HP Photosmart C4380 series

基础知识手册
Basics Guide

HP Photosmart C4380
All-in-One series

基础知识手册

目录

1 HP All-in-One 概述

使用 HP All-in-One 可以快速、轻松地完成各类任务，如复印、扫描文档或打印存储卡上的照片。您不必打开计算机就可以直接从控制面板访问 HP All-in-One 的许多功能。

注意 本手册介绍了基本操作和疑难排解，并提供了有关联系 HP 支持中心和订购耗材的信息。

屏幕帮助详细介绍了完整的特性和功能，包括如何使用 HP All-in-One 随附的 HP Photosmart 软件。

HP All-in-One 总览
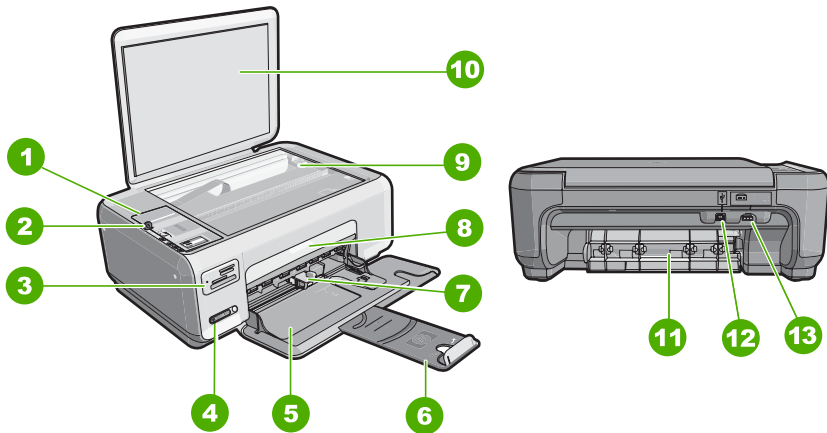
标签	说明
1	控制面板
2	开 / 关机按钮
3	存储卡插槽
4	无线网络指示灯和按钮
5	进纸盒
6	纸盒延长板
7	纸张宽度导板
8	墨盒盖
9	玻璃板
10	盖子衬板

（续）

标签	说明
11	后盖
12	背面 USB 端口
13	电源接口*

* 只用于 HP 提供的电源适配器

控制面板按钮

标签	图标	名称和描述
1	⏻	**"开 / 关机"** 按钮：打开或关闭 HP All-in-One。关闭 HP All-in-One 后，设备仍会使用少量电量。要完全切断电源，请关闭 HP All-in-One，然后拔掉电源线。
2	★★	**"质量"** 按钮：更改复印质量或从存储卡打印的照片质量。普通纸和照片纸的默认质量都为两颗星。但是，因纸张类型不同，所以生成的质量各异。对于普通纸来说，两颗星代表正常的质量。对于照片纸来说，两颗星代表最佳质量。
3		**"大小"** 按钮：更改图像尺寸为 100%（**"实际大小"**），将其调整到整个页面（**"调整到适合页面大小"**）或者打印无边界图像（**"无边界"**）。普通纸的默认设置为 100%，照片纸的默认设置为无边界。
4		**"份数"** 按钮：指定所需的份数。

标签	图标	名称和描述
5	✕	**"取消"**按钮：停止作业（如扫描或复印）或将设置重新设置（如质量或份数）。
6	⬙	**"扫描"**按钮：开始扫描作业。插入存储卡后，按此按钮会转到存储卡上的下一张照片。
7	▬	**"开始复印／黑白"**按钮：开始进行黑白复印。在特定情况下（如清除卡纸后），使用该按钮可以重新开始打印。插入存储卡后，此按钮的功能是转到前一张图像。
8	▪▪▫	**"开始复印／彩色"**按钮：开始进行彩色复印。在特定情况下（如清除卡纸后），使用该按钮可以重新开始打印。插入存储卡后，此按钮开始打印显示屏上当前的图像。

查找更多信息

在很多印刷和屏幕资源中都提供了 HP All-in-One 的安装和使用信息。

• **安装手册**
《安装手册》提供了 HP All-in-One 和软件的安装说明。请务必依次执行《安装手册》中的步骤。
如果在安装过程中遇到问题，请参阅《安装手册》最后一节中的"疑难排解"，或者参阅本手册中的。

• **屏幕帮助**
屏幕帮助详细介绍了此《使用手册》中没有描述的 HP All-in-One 的功能，包括那些只有使用与 HP All-in-One 一起安装的软件才可用的功能。

• www.hp.com/support
如果能够访问 Internet，则可从 HP 网站获得帮助和支持信息。该网站提供技术支持、驱动程序、耗材和订购信息。

简体中文

2 网络设置

本节描述了如何将 HP All-in-One 连接到网络上以及如何查看和管理网络设置。

为了优化无线网络的性能和安全性，HP 建议您使用无线路由器或接入点 (802.11) 连接 HP All-in-One 和其他网络部件。通过无线路由器或接入点连接网络部件时，这一模式称作**基础架构**网络。

如果您直接将 HP All-in-One 连接到支持无线功能的计算机而没有使用无线路由器或接入点，这一模式称作 **ad hoc** 网络。使用 ad hoc 连接每次只能连接到一台无线设备。

与 ad hoc 网络相比，无线基础架构网络的优点包括：

• 高级的网络安全性
• 增强的可靠性
• 网络灵活性
• 更佳的性能，使用 802.11 g 模式时尤其如此

如果想要：	请参阅本节：
通过无线路由器（基础架构）连接到无线网络。	位于第 8 页的"集成无线 WLAN 802.11 网络设置"
不使用无线路由器 (ad-hoc)，而是直接连接到支持无线功能的计算机。	位于第 10 页的"无线 ad hoc 网络设置"
为网络中的更多计算机添加连接。	位于第 12 页的"连接到网络上的其他计算机"
将 HP All-in-One 从 USB 连接更改到网络连接。 注意　如果之前采用 USB 连接安装 HP All-in-One 而现在希望更改为无线网络连接，则请参阅本节中的说明。	位于第 13 页的"将 HP All-in-One 从 USB 连接更改为网络连接"
查找疑难排解信息。	位于第 27 页的"无线设置疑难排解"

集成无线 WLAN 802.11 网络设置

如果您要使用无线路由器或访问点 (802.11) 将 HP All-in-One 连接到无线网络中的计算机，则请使用本节。HP 建议使用此方法。

对于集成无线 WLAN 802.11 网络您需要什么

要将 HP All-in-One 连接到集成无线 WLAN 802.11 的网络，您需要具备以下条件：

❑ 具备无线路由器或接入点的 802.11 无线网络。

❑ 具备无线网络支持或网络接口卡 (NIC) 的台式计算机或膝上型电脑。必须将计算机连接到您打算安装 HP All-in-One 的无线网络。

❑ 如果要将 HP All-in-One 连接到可访问 Internet 的无线网络，则 HP 建议您使用应用了 "动态主机配置协议" (DHCP) 的无线路由器（接入点或基站）。

❑ 网络名称 (SSID)。

❑ WEP 密钥或 WPA 密钥（如需要）。

连接到集成无线 WLAN 802.11 网络

可以通过 HP Photosmart 软件 CD 和随附的 USB 安装电缆将 HP All-in-One 连接到无线网络。

△ **小心** 为了防止其他用户访问您的无线网络，HP 强烈建议对无线路由器使用密码或密钥（WPA 或 WEP 安全）和唯一网络名称 (SSID)。您的无线路由器可能已附带默认网络名称，此名称通常是制造商名称。如果使用默认网络名称，那么其他用户可使用相同的默认网络名称 (SSID) 容易地访问您的网络。这也意味着 HP All-in-One 可能会无意中连接到您区域中使用相同网络名称的其他无线网络。如果发生这种情况，那么您可能无法访问 HP All-in-One。要获得有关如何更改网络名称的详细信息，请参阅无线路由器随附的文档。

📝 **注意** HP 提供有能自动帮您找到无线安全设置的在线工具。请访问：www.hp.com/go/networksetup。

连接 HP All-in-One
1. 将 HP Photosmart 软件 CD 插入计算机的 CD-ROM 驱动器中。
2. 随后按照屏幕上的说明操作即可。
   看到提示后，使用包装盒中包括的 USB 安装电缆将 HP All-in-One 连接到计算机。HP All-in-One 将尝试连接此网络。如果连接失败，请按照提示更正该问题，然后重试。
3. 安装完成后，系统将提示您断开 USB 电缆连接，然后测试无线网络连接。
   将 HP All-in-One 成功连接到网络后，可在要使用网络上的设备的每台计算机上安装软件。

无线 ad hoc 网络设置

如果您不想使用无线路由器或访问点将 HP All-in-One 连接到支持无线连接的计算机上，则请使用本节。
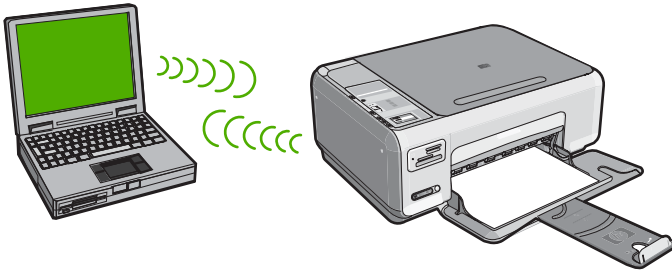
要将 HP All-in-One 连接到计算机 (ad hoc)，您需要在计算机上创建 ad hoc 网络配置文件。这包括选择 ad hoc 网络的网络名称 (SSID) 和 WEP 安全（是可选项，但建议您选择）。

要在无线 ad hoc 网络上设置 HP All-in-One，需要执行下列操作：	请参阅本节：
首先，收集所有所需材料。	位于第 10 页的"对于 ad hoc 网络您还需要什么"
下一步，创建网络配置文件以准备计算机。	位于第 10 页的"为 Windows XP 计算机创建网络配置文件" 位于第 11 页的"创建其他操作系统的网络配置文件"
最后，安装软件。	位于第 12 页的"连接到无线 ad hoc 网络"

对于 ad hoc 网络您还需要什么

要通过 ad hoc 连接将 HP All-in-One 连接到 Windows 计算机，该计算机必须具有无线网络适配器和 ad hoc 配置文件。

为 Windows XP 计算机创建网络配置文件

通过创建网络配置文件，准备计算机进行 ad hoc 连接。

创建网络配置文件

注意 HP All-in-One 所配置的网络配置文件的网络名称 (SSID) 为 **hpsetup**。但是,出于安全和保密目的,HP 建议您按照此处的说明在计算机上创建新的网络配置文件。

1. 在"控制面板"中,双击"网络连接"。
2. 在"网络连接"窗口中,右键单击"无线网络连接"。 如果在弹出式菜单上看到"启用",则选择此项。否则,如果在该菜单上看到"禁用",则说明无线连接已启用。
3. 右键单击"无线网络连接"图标,然后单击"属性"。
4. 单击"无线网络"选项卡。
5. 选择"使用 Windows 配置我的无线网络设置"复选框。
6. 单击"添加",然后执行以下操作:
   a. 在"网络名称 (SSID)"框中,输入所选择的唯一网络名称。

   注意 网络名称区分大小写,因此,必须记住任何大写和小写字母。

   b. 如果存在一个"网络身份验证"列表,则选择"打开"。否则,转到下一步。
   c. 在"数据加密"列表中,选择 "WEP"。

   注意 不使用 WEP 密钥也可以创建网络。 但是为了保护网络安全,HP 建议使用 WEP 密钥。

   d. 确保**未**选择"自动向我供给密钥"旁的复选框。如果已经选中,则单击该复选框将其清除。
   e. 在"网络密钥"框中,键入**刚好**有 5 个或**刚好**有 13 个字母数字 (ASCII) 字符的 WEP 密钥。例如,如果输入 5 个字符,可能输入的是 **ABCDE** 或 **12345**。或者,如果输入 13 个字符,可能输入的是 **ABCDEF1234567**。(12345 和 ABCDE 仅作为实例。从所选中选择一个组合。)
      另外,还可以使用 HEX(十六进制)字符来设置 WEP 密钥。对于 40 位加密,十六进制 WEP 密钥必须为 10 个字符,对于 128 位加密,此密钥必须为 26 个字符。
   f. 在"确认网络密钥"框中,键入在上一步中所键入的同一 WEP 密钥。
   g. 准确记录所键入的 WEP 密钥,包括大小写字母。

   注意 必须准确记住大小写字母。如果在 HP All-in-One 上输入了错误的 WEP 密钥,则无线连接将会失败。

   h. 选择"这是计算机对计算机 (ad hoc) 网络;未使用无线访问点"复选框。
   i. 单击"确定",关闭"无线网络属性"窗口,然后再次单击"确定"。
   j. 再次单击"确定"关闭"无线网络属性连接"窗口。

创建其他操作系统的网络配置文件

如果使用的是 Windows XP 以外的操作系统,则 HP 建议使用无线 LAN 卡随附的配置程序。要找到无线 LAN 卡的配置程序,请访问计算机的程序列表。

使用局域网卡配置程序，创建具有下列值的网络配置文件：

- **网络名称 (SSID)**：Mynetwork（仅举例）

  > 📝 **注意** 应该创建唯一的且易于记住的网络名称。请注意，网络名称是区分大小写的。因此必须记住哪个字母是大写的，哪个字母是小写的。

- **通信模式**：Ad Hoc
- **加密**：已启用

连接到无线 ad hoc 网络

使用 HP Photosmart 软件 CD 和所包括的 USB 安装电缆，可以轻松地将 HP All-in-One 直接连接到 ad-hoc 无线网络的计算机。

连接 HP All-in-One

1. 将 HP Photosmart 软件 CD 插入计算机的 CD-ROM 驱动器中。
2. 随后按照屏幕上的说明操作即可。
   看到提示后，使用包装盒中包括的 USB 安装电缆将 HP All-in-One 连接到计算机。HP All-in-One 将尝试连接此网络。如果连接失败，请按照提示更正该问题，然后重试。
3. 安装完成后，系统将提示您断开 USB 电缆连接，然后测试无线网络连接。
   将 HP All-in-One 成功连接到网络后，可在要使用网络上的设备的每台计算机上安装软件。

连接到网络上的其他计算机

您可以在网络上共享 HP All-in-One，以便更多的计算机可以使用它。如果 HP All-in-One 已经连接到网络中的一台计算机，则您必须为其他每台计算机安装 HP All-in-One 软件。在安装过程中，该软件将在网络中为每台计算机找到 HP All-in-One。当在网络中安装了 HP All-in-One 之后，在添加其他计算机时便无需再次对其进行配置。

在其他联网计算机上安装 Windows HP All-in-One 软件

1. 退出正在计算机上运行的所有应用程序，包括所有病毒检测软件。
2. 将 HP All-in-One 随附的 Windows CD 插入计算机的 CD-ROM 驱动器中，并按照屏幕说明执行操作。
3. 如果显示有关防火墙的对话框，请按照说明执行操作。如果看到防火墙弹出消息，则必须始终接受或允许弹出消息。
4. 在"连接类型"屏幕上，请选择"通过网络"，然后单击"下一步"。
   当安装程序搜索网络上的 HP All-in-One 时，会出现"搜索"屏幕。
5. 在"找到打印机"屏幕上，确认打印机的描述是正确的。
   如果在网络上找到多台打印机，则会出现"找到多台打印机"屏幕。选择您要连接的 HP All-in-One。
6. 请按照提示安装软件。
   完成软件安装后，就可以使用 HP All-in-One。

7. 如果在计算机上禁用了任何病毒检测软件，请确保重新启用。
8. 要测试网络连接，请转至您的计算机，并打印 HP All-in-One 的自检报告。

将 HP All-in-One 从 USB 连接更改为网络连接

如果最初安装 HP All-in-One 时使用了 USB 连接，则以后可以更改为无线网络连接。如果您已经了解如何连接到网络，则可以使用下面的常规方法进行更改。

将 USB 连接更改为集成无线 WLAN 802.11 连接
1. 拔掉 HP All-in-One 背面的 USB 电缆。
2. 将 HP All-in-One CD 插入计算机的 CD-ROM 驱动器中。
3. 按照屏幕上的说明操作，进行无线网络安装。
4. 安装结束后，打开"控制面板"中的"打印机和传真"（或"打印机"），然后删除 USB 安装的打印机。

有关将 HP All-in-One 连接到网络的更多详细说明，请参阅：
- 位于第 8 页的"集成无线 WLAN 802.11 网络设置"
- 位于第 10 页的"无线 ad hoc 网络设置"

管理网络设置

可以通过 HP All-in-One 控制面板来管理 HP All-in-One 的网络设置。

从控制面板更改基本网络设置

使用 HP All-in-One 的控制面板可执行各种网络管理任务。其中包括打印网络设置、恢复网络默认设置、打开和关闭无线广播以及打印无线网络测试报告。

打印网络设置

您可以打印网络配置页，以便查看网络设置，如 IP 地址、通信模式和网络名称 (SSID)。
1. 按 HP All-in-One 前面的"无线传输"按钮。
2. 按显示屏上 ▼ 图标旁边的按钮，直到"打印网络配置页"突出显示，然后按"确定"旁边的按钮。

恢复网络默认设置

可以重置购买 HP All-in-One 时的厂商网络设置。
1. 按 HP All-in-One 前面的"无线传输"按钮。
2. 按显示屏上 ▼ 图标旁边的按钮，直到"恢复网络默认设置"突出显示，然后按"确定"旁边的按钮。
3. 确认要恢复网络默认设置。

打开和关闭无线广播

默认情况下，无线广播处于关闭状态，但在安装软件并将 HP All-in-One 连接到网络时，无线广播将自动打开。HP All-in-One 前部的蓝灯指示无线广播已打开。为了保持与无线网络的连接，广播必须始终保持打开状态。但是，如果通

过 USB 连接将 HP All-in-One 直接连接到计算机，则不使用广播。在这种情况下，您可能希望关闭广播。

1. 按 HP All-in-One 前面的**"无线传输"**按钮。
2. 按显示屏上 ▼ 图标旁边的按钮，直到**"打开广播"**或**"关闭广播"**突出显示，然后按**"确定"**旁边的按钮。

打印无线网络测试

无线网络测试将执行一系列诊断测试，以确定网络设置是否成功。如果检测到问题，则打印的报告中将包括如何更正这一问题的建议。您可以随时打印无线网络测试。

1. 按 HP All-in-One 前面的**"无线传输"**按钮。
2. 按显示屏上 ▼ 图标旁边的按钮，直到**"无线网络测试"**突出显示，然后按**"确定"**旁边的按钮。
   便打印出**"无线网络测试"**。

3 使用 HP All-in-One 的功能

本章包括有关如何使用 HP All-in-One 进行基本操作的信息。此外，还介绍有关如何放入纸张和更换墨盒的说明。

放入原件和纸张

可以在 HP All-in-One 中放入多种类型和尺寸的纸张，其中包括 letter 或 A4 纸、照片纸、投影胶片、信封和 HP CD/DVD 标贴纸。默认情况下，HP All-in-One 设置会自动检测您放入进纸盒中的纸张尺寸和类型，并调整其设置以产生对于该纸张而言最高质量的输出。

如果使用了照片纸、投影胶片、信封或标签纸等特殊纸张，或者在使用"**自动**"设置时打印质量较差，则可以手动为打印和复印作业设置纸张尺寸和类型。

将原件放到扫描仪玻璃板上
1. 抬起 HP All-in-One 上的盖子。
2. 将原件打印面朝下放到玻璃板的右上角。

　　 ☀️ **提示** 有关放入原件的更多帮助，请参考玻璃板边缘的图示。
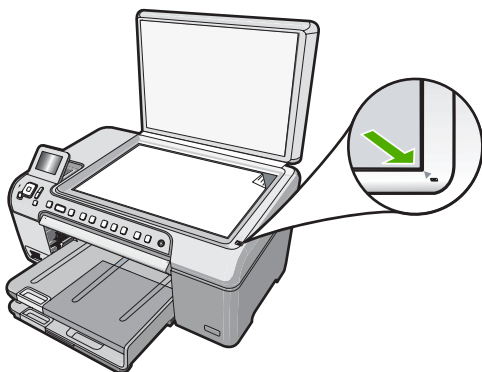
3. 盖上盖子。

放入全尺寸的纸张
1. 将纸张宽度导板滑到最外侧。
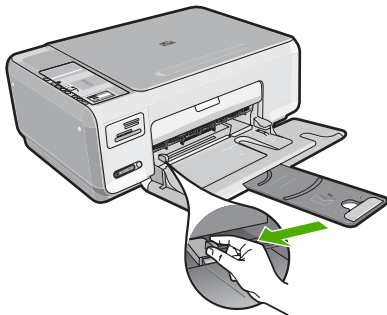
注意 如果使用的是 Letter、A4 或更小的纸张，请确保纸盒延长板已完全展开。

2. 将一摞纸在平面上墩齐，然后检查以下事项：
   • 确保纸张无裂缝、无尘、无褶皱、无卷曲或折边。
   • 确保这摞纸中所有纸张的尺寸和类型都相同。
3. 将这摞纸短边朝前、打印面朝下放入进纸盒中。将纸张向前推，直到停住为止。
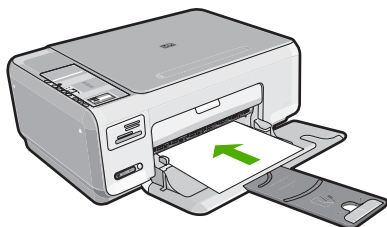
小心 确保将纸张放到进纸盒中时 HP All-in-One 处于没有工作的闲置状态。如果 HP All-in-One 正在处理墨盒或忙于其他任务，纸张会在还没有准备就绪的设备内部停止。如果希望 HP All-in-One 退出白纸，可以将纸张尽量往前推。

提示 如果用的是信笺纸，请首先插入纸张顶端并将打印面朝下。

4. 向内滑动纸张宽度导轨，直到它停靠在纸张的边缘处。
   不要在进纸盒中放入过多的纸；确保纸可以装在进纸盒中，并且高度不超过纸张宽度导轨的顶部。

注意 在使用 legal 大小的纸张时，请关闭纸盒延长板。
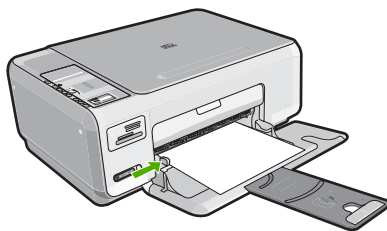
在进纸盒中放入 10 x 15 厘米照片纸

1. 取出进纸盒中的所有纸张。
2. 将一摞照片纸放到进纸盒的最右边，短边朝前，打印面朝下。向前推照片纸，直到推不动为止。
   如果要使用的照片纸上有孔，则在放入照片纸时，应将有孔的一边朝外。

   ☆ **提示** 要获得放入小尺寸照片纸的详细帮助，请参考进纸盒底座上有关放入照片纸的说明。

3. 向内滑动纸张宽度导轨，直到它停靠在纸张的边缘处。
   不要在进纸盒中放入过多的纸；确保纸可以装在进纸盒中，并且高度不超过纸张宽度导轨的顶部。
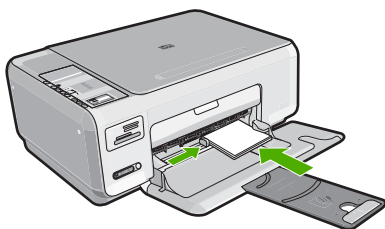
避免卡纸

遵循以下操作规范可避免卡纸。

- 请经常从出纸盒中取出已打印好的纸张。
- 将所有未使用的纸张平放在密封袋中保存，以防纸张卷曲或起皱。
- 确保纸张平放在进纸盒中，并且边缘没有弯曲或撕裂。
- 不要在进纸盒中混用不同类型和尺寸的纸张；进纸盒中所有纸张尺寸和类型都必须完全相同。
- 调整进纸盒中的纸张宽度导板，使其紧贴所有纸张。确保纸张宽度导板没有将进纸盒中的纸压弯。
- 不要在进纸盒中放入过多的纸；确保纸可以装在进纸盒中，并且高度不超过纸张宽度导轨的顶部。
- 不要将纸强行推入进纸盒。
- 使用用于 HP All-in-One 的推荐纸张类型。

打印 10 x 15 厘米（4 x 6 英寸）的照片

可以选择存储卡中的某些特殊照片，并按 10 x 15 厘米 的照片尺寸进行打印。
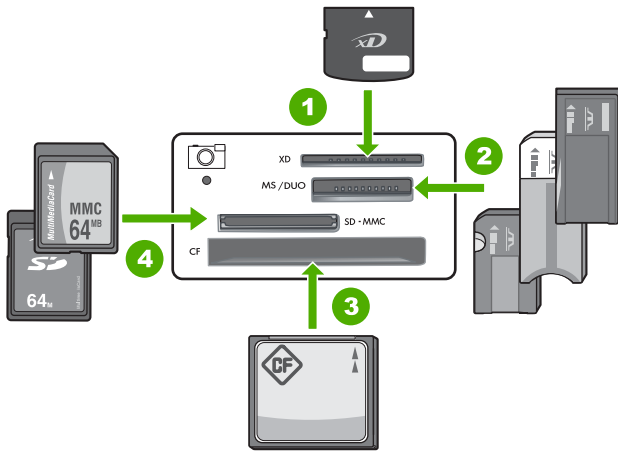
1	xD-Picture 卡
2	Memory Stick、Memory Stick Pro、Memory Stick Select、Memory Stick Magic Gate、Memory Stick Duo 或 Duo Pro（适配器可选）、Memory Stick Micro（适配器必需）
3	CompactFlash (CF) I 型和 II 型
4	Secure Digital (SD)、Secure Digital Mini（适配器必需）、Secure Digital High Capacity (SDHC)、MultiMediaCard (MMC)、MMC Plus、MMC Mobile（RS-MMC；适配器必需）、TransFlash MicroSD 卡、Secure MultiMedia 卡

打印一张或多张 10 x 15 厘米的照片

1. 将存储卡插入 HP All-in-One 上的相应插槽中。
   显示屏上会显示存储卡上最近打开的图像。

2. 在进纸盒中放入 10 x 15 厘米的照片纸。
3. 按显示屏上 ▲ 和 ▼ 图标旁边的按钮，滚动浏览存储卡上的照片，直到出现希望打印的照片。
4. 执行下列操作之一：
   • 要在稍微减少分辨率的情况下更快地打印，请将**"质量"**设置保留为最佳分辨率（如显示屏上两颗星图标所示）。
   • 要在适度减少分辨率的情况下更快地打印，请按**"质量"**按钮，直到显示屏上出现一颗星图标为止（指示正常分辨率）。
   • 要选择最大分辨率，请按**"质量"**按钮，直到显示屏上出现三颗星图标为止。
5. 将默认的"尺寸"设置保留为"无边界"。

6. 按"**份数**"按钮，直到显示屏上出现希望打印的份数。
7. 按"**打印**"按钮。

> ☀ 提示 打印照片过程中，可以继续滚动浏览存储卡上的照片。当看到一张希望打印的照片时，可以按下"**打印**"按钮将那张照片添加到打印序列。

扫描图像或文档

可从计算机或 HP All-in-One 对放在玻璃板上的文档或图像原件进行扫描。本节描述了第二种方法：如何从 HP All-in-One 的控制面板，将原件扫描到计算机上。

要使用扫描功能，HP All-in-One 必须已经与计算机连接并已打开。同时，扫描前，HP Photosmart 软件必须已经安装并在计算机上运行。要确认 HP Photosmart 软件是否正在 Windows 计算机上运行，请在屏幕右下方的系统托盘中查找"HP 数字成像监视器"（紧挨着时间）。

> 📝 注意 关闭 Windows 系统工具栏上的"HP Digital Imaging Monitor"图标可能会导致 HP All-in-One 丢失一些扫描功能。如果发生这种情况，请重新启动计算机或启动 HP Photosmart 软件以恢复所有功能。

扫描到计算机
1. 将原件打印面朝下放到玻璃板的右上角。
2. 确保 HP All-in-One 上的存储卡插槽中未插入存储卡。
3. 按下"**扫描**"。
   扫描结果的预览图像将出现在计算机上，您可以对其进行编辑。您所作的任何编辑仅会应用于当前扫描会话。
   HP Photosmart 软件中有很多可用于编辑扫描图像的工具。可通过调节亮度、清晰度、色调和饱和度来改善图像的整体质量。还可以裁剪、摆正、旋转图像或调整图像的尺寸。
4. 对预览图像进行编辑，完成后单击"接受"。

复印

可以从控制面板进行高质量复印。

从控制面板复印
1. 确保进纸盒中有纸。
2. 将原件打印面朝下放到玻璃板的右上角。
3. 按下"**开始复印 / 黑白**"或者"**开始复印 / 彩色**"开始复印。

更换墨盒

当您需要更换墨盒时请按照下列说明操作。

> ✎ **注意** 当墨盒墨水量不足时,显示屏上会出现一条消息。也可以通过计算机
> 上 HP Photosmart 软件中的"打印机工具箱"或计算机上的"打印属性"
> 对话框来检查墨水量。

如果您还没有 HP All-in-One 的更换打印墨盒,请单击计算机上的"购买 HP 耗
材"图标进行订购。在运行 Windows 操作系统的计算机中,该图标位于"开
始"菜单中的"HP"文件夹下。

有关详细信息,请参阅 www.hp.com/buy/supplies。

更换墨盒

1. 确保 HP All-in-One 已启动。

> △ **小心** 如果打开墨盒盖以取放墨盒时 HP All-in-One 处于关闭状态,则无
> 法为 HP All-in-One 更换墨盒。尝试取出墨盒时,如果未将墨盒牢固地安
> 装在正确的位置,则可能会损坏 HP All-in-One。

2. 确保进纸盒中放入了未使用过的 Letter 或 A4 普通白纸。
3. 打开墨盒盖。
   墨盒托架移动到 HP All-in-One 的最右侧。
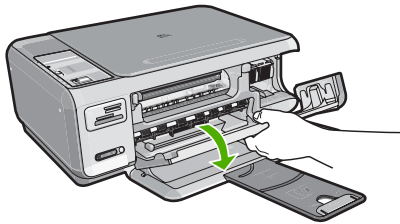
4. 等候墨盒托架停止移动,然后轻轻地向下压墨盒以松开它。
   如果要更换三色墨盒,请取出左侧槽中的墨盒。
   如果要更换黑色或照片墨盒,请取出右侧槽中的墨盒。
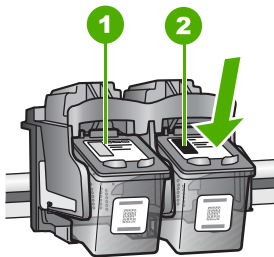
1	三色墨盒的墨盒槽
2	黑色和照片墨盒的墨盒槽

5. 将墨盒朝外拉,使其脱离墨盒槽。

6. 卸下黑色墨盒以安装照片墨盒时，应将黑色墨盒存放在墨盒匣或密封塑料容器中。
7. 从包装盒内取出新墨盒（注意只点击黑色塑料部分），然后捏住粉红标签轻轻地撕下塑料胶带。
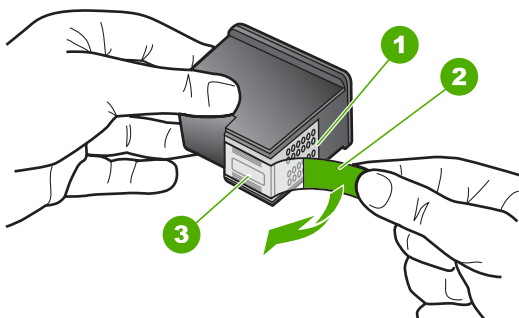
1	铜色触点
2	带粉红标签的塑料胶带（安装前必须撕掉）
3	被胶带封住的墨盒喷嘴

△ **小心**　请勿触碰铜色触点或墨盒喷嘴。此外，请勿将胶带重新粘到墨盒上。否则会引起墨水阻塞、不供墨以及电路接触不良。

8. 握住墨盒，HP 徽标在顶部，将新墨盒装回空的墨盒槽。确保牢固地将墨盒安装到位。
   如果是安装三色墨盒，请将墨盒滑入到左侧槽中。
   如果是安装黑色或照片墨盒，请将墨盒滑入到右侧槽中。
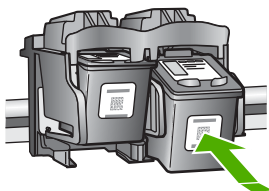
9. 关闭墨盒盖。
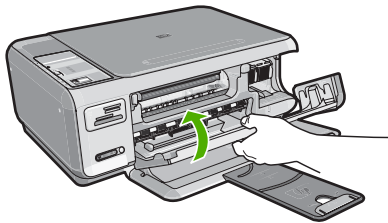
如果安装了新墨盒，HP All-in-One 会打印一张墨盒校准页。

10. 出现提示时，请确保普通白纸已放入进纸盒，然后按下"**确定**"旁边的按钮。

> 📝 **注意** 校准墨盒时如果在进纸盒中装入了彩色纸，校准将失败。请在进纸盒中放入未使用过的普通白纸，然后重新校准。

11. 将打印面朝下放在玻璃板的右前角上，然后按下"**确定**"旁边的按钮以扫描页面。

当"**开／关机**"按钮停止闪烁时，则校准完成，并且可以取出纸张。回收或丢弃该页。

清洁 HP All-in-One

为了确保复印和扫描的结果清晰，可能需要清洁玻璃板和盖子衬板。另外，还需要擦掉 HP All-in-One 外壳上的灰尘。

> ☆ **提示** 您可以购买用于喷墨打印机和 All-in-One (Q6260A) 的 HP 清洁工具箱，该工具箱提供了安全清洁 HP 设备所需的全部工具。有关详细信息，请访问：www.shopping.hp.com/accessories-store/printer。

清洁玻璃板

主玻璃板表面的指纹、污迹、毛发和尘土使性能变差并影响复印和扫描功能。

清洁玻璃板

1. 关闭 HP All-in-One，拔掉电源线，然后掀开盖子。
2. 用蘸有无腐蚀性玻璃清洁剂的软布或海绵擦拭玻璃板。

> △ **小心** 不要使用研磨剂、丙酮、苯或四氯化碳，它们会损坏玻璃板。不要将液体直接倾倒或喷洒在玻璃板上。液体可能会渗到玻璃板底下，对设备造成损坏。

3. 使用干燥柔软的无纺布擦干玻璃板，以防止沾染污渍。
4. 插入电源线，然后启动 HP All-in-One。

清洁盖子衬板

在 HP All-in-One 盖子下面的白色文档衬板上可能积有碎屑。

清洁盖子衬板

1. 关闭 HP All-in-One，拔掉电源线，然后掀开盖子。
2. 用蘸有中性肥皂水的软布或海绵擦拭白色文档衬板。
   轻轻地擦拭衬板以清除碎屑。不要用力擦衬板。
3. 使用干燥柔软的无纺布擦干衬板。

   △ **小心** 不要使用纸制品擦拭，它们可能会划伤衬板。

4. 如果需要进一步清洁，请使用异丙（摩擦）醇重复上述步骤，然后用湿布仔细擦拭衬板以除去残留的异丙醇。

   △ **小心** 注意不要将乙醇倒在 HP All-in-One 的玻璃板或外壳上，否则可能会损坏设备。

5. 插上电源线，然后打开 HP All-in-One。

简体中文

4 疑难排解和支持

本章包含 HP All-in-One 的疑难排解信息。另外，还提供了有关安装和配置问题的特定信息，以及一些可操作的主题。有关疑难排解的详细信息，请参阅软件随附的屏幕帮助。

如果在为计算机安装 HP All-in-One 软件前已用 USB 电缆将 HP All-in-One 连接到计算机，则会引起许多问题。如果在软件安装屏幕提示连接前已经将 HP All-in-One 连接到计算机上，则必须执行下列操作：

排除常见安装问题

1. 从计算机上拔下 USB 电缆。
2. 卸载软件（如果软件已安装）。
3. 重新启动计算机。
4. 关闭 HP All-in-One，等待一分钟后再重新启动它。
5. 重新安装 HP All-in-One 软件。

△ **小心** 在软件安装屏幕提示您连接 USB 电缆之前，不要将电缆连接到计算机上。

有关支持联系信息，请参阅本手册封底内页。

卸载并重新安装软件

如果安装不完全，或者在软件安装屏幕出现提示之前就将 USB 电缆连接到了计算机，则可能需要卸载然后重新安装软件。不要只是简单地从计算机中删除 HP All-in-One 应用程序文件。一定要使用安装 HP All-in-One 随附软件时提供的卸载工具进行正确卸载。

从 Windows 计算机上卸载然后重新安装

1. 在 Windows 任务栏上，单击"开始"、"设置"、"控制面板"（或仅单击"控制面板"）。
2. 双击"添加／删除程序"（或单击"卸载程序"）。
3. 选择"HP Photosmart All-in-One 驱动程序软件"，然后单击"更改／删除"。
   按照屏幕上的说明执行操作。
4. 断开 HP All-in-One 和计算机的连接。
5. 重新启动计算机。

   📝 **注意** 重新启动计算机前，一定要断开 HP All-in-One 的连接。重新安装完软件后，才能将 HP All-in-One 连接到计算机上。

6. 将 HP All-in-One 的 CD-ROM 插入计算机的 CD-ROM 驱动器，然后启动"安装"程序。
7. 遵循屏幕说明和 HP All-in-One 随附的《安装手册》中提供的说明进行操作。

硬件安装问题疑难排解

使用本节来解决在安装 HP All-in-One 的硬件时可能会出现的问题。

HP All-in-One 无法启动

原因： HP All-in-One 没有正确连接到电源上。

解决方法
• 确保电源线牢固地连接到 HP All-in-One 和电源适配器上。将电源线插到电源插座、电涌保护器或接线板上。

简体中文
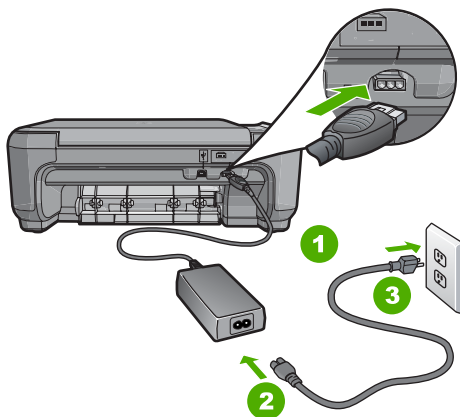
1	电源接头
2	电源线和适配器
3	电源插座

- 如果使用接线板，则请确保接线板的开关已打开。或者，试着将 HP All-in-One 的电源线直接插到电源插座上。
- 测试电源插座，确保其工作正常。插上一台可正常工作的设备，看设备是否有电。如果没电，则电源插座可能有问题。
- 如果将 HP All-in-One 插入到开关插座中，则请确保开关插座的开关已打开。如果将开关转到打开，仍然未工作，则可能是电源插座出了问题。

原因： 您按"开／关机"按钮的速度太快了。

解决方法： 如果将"开／关机"按钮按得太快，HP All-in-One 可能会没有响应。按下"开／关机"按钮一次。开启 HP All-in-One 可能需要几分钟。如果此时再次按"开／关机"按钮，可能会将设备关闭。

△ **小心** 如果仍然无法打开 HP All-in-One，可能是因为出现机械故障。请从电源插座中拔出 HP All-in-One 电源线并联系 HP：www.hp.com/support。如出现提示，请选择您所在国家／地区，然后单击"联系 HP"，以了解如何致电技术支持。

连接了 USB 电缆，但是无法从计算机使用 HP All-in-One

原因： 安装软件前连接 USB 电缆。在看到提示之前就插入 USB 电缆会导致错误。

解决方法： 连接 USB 电缆之前，必须首先安装 HP All-in-One 随附的软件。在安装过程中，除非屏幕说明提示您插入 USB 电缆，否则请不要将其插入。

安装完软件之后，使用 USB 电缆将计算机连接到 HP All-in-One 就水到渠成了。只需将 USB 电缆的一端插入到计算机的背面，将另一端插入到 HP All-in-One 的背面。可以连接到计算机背面的任何一个 USB 端口中。
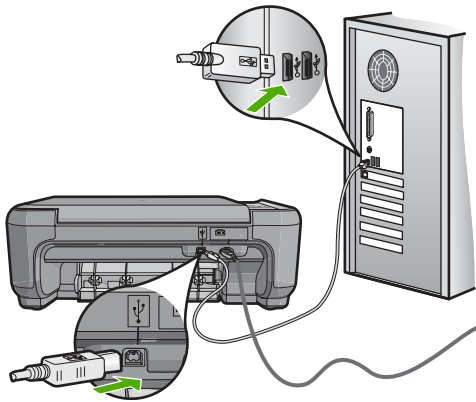
有关安装软件及连接 USB 电缆的详细信息，请参阅 HP All-in-One 随附的《安装手册》。

HP All-in-One 不打印

解决方法: 如果 HP All-in-One 与计算机无法相互通信，请尝试执行以下操作：

- 查看位于 HP All-in-One 前面的"开 / 关机"指示灯。如果该指示灯未点亮，则表示 HP All-in-One 已关机。请确保电源线已牢固地连接到 HP All-in-One 上，并且已插入电源插座中。按下"开 / 关机"按钮打开 HP All-in-One。
- 确保墨盒已安装。
- 确保进纸盒中有纸。
- 检查 HP All-in-One 是否卡纸。
- 检查墨盒托架是否卡纸。
  打开墨盒门，以便对墨盒托架进行维修。取出卡住墨盒托架的所有物体，包括任何包装材料。关闭 HP All-in-One，然后重新打开该设备。
- 请检查 HP All-in-One 打印队列没有被暂停 (Windows) 或停止 (Mac)。如果被暂停或停止了，请选择正确的设置来恢复打印。有关访问打印队列的详细信息，请参阅安装在计算机上的操作系统的附带文档。
- 检查 USB 电缆。如果使用的电缆太旧，则该电缆本身可能已经损坏。试着将 USB 电缆连接到其他产品上，看它是否完好。如果有问题，则可能需要更换 USB 电缆。另外，请确保电缆长度不超过 3 米。
- 确保计算机支持 USB。有些操作系统不支持 USB 连接，如 Windows 95 和 Windows NT。请查看操作系统的文档资料，以了解更多的信息。
- 检查 HP All-in-One 与计算机之间的连接。确认 USB 电缆已牢固地插入到 HP All-in-One 后面的 USB 端口中。确保 USB 电缆的另一端插入到计算机的 USB 端口。正确连接电缆后，请关闭 HP All-in-One，然后重新打开该设备。
- 如果通过 USB 集线器连接 HP All-in-One，请确保集线器的电源已打开。如果集线器的电源已打开，请尝试直接连接到计算机。
- 检查其他打印机或扫描仪。可能需要从计算机上拔掉旧产品。
- 试着将 USB 电缆连接到计算机的另一个 USB 端口上。检查完连接之后，请尝试重新启动计算机。关闭 HP All-in-One，然后重新打开该设备。
- 如果 HP All-in-One 脱机，请关闭 HP All-in-One，然后重新打开该设备。开始打印作业。
- 如需要，请卸载然后安装与 HP All-in-One 一同安装的软件。

有关安装 HP All-in-One 并将其与计算机相连的详细信息，请参阅 HP All-in-One 随附的《安装手册》。

无线设置疑难排解

本节介绍了设置网络时可能遇到的问题。

在无线网络设置过程中未显示 SSID（网络名称）

原因： 您的无线路由器没在广播其网络名称 (SSID)，因为"**广播 SSID**"选项为关闭状态。

解决方法： 访问路由器的嵌入式 Web 服务器并启用"**广播 SSID**"选项。有关如何访问嵌入式 Web 服务器和检查"广播 SSID"设置的信息，请参阅无线路由器随附的使用手册。

详细信息，请参阅：

原因： 无线路由器（基础架构）或计算机 (ad hoc) 离 HP All-in-One 太远或受到干扰。

解决方法： 为了确保 HP All-in-One 和无线路由器（基础架构）或计算机 (ad hoc) 之间的信号质量，您可能需要做一些试验。假设设备能够正常工作，请尝试执行下列一项或多项工作：

• 如果计算机或无线路由器与 HP All-in-One 的间距过远，请缩小两者间的距离。
• 如果 HP All-in-One 和计算机或无线路由器之间的传送通道上有金属物体（如金属书柜或冰箱），请移开这些物体。
• 如果附近有无绳电话、微波炉或其他发射广播信号的设备以 2.4 GHz 的速度进行传输，则请将其移到远处，以减少广播干扰。
• 如果计算机或无线路由器靠近外部墙壁，则将其移开，远离墙壁。

原因： 当您在无线网络中安装 HP All-in-One 时，您的网络名称位于显示的 SSID 列表底部。

解决方法： 按 ▼ 滚动至列表底部。首先列出的是基础架构项，最后列出的是 ad hoc 项。

信号弱

原因： HP All-in-One 离无线路由器太远或受到干扰。

解决方法： 为了确保 HP All-in-One 和无线路由器之间的信号质量，您可能需要做一些试验。假设设备能够正常工作，请尝试执行下列一项或多项工作：

• 如果计算机或无线路由器与 HP All-in-One 的间距过远，请缩小两者间的距离。
• 如果 HP All-in-One 和计算机或无线路由器之间的传送通道上有金属物体（如金属书柜或冰箱），请移开这些物体。
• 如果附近有无绳电话、微波炉或其他发射广播信号的设备以 2.4 GHz 的速度进行传输，则请将其移到远处，以减少广播干扰。
• 如果计算机或无线路由器靠近外部墙壁，则将其移开，远离墙壁。

在设置过程中无法连接到网络

原因： 设备没有开启。

解决方法: 打开已联网的设备,如基础架构网络无线路由器或 ad hoc 网络计算机。有关如何开启无线路由器的详细信息,请参阅无线路由器附带的文档。

原因: HP All-in-One 未接收信号。

解决方法: 移动无线路由器和 HP All-in-One,使它们离得更近一些。然后再次运行无线设置过程。

详细信息,请参阅:

位于第 8 页的"集成无线 WLAN 802.11 网络设置"

原因: 如果是手动输入的网络名称 (SSID),则可能未正确输入。

解决方法: 再次运行无线设置过程并仔细输入网络名称 (SSID)。请注意,SSID 是区分大小写的。

详细信息,请参阅:

位于第 9 页的"连接到集成无线 WLAN 802.11 网络"

原因: 您的无线路由器中可能已启用了 MAC 地址过滤设置。

解决方法: 禁用无线路由器中的 MAC 地址过滤功能,直到 HP All-in-One 成功连接到网络。如果在无线路由器中重新启用 MAC 地址过滤,请确保 HP All-in-One 的 MAC 地址出现在可接受 MAC 地址列表中。

无线设置过程中 WEP 密钥无效

原因: 如果您正在使用 WEP 安全性,则在无线设置过程中您可能没有正确输入 WEP 密钥。

解决方法: 在无线设置过程中,您可能没有正确输入 WEP 密钥。某些无线路由器提供最多四个 WEP 密钥。HP All-in-One 使用第一个 WEP 密钥(由无线路由器选择作为默认 WEP 密钥)。再次运行无线设置过程,务必使用由无线路由器提供的第一个 WEP 密钥。完全按照在无线路由器设置中的显示输入 WEP 密钥。该 WEP 密钥区分大小写。

如果您不知道 WEP 密钥,请参阅无线路由器附带的文档,以了解有关如何访问路由器嵌入式 Web 服务器的信息。您可以通过使用无线网络中的计算机登录到路由器嵌入式 Web 服务器的方式来确定 WEP 密钥。

无线设置过程中密钥无效

原因: 在无线设置过程中,您没有正确输入 WPA 密钥。

解决方法: 再次运行无线设置过程并输入正确的密钥。该密钥区分大小写。

安装过程中出现"未找到打印机"画面

原因: 防病毒软件或反间谍应用程序正在阻止 HP All-in-One 访问计算机。

解决方法: 卸载 HP All-in-One 软件,然后重新启动计算机。临时禁用防病毒软件或反间谍应用程序,然后重新安装 HP All-in-One 软件。可以在安装完成后重新启用防病毒软件或反间谍应用程序。如果看到防火墙弹出消息,则必须始终接受或允许弹出消息。

如果仍显示该画面,请尝试卸载 HP All-in-One 软件,重新启动计算机,并在临时禁用防火墙后重新安装 HP All-in-One 软件。安装完成后,可重新启用防火墙应用程序。如果仍看到防火墙弹出消息,则必须始终接受或允许弹出消息。

详细信息,请参见防火墙软件随附的文档。

原因： 虚拟专用网络 (VPN) 正在阻止 HP All-in-One 访问计算机。

解决方法： 在继续安装前临时禁用 VPN。

> 📝 **注意** HP All-in-One 功能在 VPN 会话期间将受到限制。

原因： HP All-in-One 没有开启。

解决方法： 开启 HP All-in-One。

清除卡纸

如果 HP All-in-One 卡纸，请首先检查后门。

如果后面的滚筒没有卡纸，请检查前门。

从后门清除卡纸

1. 按后门左侧的卡销，以打开该门。从 HP All-in-One 中向外拉，卸下后门。
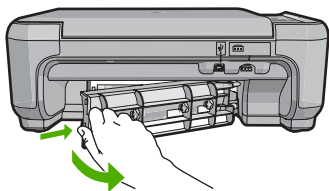
2. 慢慢地将纸从滚筒里拉出来。

   ⚠ **小心** 如果纸张在从滚筒里取出时破损，请检查滚筒和齿轮，看是否还有破碎的纸片留在设备里。如果没有从 HP All-in-One 中取出所有纸片，则会发生更多的卡纸情况。

3. 重新装上后门。轻轻地向前推后门，直到其卡住。
4. 按"**开始复印／黑白**"或"**开始复印／彩色**"继续当前作业。

从前门清除卡纸

1. 如有必要，请向下拉进纸盒以打开它。然后放下墨盒盖。
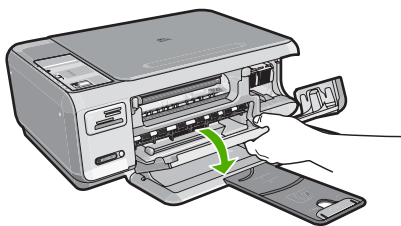
2. 慢慢地将纸从滚筒里拉出来。

   ⚠ **小心** 如果纸张在从滚筒里取出时破损，请检查滚筒和齿轮，看是否还有破碎的纸片留在设备里。如果没有从 HP All-in-One 中取出所有纸片，则会发生更多的卡纸情况。

3. 关闭墨盒盖。
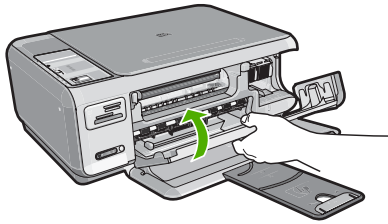
4. 按下"**开始复印 / 黑白**"继续当前作业。

墨盒疑难排解

如果出现打印问题，则其中的某一墨盒可能有问题。有关更多信息，请参阅本手册中
位于第 19 页的"更换墨盒"。

• 将所有墨盒都保存在原密封包装盒中，直到用时再取出。

• 将墨盒保存在室内温度为 15.6 至 26.6 摄氏度或 60 至 78 华氏度的房间内。

• 一旦取下了墨盒上的保护胶带，就不要再重新贴上。重新贴上塑料胶带可能会损坏墨
  盒。撕下塑料胶带后，应立即将墨盒放入 HP All-in-One 中。如果条件不允许，请把
  它放在墨盒匣或气密的塑料容器中保存。

• HP 建议在有可供安装的替换墨盒之前，请勿将墨盒从 HP All-in-One 中取出来。

• 从控制面板关闭 HP All-in-One，不要通过关闭电源板或拔掉 HP All-in-One 的电源线
  来关闭设备。如果使用不正确的方法关闭 HP All-in-One，打印支架将无法返回正确的
  位置，会导致墨盒中的墨水变干。

• 只有在必要时再打开墨盒盖。否则，墨盒将暴露在空气中，从而会缩短墨盒的使用寿
  命。

  注意 如果将墨盒盖长时间开着，HP All-in-One 将重新掩盖住墨盒，以防止其暴
  露在空气中。

• 当发现打印质量明显下降时，请清洁墨盒。

  提示 如果长时间没有使用墨盒，打印质量也可能会下降。

• 不要进行不必要的墨盒清洁。这会浪费墨水并且缩短墨盒的使用寿命。

• 小心处理墨盒。安装时，投掷、震动或草率处理墨盒可能会导致暂时的打印问题。如
  果墨盒刚刚安装之后打印质量差，请等待半个小时以使墨盒恢复正常。

支持程序

如果遇到问题，请执行以下步骤：

1. 查阅 HP All-in-One 随附的文档。

2. 访问 HP 的在线支持网站：www.hp.com/support。所有 HP 用户均可获取 HP 在线支
   持。在这里可以迅速获取最新设备信息和专家帮助，其包含以下功能：

   • 快速访问有资质的在线支持专家

   • 为您的 HP All-in-One 提供软件和驱动程序更新

- 为常见问题提供有价值的 HP All-in-One 和故障排除信息
- 注册 HP All-in-One 后可以获取主动设备更新、支持提醒以及 HP 新闻简报
3. 联系惠普支持。支持选项和可用性因设备、国家／地区和语言的不同而有所不同。若要获得技术支持电话号码列表，请参阅设备随附的印刷版文档。

5 技术信息

本节提供了有关 HP All-in-One 的技术规格以及国际规范信息。

系统要求

可以在自述文件中找到该软件的系统要求。

产品规格

有关产品规格的信息，请访问 HP 网站：www.hp.com/support。

纸张规格

- 进纸盒容量：普通纸：最多 100 张（20 磅/75 gsm 纸）
- 出纸盒容量：普通纸：最多 50 张（20 磅/75 gsm 纸）

注意 有关受支持介质的尺寸的完整列表，请参阅打印机软件。

物理规格

- 高度：16.97 厘米
- 宽度：44 厘米
- 厚度：25.9 厘米
- 重量：4.5 千克

电源规格

- 功耗：最大 25W（打印时平均功率）
- 输入电压（0957-2231）：AC 100 至 240 V ~ 600 mA 50‑60 Hz
- 输入电压（0957-2248）：AC 200 至 240 V ~ 400 mA 50‑60 Hz
- 输出电压：DC 32 V===375 mA，16 V===500 mA

注意 只使用 HP 提供的电源适配器。

环境规格

- 推荐的工作温度范围：15 至 32 摄氏度（59 至 90 华氏度）
- 允许的工作温度范围：5 至 35 摄氏度（41 至 95 华氏度）
- 湿度：15% 至 80% 相对湿度，无冷凝
- 不工作（存储）时的温度范围：-20 至 50 摄氏度（-4 至 122 华氏度）
- 在电磁场强的区域，HP All-in-One 的打印结果可能会稍有变形
- HP 建议使用长度小于等于 3 米（10 英尺）的 USB 电缆，以便将电磁场的干扰降至最低程度

墨盒产能

墨盒中的墨水以多种不同方式使用于打印过程，这些使用方式包括用来让设备和墨盒准备就绪的初始化过程，还包括用于确保打印喷头清洁和墨水顺利流动的打印头维护过程。此外，当墨盒用完后，墨盒中还会残留一些墨水。有关更多信息，请参见 www.hp.com/go/inkusage。

有关估计的墨盒产能的更多信息，请访问：www.hp.com/pageyield。

规范声明

HP All-in-One 符合您所在的国家／地区的产品规范要求。有关规范声明的完整列表，请参阅屏幕帮助。

标准型号

为了便于识别，为产品指定了一个"标准型号"。本产品的标准型号为 SNPRB-0721-01。不要将此标准型号与产品的市场名称（如 HP Photosmart C4380 All-in-One series 等）或产品编号（如 CC280A 等）相混淆。

保修

HP 产品	有限保修期限
软件媒体	90 天
打印机	1 年
打印或墨盒	直到 HP 墨水用完，或到达印在墨盒上的"保修结束"日期，视何者为先。本保修不涵盖重新灌注、再加工、整修、误用，或被擅改的 HP 墨水产品。
附件	90 天

A. 有限保修的范围
   1. 惠普 (HP) 向最终用户保证，在上述指定的保修期内，上述指定的 HP 产品自购买之日起无材料及工艺上的缺陷。
   2. 对于软件产品，HP 的有限保修仅适用于无法执行编程指令的故障。HP 不保证产品工作时不会中断或无错误。
   3. HP 的有限保修仅限于由正常使用产品而产生的缺陷，不适用于任何其他问题，包括因以下原因而产生的问题：
      a. 不正确的维护或调整；
      b. 使用非 HP 提供或支持的软件、介质、部件或耗材；
      c. 在产品技术规格以外的条件下操作；
      d. 未经授权的调整或误用。
   4. 对于 HP 打印机产品，使用非 HP 墨盒或重新灌注的墨盒既不影响对客户的保修也不影响与客户签订的任何 HP 支持合同。但是，如果打印机由于使用非 HP 墨盒或重新灌注的墨盒或过期的墨盒而发生故障或损坏，HP 在维修打印机时将根据具体故障或损坏，收取标准工时费和材料费。
   5. 如果 HP 在适用的保修期内收到符合 HP 保修条件的任何产品的缺陷的通知，HP 将自行决定对有缺陷的产品进行维修或更换。
   6. 如果 HP 无法适时维修或更换符合 HP 保修条件的有缺陷产品，HP 将在接到缺陷通知后的合理时间内，退回该产品的全额货款。
   7. 在客户将有缺陷的产品退回 HP 之前，HP 不承担维修、更换或退款的义务。
   8. 更换的产品可能为全新产品或相当于全新产品，前提是它的功能至少与被更换的产品相当。
   9. HP 产品可能包含性能等同于新部件的再加工部件、组件或材料。
   10. HP 的有限保修在任何销售保修范围内的 HP 产品的国家或地区均有效。可与授权的 HP 服务机构签订其他保修服务（如现场服务）合同，这些机构分布在由 HP 或授权进口商销售 HP 产品的国家/地区。
B. 有限保修
   在当地法律允许范围内，HP 及其第三方供应商，对有关 HP 的产品，无论是以明示或默示的形式，均没有任何其他保修或条件并特别声明没有任何用于特定目的适销性、质量满意度以及适用性的默示保修或条件。
C. 责任限制
   1. 在当地法规允许的范围内，本保修声明中提供的补偿是对用户的唯一补偿。
   2. 在当地法规允许的范围内，除了本保修声明中特别规定的责任外，在任何情况下，无论是根据合同、民事侵权行为或其他法律准则，无论是否告知产生此类损失的可能性，HP 或其第三方供应商对直接、特殊、偶发、继发的损失概不承担责任。
D. 当地法律
   1. 此保修声明赋予用户特定的法律权利。用户还可能拥有其他权利，具体情况视州（美国）、省（加拿大）及国家/地区（世界其他地方）而异。
   2. 如果本保修声明与当地法规发生矛盾，则应视为已修改以便与当地法规保持一致。根据这类当地法规，本保修声明中的某些责任免除和限制可能不适用于用户。例如，美国的某些州及美国以外的某些政府（包括加拿大的某些省），可能会：
      a. 排除本保修声明中的责任免除和限制条款对用户法定权利的限制（例如英国）；
      b. 限制制造商实施这种责任免除或限制的能力；或者
      c. 赋予客户附加的保修权利，指定默示保修的期限（对这种默示保修制造商不得拒绝），或者不允许制造商对默示保修的期限加以限制。
   3. 除非另有法律许可，本声明中的保修条款不得排除、限制或修改适用于此产品销售的强制性法律权利，而是对该权利的补充。

HP Photosmart C4380
All-in-One series

Basics Guide

Contents

English

1 HP All-in-One overview

Use the HP All-in-One to quickly and easily accomplish tasks such as making a copy, scanning documents, or printing photos from a memory card. You can access many HP All-in-One functions directly from the control panel, without turning on your computer.

NOTE: This guide introduces basic operations and troubleshooting, as well as provides information for contacting HP support and ordering supplies.

The onscreen Help details the full range of features and functions, including use of the HP Photosmart software that came with the HP All-in-One.

The HP All-in-One at a glance
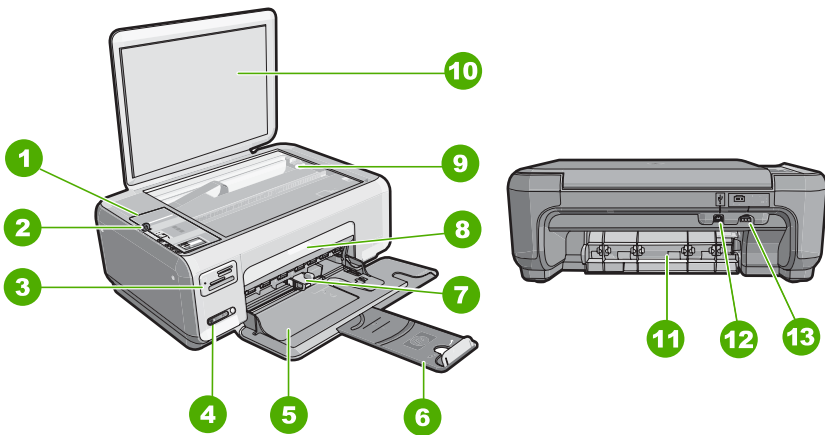
Label	Description
1	Control panel
2	On button
3	Memory card slots
4	Wireless network indicator light and button
5	Input tray
6	Tray extender
7	Paper-width guide
8	Print cartridge door
9	Glass
10	Lid backing
11	Rear door

(continued)

Label	Description
12	Rear USB port
13	Power connection*

*   Use only with the power adapter supplied by HP.

Control panel buttons

Label	Icon	Name and Description
1		**On** button: Turns the HP All-in-One on or off. When the HP All-in-One is off, a minimal amount of power is still used by the device. To completely remove power, turn the HP All-in-One off, and then unplug the power cord.
2	★ ★	**Quality** button: Changes the copy quality or the quality of photos you print from a memory card. The default quality for both plain and photo papers is two stars. However, the quality produced varies depending on the paper type. For plain paper, two stars represents normal quality. For photo paper, two stars represents best quality.
3		**Size** button: Changes the image size to 100% (**Actual Size**), fits it to the page (**Resize to Fit**), or prints borderless images (**Borderless**). The default setting is 100% for plain paper and borderless for photo paper.
4	/	**Copies** button: Specifies the desired number of copies.

Label	Icon	Name and Description
5	✕	**Cancel** button: Stops a task (such as scanning or copying) or resets settings (such as Quality and Copies).
6		**Scan** button: Starts a scan. When a memory card is inserted, this button advances to the next photo on the memory card when pressed.
7	▬	**Start Copy Black** button: Starts a black-and-white copy. In certain situations (for example, after clearing a paper jam), this button resumes printing. When a memory card is inserted, this button acts as a previous image button.
8	▬▪▬	**Start Copy Color** button: Starts a color copy. In certain situations (for example, after clearing a paper jam), this button resumes printing. When a memory card is inserted, this button starts printing the image currently on the display.

Find more information

A variety of resources, both printed and onscreen, provide information about setting up and using the HP All-in-One.

- **Setup Guide**
  The Setup Guide provides instructions for setting up the HP All-in-One and installing software. Make sure you follow the steps in the Setup Guide in order.
  If you have problems during setup, see Troubleshooting in the last section of the Setup Guide, or see "Troubleshooting and support" on page 23 in this guide.

- **Onscreen Help**
  The onscreen Help provides detailed instructions on features of the HP All-in-One that are not described in this User Guide, including features that are only available using the software you installed with the HP All-in-One.

- www.hp.com/support
  If you have Internet access, you can get help and support from the HP Web site. This Web site offers technical support, drivers, supplies, and ordering information.

English

2 Network setup

This section describes how to connect the HP All-in-One to a network and how to view and manage network settings.

For optimal performance and security in your wireless network, HP recommends you use a wireless router or access point (802.11) to connect the HP All-in-One and the other network elements. When network elements are connected through a wireless router or access point, this is called an **infrastructure** network.

If you connect the HP All-in-One directly to a wireless-capable computer, without using a wireless router or access point, this is known as an **ad hoc** network. You might only be able to connect to one wireless device at a time with an ad hoc connection.

The advantages of a wireless infrastructure network as compared to an ad hoc network include:

• Advanced network security
• Enhanced reliability
• Network flexibility
• Better performance, especially with 802.11 g mode

If you want to:	See this section:
Connect to a wireless network with a wireless router (infrastructure).	"Integrated wireless WLAN 802.11 network setup" on page 6
Connect directly to a wireless-capable computer without a wireless router (ad-hoc).	"Wireless ad hoc network setup" on page 8
Add connections to more computers on the network.	"Connect to additional computers on a network" on page 11
Change the HP All-in-One from a USB connection to a network connection. **NOTE:** Use the instructions in this section if you first installed the HP All-in-One with a USB connection, and you now want to change to a wireless network connection.	"Change the HP All-in-One from a USB connection to a network connection" on page 11
Find troubleshooting information.	"Wireless setup troubleshooting" on page 26

Integrated wireless WLAN 802.11 network setup

Use this section if you want to connect the HP All-in-One to a computer on a wireless network using a wireless router or access point (802.11). HP recommends this method.
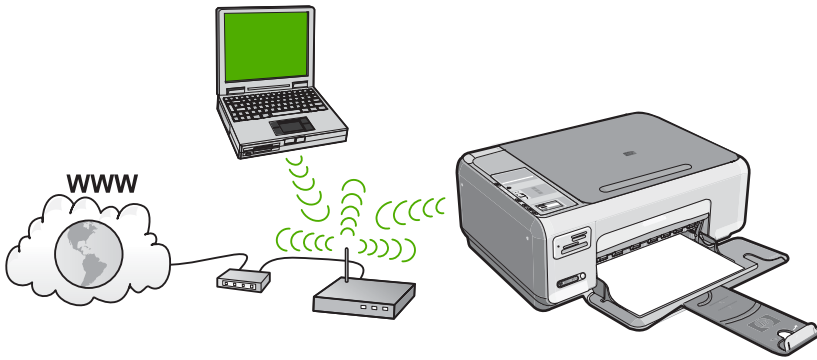
To set up the HP All-in-One on an integrated wireless WLAN 802.11 network, you need to do the following:	See this section:
First, collect all of the required materials.	"What you need for an integrated wireless WLAN 802.11 network" on page 7
Next, install the software and connect the HP All-in-One to the wireless router.	"Connect to an integrated wireless WLAN 802.11 network" on page 7

What you need for an integrated wireless WLAN 802.11 network

To connect the HP All-in-One to an integrated wireless WLAN 802.11 network, you will need the following:

❑ A wireless 802.11 network that includes a wireless router or access point.
❑ A desktop computer or laptop with either wireless networking support, or a network interface card (NIC). The computer must be connected to the wireless network that you intend to install the HP All-in-One on.
❑ If you connect the HP All-in-One on a wireless network that has Internet access, HP recommends that you use a wireless router (access point or base station) that uses Dynamic Host Configuration Protocol (DHCP).
❑ Network name (SSID).
❑ WEP key or WPA Passphrase (if needed).

Connect to an integrated wireless WLAN 802.11 network

The HP Photosmart Software CD and included USB setup cable provide an easy way to connect the HP All-in-One to your wireless network.

⚠ **CAUTION:** To prevent other users from accessing your wireless network, HP strongly recommends using a password or passphrase (WPA or WEP security) and a unique network name (SSID) for your wireless router. Your wireless router might have been shipped with a default network name, which is typically the manufacturer name. If you use the default network name, your network can be easily accessed by other users using the same default network name (SSID). It also means that the HP All-in-One might accidently connect to a different wireless network in your area which uses the same network name. If this happens you will not be able to access the HP All-in-One. For more information on how to change the network name, see the documentation that came with your wireless router.

📝 **NOTE:** HP provides an online tool that might be able to find your wireless security settings automatically. Go to: www.hp.com/go/networksetup.

To connect the HP All-in-One
1. Insert the HP Photosmart Software CD in the computer CD-ROM drive.
2. Follow the instructions on the screen.
   When you are prompted, connect the HP All-in-One to the computer using the USB setup cable included in the box. The HP All-in-One will attempt to connect to the network. If the connection fails, follow the prompts to correct the problem, and then try again.
3. When the setup is finished, you will be prompted to disconnect the USB cable and test the wireless network connection. Once the HP All-in-One connects successfully to the network, install the software on each computer that will use the device over the network.

Wireless ad hoc network setup

Use this section if you want to connect the HP All-in-One directly to a wireless-capable computer without using a wireless router or access point.
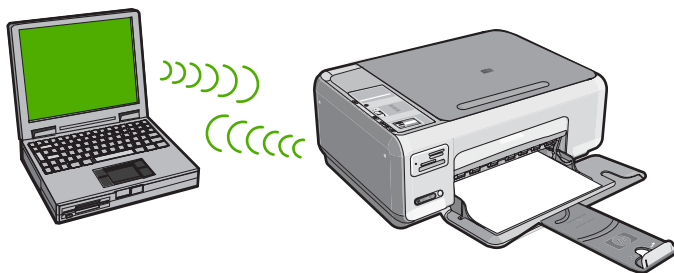
In order to connect the HP All-in-One to your computer (ad hoc), you need to create an ad hoc network profile on your computer. This includes choosing a network name (SSID) and WEP security (optional but recommended) for your ad hoc network.

To set up the HP All-in-One on a wireless ad hoc network, you need to do the following:	See this section:
First, collect all of the required materials.	"What you need for an ad hoc network" on page 9
Next, prepare your computer by creating a network profile.	"Create a network profile for a Windows XP computer" on page 9 "Create a network profile for other operating systems" on page 10
Finally, install the software.	"Connect to a wireless ad hoc network" on page 10

What you need for an ad hoc network

To connect the HP All-in-One to a Windows computer with an ad hoc connection, the computer must have a wireless network adapter and an ad hoc profile.

Create a network profile for a Windows XP computer

Prepare your computer for an ad hoc connection by creating a network profile.

To create a network profile

📝 **NOTE:** The HP All-in-One comes configured with a network profile with **hpsetup** as the network name (SSID). However, for security and privacy HP recommends you create a new network profile on your computer as described here.

1. In the **Control Panel**, double-click **Network Connections**.
2. On the **Network Connections** window, right-click the **Wireless Network Connection**. If you see **Enable** on the pop-up menu, select it. Otherwise, if you see **Disable** on the menu, the wireless connection is already enabled.
3. Right-click the **Wireless Network Connection** icon, and then click **Properties**.
4. Click the **Wireless Networks** tab.
5. Select the **Use Windows to configure my wireless network settings** check box.
6. Click **Add**, and then do the following:
   a. In **Network name (SSID)** box, type in a unique network name of your choice.

      📝 **NOTE:** The network name is case sensitive, so it is important to remember any uppercase (capital) and lowercase (small) letters.

   b. If there is a **Network Authentication** list, select **Open**. Otherwise, go to the next step.
   c. In the **Data encryption** list, select **WEP**.

      📝 **NOTE:** It is possible to create a network that does not use a WEP key. However, HP recommends using a WEP key in order to secure your network.

   d. Make sure that the check box is **not** selected next to **The key is provided for me automatically**. If it is selected, click the check box to clear it.

English

e. In the **Network key** box, type a WEP key that has **exactly** 5 or **exactly** 13 alphanumeric (ASCII) characters. For example, if you enter 5 characters, you might enter **ABCDE** or **12345**. Or, if you enter 13 characters, you might enter **ABCDEF1234567**. (12345 and ABCDE are examples only. Select a combination of your choosing.)

Alternatively, you can use HEX (hexadecimal) characters for the WEP key. A HEX WEP key must be 10 characters for 40 bit encryption, or 26 characters for 128 bit encryption.

f. In the **Confirm network key** box, type the same WEP key you typed in the previous step.

g. Write down the WEP key exactly as you typed it, including uppercase and lowercase letters.

> **NOTE:** You must remember the exact uppercase (capital) and lowercase (small) letters. If you enter your WEP key incorrectly on the HP All-in-One, the wireless connection will fail.

h. Select the check box for **This is a computer-to-computer (ad hoc) network; wireless access points are not used**.

i. Click **OK** to close the **Wireless network properties** window, and then click **OK** again.

j. Click **OK** again to close the **Wireless Network Properties Connection** window.

Create a network profile for other operating systems

If you have an operating system other than Windows XP, HP recommends that you use the configuration program that came with your wireless LAN card. To find the configuration program for your wireless LAN card, access your computer's list of programs.

Using the LAN card configuration program, create a network profile that has the following values:

• **Network name (SSID)**: Mynetwork (example only)

> **NOTE:** You should create a network name that is unique and easy for you to remember. Just remember that the network name is case-sensitive. Therefore, you must remember which letters are uppercase and lowercase.

• **Communication mode**: Ad Hoc
• **Encryption**: enabled

Connect to a wireless ad hoc network

The HP Photosmart Software CD and included USB setup cable provide an easy way to connect the HP All-in-One directly to your computer for an ad-hoc wireless network.

To connect the HP All-in-One

1. Insert the HP Photosmart Software CD in the computer CD-ROM drive.
2. Follow the instructions on the screen.
   When you are prompted, connect the HP All-in-One to the computer using the USB setup cable included in the box. The HP All-in-One will attempt to connect to the network. If the connection fails, follow the prompts to correct the problem, and then try again.
3. When the setup is finished, you will be prompted to disconnect the USB cable and test the wireless network connection. Once the HP All-in-One connects successfully to the network, install the software on each computer that will use the device over the network.

Connect to additional computers on a network

You can share the HP All-in-One on a network so that more computers can use it. If the HP All-in-One is already connected to a computer on the network, you must install the HP All-in-One software for each additional computer. During the installation, the software will discover the HP All-in-One on the network for each of the computers. Once you have set up the HP All-in-One on the network you will not need to configure it again when you add additional computers.

To install the Windows HP All-in-One software on additional networked computers

1. Quit all applications running on your computer, including any virus detection software.
2. Insert the Windows CD that came with the HP All-in-One into the CD-ROM drive on your computer and follow the onscreen instructions.
3. If a dialog box about firewalls appears, follow the instructions. If you see firewall pop-up messages, you must always accept or allow the pop-up messages.
4. On the **Connection Type** screen, select **Through the network**, and then click **Next**.
   The **Searching** screen appears as the Setup program searches for the HP All-in-One on the network.
5. On the **Printer Found** screen, verify that the printer description is correct.
   If more than one printer is found on the network, the **Printers Found** screen appears. Select the HP All-in-One you want to connect.
6. Follow the prompts to install the software.
   When you have finished installing the software, the HP All-in-One is ready for use.
7. If you disabled any virus detection software on your computer, make sure to enable it again.
8. To test your network connection, go to your computer and print a self-test report to the HP All-in-One.

Change the HP All-in-One from a USB connection to a network connection

If you first install the HP All-in-One with a USB connection, you can later change to a wireless network connection. If you already understand how to connect to a network, you can use the general directions below.

To change a USB connection to an integrated wireless WLAN 802.11 connection
1. Unplug the USB connection from the back of the HP All-in-One.
2. Insert the HP All-in-One CD in the computer CD-ROM drive.
3. Follow the onscreen instructions for a wireless network installation.
4. When the installation is complete, open **Printers and Faxes** (or **Printers**) in the **Control Panel** and delete the printers for the USB installation.

For more detailed instructions on connecting the HP All-in-One to a network, see:
- "Integrated wireless WLAN 802.11 network setup" on page 6
- "Wireless ad hoc network setup" on page 8

Manage your network settings

You can manage network settings for the HP All-in-One through the HP All-in-One control panel.

Change basic network settings from the control panel

The HP All-in-One control panel enables you to perform a variety of network management tasks. This includes printing the network settings, restoring the network defaults, turning the wireless radio on and off, and printing a wireless network test.

Print network settings

You can print a network configuration page to see network settings such as the IP address, communication mode, and network name (SSID).
1. Press the **Wireless** button on the front of the HP All-in-One.
2. Press the button next to the ▼ icon on the display until **Print Network Configuration Page** is highlighted, and then press the button next to **OK**.

Restore network defaults

You can reset the network settings to what they were when you purchased the HP All-in-One.
1. Press the **Wireless** button on the front of the HP All-in-One.
2. Press the button next to the ▼ icon on the display until **Restore Network Defaults** is highlighted, and then press the button next to **OK**.
3. Confirm that you want to restore the network defaults.

Turn the wireless radio on and off

The wireless radio is off by default, but when you install the software and connect the HP All-in-One to the network, the wireless radio is turned on automatically. The blue light on the front of the HP All-in-One indicates that the wireless radio is on. In order to stay connected to a wireless network, the radio must stay on. However, if the HP All-in-One is connected directly to a computer with a USB connection, the radio is not used. In this case you might want to turn the radio off.
1. Press the **Wireless** button on the front of the HP All-in-One.
2. Press the button next to the ▼ icon on the display until **Turn Radio On** or **Turn Radio Off** is highlighted, and then press the button next to **OK**.

English

Print the wireless network test

The wireless network test performs a series of diagnostic tests to determine whether network setup is successful. If an issue is detected, a recommendation on how to correct the issue will be included on the printed report. You can print the wireless network test at any time.

1. Press the **Wireless** button on the front of the HP All-in-One.
2. Press the button next to the ▼ icon on the display until **Wireless Network Test** is highlighted, and then press the button next to **OK**.
   The **Wireless Network Test** prints.

English

3 Use the HP All-in-One features

This chapter includes information about how to use the HP All-in-One for basic operations. In addition, it provides instructions about how to load paper and replace the print cartridges.

Load originals and load paper

You can load many different types and sizes of paper in the HP All-in-One, including letter or A4 paper, photo paper, transparencies, envelopes, and HP CD/DVD tattoo labels. By default, the HP All-in-One is set to detect the size and type of paper you load in the input tray automatically and then adjust its settings to generate the highest quality output for that paper.

If you are using special papers, such as photo paper, transparency films, envelopes, or labels, or if you experience poor print quality using the **Automatic** setting, you can manually set the paper size and type for print and copy jobs.

To load an original on the scanner glass
1. Lift the lid on the HP All-in-One.
2. Load your original print side down on the right front corner of the glass.

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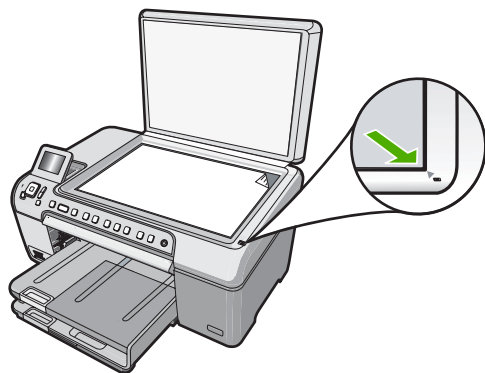
3. Close the lid.

To load full-size paper
1. Slide the paper-width guide to its outermost position.
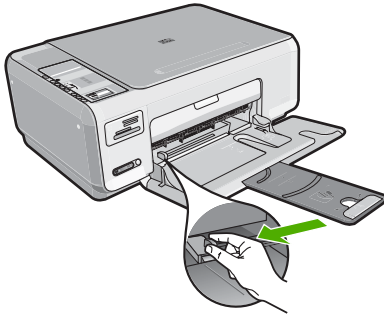
2. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
   • Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
   • Make sure all the paper in the stack is the same size and type.
3. Insert the stack of paper into the input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.
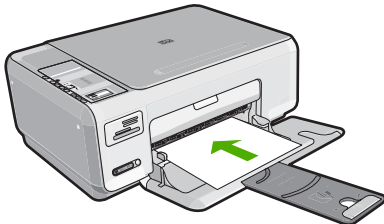
CAUTION: Make sure that the HP All-in-One is idle and silent when you load paper into the input tray. If the HP All-in-One is servicing the print cartridges or otherwise engaged in a task, the paper stop inside the device might not be in place. You could push the paper too far forward, causing the HP All-in-One to eject blank pages.

TIP: If you are using letterhead, insert the top of the page first with the print side down.

4. Slide the paper-width guide inward until it stops at the edge of the paper.
   Do not overload the input tray; make sure the stack of paper fits within the input tray and is no higher than the top of the paper-width guide.

NOTE: When you use legal-size paper, leave the tray extender closed.

English
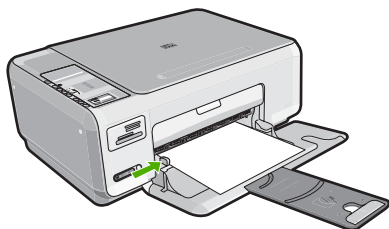
To load 10 x 15 cm (4 x 6 inch) photo paper in the input tray

1. Remove all paper from the input tray.
2. Insert the stack of photo paper into the far-right side of the input tray with the short edge forward and the print side down. Slide the stack of photo paper forward until it stops.
   If the photo paper you are using has perforated tabs, load the photo paper so that the tabs are closest to you.

   ☼ **TIP:** For more help on loading small-size photo paper, refer to the guides engraved in the base of the input tray for loading photo paper.

3. Slide the paper-width guide inward until it stops at the edge of the paper.
   Do not overload the input tray; make sure the stack of paper fits within the input tray and is no higher than the top of the paper-width guide.
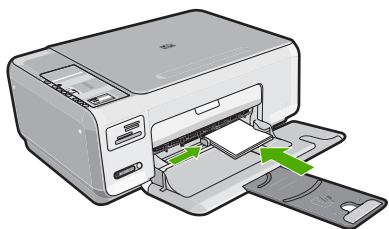
Avoid paper jams

To help avoid paper jams, follow these guidelines.

- Remove printed papers from the output tray frequently.
- Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Do not overload the input tray; make sure the stack of paper fits within the input tray and is no higher than the top of the paper-width guide.
- Do not force paper too far forward in the input tray.
- Use paper types that are recommended for the HP All-in-One.

Print 10 x 15 cm (4 x 6 inch) photos

You can select specific photos on your memory card to print as 10 x 15 cm (4 x 6 inch) photos.
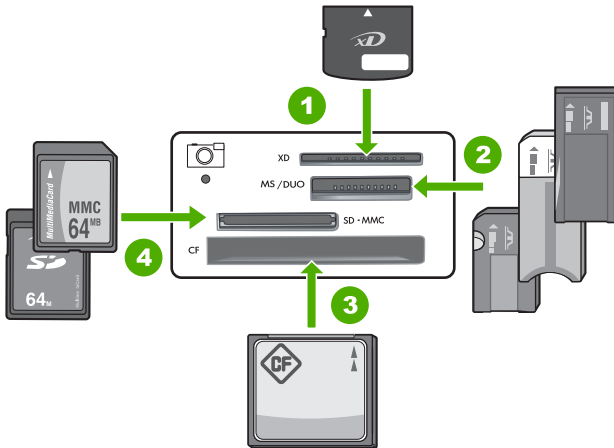
1	xD-Picture Card
2	Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Duo Pro (adapter optional), or Memory Stick Micro (adapter required)
3	CompactFlash (CF) types I and II
4	Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), MultiMediaCard (MMC), MMC Plus, MMC Mobile (RS-MMC; adapter required), TransFlash MicroSD Card, or Secure MultiMedia Card

To print one or more 10 x 15 cm (4 x 6 inch) photos
1. Insert your memory card into the appropriate slot on the HP All-in-One.
   The most recent image on the card appears on the display.

2. Load 10 x 15 cm (4 x 6 inch) photo paper in the input tray.
3. Press the buttons next to the ▲ and ▼ icons on the display to scroll through the photos on your memory card until the photo you want to print appears.

4. Do one of the following:
   - For faster printing with slightly reduced resolution, leave the **Quality** setting at best resolution (as indicated by the two star icons on the display).
   - For much faster printing with moderately reduced resolution, press the **Quality** button until one star icon appears on the display (indicating normal resolution).
   - For maximum resolution, press the **Quality** button until three star icons appear on the display.
5. Leave the default **Size** setting as **Borderless**.
6. Press the **Copies** button until the number of copies you want to print appears on the display.
7. Press the **Print** button.

> ☆ **TIP:** While the photo is printing, you can continue scrolling through the photos on your memory card. When you see a photo you want to print, you can press the **Print** button to add that photo to the print queue.

Scan an image or document

For original documents or images placed on the glass, you can start a scan from your computer or from the HP All-in-One. This section explains the second option: how to scan from the control panel of the HP All-in-One to a computer.

To use the scan features, the HP All-in-One and computer must be connected and turned on. The HP Photosmart Software must also be installed and running on your computer prior to scanning. To verify that the HP Photosmart Software is running on a Windows computer, look for the **HP Digital Imaging Monitor** icon in the system tray at the lower right side of the screen, near the time.

> 📝 **NOTE:** Closing the **HP Digital Imaging Monitor** icon in the Windows system tray can cause the HP All-in-One to lose some of its scan functionality. If this happens, you can restore full functionality by restarting your computer or by starting the HP Photosmart Software.

To scan to a computer
1. Load your original print side down on the right front corner of the glass.
2. Ensure that there are no memory cards inserted in the memory card slots on the HP All-in-One.
3. Press **Scan**.
   A preview image of the scan appears on your computer, where you can edit it. Any edits that you make apply to the current scan session only.
   The HP Photosmart Software has many tools that you can use to edit your scanned image. You can improve the overall image quality by adjusting the brightness, sharpness, color tone, and saturation. You can also crop, straighten, rotate, or resize the image.
4. Make any edits to the preview image, and then click **Accept** when you are finished.

Make a copy

You can make quality copies from the control panel.

To make a copy from the control panel
1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass.
3. Press **Start Copy Black** or **Start Copy Color** to begin copying.

Replace the print cartridges

Follow these instructions when you need to replace print cartridges.

> **NOTE:** When the ink level for the print cartridge is low, a message appears on the display. You can also check the ink levels by using the **Printer Toolbox** available through the HP Photosmart Software on your computer or through the **Print Properties** dialog box on your computer.

If you do not already have replacement print cartridges for the HP All-in-One, you can order them by clicking the **Shop for HP Supplies** icon on your computer. On a Windows computer this is located in the **HP** folder in the **Start** menu.

For more information see www.hp.com/buy/supplies.

To replace the print cartridges
1. Make sure the HP All-in-One is on.

> △ **CAUTION:** If the HP All-in-One is off when you open the print cartridge door to access the print cartridges, the HP All-in-One will not release the cartridges for changing. You might damage the HP All-in-One if the print cartridges are not docked safely when you try to remove them.

2. Make sure you have letter or A4 unused plain white paper loaded in the input tray.
3. Open the print cartridge door.
   The print carriage moves to the far right side of the HP All-in-One.
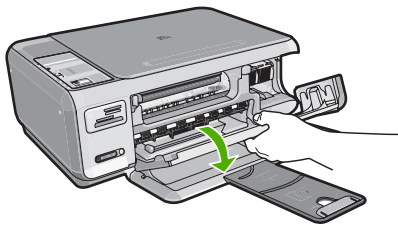
4. Wait until the print carriage is idle and silent, and then lightly press down on a print cartridge to release it.
   If you are replacing the tri-color print cartridge, remove the print cartridge from the slot on the left.
   If you are replacing the black or photo print cartridge, remove the print cartridge from the slot on the right.
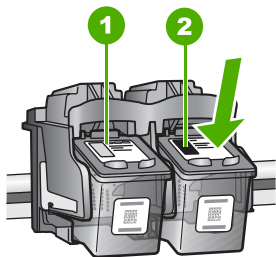
| 1 | Print cartridge slot for the tri-color print cartridge |
| 2 | Print cartridge slot for the black and photo print cartridges |

5. Pull the print cartridge towards you out of its slot.
6. If you are removing the black print cartridge in order to install the photo print cartridge, store the black print cartridge in the print cartridge protector or an airtight plastic container.
7. Remove the new print cartridge from its packaging and, being careful to touch only the black plastic, gently remove the plastic tape by using the pink pull tab.
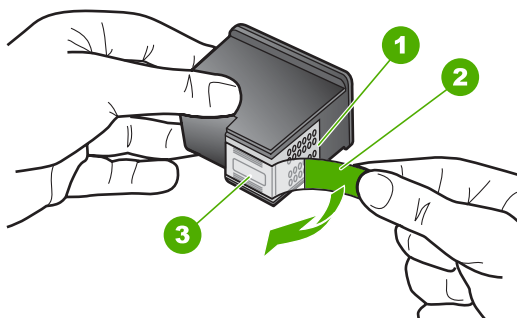
1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

△ **CAUTION:** Do not touch the copper-colored contacts or ink nozzles. Also, do not re-tape the print cartridges. Doing so can result in clogs, ink failure, and bad electrical connections.

8. Hold the print cartridge with the HP logo on top, and insert the new print cartridge into the empty cartridge slot. Make sure you push the print cartridge in firmly until it snaps into place.
If you are installing the tri-color print cartridge, slide it into the left slot.
If you are installing a black or photo print cartridge, slide it into the right slot.
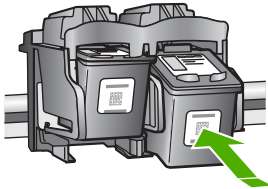
9. Close the print cartridge door.
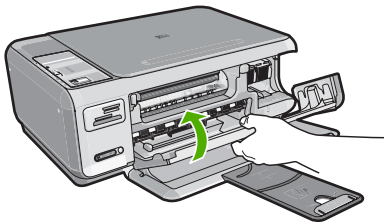
   If you installed a new print cartridge, the HP All-in-One prints a print cartridge alignment page.

10. When prompted, ensure plain white paper is loaded in the input tray, then press the button next to **OK**.

    📝 **NOTE:** If you have colored paper loaded in the input tray when you align the print cartridges, the alignment will fail. Load unused plain white paper into the input tray, and then try the alignment again.

11. Load the page print side down on the right front corner of the glass, and then press the button next to **OK** to scan the page.
    When the **On** button stops flashing, the alignment is complete and the page can be removed. Recycle or discard the page.

Clean the HP All-in-One

To ensure that your copies and scans remain clear, you might need to clean the glass and lid backing. You might also want to dust the exterior of the HP All-in-One.

☀ **TIP:** You can purchase an HP Cleaning Kit for Inkjet Printers and All-in-Ones (Q6260A) that provides everything needed to safely clean your HP device. For more information, go to: www.shopping.hp.com/accessories-store/printer.

Clean the glass

Fingerprints, smudges, hair, and dust on the main glass surface slow down performance and affect the accuracy of the copy and scan features.

To clean the glass

1. Turn off the HP All-in-One, unplug the power cord, and raise the lid.
2. Clean the glass with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.

   △ **CAUTION:** Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass, since they can damage it. Do not place or spray liquid directly on the glass. The liquid might seep under the glass and damage the device.

3. Dry the glass with a dry, soft, lint-free cloth to prevent spotting.
4. Plug in the power cord, and then turn on the HP All-in-One.

Clean the lid backing

Minor debris can accumulate on the white document backing located underneath the lid of the HP All-in-One.

To clean the lid backing

1. Turn off the HP All-in-One, unplug the power cord, and raise the lid.
2. Clean the white document backing with a soft cloth or sponge slightly moistened with a mild soap and warm water.
   Wash the backing gently to loosen debris. Do not scrub the backing.
3. Dry the backing with a dry, soft, lint-free cloth.

   △ **CAUTION:** Do not use paper-based wipes, as these might scratch the backing.

4. If further cleaning is needed, repeat the previous steps using isopropyl (rubbing) alcohol, and wipe the backing thoroughly with a damp cloth to remove any residual alcohol.

   △ **CAUTION:** Be careful not to spill alcohol on the glass or exterior of the HP All-in-One, as this might damage the device.

5. Plug in the power cord, and then turn on the HP All-in-One.

4 Troubleshooting and support

This chapter contains troubleshooting information for the HP All-in-One. Specific information is provided for installation and configuration issues, and some operational topics. For more troubleshooting information, see the onscreen Help that came with your software.

Many issues are caused when the HP All-in-One is connected to the computer using a USB cable before the HP All-in-One software is installed on the computer. If you connected the HP All-in-One to your computer before the software installation screen prompts you to do so, you must follow these steps:

Troubleshooting common setup issues
1. Disconnect the USB cable from the computer.
2. Uninstall the software (if you have already installed it).
3. Restart your computer.
4. Turn off the HP All-in-One, wait one minute, then restart it.
5. Reinstall the HP All-in-One software.

△ **CAUTION:** Do not connect the USB cable to the computer until prompted by the software installation screen.

For support contact information, see the inside back cover of this guide.

Uninstall and reinstall the software

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

To uninstall from a Windows computer and then reinstall
1. On the Windows taskbar, click **Start**, **Settings**, **Control Panel** (or just **Control Panel**).
2. Double-click **Add/Remove Programs** (or click **Uninstall a program**).
3. Select **HP Photosmart All-in-One Driver Software**, and then click **Change/Remove**. Follow the onscreen instructions.
4. Disconnect the HP All-in-One from your computer.
5. Restart your computer.

📝 **NOTE:** It is important that you disconnect the HP All-in-One before restarting your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.

6. Insert the HP All-in-One CD-ROM into your computer's CD-ROM drive and then start the Setup program.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the HP All-in-One.

Hardware setup troubleshooting

Use this section to solve any problems you might encounter while setting up the HP All-in-One hardware.

The HP All-in-One will not turn on

Cause: The HP All-in-One is not properly connected to a power supply.

Solution
- Make sure the power cord is firmly connected to both the HP All-in-One and the power adapter. Plug the power cord into a power outlet, surge protector, or power strip.
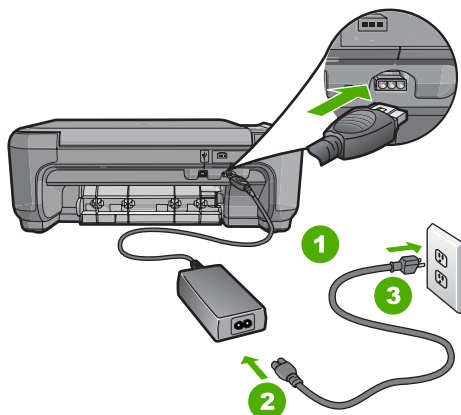
1	Power connection
2	Power cord and adapter
3	Power outlet

- If you are using a power strip, make sure the power strip is on. Or, try plugging the HP All-in-One directly into a power outlet.
- Test the power outlet to make sure it is working. Plug in an appliance that you know works, and see if the appliance has power. If not, then there might be a problem with the power outlet.
- If you plugged the HP All-in-One into a switched outlet, make sure the switch is on. If it is switched to on but still does not work, then there might be a problem with the power outlet.

Cause: You pressed the **On** button too quickly.

Solution: The HP All-in-One might not respond if you press the **On** button too quickly. Press the **On** button once. It might take a few minutes for the HP All-in-One to turn on. If you press the **On** button again during this time, you might turn the device off.

△ **CAUTION:** If the HP All-in-One still does not turn on, it might have a mechanical failure. Unplug the HP All-in-One from the power outlet and contact HP. Go to: www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

I connected the USB cable, but I am having problems using the HP All-in-One with my computer

Cause: The USB cable was connected before the software was installed. Connecting the USB cable before prompted can cause errors.

Solution: You must first install the software that came with the HP All-in-One before connecting the USB cable. During installation, do not plug in the USB cable until prompted by the onscreen instructions.

Once you have installed the software, connecting your computer to the HP All-in-One with a USB cable is straightforward. Simply plug one end of the USB cable into the back of your

computer and the other into the back of the HP All-in-One. You can connect to any USB port on the back of your computer.
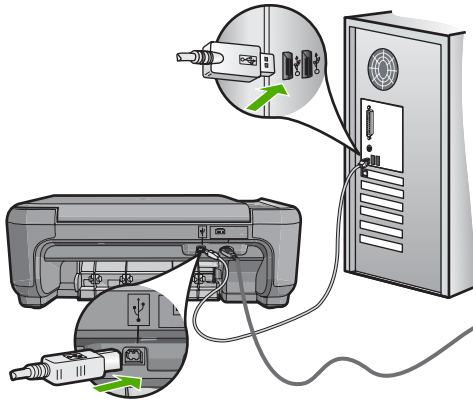
For more information on installing the software and connecting the USB cable, see the Setup Guide that came with the HP All-in-One.

The HP All-in-One does not print

Solution: If the HP All-in-One and computer are not communicating with each other, try the following:

- Look at the **On** light located on the front of the HP All-in-One. If it is not lit, the HP All-in-One is turned off. Make sure the power cord is firmly connected to the HP All-in-One and plugged into a power outlet. Press the **On** button to turn on the HP All-in-One.
- Make sure the print cartridges are installed.
- Make sure you have paper loaded in the input tray.
- Check that the HP All-in-One does not have a paper jam.
- Check that the print carriage is not jammed.
  Open the print cartridge door to access the print carriage area. Remove any objects that are blocking the print carriage, including any packing materials. Turn the HP All-in-One off and then turn it on again.
- Check that the HP All-in-One print queue is not paused (Windows) or stopped (Mac). If it is, choose the appropriate setting to resume printing. For more information about accessing the print queue, see the documentation that came with the operating system installed on your computer.
- Check the USB cable. If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.
- Make sure your computer is USB ready. Some operating systems, such as Windows 95 and Windows NT, do not support USB connections. Check the documentation that came with your operating system for more information.
- Check the connection from the HP All-in-One to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the HP All-in-One. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn the HP All-in-One off and then on again.
- If you are connecting the HP All-in-One through a USB hub, make sure the hub is turned on. If the hub is on, try connecting directly to your computer.

- Check other printers or scanners. You might need to disconnect older products from your computer.
- Try connecting the USB cable to another USB port on your computer. After you check the connections, try restarting your computer. Turn the HP All-in-One off and then on again.
- If the HP All-in-One is offline, turn the HP All-in-One off and on again. Start a print job.
- If necessary, remove and then install the software you installed with the HP All-in-One again.

For more information on setting up the HP All-in-One and connecting it to your computer, see the Setup Guide that came with the HP All-in-One.

Wireless setup troubleshooting

This section addresses problems you might encounter setting up a network.

During wireless network setup you do not see the SSID (network name) displayed

Cause: Your wireless router is not broadcasting its network name (SSID) because the **Broadcast SSID** option is turned off.

Solution: Access the router's Embedded Web Server and turn on the **Broadcast SSID** option. See the user guide that came with your wireless router for information on how to access the Embedded Web Server and check the Broadcast SSID setting.

For more information, see:

"Connect to an integrated wireless WLAN 802.11 network" on page 7

Cause: The wireless router (infrastructure) or computer (ad hoc) is too far from the HP All-in-One or there is interference.

Solution: In order to establish a good signal between the HP All-in-One and wireless router (infrastructure) or computer (ad hoc), you might have to experiment a bit. Assuming the equipment is functioning properly, try doing the following things separately or in combination:

- If there is a long distance between your computer or wireless router and the HP All-in-One, move them closer together.
- If there are metal objects (such as a metal bookcase or refrigerator) in the transmission path, clear the path between the HP All-in-One and the computer or wireless router.
- If a cordless telephone, microwave, or other device that emits radio signals transmitting at 2.4 GHz is nearby, move it farther away to reduce radio interference.
- If your computer or wireless router is near an external wall, move them away from the wall.

Cause: Your network name (SSID) may be at the bottom of the SSID list that is displayed when you install the HP All-in-One on a wireless network.

Solution: Press ▼ to scroll to the bottom of the list. Infrastructure entries are listed first, ad hoc last.

Weak signal

Cause: The HP All-in-One is too far away from the wireless router or there is interference.

Solution: In order to establish a good signal between the HP All-in-One and the wireless router, you might have to experiment a bit. Assuming the equipment is functioning properly, try doing the following things separately or in combination:

- If there is a long distance between your computer or wireless router and the HP All-in-One, move them closer together.
- If there are metal objects (such as a metal bookcase or refrigerator) in the transmission path, clear the path between the HP All-in-One and the computer or wireless router.

- If a cordless telephone, microwave, or other device that emits radio signals transmitting at 2.4 GHz is nearby, move it farther away to reduce radio interference.
- If your computer or wireless router is near an external wall, move them away from the wall.

Cannot connect to network during setup

Cause: The equipment is not turned on.

Solution: Turn on the networked devices, such as the wireless router for an infrastructure network, or the computer for an ad hoc network. For more information on how to turn on the wireless router, see the documentation that came with your wireless router.

Cause: The HP All-in-One is not receiving a signal.

Solution: Move the wireless router and the HP All-in-One closer together. Then run the wireless setup process again.

For more information, see:

"Integrated wireless WLAN 802.11 network setup" on page 6

Cause: If you manually entered your network name (SSID), you might have entered it incorrectly.

Solution: Run the wireless setup process again and enter your network name (SSID) carefully. Remember that the SSID is case-sensitive.

For more information, see:

"Connect to an integrated wireless WLAN 802.11 network" on page 7

Cause: The setting for MAC address filtering might be enabled on your wireless router.

Solution: Disable MAC address filtering on your wireless router until the HP All-in-One has successfully connected to your network. If you re-enable MAC address filtering on your wireless router, make sure the MAC address of the HP All-in-One is on the list of acceptable MAC addresses.

Invalid WEP key during wireless setup

Cause: If you are using WEP security, you might have entered the WEP key incorrectly during the wireless setup process.

Solution: During the wireless setup process, you might have entered the WEP key incorrectly. Some wireless routers provide up to four WEP keys. The HP All-in-One uses the first WEP key (selected by the wireless router as the default WEP key). Run the wireless setup process again and be sure to use the first WEP key provided by the wireless router. Enter the WEP key exactly as it appears in the wireless router settings. The WEP key is case sensitive.

If you do not know the WEP key, see the documentation that came with your wireless router for information on how to access the router's Embedded Web Server. You can find the WEP key by logging onto the router's Embedded Web Server using a computer on the wireless network.

Invalid passphrase during wireless setup

Cause: During the wireless setup process, you might have entered the WPA passphrase incorrectly.

Solution: Run the wireless setup process again and enter the correct passphrase. The passphrase is case-sensitive.

The Printer Not Found screen appears during installation

Cause: An anti-virus or anti-spyware application is preventing the HP All-in-One from accessing your computer.

Solution: Uninstall the HP All-in-One software, and then reboot your computer. Temporarily disable anti-virus or anti-spyware applications, and then reinstall the HP All-in-One software. You can re-enable your anti-virus or anti-spyware applications after installation is complete. If you see firewall pop-up messages, you must always accept or allow the pop-up messages.

If the screen still appears, try uninstalling the HP All-in-One software, rebooting your computer, and temporarily disabling your firewall before reinstalling the HP All-in-One software. You can re-enable your firewall application after installation is complete. If you still see firewall pop-up messages, you must always accept or allow the pop-up messages.

For more information, see the documentation provided with the firewall software.

Cause: A Virtual Private Network (VPN) is preventing the HP All-in-One from accessing your computer.

Solution: Temporarily disable the VPN before proceeding with the installation.

NOTE: The HP All-in-One functionality will be limited during VPN sessions.

Cause: The HP All-in-One is not turned on.

Solution: Turn on the HP All-in-One.

Clear paper jams

If the HP All-in-One has a paper jam, first check the rear door.

If the jammed paper is not in the rear rollers, check the front door.

To clear a paper jam from the rear door

1. Press in the tab on the left side of the rear door to release the door. Remove the door by pulling it away from the HP All-in-One.
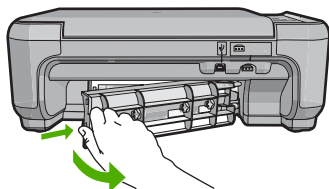
2. Gently pull the paper out of the rollers.

   CAUTION: If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the device. If you do not remove all the pieces of paper from the HP All-in-One, more paper jams are likely to occur.

3. Replace the rear door. Gently push the door forward until it snaps into place.
4. Press **Start Copy Black** or **Start Copy Color** to continue the current job.

To clear a paper jam from the front door

1. If necessary, pull the input tray down to open it. Then, lower the print cartridge door.
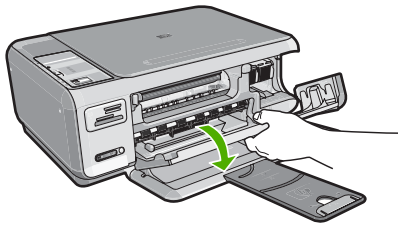
2. Gently pull the paper out of the rollers.

   ⚠ **CAUTION:** If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the device. If you do not remove all the pieces of paper from the HP All-in-One, more paper jams are likely to occur.

3. Close the print cartridge door.
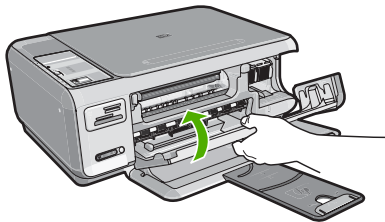
4. Press **Start Copy Black** to continue the current job.

Print cartridge troubleshooting

If you are experiencing problems with printing, you might have a problem with one of the print cartridges. For more information, see "Replace the print cartridges" on page 19 in this guide.

- Keep all print cartridges in the original sealed packages until they are needed.
- Store print cartridges at room temperature (15.6°-26.6° C or 60°-78° F).
- Do not reattach the protective tape once it has been removed from the print cartridge. Reattaching the plastic tape might damage the print cartridge. Place the print cartridge in the HP All-in-One immediately after removing the plastic tape. If this is not possible, store it in a print cartridge protector or airtight plastic container.
- HP recommends that you do not remove the print cartridges from the HP All-in-One until you have replacement print cartridges available to install.
- Turn off the HP All-in-One from the control panel. Do not turn off the device by turning off a power strip or unplugging the power cord from the HP All-in-One. If you improperly turn off the HP All-in-One, the print carriage does not return to the correct position and the print cartridges can dry out.
- Do not open the print cartridge door unless necessary. This exposes the print cartridges to air, which reduces the life of the print cartridges.

  📝 **NOTE:** If you leave the print cartridge door open for a long period of time, the HP All-in-One will recap the print cartridges to protect them from exposure to air.

- Clean the print cartridges when you notice a significant decrease in print quality.

  💡 **TIP:** You might notice a decrease in print quality if the print cartridges have not been used for a long time.

- Do not clean the print cartridges unnecessarily. This wastes ink and shortens the life of the cartridges.
- Handle print cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems. If print quality is poor right after cartridge installation, allow half an hour for the print cartridge to recover.

Support process

If you have a problem, follow these steps:
1. Check the documentation that came with the HP All-in-One.
2. Visit the HP online support Web site at www.hp.com/support. HP online support is available to all HP customers. It is the fastest source for up-to-date device information and expert assistance and includes the following features:
   - Fast access to qualified online support specialists
   - Software and driver updates for the HP All-in-One
   - Valuable HP All-in-One and troubleshooting information for common problems
   - Proactive device updates, support alerts, and HP newsgrams that are available when you register the HP All-in-One
3. Call HP support. Support options and availability vary by device, country/region, and language. For a list of support phone numbers, see the printed documentation that came with the device.

English

5 Technical information

The technical specifications and international regulatory information for the HP All-in-One are provided in this section.

System requirements

Software system requirements are located in the Readme file.

Product specifications

For product specifications, go to the HP Web site at www.hp.com/support.

Paper specifications
- Input tray capacity: Plain paper sheets: Up to 100 (20 lb./75 gsm. paper)
- Output tray capacity: Plain paper sheets: Up to 50 (20 lb./75 gsm. paper)

📝 **NOTE:** For a complete list of supported media sizes, see the printer software.

Physical specifications
- Height: 16.97 cm (7.0 inches)
- Width: 44 cm (16.8 inches)
- Depth: 25.9 cm (10.2 inches)
- Weight: 4.5 kg (10 pounds)

Power specifications
- Power consumption: 25 watts maximum (average printing)
- Input voltage (0957-2231): AC 100 to 240 V ~ 600 mA 50–60 Hz
- Input voltage (0957-2248): AC 200 to 240 V ~ 400 mA 50-60 Hz
- Output voltage: DC 32 V===375 mA, 16 V===500 mA

📝 **NOTE:** Use only with the power adapter supplied by HP.

Environmental specifications
- Recommended operating temperature range: 15º to 32º C (59º to 90º F)
- Allowable operating temperature range: 5º to 35º C (41º to 95º F)
- Humidity: 15% to 80% RH non-condensing
- Non-operating (Storage) temperature range: -20º to 50º C (-4º to 122º F)
- In the presence of high electromagnetic fields, it is possible the output from the HP All-in-One may be slightly distorted
- HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields

Print cartridge yield

Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the device and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used. For more information, see www.hp.com/go/inkusage. Visit www.hp.com/pageyield for more information on estimated cartridge yields.

Regulatory notices

The HP All-in-One meets product requirements from regulatory agencies in your country/region. For a complete listing of regulatory notices, see the onscreen Help.

Regulatory model identification number
For regulatory identification purposes, your product is assigned a Regulatory Model Number. The
Regulatory Model Number for your product is SNPRB-0721-01. This regulatory number should not
be confused with the marketing name (HP Photosmart C4380 All-in-One series, etc.) or product
numbers (CC280A, etc.).

English

Warranty

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

A. Extent of limited warranty
1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be interrupted or error free.
3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
   a. Improper maintenance or modification;
   b. Software, media, parts, or supplies not provided or supported by HP;
   c. Operation outside the product's specifications;
   d. Unauthorized modification or misuse.
4. For HP printer products, the use of a non-HP cartridge or a refilled cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled cartridge or an expired ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
10. HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.
B. Limitations of warranty
   TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.
C. Limitations of liability
1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
D. Local law
1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
   a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
   b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
   c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
3. THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

HP Limited Warranty

Dear Customer,

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

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

Ireland: Hewlett-Packard Ireland Ltd. 30 Herbert Street IRL-Dublin 2
United Kingdom: Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN

English

www.hp.com/support

021 672 280	الجزائر	0800 222 47	الأردن	
Argentina (Buenos Aires)	54-11-4708-1600	한국	1588-3003	
Argentina	0-800-555-5000	Luxembourg (Français)	900 40 006	
Australia	1300 721 147	Luxembourg (Deutsch)	900 40 007	
Australia (out-of-warranty)	1902 910 910	Malaysia	1800 88 8588	
Österreich	0820 87 4417	Mauritius	(262) 262 210 404	
17212049	البحرين	México (Ciudad de México)	55-5258-9922	
België	070 300 005	México	01-800-472-68368	
Belgique	070 300 004	081 005 010	المغرب	
Brasil (Sao Paulo)	55-11-4004-7751	Nederland	0900 2020 165	
Brasil	0-800-709-7751	New Zealand	0800 441 147	
Canada	1-(800)-474-6836 (1-800 hp invent)	Nigeria	(01) 271 2320	
Central America & The Caribbean	www.hp.com/support	Norge	815 62 070	
Chile	800-360-999	24791773	عُمان	
中国	10-68687980	Panamá	1-800-711-2884	
中国	800-810-3888	Paraguay	009 800 54 1 0006	
Colombia (Bogotá)	571-606-9191	Perú	0-800-10111	
Colombia	01-8000-51-4746-8368	Philippines	2 867 3551	
Costa Rica	0-800-011-1046	Polska	801 800 235	
Česká republika	810 222 222	Portugal	808 201 492	
Danmark	70 202 845	Puerto Rico	1-877-232-0589	
Ecuador (Andinatel)	1-999-119 ☎ 800-711-2884	República Dominicana	1-800-711-2884	
Ecuador (Pacifitel)	1-800-225-528 ☎ 800-711-2884	Reunion	0820 890 323	
		România	0801 033 390	
(02) 6910602	مصر	Россия (Москва)	095 777 3284	
El Salvador	800-6160	Россия (Санкт-Петербург)	812 332 4240	
España	902 010 059	800 897 1415	السعودية	
France	0892 69 60 22	Singapore	6 272 5300	
Deutschland	01805 652 180	Slovensko	0850 111 256	
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603	All other African English Speaking ISE countries	+ 27 (0)11 234 5872	
Ελλάδα (εντός Ελλάδας)	801 11 75400	South Africa (RSA)	0860 104 771	
Ελλάδα (από Κύπρο)	800 9 2654	Rest of West Africa	+ 351 213 17 63 80	
Guatemala	1-800-711-2884	Suomi	0 203 66 767	
香港特別行政區	(852) 2802 4098	Sverige	077 120 4765	
Magyarország	06 40 200 629	Switzerland	0848 672 672	
India	1-800-425-7737	臺灣	02-8722-8000	
India	91-80-28526900	ไทย	+66 (2) 353 9000	
Indonesia	+62 (21) 350 3408	071 891 391	تونس	
+971 4 224 9189	العراق	Trinidad & Tobago	1-800-711-2884	
+971 4 224 9189	الكويت	Türkiye	+90 212 444 71 71	
+971 4 224 9189	لبنان	Україна	(044) 230 51 06	
+971 4 224 9189	قطر	600 54 47 47	المتحدة العربية الإمارات	
+971 4 224 9189	اليمن	United Kingdom	0870 010 4320	
Ireland	1890 923 902	United States	1-(800)-474-6836	
1-700-503-048	ישראל	Uruguay	0004-054-177	
Italia	848 800 871	Venezuela (Caracas)	58-212-278-8666	
Jamaica	1-800-711-2884	Venezuela	0-800-474-68368	
日本	0570-000511	Viêt Nam	+84 88234530	
日本(携帯電話の場合)	03-3335-9800			