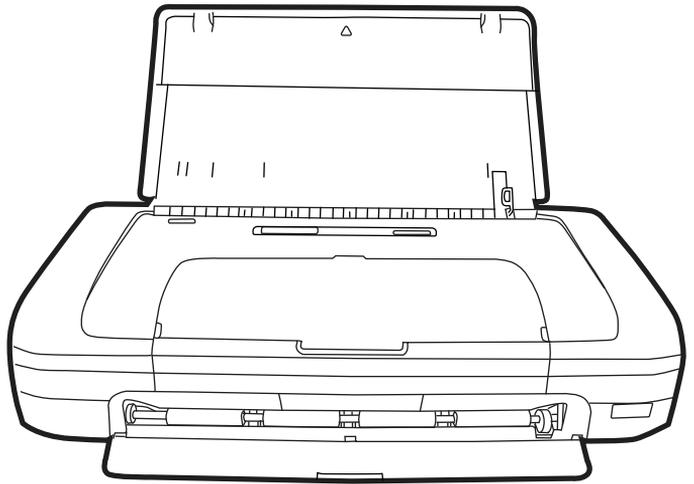


# HP Officejet H470 Printer series

## User Guide



# HP Officejet H470 Printer series

## 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 HP Printer.
2. Use only a grounded electrical outlet when connecting this product to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
3. Observe all warnings and instructions marked on the product.
4. Unplug this product from wall outlets before cleaning.
5. Do not install or use this product near water, or when you are wet.
6. Install the product securely on a stable surface.
7. 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.
8. If the product does not operate normally, see [Maintain and troubleshoot](#).
9. There are no user-serviceable parts inside. Refer servicing to qualified service personnel.



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# 1 Get started

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

- [Find other resources for the product](#)
- [Accessibility](#)
- [Understand the device parts](#)
- [Travel tips](#)

## Find other resources for the product

You can obtain product information and further troubleshooting resources that are not included in this guide from the following resources:

Resource	Description	Location
Readme file and release notes	Provide late-breaking information and troubleshooting tips.	Included on the Starter CD.
Toolbox (Microsoft® Windows®)	Provides information about print cartridge health and access to maintenance services.  For more information, see <a href="#">Toolbox (Windows)</a> .	Typically installed with the device software.
HP Printer Utility (Mac OS)	Contains tools to configure print settings, calibrate the device, clean the print cartridges, print the self-test diagnostic page, order supplies online, and find support information from the Web site.  For more information, see <a href="#">HP Printer Utility (Mac OS)</a> .	Typically installed with the device software.
Toolbox software for PDAs (Pocket PC and Palm OS)	Provides status and maintenance information about the device. You can view ink levels and battery charge level, understand device lights, align print cartridges, and also configure 802.11 and Bluetooth wireless settings for wireless printing.	For more information, see <a href="#">Toolbox software for PDAs (Pocket PC and Palm OS)</a> .
Control panel	Provides status, error, and warning information about operations.	For more information, see <a href="#">Control-panel lights reference</a> .
Logs and reports	Provides information about events that have occurred.	For more information, see <a href="#">Monitor the device</a> .

(continued)

Resource	Description	Location
Self-test diagnostic page	<ul style="list-style-type: none"><li>• Device information:<ul style="list-style-type: none"><li>◦ Product name</li><li>◦ Model number</li><li>◦ Serial number</li><li>◦ Firmware version number</li></ul></li><li>• Accessories installed (for example, the duplexer)</li><li>• Number of pages printed from the trays and accessories</li><li>• Printing supply status</li></ul>	For more information, see <a href="#">Understand the device information pages</a> .
HP Web sites	Provide the latest printer software, and product and support information.	<a href="http://www.hp.com/support">www.hp.com/support</a> <a href="http://www.hp.com">www.hp.com</a>
HP telephone support	Lists information to contact HP. During the warranty period, this support is often free of charge.	For more information, see <a href="#">Obtain HP telephone support</a> .
HP photo and imaging software help	Provides information about using the software.	
HP Solution Center (Windows)	Allows you to change device settings, order supplies, start, and access the onscreen Help. Depending on the devices you have installed, the HP Solution Center provides additional features, such as access to the HP photo and imaging software and the Fax Setup Wizard. For more information, see <a href="#">Use the HP Solution Center (Windows)</a> .	Typically installed with the device software.

## Accessibility

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

### Visual

The device software is accessible for users with visual impairments or low vision through the use of your operating system's accessibility options and features. It 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 software and on the control panel have simple text or icon labels that convey the appropriate action.

### Mobility

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

### Support

For more details about the accessibility of this product and HP's commitment to product accessibility, visit HP's Web site at [www.hp.com/accessibility](http://www.hp.com/accessibility).

For accessibility information for the Mac OS, visit the Apple Web site at [www.apple.com/accessibility](http://www.apple.com/accessibility).

## Understand the device parts

- [Front view](#)
- [Back and side view](#)
- [Control Panel](#)
- [Bottom view](#)

### Front view

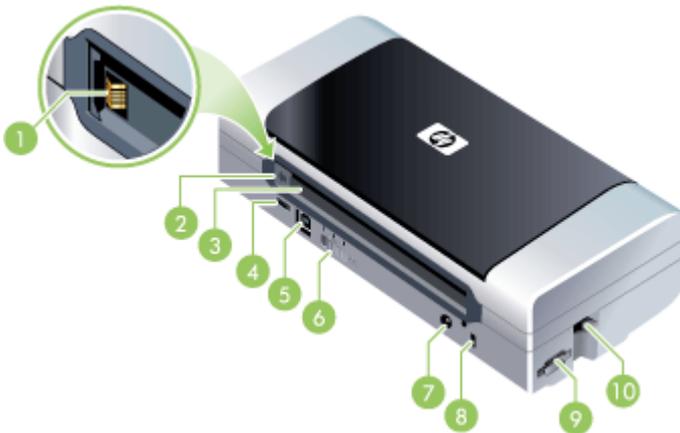


1	<b>Input tray extension (not included in models for some countries/regions)</b> – Slides up to support legal size print media. This prevents possible media feed problems.
2	<b>Input tray</b> – Holds the media. Remove media and close this tray when the device is not in use.
3	<b>Wide media paper guide</b> – Letter, legal, and A4 are loaded flush against this guide.

(continued)

4	<b>Media width guide</b> – Adjusts to accommodate different media sizes. Slide to the right to accommodate narrow media. This automatically slides the narrow media guide to the left to ensure that media is aligned for correct print margins.
5	<b>Narrow media guide</b> – When you move the media width guide to the right, this guide automatically slides to the left to accommodate narrower media.
6	<b>Print cartridge latches</b> – Lift these latches for easy removal and insertion of print cartridges.
7	<b>Print cartridge cradle compartments</b> – Holds the print cartridges.
8	<b>Front access cover</b> – Provides access to the print cartridges and for clearing paper jams. This cover must be closed before printing can begin.
9	<b>Output slot</b> – Media exits the device from here.
10	<b>Output door</b> – Drops open automatically when the device is turned on. Allows media to exit the device.

## Back and side view



1	<b>Battery contacts</b> – Provides contact for power from the optional battery. For more information, see <a href="#">HP supplies and accessories</a> .
2	<b>Battery contact cover</b> – Covers the battery contacts when the optional battery is not installed.
3	<b>Battery slot</b> – Battery installs here.
4	<b>PictBridge/USB Host Port</b> – Connects a PictBridge device, such as a digital camera, a USB Flash drive, or an 802.11 or USB device.
5	<b>USB port</b> – Connect a USB cable here.
6	<b>Wireless profile switch</b> – Store settings for up to three 802.11 computers or networks. This allows you to easily move the device from home to the office or between any three wireless network environments.
7	<b>Power connector</b> – Connect the power cord here.

(continued)

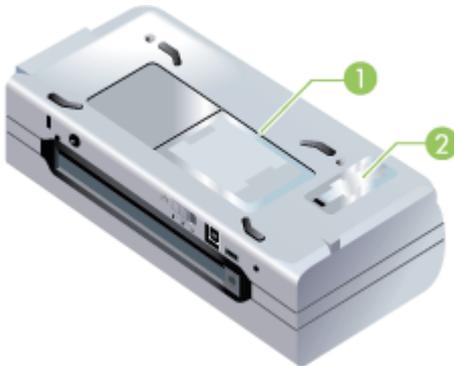
8	<b>Security lock slot</b> – Connect a security lock here.
9	<b>SD, MMC slots</b> – Accepts a Secure Digital (SD) card or Multimedia Card (MMC) for printing digital images.
10	<b>USB slot</b> – Accepts 802.11 or Bluetooth wireless USB accessory.

## Control Panel



1	<b>X (Cancel button)</b> – Cancels the current print job. The time it takes to cancel depends on the size of the print job. Press this button only once to cancel a queued print job.
2	<b>⏮ (Resume button)</b> – Resumes a print job that is waiting or after temporary interruption (for example, when adding print media to the printer).
3	<b>Resume light</b> – Lights up in amber when a print job is waiting, and blinks or turns on to relay status or a need for intervention.
4	<b>Battery charging light</b> – Lights up in green when the battery is charging.
5	<b>Left print cartridge light</b> – Blinks when the left print cartridge is absent or improperly functioning. Turns on solid when the ink is low or empty.
6	<b>Right print cartridge light</b> – Blinks when the right print cartridge is absent or improperly functioning. Turns on solid when the ink is low or empty.
7	<b>⏻ (Power button)</b> – Turns the printer off or on.
8	<b>Power light</b> – Lights up in green when the printer is turned on using the AC adapter or a 41-100% charged battery. When powered by battery, lights up in amber when battery is 10-40% charged, and red when battery is below 10% charged. Blinks during printing.

## Bottom view



1	<b>Card holder</b> – Holds a name card or business card.
2	<b>Cover of replaceable ink service module</b> – Provides access to the ink service module. (See <a href="#">Replace the ink service module.</a> )

## Travel tips

The following tips will help you prepare for traveling with your device:

- If you are bringing an extra black or photo print cartridge, follow these guidelines: For a partially used black print cartridge or a partially used or full photo print cartridge, store it in the travel holder to prevent ink leakage (see [Store printing supplies](#)). A newly opened black print cartridge will leak slightly at high altitudes (such as in airplanes). To avoid this, wait to install new black cartridges until you reach your destination. Until then, keep them in their original, taped packaging.
- You can bring the device in a carrying case. For more information, see [HP supplies and accessories](#). The carrying case has compartments for both your notebook and the device. The compartments also detach if you want to carry the notebook and device separately.
- Turn off the device using  (**Power** button). This ensures that the print cartridges return to the home position at the left side of the device and lock in place.

---

 **WARNING!** To help prevent damaging the device, wait until all lights have turned off completely before removing the battery or power cord. This process might take approximately 16 seconds.

---

- Disconnect the device cable and power adapter from the device. Slide down the input tray extension and close the input tray.
- If you are traveling to another country/region, bring the necessary plug adapter with you.
- If you need to buy print cartridges while traveling to another country/region, see the online help called “Traveling with your HP Mobile Printer” for regional cartridge compatibility information. This help is available through the Toolbox (Windows), HP Printer Utility (Mac OS), or Toolbox software for PDAs (Pocket PC and Palm OS).

- Use only the power adapter that is supplied with the device. Do not use any other voltage transformer or converter. The power adapter can be used with AC power sources of 100 to 240 volts, 50 or 60 Hz.
- Remove the battery if you will not be using the device for more than a month.
- When traveling with photo paper, pack it flat so it doesn't warp or curl. Photo paper should be flat before printing. If the corners of the photo paper curl more than 10 mm (3/8 inch), flatten the paper by putting it in the resealable storage bag, then rolling the bag on a table edge until the paper is flat.

---

## 2 Install the accessories

This chapter provides information on optional accessories such as the battery and wireless printer accessories that are included with certain device models. To order accessories, see [Order printing supplies online](#).

This section contains the following topics:

- [Install and use the battery](#)
- [Install and use 802.11 and Bluetooth accessories](#)

### Install and use the battery

The lithium-ion rechargeable battery comes with HP Officejet H470b and HP Officejet H470wbt printers. It is also available for purchase as an optional accessory. For more information, see [HP supplies and accessories](#).

This section contains the following topics:

- [Battery safety](#)
- [Understand the battery](#)
- [Charge and use the battery](#)

#### Battery safety

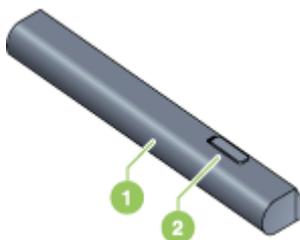
- Use only the battery designed specifically for the device. For more information, see [HP supplies and accessories](#) and [Device specifications](#).
- When discarding a battery, contact your local waste disposal provider regarding local restrictions on the disposal or recycling of batteries. Though the lithium-ion rechargeable battery is mercury-free, it might require recycling or proper disposal at end-of-life. For more information, see [Recycling](#).
- Battery might explode if incorrectly replaced or disposed of in fire. Do not short-circuit.
- To purchase a replacement battery, contact your local dealer or HP sales office. For more information, see [HP supplies and accessories](#).
- To avoid risk of fire, burns, or damage to your battery, do not allow a metal object to touch the battery contacts.
- Do not disassemble the battery. There are no serviceable parts inside.
- Handle a damaged or leaking battery with extreme care. If you come in contact with the electrolyte, wash the exposed area with soap and water. If it contacts the eye, flush the eye with water for 15 minutes and seek medical attention.
- Do not expose the battery to storage temperatures above 50°C (122°F) or below -20°C (4°F).

### Important notes

Take note of the following when charging or using the battery:

- Charge the battery for 4 hours before using the battery for the first time. For subsequent charges, it takes approximately 2 hours to fully charge the battery.
- The battery charge light is green when the battery is charging. If it is red, the battery might be faulty and need to be replaced.
- The Power light is green when the battery is 41-100% charged, amber when 10-40% charged, and red when less than 10% charged. Charge the battery when the Power light turns amber. If it turns red, charge the battery as soon as possible. The battery status is also displayed on the Printer Status tab in the Toolbox (Windows) and the Power Management panel in the HP Printer Utility (Mac OS). If you are using a Pocket PC or Palm OS device, you can use the Toolbox software for PDAs. For more information, see [Toolbox software for PDAs \(Pocket PC and Palm OS\)](#).
- If your battery is running low, either plug in the AC adapter to charge it or replace the battery with one that is charged.
- A fully charged battery can print up to approximately 450 pages, depending on the complexity of print jobs.
- By default, if the device is using battery power and left idle for 15 minutes, it will turn off to conserve the battery power. You can configure this feature in the Toolbox (Windows), the HP Printer Utility (Mac OS), or the Toolbox software for PDAs (Pocket PC and Palm OS). For more information, see [Toolbox software for PDAs \(Pocket PC and Palm OS\)](#).
- Prior to long-term storage, fully charge the battery. Do not leave the battery in a discharged (empty) state for more than 6 months.
- To maximize battery life and capacity, observe the following temperature guidelines:
  - Charging: 0° to 40°C (32° to 104°F)
  - Using and storing: -20° to 50°C (-4° to 122°F)

### Understand the battery



1	<b>Battery</b> – Supplies power to the device.
2	<b>Battery release slider</b> – Slides to release the battery.

## Charge and use the battery

---

**⚠ WARNING!** Charge the battery for 4 hours before using the battery for the first time. Because the battery is normally warm while it is charging, do not charge it in a briefcase or other confined space as this might cause the battery to overheat.

**📝 NOTE:** The AC adapter is normally warm to the touch when plugged into an AC outlet.

**NOTE:** Wireless printing uses more battery power than wired printing. For information on checking the battery charge level, see [Install and use the battery](#).

---

### To install the battery

---

**📝 NOTE:** You can install the battery with the device turned on or off.

---

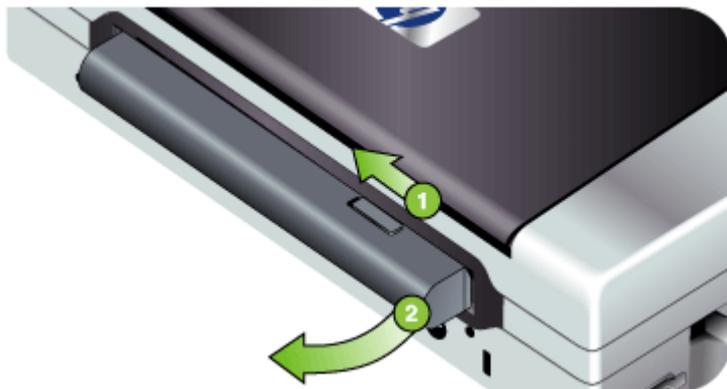
1. Slide the battery into the battery slot at an angle, until the contacts on the battery are flush with the contacts in the battery slot. The battery contact cover slides open.



2. Push the battery into the battery slot until the battery clicks into place.
3. Plug in the AC adapter and turn on the device. Allow the battery to charge for four hours before using the battery for the first time. Subsequently, the battery charge light is green when the battery is charging, and turns off when the battery is fully charged.
4. After the battery is fully charged, you can use the device without connecting to the AC power supply.

**To remove the battery**

1. Slide the battery release slider in the direction of the arrow.
2. Remove the battery.



## Install and use 802.11 and Bluetooth accessories

Some models of the device include an 802.11 wireless or Bluetooth wireless USB accessory.

See [www.hp.com/support](http://www.hp.com/support) to learn more about supported wireless accessories.

This section contains the following topics:

- [Install the 802.11 or Bluetooth wireless USB accessory](#)
- [802.11 and Bluetooth wireless printing](#)

### Install the 802.11 or Bluetooth wireless USB accessory



Insert the HP 802.11 or Bluetooth wireless USB accessory into the slot.

The 802.11 accessory has one blue light. When the dongle is plugged in, the blue light will be on, and when there is 802.11 data communication, the light will blink.

The LED on the Bluetooth accessory provides information about its current state.

- On steady - This is the default state and means the accessory is installed and has power.
- Rapid blinking - A sending device is discovering the Bluetooth accessory.
- Blinking - The Bluetooth accessory is receiving data.

---

 **NOTE:** Make sure that your Bluetooth host device and operating system are supported by the device. For more information, visit [www.hp.com/support](http://www.hp.com/support).

---

## 802.11 and Bluetooth wireless printing

The 802.11 and Bluetooth features in this device allow you to print wirelessly. 802.11 printing allows wireless printing up to 100 meters (300 feet). Bluetooth printing allows wireless printing up to 10 meters (30 feet).

For instructions on wireless printing from mobile devices, see [Print from mobile devices](#).

---

 **NOTE:** Wireless communication is available through wireless printer accessories that are included with certain device models. Also, the sending device must have built-in wireless capability or a wireless card installed.

**NOTE:** Wireless printing uses more battery power than wired printing. For information on checking the battery charge level, [Install and use the battery](#).

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This section contains the following topics:

- [About 802.11](#)
- [About Bluetooth](#)

### About 802.11

802.11 wireless technology allows you to wirelessly connect to your device by setting up “ad hoc” communication between your computer and the device. 802.11 does not require a direct line of sight between the sending device and the receiving device.

When you set up ad hoc communication between your computer and the device, you are creating a network of two devices. This is the recommended setup for 802.11 printing to this mobile printer.

802.11 also lets you set up the device on an existing “infrastructure” network. Setting it up on an infrastructure network puts the device directly onto a local area network (LAN) using a wireless connection to an 802.11 wireless access point (WAP). Once the device is successfully connected to the network wirelessly, then all the computers on the same subnet can use the device.

Before setting up the device, it is recommended that you temporarily connect the device to the computer with a USB cable to set up the wireless connection. Once the wireless connection is established, you will remove the cable and print wirelessly. You can also set up the device without using a USB cable.

To set up and configure the device for 802.11 wireless printing, see [802.11 wireless connection](#).

### About Bluetooth

Bluetooth wireless technology allows you to wirelessly connect to your device using radio waves in the 2.4 GHz spectrum. Bluetooth is typically used for short distances (up to 10 meters or 30 feet) and does not require a direct line of sight between the sending device and the receiving device.

Different Bluetooth profiles emulate different types of standard cable connections and have different capabilities. For more information about Bluetooth profiles, see [Configure Bluetooth wireless settings](#).

When your device is directly connected to your computer (either by cable or Bluetooth), it is possible to share it on a network using “printer sharing”. However, your computer has to be connected to the network for others to use the device.

To set up and configure the device for Bluetooth wireless printing, see [Bluetooth wireless connection](#).

---

 **NOTE:** To configure Bluetooth settings or monitor device status (such as ink levels) using the Toolbox, you must connect the device to your computer with a USB cable.

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# 3 Use the device

This section contains the following topics:

- [Select print media](#)
- [Load media](#)
- [Change print settings](#)
- [Use the HP Solution Center \(Windows\)](#)
- [Print on both sides \(duplexing\)](#)
- [Print on special and custom-sized media](#)
- [Print borderless](#)
- [Print from mobile devices](#)
- [Use memory devices](#)
- [Cancel a print job](#)

## Select print media

The device is designed to work well with most types of office media. It is best to test a variety of print media types before buying large quantities. Use HP media for optimum print quality. Visit the HP Web site at [www.hp.com](http://www.hp.com) for more information about HP media.

This section contains the following topics:

- [Tips for selecting and using print media](#)
- [Understand specifications for supported media](#)
- [Set minimum margins](#)

## Tips for selecting and using print media

For the best results, observe the following guidelines.

- Always use media that conforms to the device specifications. For more information, see [Understand specifications for supported media](#).
- Load only one type of media at a time.
- On models that have an input tray extension, make sure the input tray extension is fully extended.
- Load media print-side up and aligned squarely against the alignment guides. For more information on loading media, see [Load media](#).
- Do not overload the trays. For more information, see [Understand specifications for supported media](#).
- To prevent jams, poor print quality, and other printing problems, avoid the following media:
  - 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
- Do not leave media in the input tray overnight. This might cause it to bend.
- Remove each sheet of media as it prints and set aside to dry. Allowing wet media to stack up might cause smearing.
- For instructions on calibrating color, see [Calibrate color](#).

### Cards and envelopes

- Avoid envelopes that have a very slick finish, self-stick adhesives, clasps, or windows. Also avoid cards and envelopes with thick, irregular, or curled edges, or areas that are wrinkled, torn, or otherwise damaged.
- Use tightly constructed envelopes, and make sure the folds are sharply creased.
- Always load envelopes into the printer with the flap facing the back of the printer and the stamp position oriented according to the envelope icon.



### Photo media

- Use the **Best** mode to print photographs. Note that in this mode, printing takes longer and more memory is required from your computer.
- Remove each sheet as it prints and set it aside to dry. Allowing wet media to stack up may cause smearing.
- Photo paper should be flat before printing. If the corners of the photo paper curl more than 10 mm (3/8 inch), flatten the paper by putting it in a resealable plastic bag, and roll them into a tube. Roll the sheets so the curve of the tube is in the opposite direction of the original curl of the paper. Roll the tube no smaller than a 1.5 inch (4 cm) in diameter.

## Transparencies

- Insert transparencies with the rough side up and the adhesive strip pointing down.
- Use the **Normal** mode to print transparencies. This mode provides longer drying time and ensures that the ink dries completely before the next page is delivered to the output tray.
- Remove each sheet as it prints and set it aside to dry. Allowing wet media to stack up may cause smearing.

## Custom-sized media

- Use only custom-sized media that is supported by the device.
- If your application supports custom-sized media, set the media size in the application before printing the document. If not, set the size in the print driver. You might need to reformat existing documents to print them correctly on custom-sized media.

## Understand specifications for supported media

Use the [Understand supported sizes](#) and [Understand supported media types and weights](#) tables to determine the correct media to use with your device, and determine what features will work with your media.

This section contains the following topics:

- [Understand supported sizes](#)
- [Understand supported media types and weights](#)

## Understand supported sizes

Media size
<b>Standard media sizes</b>
U.S. Letter (216 x 279 mm; 8.5 x 11 inches)*
U.S. Legal (216 x 356 mm; 8.5 x 14 inches)*
A4 (210 x 297 mm; 8.3 x 11.7 inches)*
U.S. Executive (184 x 267 mm; 7.25 x 10.5 inches)*
U.S. Statement (140 x 216 mm; 5.5 x 8.5 inches)*
JIS B5 (182 by 257 mm; 7.2 by 10.1 inches)*
A5 (148 x 210 mm; 5.8 x 8.3 inches)*
8.5 x 13 inches (216 x 330 mm)
<b>Envelopes</b>
U.S. #10 Envelope (105 x 241 mm; 4.12 x 9.5 inches)
Monarch Envelope (98 x 191 mm; 3.88 x 7.5 inches)
A2 Envelope (111 x 146 mm; 4.37 x 5.75 inches)
DL Envelope (110 x 220 mm; 4.3 x 8.7 inches)

(continued)

**Media size**

C5 Envelope (162 x 229 mm; 6.4 x 9 inches)

C6 Envelope (114 x 162 mm; 4.5 x 6.4 inches)

**Cards**

Index card (76.2 x 127 mm; 3 x 5 inches)\*

Index card (102 x 152 mm; 4 x 6 inches)\*

Index card (127 x 203 mm; 5 x 8 inches)\*

A6 card (105 x 148.5 mm; 4.13 x 5.83 inches)\*

**Photo media**

Photo (76 x 127 mm; 3 x 5 inches)

Photo (88.9 x 127 mm; 3.5 x 5 inches)

Photo (101.6 by 152.4 mm; 4 by 6 inches)

Photo with tab (101.6 by 152.4 mm; 4 by 6 inches)

Photo (127 by 177.8 mm; 5 by 7 inches)

Photo (203.2 by 254 mm; 8 by 10 inches)

Photo 10 by 15 cm (100 by 150 mm; 4 by 6 inches)

Photo 10 by 15 cm with tab (100 by 150 mm; 4 by 6 inches)

Borderless Photo (101.6 by 152.4 mm; 4 by 6 inches)

Borderless Photo with tab (101.6 by 152.4 mm; 4 by 6 inches)

Borderless Photo 10 by 15 cm (100 by 150 mm; 3.93 x 5.9 inches)

Borderless Photo 10 by 15 cm with tab (100 by 150 mm; 3.93 x 5.9 inches)

Photo L (89 by 127 mm; 3.5 by 5 inches)

Photo 2L (178 by 127 mm; 7 by 5 inches)

Borderless Photo L (89 by 127 mm; 3.5 by 5 inches)

Borderless Photo L with tear-off tab (89 by 127 mm; 3.5 by 5 inches)

Photo media sizes between 89 by 127 mm (3.5 by 5 inches) and 216 by 279 mm (8.5 by 11 inches)

**Other media**

L (89 by 127 mm; 3.5 by 5 inches)

2L with tab (178 by 127 mm; 5 by 7 inches)

Custom-sized media between 76.2 to 216 mm wide and 102 to 356 mm long (3 to 8.5 inches wide and 4 to 14 inches long)\*

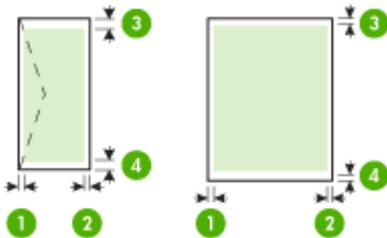
\* These media sizes support manual duplex printing. For more information on duplex printing, see [Print on both sides \(duplexing\)](#).

## Understand supported media types and weights

Type	Weight	Capacity
Paper	64 to 90 g/m <sup>2</sup> (16 to 24 lb bond)	Up to 50 sheets of plain paper (5 mm or 0.2 inch stacked)
Photo paper	5 to 12 mils	Up to 10 sheets
Transparencies		Up to 20 sheets
Labels		Up to 20 sheets
Cards	Up to 162 g/m <sup>2</sup> (90 lb index)	Up to 5 sheets
Envelopes	75 to 200 g/m <sup>2</sup> (20 to 53 lb bond)	Up to 5 envelopes

## Set minimum margins

The document margins must match (or exceed) these margin settings in portrait orientation.



Media	(1) Left margin	(2) Right margin	(3) Top margin	(4) Bottom margin*
A4 U.S. Executive U.S. Statement B5 A5	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)
U.S. Letter U.S. Legal Custom-sized media 8.5 x 13 inch	6.35 mm (0.25 inch)	6.35 mm (0.25 inch)	2 mm (0.08 inch)	3 mm (0.12 inch)
Cards	2 mm (0.08 inch)	2 mm (0.08 inch)	2 mm (0.08 inch)	0.5 mm (0.02 inch)

(continued)

Media	(1) Left margin	(2) Right margin	(3) Top margin	(4) Bottom margin*
Photo media				
Envelopes	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	14.2 mm (0.56 inch)	14.2 mm (0.56 inch)

\* To achieve this margin setting on a computer running Windows, click the **Advanced** tab in the print driver, and select **Minimize Margins**.

## Load media

This section provides instructions for loading media into the device.

### To load media

1. Remove all media from the input tray.
2. Insert the media print-side up and align it squarely against the media paper guide. Adjust the media width guide so it fits snugly against the sides of the media.



3. If printing on legal media, extend the input tray extension, if available on your model.
4. Change any other print settings if necessary, then click **OK** to print.

## Change print settings

You can change print settings (such as paper size or type) from an application or the printer driver. Changes made from an application take precedence over changes

made from the printer driver. However, after the application is closed, the settings return to the defaults configured in the driver.

---

 **NOTE:** To set print settings for all print jobs, make the changes in the printer driver.

For more information about the features of the Windows printer driver, see the online help for the driver. For more information about printing from a specific application, see the documentation that came with the application.

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- [To change settings from an application for current jobs \(Windows\)](#)
- [To change default settings for all future jobs \(Windows\)](#)
- [To change settings \(Mac OS\)](#)

### To change settings from an application for current jobs (Windows)

1. Open the document that you want to print.
2. On the **File** menu, click **Print**, and then click **Setup**, **Properties**, or **Preferences**. (Specific options may vary depending on the application that you are using.)
3. Change the settings that you want, and then click **OK**, **Print**, or a similar command.

### To change default settings for all future jobs (Windows)

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.  
- Or -  
Click **Start**, click **Control Panel**, and then double-click **Printers**.
2. Right-click the printer icon, and then click **Properties**, **Document Defaults**, or **Printing Preferences**.
3. Change the settings that you want, and then click **OK**.

### To change settings (Mac OS)

1. On the **File** menu, click **Page Setup**.
2. Change the settings that you want (such as paper size), and then click **OK**.
3. On the **File** menu, click **Print** to open the print driver.
4. Change the settings that you want (such as media type), and then click **OK** or **Print**.

## Use the HP Solution Center (Windows)

Use the HP Solution Center to change print settings, order supplies, and access the onscreen Help.

The features available in the HP Solution Center vary depending on the devices you have installed. The HP Solution Center is customized to show icons that are associated with the selected device. If the selected device is not equipped with a particular feature, then the icon for that feature does not appear in the HP Solution Center.

If the HP Solution Center on your computer does not contain any icons, an error might have occurred during the software installation. To correct this, use the Control Panel in Windows to completely uninstall and reinstall the software.

## Print on both sides (duplexing)

You can print on both sides manually using the Windows printer software.

You can print on both sides of a sheet using a Mac by first printing the odd-numbered pages, turning the pages over, and then printing the even-numbered pages.

- [Guidelines for printing on both sides of a page](#)
- [To perform duplexing \(Windows\)](#)
- [To perform duplexing \(Mac OS\)](#)

### Guidelines for printing on both sides of a page

- Always use media that conforms to the device specifications. For more information, see [Understand specifications for supported media](#).
- Specify duplex options in your application or in the printer driver.
- Do not print on both sides of transparencies, envelopes, photo paper, glossy media, or paper lighter than 18 lb bond (75 g/m<sup>2</sup>). Jams might occur with these media types.
- Several kinds of media require a specific orientation when you print on both sides of a page, such as letterhead, preprinted paper, and paper with watermarks and prepunched holes. When you print from a computer running Windows, the device prints the first side of the media first. When you print from a computer using the Mac OS, the device prints the second side first. Load the media with the front side facing down.

### To perform duplexing (Windows)

1. Load the appropriate media. See [Guidelines for printing on both sides of a page](#) and [Load media](#).
2. With a document open, on the **File** menu, click **Print**, and then click **Properties**.
3. Click the **Features** tab.
4. Choose **Manual** from the two-sided printing drop-down list.
5. To automatically resize each page to match the document's onscreen layout, ensure **Preserve Layout** is selected. Clearing this option might result in unwanted page breaks.
6. Select or clear the **Flip Pages Up** check box to match the way you want the binding. See the graphics in the printer driver for examples.
7. Change any other desired settings and click **OK**.
8. Print your document.
9. After the first side of the document is printed, follow the onscreen instructions and reload the paper into the tray to complete printing.
10. After reloading the paper, click **Continue** in the onscreen instructions to continue the print job.

## To perform duplexing (Mac OS)

1. Load the appropriate media. For more information, see [Guidelines for printing on both sides of a page](#) and [Load media](#).
2. With a document open, click **Print** on the **File** menu.
3. From the drop-down list, select **Paper Handling**, click **Print: Odd numbered pages**, and then press **Print**.
4. Flip the paper over and then print the even-numbered pages.

## Print on special and custom-sized media

This section covers the following topics:

- [To print on special or custom-sized media \(Windows\)](#)
- [To print on special or custom-sized media \(Mac OS\)](#)

### To print on special or custom-sized media (Windows)

1. Load the appropriate media. For more information, see [Load media](#).
2. With a document open, click **Print** on the **File** menu, and then click **Setup**, **Properties**, or **Preferences**.
3. Click the **Features** tab.
4. Select the media size from the **Size** drop-down list.

#### To set a custom media size:

- a. Select **Custom** from the drop-down list.
  - b. Type a name for the new custom size.
  - c. In the **Width** and **Height** boxes, type the dimensions, and then click **Save**.
  - d. Click **OK** twice to close the properties or preferences dialog box. Open the dialog box again.
  - e. Select the new custom size.
5. To select the media type:
    - a. Click **More** in the **Paper Type** drop-down list.
    - b. Click the desired media type, and then click **OK**.
  6. Select the media source from the **Paper Source** drop-down list.
  7. Change any other settings, and then click **OK**.
  8. Print your document.

### To print on special or custom-sized media (Mac OS)

1. Load the appropriate media. For more information, see [Load media](#).
2. On the **File** menu, click **Page Setup**.
3. Select the media size.
4. To set a custom media size:
  - a. Click **Manage Custom Sizes** in the **Paper Size** pull-down menu.
  - b. Click **New** and type a name for the size in the **Paper Size Name** box.

- c. In the **Width** and **Height** boxes, type the dimensions and set the margins, if desired.
- d. Click **Done** or **OK**, and then click **Save**.
5. On the **File** menu, click **Page Setup**, and then select the new custom size.
6. Click **OK**.
7. On the **File** menu, click **Print**.
8. Open the **Paper Handling** panel.
9. Under **Destination Paper Size**, click the **Scale to fit paper size** tab, and then select the customized paper size.
10. Change any other desired settings, and then click **OK** or **Print**.

## Print borderless

Borderless printing lets you print to the edges of certain photo media types and a range of standard media sizes.

---

 **NOTE:** Open the file in a software application and assign the image size. Make sure the size corresponds to the media size on which you are printing the image.

You can also gain access to this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the printing shortcut for this print job drop-down list.

---

- [To print a borderless document \(Windows\)](#)
- [To print a borderless document \(Mac OS\)](#)

### To print a borderless document (Windows)

1. Load the appropriate media. For more information, see [Load media](#).
2. Open the file that you want to print.
3. From the application, open the print driver:
  - a. Click **File**, and then click **Print**.
  - b. Click **Properties, Setup** or **Preferences**.
4. Click the **Features** tab.
5. Select the media size from the **Size** drop-down list.
6. Select the **Borderless** check box.
7. Select the media source from the **Paper Source** drop-down list.
8. Select the media type from the **Paper Type** drop-down list.
9. If you are printing photos, select **Best** from the **Print Quality** drop-down list. Alternatively, select **Maximum dpi**, which provides up to 4800 x 1200 optimized dpi\* for optimum print quality.
 

\*Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print more slowly.
10. Change any other print settings, and then click **OK**.
11. Print the document.
12. If you printed on photo media with a tear-off tab, remove the tab to make the document completely borderless.

## To print a borderless document (Mac OS)

1. Load the appropriate media. For more information, see [Load media](#).
2. Open the file that you want to print.
3. Click **File**, and then click **Page Setup**.
4. Select the borderless media size, and then click **OK**.
5. Click **File**, and then click **Print**.
6. Open the **Paper Type/Quality** panel.
7. Click the **Paper tab**, and then select the media type from the **Paper type** drop-down list.
8. If you are printing photos, select **Best** from the **Quality** drop-down list. Alternatively, select **Maximum** dpi, which provides up to 4800 x 1200 optimized dpi\*.  
\*Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print more slowly.
9. Select the media source. If you are printing on thick or photo media, select the manual feed option.
10. Change any other print settings, and then click **Print**.
11. If you printed on photo media with a tear-off tab, remove the tab to make the document completely borderless.

## Print from mobile devices

The printer supports printing from a variety of mobile devices and memory cards, such as:

- Cameras
- Mobile phones
- PDAs

This section covers the following topics:

- [Print digital photographs](#)
- [Print from mobile phones](#)
- [Print from Pocket PC devices](#)
- [Print from Palm OS devices](#)

### Print digital photographs

You can print photographs directly from a digital camera or directly from a memory card, or you can transfer the photos from the card or camera to your computer and print them from a software application, such as HP Photo Printing Software. Also, you can print photos directly from a PictBridge-compatible camera.

If your digital camera uses an SD or MMC card, you can insert the card into the printer to print your photos. Your camera must support Digital Print Order Format (DPOF) version 1 or 1.1 in order to print directly from the card to the printer. DPOF files also automatically print directly from a USB Flash drive that is connected to the USB port of the printer. For more information, see [Print from memory cards and USB Flash drives](#).

This section covers the following topics:

- [To print with six-ink color](#)
- [Guidelines for printing photographs](#)
- [To print from a PictBridge-compatible camera](#)
- [To transfer photos to your computer](#)

### To print with six-ink color

Your printer can print with six-ink color to enhance the quality of printed photographs. Print high-quality grayscale photographs by using a black print cartridge and a tri-color print cartridge, or by using a gray photo print cartridge and a tri-color print cartridge. To perform six-ink color printing, a photo and a tricolor print cartridge must be installed together.



**NOTE:** You can print high-quality black-and-white photographs using a gray photo print cartridge, combined with the tri-color print cartridge.

---

### Guidelines for printing photographs

- For the best results when printing photographs and images, choose Best mode and select an HP photo paper in the printer driver. Best mode uses HP's unique PhotoREt IV color-layering technology and ColorSmart III color optimization technology to create realistic photo images, vivid color output, and extremely sharp text. With PhotoREt IV, a greater range of colors, lighter tones, and smoother gradations between tones can be achieved, ensuring the best photo and image print quality.  
Alternatively, select Maximum dpi, which provides up to 4800 x 1200 optimized dpi\* for optimum print quality.  
\*Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print more slowly. Photo cartridge, if present, further enhances the print quality.
- Remove each sheet of paper as it prints and set it aside to dry.
- If the printed colors visibly shift towards yellow, cyan or magenta, or there is a tinge of color in the gray shades, you need to calibrate the color. For more information, see [Calibrate color](#).
- If you install photo print cartridges, align the print cartridges for best possible print quality. You do not need to align the print cartridges every time you install a photo print cartridge, only when necessary. For more information, see [Align the print cartridges](#).
- To store a print cartridge, see [Travel tips](#).
- Always hold photo paper by the edges. Fingerprints on photo paper reduce print quality.
- Photo paper should be flat before printing. If the corners of the photo paper curl more than 10 mm (3/8 inch), flatten the paper by putting it in a resealable plastic bag, and roll them into a tube. Roll the sheets so the curve of the tube is in the opposite direction of the original curl of the paper. Roll the tube no smaller than a 1.5 inch (4 cm) in diameter.

## To print from a PictBridge-compatible camera

The printer supports standard PictBridge-compliant features. See your digital camera documentation for more information about using its PictBridge features.

1. Connect the camera to the printer with the USB cable provided with the camera. The printer and camera compare features, and the compatible features are displayed on the camera.
2. Navigate through the camera menus to execute the desired photo-printing features.

## To transfer photos to your computer

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 **NOTE:** The printer driver lets your computer read memory cards inserted into the printer as physical disk drives when you are connected with a USB cable. You can then access your photo files and print them with the software of your choice.

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1. Insert the memory card into the correct card slot on the printer. Make sure the side of the card with the connecting pins or holes is placed into the printer first.
2. Press **X (Cancel)** button) to cancel direct printing from the card. If your computer is connected to the printer with a USB cable, the card then appears as a drive in Windows Explorer or on the Mac OS desktop. You can then transfer the photo files to another drive on the computer or open and print your photographs with the software application of your choice.

## Print from mobile phones

If you have a mobile phone that supports Bluetooth and you have installed a Bluetooth wireless printer accessory in your device, you can print from your phone.

Some phones have HP's Mobile Printing Application software installed, which can increase the quality of the output. Visit [www.hp.com/support](http://www.hp.com/support) to download this application if it is available for your phone and not preinstalled. Other printing applications might be available from your phone manufacturer that support this printer.

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 **NOTE:** HP Mobile Printing Application version 2.0 and later are supported. You can download the latest version from [www.hp.com/support](http://www.hp.com/support) or from your phone manufacturer's website.

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See the documentation for your phone's printing application for information on printing items such as:

- Images
- Messages: Email, short message service (SMS), and multimedia messaging system (MMS)
- Contacts
- Calendar
- Notes

This sections contains the following topics:

- [To install the Mobile Printing Application on the phone](#)
- [To print from a mobile phone](#)

### To install the Mobile Printing Application on the phone

Use the following steps to install the Mobile Printing Application on your phone, if it is not already installed. For help using these steps, see your mobile phone documentation or visit the manufacturer's support website.

1. Download the Mobile Printing Application to a computer from [www.hp.com/support](http://www.hp.com/support) or from your phone manufacturer's website.  
In this example, the name of the downloaded file is print.sis.
2. Transfer the print.sis file from the computer to the phone using one of the following methods.
  - Email: Attach the print.sis file to an email, send the email to your email address, then open the email on your phone.
  - Bluetooth: If your computer has Bluetooth, use your computer's Bluetooth utility to discover the phone, then send the print.sis file from the computer to the phone.
  - Infrared: Align the phone's infrared lens with the computer's infrared lens. Use the Wireless Link feature in Windows to send the print.sis file to the phone.
3. Open the print.sis file on your phone.
4. Follow the onscreen instructions to install the application.
5. Verify that the Mobile Printing Application has been installed by scrolling through the phone's main menu to find the **Print** icon.  
If you don't see the **Print** icon, then repeat steps 3-5.

### To print from a mobile phone

Print a file using one of the following methods, or see the documentation for your phone's printing application for information about printing.

- Mobile Printing Application
- Bluetooth Send

---

 **NOTE:** The printer ships with built-in fonts for Bluetooth printing. Certain models include Asian fonts for printing from mobile phones. The fonts included depend on the country/region where the printer was purchased. For more information, see [Device specifications](#).

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### Print from Pocket PC devices

Certain Pocket PC models support 802.11 and Bluetooth wireless printing. Some Pocket PC devices come with wireless integrated and some require you to install a separate wireless card in your device to enable 802.11 or Bluetooth printing.

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 **NOTE:** 802.11 and Bluetooth wireless printing are available through wireless printer accessories that are included with certain printer models. For a description and illustration of the wireless printer accessories, see [Install and use 802.11 and Bluetooth accessories](#).

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You can install HP Mobile Printing for Pocket PC to print wirelessly from your Pocket PC, if it is not already preinstalled. You can find the software on the Starter CD.

If you are using a Pocket PC or Palm OS device, you can use the Toolbox software for PDAs to configure 802.11 and Bluetooth wireless settings for wireless printing. See Toolbox software for PDAs (Pocket PC and Palm OS).

For printing instructions, see [Print from Pocket PC devices](#).

For an overview of 802.11 and Bluetooth printing, see [802.11 and Bluetooth wireless printing](#).

For detailed information about setting up and configuring wireless settings for the printer, see [802.11 wireless connection](#) and [Bluetooth wireless connection](#).

This section contains the following topics:

- [To install HP Mobile Printing for Pocket PC](#)
- [To print from Pocket PC devices](#)

### **To install HP Mobile Printing for Pocket PC**

Install HP Mobile Printing for Pocket PC from a desktop or notebook computer to a Pocket PC, such as an HP iPAQ, through Microsoft ActiveSync.

1. Insert the Starter CD in the CD drive. The CD menu runs automatically. If the CD menu does not start automatically, double-click the Setup icon on the Starter CD.
2. Connect the Pocket PC to the computer.  
If you need help connecting with ActiveSync, see the Pocket PC user's guide.
3. Double-click the executable file you downloaded on the computer.  
The installer program copies the necessary files to the Pocket PC.

After HP Mobile Printing for Pocket PC is successfully installed, it appears on the **Start** menu of the Pocket PC.

### **To print from Pocket PC devices**

The instructions in this section assume you have established a wireless connection with the printer using the Toolbox software for PDAs. For more information, see [Toolbox software for PDAs \(Pocket PC and Palm OS\)](#).

If your PDA does not have wireless integrated, then install an 802.11 or Bluetooth wireless card in your PDA according to the manufacturer's instructions.

Use the following steps to print files from Pocket PCs. For help using these steps, see your PDA or wireless card documentation.

---

 **NOTE:** Printing instructions for Pocket PCs vary according to the third-party printing application used. See the documentation that came with the third-party printing application for printing instructions.

---

### **To print using a wireless connection**

1. If using a Bluetooth connection, turn on the PDA Bluetooth radio. See your PDA or Bluetooth wireless card documentation for instructions about turning on the Bluetooth radio.
2. Insert the 802.11 or Bluetooth wireless printer accessory into the printer. For more information, see [Install the 802.11 or Bluetooth wireless USB accessory](#).
3. Tap **Start**, and then tap **HP Mobile Printing**.

4. Tap the magnifying glass icon on the lower bar to see the files.
5. Select the file you want to print, and then tap **Print Options**.
6. Accept the defaults or change the print settings using the drop-down menus.
7. Tap **Print**.  
The Printing screen appears and the file will print.

---

 **NOTE:** To print using an 802.11 connection, the IP address in the **My Printers** box must match the IP address of the printer.

---

## Print from Palm OS devices

You can print from Palm OS devices using an 802.11 or Bluetooth wireless connection and the Printboy utility. Some Palm OS devices come with wireless integrated and some require you to install a separate wireless card in your device to enable 802.11 or Bluetooth printing.

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 **NOTE:** 802.11 and Bluetooth wireless printing are available through wireless printer accessories that are included with certain printer models. For a description and illustration of the wireless printer accessories, see [Install and use 802.11 and Bluetooth accessories](#).

---

The Printboy utility enhances the formatting for documents printed from standard Palm OS applications such as the Address, Memo Pad, To Do List, Date Book, and Mail options. It also allows you to print using Documents To Go. For more information, visit [www.hp.com/support](http://www.hp.com/support).

Documents To Go enables you to print MS Word and MS Excel files. Find Documents To Go on the CD that came with your Palm OS device or visit the DataViz website at <http://www.dataviz.com>.

For an overview of 802.11 and Bluetooth printing, see [802.11 and Bluetooth wireless printing](#).

For detailed information about setting up and configuring wireless settings on the printer, see [802.11 wireless connection](#) and [Bluetooth wireless connection](#).

- [To install Printboy](#)
- [To install a wireless card](#)
- [To print using standard Palm OS applications](#)
- [To choose a default printer \(optional\)](#)
- [To print using Documents To Go](#)

### To install Printboy

For information on downloading and installing Printboy on Windows or the Mac OS, visit [www.hp.com/support](http://www.hp.com/support).

For information on using Printboy, see the documentation that came with the software.

### To install a wireless card

---

 **CAUTION:** You must install the wireless card software files before inserting the card in the Palm OS device. Otherwise, the card will not function properly.

---

If your Palm OS device does not come with wireless integrated, then install an 802.11 or Bluetooth wireless card in your device according to the manufacturer's instructions, or visit Palm's website at <http://www.palm.com>.

### **To print using standard Palm OS applications**

For instructions on using Printboy to print from standard Palm OS applications, see the documentation that came with the Printboy utility or that came with your Palm OS device.

If you are using a Pocket PC or Palm OS device, you can use the Toolbox software for PDAs to configure 802.11 and Bluetooth wireless settings for wireless printing. For more information, see [Toolbox software for PDAs \(Pocket PC and Palm OS\)](#).

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 **NOTE:** Printing instructions for Palm OS devices vary according to the third-party printing application used. See the documentation that came with the third-party printing application for printing instructions.

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### **To choose a default printer (optional)**

You can select a default printer to use for all your printing. For instructions on selecting the HP Officejet H470 printer as the default printer, see the documentation that came with the Printboy software.

### **To print using Documents To Go**

For instructions on printing using Documents To Go, see the documentation that came with the software, or visit the DataViz website at <http://www.dataviz.com> for more information.

## **Use memory devices**

The following section provides information on printing from memory cards and USB Flash drives.

- [Print from memory cards and USB Flash drives](#)

### **Print from memory cards and USB Flash drives**

If your digital camera uses a SD card or MMC card, you can insert the card into the device to print your photos. Your camera must support Digital Print Order Format (DPOF) version 1 or 1.1 in order to print directly from the card to the device. See your digital camera documentation to see if it supports DPOF files and for additional instructions on printing photos.

DPOF files are files created by digital cameras. They are stored on the camera's memory card and contain information such as which images are selected to print and how many of each image are to be printed or saved. The printer can read a DPOF file from the memory card so you do not have to use the printer software to reselect the images to print or save.

DPOF files also automatically print directly from a USB Flash drive that is connected to the USB port of the device.

You can also transfer photos from a memory card or a USB Flash drive onto your computer's hard disk and print them from a software application such as HP Photo Printing Software.

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

### To print from a memory card

1. Select the images you want to print by creating a DPOF file while the memory card is still in your digital camera. The settings you can specify (such as number of copies) are specific to your camera. See your digital camera's documentation for more information.
2. Turn on the printer.
3. Load the appropriate media. For more information, see [Load media](#).
4. Configure your desired print settings:
  - Windows: Open the Toolbox. Click the **Printer Services** tab, and then click **Print Settings**. In the dialog box, specify paper type, size, and print quality. For more information on the Windows Toolbox, see [Toolbox \(Windows\)](#).
  - Mac OS: Open the HP Printer Utility. Click **Direct Print Settings**. In the dialog box, specify paper type, size, and print quality. For more information on the HP Printer Utility, see [HP Printer Utility \(Mac OS\)](#).

---

 **NOTE:** If you do not have the Toolbox or HP Printer Utility installed, print a configuration page to check printer media settings for direct printing. This information will verify whether you are loading the correct media size and type before printing. For more information, see [Understand the device information pages](#).

---

5. Insert the card containing the DPOF file into the correct card slot on the printer. Make sure the side of the card with the connecting pins or holes is placed into the printer first.

---

 **CAUTION:** If you do not insert the edge with card connector into the printer first, you can damage the card, the printer, or both.

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The **Resume** light will blink after a few seconds if there is a DPOF file on the card.

6. Press  (**Resume** button) to print the images. The printer will automatically recognize the DPOF file on the memory card and print the images according to the specifications you set in the file. If it is a large file, the printer might take some time to print after you press .

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△ **CAUTION:** Do not remove the memory card until the print job is completed. Otherwise the print job will be canceled.

 **NOTE:** Printing might take several minutes, depending on print settings and the complexity of the image.

---

## Cancel a print job

You can cancel a print job using one of the following methods.

**Control panel:** Press  (**Cancel** button). This clears the job that the device is currently processing. It does not affect jobs waiting to be processed.

**Windows:** Double-click the printer icon that appears in the lower-right corner of the computer screen. Select the print job, and then press the **Delete** key on the keyboard.

**Mac OS:** Double-click the printer in the **Printer Setup Utility**. Select the print job, click **Hold**, and then click **Delete**.

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# 4 Configure and manage

This section is intended for the administrator or individual who is responsible for managing the device. This section contains information about the following topics.

- [Manage the device](#)
- [Use device management tools](#)
- [Understand the device information pages](#)
- [Configure the device \(Windows\)](#)
- [Configure the device \(Mac OS\)](#)
- [Uninstall and reinstall the software](#)
- [802.11 wireless connection](#)
- [Bluetooth wireless connection](#)

## Manage the device

The following table lists common tools that can be used to manage the device. Specific procedures might include other methods. For information about accessing and using the tools, see [Use device management tools](#).

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 **NOTE:** Specific procedures might include other methods.

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### Windows

- Device control panel
- Printer driver
- Toolbox

### Mac OS

- Device control panel
- HP Printer Utility
- Network Printer Setup Utility
- [Monitor the device](#)
- [Administer the device](#)

## Monitor the device

This section provides instructions for monitoring the device.

Use this tool...	to obtain the following information...
Toolbox (Windows)	<b>Print cartridge information:</b> Click the <b>Estimated Ink Levels</b> tab to view the ink-level information, and then scroll to display the <b>Cartridge Details</b> button. Click the <b>Cartridge Details</b> button to view information

(continued)

Use this tool...	to obtain the following information....
	about replacement ink cartridges and expiration dates.*
<b>HP Printer Utility (Mac OS)</b>	<ul style="list-style-type: none"><li>• <b>Print cartridge information:</b> Open the <b>Information and Support</b> panel and click <b>Supplies Status</b>.*</li><li>• <b>Power Status:</b> Click the <b>Power Status</b> button.</li></ul>
<b>PDA Toolbox (Pocket PC and Palm OS)</b>	<b>Print cartridge information:</b> Click the <b>Estimated Ink Levels</b> tab to view the ink-level information, and then scroll to display the <b>Cartridge Details</b> button. Click the <b>Cartridge Details</b> button to view information about replacement print cartridges and expiration dates.*

\* The ink levels shown are an estimate only. Actual ink volumes may vary.

## Administer the device

This section provides information about administering the device and modifying settings.

Use this tool...	to do the following...
<b>Toolbox (Windows)</b>	<ul style="list-style-type: none"><li>• <b>Perform device maintenance tasks:</b> Click the <b>Services</b> tab.</li><li>• <b>Configure Bluetooth settings</b></li><li>• <b>Configure WiFi profiles</b></li></ul>
<b>HP Printer Utility (Mac OS)</b>	<ul style="list-style-type: none"><li>• <b>Perform device maintenance tasks:</b> Open the <b>Information and Support</b> panel, and then click the option for the task that you want to perform.</li><li>• <b>Configure WiFi profiles</b></li></ul>
<b>HP Network Setup Utility (Mac OS)</b>	<b>Configure WiFi profiles</b>
<b>PDA Toolbox (Pocket PC and Palm OS)</b>	<b>Configure WiFi profiles</b>

## Use device management tools

The following lists common tools that can be used to manage the device.

- [Toolbox \(Windows\)](#)
- [HP Printer Utility \(Mac OS\)](#)
- [Network Printer Setup Utility \(Mac OS\)](#)
- [Toolbox software for PDAs \(Pocket PC and Palm OS\)](#)
- [HP Instant Support](#)
- [myPrintMileage](#)

## Toolbox (Windows)

The Toolbox provides maintenance information about the device. It also provides links to this guide for help in performing basic printing tasks and solving problems. You can also configure 802.11 and Bluetooth wireless settings for wireless printing.

 **NOTE:** The Toolbox can be installed from the Starter CD by selecting the full installation option if the computer meets the system requirements.

**NOTE:** To configure Bluetooth settings or monitor device status (such as ink levels) using the Toolbox, you must connect the device to your computer with a USB cable.

**NOTE:** If you are using a Pocket PC or Palm OS device, you can use the Toolbox software for PDAs. For more information, [Toolbox software for PDAs \(Pocket PC and Palm OS\)](#).

This section contains the following topics:

- [To open the Toolbox](#)
- [Toolbox tabs](#)

### To open the Toolbox

- From the HP Solution Center, click the **Settings** menu, point to **Print Settings**, and then click **Printer Toolbox**.
- Right-click the HP Digital Imaging Monitor in the tray, point to the device, and then click **Display Printer Toolbox**.
- From the Printer Properties, click **Printing Preferences**, **Features or Color Tabs**, and then select **Printer Services**.

### Toolbox tabs

The Toolbox contains the following tabs.

Tabs	Contents
Estimated Ink Level	<ul style="list-style-type: none"> <li>• <b>Ink Level Information:</b> Shows estimated ink level for each cartridge. <b>NOTE:</b> The ink levels shown are an estimate only. Actual ink volumes may vary.</li> <li>• <b>Shop Online:</b> Provides access to a Web site from which you can order printing supplies for the device online.</li> <li>• <b>Order by Phone:</b> Shows telephone numbers that you can call to order supplies for the device. Telephone numbers are not available for all countries/regions.</li> <li>• <b>Cartridge Details:</b> Shows order numbers and expiration dates of the installed ink cartridges.</li> </ul>
Information	<p><b>Printer Information:</b> Provides a link to myPrintMileage and shows the device hardware and print cartridge health information. Information tab options include:</p>

(continued)

Tabs	Contents
	<ul style="list-style-type: none"><li>• Hardware information</li><li>• myPrintMileage (if installed)</li><li>• HP Instant Support</li><li>• Wireless strength</li><li>• Traveling information</li><li>• Power status</li></ul>
Services	<ul style="list-style-type: none"><li>• <b>Print Configuration Page:</b> Allows you to print the configuration page of the device. This page contains information about the device and the supplies. For more information, see <a href="#">Understand the device information pages</a>.</li><li>• <b>Align Print Cartridges:</b> Guides you through aligning the print cartridges. For more information, see <a href="#">Align the print cartridges</a>.</li><li>• <b>Clean Print Cartridges:</b> Guides you through cleaning the print cartridges. For more information, see <a href="#">Clean the print cartridges</a>.</li><li>• <b>Calibrate Color:</b> Allows you to perform color calibration. For more information, see <a href="#">Calibrate color</a>.</li><li>• <b>Print Settings:</b> Select the default print settings for paper size and print quality.</li><li>• <b>Print Network Configuration Page:</b> View the network settings for the device.</li><li>• <b>Power Settings:</b> Set the power time off settings.</li></ul>
<b>Configure WiFi Profiles</b>	Set up a maximum of three profiles to use when connecting using WiFi. <b>NOTE:</b> The Configure WiFi Profiles tab will not appear when the device is connecting via Bluetooth.
<b>Configure Bluetooth Settings</b>	Set up the Bluetooth connection. <b>NOTE:</b> The Configure Bluetooth Settings tab will not appear when the device is connecting via WiFi.

## HP Printer Utility (Mac OS)

The HP Printer Utility contains tools to configure print settings, calibrate the device, clean the print cartridges, print the self-test diagnostic page, order supplies online, and find Web site support information.

- [To open the HP Printer Utility](#)
- [HP Printer Utility panels](#)

### To open the HP Printer Utility

1. From the **Finder**, select **Computer** from the **Go** menu.
2. Select **Library**, and then select **Printers**.
3. Select **hp**, select **Utilities**, and then select **HP Printer Selector**.
4. Select the device and click **Launch Utility**.

## HP Printer Utility panels

### Information and Support panel

- **Supplies Status:** Shows the information about currently installed print cartridges.
- **Supply Info:** Shows the ink cartridge replacement options.
- **Device Information:** Displays information about the model and serial number. Also allows you to print the self-test diagnostic page of the device. This page contains information about the device and the supplies. For more information, see [Understand the device information pages](#).
- **Clean:** Guides you through cleaning the print cartridges. For more information, see [Clean the print cartridges](#).
- **Align:** Guides you through aligning the print cartridges. For more information, see [Align the print cartridges](#).
- **Calibrate Color:** Allows you to perform color calibration. For more information, see [Calibrate color](#).
- **Control Panel Language:** Allows you to set the language used to print reports such as the self-test diagnostic page.
- **HP Support:** Gain access to HP Web site where you can find support for the device, register the device, and find information about returning and recycling used printing supplies.

## Network Printer Setup Utility (Mac OS)

This tool allows you to configure network settings for the device. You can configure wireless settings such as network location name and wireless mode, and wired settings such as TCP/IP address, router, and subnet mask.

### To open the Network Printer Setup Utility

1. From the **Finder**, select **Computer** from the **Go** menu.
2. Select **Library**, and then select **Printers**.
3. Select **hp**, select **Utilities**, and then select **Network Printer Setup Utility**.
4. Follow the onscreen instructions to configure network settings for the device.

## Toolbox software for PDAs (Pocket PC and Palm OS)

The Toolbox software for PDAs running Pocket PC or Palm OS allows you to view status and maintenance information about the device. You can view ink levels and battery charge level, understand device lights, align the print cartridges, and also configure 802.11 and Bluetooth wireless settings for wireless printing.

See the Toolbox software documentation for more information on using the Toolbox, or visit [www.hp.com/support](http://www.hp.com/support).

## HP Instant Support

HP Instant Support is a suite of Web-based troubleshooting tools. It helps you quickly identify, diagnose, and resolve printing problems.

HP Instant Support provides the following information about your device:

- **Easy access to troubleshooting tips:** Provides tips that are customized for your device.
- **Resolution of specific device errors:** Provides immediate access to information that can help you resolve errors specific to your device.
- **Notification of print driver updates:** Alerts you when there is an update for the printer driver. A message appears on the HP Instant Support homepage; click the link within the message to go directly to the download section of the HP Web site.
- **Managing ink and media usage (myPrintMileage):** Helps you manage and forecast device supplies usage.

This section contains the following topics:

- [Security and privacy](#)
- [To gain access to HP Instant Support](#)

### Security and privacy

When you use HP Instant Support, detailed device information, such as the serial number, error conditions, and status, is sent to HP. HP respects your privacy and manages this information according to the guidelines that are outlined in the HP Online Privacy Statement ([welcome.hp.com/country/us/en/privacy.html](http://welcome.hp.com/country/us/en/privacy.html)).

---

 **NOTE:** To view all the data that is sent to HP, select **Source** (for Internet Explorer and Opera) or **Page Source** (for Netscape and Mozilla Firefox) from the **View** menu in your Web browser.

---

### To gain access to HP Instant Support

**Toolbox (Windows):** Click the **Information** tab, and then click **HP Instant Support**.

## myPrintMileage

myPrintMileage is a service that HP provides to help you track and forecast your device usage and plan the purchase of supplies.

To use myPrintMileage, you must have the following:

- Internet connection
- Device connected

On the myPrintMileage Web site, you can see the print analysis, such as the amount of ink you have used, whether you use more black or color ink, and the estimated number of pages you can print with the remaining amount of ink.

#### To gain access to myPrintMileage

- **Toolbox (Windows):** Click the **Information** tab, and then click **myPrintMileage** and follow the onscreen instructions.
- **Windows taskbar:** Right-click the **HP Digital Imaging** icon in the Windows taskbar, choose the device you wish to view, and then click **myPrintMileage**.

---

 **NOTE:** Do not bookmark the Web pages that are used to open myPrintMileage. If you bookmark the site and connect to it by using the bookmark, the pages do not contain the current information.

---

## Understand the device information pages

The device information pages contain detailed printer information, including firmware version number, serial number, service ID, print cartridge information, default page settings, and printer media settings.

The wireless configuration page contains 802.11 and Bluetooth connectivity information.

---

 **NOTE:** The printer must not be processing any print jobs while you print the configuration and diagnostic pages.

---

If you need to call HP, it is useful to print diagnostic and configuration pages before calling.

### Print device information pages from the control panel

You can print the following device information pages from the control panel on the printer, without being connected to the printer.

#### To print a diagnostic page

Hold down  (Power button) and press  (Resume button) four times.

#### To print a configuration page

Hold down  (Power button) and press  (Cancel button) four times.

Use the configuration page to view current printer settings, ink supply status, print cartridge health, and to troubleshoot printer problems.

#### To print a wireless configuration page

Hold down  (Power button), and press  (Cancel button) two times, and press  (Resume button) seven times.

Use the wireless configuration page to view 802.11 information such as 802.11 settings for different wireless profiles, and Bluetooth information such as Bluetooth device name.

### To print a demo page

Hold down  (Power button) and press  (Resume button) one time.

You can print a demo page to verify that your device is working. However, if you want to verify that the device is connected to the computer correctly, or that the device software is working correctly, print a test page from the **General** tab in the **Printer Properties** dialog box (Windows) or the configuration page from the **Device Information** panel in the HP Printer Utility (Mac OS).

## Print device information pages from the software

You can connect to the printer to print the following device information pages from the printer software.

### To print a test page from the Toolbox (Windows)

1. Open the Toolbox. For more information, see [Toolbox \(Windows\)](#).
2. Click the **Printer Services** tab.
3. Click **Print Configuration Page**.



**NOTE:** If you are using a Pocket PC or Palm OS device, you can use the Toolbox software for PDAs. For more information, see [Toolbox software for PDAs \(Pocket PC and Palm OS\)](#).

---

### To print a configuration page from the printer driver (Windows)

1. Open the printer driver.
2. Click **Properties**.
3. Click the **Services** tab.
4. Click **Print Configuration Page**.

### To print a test page from the HP Printer Utility (Mac OS)

1. Open the HP Printer Utility. See [HP Printer Utility \(Mac OS\)](#)
2. On the Test panel, click **Print Test Page**.

## Configure the device (Windows)

You can connect the device directly to a computer, or you can share the device among other users on a network.



**NOTE:** Microsoft Internet Explorer 6.0 must be installed on the computer system to run the installation program.

Also, you must have administrator privileges to install a printer driver on Windows 2000, Windows XP, Windows Server 2003, or Windows Vista.

---

When setting up the device, HP recommends that you connect it after you install the software because the installation program is designed to provide you with the easiest setup experience. However, if you have connected the cable first, see [To connect the device before installing the software](#).

## Direct connection

You can connect the device directly to your computer using a USB cable.

---

 **NOTE:** If you install the device software and connect the device to a computer running Windows, you can connect additional devices to the same computer with USB cables without reinstalling the device software.

---

When setting up the device, HP recommends that you connect the device after you install the software because the installation program is designed to provide you with the easiest setup experience. However, if you have connected the cable first, see [To connect the device before installing the software](#).

### To install the software before connecting the device (recommended)

1. Close any applications that are running.
2. Insert the Starter CD into the CD drive. The CD menu runs automatically. If the CD menu does not start automatically, double-click the setup icon on the Starter CD.
3. On the CD menu, click the button for the connection method you want to use, and then follow the onscreen instructions.
4. When prompted, turn on the device and connect it to the computer using a USB cable. The **Found New Hardware** wizard appears on the computer screen, and the device icon is created in the Printers folder.

---

 **NOTE:** You may connect the USB cable at a later time when you need to use the device.

You can also share the device with other computers using a simple form of networking known as locally shared networking. For more information, see [To share the device on a locally shared network](#).

---

### To connect the device before installing the software

If you connected the device to the computer before installing the device software, the **Found New Hardware** wizard displays on the computer screen.

---

 **NOTE:** If you turned on the device, do not turn it off or unplug the cable from the device while the installation program is running. If you do so, the installation program will not finish.

---

1. In the **Found New Hardware** dialog box that displays methods for locating the printer driver, select the Advanced option, and then click **Next**.

---

 **NOTE:** Do not allow the **Found New Hardware** wizard to perform an automatic search for the printer driver.

---

2. Select the check box for specifying the driver location, and ensure that the other check boxes are clear.
3. Insert the Starter CD into the CD drive. If the CD menu appears, close it.
4. Browse to locate the root directory on the Starter CD (for example, D), and then click **OK**.
5. Click **Next** and follow the onscreen instructions.

6. Click **Finish** to close the **Found New Hardware** wizard. The wizard automatically starts the installation program (this might take a short while).
7. Complete the installation process.

---

 **NOTE:** You can also share the device with other computers using a simple form of networking known as locally shared networking. For more information, see [To share the device on a locally shared network](#).

---

### To share the device on a locally shared network

In a locally shared network, the device is connected directly to the USB connector of a selected computer (known as the server) and is shared by other computers (clients).

---

 **NOTE:** When sharing a directly connected device, use the computer with the newest operating system as the server. For example, if you have a computer running Windows XP and another computer running an older version of Windows, use the computer running Windows XP as the server.

Use this configuration only in small groups or when usage is low. The connected computer is slowed down when many users print to the device.

---

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.  
- Or -  
Click **Start**, click **Control Panel**, and then double-click **Printers**.
2. Right-click the device icon, click **Properties**, and then click the **Sharing** tab.
3. Click the option to share the device, and give it a share name.
4. To share the device with client computers that use other versions of Windows, click **Additional Drivers** to install those drivers as a convenience to the users. You must have the Starter CD in your CD drive.

## Configure the device (Mac OS)

You can use the device with a single Macintosh computer using a USB cable, or you can share it among other users on a network.

This section contains the following topics:

- [To install the software](#)
- [To share the device on a locally shared network](#)

### To install the software

1. Connect the device to your computer with a USB cable.
2. Insert the Starter CD into the CD drive. Double-click the CD icon on the desktop, and then double-click the setup icon. Also, you can locate the Installer folder on the Starter CD.
3. Click **Install Software** and follow the onscreen instructions.
4. If necessary, share the device with other Macintosh computer users.

**Direct connection:** Share the device with the other Macintosh computer users. For more information, see [To share the device on a locally shared network](#).

## To share the device on a locally shared network

When you connect the device directly, you can share it with other computers using a simple form of networking known as locally shared networking. Use this configuration only in small groups or when usage is low. The connected computer is slowed down when many users print to the device.

Basic requirements for sharing in the Mac OS environment include the following items:

- The Macintosh computers must be communicating on the network using TCP/IP, and they must have IP addresses. (AppleTalk is not supported.)
- The device that is being shared must be connected to a built-in USB port on the host Macintosh computer.
- Both the host Macintosh computer and the client Macintosh computers that are using the shared device must have device sharing software installed, and the driver or PPD for the device that is installed. (You can run the installation program to install the device sharing software and associated Help files.)

For more information about USB device sharing, see the support information on the Apple Web site ([www.apple.com](http://www.apple.com)) or the Apple Macintosh Help on the computer.

## To share the device among computers running Mac OS

1. Turn on printer sharing on all Macintosh computers (host and clients) that are connected to the printer. Depending on the OS version you are using, do one of the following:
  - **Mac OS 10.3:** Open **System Preferences**, click **Print & Fax**, and then check the box next to **Share my printers with other computers**.
  - **Mac OS 10.4:** Open **System Preferences**, click **Print & Fax**, click the **Sharing** tab, check the box next to **Share these printers with other computers**, and then select the printer to be shared.
2. To print from the other Macintosh computers (the clients) on the network, do the following:
  - a. Click **File**, and then select **Page Setup** in the document you want to print.
  - b. In the drop-down menu next to **Format for**, select **Shared Printers**, and then select your device.
  - c. Select the **Paper Size**, and then click **OK**.
  - d. In the document, click **File**, and then select **Print**.
  - e. From the drop-down menu next to **Printer**, select **Shared Printers**, and then select your device.
  - f. Make additional settings, if necessary, and then click **Print**.

## Uninstall and reinstall the software

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

There are three methods to uninstall the software on a Windows computer, and one method to uninstall on a Macintosh computer.

### To uninstall from a Windows computer, method 1

1. Disconnect the device from your computer. Do not connect it to your computer until after you have reinstalled the software.
2. Press the **Power** button to turn off the device.
3. Insert the device Starter CD into your computer's CD-ROM drive, and then start the Setup program.
4. Follow the onscreen instructions.
5. If you are asked whether you would like to remove shared files, click **No**. Other programs that use these files might not work properly if the files are deleted.
6. Restart your computer.
7. To reinstall the software, insert the device Starter CD into your computer's CD-ROM drive, follow the onscreen instructions, and also see [To install the software before connecting the device \(recommended\)](#).
8. After the software is installed, connect the device to your computer.
9. Press the **Power** button to turn the device on.  
After connecting and turning on the device, you might have to wait several minutes for all of the Plug and Play events to complete.
10. Follow the onscreen instructions.

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

### To uninstall from a Windows computer, method 2

---

 **NOTE:** Use this method if **Uninstall** is not available in the Windows Start menu.

---

1. On the Windows taskbar, click **Start**, select **Settings**, select **Control Panel**, and then click **Add/Remove Programs**.  
- Or -  
Click **Start**, click **Control Panel**, and then double-click **Programs and Features**.
2. Select the device you want to uninstall, and then click **Change/Remove** or **Uninstall/Change**.
3. Disconnect the device from your computer.
4. Restart your computer.

---

 **NOTE:** It is important that you disconnect the device before restarting your computer. Do not connect the device to your computer until after you have reinstalled the software.

---

5. Insert the device Starter CD into your computer's CD-ROM drive and then start the Setup program.
6. Follow the onscreen instructions and also see [To install the software before connecting the device \(recommended\)](#).

### To uninstall from a Windows computer, method 3

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 **NOTE:** Use this method if **Uninstall** is not available in the Windows Start menu.

---

1. Insert the device Starter CD into your computer's CD-ROM drive, and then start the Setup program.
2. Disconnect the device from your computer.
3. Select **Uninstall** and follow the onscreen directions.
4. Restart your computer.

---

 **NOTE:** It is important that you disconnect the device before restarting your computer. Do not connect the device to your computer until after you have reinstalled the software.

---

5. Start the Setup program for the device again.
6. Select **Install**.
7. Follow the onscreen instructions and also see [To install the software before connecting the device \(recommended\)](#).

### To uninstall from a Macintosh computer

1. Launch **HP Device Manager**.
2. Click **Information and Settings**.
3. Select **Uninstall your HP Software** from the pull-down menu.  
Follow the onscreen instructions.
4. After the software is uninstalled, restart your computer.
5. To reinstall the software, insert the device Starter CD into your computer's CD-ROM drive.
6. On the desktop, open the CD-ROM, and then double-click **HP Installer**.
7. Follow the onscreen instructions and also see [To install the software](#).

## 802.11 wireless connection

This section describes how to set up and configure the device for an 802.11 wireless connection. The recommended method for setting up this mobile device for wireless communication with a single computer is using an “ad hoc” network. However, you might want to set it up on an existing “infrastructure” network that uses a wireless access point (WAP). For an overview of 802.11 wireless printing, see [About 802.11](#).

---

 **NOTE:** 802.11 printing is available through 802.11 wireless printer accessories that are included with certain device models. For a description and illustration of the 802.11 wireless printer accessory, see [Install and use 802.11 and Bluetooth accessories](#). Also, the sending device must have built-in 802.11 capability or an 802.11 wireless card installed.

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- [About the wireless profile switch](#)
- [About 802.11 wireless network settings](#)
- [Set up for 802.11 using factory defaults](#)
- [Set up for 802.11 on existing \(non-default\) networks](#)
- [Configure and use 802.11 wireless profiles](#)

- [Use the wireless profile switch](#)
- [Reset 802.11 wireless profiles to factory defaults](#)
- [Configure multiple printers for 802.11 \(Windows\)](#)

## About the wireless profile switch

The device includes an 802.11 wireless profile switch so you can store settings for up to three 802.11 computers or networks. This allows you to easily move the device from home to office or between any three wireless network environments.

When you install the printer driver from the Starter CD and select Wireless for the connection type, the 802.11 wireless profile settings are stored in the current position of the wireless profile switch. Once you have installed the software using a wireless connection, you can configure the three wireless profile settings to match the wireless networks you want to use.

The wireless profile settings used by each switch position (1, 2, and 3) can be configured using the following tools:

- **Toolbox (Windows):** When the Toolbox is communicating with the device, you can use it to configure wireless profiles.



**NOTE:** If you are using a Pocket PC or Palm OS device, you can use the Toolbox software for PDAs. For more information, see [Toolbox software for PDAs \(Pocket PC and Palm OS\)](#).

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- **Wireless Profile Configuration Utility (Windows):** You can use this tool to set up multiple printers at one time using a USB Flash drive. For more information, see [Configure multiple printers for 802.11 \(Windows\)](#).
- **HP Network Setup Tool (Mac OS):** This tool automatically launches during installation, or you can use it later to configure 802.11 wireless profiles. For more information, see [HP Printer Utility \(Mac OS\)](#).

For instructions on configuring 802.11 wireless profiles after software installation, see [Configure and use 802.11 wireless profiles](#).

## About 802.11 wireless network settings

In order to connect to an 802.11 wireless network, you need to know the network settings. If you do not know the settings for a network, you will need to get this information from a network administrator.

You can configure the following 802.11 options for each profile:

### Wireless Network Name (SSID)

By default, the device looks for an ad hoc network called **hpsetup**. This is the wireless network name, or SSID. Your network may have a different SSID.

**Communication mode:**

There are two communication mode options for an 802.11 connection:

- **Ad hoc (recommended):** On an ad hoc network, the device is set to ad hoc communication mode and communicates directly with other wireless devices without the use of a wireless access point (WAP).
- **Infrastructure:** On an infrastructure network, the device is set to infrastructure communication mode and communicates with other devices on the network, whether the devices are wired or wireless, through a WAP. WAPs commonly act as routers or gateways on small networks.

**Wireless security settings**

- **Network authentication:** The device's factory default setting is Open network. The network does not require security for authorization or encryption.
- **Data encryption:** Wired Equivalent Privacy (WEP) provides security by encrypting data sent over radio waves from one wireless device to another wireless device. Devices on a WEP-enabled network use WEP keys to encode data. If your network uses WEP, you must know the WEP key(s) it uses.

If you set Data encryption to disabled, the device will attempt to detect and automatically associate to open wireless network named **hpsetup**.

All devices on the ad hoc network must:

- Be 802.11-compatible
- Have ad hoc as the communication mode
- Have the same network name SSID
- Be on the same subnet
- Be on the same channel
- Have the same 802.11 security settings

**Set up for 802.11 using factory defaults**

The factory default wireless network settings are:

- Communication mode: **ad hoc**
- Network name (SSID): **hpsetup**
- Security (encryption): **disabled**



**NOTE:** On the Mac OS, an ad hoc network is referred to as a computer to computer network.

---

This section covers the following topics:

- [To set up using ad hoc mode and factory defaults with a USB cable \(Windows and Mac OS\)](#)
- [To set up using ad hoc mode and factory defaults with no USB cable \(Windows\)](#)
- [To set up a computer to computer \(ad hoc\) connection using factory defaults with no USB cable \(Mac OS\)](#)

## To set up using ad hoc mode and factory defaults with a USB cable (Windows and Mac OS)

You can set up your device on a wireless ad hoc network (Windows) or computer to computer network (Mac OS) using the default settings if you have a USB cable nearby for a temporary connection. Follow these steps to connect to the device using its factory default ad hoc network settings:

1. Close any running applications.
2. Insert the Starter CD into the CD drive. The CD menu runs automatically.  
If the CD menu does not start automatically, double-click the Setup icon on the Starter CD.
3. On the CD menu, click the button for the connection method you want to use.
4. Follow the onscreen instructions to complete the software installation, temporarily connecting a USB cable when prompted. Mac OS only: Complete the installation using the HP Network Setup Tool, which launches automatically during setup.

To configure additional 802.11 wireless profiles after you have set up the device, see [Configure and use 802.11 wireless profiles](#).

## To set up using ad hoc mode and factory defaults with no USB cable (Windows)

You can set up your device on a wireless ad hoc network using the default settings even if you have no USB cable. Follow these steps to connect to the device using its factory default ad hoc network settings:

1. Open the configuration utility for your computer's wireless network card, then do the following:
  - a. Create a new wireless profile with the following values:
    - Communication mode: **ad hoc**
    - Network name (SSID): **hpsetup**
    - Security (encryption): **disabled**
  - b. Activate the profile.
2. Wait two minutes for the device to obtain an IP address, then print a wireless configuration page. For more information, see [Print device information pages from the control panel](#).
3. On the configuration page, verify the following for the device's network settings:
  - Communication mode: **ad hoc**
  - Network name (SSID): **hpsetup**
  - The IP address is **not 0.0.0.0**



**NOTE:** If one of the previous conditions is not true, then repeat the preceding steps.

---

4. Close any running applications.
5. Insert the Starter CD into the CD drive. The CD menu runs automatically.  
If the CD menu does not start automatically, double-click the **Setup** icon on the Starter CD.
6. On the CD menu, click the button for the connection method you want to use.
7. Follow the onscreen instructions to complete the software installation.

To configure additional 802.11 wireless profiles after you have set up the device, see [Configure and use 802.11 wireless profiles](#).

### To set up a computer to computer (ad hoc) connection using factory defaults with no USB cable (Mac OS)

You can set up your device on a wireless computer to computer (ad hoc) network using the default settings even if you have no USB cable. Follow these steps to connect to the device using the factory default settings:

1. Print a wireless configuration page. For more information, see [Print device information pages from the control panel](#).
2. Open the AirPort Setup Assistant, and then follow the onscreen instructions for joining an existing wireless network. Use **hpsetup** as the existing network to join.
3. Insert the Starter CD into the CD drive. The CD menu runs automatically. If the CD menu does not start automatically, double-click the Setup icon on the Starter CD.
4. On the CD menu, click **Install Driver**.
5. On the Connection Type screen, select **Wireless Network**, and then click **Done**.
6. On the Welcome screen, click **Continue**.
7. Select **Wireless** from the printer list drop-down menu.
8. Select the device in the printer name list, and then click **Continue**. If the device does not appear in the list, wait for a minute and then click **Rescan**.
9. Enter **hpsetup** as the network name, and then click **Apply**.
10. Select **None** for wireless security, and then click **OK**.
11. Click **Send Settings** to send the settings to the device.

To configure additional 802.11 wireless profiles after you have set up the device, see [Configure and use 802.11 wireless profiles](#).

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 **NOTE:** The HP Officejet H470 does not support the Mac OS classic environment.

---

### Set up for 802.11 on existing (non-default) networks

If you want to connect to an existing network with settings other than the factory defaults (for example an infrastructure network), and are already connected wirelessly using the factory defaults, you can simply enter the network settings for one of the three positions of the wireless profile switch using the Toolbox (Windows) or HP Network Setup Tool (Mac OS). See Configuring and using 802.11 wireless profiles.

---

 **NOTE:** To use the device with any wireless connection, you must run Setup at least once from the Starter CD and create a wireless connection. After performing one wireless setup, you can connect the device to additional wireless networks by configuring new wireless profiles in the wireless profile switch.

---

This section contains the following topics:

- [To set up on an existing network with a USB cable \(Windows or Mac OS\)](#)
- [To set up on an existing network with no USB cable](#)

### **To set up on an existing network with a USB cable (Windows or Mac OS)**

You can set up your device on any wireless network if you have a USB cable nearby to use for a temporary connection. Follow these steps to create a wireless connection to the device:

1. Get all of the necessary settings for the wireless network. See [About 802.11 wireless network settings](#).
2. Close any running applications.
3. Insert the Starter CD into the CD drive. The CD menu runs automatically. On the CD menu, click the button for the connection method you want to use.
4. On the CD menu, click **Install** (Windows) or **Install Driver** (Mac OS).
5. Follow the onscreen instructions to complete the software installation.
  - a. Enter the wireless network settings in the dialogs.
  - b. Temporarily connect a USB cable when prompted.
  - c. Mac OS only: Complete the installation using the HP Network Setup Tool, which launches automatically during setup.

To configure additional 802.11 wireless profiles after you have set up the device, see [Configure and use 802.11 wireless profiles](#).

### **To set up on an existing network with no USB cable**

This section describes connecting to an existing network with settings other than the factory defaults, or setting up a new ad hoc (Windows) or computer to computer (Mac OS) network that does not use the factory defaults, when all of the following conditions are true:

- You have a computer with 802.11.
- You do not have a USB cable.
- You have never set up the device to connect wirelessly.

If all of the above are true, then you will need to do the following:

1. Set up the device with a wireless connection using the factory defaults. See [Set up for 802.11 using factory defaults](#).
2. Configure one of the three positions of the wireless profile switch with the desired network settings using the Toolbox (Windows) or HP Network Setup Tool (Mac OS). For more information, see [Configure and use 802.11 wireless profiles](#).

## Configure and use 802.11 wireless profiles

The device includes an 802.11 wireless profile switch, so you can store settings for up to three 802.11 computers or networks. This allows you to easily move the device from home to office or between any three wireless network environments.



You can modify these wireless profiles using the Toolbox (Windows) or the HP Network Setup Tool (Mac OS). For more information, see [Toolbox \(Windows\)](#) and [Network Printer Setup Utility \(Mac OS\)](#).

---

 **NOTE:** You can modify these wireless profiles using the Toolbox (Windows) or the HP Network Setup Tool (Mac OS). For more information, see [Toolbox \(Windows\)](#) and [Network Printer Setup Utility \(Mac OS\)](#).

---

After configuring a wireless profile, you can print a wireless configuration page to get a list of the profile settings and to ensure they have been properly set. For more information, see [Understand the device information pages](#).

After you have configured more than one of the wireless profiles, you can use the wireless profile switch on the device to switch between the different profiles. For more information, see [Use the wireless profile switch](#).

The Wireless Profile Configuration Utility (Windows) allows you to configure several devices with the same settings. For more information, see [Configure multiple printers for 802.11 \(Windows\)](#).

This section contains the following topics:

- [To configure 802.11 wireless profiles \(Windows\)](#)
- [To configure 802.11 wireless profiles \(Mac OS\)](#)

### To configure 802.11 wireless profiles (Windows)

This section assumes that the Toolbox is communicating with the device.

---

 **NOTE:** To use the device with any wireless connection, you must run Setup at least once from the Starter CD and create a wireless connection. After performing one setup to create a wireless connection, you can connect the device to additional networks by configuring new wireless profiles and changing the wireless profile switch position.

**NOTE:** If you can see the ink levels in the Toolbox, the Toolbox is communicating with the device.

---

1. Open the Toolbox. For more information, see [Toolbox \(Windows\)](#).
  2. Click the **Configure WiFi Profiles** tab.
  3. Select the wireless profile you wish to modify.
- 

 **NOTE:** A blue dot indicates the currently selected wifi profile.

---

4. Click **Configure**.
5. Enter the wireless profile information for the network that you want to connect to, and then click **Finish**.

#### To configure 802.11 wireless profiles (Mac OS)

1. Select the profile to configure using the wireless profile switch on the device. For more information, see [Use the wireless profile switch](#).
2. Double-click the Macintosh HD icon on the desktop.
3. Select **Library**, and then select **Printers**.
4. Select **hp**, select **Utilities**, and then select **HP Network Setup Tool**.
5. On the Welcome screen, click **Continue**.
6. Select **Wireless** from the printer list drop-down menu or USB if the device is currently connected via a USB cable.
7. Select the device in the printer name list, and then click **Continue**.  
If the device does not appear in the list, wait for a minute and then click **Rescan**.
8. Enter the wireless profile information, and then click **Apply**.
9. Click **Send Settings** to send the settings to the device.

### Use the wireless profile switch

Each profile you configure in the software (1, 2, and 3) corresponds to a wireless profile switch position (1, 2, and 3) on the device. The “current” profile is the current position (1, 2, or 3) of the wireless profile switch.

---

 **NOTE:** You can print a wireless configuration page to get a list of the profile settings and to ensure they have been properly set. For more information, see [Understand the device information pages](#).

---

### To print on a specific set profile

1. Change the number on the wireless profile switch to that specific profile.



2. Change the wireless network on your computer to be in that specific profile.
3. Send a print job using the installed printer driver.

After you have configured more than one of the wireless profiles, you can use the wireless profile switch on the device to switch between the different profiles.

For example, if you configured profile 1 for printing in an infrastructure environment (for example, the office) and configured profile 2 for printing in an ad hoc environment (for example, away from the office or on the road), you only have to move the switch between 1 and 2 to switch between those profiles.

Make sure the switch is in the appropriate position (1, 2, or 3) to match the profile you are using before sending a print job. For example, if you are on the road and had previously configured switch position 2 for ad hoc wireless printing on the road, move the switch to position 2 before sending a print job.

---

 **NOTE:** After switching from one wireless profile to another, the first print job takes 10 seconds or so before it starts to print.

---

### Reset 802.11 wireless profiles to factory defaults

#### To reset the active profile (the current position of the wireless profile switch)

- ▲ Hold down  (Power button) and press  (Cancel button) eight times.

#### To reset all three 802.11 wireless profiles

- ▲ Hold down  (Power button), press  (Cancel button) twice, and then press  (Resume button) six times.

## Configure multiple printers for 802.11 (Windows)

You can use the Wireless Profile Configuration Utility to conveniently set up multiple devices for wireless connection. This utility exports the device's wireless profile settings to a USB Flash drive. You can then configure other devices with these settings by inserting the flash drive into another device's USB host port.

---

 **NOTE:** The Wireless Profile Configuration Utility is supported on the following operating systems: Windows 2000 and Windows XP.

---

### To use the Wireless Profile Configuration Utility

1. Insert the 802.11 wireless USB accessory into the slot.
2. Connect the USB Flash drive to the other USB host port. For the location of this port, see [Back and side view](#).  
When the USB Flash drive is inserted, the 802.11 wireless USB accessory lights will turn off. The lights will turn on again after the 802.11 settings have been configured on the USB Flash drive.
3. Close any running applications.
4. Insert the Starter CD into the CD drive. The CD menu runs automatically.  
If the CD menu does not start automatically, double-click the **Setup** icon on the Starter CD.
5. On the CD menu, click **Utilities**, and then click **Wireless Configuration Utility**.
6. Follow the onscreen instructions to export the device's wireless profile settings to a USB Flash drive and then configure the other devices by moving the USB Flash drive to the USB host port of each device.

## Bluetooth wireless connection

This section describes how to set up and configure the device for a Bluetooth wireless connection. For an overview of Bluetooth, see [About Bluetooth](#).

You can configure Bluetooth wireless settings during software installation (setup), or you can configure settings later using the Toolbox (Windows) or HP Printer Utility (Mac OS). For more information, see [Bluetooth wireless settings options](#).

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 **NOTE:** If you are using a Pocket PC or Palm OS device, you can use the Toolbox software for PDAs. For more information, see [Toolbox software for PDAs \(Pocket PC and Palm OS\)](#).

**NOTE:** To configure Bluetooth settings or monitor device status (such as ink levels) using the Toolbox (Windows), you must connect the device to your computer with a USB cable.

**NOTE:** Bluetooth printing is available through Bluetooth wireless printer accessories that are included with certain device models. For a description and illustration of the Bluetooth wireless printer accessory, see [Install and use 802.11 and Bluetooth accessories](#). Also, the sending device must have built-in Bluetooth capability or a Bluetooth wireless card installed.

---

This section contains the following topics:

- [Set up a Bluetooth wireless connection](#)
- [Configure Bluetooth wireless settings](#)
- [Bluetooth wireless settings options](#)
- [Bluetooth discovery](#)
- [Bluetooth fonts](#)
- [Wireless configuration page](#)
- [Bonding](#)
- [Bluetooth wireless profiles](#)

## Set up a Bluetooth wireless connection

This section describes how to set up a Bluetooth wireless connection.

### To set up a Bluetooth wireless connection (Windows)

1. Save any open documents. Close any applications that are running on your computer system.
2. Place the Starter CD into the computer.  
If the CD menu does not start automatically, double-click the **Setup** icon on the Starter CD.
3. On the CD menu, click **Install Bluetooth-Connected Device**.
4. Follow the onscreen instructions to complete the software installation.
5. Open the Bluetooth setup utility on the computer, and then establish the Bluetooth connection between the computer and the HP device.



**NOTE:** The name of the Bluetooth setup utility and its features can vary, depending on the manufacturer of the Bluetooth card installed in the computer. However, this utility might be available in the Control Panel on your computer or in the tray (usually in the lower right-hand corner of the computer desktop). For more information about using the Bluetooth setup utility, see the documentation available with your computer.

---

To configure Bluetooth wireless settings after you have set up the device, see [Bluetooth wireless connection](#).

### To set up a Bluetooth wireless connection (Mac OS)

1. Insert the Starter CD into the CD drive.
2. Double-click the setup icon on the Starter CD, and then follow the onscreen instructions.
3. Select the HP Officejet/Officejet Pro device that you want to install. If you do not see the HP Officejet/Officejet Pro device listed, check **My device is not listed**.
4. Follow the instructions on the screen. When prompted, select **USB** from the **Select the Device Connection** screen.
5. In the Setup Assistant screen, click **Skip Setup**, and then click **Skip** in the message that appears.

6. Open the Bluetooth Setup Assistant:
  - **Mac OS X (v. 10.3):** From the Finder, select **Utilities** from the **Go** menu, and then double-click **Bluetooth Setup Assistant**.
  - **Mac OS X (v. 10.4):** Click System Preferences in the Dock, and from the **Hardware** list, click **Bluetooth**. Click **Devices**, and then click **Set Up New Device** to open the Bluetooth Setup Assistant.

---

 **NOTE:** Make sure that Bluetooth is turned on, and that the computer is **Discoverable**.

---

7. Follow the instructions on the screen. When prompted, select **Printer**, and then select the HP device from the list, and then follow the instructions on the screen to complete the installation.

To configure Bluetooth wireless settings after you have set up the device, see [Bluetooth wireless connection](#).

## Configure Bluetooth wireless settings

You can use the Toolbox (Windows), HP Printer Utility (Mac OS), or the Toolbox software for PDAs (Pocket PC and Palm OS) to configure Bluetooth wireless settings.

---

 **NOTE:** In order to change the device's Bluetooth settings, you must connect the device to your computer with a USB cable.

---

### To configure Bluetooth wireless settings (Windows)

1. Connect the device to your computer with a USB cable.
2. Insert the Bluetooth wireless USB accessory into the slot in the device. For more information, see [Install and use 802.11 and Bluetooth accessories](#).
3. Open the Toolbox. For more information, see [Toolbox \(Windows\)](#).
4. Click **Configure Bluetooth Settings**.
5. Set the Bluetooth wireless options you want.  
For descriptions of the Bluetooth wireless options, see [Bluetooth wireless connection](#).
6. After you have set the options you want, click **Apply**.
7. A warning dialog box appears.
8. Click **OK** to proceed.
9. Close the Toolbox.

The printer ignores any other device that tries to establish a connection. The device must wait until the original connection is closed before it can establish a new connection.

### To configure Bluetooth wireless settings (Mac OS)

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 **NOTE:** Bluetooth connections are supported in Mac OS X (10.3 and later), provided Bluetooth hardware is included or installed in your computer.

---

1. Connect the device to your computer with a USB cable.
2. Insert the Bluetooth wireless USB accessory into the slot in the device. For more information, see [Install the 802.11 or Bluetooth wireless USB accessory](#).

3. Open the HP Printer Utility. For more information, see [HP Printer Utility \(Mac OS\)](#).
4. Select the device and click **Launch Utility**.
5. Click the **Bluetooth Settings** panel.
6. Set the Bluetooth wireless options you want.  
For descriptions of the Bluetooth wireless options, see [Bluetooth wireless settings options](#).
7. Click **Apply Now**.

The printer ignores any other device that tries to establish a connection. The device must wait until the original connection is closed before it can establish a new connection.

## Bluetooth wireless settings options

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 **NOTE:** In order to change the device's Bluetooth settings you must connect the device to your computer with a USB cable.

---

To see the Bluetooth-specific information for your device, print a wireless configuration page. For more information, see [Understand the device information pages](#).

This section contains the following topics:

- [Bluetooth device address](#)
- [Bluetooth device name](#)
- [PIN code \(Pass Key\)](#)
- [Reset device access](#)
- [To reset to factory default settings](#)
- [To turn off Bluetooth](#)

### Bluetooth device address

This is the address by which Bluetooth devices identify the device. You cannot change the device's Bluetooth device address.

### Bluetooth device name

When a device discovers the device, it displays the device's Bluetooth device name. The device ships with a default Bluetooth device name: HP Officejet H470/[serial number].

This option allows you to change the device's Bluetooth device name. In order to change the device's name you must connect the device to your computer with a USB cable.

---

 **NOTE:** Up to 60 characters can be entered and saved for the Bluetooth device name. You can print a wireless configuration page to see the full, 60-character name.

**NOTE:** The device's Bluetooth device name appears in Bluetooth applications only. In the Windows Printers folder, the device is identified as the HP Officejet H470 series.

---

### To change the device's Bluetooth device name (Windows)

1. Connect the device to your computer with a USB cable.
2. Open the Toolbox. For more information, see [Toolbox \(Windows\)](#).
3. Click the **Configure Bluetooth Settings** tab.
4. Enter a new device name of up to 60 characters in the **Device Name** box.
5. Click **Apply**.

The device's Bluetooth device name is changed.

### To change the device's Bluetooth device name (Mac OS)

1. Connect the device to your computer with a USB cable.
2. Open the HP Printer Utility. For more information, see [HP Printer Utility \(Mac OS\)](#).
3. Click the **Bluetooth Settings** panel.
4. Enter a new device name.
5. Click **Apply Now**.

The device's Bluetooth device name is changed.

### PIN code (Pass Key)

This option allows you to change the device's PIN code. When the device is set to Encryption required, devices attempting to use the device are prompted for a PIN code.

In order to change the device's PIN code, you must connect the device to your computer with a USB cable.

### To change the device's PIN code (Windows)

1. Connect the device to your computer with a USB cable.
2. Open the Toolbox. For more information, see [Toolbox \(Windows\)](#).
3. Click the **Configure Bluetooth Settings** tab.
4. Click **Change Passkey**.  
The Change PIN Code dialog box appears.
5. Enter the new passkey.
6. Enter the new passkey in the **Confirm New Passkey** box.
7. Click **OK**.

The PIN code is changed.

### To change the device's PIN code (Mac OS)

1. Connect the device to your computer with a USB cable.
2. Open the HP Printer Utility. For more information, see [HP Printer Utility \(Mac OS\)](#).
3. Click the **Bluetooth Settings** panel.
4. Click the **Change PIN Code** button.  
The Change PIN Code dialog box appears.
5. Enter the new PIN Code. The default PIN Code is "0000" (four zeros).
6. Re-enter the new PIN code.
7. Click **Apply Now**.

The PIN code is changed.

### Reset device access

The following steps will clear all bonded devices from the device's memory.

#### To reset device access (Windows)

1. Open the Toolbox. For more information, see [Toolbox \(Windows\)](#).
2. Click the **Configure Bluetooth Settings** tab.
3. Click the **Reset Device Access** button.  
A warning dialog box appears.
4. Click **OK** to close the warning dialog box.

All bonded devices are removed from the device's memory.

#### To reset device access (Mac OS)

1. Open the HP Printer Utility. For more information, see [HP Printer Utility \(Mac OS\)](#).
2. Click the **Bluetooth Settings** panel.
3. Click the **Reset Device Access** button.  
A warning dialog box appears.
4. Click **OK** to close the warning dialog box.

All bonded devices are removed from the device's memory.

#### To reset to factory default settings

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 **NOTE:** Using the following instructions will reset only the device's Bluetooth settings.

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1. Press and hold down  (Power button).
2. While holding down , press  (Cancel button) 4 times, then press  (Resume button) 6 times.
3. Release  (Power button).

#### To turn off Bluetooth

- ▲ To turn off Bluetooth printing, remove the Bluetooth wireless printer accessory from the device.

### Bluetooth discovery

Discovery is the process by which a Bluetooth-enabled device detects other Bluetooth-enabled devices that are within range.

When a device discovers the printer, it displays the printer's Bluetooth device name. For more information, see [Bluetooth device name](#).

The method of discovery varies according to the type of Bluetooth software used.

### Bluetooth fonts

The device ships with built-in fonts for Bluetooth printing. Certain models include Asian fonts for printing from mobile phones. The fonts included depend on the country/region where the device was purchased. For more information, see [Device specifications](#).

## Wireless configuration page

The wireless configuration page shows 802.11 and Bluetooth information you need when using the device. For more information and instructions on printing this page, see [Understand the device information pages](#).

## Bonding

When the printer and a sending device bond, they store each other's Bluetooth device address. This allows the device to discover the printer in Private mode.

The printer can bond to up to 31 devices. If you reach this limit and want to bond to an additional device, you must clear all the previously bonded devices from the printer's memory. For more information, see [Reset device access](#).

## Bluetooth wireless profiles

### Serial port profile (SPP)

The Serial Port Profile is a wireless version of a serial port on the device that can be used with notebook computers, Pocket PC devices such as HP iPAQs, and other PDA devices to print with Bluetooth wireless technology. The Serial Port Profile sends data as a series of bytes and does not support bi-directional communication.

### Object push profile (OPP)

The Object Push Profile lets you print from devices that use the Object Exchange protocol (OBEX), such as mobile phones and PDAs, such as Pocket PC and Palm OS devices. Files that can be transferred over OBEX include vCard (stores business cards, addresses and phone numbers), vCalendar (supports event tracking and to-do lists), vMessage (supports simple messages and text), JPEG (for images), and ASCII text for mobile phones and PDAs such as Palm OS devices.

### Basic printing profile (BPP)

- The Basic Printing Profile extends the capabilities of OBEX so you can better control the printing from Bluetooth-enabled PDAs, mobile phones, and other devices. The Basic Printing Profile lets you set the device, the number of copies to print, and other printing attributes, such as multiple per page sheet or handout printing.
- The Basic Printing Profile is flexible, allowing for "driverless" printing, so any device that supports the profile can print data from a device that also supports the profile. This profile is bi-directional, so it allows device status information (the progress of the print job, or errors such as "out of paper" or "paper jam") to be sent back to the computer to be displayed.

### Basic imaging profile (BIP)

The Basic Imaging Profile lets you print images from a compatible digital camera or other mobile device with Bluetooth wireless technology.

### **Hardcopy cable replacement profile (HCRP)**

- The Hardcopy Cable Replacement Profile lets you print with the same features, quality and speed as printing with a cable. The Hardcopy Cable Replacement Profile provides the same basic functionality as the Serial Port Profile, with the addition of bi-directional communication (e.g., messages such as “out of paper”, “out of ink”, and job status). It also supports all of the functions offered with HP all-in-one devices, such as printing, scanning, faxing, and copying.
- Unlike the Basic Printing Profile, the Hardcopy Cable Replacement Profile requires you to have the printer driver installed on the computer you are printing from, so it is primarily useful for printing from a PC.

---

# 5 Maintain and troubleshoot

This section contains the following topics:

- [Work with print cartridges](#)
- [Replace the ink service module](#)
- [Troubleshooting tips and resources](#)
- [Solve printing problems](#)
- [Poor print quality and unexpected printouts](#)
- [Solve paper-feed problems](#)
- [Troubleshoot installation issues](#)
- [Clear jams](#)

## Work with print cartridges

This section contains the following topics:

- [Replace the print cartridges](#)
- [Align the print cartridges](#)
- [Print with a single print cartridge](#)
- [Calibrate color](#)
- [Maintain the device](#)
- [Store printing supplies](#)

### Replace the print cartridges

You can check the estimated ink levels from the Toolbox (Windows), the HP Printer Utility (Mac OS), or the Toolbox software for PDAs (Pocket PC and Palm OS). For information about using these tools, see [Use device management tools](#). You can also print the self-test diagnostic page to view this information (see [Understand the device information pages](#)).

---

 **NOTE:** The ink levels shown are an estimate only. Actual ink volumes may vary.

After removing a cartridge from its package, install it right away. Do not remove a cartridge from the device for long periods of time.

To find out which print cartridges work with your device, see [Supplies](#).

 **CAUTION:** To prevent clogs, ink failure, and bad electrical connections, do not touch the print cartridge ink nozzles or copper contacts, and do not remove the copper strips.

---

**To replace the print cartridges**

1. Remove the new print cartridge from its package and then pull the colored tab to remove the protective film from the cartridge.



2. With the device turned on, open the front access cover. Wait for the carriage to stop moving. This should take only a few seconds.

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△ **CAUTION:** Only remove or install print cartridges when the print cartridge carriage stops moving.

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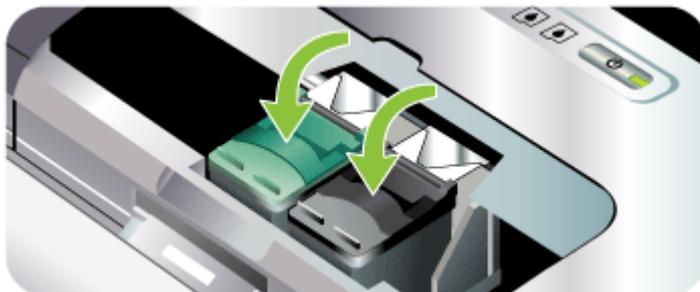
3. Lift the print cartridge latch open and gently remove the print cartridge from its cradle compartment.



4. Insert the new print cartridge into its cradle compartment at the same angle at which you removed the old print cartridge. Check the symbol on the latch against the symbol on the print cartridge to make sure you are inserting the correct print cartridge.



5. Close the print cartridge latch. If the cartridge is inserted correctly, closing the latch gently pushes the cartridge into its cradle compartment. Press the latch to make sure it is seated flat on the cartridge.



6. Close the front access cover.
7. Wait for the carriage to complete the print cartridge initialization routine and return to the home position at the left side of the device before using the device.

---

 **NOTE:** Do not open the front access cover until the print cartridge initialization is complete.

---

## Align the print cartridges

Whenever you install a new print cartridge, you should align the print cartridges for the best possible print quality. If your printout is grainy, has stray dots, jagged edges, or the ink is bleeding into another color, you can realign them through the Toolbox or printer driver (Windows), the HP Printer Utility (Mac OS), or the Toolbox software for PDAs (Pocket PC and Palm OS). For information about using these tools, see [Use device management tools](#).

---

 **NOTE:** Load plain paper into the paper tray before aligning the print cartridges. An alignment page is printed during the alignment process.

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- **Toolbox (Windows):** Open the Toolbox. For more information, see [Toolbox \(Windows\)](#). Click the **Printer Services** tab, and then click **Align Print Cartridges** and follow the onscreen instructions.
- **HP Printer Utility (Mac OS):** Open the HP Printer Utility. For more information, see [HP Printer Utility \(Mac OS\)](#). Click **Align** and follow the onscreen instructions.

## Print with a single print cartridge

If one of the print cartridges runs out of ink before you can replace it, you can still print with a single print cartridge.

Empty cartridge	Cartridges used	Output
Black	Prints with only the tri-color print cartridge	Color and grayscale
Tri-color	Prints with only the black or photo print cartridge	All documents will print in grayscale
Photo	Prints with only the tri-color print cartridge	Color and grayscale

 **NOTE:** Printing with one print cartridge might be slower and the print quality might be affected. It is recommended to print with both print cartridges. For borderless printing, the tri-color print cartridge must be installed.

## Calibrate color

If you are not satisfied with the appearance of colors, you can calibrate the colors manually to ensure the best print quality.

 **NOTE:** Calibrate the color only when the tri-color and photo print cartridges are installed together. The photo print cartridge is available for purchase as an optional accessory. For more information, see [HP supplies and accessories](#).

**NOTE:** If you are using a Pocket PC or Palm OS device, you can calibrate the color using the Toolbox software for PDAs. For more information, see [Toolbox software for PDAs \(Pocket PC and Palm OS\)](#).

Color calibration balances color tints on printed pages. It is only necessary if:

- Printed colors have visibly shifted toward yellow, cyan or magenta.
- There is a color tinge in the gray shades.

Low ink levels in the print cartridges might also produce incorrect colors.

- **Toolbox (Windows):** Open the Toolbox. For more information, see [Toolbox \(Windows\)](#). Click the **Printer Services** tab, and then click **Calibrate Color** and follow the onscreen instructions.
- **HP Printer Utility (Mac OS):** Open the HP Printer Utility. For more information, see [HP Printer Utility \(Mac OS\)](#). Click **Calibrate Color** and follow the onscreen instructions.

## Maintain the device

The device does not require scheduled maintenance, except for replacing the ink service module. For more information, see [Replace the ink service module](#). You should attempt, however, to keep the device free of dust and debris. This cleaning

keeps the device in peak condition and might also make the diagnosis of problems easier.

---

 **WARNING!** Turn off the device and unplug the power cord before cleaning the device. If using the optional battery, turn off the device and remove the battery before cleaning.

---

This section covers the following topics:

- [Clean the device](#)
- [Clean the print cartridges](#)

### Clean the device

When you clean the device, follow these guidelines:

- Clean the outside of the device with a soft cloth moistened with mild detergent and water.

---

 **NOTE:** Clean the device only with water or water mixed with a mild detergent. Using other cleaners or alcohol can damage the device.

---

- Clean the inside of the front access cover with a dry, lint-free cloth.

---

 **CAUTION:** Be careful not to touch the rollers. Skin oils on the rollers can cause print quality problems.

---

### Clean the print cartridges

If printed characters are incomplete, or if dots or lines are missing from the printouts, you might need to clean the print cartridges. These are symptoms of clogged ink nozzles, which can result from prolonged exposure to air.

---

 **NOTE:** Before you clean the print cartridges, make sure the print cartridge ink levels are not low or empty. Low ink levels can also cause incomplete characters, missing lines, or dots on the printouts. Check the print cartridge lights to make sure they are not on. For more information, see [Control-panel lights reference](#). You can also check the status of the print cartridges from the Printer Status tab in the Toolbox (Windows), HP Printer Utility (Mac OS), or Toolbox software for PDAs. Replace any low or empty print cartridges. For more information, see [Replace the print cartridges](#).

---

This section contains the following topics:

- [To clean print cartridges automatically](#)
- [To clean print cartridges manually](#)

### To clean print cartridges automatically

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 **NOTE:** Clean the print cartridges only when necessary. Cleaning uses ink and shortens the life of the print cartridges. There are three levels of cleaning available. After one level of cleaning, perform the next level of cleaning only if the results are not satisfactory.

---

## Control panel

1. Press and hold down  (**Power** button).
2. While holding down the button, do one of the following. Perform the next level of cleaning only if results from the previous level are not satisfactory.
  - a. For level 1 cleaning: Press  (**Cancel** button) twice.
  - b. For level 2 cleaning: Press  (**Cancel** button) twice and  (**Resume** button) once.
  - c. For level 3 cleaning: Press  (**Cancel** button) twice and  (**Resume** button) twice.
3. Release  (**Power** button).

The device begins the cleaning process.

## Toolbox (Windows)

1. Open the Toolbox. For more information, see [Toolbox \(Windows\)](#).
2. Click the **Printer Services** tab, click **Clean Print Cartridges**, and then follow the onscreen instructions.

## HP Printer Utility (Mac OS)

1. Open the HP Printer Utility. For more information, see [HP Printer Utility \(Mac OS\)](#).
2. Click **Clean** and follow the onscreen instructions.

## To clean print cartridges manually

Poor contact between the print cartridges and the print cartridge cradles can also affect the quality of the printout. When this occurs, try cleaning the electrical contacts on the print cartridges and print cartridge cradles.

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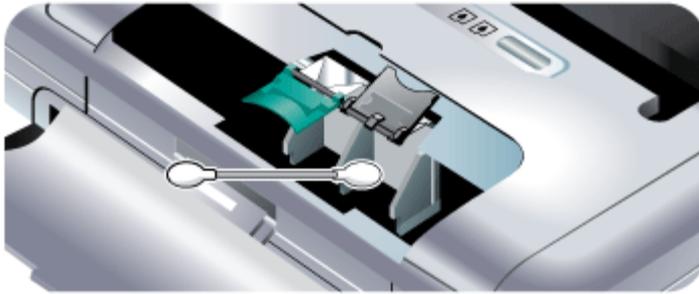
 **NOTE:** Before cleaning the print cartridges manually, remove and reinsert the cartridges to make sure they are properly inserted.

---

1. Remove the print cartridge from the device. For more information, see [Replace the print cartridges](#).



2. Clean the electrical contacts on the print cartridge cradle with a dry cotton swab.



3. Carefully clean the electrical contacts on the print cartridge with a soft, dry, lint-free cloth.

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△ **CAUTION:** To prevent damage to the electrical contacts, you should wipe the contacts only once. Do not wipe the ink nozzles on the print cartridges.

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4. Reinstall the print cartridges.



## Store printing supplies

This section covers the following topics:

- [Store print cartridges](#)

### Store print cartridges

The print cartridge protector is designed to keep a print cartridge secure and prevent it from drying out when it is not being used. Whenever you remove a print cartridge from the device with the intention of using it again later, store it in the print cartridge protector. For example, store the black print cartridge in a print cartridge protector if you are removing it so you can print high-quality photos with the photo and tri-color print cartridges.

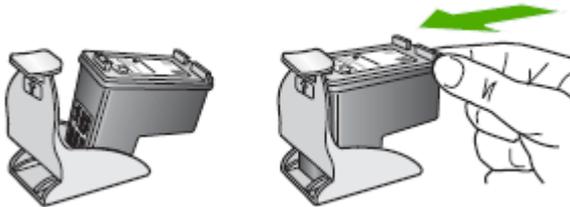
---

 **NOTE:** If you do not have a print cartridge protector, you can order one from HP Support. For more information, see [Support and warranty](#). You can also use an air-tight container, such as a plastic tub. Make sure the nozzles are not touching anything when you store the print cartridges.

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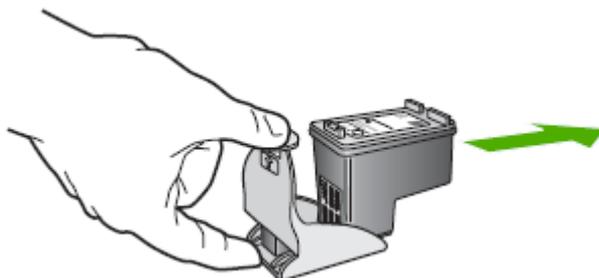
### To insert a print cartridge into the print cartridge protector

- ▲ Place the print cartridge into the print cartridge protector at a slight angle and snap it securely into place.



### To remove the print cartridge from the print cartridge protector

- ▲ Press down on the top of the print cartridge protector to release the print cartridge, then gently remove the print cartridge out of the print cartridge protector.



## Replace the ink service module

The replaceable ink service module holds waste ink from the black print cartridge. When it is almost full, the device lights will prompt you to replace it. For more information, see [Control-panel lights reference](#).

When the ink service module is full, the device will stop printing. If you have a new ink service module, install it immediately by following the instructions that come with it.

Otherwise, visit [www.hp.com/support](http://www.hp.com/support) or see [Support and warranty](#) to get a replacement. In the meantime, remove the black print cartridge to continue printing. The device can print using only the tri-color print cartridge but the color results and print speed will be affected. For more information, see [Print with a single print cartridge](#).

---

△ **CAUTION:** Allowing the ink service module to fill completely can result in black ink spillage. Take care to avoid spilling the ink in the ink service module. Ink can permanently stain fabric and other materials.

📖 **NOTE:** If you have installed the Toolbox (Windows), you can choose to display error messages on your screen when there is a problem with your device. For more information, see [To share the device on a locally shared network](#).

---

## Troubleshooting tips and resources

Use the following tips and resources to resolve printing problems.

- For a paper jam, see [Clear a jam in the device](#).
- For paper-feed problems, such as the paper skew and paper pick, see [Solve paper-feed problems](#).
- Make sure the device is in the ready state. If lights are on or blinking, see [Control-panel lights reference](#).
- Power cord and other cables are working, and are firmly connected to the device. Make sure the device is connected firmly to a functioning alternating current (AC) power outlet, and is turned on. For voltage requirements, see [Electrical specifications](#).

- Media is loaded correctly in the tray and is not jammed in the device.
- Print cartridges are properly installed in their correct slots. Press down firmly on each one to ensure proper contact. Ensure you have removed the protective tape from each print cartridge.
- All covers are closed.
- All packing tapes and materials are removed.
- The device can print a self-test diagnostic page. For more information, see [Understand the device information pages](#).
- The device is set as the current or default printer. For Windows, set it as the default in the Printers folder. For the Mac OS, set it as the default in the Printer Setup Utility. See your computer's documentation for more information.
- **Pause Printing** is not selected if you are using a computer running Windows.
- You are not running too many programs when you are performing a task. Close programs that you are not using or restart the computer before attempting the task again.
- Any necessary software, such as Printboy for Palm OS users, is installed in the host device if using a Bluetooth connection. Make sure your Bluetooth settings are correct. For more information, see [Bluetooth wireless settings options](#).
- Your wireless network settings are correct if using an 802.11 connection. For more information, see [802.11 wireless connection](#).
- You created a DPOF file on your digital camera memory card, if you are trying to print directly from the card. For more information, see [Print from memory cards and USB Flash drives](#).

Some problems can be resolved by resetting the device.

## Solve printing problems

This section contains the following topics:

- [The device shuts down unexpectedly](#)
- [All device lights are on or flashing](#)
- [The device is not responding \(nothing prints\)](#)
- [Device does not accept print cartridge](#)
- [Device takes a long time to print](#)
- [Blank or partial page printed](#)
- [Something on the page is missing or incorrect](#)
- [Placement of the text or graphics is wrong](#)

### The device shuts down unexpectedly

#### Check the power and power connections

- Make sure the device is connected firmly to a functioning alternating current (AC) power outlet. For voltage requirements, see [Electrical specifications](#).
- If you are using the battery, make sure it is properly installed.

## All device lights are on or flashing

### A non-recoverable error has occurred

Disconnect all cables (such as power cord, network cable, and USB cable), remove the battery, wait about 20 seconds, press any control panel button, and then reconnect the cables. If the problem persists, visit the HP Web site ([www.hp.com/support](http://www.hp.com/support)) for the latest troubleshooting information, or product fixes and updates.

## The device is not responding (nothing prints)

### Check the print queue

A print job might be stuck in the print queue. To fix, open the print queue, cancel the printing of all documents in the queue, and then reboot the computer. After the computer reboots, try printing again. See your operating system help for information on opening the print queue and canceling print jobs.

### Check the device setup

For more information, see [Troubleshooting tips and resources](#).

### Check the device software installation

If the device is turned off when printing, an alert message should appear on your computer screen; otherwise, the device software might not be installed correctly. To resolve this, uninstall the software completely, and then reinstall the device software. For more information, see [Uninstall and reinstall the software](#).

### Check the cable connections

Make sure both ends of the USB cable are secure.

### 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 device. If there is a problem communicating with the device, try temporarily disabling the firewall. If the problem persists, the firewall is not the source of the communication problem. Re-enable the firewall.

If disabling the firewall allows you to communicate with the device, you might want to assign a static IP address to the device and re-enable the firewall.

### Check the wireless connection

Printing larger files using a Bluetooth wireless connection can sometimes cause the print job to fail. Try printing a smaller file. For more information, see [Problems setting up 802.11 or Bluetooth wireless communication](#).

## Device does not accept print cartridge

### Check the print cartridge

- Remove and reinstall the print cartridge.
- Make sure the print cartridge is inserted into its correct slot. Make sure the protective tape has been completely removed from the print cartridge. For more information, see [Replace the print cartridges](#).

### Clean the print cartridge manually

Complete the print cartridge cleaning procedure. For more information, see [To clean print cartridges manually](#).

### Turn off the device after removing the print cartridge

After removing the print cartridge, turn off the device, wait about 20 seconds, and turn it on again without the print cartridge installed. After the device has restarted, reinsert the print cartridge.

## Device takes a long time to print

### Check the system resources

Make sure your computer has enough resources to print the document in a reasonable amount of time. If the computer meets only the minimum system requirements, documents might take longer to print. For more information on minimum and recommended system requirements, see [System requirements](#). In addition, if the computer is too busy running other programs, documents can print more slowly.

### Check the device software settings

Print speed is slower when **Best** or **Maximum dpi** is selected as the print quality. To increase the print speed, select different print settings in the device driver. For more information, see [Change print settings](#).

### Check for radio interference

If the device is connected using wireless communication and is printing slowly, then the radio signal might be weak. For more information, see [Problems setting up 802.11 or Bluetooth wireless communication](#).

### Check the wireless connection

- Printing larger files using a Bluetooth wireless connection can sometimes cause the print job to fail. Try printing a smaller file.
- After switching from one 802.11 wireless profile to another, the first print job takes 10 seconds or so before it starts to print. For more information, see [Problems setting up 802.11 or Bluetooth wireless communication](#).

## Blank or partial page printed

### Clean the print cartridge

Complete the print cartridge cleaning procedure. For more information, see [Clean the print cartridges](#).

### Check the media settings

- Make sure you select the correct print quality settings in the printer driver for the media loaded in the trays.
- Make sure the page settings in the printer driver match the page size of media loaded in the tray.

### Check the wireless connection

Printing larger files using a Bluetooth wireless connection can sometimes cause the print job to fail. Try printing a smaller file. For more information, see [Problems setting up 802.11 or Bluetooth wireless communication](#).

### More than one page is being picked

For more information on paper-feed problems, see [Solve paper-feed problems](#).

### There is a blank page in the file

Check the file to make sure there is no blank page.

## Something on the page is missing or incorrect

### Check the print cartridges

- Check to make sure that both cartridges are installed and functioning correctly. Print cartridges might need to be cleaned. For more information, see [Clean the print cartridges](#).
- Print cartridges might have run out of ink. Replace any empty cartridge. Try removing and reinstalling the cartridges, making sure they snap firmly into place. For more information, see [Replace the print cartridges](#).

### Check the margin settings

Make sure the margin settings for the document do not exceed the printable area of the device. For more information, see [Set minimum margins](#).

### Check the color print settings

Make sure **Print in Grayscale** is not selected in the print driver.

### Check the device 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 device 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.

**Check the PictBridge settings**

If printing using a PictBridge device, make sure the media settings in the device are correct or are defaulting to the current printer settings. If defaulting to the current device settings, then check the Toolbox (Windows), HP Printer Utility (Mac OS), or Toolbox software for PDAs (Pocket PC and Palm OS) to make sure the current device settings are correct.

**Check the DPOF settings**

If printing a DPOF file from a memory card, make sure the DPOF file was set up correctly in the device that created it. Please see the documentation that came with the device. Always load the media for portrait printing.

**Check the borderless print settings**

If printing using a PictBridge device, make sure the media settings in the device are correct or are defaulting to the current printer settings.

**Check the wireless connection**

Printing larger files using a Bluetooth wireless connection can sometimes cause the print job to fail. Try printing a smaller file. For more information, see [Problems setting up 802.11 or Bluetooth wireless communication](#).

**Check the mobile phone font**

Boxes might appear when trying to print Asian fonts from a mobile phone on devices purchased outside Asia. Asian fonts for Bluetooth mobile phone printing are supported by models purchased in Asia.

**Placement of the text or graphics is wrong****Check how the media is loaded**

Make sure the media width and length guides fit snugly against the edges of the stack of media, and make sure the trays are not overloaded. For more information, see [Load media](#).

**Check the media size**

- Content on a page might be cut off if the document size is larger than the media that you are using.
- Make sure the media size selected in the printer driver match the size of media loaded in the tray.

**Check the margin settings**

If the text or graphics are cut off at the edges of the page, make sure the margin settings for the document do not exceed the printable area of your device. For more information, see [Set minimum margins](#).

### **Check the page-orientation setting**

Make sure the media size and page orientation selected in the application match the settings in the printer driver. For more information, see [Change print settings](#).

### **Check the device 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 device 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.

If the above solutions do not work, the problem may be caused by the inability of the application to interpret print settings properly. See the release notes for known software conflicts, refer to the application's documentation, or contact the software manufacturer for specific help.

## **Poor print quality and unexpected printouts**

This section covers the following topics:

- [General tips](#)
- [Meaningless characters print](#)
- [Ink is smearing](#)
- [Ink is not filling the text or graphics completely](#)
- [Output is faded or dull colored](#)
- [Colors are printing as black and white](#)
- [Wrong colors are printing](#)
- [Printout shows bleeding colors](#)
- [Colors do not line up properly](#)
- [Lines or dots are missing from text or graphics](#)

### **General tips**

#### **Check the print cartridges**

- Check to make sure that both cartridges are installed and functioning correctly. Print cartridges might need to be cleaned. See [Cleaning the print cartridges](#). Print cartridges might have run out of ink. Replace any empty cartridge. Try removing and reinstalling the cartridges, making sure they snap firmly into place. For more information, see [Replace the print cartridges](#).
- Whenever you install a new print cartridge, you should align the print cartridges for the best possible print quality. If your printout is grainy, has stray dots, jagged edges, or the ink is bleeding into another color, you can realign them through the Toolbox or printer driver (Windows), HP Printer Utility (Mac OS), or Toolbox software for PDAs (Pocket PC and Palm OS). For more information, see [Align the print cartridges](#).
- Dropping or subjecting the print cartridges to impact might cause temporary missing nozzles in the print cartridge. To resolve this problem, leave the print cartridge in the device for 2 to 24 hours.

- Use the appropriate print cartridge for the project. For best results, use the HP black print cartridge to print text documents and use the HP photo or gray photo print cartridges to print color or black and white photos.
- Make sure print cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the device or print cartridge. HP does not guarantee or support refilled print cartridges. For ordering information, see [HP supplies and accessories](#).

### **Check the paper quality**

The paper might be too moist or too rough. Make sure the media meets HP specifications, and try to print again. For more information, see [Select print media](#).

### **Check the type of media loaded in the device**

- Make sure the tray supports the type of media you have loaded. For more information, see [Understand specifications for supported media](#).
- Make sure you have selected the tray in the print driver that contains the media that you want to use.

### **Check the rollers in the device**

The rollers in the device might be dirty, causing lines or smudges to appear on your printout. Turn off the device, remove the battery, disconnect the power cord, clean the output rollers in the device with water on a slightly dampened lint-free cloth, and then try to print again.

### **Check the device 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 device 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.

### **Check the wireless connection**

Printing larger files using a Bluetooth wireless connection can sometimes cause the print job to fail. Try printing a smaller file. For more information, see [Problems setting up 802.11 or Bluetooth wireless communication](#).

## **Meaningless characters print**

If an interruption occurs to a job that is printing, the device might not recognize the rest of the job.

Cancel the print job and wait for the device to return to the ready state. If the device does not return to the ready state, cancel all jobs and wait again. When the device is ready, resend the job. If prompted by the computer to retry the job, click **Cancel**.

### **Check the cable connections**

If the device and computer are connected with a USB cable, the problem may be due to a poor cable connection.

Make sure the cable connections at both ends are secure. If the problem persists, turn off the device, disconnect the cable from the device, turn on the device without connecting the cable, and delete any remaining jobs from the print spooler. When the Power light is on and not flashing, reconnect the cable.

### **Check the document file**

The document file may be damaged. If you can print other documents from the same application, try printing a backup copy of your document, if available.

### **Check the mobile phone font**

Boxes might appear when trying to print Asian fonts from a mobile phone on devices purchased outside Asia. Asian fonts for Bluetooth mobile phone printing are supported by models purchased in Asia.

## **Ink is smearing**

### **Check the print settings**

- When you print documents that use much ink, allow more time to dry before handling the printouts. This is especially true for transparencies. In the printer driver, select the **Best** print quality, and also increase the ink drying time and reduce the ink saturation using the ink volume under the advanced features (Windows) or ink features (Mac OS). However, note that decreasing ink saturation might give printouts a "washed-out" quality.
- Color documents that have rich, blended colors can wrinkle or smear when printed using the **Best** print quality. Try using another print mode, such as **Normal**, to reduce ink, or use HP Premium Paper designed for printing vivid color documents. For more information, see [Change print settings](#).

### **Check the media size and type**

- Do not allow the device to print media that is smaller than the print job. If you are doing borderless printing, make sure the correct media size is loaded. If you are using the incorrect size, ink smears might appear on the bottom of subsequent pages.
- Some types of media do not accept ink well. For these types of media, ink will dry more slowly and smearing may occur. For more information, see [Select print media](#).

### **Check the ink service module**

Remove the ink service module and check to see if it is full. If it is not full, reinstall the module. If it is full, replace it with a new one. For information on removing and replacing the ink service module, see [Replace the ink service module](#).

## Ink is not filling the text or graphics completely

### Check the print cartridges

- Check to make sure that both print cartridges are installed and functioning correctly. Print cartridges might need to be cleaned. For more information, see [Clean the print cartridges](#). Print cartridges might have run out of ink. Replace any empty cartridge. Try removing and reinstalling the cartridges, making sure they snap firmly into place. For more information, see [Replace the print cartridges](#).
- Make sure print cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the device or print cartridge. HP does not guarantee or support refilled print cartridges. For ordering information, see [HP supplies and accessories](#).

### Check the media type

Some media types are not suitable for use with the device. For more information, see [Select print media](#).

## Output is faded or dull colored

### Check the print mode

The **Draft** or **Fast** mode in the printer driver allows you to print at a faster rate, which is good for printing drafts. To get better results, select **Normal** or **Best**. For more information, see [Change print settings](#).

### Check the paper type setting

When printing on transparencies or other special media, select the corresponding media type in the print driver. For more information, see [To print on special or custom-sized media \(Windows\)](#).

### Check the print cartridges

- Check to make sure that both print cartridges are installed and functioning correctly. Print cartridges might need to be cleaned. For more information, see [Clean the print cartridges](#). Print cartridges might have run out of ink. Replace any empty cartridge. Or try removing and reinstalling the cartridges, making sure they snap firmly into place. For more information, see [Replace the print cartridges](#).
- Make sure print cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the device or print cartridge. HP does not guarantee or support refilled print cartridges. For ordering information, see [HP supplies and accessories](#).

## Colors are printing as black and white

### Check the print settings

- Make sure **Print in Grayscale** is not selected in the printer driver. For information on changing this setting, see [Change print settings](#).
- Make sure the tri-color cartridge is installed.

### Check the print cartridges

- Make sure the tri-color cartridge is properly installed.
- Check to make sure that both print cartridges are installed and functioning correctly. Print cartridges might need to be cleaned. For more information, see [Clean the print cartridges](#). Print cartridges might have run out of ink. Replace any empty cartridge. Or try removing and reinstalling the cartridges, making sure they snap firmly into place. For more information, see [Replace the print cartridges](#).
- Make sure print cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the device or print cartridge. HP does not guarantee or support refilled print cartridges. For ordering information, see [HP supplies and accessories](#).

## Wrong colors are printing

### Check the print settings

Make sure **Print in Grayscale** is not selected in the printer driver. For information on changing this setting, see [Change print settings](#).

### Check the print cartridges

- Check to make sure that both print cartridges are installed and functioning correctly. Print cartridges might need to be cleaned. For more information, see [Clean the print cartridges](#). Print cartridges might have run out of ink. Replace any empty cartridge. Or try removing and reinstalling the cartridges, making sure they snap firmly into place. For more information, see [Replace the print cartridges](#).
- Make sure print cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the device or print cartridge. HP does not guarantee or support refilled print cartridges. For ordering information, see [HP supplies and accessories](#).

## Printout shows bleeding colors

### Check the print cartridges

- Check to make sure that both print cartridges are installed and functioning correctly. Print cartridges might need to be cleaned. For more information, see [Clean the print cartridges](#). Print cartridges might have run out of ink. Replace any empty cartridge. Or try removing and reinstalling the cartridges, making sure they snap firmly into place. For more information, see [Replace the print cartridges](#).
- Make sure print cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the device or print cartridge. HP does not guarantee or support refilled print cartridges. For ordering information, see [HP supplies and accessories](#).

### Check the media type

Some media types are not suitable for use with the device. For more information, see [Select print media](#).

## Colors do not line up properly

### Check the print cartridges

- Check to make sure that both print cartridges are installed and functioning correctly. Print cartridges might need to be cleaned. For more information, see [Clean the print cartridges](#). Print cartridges might have run out of ink. Replace any empty cartridge. Or try removing and reinstalling the cartridges, making sure they snap firmly into place. For more information, see [Replace the print cartridges](#).
- Whenever you install a new print cartridge, you should align the print cartridges for the best possible print quality. If your printout is grainy, has stray dots, jagged edges, or the ink is bleeding into another color, you can realign them through the Toolbox or printer driver (Windows), HP Printer Utility (Mac OS), or Toolbox software for PDAs (Pocket PC and Palm OS). For more information, see [Align the print cartridges](#).
- Make sure print cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the device or print cartridge. HP does not guarantee or support refilled print cartridges. For ordering information, see [HP supplies and accessories](#).

### Check the graphics placement

Use the zoom or print preview feature of your software to check for gaps in the placement of graphics on the page.

## Lines or dots are missing from text or graphics

### Check the print mode

Try using the **Best** mode in the printer driver. For more information, see [Change print settings](#).

### Check the print cartridges

- Clean the print cartridges. For more information, see [Clean the print cartridges](#).
- Whenever you install a new print cartridge, you should align the print cartridges for the best possible print quality. If your printout is grainy, has stray dots, jagged edges, or the ink is bleeding into another color, you can realign them through the Toolbox or printer driver (Windows), HP Printer Utility (Mac OS), or Toolbox software for PDAs (Pocket PC and Palm OS). For more information, see [Align the print cartridges](#).
- Make sure print cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the device or print cartridge. HP does not guarantee or support refilled print cartridges. For ordering information, see [HP supplies and accessories](#).

## Solve paper-feed problems

For information on resolving jams, see [Clear a jam in the device](#).

This section contains the following topics:

- [Media is not supported for the device](#)
- [Media is not picked up](#)
- [Media is not coming out correctly](#)
- [Pages are skewing](#)
- [Multiple pages are being picked up](#)

### Media is not supported for the device

Use only media that is supported for the device and the tray being used. For more information, see [Understand specifications for supported media](#).

### Media is not picked up

- Make sure media is loaded in the tray. For more information, see [Load media](#). Fan the media before loading.
- Make sure the paper guides are set to the correct markings in the tray for the media size you are loading. Also make sure the guides are snug, but not tight, against the stack.
- Make sure media in the tray is not curled. Uncurl paper by bending it in the opposite direction of the curl.
- Make sure to fully extend the input tray extension if your device model has an extension.

### Media is not coming out correctly

Remove excess media from the output area. If printed media stacks up outside the output slot, it can prevent media from properly exiting the device.

## Pages are skewing

- Make sure the media loaded in the trays is aligned to the paper guides.
- Load media into the device only when it is not printing.
- Make sure to fully extend the input tray extension if your device model has an extension.

## Multiple pages are being picked up

- Fan the media before loading.
- Make sure the paper guides are set to the correct markings in the tray for the media size you are loading. Also make sure the guides are snug, but not tight, against the stack.
- Make sure the tray is not overloaded with paper.
- Use HP media for optimum performance and efficiency.

## Troubleshoot installation issues

If the following topics do not help, see [Support and warranty](#) for information about HP support.

- [Hardware installation suggestions](#)
- [Software installation suggestions](#)
- [Problems setting up 802.11 or Bluetooth wireless communication](#)

## Hardware installation suggestions

### Check the device

- Make sure that all packing tape and material have been removed from outside and inside the device.
- Make sure that the device is loaded with paper.
- Make sure that no lights are on or blinking except the **Power** light, which should be on. If a light other than the **Power** light is on or blinking, there is an error. For more information, see [Control-panel lights reference](#).
- Make sure that the device can print a self-test diagnostic page.

### Check the hardware connections

- Make sure that any cords and cables that you are using are in good working order.
- Make sure that the power cord is connected securely to both the device and to a working power outlet.

### Check the print cartridges

- Whenever you install a new print cartridge, the device aligns the print cartridges automatically. If the alignment fails, check to make sure the cartridges are installed correctly, and start the print cartridge alignment. For more information, see [Align the print cartridges](#).
- Make sure that all latches and covers are closed properly.

## Software installation suggestions

### Check the computer system

- Make sure that your computer is running one of the supported operating systems.
- Make sure that the computer meets at least the minimum system requirements.
- In the Windows device manager, make sure that the USB drivers have not been disabled.
- If you are using a computer running Windows, and the computer cannot detect the device, run the uninstallation utility (util\cccluninstall.bat on the Starter CD) to perform a clean uninstallation of the device driver. Restart your computer, and reinstall the device driver.

### Verify installation preliminaries

- Make sure to use the Starter CD that contains the correct installation software for your operating system.
- Before installing software, make sure that all other programs are closed.
- If the computer does not recognize the path to the CD-ROM drive that you type, make sure that you are specifying the correct drive letter.
- If the computer cannot recognize the Starter CD in the CD-ROM drive, inspect the Starter CD for damage. You can download the device driver from the HP Web site ([www.hp.com/support](http://www.hp.com/support)).

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 **NOTE:** After correcting any problems, run the installation program again.

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## Problems setting up 802.11 or Bluetooth wireless communication

If you have problems printing using an 802.11 or Bluetooth wireless connection, try the following suggestions. For more information on configuring wireless settings, see [802.11 wireless connection](#) and [Bluetooth wireless connection](#).

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 **NOTE:** To enable 802.11 wireless communication, you must complete the wireless installation by running the installer program on the Starter CD. You can set the wireless communication settings from the Toolbox (Windows) if you are connected using a USB cable, but until you run the installer and set up the device for wireless communication, you cannot print using an 802.11 wireless connection.

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Follow these general steps and use the information in the following sections to troubleshoot wireless connection problems:

### Windows

1. Check the wireless printer accessory. For more information, see [Check the wireless printer accessory](#).
2. Check the wireless settings. For more information, see [Check the wireless settings](#).
3. Manually assign the IP address for the device in the Ports tab of the device properties.
4. PING the device. For more information, see [Check the network communication](#).

## Mac OS

1. Check the wireless printer accessory. For more information, see [Check the wireless printer accessory](#).
2. Delete and re-add the device in the Print Center (Mac OS).
3. PING the device. For more information, see [Check the network communication](#).

### Check the wireless printer accessory

- Make sure the wireless printer accessory is inserted properly. For more information, see [Install the 802.11 or Bluetooth wireless USB accessory](#).
- Make sure you inserted the wireless printer accessory before or after, and not during, device initialization.
- If the light on the wireless printer accessory is not on, do the following:
  - Remove the wireless printer accessory.
  - Turn off the device, wait a few seconds, and then turn it back on again.
  - Reinsert the accessory when the device is in the Ready state. If there is no response, repeat this procedure a few times. If there is still no response, contact HP. For more information, see [Support and warranty](#).
- To see if the wireless printer accessory is working, try printing using another wireless device. If you still cannot print, the wireless printer accessory might be faulty. Replace the accessory if necessary.

### Check the wireless settings

- Make sure the wireless profile switch on the back of the device is switched to the correct wireless profile you are using. Make sure you are using a profile that was configured during installation. For more information, see [802.11 wireless connection](#).
- If you cannot communicate with the device after completing the software installation and removing the USB cable, then one or more of the following wireless settings might be incorrect:
  - Network name (SSID)
  - Communication mode (infrastructure or ad hoc)
  - Channel (ad hoc networks only)
  - Security settings (such as Authentication Type and Encryption)For more information on configuring wireless settings, see [802.11 wireless connection](#) and [Bluetooth wireless connection](#).
- To configure Bluetooth settings or monitor device status (such as ink levels) using the Toolbox (Windows), you must connect the device to your computer with a USB cable.

### Check the network communication

PING is a basic program that sends a series of packets over a network or the Internet to a specific device in order to generate a response from that device. The other device

responds with an acknowledgment that it received the packets. PING verifies whether a specific device on a network or the Internet exists and is connected.

### To PING the device

1. Print a wireless configuration page. For more information, see [Understand the device information pages](#).
2. Using the IP address on the configuration page, PING the device to verify network communication. In this example, the IP address is 169.254.110.107.
  - a. Open the MS-DOS command prompt window (Windows) or Terminal (Mac OS).
  - b. At the command prompt, type the IP address of the device, and then press **Enter** (for example: ping 169.254.110.107).

If the command is successful, the PING utility will return results similar to the following. The exact information returned will vary depending on your operating system. Regardless of the operating system, the results will show the IP address of the device, the round-trip time in milliseconds for each packet, the number of packets sent and received, and the number and percentage of how many packets got lost.

### Example

```
Pinging 169.254.110.107 with 32 bytes of data:
Reply from 169.254.110.107: bytes=32 time<10ms TTL=128
```

If the command is unsuccessful, the PING utility will return results similar to the following:

### Example

```
Pinging 169.254.110.107 with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.
```

### Check the wireless signal

Wireless communication can be interrupted or unavailable if there is signal interference, distance or signal strength problems, or if the device is not ready for some reason.

- Make sure the device is within range of the 802.11 or Bluetooth sending device. 802.11 printing allows wireless printing up to 100 meters (300 feet). Bluetooth printing allows wireless printing up to 10 meters (30 feet).
- If a document doesn't print, there could be signal interruption. If a message appears on the computer explaining that there is a signal problem, cancel the print job and then resend it from the computer.

# Clear jams

Occasionally, media becomes jammed during a job. Try the following remedies before you attempt to clear the jam.

- Make sure that you are printing with media that meets specifications. For more information, see [Select print media](#).
- Make sure that you are printing with media that is not wrinkled, folded, or damaged.
- Make sure that the input tray is loaded correctly and is not too full. For more information, see [Load media](#).

This section contains the following topics:

- [Clear a jam in the device](#)
- [Tips for avoiding jams](#)

## Clear a jam in the device

### To clear a jam

1. Turn off the device.
2. Unplug the device from the power source.
3. Remove media that is not jammed from the input tray and the output slot.



**NOTE:** Do not put your hands inside the input tray. Use tweezers instead and be careful not to scratch the inside of the device.

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4. Locate the media jam.
5. If the media is visible from the output slot, gently pull it out from the slot. If the media is not visible, open the front access cover and clear jammed media.



**NOTE:** Remove jammed media slowly and steadily to prevent media tear.

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6. If the print carriage is obstructing the jam, gently push it to one side and then remove the media.



7. If the jammed media is not visible in the print area located inside the device, remove what is visible in the input tray.
8. After you clear the jam, close the front access cover, turn on the device, and then press  (**Resume** button) to continue the print job. The device will continue the print job on the next page. You will need to resend the page or pages that were jammed in the device.

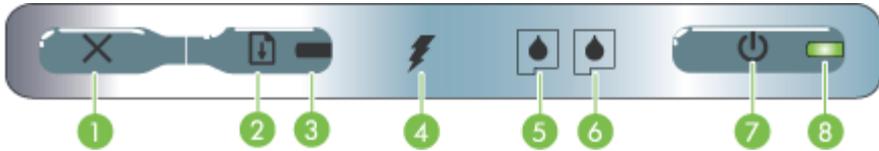
### Tips for avoiding jams

- Make sure that nothing is blocking the paper path.
- Do not overload the trays. For more information, see [Understand specifications for supported media](#).
- Load paper properly and when the device is not printing. For more information, see [Load media](#).
- Do not use media that is curled or crumpled.
- Always use media that conforms with specifications. For more information, see [Select print media](#).
- Make sure media is aligned against the right side of a tray.
- Make sure the media guides are adjusted snugly against the media, but do not crinkle or bend it.

# 6 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.

## Interpret control-panel lights

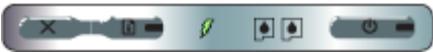
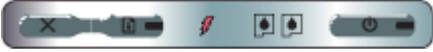
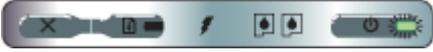


1	<b>X (Cancel button)</b> – Cancels the current print job. The time it takes to cancel depends on the size of the print job. Press this button only once to cancel a queued print job.
2	<b>⏪ (Resume button)</b> – Resumes a print job that is waiting or after temporary interruption (for example, when adding print media to the printer).
3	<b>Resume light</b> – Lights up in amber when a print job is waiting, and blinks or turns on to relay status or a need for intervention.
4	<b>Battery charging light</b> – Lights up in green when the battery is charging.
5	<b>Left print cartridge light</b> – Blinks when the left print cartridge is absent or improperly functioning. Turns on solid when the ink is low or empty.
6	<b>Right print cartridge light</b> – Blinks when the right print cartridge is absent or improperly functioning. Turns on solid when the ink is low or empty.
7	<b>⏻ (Power button)</b> – Turns the printer off or on.
8	<b>Power light</b> – Lights up in green when the printer is turned on using the AC adapter or a 41-100% charged battery. When powered by battery, lights up in amber when battery is 10-40% charged, and red when battery is below 10% charged. Blinks during printing.

For more information, visit the HP Web site ([www.hp.com/support](http://www.hp.com/support)) for the latest troubleshooting information, or product fixes and updates.

Light description/Light pattern	Explanation and recommended action
Power light is green. 	If using AC power: Printer is turned on and idle.  If using battery power: Battery is 41-100%

(continued)

Light description/Light pattern	Explanation and recommended action
	<p>charged and printer is turned on and idle.</p> <p>No action required.</p>
<p>Power light is amber.</p> 	<p>Battery is 10-40% charged and printer is turned on and idle.</p> <p>Plug in the power adapter to begin recharging the battery. See <a href="#">Install and use the battery</a>.</p>
<p>Power light is red.</p> 	<p>Battery is less than 10% charged and printer is turned on and idle.</p> <p>Plug in the power adapter to begin recharging the battery. See <a href="#">Install and use the battery</a>.</p>
<p>Battery charge light is green.</p> 	<p>Battery is charging.</p> <p>No action required.</p>
<p>Battery charge light is red.</p> 	<p>Battery is faulty.</p> <p>Replace the battery. See <a href="#">HP supplies and accessories</a>.</p>
<p>Power light blinks.</p> 	<p>Printer is printing.</p> <p>No action required.</p>
<p>Power, resume, left and right print cartridge lights cycle.</p> 	<p>Printer is powering on.</p> <p>No action required.</p>
<p>Power light is green and Resume light blinks.</p> 	<p>Printer is paused either to wait for media to dry, out of paper, or processing Digital Print Order Format (DPOF) printing.</p> <p>If out of paper, load paper. Press  (<b>Resume</b> button) to continue the print job.</p>

(continued)

Light description/Light pattern	Explanation and recommended action
<p data-bbox="240 187 526 213">Left print cartridge light blinks.</p>  The image shows a horizontal printer control panel with several indicator lights. From left to right: a power button, a left print cartridge light that is blinking, a right print cartridge light, a paper tray light, a paper jam light, and a power button. The left print cartridge light is the only one that is illuminated and blinking.	<p data-bbox="929 187 1093 262">The tri-color print cartridge needs attention.</p> <p data-bbox="929 270 1154 439">Reinstall the print cartridge and try to print. If the error persists, replace the cartridge. See <a href="#">To clean print cartridges manually</a>.</p>
<p data-bbox="240 456 543 482">Right print cartridge light blinks.</p>  The image shows a horizontal printer control panel with several indicator lights. From left to right: a power button, a left print cartridge light, a right print cartridge light that is blinking, a paper tray light, a paper jam light, and a power button. The right print cartridge light is the only one that is illuminated and blinking.	<p data-bbox="929 456 1154 508">The right print cartridge needs attention.</p> <p data-bbox="929 517 1154 685">Reinstall the print cartridge and try to print. If the error persists, replace the cartridge. See <a href="#">To clean print cartridges manually</a>.</p>
<p data-bbox="240 704 618 730">Right and left print cartridge lights blink.</p>  The image shows a horizontal printer control panel with several indicator lights. From left to right: a power button, a left print cartridge light that is blinking, a right print cartridge light that is blinking, a paper tray light, a paper jam light, and a power button. Both the left and right print cartridge lights are illuminated and blinking.	<p data-bbox="929 704 1154 779">Tri-color and right print cartridges need attention.</p> <p data-bbox="929 788 1154 956">Reinstall the print cartridges and try to print. If the error persists, replace the cartridges. See <a href="#">To clean print cartridges manually</a>.</p>
<p data-bbox="240 977 574 1003">Power light off, resume light blinks.</p>  The image shows a horizontal printer control panel with several indicator lights. From left to right: a power button that is off, a resume light that is blinking, a paper tray light, a paper jam light, and a power button. The power button is not illuminated, and the resume light is illuminated and blinking.	<p data-bbox="929 977 1116 1029">Media jam or paper motor stall.</p> <p data-bbox="929 1038 1154 1394">Clear the jammed media. For more information, see <a href="#">Clear jams</a>. After clearing the jam, press  (<b>Resume</b> button) to continue the print job. If no paper jam exists, press  (<b>Resume</b> button). If this does not work, try turning the printer off and then on again, and resend the print job.</p>
<p data-bbox="240 1411 606 1437">Power light blinks, resume light blinks.</p>  The image shows a horizontal printer control panel with several indicator lights. From left to right: a power button that is blinking, a resume light that is blinking, a paper tray light, a paper jam light, and a power button. Both the power button and the resume light are illuminated and blinking.	<p data-bbox="929 1411 1141 1463">Media jam or carriage stall.</p> <p data-bbox="929 1472 1154 1550">Clear the jammed paper. For more information, see <a href="#">Clear</a></p>

(continued)

Light description/Light pattern	Explanation and recommended action
	<p><a href="#">jams</a>. After clearing the jam, press  (<b>Resume</b> button) to continue the print job. If no paper jam exists, press  (<b>Resume</b> button). If this does not work, try turning the printer off and then on again, and resend the print job.</p> <p>An unsupported USB device or hub is connected to the device.</p> <p>Remove the USB device or hub. For more information on supported devices, see <a href="#">Memory card specifications</a>.</p>
<p>Power light blinks, resume light blinks, left and right print cartridge lights on.</p> 	<p>Media jam or service station stall.</p> <p>Clear the jammed paper. For more information, see <a href="#">Clear jams</a>. After clearing the jam, press  (<b>Resume</b> button) to continue the print job. If no paper jam exists, press  (<b>Resume</b> button). If this does not work, try turning the printer off and then on again, and resend the print job.</p>
<p>Resume light blinks, left and right print cartridge lights on.</p> 	<p>Media jam or pick motor stall.</p> <p>Clear the jammed paper. For more information, see <a href="#">Clear jams</a>. After clearing the jam, press  (<b>Resume</b> button) to continue the print job. If no paper jam exists, press  (<b>Resume</b> button). If this does not work, try turning the printer off and then on</p>

(continued)

Light description/Light pattern	Explanation and recommended action
	again, and resend the print job.
<p data-bbox="228 244 917 286">Resume light blinks, left and right print cartridge lights cycle.</p> 	<p data-bbox="917 244 1171 303">Media jam or switch motor stall.</p> <p data-bbox="917 303 1171 683">Clear the jammed paper. For more information, see <a href="#">Clear jams</a>. After clearing the jam, press  (<b>Resume</b> button) to continue the print job. If no paper jam exists, press  (<b>Resume</b> button). If this does not work, try turning the printer off and then on again, and resend the print job.</p>
<p data-bbox="228 683 917 743">Power light on, resume light blinks, right print cartridge light turns on twice as long as off.</p> 	<p data-bbox="917 683 1171 743">Ink service module almost full.</p> <ul data-bbox="917 743 1171 1475" style="list-style-type: none"><li data-bbox="917 743 1171 946">• If you have a replacement for the ink service module, replace it immediately by following the instructions that came with it.</li><li data-bbox="917 946 1171 1475">• Otherwise, visit: <a href="http://www.hp.com/support">www.hp.com/support</a> or contact Customer Support to get a replacement. See <a href="#">Support and warranty</a>. In the meantime, you can press  (<b>Resume</b> button) to continue printing, but this light error state will remain until the ink service module is replaced. When the ink service module is full, the printer will stop printing.</li></ul>

(continued)

Light description/Light pattern	Explanation and recommended action
<p data-bbox="215 187 831 239">Power light on, resume light on, right print cartridge light turns on twice as long as off.</p> 	<p data-bbox="898 187 1127 213">Ink service module full.</p> <ul data-bbox="898 222 1127 859" style="list-style-type: none"> <li data-bbox="898 222 1127 421">• If you have a replacement for the ink service module, replace it immediately by following the instructions that come with it.</li> <li data-bbox="898 421 1127 859">• Otherwise, visit: <a href="http://www.hp.com/support">www.hp.com/support</a> or call Customer Support to get a replacement. In the meantime, you can remove the black print cartridge and print using only the tri-color print cartridge. The color results and print speed may be affected. See <a href="#">Print with a single print cartridge</a>.</li> </ul>
<p data-bbox="215 876 837 902">Power light, resume light, left and right print cartridge lights blink.</p> 	<p data-bbox="898 876 1026 902">Printer error.</p> <p data-bbox="898 911 1089 998">Press  (<b>Resume</b> button) to print the error code.</p> <p data-bbox="898 998 1089 1076">Press  (<b>Power</b> button) to reset the printer.</p>

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# A HP supplies and accessories

This section provides information on HP supplies and accessories for the device. The information is subject to changes, visit the HP Web site ([www.hpshopping.com](http://www.hpshopping.com)) for the latest updates. You may also make purchases through the Web site.

- [Order printing supplies online](#)
- [Accessories](#)
- [Supplies](#)

## Order printing supplies online

Besides the HP Web site, you may order printing supplies using the following tools:

- **Toolbox (Windows):** On the **Estimated Ink Level** tab, click **Shop Online**.
- **HP Printer Utility (Mac OS):** Click **Supplies Status** from the **Information and Support** panel, click the **Shop for HP Supplies** drop-down menu, and then choose **Online**.

## Accessories

HP bt500 Wireless Printer Adapter with Bluetooth Technology	Q6273A
HP 802.11 b/g Wireless Printer Adapter	Q6274A
HP Lithium-Ion Battery	CB8263A
Travel holder for black/photo print cartridge	CB006A
12 V Auto Power Adapter	C8257A
HP Ultra Slim AC Power Adapter	C92792A
HP Battery Charger	CB011A
HP Battery and Charger Kit	CB012A
USB cable (2 m)	C6518A

## Supplies

This section covers the following topics:

- [Print cartridges](#)
- [HP media](#)

### Print cartridges

The availability of print cartridges varies by country/region. The print cartridges might come in different sizes. To obtain a list of supported print cartridges for your device, print the self-test diagnostic page and read the information in the print cartridge status section.

You can find the print cartridge number in the following places:

- On the self-test diagnostic page (see [Understand the device information pages](#)).
- On the label of the print cartridge you are replacing.

- **Windows:** From the **Toolbox**, if you have bidirectional communication, click the **Estimated Ink Levels** tab, scroll to display the **Cartridge Details** button, and then click **Cartridge Details**.
  - **Mac OS:** From the **HP Printer Utility**, click **Supply Info** from the **Information and Support** panel, and then click **Retail Supplies Information**.
- 

 **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 device and cartridges for printing, and in print cartridge 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](http://www.hp.com/go/inkusage).

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## HP media

To order media such as HP Premium Plus Photo Paper or HP Premium Paper, go to [www.hp.com](http://www.hp.com). Choose your country/region, and then select **Buy** or **Shopping**.

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# B Support and warranty

The information in [Maintain and troubleshoot](#) suggests solutions to common problems. If your device is not operating correctly and those suggestions did not solve your problem, try using one of the following support services to obtain assistance.

This section contains the following topics:

- [Hewlett-Packard limited warranty statement](#)
- [Obtain electronic support](#)
- [Obtain HP telephone support](#)
- [Prepare the device for shipment](#)
- [Pack the device](#)

## Hewlett-Packard limited warranty statement

HP product	Duration of limited warranty
Software Media	90 days
Printer	1 year
Print or Ink cartridges	Until the HP ink is depleted or the "end of warranty" date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Accessories	1 year unless otherwise stated

### A. Extent of limited warranty

- Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
- For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be interrupted or error free.
- HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
  - Improper maintenance or modification;
  - Software, media, parts, or supplies not provided or supported by HP;
  - Operation outside the product's specifications;
  - Unauthorized modification or misuse.
- For HP printer products, the use of a non-HP cartridge or a refilled cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled cartridge or an expired ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
- If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
- If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
- HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
- Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
- HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
- HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

### B. Limitations of warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

### C. Limitations of liability

- To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
- TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

### D. Local law

- This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
- To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
  - Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
  - Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
  - Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
- THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

#### HP Limited Warranty

Dear Customer,

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

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

**Ireland:** Hewlett-Packard Ireland Ltd, 30 Herbert Street IRL-Dublin 2

**United Kingdom:** Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN

## Obtain electronic support

To find support and warranty information, go to the HP Web site at [www.hp.com/support](http://www.hp.com/support). If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

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

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

You can also obtain support from the Toolbox (Windows). The Toolbox provides easy, step-by-step solutions to common printing problems. For more information, see [Toolbox \(Windows\)](#).

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

## Obtain HP telephone support

During the warranty period, you may obtain assistance from the HP Customer Care Center.

This section contains the following topics:

- [Before you call](#)
- [Support process](#)
- [HP support by phone](#)
- [Additional warranty options](#)
- [HP Quick Exchange Service \(Japan\)](#)

### Before you call

Visit the HP Web site ([www.hp.com/support](http://www.hp.com/support)) for the latest troubleshooting information, or product fixes and updates.

To assist our Customer Care Center representatives to serve you better, prepare the following information if you need to call HP.

1. Print the self-test diagnostic page of the device. For more information, see [Understand the device information pages](#). If the device does not print, get the following information ready:
  - Device model
  - Model number and serial number (check the back of the device)
2. Check the operating system that you are using, such as Windows XP.
3. If the device is connected to the network, check the network operating system.
4. Note how the device is connected to your system, such as through USB or network connection.
5. Obtain the version number of the printer software. (To find the version number of the printer driver, open the printer settings or properties dialog box, and click the **About** tab.)
6. If you have a problem printing from a particular application, note the application and version number.

## Support process

### If you have a problem, follow these steps:

1. Check the documentation that came with the HP Printer.
2. Visit the HP online support Web site at [www.hp.com/support](http://www.hp.com/support). HP online support is available to all HP customers. It is the fastest source for up-to-date device information and expert assistance and includes the following features:
  - Fast access to qualified online support specialists
  - Software and driver updates for the HP Printer
  - Valuable HP Printer and troubleshooting information for common problems
  - Proactive device updates, support alerts, and HP newsgrams that are available when you register the HP Printer
3. Call HP support. Support options and availability vary by device, country/region, and language.

## HP support by phone

This section contains the following topics:

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

### Phone support period

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

### Telephone support numbers

In many locations, HP provides toll free telephone support during the warranty period. However, some of the support numbers listed below may not be toll free.

For the most current list of telephone support numbers, see [www.hp.com/support](http://www.hp.com/support).



021 672 280	الجزائر
Argentina (Buenos Aires)	54-11-4708-1600
Argentina	0-800-555-5000
Australia	1300 721 147
Australia (out-of-warranty)	1902 910 910
Österreich	0820 87 4417
17212049	البحرين
België	070 300 005
Belgique	070 300 004
Brasil (Sao Paulo)	55-11-4004-7751
Brasil	0-800-709-7751
Canada	1-(800)-474-6836 (1-800 hp invent)
Central America & The Caribbean	www.hp.com/support
Chile	800-360-999
中国	10-68687980
中国	800-810-3888
Colombia (Bogotá)	571-606-9191
Colombia	01-8000-51-4746-8368
Costa Rica	0-800-011-1046
Česká republika	810 222 222
Danmark	70 202 845
Ecuador (Andinatel)	1-999-119 ☎ 800-711-2884
Ecuador (Pacifiel)	1-800-225-528 ☎ 800-711-2884
(02) 6910602	مصر
El Salvador	800-6160
España	902 010 059
France	0892 69 60 22
Deutschland	01805 652 180
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603
Ελλάδα (εντός Ελλάδας)	801 11 75400
Ελλάδα (από Κύπρο)	800 9 2654
Guatemala	1-800-711-2884
香港特別行政區	(852) 2802 4098
Magyarország	06 40 200 629
India	1-800-425-7737
India	91-80-28526900
Indonesia	+62 (21) 350 3408
+971 4 224 9189	العراق
+971 4 224 9189	الكويت
+971 4 224 9189	لبنان
+971 4 224 9189	قطر
+971 4 224 9189	اليمن
Ireland	1890 923 902
1-700-503-048	ישראל
Italia	848 800 871
Jamaica	1-800-711-2884
日本	0570-000511
日本(携帯電話の場合)	03-3335-9800

0800 222 47	الأردن
한국	1588-3003
Luxembourg (Français)	900 40 006
Luxembourg (Deutsch)	900 40 007
Malaysia	1800 88 8588
Mauritius	(262) 262 210 404
México (Ciudad de México)	55-5258-9922
México	01-800-472-68368
081 005 010	المغرب
Nederland	0900 2020 165
New Zealand	0800 441 147
Nigeria	(01) 271 2320
Norge	815 62 070
24791773	عمان
Panamá	1-800-711-2884
Paraguay	009 800 54 1 0006
Perú	0-800-101111
Philippines	2 867 3551
Polska	801 800 235
Portugal	808 201 492
Puerto Rico	1-877-232-0589
República Dominicana	1-800-711-2884
Reunion	0820 890 323
România	0801 033 390
Россия (Москва)	095 777 3284
Россия (Санкт-Петербург)	812 332 4240
800 897 1415	السعودية
Singapore	6 272 5300
Slovensko	0850 111 256
All other African English Speaking ISE countries	+ 27 (0)11 234 5872
South Africa (RSA)	0860 104 771
Rest of West Africa	+ 351 213 17 63 80
Suomi	0 203 66 767
Sverige	077 120 4765
Switzerland	0848 672 672
臺灣	02-8722-8000
ໄທ	+66 (2) 353 9000
071 891 391	تونس
Trinidad & Tobago	1-800-711-2884
Türkiye	+90 212 444 71 71
Україна	(044) 230 51 06
600 54 47 47	المتحدة العربية الإمارات
United Kingdom	0870 010 4320
United States	1-(800)-474-6836
Uruguay	0004-054-177
Venezuela (Caracas)	58-212-278-8666
Venezuela	0-800-474-68368
Việt Nam	+84 88234530

### **Placing a call**

Call HP support while you are in front of the computer and the HP Printer. Be prepared to provide the following information:

- Model number (located on the label on the front of the HP Printer)
- Serial number (located on the back or bottom of the HP 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, HP Printer was moved, etc.)?

### **After the phone support period**

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

### **Additional warranty options**

Extended service plans are available for the HP Printer at additional costs. Go to [www.hp.com/support](http://www.hp.com/support), select your country/region and language, then explore the services and warranty area for information about the extended service plans.

## HP Quick Exchange Service (Japan)

インク カートリッジに問題がある場合は以下に記載されている電話番号に連絡してください。インク カートリッジが故障している、または欠陥があると判断された場合、HP Quick Exchange Service がこのインク カートリッジを正常品と交換し、故障したインク カートリッジを回収します。保障期間中は、修理代と配送料は無料です。また、お住まいの地域にもよりますが、プリンタを次の日までに交換することも可能です。

電話番号： 0570-000511 (自動応答)  
03-3335-9800 (自動応答システムが使用できない場合)

サポート時間： 平日の午前 9:00 から午後 5:00 まで  
土日の午前 10:00 から午後 5:00 まで  
祝祭日および 1 月 1 日から 3 日は除きます。

### サービスの条件:

- サポートの提供は、カスタマケアセンターを通してのみ行われます。
- カスタマケアセンターがプリンタの不具合と判断した場合に、サービスを受けることができます。

ご注意：ユーザの扱いが不適切であったために故障した場合は、保障期間中であっても修理は有料となります。詳細については保証書を参照してください。

### その他の制限:

- 運搬の時間はお住まいの地域によって異なります。詳しくは、カスタマケアセンターに連絡してご確認ください。
- 出荷配送は、当社指定の配送業者が行います。
- 配送は交通事情などの諸事情によって、遅れる場合があります。
- このサービスは、将来予告なしに変更することがあります。

For instructions on how to pack your device for exchange, see [Pack the device](#).

## Prepare the device for shipment

If after contacting HP Customer Support or returning to the point of purchase, you are requested to send the device in for service, make sure you remove and keep the following items before returning your device:

- The print cartridges
- The power cord, USB cable, memory cards, USB wireless devices, and any other cable connected to the device
- Any paper loaded in the input tray
- Remove any originals you might have loaded in the device

### Remove the print cartridges before shipment

Before you return the device, make sure you remove your print cartridges.

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 **NOTE:** This information does not apply to customers in Japan.

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**To remove print cartridges before shipment**

1. With the device turned on, open the front access cover. Wait for the carriage to stop moving. This should take only a few seconds.

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△ **CAUTION:** Only remove or install print cartridges when the print cartridge carriage stops moving.

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2. Lift the print cartridge latch open and gently remove the print cartridge from its cradle compartment.



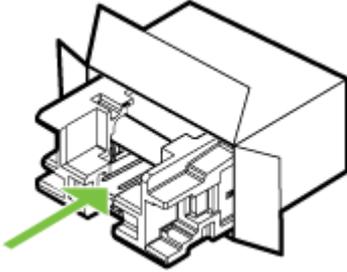
3. Place the print cartridges in an airtight plastic container so they will not dry out, and put them aside. Do not send them with the device unless the HP customer support call agent instructs you to.
4. Close the front access cover and wait a few minutes for the print carriage to move back to its home position (on the left side).
5. Press the **Power** button to turn off the device.

**Pack the device**

Complete the following steps after you have prepared the device for shipment.

### To pack the device

1. If available, pack the device for shipment by using the original packaging materials, or use the packaging materials that came with your replacement device.



If you do not have the original packaging materials, please use other adequate packaging materials. Shipping damage caused by improper packaging and/or improper transportation is not covered under the warranty.

2. Place the return shipping label on the outside of the box.
3. Include the following items in the box:
  - A complete description of symptoms for service personnel (samples of print quality problems are helpful).
  - A copy of the sales slip or other proof of purchase to establish the warranty coverage period.
  - Your name, address, and a phone number where you can be reached during the day.

# C Device specifications

For media and media-handling specifications, see [Understand specifications for supported media](#).

- [Physical specifications](#)
- [Product features and capacities](#)
- [Processor and memory specifications](#)
- [System requirements](#)
- [Print resolution](#)
- [Environmental specifications](#)
- [Electrical specifications](#)
- [Acoustic emission specifications \(noise levels per ISO 7779\)](#)
- [Memory card specifications](#)

## Physical specifications

### Size (width x depth x height)

- **Device:** 340.2 by 163.8 by 80.5 mm (13.4 by 6.45 by 3.15 inches)
- **Device with battery:** 340.2 x 184.8 x 80.5 mm (13.4 x 7.28 x 3.15 inches)

### Device weight (does not include printing supplies)

- **Device:** 2.0 kg (4.2 lb)
- **Device with battery:** 2.1 kg (4.63 lb)

## Product features and capacities

Feature	Capacity
Connectivity	<ul style="list-style-type: none"><li>• USB Device Port: Hi-Speed USB 2.0</li><li>• PictBridge/USB 1.1 Full Speed Host Port</li><li>• Secure Digital (SD) card</li><li>• Multimedia card (MMC)</li><li>• Bluetooth 2.0 Enhanced Data Rate, backward compatible with 1.0 (through USB Device Port) Bluetooth Profiles supported: HCRP, BPP, BIP, OPP, SDP</li><li>• 802.11 b/g (through USB Host Port)</li></ul>
Print method	Drop-on-demand thermal inkjet printing
Print cartridges	Two print cartridges (black, tri-color, gray, and photo print)
Supply yields	Visit <a href="http://www.hp.com/pageyield/">www.hp.com/pageyield/</a> for more information on estimated print cartridge yields.
Device languages	HP PCL 3 enhanced
Font support	13 built-in fonts for portrait orientation.

(continued)

Feature	Capacity
	US fonts: CG Times, CG Times Italic, Universe, Universe Italic, Courier, Courier Italic, Letter Gothic, Letter Gothic Italic.
Fonts for Bluetooth printing*	US fonts: CG Times, CG Times Italic, Universe, Universe Italic, Courier, Courier Italic, Letter Gothic, Letter Gothic Italic Asian fonts**: Simplified Chinese, Traditional Chinese, Japanese, Korean *These fonts are also used for printing from mobile phones. **Included in models for some countries/ regions.
Duty cycle	Up to 500 pages per month

## Processor and memory specifications

### Device processor

192MHz ARM9463ES

### Device memory

- 32 MB built-in RAM
- 8 MB built-in MROM + 2 MB built-in Flash ROM

## System requirements

 **NOTE:** For the most current information about supported operating systems and system requirements, visit <http://www.hp.com/support/>.

### Operating system compatibility

- Windows 2000, Windows XP, Windows XP x64 (Professional and Home Editions), Windows Vista

 **NOTE:** For Windows 2000, only printer drivers and the Toolbox are available.

- Mac OS X (v10.3.9 and higher, v10.4.6 and higher)
- Linux

### Minimum requirements

- **Windows 2000 Service Pack 4:** Intel Pentium II or Celeron processor, 128 MB RAM, 150 MB free hard disk space  
Microsoft Internet Explorer 6.0
- **Windows XP (32-bit):** Intel Pentium II or Celeron processor, 128 MB RAM, 300 MB free hard disk space  
Microsoft Internet Explorer 6.0
- **Windows XP x64:** AMD Athlon 64, AMD Opteron, Intel Xeon processor with Intel EM64T support, or Intel Pentium 4 processor with Intel EM64T support, 128 MB RAM, 270 MB free hard disk space  
Microsoft Internet Explorer 6.0

- **Windows Vista:** 800 Mhz 32-bit (x86) or 64-bit (x64) processor, 512 MB RAM, 730 MB free hard disk space.  
Microsoft Internet Explorer 7.0
- **Mac OS X (v10.3.9 and higher, v10.4.6 and higher):** 400 MHz Power PC G3 (v10.3.9 and higher, v10.4.6 and higher) or 1.83 GHz Intel Core Duo (v10.4.6 and higher), 256 MB memory, 200 MB free hard disk space  
QuickTime 5.0 or later
- Adobe Acrobat Reader 5.0 or later

#### **Recommended requirements**

- **Windows 2000 Service Pack 4:** Intel Pentium III or higher processor, 200 MB RAM, 150 MB free hard disk space
- **Windows XP (32-bit):** Intel Pentium III or higher processor, 256 MB RAM, 350 MB free hard disk space
- **Windows XP x64:** AMD Athlon 64, AMD Opteron, Intel Xeon processor with Intel EM64T support, or Intel Pentium 4 processor with Intel EM64T support, 256 MB RAM, 340 MB free hard disk space
- **Windows Vista:** 1 GHz 32-bit (x86) or 64-bit (x64) processor, 1 GB RAM, 790 MB free hard disk space.
- **Mac OS X (v10.3.9 and higher, v10.4.6 and higher):** 400 MHz Power PC G4 (v10.3.9 and higher, v10.4.6 and higher) or 1.83 GHz Intel Core Duo (v10.4.6 and higher), 256 MB memory, 500 MB free hard disk space

## **Print resolution**

### **Black**

Up to 1200 dpi with pigmented black ink

### **Color**

HP enhanced photo quality with Vivera inks (up to 4800 by 1200 dpi Optimized on HP Premium Plus photo papers with 1200 by 1200 input dpi)

## **Environmental specifications**

### **Operating environment**

Operating temperature:

Recommended relative humidity: 25 to 75% noncondensing

- Recommended operating conditions: 15° to 32° C (59° to 90° F)
- Maximum: 0° to 55° C (32° to 131° F)
- Battery charging: 2.5° to 40° C (36.5° to 104° F)
- Battery discharging/using: 0° to 40° C (32° to 104° F)

### **Storage environment**

Storage temperature: -40° to 60° C (-40° to 140° F)

Storage relative humidity: Up to 90% noncondensing at a temperature of 65° C (150° F)

## **Electrical specifications**

### **Power supply**

Universal power adapter, external (HP part number C9279A)

**Power requirements**

Input voltage: 100 to 240 VAC ( $\pm 10\%$ ), 50 to 60 Hz ( $\pm 3\text{Hz}$ )

Output voltage: 18.5 Vdc, 3500 mA

**Power consumption**

34.03 watts

## Acoustic emission specifications (noise levels per ISO 7779)

**Sound pressure (bystander position)**

LpAm 47 (dBA)

**Sound power**

LwAd 6.1 (BA)

## Memory card specifications

- Maximum recommended number of files on a memory card: 1,000
- Maximum recommended individual file size: 12 megapixel maximum, 8 MB maximum
- Maximum recommended memory card size: 2 GB (solid state only)



**NOTE:** Approaching any of the recommended maximums on a memory card might cause the performance of the device to be slower than expected.

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**Supported memory card types**

- Secure Digital
- MultiMediaCard (MMC)

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# D Regulatory information

This section contains the following topics:

- [Environmental sustainability program](#)
- [FCC statement](#)
- [Other regulatory information](#)
- [Declaration of conformity](#)

## Environmental sustainability program

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. HP continuously improves the design processes of its products to minimize the negative impact on the office environment and on the communities where devices are manufactured, shipped, and used. HP has also developed processes to minimize the negative impact of the disposal of the device at the end of its printing life.

For more information about HP's environmental sustainability program, see [www.hp.com/hpinfo/globalcitizenship/environment/index.html](http://www.hp.com/hpinfo/globalcitizenship/environment/index.html).

- [Reduction and elimination](#)
- [Energy consumption](#)
- [Energy Star® notice](#)
- [Material safety data sheets](#)
- [Recycling](#)
- [Disposal of waste equipment by users in private households in the European Union](#)

### Reduction and elimination

#### Paper use

This product's two-sided (duplex) printing and N-up printing feature (which allows you to print multiple pages of a document on one sheet of paper) can reduce paper usage and the resulting demands on natural resources. See this guide for more information about using these features.

#### Ink use

This product's draft mode uses less ink, which might extend the life of the cartridges. See the print driver's online Help for more information.

#### Ozone-depleting chemicals

Ozone-depleting chemicals, such as chlorofluorocarbons (CFCs), have been eliminated from HP manufacturing processes.

### Energy consumption

This product is designed to reduce power consumption and save natural resources without compromising product performance. It has been designed to reduce total energy consumption both during operation and when the device is not active. Specific information on power consumption may be found in the printed documentation that came with the HP Printer.

### Energy Star® notice

This product is designed to reduce power consumption and save natural resources without compromising product performance. It has been designed to reduce total energy consumption both during operation and when the device is not active. This product qualifies for ENERGY

STAR® which is a voluntary program established to encourage the development of energy-efficient office products.



ENERGY STAR is a U.S. registered service mark of the U.S. EPA. As an ENERGY STAR partner, HP has determined that this product meets ENERGY STAR guidelines for energy efficiency.

For more information on ENERGY STAR guidelines, go to the following Web site:

[www.energystar.gov](http://www.energystar.gov)

### **Material safety data sheets**

Material safety data sheets (MSDSs) can be obtained from the following HP Web site:

[www.hp.com/go/msds](http://www.hp.com/go/msds).

### **Recycling**

Design for recycling has been incorporated into this device:

- 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 so that they can be accessed quickly for efficient disassembly and repair.
- [Product packaging](#)
- [Plastics](#)
- [HP products and supplies](#)

### **Product packaging**

The packaging materials for this device have been selected to provide maximum protection for the least cost possible, while attempting to minimize environmental impact and facilitate recycling. The rugged design of the device assists in minimizing both packaging materials and damage rates.

### **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.

### **HP products and supplies**

HP's Planet Partners™ recycling service provides an easy way to recycle any brand of computer equipment or HP printing supplies. HP's state-of-the-art processes ensure that your unwanted hardware or HP printing supply is recycled in a way that conserves resources.

For more information, see [www.hp.com/recycle](http://www.hp.com/recycle).



## FCC statement

### FCC statement

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

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

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

For further information, contact:

Manager of Corporate Product Regulations  
Hewlett-Packard Company  
3000 Hanover Street  
Palo Alto, Ca 94304  
(650) 857-1501

Modifications (part 15.21)

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.

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

## Other regulatory information

- [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](#)
- [RoHS notices \(China only\)](#)
- [LED indicator statement](#)
- [Regulatory model number](#)

### Notice to users in Korea

**사용자 안내문(B급 기기)**

이 기기는 비업무용으로 전자파 적합 등록을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

### VCCI (Class B) compliance statement for users in Japan

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。

取り扱い説明書に従って正しい取り扱いをして下さい。

### Notice to users in Japan about the power cord

製品には、同梱された電源コードをお使い下さい。

同梱された電源コードは、他の製品では使用出来ません。

### Noise emission statement for Germany

**Geräuschemission**

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

## RoHS notices (China only)

### Toxic and hazardous substance table

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

0: 指此零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: 指此零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零件的产品

### LED indicator statement

#### LED indicator statement

The display LEDs meet the requirements of EN 60825-1.

### Regulatory model number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRC-0705. The regulatory number should not be confused with the product name (HP Officejet H470, HP Officejet H470B, HP Officejet H470wbt, etc.) or product number (CB260A, CB027A, CB028A, etc.).

## Declaration of conformity

 <b>invent</b>	<b>DECLARATION OF CONFORMITY</b> according to ISO/IEC 17050-1 and EN 17050-1	
	<b>DoC #:</b> SNPRC-0705 Rev B	
<b>Supplier's Name:</b> <b>Supplier's Address:</b>	<b>Hewlett-Packard Company</b> 60 Alexandra Terrace, #07-01 The Comtech, Singapore 118502	
<b>declares, that the product</b> <b>Product Name and Model:</b> <b>Regulatory Model Number: 1)</b> <b>Product Accessory Number:</b>	HP Officejet H470 Series SNPRC-0705 HP Lithium ion battery – C8263A L HP Bluetooth USB 2.0 Wireless Adapter BT500 -RMN: SDCAB-0705 HP 802.11b/g Wireless Printer Adapter - RMN: SDCAB-0704 All	
<b>Product Options:</b>	All	
<b>Conforms to the following Product Specifications and Regulations:</b>		
<b>EMC:</b> CISPR 22: 2005 / EN 55022: 2006 (class B) CISPR 24: 1997 + A1: 2001 + A2: 2002 / EN 55024: 1998 + A1: 2001 + A2: 2003 EN 61000-3-2: 2006 (class A) EN 61000-3-3: 1995 + A1: 2001 FCC CFR 47 Part 15 / ICES-003, Issue 4		
<b>Safety:</b> IEC 60950-1: 2001 / EN 60950-1: 2001 EN 60825-1: 1994+A1:2002+A2: 2001(LED)		
<b>Radio:</b> EN 300 328 V1.6.1:2004-11 EN 301 489-1 V1.4.1:2002 / EN 301 489-17 V1.2.1:2002		
<p>This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.</p> <p>The product herewith complies with the requirements of the Low Voltage Directive 2006/95/EC, the EMC Directive 2004/108/EC and the R&amp;TTE Directive 99/5/EC and carries the CE-marking accordingly. In addition it complies with the WEEE Directive 2002/96/EC and RoHS Directive 2002/95/EC</p>		
<b>Additional Information:</b>		
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.		
Singapore 26 July 2007		Chan Kum Yew, Director Quality, Imaging & Printing Manufacturing Operations
<b>Local contact for regulatory topics only:</b> EMEA: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, Germany <a href="http://www.hp.com/go/certificates">www.hp.com/go/certificates</a> U.S.: Hewlett-Packard, 3000 Hanover St., Palo Alto 94304, U.S.A. 650-857-1501		

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