



User Guide



HP OfficeJet 8010 series

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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](#).
- There are no user-serviceable parts inside. Refer servicing to qualified service personnel.

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1 Get started

This guide provides details about how to use the printer and how to resolve problems.

- [Accessibility](#)
- [HP EcoSolutions \(HP and the Environment\)](#)
- [Understand the printer parts](#)
- [Use the printer control panel](#)
- [Paper basics](#)
- [Load paper](#)
- [Load an original on the scanner glass](#)
- [Load an original in the document feeder](#)
- [Update the printer](#)
- [Open the HP printer software \(Windows\)](#)
- [Use the HP Smart app to print, scan, and troubleshoot](#)
- [Turn the printer off](#)

Accessibility

The printer provides a number of features that make it accessible for people with disabilities.

- **Visual**

The HP software is accessible for users with visual impairments or low vision by using your operating system's accessibility options and features. The software also supports most assistive technology such as screen readers, Braille readers, and voice-to-text applications. For users who are color blind, colored buttons and tabs used in the HP software have simple text or icon labels that convey the appropriate action.

- **Mobility**

For users with mobility impairments, the HP software functions can be executed through keyboard commands. The HP software also supports Windows accessibility options such as StickyKeys, ToggleKeys, FilterKeys, and MouseKeys. The printer doors, buttons, paper trays, and paper-width guides can be operated by users with limited strength and reach.

For more information about accessibility solutions for HP products, visit the HP Accessibility and Aging website (www.hp.com/accessibility).

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](#). For more information about HP's environmental initiatives, visit www.hp.com/ecosolutions.

- [Power Management](#)
- [Quiet Mode](#)
- [Optimize Printing Supplies](#)


Power Management

Use **Sleep Mode**, **Auto-off**, and **Schedule Printer On/Off** to conserve electricity.

Sleep mode

Power usage is reduced while in Sleep mode. After initial setup of printer, the printer will enter Sleep mode after five minutes of inactivity.

Use the following instructions to change the period of inactivity before the printer sleeps.

1. From the printer control panel, touch  (**Setup**).
2. Touch **Power Management**, touch **Sleep Mode**, and then touch the desired option.

Auto-Off

This feature turns the printer off after 8 hours of inactivity to help reduce energy use. Auto-Off turns the printer off completely, so you must use the Power button to turn on the printer again.


If your printer supports this energy saving feature, Auto-Off is automatically enabled or disabled depending on printer capabilities and connection options. Even when Auto-Off is disabled, the printer enters Sleep mode after 5 minutes of inactivity to help reduce energy use.



- Auto-Off is enabled when the printer is turned on, if the printer does not have network or Wi-Fi Direct capability or is not using these capabilities.
- Auto-Off is disabled when a printer's wireless or Wi-Fi Direct capability is turned on or when a printer with USB connectivity establishes a USB connection.

Schedule Printer On and Off

Use this feature to automatically turn the printer on or off on selected days. For example, you can schedule the printer to turn on at 8 a.m. and turn off at 8 p.m. from Monday to Friday. In this way, you save energy during the night and weekends.

Use the following instructions to schedule the day and time for On and Off.

1. From the printer control panel, touch  (**Setup**).
2. Touch **Power Management** and touch **Schedule Printer On/Off**.
3. Touch **Schedule On** or **Schedule Off** to turn the feature on, and then follow the onscreen instructions to set the day and time to turn on or turn off the printer.

 **CAUTION:** Always turn the printer off properly, using either **Schedule Off** or  (the Power button) located on the front left side of the printer.

If you improperly turn the printer off, the print carriage might not return to the correct position, causing problems with the cartridges and print quality issues.

Never turn off the printer when cartridges are missing. HP recommends that you replace any missing cartridges as soon as possible to avoid print quality issues, possible extra ink usage from the remaining cartridges, or damage to the ink system.

Quiet Mode

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


 **NOTE:** Quiet Mode does not work if you print photos or envelopes.

You can create a schedule by selecting the time when the printer prints in Quiet Mode. For example, you can schedule the printer to be in Quiet Mode from 10 p.m. to 8 a.m. everyday.


To turn on Quiet Mode from the printer control panel


1. From the Home screen, touch **Setup** .
2. Touch **Quiet Mode**.
3. Touch **On** or **Off** next to **Quiet Mode**.

To create a schedule for Quiet Mode from the printer control panel

1. From the printer control panel, touch  (**Setup**).
2. Touch **Quiet Mode** .
3. Turn on **Quiet Mode** .
4. Touch the toggle button next to **Schedule** to turn it on, and then change the start time and end time of the schedule.

To turn on Quiet Mode while the printer is printing

- On the printer control panel display, from the printing screen, touch  (Quiet Mode) to turn on Quiet Mode.

 **NOTE:** Quiet Mode is turned on only after the current page is printed and is only used for the current print job.

To turn Quiet Mode on or off from the printer software (Windows)

1. Open the HP printer software. For more information, see [Open the HP printer software \(Windows\)](#).
2. Click **Quiet Mode**.
3. Select **On** or **Off**.
4. Click **Save Setting**.

To turn Quiet Mode on or off from the Embedded Web Server (EWS)

1. Open the EWS. For more information, see [Open the embedded web server](#).
2. Click the **Settings** tab.
3. In the **Preferences** section, select **Quiet Mode**, and then select **On** or **Off**.
4. Click **Apply**.

Optimize Printing Supplies

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

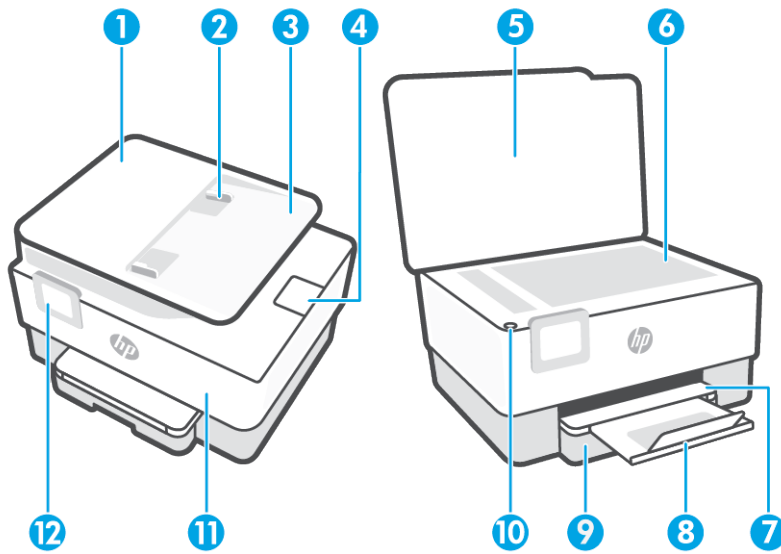
- Recycle used original HP ink cartridges through HP Planet Partners. For more information, visit www.hp.com/recycle.
- Optimize paper usage by printing on both sides of the paper.
- Change the print quality in the printer driver to a draft setting. The draft setting uses less ink.
- Do not clean the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

Understand the printer parts

This section contains the following topics:

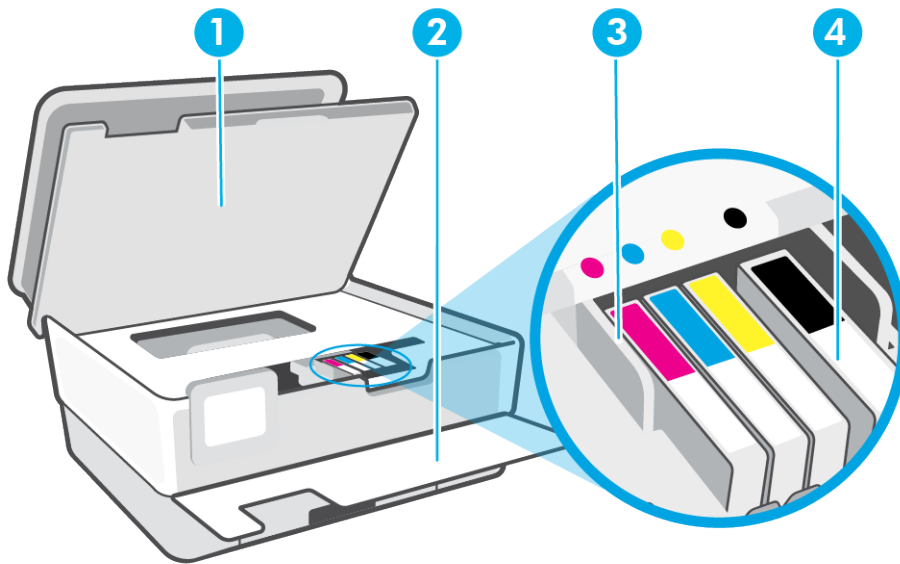
- [Top and front view](#)
- [Printing supplies area](#)
- [Back view](#)

Top and front view



1	Document feeder
2	Document feeder paper-width guides
3	Document feeder tray
4	Document feeder output extension
5	Scanner lid
6	Scanner glass
7	Output tray
8	Output tray extension
9	Input tray
10	Power button
11	Front door
12	Control panel display

Printing supplies area



1 Cartridge access door

2 Front door

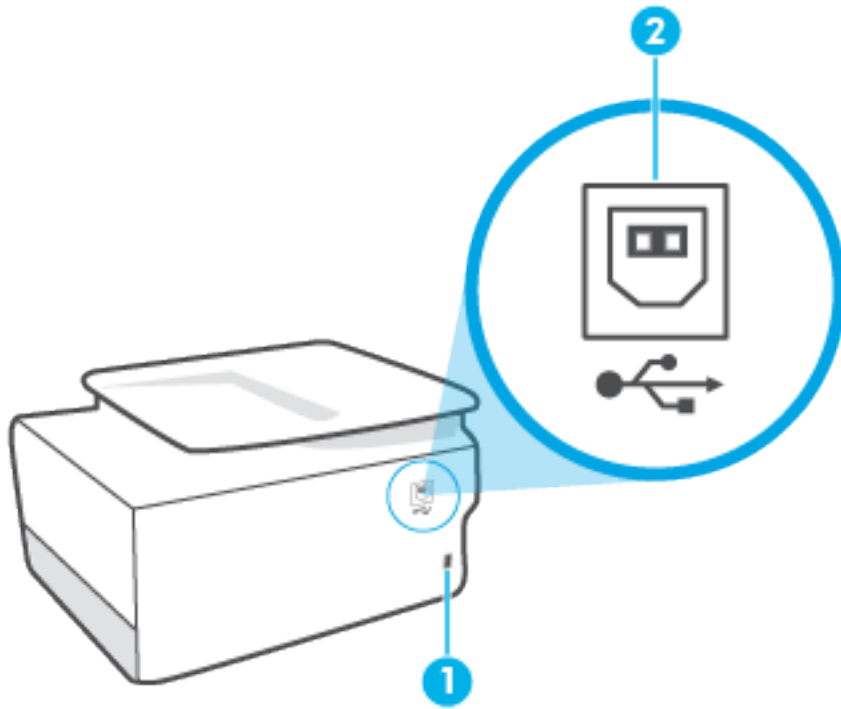
3 Printhead

4 Cartridges



NOTE: Cartridges should be kept in the printer to prevent possible print quality issues or printhead damage. Avoid removing supplies for extended periods of time. Do not turn the printer off when a cartridge is missing.

Back view



1 Power input

2 Rear USB port

Use the printer control panel

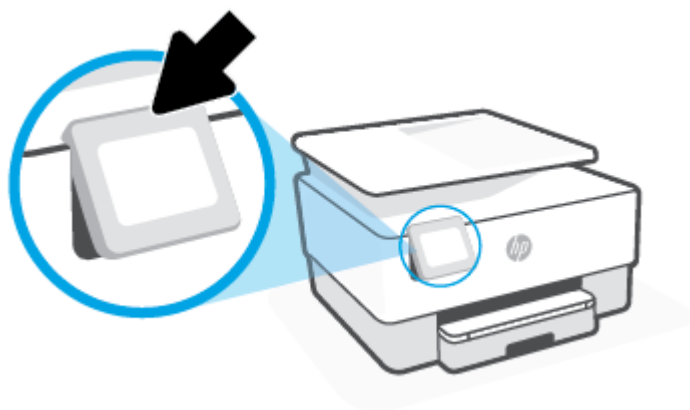
This section contains the following topics:


- [Lift the control panel](#)
- [Overview of buttons and lights](#)
- [Function buttons](#)
- [Toolbar icons](#)
- [Change printer settings](#)

Lift the control panel

You can move the control panel for easier use.

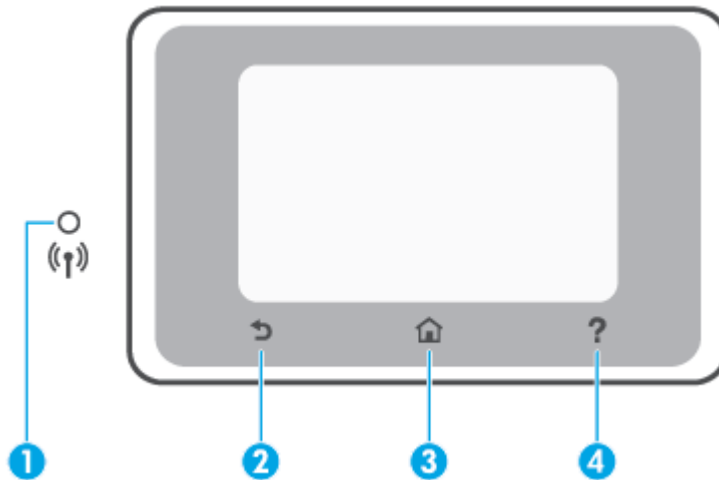
- Push the upper part of the control panel to lift it.



 **NOTE:** Return the control panel to its original position by pushing down the bottom until it is back in place.

Overview of buttons and lights

The following diagram and related table provide a quick reference to the printer control panel features.







Label	Name and Description
1	<p>Wireless light: Indicates the status of the printer's wireless connection.</p> <ul style="list-style-type: none"> • Solid blue light indicates that wireless connection has been established and you can print. • Slow blinking light with clear pause indicates that wireless is on, but not configured. To connect your printer, see Set up the printer for wireless communication. • Slow blinking light indicates that wireless is on, but the printer is not connected to a network. Make sure your printer is within the range of wireless signal. • Fast blinking light indicates wireless error. Refer to the message on the printer display. • If the wireless light is off, wireless is turned off.
2	Back button: Returns to the previous menu.
3	Home button: Returns to the Home screen from any other screen.
4	Help button: Opens the Help menu when on the Home screen, or shows contextual help content if it is available for the current operation when on other screens.

Function buttons

Function button	Purpose
Copy	Copy document, ID card, or photo.
Scan	Scan document or photo.
Setup	Change preferences and use tools to perform maintenance functions.


Toolbar icons

The Toolbar on the printer control panel lets you access the icons on the display, check the status of the printer, or monitor and manage current and scheduled printer tasks.

Icon	Purpose
	Wireless: Displays wireless status and menu options. For more information, see Set up the printer for wireless communication .
	HP ePrint: Displays the Web Services Summary menu, where you can check ePrint status details, change ePrint settings, or view the printer email address. For more information, see Print with HP ePrint .
	Wi-Fi Direct: Displays the status, name, and password for Wi-Fi Direct, and the number of devices connected. You can also change settings and print a guide.
	Ink: Displays the estimated ink levels. 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.

Change printer settings


Use the control panel to change the printer functions and settings, print reports, or get help for the printer.



 **TIP:** If the printer is connected to a computer, you can also change the printer settings using the printer management tools in the software.

For more information about these tools, see [Printer management tools](#).

To change settings for a function


The Home screen of the control panel display shows the available functions for the printer. Some features of the functions allows you to change settings.



1. Select **Copy** or **Scan** and then select the desired option.
2. After selecting a function, touch  (**Settings**), scroll through the available settings, and then touch the setting you want to change.
3. Follow the prompts on the control panel display to change the settings.

 **TIP:** Touch  (Home) to return to the Home screen.

To change the printer settings

To change the printer settings or print reports, use the options available on the **Setup** menu.

1. From the printer control panel, touch  (**Setup**).
2. Touch and scroll through the screens.
3. Touch the screen items to select screens or options.

 **TIP:** Touch  (Home) to return to the Home screen.

Paper basics

The printer is designed to work well with most types of office paper. It is best to test a variety of print paper types before buying large quantities. Use HP paper for optimum print quality. Visit the HP website at www.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.

This section contains the following topics:

- [Recommended papers for printing](#)
- [Order HP paper supplies](#)
- [Tips for selecting and using paper](#)

Recommended papers for printing

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

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

Photo printing

- **HP Premium Plus Photo Paper**

HP Premium Plus Photo Paper is HP's highest-quality photo paper for your best photos. With HP Premium Plus Photo Paper, you can print beautiful photos that are instant-dry so you can share them right off the printer. The printer supports several sizes, including A4, 8.5 x 11 inches, 4 x 6 inches (10 x 15 cm), and 5 x 7 inches (13 x 18 cm) in two finishes - glossy or soft gloss (semi-gloss). Ideal for framing, displaying, or gifting your best photos and special photo projects. HP Premium Plus Photo Paper delivers exceptional results with professional quality and durability.

- **HP Advanced Photo Paper**

This glossy photo paper features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. Your prints have a look and feel comparable to a store-processed photo. It is available in several sizes, including A4, 8.5 x 11 inches, 10 x 15 cm (4 x 6 inches), 13 x 18 cm (5 x 7 inches), 11 x 17 inches. It is acid-free for longer lasting documents.

- **HP Everyday Photo Paper**

Print colorful, everyday snapshots at a low cost, using paper designed for casual photo printing. This affordable photo paper dries quickly for easy handling. Get sharp, crisp images when you use this paper with any inkjet printer. It is available in glossy finish in several sizes, including A4, 8.5 x 11 inches, 5 x 7 inches and 4 x 6 inches 10 x 15 cm. It is acid-free for longer lasting documents.

Business documents

- **HP Premium Presentation Paper 120g Matte or HP Professional Paper 120 Matte**

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

- **HP Brochure Paper Glossy or HP Professional Paper Glossy**

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

- **HP Brochure Paper Matte or HP Professional Paper Matte**

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

Everyday printing

All the papers are listed below for everyday printing feature ColorLok Technology for less smearing, bolder blacks, and vivid colors.

- **HP Bright White Inkjet Paper**

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

- **HP Printing Paper**

HP Printing Paper is a high-quality multifunction paper. It produces documents that look and feel more substantial than documents printed on standard multipurpose or copy paper. It is acid-free for longer lasting documents.

- **HP Office Paper**

HP Office Paper is a high-quality multifunction paper. It is suitable for copies, drafts, memos, and other everyday documents. It is acid-free for longer lasting documents.

- **HP Multipurpose Paper**

HP Multipurpose Paper is a versatile, efficient, and smear-resistant paper for use in copiers and printers machines. It eliminates the need to keep specialty papers on hand, saving time and money.

Order HP paper supplies

The printer is designed to work well with most types of office paper. Use HP paper for optimum print quality.

To order HP papers and other supplies, go to www.hp.com. At this time, some portions of the HP website are available in English only.

HP recommends plain papers with the ColorLok logo for printing and copying of everyday documents. All papers with the ColorLok logo are independently tested to meet high standards of reliability and print quality, and produce documents with crisp, vivid color, bolder blacks and shorter dry-time 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 the best results, observe the following guidelines.

- Load only one type and one size of paper at a time into a tray or document feeder.
- Make sure the paper is loaded correctly when loading from the input tray or document feeder.
- Do not overload the tray or document feeder.
- To prevent jams, poor print quality, and other printing problems, avoid loading the following paper in the tray or document feeder:
 - 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

Load paper

To load standard paper

1. Pull out the input tray.

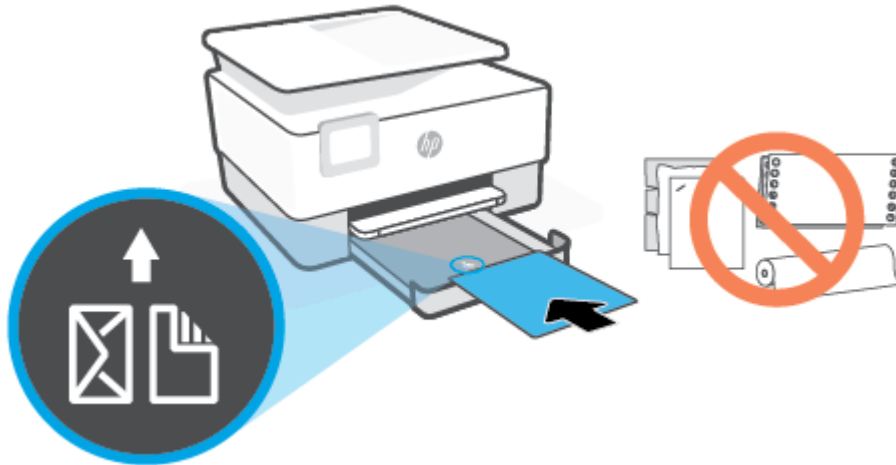
 **NOTE:** If there is other paper in the input tray, remove the paper before loading a different paper type or size.



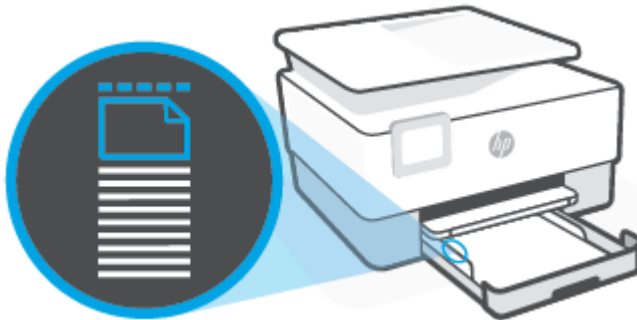
2. Slide the paper-width guides to the edges of the input tray.




3. Insert the paper in portrait orientation and with the side to be printed facing down.



Make sure the stack of paper is aligned with the appropriate paper size lines on the front of the tray. Also, make sure the stack of paper does not exceed the stack height marking on the left edge of the tray.



 **NOTE:** Do not load paper while the printer is printing.

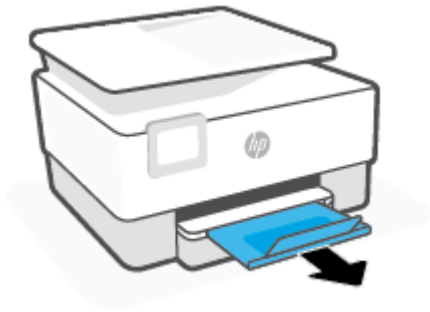
4. Adjust the paper-width guides until they touch the left and right edges of the stack of paper.



5. Reinsert the input tray into the printer.




6. Pull out the output tray extension as shown.



To load legal paper

1. Pull out the input tray.

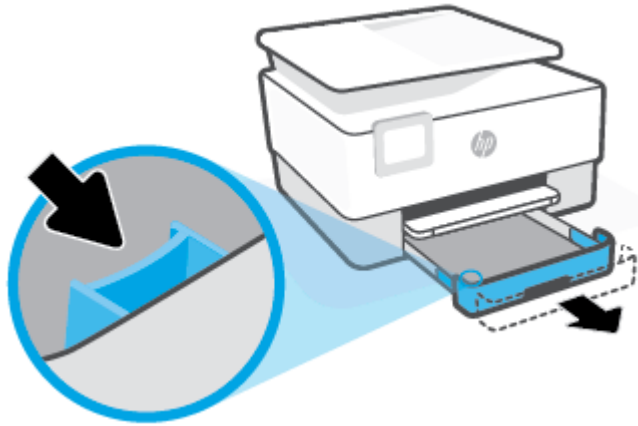
 **NOTE:** If there is other paper in the input tray, remove the paper before loading a different paper type or size.



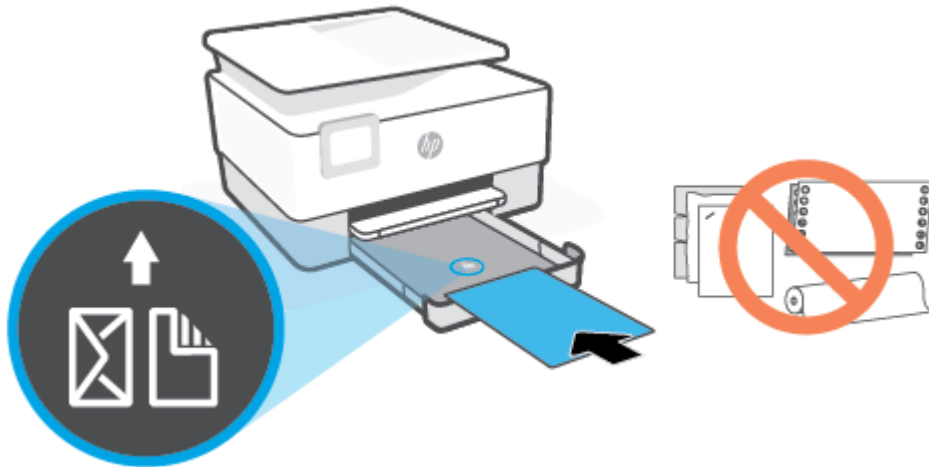
2. Slide the paper-width guides to the edges of the input tray.



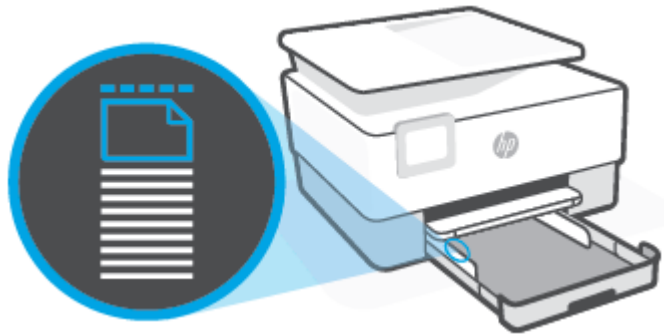
3. Press the button near the front left of the tray to extend the input tray.




4. Insert the paper in portrait orientation and with the side to be printed facing down.

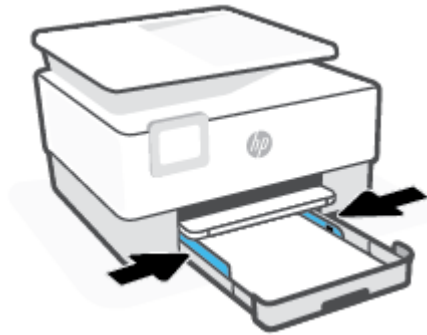


Make sure the stack of paper is aligned with the appropriate paper size lines on the front of the tray. Also, make sure the stack of paper does not exceed the stack height marking on the left edge of the tray.




 **NOTE:** Do not load paper while the printer is printing.

5. Adjust the paper-width guides until they touch the left and right edges of the stack of paper.



6. Reinsert the input tray into the printer.




 **NOTE:** When you insert the input tray, the input tray extension remains outside of the printer. This is the expected result.

7. Pull out the output tray extension as shown.



To load an envelope

1. Pull out the input tray.

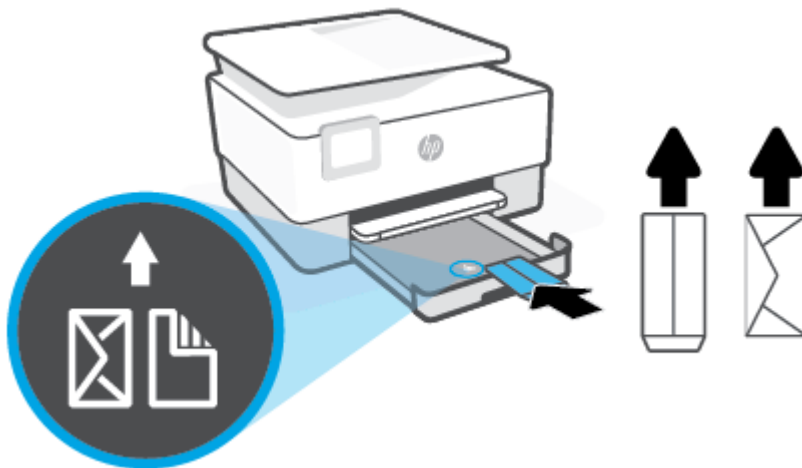
 **NOTE:** If there is other paper in the input tray, remove the paper before loading a different paper type or size.




2. Slide the paper-width guides to the edges of the input tray.



3. Insert the envelope in portrait orientation and with the side to be printed facing down.
For information on the maximum number of envelopes allowed in the tray, see [Specifications](#).



 **NOTE:** Do not load paper while the printer is printing.

4. Adjust the paper-width guides until they touch the left and right edges of the stack of envelopes.



5. Reinsert the input tray into the printer.




6. Pull out the output tray extension as shown.



To load cards and photo paper

1. Pull out the input tray.

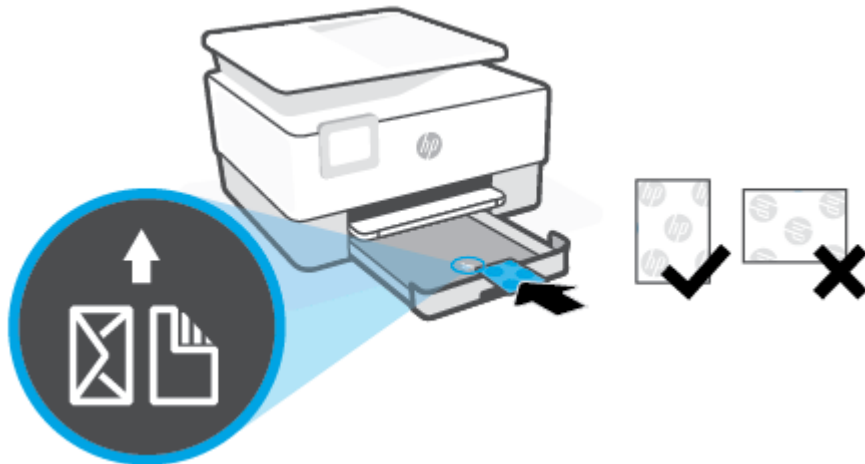
 **NOTE:** If there is other paper in the input tray, remove the paper before loading a different paper type or size.



2. Slide the paper-width guides to the edges of the input tray.




3. Insert the cards or photo paper in portrait orientation and with the side to be printed facing down.



Make sure the stack of card or photo is aligned with the appropriate paper size lines on the front of the tray. Also, make sure the stack of card or photo does not exceed the stack height marking on the left edge of the tray.



 **NOTE:** Do not load paper while the printer is printing.

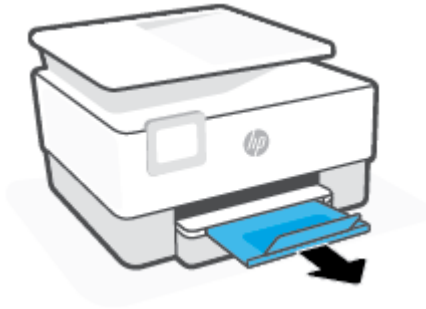
4. Adjust the paper-width guides until they touch the left and right edges of the stack of paper.



5. Reinsert the input tray into the printer.





6. Pull out the output tray extension as shown.



Load an original on the scanner glass

You can copy or scan originals by loading them on the scanner glass.

 **NOTE:** The scanner might not work correctly if the scanner glass and lid backing are not clean. For more information, see [Maintain the printer](#).

 **NOTE:** Remove all originals from the document feeder tray before lifting the lid on the printer.

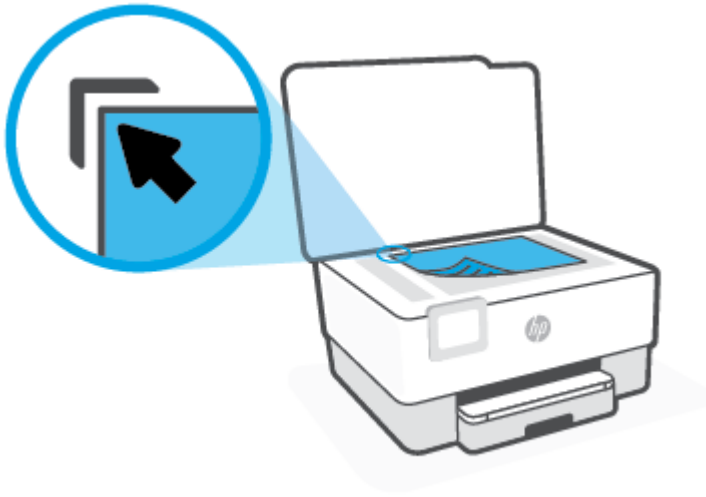
To load an original on the scanner glass

1. Lift the scanner lid.



2. Load your original print-side down and align it with the marking on the rear left corner of the glass.

 **TIP:** For more help on loading an original, refer to the engraved guides along the edge of the scanner glass.



3. Close the lid.

Load an original in the document feeder

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

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.

To load an original in the document feeder

1. Load your original print-side up into the document feeder.
 - a. If you are loading an original printed in portrait orientation, place the pages so that the top edge of the document goes in first. If you are loading an original printed in landscape orientation, place the pages so that the left edge of the document goes in first.
 - b. Slide the paper into the document feeder until you hear a tone or see a message on the printer control panel display indicating that the loaded pages were detected.

TIP: For more help on loading originals in the document feeder, refer to the diagram on the document feeder tray.




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

Update the printer

By default, if the printer is connected to a network and Web Services has been enabled, the printer automatically checks for updates.

To update the printer using the printer control panel

1. From the printer control panel display, touch  (**Setup**).
2. Touch **Tools**.
3. Touch **Update the Printer**.
4. Touch **Check Now**.

To enable the printer to automatically check for updates


 **NOTE:** The default setting of **Auto Update** is **On**.

1. From the printer control panel display, touch  (**Setup**).
2. Touch **Tools**.
3. Touch **Update the Printer**.
4. Touch **Printer Update Options**.
5. Select **Install Automatically (Recommended)**, **Alert When Available** or **Do Not Check**.

To update the printer using the embedded web server

1. Open the EWS.
For more information, see [Embedded web server](#).
2. Click the **Tools** tab.
3. In the **Printer Updates** section, click **Firmware Updates**, and then follow the onscreen instructions.

 **NOTE:** If a printer update is available, the printer downloads and installs the update, and then restarts.

 **NOTE:** If prompted for proxy settings and if your network uses proxy settings, follow the onscreen 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.

Open the HP printer software (Windows)

After installing the HP printer software, depending on your operating system, do one of the following:

- **Windows 10:** From the computer desktop, click **Start**, select **HP** from the app list, and then select the icon with the printer name.
- **Windows 8.1:** Click the down arrow in the lower left corner of the Start screen, and then select the printer name.
- **Windows 8:** Right-click an empty area on the Start screen, click **All Apps** on the app bar, and then select the printer name.
- **Windows 7:** From the computer desktop, click **Start**, select **All Programs**, click **HP**, click the folder for the printer, and then select the icon with the printer name.



NOTE: If you have not installed the HP printer software, visit 123.hp.com to download and install the necessary software.

Use the HP Smart app to print, scan, and troubleshoot

HP Smart helps you to set up, scan, print, share, and manage your HP printer. You can share documents and images through email, text messages, and popular cloud and social media services (such as iCloud, Google Drive, Dropbox, and Facebook). You can also set up new HP printers, as well as monitor and order supplies.



NOTE: The HP Smart app is supported on iOS, Android, Windows 10, OS X 10.11, and macOS 10.12 and later devices. The app might not be available in all languages. Some features might not be available with all printer models.

Get more information about the HP Smart app

For basic instructions on how to print, scan, and troubleshoot using HP Smart, see [Print using the HP Smart app](#), [Scan using the HP Smart app](#), and [Get help from the HP Smart app](#). For more information, you can also visit:

- **iOS/Android:** www.hp.com/go/hpsmart-help
- **Windows:** www.hp.com/go/hpsmartwin-help
- **Mac:** www.hp.com/go/hpsmartmac-help

To install the HP Smart app and connect to your printer

1. To get the HP Smart app, visit 123.hp.com to download and install the app.


Users of iOS, Android, and Windows 10 devices can also get the app from the device's app store.


2. After installation, open the app.

- **iOS/Android:** From the device desktop or app menu, tap HP Smart.
- **Windows 10:** From the computer desktop, click **Start**, and then select HP Smart from the app list.
- **Mac:** From the Launchpad, select the HP Smart app.

3. Connect to your printer. For information, see [Connect your printer by using the HP Smart app](#).

Turn the 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 a power strip.

 **CAUTION:** If you incorrectly turn the printer off, the print carriage might not return to the correct position, causing problems with the cartridges and print quality issues.

2 Print

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

- [Print using a computer](#)
- [Print using the HP Smart app](#)
- [Print with mobile devices](#)
- [Tips for successful printing](#)

Print using a computer

- [Print documents](#)
- [Print brochures](#)
- [Print on envelopes](#)
- [Print photos](#)
- [Print on special and custom-size paper](#)
- [Print on both sides \(duplexing\)](#)
- [Print using a Mac desktop or laptop](#)



NOTE: You can also use the HP Smart app to print from mobile devices. For more information, see [Print using the HP Smart app](#).

Print documents

To print documents (Windows)

1. Load paper in the input tray. For more information, see [Load paper](#).
2. From your software, select **Print**.
3. Make sure your printer is selected.
4. Click the button that opens the **Properties** dialog box.

Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer Properties**, **Printer**, or **Preferences**.



NOTE: To set print settings for all print jobs, make the changes in the HP software. For more information on the HP software, see [Printer management tools](#).

5. Select the appropriate options.
 - On the **Layout** tab, select **Portrait** or **Landscape** orientation.
 - On the **Paper/Quality** tab, select the appropriate paper type from the **Media** drop-down list in the **Tray Selection** area, select the appropriate print quality in the **Quality Settings** area, and then select the appropriate color in the **Color** area.
 - Click **Advanced** to select the appropriate paper size from the **Paper Size** drop-down list.



NOTE: If you change the paper size, be sure to load the correct paper in the input tray and set the paper size on the printer control panel.

If you want to change other print settings, click the other tabs. For more printing tips, see [Printer settings tips](#).

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

Print brochures


To print brochures (Windows)

1. Load paper in the input tray. For more information, see [Load paper](#).
2. On the **File** menu in your software application, click **Print**.
3. Make sure your printer is selected.
4. To change settings, click the button that opens the **Properties** dialog box.

Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.

 **NOTE:** To set print settings for all print jobs, make the changes in the HP software. For more information on the HP software, see [Printer management tools](#).

5. Select the appropriate options.
 - On the **Layout** tab, select **Portrait** or **Landscape** orientation.
 - On the **Paper/Quality** tab, select the appropriate paper type from the **Media** drop-down list in the **Tray Selection** area, select the appropriate print quality in the **Quality Settings** area, and then select the appropriate color in the **Color** area.
 - Click **Advanced** to select the appropriate brochure size from the **Paper Size** drop-down list.

 **NOTE:** If you change the paper size, be sure to load the correct paper in the input tray and set the paper size on the printer control panel.

If you want to change other print settings, click the other tabs. For more printing tips, see [Printer settings tips](#).


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

Print on envelopes

Avoid envelopes with the following characteristics:

- Very slick finish
- Self-stick adhesives, clasps, or windows
- Thick, irregular, or curled edges
- Areas that are wrinkled, torn, or otherwise damaged

Make sure the folds of envelopes you load in the printer are sharply creased.

 **NOTE:** For more information about printing on envelopes, see the documentation available with the software program you are using.


To print envelopes (Windows)

1. Load paper in the input tray. For more information, see [Load paper](#).
2. On the **File** menu in your software, click **Print**.
3. Make sure your printer is selected.
4. Click the button that opens the **Properties** dialog box.

Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer Properties**, **Printer**, or **Preferences**.

 **NOTE:** To set print settings for all print jobs, make the changes in the HP software. For more information on the HP software, see [Printer management tools](#).

5. Select the appropriate options.
 - On the **Layout** tab, select **Portrait** or **Landscape** orientation.
 - On the **Paper/Quality** tab, select the appropriate paper type from the **Media** drop-down list in the **Tray Selection** area, select the appropriate print quality in the **Quality Settings** area, and then select the appropriate color in the **Color** area.
 - Click **Advanced** to select the appropriate envelope size from the **Paper Size** drop-down list.

 **NOTE:** If you change the paper size, be sure to load the correct paper in the input tray and set the paper size on the printer control panel.


If you want to change other print settings, click the other tabs. For more printing tips, see [Printer settings tips](#).

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

Print photos

You can print a photo from a computer.

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

 **TIP:** You can use this printer to print documents and photos on your mobile device (such as a smartphone or tablet). For more information, visit the HP Mobile Printing website (www.hp.com/go/mobileprinting). (At this time, this website might not be available in all languages.)

To print a photo from the computer (Windows)

1. Load paper in the input tray. For more information, see [Load paper](#).
2. From your software, select **Print**.
3. Make sure your printer is selected.
4. Click the button that opens the **Properties** dialog box.

Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer Properties**, **Printer**, or **Preferences**.

5. Select the appropriate options.
 - On the **Layout** tab, select **Portrait** or **Landscape** orientation.
 - On the **Paper/Quality** tab, select the appropriate paper type from the **Media** drop-down list in the **Tray Selection** area, select the appropriate print quality in the **Quality Settings** area, and then select the appropriate color in the **Color** area.
 - Click **Advanced** to select the appropriate photo size from the **Paper Size** drop-down list.



NOTE: If you change the paper size, be sure to load the correct paper in the input tray and set the paper size on the printer control panel.

If you want to change other print settings, click the other tabs. For more printing tips, see [Printer settings tips](#).

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



NOTE: After the printing is finished, remove unused photo paper from the input tray. Store the photo paper so it does not start to curl, which could reduce the quality of your printout.


Print on special and custom-size paper

If your application supports custom-size paper, set the size in the application before printing the document. If not, set the size in the printer driver. You might need to reformat existing documents to print them correctly on custom-size paper.

To set up custom sizes (Windows)

1. Depending on your operating system, do one of the following:
 - **Windows 10:** From the Windows **Start** menu, select **Windows System** from the app list, select **Control Panel**, and then click **View devices and printers** under **Hardware and Sound**. Select the printer name, and click **Print server properties**.
 - **Windows 8.1 and Windows 8:** Point to or tap the upper-right corner of the screen to open the Charms bar, click the **Settings** icon, click or tap **Control Panel**, and then click or tap **View devices and printers**. Click or tap the printer name, and click or tap **Print server properties**.
 - **Windows 7:** From the Windows **Start** menu, click **Devices and Printers**. Select the printer name, and select **Print server properties**.
2. Select the **Create a new form** checkbox.
3. Enter the name of the custom size paper.
4. Enter the dimensions of the custom size in the **Form description (measurements)** section.
5. Click **Save Form**, and then click **Close**.

To print on special or custom-size paper (Windows)


 **NOTE:** Before you can print on custom-size paper, you must set up the custom size in the Print Server Properties.

1. Load the appropriate paper in the input tray. For more information, see [Load paper](#).
2. From the **File** menu in your software application, click **Print**.
3. Make sure your printer is selected.
4. Click the button that opens the **Properties** dialog box.

Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer Properties**, **Printer**, or **Preferences**.

 **NOTE:** To set print settings for all print jobs, make the changes in the HP software. For more information on the HP software, see [Printer management tools](#).

5. On the **Layout** tab or **Paper/Quality** tab, click the **Advanced** button.
6. In the **Paper/Output** area, select the custom size from the **Paper Size** drop-down list.

 **NOTE:** If you change the paper size, be sure to load the correct paper in the input tray and set the paper size on the printer control panel.


7. Select any other print settings that you want, and then click **OK**.
8. Click **Print** or **OK** to begin printing.

Print on both sides (duplexing)


To print on both sides of the page (Windows)

1. Load paper in the input tray. For more information, see [Load paper](#).
2. From your software, select **Print**.
3. Make sure your printer is selected.
4. Click the button that opens the **Properties** dialog box.

Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer Properties**, **Printer**, or **Preferences**.

 **NOTE:** To set print settings for all print jobs, make the changes in the HP software. For more information on the HP software, see [Printer management tools](#).

5. Select the appropriate options.
 - On the **Layout** tab, select **Portrait** or **Landscape** orientation, and then select an appropriate flipping paper option from the **Print on Both Sides** drop-down list.
 - On the **Paper/Quality** tab, select the appropriate paper type from the **Media** drop-down list in the **Tray Selection** area, select the appropriate print quality in the **Quality Settings** area, and then select the appropriate color in the **Color** area.
 - Click **Advanced** to select the appropriate paper size from the **Paper Size** drop-down list.

 **NOTE:** If you change the paper size, be sure to load the correct paper in the input tray and set the paper size on the printer control panel.

If you want to change other print settings, click the other tabs. For more printing tips, see [Printer settings tips](#).

 **NOTE:** The printer supports automatic two-sided printing of A4, Letter, Executive, and JIS B5 paper sizes.

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

Print using a Mac desktop or laptop

Instructions for HP AirPrint-compatible printers and Mac computers with macOS and OS X 10.7 (Lion) and later.

Printer connected to network

If your printer is already set up and connected to your wireless network, you can enable printing from a Mac desktop or laptop using the **System Preferences** menu.

1. Open **System Preferences** and select **Printers and Scanners**.
2. Click **Add +** to set up the printer on your Mac. Choose your printer from the displayed list of network printers, then click **Add**. This will install the available print or scan drivers for your printer.

These instructions let you print from your Mac. Continue to use the HP Smart app to monitor ink levels and printer alerts.

Printer not connected to network

- If you have not set up or connected your printer to your network, go to 123.hp.com to install the necessary software. When you complete printer setup, use the HP Utility from the **Applications** folder to monitor ink levels and printer alerts.

Print using the HP Smart app

This section provides basic instructions for using the HP Smart app to print from your iOS, Android, Windows, and Mac devices. For more information about the app, see [Use the HP Smart app to print, scan, and troubleshoot](#).

To begin using the HP Smart app to print

1. Load paper in the input tray. For more information, see [Load paper](#).
2. Open the HP Smart app on your device.
3. On the Home screen of HP Smart, make sure your printer is selected.

 **TIP:** If a printer is already set up, you can select it from the Home screen of HP Smart by swiping left or right and selecting it.

To use a different printer, click or tap **+** (Plus icon) on the Home screen, and then select a different printer or add a new printer.

To print from Android or iOS device

1. On the Home screen of HP Smart, tap a printing option (for example, **Print Photos** or **Print Facebook Photos**, etc.). You can print photos and documents from your device, cloud storage, or social media sites.
2. Select the photo or document you want to print.
3. Tap **Print**.

To print from a Windows 10 device

1. On the Home screen of HP Smart, click or tap **Print** at the bottom of the screen.
2. Select **Print Photo**, locate a photo you want to print, and then click or tap **Select Photos to Print**.
Select **Print Document**, locate a PDF document you want to print, and then click or tap **Print**.
3. Select the appropriate options. To view more settings, click or tap **More settings**.
For more information about printing settings, see [Printer settings tips](#).
4. Click or tap **Print** to begin printing.


To print from a Mac device

1. On the Home screen of HP Smart, click **Print** tile, and then click **Print Document** or **Print Photo**.
2. Locate the document or photo in the Documents folder or Pictures library, or browse to another folder where the file is saved.
3. Select the document or photo you want, and then click **Print**.
4. Select a different printer or make any changes to the print settings, such as paper size or output quality.
5. Click **Print**.


Print with mobile devices


Print from mobile devices

You can print documents and photos directly from your mobile devices, including iOS, Android, Windows Mobile, Chromebook and Amazon Kindle.

 **NOTE:** You can also use the HP Smart app to print from mobile devices. For more information, see [Print using the HP Smart app](#).

1. Make sure your printer is connected to the same network as your mobile device.
2. Enable printing on your mobile device:


- **iOS:** Use the **Print** option from the **Share** menu or .

 **NOTE:** 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.

 **NOTE:** The HP-print plugin is supported on Android OS 4.4 KitKat and later.

- **Windows Mobile:** Tap **Print** from the **Device** menu. No setup is required since the software is preinstalled.

 **NOTE:** If your printer is not listed, you might need to do a one-time setup of the printer using the **Add Printer** wizard.

- **Chromebook:** Download and install the **HP Print for Chrome** app from the Chrome Web Store to enable both Wi-Fi and USB printing.
- **Amazon Kindle Fire HD9 and HDX:** The first time you select **Print** on your device, the HP Print Service Plugin is automatically downloaded to enable mobile printing.

 **NOTE:** For detailed information about enabling printing from your mobile devices, visit the HP Mobile Printing website (www.hp.com/go/mobileprinting). If a local version of this website is not available in your country/region or language, you might be directed to the HP Mobile Printing website in another country/region or language.

3. Make sure the loaded paper matches the paper settings of the printer (see [Load paper](#) for more information). Accurately setting the paper size for the paper that is loaded enables your mobile device to know what paper size it is printing.

Tips for successful printing

To print successfully, the HP cartridges should be functioning properly with sufficient ink, the paper should be loaded correctly, and the printer should have the appropriate settings.

- [Ink tips](#)
- [Paper loading tips](#)
- [Printer settings tips](#)

Ink tips

Following are the ink tips for successful printing:

- If the print quality is not acceptable, see [Printing issues](#) for more information.
- 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-HP supplies. Product service or repairs required as a result of using a non-HP supply will not be covered under warranty.

If you believe you purchased Original HP cartridges, go to www.hp.com/go/anticounterfeit.

- Install both the black and color cartridges correctly.


For more information, see [Replace the cartridges](#).

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

For more information, see [Check the 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.

- Always turn off the printer with  (the Power button) to allow the printer to protect the nozzles.

Paper loading tips

For more information, also see [Load paper](#).

- Ensure the paper is loaded in the input tray properly, and set the correct media size and media type. Upon loading paper in input tray, you will be prompted to set the media size and media type from the control panel.
- Load a stack of paper (not just one page). All the paper in the stack should be of the same size and type to avoid a paper jam.
- Load paper with the print-side down.
- Ensure that paper 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 the guides do not bend the paper in the tray.

Printer settings tips

Software settings selected in the print driver only apply to printing, they do not apply to copying or scanning.

You can print your document on both sides of the paper. For more information, see [Print on both sides \(duplexing\)](#).

Printer settings tips (Windows)

- To change default print settings, open the HP printer software, click **Print & Scan** and then click **Set Preferences**. For information how to open the printer software, see [Open the HP printer software \(Windows\)](#).
- To understand paper and paper tray settings:
 - **Paper Size:** Select the paper size you loaded in the input tray.
 - **Media:** Select the paper type you are using.
- To understand color or black and white settings:
 - **Color:** Uses ink from all cartridges for full color prints.
 - **Black & White** or **Black Ink Only:** Uses the black ink only for normal or lower quality black and white prints.
 - **High Quality Grayscale:** Uses ink from both the color and black cartridges to produce a wider range of black and grey tones for high quality black and white prints.
- To understand print quality settings:

The print quality is measured in print resolution dots per inch (dpi). Higher dpi produces clearer and more detailed prints, but slows print speed and might use more ink.

 - **Draft:** Lowest dpi typically used when ink levels are low or when high quality prints are not needed.
 - **Better:** Suitable for most print jobs.
 - **Best:** Better dpi than **Better**.
 - **Max DPI Enabled:** Highest dpi setting available for print quality.
- To understand page and layout settings:
 - **Orientation:** Select **Portrait** for vertical prints or **Landscape** for horizontal prints.
 - **Print on Both Sides:** Automatically flip the pages after one side of the paper prints out so that you can print on both sides of the paper.
 - **Flip on Long Edge:** Select it if you want to flip pages by the long edge of the paper when printing on both sides of the paper.
 - **Flip on Short Edge:** Select it if you want to flip pages by the short edge of the paper when printing on both sides of the paper.
 - **Pages per Sheet:** Helps you specify the order of the pages if you print the document with more than two pages per sheet.



3 Copy and scan

- [Copy](#)
- [Scan](#)
- [Tips for copy and scan success](#)

Copy

The **Copy** menu on the printer display allows you to easily select number of copies and color or black and white for copying on plain paper. You can also easily access advanced settings, such as changing the paper type and size, adjusting the darkness of the copy, and resizing the copy.

To make a copy

1. Load your original print-side down on the scanner glass.
2. On the printer control panel display, from the Home screen, touch **Copy** .
3. Specify the desired number of copies. Do either of the following to specify the number:
 - Select a number in the spinner. You can swipe left or right in the spinner to increase or decrease the number.
 - Touch the keypad button on the right side of the spinner to enter a specific number.
4. Touch  (**Settings**) to specify paper size, paper type, quality, or other settings.
 - To copy two pages of the original to 2 sides of a sheet, touch the toggle button next to **2-Sided** to set it to **ON**.
 - Touch  (**Back**) to return to the Copy menu.
5. Touch **Start Black** or **Start Color** to start the copy job.

Scan

You can scan documents, photos, and other paper types, and send them to a variety of destinations, such as a computer or an email recipient.

When scanning a borderless original, use the scanner glass and not the document feeder.



NOTE: Some scan functions are only available after you have installed the HP printer software.



TIP: If you have problems scanning documents, see [Copy and scan issues](#).

This section contains the following topics:

- [Scan to a computer](#)
- [Scan using the HP Smart app](#)
- [Scan using Webscan](#)
- [Create a new scan shortcut \(Windows\)](#)
- [Change scan settings \(Windows\)](#)

Scan to a computer

Before scanning to a computer, make sure you have already installed the HP recommended printer software. The printer and computer must be connected and turned on.

In addition, on Windows computers, the printer software must be running prior to scanning.

To enable the scan to a computer feature (Windows)

If the printer is connected to the computer with a USB connection, the feature for scanning to computer is enabled by default and cannot be disabled.

If you are using network connection, follow these instructions if the feature has been disabled, and you wish to enable it again.

1. Open the HP printer software. For more information, see [Open the HP printer software \(Windows\)](#).
2. Click **Print & Scan**, and then click **Scan**.
3. Select **Manage Scan to Computer**.
4. Click **Enable**.

To scan an original to a computer from the printer control panel

Make sure the printer has already connected to the computer before scanning.

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. Touch **Scan** from the control panel, and then select your **Computer** name.
3. Touch **Start Scan**.

To scan a document or photo to a file (Windows)

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. Open the HP printer software. For more information, see [Open the HP printer software \(Windows\)](#).
3. In the printer software, click **Scan a Document or Photo**.
4. Select the type of scan you want and then click **Scan**.
 - Choose **Save as PDF** to save the document (or photo) as a PDF file.
 - Choose **Save as JPEG** to save the photo (or document) as an image file.



NOTE: The initial screen allows you to review and modify basic settings. Click the **More** link at the top right corner of the Scan dialog box to review and modify detailed settings.

For more information, see [Change scan settings \(Windows\)](#).

If **Show Viewer After Scan** is selected, you can make adjustments to the scanned image in the preview screen.

Scan using the HP Smart app

This section provides basic instructions for using the HP Smart app to scan from your iOS, Android, Windows, and Mac devices. For more information about the app, see [Use the HP Smart app to print, scan, and troubleshoot](#).

You can use the HP Smart app to scan documents or photos from the printer's scanner, and you can also scan using your device camera. HP Smart includes editing tools that allow you to adjust the scanned image before saving or sharing. You can print, save your scans locally or in cloud storage, and share them via email, SMS, Facebook, Instagram, etc. To scan with HP Smart, follow the instructions provided in the appropriate section below, depending on the type of device you are using.

- [Scan from an iOS or Android device](#)
- [Scan from the printer to your Mac device](#)
- [Scan from a Windows 10 device](#)

Scan from an iOS or Android device

1. Open the HP Smart app on your device.
2. On the Home screen of HP Smart, make sure your printer is selected.



TIP: If a printer is already set up, you can select it from the Home screen of HP Smart by swiping left or right and selecting it.

To use a different printer, click or tap **+** (Plus icon) on the Home screen, and then select a different printer or add a new printer.

3. Tap the scanning option you want to use.

- If you are using the device camera, make sure you are in a well-lit area, and the photo or document does not blend in with the surface it rests on.
 - If you are using the printer scanner, tap the **Settings** icon to select the input source and change the scan settings, and then tap the **Scan** icon.
 - If you select the option for files and photos, follow onscreen instructions to select the desired file, make the desired changes, and save the changes.
4. When you have finished adjusting the scanned document or photo, save, share, or print it.

Scan from the printer to your Mac device

1. Load the original print-side down near the icon at the corner of the scanner glass on the printer.
2. Open the HP Smart app on your device.
3. On the Home screen of HP Smart app, make sure your printer is selected.
4. Click the **Scan** tile.
5. From the Scan window, make the desired changes, and then click **Scan**.
6. In the scan preview, click **Edit** to make the desired changes, and then apply the changes.
7. Click **Add Pages** to add pages to your scan job, if necessary, and then print, save, or share the scan.

Scan from a Windows 10 device

To scan a document or photo using the printer scanner

1. Load the original print-side down near the icon at the corner of the scanner glass on the printer.
2. Open HP Smart. For more information, see [Use the HP Smart app to print, scan, and troubleshoot](#).
3. Select **Scan**, and then select **Scanner**.
4. Click or tap the Settings icon to modify the basic settings.
Select Glass from the **Source** drop-down list.
5. Click or tap the Preview icon to preview and adjust the image if necessary.
6. Click or tap the Scan icon.
7. Make other adjustments if necessary:
 - Click or tap **Add Pages** to add more documents or photos.
 - Click or tap **Edit** to rotate or crop the document or image, or adjust its contrast, brightness, saturation, or angle.
8. Select the file type you want, and then click or tap the Save icon to save it or click or tap the Share icon to share it with others.

To scan a document or photo using the device camera

If your device has a camera, you can use the HP Smart app to scan a printed document or photo with the device camera. You can then use HP Smart to edit, save, print or share the image.

1. Open HP Smart. For more information, see [Use the HP Smart app to print, scan, and troubleshoot](#).
2. Select **Scan**, and then select **Camera**.
3. Put a document or photo in front of the camera, and then click or tap the round button at the bottom of the screen to take an image.
4. Adjust boundaries if needed. Click or tap the Apply icon.
5. Make other adjustments if necessary:
 - Click or tap **Add Pages** to add more documents or photos.
 - Click or tap **Edit** to rotate or crop the document or image, or adjust its contrast, brightness, saturation, or angle.
6. Select the file type you want, and then click or tap the Save icon to save it or click or tap the Share icon to share it with others.

To edit a previously scanned document or photo

HP Smart provides editing tools, such as crop and rotate, which you can use to adjust a previously scanned document or photo on your device.

1. Open HP Smart. For more information, see [Use the HP Smart app to print, scan, and troubleshoot](#).
2. Select **Scan**, and then select **Import**.
3. Select the document or photo that you want to adjust, and then click or tap **Open**.
4. Adjust boundaries if needed. Click or tap the Apply icon.
5. Make other adjustments if necessary:
 - Click or tap **Add Pages** to add more documents or photos.
 - Click or tap **Edit** to rotate or crop the document or image, or adjust its contrast, brightness, saturation, or angle.
6. Select the file type you want, and then click or tap **Save** or **Share** to save the file or share it with others.

Scan using Webscan

Webscan is a feature of the embedded web server that lets you 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.

For more information, see [Embedded web server](#).



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

If you are unable to open Webscan 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.

To enable Webscan

1. Open the embedded web server. For more information, see [Embedded web server](#).
2. Click the **Settings** tab.
3. In the **Security** section, click **Administrator Settings**.
4. Select **Webscan from EWS** to enable Webscan.
5. Click **Apply**.

To scan using Webscan

Scanning using Webscan offers basic scan options. For additional scan options or functionality, scan from the HP printer 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. For more information, see [Embedded web server](#).
3. Click the **Scan** tab.
4. Click **Webscan** in the left pane, change any settings, and then click **Start Scan**.

Create a new scan shortcut (Windows)

You can create your own scan shortcut to make scanning easier. For example, you might want to regularly scan and save photos in PNG format, rather than JPEG.

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. Open the HP printer software. For more information, see [Open the HP printer software \(Windows\)](#).
3. In the printer software, click **Scan a Document or Photo**.
4. Click **Create New Scan Shortcut**.
5. Enter a descriptive name, choose an existing shortcut on which to base your new shortcut, and then click **Create**.
6. Change the settings for your new shortcut to meet your needs, and then click the save icon to the right of the shortcut.



NOTE: The initial screen allows you to review and modify basic settings. Click the **More** link at the top right corner of the Scan dialog box to review and modify detailed settings.

For more information, see [Change scan settings \(Windows\)](#).

Change scan settings (Windows)

You can modify any of the scan settings either for a singular use or save the changes to use permanently. These settings include options such as page size and orientation, scan resolution, contrast, and the folder location for saved scans.

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. Open the HP printer software. For more information, see [Open the HP printer software \(Windows\)](#).

3. In the printer software, click **Scan a Document or Photo** .
4. Click the **More** link in the top right corner of the HP Scan dialog box.

The detailed settings pane appears on the right. The left column summarizes the current settings for each section. The right column allows you to change the settings in the highlighted section.

5. Click each section at the left of the detailed settings pane to review the settings in that section.

You can review and change most settings using drop-down menus.

Some settings allow greater flexibility by displaying a new pane. These are indicated by a + (plus sign) at the right of the setting. You must either accept or cancel any changes on this pane to return to the detailed settings pane.

6. When you have finished changing settings, do one of the following:
 - Click **Scan** . You are prompted to save or reject the changes to the shortcut after the scan is finished.
 - Click the save icon to the right of the shortcut. It saves the changes into the shortcut so that you can reuse them next time. Otherwise, the changes only affect the current scan. Then click **Scan** .

[Go online to learn more about using the HP Scan software](#). Learn how to do the following:

- Customize scan settings, such as image file type, scan resolution, and contrast levels.
- Scan to network folders and cloud drives.
- Preview and adjust images before scanning.

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 printer 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 printer software instead of selecting **Scan** from the printer display, or use document feeder to scan.
- If you scan 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.

4 Web Services

This section contains the following topics:

- [What are Web Services?](#)
- [Set up Web Services](#)
- [Print with HP ePrint](#)
- [Remove Web Services](#)

What are Web Services?

The printer offers innovative, web-enabled solutions that can help you quickly access the Internet, obtain documents, print them faster with less hassle, and all without using a computer.



NOTE: To use these web features, the printer must be connected to the Internet. You cannot use these web features if the printer is connected using a USB cable.

HP ePrint

- **HP ePrint** is a free service from HP that allows you to print to your HP ePrint-enabled printer anytime, from any location. It's as simple as sending an email to the email address assigned to your printer when you enable Web Services on the printer. No special drivers or software are needed. If you can send an email, you can print from anywhere, using **HP ePrint**.



NOTE: You can sign up for an account on [HP Connected](#) (might not be available in all countries/regions), and sign in to configure the ePrint settings.


Once you have signed up for an account on [HP Connected](#) (might not be available in all countries/regions), you can sign in to view your **HP ePrint** job status, manage your **HP ePrint** printer queue, control who can use your printer's **HP ePrint** email address to print, and get help for **HP ePrint**.

Set up Web Services

Before you set up Web Services, make sure your printer is connected to the Internet using a wireless connection.

To set up Web Services, use one of the following methods.

To set up Web Services using the printer control panel

1. On the printer control panel display, from the Home screen, touch  (**Setup**).
2. Touch **Web Services Setup**.
3. Touch **Accept** to accept the Web Services terms of use and enable Web Services.
4. On the screen that appears, touch **OK** to allow the printer to automatically check for product updates.



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

5. If the **Printer Update Options** screen is displayed, select **Install Automatically (Recommended)** or **Alert When Available**.
6. When the printer is connected to the server, the printer prints an information page. Follow the instructions on the information page to finish the setup.

To set up Web Services using the embedded web server

1. Open the EWS. For more information, see [Embedded web server](#).
2. Click the **Web Services** tab.
3. In the **Web Services Settings** section, click **Setup**, click **Continue**, and follow the onscreen instructions to accept the terms of use.
4. If prompted, choose to allow the printer to check for and install printer updates.



NOTE: When updates are available, they are automatically downloaded and installed, and then the printer restarts.



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

5. When the printer is connected to the server, the printer prints an information page. Follow the instructions on the information page to finish the setup.

To set up Web Services using the HP printer software (Windows)

1. Open the HP printer software. For more information, see [Open the HP printer software \(Windows\)](#).
2. In the window that appears, double-click **Print & Scan** and then select **Printer Home Page (EWS)** under Print. The printer's home page (embedded web server) opens.
3. Click the **Web Services** tab.

4. In the **Web Services Settings** section, click **Setup** , click **Continue**, and follow the onscreen instructions to accept the terms of use.
5. If prompted, choose to allow the printer to check for and install printer updates.



NOTE: When updates are available, they are automatically downloaded and installed, and then the printer restarts.




NOTE: If prompted for proxy settings and if your network uses proxy settings, follow the onscreen 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.

6. When the printer is connected to the server, the printer prints an information page. Follow the instructions on the information page to finish the setup.

Print with HP ePrint


To use **HP ePrint**, do the following:

- Be sure you have an Internet-and email-capable computer or mobile device.
- Enable Web Services on the printer. For more information, see [Set up Web Services](#).


 **TIP:** For more information about managing and configuring **HP ePrint** settings and to learn about the latest features, visit [HP Connected](#) (this site might not be available in all countries/regions).


To print documents using HP ePrint

1. On your computer or mobile device, open your email application.
2. Create a new email message, and then attach the file that you want to print.
3. Enter the **HP ePrint** email address in the “To” field, and then select the option to send the email message.



 **NOTE:** Do not enter any additional email addresses in either the “To” or “Cc” fields. The **HP ePrint** server does not accept print jobs if there are multiple email addresses.

To find the HP ePrint email address

1. On the printer control panel display, from the Home screen, touch  (**Setup**).
2. Touch **Web Services**.
3. Touch **Display Email Address**.

 **NOTE:** Touch **Print Info** to print an information page that contains the printer code and instructions on how to customize the email address.

To turn off HP ePrint



1. On the printer control panel display, from the Home screen, touch  (**HP ePrint**), and then touch  (**Web Services Settings**).
2. Touch the toggle button next to **HP ePrint** to turn it off.

 **NOTE:** To remove all Web Services, see [Remove Web Services](#).

Remove Web Services

Use the following instructions to remove Web Services.

To remove Web Services using the printer control panel

1. On the printer control panel display, from the Home screen, touch  (**HP ePrint**), and then touch  (**Web Services Settings**).
2. Touch **Remove Web Services**.

To remove Web Services using the embedded web server

1. Open the EWS. For more information, see [Embedded web server](#).
2. Click the **Web Services** tab, and then click **Remove Web Services** in the **Web Services Settings** section.
3. Click **Remove Web Services**.
4. Click **Yes** to remove Web Services from your printer.

5 Work with cartridges

To ensure the best print quality from the printer, you need to perform some simple maintenance procedures.


 **TIP:** If you have problems copying documents, see [Printing issues](#).


This section contains the following topics:


- [Information on cartridges and the printhead](#)
- [Some color ink is used even when printing with black cartridge only](#)
- [Check the estimated ink levels](#)
- [Replace the cartridges](#)
- [Order cartridges](#)
- [Store printing supplies](#)
- [Anonymous usage information storage](#)
- [Cartridge warranty information](#)


Information on cartridges and the printhead

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

- The instructions in this guide are for replacing cartridges, and are not intended for first time installation.
- Keep all cartridges in the original sealed packages until they are needed.
- Be sure to turn off the printer properly. For more information, see [Turn the printer off](#).
- Store cartridges at room temperature (15-35° C or 59-95° F).
- Do not clean the printhead unnecessarily. This wastes ink and shortens the life of the cartridges.
- Handle cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems.
- If you are transporting the printer, do the following to prevent ink leaking from the printer or other damage from occurring to the printer:
 - Make sure you turn off the printer by pressing  (the Power button). Wait until all sounds of internal motion stop before unplugging the printer.
 - Make sure you leave the cartridges installed.
 - The printer must be transported sitting flat; it should not be placed on its side, back, front, or top.

 **CAUTION:** HP recommends that you replace any missing cartridges as soon as possible to avoid print quality issues and possible extra ink usage or damage to the ink system. Never turn off the printer when cartridges are missing.

 **NOTE:** This printer is not designed to use continuous ink systems. To resume printing, remove continuous ink system and install original HP (or compatible) cartridges.

 **NOTE:** 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 (either genuine HP or compatible) to continue printing.


Some color ink is used even when printing with black cartridge only

Ink is used in a number of ways throughout the inkjet printing process. In general, ink in a cartridge is used for printing documents, photographs and other such materials. Some ink, however, must be used to maintain the health of the printhead; some ink is residual; and some ink evaporates. For more information on ink usage, visit www.hp.com/go/learnaboutsupplies and click **HP Ink**. (You might need to select your country/region using the **Select Country** button on the page.)

Check the estimated ink levels

You can check the estimated ink levels from the printer software or from the printer control panel.

To check the estimated ink levels from the printer control panel

- From the printer control panel, touch  (**Ink**) to check the estimated ink levels.



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.




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




NOTE: 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. For more information, see www.hp.com/go/inkusage.


Replace the cartridges

 **NOTE:** For information on recycling used ink supplies, see [HP inkjet supplies recycling program](#).

If you do not already have replacement cartridges for the printer, see [Order cartridges](#).

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

 **NOTE:** Not all cartridges are available in all countries/regions.

 **CAUTION:** HP recommends that you replace any missing cartridges as soon as possible to avoid print quality issues and possible extra ink usage or damage to the ink system. Never turn off the printer when cartridges are missing.

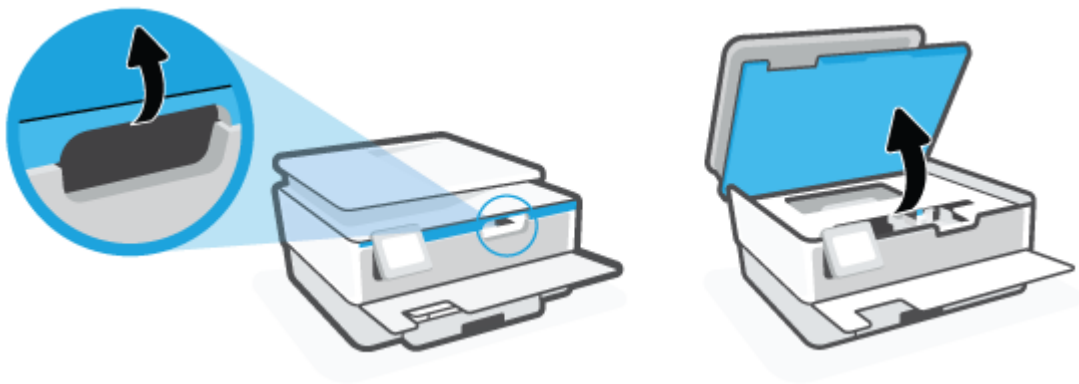
To replace the cartridges

1. Make sure the printer is turned on.
2. Open the front door.

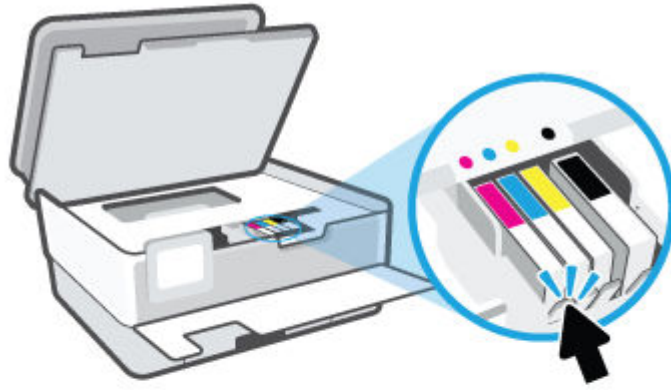


3. Open the cartridge access door.

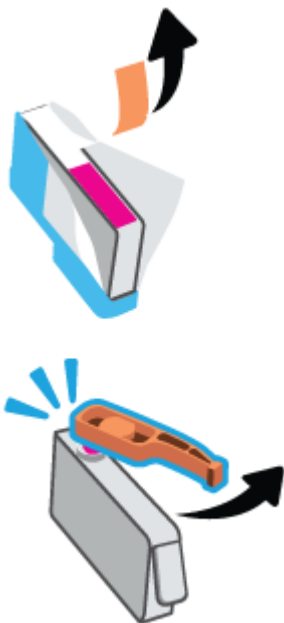
 **NOTE:** Wait until the print carriage stops moving before proceeding.



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



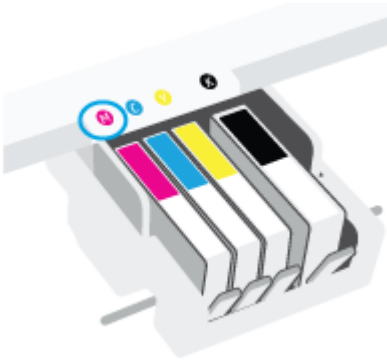
5. Remove the new cartridge from its packaging.



- Using the color-coded letters for help, slide the cartridge into the empty slot until it is securely installed in the slot.



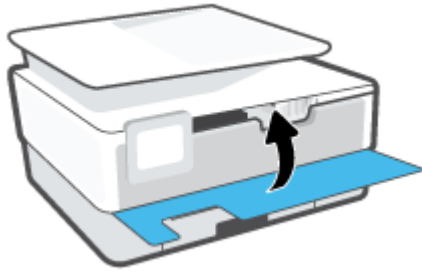
 **NOTE:** Make sure that the color-coded letter on the cartridge matches that on the slot.



- Repeat steps 4 through 6 for each cartridge you are replacing.
- Close the cartridge access door.



9. Close the front door.



Order cartridges

To order cartridges, go to www.hp.com . (At this time, some portions of the HP website are available in English only.) Ordering cartridges online is not supported in all countries/regions. However, many countries have information on ordering by telephone, locating a local store and printing a shopping list. In addition, you can visit the www.hp.com/buy/supplies page to obtain information about purchasing HP products in your country.

Use only the replacement cartridges that have the same cartridge number as the cartridge you are replacing. You can find the cartridge number in the following places:

- In the embedded web server, click the **Tools** tab, and then click **Supply Status** under **Product Information**. For more information, see [Embedded web server](#) .
- On the printer status report (see [Understand printer reports](#)).
- 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.

Store printing supplies

Cartridges can be left in the printer for extended periods of time. However, to assure optimal cartridge health, be sure to turn off the printer properly when the printer is not in use.

For more information, see [Turn the printer off](#).

Anonymous usage information storage

The HP cartridges used with this printer contain a memory chip that assists in the operation of the printer. In addition, this memory chip stores a limited set of anonymous information about the usage of the printer, which might include: the number of pages printed using the cartridge, the page coverage, frequency of printing, and the printing modes used.

This information helps HP design future printers to meet our customers' printing needs. The data collected from the cartridge memory chip does not contain information that can be used to identify a customer or user of the cartridge or their printer.

HP collects a sampling of the memory chips from cartridges returned to HP's free return and recycling program (HP Planet Partners: www.hp.com/recycle). The memory chips from this sampling are read and studied in order to improve future HP printers. HP partners who assist in recycling this cartridge might have access to this data, as well.


Any third party possessing the cartridge might have access to the anonymous information on the memory chip. If you prefer to not allow access to this information, you can render the chip inoperable. However, after you render the memory chip inoperable, the cartridge cannot be used in an HP printer.

If you are concerned about providing this anonymous information, you can make this information inaccessible by turning off the memory chip's ability to collect the printer's usage information.

To disable the usage information function

1. From the printer control panel, touch  (**Setup**).
2. Touch **Preferences** .
3. Touch **On** next to **Store Anonymous Usage Information** to turn it off.

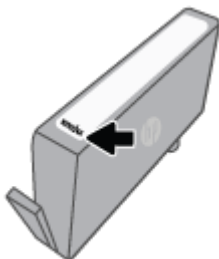
 **NOTE:** To turn the usage information function on, restore the factory defaults. For more information about how to restore the defaults, see [Restore original factory defaults and settings](#).

 **NOTE:** You can continue to use the cartridge in the HP printer if you turn off the memory chip's ability to collect the printer's usage information.

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:



For a copy of the HP Limited Warranty Statement, visit www.hp.com/go/orderdocuments.

6 Network setup

Additional advanced settings are available from the printer's home page (embedded web server or EWS). For more information, see [Embedded web server](#).

This section contains the following topics:

- [Set up the printer for wireless communication](#)
- [Change network settings](#)
- [Use Wi-Fi Direct](#)

Set up the printer for wireless communication

- [Before you begin](#)
- [Set up the printer on your wireless network](#)
- [Connect your printer by using the HP Smart app](#)
- [Change the connection type](#)
- [Test the wireless connection](#)
- [Turn on or off the wireless capability of the printer](#)



NOTE: If you encounter problems connecting the printer, see [Network and connection issues](#).



TIP: For more information about setting up and using the printer wirelessly, visit the HP Wireless Printing Center (www.hp.com/go/wirelessprinting).

Before you begin

Ensure the following:

- The wireless network is set up and working properly.
- The printer and the computers that use the printer are on the same network (subnet).

While connecting the printer, you might be prompted to enter the wireless network name (SSID) and a wireless password.

- The wireless network name is the name of your wireless network.
- The wireless password prevents other people from connecting to your wireless network without your permission. Depending on the level of security required, your wireless network might use either a WPA passphrase or WEP key.

If you have not changed the network name or the security passkey since setting up your wireless network, you can sometimes find them on the back or side of the wireless router.

If you cannot find the network name or the security password or cannot remember this information, see the documentation provided with your computer or with the wireless router. If you still cannot find this information, contact your network administrator or the person who set up the wireless network.

Set up the printer on your wireless network

Use the Wireless Setup Wizard from the printer control panel display to set up wireless communication.



NOTE: Before you proceed, go through the list at [Before you begin](#).

1. From the printer control panel display, touch (Wireless).
2. Touch (**Settings**).
3. Touch **Wireless Settings**.
4. Touch **Wireless Setup Wizard** or **Wi-Fi Protected Setup**.
5. Follow the display instructions to complete the setup.

If you are already using the printer with a different type of connection, such as a USB connection, follow the instructions in [Change the connection type](#) to set up the printer on your wireless network.

Connect your printer by using the HP Smart app

To set up using the HP Smart app

You can use the HP Smart app to set up the printer on your wireless network. The HP Smart app is supported on iOS, Android, Windows, and Mac devices. For information about the app, see [Use the HP Smart app to print, scan, and troubleshoot](#).

1. Make sure your printer and device are turned on and connected to the same wireless network.
2. If more than two hours have passed since you first turned on the printer and you have not set up the printer wirelessly, place the printer in the network setup mode by restoring the printer network settings. For information on how to restore the printer network settings, see [Restore original factory defaults and settings](#).
3. If you are using an iOS or Android mobile device, make sure the device has Bluetooth turned on.



NOTE:

- HP Smart uses Bluetooth for printer setup only. This helps to make the setup process faster and easier on iOS and Android mobile devices.
- Printing using Bluetooth is not supported.

4. Open the HP Smart app on your device.
5. **iOS/Android:** On the Home screen of HP Smart, tap **+** (Plus icon), and then select the printer. If the printer is not in the list, tap **Add a new printer**.

Windows: On the Home screen of HP Smart, click or tap **+** (Plus icon), and then select or add a printer.

Mac: On the Home screen of HP Smart, click **+** (Plus icon), and then select the printer. If the printer is not in the list, click **Printer**, and select **Set up a new printer**.

Follow the onscreen instructions on your device to add the printer to your network.

To change wireless settings (HP Smart app)

1. If more than two hours have passed since you first turned on the printer and you have not set up the printer wirelessly, place the printer in network setup mode by restoring the printer network settings.

The setup mode will last for two hours. For information on how to restore the printer network settings, see [Restore original factory defaults and settings](#).

2. Tap **+** (Plus icon) on the Home screen of HP Smart, and then select the option to add a new printer.


Change the connection type

After you have installed the HP printer software and connected the printer to your computer or to a network, you can use the software to change the connection type (for example, from a USB connection to a wireless connection).

To change from a USB connection to a wireless network (Windows)

Before you proceed, go through the list at [Before you begin](#).

1. Open the HP printer software. For more information, see [Open the HP printer software \(Windows\)](#).
2. Click **Tools**.
3. Click **Device Setup & Software**.
4. Select **Convert a USB connected printer to wireless**. Follow the onscreen instructions.

 Learn more about how to change from a USB to wireless connection. [Click here to go online for more information](#). At this time, this website might not be available in all languages.



To change from a wireless connection to a USB connection (Windows)

- Connect the printer and the computer with a USB cable. This USB port is at the rear of the printer. For the specific location, see [Back view](#).

Test the wireless connection



Print the wireless test report for information about the printer wireless connection. The wireless test report provides information about the printer status, hardware (MAC) address, and IP address. If there is a problem with the wireless connection or if a wireless connection attempt failed, the wireless test report would provide diagnostic information. If the printer is connected to a network, the test report displays details about the network settings.

To print the wireless test report

1. From the printer control panel display, touch  (Wireless), and then touch  (**Settings**).
2. Touch **Print Reports**.
3. Touch **Wireless Test Report**.


Turn on or off the wireless capability of the printer

The blue Wireless light on the printer control panel is lit when the wireless capability of the printer is on.

1. From the printer control panel display, touch  (Wireless), and then touch  (**Settings**).
2. Touch the toggle button next to **Wireless** to turn the wireless capability on or off.



Change network settings

From the printer control panel, you can set up and manage your printer's wireless connection and perform a variety of network management tasks. This includes viewing and changing network settings, restoring network defaults, and turning the wireless function on or off.

 **CAUTION:** Network settings are provided for your convenience. However, unless you are an advanced user, you should not change some of these settings (such as the link speed, IP settings, default gateway, and firewall settings).


To print network settings


Do one of the following:



- On the printer control panel display, from the Home screen, touch  (Wireless) to display the network status screen. Touch **Print Info** to print the network configuration page.
- On the printer control panel display, from the Home screen, touch  (**Setup**), touch **Tools**, and then touch **Network Configuration Report**.

To change IP settings

The default IP setting for the IP settings is **Automatic**, which sets the IP settings automatically. If you are an advanced user and want to use different settings (such as the IP address, subnet mask, or the default gateway), you can change them manually.

 **TIP:** Before setting a manual IP address, it is recommended to first connect the printer to the network using Automatic mode. This allows the router to configure the printer with other needed settings like subnet mask, default gateway and DNS address.

 **CAUTION:** Be careful when manually assigning an IP address. If you enter an invalid IP address during the installation, your network components cannot connect with the printer.

1. From the printer control panel display, touch  (Wireless), and then touch  (**Settings**).
2. Touch **Advanced Settings**.
3. Touch **IP Settings**.

A message appears warning that changing the IP address removes the printer from the network.

4. Touch **OK** to continue.
5. **Automatic** is selected by default. To change the settings manually, touch **Manual**, and then enter the appropriate information for the following settings:
 - **IP Address**
 - **Subnet Mask**
 - **Default Gateway**
 - **DNS Address**
6. Enter your changes, and then touch **Apply**.



Use Wi-Fi Direct

With Wi-Fi Direct, you can print wirelessly from a computer, smart phone, tablet, or other wireless-capable device—without connecting to an existing wireless network.

Guidelines for using Wi-Fi Direct



- Make sure your computer or mobile device has the necessary software.
 - If you are using a computer, make sure you have installed the HP printer software.
If you have not installed the HP printer software on the computer, connect to Wi-Fi Direct first and then install the printer software. Select **Wireless** when prompted by the printer software for a connection type.
 - If you are using a mobile device, make sure you have installed a compatible printing app. For more information about mobile printing, visit www.hp.com/global/us/en/eprint/mobile_printing_apps.html.
- Make sure Wi-Fi Direct for your printer is turned on.
- Up to five computers and mobile devices can use the same Wi-Fi Direct connection.
- Wi-Fi Direct can be used while the printer is also connected either to a computer using a USB cable or to a network using a wireless connection.
- Wi-Fi Direct cannot be used to connect a computer, mobile device, or printer to the Internet.

To turn on Wi-Fi Direct

1. On the printer control panel display, from the Home screen, touch  (Wi-Fi Direct).
2. Touch  (**Settings**).
3. If the display shows that Wi-Fi Direct is **Off** , touch the toggle button next to **Wi-Fi Direct** to turn it on.

 **TIP:** You can also turn on Wi-Fi Direct from the EWS. For more information about using the EWS, see [Embedded web server](#).

To change connection method

1. On the printer control panel display, from the Home screen, touch  (Wi-Fi Direct).
2. Touch  (**Settings**).
3. Touch **Connection Method** and then select **Automatic** or **Manual**.
 - If **Automatic** was selected during Wi-Fi Direct setup on the printer, the mobile device automatically connects to the printer.
 - If **Manual** was selected during the Wi-Fi Direct setup on the printer, acknowledge the connection on the printer display or enter the printer PIN on your mobile device. The PIN is provided by the printer when a connection attempt is made.

To print from a wireless-capable mobile device that supports Wi-Fi Direct

Make sure you have installed the latest version of HP Print Service Plugin on your mobile device. You can download this plugin from the Google Play application store.

1. Make sure you have turned on Wi-Fi Direct on the printer.
2. Turn on Wi-Fi Direct on your mobile device. For more information, see the documentation provided with the mobile device.
3. From your mobile device, select a document from a print enabled application, and then select the option to print the document.

The list of available printers appears.

4. From the list of available printers, choose the Wi-Fi Direct name shown such as **DIRECT-**-HP OfficeJet 8010** (where ** are the unique characters to identify your printer), and then follow the onscreen instructions on the printer and your mobile device.
5. Print your document.

To print from a wireless-capable mobile device that does not support Wi-Fi Direct

Make sure you have installed a compatible printing app on your mobile device. For more information, visit www.hp.com/global/us/en/eprint/mobile_printing_apps.html.

1. Make sure you have turned on Wi-Fi Direct on the printer.
2. Turn on the Wi-Fi connection on your mobile device. For more information, see the documentation provided with the mobile device.



NOTE: If your mobile device does not support Wi-Fi, you are not able to use Wi-Fi Direct.

3. From the mobile device, connect to a new network. Use the process you normally use to connect to a new wireless network or hotspot. Choose the Wi-Fi Direct name from the list of wireless networks shown such as **DIRECT-**-HP OfficeJet 8010** (where ** are the unique characters to identify your printer).

Enter the Wi-Fi Direct password when prompted.

4. Print your document.

To print from a wireless-capable computer (Windows)

1. Make sure you have turned on Wi-Fi Direct on the printer.
2. Turn on the computer's Wi-Fi connection. For more information, see the documentation provided with the computer.




NOTE: If your computer does not support Wi-Fi, you are not able to use Wi-Fi Direct.


3. From the computer, connect to a new network. Use the process you normally use to connect to a new wireless network or hotspot. Choose the Wi-Fi Direct name from the list of wireless networks shown such as **DIRECT-**-HP OfficeJet 8010** (where ** are the unique characters to identify your printer).

Enter the Wi-Fi Direct password when prompted.

4. Proceed to step 5 if the printer has been installed and connected to the computer over a wireless network. If the printer has been installed and connected to your computer with a USB cable, follow the steps below to install the printer software using the Wi-Fi Direct connection.
 - a. Open the HP printer software. For more information, see [Open the HP printer software \(Windows\)](#).
 - b. Click **Tools**.
 - c. Click **Device Setup & Software**, and then select **Connect a new device**.

 **NOTE:** If you have previously installed the printer over USB and want to convert to Wi-Fi Direct, do not select the **Convert a USB connected printer to wireless** option.

 - d. When the **Connection Options** software screen appears, select **Wireless**.
 - e. Select your HP printer from the detected printer list.
 - f. Follow the onscreen instructions.
5. Print your document.

 [Click here](#) for online troubleshooting for Wi-Fi Direct, or for more help with setting up Wi-Fi Direct. At this time, this website might not be available in all languages.

7 Printer management tools

This section contains the following topics:

- [Toolbox \(Windows\)](#)
- [Embedded web server](#)

Toolbox (Windows)


The Toolbox provides maintenance information about the printer.


To open the Toolbox

1. Open the HP printer software. For more information, see [Open the HP printer software \(Windows\)](#).
2. Click **Print & Scan**.
3. Click **Maintain Your Printer**.

Embedded web server

When the printer is connected to a network, you can use the printer's embedded web server (EWS) to view status information, change settings, and manage it from your computer.

 **NOTE:** To view or change some settings, you might need a password.

 **NOTE:** You can open and use the embedded web server without being connected to the Internet. However, some features are not available.

- [About cookies](#)
- [Open the embedded web server](#)
- [Embedded web server cannot be opened](#)

About cookies

The embedded Web server (EWS) places very small text files (cookies) on your hard drive when you are browsing. These files let the EWS recognize your computer the next time you visit. For example, if you have configured the EWS language, a cookie helps remember which language you have selected so that the next time you access the EWS, the pages are displayed in that language. Some cookies (such as the cookie that stores customer-specific preferences) are stored on the computer until you clear them manually.

You can configure your browser to accept all cookies, or you can configure it to alert you every time a cookie is offered, which allows you to decide which cookies to accept or refuse. You can also use your browser to remove unwanted cookies.

Depending on your printer, if you disable cookies, you also disable one or more of the following features:


- Using some setup wizards
- Remembering the EWS browser language setting
- Personalizing the EWS Home page

For information about how to change your privacy and cookie settings and how to view or delete cookies, see the documentation available with your Web browser.

Open the embedded web server

You can access the embedded web server through either a network or Wi-Fi Direct.

To open the embedded web server through a network



1. Find out the IP address or hostname of the printer by touching  (Wireless) or by printing a network configuration page.

 **NOTE:** The printer must be on a network and must have an IP address.

2. In a supported web browser on your computer, type the IP address or hostname assigned to the printer.

For example, if the IP address is 123.123.123.123, type the following address into the web browser:
`http://123.123.123.123.`

To open the embedded web server through Wi-Fi Direct

1. On the printer control panel display, from the Home screen, touch  (Wi-Fi Direct).
2. Touch  (**Settings**).
3. If the display shows that Wi-Fi Direct is **Off** , touch the toggle button next to **Wi-Fi Direct** to turn it on.
4. From your wireless computer, turn wireless on, search for and connect to the Wi-Fi Direct name, for example: **DIRECT-**-HP OfficeJet 8010** (where ** are the unique characters to identify your printer).
Enter the Wi-Fi Direct password when prompted.
5. In a supported web browser on your computer, type the following address: `http://192.168.223.1.`

Embedded web server cannot be opened

Check your network setup

- Make sure you are not using a phone cord or a crossover cable to connect the printer to the network.
- Make sure the network cable is securely connected to the printer.
- Make sure the network hub, switch, or router is turned on and working correctly.

Check the computer


- Make sure the computer that you are using is connected to the same network as the printer.


Check your web browser

- Make sure the web browser meets the minimum system requirements.
- If your web browser uses any proxy settings to connect to the Internet, try turning off these settings. For more information, see the documentation available with your web browser.
- Make sure JavaScript and cookies are enabled in your web browser. For more information, see the documentation available with your web browser.

Check the printer IP address

- Make sure the printer IP address is correct.

To find out the printer IP address, on the printer control panel display, from the Home screen, touch  (Wireless).

To obtain the printer IP address by printing a network configuration page, on the printer control panel display, from the Home screen, touch  (**Setup**), touch **Tools**, and then touch **Network Configuration Report**.

- Make sure the printer IP address is valid. The printer IP address should have the similar format as the router IP address. For example, the router IP address might be 192.168.0.1 or 10.0.0.1 and the printer IP address is 192.168.0.5 or 10.0.0.5.

If the printer IP address is similar to 169.254.XXX.XXX or 0.0.0.0, it is not connected to the network.



TIP: If you are using a computer running Windows, you can visit the HP online support website at www.support.hp.com . This website provides information and utilities that can help you correct many common printer problems.

8 Solve a problem

The information in this section suggests solutions to common problems. If your printer is not operating correctly and these suggestions did not solve your problem, try using one of the support services listed in [HP support](#) to obtain assistance.

This section contains the following topics:

- [Get help with HP online troubleshooting](#)
- [Get help from the printer control panel](#)
- [Get help from the HP Smart app](#)
- [Get help in this guide](#)
- [Understand printer reports](#)
- [Solve problems using Web Services](#)
- [Maintain the printer](#)
- [Restore original factory defaults and settings](#)
- [HP support](#)

Get help with HP online troubleshooting

You can use an HP online troubleshooting tool to solve your printer issues. Use the table below to identify your problem and click the appropriate link.



NOTE: The HP online troubleshooting tools may not be available in all languages.

Online troubleshooting tool	Use this tool to learn how to:
Troubleshoot paper jam issues	Clear jammed paper from the printer and resolve paper or paper feed issues.
Troubleshoot a print carriage jam	Clear obstructions that are blocking the print carriage.
Troubleshoot issues with print job not printing	Resolve issues with printer responsiveness, pages not printing, or “Unable to print” errors.
Troubleshoot print quality issues	Improve the quality of your prints.
Troubleshoot copy and scan issues	Determine why the printer will not copy or scan, or improve the quality of your copies or scans.
Troubleshoot wireless network connection issues	Resolve wireless networking issues, including issues with setting up a wireless connection for the first time or fixing a connection that is no longer working.
Troubleshoot a firewall or antivirus issue	Determine if a firewall or antivirus program is preventing your computer from connecting to the printer and resolve the issue.
Find network settings for a wireless connection	Find your wireless network name (SSID) and password.
Troubleshoot Wi-Fi Direct issues	Resolve Wi-Fi Direct problems or configure Wi-Fi Direct.
Troubleshoot mobile network issues	Resolve issues with connecting a mobile device to your printer.
HP Print and Scan Doctor	Automatically diagnose and resolve printer issues.
(For Windows operating systems only)	
HP Virtual Agent	Chat with HP Virtual Agent to troubleshoot issues.

Get help from the printer control panel

You can use the printer's help topics to learn more about the printer, and some help topics include animations that guide you through procedures, such as loading papers.

To access the Help menu from the Home screen or contextual help for a screen, touch **?** on the printer control panel.

Get help from the HP Smart app

The HP Smart app provides alerts for printer issues (jams and other problems), links to help content, and options to contact support for additional assistance. For more information about the app, see [Use the HP Smart app to print, scan, and troubleshoot](#).

1. Open the HP Smart on your device.
2. On the Home screen of HP Smart, make sure your printer is selected.

 **TIP:** If a printer is already set up, you can select it from the Home screen of HP Smart by swiping left or right and selecting it.

To use a different printer, click or tap **+** (Plus icon) on the Home screen, and then select a different printer or add a new printer.

3. To view the printer status, click or tap the printer.

Get help in this guide

This section contains the following topics:

- [Jams and paper-feed issues](#)
- [Printing issues](#)
- [Copy and scan issues](#)
- [Network and connection issues](#)
- [Printer hardware issues](#)

Jams and paper-feed issues

What do you want to do?

- [Clear a paper jam](#)
- [Clear a print carriage jam](#)
- [Learn how to avoid paper jams](#)
- [Solve paper-feed problems](#)

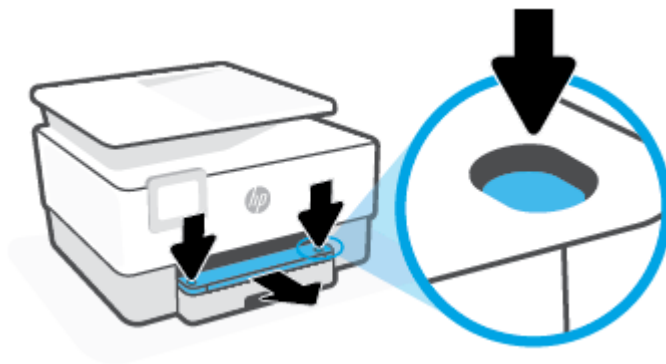
Clear a paper jam

Paper jams can occur in several locations inside the printer.

⚠ CAUTION: To prevent possible damage to the printhead, clear paper jams as soon as possible.

To clear a paper jam from input tray

1. Press and hold the two buttons on both sides of the output tray to move out the output tray from the printer.



2. Remove the input tray by pulling it all the way out of the printer.



3. Check the input tray area underneath the printer. Remove the jammed paper.



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



5. Insert the output tray back into the printer.

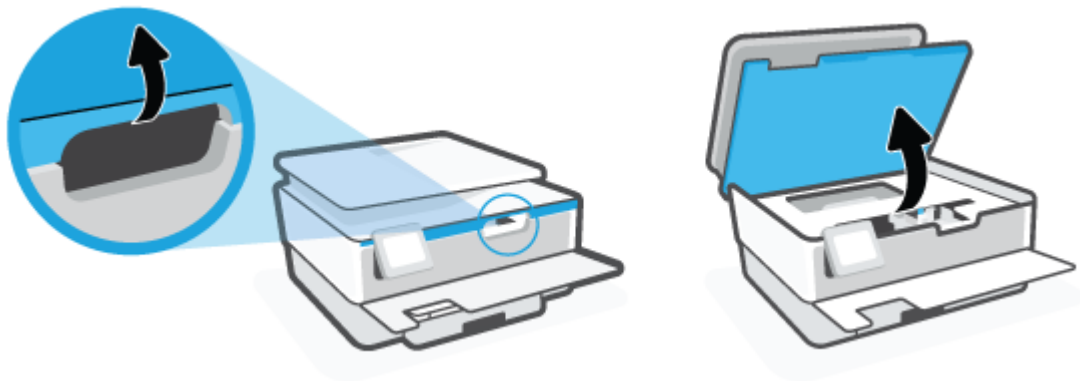


To clear a paper jam from print zone

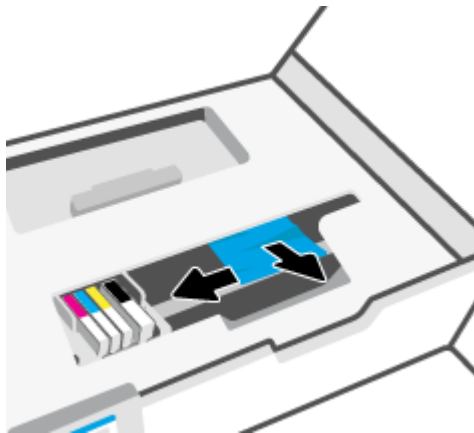
1. Open the front door.



2. Open the cartridge access door.

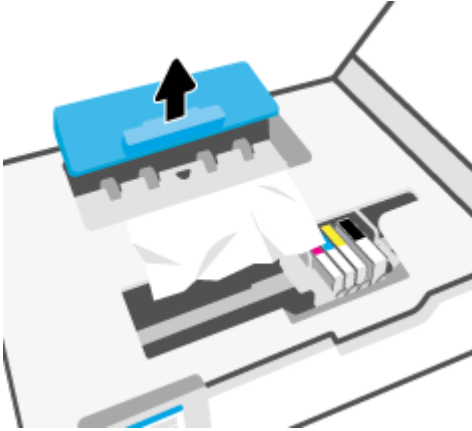


3. If the print carriage is not obstructed, move the print carriage to the far left of the printer and remove the jammed paper.



4. If needed, move the carriage to the far right of the printer, and remove any jammed or torn pieces of paper.

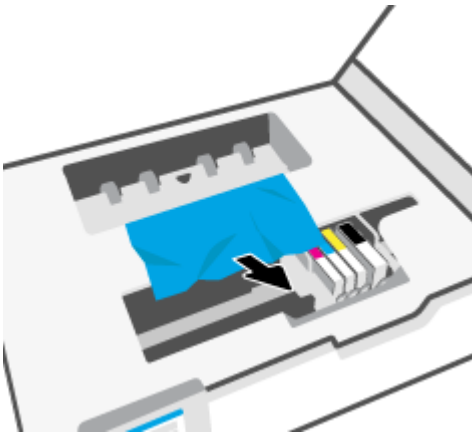
5. Lift the handle of the paper path cover and remove the cover.



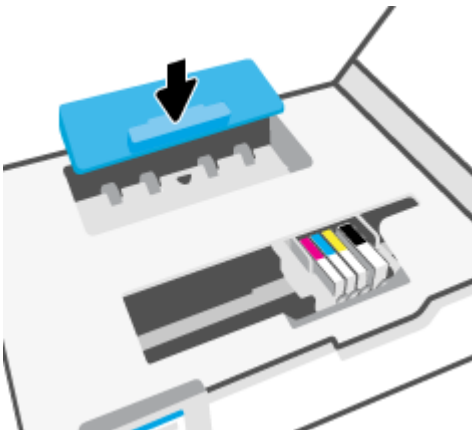
6. Locate any jammed paper inside the printer, grasp it with both hands and pull it towards you.

CAUTION: If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the printer.

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



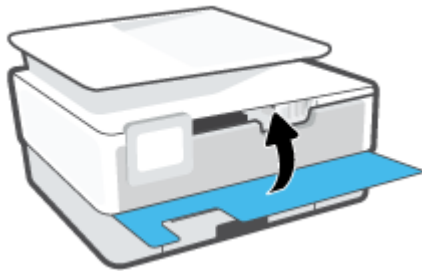
7. Reinsert the paper path cover until it snaps into place.



8. Close the cartridge access door.

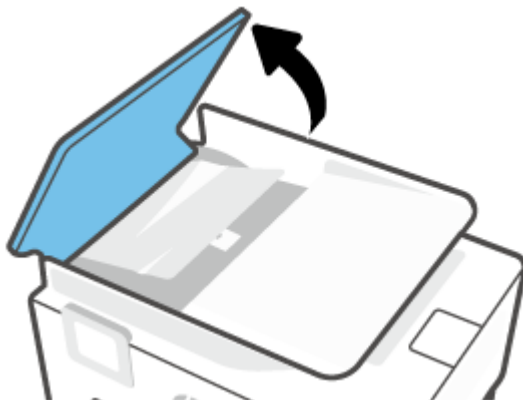


9. Close the front door.



To clear a paper jam from the document feeder

1. Lift the cover of the document feeder.



2. Pull any jammed paper out of the rollers.



3. Lift the document feeder tab from the center.



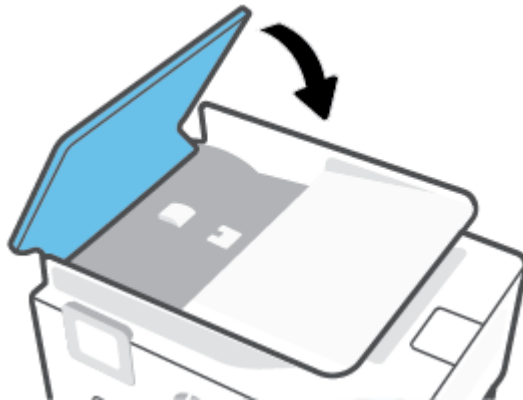
4. Pull any jammed paper out under the rollers.



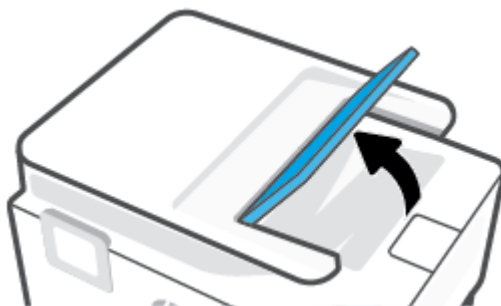
5. Close the document feeder tab.



6. Close the cover of the document feeder until it snaps into space.



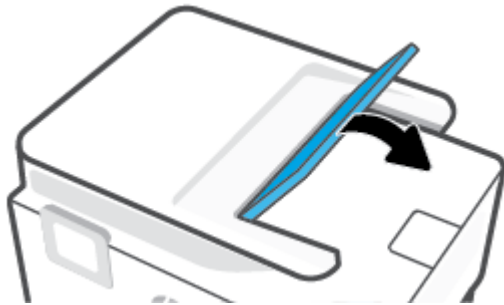
7. Lift up the document feeder tray.



8. Remove any jammed paper under the tray.



9. Put down the document feeder tray.



Clear a print carriage jam

Remove any objects, such as paper, that are blocking the print carriage.



NOTE: Do not use any tools or other devices to remove jammed paper. Always use caution when removing jammed paper from inside the printer.

Learn how to avoid paper jams

To help avoid paper jams, follow these guidelines.

- Do not place too much paper in the printer trays. For information on tray capacity, see [Specifications](#).
- 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. For more information, see [Load paper](#).
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- 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.
- 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 lightweight paper.

- Use paper types that are recommended for the printer.
- If the printer is about to run out of paper, allow the printer to run out of paper first, and then add paper. Do not load paper when 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. For more information, see [Load paper](#). Fan the paper before loading.
 - 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.
 - Ensure 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.
- **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.
- **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.
 - Ensure 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.

Printing issues

What do you want to do?

- [Fix problems with page not printing \(unable to print\)](#)
- [Fix print quality issues](#)

Fix problems with page not printing (unable to print)

To resolve print issues (Windows)

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 from the printer display and resolve them by following the onscreen instructions.
2. 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 wireless connection, confirm that the connection is working.
3. Verify that the printer is not paused or offline.

To verify that the printer is not paused or offline

- a. Depending on your operating system, do one of the following:
 - **Windows 10:** From the Windows **Start** menu, select **Windows System** from the app list, select **Control Panel**, and then click **View devices and printers** under **Hardware and Sound**.
 - **Windows 8.1 and Windows 8:** Point to or tap the upper-right corner of the screen to open the Charms bar, click the **Settings** icon, click or tap **Control Panel**, and then click or tap **View devices and printers**.
 - **Windows 7:** From the Windows **Start** menu, click **Devices and Printers**.
 - b. Either double-click the icon for your printer or right-click the icon for your printer and select **See what's printing** to open the print queue.
 - c. On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**.
 - d. If you made any changes, try to print again.
4. Verify that the printer is set as the default printer.

To verify that the printer is set as the default printer

- a. Depending on your operating system, do one of the following:
 - **Windows 10:** From the Windows **Start** menu, select **Windows System** from the app list, select **Control Panel**, and then click **View devices and printers** under **Hardware and Sound**.
 - **Windows 8.1 and Windows 8:** Point to or tap the upper-right corner of the screen to open the Charms bar, click the **Settings** icon, click or tap **Control Panel**, and then click or tap **View devices and printers**.
 - **Windows 7:** From the Windows **Start** menu, click **Devices and Printers**.
- b. Make sure the correct printer is set as the default printer.

The default printer has a check mark in a black or green circle next to it.

- c. If the wrong printer is set as the default printer, right-click the correct printer and select **Set as Default Printer**.
 - d. Try using your printer again.
5. Restart the print spooler so that the printer can respond to print jobs stuck in the print queue.

To restart the print spooler

- a. Depending on your operating system, do one of the following:

Windows 10

- i. From the Windows **Start** menu, select **Windows Administrative Tools** from the app list, and then select **Services**.
- ii. Right-click the **Print Spooler**, and then click **Properties**.
- iii. On the **General** tab, next to **Startup type**, make sure that **Automatic** is selected.
- iv. If the service is not already running, under **Service status**, click **Start**, and then click **OK**.

Windows 8.1 and Windows 8

- i. Point to or tap the upper-right corner of the screen to open the Charms bar, and then click the **Settings** icon.
- ii. Click or tap **Control Panel**, and then click or tap **System and Security**.
- iii. Click or tap **Administrative Tools**, and then double-click or double-tap **Services**.
- iv. Right-click or touch and hold **Print Spooler**, and then click **Properties**.
- v. On the **General** tab, next to **Startup type**, make sure that **Automatic** is selected.
- vi. If the service is not already running, under **Service status**, click or tap **Start**, and then click or tap **OK**.

Windows 7

- i. From the Windows **Start** menu, click **Control Panel**, **System and Security**, and then **Administrative Tools**.
 - ii. Double-click **Services**.
 - iii. Right-click the **Print Spooler**, and then click **Properties**.
 - iv. On the **General** tab, next to **Startup type**, make sure that **Automatic** is selected.
 - v. If the service is not already running, under **Service status**, click **Start**, and then click **OK**.
- b. Make sure the correct printer is set as the default printer.
The default printer has a check mark in a black or green circle next to it.
 - c. If the wrong printer is set as the default printer, right-click the correct printer and select **Set as Default Printer**.
 - d. Try using your printer again.

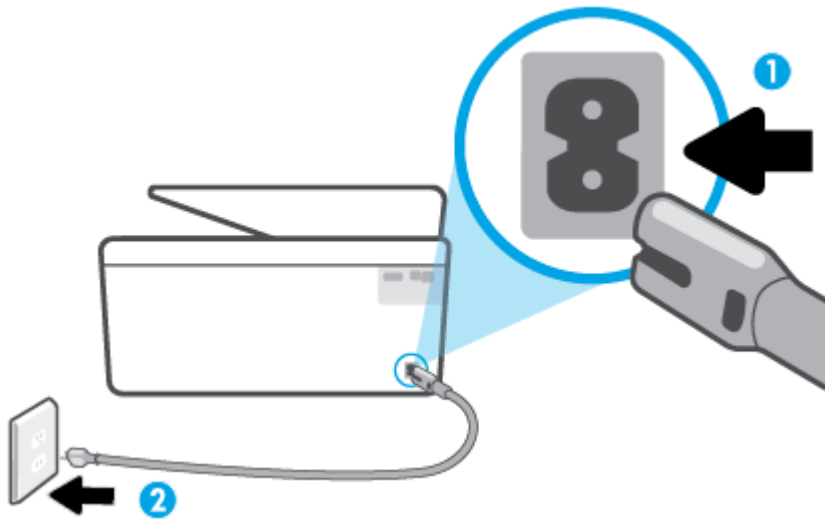
6. Restart the computer.
7. Clear the print queue.

To clear the print queue

- a. Depending on your operating system, do one of the following:
 - **Windows 10:** From the Windows **Start** menu, select **Windows System** from the app list, select **Control Panel**, and then click **View devices and printers** under **Hardware and Sound**.
 - **Windows 8.1 and Windows 8:** Point to or tap the upper-right corner of the screen to open the Charms bar, click the **Settings** icon, click or tap **Control Panel**, and then click or tap **View devices and printers**.
 - **Windows 7:** From the Windows **Start** menu, click **Devices and Printers**.
- b. Double-click the icon for your printer to open the print queue.
- c. On the **Printer** menu, click **Cancel all documents** or **Purge Print Document**, and then click **Yes** to confirm.
- d. If there are still documents in the queue, restart the computer and try printing again after the computer has restarted.
- e. Check the print queue again to make sure it is clear, and then try to print again.

To check the power connection and reset the printer

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




-
- | | |
|---|---------------------------------|
| 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 the printer.
9. Try using the printer again.

Fix 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.

 **NOTE:** If you have installed the HP Smart app, you can also improve the print quality of the printer from the app. For more information, see [Use the HP Smart app to print, scan, and troubleshoot](#).


To improve print quality from the printer display

1. Clean the printhead from the printer software.


To clean the printhead from the printer display

- a. Load Letter, A4, or Legal unused plain white paper into the input tray.
 - b. From the printer control panel, touch  (**Setup**).
 - c. Touch **Tools**, touch **Clean the Printhead**, and then follow the onscreen instructions.
2. Make sure you are using original HP cartridges.
 3. Make sure you have selected the appropriate paper type and print quality.
 4. Check the estimated ink levels to determine if the cartridges are low on ink. For more information, see [Check the estimated ink levels](#). If the cartridges are low on ink, consider replacing them.
 5. Align the printhead.

To align the printhead from the printer display

- a. Load Letter, A4, or Legal unused plain white paper into the input tray.
 - b. From the printer control panel, touch  (**Setup**).
 - c. Touch **Tools**, touch **Align the Printhead**, and then follow the onscreen instructions.
6. Print a diagnostics page if the cartridges are not low on ink.

To print a diagnostics page from the printer display

- a. Load Letter, A4, or Legal unused plain white paper into the input tray.
 - b. From the printer control panel, touch  (**Setup**).
 - c. Touch **Tools**, and then touch **Print Quality Report**.
7. Review the blue, magenta, yellow, and black boxes on the diagnostics page. If you are seeing streaks in the color and black boxes, or no ink in portions of the boxes, then automatically clean the printhead.
 8. If cleaning the printhead does not solve the problem, contact HP support. Go to www.support.hp.com. This website provides information and utilities that can help you correct many common printer problems. If prompted, select your country/region, and then click **All HP Contacts** for information on calling for technical support.

To improve print quality (Windows)

1. Clean printhead from the printer software.

To clean the printhead from the printer software

- a. Load Letter, A4, or Legal unused plain white paper into the input tray.
 - b. Open the HP printer software. For more information, see [Open the HP printer software \(Windows\)](#).
 - c. In the printer software, click **Print & Scan** and then click **Maintain Your Printer** to access the **Printer Toolbox**.
 - d. Click **Clean Printheads** on the **Device Services** tab. Follow the onscreen instructions.
2. Make sure you are using original HP cartridges.
 3. Check the printer software to make sure you have selected the appropriate paper type from the **Media** drop-down list and print quality from the **Quality Settings** drop-down list.
 - In the printer software, click **Print & Scan** and then click **Set Preferences** to access the print properties.
 4. Check the estimated ink levels to determine if the cartridges are low on ink. For more information, see [Check the estimated ink levels](#). If the cartridges are low on ink, consider replacing them.
 5. Align the printhead.

To align the printhead from the printer software



NOTE: Aligning the printhead ensures the high-quality output. The printhead does not have to be realigned when cartridges are replaced.

- a. Load Letter or A4 unused plain white paper into the input tray.
- b. Open the HP printer software. For more information, see [Open the HP printer software \(Windows\)](#).
- c. In the printer software, click **Print & Scan**, and then click **Maintain Your Printer** to access the **Printer Toolbox**.
- d. In **Printer Toolbox**, click **Align Printheads** on the **Device Services** tab. The printer prints an alignment sheet.

6. Print a diagnostics page if the cartridges are not low on ink.

To print a diagnostics page from the printer software

- a. Load Letter, A4, or Legal unused plain white paper into the input tray.
 - b. Open the HP printer software. For more information, see [Open the HP printer software \(Windows\)](#).
 - c. In the printer software, click **Print & Scan**, and then click **Maintain Your Printer** to access the printer toolbox.
 - d. Click **Print Diagnostic Information** on the **Device Reports** tab to print a diagnostics page.
7. Review the blue, magenta, yellow, and black boxes on the diagnostics page. If you are seeing streaks in the color and black boxes, or no ink in portions of the boxes, then automatically clean the printhead.
 8. If cleaning the printhead does not solve the problem, contact HP support. Go to www.support.hp.com. This website provides information and utilities that can help you correct many common printer problems. If prompted, select your country/region, and then click **All HP Contacts** for information on calling for technical support.

Copy and scan issues

Choose one of the following troubleshooting options.

- Use an HP online troubleshooting tool to solve your copy and scan issues. See [Get help with HP online troubleshooting](#).
- Use [HP Print and Scan Doctor](#) (Windows only) to automatically diagnose and resolve issues.



NOTE: The HP Print and Scan Doctor and the HP online troubleshooting wizards may not be available in all languages.

For more information, see [Tips for copy and scan success](#).

Network and connection issues

What do you want to do?

- [Fix wireless connection](#)
- [Fix Wi-Fi Direct connection](#)

Fix wireless connection

Choose one of the following troubleshooting options.

- Restore network settings and reconnect the printer. See [Restore original factory defaults and settings](#).
- Check the network configuration or print the wireless test report to assist in diagnosing network connection issues.
 1. From the Home screen, touch (Wireless) and then touch (**Settings**).
 2. Touch **Print Reports**, and then touch **Network Configuration Page** or **Wireless Test Report**.
Check the top of the wireless 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. See [Get help with HP online troubleshooting](#).

Fix Wi-Fi Direct connection

1. Check the printer to confirm that Wi-Fi Direct is turned on:
 - From the printer control panel, touch  (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.
4. If you are using a mobile device, make sure you have installed a compatible printing app. For more information about mobile printing, visit www.hp.com/global/us/en/eprint/mobile_printing_apps.html.

Printer hardware issues

The printer shuts down unexpectedly



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

Printhead alignment fails

- 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, or you might have a defective sensor. To clean the printhead, see [Maintain the printhead and cartridges](#).
- If cleaning the printhead does not solve the problem, contact HP support. Go to www.support.hp.com. This website provides information and utilities that can help you correct many common printer problems. If prompted, select your country/region, and then click **All HP Contacts** for information on calling for technical support.

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. For more information about contacting HP support, see [HP support](#).

Understand printer reports


You can print the following reports to help troubleshoot problems with the printer.



NOTE: If you have installed the HP Smart app, you can also view the printer report from the app.

- [Printer status report](#)
- [Network configuration page](#)
- [Print quality report](#)
- [Wireless test report](#)
- [Web access test report](#)

To print a printer report

1. From the printer control panel, touch  (**Setup**).
2. Touch **Reports**.
3. Select a printer report to print.

Printer status report

Use the printer status report to view current printer information and cartridge status. Also use the printer status report to help you troubleshoot problems with the printer.

The printer status report also contains a log of recent events.

If you need to call HP, it is often useful to print the printer status report before calling.

Network configuration page

If the printer is connected to a network, you can print a network configuration page to view the network settings for the printer and a list of networks detected by your printer. The last page of the report includes a list of all detectable wireless networks in the area, along with signal strength and the channels being used. This might help you select a channel for your network which is not heavily used by other networks (which will improve network performance).



NOTE: In order to get the list of detected wireless networks in the area, the wireless radio on the printer should be turned on. If it is off, the list is not displayed.

You can use the network configuration page to help troubleshoot network connectivity problems. If you need to call HP, it is often useful to print this page before calling.

Print quality report

Print quality problems can have many causes—software settings, a poor image file, or the printing system itself. If you are unhappy with the quality of your prints, a Print Quality Report page can help you determine if the printing system is working correctly.

Wireless test report

When you print the Wireless Test Report, a number of tests are run to check various conditions of the printer wireless connection. The report shows the results of the tests. If an issue is discovered, the issue along with a message how to fix it is provided on the report. Some key wireless configuration details are provided at the bottom section of the report.

Web access test report

Print the web access report to help identify internet connectivity issues which can affect Web Services.

Solve problems using Web Services

If you are having problems using Web Services, such as **HP ePrint** and print apps, check the following:

- Make sure the printer is connected to the Internet using a wireless connection.



NOTE: You cannot use these web features if the printer is connected using a USB cable.

- Make sure the latest product updates have been installed on the printer.
- Make sure Web Services is enabled on the printer. For more information, see [Set up Web Services](#).
- Make sure the network hub, switch, or router is turned on and working correctly.
- If you are connecting the printer using a wireless connection, make sure the wireless network is functioning properly. For more information, see [Network and connection issues](#).
- If you are using **HP ePrint**, check the following:
 - Make sure the printer's email address is correct.
 - Make sure that the printer's email address is the only address listed in the “To” line of the email message. If other email addresses are listed in the “To” line, the attachments you are sending might not print.
 - Make sure you are sending documents that meet the **HP ePrint** requirements. For more information, visit [HP Connected](#) (this site might not be available in all countries/regions).
- If your network uses proxy settings when connecting to the Internet, make sure the proxy settings you are entering are valid:
 - Check the settings being used by the web browser you are using (such as Internet Explorer, Firefox, or Safari).
 - Check with the IT administrator or person who set up your firewall.

If the proxy settings used by your firewall have changed, you must update these settings in either the printer control panel or the embedded web server. If these settings are not updated, you will not be able to use Web Services.

For more information, see [Set up Web Services](#).



TIP: For additional help on setting up and using Web Services, visit [HP Connected](#) (this site might not be available in all countries/regions).

Maintain the printer

What do you want to do?

- [Clean the scanner glass](#)
- [Clean the exterior](#)
- [Clean the document feeder](#)
- [Maintain the printhead and cartridges](#)

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.

To clean the scanner glass

⚠ 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.

CAUTION: 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

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

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

Clean the document feeder

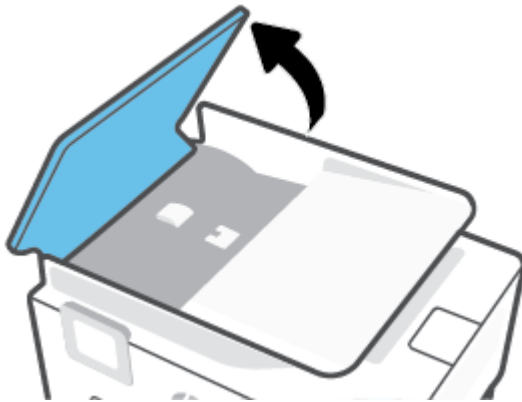
If the document feeder picks up multiple pages or if it does not pick up plain paper, you can clean the rollers and separator pad.

To clean the rollers or separator pad

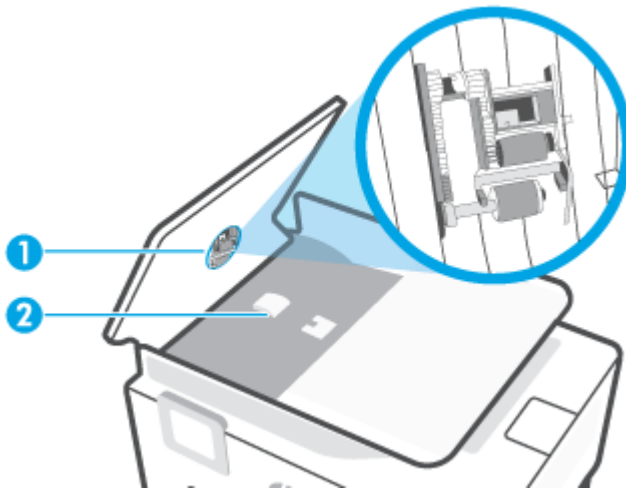
WARNING! Before cleaning the printer, turn the printer off by pressing  (the Power button) and unplug the power cord from the electrical socket.

1. Remove all originals from the document feeder tray.

2. Lift the document feeder cover.



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



- | | |
|---|---------------|
| 1 | Rollers |
| 2 | Separator pad |

3. Lightly dampen a clean lint-free cloth with distilled water, then squeeze any excess liquid from the cloth.
4. Use the damp cloth to wipe any residue off the rollers or separator pad.

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

5. 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 should 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 two 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 should 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. For more information, see [HP support](#).


- 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.



NOTE: 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.

To clean or align the printhead

1. Load Letter or A4 unused plain white paper into the input tray. For more information, see [Load paper](#).
2. From the printer control panel, touch  (**Setup**).
3. Touch **Tools**, touch **Clean the Printhead** or **Align the Printhead**, and then follow the onscreen instructions.




NOTE: You can also do the same from the HP printer software or embedded web server (EWS). To access the software or EWS, see [Open the HP printer software \(Windows\)](#) or [Open the embedded web server](#).



Restore original factory defaults and settings

If you disable some functions or change some settings and want to change them back, you can restore the printer to the original factory settings or network settings.

To restore the printer to the original factory defaults

1. From the printer control panel display, touch  (**Setup**).
2. Touch **Tools** , touch **Restore Factory Defaults**, and then follow the onscreen instructions.

To restore the printer to the original network settings

1. From the Home screen, touch  (Wireless) and then touch  (**Settings**).
2. Touch **Restore Network Settings**, and then follow the onscreen instructions.
3. Print the network configuration page and verify that the network settings have been reset.



NOTE: When you reset the printer network settings, previously configured wireless settings (such as the link speed or IP address) are removed. The IP address is set back to the Automatic mode.




TIP: You can visit the HP online support website at www.support.hp.com for information and utilities that can help you correct many common printer problems.

(Windows) Run the [HP Print and Scan Doctor](#) to diagnose and automatically fix printing issues. The application is only available in some languages.

To use Cold Reset to restore settings

Cold Reset removes all user configured settings, including saved administrator passwords, network configurations, stored jobs, selected country/region and language, and Web Services account information.

You can use this feature if you are selling the printer or giving it to someone else and want to be sure that all personal information has been removed.

1. From the printer control panel display, touch  (**Setup**).
2. Touch **Tools**, touch **Cold Reset** and then follow the onscreen instructions.

HP support

For the latest product updates and support information, visit the printer support website at www.support.hp.com. HP online support provides a variety of options for help with your printer:

- **Troubleshooting:** Troubleshoot common issues.
- **Software, Drivers and Firmware:** Download software, drivers, and firmware you need for the printer.
- **How to and Video Tutorials:** How to use the printer.
- Product information, user guides, important notices, and more support options.

Contact HP

If you need help from an HP technical support representative to solve a problem, visit the [Contact Support website](#). 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 with an HP support agent or the HP Virtual Agent online.



Call an HP support agent.

When contacting HP support, be prepared to provide the following information:

- Product name (Located on the printer)
- Product number (located near the cartridge access area)



- Serial number (located on the back or bottom 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 software, you can register now at <http://www.register.hp.com>.

Additional warranty options

Extended service plans are available for the printer at additional costs. Go to www.support.hp.com, select your country/region and language, then explore the extended warranty options available for your printer.

9 Technical information

This section contains the following topics:

- [Specifications](#)
- [Regulatory notices](#)
- [Environmental product stewardship program](#)

Specifications

For more information, visit www.support.hp.com. Select your country or region. Click **Product Support & Troubleshooting**. Enter the name shown on the front of the printer, and then select **Search**. Click **Product information**, and then click **Product specifications**.

System requirements

- For information about software and system requirements or future operating system releases and support, visit the HP online support website at www.support.hp.com.

Environmental specifications

- Operating temperature: 5° to 40° C (41° to 104° F)
- Operating humidity: 15 to 80% RH non-condensing
- Recommended operating conditions: 15° to 32° C (59° to 90° F)
- Recommended relative humidity: 20 to 80% noncondensing

Input tray capacity

- Plain paper sheets (60 to 105 g/m² [16 to 28 lb]): Up to 225
- Envelopes: Up to 10
- Index cards: Up to 60
- Photo paper sheets: Up to 60

Output tray capacity

- Plain paper sheets (60 to 105 g/m² [16 to 28 lb]): Up to 60 (text printing)

Document feeder capacity

- Plain paper sheets (60 to 90 g/m² [16 to 24 lb]): Up to 35

Paper size and weights

For the list of supported paper sizes, see the HP printer software.

- Plain paper: 60 to 105 g/m² (16 to 28 lb)
- Envelopes: 75 to 90 g/m² (20 to 24 lb)
- Cards: 163 to 200 g/m² (90 to 110 lb)
- Photo paper: Up to 280 g/m² (75 lb)

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:
For a list of supported print resolutions, visit the printer support website at www.support.hp.com.
- Print margins:
For margin settings of different media, visit the printer support website at www.support.hp.com.

Copy specifications

- Digital image processing
- Copy speeds vary according to the selected copy quality.

Scan specifications

- Resolution: Up to 1200 x 1200 ppi optical
For more information about scan resolution, see the HP printer software.
- Color: 24-bit color, 8-bit grayscale (256 levels of gray)
- Maximum scan size:
 - Scanner glass: 216 x 297 mm (8.5 x 11.7 inches)
 - Document feeder: 216 x 356 mm (8.5 x 14 inches)

Cartridge yield

- Visit www.hp.com/go/learnaboutsupplies for more information on estimated cartridge yields.

Regulatory notices

The printer meets product requirements from regulatory agencies in your country/region.

This section contains the following topics:

- [Regulatory Model Number](#)
- [FCC statement](#)
- [Notice to users in Korea](#)
- [VCCI \(Class B\) compliance statement for users in Japan](#)
- [Power cord instructions](#)
- [Notice to users in Japan about the power cord](#)
- [Noise emission statement for Germany](#)
- [European Union Regulatory Notice](#)
- [Visual display workplaces statement for Germany](#)
- [Regulatory information for wireless products](#)

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 있으므로 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 Regulatory Notice



Products bearing the CE marking comply to applicable EU Directives and related European Harmonised Standards. The full Declaration of Conformity can be found at the following website:

www.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 is HP Deutschland GmbH, HQ-TRE, 71025, Boeblingen, Germany.

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:
 - This product operates on radio frequency between 2400 MHz and 2483.5 MHz, with a transmit power of 20 dBm (100 mW) or less.
- For products with 802.11 a/b/g/n radio:
 - This product operates on radio frequencies between 2400 MHz and 2483.5 MHz, and between 5170 MHz and 5710 MHz, with a transmit power of 20 dBm (100 mW) or less.



AT	BE	BG	CH	CY
CZ	DE	DK	EE	EL
ES	FI	FR	HR	HU
IE	IS	IT	LI	LT
LU	LV	MT	NL	NO
PL	PT	RO	RS	SE
SI	SK	TR	UK	

CAUTION: IEEE 802.11x wireless LAN with 5.15-5.35 GHz frequency band is restricted for **indoor use only** for 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.

Regulatory information for wireless products

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

- [Exposure to radio frequency radiation](#)
- [Notice to users in Canada \(5 GHz\)](#)
- [Notice to users in Taiwan \(5 GHz\)](#)
- [Notice to users in Serbia \(5 GHz\)](#)
- [Notice to users in Thailand \(5 GHz\)](#)
- [Notice to users in Brazil](#)
- [Notice to users in Canada](#)
- [Notice to users in Taiwan](#)
- [Notice to users in Mexico](#)
- [Notice to users in Japan](#)

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)

在 5.25-5.35 赫茲頻帶內操作之無線資訊傳輸設備，限於室內使用。

Notice to users in Serbia (5 GHz)

Uпотреба ovog uređaja je ograničena na zatvorene prostore u slučajevima koriscenja na frekvencijama od 5150-5350 MHz.

Notice to users in Thailand (5 GHz)

เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้องตามมาตรฐานความปลอดภัยต่อสุขภาพของมนุษย์จากการใช้เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหนด

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.

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

低功率電波輻射性電機管理辦法

第十二條

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更設計之特性及功能。

第十四條

低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫藥用電波輻射性電機設備之干擾。

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。

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:

www.hp.com/sustainableimpact

- [Eco-Tips](#)
- [Paper](#)
- [Plastics](#)
- [European Union Commission Regulation 1275/2008](#)
- [Safety data sheets](#)
- [Chemical substances](#)
- [EPEAT](#)
- [SEPA Ecolabel User Information \(China\)](#)
- [Recycling program](#)
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- [Battery disposal in Taiwan](#)
- [California Perchlorate Material Notice](#)
- [European Union Battery Directive](#)
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- [Disposal of waste equipment by users](#)
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- [The Table of Hazardous Substances/Elements and their Content \(China\)](#)
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- [Restriction of hazardous substance \(India\)](#)
- [Declaration of the Presence Condition of the Restricted Substances Marking \(Taiwan\)](#)

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.

www.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 www.hp.com/hpinfo/globalcitizenship/environment/productdata/itecodesktop-pc.html.

Safety data sheets

Safety Data Sheets, product safety and environmental information are available at www.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: www.hp.com/go/reach.

EPEAT

Most HP products are designed to meet EPEAT. EPEAT is a comprehensive environmental rating that helps identify greener electronics equipment. For more information on EPEAT go to www.epeat.net. For information on HP's EPEAT registered products go to www.hp.com/hpinfo/globalcitizenship/environment/pdf/epeat_printers.pdf.

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:

www.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:

www.hp.com/recycle

Battery disposal in Taiwan



廢電池請回收

California Perchlorate Material Notice

Perchlorate material - special handling may apply. See: www.dtsc.ca.gov/hazardouswaste/perchlorate

This product's real-time clock battery or coin cell battery may contain perchlorate and may require special handling when recycled or disposed of in California.

European Union Battery Directive



This product contains a battery that is used to maintain data integrity of real time clock or product settings and is designed to last the life of the product. Any attempt to service or replace this battery should be performed by a qualified service technician.

Battery notice for Brazil

A bateria deste equipamento não foi projetada para ser removida pelo cliente.

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: www.hp.com/go/energystar

China Energy Label for Printer, Fax and Copier

复印机、打印机和传真机能源效率标识实施规则

依据“复印机、打印机和传真机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“复印机、打印机和传真机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复印机、打印机和传真机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 <http://www.hp.com/recycle>.

Waste disposal for Brazil



Não descarte o produto eletrônico em lixo comum

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:

www.hp.com.br/reciclar

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

产品中有害物质或元素的名称及含量

根据中国《电器电子产品有害物质限制使用管理办法》



部件名称	有害物质					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr(VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
外壳和托盘	○	○	○	○	○	○
电线	○	○	○	○	○	○
印刷电路板	X	○	○	○	○	○
打印系统	X	○	○	○	○	○
显示器	X	○	○	○	○	○
喷墨打印机墨盒	○	○	○	○	○	○
驱动光盘	X	○	○	○	○	○
扫描仪	X	○	○	○	○	○
网络配件	X	○	○	○	○	○
电池板	X	○	○	○	○	○

部件名称	有害物质					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr(VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
自动双面打印系统	○	○	○	○	○	○
外部电源	X	○	○	○	○	○

本表格依据 SJ/T 11364 的规定编制。

○：表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572 规定的限量要求以下。

X：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 GB/T 26572 规定的限量要求。

此表中所有名称中含“X”的部件均符合欧盟 RoHS 立法。

注：环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件。

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 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 where allowed pursuant to the exemptions set in Schedule 2 of the Rule.

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

台灣 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 its 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 0.1 wt %” 及 “超出 0.01 wt %” 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 www.support.hp.com。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 www.support.hp.com. Select **Find your product**, and then follow the onscreen instructions.

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