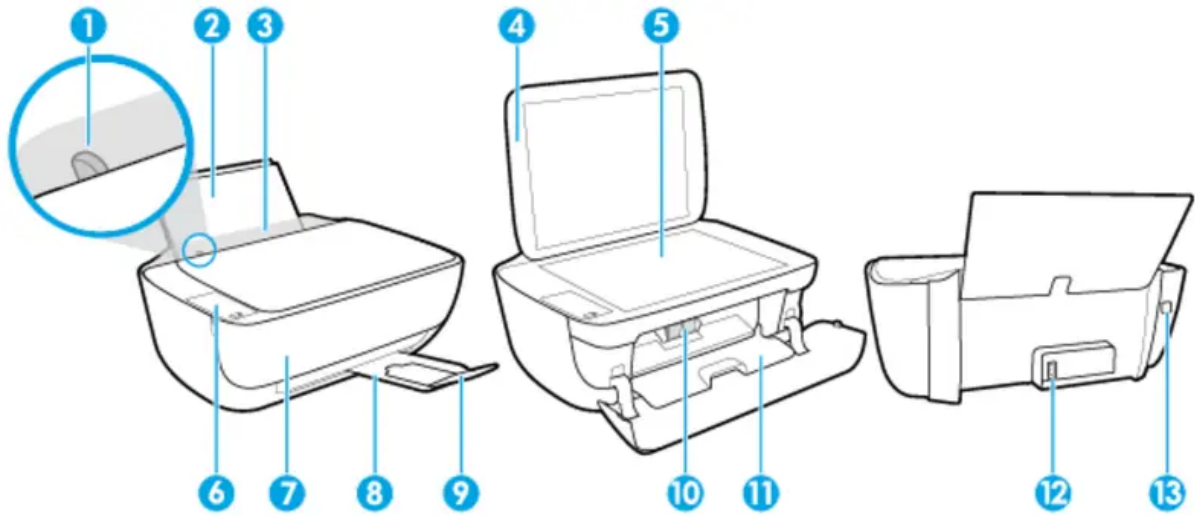


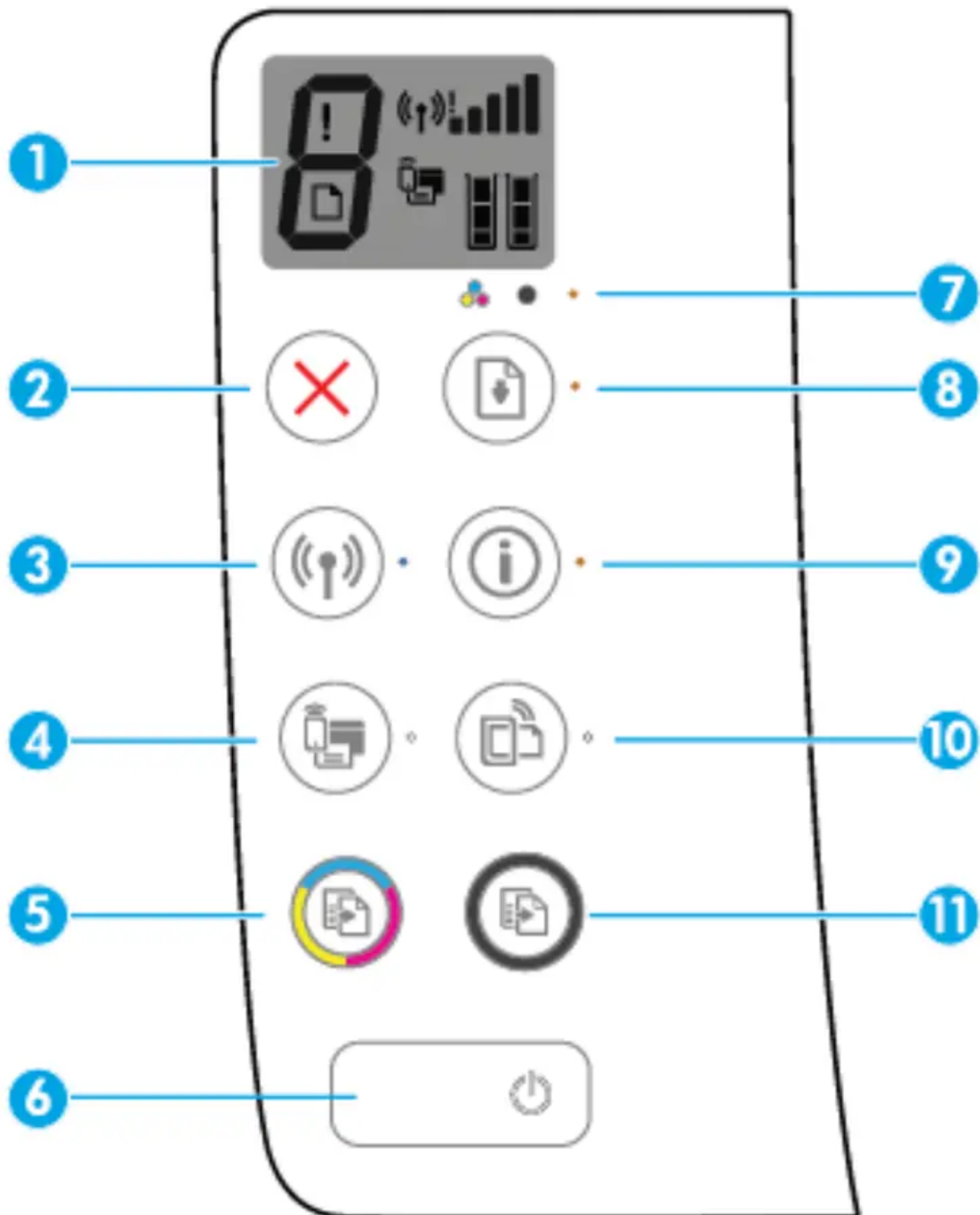
Printer parts



1	Paper-width guide
2	Input tray
3	Input tray shield
4	Scanner lid
5	Scanner glass
6	Control panel
7	Front door
8	Output tray
9	Output tray extender (also referred to as the tray extender)
10	Ink cartridges
11	Cartridge access door
12	Power connection
13	USB port

Control panel features

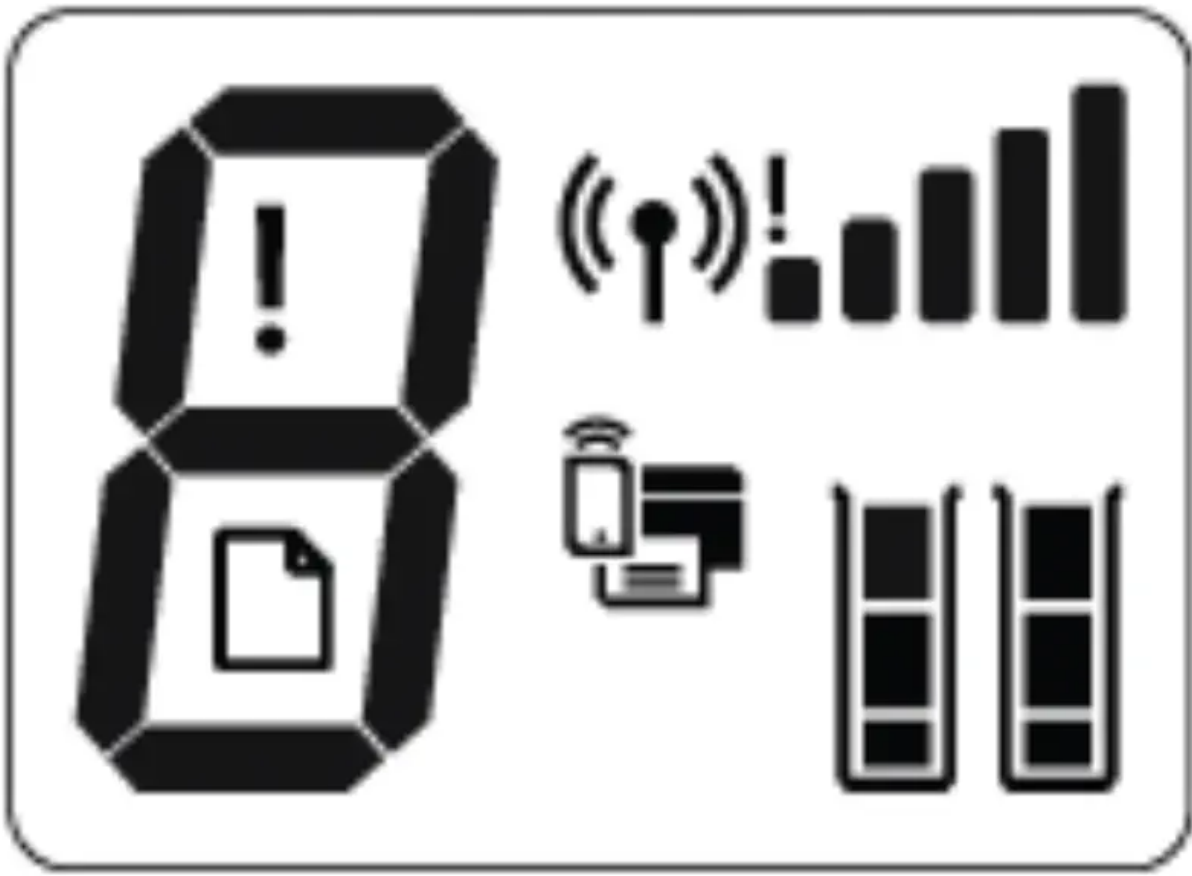
Overview of buttons and lights












Feature	Description
1	Control panel display : Indicates number of copies, media errors, wireless status and signal strength, Wi-Fi Direct status, and ink levels.
2	Cancel button: Stops the current operation.
3	Wireless button: Turns on or off the printer wireless capabilities. Wireless light: Indicates whether the printer is connected to a wireless network.
4	Wi-Fi Direct button: Turns on or off Wi-Fi Direct. Wi-Fi Direct light: Indicates the on or off status of Wi-Fi Direct.
5	Start Copy Color button: Starts a color copy job. To increase the number of color copies, press the button multiple times. Copying will start two seconds after the last button press.
6	Power button: Turns the printer on or off.
7	Ink Alert light: Indicates low ink or ink cartridge problems.
8	Resume button: Resumes a job after a disruption (for example, after loading paper or clearing a paper jam). Resume light: Indicates the printer is in a warning or error state.
9	Information button: Prints out a printer information page. Press the button in combination with the Wireless button, the Wi-Fi Direct button, or the HP ePrint button to get more specific help pages tied to each of those buttons. Information light: Indicates that you can press the Information button to get help.

Feature	Description
10	HP ePrint button: Turns HP ePrint on or off. HP ePrint light: Indicates the on or off status of HP ePrint. A blinking light indicates a problem with the connection to Web Services.
11	Start Copy Black button: Starts a black-and-white copy job. To increase the number of black-and-white copies, press the button multiple times. Copying will start two seconds after the last button press.

Control panel display icons



Icon	Description
	<p>Number of copies icon: Shows the number of copies when you are copying documents, and alternates between the letter E and a number when the printer is in an error state.</p>
	<p>Error icon: Indicates an error.</p>
	<p>Paper Error icon: Indicates a paper-related error.</p>
	<p>Wireless status icons: Show the status of a wireless connection.</p> <p>The wireless status icons consist of three icons, the Wireless icon () , the Wireless Attention icon () , and the Signal Bars icon () .</p>
	<p>Wi-Fi Direct icon: Indicates Wi-Fi Direct is on or is in the process of being connected.</p>
	<p>Ink Level icons: The left ink icon shows the estimated ink level of the tri-color cartridge, and the right icon shows the estimated ink level of the black cartridge.</p> <p>NOTE: Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until the print quality becomes unacceptable.</p>

Control panel lights and display icons status

Power button light




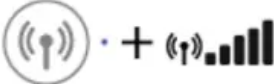




Status	Description
On	The printer is on.
Off	The printer is powered off.
Dimmed	Indicates the printer is in Sleep mode. The printer automatically enters Sleep mode after 5 minutes of inactivity.
Blinking	The printer is processing a job. To cancel the job, press the Cancel button (✕).
Fast blinking	If the cartridge access door is open, close it. If the cartridge access door is closed and the light is fast blinking, the printer is in an error state that you can resolve by following the on-screen messages from the computer. If you do not see any on-screen messages, try printing a document to generate an on-screen message.


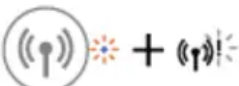
Wireless light and icons

-





The **Wireless** light next to the **Wireless** button () and the wireless status icons on the control panel display work together to indicate the status of a wireless connection.

Status	Description
The Wireless light, the Wireless icon, and the Signal Bars icon are on.	The printer is connected to a wireless network.
	
The Wireless light is off.	The wireless capability of the printer is off. To turn on the wireless capability, press the Wireless button ().
	
The Wireless light is blinking, the Wireless icon is on, and the Signal Bars icon are cycling.	The printer is connecting to a wireless network or is in the Wi-Fi Protected Setup (WPS) push mode.
	
The Wireless light blinks for three seconds and then turns off.	The wireless capability of the printer is disabled. Change the wireless settings. For more information, see Wireless settings on page 73 .
	

Status	Description
<p>The Wireless light is blinking, and the Wireless icon and Wireless Attention icon are on.</p> 	<p>There is no wireless signal.</p> <ul style="list-style-type: none"> – Make sure your wireless router or access point is powered on. – Move the printer closer to the wireless router.
<p>The Wireless light is blinking, the Wireless icon is on, and the Wireless Attention icon is blinking.</p> 	<p>One of the following might have occurred.</p> <ul style="list-style-type: none"> – The printer has a problem connecting to the wireless network. – An error occurs or an overlap session is detected when using WPS. <p>Press the Wireless button (()) and the Information button ((i)) together to run the wireless test, and then review the test report for information on how to solve the problem.</p>

Wi-Fi Direct light and icon








Status	Description
The Wi-Fi Direct light and icon are on.	<p>Wi-Fi Direct is turned on and ready to use.</p> <p>To learn how to connect to your printer using Wi-Fi Direct, see Connect wirelessly to the printer without a router on page 69.</p>
The Wi-Fi Direct light and icon are off.	<p>Wi-Fi Direct is off.</p> <p>To turn on Wi-Fi Direct, press the Wi-Fi Direct button .</p>
The Wi-Fi Direct light is blinking.	<p>The printer is connecting to a mobile device in the Wi-Fi Protected Setup (WPS) push mode. Press the Wi-Fi Direct button  to finish connecting.</p>
The Wi-Fi Direct light blinks fast for three seconds, and then stays on.	<p>The printer already has the maximum number of Wi-Fi Direct connection and another device is trying to connect to the printer with Wi-Fi Direct.</p>
The Wi-Fi Direct light blinks fast for three seconds, and then turns off.	<p>Wi-Fi Direct is disabled. For more information, contact the person who set up the printer.</p>

HP ePrint light

-



Status	Description
The HP ePrint light is on.	The HP ePrint feature is on and ready to use. For information about how to print documents using HP ePrint, see Print with HP ePrint on page 42 .
The HP ePrint light is off.	The HP ePrint feature is off. To turn on HP ePrint, press the HP ePrint button ()
The HP ePrint light blinks for three seconds, and then turns off.	One of the following might have occurred. <ul style="list-style-type: none"> – The Web Services have not been setup up. – A mandatory update for the printer is available but has not been installed. – The HP ePrint feature has been disabled. Press the HP ePrint button () and the Information button () at the same time to print a diagnostic page, and then follow the instructions on the page.
The HP ePrint light keeps blinking.	The HP ePrint feature is turned on, but the printer is not connected to the Web Services server. Press the HP ePrint button () and the Information button () at the same time to print a diagnostic page, and then follow the instructions on the page.

Ink Level icons and Ink Alert light

- One of the **Ink Level** icons is blinking with no segment, and the **Ink Alert** light is on.



Cause	Solution
<p>One of the following might have occurred.</p> <ul style="list-style-type: none"> • The corresponding ink cartridge is missing. • The corresponding ink cartridge is installed improperly, or still has plastic tape on it. 	<ul style="list-style-type: none"> • If one of the ink cartridges is missing, the printer enters single -cartridge mode. To exit the single-cartridge mode, insert the corresponding ink cartridge. For more information about the single-cartridge mode, see Use single-cartridge mode. • If both ink cartridges are installed in the printer, remove the corresponding ink cartridge, make sure there is no plastic tape on it, and then reinsert the ink cartridge securely. For more information, see Replace ink cartridges.

- Both **Ink Level** icons are blinking with no segment, and the **Ink Alert** light is blinking.



Cause	Solution
<p>One of the following might have occurred.</p> <ul style="list-style-type: none"> • Both ink cartridges are missing. • Both ink cartridges are installed improperly, or still have plastic tape on them. • Both ink cartridges are incompatible or damaged. 	<ul style="list-style-type: none"> • If there is no ink cartridge installed in the printer, install the ink cartridges. • If both ink cartridges are installed in the printer, remove the corresponding ink cartridge, make sure there is no plastic tape on them, and then reinsert the ink cartridges securely. • Make sure that you are using the correct HP ink cartridges for your printer. • If the error persists, replace the ink cartridges. For information about how to replace ink cartridges, see Replace ink cartridges.

- For one of the **Ink Level** icons, only one segment is on.



Cause	Solution
<p>The corresponding ink cartridge is low on ink and will need to be replaced soon.</p>	<ul style="list-style-type: none">• Continue to print using the remaining ink. The quality of printed documents might be affected.• If the print quality is poor, consider replacing the corresponding ink cartridge. For more information, see Replace ink cartridges.



- For both **Ink Level** icons, only one segment is on.



Cause	Solution
<p>Both cartridges are low on ink and will need to be replaced soon.</p>	<ul style="list-style-type: none"> • Continue to print using the remaining ink. The quality of printed documents might be affected. • If the print quality is poor, consider replacing the ink cartridge. For more information, see Replace ink cartridges.

- One of the **Ink Level** icons is blinking with no segment, the **Ink Alert** light is on, and the **Resume** light is blinking.



Cause	Solution
<p>One of the following might have occurred.</p> <ul style="list-style-type: none"> • A counterfeit or previously used ink cartridge is installed. • The corresponding ink cartridge is very low on ink. 	<ul style="list-style-type: none"> • If the corresponding ink cartridge is newly installed, it might be counterfeit or previously used. Refer to the message in the HP printer software for more information. • If the corresponding ink cartridge is not newly installed, it is very low on ink. Press the Resume  button () to continue printing, and replace the ink cartridge when the print quality is no longer acceptable. For information about how to replace ink cartridges, see Replace ink cartridges.

Error icon, Paper Error icon, and Resume light


- The **Error** icon, the **Paper Error** icon, and the **Resume** light are on.



Cause	Solution
<p>There is no paper in the input tray.</p>	<ul style="list-style-type: none"> • Load paper in the input tray. • For information about how to load paper, see Load media.

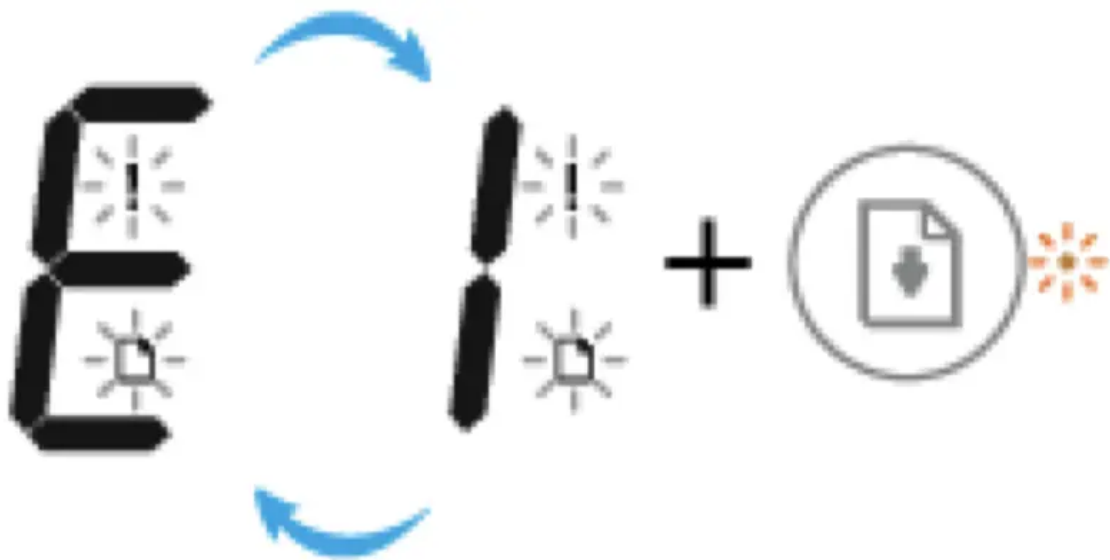
- The **Error** icon, the **Paper Error** icon, and the **Resume** light are blinking.





Cause	Solution
<p>The printer receives a printing job, and detects that there is no paper in the input tray.</p>	<ul style="list-style-type: none"> • Load paper, and then press the Resume button () to continue printing. • For information about how to load paper, see Load media.

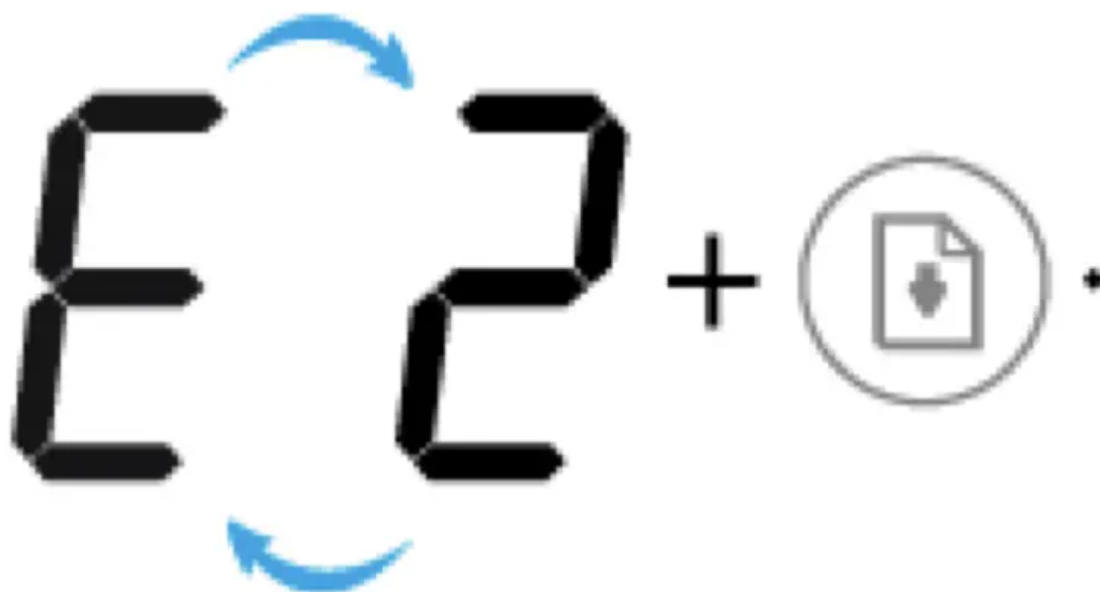
Number of copies icon

- The **Number of copies** icon is alternating between the letter E and the number 1. At the same time, the **Error** icon, the **Paper Error** icon, and the **Resume** light are blinking.



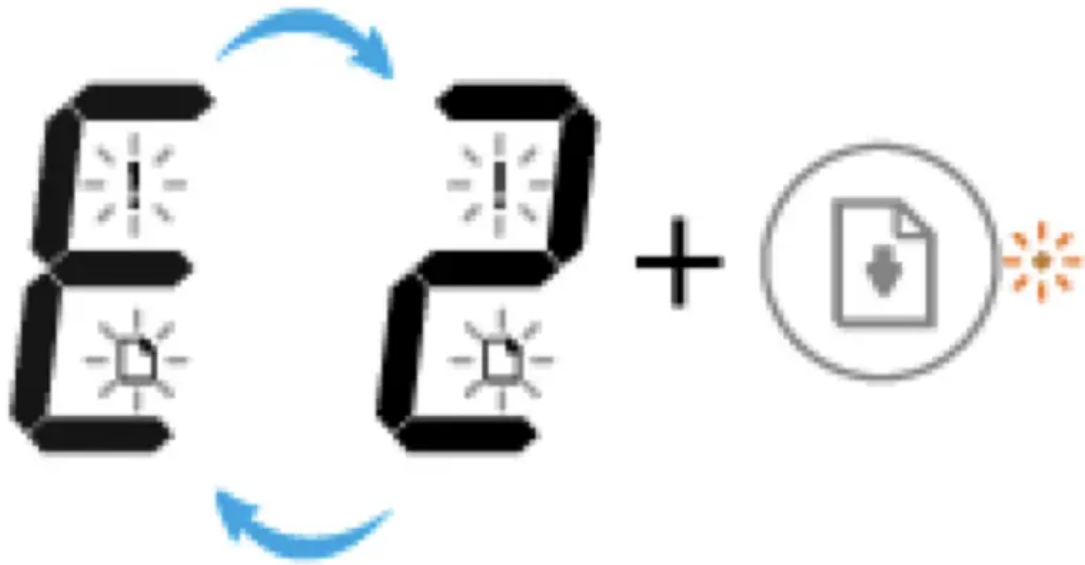
Cause	Solution
<p>The printer receives a printing job, starts feeding paper, and detects that the paper width for the printing job is bigger than the width of the loaded paper.</p>	<ul style="list-style-type: none"> • Press either the Resume button () or the Cancel button () to cancel the printing job and eject paper. • To avoid the paper size mismatch problem, do one of the following before printing. <ul style="list-style-type: none"> ◦ Change the paper size setting for the printing job to match the paper loaded. ◦ Remove all paper from the input tray, and then load paper that matches the paper size setting for the printing job. <p>TIP: You can change the default paper size automatically detected by the printer. For more information, see Change the default paper size detected by printer.</p>



- The **Number of copies** icon is alternating between the letter E and the number 2. The **Resume** light is off.



Cause	Solution
<p>The printer receives a single-page printing job, detects that the paper length for the printing job does not match the length of the loaded paper, and then prints out the page with errors.</p>	<p>To clear the error, press any button on the control panel or wait for two minutes.</p> <p>To avoid the paper length mismatch problem, do one of the following before printing.</p> <ul style="list-style-type: none"> • Change the paper size setting for the printing job to match the paper loaded. • Remove all paper from the input tray, and then load paper that matches the paper size setting for the printing job. <p>TIP: You can change the default paper size automatically detected by the printer. For more information, see Change the default paper size detected by printer.</p>


- The **Number of copies** icon is alternating between the letter E and the number 2. At the same time, the **Error** icon, the **Paper Error** icon, and the **Resume** light are blinking.



Cause	Solution
<p>The printer receives a multi-page printing job, detects that the paper length for the printing job does not match the length of the loaded paper, and then prints out the first page of the job with errors.</p>	<ul style="list-style-type: none"> • To cancel the printing job, press the Cancel button (). • To continue printing the remaining pages, press the Resume button (). The remaining pages will have the same errors as the first page. <p>TIP: You can change the default paper size automatically detected by the printer. For more information, see Change the default paper size detected by printer.</p>


- The **Number of copies** icon is alternating between the letter E and the number 3. At the same time, the **Resume** light and the **Ink Alert** light are blinking.



Cause	Solution
The carriage inside the printer has stalled.	<ul style="list-style-type: none"> Open the cartridge access door and make sure the cartridge is not obstructed. Move the cartridge to the right, close the cartridge access door, and then press the Resume button () to continue printing. See Jams and paper-feed issues for more information.

- The **Number of copies** icon is alternating between the letter E and the number 4. At the same time, the **Error** icon, the **Paper Error** icon, the **Resume** light, and the **Ink Alert** light are blinking.



Cause	Solution
There is a paper jam.	<ul style="list-style-type: none"> Clear the jam, and then press the Resume button () to continue printing. See Jams and paper-feed issues for more information.

- The **Number of copies** icon is alternating between the letter E and the number 5. At the same time, all lights on the control panel are blinking.



Cause	Solution
The scanner is not working.	<ul style="list-style-type: none"> • Turn off and turn on the printer. • If the problem persists, contact HP. The printer still prints even if the scanner is not working.

- The **Number of copies** icon is alternating between the letter E and the number 6. At the same time, all lights on the control panel are blinking.



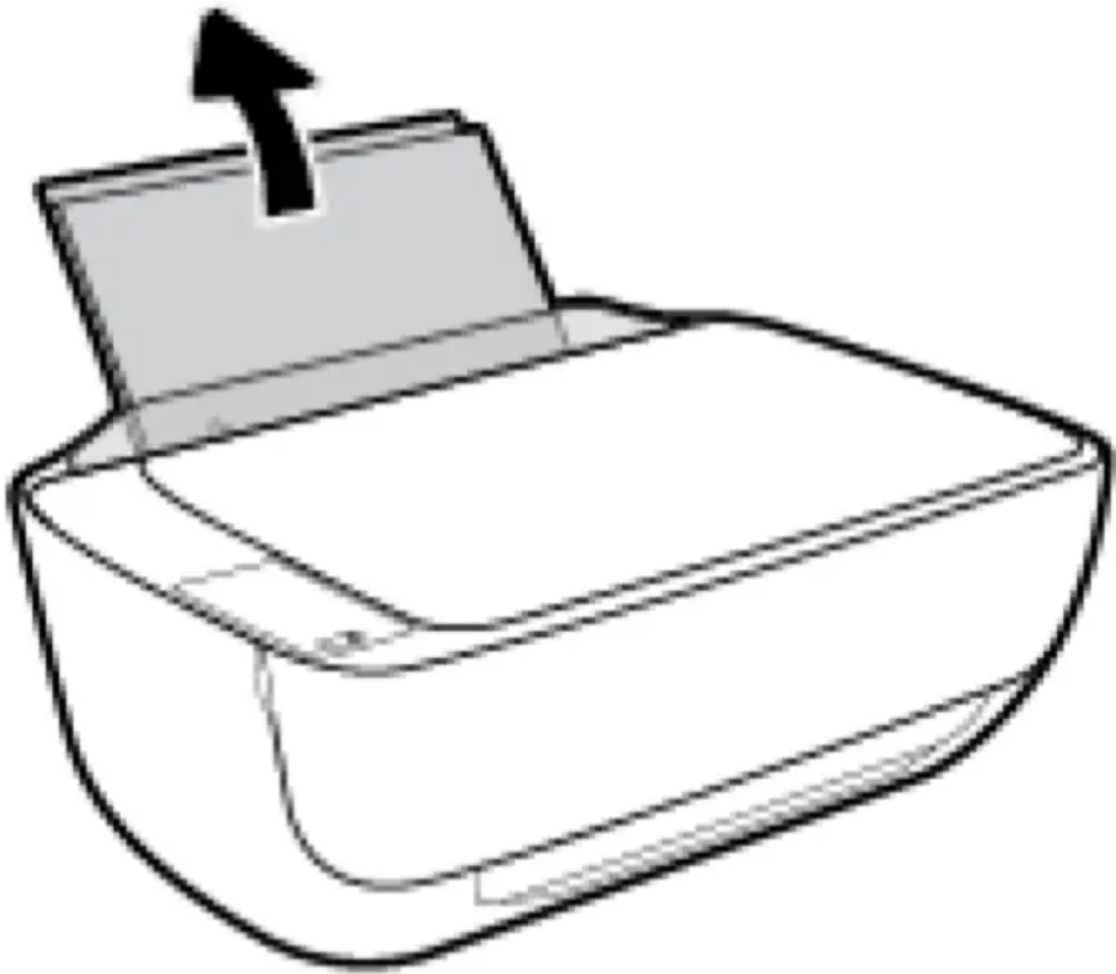
Cause	Solution
The printer is in an error state.	<p>Reset the printer.</p> <ol style="list-style-type: none"> 1. Turn off the printer. 2. Unplug the power cord. 3. Wait a minute, and then plug the power cord back in. 4. Turn on the printer. <p>If the problem persists, contact HP.</p>

Load media

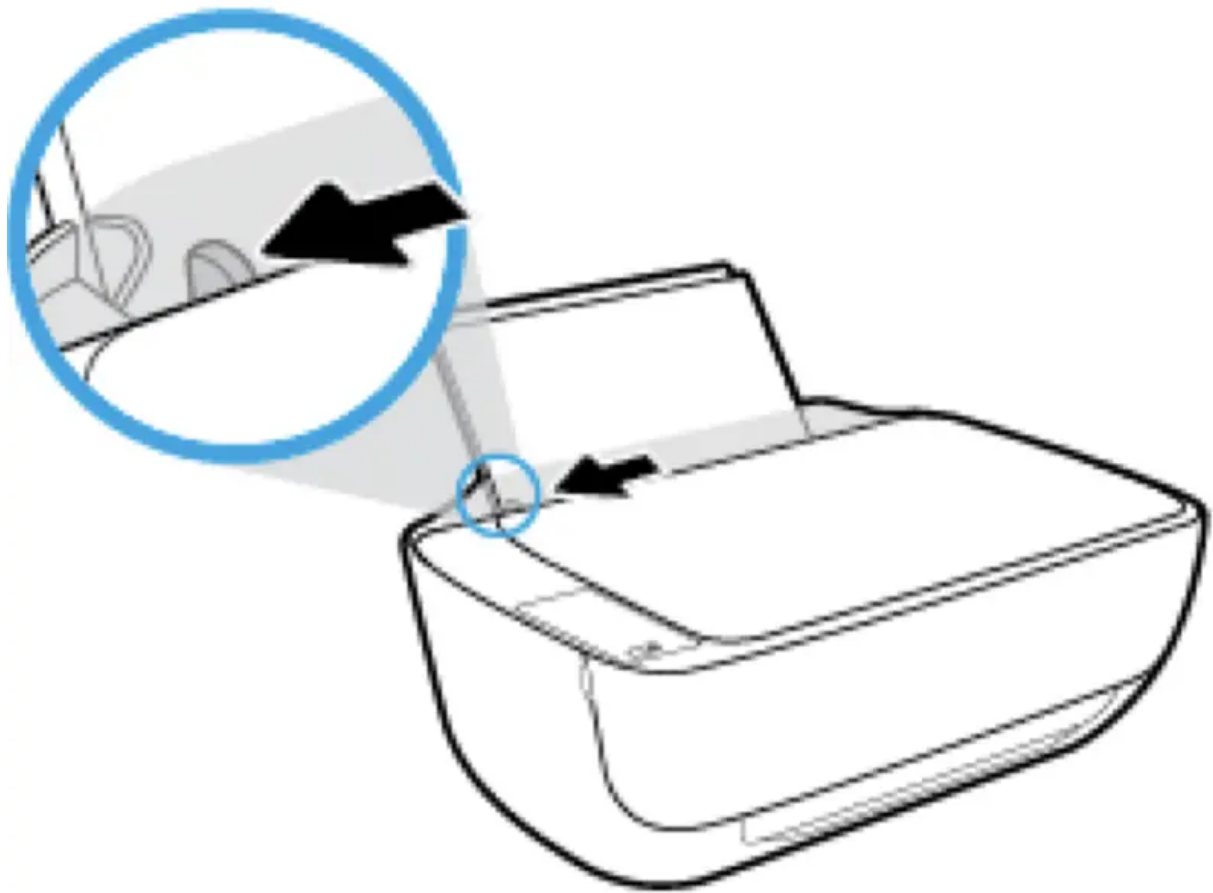
Select a paper size to continue.

To load full-size paper

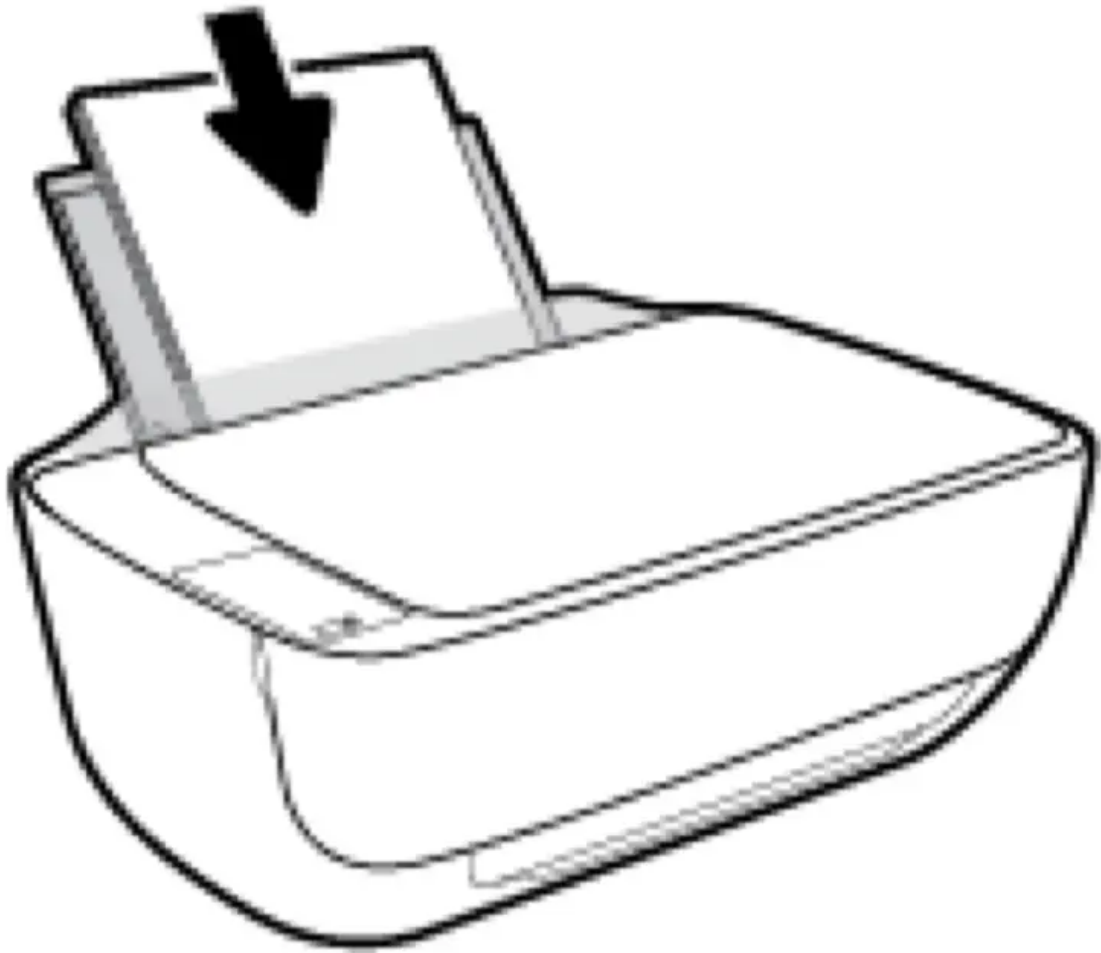
1. Raise the input tray.



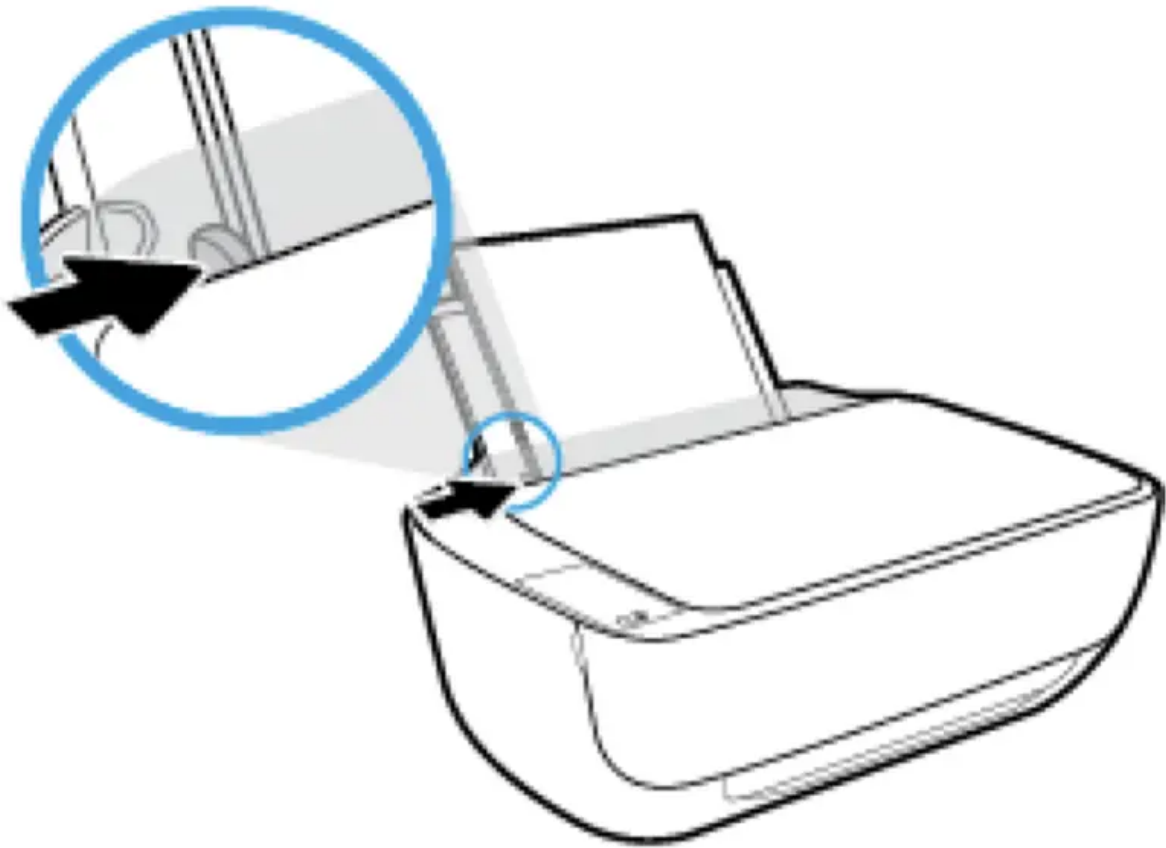
2. Slide the paper-width guide to the left.



3. Insert a stack of paper into the input tray with the short edge down and the print side up, and slide the stack of paper down until it stops.



4. Slide the paper-width guide to the right until it stops at the edge of the paper.

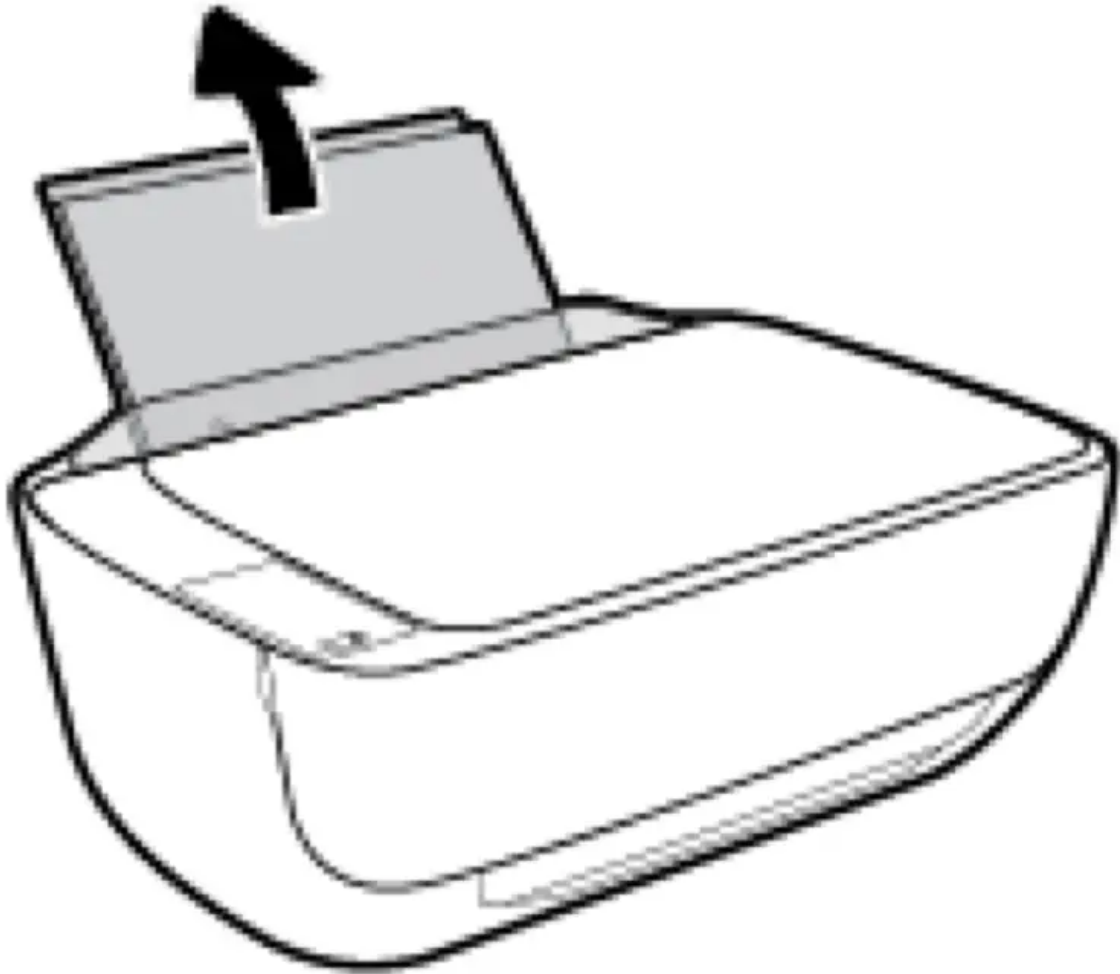


5. Pull out the output tray and the tray extender.

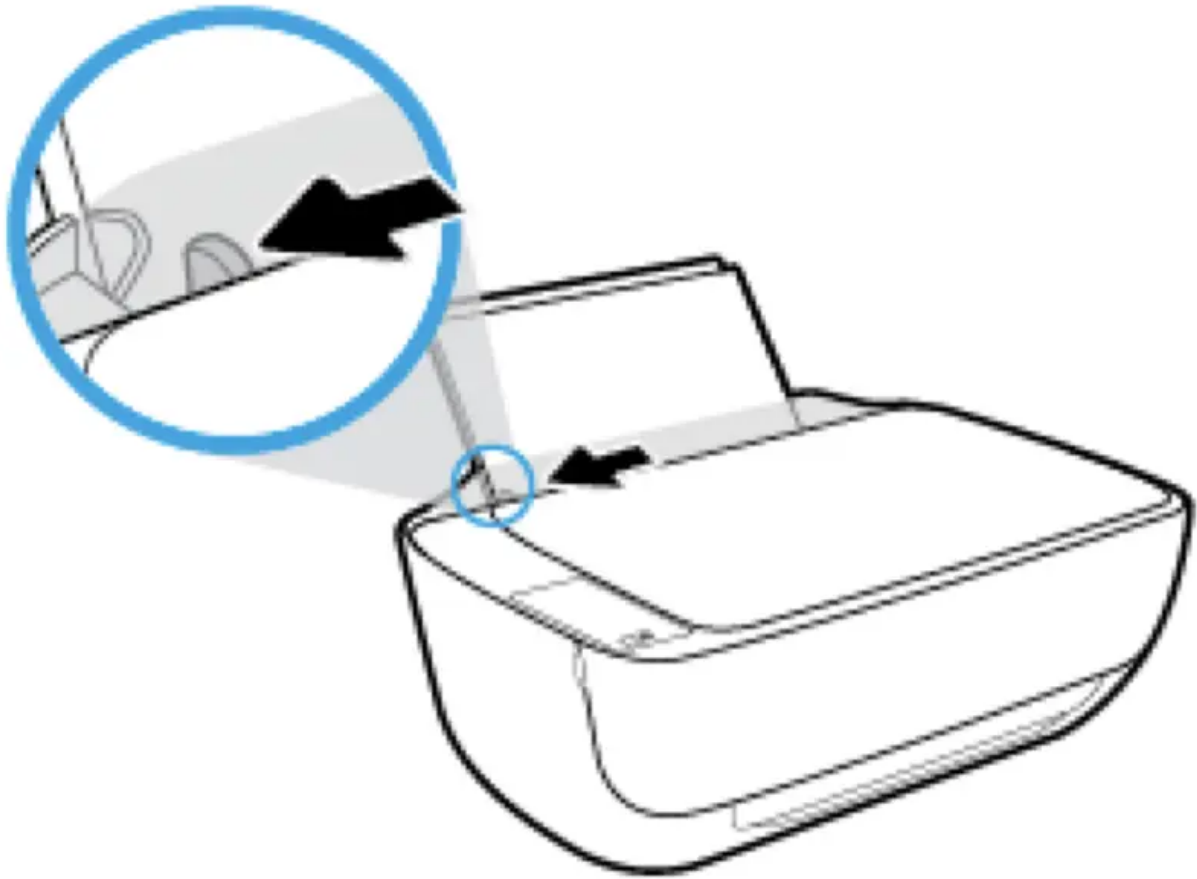


To load small-size paper

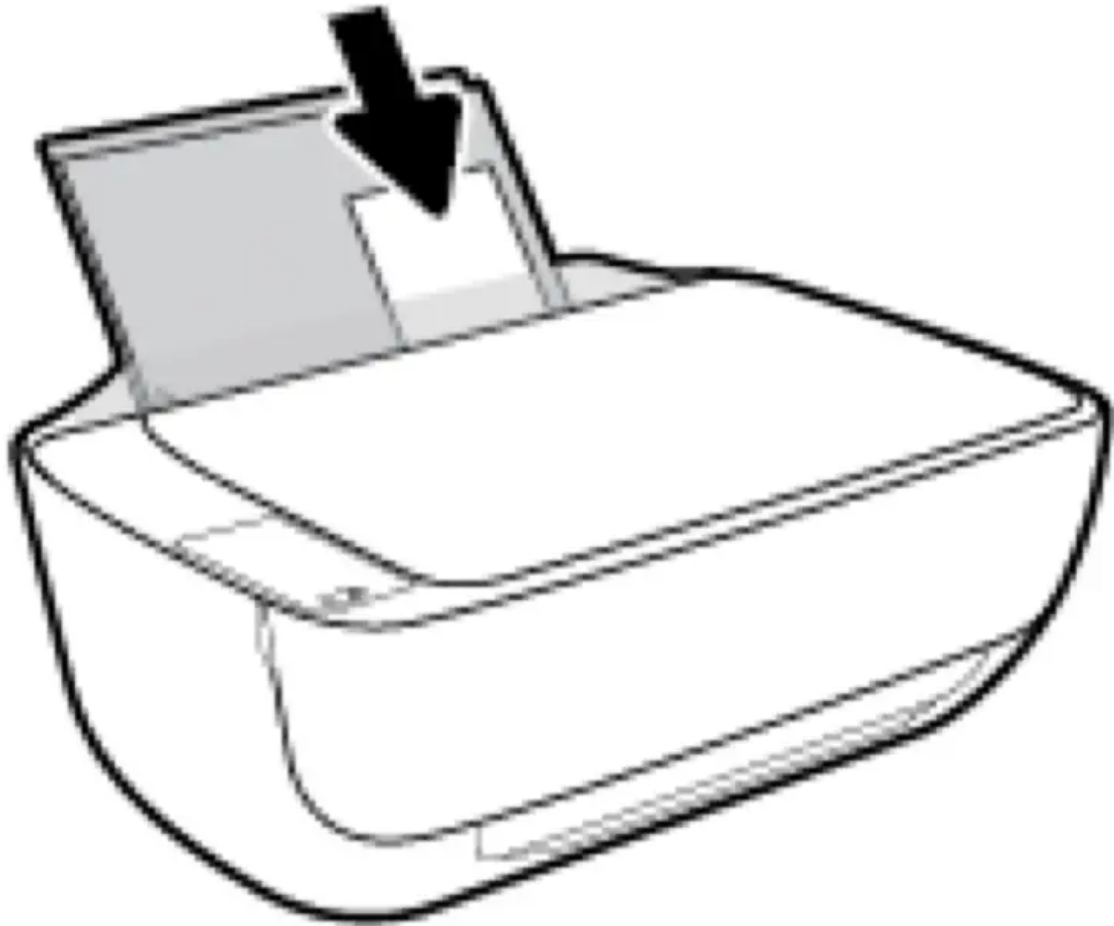
1. Raise the input tray.



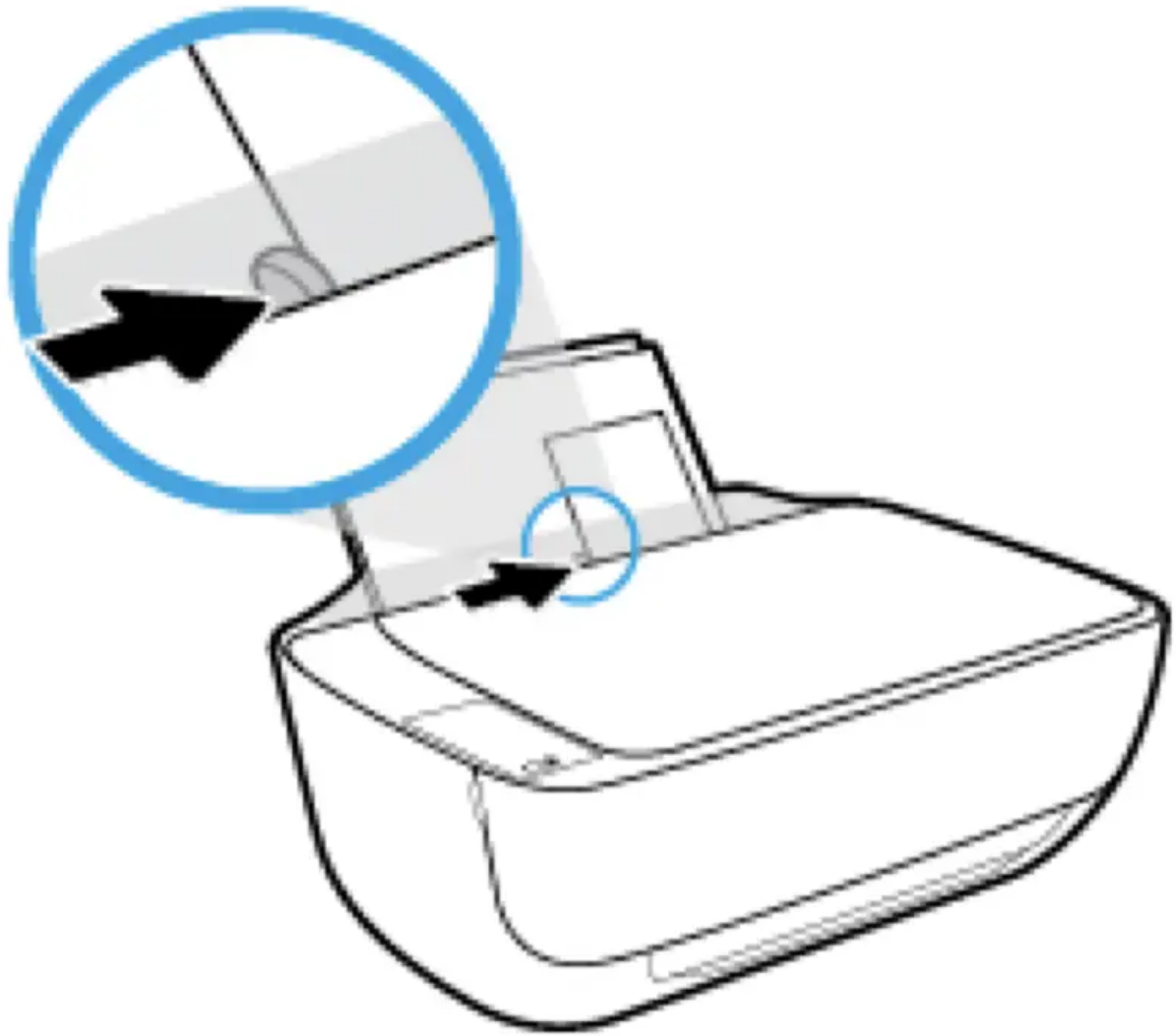
2. Slide the paper-width guide to the left.



3. Insert a stack of photo paper into the far-right side of the input tray with the short edge down and the print side up, and slide the stack of paper down until it stops.



4. Slide the paper-width guide to the right until it stops at the edge of the paper.

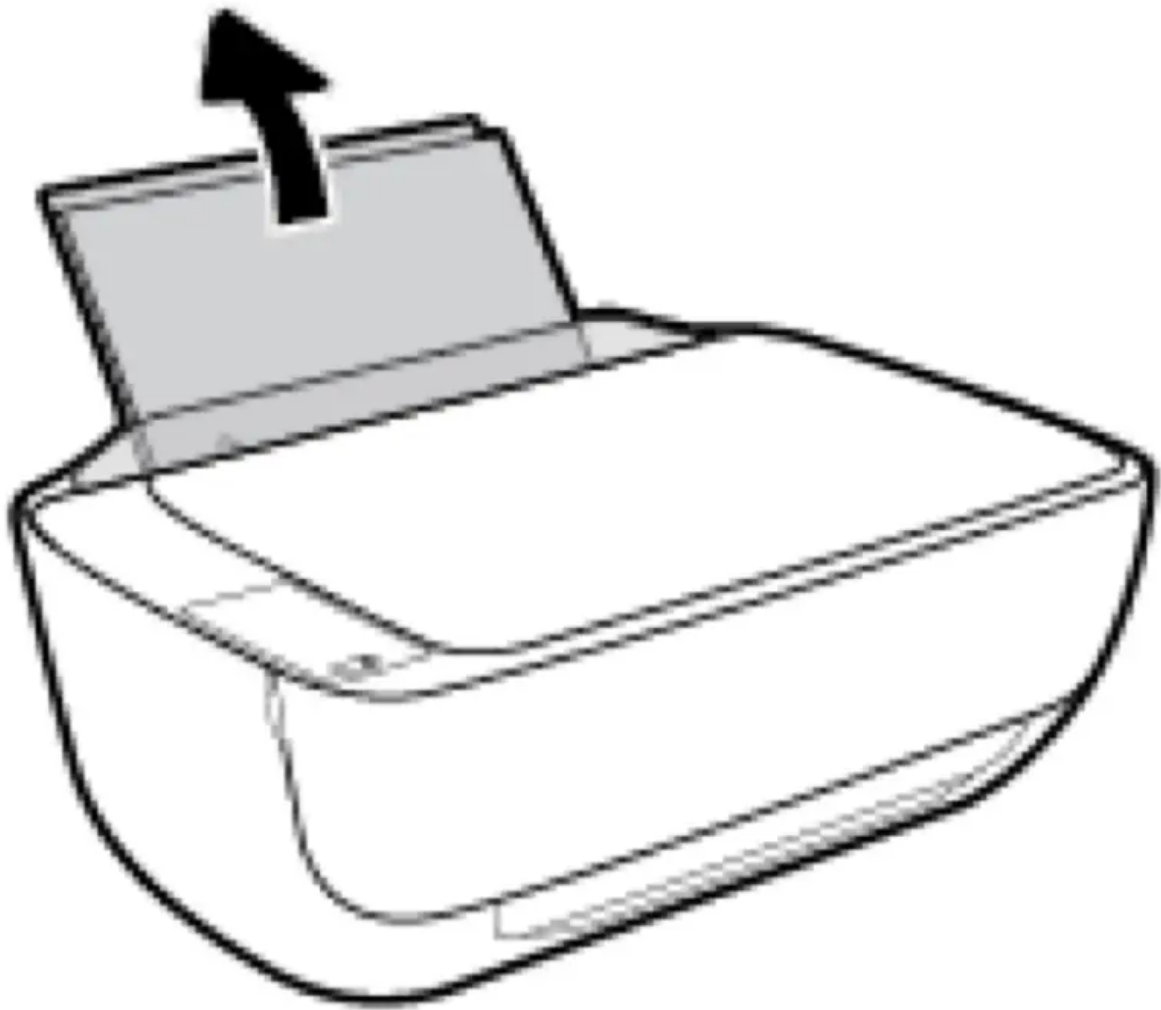


5. Pull out the output tray and the tray extender.

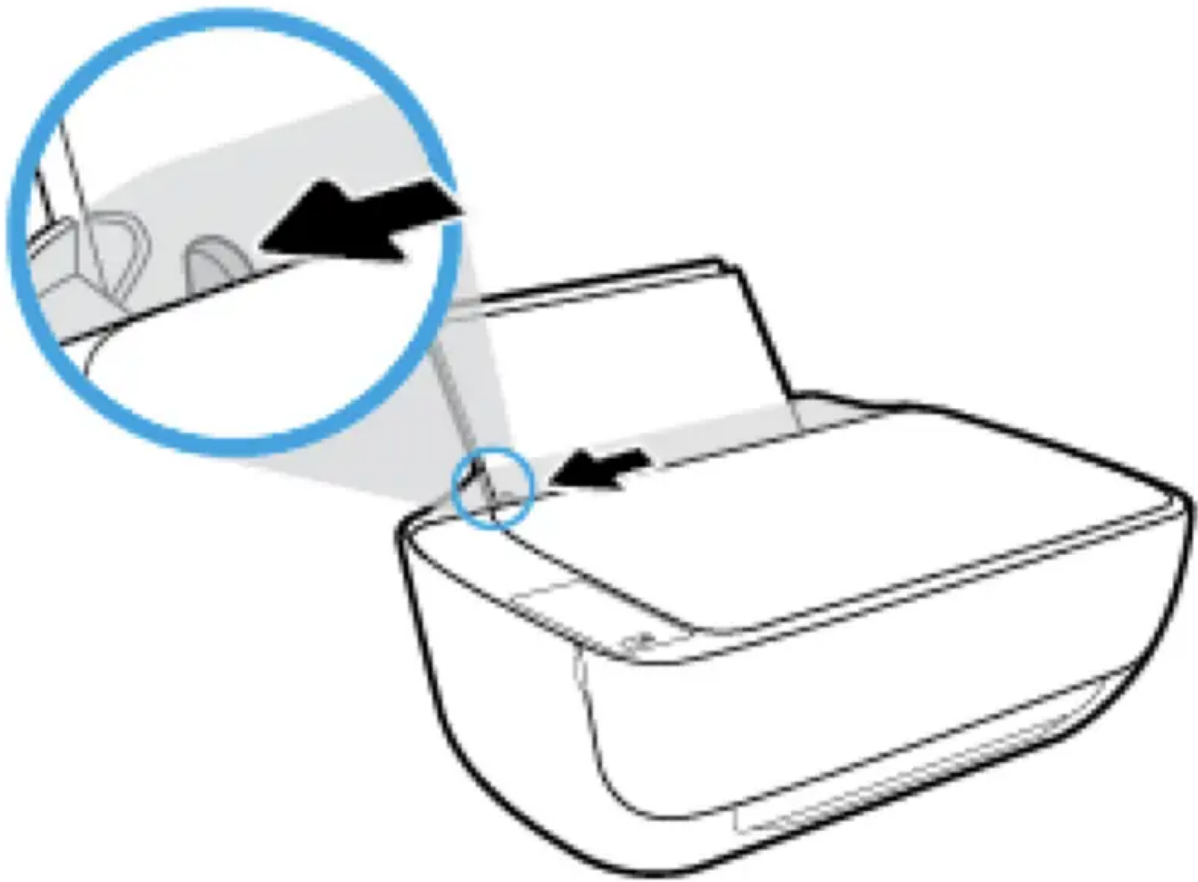


To load envelopes

1. Raise the input tray.

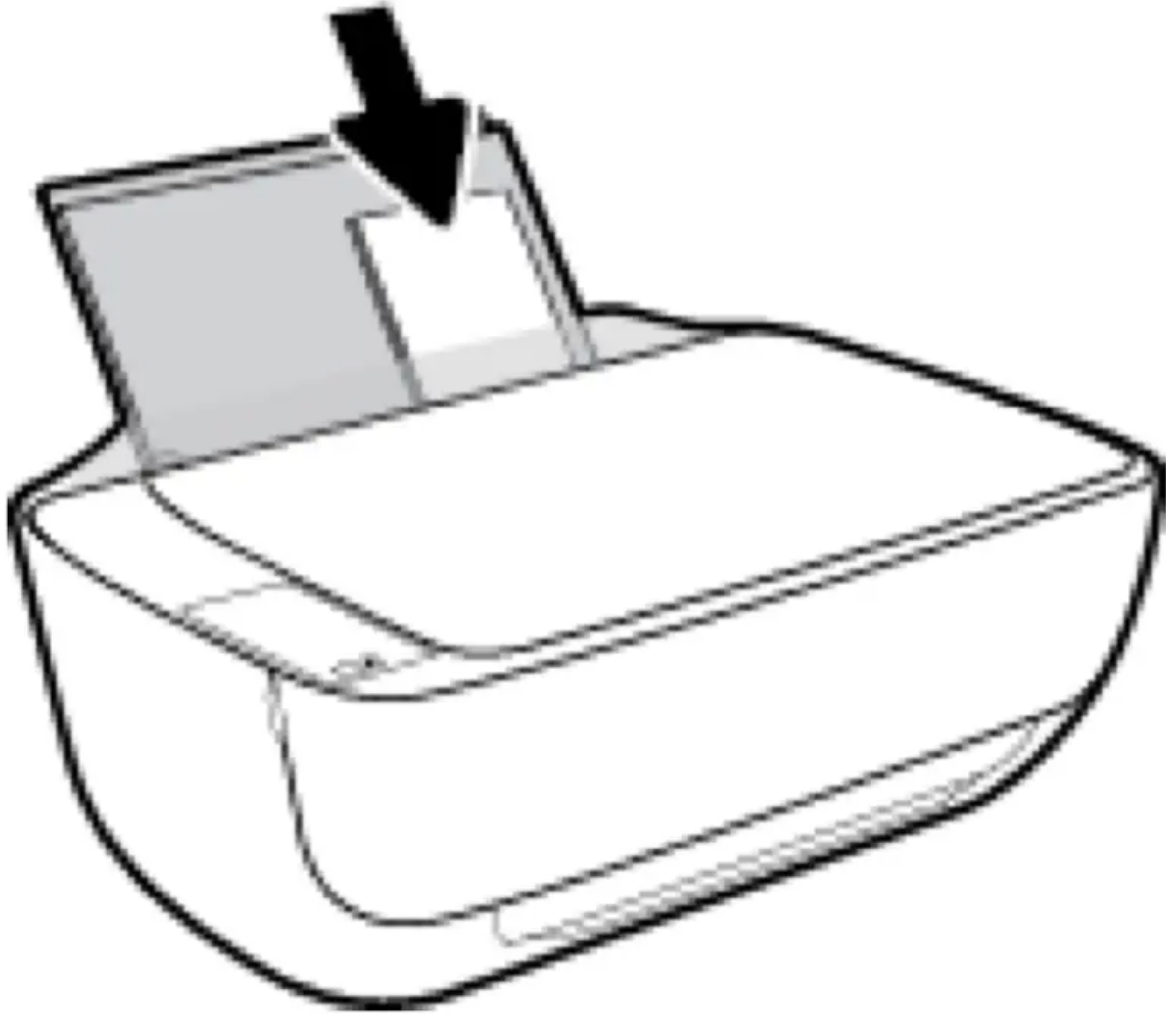


2. Slide the paper-width guide to the left.

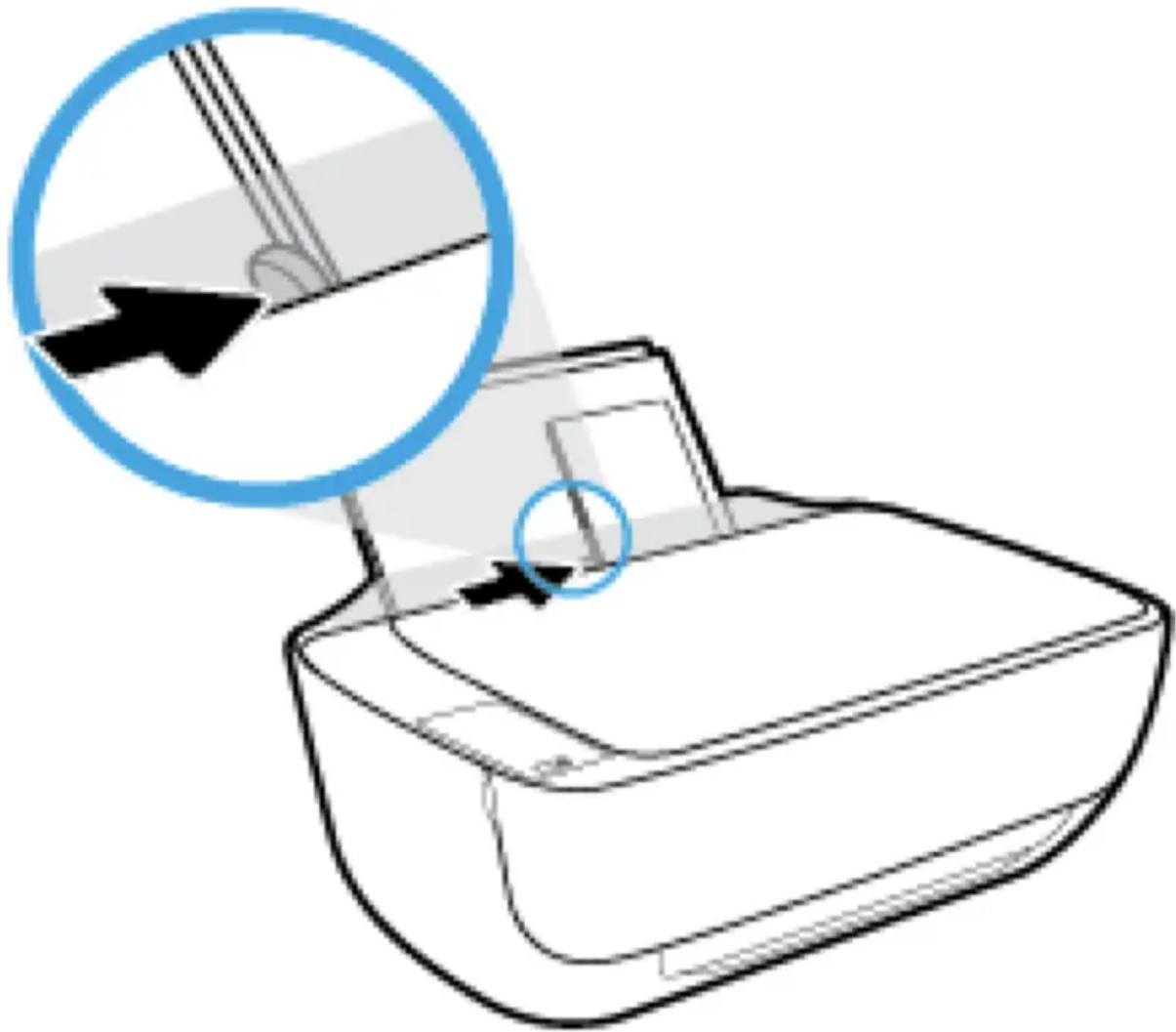


3. Insert one or more envelopes into the far-right side of the input tray and slide the stack of envelopes down until it stops.

The side to be printed on should face up. The flap should be on the left side and facing down.



4. Slide the paper-width guide to the right against the stack of envelopes until it stops.



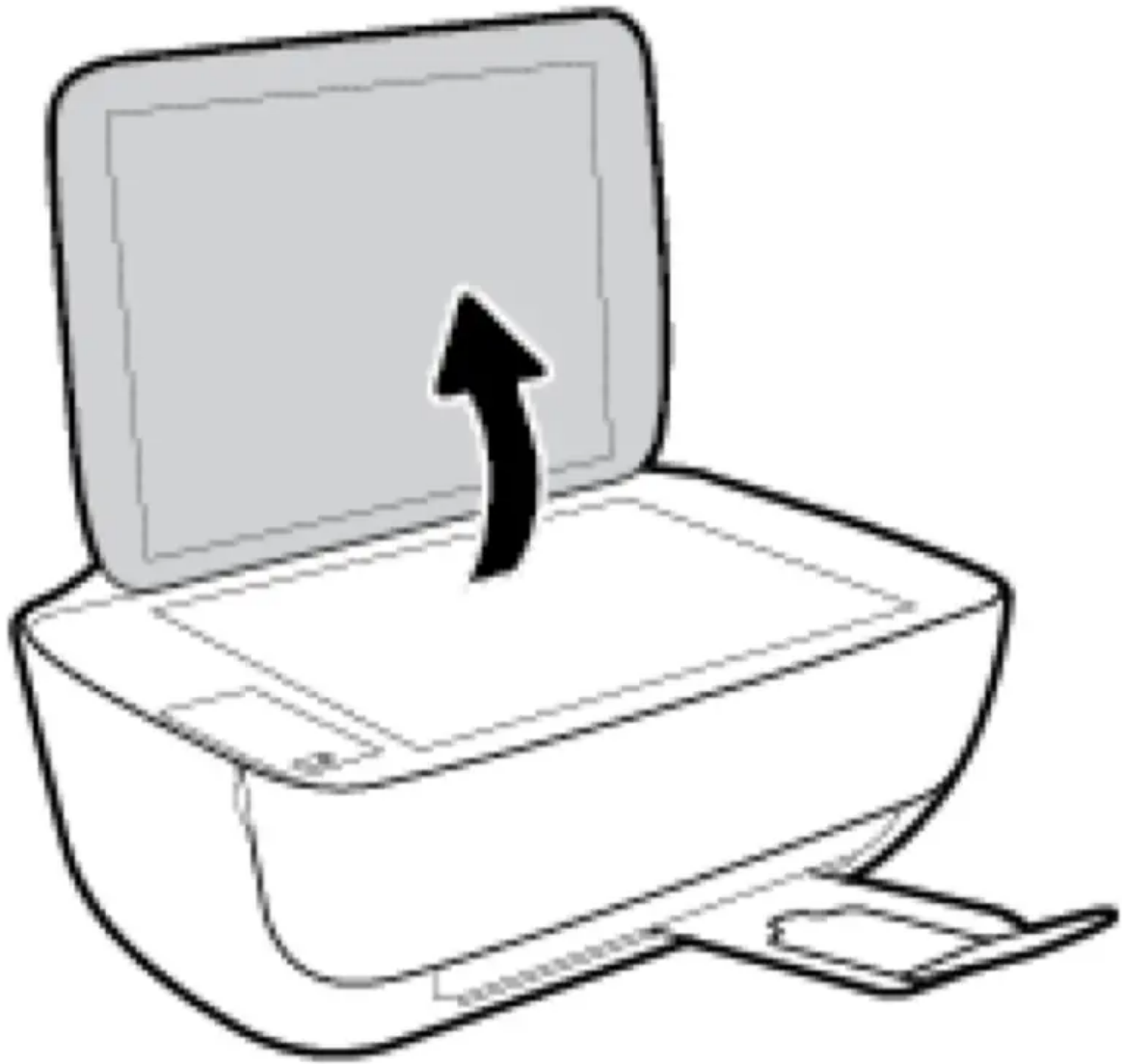
5. Pull out the output tray and the tray extender.



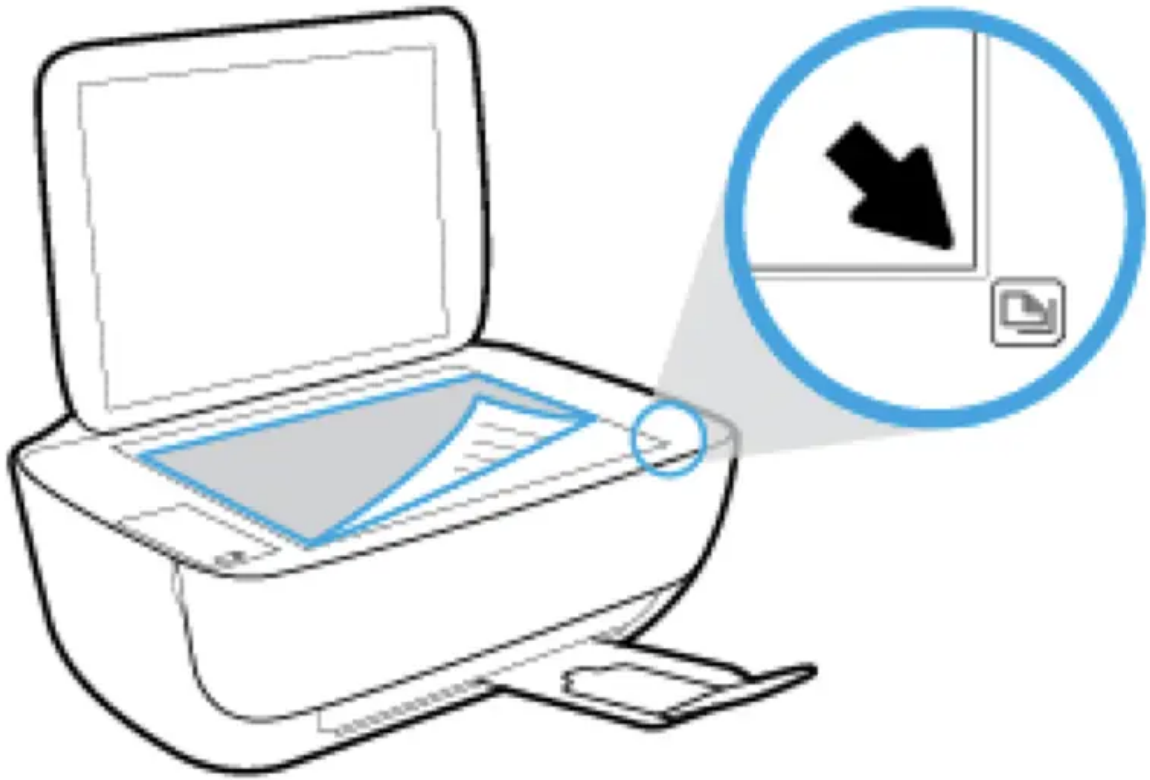
Load an original on the scanner glass

To load an original on the scanner glass

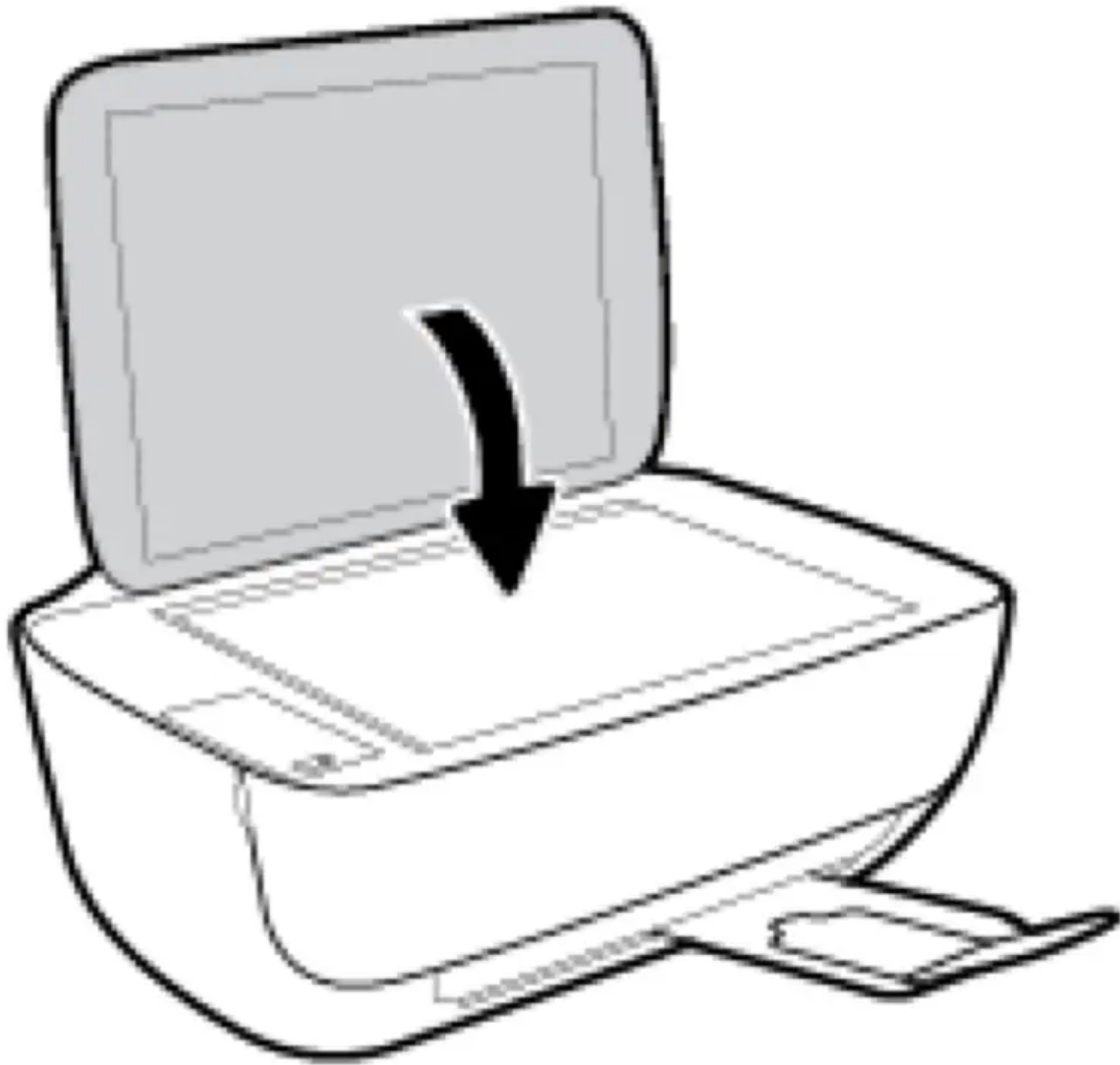
1. Lift the scanner lid.



2. Load the original print-side down on the right corner of the scanner glass.



3. Close the scanner lid.



Print

Print from your computer

Print documents

Before printing documents, make sure you have paper loaded in the input tray and the output tray is open. For more information about loading paper, see **Load media**.

To print a document (Windows)

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

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

4. Select the appropriate options.

- On the **Layout** tab, select **Portrait** or **Landscape** orientation.
- On the **Paper/Quality** tab, select the appropriate paper type from the **Media** drop-down list in the **Tray Selection** area, select the appropriate print quality in the **Quality Settings** area, and then select the appropriate color in the **Color** area.
- Click **Advanced** to select the appropriate paper size from the **Paper Size** drop-down list.

5. Click **OK** to close the **Properties** dialog box.

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

To print documents (OS X)

1. From the **File** menu in your software, choose **Print**.

2. Make sure your printer is selected.

3. Specify the page properties.

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

NOTE: The following options are available for a USB connected printer. Locations for the options can vary from one application to another.

- Choose the paper size.

NOTE: If you change the Paper Size ensure that you have loaded the correct paper.

- Select the orientation.
- Enter the scaling percentage.

4. Click **Print**.

To print on both sides of the page (Windows)

1. From your software, select **Print**.

2. Make sure your printer is selected.

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

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

4. Select the appropriate options.

- On the **Layout** tab, select **Portrait** or **Landscape** orientation.
- On the **Paper/Quality** tab, select the appropriate paper type from the **Media** drop-down list in the **Tray Selection** area, select the appropriate print quality in the **Quality Settings** area, and then select the appropriate color in the **Color** area.

- Click **Advanced** to select the appropriate paper size from the **Paper Size** drop-down list.

5. On the **Layout** tab, select an appropriate option from the **Print on Both Sides Manually** drop-down list.

6. After you print the first side, follow the on-screen instructions to reload the paper with the blank side up and top of the page down, and then click **Continue**.

7. Click **OK** to print.

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

1. From the **File** menu in your software, choose **Print**.

2. In the Print dialog, choose **Paper Handling** from the pop-up menu and set **Page Order** to **Normal**.

3. Set **Pages to Print** to **Odd only**.

4. Click **Print**.

5. After all of the odd numbered pages have printed, remove the document from the output tray.

6. Reload the document so that the end that came out of the printer is now going into the printer and the blank side of the document is facing toward the front of the printer.

7. In the Print dialog, return to the **Paper Handling** pop-up menu and set the page order to **Normal** and the pages to print to **Even Only**.

8. Click **Print**.

Print photos

Before printing photos, make sure you have photo paper loaded in the input tray and the output tray is open. For more information about loading paper, see **Load media**.

To print a photo on photo paper (Windows)

1. From your software, select **Print**.

2. Make sure your printer is selected.

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

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

Printer Properties, **Printer**, or **Preferences**.

4. Select the appropriate options.

- On the **Layout** tab, select **Portrait** or **Landscape** orientation.

- On the Paper/Quality tab, select the appropriate paper type from the Media drop-down list in the Tray Selection area, select the appropriate print quality in the Quality Settings area, and then select the appropriate color in the Color area.
- Click Advanced to select the appropriate photo size from the Paper Size drop-down list.

5. Click OK to return to the Properties dialog box.

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

NOTE: After the printing is finished, remove unused photo paper from the input tray. Store the photo paper so it does not start to curl, which could reduce the quality of your printout.

To print a photo from the computer (OS X)

1. From the File menu in your software, choose Print.

2. Make sure your printer is selected.

3. Set the print options.

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

NOTE: The following options are available for a USB connected printer. Locations for the options can vary from one application to another.

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

NOTE: If you change the Paper Size ensure that you have loaded the correct paper.

b. Select an Orientation.

c. From the pop-up menu, choose Paper Type/Quality, and then choose the following settings:

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

4. Select any other print settings you want, and then click Print.

Print from your mobile device

With HP mobile printing technology, you can print from your smartphone or tablet to your printer easily.

If you are at home or office, to use the printing capabilities already on your smartphone or tablet to print:

1. Make sure your mobile device and printer are on the same network.
2. Select the photo or document you want to print and choose your printer.
3. Confirm print settings and print.

If you want to print without accessing the network, see *Connect wirelessly to the printer without a router* on page 69 for more information.

If you are on the road, you can print a document by sending an email with the HP ePrint app to your HP ePrint enabled printer. See *Print with HP ePrint* on page 42 for more information.

Print with AirPrint

Printing using Apple's AirPrint is supported for iPad (iOS 4.2), iPhone (3GS or later), iPod touch (third generation or later), and Mac (OS X 10.7 or later).

To use AirPrint, ensure the following:

- The printer and the Apple device must be connected to the same network as your AirPrint enabled device.
- Load paper that matches the paper settings of the printer.

TIP: You can change the default paper size automatically detected by the printer. For more information, see *Change the default paper size detected by printer* on page 19.



Copy and scan

Copy documents

NOTE: All documents are copied in normal quality print mode. You cannot change the print mode quality when copying.

To copy documents

1. Load paper in the input tray. For information about how to load paper, see *Load media* on page 15.
2. Load the original print side down on the right front corner of the scanner glass. For more information, see *Load an original on the scanner glass* on page 20.
- 3.

Press either the Start Copy Black button () or the Start Copy Color button () to make a copy. Copying will start two seconds after the last button press.

TIP: You can increase the number of copies by pressing the button multiple times.

Scan using the HP printer software

Scan to a computer

Before scanning to a computer, make sure you have already installed the HP recommended printer software. The printer and computer must be connected and turned on.

To scan a document or photo to a file (Windows)

1. Load the original print side down on the right front corner of the scanner glass.
2. Double-click the printer icon on the desktop or do one of the following to open the printer software:
 - **Windows 8.1:** Click the down arrow in lower left corner of the Start screen, and then select the printer name.
 - **Windows 8:** Right-click an empty area on the Start screen, click All Apps on the app bar, and then select the printer name.
 - **Windows 7, Windows Vista, and Windows XP:** From the computer desktop, click Start, select All Programs, click HP, click the folder for the printer, and then select the icon with the printer's name.
3. In the printer software, click **Scan a Document or Photo** .
4. Select the type of scan you want and then click **Scan** .
 - Choose **Save as PDF** to save the document (or photo) as a PDF file.
 - Choose **Save as JPEG** to save the photo (or document) as an image file.

NOTE: Click the More link at the top right corner of the Scan dialog to review and modify settings for any scan.

For more information, see **Change scan settings (Windows)** on page 51.

If **Show Viewer After Scan** is selected, you can make adjustments to the scanned image in the preview screen.

To scan a document or photo to email (Windows)

1. Load the original print side down on the right front corner of the scanner glass.
2. Double-click the printer icon on the desktop or do one of the following to open the printer software:
 - **Windows 8.1:** Click the down arrow in lower left corner of the Start screen, and then select the printer name.
 - **Windows 8:** Right-click an empty area on the Start screen, click **All Apps** on the app bar, and then select the printer name.

- **Windows 7, Windows Vista, and Windows XP:** From the computer desktop, click Start, select **All Programs**, click **HP**, click the folder for the printer, and then select the icon with the printer's name.

3. In the printer software, click **Scan a Document or Photo** .

4. Select the type of scan you want and then click **Scan**.

Choose Email as PDF or Email as JPEG to open your email software with the scanned file as an attachment.

NOTE: Click the **More** link at the top right corner of the Scan dialog to review and modify settings for any scan.

For more information, see **Change scan settings (Windows)** on page 51.

If **Show Viewer After Scan** is selected, you can make adjustments to the scanned image in the preview screen.

To scan an original from HP printer software (OS X)

1. Open HP Scan.

HP Scan is located in the **Applications/Hewlett-Packard** folder at the top level of the hard disk.

2. Click **Scan**.

3. Choose the type of scan profile you want and follow the on-screen instructions.

Scan using Webscan

Webscan is a feature of the embedded web server that lets you scan photos and documents from your printer to your computer using a web browser.

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

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

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

To enable Webscan

1. Open the embedded web server. For more information, see Open the embedded web server on page 76.
2. Click the Settings tab.
3. In the Security section, click Administrator Settings.
4. Select Webscan to enable Webscan.
5. Click Apply.

To scan using Webscan

Scanning using Webscan offers basic scan options. For additional scan options or functionality, scan from the HP printer software.

1. Load the original print side down on the right front corner of the scanner glass. For more information, see **Load an original on the scanner glass** on page 20.
2. Open the embedded web server. For more information, see **Open the embedded web server** on page 76.
3. Click the **Scan** tab.
4. Click **Webscan** in the left pane, change any settings, and then click Start Scan .

Solve a problem

Jams and paper-feed issues

Clear a paper jam


Solve paper jam issue	<ul style="list-style-type: none">• Use an HP online troubleshooting wizard.• Instructions for clearing jams and resolving issues with paper or the paper feed.
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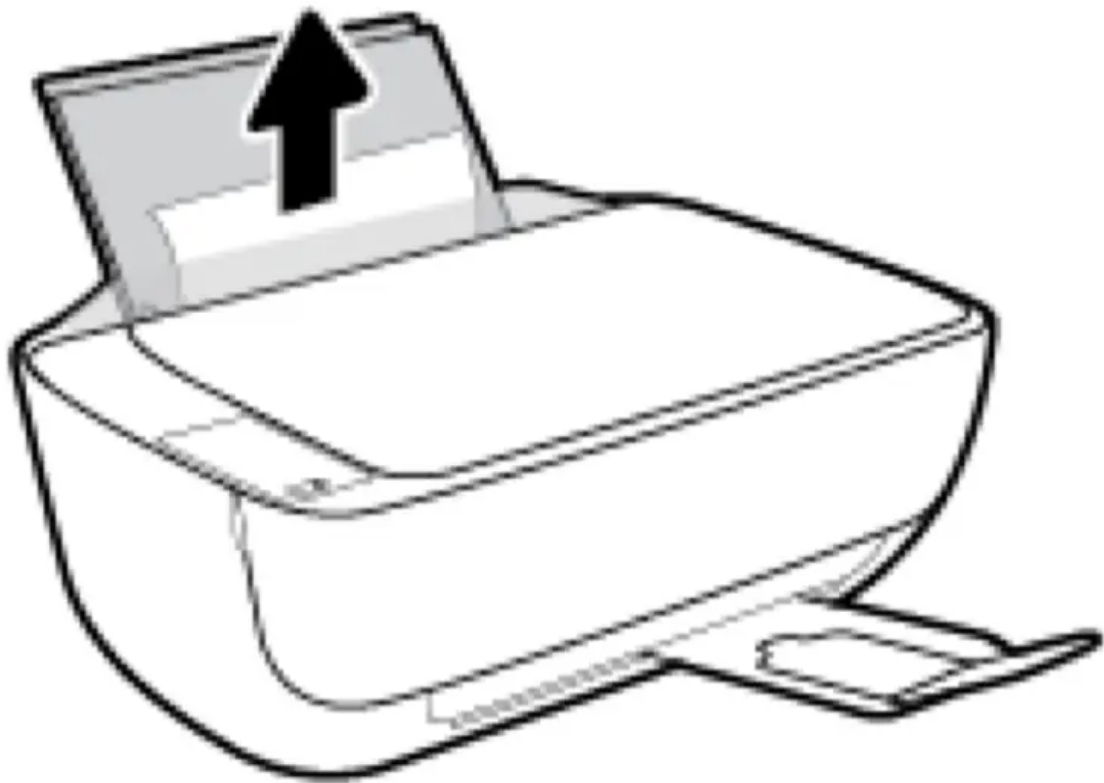
NOTE: The HP online troubleshooting wizards may not be available in all languages.

Read general instructions in the Help for clearing paper jams

Paper jams can occur in several locations.

To clear a paper jam from the input tray

1. Press the **Cancel** button () to try to clear the jam automatically. If this does not work, complete the following steps to clear the jam manually.
2. Pull the paper gently out of the input tray.



3. Make sure there is no foreign object in the paper path, and then reload paper.


NOTE: The input tray shield can prevent foreign debris from falling into the paper path and causing serious paper jams. Do not take down the input tray shield.



4. Press the Resume button () on the control panel to continue the current job.


To clear a paper jam from the output tray




1. Press the **Cancel** button () to try to clear the jam automatically. If this does not work, complete the following steps to clear the jam manually.

2. Pull the paper gently out of the output tray.




3. Press the Resume button () on the control panel to continue the current job.

To clear a paper jam from the cartridge access area

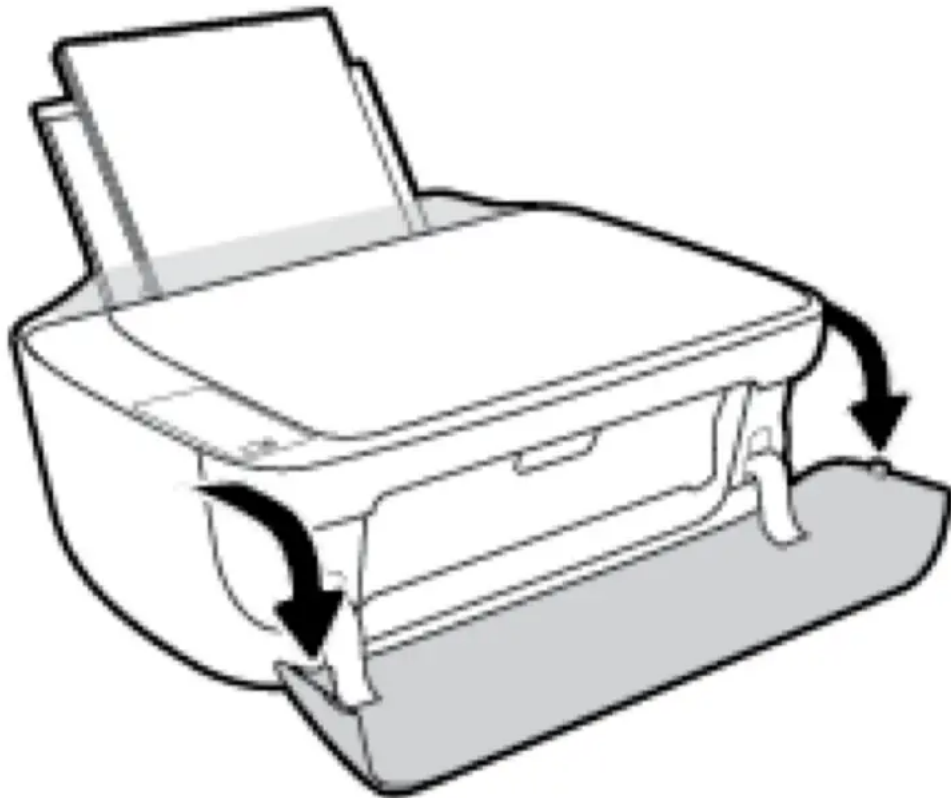
1. Press the **Cancel** button () to try to clear the jam automatically. If this does not work, complete the following steps to clear the jam manually.

2. Remove the jammed paper.

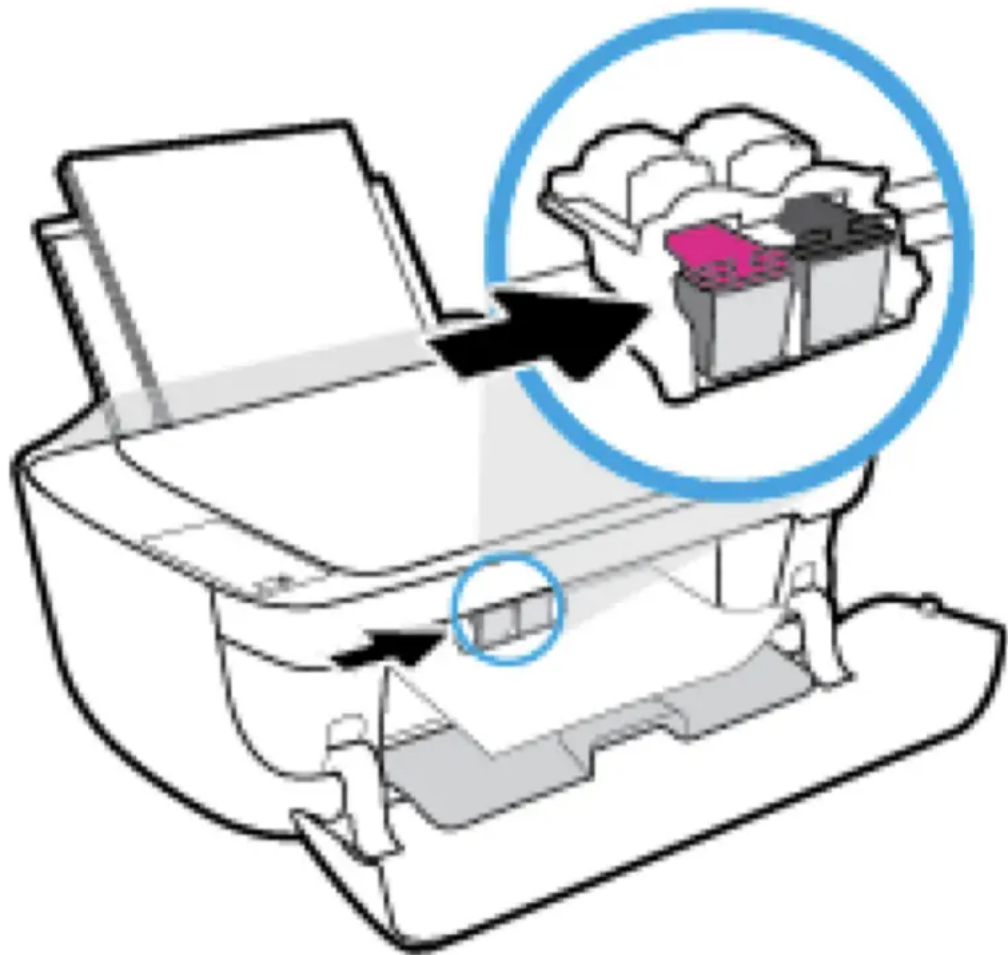
- Press the Power button () to turn off the printer.
- Close the output tray extender, and then rotate the output tray clockwise to stow it in the printer.



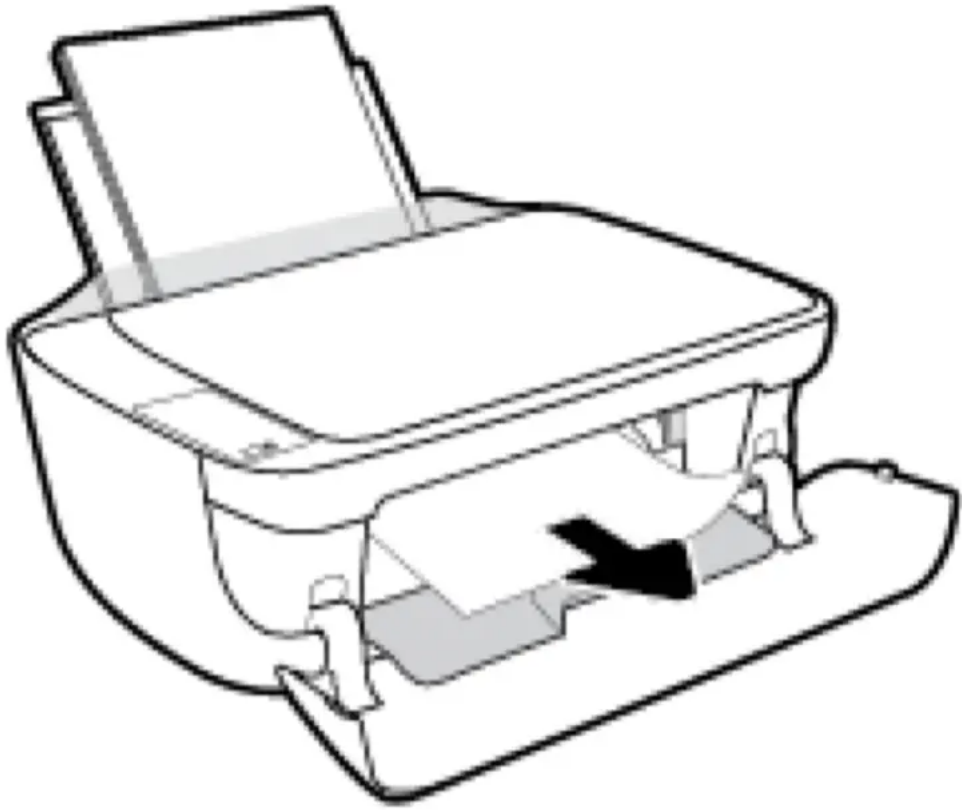
- Open the front door of the printer.



- Open the cartridge access door.
- If the print carriage is in the center of the printer, slide it to the right.




- Remove the jammed paper.





- Close the cartridge access door, and then close the front door.
- Pull out the output tray and the tray extender.



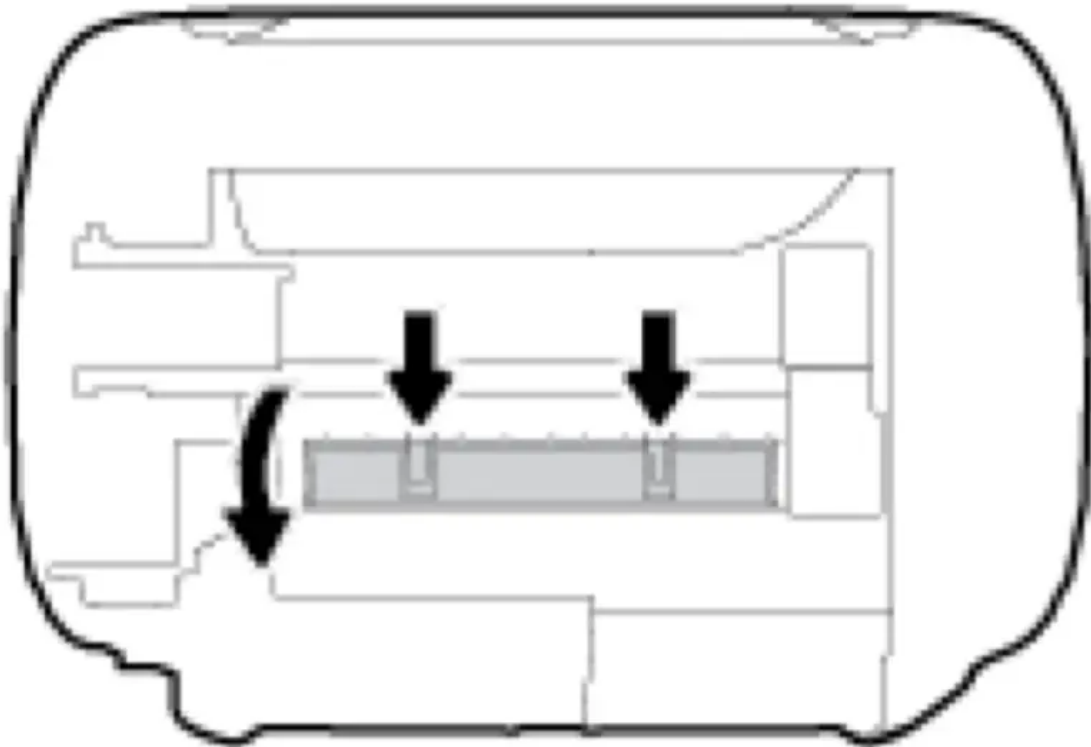
3. Press the **Power** button () to turn on the printer.

To clear a paper jam inside of the printer

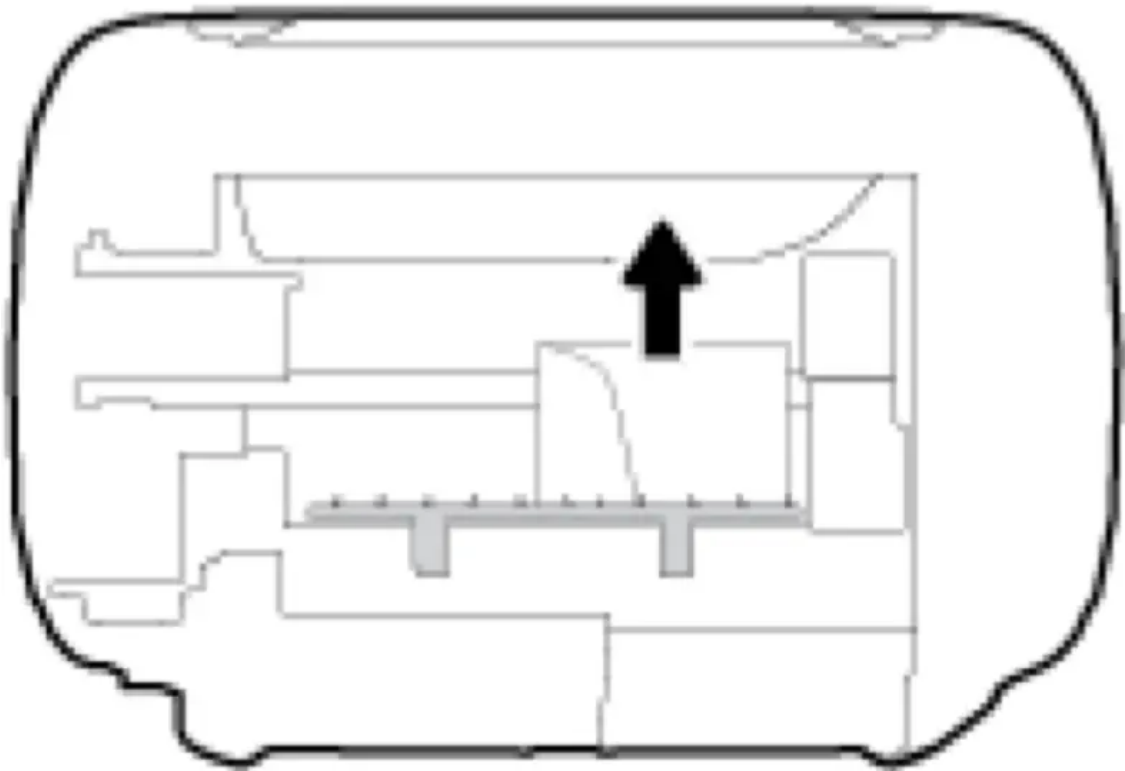
1. Press the **Cancel** button () to try to clear the jam automatically. If this does not work, complete the following steps to clear the jam manually.

2. Press the **Power** button () to turn off the printer.

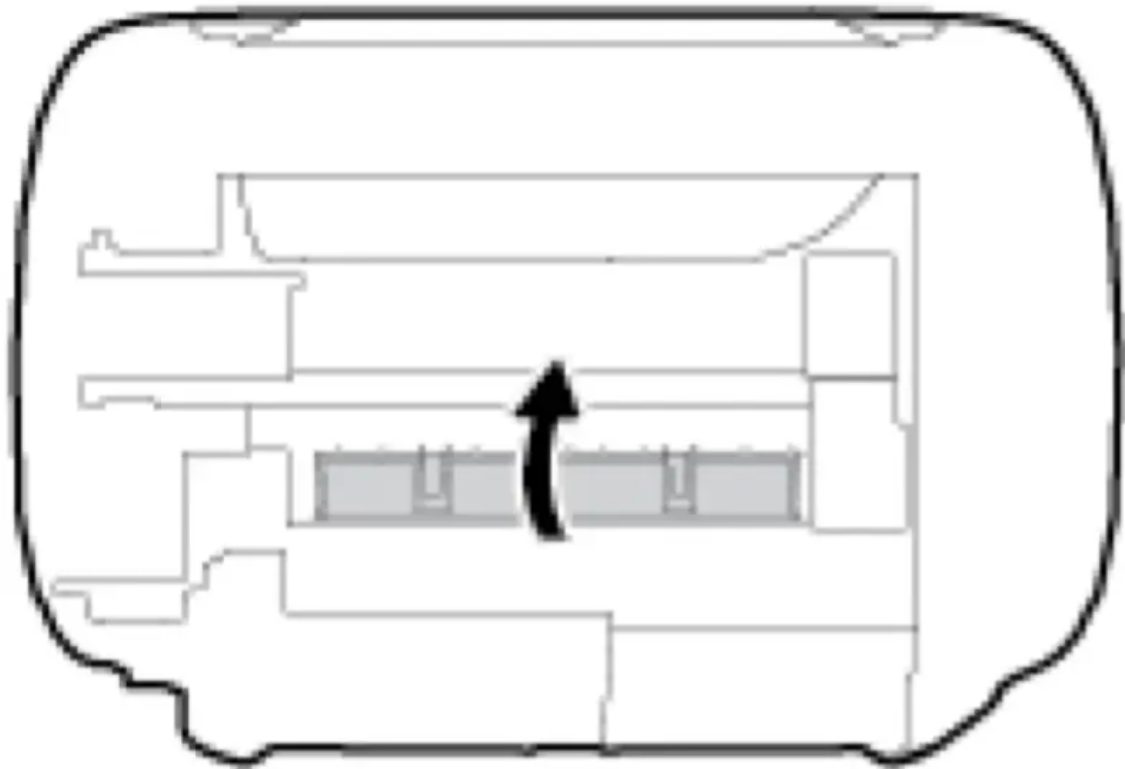
3. Turn the printer over, locate the cleanout door on the bottom of the printer, and then pull both tabs on the cleanout door to open it.




4. Remove the jammed paper.



5. Close the cleanout door. Gently push the door towards the printer until both latches snap into place.



6. Turn the printer over, and then press the Power button () to turn on the printer.

Clear a print carriage jam



Resolve a print carriage jam.	<ul style="list-style-type: none">• Use an HP online troubleshooting wizard• If something is blocking the print carriage or it does not move easily, get step-by-step instructions.
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NOTE: The HP online troubleshooting wizards may not be available in all languages.

Read general instructions in the Help for clearing a print carriage jams

Remove any objects, such as paper, that are blocking the print carriage.

NOTE: Do not use any tools or other devices to remove jammed paper. Always use caution when removing jammed paper from inside the printer.

Learn how to avoid paper jams

To help avoid paper jams, follow these guidelines.

- Do not overfill the input tray.
- Remove printed papers from the output tray frequently.
- 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 down in the input tray.
- Do not add paper while the printer is printing. If the printer is about to run out of paper, wait until the out of paper message appears before adding paper.

Solve paper-feed problems

What kind of problem are you having?

- **Paper is not picked up from the input tray**
 - Make sure paper is loaded in the input tray. For more information, see Load media on page 15.
 - Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paperwidth guide does not bend the paper in the input tray.
 - Make sure paper in the input tray is not curled. Uncurl paper by bending it in the opposite direction of the curl.
- **Pages are skewing**
 - Make sure the paper is loaded in the far-right side of the input tray and the paper-width guide is fit against the left side of the paper.

- Load paper into the printer only when it is not printing.
- **Multiple pages are being picked up**
 - Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paperwidth guide does not bend the paper in the input tray.
 - Make sure the input tray is not overloaded with paper.
 - Make sure the pieces of the loaded paper are not sticking together.
 - Use HP paper for optimum performance and efficiency.

Ink cartridge issues

Identify whether an ink cartridge has a problem

To identify whether an ink cartridge has a problem, check the status of the Ink Alert light and the corresponding Ink Level icon. For more information, see Control panel lights and display icons status on page 7.

If you get an ink cartridge problem message from the printer software that states at least one of the cartridges has a problem, do the following to identify whether a cartridge has a problem.

1. Remove the black cartridge and then close the cartridge access door.
 - If the **Ink Level** icon for the tri-color cartridge blinks, the tri-color cartridge has a problem.
 - If the **Ink Level** icon for the tri-color cartridge does not blink, the tri-color cartridge does not have a problem.
2. Install the black cartridge back in the printer, remove tri-color cartridge, and then close the cartridge access door.
 - If the **Ink Level** icon for the black cartridge blinks, the black cartridge has a problem.
 - If the **Ink Level** icon for the black cartridge does not blink, the black cartridge does not have a problem.

Fix ink cartridge problems

If an error occurs after a cartridge is installed, or if a message indicates a cartridge problem, try removing the ink cartridges, verifying the protective piece of plastic tape has been removed from each ink cartridge, and then reinserting the ink cartridges. If this does not work, clean the cartridge contacts. If the problem is still not resolved, replace the ink cartridges. For information about replacing ink cartridges, see **Replace ink cartridges** on page 58.

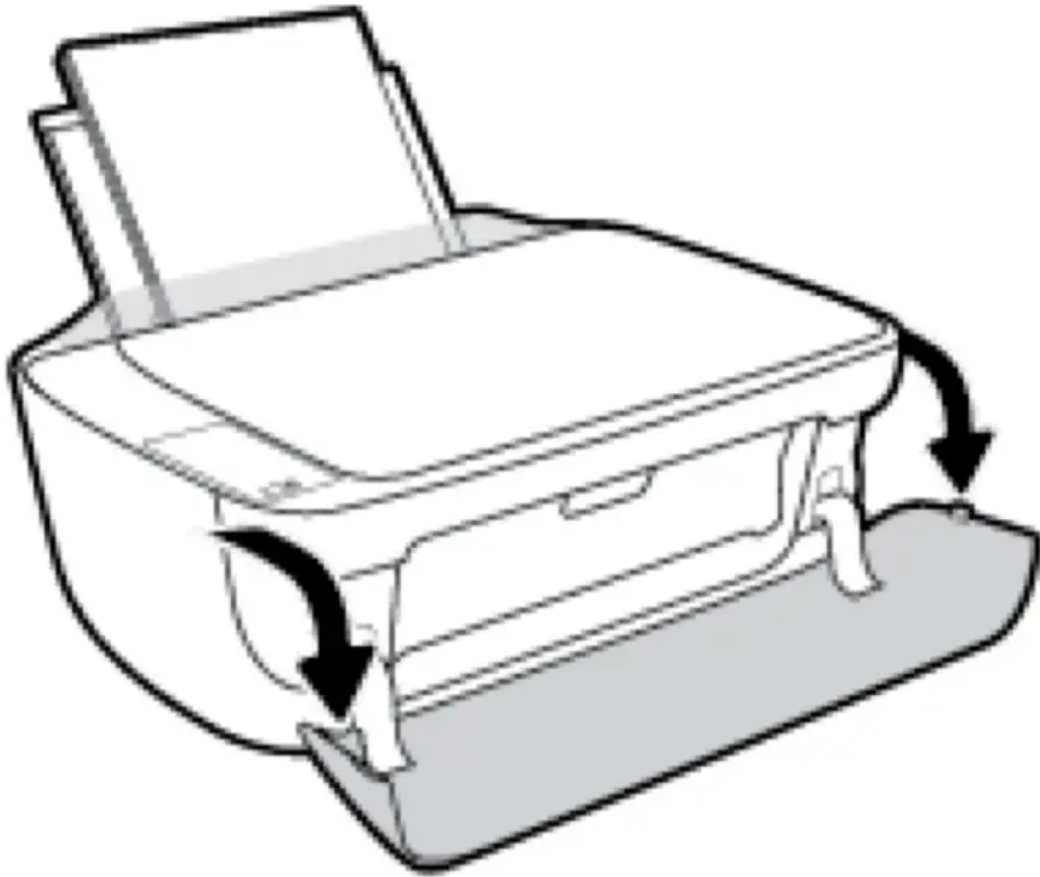
To clean cartridge contacts

CAUTION: The cleaning procedure should take only a few minutes. Make sure that the ink cartridges are reinstalled in the printer as soon as possible. It is not recommended to leave the ink cartridges outside of the printer longer than 30 minutes. This could result in damage to the printhead or the ink cartridges.

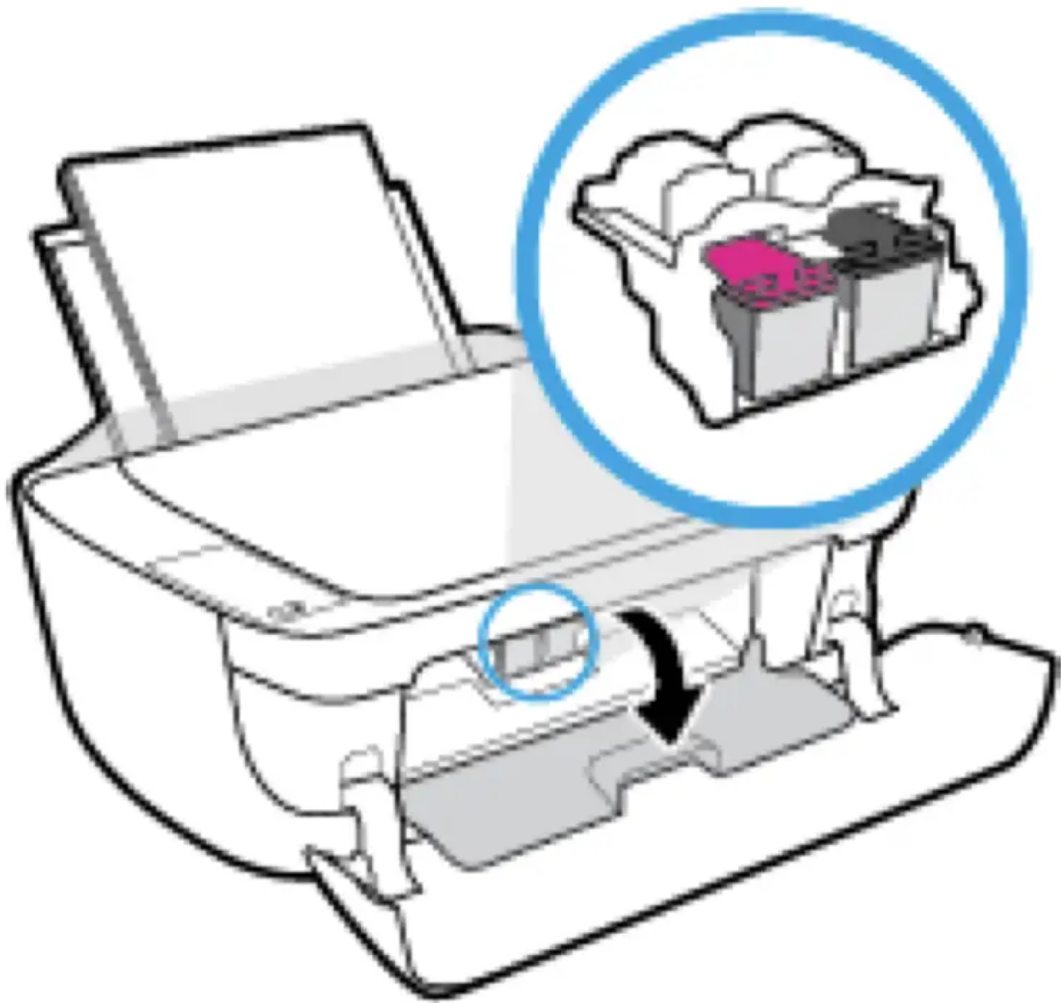
1. Check that power is on.
2. Close the output tray extender, and then rotate the output tray clockwise to stow it in the printer.



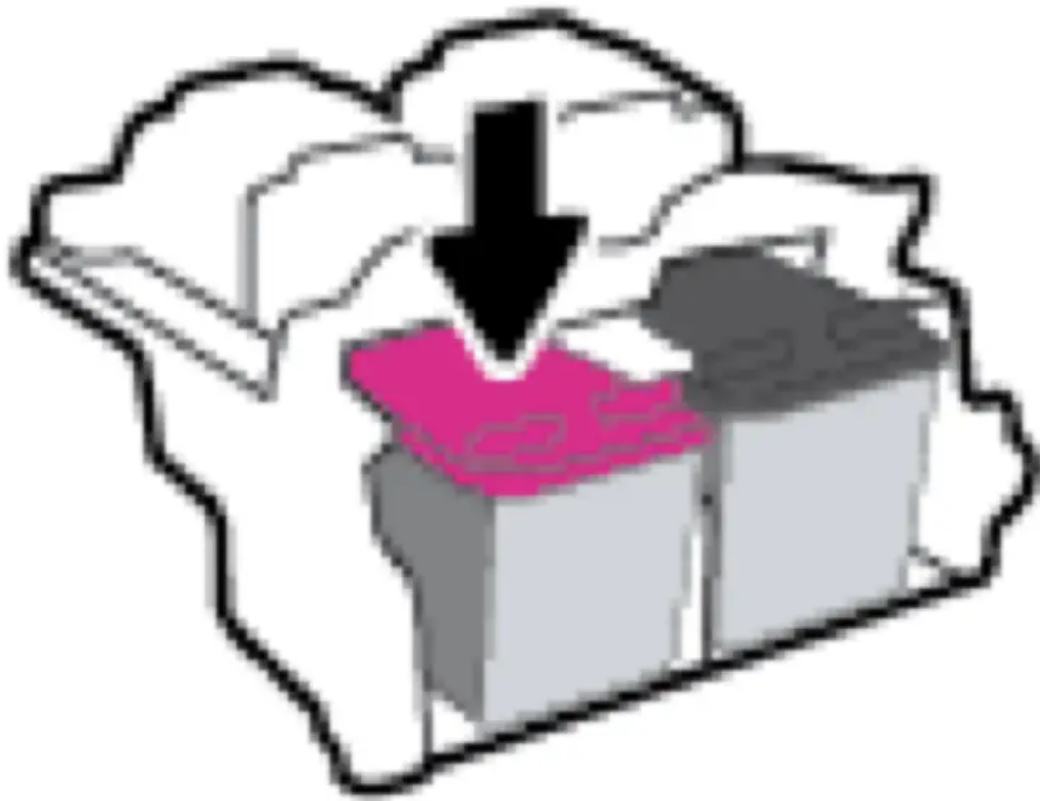
3. Open the front door of the printer.



4. Open the cartridge access door and wait for the print carriage to move to the center of the printer.



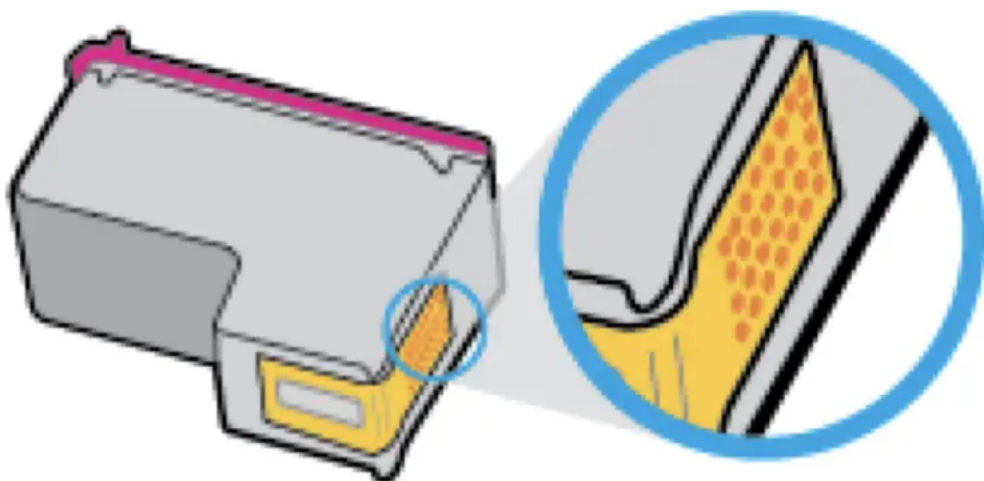
5. Remove the ink cartridge indicated in the error message.



6. Clean the cartridge contacts and printer contacts.

- Hold the ink cartridge by its sides with the bottom pointing up and locate the electrical contacts on the ink cartridge.

The electrical contacts are the small gold-colored dots on the ink cartridge.

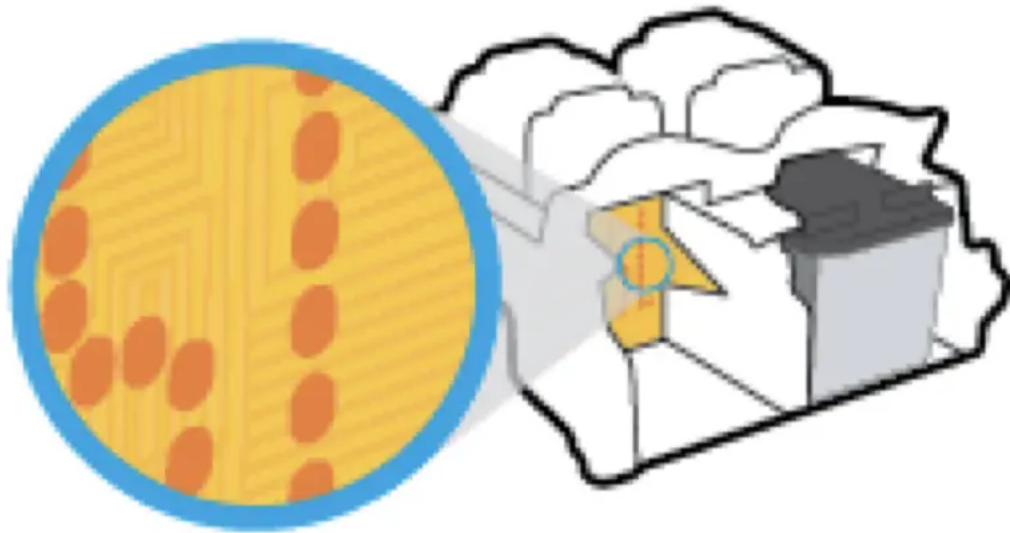


- Wipe only the contacts with a dry swab or lint-free cloth.

CAUTION: Be careful to wipe only the contacts, and do not smear any of the ink or other debris elsewhere on the ink cartridge.

- On the inside of the printer, locate the contacts for the cartridge.

The printer contacts are the set of gold-colored bumps positioned to meet the contacts on the ink cartridge.



- Use a dry swab or lint-free cloth to wipe the contacts.

7. Reinstall the ink cartridge.

8. Close the cartridge access door, and then close the front door.

9. Check if the error message has gone away. If you still receive the error message, turn the printer off, and then on.

NOTE: If one ink cartridge is causing problems, you can remove it and use the single-cartridge mode to operate the printer with only one ink cartridge.

Fix ink cartridge incompatible issues

The ink cartridge is not compatible with your printer. This error can occur if you install an HP Instant Ink cartridge into a printer that has not been enrolled in the HP Instant Ink program. It can also occur if the HP Instant Ink cartridge was previously used in a different printer enrolled in the HP Instant Ink program.

Printing issues

Fix problems with page not printing (unable to print)

HP Print and Scan Doctor	<p>The HP Print and Scan Doctor is a utility that will try to diagnose and fix the issue automatically.</p> <p>NOTE: This utility is only available for Windows operation system.</p>
Troubleshoot problems with print jobs not printing.	<p>Use an HP online troubleshooting wizard</p> <p>Get step-by-step instructions if the printer is not responding or printing.</p>

NOTE: The HP Print and Scan Doctor and the HP online troubleshooting wizards may not be available in all languages.

Read general instructions in the Help for unable to print issues

To resolve print issues (Windows)

Make sure that the printer is turned on and that there is paper in the input tray. If you are still unable to print, try the following in order:

1. Check for error messages from the printer software and resolve them by following the on-screen instructions.
2. If your computer is connected to the printer with a USB cable, disconnect and reconnect the USB cable. If your computer is connected to the printer with a wireless connection, confirm that the connection is working.
3. Verify that the printer is not paused or offline.

To verify that the printer is not paused or offline

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

- **Windows 8.1 and Windows 8:** Point to or tap the upper-right corner of the screen to open the Charms bar, click the **Settings** icon, click or tap **Control Panel**, and then click or tap **View devices and printers**.
- **Windows 7:** From the Windows **Start** menu, click **Devices and Printers**.
- **Windows Vista:** From the Windows **Start** menu, click **Control Panel**, and then click **Printers**.
- **Windows XP:** From the Windows **Start** menu, click **Control Panel**, and then click **Printers and Faxes**.

b. Either double-click the icon for your printer or right-click the icon for your printer and select **See what's printing** to open the print queue.

c. On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**.

d. If you made any changes, try to print again.

4. Verify that the printer is set as the default printer.

To verify that the printer is set as the default printer

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

- **Windows 8.1 and Windows 8:** Point to or tap the upper-right corner of the screen to open the Charms bar, click the **Settings** icon, click or tap **Control Panel**, and then click or tap **View devices and printers**.
- **Windows 7:** From the Windows **Start** menu, click **Devices and Printers**.
- **Windows Vista:** From the Windows **Start** menu, click **Control Panel**, and then click **Printers**.
- **Windows XP:** From the Windows **Start** menu, click **Control Panel**, and then click **Printers and Faxes**.

b. Make sure the correct printer is set as the default printer.

The default printer has a check mark in a black or green circle next to it.

c. If the wrong printer is set as the default printer, right-click the correct printer and select **Set as Default Printer**.

d. Try using your printer again.

5. Restart the print spooler.

To restart the print spooler

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

Windows 8.1 and Windows 8

- i. Point to or tap the upper-right corner of the screen to open the Charms bar, and then click the **Settings** icon.
- ii. Click or tap **Control Panel**, and then click or tap **System and Security**.
- iii. Click or tap **Administrative Tools**, and then double-click or double-tap **Services**.
- iv. Right-click or touch and hold **Print Spooler**, and then click **Properties**.
- v. On the **General** tab, next to **Startup type**, make sure that **Automatic** is selected.
- vi. If the service is not already running, under **Service status**, click or tap **Start**, and then click or tap **OK**.

Windows 7

- i. From the Windows **Start** menu, click **Control Panel, System and Security**, and then **Administrative Tools**.
- ii. Double-click **Services**.
- iii. Right-click the **Print Spooler**, and then click **Properties**.
- iv. On the **General** tab, next to **Startup type**, make sure that **Automatic** is selected.
- v. If the service is not already running, under **Service status**, click **Start**, and then click **OK**.

Windows Vista

- i. From the Windows **Start** menu, click **Control Panel, System and Maintenance, Administrative Tools**.
- ii. Double-click **Services**.
- iii. Right-click the **Print Spooler service**, and then click **Properties**.
- iv. On the **General** tab, next to **Startup type**, make sure that **Automatic** is selected.
- v. If the service is not already running, under **Service status**, click **Start**, and then click **OK**.

Windows XP

- i. From the Windows **Start** menu, right click **My Computer**.
- ii. Click **Manage**, and then click **Services and Applications**.
- iii. Double-click **Services**, and then select **Print Spooler**.
- iv. Right-click **Print Spooler**, and click **Restart** to restart the service.

- b. Make sure the correct printer is set as the default printer.

The default printer has a check mark in a black or green circle next to it.

- c. If the wrong printer is set as the default printer, right-click the correct printer and select **Set as Default Printer**.

- d. Try using your printer again.

6. Restart the computer.

7. Clear the print queue.

To clear the print queue

- a. Depending upon your operating system, do one of the following:
 - **Windows 8.1** and **Windows 8**: Point to or tap the upper-right corner of the screen to open the Charms bar, click the **Settings** icon, click or tap **Control Panel**, and then click or tap **View devices and printers**.
 - **Windows 7**: From the Windows **Start** menu, click **Devices and Printers**.
 - **Windows Vista**: From the Windows **Start** menu, click **Control Panel**, and then click **Printers**.
 - **Windows XP**: From the Windows **Start** menu, click **Control Panel**, and then click **Printers and Faxes**.
- b. Double-click the icon for your printer to open the print queue.
- c. On the **Printer** menu, click **Cancel all documents** or **Purge Print Document**, and then click **Yes** to confirm.
- d. If there are still documents in the queue, restart the computer and try printing again after the computer has restarted.
- e. Check the print queue again to make sure it is clear, and then try to print again.

To resolve print issues (OS X)

1. Check for error messages and resolve.
2. Disconnect and reconnect the USB cable.
3. Verify that the product is not paused or offline.

To verify that the product is not paused or offline

- a. In **System Preferences**, click **Print & Fax**.
- b. Click the **Open Print Queue** button.
- c. Click a print job to select it.

Use the following buttons to manage the print job:

- **Delete**: Cancel the selected print job.
 - **Hold**: Pause the selected print job.
 - **Resume**: Continue a paused print job.
 - **Pause Printer**: Pause all print jobs in the print queue.
- d. If you made any changes, try to print again.
4. Restart the computer.

Fix print quality issues

Step-by-step instructions for resolving most print quality issues.	Troubleshoot print quality issues online
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Read general instructions in the Help for resolving print quality issues

NOTE: To protect the cartridges from drying out, always turn the printer off using the Power button, and wait until the Power button light goes out.

To improve print quality (Windows)

1. Make sure you are using original HP ink cartridges.
2. Check the printer software to make sure you have selected the appropriate paper type from the **Media** drop-down list and print quality from the **Quality Settings** drop-down list.

In the printer software, click **Print & Scan** and then click **Set Preferences** to access the print properties.

3. Check the estimated ink levels to determine if the ink cartridges are low on ink.

For more information, see Check estimated ink levels on page 56. If the ink cartridges are low on ink consider replacing them.

4. Check the paper type.

For best print quality, use high quality HP paper, or papers that adhere to the ColorLok® standard. For more information, see Paper basics on page 21.

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

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

5. Align the ink cartridges.

To align the ink cartridges

- a. Load letter or A4 unused plain white paper into the input tray.
- b. Open the printer software. For more information, see Open the HP printer software (Windows) on page 23.
- c. In the printer software, click **Print & Scan** and then click **Maintain Your Printer** to access the printer toolbox.

The printer toolbox appears.

d. Click **Align Ink Cartridges** on the **Device Services** tab.

The printer prints an alignment page.

e. Follow the on-screen instructions to load the cartridge alignment page print side down on the scanner glass, and then click **Scan** to scan the alignment page.

The printer aligns the ink cartridges. Recycle or discard the cartridge alignment sheet.

6. Print a diagnostics page if the ink cartridges are not low on ink.

To print a diagnostics page

a. Load letter or A4 unused plain white paper into the input tray.

b. Open the printer software. For more information, see **Open the HP printer software (Windows)** on page 23.

c. In the printer software, click **Print & Scan** and then click **Maintain Your Printer** to access the printer toolbox.

d. Click **Print Diagnostic Information** on the **Device Reports** tab to print a diagnostics page.

e. Review the blue, magenta, yellow, and black boxes on the diagnostics page.

7. Clean the ink cartridges, if the diagnostic page shows streaks or missing portions of the color and black boxes.

To clean the ink cartridges

a. Load letter or A4 unused plain white paper into the input tray.

b. Open the printer software. For more information, see **Open the HP printer software (Windows)** on page 23.

c. In the printer software, click **Print & Scan** and then click **Maintain Your Printer** to access the **Printer Toolbox**.

d. Click **Clean Ink Cartridges** on the **Device Services** tab. Follow the on-screen instructions.

To improve print quality (OS X)

1. Make sure you are using original HP cartridges.

2. Make sure you have selected the appropriate paper type and print quality in the **Print** dialog.

3. Check the estimated ink levels to determine if the cartridges are low on ink.

Consider replacing the print cartridges if they are low on ink.

4. Check the paper type.

For best print quality, use high quality HP paper, or papers that adhere to the ColorLok® standard. For more information, see Paper basics on page 21.

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

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

5. Align the printer cartridges.

To align print cartridges from the software

- a. Load Letter or A4 plain, white paper in the paper tray.
- b. Open HP Utility.

NOTE: HP Utility is located in the **Hewlett-Packard** folder in the **Applications** folder at the top level of the hard disk.

- c. Select the HP DeskJet 3630 series from the list of devices at the left of the window.
- d. Click **Align**.
- e. Click **Align** and follow the on-screen instructions.
- f. Click **All Settings** to return to the **Information and Support** pane.

6. Print a test page.

To print a test page

- a. Load Letter or A4 plain, white paper in the paper tray.
- b. Open HP Utility.

NOTE: HP Utility is located in the **Hewlett-Packard** folder in the **Applications** folder at the top level of the hard disk.

- c. Select the HP DeskJet 3630 series from the list of devices at the left of the window.
- d. Click **Test Page**.
- e. Click the **Print Test Page** button, and follow the on-screen instructions.

Check the test page for jagged lines in the text or streaks in the text and colored boxes. If you are seeing jagged lines, or streaks, or no ink in portions of the boxes, then automatically clean the cartridges.

7. If the diagnostic page shows streaks or missing portions of the text or colored boxes, clean the print cartridges automatically.

To automatically clean the print head



a. Load Letter or A4 plain, white paper in the paper tray.

b. Open HP Utility.

NOTE: HP Utility is located in the **Hewlett-Packard** folder in the **Applications** folder at the top level of the hard disk.

c. Select the HP DeskJet 3630 series from the list of devices at the left of the window.

d. Click **Clean Printheads**.

e. Click **Clean**, and follow the on-screen instructions.

CAUTION: Clean the print head only when necessary. Unnecessary cleaning wastes ink and shortens the life of the print head.

NOTE: If print quality still seems poor after you complete cleaning, try aligning the printer. If print quality problems persist after cleaning and aligning, contact HP support.

f. Click **All Settings** to return to the **Information and Support** pane.

Copy issues

Troubleshoot copy problems.	<ul style="list-style-type: none">• Use an HP online troubleshooting wizard• Get step-by-step instructions if the printer does not create a copy, or if your printouts are low quality.
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NOTE: The HP online troubleshooting wizards may not be available in all languages.

Scan issues

HP Print and Scan Doctor	The HP Print and Scan Doctor is a utility that will try to diagnose and fix the issue automatically. NOTE: This utility is only available for Windows operation system.
Solve scan problems	<ul style="list-style-type: none">• Use an HP online troubleshooting wizard• Get step-by-step instructions if you cannot create a scan or if your scans are low quality.

NOTE: The HP Print and Scan Doctor and the HP online troubleshooting wizards may not be available in all languages.

Network and connection issues

Fix wireless connection



Choose one of the following troubleshooting options.

<p>HP Print and Scan Doctor</p>	<p>The HP Print and Scan Doctor is a utility that will try to diagnose and fix the issue automatically.</p> <p>NOTE: This utility is only available for Windows operation system.</p>
<p>Use an HP online troubleshooting wizard</p>	<ul style="list-style-type: none"> • Troubleshoot your wireless problem, whether your printer has never been connected or it was connected and is no longer working. • Troubleshoot a firewall or antivirus issue, if you suspect that it is preventing your computer from connecting to the printer.

NOTE: The HP Print and Scan Doctor and the HP online troubleshooting wizards may not be available in all languages.

Read general instructions in the Help for wireless troubleshooting



Press the **Wireless** button () and the Information button () at the same time to print the wireless network test report and network configuration page.

Find network settings for wireless connection

Choose one of the following troubleshooting options.

<p>HP Print and Scan Doctor</p>	<p>The HP Print and Scan Doctor is a utility that can tell you the network name (SSID) and password (network key).</p> <p>NOTE: This utility is only available for Windows operation system.</p>
<p>Use an HP online troubleshooting wizard</p>	<p>Learn how to find your network name (SSID) and wireless password.</p>

NOTE: The HP Print and Scan Doctor and the HP online troubleshooting wizards may not be available in all languages.

Fix Wi-Fi Direct connection

<p>Use an HP online troubleshooting wizard</p>	<p>Troubleshoot your Wi-Fi Direct problem or learn how to configure Wi-Fi Direct.</p>
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NOTE: The HP online troubleshooting wizards may not be available in all languages.



Read general instructions in the Help for Wi-Fi Direct troubleshooting

1. Make sure that the Wi-Fi Direct light on the printer control panel is on. If the light is off,



press the Wi-Fi Direct button () to turn it on.

2. From your wireless computer or mobile device, turn on the Wi-Fi connection, and then search for and connect to the Wi-Fi Direct name of your printer.
3. Enter the Wi-Fi Direct password when prompted.
4. If you are using a mobile device, make sure you have installed a compatible printing app.

Convert USB connection to wireless

Choose one of the following troubleshooting options.

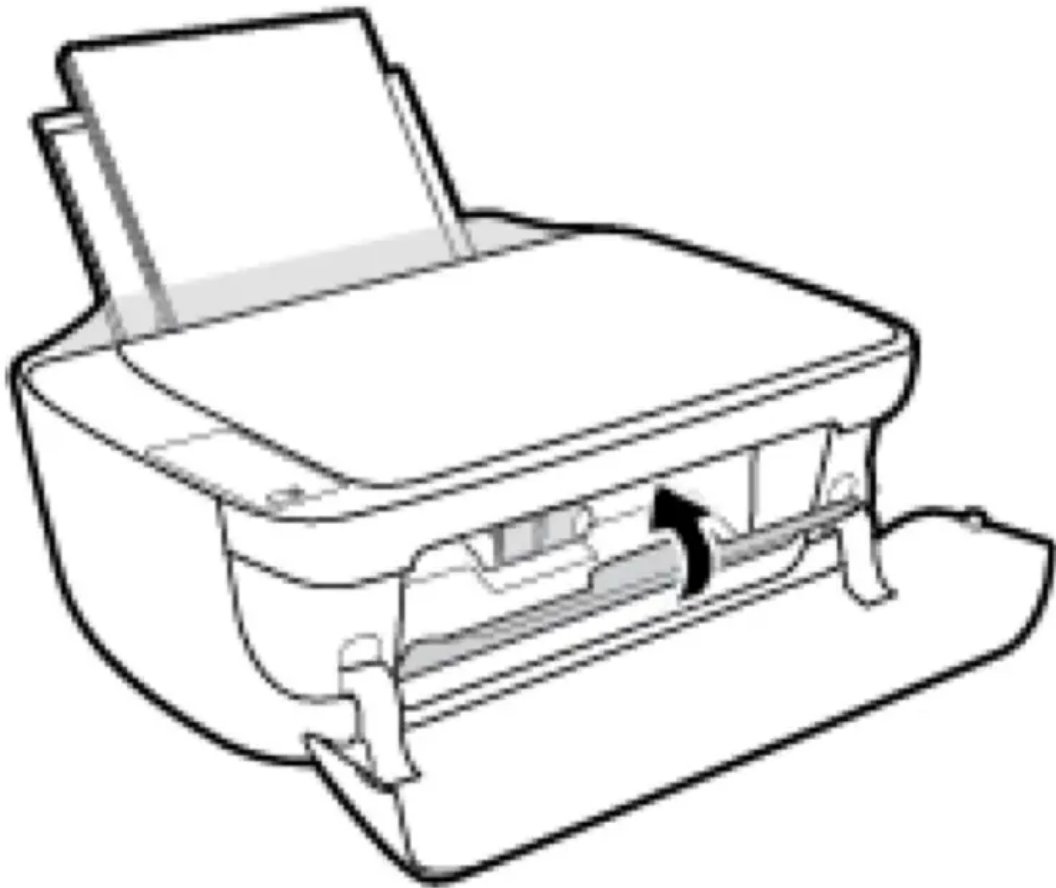
HP Print and Scan Doctor	The HP Print and Scan Doctor is a utility that will try to diagnose and fix the issue automatically. NOTE: This utility is only available for Windows operation system.
Use an HP online troubleshooting wizard	Convert a USB connection to wireless or Wi-Fi Direct.

NOTE: The HP Print and Scan Doctor and the HP online troubleshooting wizards may not be available in all languages.

Printer hardware issues

Close cartridge access door

- Cartridge door must be closed to begin printing.



The printer shuts down unexpectedly

- Check the power and power connections.
- Make sure the printer's power cord is connected firmly to a functioning power outlet.

NOTE: When Auto-Off is enabled, the printer will automatically turn off after 2 hours of inactivity to help reduce energy use. For more information, see Auto-Off on page 26.

Resolve printer failure

- Turn the printer off, then on. If that does not resolve the problem, contact HP.

Control panel error codes

If the **Number of copies** icon on the printer display is alternating between the letter E and a number, it indicates the printer is in an error state. The letter E and the number work as error codes. For example, if the **Number of copies** icon is alternating between the letter E and the number 4, it indicates that a paper jam has occurred.

To identify the error code and its corresponding solutions, see the information about the **Number of copies** icons in Control panel lights and display icons status on page 7.

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.

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