

User Guide



HP Officejet Pro 6230



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User Guide

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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.

1. Read and understand all instructions in the documentation that comes with the printer.
2. Observe all warnings and instructions marked on the product.
3. Unplug this product from wall outlets before cleaning.
4. Do not install or use this product near water, or when you are wet.
5. Install the product securely on a stable surface.
6. 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.
7. If the product does not operate normally, see [Solve a problem](#).
8. There are no user-serviceable parts inside. Refer servicing to qualified service personnel.

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1 How do I?

- [Get started](#)
- [Print](#)
- [Use HP ePrint](#)
- [Work with ink cartridges](#)
- [Solve a problem](#)

2 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](#)
- [Update the printer](#)
- [Open the HP printer software \(Windows\)](#)
- [Turn the printer off](#)

Accessibility

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

Visual

The HP software provided with the printer 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.

Support

For more details about the accessibility of this printer and HP's commitment to product accessibility, visit HP's website at www.hp.com/accessibility.

For accessibility information for Mac OS X, visit the Apple website at www.apple.com/accessibility.

HP EcoSolutions (HP and the Environment)

Hewlett-Packard 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.

- [Manage Power](#)
- [Optimize Printing Supplies](#)

Manage Power

To conserve electricity, the printer comes with the following features:

Sleep mode

Power usage is reduced while in Sleep mode. The printer goes into low-power mode after 5 minutes of inactivity.



To change the time to Sleep mode:

1. Open the embedded web server (EWS). For more information, see [Open the embedded web server](#).
2. Click the **Settings** tab.
3. In the **Power Management** section, click **Energy Save Mode** and select the desired option.
4. Click **Apply**.


Auto-Off

Auto-Off is automatically enabled by default when you turn on the printer. When Auto-Off is enabled, the printer will automatically turn 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 the printer back on.** For printer models with wireless or Ethernet network capability, Auto-Off is automatically disabled when the printer establishes a wireless or Ethernet network connection. Even when Auto-Off is disabled, the printer enters Sleep mode after 5 minutes of inactivity to help reduce energy use.

1. Open the embedded web server (EWS). For more information, see [Open the embedded web server](#).
2. Click the **Settings** tab.
3. In the **Power Management** section, click **Auto Off** and select the desired option.
4. Click **Apply**.

 **CAUTION:** Always turn the printer off properly, using either Auto-Off or  (the **Power** button).

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

 **NOTE:** The printer's Sleep Mode and Auto-Off features are temporarily not available if one or more of the ink cartridges are missing. After the cartridge is reinstalled, these features resume.

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.
- Save ink and paper when printing web content with HP Smart Print. For more information, visit www.hp.com/go/smartprint.

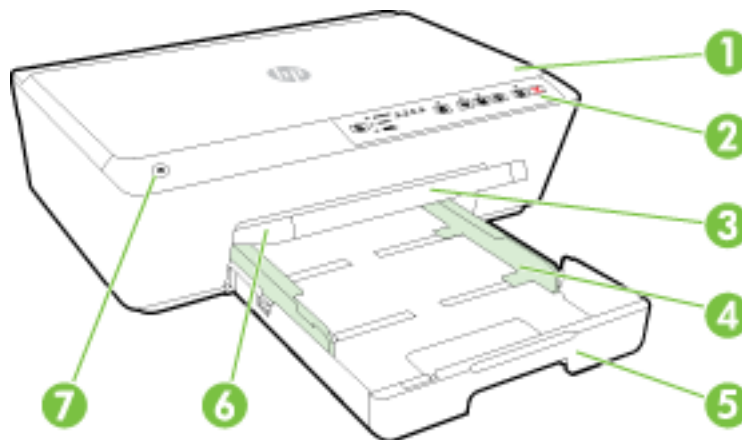
- Change the print quality in the printer driver to a draft setting. The draft setting uses less ink.
- Do not clean the printhead unnecessarily. Doing so wastes ink and shortens the life of the cartridges.

Understand the printer parts

This section contains the following topics:

- [Front view](#)
- [Printing supplies area](#)
- [Back view](#)

Front view




1	Ink cartridge access door
2	Control panel
3	Output tray extender
4	Paper-width guides
5	Input tray
6	Output tray
7	Power button

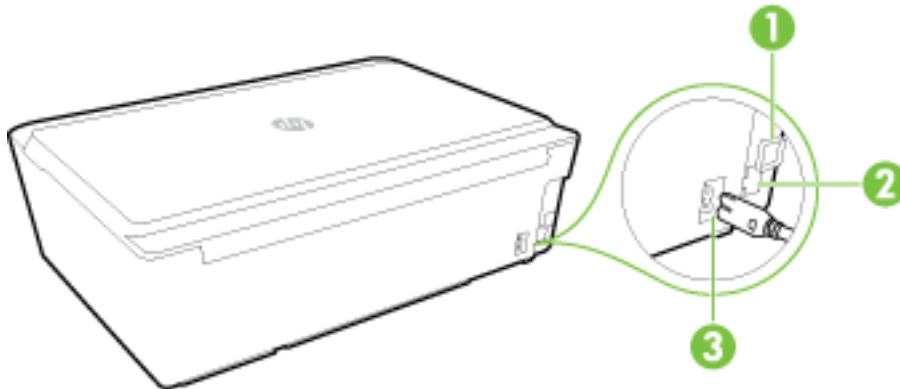
Printing supplies area



1	Printhead
2	Ink cartridges

 **NOTE:** Ink 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	Universal serial bus (USB) port
2	Ethernet network port
3	Power input

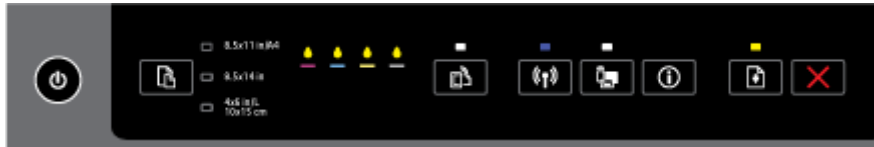
Use the printer control panel













This section contains the following topics:

- [Overview of buttons and lights](#)
- [Control panel lights reference](#)

Overview of buttons and lights

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



Label	Name and Description
	Power button Turns the printer on or off. It is dimmed when the printer is in sleep mode.
	Paper Size Selection button and lights Use the  (Paper Size Selection) button to select the paper size you have loaded in the input tray. Each time you press the button, the light will move downwards to the next light, selecting the paper size corresponding with the light. At the bottom light, pressing the button selects the top light and its corresponding paper size.
	Ink cartridge lights Provide information about the printhead and ink cartridges, such as the status of estimated ink levels and problems with the cartridges or printhead.
	HP ePrint button and light Turns HP ePrint on or off, and indicates the connection to Web Services, including HP ePrint.
	Wireless button and light Turns the wireless feature on or off and indicates the status of the printer's wireless connection. Press the  (Wireless) button and the  (Information) button together to print the network configuration page and the wireless network test report.
	HP wireless direct button and light Turns HP wireless direct on or off.
	Information button Prints an information page focused on connectivity and Web Services, information, and help. This button can also be used along with other buttons to print more detailed information about specific functions in the printer.
	Resume button and light Resumes a job after a disruption (for example, after loading paper or clearing a paper jam).
	Cancel button Cancels a print job or maintenance procedure that is in progress.

For more information about the the lights' patterns and status, see [Control panel lights reference](#).

Control panel lights reference

The control panel lights indicate status and are useful for diagnosing printing problems. This section contains information about the lights, what they indicate, and what action to take if necessary.

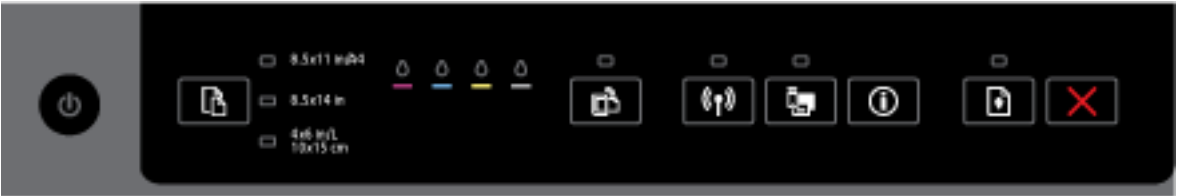

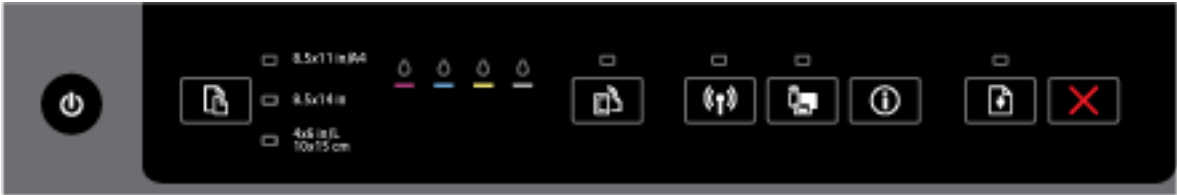
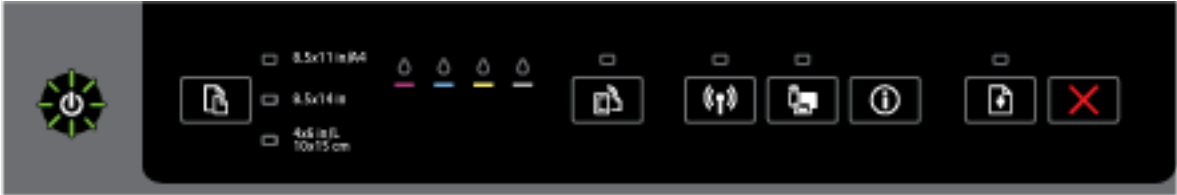
The HP printer software also provides information about the printer's status and possible printing problems.

For more information, visit the HP website www.hp.com/support for the latest troubleshooting information, product fixes, and updates. This website provides information and utilities that can help you correct many common printer problems.

The Power button

- The following table provides information on the button's different light patterns.

Table 2-1 Power button

Light description/Light pattern
Explanation and recommended action
<p>All lights are off.</p>  <p>The printer is off.</p> <ul style="list-style-type: none"> Connect the power cable. Press the  (Power) button.
<p>The Power light is on.</p>  <p>The printer is ready. No action is required.</p>
<p>The Power light blinks.</p>  <p>The printer is turning on or off, or is processing a print job.</p> <ul style="list-style-type: none"> No action is required. <p>The printer is pausing for the ink to dry.</p> <ul style="list-style-type: none"> Wait for the ink to dry.

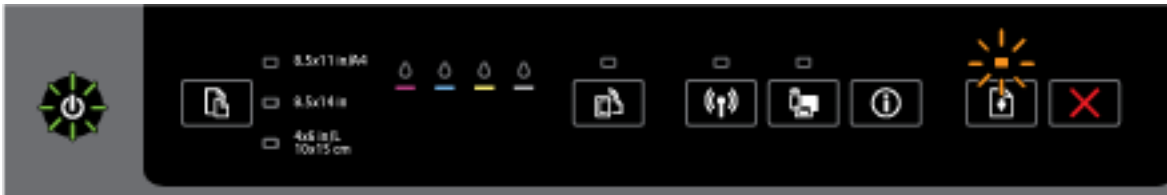
The Power button and Resume button.

- The following table provides information on the buttons' different light patterns.



Table 2-2 Power button and Resume button


Light description/Light pattern
Explanation and recommended action

The Power light and the Resume light blink.

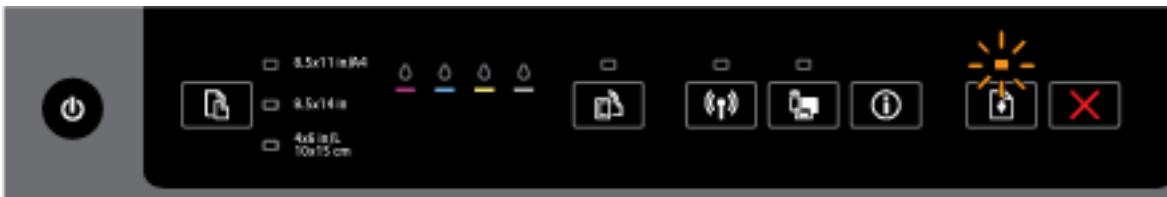


One of the following problems might have occurred.


1. Print media is jammed in the printer.
 - Locate and clear the jam. For more information, see [Clear paper jams](#).Press the  (**Resume**) button to continue printing.
2. The printer carriage has stalled.
 - Open the ink cartridge access door and remove any obstructions (such as jammed paper).
 - Press the  (**Resume**) button to continue printing.
 - If the error persists, turn the printer off, and then on again.

To cancel the print job, press the  (**Cancel**) button.

The Power light is on and the Resume light blinks.





One of the following problems might have occurred.

1. The printer is out of paper.
 - Load paper and press the  (**Resume**) button to continue printing.
2. There is a paper mismatch.

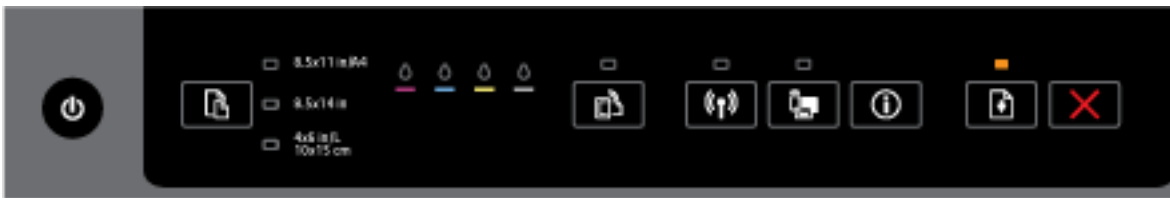
This occurs when paper loaded in the input tray does not match the paper size setting on the printer control panel, and in the printer driver or on your mobile device.

Do one of these:
 - Change the paper.

Table 2-2 Power button and Resume button (continued)


Light description/Light pattern
Explanation and recommended action
<ul style="list-style-type: none"> a. Load paper that matches the paper size setting on the printer control panel, and in the printer driver or on your mobile device. b. Press the  (Resume) button to continue printing. • Change the paper size setting if you have loaded the desired paper. a. Press the  (Cancel) button to cancel printing. b. Ensure the paper size setting on the printer control panel, and in the printer driver or on your mobile device matches the paper loaded. For information on changing paper size, see Set the paper size for the printer. c. Print your document again.

The Power light and the Resume light are on.



A door or cover is not closed completely.

- Make sure all doors and covers are completely closed.

To cancel the print job, press the  (**Cancel**) button.

The Power button and ink cartridge lights

- The following table provides information on the buttons' different light patterns.

Table 2-3 Power button and ink cartridge lights

Light description/Light pattern
Explanation and recommended action

The Power light is on and the ink cartridge lights blink one after the other, from left to right.

Table 2-3 Power button and ink cartridge lights (continued)

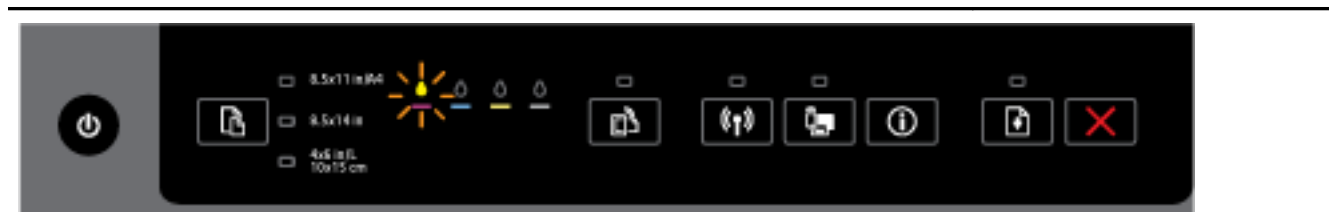



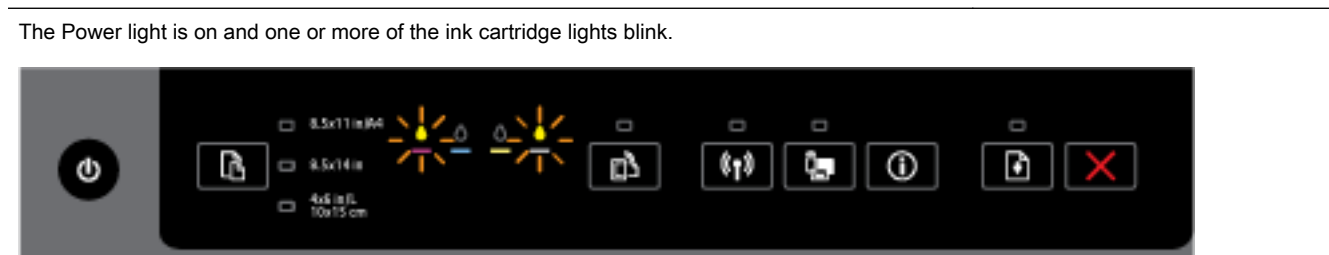
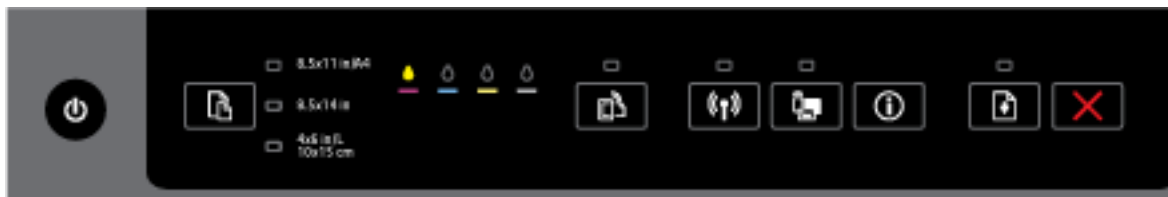
Light description/Light pattern	Explanation and recommended action
	<p>The printhead is missing or faulty.</p> <ul style="list-style-type: none"> • Turn off the printer, and then turn it on again. • If the error persists, contact HP support for service or replacement.
	<p>The printhead is missing or faulty.</p> <ul style="list-style-type: none"> • Turn off the printer, and then turn it on again. • If the error persists, contact HP support for service or replacement.
	<p>The printhead is missing or faulty.</p> <ul style="list-style-type: none"> • Turn off the printer, and then turn it on again. • If the error persists, contact HP support for service or replacement.
	<p>The printhead is missing or faulty.</p> <ul style="list-style-type: none"> • Turn off the printer, and then turn it on again. • If the error persists, contact HP support for service or replacement.
<p>The Power light is on and one or more of the ink cartridge lights blink.</p> 	<p>One or more of the ink cartridges need attention or are faulty, incorrect, missing, damaged, or incompatible.</p> <ul style="list-style-type: none"> • Ensure the indicated ink cartridge is properly installed, and then try to print. Remove and re-insert the ink cartridge a few times if necessary. • If the error persists, replace the indicated ink cartridge. <p>For more information, you can also refer to the help message in the HP printer software.</p>
<p>The Power light and one or more of the ink cartridge lights are on.</p>	

Table 2-3 Power button and ink cartridge lights (continued)

Light description/Light pattern

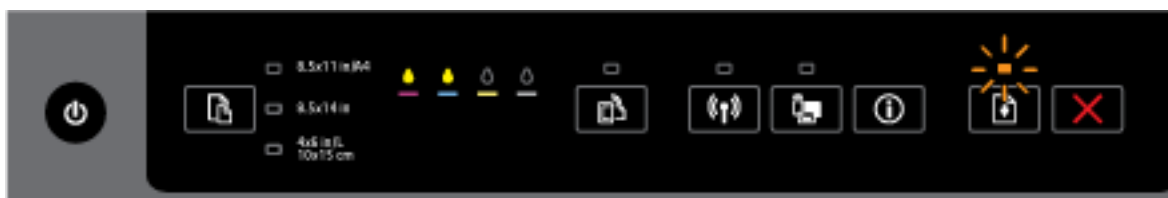
Explanation and recommended action



One or more of the ink cartridges are low on ink.


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

The Power light is on, one or more of the ink cartridge lights are on, and the Resume light blinks.



One of the following might occur. Refer to the help message in the HP printer software for more information.

1. One or more of the ink cartridges are very low on ink.

Press the  (**Resume**) button to continue using the existing cartridges.


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

2. One or more of the ink cartridges are counterfeit or not new.

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 ink cartridges, go to www.hp.com/go/anticounterfeit.

3. A supply secure upgrade is detected.

Press the  (**Resume**) button to upgrade the printer supply. If the Resume light turns off and one or more of the ink cartridge lights blink after the upgrade, the upgrade was not successful.

The Power light, the Resume light, and all of the ink cartridge lights blink.



A non-recoverable error has occurred. Unplug the power cord, and then plug the power cord back in, and try printing.

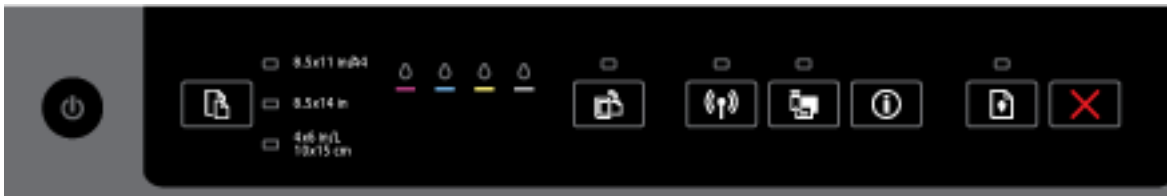
The HP ePrint button

- The following table provides information on the button's different light patterns.

Table 2-4 HP ePrint button


Light description/Light pattern
Explanation and recommended action

The HP ePrint light is off.




One of the following problems might have occurred.

1. HP ePrint has not been set up.

To set up HP ePrint, press the  (HP ePrint) button, and then follow the instructions on the information page that prints.



2. HP ePrint has been set up but has been turned off.

To turn on HP ePrint, press the  (HP ePrint) button.



HP ePrint might have been disabled in the EWS.

3. HP ePrint has been set up but has been turned off because the printer has not been updated.

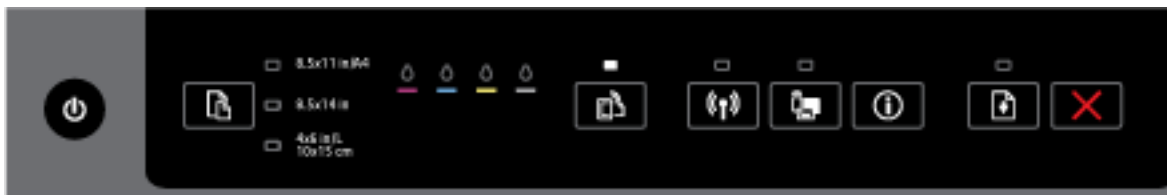
If a mandatory update for the printer is available but has not been installed, HP ePrint is turned off.

To update the printer, press the  (HP ePrint) button and the  (Information) button together, and then follow the instructions on the page that prints.

4. HP ePrint has been disabled by the IT administrator.

For more information, press the  (HP ePrint) button and the  (Information) button together, and then follow the instructions on the page that prints; or contact the IT administrator or the person who set up the printer.

The HP ePrint light is on.





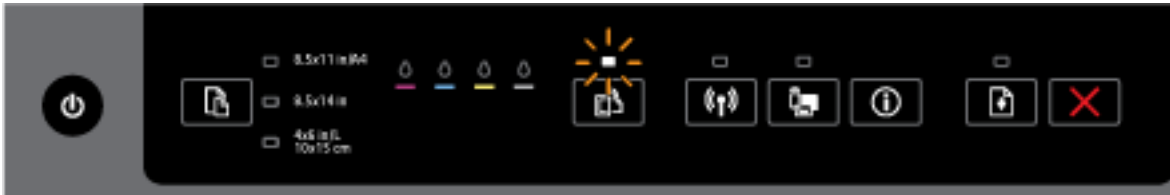
If you press the  (HP ePrint) button and the  (Information) button together, the printer prints an information page that includes the email address you will use for printing documents using HP ePrint.

Table 2-4 HP ePrint button (continued)



Light description/Light pattern
Explanation and recommended action

To turn off HP ePrint, press the  (HP ePrint) button. The HP ePrint light turns off.

The HP ePrint light blinks.



HP ePrint is turned on, but the printer is not connected to the Web Services server. The light also blinks while checking the status of the connection.

For more information, press the  (HP ePrint) button and the  (Information) button together, and then follow the instructions on the page that prints.

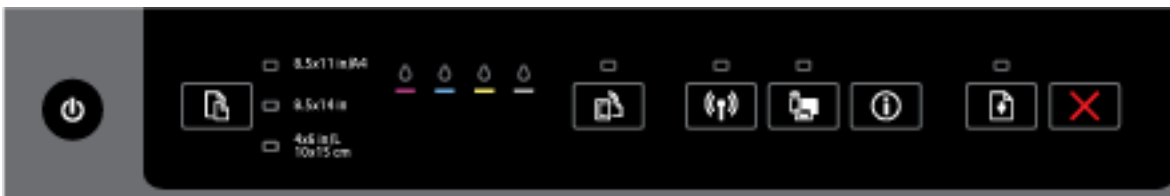
The Wireless button

- The following table provides information on the button's different light patterns.

Table 2-5 Wireless button

Light description/Light pattern
Explanation and recommended action

The Wireless light is off.



The wireless capability of the printer is turned off.

NOTE: Make sure that an Ethernet cable is not connected to the printer. Connecting an Ethernet cable turns off the printer wireless capability.

The Wireless light is on but blinking.

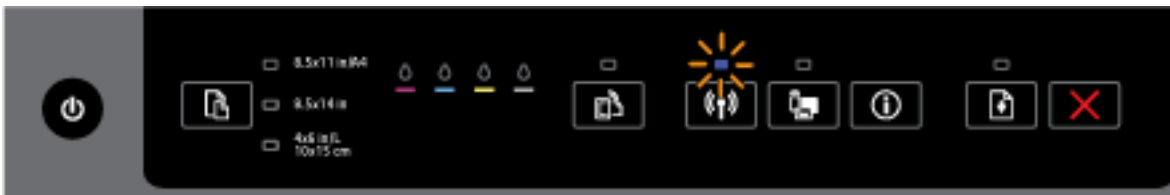
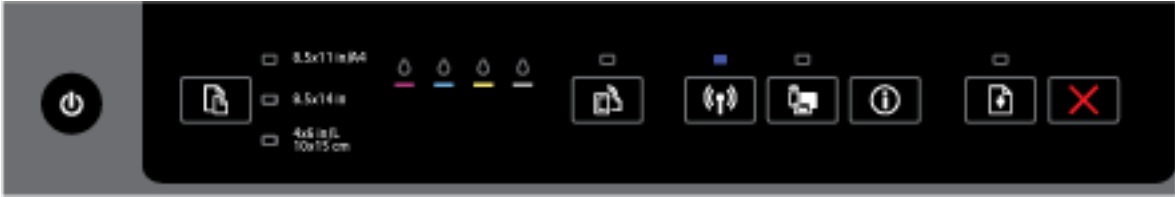




Table 2-5 Wireless button (continued)

Light description/Light pattern
Explanation and recommended action
The wireless capability of the printer is turned on, and the printer is either not connected to a network or trying to connect to a network.
The Wireless light is on and solid.

The wireless capability of the printer is turned on and the printer is connected to a network.
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.
Press the  (Wireless) button and the  (Information) button together to print the network configuration page and the wireless network test report.

The HP wireless direct button

- The following table provides information on the button's different light patterns.

Table 2-6 HP wireless direct button

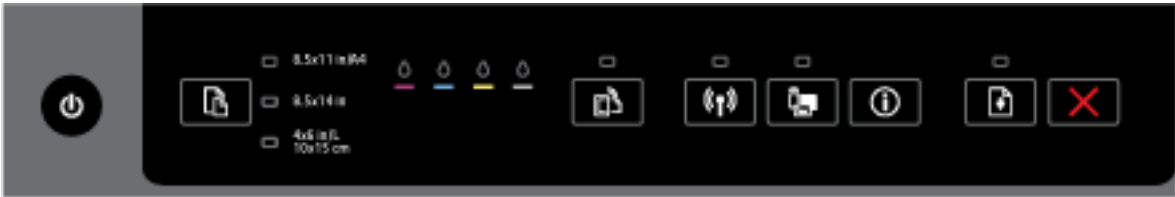
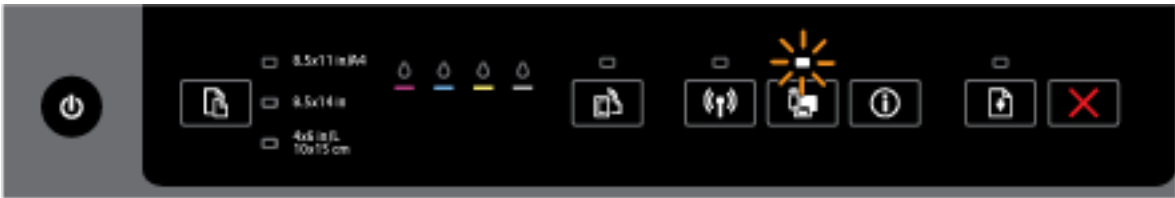
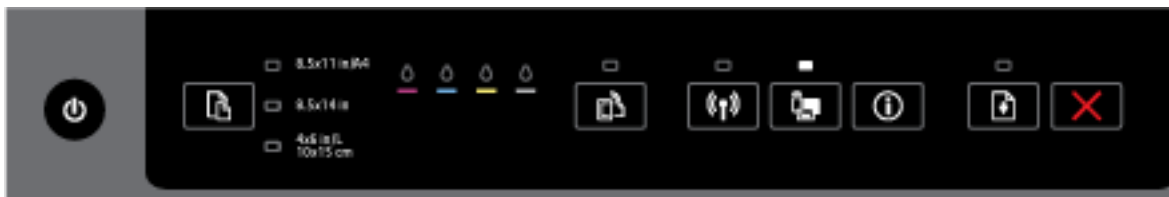


Light description/Light pattern
Explanation and recommended action
The HP wireless direct light is off.

The HP wireless direct capability of the printer is turned off.
The HP wireless direct light is on but blinking.

The HP wireless direct capability of the printer is turning on or off.
The HP wireless direct light is on and solid.

Table 2-6 HP wireless direct button (continued)

Light description/Light pattern
Explanation and recommended action



The HP wireless direct capability of the printer is turned on.

If you press the  (HP wireless direct) button and the  (Information) button together, the printer prints the HP Wireless Direct Guide. The guide provides step-by-step instructions to use HP wireless direct. It includes the HP wireless direct network name and password along with instructions on how to connect mobile devices, how to print the page again, and how to customize the HP wireless direct settings.

The Paper Size Selection button and lights

- The following table provides information on the button's different light patterns.

Table 2-7 Paper Size Selection button and lights

Light description/Light pattern
Explanation and recommended action

One of the Paper Size Selection lights is on.



The paper size selection light that is lit indicates the current paper size setting selected.

If you have loaded a different paper size, set the paper size on the printer to match (see [Set the paper size for the printer](#)).

For better printing experience, be sure to load paper that matches the paper settings of the printer.




One of the Paper Size Selection lights is blinking.



This occurs when you pull out the input tray. The Paper Size Selection light that is blinking indicates the paper size currently set for the printer.

- If you have loaded a different standard paper size, choose the appropriate paper size by pressing the button until the light matches the loaded paper size.
- Once you are done checking paper or loading the correct paper, close the tray properly. The light will stop blinking and become solid. If you have loaded a different paper size, set the paper size in the printer to match (see [Set the paper size for the printer](#)).

Table 2-7 Paper Size Selection button and lights (continued)

Light description/Light pattern
Explanation and recommended action
<ul style="list-style-type: none">If you press the button once when the light is blinking, blinking will also stop and the light will become solid.
For more information, see the earlier case when one of the Paper Size Selection lights is on.
All Paper Size Selection lights are off.

This occurs when you select a paper size from a software application or embedded web server (EWS) that is not one of the sizes on the printer control panel.
Be sure to load paper that matches the paper settings you have selected, and then close the input tray properly.
All Paper Size Selection lights are blinking.

This occurs when you pull out the input tray after selecting a paper size from a software application or EWS that is not one of the sizes on the printer control panel.
The lights stop blinking when you close the tray or press the selection button once.
If you are loading paper of a size that is available on the control panel, use the selection button to select the size of the paper loaded (see Set the paper size for the printer). Otherwise, load paper that matches the paper settings you have selected, and then close the input tray properly.
The Paper Size Selection lights are cycling or blinking in sequence one after another from top to bottom (for about 10 seconds).
NOTE: This section is only applicable to newer versions of iOS and OS X devices.

When you connect your Apple mobile device to your printer, the paper size selection lights blink in sequence for about 10 seconds, and then stop. The blinking lights confirm that your mobile device is connected to the correct printer.
If you press the selection button once, the lights will stop blinking.

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. It is available in several sizes, including A4, 8.5 x 11 inches, 4 x 6 inches (10 x 15 cm), 5 x 7 inches (13 x 18 cm), and 11 x 17 inches (A3), and 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 thick photo paper features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. Your prints have a look and feel comparable to a store-processed photo. It is available in several sizes, including A4, 8.5 x 11 inches, 10 x 15 cm (4 x 6 inches), 13 x 18 cm (5 x 7 inches), and two finishes – glossy or soft-gloss (satin matte). 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, and 10 x 15 cm (4 x 6 inches). It is acid-free for longer lasting documents.

- **HP Photo Value Packs**

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

Business documents

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

This paper is a heavy two-sided matte paper perfect for presentation, proposals, reports, and newsletters. It is heavyweight for an impressive look and feel.

- **HP Brochure Paper 180g Glossy or HP Professional Paper 180 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 180g Matte or HP Professional Paper 180 Matt**

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 listed 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 Office Recycled Paper**

HP Office Recycled Paper is a high-quality multifunction paper made with 30% recycled fiber.

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 dry faster than ordinary plain papers. Look for papers with the ColorLok logo in a variety of weights and sizes from major paper manufacturers.

Tips for selecting and using paper

For the best results, observe the following guidelines.

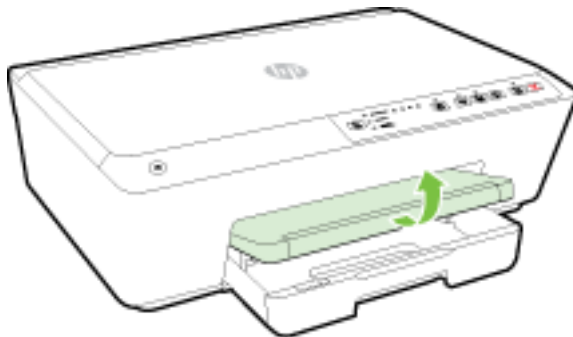
- Load only one type of paper at a time into a tray.
- When loading the tray, make sure the paper is loaded correctly.
- Do not overload the tray.
- To prevent jams, poor print quality, and other printing problems, avoid loading the following paper in the tray:
 - Multipart forms
 - Media that is damaged, 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

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

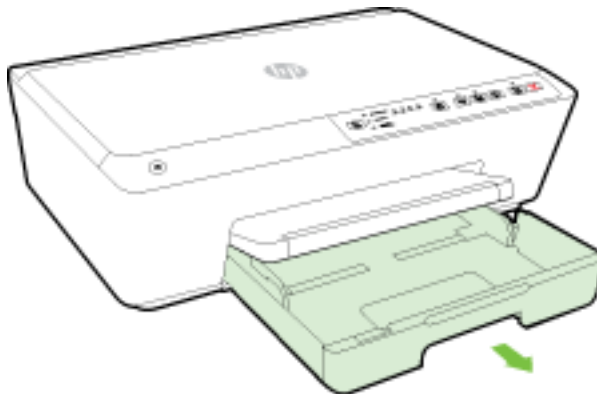
Load paper


To load standard paper

1. Lift the output tray.



2. Pull out the input tray to extend it.

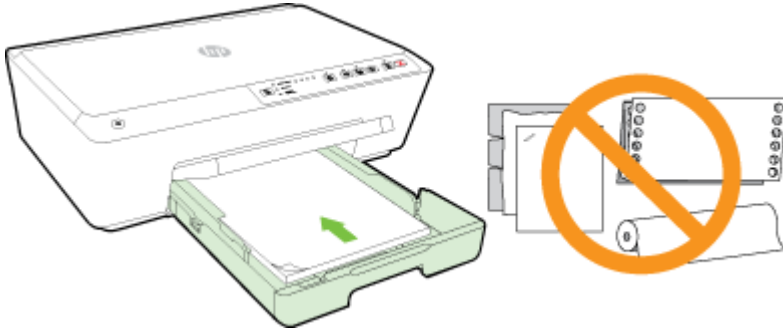


 **NOTE:** To load legal-size paper, slide the grey latch (on the front left of the input tray) to the right, and lower the front of the tray.

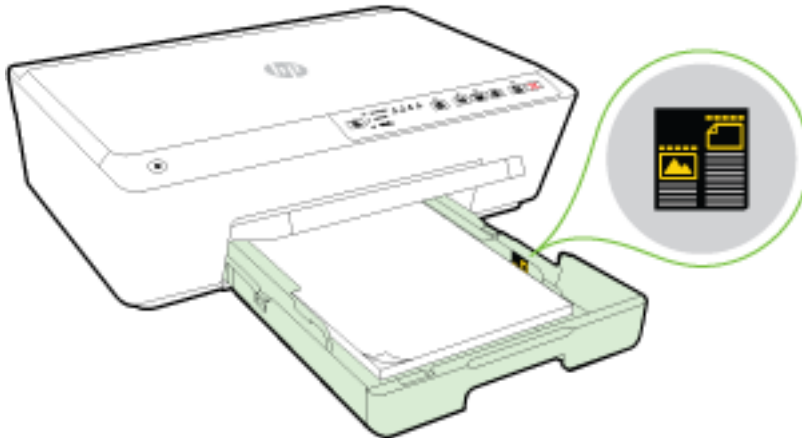
3. When you pull out the input tray, one or all the Paper Size Selection lights will blink (see [Control panel lights reference](#) for printer lights behaviors).


If you are loading a different sized paper, change the paper size for the printer, see [Set the paper size for the printer](#).

4. Slide the paper-width guides out as far as possible.
5. Insert the paper print-side down in the center of the tray.



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 marking on the side of the tray.



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

6. Slide the paper-width guides in the tray until they touch the edge of the stack of paper, and then close the tray.



7. Pull out the output tray extension.

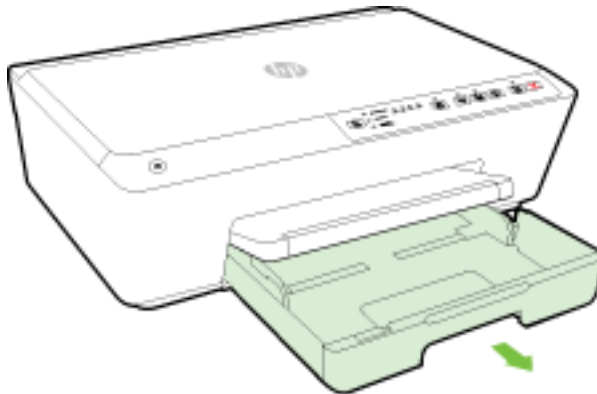


To load an envelope


1. Lift the output tray.



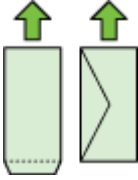
2. Pull out the input tray to extend it.



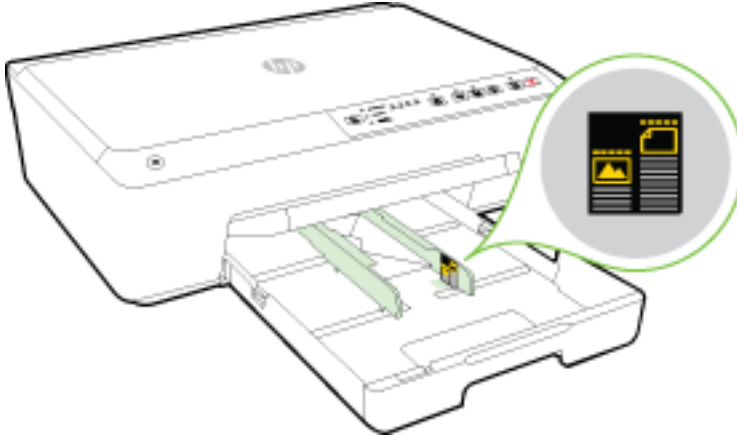
3. When you pull out the input tray, one or all the Paper Size Selection lights will blink (see [Control panel lights reference](#) for printer lights behaviors).


 **NOTE:** Envelope sizes likely do not match one of the paper sizes listed on the control panel, and should be set in the EWS. For more information, see [Set the paper size for the printer or Embedded web server](#).

4. Insert the envelopes print-side down and according to the graphic.

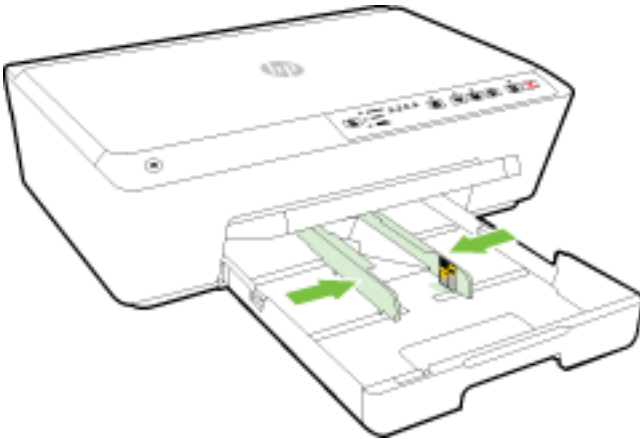


Make sure the stack of envelopes does not exceed the line marking in the tray.



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

5. Slide the paper-width guides in the tray until they touch the edge of the stack of envelopes, and then close the tray.

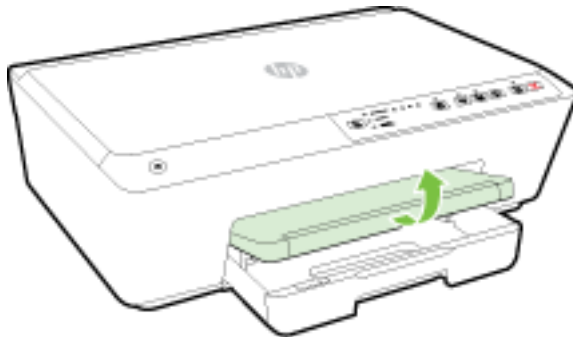


6. Pull out the output tray extension.

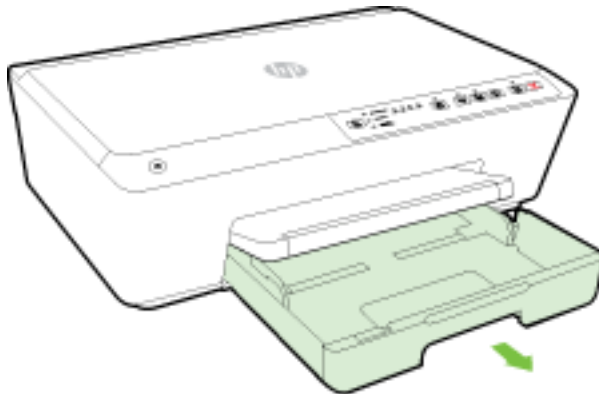


To load cards and photo paper

1. Lift the output tray.



2. Pull out the input tray to extend it.

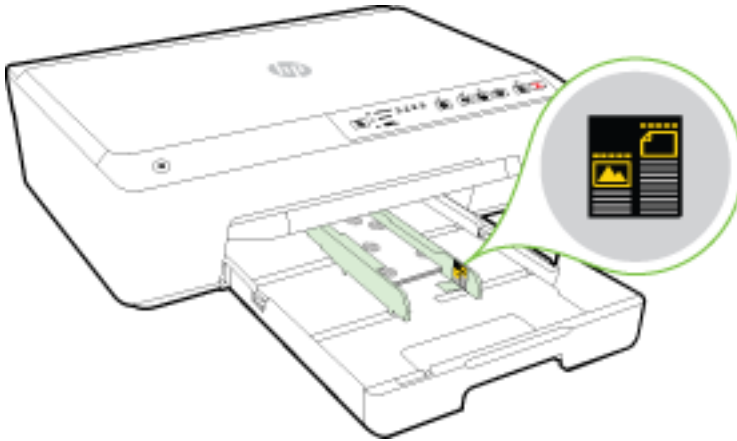



3. When you pull out the input tray, one or all the Paper Size Selection lights will blink (see [Control panel lights reference](#) for printer lights behaviors).

If you are loading a different sized paper, change the paper size for the printer, see [Set the paper size for the printer](#).

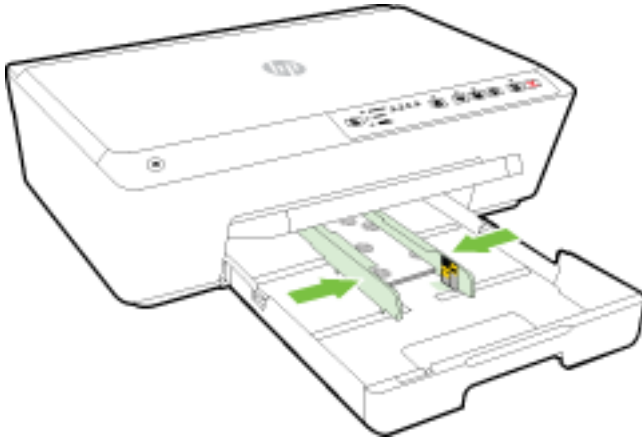
4. Insert the paper print-side down in the center of the tray.

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 marking on the side of the tray.

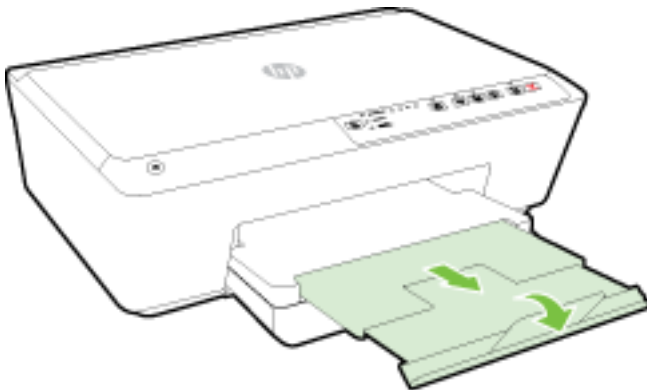


 **NOTE:** Do not load paper while the printer is printing.

5. Slide the paper-width guides in the tray until they touch the edge of the stack of paper, and then close the tray.



6. Pull out the output tray extension.




Update the printer


HP is always working to improve the performance of its printers and bring you the latest features.

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

To update the printer using the embedded web server

1. Open the embedded web server (EWS). For more information, see [Open the embedded web server](#).
2. Click the **Tools** tab.
3. Under **Printer Updates**, click **Firmware Updates**, and then follow the on-screen 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 on-screen instructions to set up a proxy server. If you do not have the details, contact your network administrator or the person who set up the network.


Open the HP printer software (Windows)

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

- **Windows 8.1:** Click the down arrow in 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, Windows Vista, and Windows XP:** 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's name.

Turn the printer off

Turn the printer off by pressing the  (**Power**) button located on the front left side of the printer. The power light flashes while the printer shuts down. Wait until the power light turns off before unplugging the power cord or turning off a power strip.

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

CAUTION: Never turn off the printer when ink 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 ink cartridges, or damage to the ink system.

3 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.

For more information about selecting the best print paper for your documents, see [Paper basics](#).



TIP: This printer includes HP ePrint, a free service from HP that allows you to print documents on your HP ePrint-enabled printer anytime, from any location, without any additional software or printer drivers. For more information, see [Use HP ePrint](#).

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.)

- [Print documents](#)
- [Print brochures](#)
- [Print on envelopes](#)
- [Print photos](#)
- [Print on special and custom-size paper](#)
- [Print on both sides \(duplexing\)](#)
- [Print using the maximum dpi](#)
- [Tips for print success](#)
- [Print with AirPrint™](#)
- [Set the paper size for the printer](#)

Print documents

To print documents (Windows)

1. Load paper in the 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 provided with the printer. 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, and then select the appropriate print quality in the **Quality Settings** area.
- Click the **Advanced** button, in the **Paper/Output** area, select the appropriate paper size from the **Paper Size** drop-down list.

 **NOTE:** If you change the **Paper Size** ensure that you have loaded the correct paper and set the paper size on the printer control panel to match.


For more printing options, see [Tips for print success](#).

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


To print documents (OS X)

1. Load paper in the tray. For more information, see [Load paper](#).
2. From the **File** menu in your software, choose **Print**.
3. Make sure your printer is selected.
4. Specify the page properties.

If you do not see options on the Print dialog, click **Show Details**.

 **NOTE:** The following options are available for your printer. Locations for the options can vary from one application to another.

- Choose the paper size.

 **NOTE:** If you change the **Paper Size** ensure that you have loaded the correct paper and set the paper size on the printer control panel to match.

- Select the orientation.
- Enter the scaling percentage.


5. Click **Print**.

Print brochures

To print brochures (Windows)

1. Load paper in the tray. For more information, see [Load paper](#).
2. On the **File** menu in your software application, click **Print**.
3. Make sure the printer you want to use 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 provided with the printer. 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, and then select the appropriate print quality in the **Quality Settings** area.
- Click the **Advanced** button, in the **Paper/Output** area, select the appropriate paper size from the **Paper Size** drop-down list.



NOTE: If you change the **Paper Size** ensure that you have loaded the correct paper and set the paper size on the printer control panel to match.

For more printing options, see [Tips for print success](#).

6. Click **OK**.
7. Click **Print** or **OK** to begin printing.

To print brochures (OS X)

1. Load paper in the 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.

If you do not see options on the Print dialog, click **Show Details**.

4. Select a paper size from the pop-up menu.

If the **Paper Size** pop-up menu is not in the **Print** dialog, click the **Page Setup** button. When you are done selecting the paper size, click **OK** to close **Page Setup** and return to the **Print** dialog.



NOTE: If you change the **Paper Size** ensure that you have loaded the correct paper and set the paper size on the printer control panel to match.

5. Click **Paper Type/Quality** from the pop-up menu, and then select the following settings:
 - **Paper Type:** The appropriate brochure paper type
 - **Quality:** **Normal** or **Best**
6. Select any other print settings that you want, and then click **Print** 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 envelopes in the 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 provided with the printer. 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, and then select the appropriate print quality in the **Quality Settings** area.
 - Click the **Advanced** button, in the **Paper/Output** area, select the appropriate paper size from the **Paper Size** drop-down list.

 **NOTE:** If you change the **Paper Size**, ensure that you load the correct paper into the printer, and set the paper size on the printer control panel to match.


For more printing options, see [Tips for print success](#).

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


To print envelopes (OS X)

1. Load envelopes print-side down in the tray. For more information, see [Load paper](#).
2. From the **File** menu in your software, choose **Print**.
3. Make sure your printer is selected.
4. Set the print options.

If you do not see options on the Print dialog, click **Show Details**.

 **NOTE:** The following options are available for your printer. Locations for the options can vary from one application to another.

- a. Select the appropriate envelope size from the **Paper Size** pop-up menu.

 **NOTE:** If you change the **Paper Size** ensure that you have loaded the correct paper and set the paper size on the printer control panel to match.

- b. From the pop-up menu, choose **Paper Type/Quality**, and verify the paper type setting is set to **Plain Paper**.
5. Click **Print**.

Print photos


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.

To print a photo from the computer (Windows)


1. Load paper in the 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, and then select the appropriate print quality in the **Quality Settings** area.
 - Click the **Advanced** button, in the **Paper/Output** area, select the appropriate paper size from the **Paper Size** drop-down list.

 **NOTE:** If you change the **Paper Size**, ensure that you have loaded the correct paper and set the paper size on the printer control panel to match.

For more printing options, see [Tips for print success](#).

 **NOTE:** For maximum dpi resolution, go to **Paper/Quality** tab, select **Photo Paper** from the **Media** drop-down list, and then click the **Advanced** button and select **Yes** from the **Print in Max DPI** drop-down list. If you want to print max DPI in grayscale, select **High Quality Grayscale** from the **Print in Grayscale** drop-down list.


6. Click **OK** to return to the **Properties** dialog box.
7. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

 **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.


To print a photo from the computer (OS X)

1. Load paper in the tray. For more information, see [Load paper](#).
2. From the **File** menu in your software, choose **Print**.
3. Make sure your printer is selected.
4. Set the print options.

If you do not see options on the Print dialog, click **Show Details**.

 **NOTE:** The following options are available for your printer. Locations for the options can vary from one application to another.

- a. Choose the appropriate paper size in the **Paper Size** pop-up menu.

 **NOTE:** If you change the **Paper Size** ensure that you have loaded the correct paper and set the paper size on the printer control panel to match.

- b. Select an **Orientation**.
- c. From the pop-up menu, choose **Paper Type/Quality**, and then choose the following settings:

- **Paper Type:** The appropriate photo paper type
 - **Quality: Best or Maximum dpi**
 - Click the **Color Options** disclosure triangle, and then choose the appropriate **Photo Fix** option.
 - **Off:** applies no changes to the image.
 - **Basic:** automatically focuses the image; moderately adjusts image sharpness.
5. Select any other print settings you want, and then click **Print**.


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 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**.
 - **Windows Vista:** From the Windows **Start** menu, click **Control Panel**, and then click **Printers**. Right-click an empty area in the **Printers** window, and select **Server Properties**.
 - **Windows XP:** From the Windows **Start** menu, click **Control Panel**, and then click **Printers and Faxes**. From the **File** menu, click **Server Properties**.
2. Select the **Create a new form** check box.
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 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 provided with the printer. 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** ensure that you have loaded the correct paper and set the paper size on the printer control panel to match.

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

To set up custom sizes (OS X)

1. Depending on your operating system, do one of the following:
 - From the **File** menu in your software application, click **Page Setup**, and then make sure the printer you want to use is selected in the **Format For** pop-up menu.
 - From the **File** menu in your software application, click **Print**, and then make sure the printer you want to use is selected.
2. Select **Manage Custom Sizes** in the **Paper Size** pop-up menu.



NOTE: If you do not see these options in the **Print** dialog, click the disclosure triangle next to the **Printer** pop-up menu or click **Show Details**.

3. Click the **+** on the left side of the screen, double-click **Untitled**, and type a name for the new custom size.
4. In the **Width** and **Height** boxes, type the dimensions, and then set the margins, if you want to customize them.
5. Click **OK**.

To print on special or custom-size paper (OS X)

Before you can print on custom-size paper, you must set up the custom size in the the HP software.

1. Load the appropriate paper in the 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.

If you do not see options on the Print dialog, click **Show Details**.

4. Select a paper size from the pop-up menu.

If the **Paper Size** pop-up menu is not in the **Print** dialog, click the **Page Setup** button. When you are done selecting the paper size, click **OK** to close **Page Setup** and return to the **Print** dialog.



NOTE: If you change the **Paper Size** ensure that you have loaded the correct paper and set the paper size on the printer control panel to match.

5. Click **Paper Handling** from the pop-up menu.
6. Under **Destination Paper Size**, click **Scale to fit paper size**.
7. Select any other print settings that you want, and then click **Print** to begin printing.


Print on both sides (duplexing)

You can print on both sides of a sheet of paper automatically by using the automatic two-sided printing mechanism (duplexer).


To print on both sides of the page (Windows)

1. From your software, select **Print**.
2. Make sure your printer is selected.
3. Click the button that opens the **Properties** dialog box.

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

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

4. Select the appropriate options.
 - On the **Layout** tab, select **Portrait** or **Landscape** orientation, and select **Flip on Long Edge** or **Flip on Short Edge** 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, and then select the appropriate print quality in the **Quality Settings** area.
 - Click the **Advanced** button, in the **Paper/Output** area, select the appropriate paper size from the **Paper Size** drop-down list.

 **NOTE:** If you change the **Paper Size** ensure that you have loaded the correct paper and set the paper size on the printer control panel to match.

For more printing options, see [Tips for print success](#).

5. Click **OK** to print.

To print on both sides of the page (OS X)

1. From the **File** menu in your software, choose **Print**.
2. In the Print dialog, choose **Layout** from the pop-up menu.
3. Choose the type of binding you want for your two-sided pages, and then click **Print**.

Print using the maximum dpi

Use the maximum dots per inch (dpi) mode to print high-quality, sharp images on photo paper.


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

To print in maximum dpi mode (Windows)


1. From your software, select **Print**.
2. Make sure your printer is selected.

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

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

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

4. Click the **Paper/Quality** tab.
5. From the **Media** drop-down list, select an appropriate paper type.
6. Click the **Advanced** button.
7. In the **Printer Features** area, select **Yes** from the **Print in Max DPI** drop-down list.
8. Select the appropriate paper size from the **Paper Size** drop-down list.


 **NOTE:** If you change the **Paper Size** ensure that you have loaded the correct paper and set the paper size on the printer control panel to match.

9. Click **OK** to close the advanced options.
10. Confirm **Orientation** on the **Layout** tab, and then click **OK** to print.


To print using maximum dpi (OS X)

1. From the **File** menu in your software, choose **Print**.
2. Make sure your printer is selected.
3. Set the print options.

If you do not see options on the Print dialog, click **Show Details**.

 **NOTE:** The following options are available for your printer. Locations for the options can vary from one application to another.

- a. Choose the appropriate paper size in the **Paper Size** pop-up menu.

 **NOTE:** If you change the **Paper Size** ensure that you have loaded the correct paper and set the paper size on the printer control panel to match.

- b. From the pop-up menu, choose **Paper Type/Quality**, and then choose the following settings:
 - **Paper Type:** The appropriate paper type
 - **Quality: Maximum dpi**
4. Select any other print settings that you want, and then click **Print**.


Tips for print success

Software settings selected in the print driver only apply to printing.

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

Ink tips

- If the print quality is not acceptable, see [Print quality diagnostic report](#) for more information.
- Use Original HP ink cartridges.

- Install both the black and color cartridges correctly.
For more information, see [Replace the ink 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](#).
- 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 loaded in the tray matches the currently set paper size for the printer. For more information, see [Set the paper size for the printer](#).
- 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 (Windows)

- To change default print settings, click **Print**, and then click **Set Preferences** in the HP printer software.

For information on opening your HP printer software, see [Open the HP printer software \(Windows\)](#).

- To select the number of pages to print per sheet, on the **Layout** tab of the printer driver, select the appropriate option from the **Pages per Sheet** drop-down list.




NOTE: The preview on the **Layout** tab cannot reflect what you select from the **Pages per Sheet**, **Layout**, the **Booklet**, or the **Page Borders** drop-down lists.

- If you want to change the page orientation, set it in your application interface.
- To view more printing settings, on the **Layout** or **Paper/Quality** tab of the printer driver, click the **Advanced** button to open the **Advanced Options** dialog box.
 - **Print in Grayscale:** Allows you to print a black and white document using the black ink only. Select **Black Ink Only**, and then click the **OK** button.
 - **Pages per Sheet Layout:** Helps you specify the order of the pages if you print document in more than two pages per sheet.
 - **Borderless Printing:** Select this feature to print photos without border. Not all paper types support this feature. You will see an alert icon beside the option if the selected paper type in the **Media** drop-down list does not support it.
 - **Layout:** This feature only works with the duplex printing. If the image is larger than the printable area, select this feature to scale the page content to be within the smaller margins so that extra pages are not created.
 - **HP Real Life Technologies:** This feature smooths and sharpens images and graphics for improved print quality.

- **Booklet:** Allows you to print a multiple-page document as a booklet. It places two pages on each side of a sheet that can then be folded into a booklet in half size of the paper. Select a binding method from the drop-down list, and then click **OK**.
 - **Booklet-LeftBinding:** The binding side after folded into a booklet appears at the left side. Select the option if your reading habit is from left to right.
 - **Booklet-RightBinding:** The binding side after folded into a booklet appears at the right side. Select the option if your reading habit is from right to left.
- **Page Borders:** Allows you to add the borders to the pages if you print the document with two or more pages per sheet.
- You can use printing shortcut to save time setting printing preferences. A printing shortcut stores the setting values that are appropriate for a particular kind of job, so that you can set all the options with a single click. To use it, go to the **Printing Shortcut** tab, select one printing shortcut, and then click **OK**.

To add a new printing shortcut, after making settings on the **Layout** or **Paper/Quality** tab, click the **Printing Shortcut** tab, click **Save As** and enter a name, and then click **OK**.

To delete a printing shortcut, select it, and then click **Delete**.


 **NOTE:** You cannot delete the default printing shortcuts.

Printer settings tips (OS X)

- On the Print dialog, use the **Paper Size** pop-up menu to select the size of paper loaded in the printer.
- On the Print dialog, choose the **Paper Type/Quality** pop-up menu and select the appropriate paper type and quality.
- To print a black and white document using only black ink, choose the **Paper Type/Quality** from the pop-up menu. Then click the Color Options disclosure triangle and choose **Grayscale** from the Color pop-up menu and select **Black Print Cartridge Only**.


Notes

- Original HP ink 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 ink cartridges, go to www.hp.com/go/anticounterfeit.

- Ink level warnings and indicators provide estimates for planning purposes only.

 **NOTE:** When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the cartridges until print quality becomes unacceptable.

Print with AirPrint™

Printing using Apple's AirPrint is supported for iOS 4.2 and Mac OS X 10.7 or later. Use AirPrint to print wirelessly to the printer from an iPad (iOS 4.2), iPhone (3GS or later), or iPod touch (third generation or later) in the following mobile applications:

- Mail
- Photos
- Safari
- Supported third-party applications, for example Evernote


To use AirPrint, ensure the following:

- The printer must be connected to the same network as your AirPrint enabled device. For more information about using AirPrint and about which HP products are compatible with AirPrint, go to www.hp.com/go/mobileprinting.
- Load paper that matches the paper settings of the printer (see [Load paper](#) and [Set the paper size for the printer](#) for more information). Accurately setting the paper size for the paper that is loaded, enables a mobile device to know what paper size it is printing.


Set the paper size for the printer


When you pull out the input tray, one or all the Paper Size Selection lights will blink (see [Control panel lights reference](#) for printer lights behaviors).

If you are loading a paper size that is not listed on the control panel, change the paper size in the HP printer software or the embedded web server (EWS). For information on how to open the printer's EWS, see [Open the embedded web server](#).

 **NOTE:** If you pull out the input tray when there is a paper path related error, there will be no change to the way the Paper Size Selection lights are currently lit.

To change the current paper size from the printer control panel


- ▲ Continue to press the  (**Paper Size Selection**) button until the desired paper size is selected (as indicated by the Paper Size Selection light).

 **NOTE:** If you have loaded a paper size that is not one of the sizes listed on the control panel, then the paper size will need to be set in the EWS. For information on how to open the printer's EWS, see [Open the embedded web server](#).

4 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.

Once you have signed up for an account on HP Connected (www.hpconnected.com), 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.

 **NOTE:** To use HP ePrint, the printer must be connected to an active network providing Internet access. You cannot use these web features if the printer is connected using a USB cable.


For more information about the HP ePrint button and light patterns, see [Control panel lights reference](#).

This section contains the following topics:

- [Set up HP ePrint](#)
- [Use HP ePrint](#)
- [Remove Web Services](#)


Set up HP ePrint


To set up HP ePrint, use one of the following methods:

 **NOTE:** Before you set up HP ePrint, make sure your printer is connected using either an Ethernet or wireless connection.

To set up HP ePrint using the embedded web server

1. Open the embedded web server (EWS). For more information, see [Open the embedded web server](#).
2. Click the **Web Services** tab.
3. In the **Web Services Settings** section, click **Setup**, and then follow the on-screen instructions.
4. If prompted, choose to allow the printer to check for and install printer updates.


 **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 on-screen 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 HP ePrint 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**, and then select **Connect your printer to the web** 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**, and then follow the on-screen.
5. If prompted, choose to allow the printer to check for and install printer updates.

 **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 on-screen 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.


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.

Use HP ePrint

HP ePrint allows you to print to your HP ePrint-enabled printer anytime, from any location.


To use HP ePrint, make sure to have the following:

- An Internet- and email-capable computer or mobile device
- An HP ePrint-capable printer on which Web Services has been enabled


 **TIP:** For more information about managing and configuring HP ePrint settings and to learn about the latest features, visit HP Connected at www.hpconnected.com.

To print documents using HP ePrint



1. Enable Web Services.
2. On your computer or mobile device, open your email application.

 **NOTE:** For information about using the email application on your computer or mobile device, see the documentation provided with the application.


3. Create a new email message, and then attach the file that you want to print.
4. Enter the printer's email address in the "To" line of the email message, and then select the option to send the email message.

 **NOTE:** The HP ePrint server does not accept email print jobs if there are multiple email addresses included in the "To" or "Cc" fields. Only enter the email address of your HP printer in the "To" field. Do not enter any additional email addresses in the other fields.

To find the printer's email address

1. Make sure you have created an ePrint account.
To sign up for an account, visit HP Connected at www.hpconnected.com.
2. From the printer control panel, press the  (HP ePrint) button and the  (Information) button together.
The printer prints an information page that contains the printer's email address.

To turn off HP ePrint

- ▲ From the printer control panel, press the  (HP ePrint) button.

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

Remove Web Services

To remove Web Services, complete the following steps:

1. Open the embedded web server (EWS). For more information, see [Open the 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 ink cartridges


This section contains the following topics:

- [Information on ink cartridges and the printhead](#)
- [Check the estimated ink levels](#)
- [Replace the ink cartridges](#)
- [Order ink cartridges](#)
- [Store printing supplies](#)
- [Anonymous usage information storage](#)
- [Ink cartridge warranty information](#)

Information on ink cartridges and the printhead

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

- The instructions in this user guide are for replacing ink cartridges, and are not intended for first time installation. For the first time installation, follow the instructions in the setup poster provided with the printer.
- When you turn the printer off, always use the  (**Power**) button. This allows the printer to cap the printhead and protect it from damage. For more information, see [Turn the printer off](#).
- Do not clean the printhead unnecessarily. This wastes ink and shortens the life of the cartridges.
- Handle ink 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. For more information, see [Turn the printer off](#).
 - 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 ink cartridges are missing.


Check the estimated ink levels


You can check the estimated ink levels from the HP printer software or from the printer control panel. For information about using the HP printer software, see [Printer management tools](#).

To check the estimated ink levels from the printer control panel

- ▲ Press and hold the **✖** (Cancel) button for five seconds to print the printer status report.


 **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 the print quality becomes unacceptable.

 **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 ink cartridges


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

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

To replace the ink cartridges

1. Make sure the printer is turned on.
2. Open the ink cartridge access door.

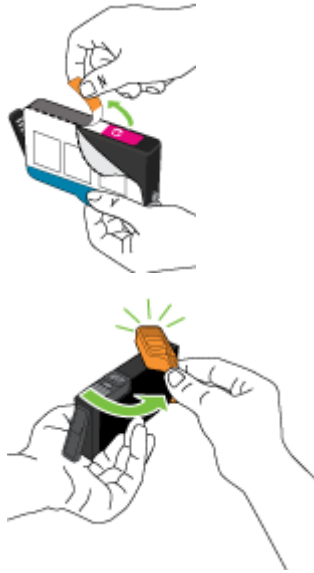
 **NOTE:** Wait until the print carriage stops moving before proceeding.



3. Press the front of the ink cartridge to release it, and then remove it from the slot.



4. Remove the new ink cartridge from its packaging.



5. Using the color-coded letters for help, slide the ink cartridge into the empty slot until it clicks securely into the slot.



Make sure that you insert the ink cartridge into the slot that has the same colored letter as the color you are installing.




6. Repeat steps 3 through 5 for each ink cartridge you are replacing.
7. Close the ink cartridge access door.

Order ink cartridges

To order ink 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 ink cartridge you are replacing. You can find the cartridge number in the following places:

- In the embedded web server, by clicking the **Tools** tab, and then, under **Product Information** clicking **Ink Gauge**. For more information, see [Embedded web server](#).
- On the printer status report (see [Printer status report](#)).
- On the label of the ink cartridge you are replacing.
- On a sticker inside the printer. Open the ink cartridge access door to locate the sticker.
- In the printer software, click **Shop**, and then click **Shop For Supplies Online**.

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

Store printing supplies

- Keep all ink cartridges in the original sealed packages until they are needed.
- Ink cartridges can be left in the printer for extended periods of time. However, to assure optimal ink cartridge health, be sure to turn off the printer properly. For more information, see [Turn the printer off](#).
- Store ink cartridges at room temperature (15-35° C or 59-95° F).

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 following: 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

- ▲ On the printer control panel, press and hold the  (**Resume**) button and the  (**Information**) button together approximately five seconds, and then release the buttons.

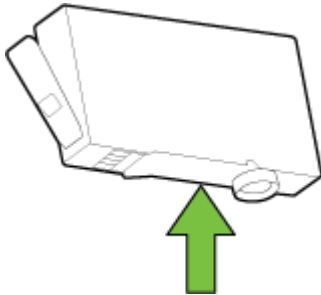
 **NOTE:** The usage information function may be turned back on using the EWS. For information on how to open the printer's EWS, see [Open the embedded web server](#).

 **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.

Ink cartridge warranty information

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

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



6 Network setup

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

- [Set up the printer for wireless communication](#)
- [Change network settings](#)
- [Use HP wireless direct](#)

Set up the printer for wireless communication

- [Before you begin](#)
- [Set up the printer on your wireless network](#)
- [Change the connection type](#)
- [Test the wireless connection](#)



NOTE: If you encounter problems connecting the printer, see [Unable to connect the printer wirelessly](#).



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 printer is not connected to the network using an Ethernet cable.
- The wireless network is set up and working properly.
- The printer and the computers that use the printer are on the same network (subnet).
- During network setup, a USB cable might be required for temporary connection, have one ready on hand and insert it when prompted.

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.

For more information about the **Wireless** button and light patterns, see [Control panel lights reference](#).

Set up the printer on your wireless network

You may print a Wireless Quick Start Guide to aide in the setup of the printer on a wireless network.

To print a wireless quick start guide

- ▲ Press and hold the  (**Information**) button for three seconds.

To set up the wireless connection using the HP printer software

1. If you have not yet installed the HP printer software, insert the HP software CD into your computer, and then complete the following steps:
 - (Windows): When prompted, click **Wireless**, and then follow the on-screen instructions.
 - (OS X): Double-click the HP Installer icon on the software CD, and then follow the on-screen instructions.

If you have already installed the HP printer software on your computer, complete the following steps:

Windows


- a. Open the printer software. For more information, see [Open the HP printer software \(Windows\)](#).
- b. **Windows 8 and 8.1:** Click **Utilities**.
- c. Click **Printer Setup & Software**.
- d. Click **Connect a new printer**, and then follow the on-screen instructions.


OS X

- a. Double-click the HP Utility icon (located in the **Hewlett-Packard** folder in the **Applications** folder at the top level of the hard disk).
- b. From the **Devices** menu, click **Setup New Device**, and then follow the on-screen instructions.

2. After the printer connects successfully, the blue Wireless light stops blinking and remains on.

To set up the wireless connection from the printer control panel

Ensure your wireless router or wireless access point has a Wi-Fi Protected Setup (WPS) button (a button with the  icon or is labeled "WPS"), and that WPS is enabled with WPA encryption.

1. From the printer control panel, press and hold the  (**Wireless**) button for three seconds. The Wireless light starts blinking.
2. On the wireless router or wireless access point, press and hold the WPS button for three seconds. Wait for about two minutes. If the printer connects successfully, the Wireless light will stop blinking and remain lit.
3. (Windows): After you have completed the wireless setup, add the printer in your computer by choosing **Add a Network Printer** from **Control Panel**, and then follow the on-screen instructions.
4. (OS X): After you have completed the wireless setup, add the printer in your computer by choosing **System Preferences**, and then follow the on-screen instructions.

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.

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).



NOTE: Connecting an Ethernet cable turns off the wireless capability of the printer.

To change from an Ethernet connection to a wireless connection (Windows)

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



NOTE: A USB cable will be used temporarily during the setup process.

1. Remove the Ethernet cable from the printer.
2. Open the printer software after the installation. For more information, see [Open the HP printer software \(Windows\)](#).
3. **Windows 8 and 8.1:** Click **Utilities**.
4. Click **Printer Setup & Software**.
5. Click **Reconfigure wireless settings**.

To change from an Ethernet connection to a wireless connection (OS X)

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

1. Connect the printer to your wireless network.
2. Use **HP Setup Assistant** in **Applications/Hewlett-Packard/Device Utilities** to change the software connection to wireless for this printer.

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

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

1. Depending on your operating system, do one of the following:
 - **Windows 8.1:** Click the down arrow in lower left corner of the Start screen, select the printer name, and then click **Utilities**.
 - **Windows 8:** Right-click an empty area on the Start screen, click **All Apps** on the app bar, select the printer name, and then click **Utilities**.
 - **Windows 7, Windows Vista, and Windows XP:** From the computer desktop, click **Start**, select **All Programs**, click **HP**, click the folder of your printer.
2. Click **Printer Setup & Software**.
3. Select **Convert a USB connected printer to wireless**. Follow the on-screen instructions.

To change from a USB connection to a wireless network (OS X)

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

1. Connect the printer to your wireless network.
2. Use **HP Setup Assistant** in **Applications/Hewlett-Packard/Device Utilities** to change the software connection to wireless for this printer.



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 or Ethernet connection (Windows)

- Connect the USB or Ethernet cable to the printer.

To change from a wireless connection to a USB or Ethernet connection (OS X)


Add the printer to the print queue.

1. Open **System Preferences**.
2. Depending on your operating system, click **Print & Fax**, **Print & Scan**, or **Printers & Scanners** in the **Hardware** section.
3. Click + below the list of printers at the left.
4. Select the printer from the list of detected printers, and click **Add**.

Test the wireless connection

Print the wireless network test report for information about the printer wireless connection. The wireless network test report provides information about the printer status, hardware (MAC) address, and IP address. If the printer is connected to a network, the test report displays details about the network settings.


To print the wireless network test report

- ▲ Press the  (**Wireless**) button and the  (**Information**) button together to print the network configuration page and the wireless network test report.

You may also test the wireless setup using the EWS. To open the EWS, see [Embedded web server](#).

Change network settings

You can set up and manage your printer wireless connection and perform a variety of network management tasks. This includes printing information about network settings, turning the wireless function on or off, setting the link speed, and changing IP settings.


 **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

- Press the  (**Wireless**) button and the  (**Information**) button together to print the network configuration page and the wireless network test report.

To 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.

 **NOTE:** Connecting an Ethernet cable to the printer automatically turns off the wireless capability and the Wireless light.

- ▲ From the printer control panel, press the  (**Wireless**) button to turn the wireless capability on or off.

To change network settings using the embedded web server

Use the printer's embedded web server (EWS) to modify network settings such as link speed and IP settings.

1. Open the embedded web server (EWS). For more information, see [Open the embedded web server](#).
2. Click the **Network** tab, and then click the different network items to make changes.




Use HP wireless direct

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

For more information about the HP wireless direct button and light patterns, see [Control panel lights reference](#).

You may print an HP Wireless Direct Guide as a reference for HP wireless direct.

To print the HP Wireless Direct Guide

- Pressing the  (**HP wireless direct**) button the first time will turn on HP wireless direct and print the HP Wireless Direct Guide. The guide includes the HP wireless direct network name and password.
- After the first time, you can press the  (**HP wireless direct**) button and the  (**Information**) button together to print the HP Wireless Direct Guide.

Guidelines when using HP wireless direct

- Make sure your computer or mobile device has the necessary software.
If you are using a computer, make sure you have installed the printer software provided with the printer.
- If you have not installed the HP printer software on the computer, connect to HP wireless 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 HP wireless direct is turned on in the printer and, if necessary, security is enabled.
- Up to five computers and mobile devices can use the same HP wireless direct connection.

- HP wireless 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.
- HP wireless direct cannot be used to connect a computer, mobile device, or printer to the Internet.

To turn on HP wireless direct


- ▲ On the printer control panel, press the  (HP wireless direct) button to turn the HP wireless direct feature on.

If this is the first time you are pressing the button, the printer prints the HP Wireless Direct Guide automatically. The guide includes the network name and password for **HP wireless direct**.

To print from a wireless-capable mobile device

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 HP wireless 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 HP wireless 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 HP wireless direct name from the list of wireless networks shown such as **HP-Print-**-Officejet Pro XXXX** (where ** are the unique characters to identify your printer and XXXX is the printer model located on the printer).

If HP wireless direct is turned on with security, enter the password when prompted.

4. Print your document.

To print from a wireless-capable computer (Windows)

1. Make sure you have turned on HP wireless 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 HP wireless 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 HP wireless direct name from the list of wireless networks shown such as **HP-Print-**-Officejet Pro XXXX** (where ** are the unique characters to identify your printer and XXXX is the printer model located on the printer).

If HP wireless direct is turned on with security, enter the 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 HP HP wireless direct connection.

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

- **Windows 8.1:** Click the down arrow in lower left corner of the Start screen, select the printer name, and then click **Utilities**.
 - **Windows 8:** Right-click an empty area on the Start screen, click **All Apps** on the app bar, select the printer name, and then click **Utilities**.
 - **Windows 7, Windows Vista, and Windows XP:** From the computer desktop, click **Start**, select **All Programs**, click **HP**, click the folder of your printer.
- b. Click **Printer Setup & Software**, and then select **Connect a new printer**.
 - c. When the **Connection Options** software screen appears, select **Wireless**.
Select your HP printer software from the list of detected printers.
 - d. Follow the on-screen instructions.
5. Print your document.

To print from a wireless-capable computer (OS X)

1. Make sure you have turned on HP wireless direct on the printer.
2. Turn on AirPort.
For more information, see the documentation provided by Apple.
3. Click the AirPort icon and choose the HP wireless direct name, such as **HP-Print-**-Officejet Pro XXXX** (where ****** are the unique characters to identify your printer and **XXXX** is the printer model located on the printer).
If HP wireless direct is turned on with security, enter the password when prompted.
4. Add the printer.
 - a. Open **System Preferences**.
 - b. Depending on your operating system, click **Print & Fax**, **Print & Scan**, or **Printers & Scanners** in the **Hardware** section.
 - c. Click **+** below the list of printers at the left.
 - d. Select the printer from the list of detected printers (the word “Bonjour” is listed the right column beside the printer name), and click **Add**.



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

7 Printer management tools

This section contains the following topics:

- [Toolbox \(Windows\)](#)
- [HP Utility \(OS X\)](#)
- [Embedded web server](#)

Toolbox (Windows)

The Toolbox provides maintenance information about the printer.



NOTE: The Toolbox can be installed from the HP Software CD if the computer meets the system requirements. System requirements can be found in the Readme file, which is available on the HP printer software CD provided with your printer.

To open the Toolbox

1. Depending on your operating system, do one of the following:
 - **Windows 8.1:** Click the down arrow in 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, Windows Vista, and Windows XP:** 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's name.
2. Click **Print**.
3. Click **Maintain Your Printer**.

HP Utility (OS X)

HP Utility contains tools to configure print settings, calibrate the printer, order supplies online, and find website support information.



NOTE: The features available in HP Utility vary depending on the selected printer.

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

Double-click HP Utility in the **Hewlett-Packard** folder in the **Applications** folder at the top level of the hard disk.

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 the network or HP wireless direct.

To open the embedded web server through a network

1. Find out the IP address or hostname of the printer from the network configuration page.
For more information, see [Network configuration page](#).
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 HP wireless direct

1. If the HP wireless direct light is off, press the  (HP wireless direct) button to turn it on.
2. From your wireless computer, turn wireless on, search for and connect to the HP wireless direct name. If you have HP wireless direct security on, enter the HP wireless direct password when prompted.
3. 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 network.


 **NOTE:** To use the embedded web server (EWS), the printer must be connected to a network. You cannot use the EWS if the printer is connected to a computer with a USB cable.

Check your web browser

- Make sure the web browser meets the minimum system requirements. For more information, see system requirements in the printer's Readme file found on the HP printer software CD.
- 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

- To check the IP address of the printer, print a network configuration page. Press the  (Wireless) button and the  (Information) button together to print the network configuration page.
- Ping the printer using the IP address from the command prompt (Windows) or from Network Utility (OS X).

 **NOTE:** OS X Lion and OS X Mountain Lion: Network Utility is located in the **Utilities** folder in the **Applications** folder at the top level of the hard disk.

OS X Mavericks: Open **Finder**, hold down the Option key and choose **System Information** from the **Apple** () menu. Choose **Window > Network Utility**.

For example, if the IP address is 123.123.123.123, type the following at the command prompt (Windows):

```
C:\ping 123.123.123.123
```

Or

In Network Utility (OS X), click the **Ping** tab, type the 123.123.123.123 in the box, and then click **Ping**.

If a reply appears, the IP address is correct. If a time-out response appears, the IP address is incorrect.



TIP: If you are using a computer running Windows, you can visit the HP online support website at www.hp.com/support. 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 following support services to obtain assistance.

This section contains the following topics:

- [HP support](#)
- [Understand printer reports](#)
- [Solve printer problems](#)
- [Solve printing problems](#)
- [Solve problems using HP ePrint](#)
- [Solve network problems](#)
- [Maintain the printer](#)
- [Clear paper jams](#)
- [Reset the printer](#)

HP support

- [Register printer](#)
- [Support process](#)
- [Obtain electronic support](#)
- [HP support by phone](#)

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>.

Support process

If you have a problem, follow these steps:

1. Check the documentation that came with the printer.
2. Visit the HP online support website at www.hp.com/support.

HP online support is available to all HP customers. It is the fastest source for up-to-date product information and expert assistance, and includes the following features:

- Fast access to qualified online support specialists
- Software and driver updates for the printer

- Valuable troubleshooting information for common problems
 - Proactive printer updates, support alerts, and HP newsgrams that are available when you register the printer
3. Call HP support. For more information, see [HP support by phone](#).
- Support options and availability vary by printer, country/region, and language.

Obtain electronic support

To find support and warranty information, go to the HP website at www.hp.com/support. 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 about calling for technical support.

This website also offers technical support, drivers, supplies, ordering information and other options such as:

- Access online support pages.
- Send HP an email message for answers to your questions.
- Connect with an HP technician by using online chat.
- Check for HP software updates.

You can also obtain support from the HP software for Windows or OS X, which provide easy, step-by-step solutions to common printing problems. For more information, see [Printer management tools](#).

Support options and availability vary by printer, country/region, and language.

HP support by phone

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

This section contains the following topics:

- [Before you call](#)
- [Phone support period](#)
- [Support phone numbers](#)
- [After the phone support period](#)

Before you call

Call HP support while you are in front of the printer and a computer it is connected to. Be prepared to provide the following information:

- Model number
- Serial number (located on the back or bottom of the printer)
- Messages that appear when the situation occurs
- Answers to these questions:
 - Has this situation happened before?
 - Can you re-create it?

- Did you add any new hardware or software to your computer at about the time that this situation began?
- Did anything else occur prior to this situation (such as a thunderstorm or moving the printer)?

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

Phone support period

One year of phone support is available in North America, Asia Pacific, and Latin America (including Mexico). To determine the duration of phone support in Europe, the Middle East, and Africa, go to www.hp.com/support. Standard phone company charges apply.

Support phone numbers

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

After the phone support period

After the phone support period, help is available from HP at an additional cost. Help may also be available at the HP online support website: www.hp.com/support. Contact your HP dealer or call the support phone number for your country/region to learn more about support options.

Understand printer reports

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

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

Printer status report

Use the printer status report to view current printer information and ink 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.

To print the printer status report

- Press and hold the  (Cancel) button for three seconds.



- 1. Product Information:** Shows printer information (such as the printer name, model number, serial number, and firmware version number), and the accessories that are installed (such as the automatic two-sided printing accessory or duplexer).
- 2. Print Usage Information:** Shows summary information about pages printed from the printer.
- 3. Ink Delivery System Information:** Shows the estimated ink levels (represented in graphical form as gauges) and the part numbers and warranty expiration dates for the ink cartridges.

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

- 4. Additional Assistance:** Provides information about where you can go to get more information about the printer.

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. 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.

To print the network configuration page and wireless network test report

- ▲ Press the  (**Wireless**) button and the  (**Information**) button together to print the network configuration page and the wireless network test report.

HP Network Configuration Page

Model: HP Officejet Pro 6230 ePrinter

1	General Information		
	Network Status		Ready
	Active Connection Type		Wired
	URL(s) for Embedded Web Server		http://HP960230 http://15.212.234.113
	Firmware Revision		AGP1FA1419CR
	Hostname		HP960230
	Serial Number		T141/10426
	Internet		Connected
2	802.3 Wired		
	Hardware Address (MAC)		fc:15:54:9b:02:3b
	Link Configuration		100TX - Full
	IPv4		
	IP Address		15.212.234.113
	Subnet Mask		255.255.252.0
	Default Gateway		15.212.232.1
	Configuration Source		DHCP
	Primary DNS Server		16.110.135.52
	Secondary DNS Server		16.110.135.51
	Total Packets Transmitted		8902
	Total Packets Received		130286
	IPv6		
Primary DNS Server		::	
Secondary DNS Server		::	
Address	Prefix Length	Configured By	
FE80::FE15:54FF:FE9B:23B	64	Self	
3	802.11 Wireless		
	Hardware Address (MAC)		fc:15:54:9b:02:3b
	Status		Disabled
	Communication Mode		Infrastructure
	Network Name (SSID)		tpquest
4	Wireless Direct		
	Status		On
	Security		On
	Passcode		36430003
	Network Name (SSID)		HP-Print-3B-Officejet Pro 6230
	Hardware Address (MAC)		2c:44:3e:00:13:04
	URL for Embedded Web Server		http://192.168.223.1
	Channel		6
	IPv4		
	IP Address		192.168.223.1
	Subnet Mask		255.255.255.0
	Default Gateway		0.0.0.0
	Configuration Source		Manual
Primary DNS Server		0.0.0.0	
Secondary DNS Server		0.0.0.0	
Total Packets Transmitted		2351	
Total Packets Received		0	
IPv6			
Primary DNS Server		::	
Secondary DNS Server		::	
Address	Prefix Length	Configured By	
FE80::2644:FDFF:FE00:13C4	64	Self	
5	Port 9100		
	Status		Enabled
	Bonjour		
	Status		Enabled
	Service Name		HP Officejet Pro 6230 [9B023B]
	SLP		
	Status		Enabled
	Microsoft Web Services		
	WS Discovery		
	Status		Enabled
	WS Print		
	Status		Enabled
	IPP		
Status		Enabled	
Proxy Settings			
Address		web-proxy.sgg.hp.com	
Port		8080	
Authentication		Off	

1. **General Information:** Shows information about the current status and active connection type of the network, and other information, such as the URL of the embedded web server.
2. **802.3 Wired:** Shows information about the active Ethernet network connection, such as the IP address, subnet mask, default gateway, as well as the hardware address of the printer.
3. **802.11 Wireless:** Shows information about your wireless network connection, such as the host name, IP address, subnet mask, default gateway, and server. It also indicates the network name (SSID), the relative signal strengths and the channels being used.
4. **HP Wireless Direct:** Shows information about your HP wireless direct connection, such as the status and hardware address.
5. **Miscellaneous:** Shows information about more advanced network settings.
 - **Port 9100:** The printer supports raw IP printing through TCP Port 9100. This HP-proprietary TCP/IP port on the printer is the default port for printing. It is accessed by HP software (for example, the HP Standard Port).
 - **Bonjour:** Bonjour services (which use mDNS, or Multicast Domain Name System) are typically used on small networks for IP address and name resolution (through UDP port 5353), where a conventional DNS server is not used.
 - **SLP:** Service Location Protocol (SLP) is an Internet standard network protocol that provides a framework to allow networking applications to discover the existence, location, and configuration of networked services in enterprise networks. This protocol simplifies discovery and use of network resources such as printers, web servers, fax machines, video cameras, files systems, backup devices (tape drives), databases, directories, mail servers, calendars.
 - **Microsoft Web Services:** Enable or disable the Microsoft Web Services Dynamic Discovery (WS Discovery) protocols or Microsoft Web Services for Devices (WSD) Print services supported on the printer. Disable unused print services to prevent access through those services.



NOTE: For more information about WS Discovery and WSD Print, visit www.microsoft.com.


- **IPP:** Internet Printing Protocol (IPP) is a standard network protocol for remote printing. Unlike other remote IP-based protocols, IPP supports access control, authentication, and encryption, allowing for more secure printing.
- **Proxy Settings:** Shows information about proxy address, port, and the status of authentication. You can change the proxy settings from EWS.

To change the proxy settings, click **Network** from EWS, click **Proxy Settings**, and select the appropriate options.

Printer information page

You can print a printer information page to view general status of the network connection, Web Services (HP ePrint), and **HP wireless direct**.

To print the printer information page

- ▲ Press the  (**Information**) button to print the information page.

Printer Information Page

Model Name: HP Officejet XXX Serial Number: 123456789
Service ID: 123456789 Firmware Version: 123456789
ink cartridge level** K=88, Y=75, M=88, C=88
(*Estimates only. Actual ink levels may vary.)



This printer is connected to the wireless network "network 5555".
The printer IP address is <show the IP address>.
Signal strength is <show the signal strength>: very low, low, good, very good, excellent.
This printer is or is not connected to the Internet.

To print additional network information, press the Wireless button* and the Information button* at the same time.



With HP wireless direct, you can connect your computer, smartphone, or tablet directly to a printer wirelessly—without connecting to an existing wireless network.

The HP wireless direct name is <show the WD name>.
The HP wireless direct password is <show the WD PIN>.

To print the HP Wireless Direct Guide, press the HP Wireless Direct button* and the Information button* at the same time.



With HP ePrint, use your computer or mobile device to print documents or photos sent to the printer as email attachments.

HP ePrint has been turned on.
The printer's email address is <show the email address>.

For more information, visit HP Connected (www.hpconnected.com).

Printing from Mobile Devices

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.

Additional Assistance

To print the Printer Status Report, press and hold the Cancel button* for 3 seconds.

Icons Descriptions



Print quality diagnostic 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 Diagnostic page can help you determine if the printing system is working correctly.

To print a print quality diagnostic report using the EWS

1. Open the embedded web server (EWS). For information, see [Open the embedded web server](#).
2. Click the **Tools** tab.
3. Click **Print Quality Toolbox** under **Utilities**.
4. Click the **Print Quality Report** button.

To print a print quality diagnostic report using HP Utility (OS X)

1. In the **Information And Support** section, click **Print Quality Diagnostics**.
2. Click **Print**.

HP Officejet ~~4620 or 4620e Color Series~~
Print Quality Diagnostic Page

Printer Information

Product model number: B6T06A
Product serial number: TH36110955
Service ID: 23265
Firmware Version: PNL2CA1339AR
Pages printed: Tray 1=5, Total=5, Auto-duplex unit=0
Ink cartridge level*: K=100, Y=90, M=90, C=90

*Estimates only. Actual ink levels may vary.

Test Pattern 1

If the lines are not straight and connected, align the printheads.



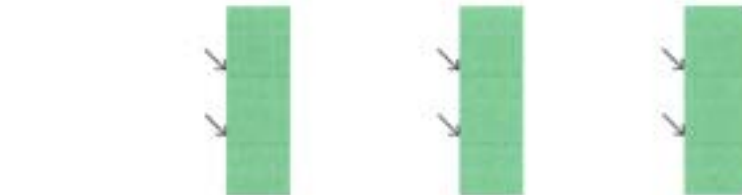
Test Pattern 2

If you see thin white lines across any of the colored blocks, clean the printheads.



Test Pattern 3

If you see dark lines or white gaps where the arrows are pointing, align printhead.



If defects are seen on the page, follow the steps below:

1. If the Print Quality report shows faded, partial, streaked, or missing color bars or patterns, check for depleted ink cartridges, and replace the ink cartridge that corresponds to the defective color bar or color pattern. If there is no depleted ink cartridge, remove and reinstall all ink cartridges to make sure they are properly installed.

Do not remove the depleted cartridge until you have a new ink cartridge available to replace. For information about how to install new cartridges, see [Replace the ink cartridges](#).

2. If the lines in Test Pattern 1 are not straight and connected, align the printer. For more information, see [Maintain the printhead and ink cartridges](#).
3. If you see white lines across any of the color blocks in Test Pattern 2, clean the printhead. For more information, see [Maintain the printhead and ink cartridges](#).

4. If you see white or dark lines where the arrows are pointing in Test Pattern 3, align the printhead. For more information, see [Maintain the printhead and ink cartridges](#).
5. If none of the previous steps have helped, contact HP support to replace the printhead. For more information, see [HP support](#).


Wireless test report

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 the printer is connected to a network, the test report displays details about the network settings.

To print the wireless network test report

- ▲ Press the  (Wireless) button and the  (Information) button together to print the network configuration page and the wireless network test report.

Solve printer problems

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

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 ink cartridges, 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 ink cartridges](#).
- If cleaning the printhead does not solve the problem, contact HP support. Go to www.hp.com/support. 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.

Paper-feed problems

- **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.

- Make sure paper in the tray is not curled. Uncurl paper by bending it in the opposite direction of the curl.
- Make sure 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 marking on the side of the tray.
- **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.
 - Make sure the tray is not overloaded with paper.
 - Use HP paper for optimum performance and efficiency.

Solve printing problems

 **TIP:** (Windows) Run the *HP Print and Scan Doctor* to diagnose and automatically fix printing, scanning, and copying issues. The application is only available in some languages.

The printer is not responding (nothing prints)

- **There are print jobs stuck in the print queue**

Open the print queue, cancel all documents, and then reboot the computer. Try to print after the computer reboots. Refer to the Help system for the operating system for more information.
- **Check the HP software installation**

If the printer is turned off when printing, an alert message should appear on your computer screen; otherwise, the HP software provided with the printer might not be installed correctly. To resolve this, uninstall the HP software completely, and then reinstall the HP software.
- **Check the cable connections**

Make sure both ends of the USB cable or Ethernet cable are secure.

If the printer is connected to a network, check the following:

 - Check the Link light on the back of the printer.
 - Make sure you are not using a phone cord to connect the printer.
- **Check any personal firewall software installed on the computer**

The personal software firewall is a security program that protects a computer from intrusion. However, the firewall might block communication between the computer and the printer. If there is a problem communicating with the printer, try temporarily disabling the firewall. If the problem persists, the firewall is not the source of the communication problem. Re-enable the firewall.



Use this troubleshooter to help you get your printer on the network if you have a firewall or antivirus protection that is causing a problem. [Click here to go online for more information](#). At this time, this website might not be available in all languages.

- **Restart the printer and the computer**

If the printer is still not responding, turn off the printer and the computer, and turn them back on.



If the above solutions do not resolve the problem, [click here for more online troubleshooting](#).

Something on the page is missing or incorrect

- Try the solutions in **Print quality is not acceptable**
- **Check the printer location and length of USB cable**

High electromagnetic fields (such as those generated by USB cables) can sometimes cause slight distortions to printouts. Move the printer away from the source of the electromagnetic fields. Also, it is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields.

Print quality is not acceptable

1. Make sure you are using genuine HP ink cartridges. Genuine HP ink cartridges are designed and tested with HP printers to help you easily produce great results, time after time.



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

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

www.hp.com/go/anticounterfeit

2. Check the ink levels. The ink cartridges might have insufficient ink.



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 need to replace the ink cartridges until the print quality becomes unacceptable.



CAUTION: While ink cartridges are not damaged when left outside of the printer, the printhead does need to have all cartridges installed at all times after the printer is set up and in use. Leaving one or more cartridge slots empty for an extended period may lead to print quality problems and possibly damage the printhead. If you have recently left a cartridge out of the printer for an extended period, or if you have had a recent paper jam, and have noticed poor print quality, clean the printhead. For more information, see [Maintain the printhead and ink cartridges](#).

For more information, see [Check the estimated ink levels](#).

3. Check the paper loaded in the input tray. Make sure the paper is loaded correctly and that it is not wrinkled or too thick.

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

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

4. Check the paper type.

HP recommends that you use HP papers or any other paper type with ColorLok technology that is appropriate for the printer. All papers with the ColorLok logo are independently tested to meet high standards of reliability and print quality, and produce documents with crisp, vivid color, bolder blacks and dry faster than ordinary plain papers. For more information, see [Paper basics](#).

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

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

5. Check the print settings by clicking 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**.)

- Check the print settings to see if the color settings are incorrect.

For example, check to see if the document is set to print in grayscale. Or, check to see if advanced color settings such as saturation, brightness, or color tone, are set to modify the appearance of colors.

- Check the print quality setting and make sure it matches the type of paper loaded in the printer.

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



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

6. Print and evaluate a print quality report. To print this report, see [Print quality diagnostic report](#).



Use this document to help resolve print quality issues. [Click here to go online for more information](#). At this time, this website might not be available in all languages.

Solve problems using HP ePrint

If you are having problems using HP ePrint, check the following:

- Make sure the printer is connected to the Internet using an Ethernet or wireless connection.



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

- Make sure the latest printer updates have been installed on the printer. For more information, see [Update the printer](#).
- Make sure HP ePrint is enabled on the embedded web server (EWS). For more information, see [Set up HP ePrint](#).
- Make sure the network hub, switch, or router is turned on and working correctly.
- If you are connecting the printer using an Ethernet cable, make sure you are not connecting the printer using a phone cord or a crossover cable to connect the printer to the network and that the Ethernet cable is securely connected to the printer. For more information, see [General network troubleshooting](#).
- If you are connecting the printer using a wireless connection, make sure the wireless network is functioning properly. For more information, see [Unable to connect the printer wirelessly](#).
- 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 at www.hpconnected.com.
- 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. If these settings are not updated, you will not be able to use HP ePrint.

For more information, see [Set up HP ePrint](#).



TIP: For additional help on setting up and using Web Services, visit HP Connected at www.hpconnected.com.

Solve network problems

This section provides solutions to common problems on connecting or using the printer on the network.


- [General network troubleshooting](#)
- [Unable to connect the printer wirelessly](#)

For more information about network problems, check the following:

- Use this troubleshooter to help find your network security settings. [Click here to go online for more information](#). At this time, this website might not be available in all languages.
- Use this troubleshooter that helps you to convert a USB connection to a wireless one. [Click here to go online for more information](#). At this time, this website might not be available in all languages.
- Use this troubleshooter to help you connect to HP wireless direct, or to help you troubleshoot HP wireless direct issues, such as not being able to connect to HP wireless direct, not being able to print when using HP wireless direct, or you cannot connect to the Internet. [Click here to go online for more information](#). At this time, this website might not be available in all languages.
- Use this troubleshooter to help you get your printer onto your network, or it was on your network and now it is not. [Click here to go online for more information](#). At this time, this website might not be available in all languages.
- Use this troubleshooter to help you get your printer on the network if you have a firewall or antivirus protection that is causing a problem. [Click here to go online for more information](#). At this time, this website might not be available in all languages.

General network troubleshooting

During software installation if the software cannot find the printer on the network you will be prompted to enter the printer's IP address which is found on the network configuration page. For more information, see [Network configuration page](#).

 **TIP:** You can visit the HP online support website at www.hp.com/support 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, scanning, and copying issues. The application is only available in some languages.

Ensure the following:

- If making a wired connection to a network, connect the Ethernet cable when prompted during software installation and check that the Ethernet light near the connector turns on.
- All cable connections to the computer and the printer are secure.
- The network is operational and the network hub, switch, or router is turned on.
- (Windows) All applications, including virus protection programs, spyware protection programs, and firewalls, are closed or disabled during software installation.

Unable to connect the printer wirelessly


Make sure you have already set up the printer wireless capabilities. For more information, see [Set up the printer for wireless communication](#).

 **NOTE:** Make sure that an Ethernet cable is not connected to the printer. Connecting an Ethernet cable turns off the printer wireless capability.

Try the following steps to connect the printer wirelessly.

1. Make sure the Wireless (802.11) light is turned on. If the blue wireless light on the printer control panel is not lit, the wireless capability of the printer might be turned off.

To turn on the wireless capability of the printer

Press the  (**Wireless**) button to turn on the printer wireless capabilities.

If the blue wireless light is blinking, it means the printer is not connected to a network. For more information, see [Set up the printer on your wireless network](#).

2. Make sure the computer is connected to the wireless network

If you cannot connect the computer to the network, there might be a hardware issue with the router or computer.

3. Verify that the printer's IP address has not been altered. If the printer's IP address has changed since it was first installed, you need to run the Update IP utility to print again. The Update IP address utility was installed by the software.



- a. Open the printer software. For more information, see [Open the HP printer software \(Windows\)](#).

- b. Select the **Update IP address** utility.

If the test fails, review the test report for information on how to fix the problem and run the test again.

4. Run the wireless test to make sure the wireless connection is working properly.

- a. Make sure the printer is turned on and paper is loaded in the tray.

- b. On the printer control panel, press the  (**Wireless**) button and the  (**Information**) button together to print the network configuration page and the wireless network test report.

If the test fails, review the test report for information on how to fix the problem and run the test again.

5. Restart components of the wireless network.

- a. Turn off the router and the printer.

- b. Turn the router and the printer back on in this order: router first and then printer.

Sometimes, turning off devices and then turning them back on helps resolve network communication issues. If you still cannot connect, turn off the router, the printer, and the computer, and then turn them back on in this order: router first, then printer, and then computer.



Use this troubleshooter to help you get your printer onto your network, or it was on your

network and now it is not. [Click here to go online for more information](#). At this time, this website might not be available in all languages.

If you still have problems, visit the HP Wireless Printing Center (www.hp.com/go/wirelessprinting). (At this time, this website might not be available in all languages.) The website contains the latest information about setting up and using the printer on a wireless network, and resolving issues on wireless connection and security software.



If the wireless connection cannot be made, the printer can also be connected to the network using an Ethernet cable.

Maintain the printer

This section provides instructions for keeping the printer in top working condition. Perform these maintenance procedures as necessary.

- [Clean the exterior](#)
- [Maintain the printhead and ink cartridges](#)

Clean the exterior

 **WARNING!** Before cleaning the printer, turn the printer off by pressing  (the **Power** button) and unplug 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.

Maintain the printhead and ink 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 three stages of cleaning. Each stage lasts about two minutes, uses one sheet of paper, and uses an increasing amount of ink. After each stage, review the quality of the printed page. You 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 printer. If print quality problems persist after cleaning and aligning, contact HP support. For more information, see [HP support](#).

If print quality still seems poor after you complete both stages of cleaning, try aligning the printer. If print quality problems persist after cleaning and aligning, contact HP support. For more information, see [HP support](#).

- The printer automatically aligns the printhead during the initial setup.
You might want to use this feature 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.
- Clean page smears when your printed output has smearing on the back. Ink may have built up in some areas of the printer and needs to be removed.

 **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.

Turning the printer off improperly can cause print quality problems. For more information, see [Turn the printer off](#).

To clean or align the printheads, or clean page smears, from the Toolbox (Windows)

1. Open Toolbox. For more information, see [Toolbox \(Windows\)](#).
2. From the **Device Services** tab, click the desired option, and then follow the on-screen instructions.

To clean or align the printheads, or clean page smears, from the embedded web server (EWS)

1. Open the the embedded web server (EWS). For more information, see [Open the embedded web server](#).
2. Click the **Tools** tab, and then click **Print Quality Toolbox** in the **Utilities** section.
3. Click the desired option, and then follow the on-screen instructions.

To clean or align the printheads, or clean page smears, from HP Utility (OS X)

1. Open HP Utility. For more information, see [HP Utility \(OS X\)](#).
2. In the **Information And Support** section, click the desired option, and then follow the on-screen instructions.

Clear paper jams

Occasionally, paper becomes jammed during a job.

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

To clear a paper jam

CAUTION: Do not pull jammed paper from the front of the printer, instead follow the steps below to clear the jam. Pulling out jammed paper from the front of the printer might cause the paper to tear and leave torn pieces inside the printer; this could result in more jams later.

1. Open the ink cartridge access door.



2. Check the paper path inside the printer.
 - a. Lift the handle of the paper path cover and remove the cover.



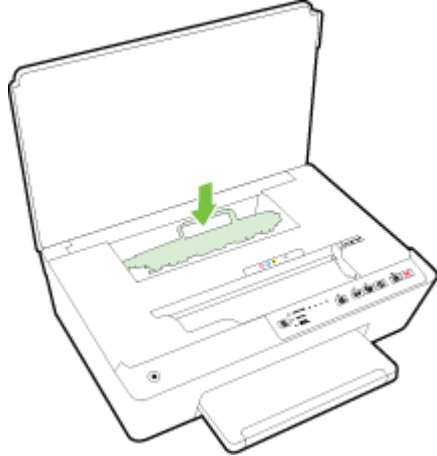
- b. Locate any jammed paper inside the printer, grasp it with both hands and pull it towards you.

⚠ 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.



- c. Reinsert the paper path cover until it snaps into place.



3. If the problem is not resolved, check the print carriage area inside the printer.

⚠ CAUTION: During the process, avoid touching the cable attached to the print carriage.

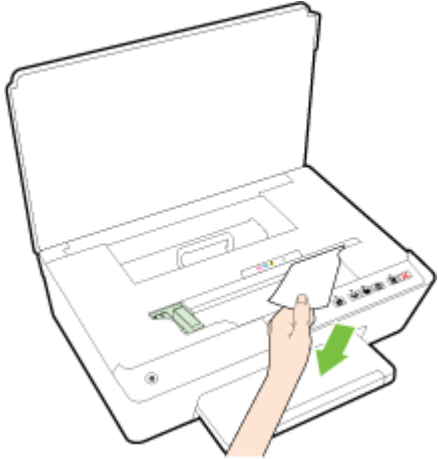
- a. If there is any jammed paper, move the print carriage to the far right of the printer, grasp the jammed paper with both hands, and then pull it towards you.

⚠ 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.



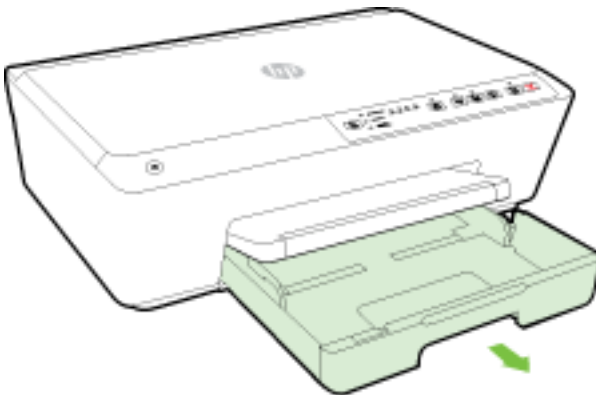
- b. Move the carriage to the far left of the printer, and do the same as in the previous step to remove any torn pieces of paper.




4. Close the ink cartridge access door.
5. If the problem is still not resolved, check the tray area.
a. Lift the output tray.

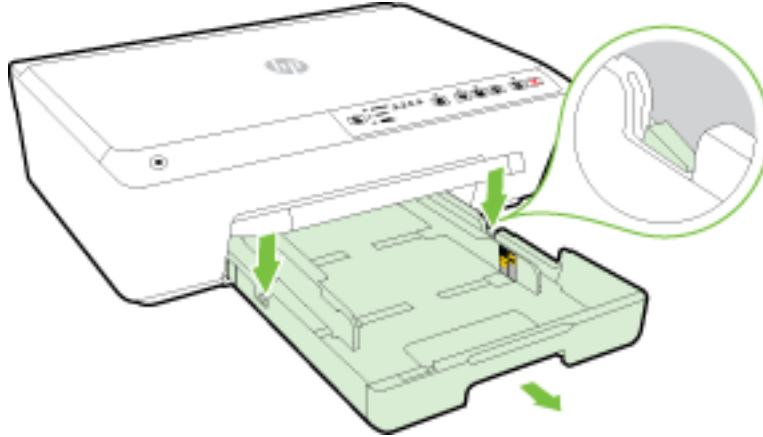


- b. Pull out the input tray to extend it.



 **NOTE:** Upon opening the input tray, you will be prompted to retain or change the paper size setting. If you have loaded a different sized paper, change the paper size. For more information, see [Set the paper size for the printer.](#)

- c. Press down the buttons on both sides of the input tray, and pull to remove the input tray.



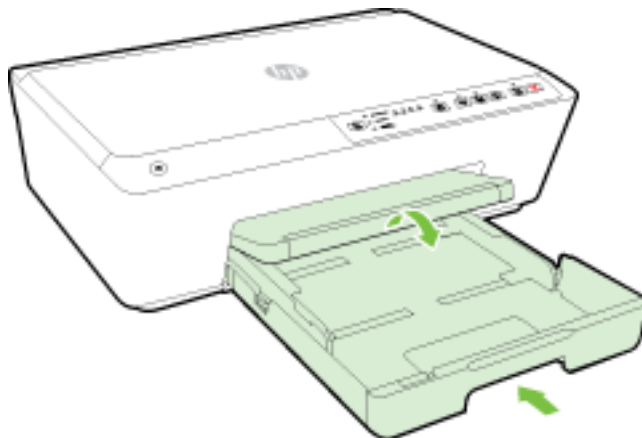
- d. Check the gap in the printer where the input tray was. If there is any jammed paper, reach into the gap, grasp the paper with both hands and pull it towards you.

⚠ 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 of the pieces of paper from the printer, more paper jams are likely to occur.



- e. Insert the input tray, load paper, and lower the output tray.



[Click here](#) to use the HP online troubleshooter to resolve a paper jam.



If the print carriage cannot move, [click here](#) to use the HP online troubleshooter to resolve a print carriage jam. At this time, this website might not be available in all languages.

To avoid paper jams



To help avoid paper jams, follow these guidelines.

- 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 combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Adjust the paper-width guides in the input tray to fit snugly against all paper. Make sure the paper-width guides do not bend the paper in the input tray.
- Do not force paper too deep inside the input tray.
- If you are printing on both sides of a page, do not print highly saturated images on light weight paper.
- Use paper types that are recommended for the printer. For more information, see [Recommended papers for printing](#).
- 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 printing.
- Make sure that the printer is clean. For more information, see [Maintain the printer](#).

Reset the printer

You can restore the printer to the original network settings.

To restore the printer to the original network settings

- ▲ On the printer control panel, press and hold the  (Wireless) button and the  (Cancel) button together, approximately five seconds, and then release the buttons.

A Technical information

This section contains the following topics:

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

Specifications

System requirements

- Software and system requirements can be found in the Readme file, which is available on the HP printer software CD provided with your printer.
- For information about future operating system releases and support, visit the HP online support website at www.hp.com/support.

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 30
- Index cards: Up to 80
- Photo paper sheets: Up to 100

Output tray capacity

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

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: Up to 200 g/m² (110-lb index maximum)
- Photo paper: 250 g/m² (66 lb)

Print specifications

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

Draft mode	<ul style="list-style-type: none">• Color Input/Black Render: 300x300dpi• Output (Black/Color): Automatic
Normal mode	<ul style="list-style-type: none">• Color Input/Black Render: 600x600dpi• Output (Black/Color): Automatic
Plain-Best mode	<ul style="list-style-type: none">• Color Input/Black Render: 600x600dpi• Output (Black/Color): Automatic
Photo-Best mode	<ul style="list-style-type: none">• Color Input/Black Render: 600x600dpi• Output (Black/Color): Automatic
Max DPI mode	<ul style="list-style-type: none">• Color Input/Black Render: 1200x1200dpi• Output: Automatic (Black/Color), 4800x1200 optimized dpi (Photo Paper, Color)

To print in maximum dpi mode, see [Print using the maximum dpi](#).

Cartridge yield

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

Acoustic emission specifications

- Sound pressure (bystander position)
 - LpAm 57 (dBA) (mono Draft print)
- Sound power
 - LwAd 7.0 (BA)

For more information, visit www.hp.com/support. 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**.

Regulatory information

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](#)

- [Notice to users in Japan about the power cord](#)
- [Noise emission statement for Germany](#)
- [Visual display workplaces statement for Germany](#)
- [European Union Regulatory Notice](#)
- [Declaration of conformity](#)
- [Regulatory information for wireless products](#)

Regulatory Model Number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRC-1403-01. This regulatory number should not be confused with the marketing name (HP Officejet Pro 6230 ePrinter) or product number (E3E03A).

FCC statement

<p>FCC statement</p> <p>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.</p> <p>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:</p> <ul style="list-style-type: none"> • 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. <p>For further information, contact: Manager of Corporate Product Regulations Hewlett-Packard Company 3000 Hanover Street Palo Alto, Ca 94304 (650) 857-1501</p> <p>Modifications (part 15.21)</p> <p>The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.</p> <p>This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.</p>
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Notice to users in Korea

<p>B 급 기기 (가정용 방송통신기기)</p>	<p>이 기기는 가정용(B급)으로 전자파적합등록을 한 기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다.</p>
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VCCI (Class B) compliance statement for users in Japan

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

VCCI-B

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

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.

European Union Regulatory Notice



Products bearing the CE marking comply with one or more of the following EU Directives as may be applicable: Low Voltage Directive 2006/95/EC, EMC Directive 2004/108/EC, Ecodesign Directive 2009/125/EC, R&TTE Directive 1999/5/EC, RoHS Directive 2011/65/EU. Compliance with these directives is assessed using applicable European Harmonised Standards. The full Declaration of Conformity can be found at the following website: www.hp.com/go/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:

Hewlett-Packard GmbH, Dept./MS: HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen,
GERMANY

Products with external AC Adapters

CE compliance of this product is valid only if powered with the correct CE-marked AC adapter provided by HP.

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 then in normal use, a separation distance of 20 cm ensures that radio frequency exposure levels comply with EU requirements.

Wireless functionality in Europe

- This product is designed for use without restrictions in all EU countries plus Iceland, Liechtenstein, Norway and Switzerland.

European telephone network declaration (Modem/Fax)

HP products with FAX capability comply with the requirements of the R&TTE Directive 1999/5/EC (Annex II) and carry the CE marking accordingly. However, due to differences between the individual PSTNs provided in different countries/regions, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point. In the event of problems, you should contact your equipment supplier in the first instance.

Declaration of conformity



DECLARATION OF CONFORMITY

according to ISO/IEC 17050-1 and EN 17050-1

DoC #: SNPRC-1403-01-A

Supplier's Name: Hewlett-Packard Company
Supplier's Address: 138 Depot Road, #04-01, Singapore 109683

declares, that the product
Product Name and Model: HP Officejet Pro 6230 ePrinter, HP Officejet 6220 ePrinter
Regulatory Model Number:¹⁾ SNPRC-1403-01
Product Options: All
Power Adapter: Internal, A9T80-60008 & A9T80-60009 [See 3 under Additional Information]
Radio Module Number: SDGO8-1292 [See 4 under Additional Information]

conforms to the following Product Specifications and Regulations:

EMC: CISPR 22:2008 / EN55022:2010 Class B
EN 55024:2010
EN 61000-3-2:2006+A1:2009+A2:2009
EN 61000-3-3:2008
FCC CFR 47, Part 15 / ICES-003, Issue 5

Safety: IEC 60950-1:2005 (2nd Edition)+A1:2009 / EN 60950-1:2006+A11:2009+A12:2011
EN 62479:2010

Telecom: EN 301 489-1 V1.9.2:2011 / EN 301 489-17 V2.1.1:2009
EN 300 328 V1.7.1 : 2006
EN 62311:2008

Energy: Regulation (EC) No. 1275/2008
ENERGY STAR® Qualified Imaging Equipment Operational Mode (OM) Test Procedure
Regulation (EC) No. 278/2009
Test Method for Calculating the Energy Efficiency of Single-Voltage External Ac-Dc and Ac-Ac Power Supplies (August 11, 2004)

RoHS: EN 50581:2012

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The product herewith complies with the requirements of the Low Voltage Directive 2006/95/EC, the EMC Directive 2004/108/EC, the R&TTE Directive 1999/5/EC, the Ecodesign Directive 2009/125/EC, the RoHS Directive 2011/95/EU and carries the **CE** marking accordingly.

Additional Information:

- 1) This product is assigned a Regulatory Model Number which stays with the regulatory aspects of the design. The Regulatory Model Number is the main product identifier in the regulatory documentation and test reports, this number should not be confused with the marketing name or the product numbers.
- 2) The product was tested in a typical configuration.
- 3) The internal power adapter A9T80-60009 is for India and China market only.
- 4) WIFI module operates only in 2.4GHz band within this product.

Singapore
22 November 2013

Local contact for regulatory topics only:

EMEA: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, Germany
U.S.: Hewlett-Packard, 3000 Hanover St., Palo Alto 94304, U.S.A. 650-857-1501

www.hp.eu/certificates

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 Brazil](#)
- [Notice to users in Canada](#)
- [Notice to users in Taiwan](#)
- [Notice to users in Mexico](#)
- [Wireless notice to users in Japan](#)

Exposure to radio frequency radiation

Exposure to radio frequency radiation



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

Notice to users in Brazil

Aviso aos usuários no Brasil

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

Notice to users in Canada

Notice to users in Canada/Note à l'attention des utilisateurs canadiens

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry 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 Industry 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 Industry 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 Industry Canada radio frequency exposure limits, human proximity to the antennas should not be less than 20 cm (8 inches).

Conformément au Règlement d'Industrie Canada, cet émetteur radioélectrique ne peut fonctionner qu'avec une antenne d'un type et d'un gain maximum (ou moindre) approuvé par Industrie 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'Industrie Canada. Son fonctionnement dépend des deux conditions suivantes : (1) cet appareil ne doit pas provoquer d'interférences nuisibles et (2) doit accepter toutes 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'Industrie Canada. Néanmoins, cet appareil doit être utilisé de telle sorte qu'il soit mis en contact le moins possible avec le corps humain.

Afin d'éviter le dépassement éventuel des limites d'exposition aux radiofréquences d'Industrie 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

Aviso para los usuarios de México

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.

Wireless 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

Hewlett-Packard is committed to providing quality products in an environmentally sustainable 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 www.hp.com/ecosolutions

This section contains the following topics:

- [Paper use](#)
- [Plastics](#)
- [Material safety data sheets](#)
- [Recycling program](#)
- [HP inkjet supplies recycling program](#)
- [Disposal of waste equipment by users](#)
- [Power consumption](#)
- [Chemical substances](#)
- [Battery disposal in the Taiwan](#)
- [Battery notice for Brazil](#)
- [California Perchlorate Material Notice](#)
- [Toxic and hazardous substance table \(China\)](#)
- [Restriction of hazardous substance \(Ukraine\)](#)
- [Restriction of hazardous substance \(India\)](#)

- [EPEAT](#)
- [China SEPA Ecolabel User Information](#)

Paper use

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

Plastics

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

Material safety data sheets

Material safety data sheets (MSDS) can be obtained from the HP website at:

www.hp.com/go/msds

Recycling program

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

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

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>.

Power consumption

Hewlett-Packard printing and imaging equipment marked with the ENERGY STAR® logo is qualified to the U.S. Environmental Protection Agency's ENERGY STAR specifications for imaging equipment. The following mark will appear on ENERGY STAR qualified imaging products:



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

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.

Battery disposal in the Taiwan



廢電池請回收

Battery notice for Brazil

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

California Perchlorate Material Notice

California Perchlorate Material Notice

Perchlorate material - special handling may apply. See:
<http://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.

Toxic and hazardous substance table (China)

有毒有害物质表						
根据中国《电子信息产品污染控制管理办法》						
零件描述	有毒有害物质和元素					
	铅	汞	镉	六价铬	多溴联苯	多溴联苯醚
外壳和托盘*	0	0	0	0	0	0
电线*	0	0	0	0	0	0
印刷电路板*	X	0	0	0	0	0
打印系统*	X	0	0	0	0	0
显示器*	X	0	0	0	0	0
喷墨打印机墨盒*	0	0	0	0	0	0
驱动光盘*	X	0	0	0	0	0
扫描仪*	X	X	0	0	0	0
网络配件*	X	0	0	0	0	0
电池板*	X	0	0	0	0	0
自动双面打印系统*	0	0	0	0	0	0
外部电源*	X	0	0	0	0	0

0: 指此部件的所有均一材质中包含的这种有毒有害物质, 含量低于SJ/T11363-2006 的限制
X: 指此部件使用的均一材质中至少有一种包含的这种有毒有害物质, 含量高于SJ/T11363-2006 的限制
注: 环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件
*以上只适用于使用这些部件的产品

Restriction of hazardous substance (Ukraine)

<p>Технічний регламент щодо обмеження використання небезпечних речовин (Україна)</p> <p>Обладнання відповідає вимогам Технічного регламенту щодо обмеження використання деяких небезпечних речовин в електричному та електронному обладнанні, затвердженого постановою Кабінету Міністрів України від 3 грудня 2008 № 1057</p>

Restriction of hazardous substance (India)

<p>Restriction of hazardous substances (India)</p> <p>This product complies with the "India E-waste (Management and Handling) Rule 2011" and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 weight % and 0.01 weight % for cadmium, except for the exemptions set in Schedule 2 of the Rule.</p>
--

EPEAT

<p>EPEAT</p> <p>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.</p>
--

China SEPA Ecolabel User Information

中国环境标识认证产品用户说明

噪声大于63.0Db(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。

B Errors (Windows)

- [Low on ink](#)
- [Very low on ink](#)
- [Ink cartridge problem](#)
- [Paper size mismatch](#)
- [Ink cartridge carriage stalled](#)
- [Paper jam or tray problem](#)
- [Out of paper](#)
- [Document failed to print](#)
- [Printer failure](#)
- [Door open](#)
- [Ink cartridge failure](#)
- [Printer supply upgrade problem](#)
- [Counterfeit Cartridge Advisory](#)
- [Use SETUP cartridges](#)
- [Do not use SETUP cartridges](#)
- [Problem with SETUP cartridges](#)
- [Incompatible ink cartridges](#)
- [Problem with Printer Preparation](#)
- [Paper too short](#)
- [Ink cartridge incorrectly installed](#)
- [Problem with printhead](#)
- [HP Protected Cartridge Installed](#)

Low on ink

The ink cartridge identified in the message is low on ink.

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

For information about replacing ink cartridges, see [Replace the ink cartridges](#). For information about ordering ink cartridges, see [Order ink cartridges](#). For information about recycling used ink supplies, see [HP inkjet supplies recycling program](#).



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. In addition, some residual ink is left in the cartridge after it is used. For more information see www.hp.com/go/inkusage.

Very low on ink

The ink cartridge identified in the message is very low on ink.

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

For information about replacing ink cartridges, see [Replace the ink cartridges](#). For information about ordering ink cartridges, see [Order ink cartridges](#). For information about recycling used ink supplies, see [HP inkjet supplies recycling program](#).



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. In addition, some residual ink is left in the cartridge after it is used. For more information see www.hp.com/go/inkusage.

Ink cartridge problem

The ink cartridge identified in the message is missing, damaged, incompatible, or inserted into the wrong slot in the printer.



NOTE: If the cartridge is identified in the message as incompatible, see [Order ink cartridges](#) for information about obtaining cartridges for the printer.

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

- Solution 1: Turn the printer off and on.
- Solution 2: Install the ink cartridges correctly.

Solution 1: Turn the printer off and on

Turn off the printer, and then turn it on again.

If the problem persists, try the next solution.

Solution 2: Install the ink cartridges correctly

Make sure all of the ink cartridges are properly installed:

1. Gently pull open the ink cartridge access door.
2. Remove the ink cartridge by pushing it in to release it, and then pulling it firmly toward you.
3. Insert the cartridge into the slot. Press firmly on the cartridge to ensure proper contact.
4. Close the ink cartridge access door and check if the error message has gone away.

Paper size mismatch

The paper size or type selected in the printer driver does not match the paper loaded in the printer. Make sure that the correct paper is loaded in the printer, and then print the document again. For more information, see [Load paper](#).



NOTE: If the paper loaded in the printer is the correct size, change the selected paper size in the printer driver, and then print the document again.

Ink cartridge carriage stalled

Something is blocking the ink cartridge carriage (the part of the printer that holds the ink cartridges).

To clear the obstruction check the printer for jams.

For more information, see [Clear paper jams](#).

Paper jam or tray problem

Paper has become jammed in the printer.

Before you try to clear the jam, check the following:

- Make sure that you have loaded paper that meets specifications and is not wrinkled, folded, or damaged. For more information, see [Specifications](#).
- Make sure that the printer is clean. For more information, see [Maintain the printer](#).
- Make sure that the trays are loaded correctly and are not too full. For more information, see [Load paper](#).

For instructions on clearing jams, as well as more information about how to avoid jams, see [Clear paper jams](#).

Out of paper

The default tray is empty.

Load more paper, and then press the  (**Paper Size Selection**) button to set the paper size.

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



Document failed to print

The printer could not print the document because a problem occurred in the printing system.

For information about solving printing problems, see [Solve printer problems](#).

Printer failure


There was a problem with the printer. Usually, you can resolve such problems by completing the following steps:

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](#).

Door open

Before the printer can print documents, all doors and covers must be closed.

 **TIP:** When completely closed, most doors and covers snap into place.

If the problem persists after you've securely closed all doors and covers, contact HP support. For more information, see [HP support](#).

Ink cartridge failure

The cartridges listed in the message are damaged or have failed.

See [Replace the ink cartridges](#).

Printer supply upgrade problem

The supply upgrade was not successful. The cartridges listed in the message can still be used in this printer. Replace the Supply Upgrade cartridge. For more information, see [Replace the ink cartridges](#).

Counterfeit Cartridge Advisory

The installed cartridge is not a new, genuine HP cartridge. Contact the store where this cartridge was purchased. To report suspected fraud, visit HP at www.hp.com/go/anticounterfeit. To continue using the cartridge, click **Continue**.

Use SETUP cartridges

When you first setup the printer, you must install the cartridges that shipped in the box with the printer. These cartridges are labeled SETUP, and they calibrate your printer before the first print job. Failure to install the SETUP cartridges during the initial product setup causes an error. If you installed a set of regular cartridges, remove them and install the SETUP cartridges to complete printer setup. After printer setup is complete, the printer can use regular cartridges.

If you still receive error messages and the printer cannot complete ink system initialization, contact HP support. For more information, see [HP support](#).

[Click here to go online for more information](#). At this time, this website might not be available in all languages.

Do not use SETUP cartridges

SETUP cartridges cannot be used after the printer has been initialized. Remove and install non-SETUP cartridges. For more information, see [Replace the ink cartridges](#).

Problem with SETUP cartridges

There is a problem with the SETUP cartridges and the printer cannot complete ink system initialization. Please contact [HP support](#).

Incompatible ink cartridges

The ink cartridge is not compatible with your printer.

Solution: Remove this cartridge immediately and replace with a compatible ink cartridge. For information about how to install new cartridges, see [Replace the ink cartridges](#).

Problem with Printer Preparation

The printer clock has failed and ink preparation may not be complete. The estimated Ink Level gauge might be inaccurate.

Solution: Check the print quality of your print job. If it is not satisfactory, running the printhead cleaning procedure from the toolbox might improve it.

Paper too short

The paper loaded is shorter than the minimum requirement. Paper that meets the printer requirements must be loaded. For more information, see [Specifications](#) and [Load paper](#).

Ink cartridge incorrectly installed

The ink cartridge indicated in the message is not installed correctly.

Make sure all of the ink cartridges are properly installed:

1. Gently pull open the ink cartridge access door.
2. Remove the ink cartridge by pushing it in to release it, and then pulling it firmly toward you.
3. Insert the cartridge into the slot. Press firmly on the cartridge to ensure proper contact.
4. Close the ink cartridge access door and check if the error message has gone away.

Problem with printhead

There is a problem with the printhead.

Turn off the printer, and then turn it on again.

If the problem persists, contact HP support for service. For more information, see [HP support](#).

HP Protected Cartridge Installed

The ink cartridge listed on the printer control panel can only be used in the printer that initially protected the cartridge using the HP Cartridge Protection feature. The ink cartridge must be replaced in this printer.

For information about how to install a new ink cartridge, see [Replace the ink cartridges](#).

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