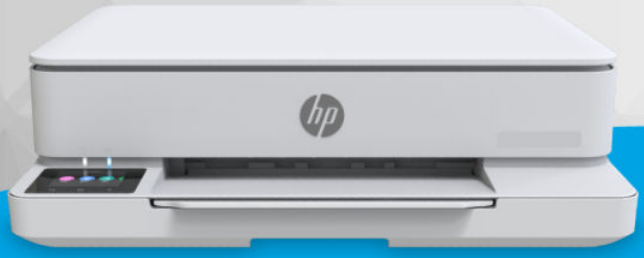
User Guide



HP ENVY 6100e
All-in-One Printer series

HP ENVY 6500e
All-in-One Printer series

HP company notices

Copyright and License

THE INFORMATION CONTAINED HEREIN IS SUBJECT TO CHANGE WITHOUT NOTICE.

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

© Copyright 2024 HP Development Company, L.P.

Trademark Credits

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

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

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

Android and Chromebook are trademarks of Google LLC.

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

Safety Information

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

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

- Observe all warnings and instructions marked on the product.

- Unplug this product from wall outlets before cleaning.

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

- Install the product securely on a stable surface.

- Install the product in a protected location where no one can step on or trip over the line cord, and the line cord cannot be damaged.

- If the product does not operate normally, see **Solve a problem** in this guide.

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

Table of contents

1 Get started 1

Printer views 1

Front view 1

Print supplies area 2

Rear view 3

Control panel features 3

Control panel display 3

Function buttons 4

Change printer settings 5

Use HP software 5

Turn printer off 6

2 Connect your printer 7

Requirements for HP+ printers 7

Connect to a Wi-Fi network 7

Check Wi-Fi status 7

Turn on Wi-Fi 8

Connect to a Wi-Fi network using the HP software 8

Connect to a Wi-Fi network using the control panel 8

Connect using a USB cable 9

Change the connection type 9

USB to Wi-Fi 9

Wi-Fi to USB 9

3 Load media 10

Load paper 10

Load envelopes 12

Load cards and photo paper 13

Load an original on the scanner glass 15

Load an original in the document feeder 16

Change the paper settings 18

Paper basics 18

Tips for selecting and using paper 18

4 Configure your printer 19

Configure using the control panel 19

Configure using the embedded web server (EWS) 19

Open the embedded web server (EWS) 19

Find printer IP address 20

View or change network settings 20
Manually change IPv4 and IPv6 TCP/IP parameters 20
Assign or change the system password 20
Change energy-conservation settings 21
Update printer 21
Update printer using the control panel 21
Update printer using the embedded web server (EWS) 21
5 Print 23
Print from a Windows computer 23
Print from a Mac computer 23
Print from mobile devices 23
Print using Wi-Fi Direct 24
Tips for successful printing 24
Ink tips 24
Paper loading tips 25
6 Copy, Scan, and Mobile Fax 26
Copy from printer 26
Copy or scan from a mobile device 26
Scan and share files from the printer 27
Scan using Web Scan 27
Enable Web Scan 27
Scan using Web Scan 27
Tips for copy and scan success 28
Mobile Fax 28
7 Manage cartridges 29
Dynamic security enabled printers 29
Tips for handling cartridges and printhead 29
Check estimated ink levels 30
Order cartridges 30
Replace cartridges 31
Store supply user data 33
Cartridge warranty information 33
8 Solve a problem 34
Jams and paper-feed issues 34
Possible jam locations 34
Remove jammed paper 35
Reset the printer 40
Learn how to avoid paper jams 40
Solve paper-feed problems 41
Printer is unable to print 41

Printing issues 42
Fix problems with HP+ printers not printing 42
Fix problems with page not printing (unable to print) 42
Fix print quality issues 44
Copy and scan issues 44
Network and connection issues 45
Fix Wi-Fi connection 45
Fix Wi-Fi Direct connection 45
Restore original network settings 46
Printer hardware issues 46
The printer shuts down unexpectedly 46
Printhead and cartridge alignment fails 46
Resolve printer failure 46
Understand printer reports 47
Print a printer report 47
Printer maintenance 47
Clean the scanner glass 47
Clean the exterior 49
Clean the document feeder 49
Maintain the printhead and cartridges 50
Restore settings 51
HP support 51
Contact HP 52
Register printer 53
Additional warranty options 53
9 HP EcoSolutions (HP and the Environment) 54
Energy Save Mode 54
Power management 54
Quiet Mode 55
Optimize printing supplies 55
Appendix A Technical information 56
Specifications 56
Regulatory notices 58
Regulatory Model Number 58
FCC statement 58
Notice to users in Korea 59
VCCI (Class B) compliance statement for users in Japan 59
Power cord instructions 59
Notice to users in Japan about the power cord 59
Noise emission statement for Germany 59
European Union and United Kingdom Regulatory Notice 59
Products with wireless functionality 60
Visual display workplaces statement for Germany 60
Notice to users of the U.S. telephone network: FCC requirements 61

Notice to users of the Canadian telephone network 62
Notice to users of the German telephone network 62
Australia wired fax statement 62
Regulatory information for wireless products 62
Dynamic security enabled printers 65
Accessibility 65
Environmental product stewardship program 65
HP tips for reducing environmental impact 65
Eco-Tips 66
Paper 66
Plastics 66
European Union Commission Regulation 1275/2008 66
Safety data sheets 66
Chemical substances 66
EPEAT 66
SEPA Ecolabel User Information (China) 66
Recycling program 67
HP inkjet supplies recycling program 67
Power consumption 67
China Energy Label for Printer 67
Disposal of waste equipment by users 68
Waste disposal for Brazil 68
The Table of Hazardous Substances/Elements and their Content (China) 69
Regulation on the Control of Waste Electrical and Electronic Equipment (Turkey) 69
Restriction of hazardous substance (India) 69
Declaration of the Presence Condition of the Restricted Substances Marking (Taiwan Region) 70

1 Get started

Learn about printer parts, control panel features, and other printer functionalities.

Printer views

Printer parts and their descriptions.

Front view

Printer parts on the front.

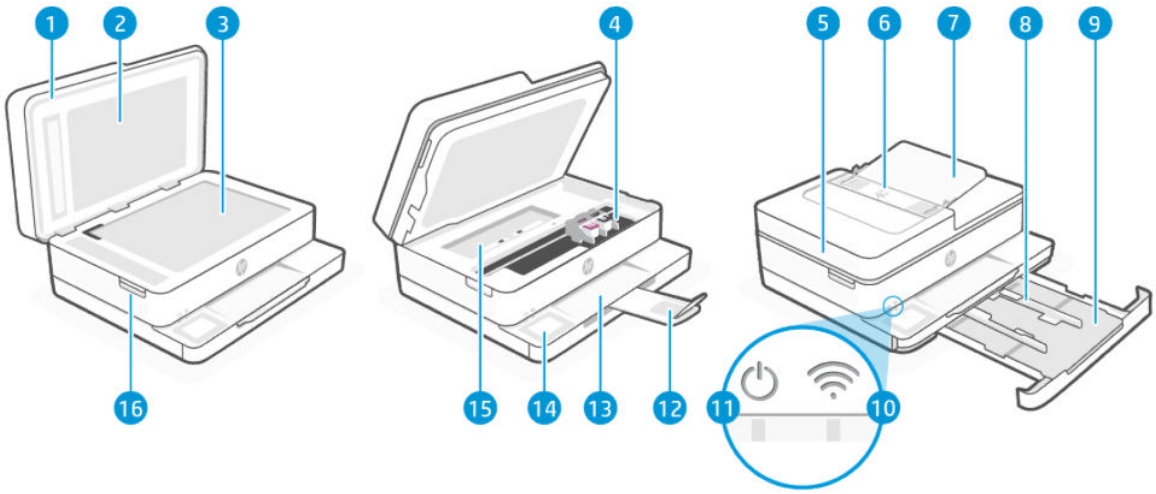


Table 1-1 Printer front view

Feature	Description
1	Scanner lid
2	Lid-backing
3	Scanner glass
4	Ink cartridges
5	Document feeder This feature is only available in HP ENVY 6500e All-in-One series.
6	Document feeder paper-width guides This feature is only available in HP ENVY 6500e All-in-One series.
7	Document feeder tray This feature is only available in HP ENVY 6500e All-in-One series.
8	Paper-width guides
9	Input tray

Table 1-1 Printer front view (continued)

Feature	Description
10	Wi-Fi light
11	Power light
12	Output tray extender (also referred to as the tray extender)
13	Output tray
14	Control panel display
15	Paper path cover
16	Cartridge access door

Print supplies area

Parts in the print supplies area.

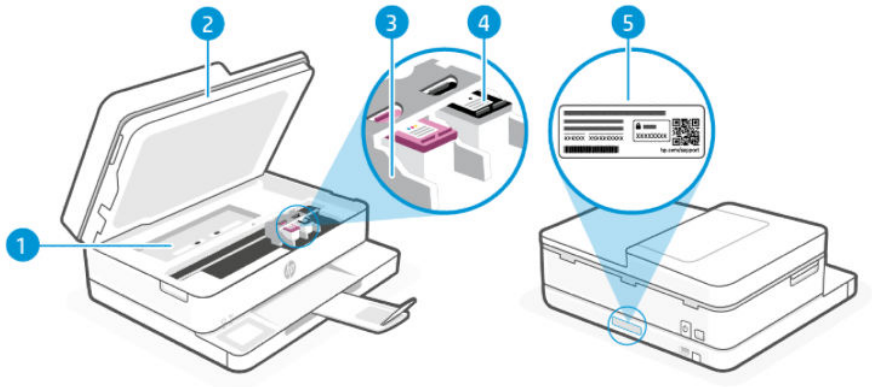


Table 1-2 Print supplies area

Feature	Description
1	Paper path cover
2	Cartridge access door
3	Printhead
4	Cartridges
5	PIN label

NOTE: Cartridges must be kept in the printer to prevent possible print quality issues or printhead damage. Avoid removing supplies for extended periods of time. Make sure you turn off the printer by pressing the **Power** button. Wait until the power light turns off or until all sounds of internal motion stop before unplugging the power cord or turning off the power strip.

Rear view

Printer parts on the rear.

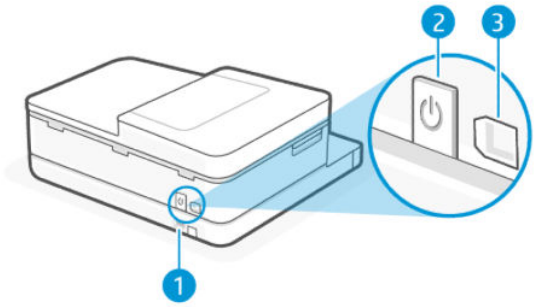


Table 1-3 Printer rear view

Feature	Description
1	Power connection
2	Power button
3	Rear USB port NOTE: Use HP software and a network connection to set up your printer and receive the HP+ offer. After setup, you can print using a USB cable connection, if desired, but the printer must also still be connected to the Internet if you have enabled HP+.

Control panel features

The control panel provides direct interaction, including lights to indicate status, errors, and more.

Control panel display

Check printer status, perform printer tasks, and change printer settings.

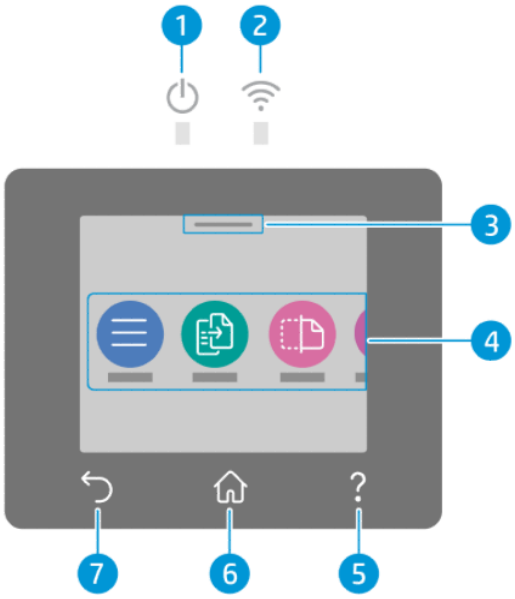


Table 1-4 Control panel display

Feature	Icon	Description
1	**Power light**	Indicates whether the printer is turned on.
2	**Wi-Fi light**	Indicates the printer Wi-Fi connection status. • Solid blue light indicates that the Wi-Fi connection is established and you can print. • Slow blinking light with pause indicates that Wi-Fi is on, but not configured. See Connect to a Wi-Fi network. • Slow blinking light indicates that Wi-Fi is on, but the printer is not connected to a network. Make sure your printer is within the range of Wi-Fi signal. • Fast blinking light indicates Wi-Fi network connection error. See the message on the printer control panel display. • If the Wi-Fi light is off, Wi-Fi is turned off.
3	**Status Center**	Touch to view the printer status.
4	**Function buttons**	Touch to perform common tasks.
5	**Help button**	Provides contextual help content if it is available for the current task.
6	**Home button**	Returns to the Home screen from any other screen.
7	**Back button**	Returns to the previous menu.

Function buttons

Perform printer tasks.

Table 1-5 Function buttons

Function Button	Description
Menu ☰	Access printer functions, view and change printer settings, print reports, and get help information.

Table 1-5 Function buttons (continued)

Function Button	Description
Copy	Copy a document, an ID card, or a photo.
Scan	Scan a document.
Supplies	Check the estimated ink levels and cartridge information.
Help	Check the contextual help content if it is available for the current operation.

Change printer settings

Use the control panel to view or change printer settings. You can also change printer settings using the HP software or the embedded web server (EWS).

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch the desired option to make the necessary changes.

TIP: Touch **Home** to return to the main screen.

Use HP software

HP software helps you perform printer tasks from a mobile device or computer.

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

NOTE:

- You can download the HP software from the app store for your device.
- HP software supports mobile devices and computers running on certain versions of iOS, Android, Windows, and macOS.

  Visit hp.com/support for more information on systems requirements.
- HP software is only available in some languages and only supports some file formats. Some features are only available on certain printers or models.

Install the HP software and create an HP account:

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

2. Open the HP software.

   If prompted, create or sign in to an HP account and register the printer.

3. Connect the printer.

   See Connect your printer.

Turn printer off

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

⚠ CAUTION: When turning off the printer, always make sure to follow this procedure to avoid possible problems.

2 Connect your printer

Learn about different ways to connect your printer.

Requirements for HP+ printers

Check the requirements before you connect the printer.

Keep the printer connected to the Internet

HP+ printers are cloud-connected devices that must remain connected to the Internet in order to function. The Internet connection enables the printer to deliver HP+ specific app features and firmware updates.

During setup, you must connect the printer to the Internet using a supported network connection. After setup, you can print using a USB cable connection, if desired, but the printer must still be connected to the Internet.

Use Original HP cartridges

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

Have an HP account

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

Connect to a Wi-Fi network

Make sure your network is ready before connecting your printer to a Wi-Fi network.

- The printer Wi-Fi is turned on and the Wi-Fi network is set up and working properly. The blue Wi-Fi light on the printer control panel is lit when Wi-Fi is turned on.
- The printer and the devices that use the printer are on the same network (subnet). While connecting the printer, you might be prompted to enter the Wi-Fi network name (SSID) and a Wi-Fi password.

TIP:

- Visit hpsmart.com/wirelessprinting for more information about setting up and using the printer wirelessly.
- If you run into any problem with Wi-Fi connect, see Restore original network settings.

Check Wi-Fi status

You can view the status of the printer Wi-Fi connection from the printer control panel.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Network**, and then touch **Wi-Fi**.

4. Touch **View Details**.

Turn on Wi-Fi

You can turn on Wi-Fi from the printer control panel.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Network**, and then touch **Wi-Fi**.
4. Touch the toggle button next to **Wi-Fi** to enable the Wi-Fi mode.

NOTE:

- The blue Wi-Fi light on the printer control panel is lit when Wi-Fi is turned on.
- If the printer has never been configured to connect to a Wi-Fi network before, turning on Wi-Fi mode automatically starts the **Wi-Fi Setup Wizard**.

Connect to a Wi-Fi network using the HP software

Use the HP software on your computer or mobile device to set up or connect the printer to your Wi-Fi network.

See Use HP software.

NOTE:

- HP software uses Bluetooth for printer setup. It does not support printing using Bluetooth.
- Turn on Bluetooth and location services on your mobile device.
- Make sure your printer Wi-Fi is turned on and the printer is in Wi-Fi setup mode.
- Make sure your computer or mobile device is connected to the same Wi-Fi network as the printer.

1. Open the HP software on your device.

   If prompted, create or sign in to an HP account and register the printer.
2. In the software, follow the on-screen instructions to add or connect the printer.

   If prompted for a password, enter the default printer PIN available on the label inside the printer access door. If you have changed the password, enter your new password.

When the printer connects successfully, the Wi-Fi light stops blinking and remains lit.

Connect to a Wi-Fi network using the control panel

Use the **Wi-Fi Setup Wizard** or **Wi-Fi Protected Setup** from the printer control panel to connect the printer wirelessly.

NOTE: If the printer has never been configured to connect to a Wi-Fi network before, turning on the Wi-Fi capability automatically starts the **Wi-Fi Setup** Wizard.

1. On the control panel Home screen, touch **Menu**.

2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Network**, and then touch **Wi-Fi**.
4. Touch the toggle button next to **Wi-Fi** to enable the Wi-Fi mode.
5. Touch **Wi-Fi Setup Wizard** or **Wi-Fi Protected Setup**, and then follow the on-screen instructions to add the printer to your network.

   The blue Wi-Fi light on the printer control panel is lit when Wi-Fi is turned on.

After connecting the printer wirelessly, visit 123.hp.com to download and install the HP software on your device.

Connect using a USB cable

Connect the printer and computer using a USB cable.

NOTE: HP+ will not work as expected if you set up the printer using a USB cable.

While you are setting up the printer for the first time and to use all the available features of this printer, complete setup using HP software and an Internet connection. After setup, you can print using a USB cable if needed.

1. Connect the printer and computer using a USB cable.
2. Open the HP software on your computer.

   If prompted, create or sign in to an HP account and register the printer.
3. In HP software, add the printer, and then follow the on-screen instructions to add or connect the printer.

Change the connection type

If you have already connected your printer, you can change the connection from USB to Wi-Fi or from Wi-Fi to USB.

USB to Wi-Fi

Unplug the USB cable from the printer and connect the printer to your network.

See Connect to a Wi-Fi network.

Wi-Fi to USB

Change the printer connection from Wi-Fi to USB.

1. Connect the printer and computer using a USB cable.
2. Open the HP software on your computer.

   If prompted, create or sign in to an HP account and register the printer.
3. In HP software, add the printer, and then follow the on-screen instructions to add or connect the printer.

3 Load media

Learn how to load paper and change media settings.

Load paper

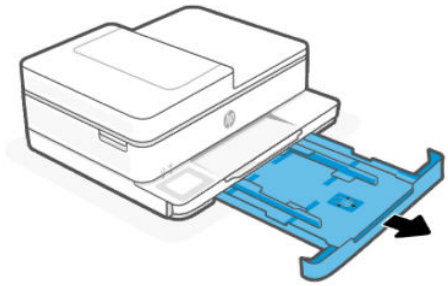
Load a stack of paper into the tray.

The document feeder feature is only available in HP ENVY 6500e All-in-One series.

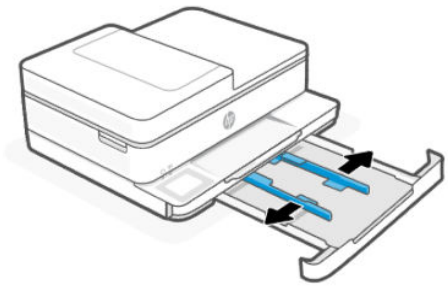
NOTE:

- Remove any paper before loading a different paper type or size.
- Do not load paper while the printer is printing.

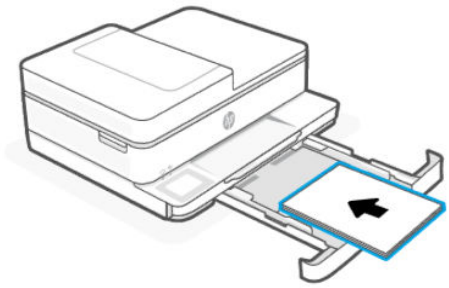
1. Pull out the input tray.



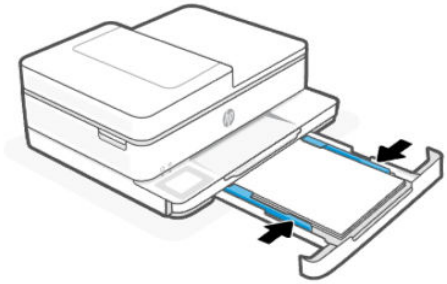
2. Slide the paper guides to the edges of the tray.



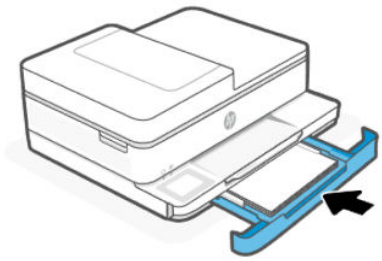
3. Insert paper into the middle of the input tray with the side to be printed facing down and slide the stack of paper in until it stops.



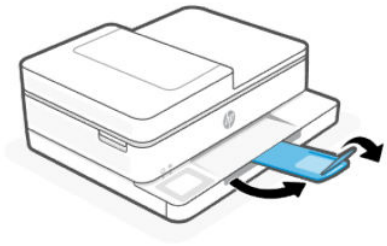
4. Adjust the paper guides until they touch the edges of the paper stack.



5. Gently close the input tray.



6. Change or retain the paper settings on the control panel. Make sure the settings match the paper type and size loaded.
7. Pull out the output tray extension.



Load envelopes

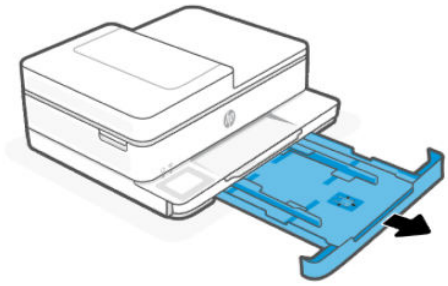
Load envelopes into the tray.

The document feeder feature is only available in HP ENVY 6500e All-in-One series.

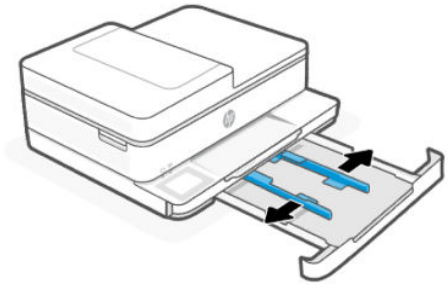
NOTE:

- Remove any paper before loading a different paper type or size.
- Do not load paper while the printer is printing.

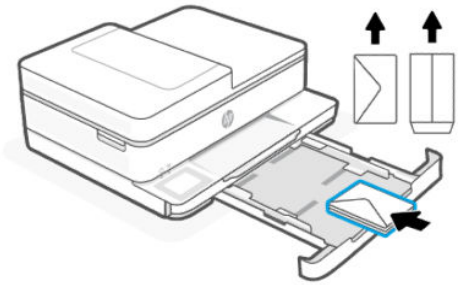
1. Pull out the input tray.



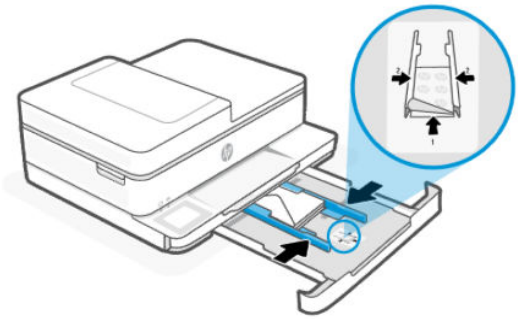
2. Slide the paper guides to the edges of the tray.



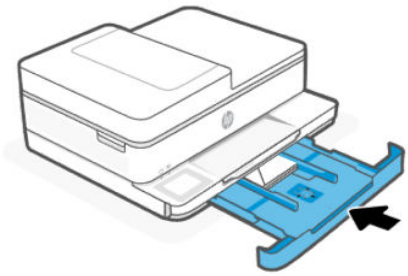
3. Insert paper into the middle of the input tray with the side to be printed facing down and slide the stack of paper in until it stops.



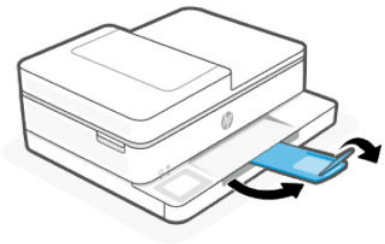
4. Adjust the paper guides until they touch the edges of the paper stack.



5. Gently close the input tray.



6. Change or retain the paper settings on the control panel. Make sure the settings match the paper type and size loaded.
7. Pull out the output tray extension.



Load cards and photo paper

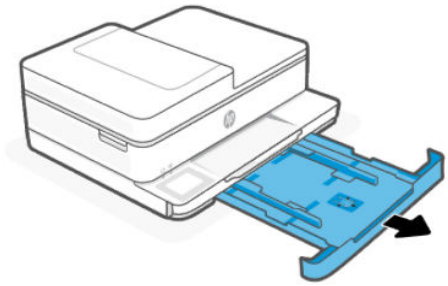
Load cards and photo paper into the tray.

The document feeder feature is only available in HP ENVY 6500e All-in-One series.

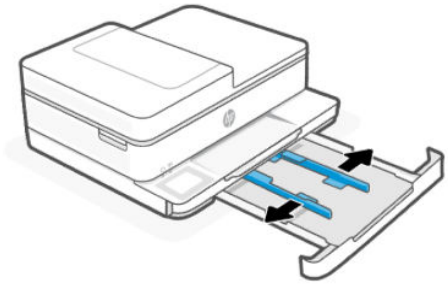
NOTE:

- Remove any paper before loading a different paper type or size.
- Do not load paper while the printer is printing.

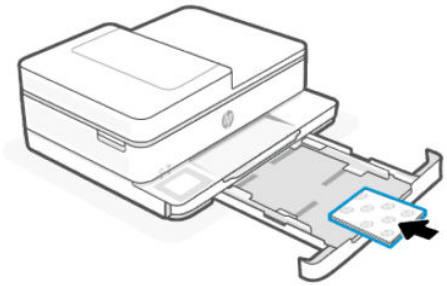
1. Pull out the input tray.



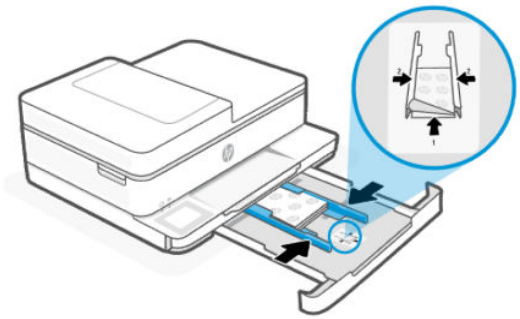
2. Slide the paper guides to the edges of the tray.



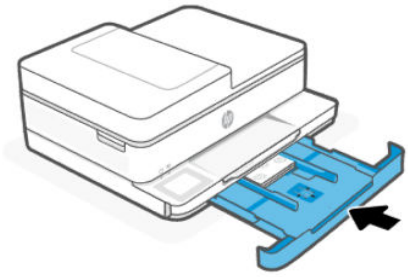
3. Insert paper into the middle of the input tray with the side to be printed facing down and slide the stack of paper in until it stops.



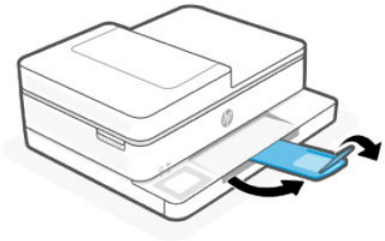
4. Adjust the paper guides until they touch the edges of the paper stack.



5. Gently close the input tray.



6. Change or retain the paper settings on the control panel. Make sure the settings match the paper type and size loaded.
7. Pull out the output tray extension.



Load an original on the scanner glass

Copy or scan an original by placing it on the scanner glass.

The document feeder feature is only available in HP ENVY 6500e All-in-One series.

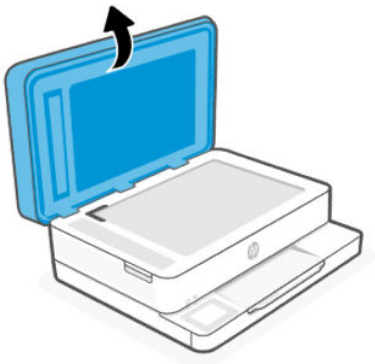
NOTE:

- The scanner might not work correctly if the scanner glass and lid backing are not clean.

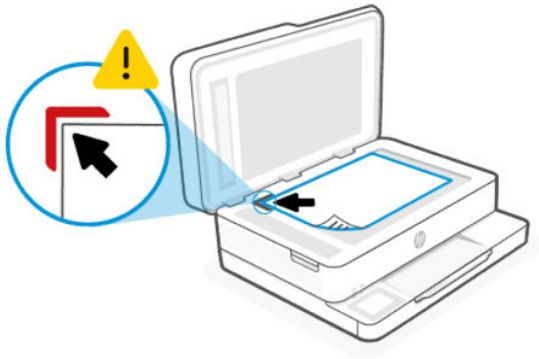
  See Printer maintenance.

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

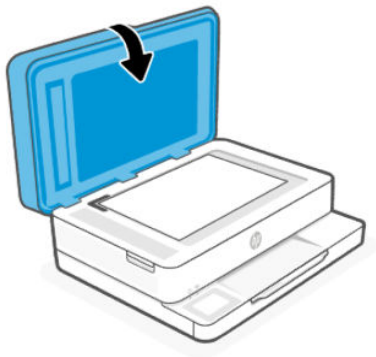
1. Lift the scanner lid.



2. Load your original print-side down on the scanner glass. Align the original to the indicated corner and the engraved guides along the edges of the scanner glass.



3. Close the scanner lid.



Load an original in the document feeder

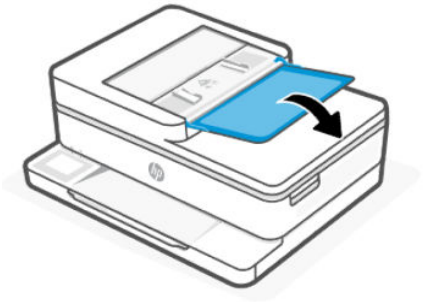
You can copy or scan a document by placing it in the document feeder.

The document feeder feature is only available in HP ENVY 6500e All-in-One series.

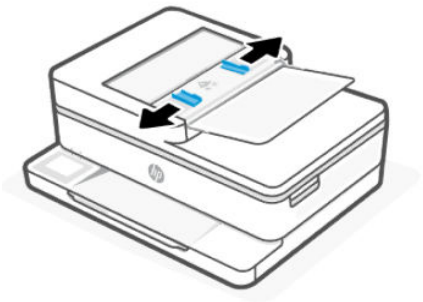
⚠ CAUTION: Do not load photos in the document feeder, this might cause damage to your photos. Use only paper that is supported by the document feeder.

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

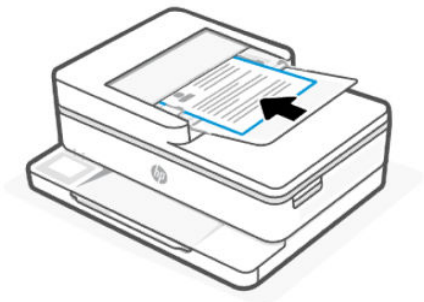
1. Open the document feeder input tray.



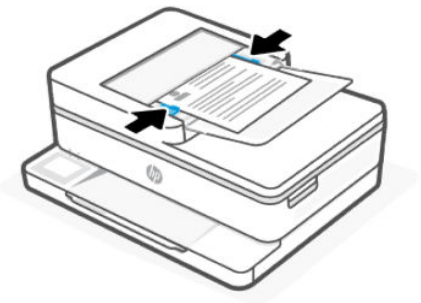
2. Slide paper-width guides outwards.



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



4. Adjust the paper guides until they touch the edges of the paper stack.



Change the paper settings

You can set the correct media size and media type from the control panel.

1. Pull out the input tray.
2. Gently close the input tray.
3. On the control panel Home screen, touch **Modify** to make the desired changes.
4. Touch **Done**.

Paper basics

The printer is designed to work well with most types of office paper. It is best to test a variety of paper types before buying large quantities.

Use HP paper for optimum print quality. Visit hp.com for more information about HP paper.

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

Tips for selecting and using paper

For best results, follow the guidelines when loading paper into a tray or document feeder.

NOTE: The document feeder feature is only available in HP ENVY 6500e All-in-One series.

- Make sure the paper is loaded correctly in the middle of the paper tray until it stops and the paper-width guides are fit against the left and right sides of the paper.
- Load only one type and one size of paper at a time.
- Do not overload the tray.
- Avoid loading the following paper to prevent jams and poor print quality:
  - Multipart forms
  - Media that is damaged, curled, or wrinkled
  - Media with cutouts or perforations
  - Media that is heavily textured, embossed, or does not accept ink well
  - Media that is too lightweight or stretches easily
  - Media that contains staples or clips

4 Configure your printer

Learn how to configure your printer using the printer control panel and the embedded web server (EWS).

Configure using the control panel

You can change settings using the control panel:

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Select the feature and change the desired settings.

Configure using the embedded web server (EWS)

The EWS is the printer homepage accessed through a web browser. Use the EWS to manage printer functions and settings from your computer or mobile device.

- View the printer status information.
- Check the information and status of the printing supplies.
- Receive notification of printer and supplies events.
- View and change the network and the printer settings.

Things to note when accessing the EWS.

- If the web browser displays a message indicating that the website is unsafe, select the option to continue. Accessing the website does not harm your device.
- Depending on how the printer is connected, some features in the EWS might not be available.
- For your security, some settings in the EWS are password-protected.

  If prompted for a password, enter the default printer PIN available on the label inside the printer access door. If you have changed the password, enter your new password.
- The EWS is not accessible beyond the network firewall.

Use the EWS to view or change IP configuration settings, and manually set an IPv4 address, subnet mask and default gateway.

Open the embedded web server (EWS)

Open a web browser and type the IP address or hostname of the printer.

See Find printer IP address.

If prompted for a password, enter the default printer PIN available on the label inside the printer access door. If you have changed the password, enter your new password.

NOTE: You can also open the EWS using the HP software.

Find printer IP address

The IP address for your printer is a unique address on the network that is used to connect to other devices.

- For printer connected using the **Wi-Fi Direct** connection, use this IP address: 192.168.223.1
- For printer connected using the **Wi-Fi** connection, touch the **Status Center** on the printer control panel to view the IP address.

  Alternatively, from the control panel Home screen, touch **Menu**, scroll to **Utilities** and touch **Settings**, touch **Network**, touch **Wi-Fi**, and then touch **Wi-Fi Details**.

View or change network settings

When troubleshooting or setting up your printer, it might be necessary to view or edit its network settings.

1. Open the EWS.
2. From the left menu, click **Network**:
   - To view network information, click **Network Summary**.
   - To change network settings, click **Network Settings**.

Manually change IPv4 and IPv6 TCP/IP parameters

It might be necessary to manually configure a printer IP address when the printer is not detected on your network.

1. Open the EWS.
2. From the left menu, click the **Network** tab, and then click the **Network Settings** tab.
3. Click **IP Settings**.
4. On the **IP Settings** page, click the **Protocols** drop-down menu, and then select one of the following:
   - **IPv4 Only**
   - **IPv6 Only**
   - **Both IPv4 and IPv6**

Assign or change the system password

Assign an administrator password using the embedded web server (EWS) to prevent unauthorized users from changing the printer settings.

1. Open the EWS.
2. From the left menu, click **Security**, and then click **Password Settings**.
3. On the **Admin Account Password** page, enter the password in the **New Password*** field.

4. Re-enter the password in the **Confirm Password** field.
5. Click **Apply**.

NOTE: Make note of the password and store it in a safe place.

Change energy-conservation settings

The printer includes several economy features to conserve energy and supplies.

See Power management for more information on printer energy-conservation settings.

Update printer

HP periodically releases firmware updates to enhance product functionality and fix issues. By default, if the printer is connected to the internet, the printer automatically checks for updates at regular intervals.

You can change the default setting for automatic updates or manually check for updates immediately.

Update printer using the control panel

You can update your printer firmware manually using the control panel.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Firmware Update** and then touch **Auto Update Options**.
4. Scroll down to the bottom of the text and then touch **Next**.
5. Touch any of the desired options:
   - **Auto Update (Recommended)**: The printer automatically checks for and installs new firmware updates.
   - **Notify When Available**: The printer automatically checks for new firmware updates and displays a notification on the control panel when an update is available.
   - **Do Not Check**: The printer does not automatically check for any updates.

Update printer using the embedded web server (EWS)

You can update your printer firmware using the EWS.

1. Open the EWS.

   See Open the embedded web server (EWS).

   If prompted for a password, enter the default printer PIN available on the label inside the printer access door. If you have changed the password, enter your new password.
2. From the left menu, click **General**, and then click **Firmware Update**.
3. On the **Firmware Information** page, click **Check for Update**.

If a printer update is available, the printer installs the update and restarts.

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

5 Print

Learn how to print from your computer or mobile device.

Install HP software on smartphone, laptop, desktop computer, or other devices to print, scan, and manage your printer.

Visit 123.hp.com for more information.

Print from a Windows computer

You can print from the file menu of most apps.

Make sure you have installed the HP software. See Use HP software.

1. Open the document you wish to print.
2. From the **File** menu in your software program, select the **Print** option.

NOTE: Make sure your printer is selected from the list of available printers.

3. Click the button that opens the **Properties** dialog box.

   Depending on your software application, this button might be called **Properties**, **Options**, **Setup**, or **Preferences**.
4. Change any print settings if needed, and click **OK**.
5. Click **Print** or **OK** to print.

Print from a Mac computer

Use the Print command from any open file.

1. If you are printing for the first time, complete the following steps.
   a. Open **System Preference**, and select **Printers & Scanners**.
   b. Click the **Add** button/icon +, select the printer from the printer list, and then click **Add**.
2. Open the document you want to print and use the **Print** command.

   Make sure your printer is selected from the list of available printers.
3. Change any print settings if needed.
4. Click **Print** to print.

Print from mobile devices

You can print documents and photos from your mobile devices using HP software, AirPrint, or the HP Print Service Plugin.

- **HP software**: Visit hp.com/mobileprinting for more information on mobile printing.
- **iOS:** Devices running iOS 4.2 or later have AirPrint preinstalled.
- **Android:** Download the HP Print Service Plugin (supported by most Android devices) from the Google Play Store and enable it on your device.

Print using Wi-Fi Direct

With Wi-Fi Direct, you can directly connect your computer or mobile device to the printer and print wirelessly without connecting to an existing wireless network.

NOTE:

- Up to 5 computers and mobile devices can connect to the printer using a Wi-Fi Direct connection.
- Make sure to turn on Wi-Fi Direct on your printer before printing from your device. You can turn on Wi-Fi Direct using the printer control panel or the embedded web server (EWS).

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Network**, and then touch **Wi-Fi Direct**.
4. Touch the toggle button next to **Wi-Fi Direct** to turn it on.

Visit hp.com/go/wifidirectprinting to learn how to use Wi-Fi Direct and for troubleshooting information.

Tips for successful printing

To print successfully, make sure you have appropriate printer settings, sufficient ink in the HP cartridges, and paper loaded correctly in the trays.

You can check the printer settings in the HP software, the embedded web server (EWS), and your software applications.

Ink tips

Following are the ink tips for successful printing:

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

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

  NOTE:

  - HP cannot guarantee the quality or reliability of non-Original HP supplies. Product service or repairs required as a result of using a non-Original HP supply are not covered under warranty.
  - To determine if you have purchased Original HP cartridges, visit hp.com/go/anticounterfeit for more information.

- Make sure all cartridges are installed correctly.

See Replace cartridges.

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

  See Check estimated ink levels.

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

Paper loading tips

Following are the paper loading tips for successful printing:

- Make sure the paper is loaded correctly in the middle of the paper tray until it stops and the paper-width guides are fit against the left and right sides of the paper. Upon loading paper in Input tray, you are prompted to set the correct media size and media type from the control panel.

  See Load media.

- Load paper with the print-side down.
- Load a stack of paper (not just one page). All the paper in the stack must be of the same size and type to avoid a paper jam.
- Make sure paper is loaded in the Input tray lays flat and the edges are not bent or torn.
- Adjust the paper-width guides in the Input tray to fit snugly against all paper. Make sure that the guides do not bend the paper in the tray.

6 Copy, Scan, and Mobile Fax

Learn how to use the copy, scan, and mobile fax features.

Copy from printer

Use the printer control panel to copy a document or an ID card from printer.

NOTE: The copy function supports any standard paper sizes up to A4 and Letter.

1. Load paper in the input tray.

   See Load media.

2. On the control panel Home screen, touch **Copy**.
3. Touch **Document Copy** or **ID Card Copy**.
4. Set the number of copies or change the default copy settings.

   NOTE: By default, the printer is set to copy in color. Touch **Save** to save the current settings as default.

5. To copy a document, load your original print-side down on the scanner glass or print-side up in the document feeder, and then touch **Copy**.

   To copy an ID card, load your original ID card on the scanner glass, touch **Copy**, and then follow the on-screen instructions to load your ID card or complete copy on the scanner glass.

Copy or scan from a mobile device

If your mobile device has a camera, you can use the HP software to copy or scan a printed document or photo.

TIP: You can use the HP software to edit, save, print, or share the copied or scanned image.

1. Open the HP software on your mobile device.
2. Tap the **Plus** icon + or the **Add Printer** option.
3. Tap **Copy**, **Camera Scan**, or **Printer Scan**.
4. Place a document or photo in front of the camera, select a size option to help identify the size of the original, and then tap the round button at the bottom of the screen to take a picture.

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

5. Specify other settings, and follow the on-screen instructions to complete copy or scan.

Scan and share files from the printer

You can scan and share your documents to the cloud, email addresses, or a computer.

To set up and use these features, the printer must be connected to the same network. For more information, follow the instructions on the printer control panel.

1. Load your original print-side down on the scanner glass.

   See Load an original on the scanner glass or Load an original in the document feeder.

2. On the control panel Home screen, touch **Scan**, and then touch the desired option.

3. Follow the on-screen instructions to complete the scan.

Scan using Web Scan

Web Scan is a feature of the embedded web server (EWS) that can scan photos and documents from your printer to your computer using a web browser.

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

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

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

Enable Web Scan

You must enable Web Scan before scanning from any browser.

1. Open the embedded web server (EWS).

2. From the left menu, click **Network**, and then click **Advanced Settings**.

3. On the **Advanced Settings** page, click **Remote Scan**, and then click the toggle button next to **WS-Scan** to enable Web Scan.

   If Web Scan is not enabled, click **Network** and **Advanced Settings** from the left menu, click **Web Services (Microsoft)** in the Advanced Settings page, and then click the toggle button next to **WS-Scan** to enable Web Scan.

Scan using Web Scan

Web Scan offers basic scan options. For additional scan options or functionality, scan from the HP software.

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.

2. Open the embedded web server (EWS).

3. From the left menu, click **Scan**.

4. Click **Web Scan**, change any settings, and then click **Start Scan**.

Tips for copy and scan success

Use the following tips to copy and scan successfully:

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

Mobile Fax

Use this feature in HP software to quickly scan and fax multiple pages from your mobile device or computer.

NOTE: Make sure your mobile device or computer are connected to a network.

1. Open HP software on your mobile device or computer.

   If prompted, create or sign in to an HP account and register the printer.

2. Select the **Mobile Fax** tile.

   If the tile is missing, tap or click **Personalize Tiles** to add it to your home screen.

   NOTE: If you cannot find this feature in the HP software, it might not be available in your country/region.

3. Fill out the necessary information and enable a cover page if required.
4. Attach an existing file to fax or scan a new file using your printer or mobile device.
5. Review the details and send the fax when ready.

7 Manage cartridges

Manage and order print supplies.

Dynamic security enabled printers

This printer is intended to work only with cartridges that have new or reused HP electronic circuitry. Reused HP electronic circuitry enables the use of reused, remanufactured, and refilled cartridges.

The printer uses dynamic security measures to block cartridges using modified or non-HP circuitry. Periodic firmware updates delivered over the internet will maintain the effectiveness of the dynamic security measures and block cartridges that previously worked.

Updates can improve, enhance, or extend the printer's functionality and features, protect against security threats, and serve other purposes, but these updates can also block cartridges using modified or non-HP electronic circuitry from working in the printer, including cartridges that work today. Unless you are enrolled in certain HP programs such as Instant Ink or use other services that require automatic online firmware updates, most HP printers can be configured to receive updates either automatically or with a notification that allows you to choose whether to update or not. For more information on dynamic security and how to configure online firmware updates, please go to www.hp.com/learn/ds.

Tips for handling cartridges and printhead

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

Visit hp.com/supplies for more information.

- Cartridges can be left in the printer for extended periods of time. However, to assure optimal cartridge health and to protect the cartridges from drying out, always make sure to turn the off printer using the **Power** button when the printer is not in use.
- Make sure you leave the cartridges installed.
- Use Original HP cartridges

  If you have an HP+ printer, you must use Original HP cartridges. If non-Original HP or refilled cartridges are installed, the printer do not operate as expected.
- Make sure you turn off the printer properly to avoid damage to the cartridges.
- Keep all cartridges in the original sealed packages until they are needed.
- Store cartridges at room temperature (15-35° C or 59-95° F).
- Dropping, jarring, or rough handling during installation can cause temporary printing problems.
- If you have installed a refilled or re-manufactured cartridge or a cartridge that has been used in another printer, the ink level indicator might be inaccurate or unavailable.
- This printer is designed for ink cartridges to be used until they are empty. Refilling cartridges prior to depletion might cause your printer to fail. If this happens, insert a new cartridge (Original HP cartridges) to continue printing.

- Do not clean the printhead unnecessarily. This wastes ink and shortens the life of the cartridges.
- Some color ink is used even when printing with black cartridge only
  - Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the printer and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used, and some ink evaporates.
- If you are transporting the printer, follow these tips to prevent ink leaks or printer damage.
  - Make sure you turn off the printer by pressing the **Power** button. Wait until all sounds of internal motion stop before unplugging the printer.
  - The printer must be transported sitting flat, it must not be placed on its side, back, front, or top.

Check estimated ink levels

You can check estimated ink levels using the printer control panel.

Alternatively, you can also check estimated ink levels using the HP software and the embedded web server (EWS).

1. On the control panel Home screen, swipe right and then touch **Supplies**.
2. Touch **Ink Cartridges**.

NOTE: Ink level alerts and indicators provide estimates for planning purposes only. When you receive a low-ink alert, consider having a replacement cartridge available to avoid possible printing delays. You do not have to replace the cartridges until prompted to do so.

Order cartridges

Before ordering cartridges, visually check the labels on the ink to locate the ink numbers. Use only the replacement cartridges that have the same cartridge number as the cartridge you are replacing.

- Visit hp.com/supplies to order Original HP supplies for the printer.

  If prompted, choose your country/region, and then follow the prompts to find the right ink for your printer.

NOTE: Ordering ink online is not supported in all countries/regions. If it is not available in your country/region, you may still view supplies information and print a list for reference when shopping at a local HP reseller.

- In the embedded web server (EWS), click **Supplies**, click **Cartridges**, scroll down and then click **Order Supplies** under Notes.

You can find the cartridge number in the following places:

- On the label of the cartridge you are replacing.
- On a sticker inside the printer. Open the cartridge access door to locate the sticker.

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

Replace cartridges

Replace cartridges with new Original HP cartridges when ink levels are too low and the cartridges no longer yield good print quality.

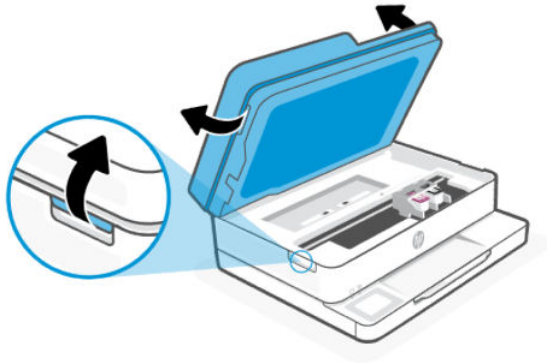
See HP inkjet supplies recycling program.

CAUTION: HP recommends that you replace any missing or damaged cartridges as soon as possible to avoid print quality issues and possible extra ink usage or damage to the ink system.

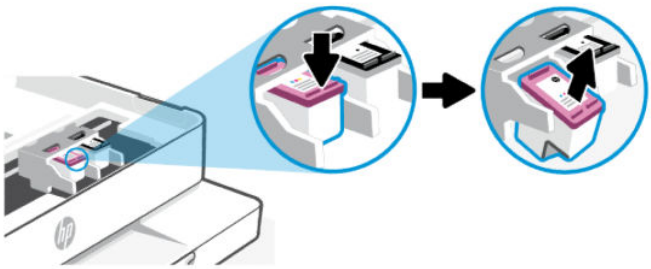
NOTE:

- Not all cartridges are available in all countries/regions.
- If ink gets on to your clothing, wipe it off with a dry cloth and wash the clothing in cold water. Hot water sets ink into the fabric.
- Make sure that the printer is turned on.

1. Open the cartridge access door, and then wait until the carriage stops moving.



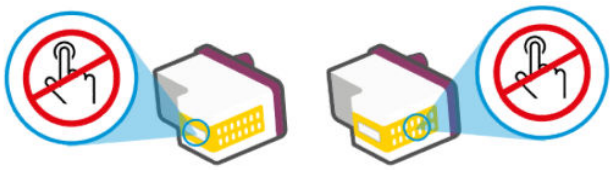
2. Press down on top of the cartridge to release it, and then remove the cartridge from the slot.



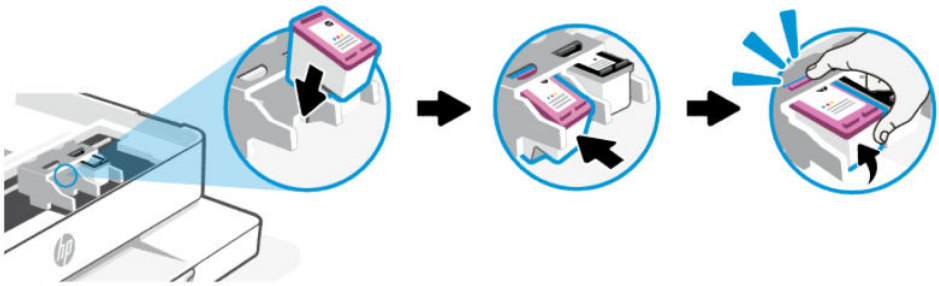
3. Recycle the used cartridge. Visit hp.com/recycle to recycle the used cartridge.
4. Remove the new cartridge from its packaging.

5. Remove plastic tape using the pull tab.

NOTE: Do not touch cartridge nozzle or electrical contacts on the cartridge.



6. Slide the cartridge into its slot, and then firmly push the cartridge at an upward angle. You must hear a snap to confirm the cartridge locks into place.



7. Repeat these steps to replace the other cartridge.
8. Close the cartridge access door.

NOTE: The HP software prompts you to align the ink cartridges when you print a document after installing a new ink cartridge.

Store supply user data

The HP cartridges used with this printer contain a memory chip that assists in printer operation. This memory chip may store a limited set of supply and printer usage data, which may include: job size, types of job, media type, and printing frequency.

HP collects a sampling of the memory chips from cartridges returned to HP's free return and recycling program (HP Planet Partners: hp.com/recycle). 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 information on the memory chip.

This information helps HP perform analytics for business operations, customer support, and product improvement.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Supplies**, and then touch the toggle button next to **Store Supply Usage Data** to turn it on or off.

   Touch **Cartridge Protection**, and then touch the toggle button next to **Turning on "Cartridge Protection" will permanently protect the cartridges** to turn it on or off.

Cartridge warranty information

The HP cartridge warranty is applicable when the cartridge is used in its designated HP printing device. This warranty does not cover HP ink cartridges that have been refilled, remanufactured, refurbished, misused, or tampered with.

During the warranty period the cartridge is covered as long as the HP ink is not depleted and the end of warranty date has not been reached. The end of warranty date, in YYYY/MM format, may be found on the cartridge as indicated:

Visit hp.com/supplies for more information about the supplies limited warranty, and then navigate to the warranty section of the site.

8 Solve a problem

Solve common printer problems.

You can get help from the HP software and the printer control panel.

- **HP software**: Provides alerts for printer issues (jams and other problems), links to help content, and options to contact support for additional assistance.

  See Use HP software for more information.

- **Printer control panel**: Touch the **Help** button ? to access the Help menu, contextual help, and also animations for some tasks.

If the suggestions do not solve the problems, try getting help using one of the support services, contact HP support.

Visit hp.com/support for more information.

Jams and paper-feed issues

Learn how to troubleshoot jams and paper-feed issues.

Possible jam locations

Paper jams can occur in the following areas of the printer.

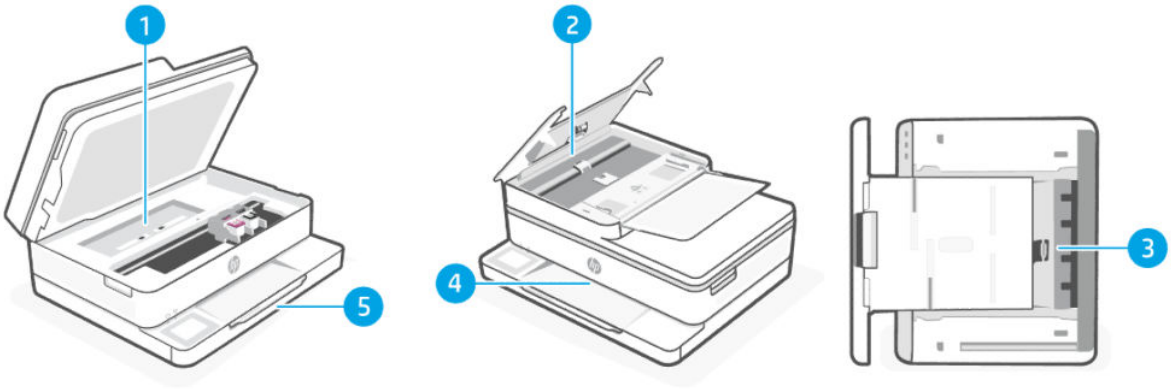


Table 8-1 Possible jam locations

Feature	Description
1	Cleanout area
2	Document feeder This feature is only available in HP ENVY 6500e All-in-One series.
3	Bottom of printer

Table 8-1 Possible jam locations (continued)

Feature	Description
4	Output area
5	Input tray

Remove jammed paper

Look in all areas where jams can occur and remove any jammed paper or foreign objects found.

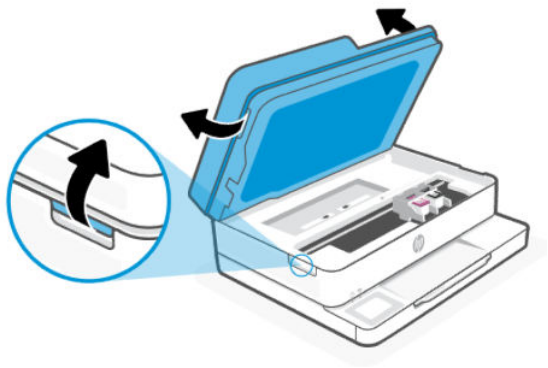
⚠ CAUTION:

- Do not use sharp objects, such as tweezers or needle-nose pliers, to remove jams.
- When removing jammed paper, use both hands to pull the paper straight out from the printer.
- To help avoid additional paper jams, make sure to remove all small pieces of paper and foreign objects found.
- When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.
- To avoid the risk of electrical shock, make sure to unplug the power cord to move the carriage by hand.
- Use a flashlight to help find any jammed paper or foreign objects inside the printer.
- If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might remain inside the printer.
- If you do not remove all the pieces of paper from the printer, more paper jams are likely to occur.
- Avoid pulling jammed paper from the front of the printer. Instead follow the steps below to clear the jam. Pulling out jammed paper from the front of the printer might cause the paper to tear and leave torn pieces inside the printer; this could result in more jams later.

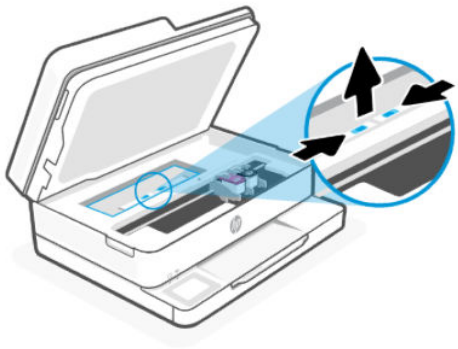
Clear a paper jam from the carriage and cleanout area

Remove any objects, such as paper, blocking the paper path.

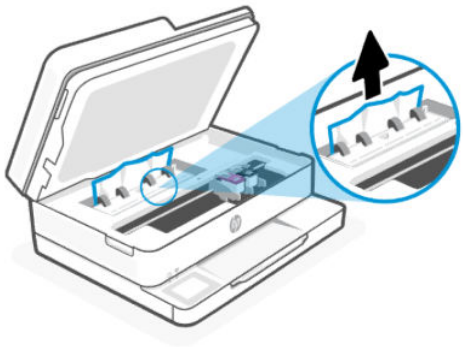
1. Open the cartridge access door, and then wait until the carriage stops moving.



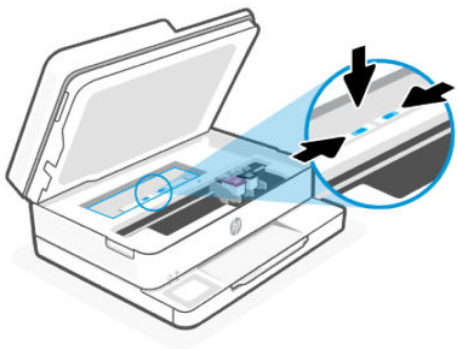
2. If the carriage is in the center of the printer, slide it to the right, and then remove any paper or objects blocking the carriage path.
3. Remove the paper path cover and then remove any paper or objects blocking the paper path area.



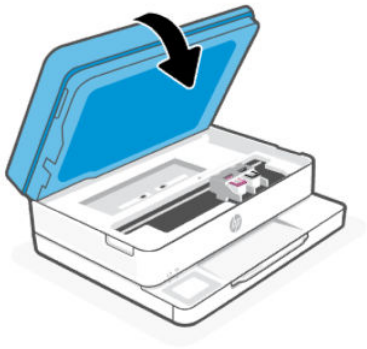
4. Lift the duplexer cover up and remove jammed paper.



5. Reinsert the paper path cover until it snaps into place.



6. Close the cartridge access door.

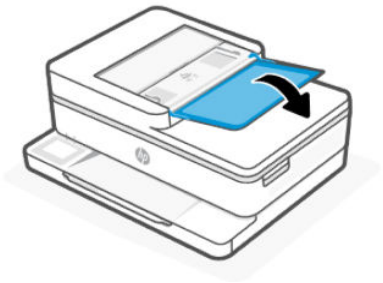


Clear a paper jam from the document feeder

Open the cover and remove any paper found in the feeder.

The document feeder feature is only available in HP ENVY 6500e All-in-One series.

1. Lift the document feeder cover.



2. Gently pull the jammed paper out of the rollers.

3. Close the document feeder cover pressing down firmly until it snaps into place.

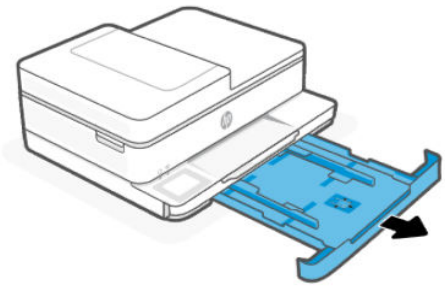
Clear a paper jam from bottom of printer

Remove any jammed paper or foreign objects found.

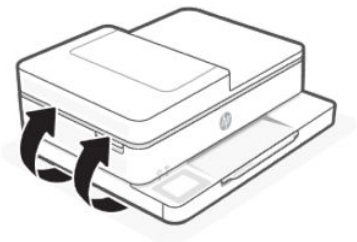
NOTE:

- Turn off the printer.
- Use a flashlight to check for any jammed paper or foreign objects in the cartridge access area and remove them.
- When removing jammed paper, use both hands to pull the paper straight out from the printer.

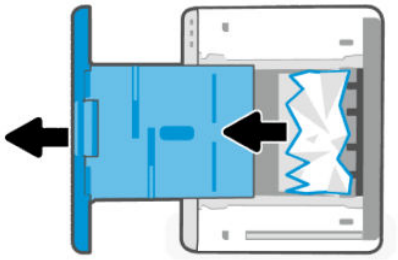
1. Pull out the input tray to extend it.



2. Carefully turn the printer on its side to expose the bottom of the printer.



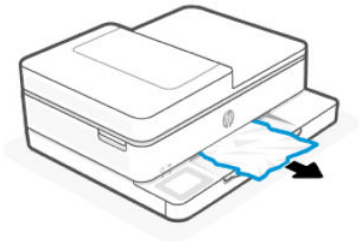
3. Check the gap in the printer where the paper tray was. If there is any jammed paper, reach into the gap, grasp the paper with both hands and pull it towards you.



4. Close the door until both latches snap into place.
5. Carefully return the printer to its normal position again, push the input tray back in, and then turn on the printer.

Clear a paper jam from the output tray

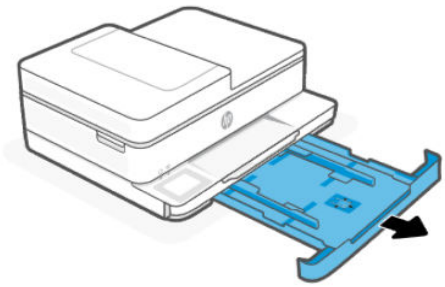
Remove all the paper from the paper tray, including both loose and jammed paper.



Clear a paper jam from the input tray

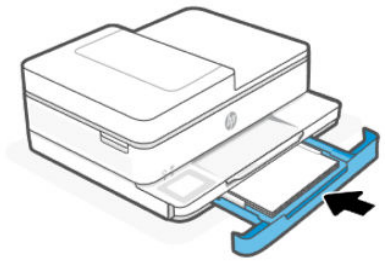
Remove the input tray and clear any jams found inside the paper feed path.

1. Pull out the input tray to extend it.



2. Check the input tray area underneath the printer. Remove any jammed paper.

3. Insert the input tray back until it snaps into place.



Reset the printer

Reset the printer to recover from printer errors and failures.

NOTE: See Check power connection and restart printer.

Learn how to avoid paper jams

To help avoid paper jams, follow these guidelines.

- Always keep the printer on a flat surface.
- When paper jam occurs, try not to tilt the printer up-side down to remove any foreign materials as it might damage the printer.
- Remove printed papers from the output tray frequently.
- Make sure that you are printing with paper that is not wrinkled, folded, or damaged.
- Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
- Do not use paper that is too thick or too thin for the printer.
- Make sure that the trays are loaded correctly and are not too full.

  See Load media.
- Make sure that the paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not place too much paper in the document feeder tray.

  See Specificationsfor information on the maximum number of sheets allowed in the document feeder.
- Do not mix different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Adjust the paper-width guides in the input tray to fit snugly against all paper. Make sure the paper-width guides do not bend the paper in the input tray.
- Do not force paper too far inside the input tray.
- If you are printing on both sides of a page, do not print highly saturated images on light weight paper.
- Use paper types that are recommended for the printer.
- Do not load paper while the printer is printing.

- When removing the input tray, it is recommended to remove the tray completely from the printer to make sure no paper is stuck at the rear of the tray. You might need to check the opening in the printer where the tray was, and reach into the gap to remove any paper.

Solve paper-feed problems

What kind of problem are you having?

- Paper is not picked up from a tray
  - Make sure paper is loaded in the tray.

    See Load media.
  - Make sure the paper-width guides are set to the correct markings in the tray for the paper size you are loading. Also make sure the paper guides are snug, but not tight, against the stack.
  - Make sure that the stack of paper is aligned with the appropriate paper size lines on the bottom of the input tray, and does not exceed the stack height indicated by one or more label on the side or paper-width guide of the input tray.
  - Make sure paper in the tray is not curled. Uncurl paper by bending it in the opposite direction of the curl.
  - Fan paper before loading
- Pages are skewing
  - Make sure the paper loaded in the input tray is aligned to the paper-width guides. If needed, pull out the input tray from the printer and reload the paper correctly, making sure that the paper guides are aligned correctly.
  - Load paper into the printer only when it is not printing.
  - Make sure the rear access door is securely shut.
- Multiple pages are being picked up
  - Make sure the paper-width guides are set to the correct markings in the tray for the paper size you are loading. Also make sure the paper-width guides are snug, but not tight, against the stack.
  - Make sure that the stack of paper is aligned with the appropriate paper size lines on the bottom of the input tray, and does not exceed the stack height indicated by one or more label on the side or paper-width guide of the input tray.
  - Make sure the tray is not overloaded with paper.
  - Use HP paper for optimum performance and efficiency.

Printer is unable to print

Learn how to troubleshoot when the printer is unable to print.

Check printer connection to the Internet

Verify that the printer is connected to the Internet. If disconnected, the printer does not work as expected.

Your printer might be occasionally disconnected from the Internet (for example. power outage, network or router issues or turning off the printer when not in use). You might be able to print a limited number of pages while the printer is disconnected, but it is critical to reconnect the printer to continue printing.

Make sure to use Original HP cartridges

Check that you are using Original HP cartridges. Original HP cartridges are manufactured and sold by HP in official HP packaging. HP+ printers require Original HP cartridges. If non-Original HP supplies or refilled cartridges are installed, HP+ printers do not operate as expected.

Check printer settings and status

You can check printer settings and status.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Info**.
3. On the **Info** screen, touch **Printer** to check the printer settings and touch **Connectivity** to check the printer status.

NOTE: See Connect to a Wi-Fi network using the control panel.

If you are still unable to print, visit hp.com/support

Printing issues

Learn how to troubleshoot printing issues.

Fix problems with HP+ printers not printing

If your HP+ printer does not print, verify that it is connected to the Internet and that you are using HP Original cartridges.

HP+ printers must be connected to the Internet over Wi-Fi. Your printer might be occasionally disconnected from the Internet (for example, due to power outage, network or router issues, or turning off the printer when not in use). You might be able to print a limited number of pages while the printer is disconnected, but it is critical to reconnect the printer to continue printing.

Also, make sure you have installed Original HP cartridges. Original HP cartridges are manufactured and sold by HP in official HP packaging. HP+ printers require Original HP cartridges. If non-Original HP or refilled cartridges are installed, HP+ printers do not operate as expected.

Fix problems with page not printing (unable to print)

Learn how to troubleshoot printing issues.

Resolve print issues

Make sure that the printer is turned on and that there is paper in the tray. If you are still unable to print, try the following in order:

1. Check for error messages and resolve them by following the on-screen instructions.
2. If you have an HP+ printer, verify printer is connected to the Internet and Original HP cartridges are installed. HP+ printers do not print when disconnected or when non-Original HP or refilled cartridges are installed.

3. If your computer is connected to the printer with a USB cable, disconnect and reconnect the USB cable. If your computer is connected to the printer with a Wi-Fi connection, confirm that the connection is working.
4. Download and run HP Print and Scan Doctor to help diagnose and fix issues automatically.

NOTE: This tool is for the Windows operating system, and is only available in some languages.

Check power connection and restart printer

Follow these steps to check power connection and restart printer.

1. Make sure the power cord is firmly connected to the printer.

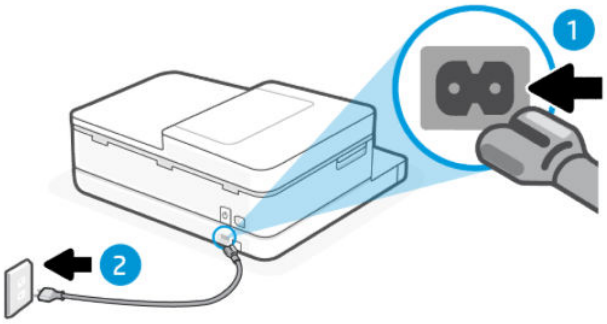


Table 8-2 Printer ports

Port	Description
1	Power connection to the printer
2	Connection to a power outlet

2. Look at the **Power** button located on the printer. If it is not lit, the printer is turned off. Press the **Power** button to turn on the printer.

NOTE: If the printer is not receiving electrical power, connect it to another power outlet.

3. With the printer turned on, disconnect the power cord from the back of the printer.
4. Unplug the power cord from the wall outlet.
5. Wait at least 15 seconds.
6. Plug the power cord back into the wall outlet.
7. Reconnect the power cord to the back of the printer.
8. If the printer does not turn on by itself, press the **Power** button to turn on printer.
9. Try using the printer again.

Fix print quality issues

Learn how to troubleshoot print quality issues.

NOTE: To avoid print quality problems, always turn the printer off using the **Power** button, and wait until the **Power** button light goes out before you pull the plug or turn off a power strip. This allows the printer to move the cartridges to a capped position, where they are protected from drying out.

Improve print quality using the control panel

Complete the following steps to improve print quality.

1. Make sure you are using original HP cartridges and the cartridges are not low on ink.

   See Check estimated ink levels. If cartridges are low on ink, consider replacing them.

2. Make sure you have selected the appropriate paper type and print quality.
3. Print a **Print Quality Diagnostic Report**.

   See Print a printer report.

4. Check the report.
   - If the lines are not straight and connected, align the printheads.
   - If you see thin white lines across any of the colored blocks, clean the printheads.
   - If there are smears or streaks of ink on the back of the printouts, clean the smear.
5. Fix the identified issues on the report.
   a. Load Letter, A4, or Legal unused plain white paper into the tray.
   b. On the control panel Home screen, touch **Menu**.
   c. Scroll to **Utilities** and touch **Tools**.
   d. Touch **Troubleshooting**, and then touch **Print Quality**.
   e. Select the desired option to resolve the identified issues.
6. If this does not solve the problem, then contact HP support.

   Visit hp.com/support for more information.

Copy and scan issues

Select any of the following troubleshooting options.

- Use an HP online troubleshooting tool to solve your copy and scan.
- Download and run HP Print and Scan Doctor to help diagnose and fix issues automatically.

NOTE: This tool is for the Windows operating system, and is only available in some languages.

See Tips for copy and scan success for more information.

Network and connection issues

Learn how to troubleshoot network and connection issues.

Fix Wi-Fi connection

Select one of the following troubleshooting options:

- Restore network settings and reconnect the printer.

  See Restore settings.

- Check the network configuration or print the Wi-Fi test report to assist in diagnosing network connection issues.

  1. On the control panel Home screen, touch **Menu**.
  2. Scroll to **Utilities** and touch **Tools**.
  3. Touch **Reports**, and then touch **Status Reports**.
  4. Touch **Network Configuration Report**, and then touch **Print**.

  Check the Wi-Fi Network Test report to see if something failed during the test.

  - See the **DIAGNOSTICS RESULTS** section for all tests that were performed, to determine whether or not your printer passed.
  - From the **CURRENT CONFIGURATION** section, find out the Network Name (SSID) to which your printer is currently connected. Make sure that the printer is connected to the same network as your computer or mobile devices.

- Use an HP online troubleshooting tool to solve your printer issues.

Fix Wi-Fi Direct connection

Complete the following to resolve **Wi-Fi Direct** connection issues.

1. Check the printer to confirm that the **Wi-Fi Direct** is turned on.

   See Print using Wi-Fi Direct to turn on **Wi-Fi Direct**.

2. From your wireless computer or mobile device, turn on the Wi-Fi connection, and then search for and connect to the **Wi-Fi Direct** name of your printer.

3. Enter the **Wi-Fi Direct** password when prompted.

   The **Wi-Fi Direct** name and password are listed on the Network Configuration Report.

   See Print a printer report.

If you are using a mobile device, visit the hp.com/mobileprinting website for more information about mobile printing.

Restore original network settings

If you want to restart **Wi-Fi setup mode** or troubleshoot network-related issues, you can restore the printer to its original network settings.

NOTE:

- You must reconnect the printer to the network using the HP software after you restore network settings.
- For network-related issues, try the following before restoring network settings.
  - Run HP Print and Scan Doctor to help diagnose and fix issues automatically.
  - Visit hp.com/support for information and utilities that can help you fix many common printer problems.

See Restore settings.

Printer hardware issues

Complete the following to resolve printer hardware issues.

The printer shuts down unexpectedly

Complete the following steps if printer shuts down unexpectedly:

- Check the power and power connections.
- Make sure the printer power cord is connected firmly to a functioning power outlet.

Printhead and cartridge alignment fails

Follow these steps to fix if printhead and cartridge alignment fails.

- Load the alignment page print-side down aligned with top-left corner and the engraved guides along the edges of the scanner glass.
- If the alignment process fails, make sure you have loaded unused, plain white paper into the Input tray. If you have colored paper loaded in the Input tray when you align the printhead, the alignment fails.
- If the alignment process fails repeatedly, you may need to clean the printhead. See Maintain the printhead and cartridges to clean the printhead.
- If cleaning the printhead does not solve the problem, contact HP support. Visit hp.com/support for more information.

Resolve printer failure

Complete the following steps to resolve printer failure problems.

1. Press the **Power** button to turn off the printer.
2. Unplug the power cord, and then plug in the power cord again.
3. Press the **Power** button to turn on the printer.

If this problem persists, write down the error code provided in the message, and then contact HP support. Visit hp.com/support for more information.

Understand printer reports

Learn more about how to print some useful printer reports.

- **Printer Status Report**

  Provides a summary of printer information, current status, and settings, including connectivity settings, as well as print or scan settings and usage.

- **Network Configuration Report**

  Provides important network settings such as network status and the printer IP address.

- **Print Quality Diagnostic Report**

  Print a diagnostics page to determine if cleaning or aligning the printheads is recommended to improve print quality.

- **Wi-Fi Network Test Results**

  Provides information about your printer network connection or to troubleshoot connection issues.

- **Web Access Test Report**

  Provides information about the printer status, DNS setting, and the IP address. If the printer is connected to a Wi-Fi network, the test report displays details about the network settings. It also indicates any Wi-Fi connectivity issues.

Print a printer report

Follow these steps to print a printer report.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Tools**.
3. Touch **Reports**, and then touch **Status Reports**.
4. Select a printer report to print and touch **Print**.

Printer maintenance

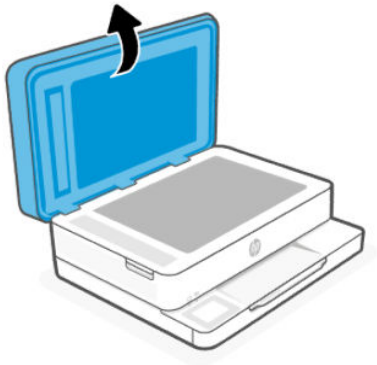
Clean different printer parts.

Clean the scanner glass

Dust or dirt on the scanner glass, scanner lid backing, or scanner frame can slow down performance, degrade the quality of scans, and affect the accuracy of special features such as fitting copies to a certain page size.

⚠ WARNING! Before cleaning the printer, turn the printer off by pressing the **Power** button and unplug the power cord from the electrical socket.

1. Lift the scanner lid.

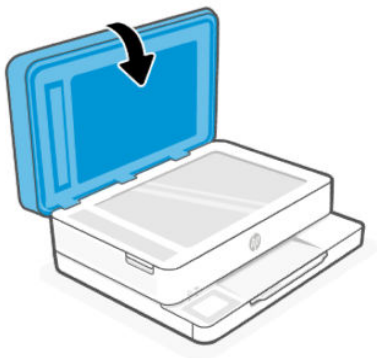


2. Clean the scanner glass and lid backing by using a soft, lint-free cloth that has been sprayed with a mild glass cleaner.

⚠ CAUTION:

- Use only glass cleaner to clean the scanner glass. Avoid cleaners that contain abrasives, acetone, benzene, and carbon tetrachloride, all of which can damage the scanner glass. Avoid isopropyl alcohol because it can leave streaks on the scanner glass.
- Do not spray the glass cleaner directly on the scanner glass. If too much glass cleaner is applied, the cleaner could leak under the scanner glass and damage the scanner.

3. Close the scanner lid, and turn on the printer.



Clean the exterior

Use a soft, damp, lint-free cloth to wipe dust, smudges, and stains off the case. Keep fluids away from the interior of the printer, as well as from the printer control panel.

⚠ WARNING! Before cleaning the printer, turn the printer off by pressing the **Power** button and unplugging the power cord from the electrical socket.

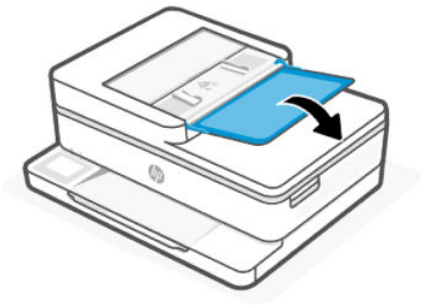
Clean the document feeder

If the document feeder picks up multiple pages or if it does not pick up plain paper, you can clean the rollers and separator pad.

The document feeder feature is only available in HP ENVY 6500e All-in-One series.

⚠ WARNING! Before cleaning the printer, turn the printer off by pressing the **Power** button and unplug the power cord from the electrical socket.

1. Remove all originals from the document feeder tray.
2. Open the document feeder input tray.



3. Lift the document feeder cover.

This provides easy access to the rollers (1) and separator pad (2).

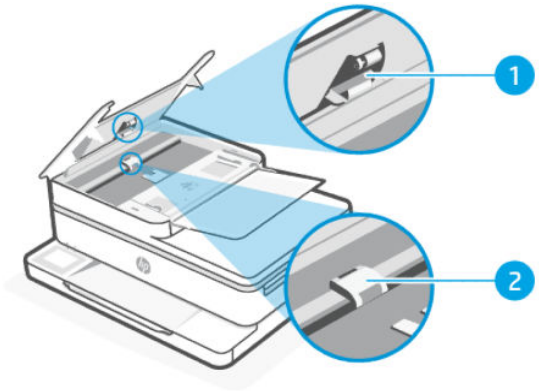


Table 8-3 Clean the document feeder

Feature	Description
1	Rollers
2	Separator pad

4. Lightly dampen a clean lint-free cloth with distilled water, then squeeze any excess liquid from the cloth.
5. Use the damp cloth to wipe any residue off the Rollers (1) or Separator pad (2).

NOTE: If the residue does not come off using distilled water, try using isopropyl (rubbing) alcohol.

6. Close the cover of the document feeder.

Maintain the printhead and cartridges

If you are experiencing problems with printing, you might have a problem with the printhead. You must perform the procedures in the following sections only when directed to do so for resolving print quality issues.

Performing the aligning and cleaning procedures unnecessarily can waste ink and shorten the life of the cartridges.

- Clean the printhead if your printed output is streaked or has any incorrect or missing colors.

  There are three stages of cleaning. Each stage lasts about two minutes, uses one sheet of paper, and uses an increasing amount of ink. After each stage, review the quality of the printed page. You must only initiate the next phase of cleaning if the print quality is poor.

  If print quality still seems poor after you complete all stages of cleaning, try aligning the printhead. If print quality problems persist after cleaning and aligning, contact HP support. Visit hp.com/support for more information.

- Align the printhead when the printer status page shows streaking or white lines through any of the blocks of color, or if you are having print quality issues with your printouts.

Cleaning uses ink, so clean the printhead only when necessary. The cleaning process takes a few minutes. Some noise might be generated in the process.

Always use the **Power** button to turn off the printer. Turning the printer off improperly can cause print quality problems.

Follow these steps to clean or align the printhead from the printer control panel:

1. Load Letter or A4 unused plain white paper into the Input tray.

   See Load media.

2. On the control panel Home screen, touch **Menu**.
3. Scroll to **Utilities** and touch **Supplies**.
4. Touch **Troubleshooting**, and then touch **Print Quality**.
5. Select the desired option, and then follow the on-screen instructions.

You can also do the same from the HP software or the embedded web server (EWS).

See Use HP software or Configure using the embedded web server (EWS).

Restore settings

If you change some settings or disable some functions and want to change them back, you can restore or reset the settings.

For HP+ printers, after restoring the printer, register the printer again using the HP account you used when you first set up the printer.

- **Restore network settings**

  If you want to discard the changes you have made to the printer network settings, you can restore them to the original network settings.

- **Reset user settings**

  If you want to discard the changes you have made to the printer user settings, you can reset the printer to the default user settings.

- **Reset user data**

  If you want to discard the changes you have made to the printer user data, you can reset the printer to the original default data.

- **Restore all factory defaults**

  If you want to discard the changes you have made to the printer settings, you can restore all the printer settings to the original factory default settings.

Complete the following steps to restore settings.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Tools**.
3. Touch **Maintenance**, and then touch **Restore Settings**.
4. Select the feature and change the desired settings.

HP support

HP online support provides information and utilities that can help you solve common printer problems.

- **View video tutorials**

Learn how to set up printer and perform common tasks.

- **Get troubleshooting assistance**

  Find information for resolving paper jams, network connection issues, print quality issues, printer errors, and more.

- **Get software and drivers**

  Download software, drivers, and firmware you need for the printer.

- **Ask the community**

  Join the community forums to find solutions, ask questions, and share tips.

- **HP diagnostics solutions**

  Use HP online tools to detect your printer and find recommended solutions.

  Download and run HP Print and Scan Doctor to help diagnose and fix issues automatically.

Contact HP

If you need help from an HP technical support representative to solve a problem.

Visit hp.com/support for more information.

The following contact options are available at no cost for in-warranty customers (HP agent-assisted support for out-of-warranty customers may require a fee).

- **Chat**

  Chat with an HP support agent or the HP Virtual Assistant online.

- **Call**

  Call an HP support agent.

When contacting HP support, provide the following information:

- Product name (Located on the printer)
- Product number and serial number (located on the rear of the printer)

Register printer

By taking just a few quick minutes to register, you can enjoy quicker service, more efficient support, and product support alerts.

If you did not register your printer while installing the printer software, you can register anytime on the register.hp.com website.

Additional warranty options

Extended service plans are available for the printer at additional costs.

Visit hp.com/support, select your country/region and language, then explore the service plan options available for your printer.

9 HP EcoSolutions (HP and the Environment)

HP is committed to helping you optimize your environmental footprint and empowering you to print responsibly—at home or in the office.

For more detailed information about environmental guidelines that HP follows during the manufacturing process, see Environmental product stewardship program.

Energy Save Mode

Power usage is reduced while in Energy Save Mode.

After initial setup of printer, the printer enters Energy Save Mode after 5 minutes of inactivity.

1. Open the embedded web server (EWS).

   See Configure using the embedded web server (EWS) for more information.

2. Click the **Settings** tab.
3. In the **Power Management** section, click **Energy Save Mode**, and then select the desired option.
4. Click **Apply**.

Power management

Use Sleep, Auto Shutdown, and Inactivity Shutdown to conserve electricity.

NOTE: Configuring longer times for these settings or turning off these features increases energy consumption.

- **Sleep**

  After initial setup, the printer enters Sleep mode by default after a preset time of inactivity.

- **Auto Shutdown**

  This feature turns the printer off after a default period of inactivity to help reduce energy use. **Auto Shutdown** turns the printer off completely, so you must use the **Power** button to turn the printer back on. If your printer supports this energy-saving feature, **Auto Shutdown** is automatically enabled or disabled depending on printer capabilities and connection options. Even when **Auto Shutdown** is disabled, the printer enters into Energy Save Mode after 5 minutes of inactivity to help reduce energy use.

  – **Auto Shutdown** is always enabled if the printer does not have network.

  – **Auto Shutdown** is disabled when a printer's wireless or Wi-Fi Direct capability is turned on or when a printer with USB capability establishes a USB connection.

- **Inactivity Shutdown**

  To conserve power, the printer turns off completely after a default period of inactivity. Press the **Power** button to turn on the printer again.

Inactivity Shutdown is disabled when a printer wireless or **Wi-Fi Direct** capability is turned on or when a printer with USB capability establishes a USB connection.

Follow these steps to change the settings:

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **General**, and then touch **Energy**.
4. Select the feature and change the desired settings.

Quiet Mode

This feature slows down printing to reduce overall noise without affecting print quality. By default, this feature is off. It only works when printing on plain paper. Additionally, this feature is disabled if you are printing using the best or presentation print quality. To reduce printing noise, turn on this feature. To print at normal speed, turn this feature off.

NOTE: Quiet Mode is not supported when printing photos or envelopes.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **General**, and then touch the toggle button next to **Quiet Mode** to turn it on or off.

NOTE:

- While the printer is printing or making a copy, you can turn on or turn off this feature. The new settings take effect after printing the current page.
- You can also set this feature using the embedded web server (EWS).

  See Access and use the embedded web server (EWS).

Optimize printing supplies

To optimize printing supplies such as ink and paper, try the following:

- Visit hp.com/recycle to recycle used Original HP ink cartridges through HP Planet Partners.
- Optimize paper usage by printing on both sides of the paper.
- Change the print quality in the printer driver to a draft setting. The draft setting uses less ink.
- Do not clean the printhead unnecessarily. Doing so wastes ink and shortens the life of the cartridges.

A Technical information

The information contained herein is subject to change without notice. Some statements might not be applicable for your printer or all countries/regions.

Specifications

HP support website provides information about the product specifications including acoustic information, print resolutions, and system requirements.

Visit hp.com/support for more information.

Environmental specifications

- Recommended operating temperature range: 15°C to 30°C (59°F to 86°F)
- Allowable operating temperature range: 5°C to 40°C (41°F to 104°F)
- Humidity: 25% to 75% RH non-condensing (recommended);
- Nonoperating (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 printer may be slightly distorted

Input tray capacity

- Plain paper sheets (60 to 105 grams per square meter [16 to 28 lb]): Up to 80
- Envelopes: Up to 10
- Index cards: Up to 40
- Photo paper sheets: Up to 30

Output tray capacity

- Plain paper sheets (60 to 105 grams per square meter [16 to 28 lb]): Up to 25
- Envelopes: Up to 5
- Photo paper sheets: Up to 10

Document feeder capacity

This feature is only available in HP ENVY 6500e All-in-One series.

- Plain paper sheets (60 to 90 grams per square meter [16 to 24 lb]): Up to 35

Paper size and weights

See HP software for the list of supported paper sizes.

- Plain paper: 60 to 90 grams per square meter (16 to 32 lb bond)
- Envelopes: 75 to 90 grams per square meter (20 to 55 lb bond envelope)
- Cards: Up to 200 grams per square meter (110 lb index maximum)
- Photo paper: Up to 300 grams per square meter (145 lb maximum)

Print specifications

- Print speeds vary according to the complexity of the document and printer model
- Method: drop-on-demand thermal inkjet
- Language: PCL3 GUI

Print resolution:

- Visit hp.com/support for a list of supported print resolutions.

Print margins:

- Visit hp.com/support for margin settings of different media.

Power specifications

- Input voltage: 100-240 Vac (+/- 10%)
- Input frequency: 50/60 Hz (+/- 3 Hz)

Scan specifications

- Optical Resolution: up to 1200 dpi
- Hardware Resolution: up to 1200 x 1200 dpi
- Enhanced Resolution: up to 1200 x 1200 dpi
- Bitdepth: 24-bit color, 8-bit grayscale (256 levels of gray)
- Maximum scan size from glass: 215.9 x 297 mm (8.5 x 11.7 inches)
- Maximum scan size (Document feeder): 215.9 x 297 mm (8.5 x 11.7 inches)

  This feature is only available in HP ENVY 6500e All-in-One series.
- Supported File Types: RAW, JPEG, PDF
- Twain Version: 1.9

Copy specifications

- Copy Resolution (black and color): up to 300 x 300 dpi
- Digital image processing
- Maximum number of copies varies by model.
- Copy speeds vary according to the complexity of the document and printer model

Cartridge yield

- Visit hp.com/support for more information on estimated cartridge yields.

Regulatory notices

The printer meets product requirements from regulatory agencies in your country/region that the product is shipping to.

Regulatory Model Number

For regulatory identification purposes, your product is assigned with a Regulatory Model Number. The regulatory model number should not be confused with the marketing names or product numbers.

FCC statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

NOTE: If the product has an Ethernet / LAN port with metallic casing then use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules.

Modifications (part 15.21)

Any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.

For further information, contact: Manager of Corporate Product Regulations, HP Inc. 1501 Page Mill Road, Palo Alto, CA 94304, U.S.A.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Notice to users in Korea

해당 무선설비는 운용 중 전파혼신 가능성이 있음으로 인명안전과 관련된 서비스는 할 수 없음.

B급 기기 (가정용 방송통신기자재)	이 기기는 가정용(B급) 전자파적합기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다.

VCCI (Class B) compliance statement for users in Japan

この装置は、クラスB機器です。この装置は、住宅環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。 VCCI－B

Power cord instructions

Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product label. The product uses either 100-240 Vac or 200-240 Vac and 50/60 Hz.

⚠ CAUTION: To prevent damage to the product, use only the power cord that is provided with the product.

Notice to users in Japan about the power cord

製品には、同梱された電源コードをお使い下さい。

同梱された電源コードは、他の製品では使用出来ません。

Noise emission statement for Germany

Geräuschemission

LpA < 70 dB am Arbeitsplatz im Normalbetrieb nach DIN 45635 T. 19

European Union and United Kingdom Regulatory Notice

Products bearing the CE marking and UK marking comply to applicable EU Directives and the equivalent UK Statutory Instruments and can operate in at least one EU Member State and in United Kingdom. The full EU and UK Declaration of Conformity can be found at the following website: hp.eu/certificates (Search with the product model name or its Regulatory Model Number (RMN), which may be found on the regulatory label.)

The point of contact for regulatory matters:

For EU: HP REG 23010, 08028 Barcelona, Spain

For UK: HP Inc UK Ltd, Regulatory Enquiries, Earley West, 300 Thames Valley Park Drive, Reading, RG6 1PT

Email: techregshelp@hp.com

Products with wireless functionality

EMF

This product meets international guidelines (ICNIRP) for exposure to radio frequency radiation.

If it incorporates a radio transmitting and receiving device that in normal use, a separation distance of 20 cm ensures that radio frequency exposure levels comply with EU requirements.

Wireless functionality in Europe

For products with 802.11 b/g/n or Bluetooth radio:

- Radio frequency band: 2400-2483.5 MHz, with transmit power of 20 dBm (100 mW) or less.

For products with 802.11 a/b/g/n/ac radio:

- Radio frequency band: 2400-2483.5 MHz, with transmit power of 20 dBm (100 mW) or less.
- Radio frequency band: 5170-5330 MHz, with transmit power of 23 dBm (200 mW) or less.
- Radio frequency band: 5490-5730 MHz, with transmit power of 23 dBm (200 mW) or less.
- Radio frequency band: 5735-5835 MHz, with transmit power of 13.98 dBm (25 mW) or less.

IMPORTANT: IEEE 802.11x wireless LAN with 5.17-5.33 GHz frequency band is restricted for **indoor use only** in all countries reflected in the matrix. Using this WLAN application outdoor might lead to interference issues with existing radio services.

Visual display workplaces statement for Germany

GS-Erklärung (Deutschland)

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.

Notice to users of the U.S. telephone network: FCC requirements

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the rear (or bottom) of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

Applicable connector jack Universal Service Order Codes ("USOC") for the Equipment is: RJ-11C.

A telephone cord, plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. HP recommends a compliant plug, jack and 2-wire telephone cord to connect this product to the premises wiring and telephone network. See installation instructions for details.

The REN is used to determine the quantity of devices, which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all, areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US-AAAEQ##TXXXX. The digits represented by ##are the REN without a decimal point (e.g., 01 is a REN of 0.1).

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, please contact the manufacturer, or look elsewhere in this manual, for repair and (or) warranty information. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment from the network until the problem is resolved.

Connection to Party Line Service is subject to state tariffs. Contact the state public utility commission, public service commission, or corporation commission for information.

⚠ CAUTION: If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

WHEN PROGRAMMING EMERGENCY NUMBERS AND (OR) MAKING TEST CALLS TO EMERGENCY NUMBERS:

1. Remain on the line and briefly explain to the dispatcher the reason for the call.
2. Perform such activities in the off-peak hours, such as early morning or late evening.

NOTE: The FCC hearing aid compatibility rules for telephones are not applicable to this equipment.

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic devices, including FAX machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.)

In order to program this information into your FAX machine, you should complete the steps described in the software.

Notice to users of the Canadian telephone network

Cet appareil est conforme aux spécifications techniques des équipements terminaux d'Innovation, Science et Développement Economique Canada. Le numéro d'enregistrement atteste de la conformité de l'appareil. L'abréviation ISED qui précède le numéro d'enregistrement indique que l'enregistrement a été effectué dans le cadre d'une Déclaration de conformité stipulant que les spécifications techniques d'Innovation, Science et Développement Economique Canada ont été respectées. Néanmoins, cette abréviation ne signifie en aucun cas que l'appareil a été validé par Innovation, Science et Développement Economique Canada.

Pour leur propre sécurité, les utilisateurs doivent s'assurer que les prises électriques reliées à la terre de la source d'alimentation, des lignes téléphoniques et du circuit métallique d'alimentation en eau sont, le cas échéant, branchées les unes aux autres. Cette précaution est particulièrement importante dans les zones rurales.

REMARQUE: Le numéro REN (Ringer Equivalence Number) attribué à chaque appareil terminal fournit une indication sur le nombre maximal de terminaux qui peuvent être connectés à une interface téléphonique. La terminaison d'une interface peut se composer de n'importe quelle combinaison d'appareils, à condition que le total des numéros REN ne dépasse pas 5.

Basé sur les résultats de tests FCC Partie 68, le numéro REN de ce produit est 0.1.

This equipment meets the applicable Innovation, Science and Economic Development Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation ISED before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Innovation, Science and Economic Development Canada technical specifications were met. It does not imply that Innovation, Science and Economic Development Canada approved the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution might be particularly important in rural areas.

NOTE: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface might consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

The REN for this product is 0.1, based on FCC Part 68 test results.

Notice to users of the German telephone network

Hinweis für Benutzer des deutschen Telefonnetzwerks

Dieses HP-Fax ist nur für den Anschluss eines analogen Public Switched Telephone Network (PSTN) gedacht. Schließen Sie den TAE N-Telefonstecker, der im Lieferumfang des HP All-in-One enthalten ist, an die Wandsteckdose (TAE 6) Code N an. Dieses HP-Fax kann als einzelnes Gerät und/oder in Verbindung (mit seriellem Anschluss) mit anderen zugelassenen Endgeräten verwendet werden.

Australia wired fax statement

In Australia, the HP device must be connected to Telecommunication Network through a line cord which meets the requirements of the Technical Standard AS/ACIF S008.

Regulatory information for wireless products

This section contains the following regulatory information pertaining to wireless products:

Exposure to radio frequency radiation

⚠ **CAUTION:** The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized. This product and any attached external antenna, if supported, shall be placed in such a manner to minimize the potential for human contact during normal operation. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm (8 inches) during normal operation.

Notice to users in Canada (5 GHz)

⚠ **CAUTION:** When using IEEE 802.11a wireless LAN, this product is restricted to indoor use, due to its operation in the 5.15- to 5.25-GHz frequency range. The Innovation, Science and Economic Development Canada requires this product to be used indoors for the frequency range of 5.15 GHz to 5.25 GHz to reduce the potential for harmful interference to co-channel mobile satellite systems. High-power radar is allocated as the primary user of the 5.25- to 5.35-GHz and 5.65- to 5.85-GHz bands. These radar stations can cause interference with and/or damage to this device.

⚠ **ATTENTION:** Lors de l'utilisation du réseau local sans fil IEEE 802.11a, ce produit se limite à une utilisation en intérieur à cause de son fonctionnement sur la plage de fréquences de 5,15 à 5,25 GHz. Innovation, Science et Développement Economique Canada stipule que ce produit doit être utilisé en intérieur dans la plage de fréquences de 5,15 à 5,25 GHz afin de réduire le risque d'interférences éventuellement dangereuses avec les systèmes mobiles par satellite via un canal adjacent. Le radar à haute puissance est alloué pour une utilisation principale dans une plage de fréquences de 5,25 à 5,35 GHz et de 5,65 à 5,85 GHz. Ces stations radar peuvent provoquer des interférences avec cet appareil et l'endommager.

Notice to users in Taiwan (5 GHz)

應避免影響附近雷達系統之操作。

高增益指向性天線只得應用於固定式點對點系統。

Notice to users in Serbia (5 GHz)

Upotreba ovog uredjaja je ogranicna na zatvorene prostore u slucajevima koriscenja na frekvencijama od 5150-5350 MHz.

Notice to users in Thailand (5 GHz)

เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้องตามมาตรฐานความปลอดภัยต่อสุขภาพของมนุษย์จากการใช้เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหน

This radio communication equipment has the electromagnetic field strength in compliance with the Safety Standard for the Use of Radio Communication Equipment on Human Health announced by the National Telecommunications Commission.

Notice to users in Brazil

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência em sistemas operando em caráter primário. Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.

Para obter mais informações, verifique o site da ANATEL anatel.gov.br.

Notice to users in Canada

Under Innovation, Science and Economic Development Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Innovation, Science and Economic Development Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This device complies with Innovation, Science and Economic Development Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

WARNING! Exposure to Radio Frequency Radiation. The radiated output power of this device is below the Innovation, Science and Economic Development Canada radio frequency exposure limits. Nevertheless, the device should be used in such a manner that the potential for human contact is minimized during normal operation.

To avoid the possibility of exceeding the Innovation, Science and Economic Development Canada radio frequency exposure limits, human proximity to the antennas should not be less than 20 cm (8 inches).

Conformément au Règlement d'Innovation, Science et Développement Economique Canada, cet émetteur radioélectrique ne peut fonctionner qu'avec une antenne d'un type et d'un gain maximum (ou moindre) approuvé par Innovation, Science et Développement Economique Canada. Afin de réduire le brouillage radioélectrique potentiel pour d'autres utilisateurs, le type d'antenne et son gain doivent être choisis de manière à ce que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas celle nécessaire à une communication réussie.

Cet appareil est conforme aux normes RSS exemptes de licence d'Innovation, Science et Développement Economique Canada. Son fonctionnement dépend des deux conditions suivantes : (1) cet appareil ne doit pas provoquer d'interférences nuisibles et (2) doit accepter toutes les interférences reçues, y compris des interférences pouvant provoquer un fonctionnement non souhaité de l'appareil.

AVERTISSEMENT relatif à l'exposition aux radiofréquences. La puissance de rayonnement de cet appareil se trouve sous les limites d'exposition de radiofréquences d'Innovation, Science et Développement Economique Canada. Néanmoins, cet appareil doit être utilisé de telle sorte qu'il doive être mis en contact le moins possible avec le corps humain.

Afin d'éviter le dépassement éventuel des limites d'exposition aux radiofréquences d'Innovation, Science et Développement Economique Canada, il est recommandé de maintenir une distance de plus de 20 cm entre les antennes et l'utilisateur.

Notice to users in Taiwan

取得審驗證明之低功率射頻器材，非經核准，公司、商號或使用者均不得擅自變 更頻率、加大功率或變更原設計之特性及功能。低功率射頻器材之使用不得影響 飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾 時方得繼續使用。前述合法通信，指依電信管理法規定作業之無線電通信。低功 率射頻器材須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

Notice to users in Mexico

La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Para saber el modelo de la tarjeta inalámbrica utilizada, revise la etiqueta regulatoria de la impresora.

Notice to users in Japan

この機器は技術基準適合証明又は工事設計認証を受けた無線設備を搭載しています。

Dynamic security enabled printers

This printer is intended to work only with cartridges that have new or reused HP electronic circuitry. Reused HP electronic circuitry enables the use of reused, remanufactured, and refilled cartridges.

The printer uses dynamic security measures to block cartridges using modified or non-HP circuitry. Periodic firmware updates delivered over the internet will maintain the effectiveness of the dynamic security measures and block cartridges that previously worked.

Updates can improve, enhance, or extend the printer's functionality and features, protect against security threats, and serve other purposes, but these updates can also block cartridges using modified or non-HP electronic circuitry from working in the printer, including cartridges that work today. Unless you are enrolled in certain HP programs such as Instant Ink or use other services that require automatic online firmware updates, most HP printers can be configured to receive updates either automatically or with a notification that allows you to choose whether to update or not. For more information on dynamic security and how to configure online firmware updates, please go to www.hp.com/learn/ds.

Accessibility

Learn more about our efforts to create accessible products, share your story, or connect with customer support for accessibility help all at:

hp.com/accessibility

For more information about the accessibility of your printer, please visit hp.com/support/inkjet/accessibility

Environmental product stewardship program

HP is committed to providing quality products in an environmentally sound manner. Design for recycling has been incorporated into this product. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair. For more information, visit HP's Commitment to the Environment website at:

hp.com/sustainableimpact

HP tips for reducing environmental impact

- Choose from a wide variety of HP papers with FSC® or PEFC™ certification, which indicates that the paper pulp came from a reputable and well-managed source.[1]
- Conserve resources-look for paper made with recycled content.
- Recycle your Original HP cartridges-it's easy and free with the HP Planet Partners program, available in 47 countries and territories worldwide.[2]
- Save paper by printing on both sides of the page.
- Conserve energy by choosing ENERGY STAR® certified HP products.

- Lower your carbon footprint–all HP printers include power management settings that help you control energy use.
- Discover more ways HP and our customers are reducing environmental impact at HP EcoSolutions.

[1] HP papers certified under FSC®C017543 or PEFC™TMPEFC/29-13-198.

[2] Program availability varies. Original HP cartridge return and recycling is currently available in more than 50 countries, territories, and regions in Asia, Europe, and North and South America through the HP Planet Partners program. For more information, visit: hp.com/recycle.

Eco-Tips

HP is committed to helping customers reduce their environmental footprint. Please visit the HP Eco Solutions website for more information on HP's environmental initiatives.

hp.com/sustainableimpact

Paper

This product is suited for the use of recycled paper according to DIN 19309 and EN 12281:2002.

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of product life.

European Union Commission Regulation 1275/2008

For product power data, including the power consumption of the product in networked standby if all wired network ports are connected and all wireless network ports are activated, please refer to section P15 'Additional Information' of the product IT ECO Declaration at hp.com/us-en/hp-information/sustainable-impact/document-reports.html.

Safety data sheets

Safety Data Sheets, product safety and environmental information are available at hp.com/go/ecodata or on request.

Chemical substances

HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH *(Regulation EC No 1907/2006 of the European Parliament and the Council)*. A chemical information report for this product can be found at: hp.com/go/reach.

EPEAT

EPEAT is an Electronic Product Environmental Assessment Tool used to evaluate the effects of a product on the environment. HP products are designed to meet EPEAT criteria. Click here for information on HP's EPEAT registered products.

For more information on EPEAT, go to EPEAT.net.

SEPA Ecolabel User Information (China)

中国环境标识认证产品用户说明

噪声大于 63.0 dB(A) 的办公设备不宜放置于办公室内，请在独立的隔离区域使用。

如需长时间使用本产品或打印大量文件，请确保在通风良好的房间内使用。

如您需要确认本产品处于零能耗状态，请按下电源关闭按钮，并将插头从电源插座断开。

您可以使用再生纸，以减少资源耗费。

Recycling program

HP offers an increasing number of product return and recycling programs in many countries/regions, and partners with some of the largest electronic recycling centers throughout the world. HP conserves resources by reselling some of its most popular products. For more information regarding recycling of HP products, please visit: hp.com/recycle

HP inkjet supplies recycling program

HP is committed to protecting the environment. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges and ink cartridges free of charge. For more information, go to the following website: hp.com/recycle

Power consumption

HP printing and imaging equipment marked with the ENERGY STAR® logo is certified by the U.S. Environmental Protection Agency. The following mark will appear on ENERGY STAR certified imaging products:

Additional ENERGY STAR certified imaging product model information is listed at: hp.com/go/energystar

China Energy Label for Printer

打印机和能源效率标识实施规则

依据“打印机和能源效率标识实施规则”，该打印机具有中国能效标识。标识上显示的能效等级和操作模式值根据“打印机和能效限定值及能效等级”标准（“GB 21521”）来确定和计算。

1. 能效等级

   产品能效等级分 3 级，其中 1 级能效最高。能效限定值根据产品类型和打印速度由标准确定。能效等级则根据基本功耗水平以及网络接口和内存等附加组件和功能的功率因子之和来计算。

2. 能效信息

   喷墨打印机

   - 操作模式功率

     睡眠状态的能耗按照 GB 21521 的标准来衡量和计算。该数据以瓦特 (W) 表示。

   - 待机功率

待机状态是产品连接到电网电源上功率最低的状态。该状态可以延续无限长时间，且使用者无法改变此状态下产品的功率。对于“成像设备”产品，“待机”状态通常相当于“关闭”状态，但也可能相当于“准备”状态或者“睡眠”状态。该数据以瓦特 (W) 表示。

- 睡眠状态预设延迟时间

  出厂前由制造商设置的时间决定了该产品在完成主功能后进入低耗模式（例如睡眠、自动关机）的时间。该数据以分钟表示。

- 附加功能功率因子之和

  网络接口和内存等附加功能的功率因子之和。该数据以瓦特 (W) 表示。

标识上显示的能耗数据是根据典型配置测量得出的数据，此类配置包含登记备案的打印机依据、打印机和能源效率标识实施规则所选的所有配置。因此，该特定产品型号的实际能耗可能与标识上显示的数据有所不同。

要了解规范的更多详情，请参考最新版的 GB 21521 标准。

Disposal of waste equipment by users

This symbol means do not dispose of your product with your other household waste. Instead, you should protect human health and the environment by handing over your waste equipment to a designated collection point for the recycling of waste electrical and electronic equipment. For more information, please contact your household waste disposal service, or go to hp.com/recycle.

Waste disposal for Brazil

Este produto eletrônico e seus componentes não devem ser descartados no lixo comum, pois embora estejam em conformidade com padrões mundiais de restrição a substâncias nocivas, podem conter, ainda que em quantidades mínimas, substâncias impactantes ao meio ambiente. Ao final da vida útil deste produto, o usuário deverá entregá-lo à HP. A não observância dessa orientação sujeitará o infrator às sanções previstas em lei.

Após o uso, as pilhas e/ou baterias dos produtos HP deverão ser entregues ao estabelecimento comercial ou rede de assistência técnica autorizada pela HP.

Para maiores informações, inclusive sobre os pontos de recebimento, acesse: hp.com.br/reciclar

The Table of Hazardous Substances/Elements and their Content (China)

电器电子产品中有害物质的名称及含有信息表

根据中国《电器电子产品有害物质限制使用管理办法》

产品中有害物质的名称及含有的信息表										
部件名称	有害物质									
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr(VI))	多溴联苯 (PBBs)	多溴二苯醚 (PBDEs)	邻苯二甲酸二正丁酯 (DBP)	邻苯二甲酸二异丁酯 (DIBP)	邻苯二甲酸丁苄酯 (BBP)	邻苯二甲酸二（2-乙基）己酯 (DEHP)
外壳和托盘	○	○	○	○	○	○	○	○	○	○
电线	○	○	○	○	○	○	○	○	○	○
印刷电路板	×	○	○	○	○	○	○	○	○	○
打印系統	×	○	○	○	○	○	○	○	○	○
显示器	×	○	○	○	○	○	○	○	○	○
喷墨打印机墨盒	○	○	○	○	○	○	○	○	○	○
驱动光盘	×	○	○	○	○	○	○	○	○	○
扫描仪	×	×	○	○	○	○	○	○	○	○
网络配件	×	○	○	○	○	○	○	○	○	○
电池板	×	○	○	○	○	○	○	○	○	○
自动双面打印系统	○	○	○	○	○	○	○	○	○	○
外部电源	×	○	○	○	○	○	○	○	○	○
注 1：○：表示该有害物质在该部件所有均质材料中的含量均不超出电器电子产品有害物质限制使用国家标准要求。 ×：表示该有害物质至少在该部件的某一均质材料中的含量超出电器电子产品有害物质限制使用国家标准要求。 注 2：以上未列出的部件,表明其有害物质含量均不超出电器电子产品有害物质限制使用国家标准要求。										

Regulation on the Control of Waste Electrical and Electronic Equipment (Turkey)

Türkiye Cumhuriyeti: AEEE Yönetmeliğine uygundur

Restriction of hazardous substance (India)

This product, as well as its related consumables and spares, complies with the reduction in hazardous substances provisions of the "India E-waste (Management and Handling) Rule 2016." It does not contain lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 weight % and 0.01 weight % for cadmium, except for where allowed pursuant to the exemptions set in Schedule 2 of the Rule.

Declaration of the Presence Condition of the Restricted Substances Marking (Taiwan Region)

限用物質含有情況標示聲明書

Taiwan Declaration of the Presence Condition of the Restricted Substances Marking

單元 unit	限用物質及其化學符號 Restricted substances and chemical symbols					
	鉛 (Pb)	汞 (Hg)	鎘 (Cd)	六價鉻 (Cr^{+6})	多溴聯苯 (PBB)	多溴二苯醚 (PBDE)
列印引擎 Print engine	—	○	○	○	○	○
外殼和紙匣 External Casing and Trays	○	○	○	○	○	○
電源供應器 Power Supply	—	○	○	○	○	○
電線 Cables	○	○	○	○	○	○
印刷電路板 Print printed circuit board	—	○	○	○	○	○
控制面板 Control panel	—	○	○	○	○	○
墨水匣 Cartridge	○	○	○	○	○	○
掃描器組件 Scanner assembly	—	○	○	○	○	○

備考1. “超出0.1wt%”及“超出0.01wt%”係指限用物質之百分比含量超出百分比含量基準值。
Note 1: “Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.
備考2. “○”係指該項限用物質之百分比含量未超出百分比含量基準值。
Note 2: “○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.
備考3. “–”係指該項限用物質為排除項目
Note 3: “—” indicates that the restricted substance corresponds to the exemption.

若要存取產品的最新使用指南或手冊，請前往 hp.com/support。選取搜尋您的產品，然後依照 畫 面上的指示繼續執行。

To access the latest user guides or manuals for your product, go to hp.com/support. Select **Find your product**, and then follow the on-screen instructions.

© Copyright 2024 HP Development Company, L.P.