x 15 cm (4 x 6 inch) photos

1. Insert your memory card into the appropriate slot on the HP All-in-One.
    The HP All-in-One supports the memory cards described below. Each type of
    memory card can only be inserted in the appropriate slot for that card.
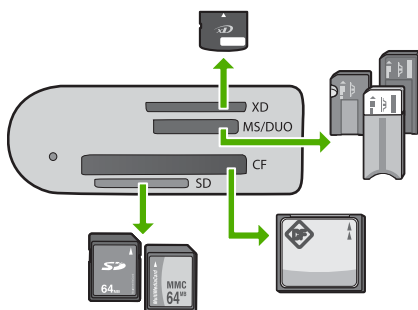
    –   **Top slot**: xD-Picture Card
    –   **Second slot from top**: Memory Stick, Magic Gate Memory Stick, Memory
        Stick Duo (with user-supplied adapter), Memory Stick Pro
    –   **Third slot from top**: CompactFlash (I, II)
    –   **Bottom slot**: Secure Digital, MultiMediaCard (MMC), Secure MultiMedia Card
2. Press **OK** to select **Print**.
    When you press **OK**, the most recent photo on your memory card appears on the
    display.
3. Press ◀ or ▶ to scroll through the photos on your memory card.
4. When the photo you want to print appears, press **OK**.
5. Press **OK** to select **4 x 6**.
6. Press ◀ or ▶ to highlight a paper size, and then press **OK**.
    The following options are available:
    –   Print one 10 x 15 cm (4 x 6 inch) borderless photo on each sheet of 10 x 15
        cm (4 x 6 inch) photo paper
    –   Print up to three 10 x 15 cm (4 x 6 inch) photos with borders on a full-size
        sheet of paper
    When you press **OK**, the selected photo reappears.
7. (Optional) Change print settings or select additional photos to print. For
    information on these options, see the onscreen Help that came with your HP All-
    in-One.

8. When you are done changing print settings and selecting photos, press **OK** to display the selection menu.
9. Press ▼ to highlight **Done Selecting**, and then press **OK**.
   The **Print Summary** screen appears.
10. Press ▲ or ▼ to highlight one of the following options, and then press **OK**.

Print Options	Enables you to manually specify the type of paper on which you are printing and whether you want to print a date and time stamp on your photo.
	By default, the **Paper Type** is set to **Automatic** and the **Date Stamp** setting is set to **Off**. If you want, you can change the defaults of these settings with the **Set New Defaults** option.
Print Preview	Displays a preview of what your printed page will look like. This enables you to verify your settings before printing and wasting paper and ink on potential mistakes.
Print Now	Prints your photos with the size and layout you selected.

Print from a software application

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

To print from a software application (Windows)
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 HP All-in-One 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**.
5. Select the appropriate options for your print job by using the features available on the various tabs.
6. Click **OK** to close the **Properties** dialog box.
7. Click **Print** or **OK** to begin printing.

To print from a software application (Mac)
1. Make sure you have paper loaded in the input tray.
2. From the **File** menu in your software application, choose **Page Setup**.
3. Make sure the HP All-in-One is the selected printer.
4. Specify the page attributes:
   – Choose the paper size.
   – Select the orientation.
   – Enter the scaling percentage.
5. Click **OK**.
6. From the **File** menu in your software application, choose **Print**.
   The **Print** dialog box appears, and the **Copies & Pages** panel opens.

7. Change the print settings for each option in the pop-up menu, as appropriate for your project.
8. Click **Print** to begin printing.

Replace the print cartridges

Follow these instructions when the ink level is low.

> **Note 1**   When the ink level for the print cartridge is low, a message appears on the display. You can also check the ink levels by using the HP Photosmart Mac Software on your computer.
>
> **Note 2**   When the ink level for the print cartridge is low, a message appears on the display. You can also check the ink levels by using the **Printer Toolbox** available through the HP Photosmart Software on your computer or through the **Print Properties** dialog box on your computer.

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

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

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

To replace the print cartridges

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

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

2. Open the print cartridge door.
    The print carriage moves to the far right side of the HP All-in-One.
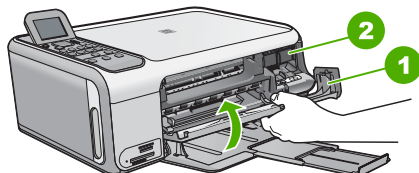
1	Print cartridge door
2	Print carriage

3. Wait until the print carriage is idle and silent, and then lightly press down on a print cartridge to release it.
    If you are replacing the tri-color print cartridge, remove the print cartridge from the slot on the left.

If you are replacing the black or photo print cartridge, remove the print cartridge from the slot on the right.
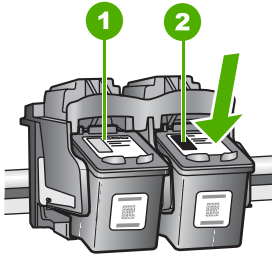

| 1 | Print cartridge slot for the tri-color print cartridge |
| 2 | Print cartridge slot for the black and photo print cartridges |

4. Pull the print cartridge toward you out of its slot.
5. If you are removing the black print cartridge in order to install the photo print cartridge, store the black print cartridge in the print cartridge protector or an airtight plastic container.
   If you are removing the print cartridge because it is low or out of ink, recycle the print cartridge. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges free of charge. For more information, go to the following website:
   www.hp.com/hpinfo/globalcitizenship/environment/recycle/inkjet.html
6. Remove the new print cartridge from its packaging and, being careful to touch only the black plastic, gently remove the plastic tape by using the pink pull tab.
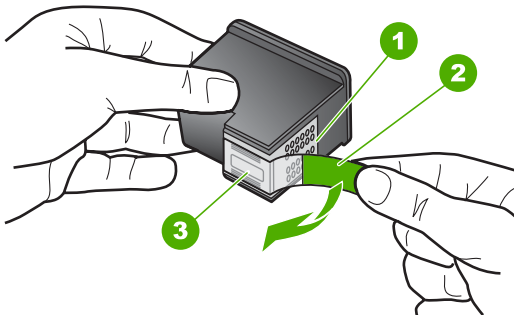

1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

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

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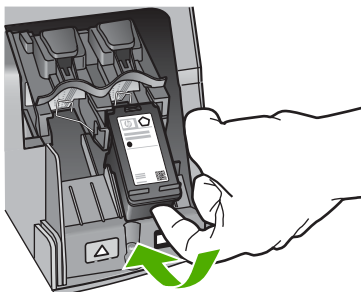
8. Close the print cartridge door.
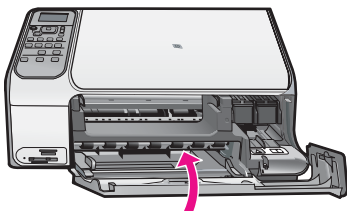
Clean the HP All-in-One

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

● Clean the glass
● Clean the lid backing

Clean the glass

Glass that is dirty from fingerprints, smudges, hair, and dust on the main glass surface slows down performance and affects the accuracy of some features.

To clean the glass

1. Turn off the HP All-in-One, unplug the power cord, and raise the lid.
2. Clean the glass with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.

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

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

Clean the lid backing

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

To clean the lid backing

1. Turn off the HP All-in-One, unplug the power cord, and raise the lid.
2. Clean the white document backing with a soft cloth or sponge slightly moistened with a mild soap and warm water.
    Wash the backing gently to loosen debris. Do not scrub the backing.
3. Dry the backing with a dry, soft, lint-free cloth.

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

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

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

5. Plug in the power cord, and then turn on the HP All-in-One.

2   Troubleshooting and support

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

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

Troubleshooting common setup issues

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

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

For support contact information, see the inside back cover of this guide.

Uninstall and reinstall the software

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

To uninstall from a Windows computer and then reinstall

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

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

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

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

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

To uninstall from a Mac and then reinstall

1. Disconnect the HP All-in-One from your Mac.
2. Open the **Applications**:**Hewlett-Packard** folder.
3. Double-click **HP Uninstaller**.
   Follow the onscreen instructions.
4. After the software is uninstalled, restart your computer.
5. To reinstall the software, insert the HP All-in-One CD-ROM into your computer's CD-ROM drive.
6. On the desktop, open the CD-ROM and then double-click **HP All-in-One Installer**.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the HP All-in-One.

# Hardware setup troubleshooting

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

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

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

Solution   You must first install the software that came with the HP All-in-One before connecting the USB cable. During installation, do not plug in the USB cable until prompted by the onscreen instructions.

Once you have installed the software, connecting your computer to the HP All-in-One with a USB cable is straightforward. Simply plug one end of the USB cable into the back of your computer and the other into the back of the HP All-in-One. You can connect to any USB port on the back of your computer.
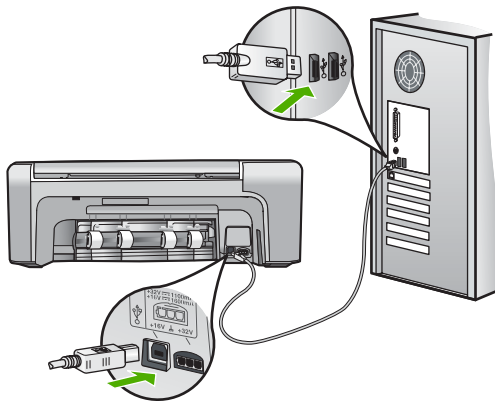
For more information on installing the software and connecting the USB cable, see the Setup Guide that came with the HP All-in-One.

The HP All-in-One will not turn on

Cause   The HP All-in-One is not properly connected to a power supply.

Solution

- Make sure the power cord is firmly connected to both the HP All-in-One and the power adaptor. Plug the power cord into a grounded power outlet, surge protector, or power strip.
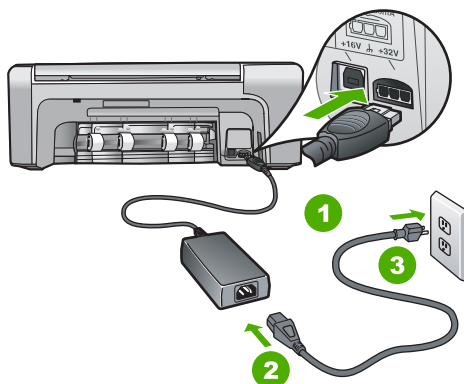
1	Power connection
2	Power cord and adaptor
3	Grounded power outlet

- If you are using a power strip, make sure the power strip is on. Or, try plugging the HP All-in-One directly into a grounded 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 HP All-in-One into a switched outlet, make sure the switch is on. If it is switched to on but still does not work, then there might be a problem with the power outlet.

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

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

> ⚠️ **Warning**   If the HP All-in-One still does not turn on, it might have a mechanical failure. Unplug the HP All-in-One from the power outlet and contact HP. Go to:
> www.hp.com/support
> If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

The HP All-in-One does not print

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

- Look at the display on the HP All-in-One. If the display is blank and the **On** button is not lit, the HP All-in-One is turned off. Make sure the power cord is firmly connected to the HP All-in-One and plugged into a power outlet. Press the **On** button to turn on the HP All-in-One.
- Make sure the print cartridges are installed.
- Make sure you have paper loaded in the input tray.
- Check that the HP All-in-One does not have a paper jam.

- Check that the print carriage is not jammed.
  Open the print cartridge door to access the print carriage area. Remove any objects that are blocking the print carriage, including any packing materials and the orange shipping lock. Turn the HP All-in-One off and then turn it on again.
- Check that the HP All-in-One print queue is not paused (Windows) or stopped (Mac). If it is, choose the appropriate setting to resume printing. For more information about accessing the print queue, see the documentation that came with the operating system installed on your computer.
- Check the USB cable. If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.
- Make sure your computer is USB ready. Some operating systems, such as Windows 95 and Windows NT, do not support USB connections. Check the documentation that came with your operating system for more information.
- Check the connection from the HP All-in-One to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the HP All-in-One. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn the HP All-in-One off and then on again.
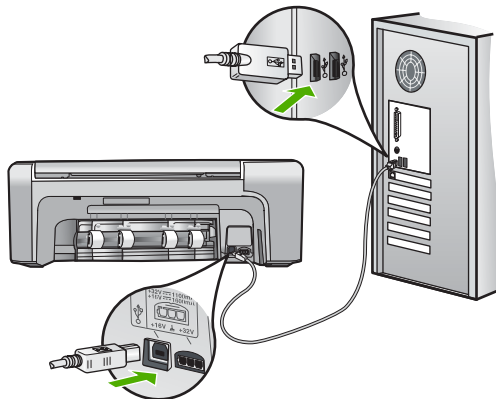
- If you are connecting the HP All-in-One through a USB hub, make sure the hub is turned on. If the hub is on, try connecting directly to your computer.
- Check other printers or scanners. You might need to disconnect older products from your computer.
- Try connecting the USB cable to another USB port on your computer. After you check the connections, try restarting your computer. Turn the HP All-in-One off and then on again.
- After you check the connections, try restarting your computer. Turn the HP All-in-One off and then on again.
- If necessary, remove and then install the software you installed with the HP All-in-One again. For more information, see *Uninstall and reinstall the software* on page 17.

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

Clear paper jams

If the HP All-in-One has a paper jam, first check the rear door.

If the jammed paper is not in the rear rollers, check the front door.

To clear a paper jam from the rear door

1. Press in the tab on the left side of the rear door to release the door. Remove the door by pulling it away from the HP All-in-One.

    ⚠ **Caution** Trying to clear a paper jam from the front of the HP All-in-One can damage the print mechanism. Always access and clear paper jams through the rear door.
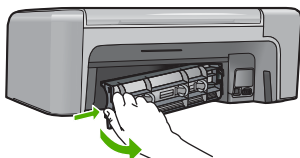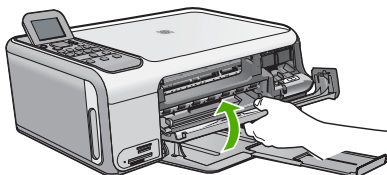
2. Gently pull the paper out of the rollers.

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

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

To clear a paper jam from the front door

1. If necessary, pull the input tray down to open it. Then, lower the print cartridge door.

2. Gently pull the paper out of the rollers.

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

3. Close the print cartridge door.
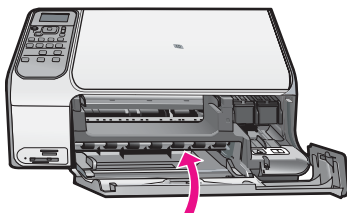
4. Press **Start Copy Black** to continue the current job.

Print cartridge troubleshooting

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

To troubleshoot print cartridges

1. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.
   Make sure the plastic tape has been removed. If it is still covering the ink nozzles, gently remove the plastic tape by using the pink pull tab.
2. Reinsert the print cartridge by sliding it forward into the slot. Then push the print cartridge forward until it clicks into the socket.
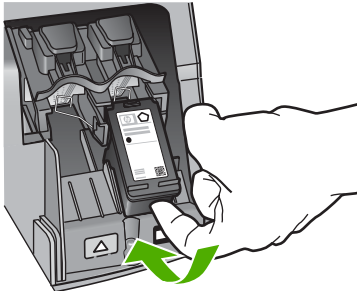
3. Repeat steps 1 and 2 for the tri-color print cartridge on the left side.
4. If the problem persists, print a self-test report to determine if there is a problem with the print cartridges.
   This report provides useful information about your print cartridges, including status information.
5. If the self-test report shows a problem, clean the print cartridges.
6. If the problem persists, clean the copper-colored contacts of the print cartridges.
7. If you are still experiencing problems with printing, determine which print cartridge is experiencing the problem and replace it.

For more information, see the onscreen Help.

Before you call HP customer support

Software programs from other companies might be included with the HP All-in-One. If you experience problems with any of those programs, you will receive the best technical assistance by calling the experts at that company.

If you need to contact HP Customer Support, do the following before you call:

1. Make sure that:
   a. The HP All-in-One is plugged in and turned on.
   b. The specified print cartridges are installed correctly.
   c. The recommended paper is properly loaded in the input tray.
2. Reset the HP All-in-One:
   a. Turn off the HP All-in-One by pressing the **On** button.
   b. Unplug the power cord from the back of the HP All-in-One.
   c. Plug the power cord back into the HP All-in-One.
   d. Turn on the HP All-in-One by pressing the **On** button.
3. To find support and warranty information, go to the HP website at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Check the HP website for updated information or troubleshooting tips for the HP All-in-One .
4. If you are still experiencing problems and need to speak with an HP Customer Support Representative, do the following:
    a. Have the specific name of the HP All-in-One, as it appears on the control panel, available.
    b. Print a self-test report. (See below.)
    c. Make a color copy to have available as a sample printout.
    d. Be prepared to describe your problem in detail.
    e. Have your serial number and service ID ready, found on the self-test report.
5. Call HP Customer Support. Be near the HP All-in-One when you call.

To print a self-test report
1. Load letter, A4, or legal unused plain white paper into the input tray.
2. Press **Setup**.
    The **Setup** menu appears.
3. Press the ▼ or the ▲ to highlight **Print Report**, and press **OK**.
4. The **Print Report** menu appears.
5. Press **OK** to print a self-test report, which might indicate the source of the printing problem. A sample of the ink test area of the report is shown below.
6. Make sure the lines of color extend across the page.
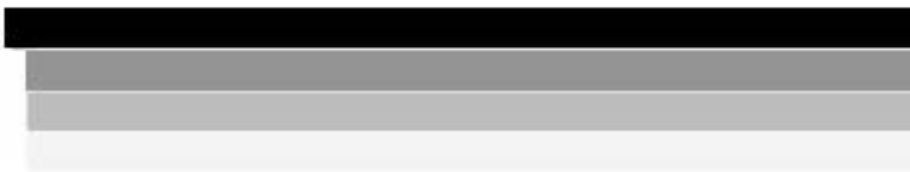
If the black line is missing, faded, streaked, or shows lines, this might indicate a problem with the black print cartridge in the right slot.
If any of the remaining three lines are missing, faded, streaked, or show lines, this might indicate a problem with the tri-color print cartridge in the left slot.

If the color bars do not appear as black, cyan, magenta and yellow, you might need to clean the print cartridges. If the problem is not resolved by cleaning the print cartridges, you might need to replace the print cartridges.

3 Technical information

The technical specifications and international regulatory information for the HP All-in-One are provided in this section.

System requirements

Software system requirements are located in the Readme file.

Paper specifications

This section contains information about paper tray capacities and paper sizes.

Paper tray capacities

Type	Paper weight	Paper tray*	Output tray†
Plain paper	20 to 24 lb. (75 to 90 gsm)	100 (20 lb. paper)	50 (20 lb. paper)
Legal paper	20 to 24 lb. (75 to 90 gsm)	100 (20 lb. paper	50 (20 lb. paper)
Cards	110 lb. index max (200 gsm)	20	10
Envelopes	20 to 24 lb. (75 to 90 gsm)	10	10
Transparency film	N/A	20	15 or fewer
Labels	N/A	20	10
4 x 6 inch (10 x 15 cm) Photo paper	145 lb. (236 gsm)	20	15
8.5 x 11 inch (216 x 279 mm) Photo paper	N/A	20	10

* 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.

Paper sizes

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

Print specifications

- Up to 1200 x 1200 rendered dpi black when printing from a computer
- Up to 4800 x 1200 optimized dpi color when printing from a computer and 1200-input dpi
- Print speeds vary according to the complexity of the document
- Panorama-size printing
- Method: drop-on-demand thermal inkjet
- Language: PCL3 GUI
- Duty cycle: Up to 3000 printed pages per month

Copy specifications

- Copy resolution up to 4800x1200 optimized dpi output using a scan resolution of 1200x1200ppi
- Digital image processing
- Up to 50 copies from original (varies by model)
- Zoom to 400%, fit to page
- Copy speeds vary according to the complexity of the document

Scan specifications

- Image editor included
- Integrated OCR software automatically converts scanned text to editable text (if installed)
- Twain-compliant interface
- Resolution: up to 1200 x 2400 dpi optical (varies by model); 19200 dpi enhanced (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)

Physical specifications

- Height: 40.2 cm (15.8 inches)
- Width: 46.5 cm (18.3 inches)
- Depth: 56.7 cm (22.3 inches)
- Weight: 4.5 kg (10 pounds)

Power specifications

- Power consumption: 40 watts maximum (average printing)
- Input voltage: AC 100 to 240 V ~ 1 A 50–60 Hz, grounded
- Output voltage: DC 32 V===940 mA, 16 V===625mA

Environmental specifications

- Recommended operating temperature range: 15º to 32º C (59º to 90º F)
- Allowable operating temperature range: 5º to 35º C (41º to 95º F)
- Humidity: 15% to 80% RH non-condensing
- Non-operating (Storage) temperature range: –20º to 50º C (–4º to 122º F)
- In the presence of high electromagnetic fields, it is possible the output from the HP All-in-One 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

Acoustic information

If you have Internet access, you can get acoustic information from the HP website. Go to: www.hp.com/support.

Environmental product stewardship program

Hewlett-Packard is committed to providing quality products in a environmentally sound manner. For information on HP's Environmental product stewardship program, see the onscreen Help.

Regulatory notices

The HP All-in-One meets product requirements from regulatory agencies in your country/region. For a complete listing of regulatory notices, see the onscreen Help.

Technical information

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-0602. This regulatory number should not be confused with the marketing name (HP Photosmart C4100 All-in-One series, etc.) or product numbers (Q8100A, etc.).

HP Photosmart C4100 All-in-One series

Warranty

HP product	Duration of limited warranty
Software	90 days
Print cartridges	Until the HP ink is depleted or the "end of warranty" date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Accessories	1 year
Printer peripheral hardware (see the following for details)	1 year

A. Extent of limited warranty
  1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
  2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.
  3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
     a. Improper maintenance or modification;
     b. Software, media, parts, or supplies not provided or supported by HP;
     c. Operation outside the product's specifications;
     d. Unauthorized modification or misuse.
  4. For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
  5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
  6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
  7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
  8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
  9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
  10. HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.
B. Limitations of warranty
  TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.
C. Limitations of liability
  1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
  2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
D. Local law
  1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
  2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
     a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
     b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
     c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
  3. THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

HP Limited Warranty

Dear Customer,

You will find below the name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country.

You may have additional statutory rights against the seller based on your purchase agreement. Those rights are not in any way affected by this HP Limited Warranty.

Ireland: Hewlett-Packard Ireland Ltd. 30 Herbert Street IRL-Dublin 2
United Kingdom: Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN

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www.hp.com/support

61 56 45 43	الجزائر	日本 (携帯電話の場合)	03-3335-9800
Argentina (Buenos Aires)	54-11-4708-1600	한국	1588-3003
Argentina	0-800-555-5000	Luxembourg	900 40 006
Australia	1300 721 147	Luxemburg	900 40 007
Australia	1902 910 910		(0,16 € / min)
(out-of-warranty)		Malaysia	1800 88 8588
Österreich	+ 43 1 86332 1000	Mexico (Mexico City)	55-5258-9922
	0810-0010000	Mexico	01-800-472-68368
	(Inland)	22 404747	المغرب
17212049	البحرين	Nederland	0900 2020 165
België	070 300 005		(0,20 € / min)
Belgique	070 300 004	New Zealand	0800 441 147
Brasil (Sao Paulo)	55-11-4004-7751	Nigeria	1 3204 999
Brasil	0-800-709-7751	Norge	+46 (0) 77 120 4765
Canada (Mississauga	(905) 206-4663	Panama	1-800-711-2884
Area)		Paraguay	009 800 54 1 0006
Canada	1-800-474-6836	Perú	0-800-10111
Central America &	www.hp.com/support	Philippines	(63) 2 867 3551
The Caribbean			1800 1441 0094
Chile	800-360-999	Polska	0 801 800 235
中国	86-10-68687980	Portugal	808 201 492
	800-810-3888	Puerto Rico	1-877-232-0589
Colombia (Bogota)	571-606-9191	República Dominicana	1-800-711-2884
Colombia	01-8000-51-4746-	România	0801 033 390
	8368	Россия (Москва)	095 777 3284
Costa Rica	0-800-011-1046	Россия (Санкт-	812 332 4240
Česká republika	810 222 222	Петербург)	
Danmark	+ 45 70 202 845	800 897 1415	السعودية
Ecuador (Andinatel)	1-999-119	Singapore	6 272 5300
	800-711-2884	Slovensko	0850 111 256
Ecuador (Pacifitel)	1-800-225-528	South Africa	+ 27 11 2589301
	800-711-2884	(international)	
(02) 6910602	مصر	South Africa (RSA)	086 0001030
El Salvador	800-6160	Rest of West Africa	+ 351 213 17 63 80
España	902 010 059	Suomi	+358 (0) 203 66 767
France	+33 (0) 892 69 60 22	Sverige	+46 (0) 77 120 4765
	(0,34 € / min)	Switzerland	0848 672 672
Deutschland	+49 (0) 180 5652 180	臺灣	02-8722-8000
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603	ไทย	+66 (2) 353 9000
Ελλάδα (εντός Ελλάδας)	801 11 75400	71 89 12 22	تونس
Ελλάδα (από Κύπρο)	800 9 2654	Trinidad & Tobago	1-800-711-2884
Guatemala	1-800-711-2884	Türkiye	90 212 444 71 71
香港特別行政區	2802 4098	Україна	(044) 230 51 06
Magyarország	06 40 200 629	600 54 47 47	الإمارات العربية المتحدة
India	1600 425 7737	United Kingdom	+44 (0) 870 010
Indonesia	+62 (21) 350 3408		4320
Ireland	1 890 923 902	United States	1-(800)-474-6836
1-700-503-048	ישראל	Uruguay	0004-054-177
Italia	848 800 871	Venezuela (Caracas)	58-212-278-8666
Jamaica	1-800-711-2884	Venezuela	0-800-474-68368
日本	0570-000511	Việt Nam	+84 88234530