User Guide

HP Officejet 6100

HP Officejet 6100 ePrinter

User Guide

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Safety information

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

1. Read and understand all instructions in the documentation that comes with the printer.
2. Observe all warnings and instructions marked on the product.
3. Unplug this product from wall outlets before cleaning.
4. Do not install or use this product near water, or when you are wet.
5. Install the product securely on a stable surface.
6. Install the product in a protected location where no one can step on or trip over the line cord, and the line cord cannot be damaged.
7. If the product does not operate normally, see Solve a problem.
8. There are no user-serviceable parts inside. Refer servicing to qualified service personnel.

Accessibility

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

Visual

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

Mobility

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

Support

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

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

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1 Get started

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

- Accessibility
- HP EcoSolutions (HP and the Environment)
- Understand the printer parts
- Finding the printer model number
- Select print media
- Load media
- Maintain the printer
- Update the printer
- Turn the printer off

NOTE: If you are using the printer with a computer running Windows XP Starter Edition, Windows Vista Starter Edition, or Windows 7 Starter Edition, some features might not be available. For more information, see System requirements.

Accessibility

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

Visual

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

Mobility

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

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

HP EcoSolutions (HP and the Environment)

Hewlett-Packard is committed to helping you optimize your environmental footprint and empowering you to print responsibly—at home or in the office.

For more detailed information about environmental guidelines, HP follows during the manufacturing process, see Environmental product stewardship program. For more information about HP's environmental initiatives, visit www.hp.com/ecosolutions.

This section contains the following topics:

- Manage Power
- Conserve Printing Supplies

Manage Power

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

- **Sleep mode**
  Power usage is reduced while in Sleep mode. After initial setup of printer, the printer will enter Sleep mode after 5 minutes of inactivity. The time to Sleep mode cannot be changed.
- **Auto Power-Off**
  Auto Power-Off is automatically enabled by default when you turn on the printer. When Auto Power-Off is enabled, the printer will automatically turn off after 8 hours of inactivity to help reduce energy use. Auto Power-Off is automatically disabled when the printer establishes a wireless or Ethernet (if supported) network connection. You can change the Auto Power-Off setting from the printer software. Once you change the setting, the printer will maintain the setting that you choose. Auto Power-Off turns the printer off completely, so you must use the power button to turn the printer back on.
  Windows: Open Toolbox. (For more information, see Toolbox (Windows).) In the **Advanced Settings** tab, click **Change**, and then select the preferred amount of time.
  Mac OS X: Open HP Utility. (For more information, see HP Utility (Mac OS X).) In the **Printer Settings** section, click **Power Management**, and then select the preferred amount of time.

TIP: If you are printing through a wireless or Ethernet connection over a network, Auto Power-Off should be disabled to ensure that print jobs do not get lost. Even when Auto Power-Off is disabled, the printer will enter a Sleep mode after 5 minutes of inactivity to help reduce energy use.

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

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

Conserve Printing Supplies

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

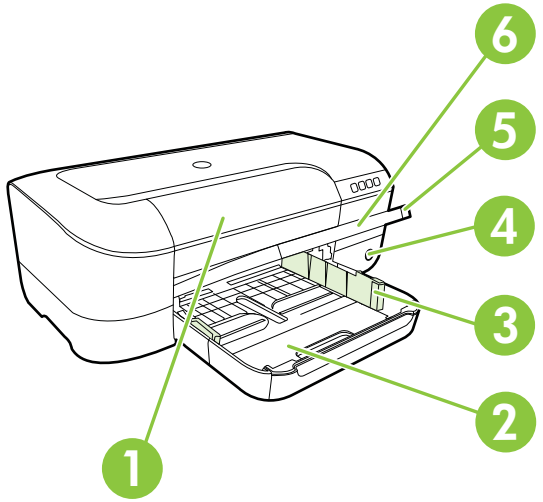
- Change the print mode to a draft setting. Draft setting uses less ink.
- Do not clean the printhead unnecessarily. This wastes ink and shortens the life of the cartridges.
- Reduce paper usage by printing on both sides of the paper. You can first print just the odd pages, flip the pages over, and then print just the even pages.

Understand the printer parts

This section contains the following topics:

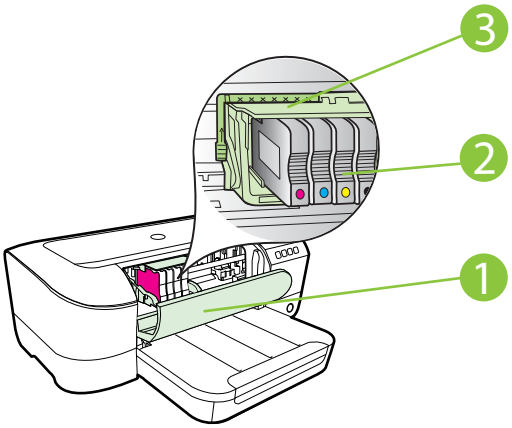
- Front view
- Printing supplies area
- Control panel
- Back view

Front view



1	Ink cartridge access door
2	Input tray
3	Paper width adjusters
4	**Power** button and light
5	Output tray
6	Output tray extension

Printing supplies area

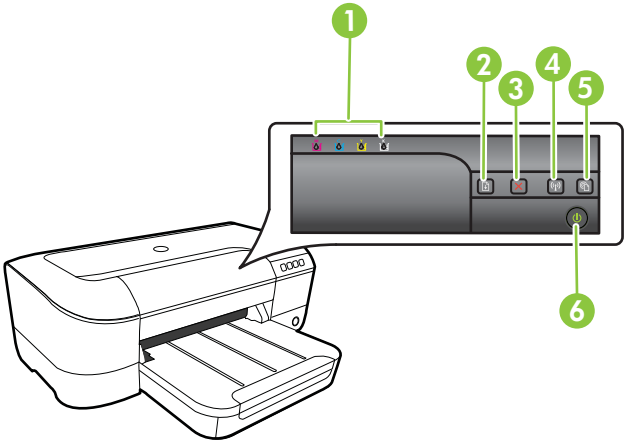


1	Ink cartridge access door
2	Ink cartridges
3	Printhead assembly

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

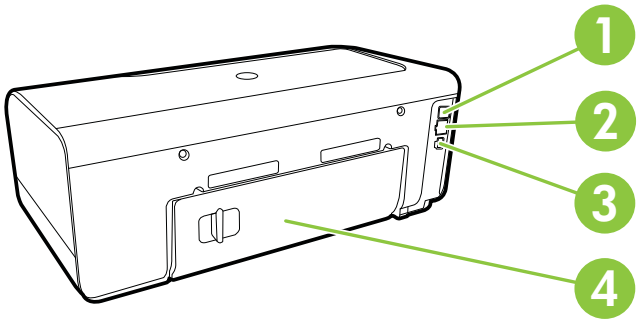
Control panel

For more information, see Control panel lights reference.



1	Ink cartridge lights
2	**Resume** button and light
3	**Cancel** button
4	**Wireless** button and light
5	**HP ePrint** button and light
6	**Power** button and light

Back view



1	USB port
2	Ethernet network port
3	Power input
4	Rear access panel

Finding the printer model number

In addition to the model name that appears on the front of the printer, this printer has a specific model number. You can use this number when obtaining support and to help determine which supplies or accessories are available for your printer.

The model number is printed on a label located on the inside of the ink cartridge access door, near the ink cartridges area.

Select print media

The printer is designed to work well with most types of office media. It is best to test a variety of print media types before buying large quantities. Use HP media for

optimum print quality. Visit the HP website at www.hp.com for more information about HP media.

	HP recommends plain papers with the ColorLok logo for printing and copying of everyday documents. All papers with the ColorLok logo are independently tested to meet high standards of reliability and print quality, and produce documents with crisp, vivid color, bolder blacks and dry faster than ordinary plain papers. Look for papers with the ColorLok logo in a variety of weights and sizes from major paper manufacturers.

This section contains the following topics:

- Recommended papers for printing and copying
- Recommended papers for photo printing
- Tips for selecting and using media

Recommended papers for printing and copying

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

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

HP Brochure Paper HP Professional Paper 180gsm Paper	These papers are glossy-coated or matte-coated on both sides for two-sided use. They are the perfect choice for producing professional-quality marketing materials such as brochures and mailers as well as business graphics for report covers, and calendars.
HP Premium Presentation 120gsm Paper HP Professional 120gsm Paper	These papers are heavy two-sided matte papers perfect for presentation, proposals, reports and newsletters. They are a professional weight for an impressive look and feel.
HP Bright White Inkjet Paper	HP Bright White Inkjet Paper delivers high-contrast colors and sharp text. It is opaque enough for two-sided color usage with no showthrough, which makes it ideal for newsletters, reports, and flyers. It features ColorLok Technology for less smearing, bolder blacks and vivid colors.
HP Printing Paper	HP Printing Paper is a high-quality multifunction paper. It produces documents that look and feel more substantial than documents printed on standard multipurpose or copy paper. It features ColorLok Technology for less smearing, bolder blacks and vivid colors.
HP Office Paper	HP Office Paper is a high-quality multifunction paper. It is suitable for copies, drafts, memos and other everyday documents. It features ColorLok Technology for less smearing, bolder blacks and vivid colors.
HP Office Recycled Paper	HP Office Recycled Paper is a high-quality multifunction paper made with 30% recycled fiber. It features ColorLok Technology for less smearing, bolder blacks and vivid colors.

(continued)

HP Premium Plus Photo Paper	HP's best photo paper is heavyweight for producing professional-quality photos. Features an. instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. It is available in several sizes, including A4, 8.5 x 11 inch, 10 x 15 cm (4 x 6 inch), 13 x 18 cm (5 x 7 inch) and two finishes – glossy or Semi-glossy (satin matte). It is acid-free for longer lasting documents.
HP Advanced Photo Paper	This thick photo paper features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. Your prints have a look and feel comparable to a store processed photo. It is available in several sizes, including A4, 8.5 x 11 inch, 10 x 15 cm (4 x 6 inch), 13 x 18 cm (5 x 7 inch) and two finishes – glossy or soft gloss (satin matte). It is acid-free for longer lasting documents.
HP Everyday Photo Paper	Print colorful, everyday snapshots at a low cost, using paper designed for casual photo printing. This affordable, photo paper dries quickly for easy handling. Get sharp, crisp images when you use this paper with any inkjet printer. Available in semi-gloss finish in 8.5 x 11 inch, A4, 4 x 6 inch and 10 x 15 cm. It is acid-free for longer lasting documents.
HP Iron-On Transfers	HP Iron-on Transfers (for color fabrics or for light or white fabrics) are the ideal solution for creating custom T-shirts from your digital photos.

To order HP papers and other supplies, go to www.hp.com. Go to **Shop for Products & Services**, and select **Ink, toner & paper**.

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

Recommended papers for photo printing

For the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing. Depending on your country/region, some of these papers might not be available.

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HP Premium Plus Photo Paper	HP's best photo paper is heavyweight for producing professional quality photos. Features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. It is available in several sizes, including A4, 8.5 x 11 inch, 10 x 15 cm (4 x 6 inch), 13 x 18 cm (5 x 7 inch), and two finishes – glossy or soft-gloss (satin matte). It is acid-free for longer lasting documents.
HP Advanced Photo Paper	This thick photo paper features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. Your prints have a look and feel comparable to a store processed photo. It is available in several sizes, including A4, 8.5 x 11 inch, 10 x 15 cm (4 x 6 inch), 13 x 18 cm (5 x 7 inch), and two finishes – glossy or soft gloss (satin matte). It is acid-free for longer lasting documents.
HP Everyday Photo Paper	Print colorful, everyday snapshots at a low cost, using paper designed for casual photo printing. This affordable, photo paper dries quickly for easy handling. Get sharp, crisp images when you use this paper with any inkjet printer. Available in semi-gloss finish in 8.5 x 11 inch, A4, 4 x 6 inch, and 10 x 15 cm. It is acid-free for longer lasting documents.

(continued)

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

To order HP papers and other supplies, go to www.hp.com. Go to **Shop for Products & Services** and select **Ink, toner & paper**.

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

Tips for selecting and using media

For the best results, observe the following guidelines.

- Always use media that conforms to the printer specifications. For more information, see Media specifications.
- Load only one type of media at a time into a tray.
- When loading the trays, make sure the media is loaded correctly. For more information, see Load media.
- Do not overload the tray. For more information, see Load media.
- To prevent jams, poor print quality, and other printing problems, avoid loading the following media in the trays:
  - Multipart forms
  - Media that is damaged, curled, or wrinkled
  - Media with cutouts or perforations
  - Media that is heavily textured, embossed, or does not accept ink well
  - Media that is too lightweight or stretches easily
  - Media that contains staples or clips

Load media

This section provides instructions for loading media into the printer and contains the following topics:

- Load standard-size media
- Load envelopes
- Load cards and photo paper
- Load custom-size media

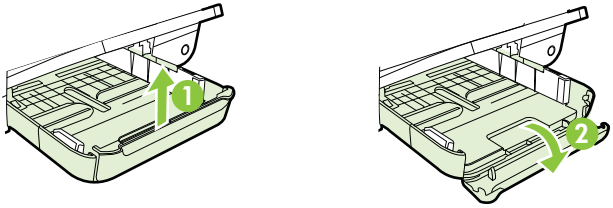
Load standard-size media

To load standard-size media

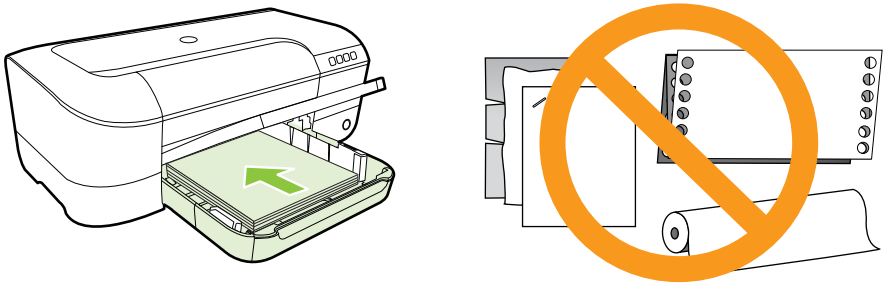
Use these instructions to load standard–size media.

1. Lift the output tray.
2. Slide the paper width guide out as far as possible.

3. If the media is too long, lift the latch on the front of the tray and lower the front of the tray.

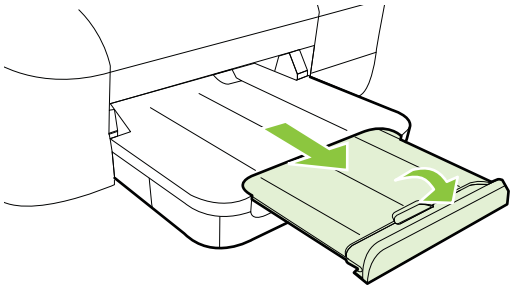


4. Insert the media print-side down along the right edge of the main tray. Make sure the stack of media aligns with the right and back edges of the tray and does not exceed the line marking in the tray.



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

5. Slide the media guides in the tray to adjust them for the media size that you have loaded.
6. Lower the output tray.
7. Pull out the tray extender.

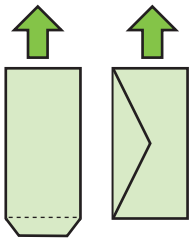


Load envelopes

To load envelopes

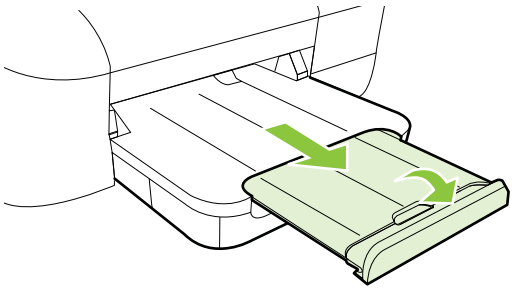
Use these instructions to load envelopes.

1. Lift the output tray.
2. Slide the paper width guide out as far as possible.
3. Insert the envelopes print-side down and load according to the graphic. Make sure the stack of envelopes does not exceed the line marking in the tray.



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

4. Slide the media guides in the tray to adjust them for the envelope size that you have loaded.
5. Lower the output tray.
6. Pull out the tray extender.



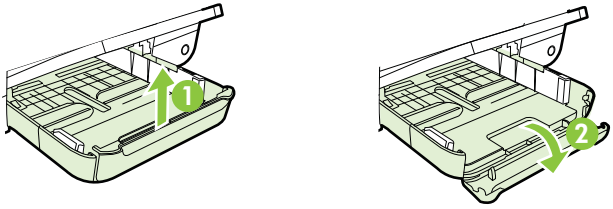
Load cards and photo paper

To load cards and photo paper

Use these instructions to load cards and photo paper.

1. Lift the output tray.
2. Slide the paper width guide out as far as possible.

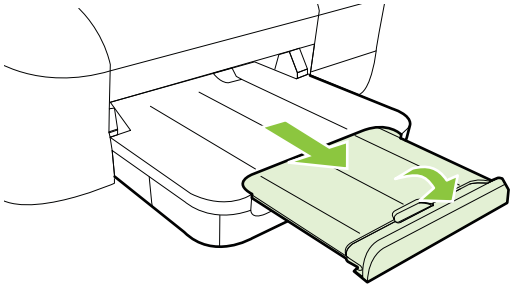
3. If the media is too long, lift the latch on the front of the tray and lower the front of the tray.



4. Insert the media print-side down along the right edge of the main tray. Make sure the stack of media aligns with the right and back edges of the tray and does not exceed the line marking in the tray. If the photo paper has a tab along one edge, make sure the tab is pointing towards the front of the printer.

   NOTE: Do not load cards or photo paper while the printer is printing.

5. Slide the media guides in the tray to adjust them for the media size that you have loaded.
6. Lower the output tray.
7. Pull out the tray extender.



Load custom-size media

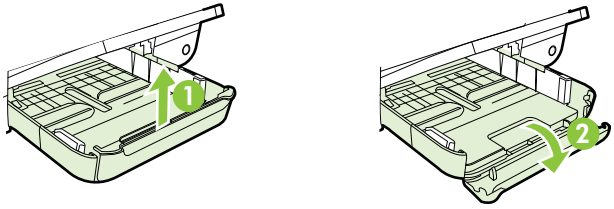
To load cards and photo paper

Use these instructions to load custom-size media.

CAUTION: Use only custom-size media that is supported by the printer. For more information, see Media specifications.

1. Lift the output tray.
2. Slide the paper width guide out as far as possible.

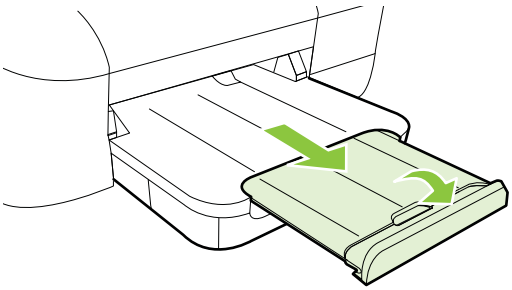
3. If the media is too long, lift the latch on the front of the tray and lower the front of the tray.



4. Insert the media print-side down along the right of the main tray. Make sure the stack of media aligns with the right and back edges of the tray, and does not exceed the line marking in the tray.

NOTE: Do not load media while the printer is printing.

5. Slide the media guides in the tray to adjust them for the media size that you have loaded.
6. Lower the output tray.
7. Pull out the tray extender.



Maintain the printer

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

- Clean the exterior

Clean the exterior

WARNING! Before cleaning the printer, turn off the power and unplug the power cord from the electrical socket.

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

Update the printer

HP is always working to improve the performance of its printers and bring you the latest features. If the printer is connected to a network and Web Services has been enabled, you can check for and install printer updates.

To update the printer, complete the following steps:

1. Open the EWS. For more information, see Embedded web server.
2. Click the **Web Services** tab, and then click **Product Update** in the **Web Services Settings** section.
3. Click **Check Now** and follow the onscreen instructions.

TIP: To enable the printer to automatically check for updates, click the **Web Services** tab, and then click **Product Update**. In the **Auto Product Update** section, click **On**, and then click **Apply**.

Turn the printer off

Always turn off the printer by pressing (Power) button located on the printer. Wait until the power light turns off before unplugging the power cord or turning off a power strip.

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

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

2 Print

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

Choose a print job to continue:

	Print documents
	Print brochures
	Print on envelopes
	Print photos
	Print on special and custom-size paper
	Print borderless documents

Print documents

Follow the instructions for your operating system.

- Print documents (Windows)
- Print documents (Mac OS X)

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

Print documents (Windows)

1. Load paper in the tray. For more information, see Load media.
2. On the **File** menu in your software application, click **Print**.

3. Make sure the printer you want to use is selected.
4. To change settings, click the button that opens the **Printer Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Change the paper orientation on the **Layout** tab, and paper source, media type, paper size, and quality settings on the **Paper/Quality** tab. To print in black and white, click the **Advanced** button, and then change the **Print in Grayscale** option.
6. Click **OK**.
7. Click **Print** or **OK** to begin printing.

Print documents (Mac OS X)

1. Load paper in the tray. For more information, see Load media.
2. Select a paper size:
   a. From the **File** menu in your software application, click **Page Setup**.

      NOTE: If you do not see a **Page Setup** menu item, go to step 3.

   b. Make sure the printer you want to use is selected in the **Format For** pop-up menu.
   c. Select the paper size from the **Paper Size** pop-up menu, and then click **OK**.
3. From the **File** menu in your software application, click **Print**.
4. Make sure the printer you want to use is selected.
5. Select the paper size from the **Paper Size** pop-up menu (if available).
6. Change the print settings for the option provided in the pop-up menus, as appropriate for your project.

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

7. Click **Print** to begin printing.

Print brochures

Follow the instructions for your operating system.

- Print brochures (Windows)
- Print brochures (Mac OS X)

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

Print brochures (Windows)

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

1. Load paper in the tray. For more information, see Load media.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the printer you want to use is selected.
4. To change settings, click the button that opens the **Printer Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Change the paper orientation on the **Layout** tab, and paper source, media type, paper size, and quality settings on the **Paper/Quality** tab. To print in black and white, click the **Advanced** button, and then change the **Print in Grayscale** option.
6. Click **OK**.
7. Click **Print** or **OK** to begin printing.

Print brochures (Mac OS X)

1. Load paper in the tray. For more information, see Load media.
2. Select a paper size:
   a. From the **File** menu in your software application, click **Page Setup**.

      NOTE: If you do not see a **Page Setup** menu item, go to step 3.

   b. Make sure the printer you want to use is selected in the **Format For** pop-up menu.
   c. Select the paper size from the **Paper Size** pop-up menu, and then click **OK**.
3. From the **File** menu in your software application, click **Print**.
4. Make sure the printer you want to use is selected.
5. Select the paper size from the **Paper Size** pop-up menu (if available).
6. Click **Paper Type/Quality** from the pop-up menu, and then select the following settings:
   - **Paper Type:** The appropriate brochure paper type
   - **Quality: Normal** or **Best**

   NOTE: If you do not see these options, click the disclosure triangle next to the **Printer** pop-up menu or click **Show Details**.
7. Select any other print settings that you want, and then click **Print** to begin printing.

Print on envelopes

Avoid envelopes with the following characteristics:

- Very slick finish
- Self-stick adhesives, clasps, or windows

- Thick, irregular, or curled edges
- Areas that are wrinkled, torn, or otherwise damaged

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

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

Follow the instructions for your operating system.

- Print on envelopes (Windows)
- Print on envelopes (Mac OS X)

Print on envelopes (Windows)

1. Load envelopes print-side down in the tray. For more information, see Load media.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the printer you want to use is selected.
4. To change settings, click the button that opens the **Printer Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. On the **Layout** tab, change the orientation to **Landscape**.
6. Click **Paper/Quality**, and then select the appropriate envelope type from the **Paper Size** drop-down list.

   TIP: You can change more options for the print job by using the features available on the other tabs in the dialog box.
7. Click **OK**, and then click **Print** or **OK** to begin printing.

Print on envelopes (Mac OS X)

1. Load envelopes in the tray. For more information, see Load media.
2. Select a paper size:
   a. From the **File** menu in your software application, click **Page Setup**.

      NOTE: If you do not see a **Page Setup** menu item, go to step 3.

   b. Make sure the printer you want to use is selected in the **Format For** pop-up menu.
   c. Select the appropriate envelope size from the **Paper Size** pop-up menu, and then click **OK**.
3. From the **File** menu in your software application, click **Print**.
4. Make sure the printer you want to use is selected.
5. Select the appropriate envelope size in the **Paper Size** pop-up menu (if available).

6. Select the **Orientation** option.

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

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

Print photos

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

Follow the instructions for your operating system.

- Print photos on photo paper (Windows)
- Print photos on photo paper (Mac OS X)

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

Print photos on photo paper (Windows)

1. Load paper in the tray. For more information, see Load media.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the printer you want to use is selected.
4. To change settings, click the button that opens the **Printer Properties** dialog box. Depending on your software application, this option might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. On the **Paper/Quality** tab, select the appropriate photo paper type from the **Media** drop-down menu.
6. Click **Advanced**, and then select **Best** or **Maximum DPI** from the **Output Quality** drop-down menu.
7. To print the photo in black and white, click the **Grayscale** drop-down menu, and then select one of the following options:
   - **High-Quality Grayscale**: uses all the available colors to print your photo in grayscale. This creates smooth and natural shades of gray.
   - **Black Ink Only**: uses black ink to print your photo in grayscale. The gray shading is created by varying patterns of black dots, which might result in a grainy image.
8. Click **OK**, and then click **Print** or **OK** to begin printing.

Print photos on photo paper (Mac OS X)

1. Load paper in the tray. For more information, see Load media.
2. Select a paper size:
   a. From the **File** menu in your software application, click **Page Setup**.

      NOTE: If you do not see a **Page Setup** menu item, go to step 3.

   b. Make sure the printer you want to use is selected in the **Format For** pop-up menu.
   c. Select the paper size from the **Paper Size** pop-up menu, and then click **OK**.
3. From the **File** menu in your software application, click **Print**.
4. Make sure the printer you want to use is selected.
5. Select the appropriate paper size from the **Paper Size** pop-up menu (if available).
6. Click **Paper Type/Quality** from the pop-up menu, and then select the following settings:
   - **Paper Type:** The appropriate photo paper type
   - **Quality: Best** or **Maximum dpi**

   NOTE: If you do not see these options, click the disclosure triangle next to the **Printer** pop-up menu or click **Show Details**.
7. If necessary, change the photo and color options:
   a. Click the disclosure triangle beside **Color Options** and select the appropriate **Photo Fix** options:
      - **Off:** Applies no automatic adjustments to the image.
      - **Basic:** Automatically focuses the image; moderately adjusts image sharpness.
   b. To print the photo in black and white, click **Grayscale** from the **Color** pop-up menu, and then select one of the following options:
      - **High Quality:** Uses all the available colors to print your photo in grayscale. This creates smooth and natural shades of gray.
      - **Black Print Cartridge Only:** Uses black ink to print your photo in grayscale. The gray shading is created by varying patterns of black dots, which might result in a grainy image.
8. Select any other print settings that you want, and then click **Print** to begin printing.

Print on special and custom-size paper

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

Use only custom-size paper that is supported by the printer. For more information, see Media specifications.

NOTE: Defining custom-size media sizes is only available in the HP printing software in Mac OS X.

Follow the instructions for your operating system.

- Print on special or custom-size paper (Mac OS X)

Print on special or custom-size paper (Mac OS X)

NOTE: Before you can print on custom-size paper, you must set up the custom size in the HP software provided with the printer. For instructions, see Set up custom sizes (Mac OS X).

1. Load the appropriate paper in the tray. For more information, see Load media.
2. Select a paper size:
   a. From the **File** menu in your software application, click **Page Setup**.

      NOTE: If you do not see a **Page Setup** menu item, go to step 3.

   b. Make sure the printer you want to use is selected in the **Format For** pop-up menu.
   c. Select the paper size from the **Paper Size** pop-up menu, and then click **OK**.
3. From the **File** menu in your software application, click **Print**.
4. Make sure the printer you want to use is selected.
5. Select the appropriate paper size from the **Paper Size** pop-up menu (if available).
6. Click **Paper Handling** from the pop-up menu.
7. Under **Destination Paper Size**, click **Scale to fit paper size**, and then select the custom size.
8. Select any other print settings that you want, and then click **Print** to begin printing.

Set up custom sizes (Mac OS X)

1. Load paper in the tray. For more information, see Load media.
2. From the **File** menu in your software application, click **Page Setup**, and then make sure the printer you want to use is selected in the **Format For** pop-up menu.

   - OR -

   From the **File** menu in your software application, click **Print**, and then make sure the printer you want to use is selected.
3. Select **Manage Custom Sizes** in the **Paper Size** pop-up menu.

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

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

Print borderless documents

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

NOTE: You cannot print a borderless document if the paper type is set to **Plain paper**.

NOTE: Before printing a borderless document, open the file in a software application and assign the image size. Make sure the size corresponds to the media size on which you are printing the image.

NOTE: Not all applications support borderless printing.

Follow the instructions for your operating system.

- Print borderless documents (Windows)
- Print borderless documents (Mac OS X)

Print borderless documents (Windows)

1. Load paper in the tray. For more information, see Load media.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the printer you want to use is selected.
4. To change settings, click the button that opens the **Printer Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Paper/Quality** tab, and then click the **Advanced** button.
6. In the **Borderless Printing** option, click **Print Borderless**, and then click the **OK** button.
7. In the **Media** drop-down list, select the appropriate paper type.
8. Click **OK**, and then click **Print** or **OK** to begin printing.

Print borderless documents (Mac OS X)

1. Load paper in the tray. For more information, see Load media.
2. Select a borderless paper size:
   a. From the **File** menu in your software application, click **Page Setup**.

      NOTE: If you do not see a **Page Setup** menu item, go to step 3.

   b. Make sure the printer you want to use is selected in the **Format For** pop-up menu.
   c. Select an available borderless paper size from the **Paper Size** pop-up menu, and then click **OK**.
3. From the **File** menu in your software application, click **Print**.
4. Make sure the printer you want to use is selected.
5. Select the paper size from the **Paper Size** pop-up menu (if available).

6. Click **Paper Type/Quality** from the pop-up menu, and then select the following settings:
   - **Paper Type:** The appropriate paper type
   - **Quality: Best** or **Maximum dpi**

   NOTE: If you do not see these options, click the disclosure triangle next to the **Printer** pop-up menu or click **Show Details**.
7. Make sure the **Print Borderless** check box is selected.
8. If necessary, click the disclosure triangle beside **Color Options** and select the appropriate **Photo Fix** options:
   - **Off:** Applies no automatic adjustments to the image.
   - **Basic:** Automatically focuses the image; moderately adjusts image sharpness.
9. Select any other print settings that you want, and then click **Print** to begin printing.

3 HP ePrint

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

Once you have signed up for an account on ePrintCenter, you can sign in to view your HP ePrint job status, manage your HP ePrint printer queue, control who can use your printer's HP ePrint email address to print, and get help for HP ePrint.

NOTE: To use HP ePrint, the printer must be connected to the Internet (either using an Ethernet cable or wireless connection). You cannot use these web features if the printer is connected using a USB cable.

This section contains the following topics:

- Set up HP ePrint
- Use HP ePrint
- Remove Web Services

Set up HP ePrint

To set up HP ePrint, complete the following steps.

NOTE: Before you set up HP ePrint, make sure you are connected to the Internet using either a wired (Ethernet) or wireless connection.

Set up HP ePrint using the HP printer software

In addition to enabling key printer features, you can use the HP printer software that came with your printer to set up HP ePrint. If you didn't set up HP ePrint when you installed the HP software on your computer, you can still use the software to set up HP ePrint.

To set up HP ePrint, complete the following steps for your operating system:

Windows

1. From the computer desktop, click **Start**, select **Programs** or **All Programs**, click **HP**, click the folder for your printer, and then select the icon with your printer's name.
2. Double-click **Web Connected Solutions**, and then double-click **ePrint Setup**. The printer's embedded web server opens.
3. On the **Web Services** tab, click **Setup** in the **Web Services Settings** section.
4. Click **Accept Terms of Use and Enable Web Services**, and then click **Next**.
5. Click **Yes** to allow the printer to automatically check for and install product updates.

6. If your network uses proxy settings when connecting to the Internet, enter these settings.
7. Follow the instructions on the Web Services information sheet to finish the setup.

Mac OS X

▲ To set up and manage Web Services in Mac OS X, you can use the printer's embedded web server (EWS). For more information, see Set up HP ePrint using the embedded web server.

Set up HP ePrint using the printer's control panel

The printer's control panel provides an easy way to set up and manage HP ePrint.

To set up HP ePrint, complete the following steps:

1. On the printer control panel, press the (HP ePrint) button. The printer prints the HP ePrint Setup page.
2. Follow the instructions on the page to set up HP ePrint.

Set up HP ePrint using the embedded web server

You can use the printer's embedded web server (EWS) to set up and manage HP ePrint.

To set up HP ePrint, complete the following steps:

1. Open the EWS. For more information, see Embedded web server.
2. On the **Web Services** tab, click **Setup** in the **Web Services Settings** section.
3. Click **Accept Terms of Use and Enable Web Services**, and then click **Next**.
4. Click **Yes** to allow the printer to automatically check for and install product updates.
5. If your network uses proxy settings when connecting to the Internet, enter these settings.
6. Follow the instructions on the Web Services information sheet to finish the setup.

Use HP ePrint

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

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

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

TIP: For more information about managing and configuring HP ePrint settings and to learn about the latest features, visit ePrintCenter (www.eprintcenter.com).

Print using HP ePrint

To print documents using HP ePrint, complete the following steps:

1. On your computer or mobile device, open your email application.

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

2. Create a new email message, and then attach the file that you want to print. For a list of files that can be printed using HP ePrint, as well as guidelines to follow when using HP ePrint, see HP ePrint and HP website specifications
3. Enter the printer's email address in the "To" line of the email message, and then select the option to send the email message.

   NOTE: Make sure that the printer's email address is the only address listed in the "To" line of the email message. If other email addresses are listed in the "To" line, the attachments you are sending might not print.

Find the printer's email address

To obtain the printer's email address, press the (HP ePrint) button on the printer control panel.

The printer prints an information page that contains the printer's email address.

Turn off HP ePrint

To turn off HP ePrint, complete the following steps:

1. Open the EWS. For more information, see Embedded web server.
2. Click the **Web Services** tab, and then click **ePrint** in the **Web Services Settings** section.
3. Click **Turn Off ePrint**.

NOTE: To remove all Web Services, see Remove Web Services.

Remove Web Services

To remove Web Services, complete the following steps:

1. Open the EWS. For more information, see Embedded web server.
2. Click the **Web Services** tab, and then click **Remove Web Services** in the **Web Services Settings** section.
3. Click **Remove Web Services**.

4 Work with ink cartridges

To ensure the best print quality from the printer, you need to perform some simple maintenance procedures. This section provides guidelines for handling the ink cartridges, instructions for replacing the ink cartridges, and aligning and cleaning the printhead.

TIP: If you have problems printing documents, see Print quality troubleshooting.

This section contains the following topics:

- Information on ink cartridges and the printhead
- Check the estimated ink levels
- Printing with black or color ink only
- Replace the ink cartridges
- Store printing supplies
- Usage information collection

Information on ink cartridges and the printhead

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

- The instructions in this user guide are for replacing ink cartridges, and are not intended for first time installation.
- **CAUTION:** While ink cartridges are not damaged when left outside of the printer, the printhead does need to have all cartridges installed at all times after the printer is set up and in use. Leaving one or more cartridge slots empty for an extended period may lead to print quality problems and possibly damage the printhead. If you have recently left a cartridge out of the printer for an extended period, or if you have had a recent paper jam, and have noticed poor print quality, clean the printhead. For more information, see Clean the printhead.
- Keep all ink cartridges in the original sealed packages until they are needed.
- Be sure to turn off the printer properly. For more information, see Turn the printer off.
- Store ink cartridges at room temperature (15-35° C or 59-95° F).
- Always turn off the printer by pressing (Power) button. Wait until the Power light turns off before unplugging the power cord or turning off a power strip. If you improperly turn off the printer, the print carriage might not return to the correct position, and that can cause problems with the printhead and print quality issues.
- Do not clean the printhead unnecessarily. This wastes ink and shortens the life of the cartridges.

- Handle ink cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems.
- If you are transporting the printer, do the following to prevent ink leaking from the printer or other damage from occurring to the printer:
  - Make sure you turn off the printer by pressing (Power) button. Wait until all sounds of internal motion stop before unplugging the printer. For more information, see Turn the printer off.
  - Make sure you leave the ink cartridges installed.
  - Place the printer sitting flat in the box during packing. During transportation, the printer should be stored in the same position (sitting flat) and should not be placed on its side, back, front, or inverted.

Related topics

- Check the estimated ink levels
- Clean the printhead

Check the estimated ink levels

You can check the estimated ink levels from the printer software. For information about using these tools, see Printer management tools. You can also print the Printer Status page to view this information (see Understand the Printer Status Report).

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

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

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

Printing with black or color ink only

For regular usage, this product is not designed to print using only the black cartridge when the color cartridges are out of ink.

However, your printer is designed to let you print as long as possible when your cartridges start to run out of ink.

When there is sufficient ink in the printhead, the printer will offer you the use of black ink only when one or more of the color cartridges are out of ink, and the use of color ink only when the black cartridge is out of ink.

- The amount that you can print using black or color ink only is limited, so have replacement ink cartridges available when you are printing with black or color ink only.
- When there is no longer sufficient ink to print, you will get a message that one or more cartridges are depleted, and you will need to replace the depleted cartridges before you resume printing.

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

Replace the ink cartridges

NOTE: For information on recycling used ink supplies, see HP inkjet supplies recycling program.

If you do not already have replacement ink cartridges for the printer, see HP supplies and accessories.

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

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

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

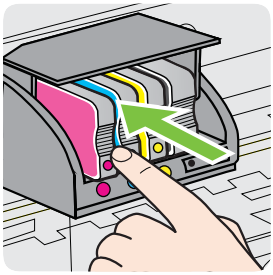
To replace the ink cartridges

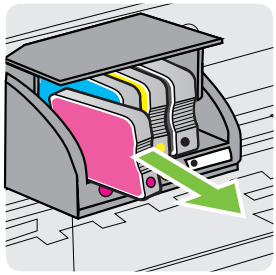
Use these steps to replace the ink cartridges.

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

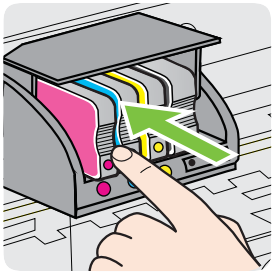
   NOTE: Wait until the print carriage stops moving before proceeding.

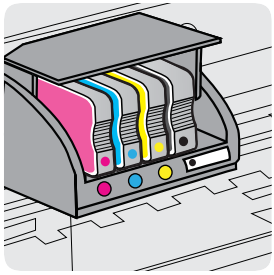
3. Press the front of the ink cartridge to release it, and then remove it from the slot.





4. Remove the new ink cartridge from its packaging.
5. Using the color-coded letters for help, slide the ink cartridge into the empty slot until it is securely installed in the slot.





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

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

Related topics

HP supplies and accessories

Store printing supplies

Ink cartridges can be left in the printer for extended periods of time. However, to assure optimal ink cartridge health, be sure to turn off the printer properly. For more information, see Turn the printer off.

Usage information collection

The HP 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 cartridge was first installed, the date when the cartridge was last used, the number of pages printed using the 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 cartridge memory chip does not contain information that can be used to identify a customer or user of the cartridge or their product.

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

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

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

To turn off usage information collection

▲ On the product control panel, press and hold (Resume) button and (Wireless) button until the ink cartridge lights blink, approximately five seconds, and then release the buttons.

NOTE: If you turn off the memory chip's ability to collect the product's usage information, you can still continue to use the cartridge in the HP product.

5 Solve a problem

The information in General troubleshooting tips and resources suggests solutions to common problems. If your printer is not operating correctly and those suggestions did not solve your problem, try using one of the following support services to obtain assistance.

This section contains the following topics:

- HP support
- General troubleshooting tips and resources
- Solve printer problems
- Print quality troubleshooting
- Solve paper-feed problems
- Solve problems using HP ePrint and HP websites
- Solve wired (Ethernet) network problems
- Solve wireless problems
- Configure your firewall software to work with the printer
- Solve printer management problems
- Troubleshoot installation issues
- Understand the Printer Status Report
- Understand the network configuration page
- Printhead maintenance
- Clear jams
- Control panel lights reference

HP support

If you have a problem, follow these steps

1. Check the documentation that came with the printer.
2. Visit the HP online support website at www.hp.com/go/customercare. This website provides information and utilities that can help you correct many common printer problems. HP online support is available to all HP customers. It is the fastest source for up-to-date printer information and expert assistance and includes the following features:
   - Fast access to qualified online support specialists
   - HP software and driver updates for the HP printer
   - Valuable troubleshooting information for common problems
   - Proactive printer updates, support alerts, and HP newsgrams that are available when you register the printer

   For more information, see Obtain electronic support.
3. Call HP support. Support options and availability vary by printer, country/region, and language. For more information, see HP support by phone.

Obtain electronic support

To find support and warranty information, go to the HP website at www.hp.com/go/customercare. This website provides information and utilities that can help you correct many common printer problems. If prompted, select your country/region, and then click **Contact HP** for information about calling for technical support.

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

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

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

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

HP support by phone

The phone support numbers and associated costs listed here are those in effect at time of publication and are applicable only for calls made on a land line. Different rates may apply for mobile phones.

For the most current HP list of telephone support numbers and call costs information, see www.hp.com/go/customercare. This website provides information and utilities that can help you correct many common printer problems.

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

NOTE: HP does not provide telephone support for Linux printing. All support is provided online at the following website: https://launchpad.net/hplip. Click the **Ask a question** button to begin the support process.

The HPLIP website does not provide support for Windows or Mac OS X. If you are using these operating systems, see www.hp.com/go/customercare. This website provides information and utilities that can help you correct many common printer problems.

This section contains the following topics:

- Before you call
- Phone support period
- Telephone support numbers
- After the phone support period

Before you call

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

- Model number (for more information, see Finding the printer model number)
- Serial number (located on the back or bottom of the printer)
- Messages that appear when the situation occurs
- Answers to these questions:
  - Has this situation happened before?
  - Can you re-create it?
  - Did you add any new hardware or software to your computer at about the time that this situation began?
  - Did anything else occur prior to this situation (such as a thunderstorm or moving the printer)?

Phone support period

One year of phone support is available in North America, Asia Pacific, and Latin America (including Mexico).

Telephone support numbers

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

For the most current list of telephone support numbers, see www.hp.com/go/customercare. This website provides information and utilities that can help you correct many common printer problems.

www.hp.com/support

Africa (English speaking)	+27 11 2345872
Afrique (francophone)	+33 1 4993 9230
021 672 280	الجزائر
Algérie	021 67 22 80
Argentina (Buenos Aires)	54-11-4708-1600
Argentina	0-800-555-5000
Australia	1300 721 147
Australia (out-of-warranty)	1902 910 910
Österreich	+43 0820 87 4417 doppelter Ortstarif
17212049	البحرين
België	+32 078 600 019 Peak Hours: 0,055 € p/m Low Hours: 0,27 € p/m
Belgique	+32 078 600 020 Peak Hours: 0,055 €/m Low Hours: 0,27 €/m
Brasil (Sao Paulo)	55-11-4004-7751
Brasil	0-800-709-7751
Canada	1-(800)-474-6836 (1-800 hp invent)
Central America & The Caribbean	www.hp.com/la/soporte
Chile	800-360-999
中国	1068687980
中国	800-810-3888
Colombia (Bogotá)	571-606-9191
Colombia	01-8000-51-4746-8368
Costa Rica	0-800-011-1046
Česká republika	810 222 222 1.53 CZN/min
Danmark	+45 70 202 845 Opkald: 0,145 (kr. pr. min.) Pr. min. man-lør 08.00-19.30: 0,25 Pr. min. øvrige tidspunkter: 0,125
Ecuador (Andinatel)	1-999-119 ☏ 800-711-2884
Ecuador (Pacifitel)	1-800-225-528 ☏ 800-711-2884
(02) 6910602	مصر
El Salvador	800-6160
España	+34 902 010 059 0.94 € p/m
France	+33 0969 320 435
Deutschland	+49 01805 652 180 0,14 €/Min aus dem deutschen Festnetz - bei Anrufen aus Mobilfunknetzen können andere Preise gelten
Ελλάδα	801-11-75400
Κύπρος	+800 9 2654
Guatemala	1-800-711-2884
香港特別行政區	(852) 2802 4098
India	1-800-425-7737
India	91-80-28526900
Indonesia	+62 (21) 350 3408
+971 4 224 9189	العراق
+971 4 224 9189	الكويت
+971 4 224 9189	لبنان
+971 4 224 9189	قطر
+971 4 224 9189	اليمن
Ireland	+353 1890 923 902 Calls cost Cost 5.1 cent peak / 1.3 cent off-peak per minute
Italia	+39 848 800 871 costo telefonico locale
Jamaica	1-800-711-2884
日本	0120-96-1665
0800 222 47	الأردن
한국	1588-3003
Luxembourg (Français)	+352 900 40 006 0.15 €/min
Luxemburg (Deutsch)	+352 900 40 007 0.15 €/Min
Madagascar	262 262 51 21 21
Magyarország	06 40 200 629 7,2 HUF/perc vezetékes telefonra
Malaysia	1800 88 8588
Mauritius	262 262 210 404
México (Ciudad de México)	55-5258-9922
México	01-800-472-68368
Maroc	0801 005 010
Nederland	+31 0900 2020 165 0.10 €/Min
New Zealand	0800 441 147
Nigeria	(01) 271 2320
Norge	+47 815 62 070 starter på 0,59 Kr per min., deretter 0,39 Kr per min. Fra mobiltelefon gjelder mobiltelefontakster.
24791773	عُمان
Panamá	1-800-711-2884
Paraguay	009 800 54 1 0006
Perú	0-800-10111
Philippines	2 867 3551
Polska	(22) 583 43 73 Koszt połączenia:- z tel. stacjonarnego jak za 1 impuls wg taryfy operatora,- z tel. komórkowego wg taryfy operatora.
Portugal	+351 808 201 492 Custo: 8 cêntimos no primeiro minuto e 3 cêntimos restantes minutos
Puerto Rico	1-877-232-0589
República Dominicana	1-800-711-2884
Reunion	0820 890 323
România	0801 033 390 (021 204 7090)
Россия (Москва)	495 777 3284
Россия (Санкт-Петербург)	812 332 4240
800 897 1415	السعوبية
Singapore	+65 6272 5300
Slovenská republika	0850 111 256
South Africa (RSA)	0860 104 771
Suomi	+358 0 203 66 767
Sverige	+46 077 120 4765 0,23 kr/min
Switzerland	+41 0848 672 672 0,08 CHF/min.
臺灣	0800-010055 (免費)
ไทย	+66 (2) 353 9000
071 891 391	تونس
Trinidad & Tobago	1-800-711-2884
Tunisie	23 926 000
Türkiye (İstanbul, Ankara, İzmir & Bursa)	0(212) 444 0307 Yerel numara: 444 0307
Україна	(044) 230-51-06
600 54 47 47	الإمارات العربية المتحدة
United Kingdom	0844 369 0369 0.50 £ p/m
United States	1-(800)-474-6836
Uruguay	0004-054-177
Venezuela (Caracas)	58-212-278-8666
Venezuela	0-800-474-68368
Viêt Nam	+84 88234530

After the phone support period

After the phone support period, help is available from HP at an additional cost. Help may also be available at the HP online support website: www.hp.com/go/customercare. This website provides information and utilities that can help you correct many common printer problems. Contact your HP dealer or call the support phone number for your country/region to learn more about support options.

General troubleshooting tips and resources

NOTE: Many of the following steps require HP software. If you did not install the HP software, you can install it using the HP software CD included with the printer, or download the HP software from the HP support website, www.hp.com/go/customercare. This website provides information and utilities that can help you correct many common printer problems.

Check or do the following before you begin troubleshooting:

- Try turning the printer off and then on again.
- For a paper jam, see Clear jams.
- For paper-feed problems, such as the paper skew and paper pick, see Solve paper-feed problems.
- Power light is on and not blinking. When the printer is turned on for the first time, it takes approximately 9 minutes to initialize it after the ink cartridges are installed.
- Power cord and other cables are working, and are firmly connected to the printer. Make sure the printer is connected firmly to a functioning alternating current (AC) power outlet, and is turned on. For voltage requirements, see Electrical specifications.
- Media is loaded correctly in the input tray and is not jammed in the printer.
- All packing tapes and materials are removed.
- The printer is set as the current or default printer. For Windows, set it as the default in the Printers folder. For Mac OS X, set it as the default in the **Print & Fax** or **Print & Scan** section of the **System Preferences**. See your computer's documentation for more information.
- **Pause Printing** is not selected if you are using a computer running Windows.
- You are not running too many programs when you are performing a task. Close programs that you are not using or restart the computer before attempting the task again.

Solve printer problems

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

This section contains the following topics:

- The printer shuts down unexpectedly
- Alignment fails

- The printer is not responding (nothing prints)
- The printer prints slowly
- The printer is making some unexpected noises
- Blank or partial page printed
- Something on the page is missing or incorrect
- Placement of the text or graphics is wrong

The printer shuts down unexpectedly

Check the power and power connections

Make sure the printer is connected firmly to a functioning alternating current (AC) power outlet. For voltage requirements, see Electrical specifications.

Alignment fails

If the alignment process fails, make sure you have loaded unused, plain white paper into the input tray. If you have colored paper loaded in the input tray when you align the printer, the alignment fails.

If the alignment process fails repeatedly, you may need to clean the printhead, or you might have a defective sensor. To clean the printhead, see Clean the printhead.

If cleaning the printhead does not solve the problem, contact HP support. Go to www.hp.com/go/customercare. This website provides information and utilities that can help you correct many common printer problems. If prompted, select your country/region, and then click **Contact HP** for information on calling for technical support.

The printer is not responding (nothing prints)

There are print jobs stuck in the print queue

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

Check the printer setup

For more information, see General troubleshooting tips and resources.

Check the HP software installation

If the printer is turned off when printing, an alert message should appear on your computer screen; otherwise, the HP software provided with the printer might not be installed correctly. To resolve this, uninstall the HP software completely, and then reinstall the HP software. For more information, see Uninstall and reinstall the HP software.

Check the cable connections

- Make sure both ends of the USB cable or Ethernet cable are secure.
- If the printer is connected to a network, check the following:
  - Check the Link light on the back of the printer.
  - Make sure you are not using a phone cord to connect the printer.

Check any personal firewall software installed on the computer

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

The printer prints slowly

Try the following solutions if the printer is printing very slowly.

- Solution 1: Use a lower print quality setting
- Solution 2: Check the ink levels
- Solution 3: Contact HP support

Solution 1: Use a lower print quality setting

Solution: Check the print quality setting. **Best** and **Maximum dpi** provide the best quality but are slower than **Normal** or **Draft**. **Draft** provides the fastest print speed.

Cause: The print quality was set to a high setting.

If this did not solve the issue, try the next solution.

Solution 2: Check the ink levels

Solution: Check the estimated ink levels in the ink cartridges.

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

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

For more information, see:

Check the estimated ink levels

Cause: The ink cartridges might have insufficient ink. Insufficient ink may cause the printhead to overheat. When the printhead overheats, the printer slows down to allow it to cool.

If this did not solve the issue, try the next solution.

Solution 3: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/go/customercare. This website provides information and utilities that can help you correct many common printer problems.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: There was a problem with the printer.

The printer is making some unexpected noises

You might hear some unexpected noises made by the printer. These are the servicing sounds when the printer performs automatic servicing functions to maintain the health of the printheads.

NOTE: To prevent any potential damage to your printer:

Do not turn off the printer while the printer is performing any servicing. If you are turning off the printer, wait for the printer to come to a complete stop before turning off using the (Power) button. For more information, see Turn the printer off.

Make sure all ink cartridges are installed. If any of the ink cartridge is missing, the printer will perform extra servicing to protect the printheads.

Blank or partial page printed

Clean the printhead

Complete the printhead cleaning procedure. For more information, see Clean the printhead. The printhead may need to be cleaned if the printer was turned off incorrectly.

NOTE: Incorrectly turning off the printer can cause print quality problems like blank or partial pages. Printhead cleaning can solve these problems, but turning off the printer correctly can prevent them in the first place. Always turn the printer off by pressing (Power) button on the printer. Wait until the **Power** light goes out before unplugging the power cord or turning off a power strip.

Check the media settings

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

More than one page is being picked

For more information, see Solve paper-feed problems.

There is a blank page in the file

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

Something on the page is missing or incorrect

Check the Print Quality Diagnostic page

Print a Print Quality Diagnostic page to help you decide whether to run any maintenance tools to improve the print quality of your printouts.

Check the margin settings

Make sure the margin settings for the document do not exceed the printable area of the printer. For more information, see Set minimum margins.

Check the color print settings

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

Check the printer location and length of USB cable

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

Check the paper size

Make sure the selected paper size matches the actual loaded paper size.

Placement of the text or graphics is wrong

Check how the media is loaded

Make sure the media width and length guides fit snugly against the edges of the stack of media, and make sure the tray is not overloaded. For more information, see Load media.

Check the media size

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

Check the margin settings

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

Check the page-orientation setting

Make sure the media size and page orientation selected in the application match the settings in the printer driver. For more information, see Print.

Check the printer location and length of USB cable

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

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

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

Print quality troubleshooting

Try the solutions in this section to resolve print quality problems in your printout.

- Solution 1: Make sure you are using original HP ink cartridges
- Solution 2: Check the ink levels
- Solution 3: Check the paper loaded in the input tray
- Solution 4: Check the paper type
- Solution 5: Check the print settings
- Solution 6: Print and evaluate a print quality report
- Solution 7: Contact HP support

Solution 1: Make sure you are using original HP ink cartridges

Solution: Check to see if your ink cartridges are original HP ink cartridges.

HP recommends that you use original HP ink cartridges. Original HP ink cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

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

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

www.hp.com/go/anticounterfeit

Cause: Non-HP ink cartridges were being used.

If this did not solve the issue, try the next solution.

Solution 2: Check the ink levels

Solution: Check the estimated ink levels in the ink cartridges.

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

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

For more information, see:

Check the estimated ink levels

Cause: The ink cartridges might have insufficient ink.

If this did not solve the issue, try the next solution.

Solution 3: Check the paper loaded in the input tray

Solution: Make sure the paper is loaded correctly and that it is not wrinkled or too thick.

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

For more information, see:

Load media

Cause: The paper was loaded incorrectly, or it was wrinkled or too thick.

If this did not solve the issue, try the next solution.

Solution 4: Check the paper type

Solution: HP recommends that you use HP papers or any other paper type with ColorLok technology that is appropriate for the printer. All papers with the ColorLok logo are independently tested to meet high standards of reliability and print quality, and produce documents with crisp, vivid color, bolder blacks and dry faster than ordinary plain papers.

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

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

NOTE: For this issue, there is not a problem with your ink supplies. Therefore, replacing the ink cartridges is not necessary.

For more information, see:

Select print media

Cause: The wrong kind of paper was loaded in the input tray.

If this did not solve the issue, try the next solution.

Solution 5: Check the print settings

Solution: Check the print settings.

- Check the print settings to see if the color settings are incorrect.
  For example, check to see if the document is set to print in grayscale. Or, check to see if advanced color settings such as saturation, brightness, or color tone, are set to modify the appearance of colors.
- Check the print quality setting and make sure it matches the type of paper loaded in the printer.
  You might need to choose a lower print quality setting if colors are running into each other. Or, choose a higher setting if you are printing a high-quality photo, and then make sure photo paper such as HP Advanced Photo Paper is loaded in the input tray.

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

For more information, see:

Select print media

Cause: The print settings were set incorrectly.

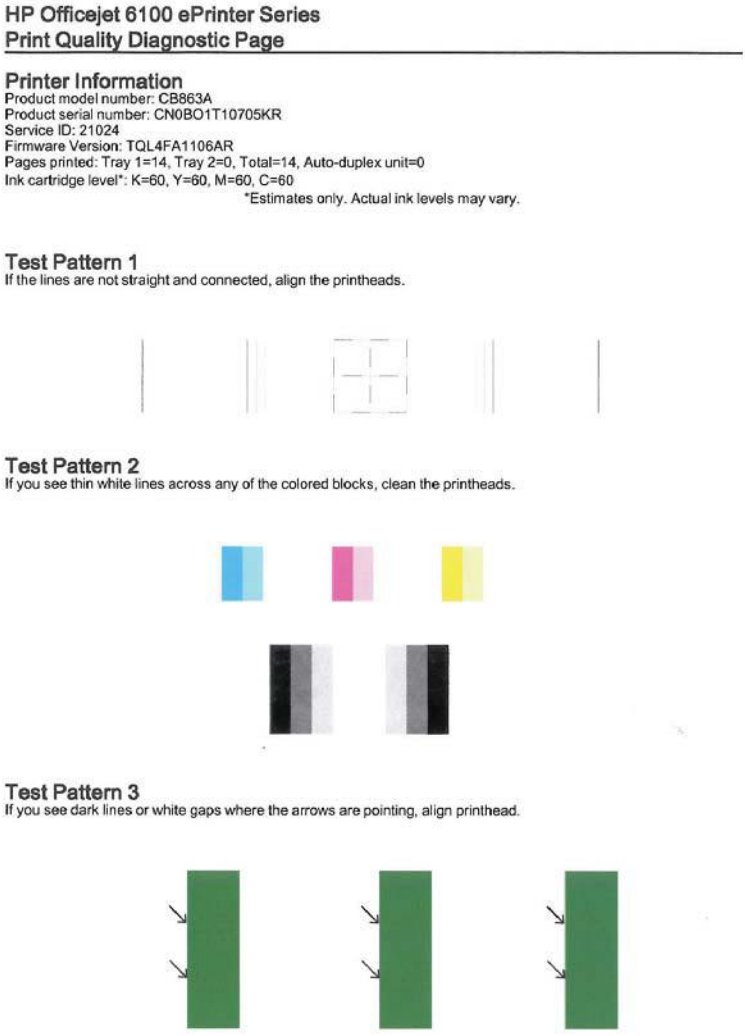
If this did not solve the issue, try the next solution.

Solution 6: Print and evaluate a print quality report

Solution:

To print a print quality report

- **Control panel:** Press and hold the (Power) button, press the (Cancel) button seven times, press the (Resume) button two times, and then release the (Power) button.
- **Embedded web server:** Click the **Tools** tab, click **Print Quality Toolbox** under **Utilities**, and then click the **Print Quality Report** button.
- **HP Utility (Mac OS X):** In the **Information And Support** section, click **Print Quality Diagnostics**, and then click **Print**.


HP Officejet 6100 ePrinter Series
Print Quality Diagnostic Page

Printer Information
Product model number: CB863A
Product serial number: CN0BO1T10705KR
Service ID: 21024
Firmware Version: TQL4FA1106AR
Pages printed: Tray 1=14, Tray 2=0, Total=14, Auto-duplex unit=0
Ink cartridge level*: K=60, Y=60, M=60, C=60
*Estimates only. Actual ink levels may vary.

Test Pattern 1
If the lines are not straight and connected, align the printheads.

Test Pattern 2
If you see thin white lines across any of the colored blocks, clean the printheads.

Test Pattern 3
If you see dark lines or white gaps where the arrows are pointing, align printhead.

If defects are seen on the Print Quality Diagnostic report, follow the steps below:

1. If the lines in Test Pattern 1 are not straight and connected, align the printer. For more information, see Align the printhead.
2. If you see white lines in any of the color blocks in Test Pattern 2, clean the printhead. For more information, see Clean the printhead.
3. If you see white or dark lines where the arrows are pointing in Test Pattern 3, align the printer. For more information, see Align the printhead.

Cause: Print quality problems can have many causes: software settings, a poor image file, or the printing system itself. If you are unhappy with the quality of your

prints, a Print Quality Diagnostic page can help you determine if the printing system is working correctly.

Solution 7: Contact HP support

Solution: Contact HP support for service.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

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

Cause: There was a problem with the printhead.

Solve paper-feed problems

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

Media is not supported for the printer or tray

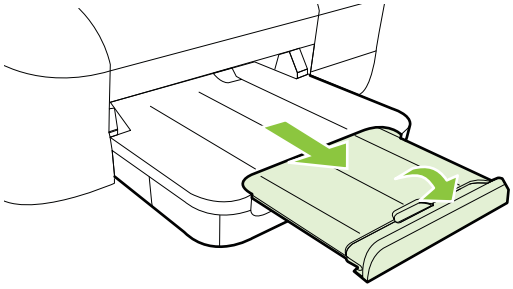
Use only media that is supported for the printer and the tray being used. For more information, see Media specifications.

Media is not picked up from a tray

- Make sure media is loaded in the tray. For more information, see Load media. Fan the media before loading.
- Make sure the paper guides are set to the correct markings in the tray for the media size you are loading. Also make sure the guides are snug, but not tight, against the stack.
- Make sure media in the tray is not curled. Uncurl paper by bending it in the opposite direction of the curl.

Media is not coming out correctly

- Make sure the output tray extender is fully extended; otherwise, printed pages may fall off the printer.



- Remove excess media from the output tray. There is a limit to the number of sheets the tray can hold.

Pages are skewing

- Make sure the media loaded in the trays is aligned to the paper guides. If needed, pull out the trays from the printer and reload the media correctly, making sure that the paper guides are aligned correctly.
- Load media into the printer only when it is not printing.

Multiple pages are being picked up

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

Solve problems using HP ePrint and HP websites

This section provides solutions to common problems using HP ePrint and HP websites.

- Solve problems using HP ePrint
- Solve problems using HP websites

Solve problems using HP ePrint

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

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

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

- Make sure the latest product updates have been installed on the printer. For more information, see Update the printer.
- Make sure HP ePrint is enabled on the printer. For more information, see Set up HP ePrint using the printer's control panel.
- Make sure the network hub, switch, or router is turned on and working correctly.
- If you are connecting the printer using an Ethernet cable, make sure you are not connecting the printer using a phone cord or a crossover cable to connect the printer to the network and that the Ethernet cable is securely connected to the printer. For more information, see Solve wired (Ethernet) network problems.
- If you are connecting the printer using a wireless connection, make sure the wireless network is functioning properly. For more information, see Solve wireless problems.

- If you are using HP ePrint, check the following:
  - Make sure the printer's email address is correct.
  - Make sure that the printer's email address is the only address listed in the "To" line of the email message. If other email addresses are listed in the "To" line, the attachments you are sending might not print.
  - Make sure you are sending documents that meet the HP ePrint requirements. For more information, see HP ePrint specifications.
- If your network uses proxy settings when connecting to the Internet, make sure the proxy settings you are entering are valid:
  - Check the settings being used by the Web browser you are using (such as Internet Explorer, Firefox, or Safari).
  - Check with the IT administrator or person who set up your firewall.

    If the proxy settings used by your firewall have changed, you must update these settings in either the printer's control panel. If these settings are not updated, you will not be able to use HP ePrint.

    For more information, see Set up HP ePrint using the printer's control panel.

TIP: For additional help on setting up and using HP ePrint, visit ePrintCenter (www.eprintcenter.com).

Solve problems using HP websites

If you are having problems using HP websites from your computer, check the following:

- Make sure the computer that you are using is connected to the Internet.
- Make sure the web browser meets the minimum system requirements. For more information, see HP website specifications.
- If your web browser uses any proxy settings to connect to the Internet, try turning off these settings. For more information, see the documentation provided with your web browser.

Solve wired (Ethernet) network problems

If you are unable to connect the printer to your wired (Ethernet) network, perform one or more of the following tasks.

NOTE: After correcting any of the following, run the installation program again.

- General network troubleshooting

General network troubleshooting

If you are unable to install the HP software provided with the printer, verify that:

- All cable connections to the computer and the printer are secure.
- The network is operational and the network hub, switch, or router is turned on.
- All applications, including virus protection programs, spyware protection programs, and firewalls, are closed or disabled for computers running Windows.
- The printer is installed on the same subnet as the computers that use the printer.

If the installation program cannot discover the printer, print the network configuration page, and enter the IP address manually in the installation program. For more information, see Understand the network configuration page.

Though it is not recommended that you assign the printer with a static IP address, you might resolve some installation problems (such as a conflict with a personal firewall) by doing so.

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

Solve wireless problems

This section provides information about solving problems you might encounter when connecting the printer to your wireless network.

Follow these suggestions in order, starting with those listed in the “Basic wireless troubleshooting” section. If you still encounter problems, follow the suggestions provided in the “Advanced wireless troubleshooting” section.

- Basic wireless troubleshooting
- Advanced wireless troubleshooting
- After resolving the problems

TIP: For more information about troubleshooting wireless problems, visit www.hp.com/go/wirelessprinting.

TIP: If you are using a computer running Windows, HP provides a tool called HP Home Network Diagnostic Utility that can help retrieve this information for some systems. To use this tool, visit the HP Wireless Printing Center www.hp.com/go/wirelessprinting, and then click **Network Diagnostic Utility** in the **Quick Links** section. (At this time, this tool might not be available in all languages.)

NOTE: After you resolve the problem, follow the instructions in After resolving the problems.

Basic wireless troubleshooting

Perform the following steps in the order presented.

Step 1 - Make sure the wireless (802.11) light is turned on

If the blue light near the printer's wireless button is not lit, the wireless capabilities might not have been turned on. Press the (Wireless) button to turn on the printer's wireless capabilities.

NOTE: If your printer supports Ethernet networking, make sure that an Ethernet cable has not been connected to the printer. Connecting an Ethernet cable turns off the printer's wireless capabilities.

Step 2 - Restart components of the wireless network

Turn off the router and the printer, and then turn them back on in this order: router first and then the printer. If you still are unable to connect, turn off the router, printer, and

your computer. Sometimes, turning off the power and then turning it back on recovers from a network communication issue.

Step 3 - Run the Wireless Network Test

For wireless networking issues, run the Wireless Network Test. To print a Wireless Network Test page, press and hold the (Resume) button, and then press the (Wireless) button. If a problem is detected, the printed test report includes recommendations that might help solve the problem.

TIP: If the Wireless Network Test indicates the signal is weak, try moving the printer closer to the wireless router.

Advanced wireless troubleshooting

If you have tried the suggestions provided in Basic wireless troubleshooting and are still unable to connect to your printer to the wireless network, try the following suggestions in the order presented:

- Step 1: Make sure your computer is connected to your network
- Step 2: Make sure that the printer is connected to your network
- Step 3: Check to see if the firewall software is blocking communication
- Step 4: Make sure the printer is online and ready
- Step 5: Make sure the wireless version of the printer is set as the default printer driver (Windows only)
- Step 6: Make sure your computer is not connected to your network over a Virtual Private Network (VPN)

Step 1: Make sure your computer is connected to your network

Make sure your computer is connected to your network—either your wired (Ethernet) network or your wireless network. If the computer is not connected to the network, you cannot use the printer over the network.

To check a wired (Ethernet) connection

▲ Many computers have indicator lights beside the port where the Ethernet cable from the router connects to your computer. Usually there are two indicator lights, one that is on and another that blinks. If your computer has indicator lights, check to see if the indicator lights are on. If the lights are not on, try reconnecting the Ethernet cable to the computer and the router. If you still do not see lights, there might be a problem with the router, the Ethernet cable, or your computer.

NOTE: Macintosh computers do not have indicator lights. To check the Ethernet connection on a Macintosh computer, click **System Preferences** in the Dock, and then click **Network**. If the Ethernet connection is working correctly, **Built-in Ethernet** appears in the list of connections, along with the IP address and other status information. If **Built-in Ethernet** does not appear in the list, there might be a problem with the router, the Ethernet cable, or your computer. For more information, click the Help button in the window.

To check a wireless connection

1. Make sure that your computer's wireless has been turned on. (For more information, see the documentation that came with your computer.)
2. If you are not using a unique network name (SSID), then it is possible that your wireless computer could be connected to a nearby network that is not yours.
   The following steps can help you determine if your computer is connected to your network.

   Windows

   a. Click **Start**, click **Control Panel**, point to **Network Connections**, and then click **View Network Status and Tasks**.
      - or -
      Click **Start**, select **Settings**, click **Control Panel**, double-click **Network Connections**, click the **View** menu, and then select **Details**.
      Leave the network dialog box open while you continue to the next step.
   b. Disconnect the power cord from the wireless router. The connection status of your computer should change to **Not Connected**.
   c. Reconnect the power cord to the wireless router. The connection status should change to **Connected.**

   Mac OS X

   ▲ Click the **AirPort** icon in the menu bar at the top of the screen. From the menu that appears, you can determine if the AirPort is turned on and which wireless network your computer is connected to.

   NOTE: For more detailed information about your AirPort connection, click **System Preferences** in the Dock, and then click **Network**. If the wireless connection is working correctly, a green dot appears next to AirPort in the list of connections. For more information, click the Help button in the window.

If you are unable to get your computer connected to your network, contact the person who set up your network or the router manufacturer as there might be a hardware issue with either your router or computer.

TIP: If you are able to access the Internet and are using a computer running Windows, you can also access the HP Network Assistant for help in setting up a network. To use this tool, visit www.hp.com/sbso/wireless/tools-setup.html?jumpid=reg_R1002_USEN. (This website is only available in English.)

Step 2: Make sure that the printer is connected to your network

If your printer is not connected to the same network as your computer, you cannot use the printer over the network. Follow the steps described in this section to find out if your printer is actively connected to the correct network.

NOTE: If your wireless router or Apple AirPort Base Station is using a hidden SSID, your printer cannot automatically detect the network.

A: Make sure the printer is on the network

1. If the printer supports Ethernet networking and is connected to an Ethernet network, make sure an Ethernet cable is not plugged into the back of the printer. If an Ethernet cable is plugged into the back, then wireless connectivity is disabled.
2. If the printer is connected to a wireless network, print the printer's Wireless Configuration page. For more information, see Understand the network configuration page.
3. After the page has been printed, check the Network Status and URL:

Network Status	• If the Network Status is Ready, the printer is actively connected to a network. • If the Network Status is Offline, the printer is not connected to a network. Run the Wireless Network Test (using the instructions at the beginning of this section) and follow any recommendations.
URL	The URL shown here is the network address assigned to the printer by your router. You need this to connect to the embedded web server.

For information about connecting the printer to a wireless network, see Set up the printer for wireless communication.

B: Check to see if you can access the EWS

▲ After you establish that the computer and the printer both have active connections to a network, you can verify if they are on the same network by accessing the printer's EWS. For more information, see Embedded web server.

To access the EWS

a. On your computer, open the EWS. For more information, see Embedded web server.

> **NOTE:** If you are using a proxy server in your browser, you might need to disable it to access the EWS.

b. If you can open the EWS, try using the printer over the network (such as to print) to see if your network setup was successful.

If you cannot open the EWS or are still having problems using the printer over the network, continue to the next section regarding firewalls.

Step 3: Check to see if the firewall software is blocking communication

If you cannot access the EWS and are sure both the computer and printer have active connections to the same network, the firewall security software might be blocking communication. Temporarily turn off any firewall security software running on your computer and then try to access the EWS again. If you can access the EWS, try using the printer (for printing).

If you are able to open the EWS and use your printer with the firewall turned off, you need to reconfigure your firewall settings to allow the computer and printer to

communicate with each other over the network. For more information, see Configure your firewall software to work with the printer.

If you are able to open the EWS, but are still unable to use the printer even with the firewall turned off, try setting the firewall software to recognize the printer.

Step 4: Make sure the printer is online and ready

If you have the HP software installed, you can check the printer's status from your computer to see if the printer is paused or offline, preventing you from using it.

To check the printer's status, complete the following steps:

Windows

1. Click **Start**, and then click **Printers** or **Printers and Faxes** or **Devices and Printers**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Printers**.
2. If the printers on your computer are not being displayed in Details view, click the **View** menu, and then click **Details**.
3. Do one of the following, depending on the printer status:
   a. If the printer is **Offline**, right-click the printer, and click **Use Printer Online**.
   b. If the printer is **Paused**, right-click the printer, and click **Resume Printing**.
4. Try using the printer over the network.

Mac OS X

1. Click **System Preferences** in the Dock, and then click **Print & Fax** or **Print & Scan**.
2. Select the printer, and then click **Open Print Queue**.
3. If the print job is on hold, click **Resume**.
4. If the printer is paused, click **Resume Printer**.

If you can use the printer after performing the steps above but find that the symptoms persist as you continue to use the printer, your firewall might be interfering.

If you still cannot use the printer over the network, continue to the next section for additional troubleshooting help.

Step 5: Make sure the wireless version of the printer is set as the default printer driver (Windows only)

If you install the HP software again, the installer might create a second version of the printer driver in your **Printers** or **Printers and Faxes** or **Devices and Printers** folder. If

you have difficulties printing or connecting to the printer, make sure the correct version of the printer driver is set as the default.

1. Click **Start**, and then click **Printers** or **Printers and Faxes** or **Devices and Printers**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Printers**.
2. Determine if the version of the printer driver in the **Printers** or **Printers and Faxes** or **Devices and Printers** folder is connected wirelessly:
   a. Right-click the printer icon, and then click **Properties**, **Document Defaults**, or **Printing Preferences**.
   b. On the **Ports** tab, look for a port in the list with a checkmark. The version of the printer driver that is connected wirelessly has **Standard TCP/IP Port** as the Port description, next to the checkmark.
3. Right-click the printer icon for the version of the printer driver that is connected wirelessly, and select **Set as Default Printer**.

NOTE: If there is more than one icon in the folder for the printer, right-click the printer icon for the version of the printer driver that is connected wirelessly, and select **Set as Default Printer**.

Step 6: Make sure your computer is not connected to your network over a Virtual Private Network (VPN)

A Virtual Private Network (VPN) is a computer network that uses the Internet to provide a remote, secure connection to an organization's network. However, most VPN services do not allow you to access local devices (like your printer) on your local network while your computer is connected to the VPN.

To connect to the printer, disconnect from the VPN.

TIP: To use the printer while connected to the VPN, you can connect the printer to your computer with a USB cable. The printer uses its USB and network connections at the same time.

For more information, contact your network administrator or the person who set up the wireless network.

After resolving the problems

After you resolve any problems and have successfully connected the printer to your wireless network, complete the following steps for your operating system:

Windows

1. On the computer desktop, click **Start**, select **Programs** or **All Programs**, click **HP**, select your printer name, and then click **Printer Setup & Software**.
2. Click **Connect a new printer**, and then select the type of connection you want to use.

Mac OS X

1. Open HP Utility. For more information, see HP Utility (Mac OS X).
2. Click the **Applications** icon on the HP Utility toolbar, double-click **HP Setup Assistant**, and then follow the onscreen instructions.

Configure your firewall software to work with the printer

A personal firewall, which is security software running on your computer, can block network communication between your printer and your computer.

If you are having problems such as:

- Printer not found when installing HP software
- Unable to print, print job stuck in queue or printer goes offline
- Unable to see printer status on your computer

The firewall might be preventing your printer from notifying computers on your network where it can be found.

If you are using the HP software on a computer running Windows and cannot find the printer during installation (and you know the printer is on the network)—or if you have already successfully installed HP software and experience problems—check the following:

- If you have just installed the HP software, try turning off your computer and the printer, and then turning them both on again.
- Keep your security software up to date. Many security software vendors provide updates that correct known issues and provide the latest defenses against new security threats.
- If your firewall has "High," "Medium," or "Low" security settings, use the "Medium" setting when your computer is connected to your network.
- If you have changed any firewall settings from default, try going back to the default setting.
- If your firewall has a setting called "trusted zone," use this setting when your computer is connected to your network.
- If your firewall has a setting to "not show alert messages," you should disable this. When installing the HP software and using the HP printer you may see alert messages from your firewall software that provide options to "allow," "permit" or "unblock." You should allow any HP software that causes an alert. Also, if the alert has a "remember this action" or "create a rule for this" selection, select it. This is how the firewall learns what can be trusted on your network.
- Do not have more than one firewall enabled at the same time on your computer. An example would be having both the Windows firewall provided by the operating system and a third party firewall enabled at the same time. Having more than one firewall enabled at the same time will not make you computer any safer and may cause problems.

For more information about using your printer with personal firewall software, visit www.hp.com/go/wirelessprinting, and then click **Firewall Help** in the **Need Help Troubleshooting?** section.

NOTE: At this time, some portions of this site are not available in all languages.

Solve printer management problems

This section provides solutions to common problems that involve managing the printer. This section contains the following topic:

- Embedded web server cannot be opened

NOTE: To use the embedded EWS, the printer must be connected to a network using either an Ethernet or a wireless connection. You cannot use the embedded web server if the printer is connected to a computer with a USB cable.

Embedded web server cannot be opened

Check your network setup

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

Check the computer

Make sure the computer that you are using is connected to the network.

NOTE: To use the EWS, the printer must be connected to a network using either an Ethernet or a wireless connection. You cannot use the embedded web server if the printer is connected to a computer with a USB cable.

Check your web browser

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

Check the printer IP address

- To check the IP address of the printer, obtain the IP address by printing a network configuration page. Press and hold the (Resume) button, and then press the (Wireless) button to print the network configuration page.
- Ping the printer using the IP address from the command prompt (Windows) or from Network Utility (Mac OS X). (Network Utility is located in the **Utilities** folder in the **Applications** folder at the top level of the hard disk.)
  For example, if the IP address is 123.123.123.123, type the following at the command prompt (Windows):
  C:\Ping 123.123.123.123
  Or
  In Network Utility (Mac OS X), click the **Ping** tab, type the 123.123.123.123 in the box, and then click **Ping**.
  If a reply appears, the IP address is correct. If a time-out response appears, the IP address is incorrect.

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

Troubleshoot installation issues

If the following topics do not help, see HP support for information about HP support.

- Hardware installation suggestions
- HP software installation suggestions
- Solve network problems

Hardware installation suggestions

Check the printer

- Make sure that all packing tape and material have been removed from outside and inside the printer.
- Make sure that the printer is loaded with paper.
- Make sure that no lights are on or blinking except the Ready light, which should be on.

Check the hardware connections

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

Check the ink cartridges

Make sure that all of the ink cartridges are firmly installed and aligned in their correct, color-coded slot. A correctly installed ink cartridge should not move when pulled slightly. The printer cannot work if all the ink cartridges are not installed.

HP software installation suggestions

Check the computer system

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

Verify installation preliminaries

- Make sure to use the installation CD that contains the correct HP software for your operating system.
- Before installing HP software, make sure that all other programs are closed.
- If the computer does not recognize the path to the CD-ROM drive that you type, make sure that you are specifying the correct drive letter.
- If the computer cannot recognize the installation CD in the CD-ROM drive, inspect the installation CD for damage. You can download the printer driver from the HP website www.hp.com/go/customercare. This website provides information and utilities that can help you correct many common printer problems.

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

Solve network problems

General network troubleshooting

- If you are unable to install the HP software, verify that:
  - All cable connections to the computer and the printer are secure.
  - The network is operational and the network hub, switch, or router, is turned on.
  - All applications, including virus protection programs, spyware protection programs, and firewalls, are closed or disabled for computers running Windows.

- Make sure the printer is installed on the same subnet as the computers that use the printer.
- If the installation program cannot discover the printer, print the network configuration page and enter the IP address manually in the installation program. For more information, see Understand the network configuration page.

- If you are using a computer running Windows, make sure that the network ports created in the printer driver match the printer IP address:
  - Print the printer's network configuration page. For more information, see Understand the network configuration page.
  - Click **Start**, and then click **Printers** or **Printers and Faxes** or **Devices and Printers**.
    - Or -
    Click **Start**, click **Control Panel**, and then double-click **Printers**.
  - Right-click the printer icon, click **Properties**, and then click the **Ports** tab.
  - Select the **Standard TCP/IP port monitor** for the printer, and then click **Configure Port...**.
  - Compare the IP address listed in the dialog box and make sure it matches the IP address listed on the network configuration page. If the IP addresses are different, change the IP address in the dialog box to match the address on the network configuration page.
  - Click **OK** twice to save the settings and close the dialog boxes.

Problems connecting to a wired network

- If the **Wireless** light on the printer does not turn on, make sure that all of the "General network troubleshooting" conditions are met.
- Though it is not recommended that you assign the printer with a static IP address, you might resolve some installation problems (such as a conflict with a personal firewall) by doing so.

To reset the printer's network settings

1. Press and hold (Wireless) button and (Cancel) button for three seconds.
2. Press and hold the (Resume) button, and then press the (Wireless) button to print the network configuration page and verify that the network settings have been reset. By default, the network name (SSID) is "HP-Setup-xx-Officejet-6100", where "xx is a random number generated by the printer, and the communication mode is "infrastructure."

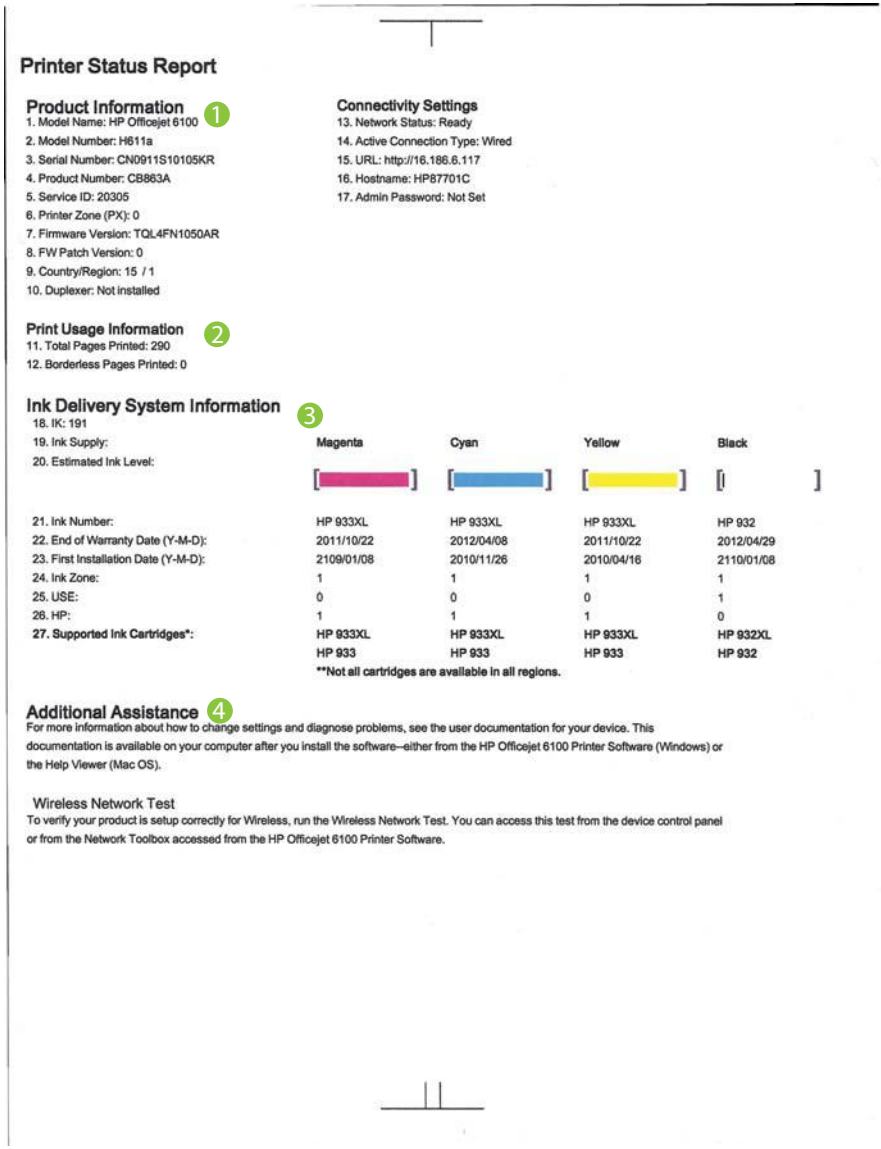
TIP: You can visit the HP online support website at www.hp.com/go/customercare for information and utilities that can help you correct many common printer problems.

Understand the Printer Status Report

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

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

If you need to call HP, print the printer status report before calling.



Printer Status Report

Product Information 1

1. Model Name: HP Officejet 6100
2. Model Number: H611a
3. Serial Number: CN0911S10105KR
4. Product Number: CB863A
5. Service ID: 20305
6. Printer Zone (PX): 0
7. Firmware Version: TQL4FN1050AR
8. FW Patch Version: 0
9. Country/Region: 15 / 1
10. Duplexer: Not installed

Connectivity Settings

13. Network Status: Ready
14. Active Connection Type: Wired
15. URL: http://16.186.6.117
16. Hostname: HP87701C
17. Admin Password: Not Set

Print Usage Information 2

11. Total Pages Printed: 290
12. Borderless Pages Printed: 0

Ink Delivery System Information 3

18. IK: 191

	Magenta	Cyan	Yellow	Black
19. Ink Supply:				
20. Estimated Ink Level:	[ ]	[ ]	[ ]	[ ]
21. Ink Number:	HP 933XL	HP 933XL	HP 933XL	HP 932
22. End of Warranty Date (Y-M-D):	2011/10/22	2012/04/08	2011/10/22	2012/04/29
23. First Installation Date (Y-M-D):	2109/01/08	2010/11/26	2010/04/16	2110/01/08
24. Ink Zone:	1	1	1	1
25. USE:	0	0	0	1
26. HP:	1	1	1	0
27. Supported Ink Cartridges*:	**HP 933XL**	**HP 933XL**	**HP 933XL**	**HP 932XL**
	HP 933	**HP 933**	**HP 933**	**HP 932**

****Not all cartridges are available in all regions.**

Additional Assistance 4

For more information about how to change settings and diagnose problems, see the user documentation for your device. This documentation is available on your computer after you install the software--either from the HP Officejet 6100 Printer Software (Windows) or the Help Viewer (Mac OS).

Wireless Network Test

To verify your product is setup correctly for Wireless, run the Wireless Network Test. You can access this test from the device control panel or from the Network Toolbox accessed from the HP Officejet 6100 Printer Software.

1. **Product Information:** Shows printer information (such as the printer name, model number, serial number, and firmware version number), and the number of pages printed from the trays and accessories.
2. **Print Usage Information:** Shows summary information about pages printed from the printer.
3. **Ink Delivery System Information:** Shows the estimated ink levels (represented in graphical form as gauges) and the part numbers and Warranty expiration dates of the ink cartridges.

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

4. **Additional Assistance:** Shows where to find more help for using your printer.

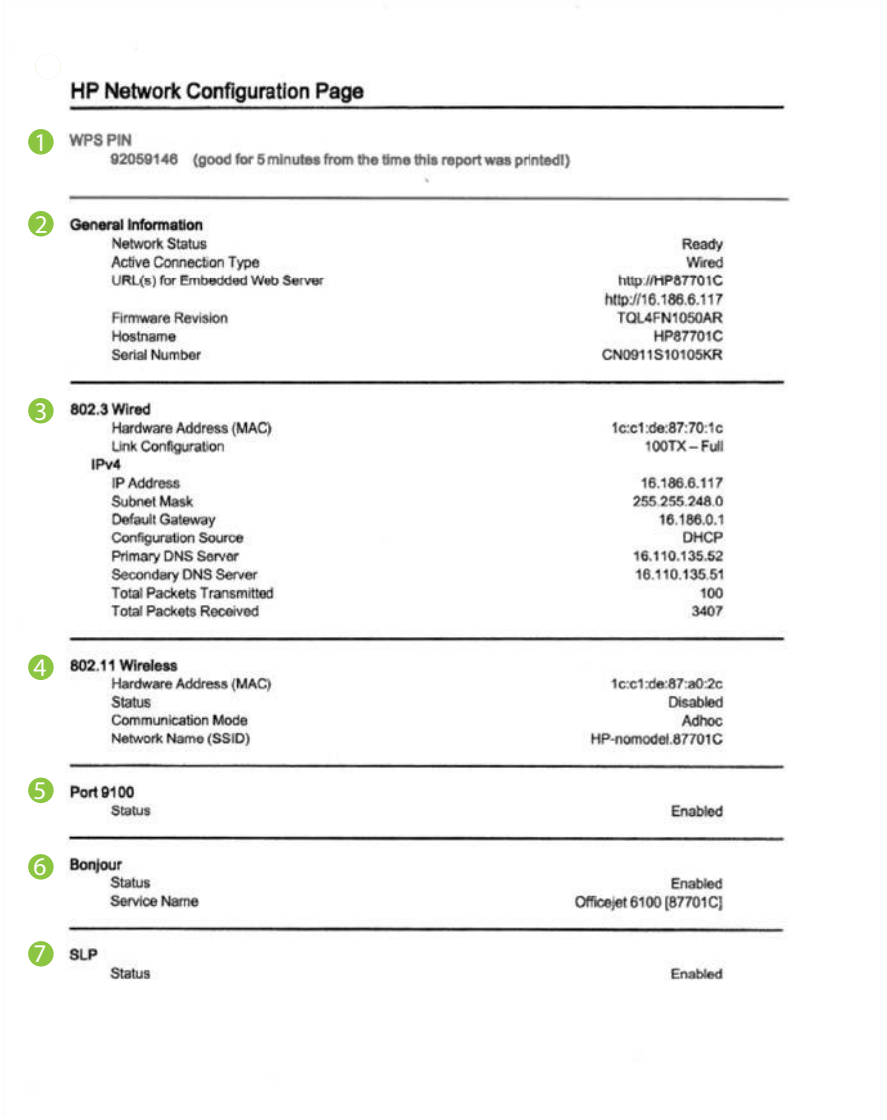
To print the Printer Status Report

Press, and hold ✕ (Cancel) button for three seconds.

Understand the network configuration page

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

Figure 5-1 Network configuration page (1 of 2)



HP Network Configuration Page

1 WPS PIN
92059146 (good for 5 minutes from the time this report was printed)

2 **General Information**

Network Status	Ready
Active Connection Type	Wired
URL(s) for Embedded Web Server	http://HP87701C http://16.186.6.117
Firmware Revision	TQL4FN1050AR
Hostname	HP87701C
Serial Number	CN0911S10105KR

3 **802.3 Wired**

Hardware Address (MAC)	1c:c1:de:87:70:1c
Link Configuration	100TX – Full
IPv4	
IP Address	16.186.6.117
Subnet Mask	255.255.248.0
Default Gateway	16.186.0.1
Configuration Source	DHCP
Primary DNS Server	16.110.135.52
Secondary DNS Server	16.110.135.51
Total Packets Transmitted	100
Total Packets Received	3407

4 **802.11 Wireless**

Hardware Address (MAC)	1c:c1:de:87:a0:2c
Status	Disabled
Communication Mode	Adhoc
Network Name (SSID)	HP-nomodel.87701C

5 **Port 9100**

Status	Enabled

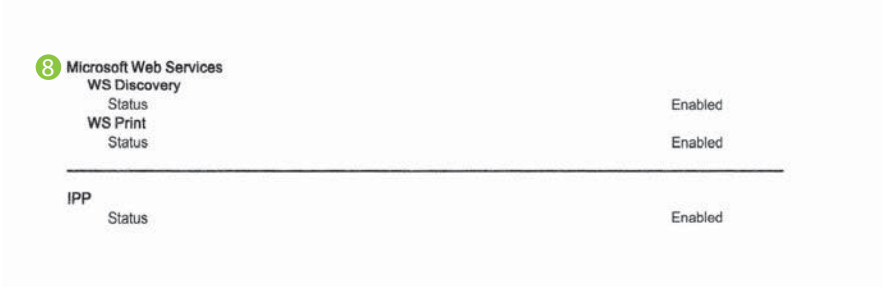
6 **Bonjour**

Status	Enabled
Service Name	Officejet 6100 [87701C]

7 **SLP**

Status	Enabled

Figure 5-2 Network configuration page (2 of 2)



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

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

To print the network configuration page from the printer control panel

Press and hold the (Resume) button, and then press the (Wireless) button to print the network configuration page.

Printhead maintenance

If you are experiencing problems with printing, you might have a problem with the printhead. You should perform the procedures in the following sections only when directed to do so for resolving print quality issues.

Performing the aligning and cleaning procedures unnecessarily can waste ink and shorten the life of the cartridges.

This section contains the following topics:

- Clean the printhead
- Align the printhead

Clean the printhead

If your printed output is streaked or has any incorrect or missing colors, the printhead might need to be cleaned.

There are two stages of cleaning. Each stage lasts about two minutes, uses one sheet of paper, and uses an increasing amount of ink. After each stage, review the quality of the printed page. You should only initiate the next phase of cleaning if the print quality is poor.

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

NOTE: Cleaning uses ink, so clean the printheads only when necessary. The cleaning process takes a few minutes. Some noise might be generated in the process. Before cleaning the printheads, make sure you load paper. For more information, see Load media.

Not turning the printer off correctly can cause print quality problems. For more information, see Turn the printer off.

To clean the printhead from the printer control panel

1. On the printer control panel, press and hold (Power) button.
2. Press (Cancel) button two times, and then press (Resume) button once.
3. Release (Power) button.

To clean the printhead from Toolbox (Windows)

1. Open Toolbox. For more information, see Toolbox (Windows).
2. From the **Device Services** tab, click the icon to the left of **Clean Printheads**.
3. Follow the onscreen instructions.

To clean the printhead from HP Utility (Mac OS X)

1. Open HP Utility. For more information, see HP Utility (Mac OS X).
2. In the **Information And Support** section, click **Clean Printheads**.
3. Click **Clean**, and then follow the onscreen instructions.

To clean the printhead from the embedded web server (EWS)

1. Open the EWS. For more information, see To open the embedded web server.
2. Click the **Tools** tab, and then click **Print Quality Toolbox** in the **Utilities** section.
3. Click **Clean Printhead** and follow the onscreen instructions.

Align the printhead

The printer automatically aligns the printhead during the initial setup.

You might want to use this feature when the printer status page shows streaking or white lines through any of the blocks of color or if you are having print quality issues with your printouts.

To align the printhead from the printer control panel

1. Load letter, A4, or legal unused plain white paper into the main input tray.
2. On the printer control panel, press and hold (Power) button.
3. Press (Resume) button three times.

To align the printhead from Toolbox (Windows)

1. Open Toolbox. For more information, see Toolbox (Windows).
2. From the **Device Services** tab, click the icon to the left of **Align Printheads**.
3. Follow the onscreen instructions.

To align the printhead from HP Utility (Mac OS X)

1. Open HP Utility. For more information, see HP Utility (Mac OS X).
2. In the **Information And Support** section, click **Align**.
3. Click **Align**, and then follow the onscreen instructions.

To align the printhead from the embedded web server (EWS)

1. Open the EWS. For more information, see To open the embedded web server.
2. Click the **Tools** tab, and then click **Print Quality Toolbox** in the **Utilities** section.
3. Click **Align Printer** and follow the onscreen instructions.

Clear jams

Occasionally, media becomes jammed during a job.

This section contains the following topics:

- Clear paper jams
- Avoid paper jams

Clear paper jams

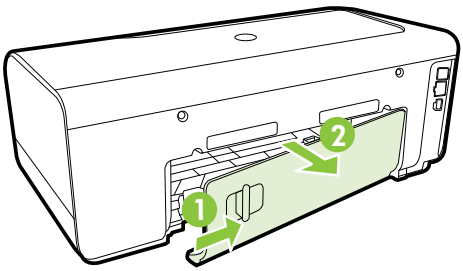
⚠ **CAUTION:** To prevent possible damage to the printhead, clear paper jams as soon as possible.

TIP: If you notice poor print quality, clean the printhead. For more information, see Clean the printhead.

To clear a jam

Use these steps to clear a paper jam.

1. Remove all media from the output tray.
2. Push the handle of the rear access panel and slide to the right, and then pull the panel towards you.

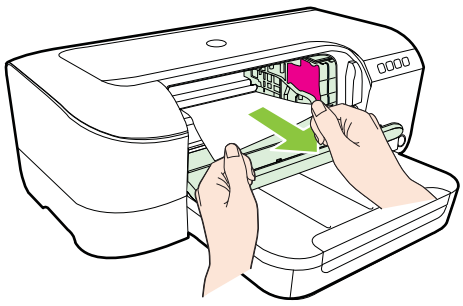


> **CAUTION:** Trying to clear a paper jam from the front of the printer can damage the print mechanism. Always access and clear paper jams through the rear access panel.

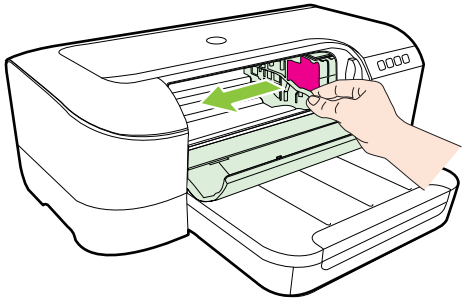
3. Gently pull the paper out of the rollers.

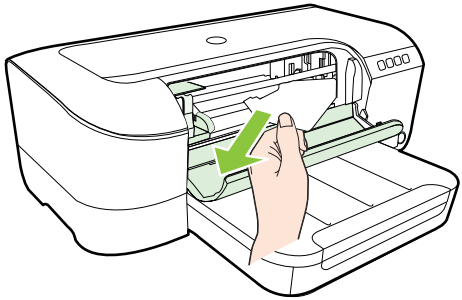
> **CAUTION:** If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the printer. If you do not remove all the pieces of paper from the printer, more paper jams are likely to occur.

4. Replace the rear access panel. Gently push the door forward until it snaps into place.
5. Check the front of the printer.
   a. Open the ink cartridge access door.
   b. If there is paper remaining inside the printer, ensure the carriage has moved to the right of the printer, free any paper scraps or wrinkled media, and pull the media towards you through the top of the printer.



c. Move the carriage to the left, locate any jammed media inside the printer on the right side of the carriage, free any paper scraps or wrinkled media, and pull the media towards you through the top of the printer.





⚠ **WARNING!** Do not reach into the printer when it is on and the carriage is stuck. When you open the ink cartridge access door, the carriage should return to its position on the right side of the printer. If it does not move to the right, turn off the printer before you remove any jam.

6. After clearing the jam, close all covers, turn on the printer (if you turned it off) and resend the print job.

Avoid paper jams

To help avoid paper jams, follow these guidelines.

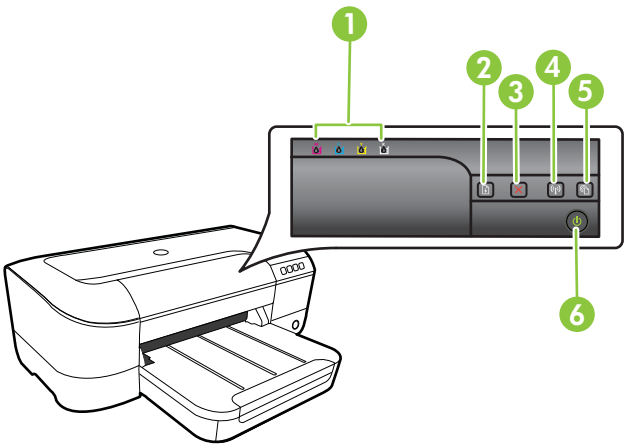
- Remove printed papers from the output tray frequently.
- Make sure that you are printing with media that is not wrinkled, folded, or damaged.
- Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
- Do not use paper that is too thick or too thin for the printer.
- Make sure that the tray is loaded correctly and is not too full. For more information, see Load media.
- 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 force paper too far forward in the input tray.
- If you are printing on both sides of a page, do not print highly saturated images on light weight paper.
- Use paper types that are recommended for the printer. For more information, see Media specifications.
- Make sure that the printer is clean.

Control panel lights reference

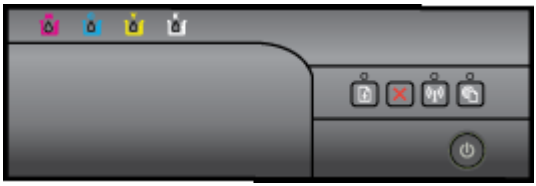
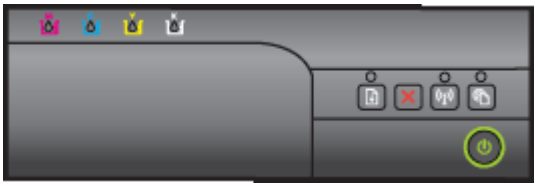
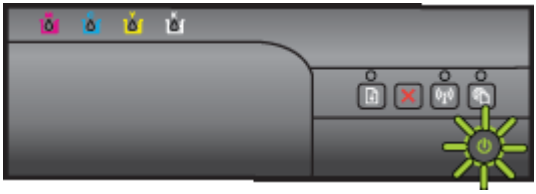
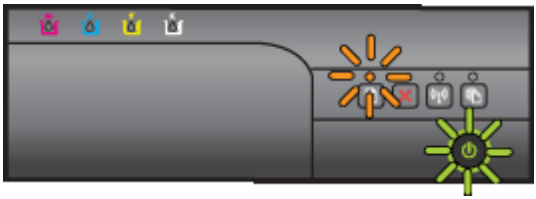
The control panel lights indicate status and are useful for diagnosing printing problems. This section contains information about the lights, what they indicate, and what action to take if necessary.

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

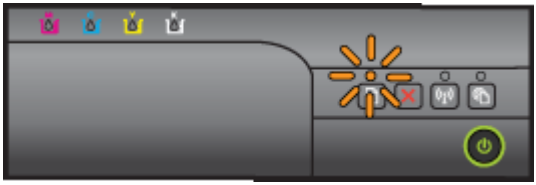
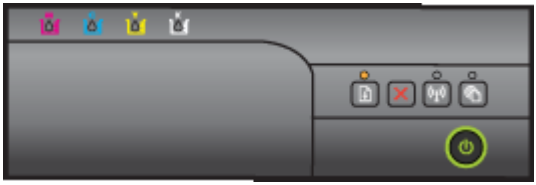


1	Ink cartridge lights
2	**Resume** button and light
3	**Cancel** button
4	**Wireless** button and light (available with some models)
5	**HP ePrint** button and light
6	**Power** button and light

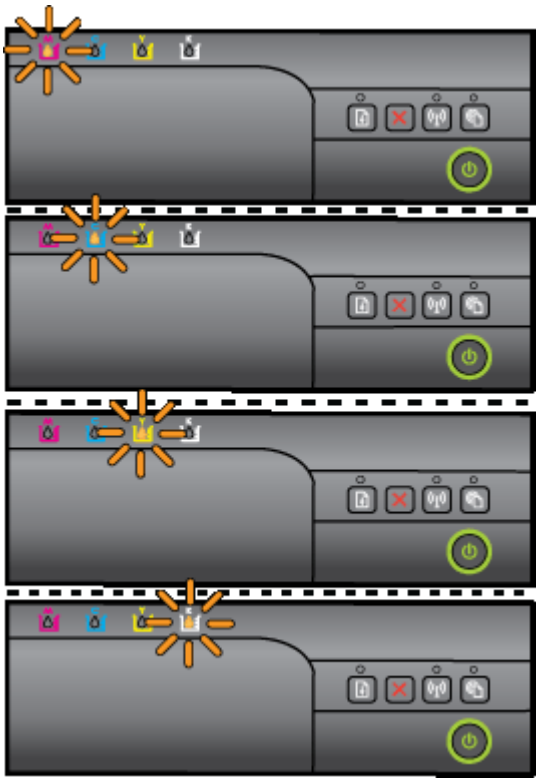
Interpreting control panel lights

Light description/Light pattern	Explanation and recommended action
All lights are off. 	The printer is off. • Connect the power cable. • Press (Power) button.
The Power light is on. 	The printer is ready. No action is required.
The Power light blinks. 	The printer is turning on or off, or is processing a print job. No action is required. The printer is pausing for the ink to dry. Wait for the ink to dry.
The Power light and the Resume light blink. 	Print media is jammed in the printer. Remove all media from the output tray. Locate and clear the jam. For more information, see Clear jams. The printer carriage has stalled. • Open the top cover and remove any obstructions (such as jammed media). • Press (Resume) button to continue printing. • If the error persists, turn the printer off, and then on again.

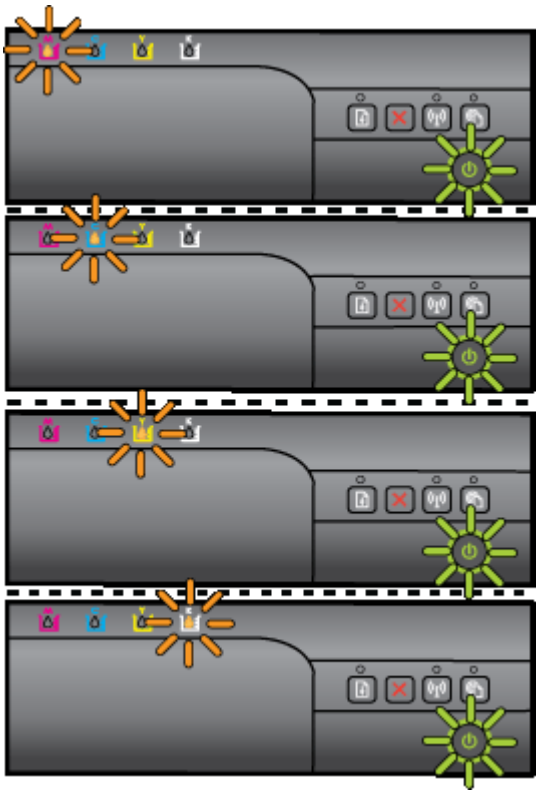
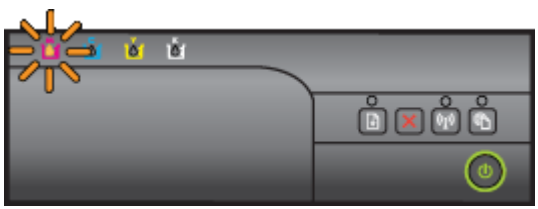
(continued)

Light description/Light pattern	Explanation and recommended action
The Power light is on and the Resume light blinks. 	The printer is out of paper. Load paper and press (Resume) button. The media width setting does not match the media loaded. Change the media setting in the print driver to match the media loaded. For more information, see Print on special and custom-size paper
The Power light and the Resume light are on. 	A cover is not closed completely. Make sure all covers are completely closed.

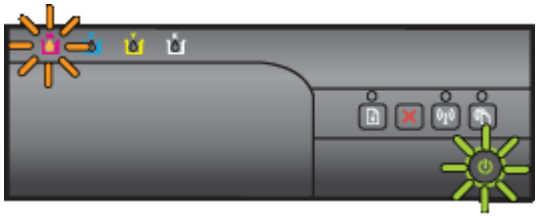
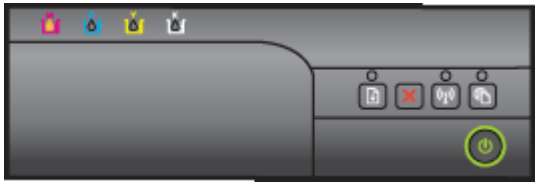
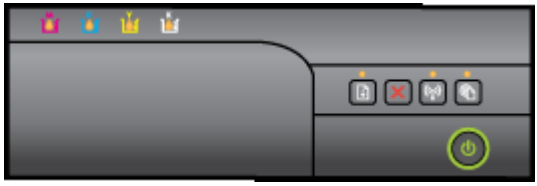
(continued)

Light description/Light pattern	Explanation and recommended action
The Power light is on and the ink cartridge lights blink one after the other, from left to right. 	The printhead is missing or faulty • Turn off the printer, and then turn it on again. • If the error persists, contact HP support for service or replacement. For more information, see HP support.

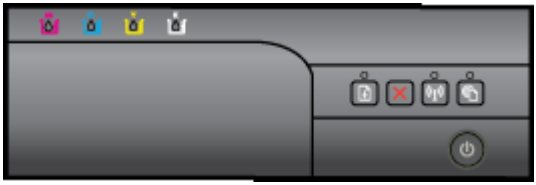
(continued)

Light description/Light pattern	Explanation and recommended action
The Power light blinks and the ink cartridge lights blink one after the other, from left to right. 	The printhead is incompatible. • Turn off the printer, and then turn it on again. • If the error persists, contact HP support for service or replacement. For more information, see HP support
The Power light is on and one or more of the ink cartridge lights blink. 	One or more of the ink cartridges are missing. • Install the indicated ink cartridge, and then try to print. Remove and re-insert the ink cartridge a few times if necessary. • If the error persists, replace the indicated ink cartridge. Ink level is depleted. Replace the indicated ink cartridge. For ordering information, see Supplies.

(continued)

Light description/Light pattern	Explanation and recommended action
	NOTE: Ink level alerts and indicators provide estimates for planning purposes only. When you receive a low-ink alert, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the ink cartridges until you are prompted.
The Power light and one or more of the ink cartridge lights blink. 	One or more of the ink cartridges are faulty, need attention, incorrect, missing, damaged, or incompatible. • Ensure the indicated ink cartridge is properly installed, and then try to print. Remove and re-insert the ink cartridge a few times if necessary. • If the error persists, replace the indicated ink cartridge.
The Power light is on, and one or more of the ink cartridge lights are on. 	One or more of the ink cartridges are low on ink and will need to be replaced soon. **NOTE:** Ink level alerts and indicators provide estimates for planning purposes only. When you receive a low-ink alert, consider having a replacement cartridge available to avoid possible printing delays.
The Power light is on, and the Resume light and one or more ink cartridge lights blink. 	One or more ink cartridges are depleted. If both the black ink cartridge and a color ink cartridge are depleted, purchase new ink cartridges and replace the depleted ones when prompted to do so.
All lights are on. 	A non-recoverable error has occurred. Unplug the power cord, and then plug the power cord back in, and try printing.

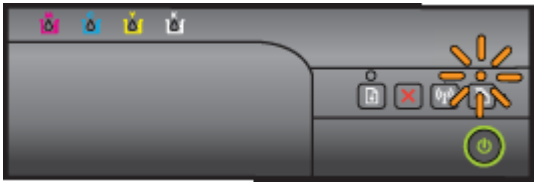
(continued)

Light description/Light pattern	Explanation and recommended action
The HP ePrint light is off. 	• HP ePrint has not been set up. To set up HP ePrint, press the (HP ePrint) button, and then follow the instructions on the information page that prints. • HP ePrint has been set up but has been turned off. To turn on HP ePrint, press the (HP ePrint) button. • HP ePrint is turned on but is unable to connect. HP ePrint is unable to connect, possibly because the server is unavailable or the network is not functioning properly. If your network uses proxy settings when connecting to the Internet, make sure the proxy settings you are entering are valid. For more information, see the getting started guide provided with the printer or check with the IT administrator or person who set up your network.

(continued)

Light description/Light pattern	Explanation and recommended action
	Press the (HP ePrint) button to try connecting again. ◦ If the printer can connect, the HP ePrint light turns on, and the printer prints an information page. ◦ If the printer still cannot connect, the HP ePrint light blinks and then turns off, and the printer prints an information page. • HP ePrint has been set up but has been turned off because the printer has not been updated. If a mandatory update for the printer is available but has not been installed, HP ePrint is turned off. After the update has been installed, HP ePrint turns on automatically. For more information about installing the printer update, press the (HP ePrint) button.
The HP ePrint light is on. 	HP ePrint is turned on. If you press the (HP ePrint) button once, the printer prints an information page that includes the email address you will use for printing documents using HP ePrint. To turn off HP ePrint, press and hold the (HP ePrint) button. The light blinks for five seconds before turning off.

(continued)

Light description/Light pattern	Explanation and recommended action
The HP ePrint light blinks. 	HP ePrint is trying to connect. The HP ePrint light blinks when you turn on or turn off HP ePrint. If HP ePrint is able to connect successfully, the light blinks and then turns on. If HP ePrint cannot connect, the light blinks and then turns off.

A Technical information

This section contains the following topics:

- Warranty information
- Printer specifications
- Regulatory information
- Environmental product stewardship program
- Third-party licenses

Warranty information

This section contains the following topics:

- Hewlett-Packard limited warranty statement
- Ink cartridge warranty information

Hewlett-Packard limited warranty statement

HP product	Duration of limited warranty
Software Media	90 days
Printer	1 year
Print or Ink cartridges	Until the HP ink is depleted or the “end of warranty” date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Printheads (only applies to products with customer replaceable printheads)	1 year
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

The name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country is as follows:

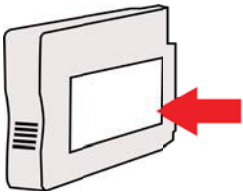
United Kingdom: Hewlett-Packard Ltd Cain Road Bracknell GB-Berks RG12 1HN
Eire: Hewlett-Packard Ireland Limited, 63-74 Sir John Rogerson's Quay, Dublin 2
Malta: Hewlett-Packard International Trade B.V. Malta Branch, 48, Amery Street, Sliema SLM 1701, MALTA

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.

Ink cartridge warranty information

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

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



Printer specifications

This section contains the following topics:

- Physical specifications
- Product features and capacities
- Processor and memory specifications
- System requirements
- Network protocol specifications
- Embedded web server specifications
- Media specifications
- Print specifications
- HP ePrint and HP website specifications
- Environmental specifications
- Electrical specifications
- Acoustic emission specifications

Physical specifications

NOTE: To find your model number, see Finding the printer model number.

Printer size (width x height x depth)

468 x 178 x 388 mm (18.4 x 7 x 15.3 inches)

Printer weight (does not include printing supplies)

5.18 kg (11.4 lb)

Product features and capacities

Feature	Capacity
Connectivity	• USB 2.0-compliant high speed • Wireless 802.11b/g/n • Wired network
Print method	Drop-on-demand thermal inkjet printing
Ink cartridges	Four ink cartridges (one each for black, cyan, magenta, and yellow) **NOTE:** Not all ink cartridges are supported in all countries/regions.
Printheads	One printhead
Supply yields	Visit www.hp.com/go/learnaboutsupplies/ for more information on estimated ink cartridge yields.
Printer languages	HP PCL 3
Font support	US fonts: CG Times, CG Times Italic, Universe, Universe Italic, Courier, Courier Italic, Letter Gothic, Letter Gothic Italic.
Duty cycle	Up to 12,000 pages per month

(continued)

Feature	Capacity
Printer control panel language support Language availability varies by country/region.	Bulgarian, Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Simplified Chinese, Slovak, Slovenian, Spanish, Swedish, Traditional Chinese, Turkish.

Processor and memory specifications

Printer processor

ARM R4

Printer memory

128 MB built-in RAM

System requirements

NOTE: For the most current information about supported operating systems and system requirements, visit www.hp.com/go/customercare. This website provides information and utilities that can help you correct many common printer problems.

Operating system compatibility

- Windows XP Service Pack 3, Windows Vista, Windows 7
- Mac OS X v10.5, v10.6, v10.7
- Linux (For more information, see http://hplipopensource.com/hplip-web/index.html)

Minimum system requirements

- Microsoft® Windows® 7: 1 GHz 32-bit (x86) or 64-bit (x64) processor; 2 GB hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Internet Explorer;
- Windows Vista®: 800 MHz 32-bit (x86) or 64-bit (x64) processor; 2 GB hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Internet Explorer;
- Microsoft Windows XP Service Pack 3 or higher (32-bit only): any Intel Pentium II, Celeron or compatible processor; 233 MHz or higher, 750 MB hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Internet Explorer 6 or higher.
- Mac OS X v10.5, v10.6, v10.7: PowerPC G4, G5, or Intel Core processor, 900 MB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port

Network protocol specifications

Network operating system compatibility

- Windows XP (32-bit) (Professional and Home Editions), Windows Vista 32-bit and 64-bit (Ultimate Edition, Enterprise Edition and Business Edition), Windows 7 (32-bit and 64-bit)
- Windows Small Business Server 2003 32-bit and 64-bit, Windows 2003 Server 32-bit and 64-bit, Windows 2003 Server R2 32-bit and 64-bit (Standard Edition, Enterprise Edition)
- Windows Small Business Server 2008 64-bit, Windows 2008 Server 32-bit and 64-bit, Windows 2008 Server R2 64-bit (Standard Edition, Enterprise Edition)
- Citrix XenDesktop 4
- Citrix XenServer 5.5
- Mac OS X v10.5, v10.6, v10.7
- Microsoft Windows 2003 Server Terminal Services
- Microsoft Windows 2003 Server Terminal Services with Citrix Presentation Server 4.0

- Microsoft Windows 2003 Server Terminal Services with Citrix Presentation Server 4.5
- Microsoft Windows 2003 Server Terminal Services with Citrix XenApp 5.0
- Microsoft Windows 2003 Server Terminal Services with Citrix Metaframe XP with Feature Release 3
- Microsoft Windows 2003 Small Business Server Terminal Services
- Microsoft Windows Server 2008 Terminal Services
- Microsoft Windows Small Business Server 2008 Terminal Services
- Microsoft Windows 2008 Server Terminal Services with Citrix XenApp 5.0
- Novell Netware 6.5, Open Enterprise Server 2

Compatible network protocols

TCP/IP

Network management

Embedded web server (Ability to remotely configure and manage network printers)

Embedded web server specifications

Requirements

- A TCP/IP-based network (IPX/SPX-based networks are not supported)
- A web browser (either Microsoft Internet Explorer 7.0 or higher, Mozilla Firefox 3.0 or higher, Safari 3.0 or higher, or Google Chrome 3.0 or higher)
- A network connection (you cannot use the embedded web server connected directly to a computer with a USB cable)
- An Internet connection (required for some features)

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

NOTE: The embedded web server must be on the same side of a firewall as the printer.

Media specifications

Use these tables to determine the correct media to use with your printer, and determine what features work with your media.

- Understand specifications for supported media
- Set minimum margins

Understand specifications for supported media

Use the tables to determine the correct media to use with your printer, and to determine what features work with your media.

- Understand supported sizes
- Understand supported media types and weights

Understand supported sizes

Standard media sizes	
10 x 15 cm*	✓
2L	✓
U.S. Letter (216 x 279 mm; 8.5 x 11 inches)	✓

(continued)

8.5 x 13 inches (216 x 330 mm)	✓
U.S. Legal (216 x 356 mm; 8.5 x 14 inches)	✓
A4 (210 x 297 mm; 8.3 x 11.7 inches)*	✓
U.S. Executive (184 x 267 mm; 7.25 x 10.5 inches)	✓
U.S. Statement (140 x 216 mm; 5.5 x 8.5 inches)	✓
B5 (JIS) (182 x 257 mm; 7.17 x 10.12 inches)*	✓
A5 (148 x 210 mm; 5.8 x 8.3 inches)*	✓
Edge-to-Edge A4*	✓
Edge-to-Edge Letter*	✓
Envelopes	
U.S. #10 Envelope (105 x 241 mm; 4.12 x 9.5 inches)	✓
Monarch Envelope (98 x 191 mm; 3.88 x 7.5 inches)	✓
Card Envelope (111 x 152 mm; 4.4 x 6 inches)	✓
A2 Envelope (111 x 146 mm; 4.37 x 5.75 inches)	✓
DL Envelope (110 x 220 mm; 4.3 x 8.7 inches)	✓
C5 Envelope (162 x 229 mm; 6.4 x 9 inches)	✓
C6 Envelope (114 x 162 mm; 4.5 x 6.4 inches)	✓
Japanese Envelope Chou #3 (120 x 235 mm; 4.7 x 9.3 inches)	✓
Japanese Envelope Chou #4 (90 x 205 mm; 3.5 x 8.1 inches)	✓
Cards	
Index card (76.2 x 127 mm; 3 x 5 inches)	✓
Index card (102 x 152 mm; 4 x 6 inches)	✓
Index card (127 x 203 mm; 5 x 8 inches)	✓
A6 card (105 x 148.5 mm; 4.13 x 5.83 inches)*	✓
A4 index card (210 x 297 mm; 8.3 x 11.7 inches)	✓
Letter index card (8.5 x 11 inches)	✓
Hagaki (100 x 148 mm; 3.9 x 5.8 inches)*	✓
Ofuku Hagaki (200 x 148 mm; 7.8 x 5.8 inches)	✓

(continued)

Photo media	
Photo media (76.2 x 127 mm; 3 x 5 inches)	✓
Photo media (102 x 152 mm; 4 x 6 inches)*	✓
Photo media (5 x 7 inches)*	✓
Photo media (8 x 10 inches)*	✓
Photo media (8.5 x 11 inches)*	✓
Photo L (89 x 127 mm; 3.5 x 5 inches)*	✓
Photo 2L (127 x 178 mm)*	✓
13 x 18 cm*	✓
Other media **NOTE:** Defining custom-sized media sizes is only available in the HP printing software in Mac OS X.	
Custom-sized media between 76.2 to 216 mm wide and 127 to 356 mm long (3 to 8.5 inches wide and 5 to 14 inches long)	✓

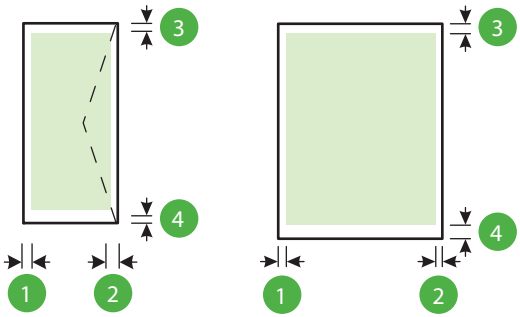
*These sizes can be used for borderless printing.

Understand supported media types and weights

Tray	Type	Weight	Capacity
Input tray	Paper	60 to 105 g/m^2 (16 to 28 lb bond)	Up to 250 sheets of 20lb HP Multipurpose Paper (25 mm or 1 inch stacked)
	Photo media	280 gsm (75 lb bond)	Up to 60 sheets of 280 gsm HP Premium Plus Photo Paper (17 mm or 0.67 inch stacked)
	Envelopes	75 to 90 g/m^2 (20 to 24 lb bond envelope)	Up to 30 sheets (17 mm or 0.67 inch stacked)
	Cards	Up to 200 g/m^2 (110 lb index)	Up to 80 cards
Output-tray	All supported media		Up to 75 sheets of plain paper (text printing)

Set minimum margins

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



Media	(1) Left margin	(2) Right margin	(3) Top margin	(4) Bottom margin
U.S. Letter U.S. Legal A4 U.S. Executive U.S. Statement 8.5 x 13 inch B5 A5 Cards Custom-sized media Photo media	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	3.3 mm (0.13 inch) Windows and 12mm (0.47 inch) Mac OS X and Linux
Envelopes	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	16.5 mm (0.65 inch)	16.5 mm (0.65 inch)

Print specifications

Black print resolution

600 x 600 dpi with pigmented black ink

Color print resolution

Up to 4800 x 1200 dpi Optimized on HP Advanced Photo Paper with 1200 x 1200 input dpi

HP ePrint and HP website specifications

This section contains the following topics:

- HP ePrint specifications
- HP website specifications

HP ePrint specifications

- An Internet connection using either a wired (Ethernet) or wireless connection.
- Maximum size of email and attachments: 5 MB

- Maximum number of attachments: 10

  NOTE: The printer's email address must be the only address listed in the "To" line of the email message.

- Supported file types:
  - PDF
  - HTML
  - Standard text file formats
  - Microsoft Word, PowerPoint
  - Image files, such as PNG, JPEG, TIFF, GIF, BMP

  NOTE: You might be able to use other types of files with HP ePrint. However, HP cannot guarantee that they correct functionality with the printer because they have not been fully tested.

HP website specifications

- A web browser (either Microsoft Internet Explorer 6.0 or higher, Mozilla Firefox 2.0 or higher, Safari 3.2.3 or higher, or Google Chrome 3.0) with the Adobe Flash plug-in (version 10 or higher).
- An Internet connection

Environmental specifications

Operating environment

Operating temperature: 5° to 40° C (41° to 104° F)
Recommended operating conditions: 15° to 32° C (59° to 90° F)
Recommended relative humidity: 25 to 75% noncondensing

Storage environment

Storage temperature: -40° to 60° C (-40° to 140° F)
Storage relative humidity: Up to 90% noncondensing at a temperature of 60° C (140° F)

Electrical specifications

Power supply

Universal power adapter (external)

Power requirements

Input voltage: 100 to 240 VAC (± 10%), 50/60 Hz (± 3 Hz)
Output voltage: +32Vdc / +12Vdc (1094mA / 250mA)

Power consumption

30 watts printing (Fast Draft Mode)

Acoustic emission specifications

Print in Draft mode, noise levels per ISO 7779

- Sound pressure (bystander position)
  LpAm 54 (dBA) (mono Draft print)
- Sound power
  LwAd 6.7 (BA)

Regulatory information

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

This section contains the following topics:

- Regulatory model number
- FCC statement
- Notice to users in Korea
- VCCI (Class B) compliance statement for users in Japan
- Notice to users in Japan about the power cord
- Noise emission statement for Germany
- Visual display workplaces statement for Germany
- European Union Regulatory Notice
- Declaration of conformity
- Regulatory information for wireless products

Regulatory model number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRC-1002-01. This regulatory number should not be confused with the marketing name (HP Officejet 6100 ePrinter) or product number.

FCC statement

FCC statement

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

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

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

For further information, contact:

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

Modifications (part 15.21)

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

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

Notice to users in Korea

B 급 기기 (가정용 방송통신기기)	이 기기는 가정용(B급)으로 전자파적합등록을 한 기기로서 주 로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사 용할 수 있습니다.

VCCI (Class B) compliance statement for users in Japan

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

VCCI-B

Notice to users in Japan about the power cord

製品には、同梱された電源コードをお使い下さい。
同梱された電源コードは、他の製品では使用出来ません。

Noise emission statement for Germany

Geräuschemission

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

Visual display workplaces statement for Germany

GS-Erklärung (Deutschland)

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.

European Union Regulatory Notice

CE

Products bearing the CE marking comply with one or more of the following EU Directives as may be applicable: Low Voltage Directive 2006/95/EC, EMC Directive 2004/108/EC, Ecodesign Directive 2009/125/EC, R&TTE Directive 1999/5/EC, RoHS Directive 2011/65/EU. Compliance

with these directives is assessed using applicable European Harmonised Standards. The full Declaration of Conformity can be found at the following website: www.hp.com/go/certificates (Search with the product model name or its Regulatory Model Number (RMN), which may be found on the regulatory label.)

The point of contact for regulatory matters is:

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

Products with external AC Adapters

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

Products with wireless functionality

EMF

This product meets international guidelines (ICNIRP) for exposure to radio frequency radiation.

If it incorporates a radio transmitting and receiving device then in normal use, a separation distance of 20 cm ensures that radio frequency exposure levels comply with EU requirements.

Wireless functionality in Europe

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

European telephone network declaration (Modem/Fax)

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

Declaration of conformity

DECLARATION OF CONFORMITY

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

www.hp.eu/certificates

DoC #: SNPRC-1002-01-R3

Supplier's Name:	**Hewlett-Packard Company**
Supplier's Address:	138 Depot Road, #04-01, Singapore 109683
declares, that the product	
Product Name and Model:	HP Officejet 6100 ePrinter
Regulatory Model Number:[1)]	SNPRC-1002-01
Product Options:	All
Power Adapter:	0957-2304
Radio Module:	SDGOB-0892

conforms to the following Product Specifications and Regulations:

EMC:

CISPR 22:2008 / EN 55022:2010 Class B
CISPR 24:2010 / EN 55024:2010
EN 61000-3-2:2006 +A1:2009 +A2:2009
EN 61000-3-3:2008
FCC CFR 47 Part 15 Class B

Telecom:

EN 301 489-1 V1.9.2
EN 301 489-17 V2.2.1
EN 300 328 V1.7.1
EN 62311:2008

Safety:

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

Energy Use:

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

RoHS:

EN 50581:2012

The product herewith complies with the requirements of the Low Voltage Directive 2006/95/EC, the EMC Directive 2004/108/EC, the R&TTE Directive 1999/5/EC, the Ecodesign Directive 2009/125/EC, the RoHS Directive 2011/65/EU and carries the CE marking accordingly.

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

Additional Information:

1) This product is assigned a Regulatory Model Number which stays with the regulatory aspects of the design. The Regulatory Model Number is the main product identifier in the regulatory documentation and test reports, this number should not be confused with the marketing name or the product numbers.
2) The product was tested in a typical configuration.

Singapore
17 June 2013

Yik Hou Meng
Product Regulations Manager
TCE & Q Inkjet Business and Platform

Local contact for regulatory topics only:

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

Regulatory information for wireless products

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

- Exposure to radio frequency radiation
- Notice to users in Brazil
- Notice to users in Canada
- Notice to users in Taiwan
- Notice to users in Mexico
- Notice to users in Japan

Exposure to radio frequency radiation

Exposure to radio frequency radiation

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

Notice to users in Brazil

Aviso aos usuários no Brasil

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário. (Res.ANATEL 282/2001).

Notice to users in Canada

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

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

WARNING! Exposure to Radio Frequency Radiation The radiated output power of this device is below the Industry Canada radio frequency exposure limits. Nevertheless, the device should be used in such a manner that the potential for human contact is minimized during normal operation.

To avoid the possibility of exceeding the Industry Canada radio frequency exposure limits, human proximity to the antennas should not be less than 20 cm (8 inches).

Conformément au Règlement d'Industrie Canada, cet émetteur radioélectrique ne peut fonctionner qu'avec une antenne d'un type et d'un gain maximum (ou moindre) approuvé par Industrie Canada. Afin de réduire le brouillage radioélectrique potentiel pour d'autres utilisateurs, le type d'antenne et son gain doivent être choisis de manière à ce que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas celle nécessaire à une communication réussie.

Cet appareil est conforme aux normes RSS exemptes de licence d'Industrie Canada. Son fonctionnement dépend des deux conditions suivantes : (1) cet appareil ne doit pas provoquer d'interférences nuisibles et (2) doit accepter toutes interférences reçues, y compris des interférences pouvant provoquer un fonctionnement non souhaité de l'appareil.

AVERTISSEMENT relatif à l'exposition aux radiofréquences. La puissance de rayonnement de cet appareil se trouve sous les limites d'exposition de radiofréquences d'Industrie Canada. Néanmoins, cet appareil doit être utilisé de telle sorte qu'il soit mis en contact le moins possible avec le corps humain.

Afin d'éviter le dépassement éventuel des limites d'exposition aux radiofréquences d'Industrie Canada, il est recommandé de maintenir une distance de plus de 20 cm entre les antennes et l'utilisateur.

Notice to users in Taiwan

低功率電波輻射性電機管理辦法

第十二條

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

第十四條

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

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

Notice to users in Mexico

Aviso para los usuarios de México

La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.
Para saber el modelo de la tarjeta inalámbrica utilizada, revise la etiqueta regulatoria de la impresora.

Notice to users in Japan

この機器は技術基準適合証明又は工事設計認証を受けた無線設備を搭載しています。

Environmental product stewardship program

Hewlett-Packard is committed to providing quality products in an environmentally sustainable manner:

- Design for recycling has been incorporated into this product.
- The number of materials has been kept to a minimum while ensuring proper functionality and reliability.
- Dissimilar materials have been designed to separate easily.
- Fasteners and other connections are easy to locate, access, and remove using common tools.
- High priority parts have been designed to access quickly for efficient disassembly and repair.

For more information, visit www.hp.com/ecosolutions

This section contains the following topics:

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

Paper use

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

Plastics

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

Material safety data sheets

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

www.hp.com/go/msds

Recycling program

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

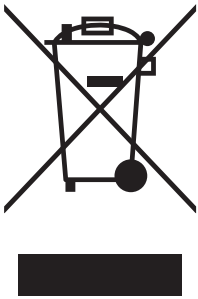
www.hp.com/hpinfo/globalcitizenship/environment/recycle/

HP inkjet supplies recycling program

HP is committed to protecting the environment. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges and ink cartridges free of charge. For more information, go to the following Web site:

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

Disposal of waste equipment by users



This symbol means do not dispose of your product with your other household waste. Instead, you should protect human health and the environment by handing over your waste equipment to a designated collection point for the recycling of waste electrical and electronic equipment. For more information, please contact your household waste disposal service, or go to http://www.hp.com/recycle.

Power consumption

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

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

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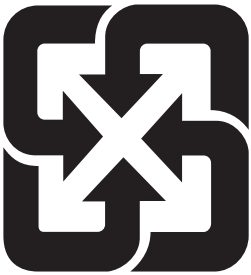
Battery disposal in Taiwan



California Perchlorate Material Notice

California Perchlorate Material Notice

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

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

Toxic and hazardous substance table (China)

有毒有害物质表

根据中国《电子信息产品污染控制管理办法》

零件描述	有毒有害物质和元素					
	铅	汞	镉	六价铬	多溴联苯	多溴联苯醚
外壳和托盘*	0	0	0	0	0	0
电线*	0	0	0	0	0	0
印刷电路板*	X	0	0	0	0	0
打印系统*	X	0	0	0	0	0
显示器*	X	0	0	0	0	0
喷墨打印机墨盒*	0	0	0	0	0	0
驱动光盘*	X	0	0	0	0	0
扫描仪*	X	X	0	0	0	0
网络配件*	X	0	0	0	0	0
电池板*	X	0	0	0	0	0
自动双面打印系统*	0	0	0	0	0	0
外部电源*	X	0	0	0	0	0

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

Restriction of hazardous substance (Ukraine)

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Restriction of hazardous substance (India)

Restriction of hazardous substances (India)

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

Third-party licenses

LICENSE.aes-pubdom--crypto

/* rijndael-alg-fst.c
 *
 * @version 3.0 (December 2000)
 *
 * Optimised ANSI C code for the Rijndael cipher (now AES)
 *
 * @author Vincent Rijmen <vincent.rijmen@esat.kuleuven.ac.be>
 * @author Antoon Bosselaers <antoon.bosselaers@esat.kuleuven.ac.be>
 * @author Paulo Barreto <paulo.barreto@terra.com.br>
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LICENSE.hmac-sha2-bsd--nos_crypto

/* HMAC-SHA-224/256/384/512 implementation
* Last update: 06/15/2005
* Issue date: 06/15/2005
*
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/* FIPS 180-2 SHA-224/256/384/512 implementation
* Last update: 02/02/2007
* Issue date: 04/30/2005
 *
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 */

LICENSE.zlib--zlib
---
zlib.h -- interface of the 'zlib' general purpose compression library
version 1.2.3, July 18th, 2005

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Jean-loup Gailly Mark Adler
jloup@gzip.org madler@alumni.caltech.edu

The data format used by the zlib library is described by RFCs (Request for
Comments) 1950 to 1952 in the files http://www.ietf.org/rfc/rfc1950.txt

(zlib format), rfc1951.txt (deflate format) and rfc1952.txt (gzip format).

B HP supplies and accessories

This section provides information on HP supplies and accessories for the printer. The information is subject to changes, visit the HP website (www.hpshopping.com) for the latest updates. You may also make purchases through the website.

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

This section contains the following topics:

- Order printing supplies online
- Supplies

Order printing supplies online

To order supplies online or create a printable shopping list, open the HP software that came with your printer and click **Shopping**. Select **Shop for Supplies Online**. The HP software uploads, with your permission, printer information, including model number, serial number, and estimated ink levels. The HP supplies that work in your printer are pre-selected. You can change quantities, add or remove items, and then print the list or purchase online at the HP Store or other online retailers (options differ by country/region). Cartridge information and links to online shopping also appear on ink alert messages.

You can also order online by visiting www.hp.com/buy/supplies. If prompted, select your country/region, follow the prompts to select your printer, and then the supplies you need.

NOTE: Ordering cartridges online is not supported in all countries/regions. However, many countries have information on ordering by telephone, locating a local store and printing a shopping list. In addition, you can select the 'How to Buy' option at the top of the www.hp.com/buy/supplies page to obtain information about purchasing HP products in your country.

Supplies

- Ink cartridges
- HP media

Ink cartridges

Ordering cartridges online is not supported in all countries/regions. However, many countries have information on ordering by telephone, locating a local store and printing a shopping list. In addition, you can select the 'How to Buy' option at the top of the www.hp.com/buy/supplies page to obtain information about purchasing HP products in your country.

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

- In the embedded web server, click the **Tools** tab, and then, under **Product Information** click **Ink Gauge**. For more information, see Embedded web server.
- On the label of the ink cartridge you are replacing.
- On the printer status page (see Understand the Printer Status Report).

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

HP media

To order media such as HP Premium Paper, go to www.hp.com.

	HP recommends plain papers with the ColorLok logo for printing everyday documents. All papers with the ColorLok logo are independently tested to meet high standards of reliability and print quality, and produce documents with crisp, vivid color, bolder blacks, and that dry faster than ordinary plain papers. Look for papers with the ColorLok logo in a variety of weights and sizes from major paper manufacturers.

C Network setup

You can manage network settings for the printer through the printer control panel as described in the next section. Additional advanced settings are available in the embedded web server, a configuration and status tool you access from your web browser using an existing network connection to the printer. For more information, see Embedded web server.

This section contains the following topics:

- Change basic network settings
- Change advanced network settings
- Set up the printer for wireless communication
- Uninstall and reinstall the HP software

Change basic network settings

The control panel options enable you to set up and manage a wireless connection and to perform a variety of network management tasks. This includes viewing the network settings, restoring the network defaults, turning the wireless radio on and off, and changing the network settings.

This section contains the following topics:

- View and print network settings
- Turn the wireless radio on and off

View and print network settings

You can display a summary of the network settings on the HP software that came with the printer. You can print a more detailed network configuration page, which lists all of the important network settings such as the IP address, link speed, DNS, and mDNS. For more information, see Understand the network configuration page.

Turn the wireless radio on and off

The wireless radio is on by default, as indicated by the blue light on the front of the printer. To stay connected to a wireless network, the radio must stay on. However, if your printer is connected to a wired network or you have a USB connection, the radio is not used. In this case you might want to turn the radio off. To turn the wireless radio off, press and hold (Wireless) button until the light goes off.

Change advanced network settings

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

This section contains the following topics:

- Set link speed
- View IP settings
- Change IP settings
- Reset network settings

Set link speed

You can change the speed at which data is transmitted over the network. The default is **Automatic**.

1. Open the embedded web server (EWS). For more information, see To open the embedded web server.
2. Click the **Network** tab, and then click **Advanced** in the **Wired (802.3)** section.
3. In the **Link Settings** section, click **Manual**.
4. Click to select the link speed that matches your network hardware:
   - **2. 10-Full**
   - **3. 10-Half**
   - **4. 100-Full**
   - **5. 100-Half**

View IP settings

To view the IP address of the printer:

- Print the network configuration page. For more information, see Understand the network configuration page.
- Or, open the HP software (Windows), click the **Network Settings** tab, click the **Wired** or **Wireless** tab (depending on the current connection), and then click **IP Settings**.

Change IP settings

The default IP setting for the IP settings is **Automatic**, which sets the IP settings automatically. However, you might want to manually change settings such as the IP address, subnet mask, or the default gateway.

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

1. Open the embedded web server. For more information, see To open the embedded web server.
2. Click the **Network** tab, and then click **IPv4** in the **Wired (802.3)** section.
3. In the **IP Address Configuration** section, click **Manual**.
4. A message appears warning that changing the IP address removes the printer from the network. Click **OK** to continue.
5. Change the IP settings:
   - **Manual IP Address**
   - **Manual Subnet Mask**
   - **Manual Default Gateway**
6. Click **Apply**.

Reset network settings

To reset the administrator password and network settings, press and hold (Wireless) button and (Cancel) button for three seconds.

NOTE: Print the network configuration page and verify that the network settings have been reset. For more information, see Understand the network configuration page.

By default, the network name (SSID) is “HP-Setup-xx-Officejet-6100,” where “xx” is a random number generated by the printer.

Set up the printer for wireless communication

You can set up the printer for wireless communication.

This section contains the following topics:

- Before you begin
- Set up the printer on your wireless network
- Change the connection type
- Test the wireless connection
- Guidelines for ensuring wireless network security
- Guidelines for reducing interference on a wireless network

NOTE: If you encounter problems connecting the printer, see Solve wireless problems.

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

Before you begin

Before you begin setting up the wireless connection, check the following:

- The printer is not connected to the network using a network cable.
- The wireless network is set up and functioning correctly.
- The printer and the computers that use the printer are on the same network (subnet).

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

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

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

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

TIP: If you are using a computer running Windows, HP provides a tool called HP Home Network Diagnostic Utility that can help retrieve this information for some systems. To use this tool, visit the HP Wireless Printing Center www.hp.com/go/wirelessprinting, and then click **Network Diagnostic Utility** in the **Quick Links** section. (At this time, this tool might not be available in all languages.)

Set up the printer on your wireless network

To set up the printer on your wireless network, use one of the following methods:

- Set up the printer using the HP printer software (Recommended)
- Set up the printer using WiFi Protected Setup (WPS)
- Set up the printer using the embedded web server (EWS)

NOTE: If you have already been using the printer with a different type of connection, such as a USB connection, follow the instructions in Change the connection type to set up the printer on your wireless network.

Set up the printer using the HP printer software (Recommended)

In addition to enabling key printer features, you can use the HP printer software that came with your printer to set up wireless communication.

If you have already been using the printer with a different type of connection, such as a USB connection, follow the instructions in Change the connection type to set up the printer on your wireless network.

Set up the printer using WiFi Protected Setup (WPS)

Wi-Fi Protected Setup (WPS) allows you to quickly set up the printer on your wireless network, without having to enter the wireless network name (SSID), wireless password (WPA passphrase, WEP key), or other wireless settings.

NOTE: Only set up wireless using WPS if your wireless network uses WPA data encryption. If your wireless network uses WEP or is not using any encryption at all, use one of the other methods provided in this section to set up the printer on your wireless network.

NOTE: To use WPS, make sure your wireless router or wireless access point supports WPS. Routers that support WPS often have a (WPS) button or a button labeled “WPS”.

You can use one of the following methods to set up the printer using WPS:

- **Push Button Method:** Use the (WPS) or WPS button, if available, on your router.
- **PIN Method:** Enter the PIN generated by the printer in the router’s configuration software.

To connect the printer using the Push Button Method

1. On the printer, press and hold the (Wireless) button for 3 seconds. The wireless light starts blinking.
2. On the wireless router or wireless access point, press and hold the WPS button for 3 seconds.
   Wait for about 2 minutes. If the printer connects successfully, the wireless light stops blinking but remains lit.

To connect the printer using the PIN Method

1. Print the network configuration page and locate the pin for WPS. For more information, see Understand the network configuration page.
2. On the printer, press and hold the (Wireless) button for 3 seconds. The Wireless light starts blinking.
3. Open the configuration utility or software for the wireless router or wireless access point, and then enter the WPS PIN printed on the network configuration page.

   NOTE: For more information about using the configuration utility, see the documentation provided with the router or wireless access point.

   Wait for about 2 minutes. If the printer connects successfully, the wireless light stops blinking but remains lit.

Set up the printer using the embedded web server (EWS)

If the printer is connected to a network, you can use the printer’s embedded web server (EWS) to set up wireless communication.

1. Open the EWS. For more information, see Embedded web server.
2. On the **Home** tab, click **Wireless Setup Wizard** in the **Setup** box.
3. Follow the onscreen instructions.

TIP: You can also set up wireless communication by entering or changing individual wireless settings. To change these settings, on the **Network** tab, click **Advanced** in the **Wireless (802.11)** section on the left, change the wireless settings, and then click **Apply**.

Change the connection type

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

NOTE: If you are changing to a wireless connection, make sure that an Ethernet cable has not been connected to the printer. Connecting an Ethernet cable turns off the printer's wireless capabilities. Also, you might be prompted to temporarily connect a USB cable during the setup process.

To change from an Ethernet connection to a wireless connection

Windows

1. On the computer desktop, click **Start**, select **Programs** or **All Programs**, click **HP**, select your printer name, and then click **Printer Setup & Software**.
2. Click **Connect a new printer**, and then select the type of connection you want to use.
3. Follow the display instructions to complete the setup.

Mac OS X

1. Open HP Utility. For more information, see HP Utility (Mac OS X).
2. Click the **Applications** icon on the HP Utility toolbar.
3. Double-click **HP Setup Assistant**, and then follow the onscreen instructions.

To change from a USB connection to a wireless connection

Follow the instructions for your operating system.

Windows

1. On the computer desktop, click **Start**, select **Programs** or **All Programs**, click **HP**, select your printer name, and then click **Printer Setup & Software**.
2. Click **Connect a new printer**, and then click **Convert a USB connected printer to wireless**.
3. Follow the display instructions to complete the setup.

Mac OS X

1. Open HP Utility. For more information, see HP Utility (Mac OS X).
2. Click the **Applications** icon on the HP Utility toolbar.
3. Double-click **HP Setup Assistant**, and then follow the onscreen instructions.

To change from a wireless connection to a USB or Ethernet connection

To change from a wireless connection to a USB or Ethernet connection, connect the USB or Ethernet cable to the printer.

NOTE: If you are using a computer with Mac OS X, add the printer to the print queue. Click **System Preferences** in the Dock, click **Print & Fax** or **Print & Scan** in the **Hardware** section, click **+**, and then select the printer.

Test the wireless connection

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

To print the wireless test page, press and hold the (Resume) button, and then press the (Wireless) button when the network is enabled.

Guidelines for ensuring wireless network security

The following information can help you keep your wireless network and wireless printer secure from unauthorized use.

For more information, visit www.hp.com/go/wirelessprinting.

This section contains the following topics:

- Overview of security settings
- Add hardware addresses to a wireless router (MAC filtering)
- Other wireless security guidelines

Overview of security settings

To help improve the security of the wireless network and prevent unauthorized access, the printer supports many common types of network authentication, including WEP, WPA, and WPA2.

- WEP: Provides security by encrypting data sent over radio waves from one wireless device to another wireless device. Devices on a WEP-enabled network use WEP keys to encode data. If your network uses WEP, you must know the WEP key(s) it uses.
- WPA: Increases the level of over-the-air data protection and access control on existing and future wireless networks. It addresses all known weaknesses of WEP, the original native security mechanism in the 802.11 standard. WPA uses the Temporal Key Integrity Protocol (TKIP) for encryption and employs 802.1X authentication with one of the standard Extensible Authentication Protocol (EAP) types available today.
- WPA2: Provides enterprise and consumer wireless users with a high level of assurance that only authorized users can access their wireless networks. WPA2 provides the Advanced Encryption Standard (AES). AES is defined in counter cipher-block chaining mode (CCM) and supports the Independent Basic Service Set (IBSS) to enable security between client workstations operating connected wirelessly without a wireless router (such as a Linksys wireless router or Apple AirPort Base Station).

Add hardware addresses to a wireless router (MAC filtering)

MAC filtering is a security feature in which a wireless router or wireless access point is configured with a list of hardware addresses (also called "MAC addresses") of devices that are allowed to gain access to the network through the router.

If the router filters hardware addresses, then the printer's hardware address must be added to the router's list of accepted hardware addresses. If the router does not have the hardware address of a printer attempting to access the network, the router denies the printer access to the network.

CAUTION: This method is not recommended, however, because your MAC addresses can easily be read and falsified by unwanted users outside your network.

To add hard addresses to a wireless router or wireless access point

1. Print the network configuration page, and then locate the printer's hardware address. For more information, see Understand the network configuration page.

   NOTE: The printer maintains separate hardware addresses for the Ethernet connection and for wireless connection. Both hardware addresses are listed on the printer's network configuration page.

2. Open the configuration utility for the wireless router or wireless access point, and add the printer's hardware address to the list of accepted hardware addresses.

NOTE: For more information about using the configuration utility, see the documentation provided with the router or wireless access point.

Other wireless security guidelines

To keep the wireless network secure, follow these guidelines:

- Use a wireless password with at least 20 random characters. You can use up to 64 characters in a wireless password.
- Avoid any common words or phrases, easy sequences of characters (such as all 1s), and personally-identifiable information for wireless passwords. Always use random strings composed of uppercase and lowercase letters, numbers, and if allowed, special characters such as punctuation.
- Change the default wireless password provided by the manufacturer for administrator access to the access point or wireless router. Some routers let you change the administrator name as well.
- Turn off administrative access over wireless if possible. If you do this, you need to connect to the router with a wired Ethernet connection when you want to make configuration changes.
- Turn off remote administrative access over the Internet on your router, if possible. You can use Remote Desktop to make an encrypted connection to a computer running behind your router and make configuration changes from the local computer you are accessing over the Internet.
- To avoid accidentally connecting to another party's wireless network, turn off the setting to automatically connect to non-preferred networks. This is disabled by default in Windows XP.

Guidelines for reducing interference on a wireless network

The following tips will help reduce the chances for interference in a wireless network:

- Keep the wireless devices away from large metal objects, such as filing cabinets, and other electromagnetic devices, such as microwaves and cordless telephones, as these objects can disrupt radio signals.
- Keep the wireless devices away from large masonry structures and other building structures as these objects can absorb radio waves and lower signal strength.
- Position the access point or wireless router in a central location in line of sight with the wireless devices on the network.
- Keep all wireless devices on the network within range of one another.

Uninstall and reinstall the HP software

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

To uninstall from a Windows computer, method 1

1. Disconnect the printer from your computer. Do not connect it to your computer until after you have reinstalled the HP software.
2. On the computer desktop, click **Start**, select **Programs** or **All Programs**, click **HP**, click the printer name, and then click **Uninstall**.
3. Follow the onscreen instructions.
4. If you are asked whether you would like to remove shared files, click **No**.

   Other programs that use these files might not work correctly if the files are deleted.
5. Restart your computer.
6. To reinstall the HP software, insert the HP software CD into your computer's CD drive, and follow the onscreen instructions.
7. Connect the printer when the HP software prompts you to connect it to the computer.

8. Press the **Power** button to turn the printer on.
   After connecting and turning on the printer, you might have to wait several minutes for all of the Plug and Play events to complete.
9. Follow the onscreen instructions.

To uninstall from a Windows computer, method 2

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

1. On the computer desktop, click **Start**, select **Settings**, click **Control Panel**, and then click **Add/Remove Programs**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Programs and Features**.
2. Select the printer name, and then click **Change/Remove** or **Uninstall/Change**.
   Follow the onscreen instructions.
3. Disconnect the printer from your computer.
4. Restart your computer.

   NOTE: It is important that you disconnect the printer before restarting your computer. Do not connect the printer to your computer until after you have reinstalled the HP software.
5. Insert the HP software CD into your computer's CD drive and then start the Setup program.
6. Follow the onscreen instructions.

To uninstall from a Macintosh computer

1. Double-click the **HP Uninstaller** icon (located in the **Hewlett-Packard** folder in the **Applications** folder at the top level of the hard disk), and then click **Continue**.
2. When prompted, type the correct administrator's name and password, and then click **OK**.
3. Follow the onscreen instructions.
4. When the **HP Uninstaller** finishes, restart your computer.

D Printer management tools

This section contains the following topics:

- Toolbox (Windows)
- HP Utility (Mac OS X)
- Embedded web server

Toolbox (Windows)

The Toolbox provides maintenance information about the printer.

NOTE: The Toolbox can be installed from the HP Software CD if the computer meets the system requirements.

Open the Toolbox

- On the computer desktop, click **Start**, select **Programs** or **All Programs**, click **HP**, click the folder for your printer, and then select the icon with your printer's name.
- Double-click **Printer Preferences**, and then double-click **Maintenance Tasks**.

HP Utility (Mac OS X)

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

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

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

To open HP Utility

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

Embedded web server

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

NOTE: For a list of system requirements for the embedded web server, see Embedded web server specifications.

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

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

This section contains the following topics:

- About cookies
- To open the embedded web server

About cookies

The embedded web server (EWS) places very small text files (cookies) on your hard drive when you are browsing. These files let the EWS recognize your computer the next time you visit. For

example, if you have configured the EWS language, a cookie helps remember which language you have selected so that the next time you access the EWS, the pages are displayed in that language. Though some cookies are cleared at the end of each session (such as the cookie that stores the selected language), others (such as the cookie that stores customer-specific preferences) are stored on the computer until you clear them manually.

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

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

- Starting where you left the application (especially useful when using setup wizards)
- Remembering the EWS browser language setting
- Personalizing the EWS Home page

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

To open the embedded web server

NOTE: The printer must be on a network and must have an IP address. The IP address and hostname for the printer are listed on the status report. For more information, see Understand the network configuration page.

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

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

TIP: After opening the embedded web server, you can bookmark it so that you can return to it quickly.

TIP: If you are using the Safari web browser in Mac OS X, you can also use the Bonjour bookmark to open the EWS without typing the IP address. To use the Bonjour bookmark, open Safari, and then from the **Safari** menu, click **Preferences**. On the **Bookmarks** tab, in the **Bookmarks bar** section, select **Include Bonjour**, and then close the window. Click the **Bonjour** bookmark, and then select your networked device to open the EWS.

E How do I?

- Get started
- Print
- HP ePrint
- Work with ink cartridges
- Solve a problem

F Errors (Windows)

Low on ink

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

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

For information about replacing ink cartridges, see Replace the ink cartridges. For information about ordering ink cartridges, see Order printing supplies online. For information about recycling used ink supplies, see HP inkjet supplies recycling program.

NOTE: Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the printer and cartridges for printing. In addition, some residual ink is left in the cartridge after it is used. For more information seewww.hp.com/go/inkusage.

Cartridge Problem

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

NOTE: If the cartridge is identified in the message as incompatible, see Order printing supplies online for information about obtaining cartridges for the printer.

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

- Solution 1: Turn the printer off and on
- Solution 2: Install the ink cartridges correctly
- Solution 3: Replace the ink cartridge

Solution 1: Turn the printer off and on

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

If the problem persists, try the next solution.

Solution 2: Install the ink cartridges correctly

Make sure all of the ink cartridges are properly installed:

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

Replace the ink cartridge

Replace the indicated ink cartridge. For more information, see Replace the ink cartridges.

NOTE: If your cartridge is still under warranty, contact HP support for service or replacement. For more information about ink cartridge warranty, see ink cartridge warranty information. If the problem persists after you replace the cartridge, contact HP support. For more information, see HP support.

Paper Mismatch

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

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

The cartridge cradle cannot move

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

To clear the obstruction, press (Power) button to turn off the printer, and then check the printer for jams.

For more information, see Clear jams.

Paper Jam

Paper has become jammed in the printer.

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

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

For instructions on clearing jams, as well as more information about how to avoid jams, see Clear jams.

The printer is out of paper

The default tray is empty.

Load more paper, and then touch **OK**.

For more information, see Load media.

Document failed to print

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

For information about solving printing problems, see Solve printer problems.

Printer failure

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

1. Press (Power) button to turn off the printer.
2. Unplug the power cord, and then plug in the power cord again.
3. Press (Power) button to turn on the printer.

If this problem persists, write down the error code provided in the message, and then contact HP support. For more information, see HP support.

Door or cover open

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

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

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

Previously used ink cartridge installed

The ink cartridge identified in the message was previously used in a different printer.

You can use ink cartridges in different printers, but if the cartridge was left outside of a printer for an extended period of time, the print quality of your documents might be affected. Also, if you use ink cartridges that have been used in a different printer, the ink level indicator might be inaccurate or unavailable.

If the print quality is unsatisfactory, try cleaning the printheads. For more information, see Clean the printhead.

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

For more information, see Supplies.

Ink cartridges depleted

The cartridges listed in the message must be replaced to resume printing. HP recommends that you do not remove an ink cartridge until a replacement is ready to install.

See Replace the ink cartridges

Ink cartridge failure

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

See Replace the ink cartridges

Printer supply upgrade

The cartridge listed in the message can only be used to upgrade one printer. Click OK to use it on this printer. If you do not wish to proceed with the supply upgrade for this printer, click Cancel Print and then remove the cartridge.

Printer supply upgrade successful

The supply upgrade was successful. The cartridges listed in the message can now be used in the printer.

Printer supply upgrade problem

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

Non-HP ink cartridges installed

HP cannot guarantee the quality or reliability of non-HP supplies. Printer service or repairs required as a result of using a non-HP supply will not be covered under warranty. If you believe you purchased original HP ink cartridges, visit HP at www.hp.com/go/anticounterfeit for more information or to report fraud.

Using Original HP Cartridges has its Rewards

HP rewards loyal customers for using original HP supplies. Click the button below the message to view Rewards online. Reward may not be available in all regions.

Counterfeit Cartridge Advisory

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

Used, Refilled or Counterfeit Cartridge Detected

The original HP ink in the cartridge has been depleted. The solution for this problem is to replace the ink cartridge or click OK to continue using the cartridge. For more information, see Replace the ink cartridges. HP rewards loyal customers for using original HP supplies. Click the button below the message to view Rewards online. Rewards may not be available in all regions.

⚠ **WARNING!** HP's ink cartridge warranty does not cover non-HP ink or cartridges. HP's printer warranty does not cover repairs or service due to use of non-HP cartridges or ink. HP does not guarantee the quality or reliability of non-HP ink. Information about non-HP ink levels will not be available.

Use SETUP cartridges

Use the SETUP cartridges that came with the printer for printer initialization. You must replace the cartridge with the setup cartridge to clear this message. For more information, see Replace the ink cartridges.

Do not use SETUP cartridges

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

New printhead ink alert

The used cartridges listed in the message might not have enough ink to complete one-time startup processes.

Solution: Install new cartridges or click **Continue** to use installed cartridges.

If startup cannot complete with installed cartridges, new cartridges will be needed. For information on how to install new cartridges, see Replace the ink cartridges.

Use black ink only?

The cartridges listed in the message are out of ink.

Solutions: To print in color, replace the empty cartridges. For information about how to install new cartridges, see Replace the ink cartridges.

To temporarily print using Black ink only, click **Use Black Only**. The printer will replace color with grayscale. The empty cartridges will need to be replaced soon.

⚠ **CAUTION:** Do not remove the empty color cartridge to print in **Use Black Only** mode.

Use color ink only?

The black cartridge is out of ink.

Solutions: To temporarily replace black with color, click **Use Color Only**. Black will be simulated. Text and photo quality will differ from those printed when using all cartridges. The black cartridge will need to be replaced soon.

To print with black, replace the black ink cartridge. For information about how to install new cartridges, see Replace the ink cartridges.

⚠ **CAUTION:** Do not remove the empty black cartridge to print in **Use Color Only** mode.

Incompatible ink cartridges

The ink cartridge is not compatible with your printer.

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

Unable to Communicate with Printer

The computer cannot communicate with the printer because one of the following events has occurred:

- The printer has been turned off.
- The cable connecting the printer, such as a USB cable or a network (Ethernet) cable, has been disconnected..
- If the printer is connected to a wireless network, the wireless connection has been broken.

To solve this problem, try the following solutions:

- Make sure the printer is turned on and that the (Power button) light is on.
- Make sure the power cord and other cables are working and are firmly connected to the printer.
- Make sure the power cord is connected firmly to a functioning, alternating current (AC) power outlet.
- If the printer is connected to a network, make sure the network is functioning properly. For more information, see Solve wired (Ethernet) network problems.
- If the printer is connected to a wireless network, make sure the wireless network is functioning properly. For more information, see Solve wireless problems.

Ink sensor failure

The ink sensor has failed and the printer can no longer print.

Contact HP support. For more information, see www.hp.com/go/customercare.

Ink sensor warning

The ink sensor is reporting an unexpected condition. This could be caused by the cartridge, or the sensor may have failed. If the sensor has failed, it can no longer sense when your cartridges are out of ink. Printing with an empty cartridge will cause air to enter the ink system, which causes poor print quality. Significant amounts of ink will be used up to recover from this condition, which will deplete much of the ink supply for all cartridges.

Solution: Click **OK** to continue printing or replace the cartridge. For information about how to install new cartridges, see Replace the ink cartridges.

Problem with printer preparation

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

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

Color cartridge out of ink

The cartridges listed in the message are out of ink.

Solutions: To print in color, replace the empty cartridges. For information about how to install new cartridges, see Replace the ink cartridges.

To temporarily print using black ink only, click Cancel Print and then re-send the print job. The **Use black ink only?** message appears before the job prints. The empty cartridges will need to be replaced soon.

⚠ **CAUTION:** Do not remove the empty color cartridge to print in **Use Black Only** mode.

Black cartridge out of ink

The black cartridge is out of ink.

Solutions: Replace the black ink cartridge. For information about how to install new cartridges, see Replace the ink cartridges.

To temporarily replace black with color, click Cancel Print and re-send the print job. The **Use color ink only?** message appears before the job prints. The black cartridge will need to be replaced soon.

⚠ **CAUTION:** Do not remove the empty black cartridge to print in **Use Color Only** mode.

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