User Guide

HP Color LaserJet Pro

MFP 3301-3304/3388 series

HP company notices

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Safety Information

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

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

- Observe all warnings and instructions marked on the product.

- Unplug this product from wall outlets before cleaning.

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

- Install the product securely on a stable surface.

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

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

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

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1 Get started

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

Printer views

Printer parts and their descriptions.

Front view

Printer parts on the front.

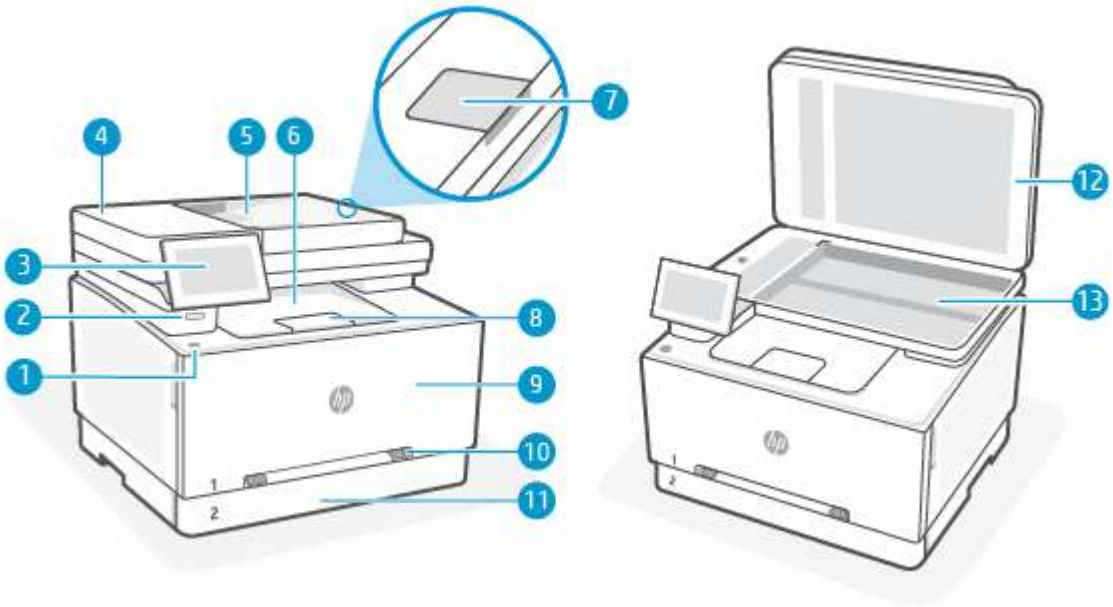


Table 1-1 Front view

Feature	Description
1	Power button
2	Walk-up USB port
3	Control panel display
4	Document feeder cover
5	Document feeder input tray
6	Output tray
7	Document feeder output extension
8	Output tray extension
9	Cartridge access door
10	Single-sheet priority feed slot tray 1

Table 1-1 Front view (continued)

Feature	Description
11	Main Input tray / Tray 2
12	Scanner lid
13	Scanner glass

Rear view

Printer parts on the rear.

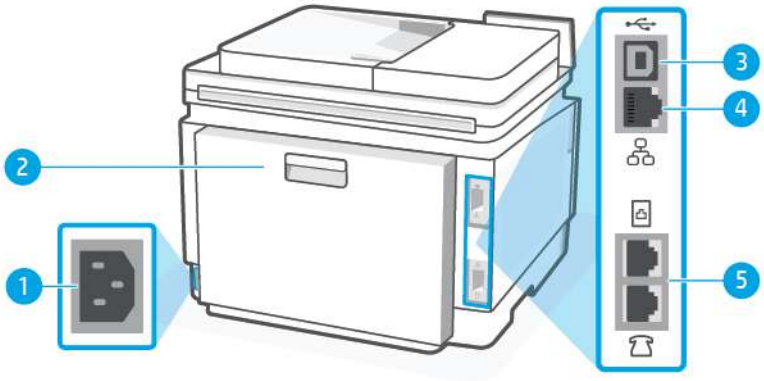


Table 1-2 Rear view

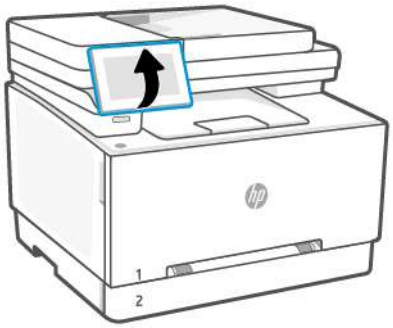
Feature	Description
1	Power connection
2	Rear access door
3	Rear USB port
4	Ethernet network port
5	Fax ports / (fax models only)

Control panel features

The control panel provides interaction through control pad to indicate status, errors, and more.

Tilt the control panel

Tilt the control panel for easier viewing. Push the upper part of the control panel to tilt it upwards and push the lower part to tilt it downwards.



Control panel display

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

NOTE: The features that appear on the Home screen can vary, depending on the printer configuration.

Figure 1-1 Control panel display

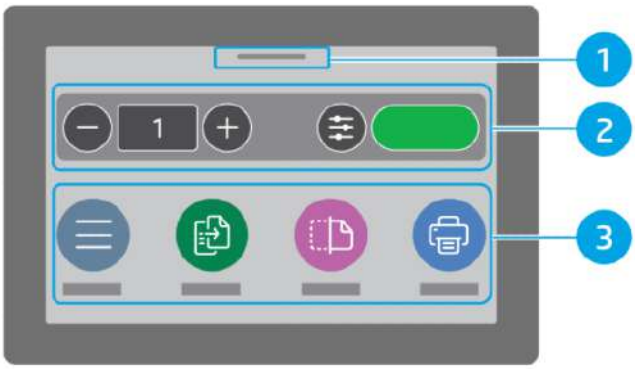


Table 1-3 Control panel display

Number	Item	Description
1	Status center	Touch to view the printer status.
2	Copy widget	Quick access to copy document and copy settings.
3	Function buttons	Touch to perform common tasks.

Function buttons

The control panel display provides large icons to easily access the primary features of your printer.

Table 1-4 Function buttons

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

Table 1-4 Function buttons (continued)

Function buttons	Description
Sign In/Sign Out	Provides access control to the printer.
Copy	Copy a document, an ID card, or a photo.
Scan	Scan a document.
Print	Print from a USB device or stored jobs.
Fax	Set up a fax, send a fax, or reprint a received fax (fax models only).
USB	Scan to or print from a USB device.
Trays	Check loaded paper size and type, and change paper settings if needed.
Supplies	Check the estimated toner levels and cartridge information.
Jobs	Retrieve and print the stored faxes.
Help	Check the contextual help content if it is available for the current operation.

Change printer settings

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

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.

3. Touch the desired option to make the necessary changes.

TIP: Touch Home to return to the main screen.

Use HP software

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

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

NOTE:

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

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

Install the HP software and create an HP account:

1. Visit hpsmart.com to download and install the HP software on your device.
2. Open the HP software.

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

   See Connect your printer.

To install HP software and open the app

Complete the following steps to install and open HP software, connect your printer, and begin using the app.

1. Go to hpsmart.com to download and install HP software app on your device.

   NOTE:

   - **iOS, Android, Windows 10 and above, and macOS:** You can download HP software from the respective app stores for the device.
2. Open HP software after installation.
   - **iOS/Android:** From the mobile device desktop or app menu, tap HP software.
   - **Windows 10 and above:** From the computer desktop, click **Start**, and then select **HP software** from the app list.

- **macOS:** From the Launchpad, select HP software.

3. Sign in to the HP Smart app using the HP account created during setup.

   See Connect to a Wi-Fi network using the HP software.

2 Connect your printer

Learn about different ways to connect your printer.

Administrator Sign In

While accessing certain settings from the printer control panel, the printer might prompt for a username and password. Some settings in the printer control panel are locked for security reasons. To access these settings, sign in using your username and password (PIN).

Sign In to the printer

Follow the steps to sign in when no Printer User accounts are created:

1. On the control panel Home screen, touch **Sign In**.
2. Touch the drop-down arrow to select **Sign-In Method**.
3. Select **Device Administrator** as the sign-in method.
4. Touch **Enter Password** and then enter the password (the PIN is located on the sticker inside the front door).

NOTE: If the administrator has already configured a username and password or has changed the default PIN to a custom PIN, contact the printer administrator to get the username and password.

Connect to a Wi-Fi network

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

- The printer is not connected to the network using an Ethernet cable.
- The printer Wi-Fi is turned on and the Wi-Fi network is set up and working properly.
- The printer and the devices that use the printer are on the same network (subnet). While connecting the printer, you might be prompted to enter the Wi-Fi network name (SSID) and a Wi-Fi password.

TIP:

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

Connect to a Wi-Fi network/Wi-Fi Protected Setup using the control panel

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

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

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.

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

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

Connect to a Wi-Fi network using the HP software

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

See Use HP software.

NOTE:

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

1. Open the HP software on your device.

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

Check Wi-Fi status

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

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

Connect to an Ethernet network

You can connect your printer to an Ethernet network.

NOTE: The Wi-Fi connection is automatically disabled when you connect the Ethernet cable.

1. Connect your computer to the router.
2. Connect your printer and router using an Ethernet cable.
3. Open the HP software on your computer.

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

Connect using a USB cable

You can connect your printer using a USB cable.

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

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

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

Change the connection type

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

USB to Wi-Fi

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

See Connect to a Wi-Fi network.

Wi-Fi to USB

Change the printer connection from Wi-Fi to USB.

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

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

3 Load media

Learn how to load paper and change settings.

Before you begin

NOTE:

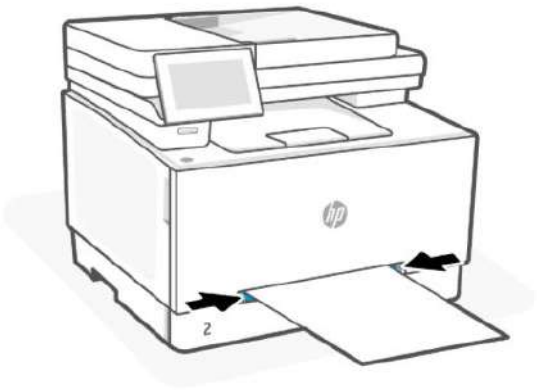
- To protect the printer and avoid printing problems, be sure to select the correct paper settings from the HP software before printing.
- For the tray capacity and list of supported paper sizes, visit www.support.hp.com. Select your country/region and language, find your printer, click **Product Information**, and check the product specifications for your printer.
- Do not load paper while the printer is printing.
- Remove any paper before loading a different paper type or size.
- When loading the tray, do not fan the paper.
- Use paper that is not wrinkled, folded, or damaged.
- Use only one paper size. For example, do not place A5 paper over A4 size paper.
- Straighten the stack of paper and adjust the paper guides to ensure paper does not slant/skew when printing.

Load paper to single-sheet slot tray 1

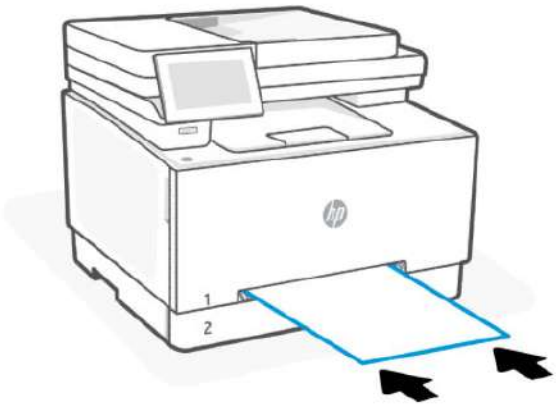
This tray holds 1 sheet of paper, use it to print single-page documents, documents that require multiple paper types, or envelopes.

1. Move the paper width guides in the single-sheet priority feed slot outward.

2. Place the top edge of the sheet at the opening, and then adjust the side guides so that they lightly touch the sheet, but do not bend it.



3. Insert the single sheet into the slot and hold it. The printer will pull the sheet partially into the paper path.



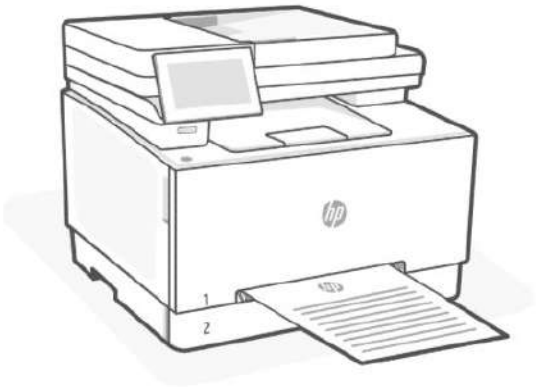
NOTE: Depending on the size of the paper, you might need to support the sheet with two hands until the sheet advances into the printer.

4. At the computer, begin the printing process from the software application. Make sure that the driver is set to the correct paper type and size for the paper being printed from the single-sheet priority feed slot.

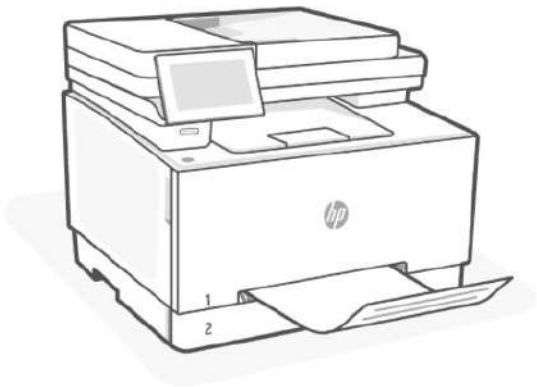
Load letterhead or preprinted paper in tray 1

Follow these steps to portrait printing.

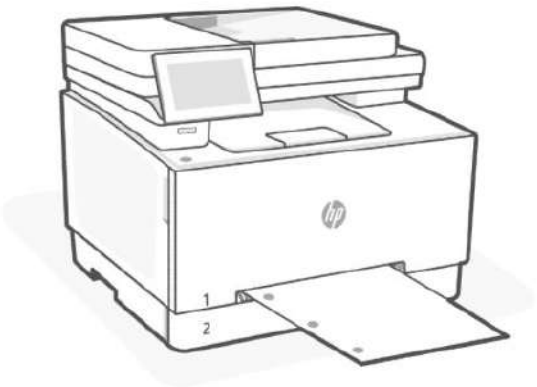
- 1-sided printing: Load the paper face-up with the top edge leading into the printer.



- **2-sided printing**: Load the paper face-down with the top edge leading into the printer.



- **1-sided or 2-sided printing**: Load the prepunched paper with the holes towards the left side of the printer.

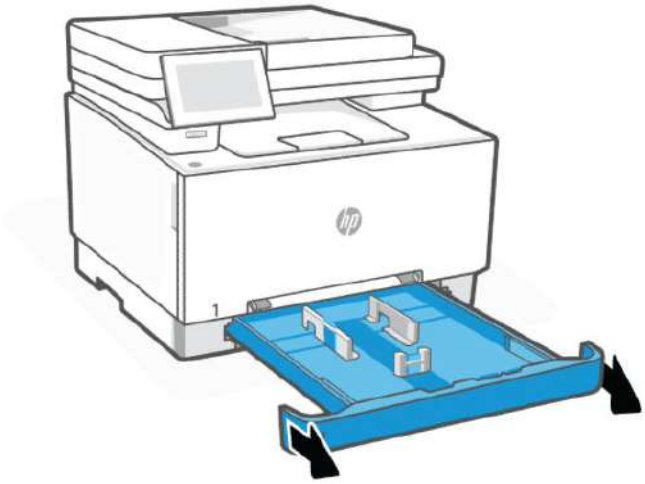


Load paper to tray 2

This tray holds up to 250 sheets of 75 g/m2 (20 lb) paper.

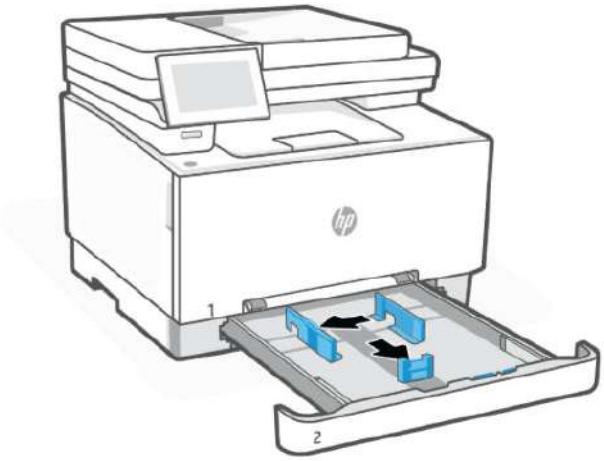
1. Open the tray.

NOTE: Do not open this tray while it is in use.

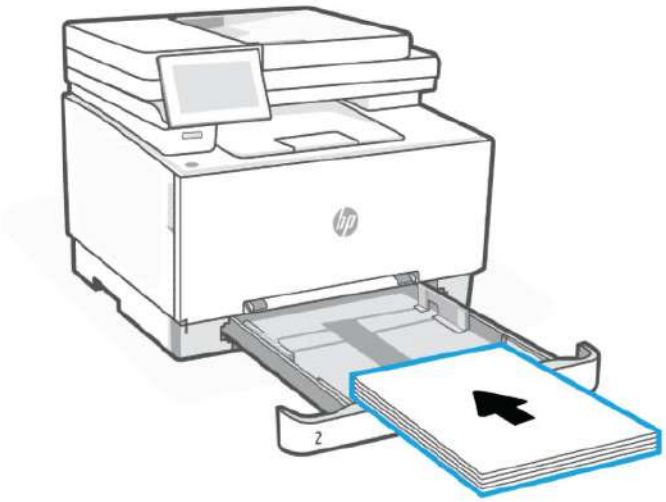


2. Adjust the paper guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used.

NOTE: To load legal-size paper, extend the tray front by pressing the blue latch and pulling the front of the tray. When loaded with legal-size paper, tray 2 extends from the front of the printer approximately 57.5 mm (2.2 in).



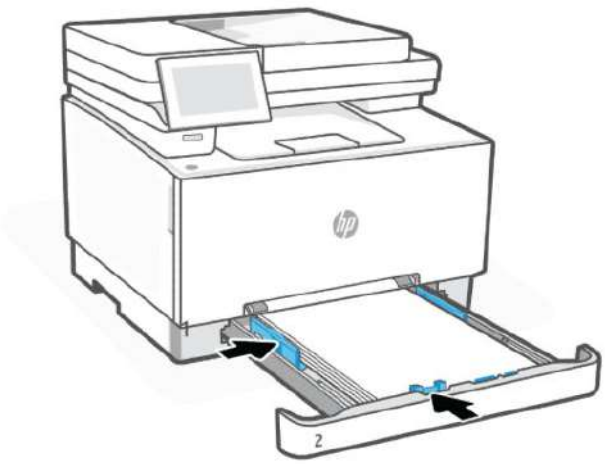
3. Load the paper into the tray.



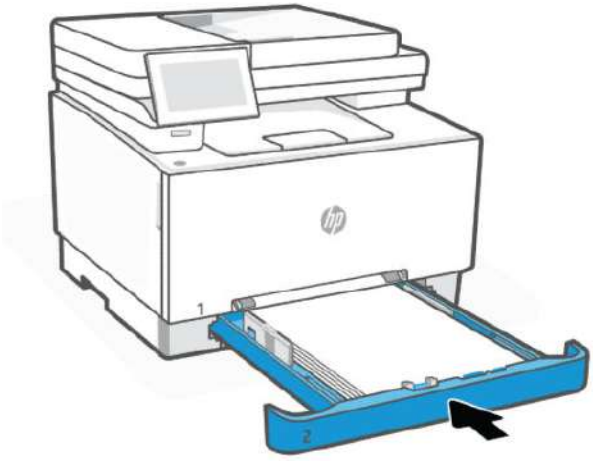
4. Adjust the guides so that they lightly touch the paper stack, but do not bend it.

NOTE:

- Do not adjust the paper guides tightly against the paper stack.
- To prevent jams, adjust the paper guides to the correct size and do not overfill the tray.



5. Close the tray.



Load letterhead or preprinted paper in tray 2

Tray 2 can be used to print in either portrait or landscape mode on a letterhead or preprinted paper.

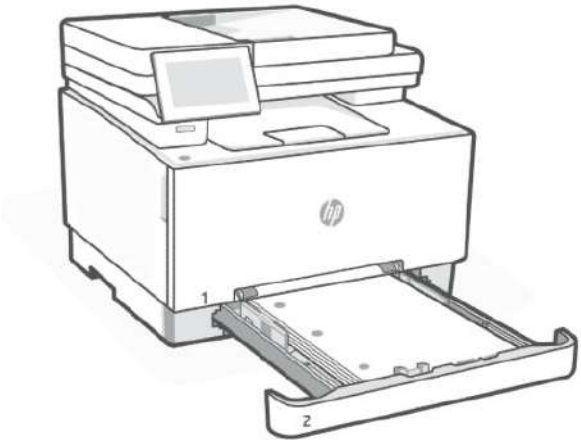
Portrait printing

Follow these steps to portrait printing.

- 1-sided printing: Load the paper face-up with the top edge toward the back of the tray.

- 2-sided printing: Load the paper face-down with the top edge toward the back of the tray.

- **1-sided or 2-sided printing**: Load the prepunched paper face-up with the holes toward the left side of the tray.

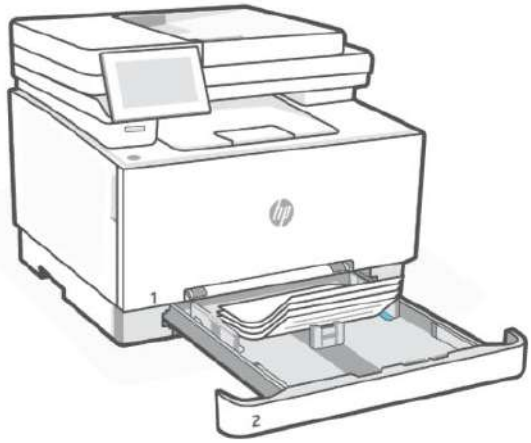


Landscape printing

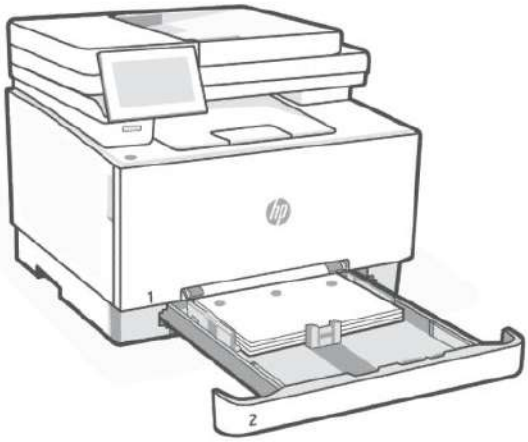
Follow these steps to landscape printing.

- **1-sided printing**: Load the paper face-up with the top edge toward the back of the tray.

- **2-sided printing**: Load the paper face-down with the top edge toward the back of the tray.



- **1-sided or 2-sided printing**: Load the prepunched paper face-up with the holes toward the front of the tray.



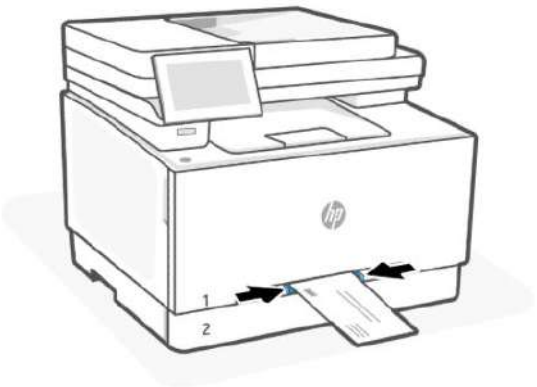
Load and print envelopes

Load envelopes into one of the two available paper trays. Make sure the envelopes are loaded face-up with the short, postage end leading into the printer.

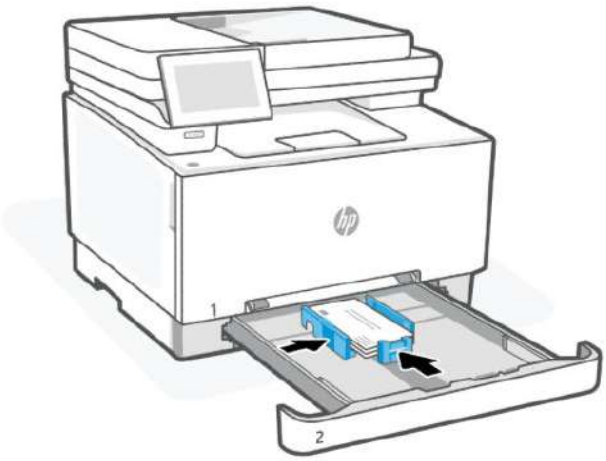
Load envelopes into a tray

Load envelopes into one of the two available paper trays. Make sure the envelopes are loaded face-up with the short, postage end leading into the printer.

- Tray 1: Load one envelope into the single feed slot. Adjust the paper guides until they touch the edges of the envelope.



- Tray 2: Pull out tray 2 and load up to ten envelopes. Adjust the paper guides until they touch the edges of the envelopes, and then push the tray in.



Print envelopes

Select the correct settings in the print driver before sending the print job to the printer.

1. Select the Print option from the software you want to print from.

2. Select the printer from the list of printers, and then click the **Properties** or **Preferences** button to open the print driver.
3. Click the **Paper/Quality** tab.
4. In the Paper size drop-down list, select the size of your envelopes.
5. In the Paper type drop-down list, select **Envelope**.
6. In the Paper source drop-down list, select **Tray 1** or **Manual feed** (Tray 2).
7. Click the **OK** button to close the **Document Properties** dialog box.
8. In the **Print** dialog box, click the **Print** button to print the job.

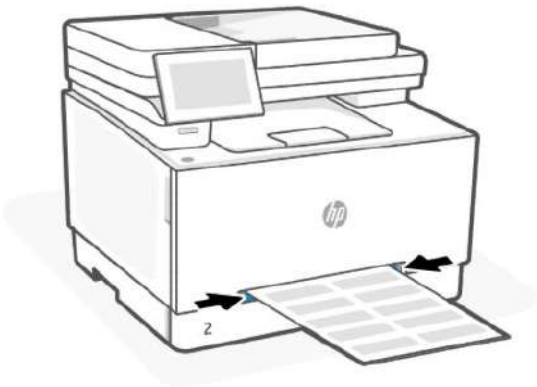
Load and print labels

Load labels into the printer and print the labels using proper print settings.

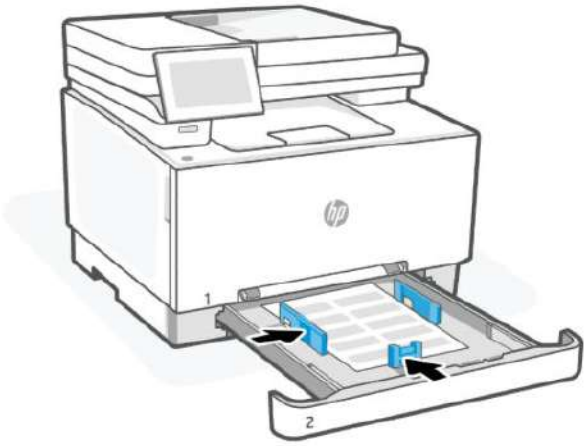
Load labels into a tray

Load labels into one of the two available paper trays. Make sure the labels are loaded face-up with the top edge leading into the printer.

- **Tray 1**: Load one label into the single feed slot. Adjust the paper guides until they touch the edges of the label.



- **Tray 2**: Pull out tray 2 and load up to fifty sheets of labels. Adjust the paper guides until they touch the edges of the labels, and then push the tray in.



Print labels

Select the correct settings in the print driver before sending the print job to the printer.

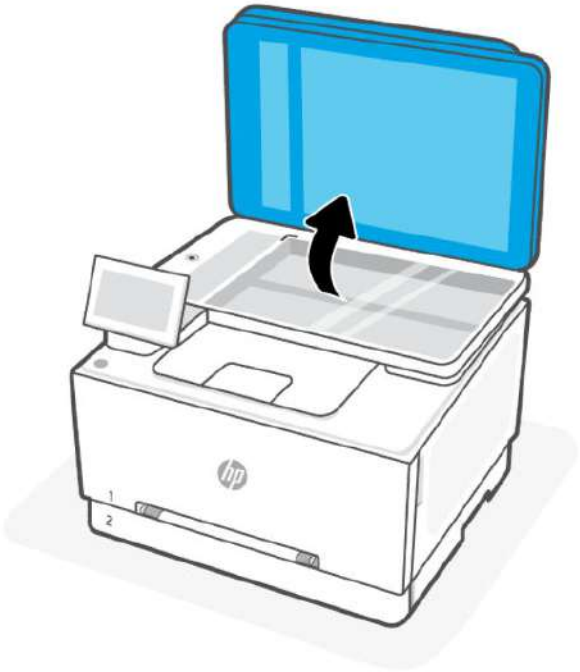
1. Select the **Print** option from the software you want to print from.
2. Select the printer from the list of printers, and then click the **Properties** or **Preferences** button to open the print driver.
3. Click the **Paper/Quality** tab.
4. In the Paper size drop-down list, select the size of your labels.
5. In the Paper type drop-down list, select **Label**.
6. In the Paper source drop-down list, select **Tray 1** or **Manual feed** (Tray 2).
7. Click the **OK** button to close the **Document Properties** dialog box.
8. In the **Print** dialog box, click the **Print** button to print the job.

Load an original on the scanner glass

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

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

1. Lift the scanner lid.



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

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

3. Close the lid.

Load an original in the document feeder

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

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

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

1. Open the output tray extender.

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

   Slide the paper into the document feeder until you hear a tone or see a message on the printer control panel display indicating that the loaded pages were detected.

3. Adjust the paper-width guides until they touch the edges of the paper.

Change the default paper settings

The printer can automatically detect whether the input tray has paper loaded and detect whether the loaded paper is large, small, or medium width. You can change the default large, medium, or small paper size detected by the printer.

1. On the control panel Home screen, swipe right and touch **Trays**.
2. Select the tray and touch **Modify** to make the desired changes.
3. Touch **Done**.

4 Configure your printer

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

Configure using the embedded web server (EWS)

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

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

Things to note when accessing the EWS.

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

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

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

Open the embedded web server (EWS)

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

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

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

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

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

View or change network settings

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

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

Manually change IPv4 and IPv6 TCP/IP parameters

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

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

Assign or change the system password

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

1. Open the EWS.
2. From the left menu, click **Security**, and then click **Password Settings**.
3. On the **Admin Account Password** page, enter the password in the **New Password*** field.
4. Re-enter the password in the **Confirm Password** field.
5. Click **Apply**.

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

Change energy-conservation settings

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

Update printer

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

Update printer using the control panel

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

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

Update printer using the embedded web server (EWS)

You can update your printer firmware using the EWS.

1. Open the EWS.

   See Open the embedded web server (EWS).

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

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

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

HP Web Jetadmin

HP Web Jetadmin is an award-winning, industry-leading tool for efficiently managing a wide variety of networked HP products, including printers, multifunction printers, and digital senders. This single solution allows you to remotely install, monitor, maintain, troubleshoot, and secure your printing and imaging environment — ultimately increasing business productivity by helping you save time, control costs, and protect your investment.

HP Web Jetadmin upgrades are periodically made available to provide support for specific product features. Go to www.hp.com/go/webjetadmin for more information.

5 Print

Learn how to print from your computer or mobile device.

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

Print from a Windows computer

You can print from the file menu of most apps.

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

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

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

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

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

Print from a Mac computer

Use the Print command from any open file.

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

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

Print from mobile devices

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

- **HP software**: Visit hp.com/mobileprinting for more information on mobile printing.

- **iOS:** Devices running iOS 4.2 or later have AirPrint preinstalled.
- **Android:** Download the HP Print Service Plugin (supported by most Android devices) from the Google Play Store and enable it on your device.

Print using Wi-Fi Direct

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

NOTE:

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

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

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

Use walk-up USB printing

This printer features walk-up USB printing, for quickly printing files without sending them from a computer. The printer accepts standard USB flash drives in the USB port. It supports the following types of files:

- .pdf
- .png
- .prn and .PRN
- .cht and .CHT
- .pxl
- .pcl and .PCL
- .ps and .PS
- .doc and .docx
- .ppt and .pptx

Access USB files on the printer

Follow these steps to access USB files on the printer.

1. Insert the USB flash drive into the walk-up USB port on the printer.

2. The **USB Flash Drive** menu opens with the following options:
    - Print Documents
    - View and Print Photos
    - Scan to USB Drive

NOTE: For more information see Scan to a USB device from printer.

Print documents

Follow these steps to print documents.

1. To print a document, select **Print Documents**.
2. Select the name of the document to print. If the document is stored in a folder, select the folder first, and then select the document to print.
3. When the summary screen opens, the following settings can be adjusted:
    - Number of Copies
    - Paper Size
    - Paper Type
    - Fit to Page
    - Collation
    - Output Color (color models only)
4. Select **Print** to print the document.
5. Retrieve the printed job from the output bin, and remove the USB flash drive.

View and print photos

Follow these steps to view and print photos.

1. To print photos, select **View and Print Photos**.
2. Select the preview image of each photo to be printed, and then select **Done**.
3. When the summary screen opens, the following settings can be adjusted:
    - Image Size
    - Paper Size
    - Paper Type
    - Number of Copies
    - Output Color (color printers only)
    - Lighter/Darker
4. Select **Print** to print the photos.

5. Retrieve the printed job from the output bin, and remove the USB flash drive.

Tips for successful printing

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

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

Toner cartridge tips

Following are the tips for successful printing:

- If the print quality is not acceptable, see Troubleshoot print quality problems.
- Use Original HP toner cartridges.

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

NOTE:

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

- Make sure the toner cartridge is installed correctly.

  For more information, see Replace toner cartridge.
- Check the estimated toner level to make sure that there is sufficient toner.

  For more information, see Supplies and accessories.

Paper loading tips

Following are the paper loading tips for successful printing:

- Make sure that the paper is loaded in the main tray properly, and set the correct media size and media type. Upon loading paper in main tray, you will be prompted to set the media size and media type from the control panel.

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

6 Copy, Scan, and Mobile Fax

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

Copy

Make copies with the printer, learn how to copy a two-sided document, and locate additional copy tasks on the web.

IMPORTANT: Recommended auto document feeder capacity when doing multiple two-sided copies is 25 sheets.

For more information:

HP's all-inclusive help for the printer includes the following information:

The following information is correct at the time of publication. For current information, see www.support.hp.com.

- Install and configure
- Learn and use
- Solve problems
- Download software and firmware updates
- Join support forums
- Find warranty and regulatory information

Copy from printer

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

1. Load paper in the input tray.

   See Load media.

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

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

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

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

Copy or scan from a mobile device

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

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

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

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

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

Additional copy tasks

Locate information on the Web for performing common copy tasks.

Go to www.support.hp.com.

Instructions are available for copy tasks, such as the following:

- Copy or scan pages from books or other bound documents
- Copy mixed-size documents
- Copy or scan a document into a booklet format

Scan

You can scan and share your documents to email addresses, network folders, to a computer, or Microsoft SharePoint sites.

Scan and share files from the printer

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

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

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

2. On the control panel Home screen, touch **Scan**, and then touch the desired option.
3. Follow the on-screen instructions to complete the scan.

Set up Scan to Email using the Embedded Web Server (EWS)

Configure the scan to email settings in the Embedded Web Server (EWS).

NOTE: Make sure the printer is connected to the same network as the computer.

1. On the printer control panel, swipe down the status center from the top center to display the printer IP address.
2. On a computer or mobile device, open a web browser and type the printer IP address into the address bar.

   See Open the embedded web server (EWS).
3. Expand the **General** tab in the left pane, go to **Email Servers**, and then click the **Plus** icon.
   - If you or your organization use one email server for emails, select **SMTP server**.
   - If you or your organization use multiple emails servers for emails, select **User-defined email profile**.
4. Enter your **Display Name** and the **Email address**.
5. Enter the outgoing mail SMTP server information. For SMTP server information, contact the email service provider or system administrator.
   - SMTP Server Name: The email provider server address.
   - SMTP Port Number: The port value for the email server.
   - Maximum Size of Email: Most email providers or clients limit the size of email attachments, typically ranging from 10MB to 50MB for free accounts.
6. Enable **Always Use Secure Connection (SSL/TLS)** for security purposes.

NOTE: Do not enable Validate Certificates if no certificate was imported to the printer.

7. If the SMTP server or user-defined email profile requires authentication to send an email, select **Server Requires Authentication.**
8. For email services that require 2-step verification for authentication, enter the **User Name** (your email address) and **Password** (your Gmail/Hotmail/Outlook app password). This password is the one you generated through your email account.
9. To require a PIN to be entered on the printer control panel before a printer can send a scan, enable **Use Security PIN**.
10. Enter, and then confirm your PIN.

    This PIN must be entered on the control panel each time the profile is used to send a scan to an email address.
11. Click **Apply** to complete the setup.

    Test the email server for the new email profile you created. Select the check box for the new email profile, click the **Test** icon, and then click **Test**. You will receive an email if the test was successful.

Configure default job options (optional)

Configure the default job options for scan to email jobs using the Embedded Web Server (EWS).

1. On the EWS Home page, click Scan in the left navigation pane, and then click **Scan to Email**.
2. Select the options that you want to assign as the default settings.
3. Click **Apply** to save the settings.

Configure contacts list (optional)

Add contacts to the Address Book for scan to email jobs using the Embedded Web Server (EWS).

1. On the EWS Home page, click **Contacts** in the left navigation pane.
2. Select the appropriate address book option to add contacts from the **Select Address Book** drop-down list.
3. Use one of the following options to set up a contact list:
   - You can add contacts individually to the contacts list. Click **Add Contact** or **Add Group** to add contacts to the list.
   - A Network Directory Server (LDAP) can be set up to search for users within a company. Click the **Address Books** tab at the top of the Contacts page to configure LDAP.
   - You can also use the **Address Books** page to set up more than one contact list. Under **Manage Address Books**, click the **Plus** icon to add additional custom address books.

Configure Quick Sets (optional)

Configure Quick Sets using the Embedded Web Server (EWS).

Quick Sets are optional shortcut jobs that can be accessed on the printer Home screen. They are useful for saving scan settings for jobs that you carry out frequently.

1. On EWS home page, click **Quick Sets** in the left navigation pane.
2. On the Quick Sets page, click **Plus** icon.
3. In the Quick Set Type drop-down list, select **Email** for quick set, and then click **Next**.
4. Follow the prompts to change any Quick Set settings.

Set up a Scan to Network Folder using the Embedded Web Server (EWS)

Configure the network scan folder in the Embedded Web Server (EWS).

NOTE: Make sure the printer is connected to the same network as the computer.

1. On the printer control panel, swipe down the status center from the top center to display the printer IP address.
2. On a computer or mobile device, open a web browser and type the printer IP address into the address bar.

   See Open the embedded web server (EWS).
3. Expand the **Quick Sets** tab in the left pane, and then click the **Plus** icon.
4. Click the drop-down, select **Network Folder** as the Quick Set Type, and then click **Next**.
5. Enter a name to display on the control panel in the **Quick Set Name** field.
6. Enter a **Description** and choose a **Quick Set Start Option** (optional).
7. In the Network Folder Path, enter the path you previously created.
8. Under **Sign-In method**, select **Use the following credentials**.
9. Enter your **User Name** and **Password**.

10. Click **Verify Access** to confirm the credentials are correct.

    You will receive a message if your access verification is successful.

11. Enable **Use Security PIN** to require a PIN to be entered on the printer control panel before sending a scan.

12. Enter, and then confirm your PIN.

    This PIN must be entered on the control panel each time the profile is used to send a scan to an email address.

13. Click **Next**.

14. Select your default settings for future scans, and then click **Next**.

NOTE: To change the default scan settings later, go to **Scan** and click on **Scan to Network folder** in the left pane. Change your settings, and then click **Apply**.

Scan to a USB device from printer

Use the printer control panel to scan a file directly to a USB device.

NOTE: You can also use embedded web server (EWS) to scan to a USB device.

1. Insert the USB device into the USB port of the printer.

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

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

3. On the control panel Home screen, touch **Scan**.

4. Touch **Scan to USB**, and then select the location on the USB device where you want to save the scanned file.

5. Touch the **File Name** field and type in the file name.

6. Touch to set other file options such as **Original Sides**, **File Type**, **Resolution**, and **Color Mode** from each drop-down list.

7. Touch **Options** to change settings.

8. Touch **Preview** if you want to preview scanned photo or document, and then touch **Send** to scan the document and save it to the USB device.

Set up scan to SharePoint

Configure the SharePoint scan settings in the Embedded Web Server (EWS).

NOTE: Make sure the printer is connected to the same network as the computer.

1. On the printer control panel, swipe down the status center from the top center to display the printer IP address.

2. On a computer or mobile device, open a web browser and type the printer IP address into the address bar.

   See Open the embedded web server (EWS).

3. On a computer or mobile device, open a web browser and type the printer IP address into the address bar. To learn more about how to access the EWS, go to Use the HP printer Embedded Web Server (EWS).

4. Expand the **Quick Sets** tab in the left pane, and then click the **Plus** icon .
5. Click the dropdown, select **SharePoint** as the Quick Set Type, and then click **Next**.
6. In the SharePoint path field, enter the SharePoint path.
7. Under **Sign-In method**, select **Use the following credentials**.
8. Enter your **Windows Domain**, **User Name**, and **Password**.
9. Click **Verify Access** to confirm the credentials are correct.

   You will receive a message if your access verification is successful.
10. To restrict scanning to the SharePoint, add a PIN to enter when selecting the SharePoint folder during scan setup. When a PIN is created, it must be entered on the printer control panel each time the profile is used to send a scan to SharePoint.
11. Click **Next**.
12. Select your default settings for future scans, and then click **Next**.

NOTE: To change the default scan settings later, go to **Scan** and click on **Scan to SharePoint** in the left pane. Change your settings, and then click **Apply**.

Scan to computer from the control panel (Windows)

Scan directly from the printer control panel to a Windows computer. Installing HP Universal Scan Software is required to enable the scan to computer function.

NOTE: To scan to macOS computers, use HP Smart hpsmart.com.

Install HP Universal Scan Software

Install HP Universal Scan Software to enable the scan to computer function.

1. On your Windows computer, go to hp.com/support and download the driver.

NOTE: Download and install the full feature driver to get the most scanning benefits. Download the basic driver if you want a smaller file size without additional advanced features, such as Optical Character Recognition (OCR).

2. Open the downloaded driver, and then follow the instructions to install the software and connect your printer.

Enable Scan to Computer

Enable Scan to Computer on your Windows computer to enable scanning to your computer from the printer control panel.

NOTE: Make sure your printer is connected to the same network as your device.

1. On your computer, open **HP Scan Assistant**.
2. Select your printer, and then click **OK**.
3. In the new window, click **Manage Scan to Computer**.
4. Click **Enable**.

Change the default scan settings in Windows (Optional)

Change the default control panel scan settings in Windows with HP Scan.

1. On your computer, open **HP Scan**, and then choose the Scan Shortcut you want to change, such as Scan as **PDF** or Scan as **JPEG**.
2. Change the desired scan settings, and then click **Save** icon.

Scan using Web Scan

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

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

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

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

Enable Web Scan

You must enable Web Scan before scanning from any browser.

1. Open the embedded web server (EWS).
2. From the left menu, click **Network**, and then click **Advanced Settings**.
3. On the **Advanced Settings** page, click **Remote Scan**, and then click the toggle button next to **WS-Scan** to enable Web Scan.

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

Scan using Web Scan

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

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. Open the embedded web server (EWS).
3. From the left menu, click **Scan**.
4. Click **Web Scan**, change any settings, and then click **Start Scan**.

Tips for copy and scan success

Use the following tips to copy and scan successfully:

- Keep the glass and the back of the lid clean. The scanner interprets anything it detects on the glass as part of the image.
- Load your original print-side down on the scanner glass and align it with the marking on the rear left corner of the glass.

- To make a large copy of a small original, scan the original into the computer, resize the image in the scanning software, and then print a copy of the enlarged image.
- If you want to adjust scan size, output type, scan resolution, or file type, and so on, start scan from the HP software.
- To avoid incorrect or missing scanned text, make sure the brightness is set appropriately in the software.
- If you want to scan a document with several pages into one file instead of multiple files, start the scan with the HP software instead of selecting **Scan** from the printer display or use document feeder to scan.
- When scanning from a mobile camera, make sure to scan in a well-lit area so that the original has good contrast with the surface it is lying on.

Additional scan tasks

Locate information on the Web for performing common scan tasks.

Go to hp.com/support.

Instructions are available for scan tasks, such as the following:

- How to scan a general photo or document
- How to scan as editable text (OCR)
- How to scan multiple pages into a single file

Mobile Fax

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

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

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

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

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

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

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

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

7 Fax

Configure the fax features, and send and receive faxes using the printer. This section is applicable only if the printer has the fax port.

You can use the printer to send and receive faxes. You can schedule faxes to be sent later within 24 hours and set up address book contacts to send faxes quickly and easily to frequently used numbers. On the printer control panel, you can also set a number of fax options, such as resolution and the contrast between lightness and darkness on the faxes you send.

NOTE:

- Before you begin faxing, make sure you have set up the printer correctly for faxing. You can verify the fax is set up correctly by running the fax setup test from the printer control panel.

  See Fax test report.

- You can send a secure fax using the HP software and your mobile device or computer from anywhere, anytime. Use the HP software to quickly scan and fax multiple pages at once from your mobile device or computer.

  See Use HP software.

Send a fax

You can send a fax in a variety of ways, depending on your situation or need.

Send a standard fax

You can send a single-page fax or multiple-page fax using the control panel.

NOTE:

- Send single-page fax by placing the original on the glass. Send multiple page faxes using the document feeder.
- If you need printed confirmation that your faxes were successfully sent, fax notification must be enabled.

  See Set the fax number confirmation.

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. On the control panel Home screen, swipe right and then touch **Fax**.
3. To enter the fax number, do one of the following:
   - Touch **Enter the Fax Number**, and then enter the fax number.
   - Touch the **Address Book** icon next to the **Enter the Fax Number** field to open the Address Book.
4. Touch **Select** to confirm.

5. Touch **Send** to send the fax.

TIP: If the recipient reports issues with the quality of the fax, try changing the resolution or contrast of your fax.

Send a standard fax from the computer (Windows)

You can fax a document directly from your computer without printing it first.

To use this feature, make sure you have installed HP software on your computer, the printer is connected to a working telephone line, and the fax function is set up and functioning correctly.

1. Open the document on your computer that you want to fax.
2. On the **File** menu in your software application, click **Print**.
3. From the Name list, select the printer that has "**fax**" in the name.
4. To change settings, click the button that opens the **Properties** dialog box.

   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. After you have changed any settings, click **OK**.
6. Click **Print** or **OK**.
7. Enter the fax number and other information for the recipient, change any further settings for the fax, and then click **Send Fax**. The printer begins dialing the fax number and faxing the document.

Send a fax from a phone

You can send a fax using your telephone extension. This allows you to talk with the intended recipient before sending the fax.

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. Dial the number by using the keypad on the phone that is connected to the printer.

   If the recipient answers the telephone, inform the recipient that they should receive the fax on their fax machine after they hear fax tones. If a fax machine answers the call, you will hear fax tones from the receiving fax machine.
3. When you are ready to send, touch **Send Fax**, and then follow the on-screen instructions to proceed.

   The telephone is silent while the fax is transmitting. If you want to speak to the recipient later, remain on the line until the transmission is complete. If you were finished talking to the recipient, you can hang up the telephone as soon as the fax begins transmitting.

Send a scheduled fax using the control panel

You can schedule faxes to be sent at a later time.

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. On the control panel Home screen, swipe right and then touch **Fax**.

3. Touch **Options**, scroll down to **Send Options**, and then touch **Schedule Fax**.
4. Set the time to send the fax, and then touch **Done**.
5. To enter the fax number, do one of the following:
   - Touch **Enter the Fax Number**, and then enter the fax number.
   - Touch the **Address Book** icon next to the **Enter the Fax Number field** to open the Address Book.
6. Touch **Send**.

   Follow the on-screen instructions that might occur.

Send a fax using the printer memory

You can scan a black-and-white fax into memory and then send the fax from memory. This feature is useful if the fax number you are trying to reach is busy or temporarily unavailable. The printer scans the originals into memory and sends them once it is able to connect to the receiving fax machine. After the printer scans the pages into memory, you can immediately remove the originals from the document feeder tray or scanner glass.

NOTE:

- You can only send a black-and-white fax from memory.
- You can scan multiple pages from the scanner glass to the printer's memory, and then fax them. You can use this feature to fax multiple pages from a book or magazine, when it is not feasible in ADF.

1. Make sure that **Scan and Fax Method** is turned on.
   a. On the control panel Home screen, touch **Menu**.
   b. Scroll to **Utilities** and touch **Settings**.
   c. Touch **Fax Settings**, and then touch **Fax Send**.
   d. Touch the toggle button next to **Scan and Fax Method** to turn it on or off.
2. Load your original print-side down on the scanner glass or print-side up in the document feeder.
3. On the control panel Home screen, swipe right and then touch **Fax**.
4. To enter the fax number, do one of the following:
   - Touch **Enter the Fax Number**, and then enter the fax number.
   - Touch the **Address Book** icon next to the **Enter the Fax Number field** to open the Address Book.
5. Touch **Send**.

   The printer scans the originals into memory and sends the fax when the receiving fax machine is available.

Send a fax to multiple recipients using group address book

You can send a fax to multiple recipients by creating a group address book contact made up of two or more individual recipients.

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

2. On the control panel Home screen, swipe right and then touch **Fax**.
3. Touch **Enter the Fax Number**, and then enter the fax number.
4. Touch **Phone Book**, touch **Local**, and touch the **Enter** button after entering each fax number. When finished entering all fax numbers, touch **Done**.
5. Touch **Group** to select the group address book, and then select **Select**.
6. Touch the name of the group that you want to send.
7. Touch **Send**

   The printer sends the document to all the numbers in the selected group.

TIP: If the recipient reports issues with the quality of the fax, try changing the resolution or contrast of your fax.

Receive a fax

You can receive faxes automatically or manually. If you turn off the **Auto Answer** option, you must receive faxes manually. If you turn on the **Auto Answer** option (the default setting), the printer automatically answers incoming calls and receives faxes after the number of rings that are specified by the **Rings to Answer** setting (The default **Rings to Answer** setting is two rings).

If you receive a Legal-size or larger fax and the printer is not currently set to use Legal-size paper, the printer reduces the fax so that it fits on the paper that is loaded. If you have disabled the **Automatic Reduction** feature, the printer prints the fax on two pages.

NOTE: If you are copying a document when a fax arrives, the fax is stored in the printer memory until the copying finishes.

Receive a fax manually

When you are on the phone, the person you are speaking with can send you a fax while you are still connected. You can pick up the handset to talk or listen for fax tones.

- You can receive faxes manually from a phone that is directly connected to the Fax port on the back of the printer.
- If you need printed confirmation that your faxes were successfully sent, **Fax Notification** (Fax Receive) must be enabled.

1. Make sure the printer is turned on and you have paper loaded in the input tray.
2. Remove any originals from the document feeder tray.
3. On the control panel Home screen, touch **Menu**.
4. Scroll to **Utilities** and touch **Settings**.
5. Touch **Fax Settings**, and then touch **Fax Receive**.
6. Set the **Rings to Answer** setting to a high number to allow you to answer the incoming call before the printer answers.

   Or

Turn off the **Auto Answer** setting so that the printer does not automatically answer incoming calls.

7. If you are currently on the phone with the sender, instruct the sender to press **Send Fax** on their fax machine.
8. Do the following when you hear fax tones from a sending fax machine.
   a. On the printer control Home screen, touch **Receive Now** to receive the fax.
   b. After the printer begins to receive the fax, you can hang up the phone or remain on the line. The phone line is silent during fax transmission.

Reprint faxes in memory using the control panel

You can reprint up to 100 of the most recently printed faxes if they are still in memory. For example, you might need to reprint your faxes if you lost the copy of your last printout.

NOTE: After the memory becomes full, the printer cannot receive the new fax until you print or delete the faxes from memory. You might also want to delete the faxes in memory for security or privacy purposes.

1. Make sure you have loaded paper in the input tray.

   See Load media.
2. From the printer control panel display, touch **Print**.
3. Touch **Job Storage**, **Stored Faxes**, and **Print**.

   The faxes are printed in the reverse order from which they were received with the most recently received fax printed first, and so on.
4. Select a fax and then touch **Print**.

Block unwanted fax numbers

You can block specific fax numbers so the printer does not receive faxes received from those numbers. When an incoming fax call is received, the printer compares the number to the list of blocked fax numbers to determine if the call should be blocked. If the number matches a number in the blocked fax numbers list, the fax is not received (The maximum number of fax numbers you can block varies by model).

You can block specific fax numbers by adding them to the blocked fax numbers, unblock these numbers by removing them from the blocked fax numbers list, and print a list of blocked fax numbers.

Add a number to the Blocked Fax Numbers list

Use the following steps to block and add a number to the blocked fax list using the control panel.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Fax Settings**, **Fax Receive**, and **Blocked Fax Numbers**.
4. Select the number you want to add and then touch **Add**.

5. Touch **OK**.

   Follow the on-screen instructions.

Remove numbers from the Blocked Fax Numbers list

Use the following steps to remove numbers from the blocked fax numbers list using the control panel.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Fax Settings**, **Fax Receive**, and **Blocked Fax Numbers**.
4. Select the number you want to remove and then touch **Remove**.
5. Touch **OK**.

   Follow the on-screen instructions.

Print a Blocked Fax Report

Use the following steps to print a blocked fax report using the control panel.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Tools**.
3. Touch **Reports**, **Fax Reports**, and **Blocked Fax Report**.
4. Touch **Print** to begin printing.

Set up address book contacts

You can set up frequently used fax numbers as address book contacts. This lets you quickly dial those numbers using the printer control panel.

TIP: In addition to creating and managing address book contacts from the printer control panel, you can also use tools available on your computer, such as HP software and the embedded web server (EWS).

See Use HP software.

Create an address book contact

You can store fax numbers as address book contacts.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Contacts**.
3. Touch **Add Contact**.
4. Touch **Display Name*** to enter your personal or company display name manually, and then touch **OK**.
5. Touch **Enter Address** to enter your personal or company email address manually, and then touch **OK**.

6. Touch **Fax number** to enter the fax number manually, and then touch **OK**.

NOTE: Be sure to include any pauses or other required numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix.

7. Touch **Save**.

Change address book contacts

You can change address book contacts.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Contacts**.
3. Touch **Contact** to edit the contact details that you want to change.
4. Touch **Edit** to change the Display Name*, Email Address, or Fax Number.

NOTE: Be sure to include any pauses or other required numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix.

5. Touch **Save**.

Create and edit a group address book contact

You can store groups of fax numbers as group address book contacts.

Set up group contacts

You can set up group contacts.

NOTE: Before you can create a group address book contact, you must have already created at least one address book contact.

See Create an address book contact.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Contacts**.
3. Touch **Add Group** to enter your personal or company group name manually, and then touch **OK**.
4. Touch **Group Name*** to enter a group name manually by using the keyboard, and then touch **OK**.
5. Touch **Members**, select the contacts that you want to include in this group and touch **Add**.
6. Touch **Save**.

Change group address book contacts

You can change group address book contacts.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Contacts**.
3. Touch **Group** to edit the group contact details that you want to change.

4. Touch **Edit** to change the group name manually and choose the members of the group.
5. Touch **Save**.

NOTE: If you want to remove a contact from the group, touch to deselect the contact.

Delete address book contacts

You can delete address book contacts.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Contacts**.
3. Touch the name of the address book contact that you want to delete.
4. Touch **Edit**, and then touch **Delete**.
5. Touch **Delete** to confirm.

Delete group address book contacts

You can delete group address book contacts.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Contacts**.
3. Touch the name of the group contact that you want to delete.
4. Touch **Edit**, and then touch **Delete**.
5. Touch **Delete** to confirm.

Change fax settings

Use the following steps to change the initial settings or to configure other options for faxing.

Configure the fax dialing settings

You can configure the fax dialing settings using the control panel. If the printer was unable to send a fax because the receiving fax machine did not answer or was busy, the printer attempts to redial based on the settings for the redial options.

All redial options work only when sending faxes from memory with **Scan and Fax** method turned on.

- **Redial on Error**: Redials automatically if there has been a problem communicating with the receiving fax machine.
- **Redial on No Answer**: Redials automatically if the receiving fax machine does not answer.
- **Redial on Busy**: Redials automatically if it receives a busy signal.
- **Redial Interval**: Redials on the time interval set.
- **Fax Send Speed**: Set fax speed to communicate between your printer and other fax machines when sending faxes.

- **Pulse Dialing Mode**: Change to pulse dialing mode. The factory-set default is Tone. Do not change the setting unless you know that your phone line cannot use tone dialing.
- **Dialing Prefix**: Make sure to include any pauses or other required numbers such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix.
- **Detect Dial Tone**: Dials as soon as it detects a dial tone.

Complete the following steps to set the fax dialing options.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Fax Settings**, and then touch **Fax Send**.
4. Touch **Fax Dialing**, and then slide to increase or decrease to set any of the following options.
   - Redial on Error
   - Redial on No Answer
   - Redial on Busy
   - Redial Interval
   - Fax Send Speed
   - Pulse Dialing Mode
   - Dialing Prefix
   - Detect Dial Tone

Enable scan and fax method

You can set the scan and fax method using the control panel. This feature is useful if the fax number you are trying to reach is busy or temporarily unavailable. The printer scans the originals into memory and sends them once it is able to connect to the receiving fax machine. After the printer scans the pages into memory, you can immediately remove the originals from the document feeder tray or scanner glass.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Fax Settings**, and then touch **Fax Send**.
4. Touch the toggle button next to **Scan and Fax Method** to turn it on or off.

Set the fax number confirmation

Allows you to re-enter the fax number for confirmation.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Fax Settings**, and then touch **Fax Send**.
4. Touch the toggle button next to **Fax Number Confirmation** to turn it on or off.

Set the error correction mode (ECM) settings

You can turn on or off ECM settings using the control panel. ECM prevents loss of data due to poor phone lines by detecting errors that occur during transmission and automatically requesting retransmission of the erroneous portion. Phone charges are unaffected, or might even be reduced, on good phone lines. On poor phone lines, ECM increases sending time and phone charges, but sends the data much more reliably. The default setting is **On**. Turn ECM off only if it increases phone charges substantially, and if you can accept poorer quality in exchange for reduced charges.

If ECM is turned off, the quality and transmission speed of faxes you send and receive are affected, and the Speed is automatically set to **Medium**.

You can change ECM settings either from Fax Send or Fax Receive settings using the control panel.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Fax Settings**, and then touch **Fax Send**.

   Or

   Touch **Fax Settings**, and then touch **Fax Receive**.
4. Touch the toggle button next to **Error Correction Mode** to turn it on or off.

Set the overlay fax header

You can configure the overlay fax header settings using the control panel. The overlay fax header prints your name and fax number on the top of every fax you send. HP recommends that you set up the fax header by using HP software. You can also set up the fax header from the printer control panel, as described here.

NOTE: In some countries/regions, the fax header information is a legal requirement.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Fax Settings**, and then touch **Fax Setup**.
4. On the **Basic Fax Setup** screen, touch **Country/Region*** and scroll to select the country/region.
5. Touch **Fax Header Name*** to manually enter your personal or company fax header name using the keyboard, and then touch **OK**.
6. Touch **Fax Number** to enter your fax number manually by using the keyboard, and then touch **OK**.

   NOTE: The fax header prints your name and fax number on the top of every fax you send.
7. Touch **Next**, and then follow the on-screen instructions.
8. Touch **OK**.

Set the billing code

You can set to print the billing code using the control panel. The billing codes feature prompts the user to input a billing code for each fax being sent; the billing code is then assigned to each page of the fax.

For an undefined group or a group-dial fax, the billing code count is increased for each successful fax that is sent to each destination. By default, the billing code setting is turned off.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Fax Settings**, and then touch **Fax Send**.
4. From the **Fax Send Settings** screen, touch the toggle button next to **Billing Code** to turn it on or off.

Set the fax notifications (send or receive) settings

You can set to print a notification on the printer when any fax is sent or received using the control panel.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Fax Settings**, **Fax Send**, and **Fax Send Settings**.

   Or

   Touch **Fax Settings**, **Fax Receive**, and **Fax Receive Settings**.
4. On the **Fax Send Settings** or **Fax Receive Settings** screen, touch next to **Fax Notifications** to set the required option.
   - Do not notify
   - Notify when job completes
   - Notify only if job fails

Configure the fax printing settings

You can configure the fax printing settings using the control panel. Depending on your preference and security requirements, you can set up the printer to store and print all the faxes it receives and sends using the control panel.

1. Complete the following steps to change the store and print settings.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Fax Settings**, and then touch **Fax Receive**.
4. On the **Fax Receive Settings** screen, touch **Store and Print** next to **Fax Printing**.
5. Touch one of the following options.

Table 7-1 **Store and print**

Settings	Description
Store and Print	Printer stores all received faxes in memory. This enables you to reprint up to 100 of the most recent faxes from the memory. This is the default setting. NOTE: When the printer memory is low, it overwrites. If memory becomes full of unprinted faxes, the printer stops answering incoming fax calls.

Table 7-1 Store and print (continued)

Settings	Description
Always Print	When **Always Print** is selected, the printer prints the received faxes without storing in memory.

Set the answer mode (auto answer)

You can set to auto answer mode using the control panel. The answer mode determines whether the printer answers incoming calls.

- Turn on the **Auto Answer** setting if you want the printer to answer faxes **automatically**.
- Turn off the **Auto Answer** setting if you want to receive faxes **manually**. You must be available to respond in person to the incoming fax call or else the printer does not receive faxes.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Fax Settings**, and then touch **Fax Receive** option.
4. Touch the toggle button next to **Auto Answer** to turn it on or off.

Set the number of rings

You can set the number of rings before answering using the control panel. If you turn on the **Auto Answer** setting, you can specify how many rings to occur before incoming calls are automatically answered.

The **Rings to Answer** setting is important if you have an answering machine on the same phone line as the printer, because you want the answering machine to answer the phone before the printer does. The number of rings to answer for the printer should be greater than the number of rings to answer for the answering machine.

For example, set your answering machine to a low number of rings and the printer to answer in the maximum number of rings. In this setup, the answering machine answers the call and the printer monitors the line. If the printer detects fax tones, it receives the fax. If the call is a voice call, the answering machine records the incoming message.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Fax Settings**, and then touch **Fax Receive**.
4. Touch to set the number of rings.

Set the fax ring volume

You can change the ring volume of fax sounds.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Fax Settings**, **Fax Receive**, and **Ring Volume**.
4. Touch to set **High**, **Off**, or **On**.

Set the answer ring pattern for distinctive ring

You can change the answer ring pattern for distinctive ring. Many phone companies offer a distinctive ring feature that allows you to have several phone numbers on one phone line. When you subscribe to this service, each number is assigned a different ring pattern. You can set up the printer to answer incoming calls that have a specific ring pattern.

If you connect the printer to a line with distinctive ring, have your telephone company assign one ring pattern to voice calls and another ring pattern to fax calls. HP recommends that you request double or triple rings for a fax number. When the printer detects the specified ring pattern, it answers the call and receives the fax.

TIP: You can also use the Ring Pattern Detection feature in the printer control panel to set distinctive ring. With this feature, the printer recognizes and records the ring pattern of an incoming call and, based on this call, automatically determines the distinctive ring pattern assigned by your telephone company to fax calls.

If you do not have a distinctive ring service, use the default ring pattern, which is **All Standard Rings**.

1. Make sure that the printer is set to answer fax calls automatically.

   See Set the answer mode (auto answer).

2. On the control panel Home screen, touch **Menu**.
3. Scroll to **Utilities** and touch **Settings**.
4. Touch **Fax Settings**, and then touch **Fax Receive**.
5. Scroll down and touch **Distinctive Ring**.
6. Touch any of the following options:
   - Single Ring
   - Double Rings
   - Triple Rings
   - Double and Triple Rings
   - All Standard Rings
   - Record Ring Pattern

NOTE: If you are using a PBX phone system that has different ring patterns for internal and external calls, you must call the fax number from an external number.

Set the 2-sided fax printing

You can set the 2-sided fax printing option to print incoming faxes on both sides of the paper.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Fax Settings**, and then touch **Fax Receive**.
4. Scroll down and touch the toggle button next to **2-Sided Fax Printing** to turn it on or off.

Set the stamp received faxes settings

You can set the stamp received faxes settings using the control panel. You can stamp the incoming fax with your own header information to confirm the date and time that the fax was received. This feature is not enabled by default.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Fax Settings**, and then touch **Fax Receive**.
4. Scroll down and touch the toggle button next to **Stamp Received Faxes** to turn it on or off.

Set the Fit to Page settings

You can set fit to page settings using the control panel.

The **Fit to Page** setting determines what the printer does if it receives a fax that is too large for the loaded paper size. This setting is turned on by default, so the image of the incoming fax is reduced to fit on one page, if possible. If this feature is turned off, information that does not fit on the first page is printed on a second page. **Fit to Page** is useful when you receive a fax larger than A4/Letter-size fax and A4/Letter-size paper is loaded in the input tray.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Fax Settings**, and then touch **Fax Receive**.
4. Scroll down and touch the toggle button next to **Fit to Page** to turn it on or off.

Add a number to the Blocked Fax Numbers list

Use the following steps to block and add a number to the blocked fax list using the control panel.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Fax Settings**, **Fax Receive**, and **Blocked Fax Numbers**.
4. Select the number you want to add and then touch **Add**.
5. Touch **OK**.

   Follow the on-screen instructions.

Set the Fax Speed (send or receive) settings

If you use one of the following, setting the fax speed to a slower speed might be required:

- An Internet phone service
- A PBX (private branch exchange) system
- Fax on Voice over Internet Protocol (VoIP)
- An integrated services digital network (ISDN) service

If you experience problems sending and receiving faxes, try using a slower **Speed**. The following table provides the available fax speed settings.

Table 7-2 Set the send and receive speed

Fax speed setting	Fax speed
Fast	v.34 (33600 bps)
Medium	v.17 (14400 bps)
Slow	v.29 (9600 bps)

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Fax Settings**, **Fax Send**, **Fax Dialing**, and **Fax Send Speed**.

   Or

   Touch **Fax Settings**, **Fax Receive**, **Fax Dialing**, and **Fax Receive Speed**.
4. Touch any of the following options to set the fax send or receive speed.
   - **Slow (9600 bps)**
   - **Medium (14400 bps)**
   - **Fast (33600 bps)**

Set the dial type

Use this procedure to set tone-dialing or pulse-dialing mode. The factory-set default is **Tone**. Do not change the setting unless you know that your phone line cannot use tone dialing.

NOTE: The pulse-dialing option is not available in all countries/regions.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Fax Settings**, **Fax send**, and **Fax Dialing**.
4. From the **Fax Dialing** options, touch the toggle button next to **Pulse Dialing Mode** to turn it on or off.

Set fax forward

You can set up the printer to forward your faxes to another fax number using the control panel. All faxes are forwarded in black and white, regardless of how they were originally sent.

HP recommends that you verify the number you are forwarding to is a working fax line. Send a test fax to make sure the fax machine is able to receive your forwarded faxes.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Fax Settings**, and then touch **Fax Forwarding**.

4. Do one of the following to activate the fax forwarding:

   - Touch the toggle button next to **Fax Forwarding** to forward the fax.
   - Touch the toggle button next to **Fax Forwarding + Print** to print and forward the fax.
   - Touch **Enter Fax Number** to enter the fax number manually of the fax machine intended to receive the forwarded faxes.

NOTE:

- If the printer loses power when fax forwarding is set up, it saves the fax forwarding setting and phone number. When the power is restored to the printer, the fax forwarding setting is still **On**.
- You can cancel fax forwarding by selecting **Off** from the **Fax Forwarding** menu.

Configure fax archiving

You can use fax archive to automatically receive faxes and save them directly to your computer. This saves paper and ink.

Received faxes are saved as TIFF (Tagged Image File Format) or PDF (Portable Document Format).

NOTE: Fax to Computer is available for receiving black-and-white faxes only. Color faxes will be printed.

Fax archive requirements

Following are the fax archive requirements.

- The destination folder of the computer must be available at all times. Faxes will not be saved if the computer is asleep or in hibernate mode.
- Paper must be loaded in the input tray to print the received faxes archived.

  See Load media.

Set up or modify fax archive settings

You can set up or modify fax archiving settings using the embedded web server (EWS).

1. Open the EWS.

   See Use HP software.

2. From the left menu, click **Fax**, and then click **Fax Archive and Forwarding**.
3. Click **Archive** tab, and then select the desired settings from the **Fax Archiving** drop-down menu.

   - Do not archive (print only)
   - Archive and print
   - Archive only

Turn off fax archiving

You can turn off fax archive using the embedded web server (EWS).

1. Open the EWS.

   See Use HP software.

2. From the left menu, click **Fax**, and then click **Fax Archive and Forwarding**.

3. Click **Archive** tab, and then select **Do not archive (print only)** from the **Fax Archiving** drop-down menu.

Fax and digital phone services

Many telephone companies provide their customers with digital phone services, such as the following:

- DSL: A Digital subscriber line (DSL) service through your telephone company (DSL might be called ADSL in your country/region).
- PBX: A private branch exchange (PBX) phone system.
- ISDN: An integrated services digital network (ISDN) system.
- VoIP: A low-cost phone service that allows you to send and receive faxes with your printer by using the Internet. This method is called Fax on Voice over Internet Protocol (VoIP).

  See Fax on Voice over Internet Protocol.

HP printers are designed specifically for use with traditional analog phone services. If you are in a digital phone environment (such as DSL/ADSL, PBX, or ISDN), you might need to use digital-to-analog filters or converters when setting up the printer for faxing.

NOTE: HP does not guarantee that the printer will be compatible with all digital service lines or providers, in all digital environments, or with all digital-to-analog converters. It is always recommended that you discuss with the telephone company directly for the correct setup options based on their line services provided.

Fax on Voice over Internet Protocol

You might be able to subscribe to a low cost phone service that allows you to send and receive faxes with your printer by using the Internet. This method is called Fax on Voice over Internet Protocol (VoIP).

The following are indications you probably use a VoIP service:

- Dial a special access code along with the fax number.
- Have an IP converter box that connects to the Internet and provides analog phone ports for the fax connection.

NOTE: You can only send and receive faxes by connecting a phone cord to the port labeled on the back of the printer. This means that your connection to the Internet must be done either through a converter box (which supplies regular analog phone jacks for fax connections) or your telephone company.

TIP: Support for traditional fax transmission over any Internet protocol telephone systems are often limited. If you experience problems faxing, try using a slower fax speed or disabling the fax Error Correction Mode (ECM). However, if you turn off ECM, you cannot send and receive color faxes.

If you have questions about Internet faxing, contact your Internet faxing services support department or your local service provider for further assistance.

Fax reports

You can manually print fax reports as required to obtain the information about the fax calls that you send and receive.

By default, the printer does not print a notification report. You must first enable **Fax Send Notifications** or **Fax Receive Notifications** to send or receive a notification message to indicate whether a fax was sent or received successfully.

See Set the fax notifications (send or receive) settings.

NOTE:

- Toner level alerts and indicators provide estimates for planning purposes only. When you receive a low-toner alert, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the cartridges until the print quality becomes unacceptable.
- Make sure that the cartridges are in good conditions and installed properly.

  See Supplies, accessories, and parts.

Print fax confirmation reports

You can print a confirmation report either when a fax is sent, or when any fax is sent or received. The default setting is **On (Fax Send)**. When turned off, a confirmation message appears briefly on the control panel after each fax is sent or received.

Set the fax number confirmation

Allows you to re-enter the fax number for confirmation.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Settings**.
3. Touch **Fax Settings**, and then touch **Fax Send**.
4. Touch the toggle button next to **Fax Number Confirmation** to turn it on or off.

Include an image of the fax on the report

You can include an image of the fax on the report.

1. On the control panel Home screen, swipe right and then touch **Fax**.
2. Touch **Options**.
3. Scroll down and touch the toggle button next to **Include Cover Page** to turn it on or off.

Print the fax reports or logs

You can print a log of faxes or reports that have been received and sent by the printer.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Tools**.
3. Touch **Reports**, and then touch **Fax Reports**.

4. Touch any or all of the following reports:
    - Billing Codes Report
    - Blocked Fax Report
    - Fax Trace Report
    - Fax Activity Log
    - Fax Call Report
5. Touch **Print** to begin printing.

Clear the Fax Log/Memory

Clearing the fax log clears fax call records.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Tools**.
3. Touch **Troubleshooting**, and then touch **Fax**.
4. From the **Fax** screen, touch **Clear Fax Logs/Memory**.
5. Touch **Clear**.

Billing Codes Report

You can print a list of all the fax billing codes and the total number of faxes that have been billed to each code.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Tools**.
3. Touch **Reports**, **Fax Reports**, and **Billing Codes Report**.
4. Touch **Print** to begin printing.

Caller ID Report

You can print a list of caller ID fax numbers.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Tools**.
3. Touch **Reports**, **Fax Reports**, and **Caller ID Report**.
4. Touch **Print** to begin printing.

Blocked Fax Report

You can print a list of blocked fax numbers.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Tools**.
3. Touch **Reports**, **Fax Reports**, and **Blocked Fax Report**.

4. Touch **Print** to begin printing.

Fax Trace Report

A fax trace report has information that can help resolve fax transmission problems.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Tools**.
3. Touch **Reports**, **Fax Reports**, and **Fax Trace Report**.
4. Touch **Print** to begin printing.

Fax Activity Log

You can check the fax activity log for the latest fax call records.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Tools**.
3. Touch **Reports**, **Fax Reports**, and **Fax Activity Log**.
4. Touch **Print** to begin printing.

Fax Call Report

You can print the last fax call report to know the call status.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Tools**.
3. Touch **Reports**, **Fax Reports**, and **Fax Call Report**.
4. Touch **Print** to begin printing.

Additional fax setup

After completing all the steps in the Setup Guide, use the instructions in this section to complete your fax setup. Keep your Getting Started Guide for later use.

In this section, you learn how to set up the printer so that faxing works successfully with equipment and services you might already have on the same phone line.

TIP: You can also use the Fax Setup Wizard (Windows) to help you quickly set up some important fax settings such as the answer mode and fax header information. You can access these tools through HP software. After you run these tools, follow the procedures in this section to complete your fax setup.

Set up faxing (parallel phone systems)

Before you begin setting up the printer for faxing, determine which kind of phone system your country/region uses. The instructions for fax setup differ depending on whether you have a serial- or parallel-type phone system:

- If you do not see your country/region listed in the table, you probably have a serial-type phone system. In a serial-type phone system, the connector type on your shared telephone equipment (modems, phones, and answering machines) does not allow a physical connection to the Fax port on the back of the printer. Instead, all equipment must be connected at the telephone wall jack.

NOTE: You might need to connect the phone cord to your country/region adapter.

- If your country/region is listed in the table, you probably have a parallel-type telephone system. In a parallel-type phone system, you are able to connect shared telephone equipment to the phone line by using the Fax port on the back of the printer.

NOTE: If you have a parallel-type phone system, HP recommends you connect a 2-wire phone cord to the telephone wall jack.

Table 7-3 Countries/regions with a parallel-type phone system

Countries/regions	Countries/regions	Countries/regions	Countries/regions
Argentina	Australia	Brazil	Canada
Chile	China	Colombia	Greece
India	Indonesia	Ireland	Japan
Korea	Latin America	Malaysia	Mexico
Philippines	Poland	Portugal	Russia
Saudi Arabia	Singapore	Spain	Taiwan region
Thailand	USA	Venezuela	Vietnam

If you are unsure which kind of telephone system you have (serial or parallel), check with your telephone company.

Select the correct fax setup for your home or office

To fax successfully, you need to know what types of equipment and services (if any) share the same phone line with the printer. This is important because you might need to connect some of your existing office equipment directly to the printer, and you might also need to change some fax settings before you can fax successfully.

1. Determine if your telephone system is serial or parallel.

   See Set up faxing (parallel phone systems).

   a. Serial-type telephone system.

   b. Parallel-type telephone system - Go to step 2.

2. Select the combination of equipment and services sharing your fax line.

   - **DSL**: A Digital subscriber line (DSL) service through your telephone company. (DSL might be called ADSL in your country/region.)
   - **PBX**: A private branch exchange (PBX) phone system.
   - **ISDN**: An integrated services digital network (ISDN) system.

- **Distinctive ring service**: A distinctive ring service through your telephone company provides multiple telephone numbers with different ring patterns.
- **Voice calls**: Voice calls are received at the same phone number you use for fax calls on the printer.
- **Computer dial-up modem**: A computer dial-up modem is on the same phone line as the printer. If you answer Yes to any of the following questions, you are using a computer dial-up modem:
  - Do you send and receive faxes directly to and from your computer software applications through a dial-up connection?
  - Do you send and receive email messages on your computer through a dial-up connection?
  - Do you access the Internet from your computer through a dial-up connection?
- **Answering machine**: An answering machine that answers voice calls at the same phone number you use for fax calls on the printer.
- **Voice mail service**: A voice mail subscription through your telephone company at the same number you use for fax calls on the printer.

3. From the following table, select the combination of equipment and services applicable to your home or office setting. Then look up the recommended fax setup. Step-by-step instructions are included for each case in the sections that follow.

NOTE: If your home or office setup is not described in this section, set up the printer as you would do with a regular analog phone. Connect one end of the phone cord to your telephone wall and the other end to the port labeled on the back of the printer.

You might need to connect the phone cord to your country/region adapter.

Table 7-4 Combination of equipment and services sharing your fax line

Recommended fax setup	Combinations sharing your fax line
Case A: Separate fax line (no voice calls received)	Fax line
Case B: Set up the printer with DSL	DSL
Case C: Set up the printer with a PBX phone system or an ISDN line	PBX
Case D: Fax with a distinctive ring service on the same line	Distinctive ring service
Case E: Shared voice/fax line	Voice calls
Case F: Shared voice/fax line with voice mail	Voice calls and/or voice mail service
Case G: Fax line shared with computer modem (no voice calls received)	Computer dial-up modem
Case H: Shared voice/fax line with computer modem	Voice calls and/or computer dial-up modem
Case I: Shared voice/fax line with answering machine	Voice calls and/or answering machine
Case J: Shared voice/fax line with computer modem and answering machine	Voice calls, computer dial-up modem, and/or answering machine
Case K: Shared voice/fax line with computer dial-up modem and voice mail	Voice calls, computer dial-up modem, and/or voice mail service

Case A: Separate fax line (no voice calls received)

If you have a separate phone line on which you receive no voice calls, and you have no other equipment connected on this phone line, set up the printer as described in this section.

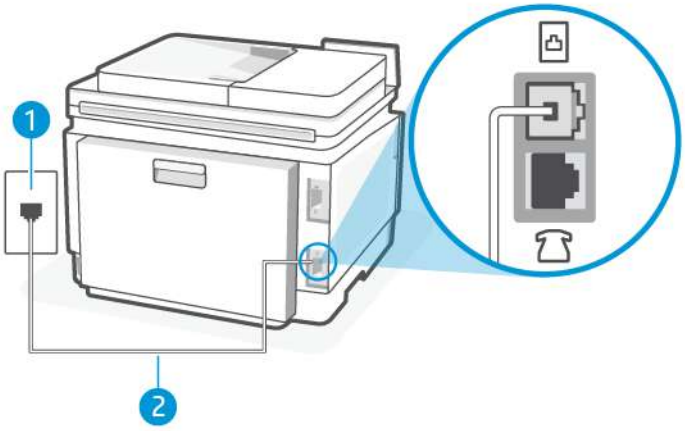


Table 7-5 Back view of the printer

Feature	Description
1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the Fax port on the printer. You might need to connect the phone cord to your country/region adapter.

Set up the printer with a separate fax line

Follow these steps to set up the printer with a separate fax line.

1. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the Fax port on the back of the printer.

   NOTE: You might need to connect the phone cord to your country/region adapter.

2. On the control panel Home screen, touch **Menu**.
3. Scroll to **Utilities** and touch **Settings**.
4. Touch **Fax Receive**, and then touch **Fax Receive Settings**.
5. Touch the toggle button next to **Auto Answer** to turn it on or off.
6. (Optional) Set **Rings to Answer** to the lowest setting (two rings).

When the phone rings, the printer answers automatically after the number of rings you set in the **Rings to Answer** setting. The printer begins emitting fax reception tones to the sending fax machine and receives the fax.

Case B: Set up the printer with DSL

If you have a DSL service through your telephone company, and do not connect any equipment to the printer, use the instructions in this section to connect a DSL filter between the telephone wall jack and the printer. The DSL filter removes the digital signal that can interfere with the printer, so the printer can communicate correctly with the phone line. (DSL might be called ADSL in your country/region.)

NOTE: If you have a DSL line and you do not connect the DSL filter, you cannot send and receive faxes with the printer.

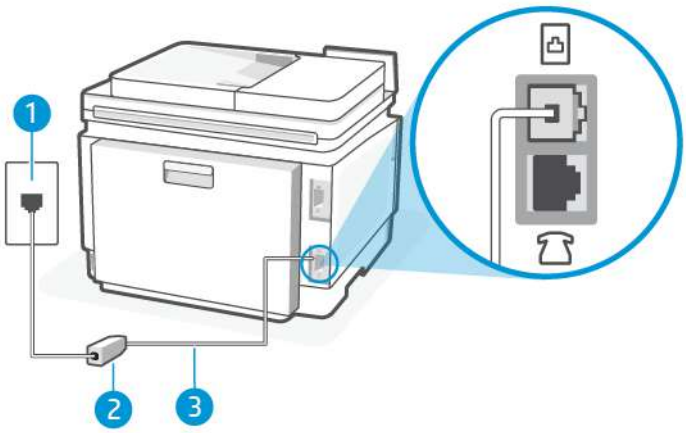


Table 7-6 Back view of the printer

Feature	Description
1	Telephone wall jack.
2	DSL (or ADSL) filter and cord supplied by your DSL provider.
3	Use a minimum 26 AWG phone cord to connect to the Fax port on the printer. You might need to connect the phone cord to your country/region adapter.

Set up the printer with DSL

Follow these steps to set up the printer with DSL.

1. Obtain a DSL filter from your DSL provider.
2. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the Fax port on the back of the printer.

   NOTE: You might need to connect the phone cord to your country/region adapter.

   Get additional phone cords for this setup if needed. You can purchase phone cords from electronics stores that sell phone accessories.
3. Connect an additional phone cord from the DSL filter to the telephone wall jack.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case C: Set up the printer with a PBX phone system or an ISDN line

If you are using either a PBX phone system or an ISDN converter/terminal adaptor, make sure you do the following:

- If you are using either a PBX or an ISDN converter/terminal adaptor, connect the printer to the port that is designated for fax and phone use. Also, make sure that the terminal adaptor is set to the correct switch type for your country/region, if possible.

NOTE: Some ISDN systems allow you to configure the ports for specific phone equipment. For example, you might have assigned one port for telephone and Group 3 fax and another port for multiple purposes. If you have problems when connected to the fax/phone port of your ISDN converter, try using the port designated for multiple purposes; it might be labeled "multi-combi" or something similar.

- If you are using a PBX phone system, set the call waiting tone to "off."

NOTE: Many digital PBX systems include a call-waiting tone that is set to "on" by default. The call waiting tone interferes with any fax transmission, and you cannot send or receive faxes with the printer. Refer to the documentation that came with your PBX phone system for instructions on how to turn off the call-waiting tone.

- If you are using a PBX phone system, dial the number for an outside line before dialing the fax number.
- You might need to connect the phone cord to your country/region adapter.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case D: Fax with a distinctive ring service on the same line

If you subscribe to a distinctive ring service (through your telephone company) that allows you to have multiple phone numbers on one phone line, each with a different ring pattern, set up the printer as described in this section.

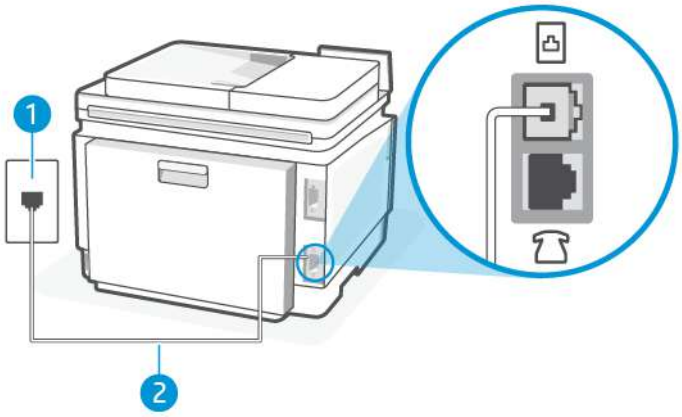


Table 7-7 Back view of the printer

Feature	Description
1	Telephone wall jack.

Table 7-7 Back view of the printer (continued)

Feature	Description
2	Use a minimum 26 AWG phone cord to connect to the Fax port on the printer. You might need to connect the phone cord to your country/region adapter.

Set up the printer with a distinctive ring service

Follow these steps to set up the printer with a distinctive ring service.

1. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the Fax port on the back of the printer.

NOTE: You might need to connect the phone cord to your country/region adapter.

2. On the control panel Home screen, touch **Menu**.
3. Scroll to **Utilities** and touch **Settings**.
4. Touch **Fax Receive**, and then touch **Fax Receive Settings**.
5. Touch **Auto Answer**.
6. (Optional) Set **Rings to Answer** to the lowest setting (two rings).

NOTE: By default, the printer is set to answer all ring patterns. If you do not set the **Distinctive Ring** to match the ring pattern assigned to your fax number, the printer might answer both voice calls and fax calls or it might not answer at all.

TIP: You can also use the Ring Pattern Detection feature in the printer control panel to set distinctive ring. With this feature, the printer recognizes and records the ring pattern of an incoming call and, based on this call, automatically determines the distinctive ring pattern assigned by your telephone company to fax calls.

See Set the answer ring pattern for distinctive ring.

The printer automatically answers incoming calls that have the ring pattern you selected (**Distinctive Ring** setting) after the number of rings you selected (**Rings to Answer** setting). The printer begins emitting fax reception tones to the sending fax machine and receives the fax.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case E: Shared voice/fax line

If you receive both voice calls and fax calls at the same phone number, and you have no other office equipment (or voice mail) on this phone line, set up the printer as described in this section.

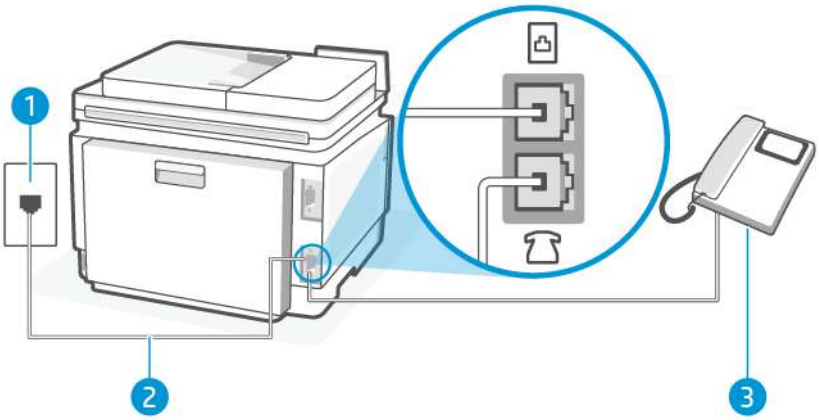


Table 7-8 Back view of the printer

Feature	Description
1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the Fax port on the printer. You might need to connect the phone cord to your country/region adapter.
3	Telephone (optional).

Set up the printer with a shared voice/fax line

Follow these steps to set up the printer with a shared voice and fax line.

1. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the Fax port on the back of the printer.

NOTE: You might need to connect the phone cord to your country/region adapter.

2. Do one of the following:

   - If you have a parallel-type phone system, connect a phone to the Fax port on the back of the printer.
   - If you have a serial-type phone system, you might plug your phone directly on top of the printer cable which has a wall plug attached to it.

3. Now you need to decide how you want the printer to answer calls, automatically or manually:

   - If you set up the printer to answer calls **automatically**, it answers all incoming calls and receives faxes. The printer cannot distinguish between fax and voice calls in this case; if you suspect the call is a voice call, you need to answer it before the printer answers the call. To set up the printer to answer calls automatically, turn on the **Auto Answer** setting.
   - If you set up the printer to answer faxes **manually**, you must be available to respond in person to incoming fax calls or the printer cannot receive faxes. To set up the printer to answer calls manually, turn off the **Auto Answer** setting.

If you pick up the phone before the printer answers the call and hear fax tones from a sending fax machine, you need to answer the fax call manually.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case F: Shared voice/fax line with voice mail

If you receive both voice calls and fax calls at the same phone number, and you also subscribe to a voice mail service through your telephone company, set up the printer as described in this section.

NOTE: You cannot receive faxes automatically if you have a voice mail service at the same phone number you use for fax calls. You must receive faxes manually; this means you must be available to respond in person to incoming fax calls. If you want to receive faxes automatically instead, contact your telephone company to subscribe to a distinctive ring service, or to obtain a separate phone line for faxing.

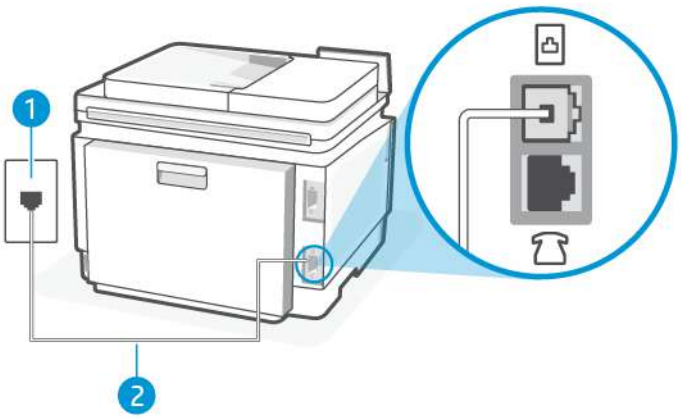


Table 7-9 Back view of the printer

Feature	Description
1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the Fax port on the printer. You might need to connect the phone cord to your country/region adapter.

Set up the printer with voice mail

Follow these steps to set up the printer with voice mail.

1. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the Fax port on the back of the printer.

   NOTE: You might need to connect the phone cord to your country/region adapter.

2. On the control panel Home screen, touch **Menu**.
3. Scroll to **Utilities** and touch **Settings**.
4. Touch **Fax Receive**, and then touch **Fax Receive Settings**.

5. Turn off **Auto Answer**.

You must be available to respond in person to incoming fax calls, or the printer cannot receive faxes. You must initiate the manual fax before voicemail picks up the line.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case G: Fax line shared with computer modem (no voice calls received)

If you have a fax line on which you receive no voice calls, and you also have a computer modem connected on this line, set up the printer as described in this section.

NOTE: If you have a computer dial-up modem, your computer dial-up modem shares the phone line with the printer. You cannot use both your modem and the printer simultaneously. For example, you cannot use the printer for faxing while you are using your computer dial-up modem to send an email or access the Internet.

Set up the printer with a computer dial-up modem

If you are using the same phone line for sending faxes and for a computer dial-up modem, follow these directions for setting up the printer.

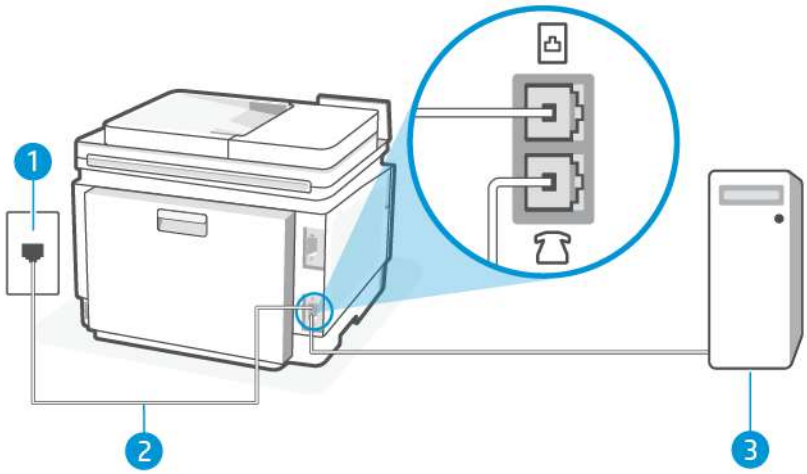


Table 7-10 **Back view of the printer**

Feature	Description
1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the Fax port on the printer. You might need to connect the phone cord to your country/region adapter.
3	Computer with modem.

Set up the printer with a computer dial-up modem

Follow these steps to set up the printer with a computer dial-up modem.

1. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the Fax port on the back of the printer.
2. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the Fax port on the back of the printer.

NOTE: You might need to connect the phone cord to your country/region adapter.

3. If your modem software is set to receive faxes to your computer automatically, turn off that setting.

NOTE: If you do not turn off the automatic fax reception setting in your modem software, the printer cannot receive faxes.

4. On the control panel Home screen, touch **Menu**.
5. Scroll to **Utilities** and touch **Settings**.
6. Touch **Fax Receive**, and then touch **Fax Receive Settings**.
7. Turn on **Auto Answer**.
8. (Optional) Set **Rings to Answer** to the lowest setting (two rings).

When the phone rings, the printer automatically answers after the number of rings you set in the **Rings to Answer** setting. The printer begins emitting fax reception tones to the sending fax machine and receives the fax.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Set up the printer with a computer DSL/ADSL modem

If you have a DSL line and use that phone line to send faxes, follow these instructions to set up your fax.

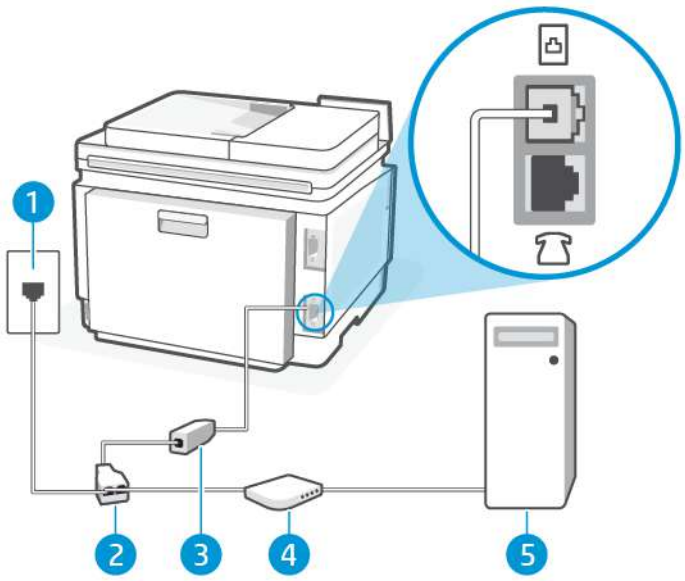


Table 7-11 Back view of the printer

Feature	Description
1	Telephone wall jack.
2	Parallel splitter.
3	DSL/ADSL filter. Connect one end of the phone cord to the Fax port on the back of the printer. Connect the other end of the cord to the DSL/ADSL filter. You might need to connect the phone cord to your country/region adapter.
4	Computer.
5	Computer DSL/ADSL modem.

NOTE: You need to purchase a parallel splitter. A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2–line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.

Figure 7-1 Example of a parallel splitter

Set up the printer with a computer DSL/ADSL modem

Follow these steps to set up the printer with a computer DSL/ADSL modem.

1. Obtain a DSL filter from your DSL provider.
2. Connect one end of the phone cord to the DSL filter, and then connect the other end to the Fax port on the back of the printer.

   NOTE: You might need to connect the phone cord to your country/region adapter.

3. Connect the DSL filter to the parallel splitter.
4. Connect the DSL modem to the parallel splitter.
5. Connect the parallel splitter to the wall jack.

When the phone rings, the printer automatically answers after the number of rings you set in the **Rings to Answer** setting. The printer begins emitting fax reception tones to the sending fax machine and receives the fax.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case H: Shared voice/fax line with computer modem

There are two different ways to set up the printer with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

Shared voice/fax with computer dial-up modem

If you use your phone line for both fax and telephone calls, use these instructions to set up your fax.

There are two different ways to set up the printer with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

NOTE: If your computer has only one phone port, you need to purchase a parallel splitter (also called a coupler), as shown in the illustration. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a two-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)

Figure 7-2 Example of a parallel splitter

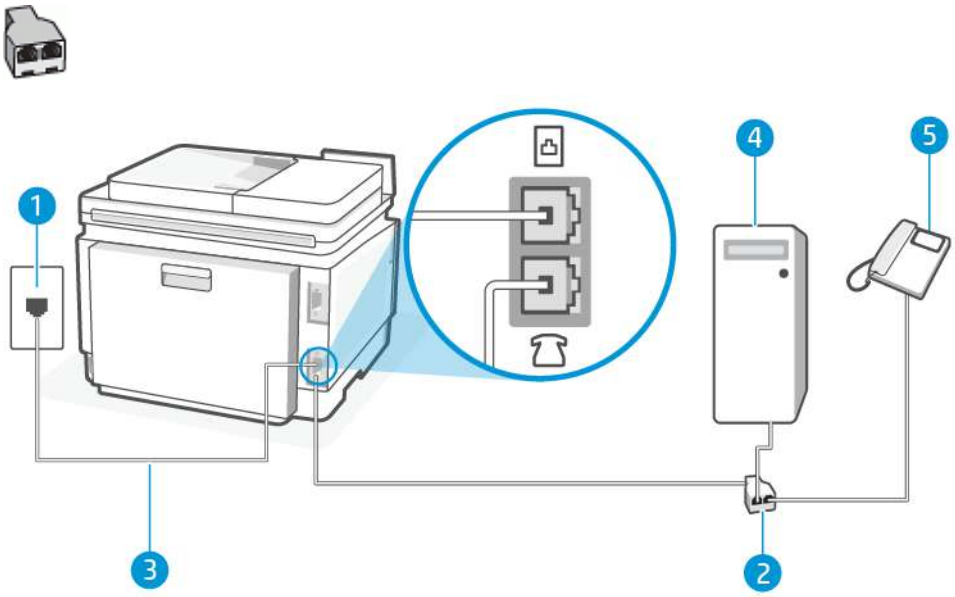


Table 7-12 Back view of the printer

Feature	Description
1	Telephone wall jack.
2	Parallel splitter.
3	Use a minimum 26 AWG phone cord to connect to the Fax port on the printer.
4	Computer with modem.
5	Telephone.

Set up the printer on the same phone line as a computer with two phone ports

Follow these steps to set up the printer on the same phone line as a computer with two phone ports.

1. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the Fax port on the back of the printer.
2. Connect a phone to the "OUT" port on the back of your computer dial-up modem.

3. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the Fax port on the back of the printer.

NOTE: You might need to connect the phone cord to your country/region adapter.

4. If your modem software is set to receive faxes to your computer automatically, turn off that setting.

NOTE: If you do not turn off the automatic fax reception setting in your modem software, the printer cannot receive faxes.

5. Now you need to decide how you want the printer to answer calls, automatically or manually:

   - If you set up the printer to answer calls **automatically**, it answers all incoming calls and receives faxes. The printer cannot distinguish between fax and voice calls in this case; if you suspect the call is a voice call, you need to answer it before the printer answers the call. To set up the printer to answer calls automatically, turn on the **Auto Answer** setting.
   - If you set up the printer to answer faxes **manually**, you must be available to respond in person to incoming fax calls or the printer cannot receive faxes. To set up the printer to answer calls manually, turn off the **Auto Answer** setting.

If you pick up the phone before the printer answers the call and hear fax tones from a sending fax machine, you need to answer the fax call manually.

If you use your phone line for voice, fax, and your computer dial-up modem, follow these directions to set up your fax.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Shared voice/fax with computer DSL/ADSL modem

Use these instructions if your computer has a DSL/ADSL modem

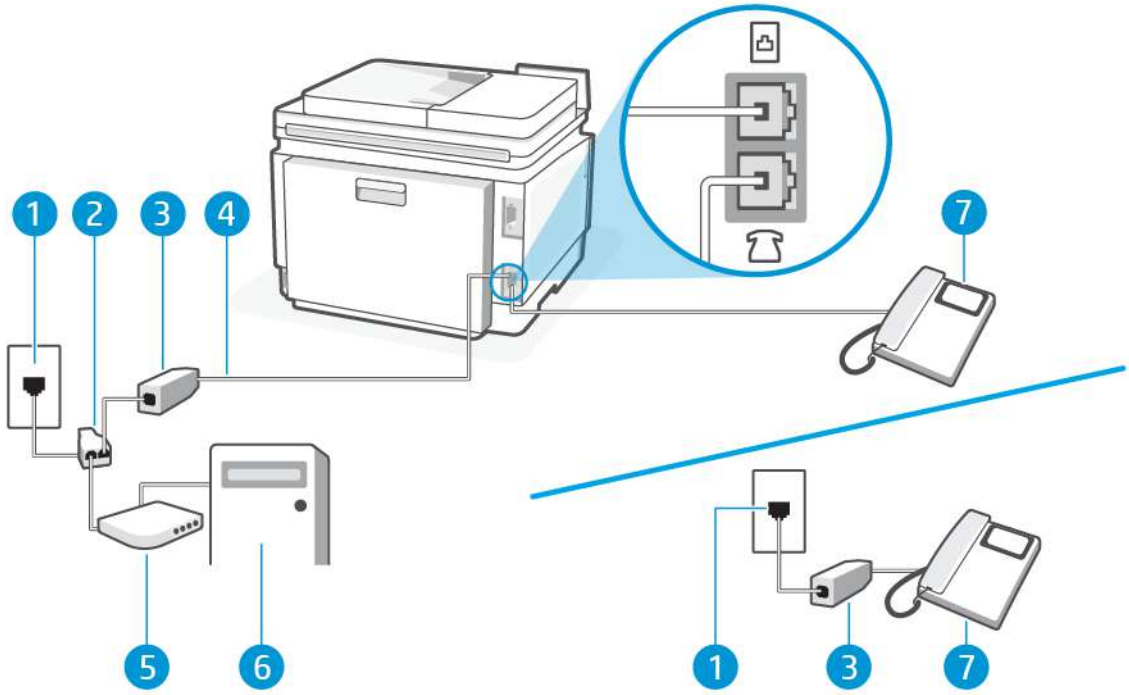


Table 7-13 Back view of the printer

Feature	Description
1	Telephone wall jack.
2	Parallel splitter.
3	DSL/ADSL filter.
4	Use a minimum 26 AWG phone cord to connect to the Fax port on the printer. You might need to connect the phone cord to your country/region adapter.
5	DSL/ADSL modem.
6	Computer.
7	Telephone.

NOTE: You need to purchase a parallel splitter. A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2–line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.

Figure 7-3 Example of a parallel splitter

Set up the printer with a computer DSL/ADSL modem

Follow these steps to set up the printer with a computer DSL/ADSL modem.

1. Obtain a DSL filter from your DSL provider.

NOTE: Phones in other parts of the home/office sharing the same phone number with DSL service need to be connected to additional DSL filters to avoid noise when making voice calls.

2. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the Fax port on the back of the printer.

NOTE: You might need to connect the phone cord to your country/region adapter.

3. If you have a parallel-type phone system, connect a phone to the Fax port on the back of the printer.
4. Connect the DSL filter to the parallel splitter.
5. Connect the DSL modem to the parallel splitter.
6. Connect the parallel splitter to the wall jack.

When the phone rings, the printer automatically answers after the number of rings you set in the **Rings to Answer** setting. The printer begins emitting fax reception tones to the sending fax machine and receives the fax.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case I: Shared voice/fax line with answering machine

This topic describes the shared voice/fax line with answering machine.

If you receive both voice calls and fax calls at the same phone number, and you also have an answering machine that answers voice calls at this phone number, set up the printer as described in this section.

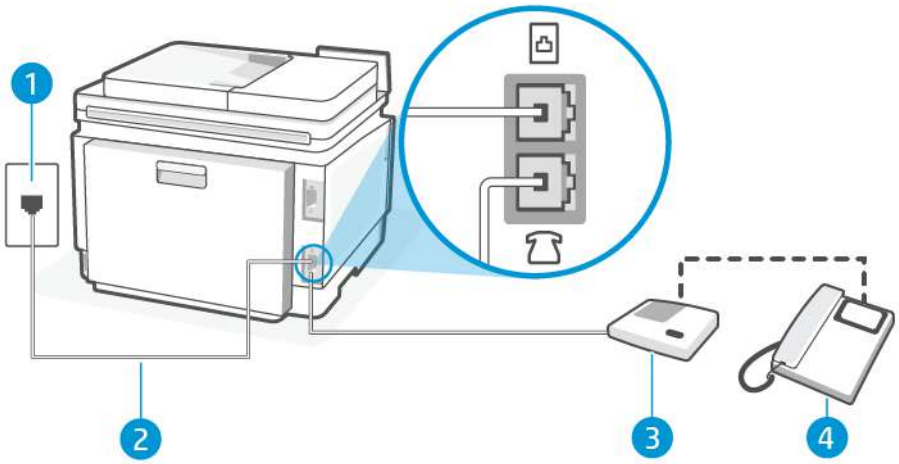


Table 7-14 Back view of the printer

Feature	Description
1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the Fax port on the printer. You might need to connect the phone cord to your country/region adapter.

Table 7-14 Back view of the printer (continued)

Feature	Description
3	Answering machine.
4	Telephone (optional).

Set up the printer with a shared voice/fax line with answering machine

Follow these steps to set up the printer with a shared voice/fax line with answering machine.

1. Unplug your answering machine from the telephone wall jack and connect it to the Fax port on the back of the printer.

NOTE: If you do not connect your answering machine directly to the printer, fax tones from a sending fax machine might be recorded on your answering machine, and you might not receive faxes with the printer.

2. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the Fax port on the back of the printer.

NOTE: You might need to connect the phone cord to your country/region adapter.

3. (Optional) If your answering machine does not have a built-in phone, for convenience you might want to connect a phone to the back of your answering machine at the "OUT" port.

NOTE: If your answering machine does not let you connect an external phone, you can purchase and use a parallel splitter (also known as a coupler) to connect both the answering machine and telephone to the printer. You can use standard phone cords for these connections.

4. On the control panel Home screen, touch **Menu**.
5. Scroll to **Utilities** and touch **Settings**.
6. Touch **Fax Receive**, and then touch **Fax Receive Settings**.
7. Turn on **Auto Answer**.
8. Set your answering machine to answer after a low number of rings.
9. Change the **Rings to Answer** setting on the printer to the maximum number of rings supported by your printer (The maximum number of rings varies by country/region).

When the phone rings, your answering machine answers after the number of rings you have set, and then plays your recorded greeting. The printer monitors the call during this time, "listening" for fax tones. If incoming fax tones are detected, the printer emits fax reception tones and receives the fax; if there are no fax tones, the printer stops monitoring the line and your answering machine can record a voice message.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case J: Shared voice/fax line with computer modem and answering machine

If you receive both voice calls and fax calls at the same phone number, and you also have a computer modem and answering machine connected on this phone line, set up the printer as described in this section.

NOTE: Since your computer dial-up modem shares the phone line with the printer, you cannot use both your modem and the printer simultaneously. For example, you cannot use the printer for faxing while you are using your computer dial-up modem to send an email or access the Internet.

Shared voice/fax line with computer dial-up modem and answering machine

There are two different ways to set up the printer with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

NOTE: If your computer has only one phone port, you need to purchase a parallel splitter (also called a coupler), as shown in the illustration. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a two-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)

Figure 7-4 Example of a parallel splitter

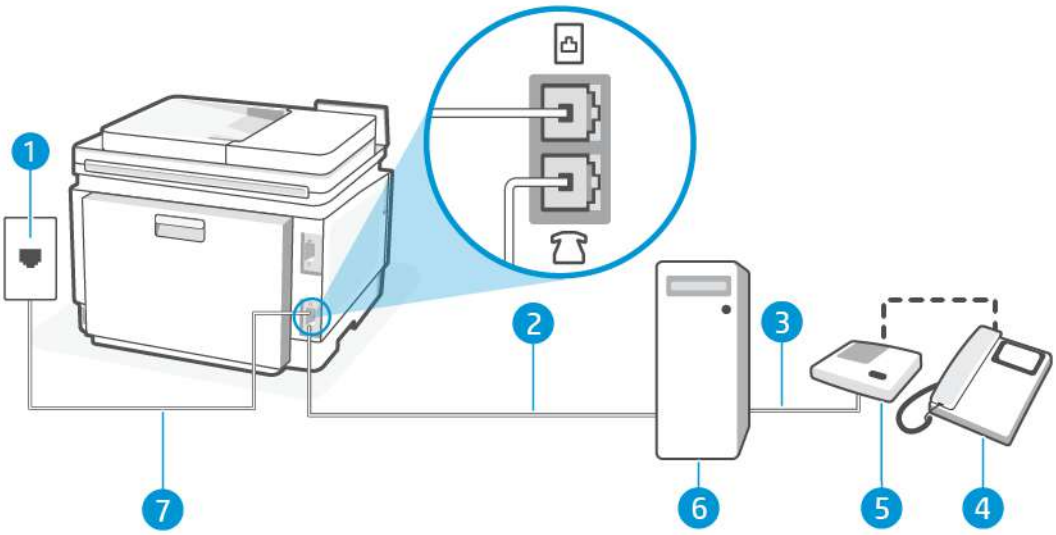


Table 7-15 Back view of the printer

Feature	Description
1	Telephone wall jack.
2	"IN" phone port on your computer.
3	"OUT" phone port on your computer.
4	Telephone (optional).
5	Answering machine.
6	Computer with modem.

Table 7-15 Back view of the printer (continued)

Feature	Description
7	Use a minimum 26 AWG phone cord to connect to the Fax port on the printer. You might need to connect the phone cord to your country/region adapter.

Set up the printer with a computer DSL/ADSL modem

Follow these steps to set up the printer with a computer DSL/ADSL modem.

1. Obtain a DSL/ADSL filter from your DSL/ADSL provider.

NOTE: Phones in other parts of the home/office sharing the same phone number with DSL/ADSL service need to be connected to additional DSL/ADSL filters, to avoid noise when making voice calls.

2. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the Fax port on the back of the printer.

NOTE: You might need to connect the phone cord to your country/region adapter.

3. Connect the DSL/ADSL filter to the splitter.
4. Unplug the answering machine from the telephone wall jack, and connect it to the Fax port on the back of the printer.

NOTE: If you do not connect your answering machine directly to the printer, fax tones from a sending fax machine might be recorded on your answering machine, and you might not receive faxes with the printer.

5. Connect the DSL modem to the parallel splitter.
6. Connect the parallel splitter to the wall jack.
7. Set your answering machine to answer after a low number of rings.
8. Set **Rings to Answer** on the printer to the maximum number of rings supported by the printer.

NOTE: The maximum number of rings varies by country/region

When the phone rings, your answering machine answers after the number of rings you have set, and then play your recorded greeting. The printer monitors the call during this time, “listening” for fax tones. If incoming fax tones are detected, the printer emits fax reception tones and receive the fax; if there are no fax tones, the printer stops monitoring the line and your answering machine can record a voice message.

If you use the same phone line for telephone, fax, and have a computer DSL modem, follow these instructions to set up your fax.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Shared voice/fax line with computer DSL/ADSL modem and answering machine

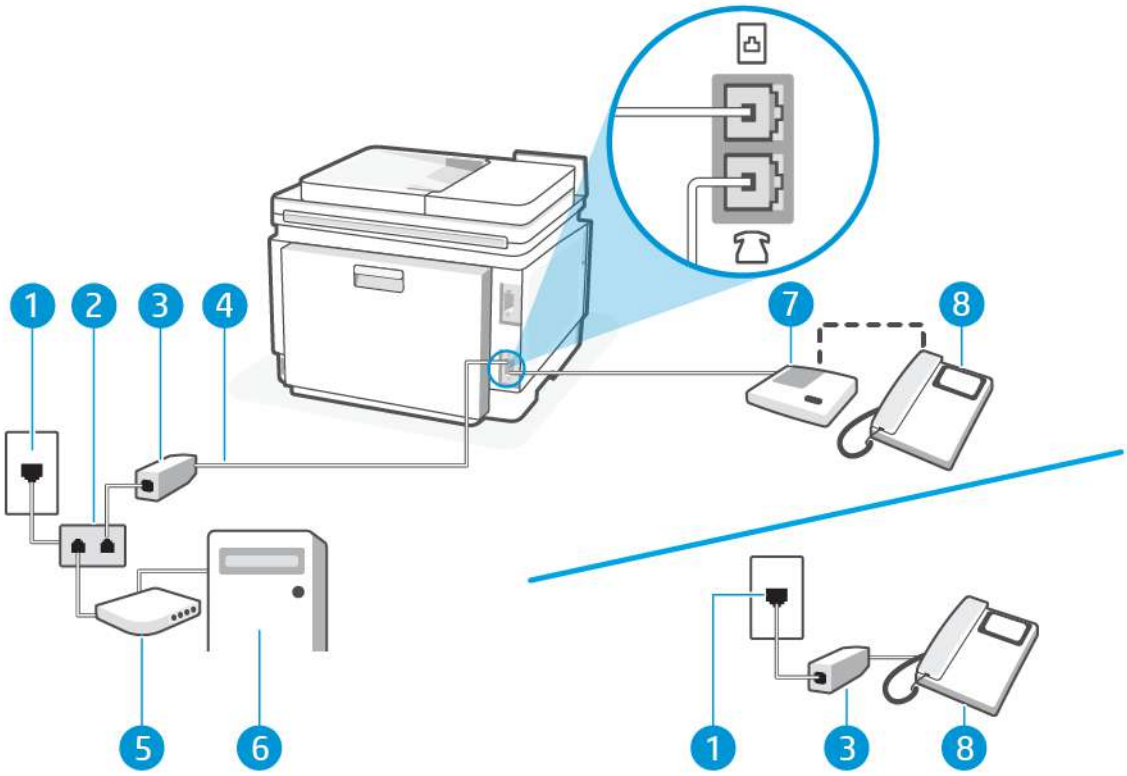


Table 7-16 Back view of the printer

Feature	Description
1	Telephone wall jack.
2	Parallel splitter.
3	DSL/ADSL filter.
4	Use a minimum 26 AWG phone cord to connect to the Fax port on the printer. You might need to connect the phone cord to your country/region adapter.
5	DSL/ADSL modem.
6	Computer.
7	Answering machine.
8	Telephone (optional).

NOTE: You need to purchase a parallel splitter. A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2–line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.

Figure 7-5 Example of a parallel splitter

Set up the printer with a computer DSL/ADSL modem

Follow these steps to set up the printer with a computer DSL/ADSL modem.

1. Obtain a DSL/ADSL filter from your DSL/ADSL provider.

NOTE: Phones in other parts of the home/office sharing the same phone number with DSL/ADSL service need to be connected to additional DSL/ADSL filters, to avoid noise when making voice calls.

2. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the Fax port on the back of the printer.

NOTE: You might need to connect the phone cord to your country/region adapter.

3. Connect the DSL/ADSL filter to the splitter.
4. Unplug the answering machine from the telephone wall jack, and connect it to the Fax port on the back of the printer.

NOTE: If you do not connect your answering machine directly to the printer, fax tones from a sending fax machine might be recorded on your answering machine, and you might not receive faxes with the printer.

5. Connect the DSL modem to the parallel splitter.
6. Connect the parallel splitter to the wall jack.
7. Set your answering machine to answer after a low number of rings.
8. Set **Rings to Answer** on the printer to the maximum number of rings supported by the printer.

NOTE: The maximum number of rings varies by country/region

When the phone rings, your answering machine answers after the number of rings you have set, and then play your recorded greeting. The printer monitors the call during this time, “listening” for fax tones. If incoming fax tones are detected, the printer emits fax reception tones and receive the fax; if there are no fax tones, the printer stops monitoring the line and your answering machine can record a voice message.

If you use the same phone line for telephone, fax, and have a computer DSL modem, follow these instructions to set up your fax.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case K: Shared voice/fax line with computer dial-up modem and voice mail

If you receive both voice calls and fax calls at the same phone number, use a computer dial-up modem on the same phone line, and subscribe to a voice mail service through your telephone company, set up the printer as described in this section.

NOTE: You cannot receive faxes automatically if you have a voice mail service at the same phone number you use for fax calls. You must receive faxes manually; this means you must be available to respond in person to

incoming fax calls. If you want to receive faxes automatically instead, contact your telephone company to subscribe to a distinctive ring service, or to obtain a separate phone line for faxing.

Since your computer dial-up modem shares the phone line with the printer, you cannot use both your modem and the printer simultaneously. For example, you cannot use the printer for faxing if you are using your computer dial-up modem to send an email or access the Internet.

There are two different ways to set up the printer with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

- If your computer has only one phone port, you need to purchase a parallel splitter (also called a coupler), as shown in the illustration. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a two-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)

- If your computer has two phone ports, set up the printer as follows:

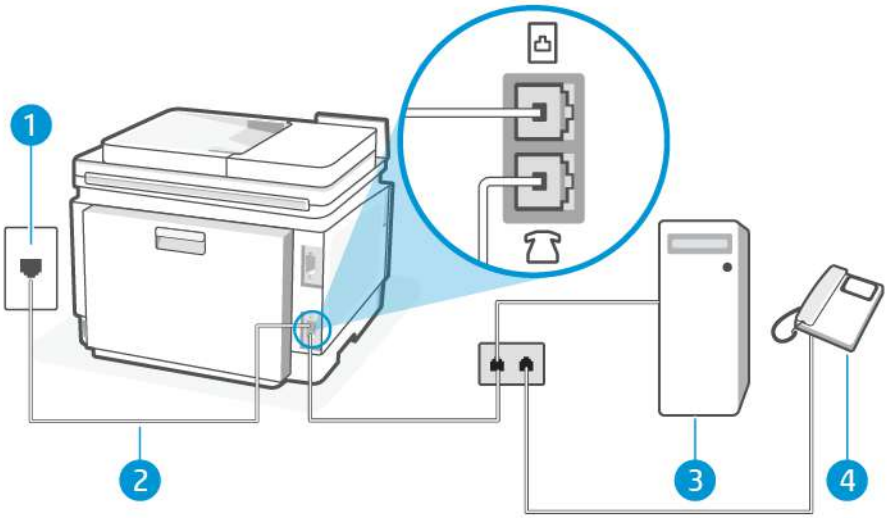


Table 7-17 Back view of the printer

Feature	Description
1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the Fax port on the printer. You might need to connect the phone cord to your country/region adapter.
3	Computer with modem.
4	Telephone.

Set up the printer on the same phone line as a computer with two phone ports

Follow these steps to set up the printer on the same phone line as a computer with two phone ports.

1. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the Fax port on the back of the printer.
2. Connect a phone to the "OUT" port on the back of your computer dial-up modem.
3. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the Fax port on the back of the printer.

NOTE: You might need to connect the phone cord to your country/region adapter.

4. If your modem software is set to receive faxes to your computer automatically, turn off that setting.

NOTE: If you do not turn off the automatic fax reception setting in your modem software, the printer cannot receive faxes.

5. Touch **Fax**, **Setup**, and **Preferences**.
6. Turn off the **Auto Answer** setting.

You must be available to respond in person to incoming fax calls, or the printer cannot receive faxes.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Run the fax test

Run the fax test report first to see if there is a problem with your fax setup. If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify that the settings are correct.

See Fax test report.

You can test your fax setup to check the status of the printer and to make sure it is set up correctly for faxing. Perform this test only after you have completed fax setup on the printer. The test does the following:

- Fax Hardware Interface Test
- Active Telephone Line Detection Test
- Line Current Test
- Dial Tone Test

Test fax setup

Follow these steps to set up using the printer control panel.

NOTE: Make sure the cartridges are installed, and that full-size paper is loaded in the input tray, before starting the test.

1. Set up the printer for faxing according to your particular home or office setup instructions.
2. On the control panel Home screen, touch **Menu**.
3. Scroll to **Utilities** and touch **Settings**.
4. Touch **Fax Settings**, and then touch **Setup**.
5. On the **Basic Fax Setup** screen, follow the on-screen instructions.

8 Supplies, accessories, and parts

This section describes how to order supplies and manage accessories.

Order supplies, accessories, and parts

This topic describes how to order supplies, accessories, and parts.

Order

Table 8-1 Order

Order supplies	Support sites
Order supplies and paper	www.hp.com/go/suresupply
Order genuine HP parts or accessories	www.hp.com/buy/parts
Order through service or support providers	Contact an HP-authorized service or support provider.

Supplies and accessories

- A: Standard-capacity toner cartridge.
- X: High-capacity toner cartridge.

Table 8-2 List of supplies and accessories

Cartridge name/number	Part number	Countries/regions in use
HP 218A Black Original LaserJet Toner Cartridge	W2180A	North America and Greater Asia only
HP 218X Black Original LaserJet Toner Cartridge	W2180X	North America and Greater Asia only
HP 218A Cyan Original LaserJet Toner Cartridge	W2181A	North America and Greater Asia only
HP 218X Cyan Original LaserJet Toner Cartridge	W2181X	North America and Greater Asia only
HP 218A Yellow Original LaserJet Toner Cartridge	W2182A	North America and Greater Asia only
HP 218X Yellow Original LaserJet Toner Cartridge	W2182X	North America and Greater Asia only
HP 218A Magenta Original LaserJet Toner Cartridge	W2183A	North America and Greater Asia only
HP 218X Magenta Original LaserJet Toner Cartridge	W2183X	North America and Greater Asia only
HP 219A Black Original LaserJet Toner Cartridge	W2190A	UK, Ireland, and Europe only*
HP 219X Black Original LaserJet Toner Cartridge	W2190X	UK, Ireland, and Europe only*
HP 219A Cyan Original LaserJet Toner Cartridge	W2191A	UK, Ireland, and Europe only*
HP 219X Cyan Original LaserJet Toner Cartridge	W2191X	UK, Ireland, and Europe only*
HP 219A Yellow Original LaserJet Toner Cartridge	W2192A	UK, Ireland, and Europe only*
HP 219X Yellow Original LaserJet Toner Cartridge	W2192X	UK, Ireland, and Europe only*

Table 8-2 List of supplies and accessories (continued)

Cartridge name/number	Part number	Countries/regions in use
HP 219A Magenta Original LaserJet Toner Cartridge	W2193A	UK, Ireland, and Europe only*
HP 219X Magenta Original LaserJet Toner Cartridge	W2193X	UK, Ireland, and Europe only*
HP 222A Black Original LaserJet Toner Cartridge	W2220A	Latin America, ISE, Greater Asia, India, and China only
HP 222X Black Original LaserJet Toner Cartridge	W2220X	Latin America, ISE, Greater Asia, India, and China only
HP 222A Cyan Original LaserJet Toner Cartridge	W2221A	Latin America, ISE, Greater Asia, India, and China only
HP 222X Cyan Original LaserJet Toner Cartridge	W2221X	Latin America, ISE, Greater Asia, India, and China only
HP 222A Yellow Original LaserJet Toner Cartridge	W2222A	Latin America, ISE, Greater Asia, India, and China only
HP 222X Yellow Original LaserJet Toner Cartridge	W2222X	Latin America, ISE, Greater Asia, India, and China only
HP 222A Magenta Original LaserJet Toner Cartridge	W2223A	Latin America, ISE, Greater Asia, India, and China only
HP 222X Magenta Original LaserJet Toner Cartridge	W2223X	Latin America, ISE, Greater Asia, India, and China only

*The product is regionalized for the regions and countries/region listed above. However, nothing herein must be deemed as an authorization from HP to import products into the European Economic Area, Ireland, and the UK from any country outside that region.

Check estimated toner levels

Following are the tips for successful printing:

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

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

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

Customer self-repair parts

Customer Self-Repair (CSR) parts are available for many HP LaserJet printers to reduce repair time. More information about the CSR program and benefits can be found at www.hp.com/go/csr-support and www.hp.com/go/csr-faq.

Genuine HP replacement parts can be ordered at www.hp.com/buy/parts or by contacting an HP-authorized service or support provider. When ordering, one of the following will be needed: part number, serial number (found on back of printer), product number, or printer name.

- Parts listed as **Mandatory** self-replacement are to be installed by customers, unless you are willing to pay HP service personnel to perform the repair. For these parts, on-site or return-to-depot support is not provided under the HP printer warranty.
- Parts listed as **Optional** self-replacement can be installed by HP service personnel at your request for no additional charge during the printer warranty period.

Table 8-3 Customer self-repair parts

Item	Description	Self-replacement options	Part number
Single-sheet priority feed slot tray	Replacement tray for single-sheet priority feed slot tray 1	Mandatory	RM2-3080-000
250-sheet paper input tray	Replacement cassette for tray 2	Mandatory	RM2-3072-000

Configure the HP toner-cartridge-protection supply settings

Use HP Cartridge Policy and Cartridge Protection to control which cartridges are installed in the printer and protect the cartridges that are installed from theft.

- **Cartridge Policy**: This feature protects the printer from counterfeit toner cartridges by allowing only genuine HP cartridges to be used with the printer. Using genuine HP cartridges ensures the best possible print quality. When someone installs a cartridge that is not a genuine HP cartridge, the printer control panel displays a message that the cartridge is unauthorized and it provides information explaining how to proceed.
- **Cartridge Protection**: This feature permanently associates toner cartridges with a specific printer, or fleet of printers, so they cannot be used in other printers. Protecting cartridges protects your investment. When this feature is enabled, if someone attempts to transfer a protected cartridge from the original printer into an unauthorized printer, that printer will not print with the protected cartridge. The printer control panel displays a message that the cartridge is protected, and it provides information explaining how to proceed.

⚠ CAUTION: After enabling cartridge protection for the printer, all subsequent toner cartridges installed in the printer are automatically and *permanently* protected. To avoid protecting a new cartridge, disable the feature *before* installing the new cartridge.

Turning the feature off does not turn off protection for cartridges that are currently installed.

Both features are off by default. Follow these procedures to enable or disable them.

Enable or disable the Cartridge Policy feature

The Cartridge Policy feature can be enabled or disabled using the embedded web server (EWS).

NOTE: Enabling or disabling this feature might require entering an administrator password.

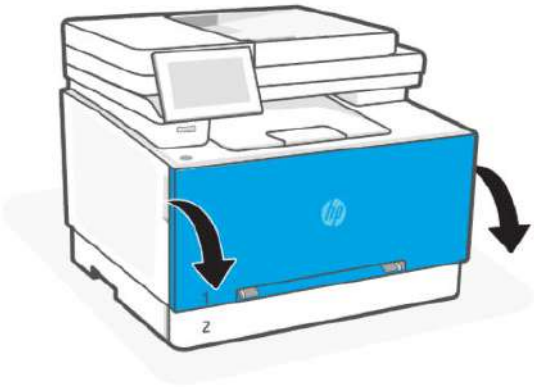
1. Open the EWS.
2. From the left menu, click **Supplies**, and then select **Supply Settings**.
3. Select the desired option under **Authorized HP Cartridge Policy**.

Replace toner cartridge

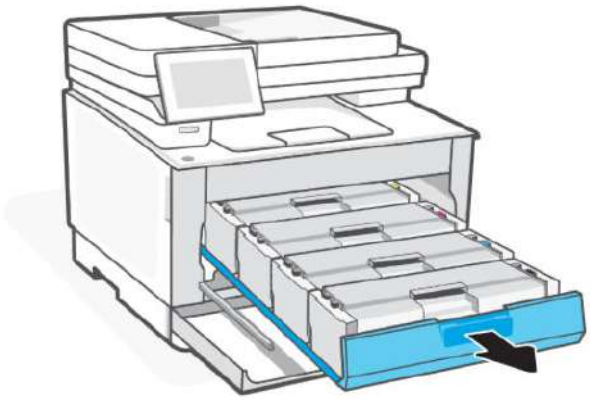
Replace cartridges with new Original HP cartridges when toner cartridge levels are too low and no longer yield good print quality.

NOTE: When a toner cartridge approaches the end of its useful life, redistributing the toner in the cartridge might improve print quality and enable you to continue printing. To redistribute the toner in the cartridge, remove the toner cartridge from the printer, gently rock the cartridge back and forth along its horizontal axis, and then replace it in the printer.

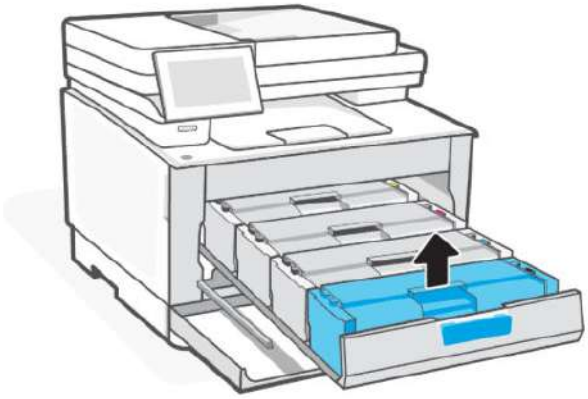
1. Open the cartridge access door.



2. Grasp the blue handle on the toner cartridge drawer, and then pull out the drawer.



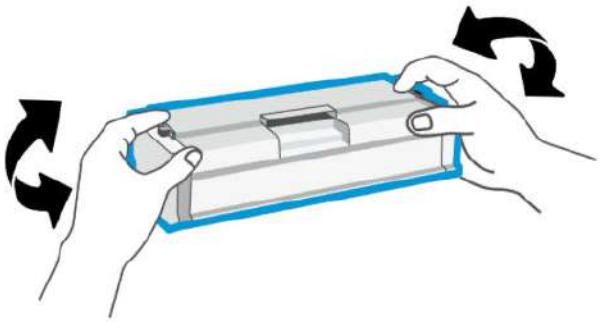
3. Grasp the handle on the toner cartridge, and then pull the toner cartridge straight up to remove it.



4. Recycle the used toner cartridge. To recycle the used toner cartridge, visit hp.com/recycle.

5. Remove the new cartridge from the package and gently rock it at the sides, up and down to distribute the toner evenly inside the cartridge.

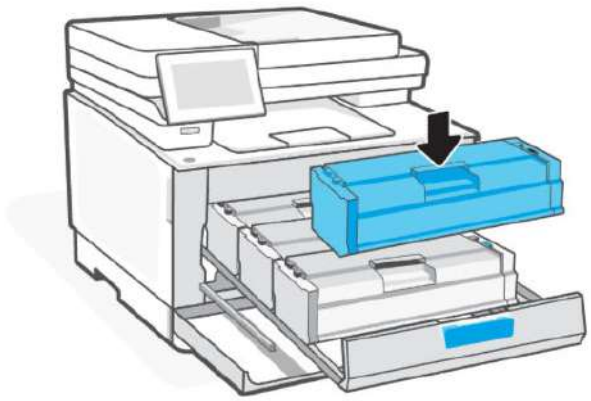
⚠ CAUTION: To prevent damage to the cartridge, hold the cartridge at each end. Do not touch the protective cover or roller surface.



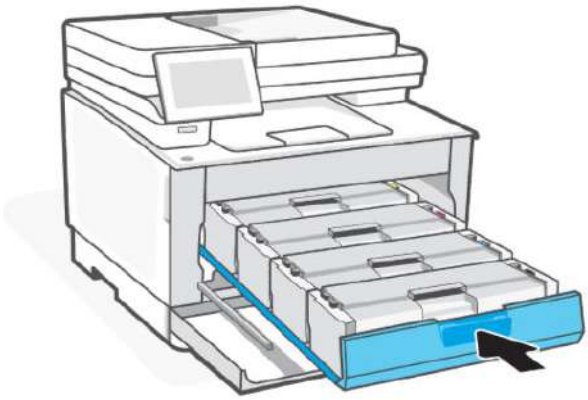
6. Install the new toner cartridge. Make sure that the color chip on the cartridge matches the color chip on the drawer.

⚠ CAUTION:

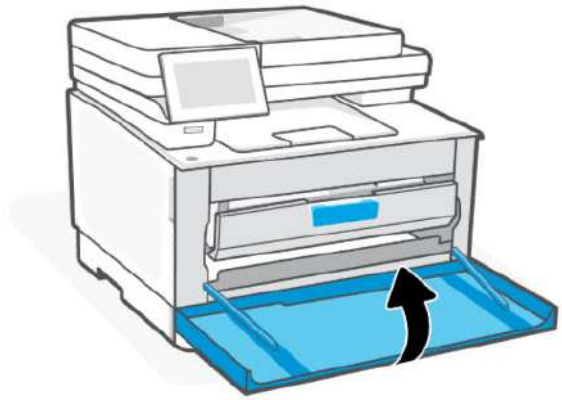
- When a toner cartridge approaches the end of its useful life, redistributing the toner in the cartridge might improve print quality and enable you to continue printing. To redistribute the toner in the cartridge, remove the toner cartridge from the printer, gently rock the cartridge back and forth along its horizontal axis, and then replace it in the printer.
- If toner gets on your clothing, wipe it off with a dry cloth and wash the clothing in cold water. *Hot water sets toner into the fabric.*



7. Insert the cartridge in the drawer and close the toner cartridge drawer.



8. Close the cartridge access door.



Cartridge low

This topic describes how to manage the cartridges at low and very low settings.

Cartridge is low

Actual cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The cartridge does not need to be replaced now.

Continue printing with the current cartridge until redistributing the toner no longer yields acceptable print quality. To redistribute the toner, remove the toner cartridge from the printer and gently rock the cartridge back and forth about its horizontal axis. For graphical representation, see cartridge replacement instructions. Reinsert the toner cartridge into the printer and close the cover.

Cartridge is very low

Actual cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The cartridge does not need to be replaced now unless the print quality is no longer acceptable.

Once an HP toner cartridge has reached Very Low, HP's Premium Protection Warranty on that toner cartridge has ended.

Change the “Very Low” settings

To change printer supplies settings using the embedded web server (EWS).

You can change the way the printer reacts when supplies reach the Very Low state. You do not have to re-establish these settings when you install a new toner cartridge.

1. Open the EWS.
2. Click **Supplies** from the left navigation pane
3. Click **Supply Settings** tab and select the desired options.
4. Click **Apply**.

Order supplies

Table 8-4 **Order supplies**

Order	HP Support
Order supplies and paper	www.hp.com/go/suresupply
Order through service or support providers	Contact an HP-authorized service or support provider.

9 Solve a problem

Solve common printer problems.

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

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

  See Use HP software for more information.

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

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

Visit hp.com/support for more information.

Jams and paper-feed issues

Learn how to troubleshoot jams and paper-feed issues.

Possible jam locations

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

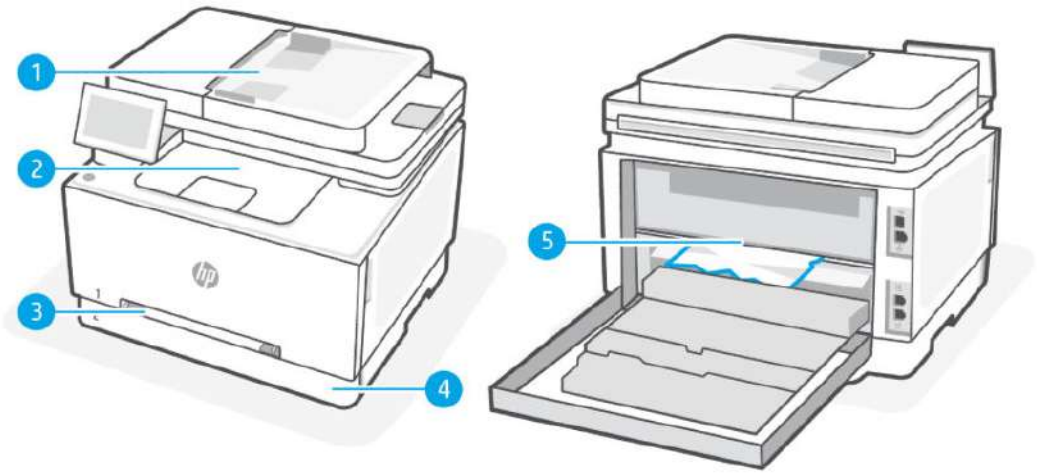


Table 9-1 Possible jam locations

Feature	Description
1	Document feeder input tray
2	Output tray
3	Single-sheet priority feed slot tray 1

Table 9-1 Possible jam locations (continued)

Feature	Description
4	Input tray/tray 2
5	Rear access door

Remove jammed paper

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

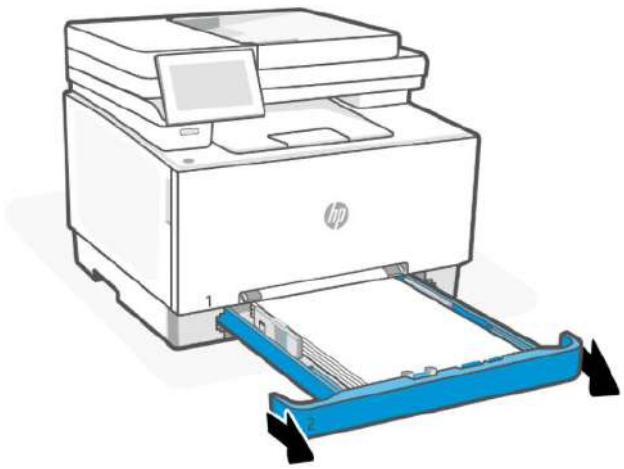
⚠ CAUTION:

- Do not use sharp objects, such as tweezers or needle-nose pliers, to remove jams.
- When removing jammed paper, use both hands to pull the paper straight out from the printer.
- To help avoid additional paper jams, make sure to remove all small pieces of paper and foreign objects found.
- When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

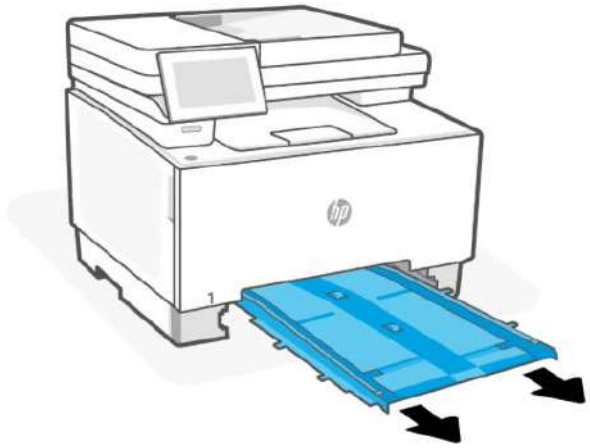
Clear a paper jam from single sheet slot tray 1

Clear any jams in the tray area.

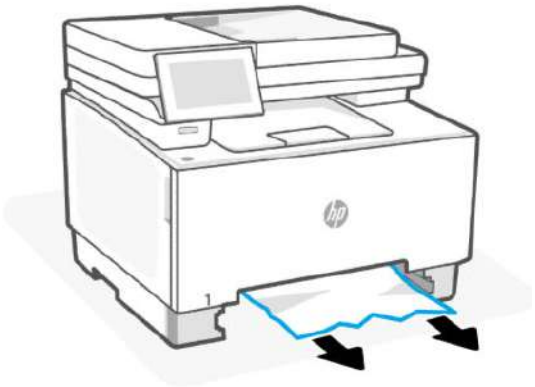
1. Make sure the printer is off.
2. Pull tray 2 completely out of the printer.



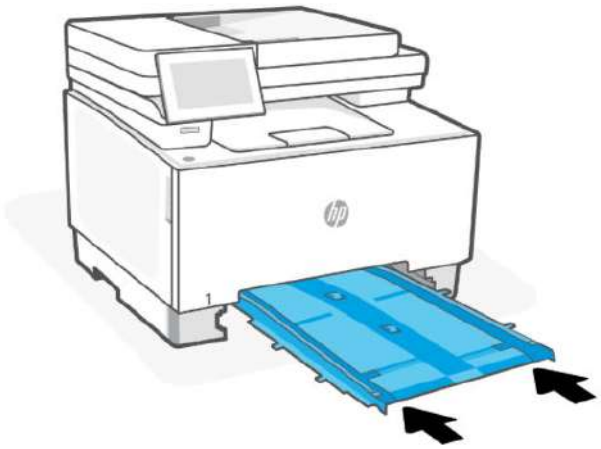
3. Push down on the single-sheet priority feed slot, and then pull out the feed slot tray.



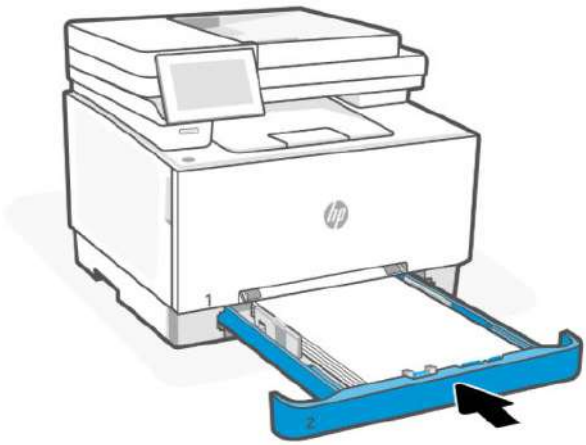
4. Gently pull any jammed paper straight out of the single-sheet priority feed slot.



5. Push the single-sheet priority feed slot tray 1 into the printer.



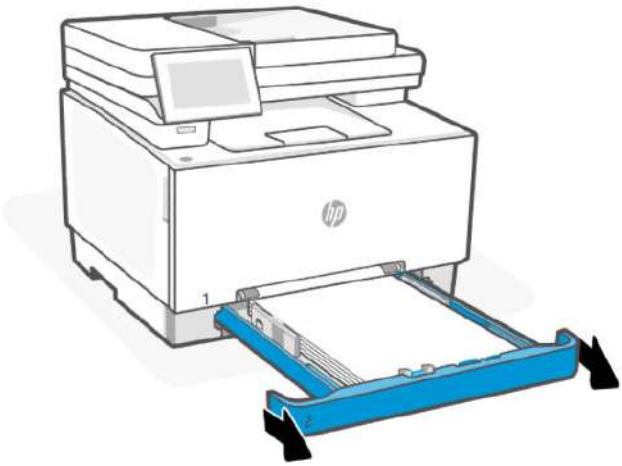
6. Reinsert and close tray 2.



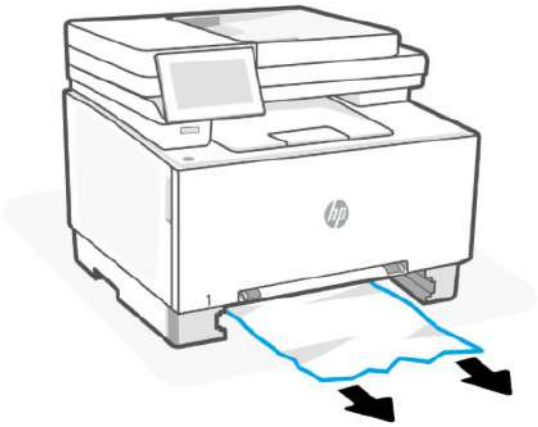
Clear a paper jam from tray 2

Remove the input and output trays and clear any jams found inside the tray area.

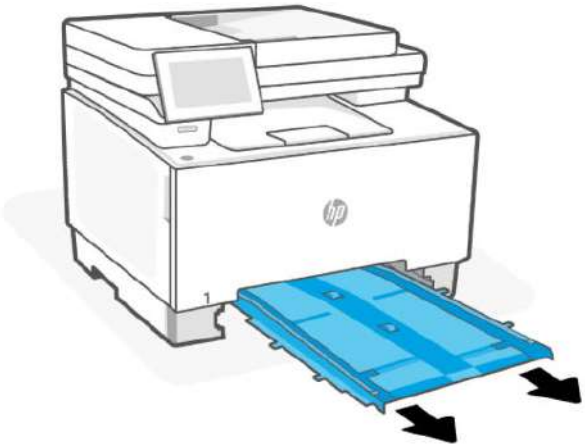
1. Make sure the printer is off.
2. Pull tray 2 completely out of the printer.



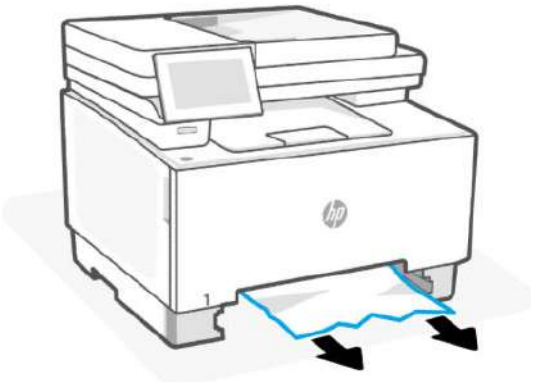
3. Remove any jammed or damaged sheets of paper.



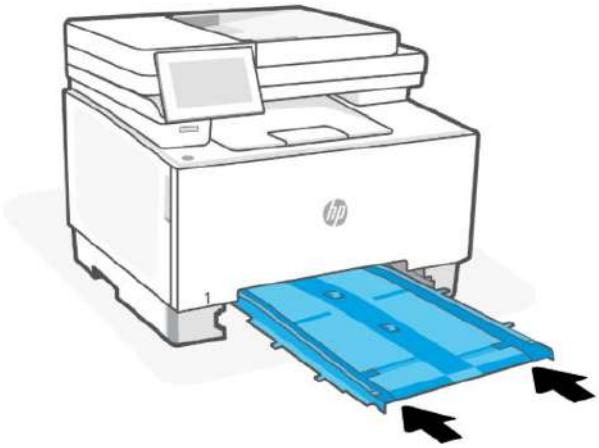
4. If no jammed paper is visible, or if jammed paper is deep enough in the tray 2 feed area that it is difficult to remove, press down on the single-sheet priority feed slot, and then remove the feed slot tray.



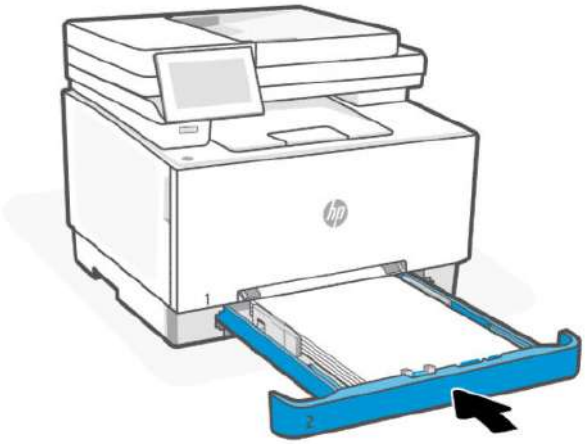
5. Remove any jammed or damaged sheets of paper.



6. If the single-sheet priority tray was removed, replace it by pushing it into the printer.



7. Reinsert and close tray 2.



Clear a paper jam from the document feeder

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

1. Make sure the printer is off.

2. Open the document-feeder cover.

3. Remove any jammed or damaged sheets of paper.

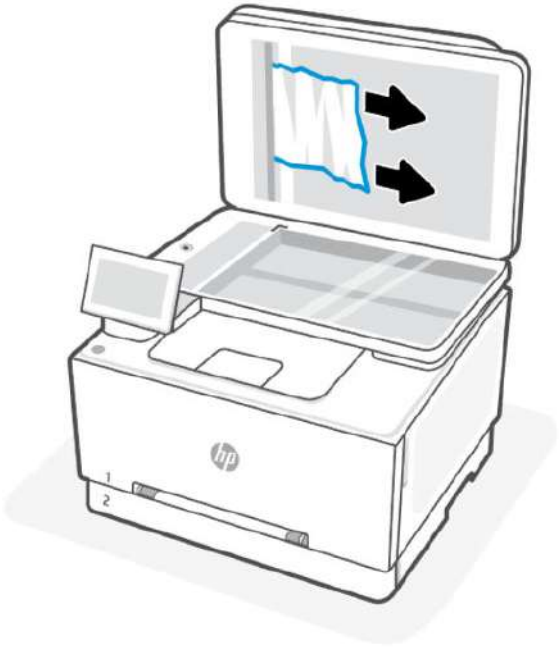
4. Close the document feeder cover.

5. Lift the document feeder input tray to provide better access to the document feeder output bin.

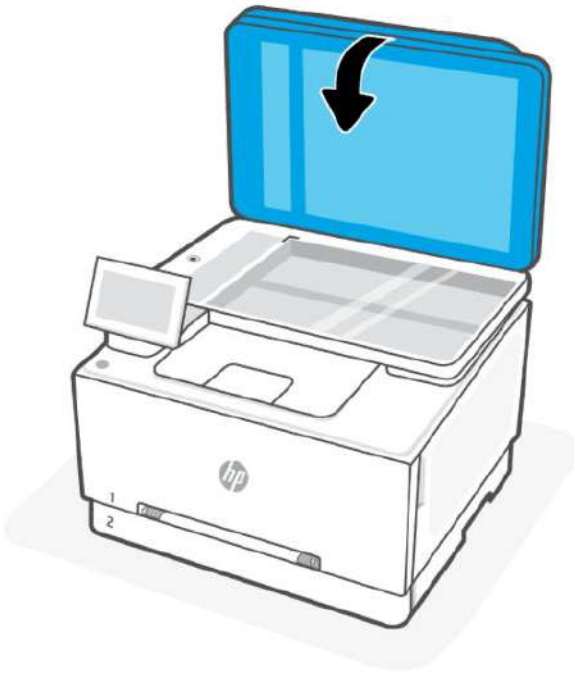
6. Remove any jammed paper from the output area.

7. Close the document feeder input tray.

8. Open the scanner lid. If paper is jammed behind the white plastic backing, gently pull it out.



9. Lower the scanner lid.



NOTE:

- To avoid jams, make sure the guides in the document-feeder input tray are adjusted tightly against the document. Remove all staples and paper clips from original documents.

- Original documents that are printed on heavy, glossy paper can jam more frequently than originals that are printed on plain paper.

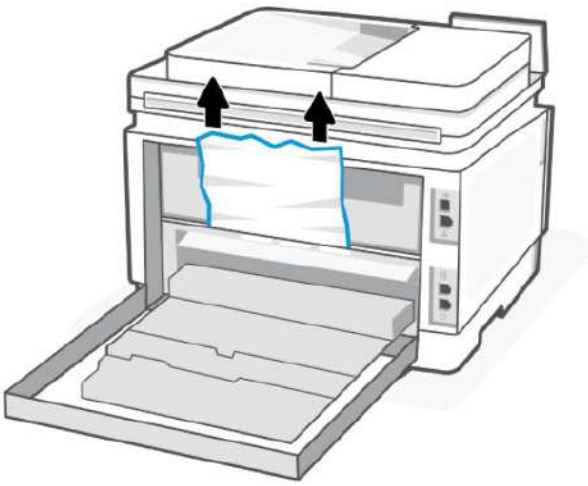
Clear a paper jam from the rear access door

Remove the rear access door and clear any jam found in that area.

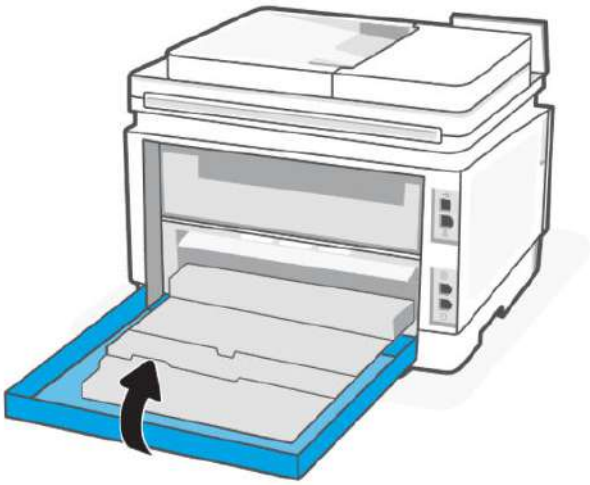
1. Make sure the printer is off.
2. At the rear of the printer, open the rear access door.

3. Remove any jammed or damaged sheets of paper.

⚠ CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.



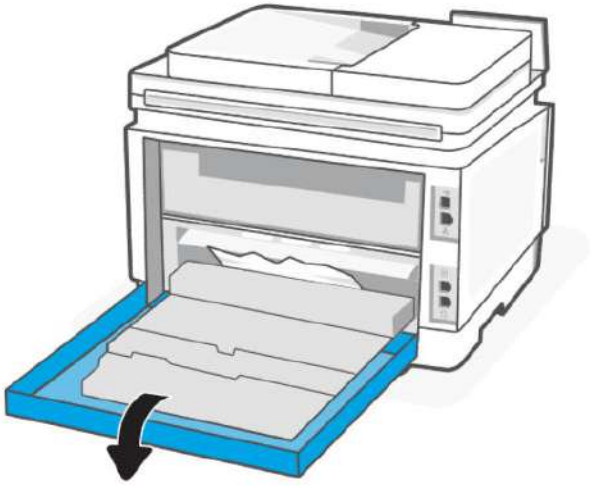
4. Close the rear access door.



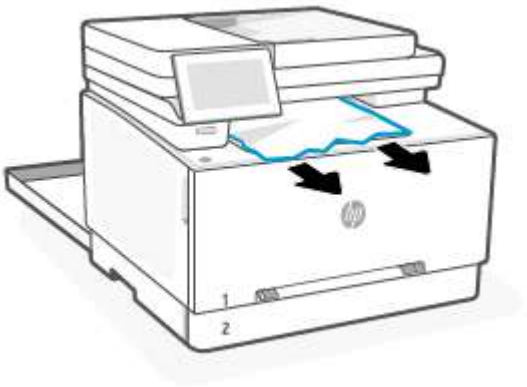
Clear a paper jam in the output bin

Clear a paper jam in all possible jam locations related to the output bin.

1. Make sure the printer is off.
2. At the rear of the printer, open the rear access door.

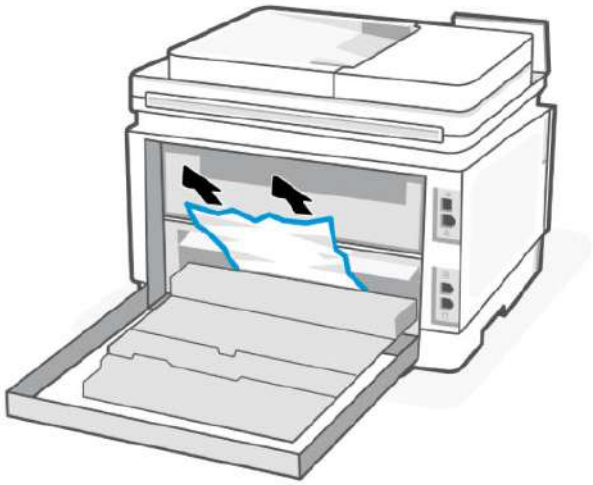


3. If paper is visible in the output bin, grasp the leading edge and remove it. Use both hands to remove jammed paper to avoid tearing the paper.

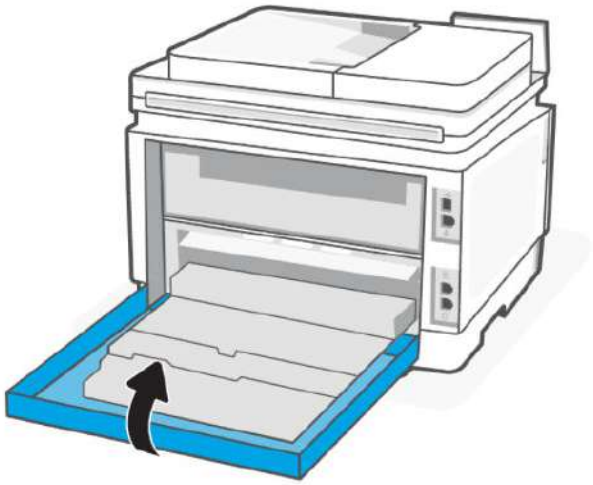


4. Gently remove any jammed paper from the rollers in the rear access door area.

⚠ CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.



5. Close the rear access door.



Solve paper-feed problems

What kind of problem are you having?

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

    See Load media.
  - Make sure the paper-width guides are set to the correct markings in the tray for the paper size you are loading. Also make sure the paper guides are snug, but not tight, against the stack.
  - Make sure that the stack of paper is aligned with the appropriate paper size lines on the bottom of the input tray, and does not exceed the stack height indicated by one or more label on the side or paper-width guide of the input tray.
  - Make sure paper in the tray is not curled. Uncurl paper by bending it in the opposite direction of the curl.
  - Fan paper before loading

- Pages are skewing
  - Make sure the paper loaded in the input tray is aligned to the paper-width guides. If needed, pull out the input tray from the printer and reload the paper correctly, making sure that the paper guides are aligned correctly.
  - Load paper into the printer only when it is not printing.
  - Make sure the rear access door is securely shut.

- Multiple pages are being picked up
  - Make sure the paper-width guides are set to the correct markings in the tray for the paper size you are loading. Also make sure the paper-width guides are snug, but not tight, against the stack.
  - Make sure that the stack of paper is aligned with the appropriate paper size lines on the bottom of the input tray, and does not exceed the stack height indicated by one or more label on the side or paper-width guide of the input tray.
  - Make sure the tray is not overloaded with paper.
  - Use HP paper for optimum performance and efficiency.

Printing issues

Learn how to troubleshoot printing issues.

Fix print quality issues

Learn how to troubleshoot print quality issues.

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

Print from a different software program

Try printing from a different software program. If the page prints correctly, the problem is with the software program from which you were printing.

If the page does not print correctly, try updating the printer and print again. See Update printer.

Check the paper-type setting for the print job

Check the paper type setting when printing from a software program and the printed pages have smears, fuzzy or dark print, curled paper, scattered dots of toner, loose toner, or small areas of missing toner.

Check the paper type setting on the printer

Verify that the tray is loaded with the correct type of paper.

Check the paper type setting (Windows)

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Set Preferences** button.
3. Check the paper settings.

Check the paper type setting (OS X)

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the printer.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Finishing** menu.

4. Select a type from the **Media Type** drop-down list.

Check toner-cartridge status

Print quality problems can occur when using a toner cartridge that is at its estimated end of life. The configuration report indicates when a supply level is very low.

Once an HP toner cartridge has reached Very Low, HP's Premium Protection Warranty on that toner cartridge has ended.

The toner cartridge does not need to be replaced now unless the print quality is no longer acceptable. Consider having a replacement available to install when print quality is no longer acceptable.

The information page provides information about the printer, its connectivity, supplies status, and replacement cartridge number.

1. Open the EWS.
2. Check to see if you are using a genuine HP cartridge.

   A genuine HP toner cartridge has "HP" on it or has the HP logo on it. For more information on identifying HP cartridges go to www.hp.com/go/learnaboutsupplies

Print a cleaning page

During the printing process paper, toner, and dust particles can accumulate inside the printer and can cause print-quality issues such as toner specks or spatter, smears, streaks, lines, or repeating marks.

Use the following procedure to print a cleaning page from EWS.

1. Open the EWS.
2. Click **Print Quality** from the left navigation pane.
3. Click **Tools** from the drop-down menu.

   NOTE: If prompted to enter a PIN, open the cartridge access door and enter the PIN displayed on the product label.

4. In the **Fuser Cleaning** area, click **Print** to begin the cleaning process.

Visually inspect the toner cartridge

Follow these steps to inspect the toner cartridge.

1. Remove the toner cartridge from the printer and verify that the sealing tape has been removed.
2. Check the memory chip for damage.
3. If you see any damage on the toner cartridge, replace the toner cartridge.
4. Reinstall the toner cartridge and print a few pages to see if the problem is resolved.

Check paper and the printing environment

This topic describes how to troubleshoot the paper quality issues and the printing environment.

Step one: Use paper that meets HP specifications

Some print-quality problems arise from using paper that does not meet HP specifications.

- Always use a paper type and weight that this printer supports.
- Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.
- Use paper that has not been previously printed on.
- Use paper that does not contain metallic material, such as glitter.
- Use paper that is designed for use in laser printers. Do not use paper that is designed only for use in Inkjet printers.
- Use paper that is not too rough. Using smoother paper generally results in better print quality.

Step two: Check the environment

The environment can directly affect print quality and is a common cause for print-quality or paper-feeding issues. Try the following solutions:

- Move the printer away from drafty locations, such as open windows or doors, or air-conditioning vents.
- Make sure the printer is not exposed to temperatures or humidity outside of printer specifications.
- Do not place the printer in a confined space, such as a cabinet.
- Place the printer on a sturdy, level surface.
- Remove anything that is blocking the vents on the printer. The printer requires good air flow on all sides, including the top.
- Protect the printer from airborne debris, dust, steam, grease, or other elements that can leave residue inside the printer.

Step three: Set the individual tray alignment

Follow these steps when text or images are not centered or aligned correctly on the printed page when printing from specific trays.

1. From the Home screen on the printer control panel, select the **Setup** menu.
2. Select the following menus:
   - System Setup
   - Print Quality
   - Adjust Alignment
   - Print Test Page
3. Select the tray to adjust, and then follow the instructions on the printed pages.
4. Print the test page again to verify the results. Make further adjustments if necessary.
5. Select **OK** to save the new settings.

Try a different print driver

Try a different print driver when printing from a software program and the printed pages have unexpected lines in graphics, missing text, missing graphics, incorrect formatting, or substituted fonts.

Download any of the following drivers from the HP Web site: www.support.hp.com.

Table 9-2 Print drivers

Driver	Description
HP PCL-6 driver	This driver supports Windows 10 and newer operating systems that support version 4 drivers. For a list of supported operating systems, go to www.hp.com/go/support.
HP UPD PS driver	• Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs • Provides support for printing from postscript emulation needs, or for postscript flash font support
HP PCL 6	• Recommended for printing in all Windows environments • Provides the overall best speed, print quality, and printer feature support for most users • Developed to align with Windows Graphic Device Interface (GDI) for best speed in Windows environments • Might not be fully compatible with third-party and custom software programs that are based on PCL 5

Calibrate the printer to align the colors

Calibration is a printer function that optimizes print quality.

Follow these steps to resolve print-quality problems such as misaligned color, colored shadows, blurry graphics, or other print-quality issues.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Tools**.
3. Touch **Troubleshooting** and then touch **Color**.
4. Press **Start** to start the calibration process.
5. A **Calibrating** message will display on the printer control panel. The calibration process takes a few minutes to complete. Do not turn the printer off until the calibration process has finished. Wait while the printer calibrates, and then try printing again.

Adjust color settings (Windows)

When printing from a software program, follow these steps if colors on the printed page do not match colors on the computer screen, or if the colors on the printed page are not satisfactory.

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Properties** or **Preferences** button.
3. Click the **Color** tab.
4. Click the **Print in Grayscale** option to print a color document in black and shades of gray. Use this option to print color documents for photocopying or faxing. Also use this option to print draft copies or to save color toner.
5. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

Adjust Print Density

Complete the following steps to adjust the print density.

1. Open the EWS.
2. Click **Print Quality** tab.
3. Click **Adjust Color**.
4. Make the necessary changes and then click **Apply**.

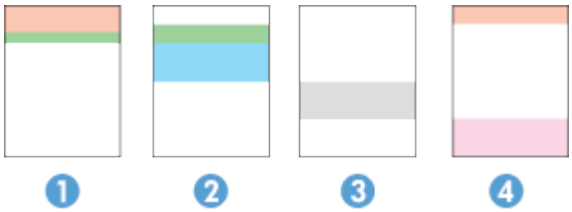
Print and interpret the print quality page

Follow these steps:

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Tools**.
3. Touch **Troubleshooting**.
4. Select the **Print Quality Troubleshooting Page**.

This page contains five bands of color, which are divided into four groups as indicated in the following illustration. By examining each group, you can isolate the problem to a particular toner cartridge.

Figure 9-1 **Print quality page**



Section	Toner cartridge
1	Yellow
2	Cyan
3	Black
4	Magenta

- If dots or streaks appear in only one of the groups, replace the toner cartridge that correlates with that group.
- If dots appear in more than one group, print a cleaning page. If this does not solve the problem, determine if the dots are always the same color; for example, if magenta dots appear in all five color bands. If the dots are all the same color, replace that toner cartridge.
- If streaks appear in multiple color bands, contact HP. A component other than the toner cartridge is probably causing the problem.

Resolving print quality problems

This topic describes how to troubleshoot the image defect issues.

Introduction

The following information provides troubleshooting steps for solving image defect issues, including the following defects:

- Light print
- Gray background or dark print
- Blank pages
- Black pages
- Dark or light bands
- Dark or light streaks
- Missing toner
- Skewed images
- Colors that do not align
- Curled paper

Troubleshoot print quality problems

The information provides common troubleshooting steps for solving image defect issues and examples of specific image defects and steps to resolve these defects.

1. Reprint the document. Print quality defects can be intermittent in nature or can go away completely with continued printing.
2. Check the condition of the cartridge. If a cartridge is in a **Very Low** state (it has passed the rated life), replace the cartridge.
3. Make sure that the driver and tray print mode settings match the media that is loaded in the tray. Try using a different ream of media or a different tray. Try using a different print mode.
4. Make sure that the printer is within the supported operating temperature/humidity range.
5. Make sure that the paper type, size, and weight are supported by the printer. For a list of the supported paper sizes and types for the printer, visit www.support.hp.com and find your printer.

NOTE: The term “fusing” refers to the part of the printing process where toner is affixed to paper.

The following examples depict letter-size paper that has passed through the printer short-edge first.

Table 9-3 Light print

Description	Sample	Possible solutions
Light print: The printed content on the entire page is light or faded.		1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. 3. Make sure that the cartridge is installed correctly. 4. Check the supplies status from the EWS or the printer control panel. 5. Replace toner cartridge. 6. Visit www.support.hp.com if the problem persists.

Table 9-4 Gray background or dark print

Description	Sample	Possible solutions
Gray background or dark print: The image or text is darker than expected.		1. Make sure that the paper in the trays has not already been run through the printer. 2. Use a different paper type. 3. Reprint the document. 4. Make sure that the printer is within the supported operating temperature and humidity range. 5. Replace toner cartridge. 6. Visit www.support.hp.com if the problem persists.

Table 9-5 Blank page — No print

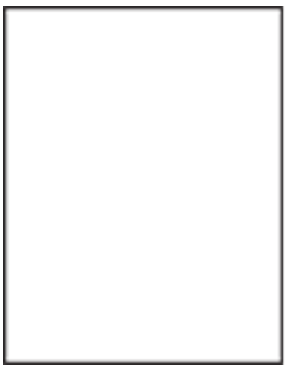
Description	Sample	Possible solutions
Blank page — No print: The page is completely blank and contains no printed content.		1. Make sure that the cartridge is genuine HP cartridges. 2. Make sure that the cartridge is installed correctly. 3. Print with a different cartridge. 4. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type. 5. Visit www.support.hp.com if the problem persists.

Table 9-6 Black page

Description	Sample	Possible solutions
Black page: The entire printed page is black.		1. Visually inspect the toner cartridge to check for damage. 2. Make sure that the cartridge is installed correctly. 3. Replace toner cartridge. 4. Visit www.support.hp.com if the problem persists.

Table 9-7 Banding defects

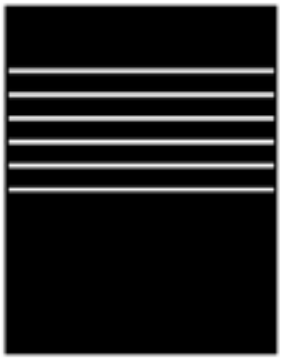
Description	Sample	Possible solutions
Repetitive wide-pitch banding and Impulse bands: Dark or light lines which repeat down the length of the page. They might be sharp or soft in nature. The defect displays only in areas of fill, not in text or sections with no printed content.		1. Reprint the document. 2. Replace toner cartridge. 3. Use a different paper type. 4. Visit www.support.hp.com if the problem persists.

Table 9-8 Streak defects

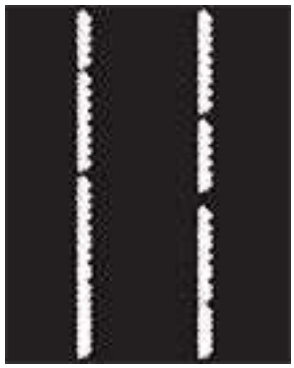
Description	Sample	Possible solutions
Light vertical streaks: Light streaks that usually span the length of the page. The defect displays only in areas of fill, not in text or sections with no printed content.		1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. 3. Visit www.support.hp.com if the problem persists. NOTE: Both light and dark vertical streaks can occur when the printing environment is outside the specified range for temperature or humidity. Refer to your printer's environmental specifications for allowable temperature and humidity levels.

Table 9-8 Streak defects (continued)

Description	Sample	Possible solutions
Dark vertical streaks and ITB cleaning streaks: Dark lines which occur down the length of the page. The defect might occur anywhere on the page, in areas of fill or in sections with no printed content.		1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. 3. Print a cleaning page. 4. Check the toner level in the cartridge. 5. Visit www.support.hp.com if the problem persists.

Table 9-9 Fixing/fuser defects

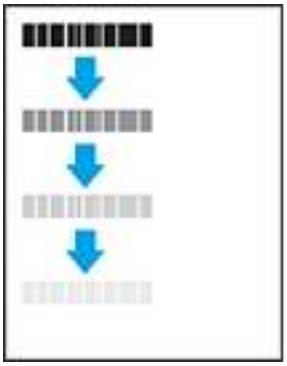
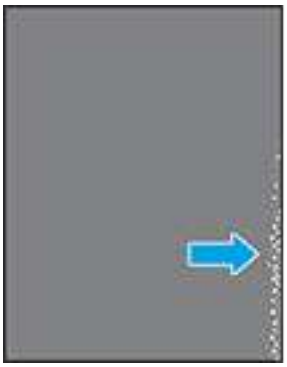
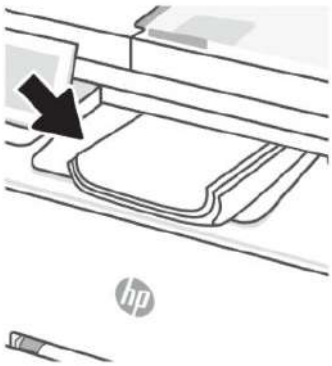
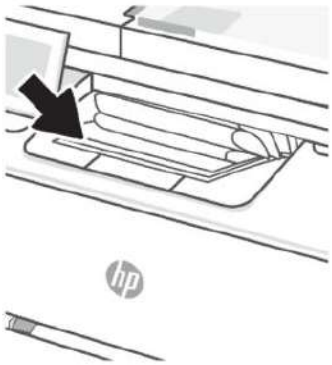
Description	Fixing/fuser	Possible solutions
Hot fuser offset (shadow): Slight shadows, or offsets, of the image repeated down the page. The repeated image might fade with each recurrence.		1. Reprint the document. 2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type. 3. Visit www.support.hp.com if the problem persists.
Poor fusing: Toner rubs off along either edge of page. This defect is more common at the edges of high-coverage jobs and on light media types but can occur anywhere on the page.		1. Reprint the document. 2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a heavier paper type. 3. Visit www.support.hp.com if the problem persists.

Table 9-10 Image placement defects

Description	Sample	Possible solutions
Margins and skew: The image is not centered or is skewed on the page. The defect occurs when the paper is not positioned properly as it is pulled from the tray and moves through the paper path.		1. Reprint the document. 2. Remove the paper and then reload the tray. Make sure that all the paper edges are even on all sides. 3. Make sure that the top of the paper stack is below the tray full indicator. Do not overfill the tray. 4. Make sure that the paper guides are adjusted to the correct size for the paper. Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray. 5. Visit www.support.hp.com if the problem persists.

Table 9-11 Output defects

Description	Sample	Possible solutions
Output curl: Printed paper has curled edges. The curled edge can be along the short or long side of the paper. Two types of curl are possible: • **Positive curl:** The paper curls toward the printed side. The defect occurs in dry environments or when printing high coverage pages. • **Negative curl:** The paper curls away from the printed side. The defect occurs in high-humidity environments or when printing low coverage pages.		1. Reprint the document. 2. **Positive curl:** From the printer EWS, select a heavier paper type. The heavier paper type creates a higher temperature for printing. **Negative curl:** From the printer EWS, select a lighter paper type. The lighter paper type creates a lower temperature for printing. Try storing the paper in a dry environment prior or use freshly opened paper. 3. Print in duplex mode. 4. Visit www.support.hp.com if the problem persists.
Output stacking: The paper does not stack well in the output tray. The stack might be uneven, skewed, or the pages might be pushed out of the tray and onto the floor. Any of the following conditions can cause this defect: • Extreme paper curl • The paper in the tray is wrinkled or deformed • The paper is a non-standard paper type, such as envelopes • The output tray is too full		1. Reprint the document. 2. Extend the output bin extension. 3. If the defect is caused by extreme paper curl, complete the troubleshooting steps for Output curl. 4. Use a different paper type. 5. Use freshly opened paper. 6. Remove the paper from the output tray before the tray gets too full. 7. Visit www.support.hp.com if the problem persists.

Copy and scan issues

Select any of the following troubleshooting options.

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

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

See Tips for copy and scan success for more information.

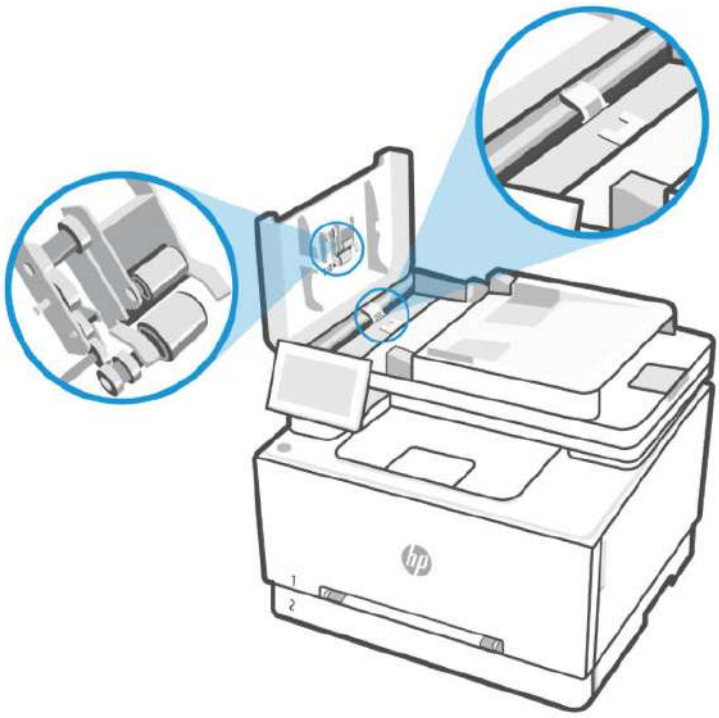
Clean the pickup rollers and separation pad in the document feeder

If the document feeder experiences paper-handling problems, such as jams or multiple-page feeds, clean the document-feeder rollers and separation pad.

1. Open the document-feeder access cover.

2. Use a moist, lint-free cloth to wipe both pickup rollers and the separation pad to remove dirt.

CAUTION: Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the printer; these can damage the printer.



3. Close the document feeder access cover.

Fax issues

Run the fax test report first to see if there is a problem with your fax setup. If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify that the settings are correct.

What to do if the fax test failed

If you ran a fax test and the test failed, review the report for basic information about the error. For more detailed information, check the report to see which part of the test failed, and then review the appropriate topic in this section for solutions to try.

The "Fax Hardware Interface Test" failed

Follow these steps to fix if the fax hardware interface test fails.

- Turn the printer off by pressing (the Power button) located on the front left side of the printer and then unplug the power cord from the back of the printer. After a few seconds, plug the power cord in again, and then turn the power on. Run the test again. If the test fails again, continue reviewing the troubleshooting information in this section.
- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.
- If you are using a phone splitter, this can cause faxing problems (A splitter is a two-cord connector that plugs into a telephone wall jack). Try removing the splitter and connecting the printer directly to the telephone wall jack.

After you resolve any problems found, run the fax test again to make sure it passes and the printer is ready for faxing. If the **Fax Hardware Interface Test** continues to fail and you experience problems faxing, contact HP support. Visit hp.com/support for more information. - This website provides information and utilities that can help you correct many common printer problems. If prompted, select your country/region, and then click **All HP Contacts** for information on calling for technical support.

The "Active Telephone Line Detection Test" failed

Follow these steps to fix if the active telephone detection test fails.

- Check the connection between the telephone wall jack and the printer to make sure the phone cord is secure.
- Connect one end of the phone cord to your telephone wall jack, then connect the other end to the Fax port on the back of the printer.
- If you are using a phone splitter, this can cause faxing problems (A splitter is a two-cord connector that plugs into a telephone wall jack). Try removing the splitter and connecting the printer directly to the telephone wall jack.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the printer and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.

After you resolve any problems found, run the fax test again to make sure it passes and the printer is ready for faxing.

The "Dial Tone Detection" test failed

Follow these steps to fix if the dial tone detection test fails.

- Other equipment, which uses the same phone line as the printer, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything from the phone line, and then run the test again. If the **Dial Tone Detection Test** test passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the printer and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Connect one end of the phone cord to your telephone wall jack, then connect the other end to the Fax port on the back of the printer.
- If you are using a phone splitter, this can cause faxing problems (A splitter is a two-cord connector that plugs into a telephone wall jack). Try removing the splitter and connecting the printer directly to the telephone wall jack.
- If your telephone system is not using a standard dial tone, such as some private branch exchange (PBX) systems, this might cause the test to fail. This does not cause a problem sending or receiving faxes. Try sending or receiving a test fax.
- Check to make sure the country/region setting is set appropriately for your country/region. If the country/region setting is not set or is set incorrectly, the test might fail and you might have problems sending and receiving faxes.
- Make sure you connect the printer to an analog phone line or you cannot send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect the printer to an analog phone line and try sending or receiving a fax.

After you resolve any problems found, run the fax test again to make sure it passes and the printer is ready for faxing. If the **Dial Tone Detection** test continues to fail, contact your telephone company and have them check the phone line.

The "Line Current Test" failed

Follow these steps to fix if the line current test fails.

- Make sure you connect the printer to an analog phone line or you cannot send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect the printer to an analog phone line and try sending or receiving a fax.
- Check the connection between the telephone wall jack and the printer to make sure the phone cord is secure.
- Connect one end of the phone cord to your telephone wall jack, then connect the other end to the Fax port on the back of the printer.
- Other equipment, which uses the same phone line as the printer, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything from the phone line, and then run the test again.
  - If the **Fax Line Condition Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.

- If the **Fax Line Condition Test** fails without the other equipment, connect the printer to a working phone line and continue reviewing the troubleshooting information in this section.

- If you are using a phone splitter, this can cause faxing problems (A splitter is a two-cord connector that plugs into a telephone wall jack). Try removing the splitter and connecting the printer directly to the telephone wall jack.

After you resolve any problems found, run the fax test again to make sure it passes and the printer is ready for faxing. If the **Fax Line Condition Test** test continues to fail and you experience problems faxing, contact your telephone company and have them check the phone line.

Troubleshoot fax problems

What kind of fax problem are you having?

The display always shows Phone Off Hook

Other equipment that uses the same phone line as the printer might be in use. Make sure extension phones (phones on the same phone line, but not connected to the printer) or other equipment are not in use or off the hook. For example, you cannot use the printer for faxing if an extension phone is off the hook, or if you are using a computer dial-up modem to send email or access the Internet.

The printer is having problems sending and receiving faxes

Follow these steps if the printer is having problems sending and receiving faxes:

- Make sure the printer is turned on. Look at the display on the printer. If the display is blank and (the Power button) light is not lit, the printer is turned off. Make sure the power cord is firmly connected to the printer and plugged into a power outlet. Press (the Power button) to turn on the printer.

  After turning on the printer, HP recommends you wait five minutes before sending or receiving a fax. The printer cannot send or receive faxes while it is initializing after being turned on.

- Make sure you used the phone cord supplied in the box with the printer to connect to the telephone wall jack. One end of the phone cord should be connected to the port labeled on the back of the printer and the other end to your telephone wall jack, as shown in the illustration.

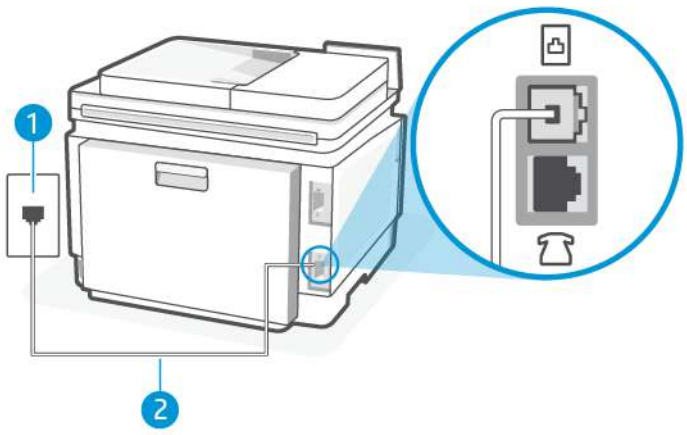


Table 9-12 **Rear view of printer**

Feature	Description
1	Telephone wall jack.

Table 9-12 Rear view of printer (continued)

Feature	Description
2	Use a minimum 26 AWG phone cord to connect to the port on the printer. CAUTION: To reduce the risk of fire, use only No. 26 AWG or larger (For example, 24 AWG) UL Listed or CSA Certified Telecommunications Line Cord.

- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the printer and check for a dial tone. If you do not hear a dial tone, call your local telephone company for service.
- Other equipment, which uses the same phone line as the printer, might be in use. For example, you cannot use the printer for faxing if an extension phone is off the hook, or if you are using a computer dial-up modem to send an email or access the Internet.
- Check to see if another process has caused an error. Check the display or your computer for an error message providing information about the problem and how to solve it. If there is an error, the printer cannot send or receive a fax until the error condition is resolved.
- The phone line connection might be noisy. Phone lines with poor sound quality (noise) can cause faxing problems. Check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If you hear noise, turn **Error Correction Mode** off and try faxing again. If the problem persists, contact your telephone company.
- If you are using a digital subscriber line (DSL) service, make sure that you have a DSL filter connected or you cannot fax successfully.
- Make sure the printer is not connected to a telephone wall jack that is set up for digital phones. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones.
- If you are using either a private branch exchange (PBX) or an integrated services digital network (ISDN) converter/terminal adapter, make sure the printer is connected to the correct port and the terminal adapter is set to the correct switch type for your country/region, if possible.
- If the printer shares the same phone line with a DSL service, the DSL modem might not be grounded correctly. If the DSL modem is not grounded correctly, it can create noise on the phone line. Phone lines with poor sound quality (noise) can cause faxing problems. You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If you hear noise, turn off your DSL modem and completely remove power for at least 15 minutes. Turn the DSL modem back on and listen to the dial tone again.

  NOTE: You might notice static on the phone line again in the future. If the printer stops sending and receiving faxes, repeat this process.

  If the phone line is still noisy, contact your telephone company. For information on turning your DSL modem off, contact your DSL provider for support.
- If you are using a phone splitter, this can cause faxing problems (a splitter is a two-cord connector that plugs into a telephone wall jack). Try removing the splitter and connecting the printer directly to the telephone wall jack.

The printer cannot receive faxes, but can send faxes

Follow these steps if the printer cannot receive faxes, but can send faxes:

- If you are not using a distinctive ring service, check to make sure that the **Distinctive Ring** feature on the printer is set to **All Standard Rings**.
- If **Auto Answer** is set to **Off**, you need to receive faxes manually; otherwise, the printer cannot receive the fax.
- If **Store and Print** feature under Fax Receive Settings is enabled and the printing is blocked due to out-of-paper from the print tray, paper jam, and so on, make sure to clear the jammed paper or to start printing the faxes to receive further faxes.
- If you have a voice mail service at the same phone number you use for fax calls, you must receive faxes manually, not automatically. This means that you must be available to respond in person to incoming fax calls.
- If you have a computer dial-up modem on the same phone line with the printer, check to make sure that the software that came with your modem is not set to receive faxes automatically. Modems that are set up to receive faxes automatically take over the phone line to receive all incoming faxes, which prevents the printer from receiving fax calls.
- If you have an answering machine on the same phone line with the printer, you might have one of the following problems:
  - Your answering machine might not be set up correctly with the printer.
  - Your outgoing message might be too long or too loud to allow the printer to detect fax tones, and the sending fax machine might disconnect.
  - Your answering machine might not have enough quiet time after your outgoing message to allow the printer to detect fax tones. This problem is most common with digital answering machines.

  The following actions might help to solve these problems:
  - When you have an answering machine on the same phone line you use for fax calls, try connecting the answering machine directly to the printer.
  - Make sure the printer is set to receive faxes automatically.
  - Make sure the **Rings to Answer** setting is set to a greater number of rings than the answering machine.
  - Disconnect the answering machine and then try receiving a fax. If faxing is successful without the answering machine, the answering machine might be causing the problem.
  - Reconnect the answering machine and record your outgoing message again. Record a message that is approximately 10 seconds in duration. Speak slowly and at a low volume when recording your message. Leave at least 5 seconds of silence at the end of the voice message. There should be no background noise when recording this silent time. Try to receive a fax again.

  NOTE: Some digital answering machines might not retain the recorded silence at the end of your outgoing message. Play back your outgoing message to check.
- If the printer shares the same phone line with other types of phone equipment, such as an answering machine, a computer dial-up modem, or a multi-port switch box, the fax signal level might be reduced. The signal level can also be reduced if you use a splitter or connect extra cables to extend the length of your phone. A reduced fax signal can cause problems during fax reception.

  To find out if other equipment is causing a problem, disconnect everything except the printer from the phone line, and then try to receive a fax. If you can receive faxes successfully without the other equipment, one or more pieces of the other equipment is causing problems; try adding them back one at a time and receiving a fax each time, until you identify which equipment is causing the problem.

- If you have a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), make sure that the **Distinctive Ring** feature on the printer is set to match.

The printer cannot send faxes, but can receive faxes

Follow these steps if the printer cannot send faxes, but can receive faxes:

- The printer might be dialing too fast or too soon. You might need to insert some pauses in the number sequence. For example, if you need to access an outside line before dialing the phone number, insert a pause following the access number. If your number is 95555555, and 9 accesses an outside line, you might insert pauses as follows: 9,555,5555. Use the **Pause** button on the keyboard.
- The number you entered when sending the fax is not in the proper format or the receiving fax machine is having problems. To check this, try calling the fax number from a telephone and listen for fax tones. If you cannot hear fax tones, the receiving fax machine might not be turned on or connected, or a voice mail service could be interfering with the recipient's phone line. You can also ask the recipient to check the receiving fax machine for any problems.

Fax tones are recorded on my answering machine

Follow these steps if the fax tones are recorded on your answering machine:

- When you have an answering machine on the same phone line you use for fax calls, try connecting the answering machine directly to the printer. If you do not connect the answering machine as recommended, fax tones might be recorded on your answering machine.
- Make sure the printer is set to receive faxes automatically and that the **Rings to Answer** setting is correct. The number of rings to answer for the printer should be greater than the number of rings to answer for the answering machine. If the answering machine and the printer are set to the same number of rings to answer, both devices answer the call and fax tones are recorded on the answering machine.
- Set your answering machine to a low number of rings and the printer to answer in the maximum number of rings supported. In this setup, the answering machine answers the call and the printer monitors the line. If the printer detects fax tones, the printer receives the fax. If the call is a voice call, the answering machine records the incoming message.

Fax reports

Learn how to troubleshoot problems with fax reports.

Fax T.30 Trace Reports

Use a T.30 protocol trace report to troubleshoot fax transmission issues.

Use the following settings to specify when to print the report.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Tools**.
3. Touch **Troubleshooting**, and then touch **Fax**.
4. Touch to select any of the following options next to **Fax T.30 Trace Reports** to print.
   - Never Automatically Print
   - Print after every fax
   - Print only after sending faxes

- Print only after receiving faxes
- Print only after problems sending faxes
- Print only after problems receiving faxes
- Print after any fax problems

Fax test report

Print fax test report to test fax setup using the printer control panel.

NOTE: Make sure the cartridges are installed, and that full-size paper is loaded in the input tray, before starting the test.

1. Set up the printer for faxing according to your home or office setup instructions.
2. On the control panel Home screen, touch **Menu**.
3. Scroll to **Utilities** and touch **Tools**.
4. Touch **Troubleshooting**, and then touch **Fax**.
5. Touch **Fax Test Report** to print.

   The printer prints the test report.
6. Review the report.
   - If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify the settings are correct. A blank or incorrect fax settings might cause problems faxing.

     See Change fax settings.
   - If the test fails, review the report for more information on how to fix any problems found.

Clear the Fax Log/Memory

Clearing the fax log clears fax call records.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Tools**.
3. Touch **Troubleshooting**, and then touch **Fax**.
4. From the **Fax** screen, touch **Clear Fax Logs/Memory**.
5. Touch **Clear**.

PBX Ring Detect

Enable this feature to prevent false detection of extension phone being picked up if the voltage changes between rings in certain PBX environments.

1. On the control panel Home screen, touch **Menu**.
2. Scroll to **Utilities** and touch **Tools**.
3. Touch **Troubleshooting**, and then touch **Fax**.

4. From the **Fax** screen, touch the toggle button next to **PBX Ring Detect** to turn it on or off.

Network and connection issues

Learn how to troubleshoot network and connection issues.

Fix Wi-Fi connection

Select one of the following troubleshooting options:

- Restore network settings and reconnect the printer.

  See Restore settings.

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

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

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

  – See the **DIAGNOSTICS RESULTS** section for all tests that were performed, to determine whether or not your printer passed.

  – From the **CURRENT CONFIGURATION** section, find out the Network Name (SSID) to which your printer is currently connected. Make sure that the printer is connected to the same network as your computer or mobile devices.

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

Wi-Fi connectivity checklist

- Verify that the printer and the Wi-Fi router are turned on and have power. Also make sure that the wireless radio in the printer is turned on.
- Verify that the service set identifier (SSID) is correct. Print the network configuration page to determine the SSID. See Understand printer reports.
  If you are not sure the SSID is correct, run the Wi-Fi setup again.
- With secured networks, verify that the security information is correct. If the security information is incorrect, run the Wi-Fi setup again.
- If the Wi-Fi network is working correctly, try accessing other computers on the Wi-Fi network. If the network has Internet access, try connecting to the Internet over a Wi-Fi connection.
- Verify that the encryption method (AES or TKIP) is the same for the printer as it is for the Wi-Fi access point (on networks using WPA security).
- Verify that the printer is within the range of the Wi-Fi network. For most networks, the printer must be within 30 m (100 ft) of the Wi-Fi access point (Wi-Fi router).

- Verify that obstacles do not block the Wi-Fi signal. Remove any large metal objects between the access point and the printer. Make sure poles, walls, or support columns containing metal or concrete do not separate the printer and Wi-Fi access point.
- Verify that the printer is located away from electronic devices that might interfere with the Wi-Fi signal. Many devices can interfere with the Wi-Fi signal including motors, cordless phones, security system cameras, other Wi-Fi networks, and some Bluetooth devices.
- Verify that the print driver is installed on the computer.
- Verify that you have selected the correct printer port.
- Verify that the computer and printer connect to the same Wi-Fi network.
- For OS X, verify that the Wi-Fi router supports Bonjour.

The printer does not print after the Wi-Fi configuration completes

- Make sure that the printer is turned on and in the ready state.
- Turn off any third-party firewalls on your computer.
- Make sure that the Wi-Fi network is working correctly.
- Make sure that your computer is working correctly. If necessary, restart the computer.
- Verify that you can open the printer EWS from a computer on the network.

The printer does not print, and the computer has a third-party firewall installed

- Update the firewall with the most recent update available from the manufacturer.
- If programs request firewall access when you install the printer or try to print, make sure you allow the programs to run.
- Temporarily turn off the firewall, and then install the Wi-Fi printer on the computer. Enable the firewall when you have completed the Wi-Fi installation.

The Wi-Fi connection does not work after moving the Wi-Fi router or printer

- Make sure that the router or printer connects to the same network that your computer connects to.
- Print a network configuration page.
- Compare the service set identifier (SSID) on the information report to the SSID in the printer configuration for the computer.
- If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the Wi-Fi setup for the printer.

Cannot connect more devices to the Wi-Fi printer (Wi-Fi Direct)

- Make sure that the other computers are within the Wi-Fi range and that no obstacles block the signal. For most networks, the wireless range is within 30 m (100 ft) of the Wi-Fi access point.
- Make sure that the printer is turned on and in the ready state.
- Make sure there are not more than 5 concurrent Wi-Fi Direct users.

- Turn off any third-party firewalls on your computer.
- Make sure that the Wi-Fi network is working correctly.
- Make sure that your computer is working correctly. If necessary, restart the computer.

The printer cannot print when your computer is on a VPN

- The printer might lose connection when your computer switches to a virtual private network (VPN).

The network does not appear in the Wi-Fi networks list

- Make sure the Wi-Fi router is turned on and has power.
- The network might be hidden.
- Make sure that the printer is within Wi-Fi range of the Wi-Fi router, and that there are no obstacles blocking the signal.
- The printer operates on the 2.4 GHz and 5 GHz Wi-Fi bands.
- Refresh the Wi-Fi networks list.
- Try restarting the printer.

The Wi-Fi network is not functioning

- To verify if the network has lost communication, try connecting other devices to the network.
- Test network communication by pinging the network.
  1. Open a command-line prompt on your computer.
     a. For Windows, click **Start**, click **Run**, type `cmd`, and then press **Enter**.
     b. For OS X, go to **Applications**, then **Utilities**, and open **Terminal**.
  2. Type `ping` followed by the router IP address.
  3. If the window displays round-trip times, the network is working.
     a. Print the network configuration page. See Understand printer reports.
     b. Compare the service set identifier (SSID) on the information report to the SSID in the printer information for the computer.
     c. If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the Wi-Fi setup for the printer.

Reduce interference on a Wi-Fi network

The following tips can reduce interference in a Wi-Fi network:

- Keep the Wi-Fi devices away from large metal objects, such as filing cabinets, and other electromagnetic devices, such as microwaves and cordless telephones. These objects can disrupt radio signals.
- Keep the Wi-Fi devices away from large masonry structures and other building structures. These objects can absorb radio waves and lower signal strength.

- Position the Wi-Fi router in a central location in line of sight with the Wi-Fi printers on the network.

Fix Wi-Fi Direct connection

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

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

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

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

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

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

   See Print a printer report.

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

Fix Ethernet connection

Check the following:

- The network is operational and the network hub, switch, or router is turned on.
- The Ethernet cable is properly connected between the printer and the router. The Ethernet cable is plugged into the Ethernet port on the printer and the light near the connector lights up when connected.
- Antivirus programs, including spyware protection programs, are not impacting your network connection to the printer. If you know that antivirus or firewall software is preventing your computer from connecting to the printer, use HP online firewall troubleshooter to help solve the problem.
- HP Print and Scan Doctor: Download and run HP Print and Scan Doctor to help diagnose and fix issues automatically.

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

Poor physical connection

- Verify that the printer is attached to the correct network port using a cable of the correct length.
- Verify that cable connections are secure.
- Look at the network port connection on the back of the printer, and verify that the amber activity light flashes indicating network traffic, and the green link-status light is continuously lit indicating a network link.
- If the problem continues, try a different cable or port on the hub.

The computer is using the incorrect IP address for the printer

- Open the printer properties and click the **Ports** tab. Verify that the current IP address for the printer is selected. The printer IP address is listed on the printer configuration page.
- If you installed the printer using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes**.

- If you installed the printer using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.
- If the IP address is correct, delete the printer and then add it again.

The computer is unable to communicate with the printer

- Test network communication by pinging the network.
  1. Open a command-line prompt on your computer.
     a. For Windows, click **Start**, click **Run**, type `cmd`, and then press Enter.
     b. For macOS, go to **Applications**, then **Utilities**, and open **Terminal**.
  2. Type `ping` followed by the IP address for your printer.
  3. If the window displays round-trip times, the network is working.
- If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the printer, and the computer are all configured for the same network (also known as subnet).
- Open the printer properties and click the **Ports** tab. Verify that the current IP address for the printer is selected. The printer IP address is listed on the printer configuration page.
- If you installed the printer using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes**.
- If you installed the printer using a Microsoft standard TCP/IP port, use the printer's hostname instead of the IP address.
- If the IP address is correct, delete the printer and then add it again.

The printer is using incorrect link and duplex settings for the network

HP recommends leaving these settings in automatic mode (the default setting). If you change these settings, you must also change them for your network.

New software programs might be causing compatibility problems

Verify that any new software programs are correctly installed and that they use the correct print driver.

The computer or workstation might be set up incorrectly

- Check the network drivers, print drivers, and the network redirection settings.
- Verify that the operating system is configured correctly.

The printer is disabled, or other network settings are incorrect

- Review the printer's configuration/networking pages to check the status of the network settings and protocols.
- Reconfigure the network settings if necessary.

Restore original network settings

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

NOTE:

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

See Restore settings.

Understand printer reports

Learn more about how to print some useful printer reports.

- **Network Configuration Report**

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

- **Wi-Fi Network Test Results**

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

- **Web Access Test Report**

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

Print a printer report

Follow these steps to print a printer report.

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

Print a report from EWS

Follow these steps to print a report from EWS.

1. Open the EWS.
2. Click the **Support Tools** tab.
3. From the left menu, click **Reports and Pages**.
4. Click **Print** to print the desired report.

EWS reports

Learn more about how to print some useful printer EWS reports.

Table 9-13 Printer EWS reports

Printer report	Description	How to print
Adjust Alignment Test Page	The printer prints an alignment page.	1. Open the EWS. 2. Click the **Print Quality** tab. 3. Click **Image Registration** and make the necessary changes. 4. Click **Apply**.

Restore settings

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

- **Reset user settings**

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

- **Reset user data**

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

- **Restore all factory defaults**

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

Complete the following steps to restore settings.

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

Restore network settings

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

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

HP support

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

- **View video tutorials**

  Learn how to set up printer and perform common tasks.

- **Get troubleshooting assistance**

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

- **Get software and drivers**

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

- **Ask the community**

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

- **HP diagnostics solutions**

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

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

Contact HP

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

Visit hp.com/support for more information.

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

- **Chat**

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

- **Call**

  Call an HP support agent.

When contacting HP support, provide the following information:

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

Register printer

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

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

Additional warranty options

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

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

Additional information

Go to www.support.hp.com. Select your country/region. Enter the product name, and then select **Search**.

Instructions are available for performing various tasks, such as the following:

- Troubleshooting your printer
- Printing from various applications, and from various devices
- Obtaining support

You will find documents, videos, and many other resources to help you get the most from your printer.

10 HP EcoSolutions (HP and the Environment)

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

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

Power management

Use Sleep and Inactivity Shutdown to conserve electricity.

- **Sleep**

  After initial setup, the printer enters Sleep mode after 5 minutes of inactivity by default.

- **Inactivity Shutdown**

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

Follow these steps to change the settings:

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

A Printer specifications

The information contained herein is subject to change without notice.

Some statements might not be applicable for your printer or all countries/regions. For current information, visit www.support.hp.com. Select your country/region and language, find your printer, click **Product Information**, and check the product specifications for your printer.

Technical specifications

For more information, visit www.support.hp.com, select your country/region and language, find your printer, click **Product Information**, and then select Product specifications.

System requirements

For information about software and system requirements or future operating system releases and support, visit www.support.hp.com and find your printer.

Supported operating systems

The following information applies to the printer-specific Windows PCL 6 and to the software installer.

Windows: The HP Software Installer installs the “HP PCL.6” version 3 print driver, the “HP PCL 6” version 3 print driver, or the “HP PCL-6” version 4 print driver, depending on the Windows operating system, along with optional software when using the software installer. Download the "HP PCL.6" version 3 print driver, the "HP PCL 6" version 3 print driver, and the "HP PCL-6" version 4 print driver from the printer-support website for this printer: www.support.hp.com.

macOS: Mac computers are supported with this printer. Download HP Smart either from hpsmart.com/download or from the Printer Support page, and then use HP Smart to install the HP print driver. HP Smart is not included in the HP Software Installer.

1. Go to hpsmart.com/download.
2. Follow the steps provided to download the printer software.

Linux: For information and print drivers for Linux, go to www.hp.com/go/linuxprinting.

UNIX: For information and print drivers for UNIX®, go to www.hp.com/go/unixmodelscripts.

Table A-1 Supported operating systems and print drivers

Operating system	Print driver installed (from the software on the web)	Notes
Windows 11, 64-bit	The “HP PCL-6” V7 printer-specific print driver is installed for this operating system as part of the software installation.	This operating system is fully supported.
Windows 10, 32-bit and 64-bit	The “HP PCL-6” V4 printer-specific print driver is installed for this operating system as part of the software installation.	This operating system is fully supported.

Table A-1 Supported operating systems and print drivers (continued)

Operating system	Print driver installed (from the software on the web)	Notes
Windows 10 server (Server 2016,2019,2022), 32-bit and 64-bit	The “HP PCL-6” printer-specific print driver is installed for this operating system as part of the software installation.	This operating system is fully supported.
macOS 11.0 Big Sur, macOS 12.0 Monterey, macOS 13.0 Ventura	To install the print driver, download HP Smart from 123.hp.com. Follow the steps provided to install the printer software and print driver.	This operating system is fully supported.

NOTE:

- For a current list of supported operating systems, go to www.support.hp.com for HP's all-inclusive help for the printer.
- For HP UPD driver support for this printer, go to www.hp.com/go/upd. Under **Additional information**, click the links.

Table A-2 Minimum system requirements

Windows	macOS
• Internet connection • 2 GB available hard disk space	• Internet connection • 2 GB of available hard-disk space

Printer hardware setup and software installation

For basic setup instructions, see the Setup Poster and Getting Started Guide that came with the printer. For additional instructions, go to HP support on the Web.

Go to www.support.hp.com for HP's all-inclusive help for the printer. Find the following support:

- Install and configure
- Learn and use
- Solve problems
- Download software and firmware updates
- Join support forums
- Find warranty and regulatory information

Supported Wi-Fi band

The printer supports dual band Wi-Fi 802.11 ac.

Printer dimensions

This topic describes the printer dimensions.

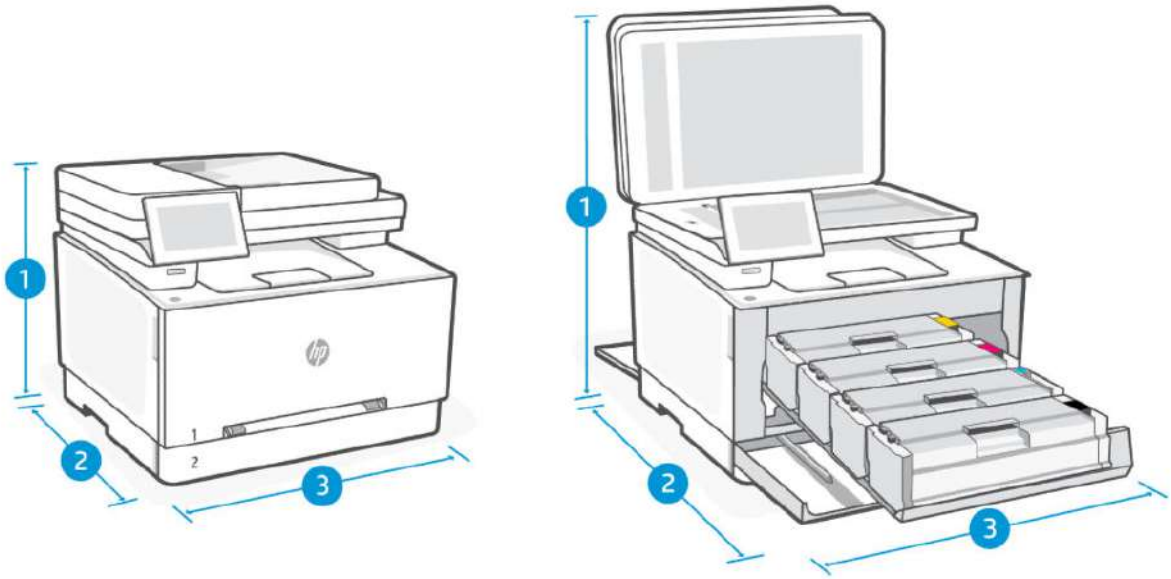


Table A-3 Printer dimensions

Dimensions	Printer fully closed	Printer fully open
1. Height	341.32 mm (13.44 in)	550 mm (21.65 in)
2. Depth	419.12 mm (16.5 in)	990 mm (38.98 in)
3. Width	418 mm (16.46 in)	418 mm (16.46 in)
Weight (with cartridges)	17.32 kg (38.104 lb)	17.32 kg (38.104 lb)

Power consumption, electrical specifications, and acoustic emissions

For current information, visit www.support.hp.com and find your printer.

⚠ CAUTION: Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the printer warranty.

Operating-environment range

Table A-4 Operating-environment range

Environment	Recommended	Allowed
Temperature	15° to 27°C (59° to 80.6°F)	15° to 30°C (59° to 86°F)
Operating humidity	30% to 70% relative humidity (RH), non-condensing	10% to 80% (RH), non-condensing

Warning icons

Warning icon definitions: The following warning icons may appear on HP products. Apply appropriate caution where applicable.

-

  Caution: Electric shock

-

  Caution: Hot surface

-

  Caution: Keep body parts away from moving parts

-

  Caution: Sharp edge in close proximity

-

  Warning

Laser Warning

CAUTION - CLASS 3B INVISIBLE LASER RADIATION WHEN OPEN. AVOID EXPOSURE TO THE BEAM.

ATTENTION - RAYONNEMENT LASER INVISIBLE DE CLASSE 3B EN CAS D'OUVERTURE. ÉVITEZ L'EXPOSITION AU FAISCEAU.

VORSICHT - UNSICHTBARE LASERSTRAHLUNG KLASSE 3B, WENN ABDECKUNG GEÖFFNET. NICHT DEM STRAHL AUSSETZEN.

PRECAUCIÓN – RADIACIÓN LÁSER INVISIBLE DE CLASE 3B PRESENTE AL ABRIR. EVITE LA EXPOSICIÓN AL HAZ.

VARNING - OSYNLIG LASERSTRÅLNING KLASS 3B VID ÖPPEN LUCKA UNDVIK EXPONERING FÖR LASERSTRÅLNINGEN.

VAROITUS - LUOKAN 3B NÄKYMÄTTÖMÄLLE LASER-SÄTEILYÄ AVATTUNA. VÄLTÄ ALTISTUMISTA SÄTEELLE.

注意 - 打开时，存在不可见的 3B 类激光辐射，请避免接触该激光束。

주 의 - 열리면 클래 3B 비가시레이저발사선이방출됩니다 . 광선에 노출을 피하십시오 .

注意 - ここを開くとクラス 3B 不可視レーザ放射が出ます。ビームに身をさらさないこと。

B Service and support

This section describes the service and support information.

HP limited warranty statement

Table B-1 HP limited warranty statement

HP PRODUCT	DURATION OF LIMITED WARRANTY*
HP Color LaserJet Pro MFP 3301-3304/3388 series	One-year limited warranty

NOTE: *Warranty and support options vary by product, country/region, and local legal requirements. Go to www.support.hp.com to learn about HP award-winning service and support options in your region. For details on the HP limited warranty policy on supplies, go to www.hp.com/go/learnaboutsupplies.

HP warrants to you, the end-user customer, this HP Limited Warranty applies only to HP branded products sold or leased a) from HP Inc., its subsidiaries, affiliates, authorized resellers, authorized distributors, or country/region distributors; and, b) with this HP Limited Warranty, that HP hardware and accessories will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new. HP products presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. Repair of goods may result in lost user-generated data.

HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software which does not execute its programming instructions due to such defects.

HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. Some countries/regions, states or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights and you might also have other rights that vary from country/region to country/region, state to state, or province to province. Please refer to the Country/region Specific statements at the end of this document.

HP's limited warranty is valid in any country/region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit or function of the product to make it operate in a country/region for which it was never intended to function for legal or regulatory reasons.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some countries/regions, states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

THE WARRANTY TERMS CONTAINED IN THIS 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 THIS PRODUCT TO YOU. PLEASE REFER TO THE COUNTRY/REGION SPECIFIC STATEMENTS AT THE END OF THIS DOCUMENT (IF APPLICABLE) FOR FURTHER INFORMATION ON YOUR CONSUMER RIGHTS.

Country/region specific terms

In some jurisdictions, you may have other statutory rights. Please see below.

Australia

Your rights as an Australian consumer are different to those stated in the document above.

You should disregard any limitations or exclusions in the above document and refer to the information below.

1. When you buy a good from HP as a consumer, the goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
2. This means that there is no defined warranty period for HP goods supplied to Australian consumers.
3. Instead, the goods should, for example, be fit for the purposes for which they are commonly supplied for such a period as a reasonable consumer fully acquainted with the state and condition of the goods would expect. This period may vary depending on the product.
4. You should contact HP if you are concerned that one of HP's products fails to satisfy any of the guarantees listed below. HP will discuss with you the specific nature and circumstances of that good and whether the particular fault/issue falls within the scope of the statutory guarantees.

   Nothing in HP's Limited Warranty excludes, restricts, or modifies any condition, warranty, guarantee, right or remedy you may have at law (including a consumer guarantee under the Australian Consumer Law) which cannot be lawfully excluded or limited.

The relevant guarantees are as follows:

1. Quality — goods supplied by HP must be of acceptable quality. The test for acceptable quality is whether a reasonable consumer, fully aware of the state and condition of the goods, would find them:
   - safe, durable, and free from defects;
   - acceptable in appearance and finish; and
   - fit for all the purposes for which goods of that kind are commonly supplied.

This must take into account the nature and price of the goods, and any statements on packaging or labeling.

2. **Disclosed Purpose** — goods or services supplied by HP that HP represents are reasonably fit for a purpose expressly disclosed by a consumer must be reasonably fit for that purpose.
3. **Description** — goods supplied by HP must match the description provided by HP.
4. **Sample** — goods supplied by HP must match any sample shown to you by HP.
5. **Title** — a consumer who purchases a good from HP must receive clear title to the good.
6. **Due care and skill** — services provided to you by HP must be provided with due care and skill.
7. **Express warranties** — HP will be legally required to comply with the express warranty that is set out in its terms and conditions.
8. **Reasonable time** — repair services provided by HP must be provided within a reasonable time.

If you think that you are entitled to any of the above remedies or any remedy under the HP Worldwide Limited Warranty and Technical Support Document, please contact HP:

HP PPS Australia Pty Ltd

Rhodes Corporate Park, Building F, Level 5

1 Homebush Bay Drive

Rhodes, NSW 2138

Australia

To initiate a support request, please use the numbers below or visit www.hp.com.au and select the “Customer Service” option for the most current list of phone support numbers.

Product	Phone
Support for all HP Products except those listed separately below	13 10 47 If dialing internationally: +61 2 8278-1039
DeskJet, Office Jet, PSC, All-in-One, Photosmart & Personal LaserJet Series 1000, P1000, M1000 and Colour LaserJet CP1000 Series and model CM1415	1300 721 147 If dialing internationally: +61 2 8934 4380

For further information on consumer rights, visit www.consumerlaw.gov.au and www.accc.gov.au/consumerguarantees.

New Zealand

In New Zealand, the hardware and software come with guarantees that cannot be excluded under the New Zealand consumer law. In New Zealand, Consumer Transaction means a transaction involving a person who is purchasing goods for personal, domestic, or household use or consumption and not for the purpose of a business. New Zealand consumers who are purchasing goods for personal, domestic or household use or consumption and not for the purpose of a business ("New Zealand Consumers") are entitled to repair, replacement or refund for a failure and compensation for other reasonably foreseeable loss or damage. A New Zealand Consumer (as defined above) may recover the costs of returning the product to the place of purchase if there is a breach of the New Zealand consumer law; furthermore, if it will be of significant cost to the New Zealand Consumer to return the goods to HP then HP will collect such goods at its own cost.

Table B-2 Support phone numbers

Product	Phone
Support for all HP Products except those listed separately below	0800 449 553 If dialing internationally: +61 2 8031-8317
DeskJet, Office Jet, PSC, All-in-One, Photosmart & Personal LaserJet Series 1000, P1000, M1000 and Colour LaserJet CP1000 Series and model CM1415	0800 441 147 If dialing internationally: +61 2 8934 4380

UK, Ireland, and Malta

The HP Limited Warranty is a commercial guarantee voluntarily provided by HP. The name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country/region is as follows:

UK: HP Inc UK Limited, Cain Road, Amen Corner, Bracknell, Berkshire, RG12 1HN

Ireland: Hewlett-Packard Ireland Limited, Liffey Park Technology Campus, Barnhall Road, Leixlip, Co.Kildare

Malta: Hewlett-Packard Europe B.V., Amsterdam, Meyrin Branch, Route du Nant-d'Avril 150, 1217 Meyrin, Switzerland

United Kingdom: The HP Limited Warranty benefits apply in addition to any legal rights to a guarantee from seller of nonconformity of goods with the contract of sale. These rights expire six years from delivery of goods for products purchased in England or Wales and five years from delivery of goods for products purchased in Scotland. However various factors may impact your eligibility to receive these rights. For further information, please consult the following link: Consumer Legal Guarantee (www.hp.com/go/eu-legal) or you may visit the European Consumer Centers website (commission.europa.eu). Consumers have the right to choose whether to claim service under the HP Limited Warranty or against the seller under the legal guarantee.

Ireland: The HP Limited Warranty benefits apply in addition to any statutory rights from seller in relation to nonconformity of goods with the contract of sale. However various factors may impact your eligibility to receive these rights. Consumer statutory rights are not limited or affected in any manner by HP Care Pack. For further information, please consult the following link: Consumer Legal Guarantee (www.hp.com/go/eu-legal) or you may visit the European Consumer Centers website (commission.europa.eu). Consumers have the right to choose whether to claim service under the HP Limited Warranty or against the seller under the legal guarantee.

Malta: The HP Limited Warranty benefits apply in addition to any legal rights to a two-year guarantee from seller of nonconformity of goods with the contract of sale; however various factors may impact your eligibility to receive these rights. Consumer statutory rights are not limited or affected in any manner by the HP Limited Warranty. For further information, please consult the following link: Consumer Legal Guarantee (www.hp.com/go/eu-legal) or you may visit the European Consumer Centers website (commission.europa.eu). Consumers have the right to choose whether to claim service under the HP Limited Warranty or against the seller under two-year legal guarantee.

Austria, Belgium, Germany, and Luxemburg

Die beschränkte HP Herstellergarantie ist eine von HP auf freiwilliger Basis angebotene kommerzielle Garantie. Der Name und die Adresse der HP Gesellschaft, die in Ihrem Land für die Gewährung der beschränkten HP Herstellergarantie verantwortlich ist, sind wie folgt:

Deutschland: HP Deutschland GmbH, Schickardstr. 32, D-71034 Böblingen

Österreich: HP Austria GmbH., Technologiestrasse 5, A-1120 Wien

Luxemburg: Hewlett-Packard Luxembourg S.C.A., 75, Parc d'Activités Capellen, Rue Pafebruc, L-8308 Capellen

Belgien: HP Belgium BVBA, Hermeslaan 1A, B-1831 Diegem

Die Rechte aus der beschränkten HP Herstellergarantie gelten zusätzlich zu den gesetzlichen Ansprüchen wegen Sachmängeln auf eine zweijährige Gewährleistung ab dem Lieferdatum. Ob Sie Anspruch auf diese Rechte haben, hängt von zahlreichen Faktoren ab. Die Rechte des Kunden sind in keiner Weise durch die beschränkte HP Herstellergarantie eingeschränkt bzw. betroffen. Weitere Hinweise finden Sie auf der folgenden Website: Gewährleistungsansprüche für Verbraucher (www.hp.com/go/eu-legal) oder Sie können die Website des Europäischen Verbraucherzentrums (commission.europa.eu) besuchen. Verbraucher haben das Recht zu wählen, ob sie eine Leistung von HP gemäß der beschränkten HP Herstellergarantie in Anspruch nehmen oder ob sie sich gemäß der gesetzlichen zweijährigen Haftung für Sachmängel (Gewährleistung) sich an den jeweiligen Verkäufer wenden.

Belgium, France, and Luxemburg

La garantie limitée HP est une garantie commerciale fournie volontairement par HP. Voici les coordonnées de l'entité HP responsable de l'exécution de la garantie limitée HP dans votre pays:

France: HP France SAS, société par actions simplifiée identifiée sous le numéro 448 694 133 RCS Evry, 1 Avenue du Canada, 91947, Les Ulis

G.D. Luxembourg: Hewlett-Packard Luxembourg S.C.A., 75, Parc d'Activités Capellen, Rue Pafebruc, L-8308 Capellen

Belgique: HP Belgium BVBA, Hermeslaan 1A, B-1831 Diegem

France: Les avantages de la garantie limitée HP s'appliquent en complément des droits dont vous disposez au titre des garanties légales applicables dont le bénéfice est soumis à des conditions spécifiques. Vos droits en tant que consommateur au titre de la garantie légale de conformité mentionnée aux articles L. 211-4 à L. 211-13 du Code de la Consommation et de celle relatives aux défauts de la chose vendue, dans les conditions prévues aux articles 1641 à 1648 et 2232 du Code de Commerce ne sont en aucune façon limités ou affectés par la garantie limitée HP. Pour de plus amples informations, veuillez consulter le lien suivant : Garanties légales accordées au consommateur (www.hp.com/go/eu-legal). Vous pouvez également consulter le site Web des Centres européens des consommateurs (commission.europa.eu). Les consommateurs ont le droit de choisir d'exercer leurs droits au titre de la garantie limitée HP, ou auprès du vendeur au titre des garanties légales applicables mentionnées ci-dessus.

POUR RAPPEL:

Garantie Légale de Conformité:

« Le vendeur est tenu de livrer un bien conforme au contrat et répond des défauts de conformité existant lors de la délivrance.

Il répond également des défauts de conformité résultant de l'emballage, des instructions de montage ou de l'installation lorsque celle-ci a été mise à sa charge par le contrat ou a été réalisée sous sa responsabilité ».

Article L211-5 du Code de la Consommation:

« Pour être conforme au contrat, le bien doit:

1° Etre propre à l'usage habituellement attendu d'un bien semblable et, le cas échéant:

- correspondre à la description donnée par le vendeur et posséder les qualités que celui-ci a présentées à l'acheteur sous forme d'échantillon ou de modèle;

- présenter les qualités qu'un acheteur peut légitimement attendre eu égard aux déclarations publiques faites par le vendeur, par le producteur ou par son représentant, notamment dans la publicité ou l'étiquetage;

2° Ou présenter les caractéristiques définies d'un commun accord par les parties ou être propre à tout usage spécial recherché par l'acheteur, porté à la connaissance du vendeur et que ce dernier a accepté ».

Article L211-12 du Code de la Consommation:

« L'action résultant du défaut de conformité se prescrit par deux ans à compter de la délivrance du bien ».

Garantie des vices cachés

Article 1641 du Code Civil : *« Le vendeur est tenu de la garantie à raison des défauts cachés de la chose vendue qui la rendent impropre à l'usage auquel on la destine, ou qui diminuent tellement cet usage que l'acheteur ne l'aurait pas acquise, ou n'en aurait donné qu'un moindre prix, s'il les avait connus. »*

Article 1648 alinéa 1 du Code Civil:

« L'action résultant des vices rédhibitoires doit être intentée par l'acquéreur dans un délai de deux ans à compter de la découverte du vice. »

G.D. Luxembourg et Belgique: Les avantages de la garantie limitée HP s'appliquent en complément des droits dont vous disposez au titre de la garantie de non-conformité des biens avec le contrat de vente. Cependant, de nombreux facteurs peuvent avoir un impact sur le bénéfice de ces droits. Vos droits en tant que consommateur au titre de ces garanties ne sont en aucune façon limités ou affectés par la garantie limitée HP. Pour de plus amples informations, veuillez consulter le lien suivant : Garanties légales accordées au consommateur (www.hp.com/go/eu-legal) ou vous pouvez également consulter le site Web des Centres européens des consommateurs (commission.europa.eu). Les consommateurs ont le droit de choisir de réclamer un service sous la garantie limitée HP ou auprès du vendeur au cours d'une garantie légale de deux ans.

Italy

La Garanzia limitata HP è una garanzia commerciale fornita volontariamente da HP. Di seguito sono indicati nome e indirizzo della società HP responsabile della fornitura dei servizi coperti dalla Garanzia limitata HP nel vostro Paese:

Italia: HP Italy S.r.l., Via G. Di Vittorio 9, 20063 Cernusco S/Naviglio

I vantaggi della Garanzia limitata HP vengono concessi ai consumatori in aggiunta ai diritti derivanti dalla garanzia di due anni fornita dal venditore in caso di non conformità dei beni rispetto al contratto di vendita. Tuttavia, diversi fattori possono avere un impatto sulla possibilita' di beneficiare di tali diritti. I diritti spettanti ai consumatori in forza della garanzia legale non sono in alcun modo limitati, né modificati dalla Garanzia limitata HP. Per ulteriori informazioni, si prega di consultare il seguente link: Garanzia legale per i clienti (www.hp.com/go/eu-legal), oppure visitare il sito Web dei Centri europei per i consumatori (commission.europa.eu). I consumatori hanno il diritto di scegliere se richiedere un servizio usufruendo della Garanzia limitata HP oppure rivolgendosi al venditore per far valere la garanzia legale di due anni.

Spain

Su Garantía limitada de HP es una garantía comercial voluntariamente proporcionada por HP. El nombre y dirección de las entidades HP que proporcionan la Garantía limitada de HP (garantía comercial adicional del fabricante) en su país es:

España: Hewlett-Packard Española S.L. Calle Vicente Aleixandre, 1 Parque Empresarial Madrid - Las Rozas, E-28232 Madrid

Los beneficios de la Garantía limitada de HP son adicionales a la garantía legal de 2 años a la que los consumidores tienen derecho a recibir del vendedor en virtud del contrato de compraventa; sin embargo, varios factores pueden afectar su derecho a recibir los beneficios bajo dicha garantía legal. A este respecto, la Garantía limitada de HP no limita o afecta en modo alguno los derechos legales del consumidor (www.hp.com/go/eu-legal). Para más información, consulte el siguiente enlace: Garantía legal del consumidor o puede visitar el sitio

web de los Centros europeos de los consumidores (commission.europa.eu). Los clientes tienen derecho a elegir si reclaman un servicio acogiéndose a la Garantía limitada de HP o al vendedor de conformidad con la garantía legal de dos años.

Denmark

Den begrænsede HP-garanti er en garanti, der ydes frivilligt af HP. Navn og adresse på det HP-selskab, der er ansvarligt for HP's begrænsede garanti i dit land, er som følger:

Danmark: HP Inc Danmark ApS, Engholm Parkvej 8, 3450, Allerød

Den begrænsede HP-garanti gælder i tillæg til eventuelle juridiske rettigheder, for en toårig garanti fra sælgeren af varer, der ikke er i overensstemmelse med salgsaftalen, men forskellige faktorer kan dog påvirke din ret til at opnå disse rettigheder. Forbrugerens lovbestemte rettigheder begrænses eller påvirkes ikke på nogen måde af den begrænsede HP-garanti. Se nedenstående link for at få yderligere oplysninger: Forbrugerens juridiske garanti (www.hp.com/go/eu-legal) eller du kan besøge De Europæiske Forbrugercentres websted (commission.europa.eu). Forbrugere har ret til at vælge, om de vil gøre krav på service i henhold til HP's begrænsede garanti eller hos sælger i henhold til en toårig juridisk garanti.

Norway

HPs garanti er en begrenset og kommersiell garanti som HP selv har valgt å tilby. Følgende lokale selskap innestår for garantien:

Norge: HP Norge AS, Rolfbuktveien 4b, 1364 Fornebu

HPs garanti kommer i tillegg til det mangelsansvar HP har i henhold til norsk forbrukerkjøpslovgivning, hvor reklamasjonsperioden kan være to eller fem år, avhengig av hvor lenge salgsgjenstanden var ment å vare. Ulike faktorer kan imidlertid ha betydning for om du kvalifiserer til å kreve avhjelp iht slikt mangelsansvar. Forbrukerens lovmessige rettigheter begrenses ikke av HPs garanti. Hvis du vil ha mer informasjon, kan du klikke på følgende kobling: Juridisk garanti for forbruker (www.hp.com/go/eu-legal) eller du kan besøke nettstedet til de europeiske forbrukersentrene (commission.europa.eu). Forbrukere har retten til å velge å kreve service under HPs garanti eller iht selgerens lovpålagte mangelsansvar.

Sweden

HP:s begränsade garanti är en kommersiell garanti som tillhandahålls frivilligt av HP. Namn och adress till det HP-företag som ansvarar för HP:s begränsade garanti i ditt land är som följer:

Sverige: HP PPS Sverige AB, SE-169 73 Stockholm

Fördelarna som ingår i HP:s begränsade garanti gäller utöver de lagstadgade rättigheterna till tre års garanti från säljaren angående varans bristande överensstämmelse gentemot köpeavtalet, men olika faktorer kan påverka din rätt att utnyttja dessa rättigheter. Konsumentens lagstadgade rättigheter varken begränsas eller påverkas på något sätt av HP:s begränsade garanti. Mer information får du om du följer denna länk: Lagstadgad garanti för konsumenter (www.hp.com/go/eu-legal) eller så kan du gå till European Consumer Centers webbplats (commission.europa.eu). Konsumenter har rätt att välja om de vill ställa krav enligt HP:s begränsade garanti eller på säljaren enligt den lagstadgade treåriga garantin.

Portugal

A Garantia Limitada HP é uma garantia comercial fornecida voluntariamente pela HP. O nome e a morada da entidade HP responsável pela prestação da Garantia Limitada HP no seu país são os seguintes:

Portugal: HPCP – Computing and Printing Portugal, Unipessoal, Lda., Edificio D. Sancho I, Quinta da Fonte, Porto Salvo, Lisboa, Oeiras, 2740 244

As vantagens da Garantia Limitada HP aplicam-se cumulativamente com quaisquer direitos decorrentes da legislação aplicável à garantia de dois anos do vendedor, relativa a defeitos do produto e constante do contrato de venda. Existem, contudo, vários fatores que poderão afetar a sua elegibilidade para beneficiar de tais direitos. Os direitos legalmente atribuídos aos consumidores não são limitados ou afetados de forma alguma pela Garantia Limitada HP. Para mais informações, consulte a ligação seguinte: Garantia legal do consumidor (www.hp.com/go/eu-legal) ou visite o Web site da Rede dos Centros Europeus do Consumidor (commission.europa.eu). Os consumidores têm o direito de escolher se pretendem reclamar assistência ao abrigo da Garantia Limitada HP ou contra o vendedor ao abrigo de uma garantia jurídica de dois anos.

Greece and Cyprus

Η Περιορισμένη εγγύηση HP είναι μια εμπορική εγγύηση η οποία παρέχεται εθελοντικά από την HP. Η επωνυμία και η διεύθυνση του νομικού προσώπου HP που παρέχει την Περιορισμένη εγγύηση HP στη χώρα σας είναι η εξής:

Ελλάδα /Κύπρος: HP Printing and Personal Systems Hellas EPE, Tzavella 1-3, 15232 Chalandri, Attiki

Ελλάδα /Κύπρος: HP Συστήματα Εκτύπωσης και Προσωπικών Υπολογιστών Ελλάς Εταιρεία Περιορισμένης Ευθύνης, Tzavella 1-3, 15232 Chalandri, Attiki

Τα προνόμια της Περιορισμένης εγγύησης HP ισχύουν επιπλέον των νόμιμων δικαιωμάτων για διετή εγγύηση έναντι του Πωλητή για τη μη συμμόρφωση των προϊόντων με τις συνομολογημένες συμβατικά ιδιότητες, ωστόσο η άσκηση των δικαιωμάτων σας αυτών μπορεί να εξαρτάται από διάφορους παράγοντες. Τα νόμιμα δικαιώματα των καταναλωτών δεν περιορίζονται ούτε επηρεάζονται καθ' οιονδήποτε τρόπο από την Περιορισμένη εγγύηση HP. Για περισσότερες πληροφορίες, συμβουλευτείτε την ακόλουθη τοποθεσία web: Νόμιμη εγγύηση καταναλωτή (www.hp.com/go/eu-legal) ή μπορείτε να επισκεφτείτε την τοποθεσία web των Ευρωπαϊκών Κέντρων Καταναλωτή (commission.europa.eu). Οι καταναλωτές έχουν το δικαίωμα να επιλέξουν αν θα αξιώσουν την υπηρεσία στα πλαίσια της Περιορισμένης εγγύησης HP ή από τον πωλητή στα πλαίσια της νόμιμης εγγύησης δύο ετών.

Hungary

A HP korlátozott jótállás egy olyan kereskedelmi jótállás, amelyet a HP a saját elhatározásából biztosít. Az egyes országokban a HP mint gyártó által vállalt korlátozott jótállást biztosító HP vállalatok neve és címe:

Magyarország: HP Inc Magyarország Kft., H-1117 Budapest, Alíz utca 1.

A HP korlátozott jótállásban biztosított jogok azokon a jogokon felül illetik meg Önt, amelyek a termékeknek az adásvételi szerződés szerinti minőségére vonatkozó kétéves, jogszabályban foglalt eladói szavatosságból, továbbá ha az Ön által vásárolt termékre alkalmazandó, a jogszabályban foglalt kötelező eladói jótállásból erednek, azonban számos körülmény hatással lehet arra, hogy ezek a jogok Önt megilletik-e. További információért kérjük, keresse fel a következő webhelyet: Jogi Tájékoztató Fogyasztóknak (www.hp.com/go/eu-legal) vagy látogassa meg az Európai Fogyasztói Központok webhelyét (commission.europa.eu). A fogyasztóknak jogában áll, hogy megválasszák, hogy a jótállással kapcsolatos igényüket a HP korlátozott jótállás alapján vagy a kétéves, jogszabályban foglalt eladói szavatosság, illetve, ha alkalmazandó, a jogszabályban foglalt kötelező eladói jótállás alapján érvényesítik.

Czech Republic

Omezená záruka HP je obchodní zárukou dobrovolně poskytovanou společností HP. Názvy a adresy společností skupiny HP, které odpovídají za plnění omezené záruky HP ve vaší zemi, jsou následující:

Česká republika: HP Inc Czech Republic s. r. o., Za Brumlovkou 5/1559, 140 00 Praha 4

Výhody, poskytované omezenou zárukou HP, se uplatňuji jako doplněk k jakýmkoli právním nárokům na dvouletou záruku poskytnutou prodejcem v případě nesouladu zboží s kupní smlouvou. Váš nárok na uznání těchto práv však může záviset na mnohých faktorech. Omezená záruka HP žádným způsobem neomezuje ani

neovlivňuje zákonná práva zákazníka. Další informace získáte kliknutím na následující odkaz: Zákonná záruka spotřebitele (www.hp.com/go/eu-legal) případně můžete navštívit webové stránky Evropského spotřebitelského centra (commission.europa.eu). Spotřebitelé mají právo se rozhodnout, zda chtějí službu reklamovat v rámci omezené záruky HP nebo v rámci zákonem stanovené dvouleté záruky u prodejce.

Slovakia

Obmedzená záruka HP je obchodná záruka, ktorú spoločnosť HP poskytuje dobrovoľne. Meno a adresa subjektu HP, ktorý zabezpečuje plnenie vyplývajúce z Obmedzenej záruky HP vo vašej krajine:

Slovenská republika: HP Inc Slovakia, s.r.o., Galvaniho 7, 821 04 Bratislava

Výhody Obmedzenej záruky HP sa uplatnia vedľa prípadných zákazníkových zákonných nárokov voči predávajúcemu z vád, ktoré spočívajú v nesúlade vlastností tovaru s jeho popisom podľa predmetnej zmluvy. Možnosť uplatnenia takých prípadných nárokov však môže závisieť od rôznych faktorov. Služby Obmedzenej záruky HP žiadnym spôsobom neobmedzujú ani neovplyvňujú zákonné práva zákazníka, ktorý je spotrebiteľom. Ďalšie informácie nájdete na nasledujúcom prepojení: Zákonná záruka spotrebiteľa (www.hp.com/go/eu-legal), prípadne môžete navštíviť webovú lokalitu európskych zákazníckych stredísk (commission.europa.eu). Spotrebitelia majú právo zvoliť si, či chcú uplatniť servis v rámci Obmedzenej záruky HP alebo počas zákonnej dvojročnej záručnej lehoty u predajcu.

Poland

Ograniczona gwarancja HP to komercyjna gwarancja udzielona dobrowolnie przez HP. Nazwa i adres podmiotu HP odpowiedzialnego za realizację Ograniczonej gwarancji HP w Polsce:

Polska: HP Inc Polska sp. z o.o., Szturmowa 2a, 02-678 Warszawa, wpisana do rejestru przedsiębiorców prowadzonego przez Sąd Rejonowy dla m.st. Warszawy w Warszawie, XIII Wydział Gospodarczy Krajowego Rejestru Sądowego, pod numerem KRS 0000546115, NIP 5213690563, REGON 360916326, GIOŚ E0020757WZBW, kapitał zakładowy 480.000 PLN.

Świadczenia wynikające z Ograniczonej gwarancji HP stanowią dodatek do praw przysługujących nabywcy w związku z dwuletnią odpowiedzialnością sprzedawcy z tytułu niezgodności towaru z umową (rękojmia). Niemniej, na możliwość korzystania z tych praw mają wpływ różne czynniki. Ograniczona gwarancja HP w żaden sposób nie ogranicza praw konsumenta ani na nie nie wpływa. Więcej informacji można znaleźć pod następującym łączem: Gwarancja prawna konsumenta (www.hp.com/go/eu-legal), można także odwiedzić stronę internetową Europejskiego Centrum Konsumenckiego (commission.europa.eu). Konsumenci mają prawo wyboru co do możliwosci skorzystania albo z usług gwarancyjnych przysługujących w ramach Ograniczonej gwarancji HP albo z uprawnień wynikających z dwuletniej rękojmi w stosunku do sprzedawcy.

Bulgaria

Ограничената гаранция на HP представлява търговска гаранция, доброволно предоставяна от HP. Името и адресът на дружеството на HP за вашата страна, отговорно за предоставянето на гаранционната поддръжка в рамките на Ограничената гаранция на HP, са както следва:

HP Inc Bulgaria EOOD (Ейч Пи Инк България ЕООД), гр. София 1766, район р-н Младост, бул. Околовръстен Път No 258, Бизнес Център Камбаните

Предимствата на Ограничената гаранция на HP се прилагат в допълнение към всички законови права за двугодишна гаранция от продавача при несъответствие на стоката с договора за продажба. Въпреки това, различни фактори могат да окажат влияние върху условията за получаване на тези права. Законовите права на потребителите не са ограничени или засегнати по никакъв начин от Ограничената гаранция на HP. За допълнителна информация, моля вижте Правната гаранция на потребителя (www.hp.com/go/eu-legal) или посетете уебсайта на Европейския потребителски център (commission.europa.eu). Потребителите имат правото да избират дали да претендират за извършване на услуга в рамките на Ограничената гаранция на HP или да потърсят такава от търговеца в рамките на двугодишната правна гаранция.

Romania

Garanția limitată HP este o garanție comercială furnizată în mod voluntar de către HP. Numele și adresa entității HP răspunzătoare de punerea în aplicare a Garanției limitate HP în țara dumneavoastră sunt următoarele:

România: HP Inc Romania SRL, 5 Fabrica de Glucoza Str., Building F, Ground Floor and Floor 8, 2nd District, Bucureşti

Beneficiile Garanției limitate HP se aplică suplimentar față de orice drepturi privind garanţia de doi ani oferită de vânzător pentru neconformitatea bunurilor cu contractul de vânzare; cu toate acestea, diverşi factori pot avea impact asupra eligibilităţii dvs. de a beneficia de aceste drepturi. Drepturile legale ale consumatorului nu sunt limitate sau afectate în vreun fel de Garanția limitată HP. Pentru informaţii suplimentare consultaţi următorul link: garanția acordată consumatorului prin lege (www.hp.com/go/eu-legal) sau puteți accesa site-ul Centrul European al Consumatorilor (commission.europa.eu). Consumatorii au dreptul să aleagă dacă să pretindă despăgubiri în cadrul Garanției limitate HP sau de la vânzător, în cadrul garanției legale de doi ani.

Belgium and the Netherlands

De Beperkte Garantie van HP is een commerciële garantie vrijwillig verstrekt door HP. De naam en het adres van de HP-entiteit die verantwoordelijk is voor het uitvoeren van de Beperkte Garantie van HP in uw land is als volgt:

Nederland: HP Nederland B.V., Startbaan 16, 1187 XR Amstelveen

België: HP Belgium BVBA, Hermeslaan 1A, B-1831 Diegem

De voordelen van de Beperkte Garantie van HP vormen een aanvulling op de wettelijke garantie voor consumenten gedurende twee jaren na de levering te verlenen door de verkoper bij een gebrek aan conformiteit van de goederen met de relevante verkoopsovereenkomst. Niettemin kunnen diverse factoren een impact hebben op uw eventuele aanspraak op deze wettelijke rechten. De wettelijke rechten van de consument worden op geen enkele wijze beperkt of beïnvloed door de Beperkte Garantie van HP. Raadpleeg voor meer informatie de volgende webpagina: Wettelijke garantie van de consument (www.hp.com/go/eu-legal) of u kan de website van het Europees Consumenten Centrum bezoeken (commission.europa.eu). Consumenten hebben het recht om te kiezen tussen enerzijds de Beperkte Garantie van HP of anderzijds het aanspreken van de verkoper in toepassing van de wettelijke garantie.

Finland

HP:n rajoitettu takuu on HP:n vapaaehtoisesti antama kaupallinen takuu. HP:n myöntämästä takuusta maassanne vastaavan HP:n edustajan yhteystiedot ovat:

Suomi: HP Finland Oy, Piispankalliontie, FIN - 02200 Espoo

HP:n takuun edut ovat voimassa mahdollisten kuluttajansuojalakiin perustuvien oikeuksien lisäksi sen varalta, että tuote ei vastaa myyntisopimusta. Saat lisätietoja seuraavasta linkistä: Kuluttajansuoja (www.hp.com/go/eu-legal) tai voit käydä Euroopan kuluttajakeskuksen sivustolla (commission.europa.eu). Kuluttajilla on oikeus vaatia virheen korjausta HP:n takuun ja kuluttajansuojan perusteella HP:lta tai myyjältä.

Slovenia

Omejena garancija HP je prostovoljna trgovska garancija, ki jo zagotavlja podjetje HP. Ime in naslov poslovne enote HP, ki je odgovorna za omejeno garancijo HP v vaši državi, sta naslednja:

Slovenija: Hewlett-Packard Europe B.V., Amsterdam, Meyrin Branch, Route du Nant-d'Avril 150, 1217 Meyrin, Switzerland

Ugodnosti omejene garancije HP veljajo poleg zakonskih pravic, ki ob sklenitvi kupoprodajne pogodbe izhajajo iz dveletne garancije prodajalca v primeru neskladnosti blaga, vendar lahko na izpolnjevanje pogojev

za uveljavitev pravic vplivajo različni dejavniki. Omejena garancija HP nikakor ne omejuje strankinih z zakonom predpisanih pravic in ne vpliva nanje. Za dodatne informacije glejte naslednjo povezavo: Strankino pravno jamstvo (www.hp.com/go/eu-legal); ali pa obiščite spletno mesto evropskih središč za potrošnike (commission.europa.eu). Potrošniki imajo pravico izbrati, ali bodo uveljavljali pravice do storitev v skladu z omejeno garancijo HP ali proti prodajalcu v skladu z dvoletno zakonsko garancijo.

Croatia

HP ograničeno jamstvo komercijalno je dobrovoljno jamstvo koje pruža HP. Ime i adresa HP subjekta odgovornog za HP ograničeno jamstvo u vašoj državi:

Hrvatska: HP Computing and Printing d.o.o. za računalne i srodne aktivnosti, Radnička cesta 41, 10000 Zagreb

Pogodnosti HP ograničenog jamstva vrijede zajedno uz sva zakonska prava na dvogodišnje jamstvo kod bilo kojeg prodavača s obzirom na nepodudaranje robe s ugovorom o kupnji. Međutim, razni faktori mogu utjecati na vašu mogućnost ostvarivanja tih prava. HP ograničeno jamstvo ni na koji način ne utječe niti ne ograničava zakonska prava potrošača. Dodatne informacije potražite na ovoj adresi: Zakonsko jamstvo za potrošače (www.hp.com/go/eu-legal) ili možete posjetiti web-mjesto Europskih potrošačkih centara (commission.europa.eu). Potrošači imaju pravo odabrati žele li ostvariti svoja potraživanja u sklopu HP ograničenog jamstva ili pravnog jamstva prodavača u trajanju ispod dvije godine.

Latvia

HP ierobežotā garantija ir komercgarantija, kuru brīvprātīgi nodrošina HP. HP uzņēmums, kas sniedz HP ierobežotās garantijas servisa nodrošinājumu jūsu valstī:

Latvija: HP Finland Oy, PO Box 515, 02201 Espoo, Finland

HP ierobežotās garantijas priekšrocības tiek piedāvātas papildus jebkurām likumīgajām tiesībām uz pārdevēja un/vai ražotāju nodrošinātu divu gadu garantiju gadījumā, ja preces neatbilst pirkuma līgumam, tomēr šo tiesību saņemšanu var ietekmēt vairāki faktori. HP ierobežotā garantija nekādā veidā neierobežo un neietekmē patērētāju likumīgās tiesības. Lai iegūtu plašāku informāciju, izmantojiet šo saiti: Patērētāju likumīgā garantija (www.hp.com/go/eu-legal) vai arī Eiropas Patērētāju tiesību aizsardzības centra tīmekļa vietni (commission.europa.eu). Patērētājiem ir tiesības izvēlēties, vai pieprasīt servisa nodrošinājumu saskaņā ar HP ierobežoto garantiju, vai arī pārdevēja sniegto divu gadu garantiju.

Lithuania

HP ribotoji garantija yra HP savanoriškai teikiama komercinė garantija. Toliau pateikiami HP bendrovių, teikiančių HP garantiją (gamintojo garantiją) jūsų šalyje, pavadinimai ir adresai:

Lietuva: HP Finland Oy, PO Box 515, 02201 Espoo, Finland

HP ribotoji garantija papildomai taikoma kartu su bet kokiomis kitomis įstatymais nustatytomis teisėmis į pardavėjo suteikiamą dviejų metų laikotarpio garantiją dėl prekių atitikties pardavimo sutarčiai, tačiau tai, ar jums ši teisė bus suteikiama, gali priklausyti nuo įvairių aplinkybių. HP ribotoji garantija niekaip neapriboja ir neįtakoja įstatymais nustatytų vartotojo teisių. Daugiau informacijos rasite paspaudę šią nuorodą: Teisinė vartotojo garantija (www.hp.com/go/eu-legal) arba apsilankę Europos vartotojų centro internetinėje svetainėje (commission.europa.eu). Vartotojai turi teisę prašyti atlikti techninį aptarnavimą pagal HP ribotąją garantiją arba pardavėjo teikiamą dviejų metų įstatymais nustatytą garantiją.

Estonia

HP piiratud garantii on HP poolt vabatahtlikult pakutav kaubanduslik garantii. HP piiratud garantii eest vastutab HP üksus aadressil:

Eesti: HP Finland Oy, PO Box 515, 02201 Espoo, Finland

HP piiratud garantii rakendub lisaks seaduses ettenähtud müüjapoolsele kaheaastasele garantiile, juhul kui toode ei vasta müügilepingu tingimustele. Siiski võib esineda asjaolusid, mille puhul teie jaoks need õigused ei pruugi kehtida. HP piiratud garantii ei piira ega mõjuta mingil moel tarbija seadusjärgseid õigusi. Lisateavet leiate järgmiselt lingilt: tarbija õiguslik garantii (www.hp.com/go/eu-legal) või võite külastada Euroopa tarbijakeskuste veebisaiti (commission.europa.eu). Tarbijal on õigus valida, kas ta soovib kasutada HP piiratud garantiid või seadusega ette nähtud müüjapoolset kaheaastast garantiid.

Russia

Срок службы принтера для России

Срок службы данного принтера HP составляет пять лет в нормальных условиях эксплуатации.
Срок службы отсчитывается с момента ввода принтера в эксплуатацию. В конце срока службы HP рекомендует посетить веб-сайт нашей службы поддержки по адресу www.hp.com/support и/или связаться с авторизованным поставщиком услуг HP для получения рекомендаций в отношении дальнейшего безопасного использования принтера.

Limited Warranty Statement for HP Print Cartridges, Imaging Drums, and Imaging Units for use with HP LaserJet Printers, HP Laser Printers and Samsung Branded Laser Printers

The product is covered by the HP Commercial/Limited Warranty in countries/regions authorized for use/distribution.

For complete warranty details, see: hp.com/toner/info

HP policy on non-Original HP supplies

HP cannot recommend the use of non-Original HP toner cartridges, either new or remanufactured.

NOTE: For HP printer products, the use of a non-Original HP toner cartridge or a refilled toner cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if product failure or damage is attributable to the use of a non-Original HP toner cartridge or refilled toner cartridge, HP will charge its standard time and materials charges to service the product for the particular failure or damage.

HP anticounterfeit Web site

Go to www.hp.com/go/anticounterfeit when you install an HP toner cartridge and the control-panel message indicates the cartridge is non-Original HP supplies. HP will help determine if the cartridge is genuine and take steps to resolve the problem.

Your toner cartridge might not be a genuine HP toner cartridge if you notice the following:

- The supplies status page indicates that a non-Original HP supply is installed.
- You are experiencing a high number of problems with the cartridge.
- The cartridge does not look like it usually does (for example, the packaging differs from HP packaging).

Data stored on the toner cartridge

The HP toner cartridges used with this product contain a memory chip that assists in the operation of the product.

In addition, this memory chip collects a limited set of information about the usage of the product, which might include the following: the date when the toner cartridge was first installed, the date when the toner cartridge was last used, the number of pages printed using the toner cartridge, the page coverage, the printing modes used, any printing errors that might have occurred, and the product model. This information helps HP design future products to meet our customers' printing needs.

The data collected from the toner cartridge memory chip does not contain information that can be used to identify a customer or user of the toner cartridge or their product.

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

Any third party possessing the toner cartridge might have access to the anonymous information on the memory chip.

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13. CAPACITY AND AUTHORITY TO CONTRACT. You represent that you are of the legal age of majority in your state of residence and, if applicable, you are duly authorized by your employer to enter into this contract.

14. APPLICABLE LAW. This EULA is governed by the laws of the country/region in which the equipment was purchased.

15. ENTIRE AGREEMENT. This EULA (including any addendum or amendment to this EULA which is included with the HP Product) is the entire agreement between you and HP relating to the Software Product and it supersedes all prior or contemporaneous oral or written communications, proposals and representations with respect to the Software Product or any other subject matter covered by this EULA. To the extent the terms of any HP policies or programs for support services conflict with the terms of this EULA, the terms of this EULA shall control.

16. CONSUMER RIGHTS. Consumers in some countries/regions, states or territories may have the benefit of certain statutory rights and remedies under consumer legislation in respect of which HP's liability cannot lawfully be excluded or limited. If you acquired the Software as a consumer within the meaning of relevant consumer legislation in your country/region, state or territory, the provisions of this EULA (including the disclaimers of warranties, limitations and exclusions of liability) must be read subject to applicable law and apply only to the maximum extent permitted by that applicable law.

    Australian Consumers: If you acquired the Software as a consumer within the meaning of the 'Australian Consumer Law' under the Australian Competition and Consumer Act 2010 (Cth) then despite any other provision of this EULA:

    a. the Software comes with guarantees that cannot be excluded under the Australian Consumer Law, including that goods will be of acceptable quality and services will be supplied with due care and skill. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Software repaired or replaced if it is not of acceptable quality and the failure does not amount to a major failure.

    b. nothing in this EULA excludes, restricts or modifies any right or remedy, or any guarantee, warranty or other term or condition implied or imposed by the Australian Consumer Law which cannot be lawfully excluded or limited; and

c. the benefits provided to you by the express warranties in this EULA are in addition to other rights and remedies available to you under the Australian Consumer Law. Your rights under the Australian Consumer Law prevail to the extent that they are inconsistent with any limitations contained in the express warranty.

d. The Software may be capable of retaining user-generated data. HP hereby provides you with notice that if HP repairs your Software, that repair may result in the loss of that data. To the full extent permitted by law, the limitations and exclusions of HP's liability in this EULA apply in respect of any such loss of data.

If you think that you are entitled to any warranty under this agreement or any of the above remedies, please contact HP:

HP PPS Australia Pty Ltd

Rhodes Corporate Park, Building F, Level 5

1 Homebush Bay Drive

Rhodes, NSW 2138

Australia

To initiate a support request or warranty claim, please call 13 10 47 (within Australia) or +61 2 8278 1039 (if dialing internationally) or visit www8.hp.com/au/en/contact-hp/phone-assist.html for the most current list of phone support numbers.

If you are a consumer within the meaning of the Australia Consumer Law and you are purchasing the Software or warranty and support services for the Software which are not of a kind ordinarily acquired for personal, domestic or household use or consumption, then despite any other provision of this EULA, HP limits its liability for failure to comply with a consumer guarantee as follows:

a. provision of warranty or support services for the Software: to any one or more of the following: re-supply of the services or payment of the costs of having the services re-supplied;

b. provision of the Software: to any one or more of the following: replacement of the Software or the supply of equivalent software; repair of the Software; payment of the costs of replacing the Software or of acquiring equivalent software; or payment of the costs of having the Software repaired; and

c. otherwise, to the maximum extent permitted by law.

New Zealand Consumers: In New Zealand, the Software comes with guarantees that cannot be excluded under the Consumer Guarantees Act 1993. In New Zealand, Consumer Transaction means a transaction involving a person who is purchasing goods for personal, domestic or household use or consumption and not for the purpose of a business. New Zealand consumers who are purchasing goods for personal, domestic or household use or consumption and not for the purpose of a business ("New Zealand Consumers") are entitled to repair, replacement or refund for a failure and compensation for other reasonably foreseeable loss or damage. A New Zealand Consumer (as defined above) may recover the costs of returning the product to the place of purchase if there is a breach of the New Zealand consumer law; furthermore, if it will be of significant cost to the New Zealand Consumer to return the goods to HP then HP will collect such goods at its own cost. Where any supply of products or services is for business purposes, you agree that the Consumer Guarantees Act 1993 does not apply and that given the nature and value of the transaction, this is fair and reasonable.

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The information contained herein is subject to change without notice. All other product names mentioned herein may be trademarks of their respective companies. To the extent permitted by applicable law, the only warranties for HP products and services are set forth in the express warranty statements accompanying such products and

services. Nothing herein should be construed as constituting an additional warranty. To the extent permitted by applicable law, HP shall not be liable for technical or editorial errors or omissions contained herein.

Customer self-repair warranty service

HP products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period, HP identifies that the repair can be accomplished by the use of a CSR part, HP will ship that part directly to you for replacement. There are two categories of CSR parts: 1) Parts for which customer self repair is mandatory. If you request HP to replace these parts, you will be charged for the travel and labor costs of this service. 2) Parts for which customer self repair is optional. These parts are also designed for Customer Self Repair. If, however, you require that HP replace them for you, this may be done at no additional charge under the type of warranty service designated for your product.

Based on availability and where geography permits, CSR parts will be shipped for next business day delivery. Same-day or four-hour delivery may be offered at an additional charge where geography permits. If assistance is required, you can call the HP Technical Support Center and a technician will help you over the phone. HP specifies in the materials shipped with a replacement CSR part whether a defective part must be returned to HP. In cases where it is required to return the defective part to HP, you must ship the defective part back to HP within a defined period of time, normally five (5) business days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective part may result in HP billing you for the replacement. With a customer self repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used.

Customer support

Table B-3 Customer Support

Support	URL links
Get telephone support for your country/region Have the product name, serial number, date of purchase, and problem description ready.	Country/region phone numbers are on the flyer that was in the box with your product or at www.hp.com/support
Get 24-hour Internet support, and download software utilities and drivers	www.hp.com/support
Order additional HP service or maintenance agreements	www.hp.com/go/carepack
Register your product	www.register.hp.com

C Environmental product stewardship program

This section describes the environmental-friendly product stewardship program at HP.

Protecting the environment

HP is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

Ozone production

The airborne emissions of ozone for this product have been measured according to a standardized protocol and when these emissions data are applied to an anticipated high-use scenario in an office workspace, HP has determined there is no appreciable amount of ozone generated during printing and the levels are well within current indoor air quality standards and guidelines.

References -

Test method for the determination of emissions from hardcopy devices with respect to awarding the environmental label for office devices with printing function; DE-UZ 205 – BAM; January 2018.

Based on ozone concentration when printing 2 hours per day in 30.6 cubic meter room with a ventilation rate of 0.68 air changes per hour with HP printing supplies.

Power consumption

Power usage drops significantly while in Ready, Sleep, or Off mode, which saves natural resources and saves money without affecting the high performance of this product. HP printing and imaging equipment marked with the ENERGY STAR® logo is qualified to the U.S. Environmental Protection Agency's ENERGY STAR specifications for imaging equipment. The following mark will appear on ENERGY STAR qualified imaging products:

Additional ENERGY STAR qualified imaging product model information is listed at:

www.hp.com/go/energystar

Paper use

This product's duplex feature (manual or automatic) and N-up printing (multiple pages printed on one page) capability can reduce paper usage and the resulting demands on natural resources.

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 the product's life.

HP LaserJet print supplies

Original HP Supplies were designed with the environment in mind. HP makes it easy to conserve resources and paper when printing. And when you are done, we make it easy and free to recycle.[1]

All HP cartridges returned to HP Planet Partners go through a multiphase recycling process where materials are separated and refined for use as raw material in new Original HP cartridges and everyday products. No Original HP cartridges returned through HP Planet Partners are ever sent to a landfill, and HP never refills or resells Original HP cartridges.

To participate in HP Planet Partners return and recycling program, visit www.hp.com/recycle. Select your country/region for information on how to return HP printing supplies. Multi-lingual program information and instructions are also included in every new HP LaserJet print cartridge package.

[1] Program availability varies. For more information, visit www.hp.com/recycle

Paper

This product is capable of using recycled paper and lightweight paper (EcoFFICIENT™) when the paper meets the guidelines outlined in the *HP Laser Printer Family Print Media Guide*. This product is suitable for the use of recycled paper and lightweight paper (EcoFFICIENT™) according to EN12281:2002.

Material restrictions

This HP product does not contain added mercury.

Disposal of waste equipment by users (EU and India)

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

Electronic hardware recycling

HP encourages customers to recycle used electronic hardware. For more information about recycling programs go to: www.hp.com/recycle

Hardware recycling information (Brazil)

Não descarte o produto eletrônico em lixo comum

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

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

Para maiores informações, inclusive sobre os pontos de recebimento, acesse:

https://www.hp.com/br-pt/sustainable-impact/planet-product-recycling.html

Chemical substances

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

Product Power Data per European Union Commission Regulation 1275/2008

For product power data, including the power consumption of the product in networked standby if all wired network ports are connected and all wireless network ports are activated, please refer to section P14 'Additional Information' of the product IT ECO Declaration at https://www.hp.com/us-en/sustainable-impact/document-reports.html#filters=resource_category-category_ecolabels&filte

SEPA Ecolabel User Information (China)

中国环境标识认证产品用户说明

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

如需长时间使用本产品或打印大量文件，请确保在通风良好的房间内使用。

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

您可以使用再生纸，以减少资源耗费。

The regulation of the implementation on China energy label for printer, and copier

依据“复印机、打印机和传真机能源效率标识实施规则”，本打印机具有中国能效标签。根据“复印机、打印机和传真机能效限定值及能效等级”（“GB21521”）决定并计算得出该标签上所示的能效等级和 TEC（典型能耗）值。

1. 能效等级

能效等级分为三个等级，等级 1 级能效最高。根据产品类型和打印速度标准决定能效限定值。

2. 能效信息

2.1 激光打印机及一体机和高性能喷墨打印机及一体机

- 典型能耗

  典型能耗是正常运行 GB21521 测试方法中指定的时间后的耗电量。此数据表示为每周千瓦时 (kWh) 。

标签上所示的能效数字按涵盖根据“复印机、打印机和传真机能源效率标识实施规则”选择的登记装置中所有配置的代表性配置测定而得。因此，本特定产品型号的实际能耗可能与标签上所示的数据不同。

有关规范的详情信息，请参阅 GB21521 标准的当前版本。

Restriction of Hazardous Substances statement (India)

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

WEEE (Turkey)

Türkiye Cumhuriyeti: AEEE Yönetmeliğine Uygundurp

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

产品中有害物质或元素的名称及含量
The Table of Hazardous Substances/Elements and their Content
根据中国《电器电子产品有害物质限制使用管理办法》
As required by China's Management Methods for Restricted Use of Hazardous Substances in Electrical and Electronic Products

部件名称 Part Name	有害物质 Hazardous Substances					
	铅 Lead (Pb)	汞 Mercury (Hg)	镉 Cadmium (Cd)	六价铬 Hexavalent Chromium (Cr(VI))	多溴联苯 Polybrominated biphenyls (PBB)	多溴二苯醚 Polybrominated diphenyl ethers (PBDE)
打印引擎	X	○	○	○	○	○
复印机组件	X	○	○	○	○	○
控制面板	X	○	○	○	○	○
塑料外壳	○	○	○	○	○	○
格式化板组件	X	○	○	○	○	○
碳粉盒	X	○	○	○	○	○

CHR-LJ-PK-MFP-02

表格依据SJ/T 11364 的规定编制。
This form has been prepared in compliance with the provisions of SJ/T 11364.

○：表示该有害物质在该部件所有均质材料中的含量均在GB/T 26572 规定的限量要求以下。
○: Indicates that the content of said hazardous substance in all of the homogenous materials in the component is within the limits required by GB/T 26572.

X：表示该有害物质至少在该部件的某一均质材料中的含量超出GB/T 26572 规定的限量要求。
X: Indicates that the content of said hazardous substance exceeds the limits required by GB/T 26572 in at least one homogenous material in the component.

此表中所有名称中含 "X" 的部件均符合中国 RoHS达标管理目录限用物质应用例外清单的豁免。
All parts named in this table with an "X" are in compliance with the China RoHS "List of Exceptions to RoHS Compliance Management Catalog (or China RoHS Exemptions)".

此表中所有名称中含 "X" 的部件均符合欧盟 RoHS 立法。
All parts named in this table with an "X" are in compliance with the European Union's RoHS Legislation.

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
Note: The referenced Environmental Protection Use Period Marking was determined according to normal operating use conditions of the product such as temperature and humidity.

Material Safety Data Sheet (MSDS)

Material Safety Data Sheets (MSDS) for supplies containing chemical substances (for example, toner) can be obtained by accessing the HP Web site at www.hp.com/go/msds

EPEAT

Many HP products are designed to meet EPEAT. EPEAT is a comprehensive environmental rating that helps identify greener electronics equipment. For more information on EPEAT go to www.epeat.net. For information on HP's EPEAT registered products go to https://www.hp.com/us-en/sustainable-impact/document-reports.html#filters=resource_category-category_ecolabels&filters

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

台灣地區 限用物質含有情況標示聲明書

Taiwan region Declaration of the Presence Condition of the Restricted Substances Marking

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

備考1. 〝超出0.1 wt %〞及〝超出0.01 wt %〞係指限用物質之百分比含量超出百分比含量基準值。
Note 1：“Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.

備考2. 〝○〞係指該項限用物質之百分比含量未超出百分比含量基準值。
Note 2：“○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

備考3. 〝—〞係指該項限用物質為排除項目。
Note 3：The “–” indicates that the restricted substance corresponds to the exemption.

TWR-LJ-PK-MFP-02

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

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

For more information

To obtain information about these environmental topics:

- Product environmental profile sheet for this and many related HP products
- HP's commitment to the environment
- HP's environmental management system
- HP's end-of-life product return and recycling program
- Material Safety Data Sheets

Visit www.hp.com/go/environment

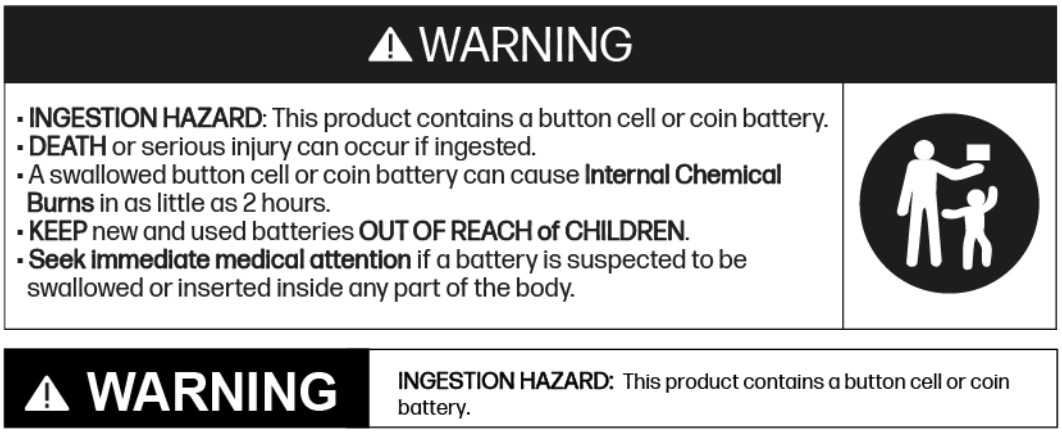
Also, visit www.hp.com/recycle

D Regulatory information

This section describes the regulatory statements.

Battery Statements

Reese's Law



- Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do NOT dispose of batteries in household trash or incinerate.
- Even used batteries may cause severe injury or death.
- Call a local poison control center for treatment information.
- Non-rechargeable batteries are not to be recharged.
- Do not force discharge, recharge, disassemble, heat above (manufacturer's specified temperature rating) or incinerate. Doing so may result in injury due to venting, leakage or explosion resulting in chemical burns.
- This product contains a non-replaceable battery. It is NOT intended to be replaced.
- This product uses a NON replaceable battery. The coin/button cell battery type/model could be either: CR1632, CR1225 or CR2032.
- The nominal battery voltage of this battery is 3v DC.

UK Battery

Unfortunately, it is not obvious when a button or coin battery is stuck in a child's oesophagus (food pipe). There are no specific symptoms associated with this. The child might:

- Cough, gag or drool a lot
- Appear to have a stomach upset or a virus
- Be sick

- Point to their throat or stomach
- Have a pain in their abdomen, chest or throat
- Be tired or lethargic
- Be quieter or more clingy than usual or otherwise “not themselves”
- Lose their appetite or have a reduced appetite
- Not want to eat solid food/be unable to eat solid food

These sorts of symptoms vary or fluctuate, with the pain increasing and then subsiding.

A specific symptom to button and coin battery ingestion is vomiting fresh (bright red) blood. If the child does this seek immediate medical help.

The lack of clear symptoms is why it is important to be vigilant with “flat” or spare button or coin batteries in the home and the products that contain them.

Regulatory statements

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

European Union and United Kingdom Regulatory Notice

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

The point of contact for regulatory matters:

For EU: HP REG 23010, 08028 Barcelona, Spain

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

Email: techregshelp@hp.com

Regulatory model numbers

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

Table D-1 Regulatory model numbers

Product model number	Regulatory model number
HP Color LaserJet Pro MFP 3301fdn	SHNGC-2201-00
HP Color LaserJet Pro MFP 3302fdn	
HP Color LaserJet Pro MFP 3303fdn	
HP Color LaserJet Pro MFP 3388fdn	
HP Color LaserJet Pro MFP 3302fdng	
HP Color LaserJet Pro MFP 3301sdw	SHNGC-2201-01
HP Color LaserJet Pro MFP 3301fdw	
HP Color LaserJet Pro MFP 3301cdw	
HP Color LaserJet Pro MFP 3302sdw	
HP Color LaserJet Pro MFP 3302fdw	
HP Color LaserJet Pro MFP 3303sdw	
HP Color LaserJet Pro MFP 3303fdw	
HP Color LaserJet Pro MFP 3388sdw	
HP Color LaserJet Pro MFP 3388fdw	
HP Color LaserJet Pro MFP 3302sdwg	
HP Color LaserJet Pro MFP 3302fdwg	

FCC regulations

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. If this equipment is not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

NOTE: Any changes or modifications to the printer that are not expressly approved by HP could void the user's authority to operate this equipment.

Use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules.

Canada - Industry Canada ICES-003 Compliance Statement

CAN ICES-3(B)/NMB-3(B)

Power cord instructions

Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product label. The product uses either 100 or 220-240 Vac and 50/60 Hz.

Connect the power cord between the product and a grounded AC outlet.

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

Laser safety

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The device is certified as a “Class 1” laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. Since radiation emitted inside the device is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

⚠ WARNING! Using controls, making adjustments, or performing procedures other than those specified in this user guide may result in exposure to hazardous radiation.

For other US/Canada regulatory matters, please contact:

HP Inc.

HP Inc. 1501 Page Mill Rd, Palo Alto, CA 94304, USA

Email contact: (techregshelp@hp.com) or Telephone contact: +1 (650) 857-1501

Laser safety statement for EMEA

CLASS 1 CONSUMER LASER PRODUCT

EN: 50689:2021

Laser statement for Finland

Luokan 1 laserlaite

HP Color LaserJet Pro MFP 3301-3304/3388, laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalissa käytössä kirjoittimen suojakotelointi estää lasersäteen pääsyn laitteen ulkopuolelle. Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (2014) mukaisesti.

VAROITUS !

Laitteen käyttäminen muulla kuin käyttöohjeessa mainitulla tavalla saattaa altistaa käyttäjän turvallisuusluokan 1 ylittävälle näkymättömälle lasersäteilylle.

VARNING !

Om apparaten används på annat sätt än i bruksanvisning specificerats, kan användaren utsättas för osynlig laserstrålning, som överskrider gränsen för laserklass 1.

HUOLTO

HP Color LaserJet Pro MFP 3301-3304/3388 - kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.

VARO !

Mikäli kirjoittimen suojakotelo avataan, olet alttiina näkymättömällelasersäteilylle laitteen ollessa toiminnassa. Älä katso säteeseen.

VARNING !

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsättas användaren för osynlig laserstrålning. Betrakta ej strålen.

Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista: Aallonpituus 775-795 nm Teho 5 m W Luokan 3B laser.

GS statement (Germany)

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

Das Gerät ist kein Bildschirmarbeitsplatz gemäß BildscharbV. Bei ungünstigen Lichtverhältnissen (z. B. direkte Sonneneinstrahlung) kann es zu Reflexionen auf dem Display und damit zu Einschränkungen der Lesbarkeit der dargestellten Zeichen kommen.

Die Bilddarstellung dieses Gerätes ist nicht für verlängerte Bildschirmtätigkeiten geeignet.

Nordic Statements (Denmark, Finland, Norway, Sweden)

Denmark:

Apparatets stikprop skal tilsuttes en stikkontakt med jord, som giver forbindelse til stikproppens jord.

Finland:

Laite on liitettävä suojakoskettimilla varustettuun pistorasiaan.

Norway:

Apparatet må tilkoples jordet stikkontakt.

Sweden:

Apparaten skall anslutas till jordat uttag.

Taiwan region BSMI USB Port (Walk-up) Statement

The front USB port (walk-up port) located at the front, top, or side of the product is typically used with thumb drives.

Eurasian Conformity (Armenia, Belarus, Kazakhstan, Kirgizstan, Russia)

Производитель и дата производства

HP Inc.

Адрес: 1501 Page Mill Road, Palo Alto, California 94304, U.S.

Дата производства зашифрована в 10-значном серийном номере, расположенном на наклейке со служебной информацией изделия. 4-я, 5-я и 6-я цифры обозначают год и неделю производства. 4-я цифра обозначает год, например, «3» обозначает, что изделие произведено в «2013» году. 5-я и 6-я цифры обозначают номер недели в году производства, например, «12» обозначает «12-ю» неделю.

Өндіруші және өндіру мерзімі

HP Inc.

Мекенжайы: 1501 Page Mill Road, Palo Alto, California 94304, U.S.

Өнімнің жасалу мерзімін табу үшін өнімнің қызмет көрсету жапсырмасындағы 10 таңбадан тұратын сериялық нөмірін қараңыз. 4-ші, 5-ші және 6-шы сандар өнімнің жасалған жылы мен аптасын көрсетеді. 4-ші сан жылын көрсетеді, мысалы «3» саны «2013» дегенді білдіреді. 5-ші және 6-шы сандары берілген жылдың қай аптасында жасалғанын көрсетеді, мысалы, «12» саны «12-ші» апта дегенді білдіреді.

Местные представители

Россия: ООО "Эйч Пи Инк",

Российская Федерация, 125171, г . Москва, Ленингра дское шоссе, 1 6А, стр.3,

Телефон/факс: +7 495 797 35 00 / +7 499 92132 50

Казахстан: Филиал компании "ЭйчПи Глобал Трэйдинг Би.Ви.", Республика Казахстан, 050040, г. Алматы, Бостандыкский район, проспект Аль-Фараби, 77/7,

Телефон/факс: + 7 7 27 355 35 52

Жергілікті өкілдіктері

Ресей: ООО "Эйч Пи Инк",

Ресей Федерациясы, 125171, Мәскеу, Ленинград шоссесі, 16А блок 3,

Телефон/факс: +7 495 797 35 00 / +7 499 92132 50

Қазақстан: "ЭйчПи Глобал Трэйдинг Би.Ви." компаниясының Қазақстандағы филиалы, Қазақстан Республикасы, 050040, Алматы к., Бостандык ауданы, Әл- Фараби даңғылы, 77/7,

Телефон/факс: +7 727 355 35 52

Telecom (fax) statements

The topic describes the fax statements.

Fax Cord Statement

Product may or may not have fax/telephone cord enclosed. If not provided, use only No. 26 AWG or larger telecommunication line cord to reduce the risk of fire.

⚠ CAUTION: To reduce the risk of fire, use only No. 26 AWG or larger (e.g., 24 AWG) telecommunication Line Cord.

Belarus statement

В соответствии с Постановлением Совета Министров Республики Беларусь от 24 мая 2017 года № 383 (об описании и порядке применения знака соответствия к техническому регламенту Республики Беларусь) продукция, требующая подтверждения соответствия техническому регламенту Республики Беларусь, размещенная на рынке Республики Беларусь, должна быть маркирована знаком соответствия TP BY.

Brazil ANATEL statement

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.

Para maiores informações consulte o site da ANATEL – www.anatel.gov.br

Canada

Industry Canada CS-03 requirements:

NOTICE: The Industry Canada label identifies certified equipment. This certification means the equipment meets certain telecommunications network protective, operational, and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirement document(s). The Department does not guarantee the equipment will operate to the user's satisfaction. Before installing this equipment, users should ensure that it is permissible for the equipment to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment. Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution can be particularly important in rural areas.

⚠ CAUTION: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate. The Ringer Equivalence Number (REN) of this device is shown on the regulatory chassis label.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

NOTICE: The Ringer Equivalence Number (REN) indicates the maximum number of devices allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices not exceed five (5).

The standard connecting arrangement code (telephone jack type) for equipment with direct connections to the telephone network is CA11A.

Exigences CS-03 d'Industrie Canada:

NOTICE: l'étiquette Industrie Canada permet d'identifier les équipements certifiés. Cette certification signifie que l'équipement est conforme à certaines exigences de protection, exploitation et sécurité du réseau de télécommunication, tel que stipulé dans les documents appropriés relatifs aux exigences techniques des équipements de type terminal. Le Département ne garantit pas que l'exploitation de l'équipement donnera pleine satisfaction à l'utilisateur. Avant d'installer cet équipement, les utilisateurs doivent s'assurer qu'il est possible de connecter l'équipement aux installations de la société de télécommunication locale. L'équipement doit également être installé en utilisant une méthode de connexion acceptable. Le client doit être conscient du fait que la conformité du matériel aux conditions citées ci-dessus n'empêche nullement des dégradations dans certaines situations. Toute réparation de l'équipement certifié doit être coordonnée par un représentant nommé par le fournisseur. Toute réparation ou altération réalisée par l'utilisateur lui-même et tout dysfonctionnement de l'équipement donne à la compagnie de téléphone le droit d'exiger la mise hors service de l'équipement. Pour des raisons de sécurité, l'utilisateur doit s'assurer que les branchements à la terre de l'installation électrique, des lignes téléphoniques et du système de conduites d'eau métalliques internes, s'il y a lieu, sont bien reliés entre eux. Cette précaution peut s'avérer particulièrement importante dans les zones rurales.

⚠ CAUTION: L'utilisateur ne doit pas tenter d'effectuer lui-même ces raccordements, mais doit contacter l'organisme de contrôle électrique approprié, ou un électricien, selon le cas. L'indice d'équivalence de la sonnerie (REN) de cet appareil est affiché sur l'étiquette réglementaire apposée sur le châssis.

Ce produit respecte les spécifications techniques applicables définies par Innovation, Science and Economic Development Canada.

NOTICE: L'indice d'équivalence de la sonnerie (REN) correspond au nombre maximum d'appareils autorisés à se connecter à une interface de téléphonie. La terminaison d'une interface peut consister en toute combinaison d'appareils soumise uniquement à l'exigence que le total des indices REN de tous les appareils ne dépasse pas cinq (5).

Le code de l'ensemble connecté standard (type de prise téléphonique) pour l'équipement associé à des connexions directes vers le réseau téléphonique est CA11A.

Europe Statement for Telecom Operation

The printer meets applicable EU Directive & UK Statutory Instruments and carries the CE & UKCA mark accordingly. For details see EU & UK Declaration of Conformity issued by the manufacturer in another section of this manual.

For printers with the feature to be connected to the analog Public Switched Telecommunication Networks (PSTN):

Due to differences between individual European national PSTNs the product may not guarantee unconditional assurance of successful operation on every PSTN termination point. Network compatibility depends on the correct setting being selected by the customer in preparation of its connection to the PSTN. Please follow the instructions provided in the user manual. If you experience network compatibility issues, please contact your equipment supplier or HP Inc. help desk in the country/region of operation. Connecting to a PSTN termination point may be the subject of additional requirements set out by the local PSTN operator.

New Zealand

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment may not provide for the effective hand-over of a call to another device connected to the same line.

This equipment shall not be set up to make automatic calls to the Telecom "111" Emergency Service.

This product has not been tested to ensure compatibility with the FaxAbility distinctive ring service for New Zealand.

Additional FCC Statement for Telecom Products (US)

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

The REN is used to determine the quantity of devices, which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all, areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

This equipment uses the following USOC jacks: RJ11C.

FCC-compliant telephone cord, jack and modular plug should be used with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack, which is Part 68 compliant. This equipment cannot be used on telephone company-provided coin service. Connection to Party Line Service is subject to state tariffs.

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

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

If trouble is experienced with this equipment, please see the numbers in this manual for repair and (or) warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.

The customer can do the following repairs: Replace any original equipment that came with the device. This includes the print cartridge, the supports for trays and bins, the power cord, and the telephone cord (if provided). It is recommended that the customer install an AC surge arrestor in the AC outlet to which this device is connected. This is to avoid damage to the equipment caused by local lightning strikes and other electrical surges.

Telephone Consumer Protection Act

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it

is sent and an identification of the business, other entity, or individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided cannot be a 900 number or any other number for which charges exceed local or long-distance transmission charges.)

Wireless statements

The statements in this section apply to wireless-capable printers only.

FCC compliance statement—United States

Exposure to radio frequency radiation

⚠ CAUTION: The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized.

In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm (8 in) during normal operation.

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

⚠ CAUTION: Based on Section 15.21 of the FCC rules, changes of modifications to the operation of this product without the express approval by HP may invalidate its authorized use.

Australia statement

This device incorporates a radio-transmitting (wireless) device. For protection against radio transmission exposure, it is recommended that this device be operated no less than 20 cm from the head, neck, or body.

Belarus statement

В соответствии с Постановлением Совета Министров Республики Беларусь от 24 мая 2017 года № 383 (об описании и порядке применения знака соответствия к техническому регламенту Республики Беларусь) продукция, требующая подтверждения соответствия техническому регламенту Республики Беларусь, размещенная на рынке Республики Беларусь, должна быть маркирована знаком соответствия TP BY.

Brazil ANATEL statement

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.

Para maiores informações consulte o site da ANATEL – www.anatel.gov.br

Canadian statements

For Indoor Use. This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of the Canadian Department of Communications. The internal wireless radio complies with RSS 210 of Industry Canada.

Pour lusage d'intérieur. Le présent appareil numérique ńémet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescribes dans le règlement sur le brouillage radioélectrique édicté par le Ministère des Communications du Canada. Le composant RF interne est conforme à la norme CNR-210 d´Industrie Canada.

China CMIIT Wireless statements

中国无线电发射设备通告

型号核准代码显示在产品本体的铭牌上。

Korean statement

무선 전용제품:

해당 무선설비는 전파혼신 가능성이 있음으로 인명안전과 관련된 서비스는 할 수 없음. (무선모듈제품이 설치되어있는경우)

Taiwan region statement (Traditional Chinese)

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

應避免影響附近雷達系統之操作。

高增益指向性天線只得應用於固定式點對點系統。

Products with 5 GHz Operation Industry of Canada

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

Lors de l'utilisation d'un réseau local sans fil IEEE 802.11a, ce produit est réservé à une utilisation en intérieur en raison de sa plage de fréquences, comprise entre 5,15 et 5,25 GHz. Industrie Canada recommande l'utilisation en intérieur de ce produit pour la plage de fréquences comprise entre 5,15 et 5,25 GHz afin de réduire les interférences nuisibles potentielles avec les systèmes de satellite portables utilisant le même canal. Le radar à haute puissance est défini comme étant le principal utilisateur des bandes 5,25 à 5,35 GHz et 5,65 à 5,85 GHz. Ces stations radar peuvent provoquer des interférences sur ce périphérique et/ou l'endommager.

Taiwan region NCC Statement:(Only for 5GHz)

應避免影響附近雷達系統之操作。

Exposure to Radio Frequency Radiation (Canada)

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

⚠ WARNING! Exposition aux émissions de fréquences radio. La puissance de sortie émise par ce périphérique est inférieure aux limites fixées par Industrie Canada en matière d'exposition aux fréquences radio. Néanmoins, les précautions d'utilisation du périphérique doivent être respectées afin de limiter tout risque de contact avec une personne.

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

Pour éviter tout dépassement des limites fixées par Industrie Canada en matière d'exposition aux fréquences radio, la distance entre les utilisateurs et les antennes ne doit pas être inférieure à 20 cm (8 pouces).

European regulatory notice

The telecommunications functionality of this product may be used in the following European countries/regions:

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and United Kingdom.

Notice for use in Russia

Существуют определенные ограничения по использованию беспроводных сетей (стандарта 802.11 b/g) с рабочей частотой 2,4 ГГц: Данное оборудование может использоваться внутри помещений с использованием диапазона частот 2400-2483,5 МГц (каналы 1-13). При использовании внутри помещений максимальная эффективная изотропно–излучаемая мощность (ЭИИМ) должна составлять не более 100мВт.

Mexico statement

Aviso para los usuarios de México

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

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

Thailand statement

เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้องตามมาตรฐานความปลอดภัยต่อสุขภาพของมนุษย์จากการใช้เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหนด

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

Vietnam Telecom

NOTE: Telecom wireless marking for ICTQC Type approved products.

Dynamic Security Enabled Printers

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

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

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