



hp officejet 5500 series all-in-one



reference guide

hp officejet 5500 series all-in-one

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 - Passports
 - Immigration papers
 - Selective service papers
 - Identification badges, cards, or insignias
- Governmental stamps:
 - Postage stamps
 - Food stamps
- Checks or drafts drawn on Governmental agencies
- Paper currency, traveler's checks, or money orders
- Certificates of deposit
- Copyrighted works

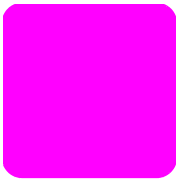
safety information

Warning! To prevent fire or shock hazard, do not expose this product to rain or any type of moisture.

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

Warning! Potential shock hazard

- 1 Read and understand all instructions in the setup poster.
- 2 Use only a grounded electrical outlet when connecting the device to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
- 3 Observe all warnings and instructions marked on the product.
- 4 Unplug this product from wall outlets before cleaning.
- 5 Do not install or use this product near water or when you are wet.
- 6 Install the product securely on a stable surface.
- 7 Install the product in a protected location where no one can step on or trip over the line cord, and where the line cord will not be damaged.
- 8 If the product does not operate normally, see the online Troubleshooting help.
- 9 No operator-serviceable parts inside. Refer servicing to qualified service personnel.
- 10 Use in a well-ventilated area.



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get help

This Reference Guide contains information on using your HP Officejet and provides additional troubleshooting assistance for the installation process. The Reference Guide also contains information on how to order supplies and accessories, technical specifications, support, and warranty information.

The table below lists additional sources of information for your HP Officejet.

help	description
Setup Poster	The Setup Poster provides instructions for setting up and configuring your HP Officejet. Make sure you use the correct instructions for your operating system (Windows or Macintosh).
HP Photo & Imaging Help	The HP Photo & Imaging Help provides detailed information on using the software for your HP Officejet. For Windows users: Go to the HP Director, and click Help. For Macintosh users: Go to the HP Director, click Help, and then click hp photo and imaging help.
Troubleshooting help	To access troubleshooting information: For Windows users: In the HP Director, click Help. Open the Troubleshooting book in the HP Photo & Imaging Help, then follow the links to general troubleshooting as well as links to Troubleshooting help that is specific to your HP Officejet. Troubleshooting is also available from the Help button that appears on some error messages and in the Troubleshooting chapter of the Reference Guide. For Macintosh users: Open the Apple Help Viewer, click hp photo and imaging troubleshooting , then click hp officejet 5500 series .
Internet help and technical support	If you have Internet access, you can get help from the HP website at: www.hp.com/support The website also provides answers to frequently-asked questions.
Readme file	After you install your software, you can access the Readme file (if any) from either the HP Officejet 5500 Series CD-ROM or the HP Officejet 5500 Series program folder. A Readme file contains late-breaking information that does not appear in the Reference Guide or the online help.
Dialog-box help (Windows only)	For Windows: Use one of the following ways to find information on a specific feature: <ul style="list-style-type: none">• Right-click on the feature• Select the feature and press F1• Select the ? in the upper-right corner then click on the feature



1

hp officejet overview

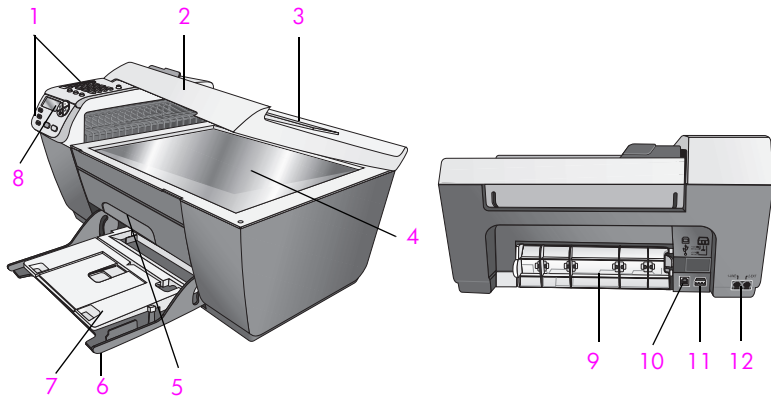
Your HP Officejet is ready when you are, as many features and functions of your HP Officejet can be used without turning on your computer. Tasks such as sending a fax or making a copy of a document or photo can be accomplished quickly and easily on your HP Officejet.

Tip: You can do more with your HP Officejet by using the HP Photo & Imaging Director (HP Director) software that is automatically installed on your computer during the initial setup. The HP Director includes troubleshooting tips, product specific help, and enhanced copy, fax, and scan functionality. For more information on the use of the HP Director, see [use the hp director software to do more with your hp officejet](#) on page 4.

This section contains the following topics:

- [the hp officejet 5500 series at a glance](#) on page 1
- [front panel overview](#) on page 2
- [menu overview](#) on page 4
- [use the hp director software to do more with your hp officejet](#) on page 4

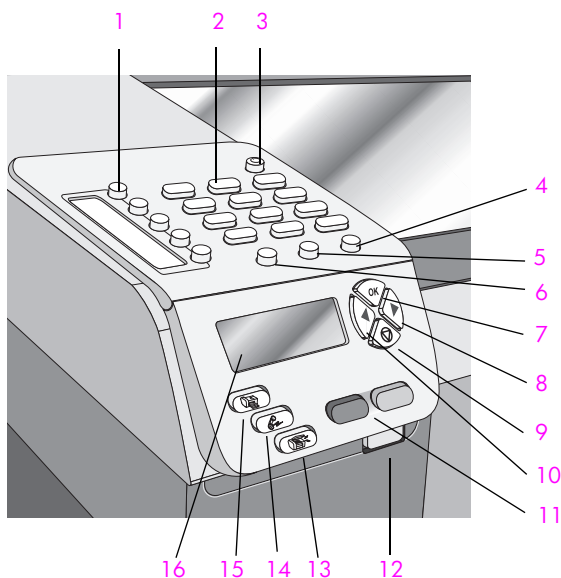
the hp officejet 5500 series at a glance



feature	purpose
1	Front panel
2	Lid
3	Automatic document feeder input tray (on top of the lid)
4	Glass

feature	purpose
5	Print-carriage access door
6	Input tray
7	Output tray
8	Front panel display
9	Cleanout door
10	USB port
11	Power connection
12	Telephone jacks

front panel overview



feature	purpose
1	One-Touch Speed Dial: dial a fax number by pressing one button. The five speed dial buttons correspond to the first five fax numbers entered during speed dial setup.
2	Keypad: enter fax numbers, values, or text.
3	On: turn the HP Officejet on or off. Warning! When the HP Officejet is off, a minimal amount of power is still supplied to the device. Unplug the power cord to completely disconnect the power supply to the HP Officejet.

feature	purpose
4	Setup: access the menu system for reports, speed dial setup, fax settings, tools, and preferences.
5	Redial/Pause: redial the most recently dialed fax number. Also, use to insert a pause while entering a telephone number.
6	Speed Dial: select a number from programmed speed dial entries. Use the arrows or the keypad numbers on the front panel to navigate to a speed dial fax number.
7	OK: select the current menu setting on the front panel display. Also, use to respond to prompts on the front panel display.
8	Right Arrow: increase values, or go forward when viewing settings on the front panel display.
9	Cancel: stop a job, exit a menu, exit settings, or exit the speed dial menu.
10	Left Arrow: decrease values, or go back when viewing settings on the front panel display.
11	Start Black, Start Color: start a black or color copy, scan, or fax job.
12	Automatic Document Feeder Release Button: press to release the front panel to clear a paper jam from the automatic document feeder. The front panel only opens part way. Do not force it!
13	Scan: select the scan function. Press the Scan button repeatedly to scroll through the Scan menu settings.
14	Fax: select the fax function. Press the Fax button repeatedly to scroll through the Fax menu settings.
15	Copy: select the copy function. Press the Copy button repeatedly to scroll through the Copy menu settings.
16	Front panel Display: view menus, prompts, status messages, and error messages.

menu overview

The following provides a quick reference to top-level menus that appear on the HP Officejet front panel display.

Copy

Number of Copies
Reduce/Enlarge
Copy Quality
Copy Paper Size
Paper Type
Lighter/Darker
Enhancements
Color Intensity
Set New Defaults

Fax

Enter Fax Number
Resolution
Lighter/Darker
How to Fax
Set New Defaults

Scan

HP Photo & Imaging Gallery

Note: Contents of this menu vary depending on the number of potential scan destinations on your computer.

Setup

1. Print Report
2. Speed Dial Setup
3. Basic Fax Setup
4. Advanced Fax Setup
5. Tools
6. Preferences

use the hp director software to do more with your hp officejet

When you first installed the HP Officejet software on your computer during setup, the HP Director was automatically installed on your computer.

You can quickly and easily expand the functionality of your HP Officejet. Look for boxes, like this one, throughout this guide that provide topic-specific tips, and helpful information for your projects.

This section contains the following topics:

- [open the hp director for Windows users](#) on page 4
- [open the hp director for Macintosh users](#) on page 6

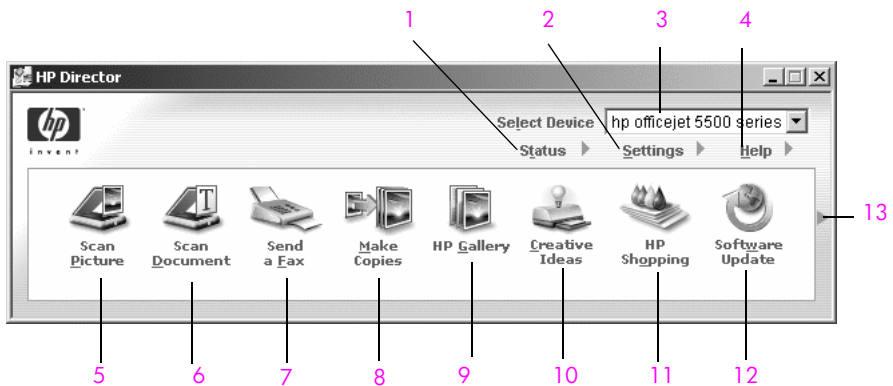
open the hp director for Windows users

- 1 Do one of the following:
 - Double-click the **HP Director** icon on the desktop.
 - In the Windows taskbar, click **Start**, point to **Programs** or **All Programs (XP)**, point to **HP**, then select **HP Director**.
- 2 In the **Select Device** box, click to see a list of installed HP devices.

- 3 Select the **Officejet 5500 Series**.
- 4 The **HP Director** displays only the icons that are appropriate for the selected device.

Note: The HP Director graphic below might appear differently on your computer. The HP Director is customized based upon the HP device that is selected. If your device is not equipped with a particular feature, then the icon for that feature will not display in the HP Director on your computer.

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



feature	purpose
1	Status: use this feature to display the current status of your HP Officejet.
2	Settings: use this feature to view or change various settings for your HP Officejet, such as print, scan, copy, or fax.
3	Select Device: use this feature to select the device you want to use from the list of installed HP devices.
4	Help: use this feature to access the HP Photo & Imaging Help, which provides software help, a product tour, troubleshooting information for your HP Officejet, and HP Officejet product-specific help.
5	Scan Picture: use this feature to scan an image and display it in the HP Photo & Imaging Gallery.
6	Scan Document: use this feature to scan text and display it in the selected text editing software program.
7	Send a Fax: use this feature to open the fax dialog box so you can enter the appropriate information and then send your fax.

feature	purpose
8	Make Copies: use this feature to display the Copy dialog box where you can select the copy quality, number of copies, color, size, and then start a copy.
9	HP Gallery: use this feature to display the HP Photo & Imaging Gallery, where you can view and edit images, print photos in multiple sizes, make and print a photo album, share images through e-mail or a website, or make a multimedia CD.
10	Creative Ideas: use this feature to learn about creative ways to use your HP Officejet.
11	HP Shopping: use this feature to shop for HP products.
12	Software Update: use this feature to check for software updates for your HP Officejet.
13	Click this arrow to display tool tips that explain each of the HP Director options.

open the hp director for Macintosh users

Use one of the following methods to launch or access the HP Director, depending on which Macintosh OS you are using.

open the hp director (all-in-one) using Macintosh OS X

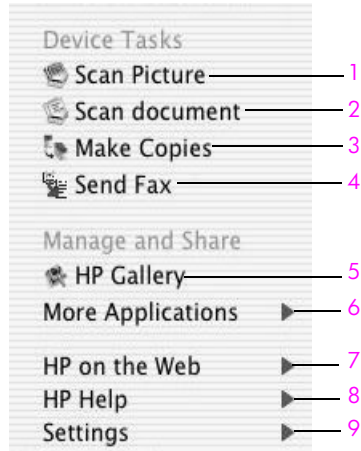
If you are using Macintosh OS X, the HP Director (All-in-One) is launched automatically during the HP Photo and Imaging software installation, and causes the HP Director (All-in-One) icon to be created in the Dock for your device. You access the device capabilities via the HP Director menu that is associated with the HP Director (All-in-One) icon.

Tip: If you do not want the HP Director to launch automatically each time to start your Macintosh, you can change this setting in the HP Director Preferences menu.

To display the HP Director menu:

- ▶ In the Dock, click the **HP Director (All-in-One)** icon for your device. The HP Director menu displays.

Note: If you install more than one HP device, an HP Director icon for each device appears in the Dock. For example, if you have an HP scanner and an HP Officejet installed, two HP Director icons are present in the Dock, one for each device. However, if you installed two of the same kind of device (for example, two HP Officejet devices) only one HP Director icon appears in the Dock to represent all devices of that kind.



feature	purpose
1	Scan Picture: use this feature to scan an image and display it in the HP Photo and Imaging Gallery.
2	Scan document: use this feature to scan text and display it in the selected destination text editing software program.
3	Make Copies: use this feature to make a copy in black and white or color.
4	Send Fax: use this feature to open the fax dialog box so you can enter the appropriate information and then send your fax.
5	HP Gallery: use this feature to display the HP Photo and Imaging Gallery to view and edit images.
6	More Applications: use this feature to select other applications on your computer.
7	HP on the Web: use this feature to select an HP website.
8	HP Help: use this feature to select a source for help with your HP Officejet.
9	Settings: use this feature to change device settings.

open the hp photo and imaging director using Macintosh OS 9

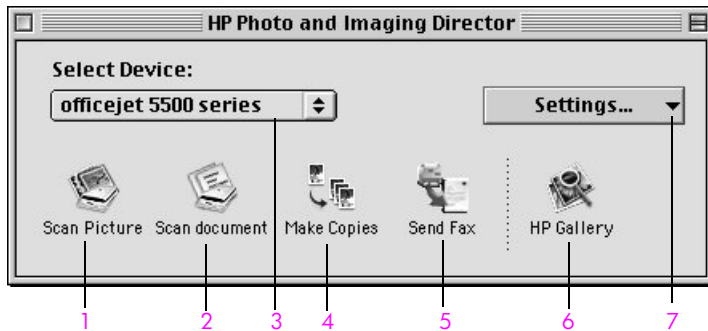
In Macintosh OS 9, the HP Photo and Imaging Director (HP Director) is launched automatically during the HP Photo and Imaging software installation, and the HP Photo and Imaging Director appears as an alias on the desktop. Use one of the following methods to launch the HP Photo and Imaging Director.

- ▶ Double-click the **HP Photo and Imaging Director** alias on the desktop.
- ▶ Double-click **HP Photo and Imaging Director** in the Applications:Hewlett-Packard:HP Photo and Imaging Software:HP Photo and Imaging Director folder.

The HP Photo and Imaging Director (HP Director) displays only the buttons that pertain to the selected device. For more information, see the onscreen hp photo and imaging help that came with your software.

The following graphic shows some of the features available through the HP Director for Macintosh OS 9. Consult the legend for a brief explanation of specific features.

Note: The HP Director graphic below might appear differently on your computer. The HP Director is customized based upon the HP device that is selected. If your device is not equipped with a particular feature, then the icon for that feature will not display in the HP Director on your computer. Some HP devices might show additional buttons than shown below.



feature	purpose
1	Scan Picture: use this feature to scan an image and display it in the HP Photo and Imaging Gallery.
2	Scan document: use this feature to scan text and display it in the selected destination text editing software program.
3	Select Device: use this pull-down list to select the HP device you want to use.
4	Make Copies: use this feature to make a copy in black and white or color.
5	Send Fax: use this feature to open the fax dialog box so you can enter the appropriate information and then send your fax.
6	HP Gallery: use this feature to display the HP Photo and Imaging Gallery to view and edit images.
7	Settings: use this pull-down list to provide access to device settings.

2

load originals and load paper

The HP Officejet 5500 Series allows you to load different types and sizes of paper in your HP Officejet, including letter, photo paper, and envelopes. You can also change settings for paper types and paper sizes to get the highest quality copies from your HP Officejet.

This section contains the following topics:

- **load originals** on page 9
- **load paper** on page 12
- **load envelopes** on page 14
- **load 4 by 6 inch (10 by 15 cm) photo paper** on page 15
- **recommended papers** on page 16
- **load other types of paper in the input tray** on page 16
- **set the paper type** on page 17
- **set the paper size** on page 17
- **avoid jams** on page 18

load originals

The HP Officejet 5500 Series allows you to load an original for a copy, fax, or scan job in the automatic document feeder or on the glass. Originals that are loaded in the automatic document feeder will automatically be fed into the HP Officejet.

This section contains the following topics:

- **load an original in the automatic document feeder** on page 9
- **load an original on the glass** on page 11
- **load an original photo on the glass** on page 12

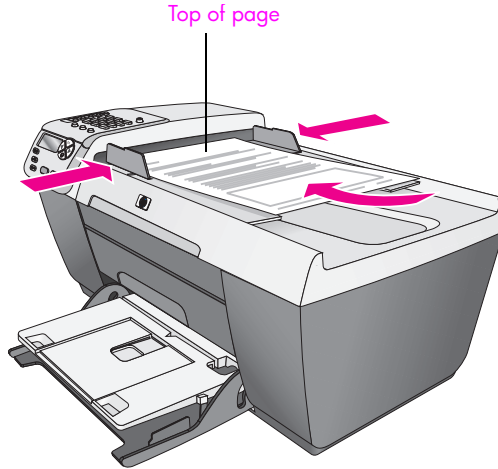
load an original in the automatic document feeder

You can copy, fax, or scan an original letter, legal, or A4 size paper by placing it in the automatic document feeder. The following procedure describes how to load paper into the HP Officejet automatic document feeder.

Note: The automatic document feeder holds a maximum of 20 sheets of paper.

Note: The Fit to Page copy feature does not function for originals loaded in the automatic document feeder. This feature only functions for originals loaded on the glass.

- 1 Load your original in the automatic document feeder face up with the top of the page facing to the left.



- 2 Slide the right and left paper guides inward until they stop at the edges of the paper.
- 3 Press **Copy**, **Scan**, or **Fax** on the front panel to select the option you want to perform.

Note: If you want to change a Copy or Fax setting, or change a Scan destination, press the Copy, Fax, or Scan button repeatedly until the appropriate setting or destination appears on the front panel display. Once the setting you want to change appears, if necessary, press ► to move to a specific value (such as a specific paper size) and then press OK to select the setting or destination.

- 4 Press **Start Black** or **Start Color** on the front panel to start the job.

Note: Remove all originals from the automatic document feeder before lifting the lid on the HP Officejet.

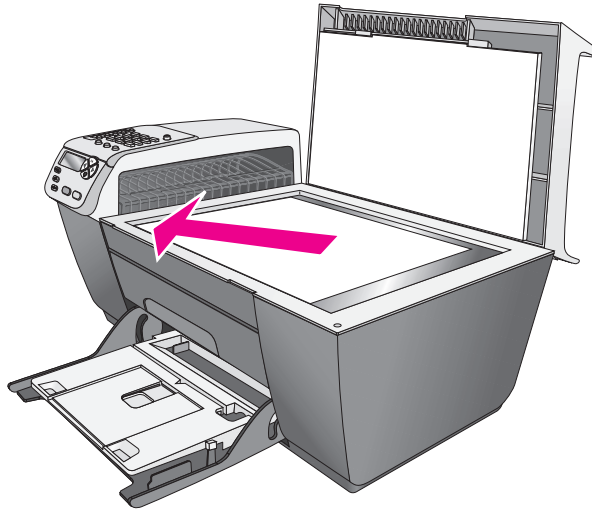
load an original on the glass

The following procedure describes how to load paper on the glass of your HP Officejet.

Caution! Avoid damage to your originals by removing all originals from the automatic document feeder before lifting the lid.

- 1 Load your original face down on the left front corner of the glass.

Tip: Refer to the diagram on the left front corner of your HP Officejet for further assistance on loading an original on the glass.



- 2 Press **Copy**, **Scan**, or **Fax** on the front panel to select the option you want to perform.

Note: If you want to change a Copy or Fax setting, or change a Scan destination, press the Copy, Fax, or Scan button repeatedly until the appropriate setting or destination appears on the front panel display. Once the setting you want to change appears, if necessary, press **▶** to move to a specific value (such as a specific paper size) and then press **OK** to select the setting or destination.

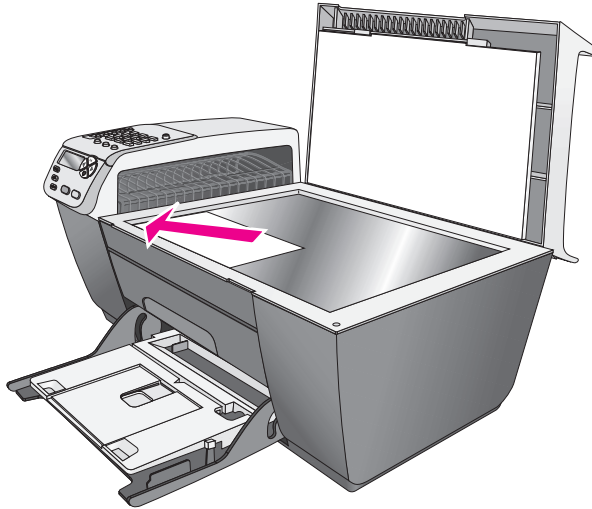
- 3 Press **Start Black** or **Start Color** on the front panel to start the job.

Note: Many of the Reduce/Enlarge options, such as Fit to Page, will not work correctly if the glass and lid backing are not clean. For more information, see **clean the glass** on page 59, and **clean the lid backing** on page 60.

load an original photo on the glass

You can make a copy of an original photo from the glass of your HP Officejet. It is important to load the original photo on the glass properly to get the best possible copy.

- 1 Load your original photo face down on the left front corner of the glass. Position the photo on the glass so the long edge of the photo is along the front edge of the glass.



For more information on making copies of original photos, see **make a 4 by 6 inch (10 by 15 cm) borderless copy of a photo** on page 22.

load paper

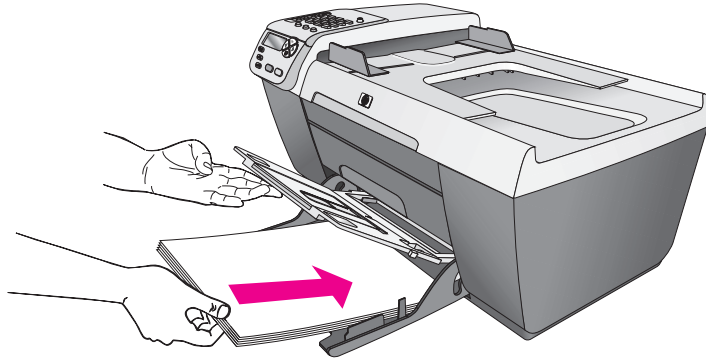
The following procedure describes how to load letter, legal, and A4 size paper into the input tray. There are specific considerations for loading certain types of paper and envelopes. After you review this procedure, see **load envelopes** on page 14, **load 4 by 6 inch (10 by 15 cm) photo paper** on page 15, and **load other types of paper in the input tray** on page 16.

For best results, adjust the paper settings each time you change paper types or paper sizes. For more information, see **set the paper type** on page 17.

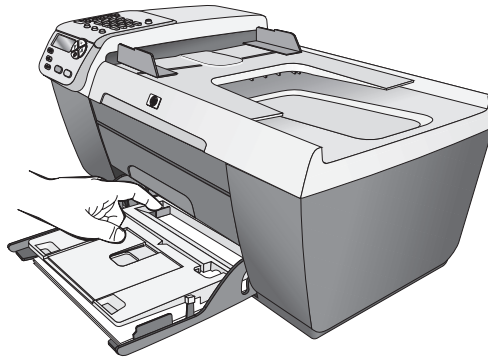
Tip: Help prevent rips, wrinkles, and curled or bent edges by storing all media flat in a resealable bag. Extreme changes in temperature and humidity might result in curled media that does not work well in the HP Officejet if the media is not stored properly.

- 1 Lower the input tray to the down position, and then lift the output tray.
- 2 Slide the paper-width guide to its outermost position.
- 3 Tap the stack of paper on a flat surface to align the edges of the paper, and then check to make sure all of the paper in the stack is the same size and type.

- 4 Lift the output tray and insert the short edge of the paper into the input tray (print side down) until it stops. To avoid bending the paper, make sure you do not push the paper in too far, or push too hard. If you are using letterhead, insert the top of the page first.

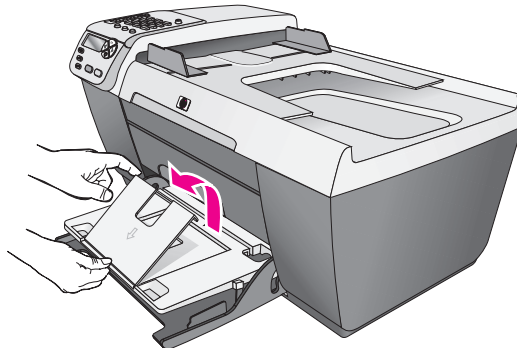


- 5 Lower the output tray and slide the paper-width guide in until it stops at the edge of the paper. Make sure that the stack of paper lies flat in the input tray and fits under the tab of the paper-width guide.



- 6 Fold out the output tray extender to catch completed print, scan, or fax jobs.

Tip: For best results when loading legal-size paper, fold in the output-tray extender on the output tray to avoid a paper jam.

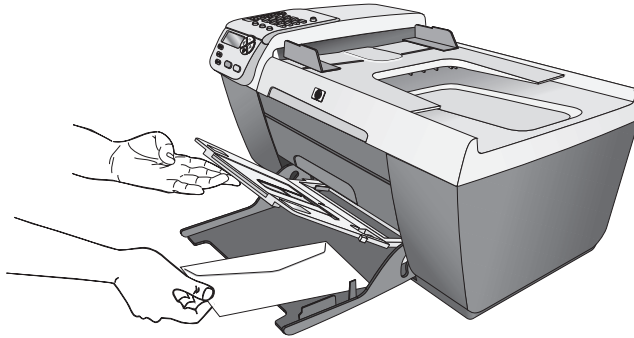


load envelopes

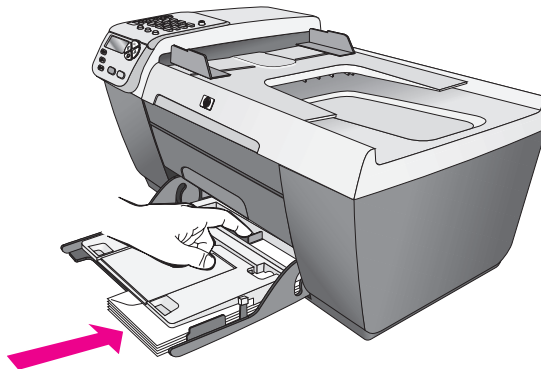
The following procedure describes how to load envelopes into the HP Officejet. You can load the input tray with one or more envelopes. For best results, consider using a label for the return address on envelopes. Do not use shiny or embossed envelopes, or envelopes that have clasps or windows.

Tip: Consult your word processing software help files for specific details on how to format text for printing on envelopes.

- 1 Remove all paper from the input tray.
- 2 Lift the output tray and then insert one or more envelopes into the input tray with the envelope flap up and to the left. Slide the envelope forward until it stops.



- 3 Lower the output tray and slide the paper-width guide against the envelopes (do not bend the envelopes with the paper-width guide). Make sure the envelopes fit under the tab of the paper-width guide.



load 4 by 6 inch (10 by 15 cm) photo paper

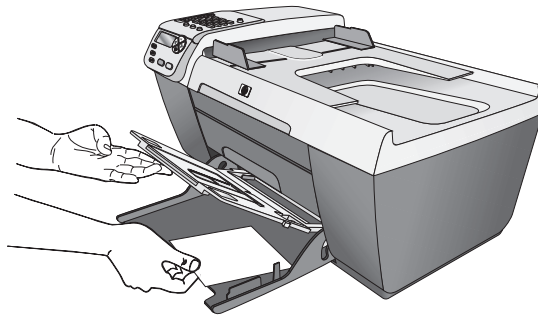
The following procedure describes how to load 4 by 6 inch (10 by 15 cm) photo paper into your HP Officejet.

Note: For the best results, use a recommended type of 4 by 6 inch (10 by 15 cm) photo paper. For more information, see **recommended papers** on page 16. In addition, for best results, set the paper type and paper size before printing. For more information, see **set the paper type** on page 17 and **set the paper size** on page 17.

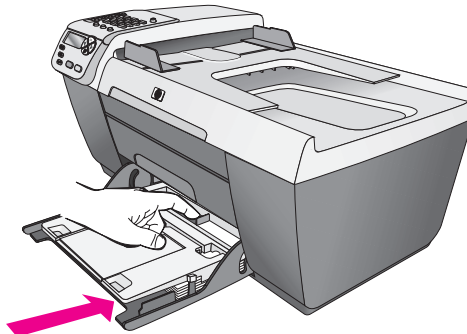
Tip: Help prevent rips, wrinkles, curled or bent edges by storing all media flat in a resealable bag. Extreme changes in temperature and humidity might result in curled media that does not work well in the HP Officejet if the media is not stored properly.

- 1 Remove all paper from the input tray.
- 2 Lift the output tray and slide a stack of photo paper with the glossy (print) side down completely forward and to the far right side of the input tray until it stops. Position the long edge of the photo paper against the long edge of the input tray.

Note: If the photo paper you are using has perforated tabs, load the photo paper so that the tabs are closest to you.



- 3 Lower the output tray and slide the paper-width guide against the stack of photo paper (do not bend the photo paper with the paper-width guide). Make sure the stack of photo paper fits under the tab of the paper-width guide.



recommended papers

If you want the best print quality, we recommend HP Papers. Using paper that is too thin, paper that has a slick texture, or paper that stretches easily can cause paper jams. Using paper that has a heavy texture or does not accept ink can cause printed images to smear, bleed, or not be filled in completely. For more information about HP Papers, go to our website at:

www.hp.com/support

load other types of paper in the input tray

The following table provides guidelines for loading certain types of paper and transparency film. For best results, adjust the paper type each time you change paper types and paper sizes. For more information, see [set the paper type](#) on page 17.

paper	tips
HP Papers	<ul style="list-style-type: none"> • HP Premium Paper: Locate the gray arrow on the nonprinting side of the paper, and then insert paper with the arrow side facing up. • HP Premium Inkjet Transparency Film: Insert the film so that the white transparency strip (with arrows and the HP logo) is on top and is going into the input tray first. • HP Greeting Card Paper, HP Glossy Greeting Card Paper, or HP Textured Greeting Cards: insert a small stack of greeting cards with the print side down, into the input tray until it stops.
Labels (work only with printing)	<ul style="list-style-type: none"> • Always use letter or A4 label sheets designed for use with HP inkjet products (like Avery Inkjet Labels), and make sure that the labels are not over two years old. • Fan the stack of labels to make sure none of the pages are sticking together. • Place a stack of label sheets on top of standard paper in the input tray, print side down. Do not insert labels one sheet at a time.

set the paper type

The following procedure describes how to set the paper type for the Copy option on your HP Officejet. Select the Paper Type setting that matches the paper or transparency film you are using.

Note: When printing from your computer, set the paper-type properties in the Print dialog box of the software program from which you are printing.

- 1 Press the **Copy** button until **Paper Type** appears.
- 2 Press **▶** until the appropriate paper type appears.
- 3 Press **OK** to choose the displayed paper type.

Note: This setting returns to its default setting two minutes after the job has been completed. For information on changing the default copy setting, see [change default copy settings](#) on page 20.

set the paper size

The following procedure describes how to set the paper size for the Copy and Fax options on your HP Officejet. Select the Paper Size setting that matches the paper or transparency film you are using. The HP Officejet uses letter, legal, A4, or 4 by 6 inch (10 by 15 cm) paper.

This section contains the following topics:

- [set the copy paper size](#) on page 17
- [set the paper size for receiving a fax](#) on page 17

Note: This setting returns to its default setting two minutes after the job has been completed. For information on changing the default copy setting, see [change default copy settings](#) on page 20.

set the copy paper size

- 1 Press the **Copy** button until **Copy Paper Size** appears.
- 2 Press **▶** until the appropriate paper size appears.
- 3 Press **OK** to choose the displayed paper size.

set the paper size for receiving a fax

You can select the paper size for received faxes. The paper size selected should match what is loaded in your input tray. Faxes can be printed on letter, A4, or legal paper only.

Note: If an incorrect paper size is loaded in the input tray when a fax is received, the fax will not print. Load letter, A4, or legal paper, and then press **OK** to print the fax.

- 1 Press **Setup**.
- 2 Press **3**, then press **5**.
This selects Basic Fax Setup and then Fax Paper Size.
- 3 Press **▶** to highlight an option, and then press **OK**.

avoid jams

To help avoid paper jams, follow these guidelines:

- Prevent curled or wrinkled paper by storing all supplies of media flat in a resealable bag.
- Remove printed papers from the output tray frequently.
- Ensure that media loaded in the automatic document feeder and the input tray lay flat and the edges are not bent or torn.
- Do not combine different paper types and paper sizes in the automatic document feeder nor the input tray; load the same paper type and paper size in the automatic document feeder and the input tray.
- Adjust paper guides in the automatic document feeder and the input tray to fit snugly against all media. Make sure the paper guides do not bend the media.
- Do not force media too far forward in the input tray.
- Use paper types that are recommended for your HP Officejet.

3

use the copy features

The HP Officejet enables you to produce high-quality color and black-and-white copies using a variety of paper types, including transparencies. You can enlarge or reduce the size of an original to fit a specific paper size, adjust the copy's darkness and color intensity, and use special features to make high-quality copies of photos, including 4 by 6 inch (10 by 15 cm) borderless copies.

This section contains the following topics:

- **overview** on page 19
- **copy a two-page black-and-white document** on page 21
- **make a 4 by 6 inch (10 by 15 cm) borderless copy of a photo** on page 22
- **make multiple copies of the same original** on page 23
- **copy a 4 by 6 inch (10 by 15 cm) photo onto a full-size page** on page 24
- **copy a legal-size document onto letter paper** on page 26
- **copy a washed-out original** on page 27
- **copy a document that has been faxed several times** on page 27
- **enhance light areas of your copy** on page 28
- **stop copying** on page 29

overview

You can make copies by using the front panel of your HP Officejet or by using the HP Photo & Imaging Director (HP Director) software on your computer. Many copy features are available using either method. However, you might find that the software offers easier access to special copy features.

This chapter explains how to perform common copy tasks from the HP Officejet front panel only. For information on performing copy tasks from the HP Director, see the onscreen **hp photo & imaging help** that came with your software.

This section contains the following topics:

- **increase copy speed or quality** on page 20
- **change default copy settings** on page 20

increase copy speed or quality

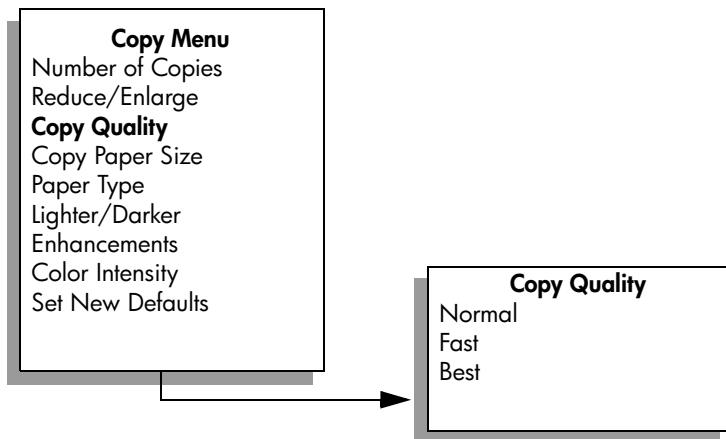
The HP Officejet provides three options that affect copy speed and quality.

- Normal delivers high-quality output and is the recommended setting for most of your copying. Normal copies faster than Best.
- Fast copies faster than the Normal setting. The text is of comparable quality to the Normal setting, but the graphics might be of lower quality. Using Fast reduces the frequency of replacing your print cartridges, because it uses less ink.
- Best produces the highest quality for all paper and eliminates the banding (striping) effect that sometimes occurs in solid areas. Best copies more slowly than the other quality settings.

1 Load your original face down on the left front corner of the glass or face up in the automatic document feeder tray.

If you are using the automatic document feeder, place the pages so that the top of the document goes in first.

2 Press **Copy** until **Copy Quality** appears in the top line of the display. The following options are available in the Copy Quality menu.



3 Press **▶** until the quality setting you want appears.

4 Press **Start Black** or **Start Color**.

change default copy settings

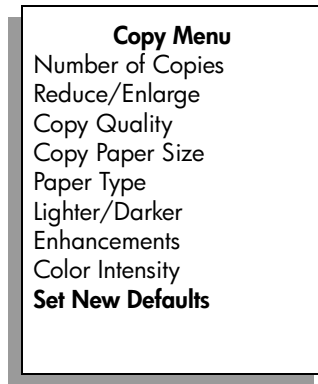
When you change copy settings from the front panel or the HP Director, they apply only to the current copy job. To apply copy settings to all future copy jobs, you can save the settings as defaults.

1 Load an original face down on the left front corner of the glass or face up in the automatic document feeder tray.

If you are using the automatic document feeder, place the pages so that the top of the document goes in first.

2 Make any changes to the options in the **Copy** menu.

- 3 Press **Copy** until **Set New Defaults** appears in the top line of the display.



- 4 Press **▶** until **Yes** appears.

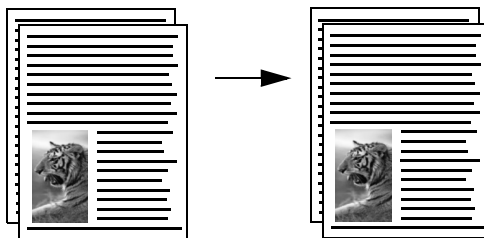
- 5 Press **Start Black** or **Start Color**.

The HP Officejet uses the new default settings to make a copy of your original.

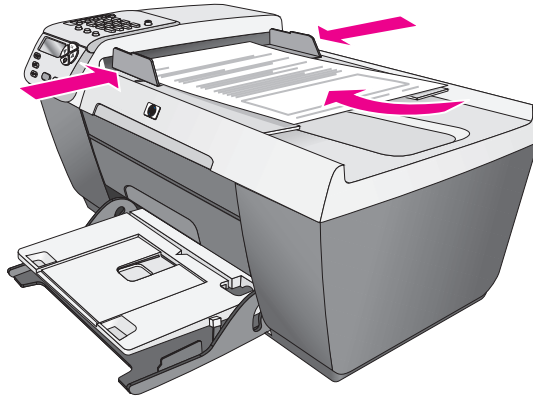
The settings you specify here are only saved on the HP Officejet itself. They do not adjust the settings in the software. If you use the HP Director software to control the settings on copies you make, you should set your most frequently used settings as the defaults in the HP Copy dialog box. To learn how, see the onscreen **hp photo & imaging help** that came with your software.

copy a two-page black-and-white document

You can use the HP Officejet to copy a single- or multiple-page document in color or black and white. In this example, the HP Officejet is used to copy a two-page black-and-white original.



- 1 Arrange your originals so they are in order with the first page on top.
- 2 Load your originals face up in the automatic document feeder tray.
Place the pages in the automatic document feeder so that the top of the document goes in first.

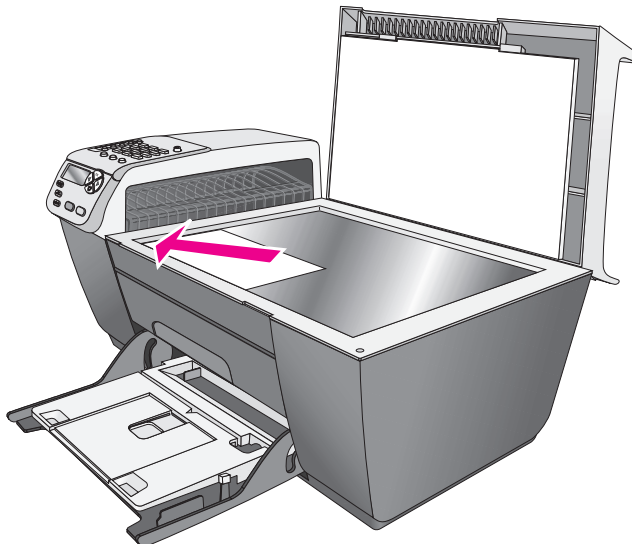


- 3 Press **Copy**, if not already lit.
- 4 Press **Start Black** or **Start Color**.

make a 4 by 6 inch (10 by 15 cm) borderless copy of a photo

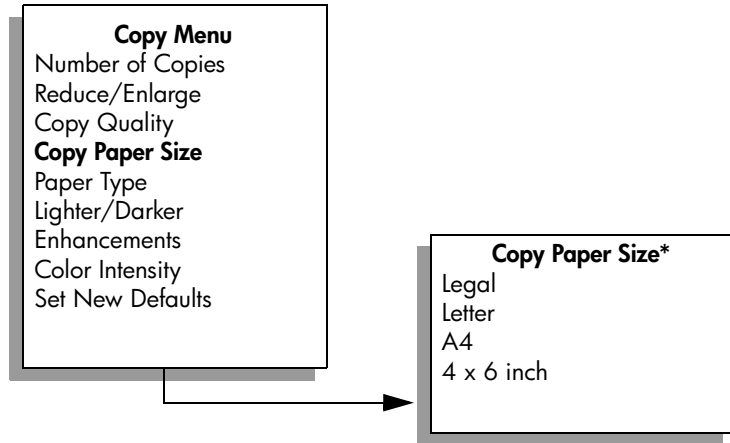
For the best quality when copying a photo, load photo paper in the input tray, and change your copy settings for the correct paper type and photo enhancement.

- 1 Load your original photo face down on the left front corner of the glass. Position the photo on the glass so the long edge of the photo is along the front edge of the glass.



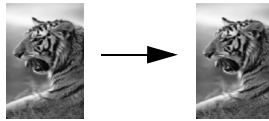
- 2 Load 4 by 6 inch (10 by 15 cm) tabbed photo paper print side down in the input tray, with the tab facing out towards you.

- Press **Copy** until **Copy Paper Size** appears in the top line of the display. The following options are available in the Copy Paper Size menu.



*The paper sizes available vary by country/region.

- Press **▶** until **4 x 6 inch** appears.
- Press **Start Black** or **Start Color**.
The HP Officejet makes a 4 by 6 inch (10 by 15 cm) borderless copy of your original photo, as shown below.



You might find it easier to copy a photo by using the HP Director software that you installed with your HP Officejet. Using the HP Director, you can easily make 4 by 6 inch (10 by 15 cm) borderless copies of your photo, enlarge or shrink the photo to fill the size of the paper you have loaded, and turn on Photo enhancements to ensure you get the highest quality photos. For information on using these features in the HP Director, see the onscreen **hp photo & imaging help** that came with your software.

make multiple copies of the same original

- Load your original face down on the left front corner of the glass or face up in the automatic document feeder tray.
If you are using the automatic document feeder, place the pages so that the top of the document goes in first.
- Press **Copy** until **Number of Copies** appears in the top line of the display.

- 3 Press **▶** or use the keypad to enter the number of copies, up to the maximum.

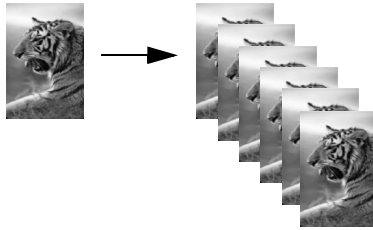
(The maximum number of copies varies by model.)

Tip: If you hold down either of the arrow buttons, the number of copies changes by increments of 5 to make it easier to set a large number of copies.

- 4 Press **Start Black** or **Start Color**.

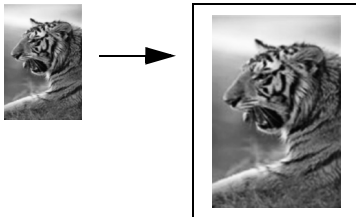
If you are copying a stack of originals in the automatic document feeder, the HP Officejet makes multiple copies of a single page before copying the next page. You will need to sort and staple the copies yourself.

In this example, the HP Officejet makes six copies of the original 4 by 6 inch (10 by 15 cm) photo.



copy a 4 by 6 inch (10 by 15 cm) photo onto a full-size page

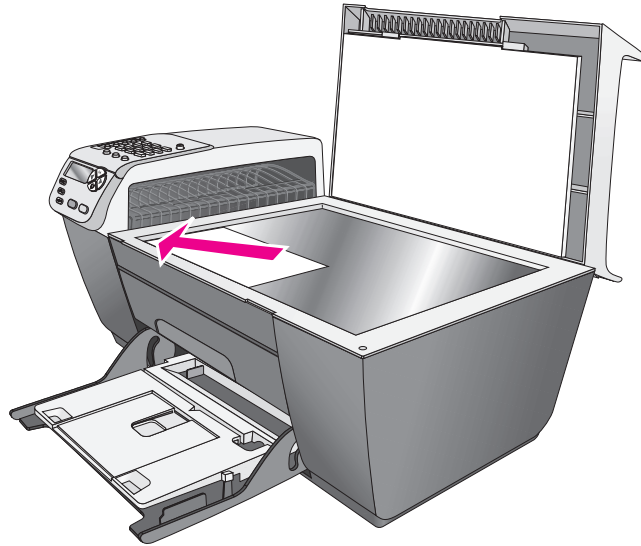
Use Fit to Page when you want to automatically enlarge or reduce your original to fill the printable area of the paper size loaded in the input tray. In this example, Fit to Page is used to enlarge a small photo to fit within the margins of a full-size page, as shown below.



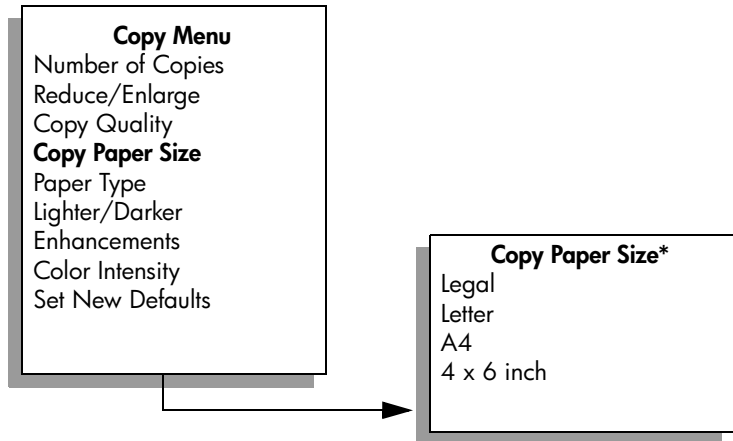
You can also use Fit to Page to reduce an original to prevent unwanted cropping of text or images around the margins, or reduce or enlarge an original to create a borderless 4 by 6 inch (10 by 15 cm) photo.

Tip: Make sure that the glass is clean and the original has been placed on the left front corner of the glass. You cannot use the automatic document feeder with the Fit to Page option.

- 1 Load your original photo face down on the left front corner of the glass. Position the photo on the glass so the long edge of the photo is along the front edge of the glass.



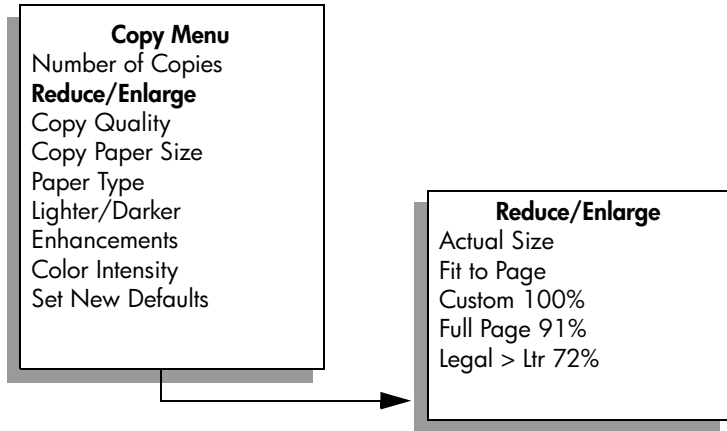
- 2 Load letter or A4 paper in the input tray.
- 3 Press **Copy** until **Copy Paper Size** appears in the top line of the display. The following options are available in the Copy Paper Size menu.



*The paper sizes available vary by country/region.

- 4 Press **▶** until **Letter** or **A4** appears, as appropriate.

- 5 Press **Copy** until **Reduce/Enlarge** appears in the top line of the display. The following options are available in the Reduce/Enlarge menu.



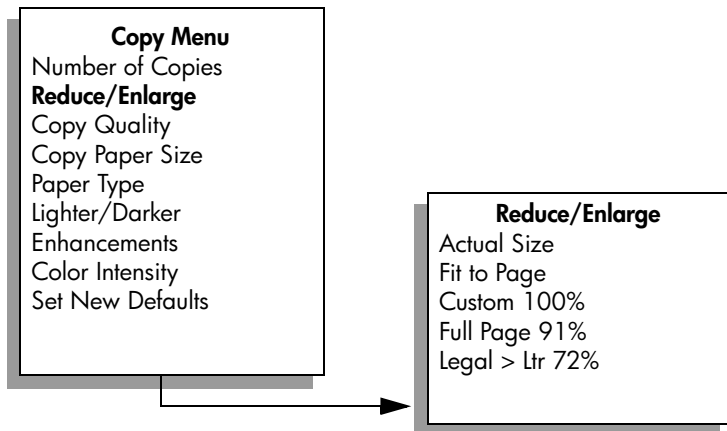
- 6 Press **▶** until **Fit to Page** appears.

- 7 Press **Start Color**.

In order to fit your original within the printable area of the full-size page without changing the proportions of the original, the HP Officejet might leave an uneven amount of white space around the edges of the paper.

copy a legal-size document onto letter paper

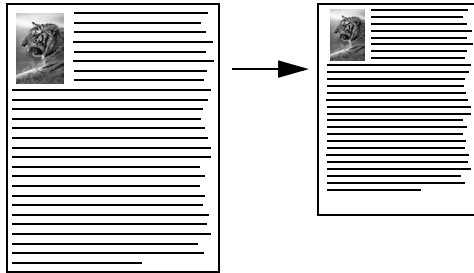
- 1 Load the legal document face up in the automatic document feeder tray. Place the page in the automatic document feeder so that the top of the document goes in first.
- 2 Press **Copy** until **Reduce/Enlarge** appears in the top line of the display. The following options are available in the Reduce/Enlarge menu.



3 Press ► until **Legal > Ltr 72%** appears.

4 Press **Start Black** or **Start Color**.

The HP Officejet reduces the size of your original to fit within the printable area of the letter paper, as shown below.



copy a washed-out original

Use **Lighter/Darker** to adjust the lightness and darkness of the copies you make. You can also adjust the color intensity to make colors on your copy more vivid or more subtle.

1 Load your original face down on the left front corner of the glass or face up in the automatic document feeder tray.

If you are using the automatic document feeder, place the page so that the top of the document goes in first.

2 Press **Copy** until **Lighter/Darker** appears in the top line of the display.

The range of **Lighter/Darker** values appears as circles on a scale on the front panel display.

3 Press ► to darken the copy.

Note: You can also press ◀ to lighten the copy.

4 Press **Copy** until **Color Intensity** appears in the top line of the display.

The range of color intensity values appears as circles on a scale on the front panel display.

5 Press ► to make the image more vivid.

Note: You can also press ◀ to make the image more pale.

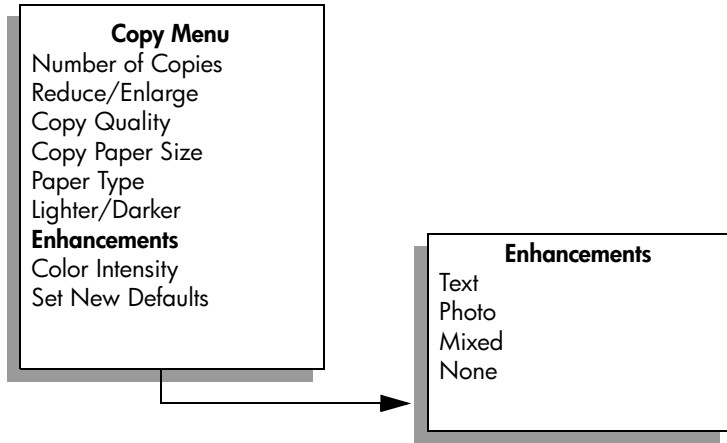
6 Press **Start Color**.

copy a document that has been faxed several times

The Enhancements feature automatically adjusts the quality of text documents by sharpening edges of black text or photographs by enhancing light colors that might otherwise appear white.

Text enhancement is the default option. Use Text enhancement to sharpen edges of black text.

- 1 Load your original face down on the left front corner of the glass or face up in the automatic document feeder tray.
If you are using the automatic document feeder, place the page so that the top of the document goes in first.
- 2 Press **Copy** until **Enhancements** appears in the top line of the display. The following options are available in the Enhancements menu.



- 3 Press **▶** until **Text** appears.
- 4 Press **Start Black** or **Start Color**.

Tip: If any of the following occur, turn off Text enhancement by selecting Photo or None:

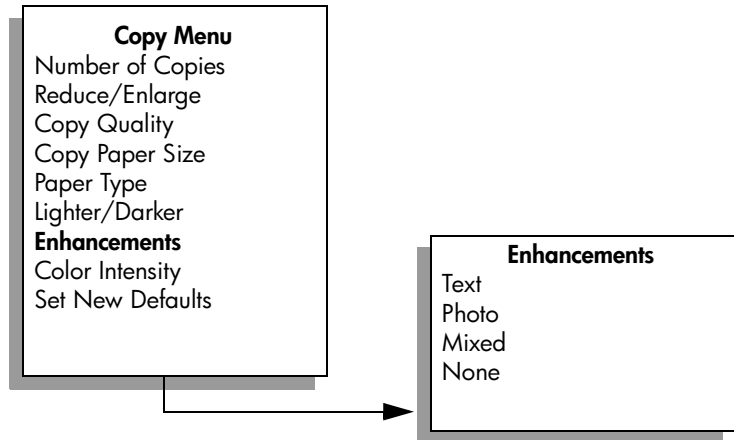
- Stray dots of color surround some text on your copies
- Large, black typefaces look splotchy (not smooth)
- Thin, colored objects or lines contain black sections
- Horizontal grainy or white bands appear in light- to medium-gray areas

enhance light areas of your copy

Use Photo enhancements to enhance light colors that might otherwise appear white. You can also copy with Photo enhancements to eliminate or reduce any of the following that might occur when copying with Text enhancements:

- Stray dots of color surround some text on your copies
- Large, black typefaces look splotchy (not smooth)
- Thin, colored objects or lines contain black sections
- Horizontal grainy or white bands appear in light- to medium-gray areas

- 1 Load your original photo face down on the left front corner of the glass. Position the photo on the glass so the long edge of the photo is along the front edge of the glass.
- 2 Press **Copy** until **Enhancements** appears in the top line of the display. The following options are available in the Enhancements menu.



- 3 Press **▶** until **Photo** appears.
- 4 Press **Start Color**.

stop copying

- ▶ To stop copying, press **Cancel** on the front panel. The HP Officejet immediately stops printing and releases the paper.

4

use the scan features

Scanning is the process of converting pictures and text into an electronic format for your computer. You can scan photos and text documents.

Because the scanned image or text is in an electronic format, you can bring it into your word processor or graphics software program and modify it to suit your needs. You can do the following:

- Scan photos of your kids and e-mail them to relatives, create a photographic inventory of your house or office, or create an electronic scrapbook.
- Scan text from an article into your word processor and quote it in a report, saving you a lot of retyping.

To use the scan features, your HP Officejet and computer must be connected and turned on. The HP Officejet software must also be installed and running on your computer prior to scanning. To verify that the HP Officejet software is running on a Windows PC, look for the hp officejet 5500 series icon in the system tray at the lower right side of your screen, next to the time. On a Macintosh, the HP Officejet software is always running.

You can start a scan from your computer or from your HP Officejet. This section explains how to scan from the front panel of the HP Officejet only.

For information about how to scan from the computer, and how to adjust, resize, rotate, crop, and sharpen your scans, see the onscreen **hp photo & imaging help** that came with your software.

Note: High resolution scanning (600 dpi or higher) requires a large amount of hard disk space. If there is not enough hard disk space available, your system might stall.

This section contains the following topics:

- **scan an original** on page 31
- **stop scanning** on page 32

scan an original

- 1 Load your original face down in the automatic document feeder or on the left front corner of the glass.
- 2 Press **Scan**.
A Scan menu appears, listing destinations that are set up to scan to. The default destination is whichever one you selected the last time you used this menu.
- 3 Select the destination by pressing ◀ or ▶, or by pressing the **Scan** button repeatedly.
- 4 Press **Start Black** or **Start Color**.

The HP Officejet scans the original and sends it to the selected destination. If you chose the HP Photo & Imaging Gallery (HP Gallery), it automatically opens and displays the image.

The HP Gallery has many tools that you can use to edit your scanned image. You can improve the overall image quality by adjusting the brightness, sharpness, color tone, or saturation. You can also crop, straighten, rotate, or resize the image. When the scanned image looks just the way you want it, you can open it in another application, send it via e-mail, save it to a file, or print it. For more information about using the HP Gallery, see the onscreen **hp photo & imaging help** that came with your software.

stop scanning

- ▶ To stop scanning, press **Cancel** on the front panel.

5

use the fax features

Using your HP Officejet, you can send and receive faxes, including color faxes. You can set up speed dials to send faxes quickly and easily to frequently used numbers. From the front panel, you can set a number of fax options, such as resolution and contrast.

This section contains the following topics:

- **send a fax** on page 34
- **receive a fax** on page 38
- **set the fax header** on page 41
- **enter text** on page 42
- **print reports** on page 42
- **set up speed dialing** on page 44
- **control resolution and contrast** on page 45
- **set fax options** on page 47
- **reprint the faxes in memory** on page 52
- **stop faxing** on page 52

To get the most out of your HP Officejet, you should explore the HP Photo & Imaging Director (HP Director) software that comes with your device. Using the HP software, you can do these tasks and more that are not available through the front panel of your HP Officejet. For example:

- send a fax from your computer and include a cover page
- create a cover page from your computer
- preview a fax on your computer before sending it
- send a fax to multiple recipients

For information on accessing the HP Director software, see **use the hp director software to do more with your hp officejet** on page 4.

send a fax

Using the front panel, you can send a black-and-white or color fax from your HP Officejet.

This section contains the following topics:

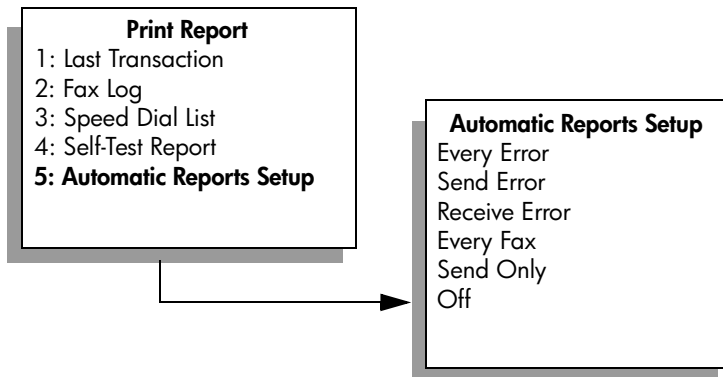
- **enable fax confirmation** on page 34
- **send a basic fax** on page 35
- **send a color original or photo fax** on page 35
- **send a fax using speed dials** on page 36
- **schedule a fax** on page 36
- **cancel a scheduled fax** on page 37
- **send a fax from memory** on page 37
- **send a fax using monitor or manual dialing** on page 37
- **send a manual fax from a telephone** on page 38

enable fax confirmation

By default, your HP Officejet prints a report only if there is a problem with sending or receiving a fax. A confirmation message indicating whether an item was successfully sent appears briefly on the front panel display after each transaction. If you need printed confirmation that your faxes are successfully sent, follow these instructions *before* sending any faxes.

- 1 Press **Setup**.
- 2 Press **1**, then press **5**.

This selects Print Report and then selects Automatic Reports Setup.



- 3 Press **▶** until **Send Only** appears in the second line of the display, and then press **OK**.

For more information on printing reports, see **print reports** on page 42.

send a basic fax

This section describes how to send a basic black-and-white fax.

If you are interested in sending a color or photo fax, see [send a color original or photo fax](#) on page 35.

- 1 Load the originals in the automatic document feeder.
For more information on loading originals, see [load originals](#) on page 9.
- 2 Press **Fax**.
Enter Fax Number appears in the top line of the display.
- 3 Enter the fax number by using the keypad.
- 4 Press **Start Black**.

Did you know that you can send a fax from your computer by using the HP Director software that comes with your HP Officejet? You can also create and attach a computer-generated cover page with your fax. It's easy. For more information, see the onscreen [hp photo & imaging help](#) that came with your software.

send a color original or photo fax

You can fax a color original or photo from your HP Officejet. When sending a color fax, if your HP Officejet determines that the recipient's fax machine only supports black-and-white faxes, the HP Officejet will send the fax in black and white.

We recommend that you use only color originals for color faxing.

- 1 To load the original, do one of the following:
 - If you are faxing a color original, load the original in the automatic document feeder.
 - If you are faxing a photo, load the photo face down on the left front corner of the glass. You can only fax a single page from the glass.

For more information, see [load originals](#) on page 9.

Tip: To center a 4 by 6 inch (10 by 15 cm) photo, place the photo on the center of a blank letter- or A4-size page, and then place the original on the glass.

- 2 Press **Fax**.
Enter Fax Number appears in the top line of the display.
- 3 Enter the fax number.
Tip: To enter a pause in the fax number, press Redial/Pause.
- 4 If you are faxing a photo, it is recommended that you change the resolution to **Photo**.
For information on changing the resolution, see [change resolution](#) on page 45.

- 5 Press **Start Color**.
- 6 If you placed the original on the glass, press **1 (Yes)** to fax the original from the glass.

Note: If the recipient's fax machine only supports black-and-white faxes, the HP Officejet will automatically send the fax in black and white. A message will appear once the fax has been sent indicating that the fax was sent in black and white. Press OK to clear the message.

Did you know that you can send a fax from your computer by using the HP Director software that comes with your HP Officejet? You can also create and attach a computer-generated cover page with your fax. It's easy. For more information, see the onscreen **hp photo & imaging help** that came with your software.

send a fax using speed dials

You can quickly send a fax from the front panel by using a one-touch speed-dial button or the Speed Dial button on the front panel.

Speed Dials will not appear unless you have set them up first. For more information, see **set up speed dialing** on page 44.

- 1 Load your originals in the automatic document feeder.
For more information, see **load originals** on page 9.
- 2 Press **Fax**.
Enter Fax Number appears in the top line of the display.
- 3 Do one of the following:
 - Press **Speed Dial** until the appropriate speed-dial entry appears in the top line of the display.
 - Press a one-touch speed-dial button.
 - Press **Speed Dial** and then enter the two-digit speed dial entry code from the front panel.
- 4 Press **Start Black** or **Start Color**.

You can quickly and easily set up speed-dial settings from your computer by using the HP Director software. For information, see the onscreen **hp photo & imaging help** that came with your software.

schedule a fax

You can schedule a black-and-white fax to be sent later the same day; for example, when telephone lines are not as busy or phone rates are lower. When scheduling a fax, the originals must be loaded in the automatic document feeder.

When the specified time is reached, your fax is automatically sent as soon as a connection can be made.

- 1 Load your originals in the automatic document feeder.
- 2 Press **Fax**.
Enter Fax Number appears in the top line of the display.

- 3 Enter the fax number by using the keypad, press a one-touch speed-dial button, or press **Speed Dial** until the appropriate speed-dial entry appears. For more information on speed dials, see **set up speed dialing** on page 44.
Tip: To enter a pause in the fax number, press Redial/Pause.
- 4 Press **Fax** until **How to Fax** appears in the top line of the display.
- 5 Press ► until **Send Fax Later** appears in the top line of the display, and then press **OK**.
- 6 Enter the **Send Time** by using the numeric keypad.
- 7 If prompted, press **1** for **AM** or **2** for **PM**.
- 8 Press **Start Black**.

cancel a scheduled fax

You can cancel a scheduled fax or one that is currently in progress.

- When the scheduled time is displayed, press **Cancel**.

send a fax from memory

Your HP Officejet can scan a fax into memory before sending it. This feature is useful if the fax number you are trying to reach is busy or temporarily unavailable. The originals are scanned into memory before sending, and once the HP Officejet is able to connect, the fax is sent. This allows you to immediately remove the originals from the HP Officejet once the pages are scanned into memory. Originals must be loaded in the automatic document feeder and only black-and-white faxes can be sent from memory.

- 1 Load your originals in the automatic document feeder.
- 2 Press **Fax**.
Enter Fax Number appears in the top line of the display.
- 3 Enter the fax number by using the keypad, press a one-touch speed-dial button, or press **Speed Dial** until the appropriate speed-dial entry appears. For more information on speed dials, see **set up speed dialing** on page 44.
Tip: To enter a pause in the fax number, press Redial/Pause.
- 4 Press **Fax** until **How to Fax** appears in the top line of the display.
- 5 Press ► until **Fax from Memory** appears in the top line of the display, and then press **OK**.
- 6 Press **Start Black**.
The originals are scanned into memory and sent.

send a fax using monitor or manual dialing

Monitor dialing allows you to dial a number as you would dial a regular telephone. This feature is useful when you want to use a calling card to charge the call. Or, you can use it when you need to respond to tone prompts while dialing and must pace your dialing speed.

- 1 Load your originals in the automatic document feeder.
- 2 Press **Fax**.
- 3 Press **Start Black** or **Start Color**.
- 4 Once you hear the dial tone, enter the fax number by using the keypad.
Tip: To enter a pause in the fax number, press Redial/Pause.
- 5 Follow any prompts that might occur.
Your fax will be sent when the receiving fax machine answers.

send a manual fax from a telephone

You can send a fax manually by using a telephone that is directly connected to your HP Officejet.

For information on setting up your HP Officejet with your telephone, see **fax setup** on page 91.

- 1 Load your originals in the automatic document feeder.
Note: Sending faxes manually is only supported when using the automatic document feeder.
- 2 Dial the fax number by using the telephone that is connected to your HP Officejet.
Note: You must dial the fax number using the connected telephone and not from the front panel of the HP Officejet.
- 3 Do one of the following:
 - If after dialing the number you hear fax tones, press **Fax**, and then press **Start Black** or **Start Color** within three seconds.
 - If the recipient answers the telephone, instruct them to press Start on their fax machine once they hear fax tones. Make sure you press **Fax**, and then **Start Black** or **Start Color** on the HP Officejet *before* the recipient presses Start on the receiving fax machine.
- 4 Wait for the fax tones, and then hang up the telephone.

receive a fax

Depending on how you set up your HP Officejet, you can receive faxes automatically or manually. Your HP Officejet is set to automatically print received faxes unless you have selected No for the Auto Answer setting. For more information on Auto Answer, see **set up the hp officejet to receive faxes automatically or manually** on page 39.

If you receive a legal-size fax and your HP Officejet is not currently set to use legal-size paper, the device automatically reduces the fax so that it fits on the paper that is loaded. If you have disabled the automatic-reduction feature, the fax will be printed on two pages. For more information, see **set automatic reduction for incoming faxes** on page 49.

If you have an answering machine connected to the same line as your HP Officejet, you might need to set the number of rings required before the HP Officejet begins receiving the fax. The default number of rings before the

HP Officejet receives a fax is 5 (varies by country/region). For information on setting the number of rings to answer, see **set the number of rings before answering** on page 39.

For information on setting up your HP Officejet with other office equipment, such as answering machines and voice mail, see **fax setup** on page 91.

This section contains the following topics:

- **set the number of rings before answering** on page 39
- **set up the hp officejet to receive faxes automatically or manually** on page 39
- **receive a fax manually** on page 40
- **poll to receive a fax** on page 41

set the number of rings before answering

You can specify how many rings should occur before your HP Officejet automatically answers the phone. The default is 5 (varies by country/region).

- 1 Press **Setup**.
- 2 Press **3**, then press **4**.

This selects Basic Fax Setup and then Rings to Answer.

Basic Fax Setup

- 1: Date and Time
- 2: Fax Header
- 3: Auto Answer
- 4: Rings to Answer**
- 5: Fax Paper Size
- 6: Tone or Pulse Dialing
- 7: Ring and Beep Volume
- 8: Fax Forwarding Black Only

- 3 Enter the appropriate number of rings to answer by using the keypad.
If you have an answering machine on this phone line, set your HP Officejet to answer the phone after the answering machine. The number of rings to answer for the HP Officejet should be greater than the number of rings to answer for the answering machine.

You want the answering machine to answer *before* your HP Officejet. The HP Officejet monitors calls and will answer if it detects fax tones.

- 4 Press **OK** to accept the setting.

For information on setting up your HP Officejet with other office equipment, such as answering machines and voice mail, see **fax setup** on page 91.

set up the hp officejet to receive faxes automatically or manually

Your HP Officejet is set by default to automatically print received faxes. You have the option of receiving faxes manually or automatically.

In certain situations you might want to receive faxes manually. For example, if you share a telephone line between your HP Officejet and telephone and you do not have distinctive ringing, you will need to set up the HP Officejet to answer fax calls manually. This is because the HP Officejet will not be able to distinguish between fax calls and phone calls. When receiving faxes manually, you must be available to respond in person to the incoming fax calls, or your HP Officejet cannot receive faxes.

You might also want to set up your HP Officejet to answer fax calls manually if you have a voice mail service through your phone company.

For information on receiving faxes manually, see **receive a fax manually** on page 40.

For information on setting up your HP Officejet with other office equipment, such as answering machines and voice mail, see **fax setup** on page 91.

- 1 Press **Setup**.
- 2 Press **3**, then press **3** again.
This selects Basic Fax Setup and then selects Auto Answer.
- 3 Press **▶** to select **On** or **Off**.
 - Select **On** to receive faxes automatically (the default).
 - Select **Off** to receive faxes manually. For more information on receiving faxes manually, see **receive a fax manually** on page 40.
- 4 Press **OK** to accept the setting.

receive a fax manually

If you set up your HP Officejet to receive faxes manually, you will need to respond in person to the incoming fax call. You can receive the incoming fax from a telephone that is directly connected to your HP Officejet or from one that is on the same phone line as your device.

For information on setting up your HP Officejet with your telephone, see **fax setup** on page 91.

- 1 Remove any originals in the automatic document feeder of your HP Officejet.
- 2 Set the HP Officejet to manually receive fax calls by turning **Auto Answer** off. Or, set the number of **Rings to Answer** option to a high number to allow you to answer the fax call before the HP Officejet.
For information on setting up the HP Officejet to answer fax calls manually, see **set up the hp officejet to receive faxes automatically or manually** on page 39. For information on setting the number of Rings to Answer, see **set the number of rings before answering** on page 39.
- 3 When your HP Officejet rings, pick up the handset of a telephone that is connected to it, or is on the same telephone line.

- 4 If you hear fax tones, do one of the following:
 - If your phone is plugged into the back of the HP Officejet, press **Fax**, and then **Start Black** or **Start Color**.
 - If your phone is not plugged into the back of the HP Officejet but is on the same telephone line, press **1 2 3** on your phone.
 - If you are currently on the telephone with the sender, instruct them to press Start on their fax machine. Once you hear fax tones, press **Fax**, and then press **Start Black** or **Start Color**.
- 5 Wait for the fax tones, and then hang up the telephone.

poll to receive a fax

Polling allows your HP Officejet to request another fax machine to send a fax that it has in its queue. When you use the Poll to Receive feature, the HP Officejet calls the designated fax machine and requests the fax from it. The designated fax machine must be set for polling and have a fax ready to send.

- 1 Press **Fax**.
Enter Fax Number appears in the top line of the display.
- 2 Enter the fax number of the other fax machine.
- 3 Press **Fax** until **How to Fax** appears in the top line of the display.
- 4 Press **▶** until **Poll to Receive** appears in the top line of the display.
- 5 Press **Start Black** or **Start Color**.

set the fax header

The fax header prints your name and fax number on the top of every fax you send. We recommend that you use the Fax Setup Wizard during the HP software installation to set up the fax header; however, you can also set it up from the front panel.

The fax header information is required by law in many countries.

Note: In Hungary, the subscriber identification code (fax header) can be set or changed only by authorized personnel. For more information, contact your authorized HP dealer.

- 1 Press **Setup**.
- 2 Press **3**, then press **2**.
This selects Basic Fax Setup and then selects Fax Header.
- 3 Enter your personal or company name at the prompt. For information on entering text from the front panel, see **enter text** on page 42.
- 4 Press **OK**.
- 5 Enter your fax number by using the numeric keypad.

6 Press **OK**.

You might find it easier to enter fax header information by using the Fax Setup Wizard in HP Director software that you installed with your HP Officejet. In addition to entering fax header information, you can enter cover page information. This information will be used when you send a fax from your computer and attach a cover page. For more information, see the onscreen **hp photo & imaging help** that came with your software.

enter text

The following list provides tips for entering text by using the front panel keypad.

- Press the keypad numbers that correspond to the letters of a name.



The letters A, B, and C correspond to the number 2, and so on.

- Press a button multiple times to see the available characters.



To get this character: j k l J K L 5
Press 5 this many times 1 2 3 4 5 6 7

Note: Depending on the country/region setting, additional characters might be available.

- After the correct letter appears, press **▶**, and then press the number that corresponds to the next letter in the name. Press the button multiple times until the correct letter appears.
- To insert a space, press **Space (#)**.
- To enter a pause, press **Redial/Pause**.
- To enter a symbol, such as @, press **Symbols (*)** to scroll through the list of available symbols, which are: *, -, &, ., / (), ', =, #, @, _ , +, and !
- If you make a mistake, press **◀** to clear it, and then make the correct entry.
- After you are done entering text, press **OK** to store your entries.

print reports

You can set up your HP Officejet to automatically print error reports and confirmation reports for each fax you send and receive. You can also manually print system reports as you need them; these reports provide useful system information about your HP Officejet.

By default, your HP Officejet is set to print a report only if there is a problem with sending or receiving a fax. A confirmation message that indicates whether a fax was successfully sent appears briefly on the front panel display after each transaction.

This section contains the following topics:

- **generate reports automatically** on page 43
- **generate reports manually** on page 43

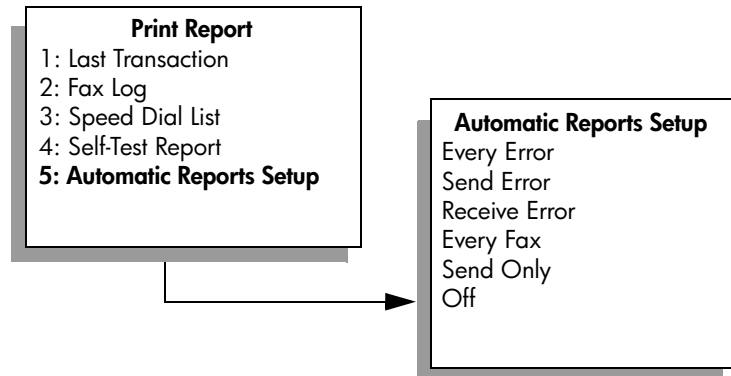
generate reports automatically

This setting lets you configure your HP Officejet so that it automatically prints error and confirmation reports.

Note: If you need printed confirmation each time your faxes are successfully sent, follow these instructions *before* sending any faxes.

- 1 Press **Setup**.
- 2 Press **1**, then press **5**.

This selects Print Report and then selects Automatic Reports Setup.



- 3 Press **▶** to scroll through the following report types:
 - **Every Error:** prints whenever there is any kind of fax error (default).
 - **Send Error:** prints whenever there is a transmission error.
 - **Receive Error:** prints whenever there is a receiving error.
 - **Every Fax:** confirms every time a fax is sent or received.
 - **Send Only:** prints every time a fax is sent.
 - **Off:** does not print fax reports.
- 4 When you reach the report that you want, press **OK**.

generate reports manually

You can manually generate reports about your HP Officejet, such as the status of the last fax you sent.

- 1 Press **Setup**, then press **1**.
This selects Print Report.

Print Report

- 1: Last Transaction
- 2: Fax Log
- 3: Speed Dial List
- 4: Self-Test Report
- 5: Automatic Reports Setup

- 2 Press **▶** to scroll through the following report types:
 - **Last Transaction**: prints details of the last fax transaction.
 - **Fax Log**: prints a log of the last 30 fax transactions.
 - **Speed Dial List**: prints a list of programmed speed-dial entries.
 - **Self-Test Report**: prints a report to assist you in diagnosing print and alignment problems. For more information, see [print a self-test report](#) on page 61.
 - **Automatic Reports Setup**: prints automatic reports as described in [generate reports automatically](#) on page 43.
- 3 When you reach the report that you want, press **OK**.

set up speed dialing

You can assign speed-dial entries to frequently used fax numbers. Use the one-touch speed-dial buttons on the front panel to quickly send faxes. Press Speed Dial to scroll through and select from the list of speed-dial entries. The first five speed-dial entries are automatically saved to the one-touch speed-dial buttons on the front panel.

We recommend that you use the HP Director to set up speed-dial settings; however, you can also use the front panel.

For information on using speed dials to send a fax, see [send a fax using speed dials](#) on page 36.

You can quickly and easily set up speed-dial entries from your computer by using the HP Director software. For more information, see the onscreen [hp photo & imaging help](#) that came with your software.

This section contains the following topics:

- [create individual speed-dial settings](#) on page 44
- [delete speed-dial settings](#) on page 45

create individual speed-dial settings

You can create speed-dial entries for fax numbers that you use frequently.

- 1 Press **Setup**.
- 2 Press **2**, then press **1**.
This selects Speed Dial Setup and then selects Speed Dial.

Speed Dial Setup

- 1: Speed Dial
- 2: Delete Speed Dial
- 3: Print Speed Dial List

The first unassigned speed-dial entry appears on the display.

- 3 Press **OK** to select the displayed speed-dial entry.
- 4 Enter the fax number to assign to that entry, and then press **OK**.
The fax number can be up to 50 digits in length.
Tip: To enter a three-second pause within a number sequence, press Redial/Pause to display a dash.
- 5 Enter the person's or company's name, and then press **OK**.
The name is limited to 13 characters in length.
For more information on entering text, see **enter text** on page 42.
- 6 After **Enter Another?** appears, press **1 (Yes)**, if you want to set up another number, or press **2 (No)** to exit.

delete speed-dial settings

Follow these steps to delete an individual speed-dial entry.

- 1 Press **Setup**.
- 2 Press **2**, then press **2** again.
This selects Speed Dial Setup and then selects Delete Speed Dial.
- 3 Press **▶** until the individual entry that you want to delete appears, and then press **OK**.

control resolution and contrast

You can change the resolution and contrast of documents that you are sending. Your changes revert to the default values after two minutes of inactivity, unless you set them as the default. For information, see **set new defaults** on page 47.

Note: These settings do not affect copy settings. Copy resolution and copy contrast are set independently from fax resolution and fax contrast. Also, the settings that you change from the front panel do not affect faxes sent from your computer.

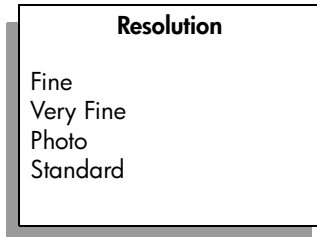
This section contains the following topics:

- **change resolution**
- **change contrast**

change resolution

Resolution affects the transmission speed and quality of faxed documents. The HP Officejet only sends faxes at the highest resolution supported by the receiving fax machine.

- 1 Load your originals in the automatic document feeder.
- 2 Press **Fax**.
Enter Fax Number appears in the top line of the display.
- 3 Enter the fax number by using the keypad, press a one-touch speed-dial button, or press **Speed Dial** until the appropriate speed-dial entry appears.
- 4 Press **Fax** until **Resolution** appears in the top line of the display.



- 5 Press **▶** to scroll through the following resolution settings:
 - **Fine**: this is the default setting. It provides high-quality text suitable for faxing most documents.
 - **Very Fine**: use this setting when you are faxing documents with very fine detail. If you choose this option, be aware that the faxing process takes longer to complete.
 - **Photo**: this setting provides the best quality fax when sending photographs. If you choose **Photo**, be aware that the faxing process takes longer to complete. When faxing photographs, we recommend that you choose **Photo**.
 - **Standard**: this setting provides the fastest possible transmission with the lowest quality of fax.
- 6 Press **Start Black** or **Start Color**.

change contrast

Use this setting to change the contrast of a fax to be darker or lighter than the original. This feature is useful if you are faxing a document that is faded, washed out, or hand written. You can darken the original by adjusting the contrast.

- 1 Load your originals in the automatic document feeder.
- 2 Press **Fax**.
Enter Fax Number appears in the top line of the display.
- 3 Enter the fax number by using the keypad, press a one-touch speed-dial button, or press **Speed Dial** until the appropriate speed-dial entry appears.
- 4 Press **Fax** until **Lighter/Darker** appears in the top line of the display.
The range of values appears as a circle on a scale on the display.
- 5 Press **◀** to lighten the fax or **▶** to darken it.
The circle moves left or right as you press a button.
- 6 Press **Start Black** or **Start Color**.

set fax options

There are numerous fax options that you can set, such as controlling whether the HP Officejet redials a busy number automatically. When you make changes to the following options, the new setting becomes the default. Review this section for information on changing fax options.

This section contains the following topics:

- **set new defaults** on page 47
- **redial a busy or unanswered number automatically** on page 47
- **forward faxes to another number** on page 48
- **edit or cancel fax forwarding** on page 48
- **use error correction mode** on page 49
- **set automatic reduction for incoming faxes** on page 49
- **adjust the volume** on page 49
- **change the answer ring pattern (distinctive ringing)** on page 50
- **set the date and time** on page 50
- **set the paper size** on page 51
- **set tone or pulse dialing** on page 51
- **set backup fax reception** on page 51

set new defaults

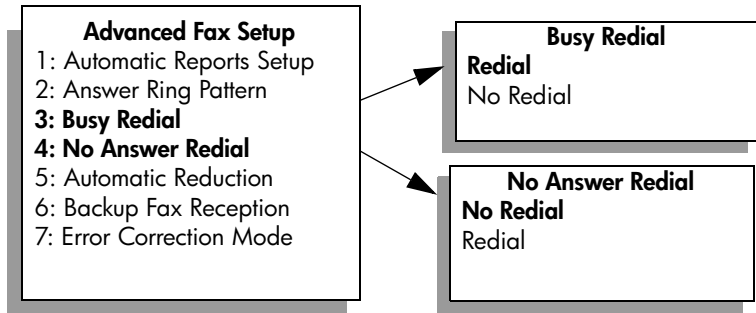
You can change the default values for the Resolution and Lighter/Darker settings through the front panel.

- 1 Load your originals in the automatic document feeder.
- 2 Press **Fax**.
Enter Fax Number appears in the top line of the display.
- 3 Enter the fax number by using the keypad, press a one-touch speed-dial button, or press **Speed Dial** until the appropriate speed-dial entry appears.
For more information on speed dials, see **set up speed dialing** on page 44.
- 4 Press **Fax** until the setting you want to change appears in the top line of the display.
- 5 Make your changes to **Resolution** and **Lighter/Darker** settings, as needed.
- 6 Press **Fax** again until **Set New Defaults** appears in the top line of the display.
- 7 Press **▶** to select **Yes**.
- 8 Press **Start Black** or **Start Color**.

redial a busy or unanswered number automatically

You can set your HP Officejet to redial a busy or an unanswered number automatically. The default setting for Busy Redial is Redial. The default setting for No Answer Redial is No Redial.

- 1 Press **Setup**.
- 2 Do one of the following:
 - To change the **Busy Redial** setting, press **4**, and then press **3**.
This selects Advanced Fax Setup, and then selects Busy Redial.
 - To change the **No Answer Redial** setting, press **4**, and then press **4** again.
This selects Advanced Fax Setup and then selects No Answer Redial.



- 3 Press **▶** to select **Redial** or **No Redial**.
- 4 Press **OK**.

forward faxes to another number

Use the Fax Forwarding feature to forward your faxes to another fax number for a set period of time. During the period you have Fax Forwarding enabled, your HP Officejet will not print received faxes. You can only forward black-and-white faxes.

- 1 Press **Setup**.
- 2 Press **3**, then press **8**.
This selects Basic Fax Setup and then selects the Fax Forwarding Black Only.
- 3 At the prompt, enter the **Fax Number** to which you want to send the fax.
- 4 Press **OK**.
- 5 Enter the **Start Date** by using the numeric keypad.
- 6 Enter the **Start Time** by using the numeric keypad.
- 7 If prompted, press **1** for **AM** or **2** for **PM**.
- 8 Enter the **Stop Date** by using the numeric keypad.
Fax Forwarding On appears on the display.

edit or cancel fax forwarding

Once fax forwarding is enabled, you might find that you need to change the number you are forwarding to or the start and stop times you entered. You might want to cancel your fax forwarding setup altogether. Follow the steps below to edit or turn off fax forwarding.

- 1 Press **Setup**.
- 2 Press **3**, then press **8**.

This selects Basic Fax Setup and then selects Fax Forwarding Black Only.

- 3 **Forwarding is ON 1=Edit 2=Cancel** appears on the display after a moment. Do one of the following:
 - Press **1** to edit the fax number or to change the start and stop times. Follow the messages on the front panel display.
 - Press **2** to cancel **Fax Forwarding**.

use error correction mode

Error Correction Mode (ECM) eliminates data lost due to poor phone lines by detecting errors that occur during transmission and automatically requesting retransmission of the erroneous portion. Phone charges are unaffected, or might even be reduced, on good phone lines. On poor phone lines, ECM increases sending time and phone charges, but sends the data much more reliably. Turn ECM off (the default setting is on) only if it increases phone charges substantially, and you can accept poorer quality in exchange for reduced charges.

- 1 Press **Setup**.
- 2 Press **4**, then press **7**.
This selects Advanced Fax Setup and then selects Error Correction Mode.
- 3 Press **▶** to select **On** or **Off**.
- 4 Press **OK**.

set automatic reduction for incoming faxes

This setting determines what your HP Officejet does if it receives a fax that is too large for the default paper size. With this setting on (the default), the image is reduced so that it fits on one page, if possible. With this feature off, information that doesn't fit on the first page is printed on a second page. Automatic Reduction is useful when you receive a legal-size fax and letter-size paper is loaded in the input tray.

- 1 Press **Setup**.
- 2 Press **4**, then press **5**.
This selects Advanced Fax Setup and then selects Automatic Reduction.
- 3 Press **▶** to select **On** or **Off**.
- 4 Press **OK**.

adjust the volume

Your HP Officejet provides three levels for adjusting the ring and speaker volume. The ring volume is the volume of the phone ringer. The speaker volume is the volume of everything else, such as the dial tones, fax tones, and button press beeps. The default setting is Soft.

- 1 Press **Setup**.
- 2 Press **3**, then press **7**.
This selects Basic Fax Setup and then selects the Ring and Beep Volume.
- 3 Press **▶** to select one of the options: **Soft**, **Loud**, or **Off**.
- 4 Press **OK** to accept the setting you selected.

change the answer ring pattern (distinctive ringing)

Many phone companies offer a distinctive ringing feature that allows you to have several phone numbers on one phone line. When you subscribe to this service, each number will have a different ring pattern, for example, single, double, and triple rings. If you do not have this service, use the default ring pattern, which is All Rings.

If you connect your HP Officejet to a line with distinctive ringing, have your telephone company assign one ring pattern to voice calls and another to fax calls. We recommend that you request double or triple rings for a fax number.

- 1 Verify that your HP Officejet is set to answer fax calls automatically. For information, see [set up the hp officejet to receive faxes automatically or manually](#) on page 39.
- 2 Press **Setup**.
- 3 Press **4**, then press **2**.
This selects Advanced Fax Setup and then selects Answer Ring Pattern.
- 4 Press **▶** to scroll through these options: **All Rings**, **Single Rings**, **Double Rings**, **Triple Rings**, and **Double & Triple**.
- 5 When the ring pattern that the phone company established for your fax number appears in the top line of the display, press **OK**.

set the date and time

You can set the date and time from the front panel. When a fax is transmitted, the current date and time are printed along with the fax header. The date and time format is based upon the language and country/region setting.

Normally the computer software sets the date and time automatically.

Note: If your HP Officejet loses power for more than 72 hours, you will need to reset the date and time.

- 1 Press **Setup**.
- 2 Press **3**, then press **1**.
This selects Basic Fax Setup and then selects Date and Time.
- 3 Enter the month, day, and year (last two digits only) by pressing the appropriate number on the keypad. Depending on your country/region setting, you might enter the date in a different order.
The underline cursor presented initially beneath the first digit advances automatically to each digit each time you press a button. The time prompt automatically appears after you enter the last digit of the date.
- 4 Enter the hours and minutes.
The AM/PM prompt automatically appears after the last digit of the time is entered if your time is displayed in the 12-hour format.
- 5 If prompted, press **1** for AM or **2** for PM.
The new date and time settings appear on the front panel.

set the paper size

You can select the paper size for received faxes. The paper size selected should match what is loaded in your input tray. Faxes can be printed on letter, A4, or legal paper only.

Note: If an incorrect paper size is loaded in the input tray when a fax is received, the fax will not print. Load letter, A4, or legal paper, and then press OK to print the fax.

- 1 Press **Setup**.
- 2 Press **3**, then press **5**.
This selects Basic Fax Setup and then Fax Paper Size.
- 3 Press **▶** to highlight an option, and then press **OK**.

set tone or pulse dialing

You can set the dial mode for tone or pulse dialing. Most phone systems work with either tone or pulse dialing. If you have a public phone system or a private branch exchange (PBX) system that requires pulse dialing, you will need to select Pulse Dialing. The default setting is Tone Dialing. Some phone system features might not be accessible if pulse dialing is used. In addition, it can take longer to dial a fax number with pulse dialing. Contact your local phone company if you are unsure which setting to use.

Note: If your phone system does not require pulse dialing, we recommend using the default setting of Tone Dialing.

- 1 Press **Setup**.
- 2 Press **3**, then press **6**.
This selects Basic Fax Setup and then Tone or Pulse Dialing.
- 3 Press **▶** to select between **Tone** or **Pulse**.
- 4 Press **OK**.

set backup fax reception

Use the Backup Fax Reception feature to store received faxes in memory. For example, if your print cartridge runs out of ink while receiving a fax, the fax will be stored in memory. Then, once you have replaced the print cartridge, you can print out the fax. The front panel display notifies you when there are faxes stored in memory that need to be printed.

By default, Backup Fax Reception feature is enabled. For information on printing faxes stored in memory, see **reprint the faxes in memory** on page 52.

Note: If the memory becomes full, the HP Officejet overwrites the oldest, printed faxes. All unprinted faxes will remain in memory until they are printed or deleted. When the memory becomes full of unprinted faxes, the HP Officejet will not receive any more fax calls until the unprinted faxes are printed. To delete all faxes in memory, including the unprinted faxes, turn off your HP Officejet.

- 1 Press **Setup**.
- 2 Press **4**, then press **6**.
This selects Advanced Fax Setup and then Backup Fax Reception.

- 3 Press ► to select **Yes** or **No**.
- 4 Press **OK**.

reprint the faxes in memory

Reprint Faxes in Memory enables you to reprint a fax stored in memory. Any time the HP Officejet begins printing a fax you do not need, press **Cancel** to stop it from printing. The HP Officejet begins printing the next fax in memory. You will need to press **Cancel** for each stored fax in order to stop it from printing.

Note: All faxes stored in memory will be lost if you turn off the power to your HP Officejet.

In order for faxes to be stored in memory, Backup Fax Reception must be enabled. For information, see **set backup fax reception** on page 51.

- 1 Press **Setup**.
- 2 Press **5**, then press **4**.
This selects **Tools** and then selects **Reprint Faxes in Memory**.
The faxes are printed from memory.

stop faxing

- ▶ To stop a fax you are sending or receiving, press **Cancel**.

Most print settings are automatically handled by the software application you are printing from or by HP ColorSmart technology. You only need to change the settings manually when you change print quality, print on specific types of paper or film, or use special features.

This section contains the following topics:

- **print from a software application** on page 53
- **set print options** on page 54
- **stop a print job** on page 55

The HP Officejet can perform special print jobs such as printing borderless images, posters, and printing on transparency film. For more information on performing special print jobs, see the onscreen HP Photo & Imaging Help that came with your software.

print from a software application

Follow these steps to print from the software application that you used to create your document.

Windows users

- 1 Load the input tray with the appropriate paper.
For more information, see **load originals and load paper** on page 9.
- 2 From your software application's **File** menu, select **Print**.
- 3 Make sure that you select the HP Officejet to print.
If you need to change settings, click the button that opens the Properties dialog box (depending on your software application, this button might be called Properties, Options, Printer Setup, or Printer), and then select the appropriate options for your print job by using the features available in the Paper/Quality, Finishing, Effects, Basics, and Color tabs.
- 4 Click **OK** to close the **Properties** dialog box.
The settings you select apply only to the current print job. To set print settings for all jobs, see **set print options** on page 54.
- 5 Click **OK** to begin your print job.

Macintosh users

To specify a document's paper size, scaling, and orientation, use the Page Setup dialog box. To specify other print settings for a document, and to send the document to the HP Officejet, use the Print dialog box.

Note: The following steps are specific to OS X. For OS 9, the steps might be slightly different. Be sure to select the HP Officejet in the Print Center (OS X) or in the Chooser (OS 9) before you begin printing.

- 1 From your software application's **File** menu, select **Page Setup**.
The Page Setup dialog box appears.
- 2 In the **Format for** pop-up menu, select the HP Officejet.
- 3 Select the page attributes:
 - Select the paper size.
 - Select the orientation.
 - Enter the scaling percentage.
 For OS 9, the Page Setup dialog box includes options to rotate or mirror the image, and to edit custom paper sizes.
- 4 Click **OK**.
- 5 From your software application's **File** menu, select **Print**.
The Print dialog box appears.
If you are using OS X, the Copies & Pages panel opens. If you are using OS 9, the General panel opens.
- 6 Select the print settings appropriate for your project.
Use the pop-up menus to access the other panels.
- 7 Click **Print** to begin printing.

set print options

You can customize the print settings of the HP Officejet to handle nearly any print task.

Windows users

If you want to change print settings, you need to decide if you want to change them for the current job, or for all jobs. How you display print settings depends on whether or not you want to make the setting permanent.

to change the print settings for all future jobs

- 1 In the **HP Photo & Imaging Director (HP Director)**, click **Settings**, and then select **Printer Settings**.
- 2 Make changes to the print settings, and click **OK**.

to change the print settings for the current print job

- 1 From your software application's **File** menu, select **Print, Print Setup, or Page Setup**. Make sure that the selected printer is the HP Officejet.
- 2 Click **Properties, Options, Printer Setup, or Printer** (the option names are different depending on your software application).
- 3 Make changes to the settings, and click **OK**.
- 4 Click **OK** to print the job.

Macintosh users

Use the Print dialog box to customize the print settings. The options displayed depend on the panel selected.

- ▶ To display the **Print** dialog box, open the document you want to print, then select **Print** from the **File** menu.

Note: To find out more about the settings in a particular panel, click the ? in the lower left corner of the Print dialog box.

copies & pages panel

Use the Copies & Pages panel in OS X and General panel in OS 9 in the Print dialog box to select the number of copies and the pages you want to print. You can also choose to collate your prints from this panel.

- ▶ Click the **Preview** button to see a preview of the printed document.

layout panel

Use the Layout panel in the Print dialog box to print multiple pages on a sheet and to arrange the order in which the pages will print. You can also choose border options from this panel.

output options panel

Use the Output Options panel in the Print dialog box to save your file as an Adobe Acrobat PDF[®] (portable document format) file. The HP Officejet does not support PostScript printing.

- ▶ Select the **Save as File** check box to save your document as a PDF file.

Note: The Output Options panel is not available in OS 9.

paper type/quality panel

Use the Paper Type/Quality panel on OS X and General panel on OS 9 in the Print dialog box to select the paper type, print quality, and on OS X, color settings. You can also use this panel to change the contrast and sharpness of your digital photos and to adjust the amount of ink you want to use in your prints.

summary panel

Use the Summary panel in the Print dialog box to preview your settings and make sure that they are correct before printing.

Note: In OS 9, the summary of your settings appears in the General panel.

stop a print job

You can stop a print job from the HP Officejet or from your computer.

- ▶ To stop a print job from the HP Officejet, press **Cancel** on the front panel. Look for the **Print Cancelled** message on the front panel display. If it doesn't appear, press **Cancel** again.

The HP Officejet prints any pages it has already started printing and then cancels the remainder of the job. This can take a few moments.

7

order supplies

You can order print cartridges, recommended types of HP paper, and HP Officejet accessories online from the HP website.

This section contains the following topics:

- **order media** on page 57
- **order print cartridges** on page 57

order media

To order media such as HP Premium Paper, HP Premium Inkjet Transparency Film, HP Iron-On Paper, or HP Greeting Cards, go to:

www.hp.com

Choose your country/region, and then select Buy or Shopping.

order print cartridges

The following table lists the print cartridges that are compatible with your HP Officejet. Use this information to determine which print cartridge to order.

print cartridges	hp reorder number
HP black inkjet print cartridge	#56, 19 ml black print cartridge
HP tri-color inkjet print cartridge	#57, 17 ml color print cartridge

Get more information about print cartridges from the HP website:

www.hp.com

Choose your country/region, and then select Buy or Shopping.

8

maintain your hp officejet

The HP Officejet requires little maintenance. Sometimes you might want to clean the glass and lid backing to remove surface dust and ensure that your copies and scans remain clear. You might also want to replace, align, or clean your print cartridges from time to time. This section provides instructions for keeping your HP Officejet in top working condition. Perform these simple maintenance procedures as necessary.

This section contains the following topics:

- **clean the glass** on page 59
- **clean the lid backing** on page 60
- **clean the exterior** on page 60
- **work with print cartridges** on page 60
- **restore factory defaults** on page 69
- **set the scroll speed** on page 69
- **set the prompt delay time** on page 70
- **self-maintenance sounds** on page 70

clean the glass

Dirty glass from dust, smudges, hair, and so on slows down performance and affects the accuracy of features such as Fit to Page.

- 1 Turn off the HP Officejet, unplug the power cord, and raise the lid.

Note: When you unplug the power cord, you will need to plug it back in within 72 hours. If you do not plug it back in within 72 hours, you will need to reset the date and time. For more information, see **set the date and time** on page 50.

- 2 Clean the glass with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.

Caution! Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass; these can damage it. Do not place or spray liquids directly on the glass. They might seep under it and damage the HP Officejet.

- 3 Dry the glass with a chamois or cellulose sponge to prevent spotting.

clean the lid backing

Minor debris can accumulate on the white document backing located underneath the lid of the HP Officejet.

- 1 Turn off the HP Officejet, unplug the power cord, and raise the lid.
Note: When you unplug the power cord, you will need to plug it back in within 72 hours. If you do not plug it back in within 72 hours, you will need to reset the date and time. For more information, see **set the date and time** on page 50.
- 2 Clean the white document backing with a soft cloth or sponge slightly moistened with a mild soap and warm water.
- 3 Wash the backing gently to loosen debris; do not scrub the backing.
- 4 Dry the backing with a chamois or soft cloth.
Caution! Do not use paper-based wipes as these might scratch the backing.
- 5 If this does not clean the backing well enough, repeat the previous steps using isopropyl (rubbing) alcohol, and wipe the strip thoroughly with a damp cloth to remove any residual alcohol.

clean the exterior

Use a soft cloth or slightly moistened sponge to wipe dust, smudges, and stains off the case. The interior of the HP Officejet does not require cleaning. Keep fluids away from the interior of the device as well as the front panel.

Note: To avoid damage to painted parts of the HP Officejet, do not use alcohol or alcohol-based cleaning products on the front panel or the lid of the device.

work with print cartridges

To ensure the best print quality from your HP Officejet, you will need to perform some simple maintenance procedures and, when prompted by a front panel message, replace the print cartridges.

This section contains the following topics:

- **check the ink levels** on page 61
- **print a self-test report** on page 61
- **handle the print cartridges** on page 62
- **replace the print cartridges** on page 63
- **align the print cartridges** on page 65
- **clean the print cartridges** on page 67
- **clean the print cartridge contacts** on page 68

check the ink levels

You can easily check the ink supply level to determine how soon you might need to replace a print cartridge. The ink level supply shows an approximation of the amount of ink remaining in the print cartridges. Checking the ink levels can only be done from the HP Photo & Imaging Director (HP Director).

to check the ink level for Windows users

- 1 From the **HP Director**, choose **Settings**, choose **Print Settings**, and then choose **Printer Toolbox**.
- 2 Click the **Estimated Ink Levels** tab.
The estimated ink levels appear for the print cartridges.

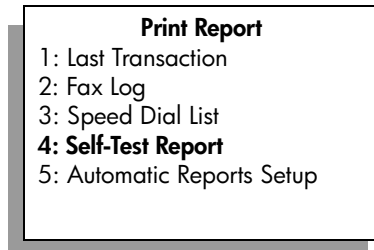
to check the ink level for Macintosh users

- 1 From the **HP Director**, choose **Settings**, and then choose **Maintain Printer**.
- 2 If the **Select Printer** dialog box opens, select your HP Officejet, and then click **Utilities**.
- 3 From the list, select **Ink Level**.
The estimated ink levels appear for the print cartridges.

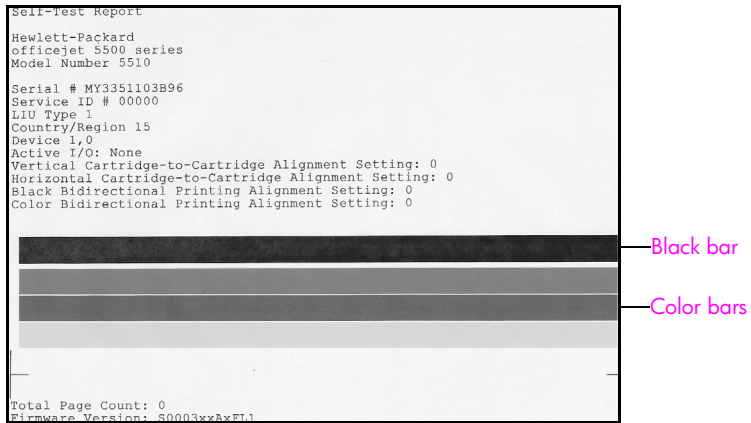
print a self-test report

If you are experiencing problems with printing, print a Self-Test Report before you replace the print cartridges. This report provides useful information about your print cartridges, including status information.

- 1 Press **Setup**.
- 2 Press **1**, then press **4**.
This selects Print Report, and then selects Self-Test Report.



The HP Officejet prints a Self-Test Report, which might indicate the source of the printing problem.

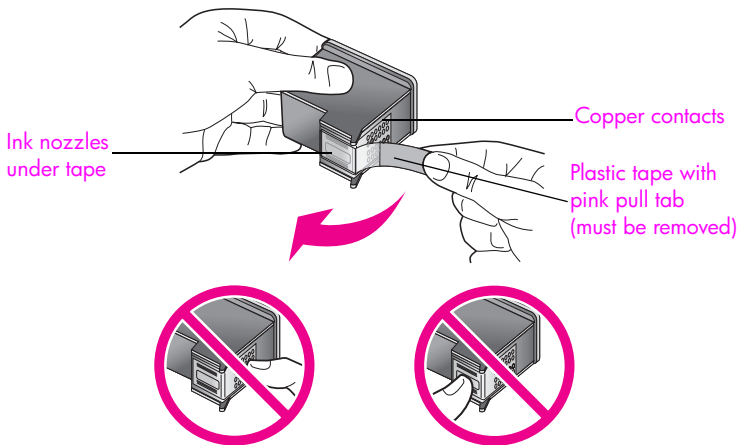


Check the Self-Test Report for streaking or white lines. Make sure that there is a solid black bar and three solid color bars. The bars should have even consistency and extend across the page.

- If color bars are missing, this might indicate that the tri-color print cartridge is out of ink. You might need to replace the print cartridge. For more information on replacing print cartridges, see **replace the print cartridges** on page 63.
- Streaks might indicate clogged nozzles or dirty contacts. You might need to clean the print cartridges. For more information on cleaning the print cartridges, see **clean the print cartridges** on page 67. Do *not* clean with alcohol.

handle the print cartridges

Before you replace or clean a print cartridge, you should know the part names and how to handle the print cartridge.



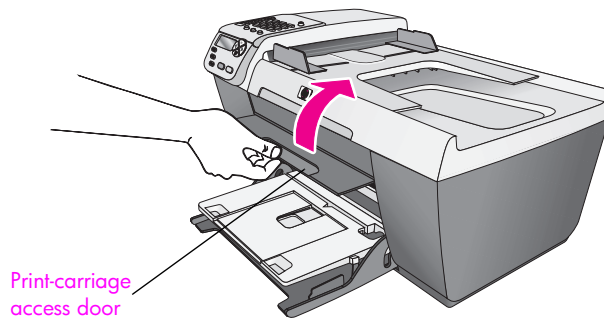
Do not touch the copper contacts or the ink nozzles

replace the print cartridges

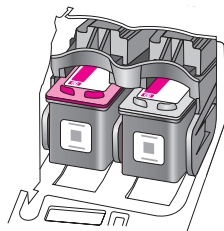
A message appears on the front panel display to let you know when the ink level for the print cartridge is low. In addition, you can check the ink levels through the HP Director on your computer. For information, see [check the ink levels](#) on page 61. When you receive this message, it is recommended that you have replacement print cartridges available. This message might indicate that you need replace the print cartridge. You should also replace the print cartridges when you see faded text or if you experience print quality issues related to the print cartridges.

For more information on ordering replacement print cartridges, see [order print cartridges](#) on page 57.

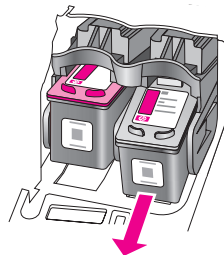
- 1 Turn on the HP Officejet, and then lift open the print-carriage access door.



The print carriage moves into view.

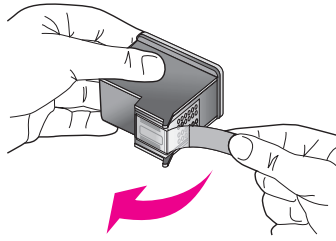


- 2 After the carriage stops moving, push down on the top of the print cartridge to release it, and then pull it toward you out of its slot.



Note: It is normal to see ink buildup in the print cartridge slots.

- 3 Remove the new print cartridge from its packaging and, being careful to touch only the black plastic, gently remove the pink tape by using the pull tab.

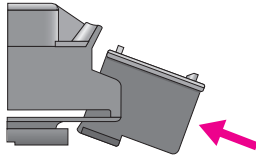


Caution! Do not touch the copper contacts or ink nozzles.

Once you have removed the plastic tape, install the print cartridge immediately to prevent the ink from drying in the nozzles.

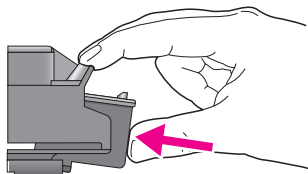
- 4 Hold the black print cartridge with the HP label on top. Slide the print cartridge at a slight angle into the *right* side of the print carriage. Press firmly until the print cartridge snaps into place.

Caution! Do not attempt to push the cartridge straight into the slot. It must slide in at a slight angle.

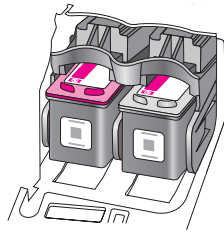


- 5 Hold the tri-color print cartridge with the HP label on top. Slide the print cartridge at a slight angle into the *left* side of the print carriage. Press firmly until the print cartridge snaps into place.

Caution! Do not attempt to push the cartridge straight into the slot. It must slide in at a slight angle.



Note: You must install *both* print cartridges in order for your HP Officejet to work.



- 6 Close the print-carriage access door. Within a few minutes, a print cartridge alignment page prints. You will need to align the print cartridges. For information on aligning the print cartridges, see the next section, **align the print cartridges**.

align the print cartridges

The HP Officejet prompts you to align print cartridges every time you install or replace a print cartridge. You can also align the print cartridges at any time from the front panel or the HP Director. Aligning the print cartridges ensures high-quality output.

Note: If you remove and reinstall the same print cartridge, the HP Officejet will not prompt you to align the print cartridges.

to align the print cartridges from the front panel

- 1 To align the print cartridges when prompted, press **OK**.
The HP Officejet prints an alignment page.
- 2 Otherwise, you can align the print cartridges manually from the front panel. Press **Setup**.
- 3 Press **5**, then press **2**.
This selects Tools and then selects Align Print Cartridge.

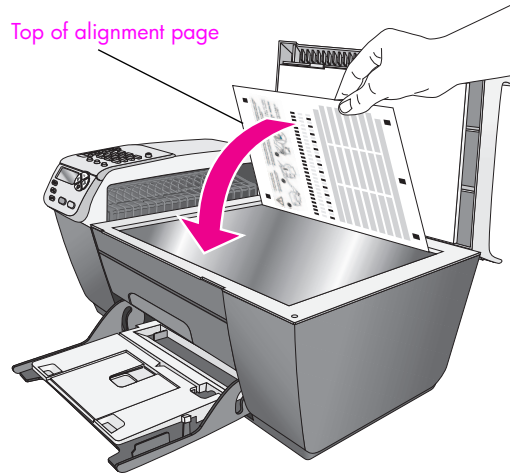
Tools

- 1: Clean Print Cartridge
- 2: Align Print Cartridge**
- 3: Restore Factory Defaults
- 4: Reprint Faxes in Memory

The HP Officejet prints an alignment page.

- 4 Place the alignment page face down on the left front corner of the glass with the top of the page facing the left side, as shown below.

Note: Make sure the top of the page is facing the left side of the HP Officejet.



- 5 Press **OK**.
When “Alignment Complete” appears on the front panel display, alignment is complete. Recycle or discard the alignment page.

to align the print cartridges from the hp director

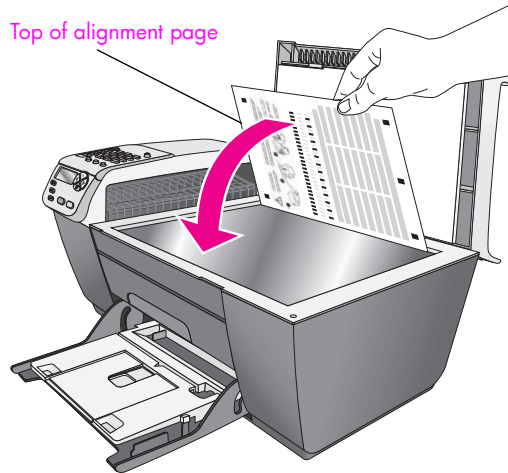
- 1 Access the **HP Director**.
For information on accessing the HP Director see, **use the hp director software to do more with your hp officejet** on page 4.
- 2 For Windows users, do the following:
 - a. Choose **Settings**, choose **Print Settings**, and then choose **Printer Toolbox**.
 - b. Click the **Device Services** tab.
 - c. Click **Align the Print Cartridges**.

The HP Officejet prints an alignment page.
- 3 For Macintosh users, do the following:
 - a. Choose **Settings**, and then choose **Maintain Printer**.
 - b. If the **Select Printer** dialog box opens, select your HP Officejet, and then click **Utilities**.
 - c. From the list, select **Calibrate**.
 - d. Click **Align**.

The HP Officejet prints an alignment page.

- Place the alignment page face down on the left front corner of the glass, as shown below.

Note: Make sure the top of the page is facing the left side of the HP Officejet.



- Press **OK**.
When "Alignment Complete" appears on the front panel display, alignment is complete. Recycle or discard the alignment page.

clean the print cartridges

Use this feature when the Self-Test Report shows streaking or white lines through any of the colored bars. Do not clean print cartridges unnecessarily. This wastes ink and shortens the life of the ink nozzles.

- Press **Setup**.
- Press **5**, then press **1**.
This selects Tools and then selects Clean Print Cartridge.

Tools

- 1: Clean Print Cartridge**
- 2: Align Print Cartridge
- 3: Restore Factory Defaults
- 4: Reprint Faxes in Memory

A page of patterns is printed. The print cartridges are cleaned. Recycle or discard the page.

If copy or print quality still seem poor after you clean the print cartridges, replace the print cartridge that is affected. For information on replacing print cartridges, see [replace the print cartridges](#) on page 63.

clean the print cartridge contacts

Clean the print cartridge contacts only if you get repeated front panel messages prompting you to check a print cartridge after you already have cleaned or aligned the print cartridges.

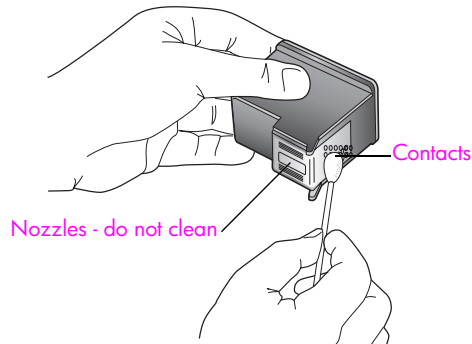
Caution! Do not remove both print cartridges at the same time. Remove and clean each print cartridge one at a time.

Make sure you have the following materials available:

- Dry foam rubber swabs, lint-free cloth, or any soft material that will not come apart or leave fibers.
- Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the print cartridges).

Caution! Do *not* use platen cleaners or alcohol to clean the print cartridge contacts. These can damage the print cartridge or the HP Officejet.

- 1 Turn the HP Officejet on and open the print-carriage access door.
- 2 After the carriage stops moving, unplug the power cord from the back of the HP Officejet.
- 3 Push down on the top of the print cartridge to release it, and then pull it toward you out of its slot.
- 4 Inspect the print cartridge contacts for ink and debris buildup.
- 5 Dip a clean foam rubber swab or lint-free cloth into distilled water, and squeeze any excess water from it.
- 6 Hold the print cartridge by its sides.
- 7 Clean only the contacts. Do *not* clean the nozzles.



- 8 Place the print cartridge back into the carriage.
- 9 Repeat if necessary for the other print cartridge.
- 10 Close the print-carriage access door and plug in the HP Officejet.

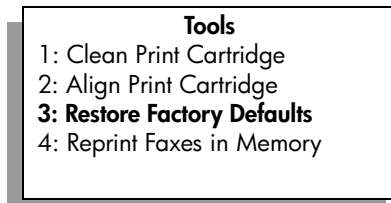
restore factory defaults

You can restore the original factory settings to what they were when you purchased your HP Officejet.

Note: Restoring the factory defaults will not change the date information you set, nor will it affect any changes you made to scan settings and the language and country/region settings.

You can perform this process from the front panel only.

- 1 Press **Setup**.
- 2 Press **5**, then press **3**.
This selects Tools and then selects Restore Factory Defaults.

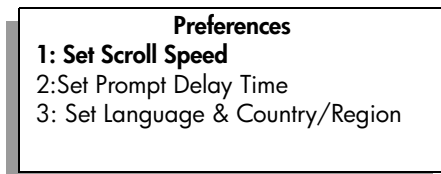


The factory default settings are restored.

set the scroll speed

The Scroll Speed option lets you control the rate that text messages scroll from right to left in the front panel display. For example, if the message is long and does not completely fit in the front panel display, it will need to scroll. This is so that you can read the entire message. You can choose the rate at which it will scroll: Normal, Fast, or Slow. The default is Normal.

- 1 Press **Setup**.
- 2 Press **6**, then press **1**.
This selects Preferences and then selects Set Scroll Speed.



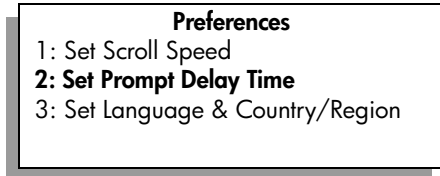
- 3 Press **▶** to select a scroll speed, then press **OK**.

set the prompt delay time

The Prompt Delay Time option allows you to control the amount of time that passes before a message is displayed prompting you to take further action. For example, if you press Copy and the prompt delay time passes without pressing another button, "Load Original, then press Start" appears in the front panel display. You can choose Normal, Fast, or Slow. The default is Normal.

- 1 Press **Setup**.
- 2 Press **6**, then press **2**.

This selects Preferences and then selects Set Prompt Delay Time.



- 3 Press **▶** until the delay time appears, then press **OK**.

self-maintenance sounds

During the life of your product you might hear various mechanical sounds. This is a normal part of your device's self-maintenance.

Hewlett-Packard provides Internet and phone support for your HP Officejet.

This section contains the following topics:

- **get support and other information from the Internet** on page 71
- **hp customer support** on page 71
- **prepare your hp officejet for shipment** on page 74
- **hp distribution center** on page 75

If you are unable to find the answer you need in the printed or onscreen documentation supplied with your product, you can contact one of the HP support services listed in the following pages. Some support services are available only in the U.S. and Canada, while others are available in many countries/regions worldwide. If a support service number is not listed for your country/region, contact your nearest authorized HP dealer for help.

get support and other information from the Internet

If you have Internet access, you can get help from the following HP website:

www.hp.com/support

This website offers technical support, drivers, supplies, and ordering information.

hp customer support

Software programs from other companies might be included with your HP Officejet. If you experience problems with any of those programs, you will receive the best technical assistance by calling the experts at that company.

If you need to contact HP Customer Support, do the following before you call.

- 1 Make sure that:
 - a. Your HP Officejet is plugged in and turned on.
 - b. The specified print cartridges are installed correctly.
 - c. The recommended paper is properly loaded in the input tray.
- 2 Reset your HP Officejet:
 - a. Turn off the HP Officejet by using the **On** button located on the front panel.
 - b. Unplug the power cord from the back of the HP Officejet.
 - c. Plug the power cord back into the HP Officejet.
 - d. Turn on the HP Officejet by using the **On** button.
- 3 For more information, go to the HP website at:
www.hp.com/support

- 4 If you are still experiencing problems and need to speak with an HP Customer Support Representative, do the following:
 - a. Have the specific name of your HP Officejet, as it appears on the front panel, available.
 - b. Have your service ID and serial number ready. To display your service ID and serial number on the front panel, press **OK** and **Start Color** at the same time. Press **▶** until the serial ID appears, and then press **OK**.
 - c. Print a Self-Test Report. For information on printing a Self-Test Report, see **print a self-test report** on page 61.
 - d. Make a color copy to have available as a sample printout.
 - e. Be prepared to describe your problem in detail.
- 5 Call HP Customer Support. Be near your HP Officejet when you call.

call in North America during warranty

Call 1-800-HP-INVENT. US phone support is available in both English and Spanish languages 24 hours a day, 7 days a week (days and hours of support may change without notice). This service is free during the warranty period. A fee may apply outside the warranty period.

call elsewhere in the world

The numbers listed below are current as of the publication date of this guide. For a list of current international HP Support Service numbers, go to this website and choose your own country/region or language:

www.hp.com/support

You can call the HP support center in the following countries/regions. If your country/region is not listed, contact your local dealer or nearest HP Sales and Support Office to find out how to obtain services.

Support service is free during the warranty period; however, your standard long-distance phone charges will apply. In some cases, a flat fee per single incident will also apply.

For phone support in Europe, please check for the details and conditions of phone support in your country/region by going to the following website:

www.hp.com/support

Alternatively, you can ask your dealer or call HP at the phone number provided in this guide.

As part of our constant efforts to improve our phone support service, we advise you to check our website on a regular basis for new information regarding service features and delivery.

country/region	hp technical support	country/region	hp technical support
Algeria ¹	+213(0)61 56 45 43	Luxembourg (French)	900 40 006
Argentina	(54)11-4778-8380 0-810-555-5520	Luxembourg (German)	900 40 007
Australia	+61 3 8877 8000 1902 910 910	Malaysia	1-800-805405
Austria	+43 (0) 820 87 4417	Mexico	01-800-472-6684
Bahrain (Dubai)	+973 800 728	Mexico (Mexico City)	5258-9922
Belgium (Dutch)	+32 (0) 70 300 005	Morocco ¹	+212 224 047 47
Belgium (French)	+32 (0) 70 300 004	Netherlands (0.10 Euro/ min.)	0900 2020 165

country/region	hp technical support	country/region	hp technical support
Bolivia	800-100247	New Zealand	0800 441 147
Brazil (Grande São Paulo)	(11) 3747 7799	Norway	+47 815 62 070
Brazil (Demais Localidades)	0800 157751	Oman	+971 4 883 8454
Canada during warranty	(905) 206 4663	Palestine	+971 4 883 8454
Canada post-warranty (per-call charge)	1-877-621-4722	Panama	001-800-7112884
Caribbean & Central America	1-800-711-2884	Peru	0-800-10111
Chile	800-360-999	Philippines	632-867-3551
China	86-21-38814518 8008206616	Poland	+48 22 865 98 00
Colombia	9-800-114-726	Portugal	+351 808 201 492
Costa Rica	0-800-011-0524	Puerto Rico	1-877-232-0589
Czech Republic	+42 (0) 2 6130 7310	Qatar	+971 4 883 8454
Denmark	+45 70202845	Romania	+40 1 315 44 42
Ecuador (Andinatel)	999119+1-800-7112884	Russia, Moscow	+7 095 797 3520
Ecuador (Pacifitel)	1-800-225528+1-800-7112884	Russia, St. Petersburg	+7 812 346 7997
Europe (English)	+44 (0) 207 512 5202	Saudi Arabia	+966 800 897 14440
Egypt	+20 02 532 5222	Singapore	(65) 272-5300
Finland	+358 (0) 203 66 767	Slovakia	+ 421 2 6820 8080
France (0.34 Euro/min.)	+33 (0) 892 6960 22	South Africa (RSA)	086 000 1030
Germany (0.12 Euro/min.)	+49 (0) 180 5652 180	South Africa, Outside Republic	+27-11 258 9301
Greece	+30 10 6073 603	Spain	+34 902 010 059
Hong Kong	+85 (2) 3002 8555	Sweden	+46 (0)77 120 4765
Guatemala	1800-995-5105	Switzerland ² (0.08 CHF/min. during peak hours, 0.04 CHF/min. during off-peak hours)	+41 (0) 848 672 672
Hungary	+36 (0) 1 382 1111	Taiwan	+886-22717-0055 0800 010 055
India	1-600-112267 91 11 682 6035	Thailand	+66 (2) 661 4000
Indonesia	62-21-350-3408	Tunisia ¹	+216 1 891 222
Ireland	+353 1890 923902	Turkey	+90 216 579 7171
Israel	+972 (0) 9 830 4848	Ukraine	+7 (380-44) 490-3520
Italy	+39 848 800 871	United Arab Emirates	800 4910

country/region	hp technical support	country/region	hp technical support
Japan	0570 000 511 +81 3 3335 9800	United Kingdom	+44 (0) 870 010 4320
Jordan	+971 4 883 8454	Venezuela	01-800-4746-8368
Korea	+82 1588 3003	Venezuela (Caracas)	(502) 207-8488
Kuwait	+971 4 883 8454	Vietnam	84-8-823-4530
Lebanon	+971 4 883 8454	Yemen	+971 4 883 8454

- 1 This Call Center supports French-speaking customers from the following countries: Morocco, Tunisia, and Algeria.
- 2 This Call Center supports German-, French- and Italian-speaking customers in Switzerland.

call in Australia post-warranty

If your product is not under warranty, you can call 03 8877 8000. A per-incident, out-of-warranty support fee of \$27.50 (inc GST) will be charged to your credit card. You can also call 1902 910 910 (\$27.50 charged to your phone account) from 9:00 A.M. to 5:00 P.M. Monday through Friday. (Charges and support hours are subject to change without notice.)

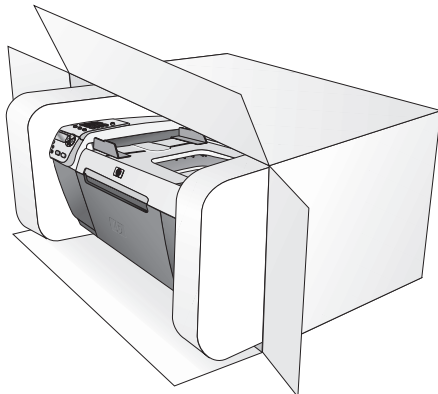
prepare your hp officejet for shipment

If after contacting HP Customer Support or returning to the point of purchase, you are requested to send your HP Officejet in for service, please follow the steps below to avoid further damage to the HP product.

Note: When transporting your HP Officejet, make sure that the print cartridges have been removed. Also, make sure you have allowed time for the print carriage to return to the home position, the scanner has returned to its parked position, and the HP Officejet has been properly shut down by pressing the On button.

- 1 Turn on the HP Officejet.
Disregard steps 1 through 6 if your device will not turn on and the print carriage is in the home position. You will not be able to remove the print cartridges. Proceed to step 7.
- 2 Open the print-carriage access door.
The print carriage moves into view.
- 3 Remove the print cartridges.
For information on removing the print cartridges, see [replace the print cartridges](#) on page 63.
Caution! Remove both print cartridges. Failure to do so might damage your HP Officejet.
- 4 Place the print cartridges in an airtight bag so they will not dry out, and put them aside. Do not send them with the HP Officejet, unless instructed to by the HP customer support call agent.
- 5 Close the print-carriage access door and wait a few minutes for the print carriage to move back to its home position (on the left side).
- 6 Turn off the HP Officejet.

- 7 If available, pack the HP Officejet for shipment by using the original packing materials or the packaging materials that came with your exchange device.



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

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

hp distribution center

To order HP Officejet software, a copy of the printed Reference Guide, a Setup Poster, or other customer-replaceable parts, do one of the following:

- In the U.S. or Canada, call 1-800-HP-INVENT (1-800-474-6836).
- Outside of this country/region, go to this website:
www.hp.com/support

Your HP Officejet comes with a limited warranty that is described in this section. Information about how to obtain warranty service and how you can upgrade your standard factory warranty is also provided.

This section contains the following topics:

- [duration of limited warranty](#) on page 77
- [warranty service](#) on page 77
- [warranty upgrades](#) on page 77
- [returning your hp officejet for service](#) on page 78
- [hewlett-packard limited global warranty statement](#) on page 78

duration of limited warranty

Duration of Limited Warranty (hardware and labor): 1 Year

Duration of Limited Warranty (CD media): 90 Days

Duration of Limited Warranty (print cartridges): Until the HP ink is depleted or the “end of warranty” date printed on the cartridge has been reached, whichever occurs first.

warranty service

express service

To obtain HP express repair service, the customer must contact an HP service office or an HP Customer Support Center for basic troubleshooting first. See [hp customer support](#) on page 71 for steps to take before calling Customer Support.

Note: HP express repair service might not be available in certain countries/regions.

If a customer device needs a minor part replacement and these parts can normally be replaced by the customer, the customer-replaceable components may be serviced through expedited part shipment. In this event, HP will prepay shipping charges, duty and taxes; provide telephone assistance on replacement of the component; and pay shipping charges, duty, and taxes for any part that HP asks to be returned.

The HP Customer Support Center may direct customers to designated authorized service providers who are certified by HP to service the HP product.

warranty upgrades

Upgrade your standard factory warranty to a total of three years with the HP SUPPORTPACK. Service coverage begins on product purchase date and the pack must be purchased within the first 180 days of product purchase. This program offers phone support from 6:00 A.M. to 10:00 P.M. Mountain Standard Time (MT) Monday through Friday and 9:00 A.M. to 4:00 P.M. (MT) on Saturdays. If during your technical support call it is determined that you need a replacement product, then HP will ship you this product next business day free of charge. Available in U.S. only.

For more information, please call 1-888-999-4747 or go to the HP website:

www.hp.com/go/hpsupportpack

Outside the U.S., please call your local HP Customer Support office. See [call elsewhere in the world](#) on page 72 for a list of international Customer Support numbers.

returning your hp officejet for service

Before returning your HP Officejet for service, you must call HP Customer Support. See [hp customer support](#) on page 71 for steps to take before calling Customer Support.

hewlett-packard limited global warranty statement

The following information specifies the HP limited global warranty.

This section contains the following topics:

- [extent of limited warranty](#) on page 78
- [limitations of warranty](#) on page 79
- [limitations of liability](#) on page 79
- [local law](#) on page 79

extent of limited warranty

Hewlett-Packard (“HP”) warrants to the end-user customer (“Customer”) that each HP Officejet 5500 Series product (“Product”), including related software, accessories, media, and supplies, shall be free from defects in material and workmanship for the duration (specified below), which begins on the date of purchase by the Customer.

For each software Product, HP’s limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any Product shall be uninterrupted or error free.

HP’s limited warranty covers only those defects which arise as a result of normal use of a Product, and does not cover any other problems, including those which arise as a result of (a) improper maintenance or modification, (b) software, accessories, media, or supplies not provided or supported by HP, or (c) operation outside the Product’s specifications, or unauthorized modifications or misuse.

For any hardware Product, the use of a non-HP print cartridge or a refilled print cartridge does not affect either the warranty to the Customer or any HP support contract with the Customer. However, if Product failure or damage is attributable to the use of a non-HP or refilled print cartridge, HP shall charge its standard labor and materials charges to service the Product for the failure or damage.

If HP receives, during the applicable warranty period, notice of a defect in any Product, HP shall either repair or replace the defective Product, that is covered by HP’s warranty, at HP’s option. Where labor charges are not covered by HP’s limited warranty, repairs shall be at HP’s standard charges for labor.

If HP is unable to repair or replace, as applicable, a defective Product which is covered by HP’s warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the Product.

HP shall have no obligation to repair, replace, or refund until the Customer returns the defective Product to HP.

Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the Product being replaced.

HP products, including each Product, may contain remanufactured parts, components, or materials equivalent to new in performance.

HP’s limited warranty for each Product is valid in any country/region or locality where the covered HP product is distributed by HP. Contracts for additional warranty service, such as on-site service, are available from any authorized HP service facility in countries/regions where the product is distributed by HP or by an authorized representative.

limitations of warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKE 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.

limitations of liability

To the extent allowed by local law, the remedies provided in this Limited Warranty Statement are the Customer's sole and exclusive remedies.

TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS LIMITED 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.

local law

This Limited 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/region to country/region elsewhere in the world.

To the extent this Limited Warranty Statement is inconsistent with local law, this Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Statement may not apply to the Customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:

- Preclude the disclaimers and limitations in this Statement from limiting the statutory rights of a consumer (for example, the United Kingdom);
- Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
- Grant the Customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or not allow limitations on the duration of implied warranties.

FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS LIMITED 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 COVERED HP PRODUCTS TO SUCH CUSTOMERS.

The technical specifications and international regulatory information for your HP Officejet are provided in this section.

This section contains the following topics:

- [paper specifications](#) on page 81
- [fax specifications](#) on page 83
- [scan specifications](#) on page 83
- [physical specifications](#) on page 83
- [power specifications](#) on page 83
- [environmental specifications](#) on page 84
- [environmental product stewardship program](#) on page 84
- [regulatory notices](#) on page 85

paper specifications

This section contains the following topics:

- [paper-tray capacities](#) on page 81
- [automatic document feeder paper capacity](#) on page 82
- [paper sizes](#) on page 82
- [print margin specifications](#) on page 82

paper-tray capacities

type	paper weight	input tray ¹	output tray ²
Plain paper	20 to 24 lb. (70 to 90 gsm)	100	25
Cards	110 lb. (200 gsm)	20	10
Envelopes	20 to 24 lb. (75 to 90 gsm)	10	5
Transparency film	N/A	20	10
Labels	N/A	20	10
4 by 6 inch (10 by 15 cm) Photo Paper	145 lb. (236 gsm)	20	10

¹ Maximum capacity.

² Output tray capacity is affected by the type of paper and the amount of ink you are using. HP recommends emptying the output tray frequently.

automatic document feeder paper capacity

type ¹	paper weight	quantity
Letter	20 to 24 lb. (70 to 90 gsm)	20
Legal	20 to 24 lb. (70 to 90 gsm)	20
A4	20 to 24 lb. (70 to 90 gsm)	20

¹ Automatic document feeder accepts plain paper only. It does not accept photo paper, transparency film, envelopes, or labels.

paper sizes

type	size
Paper	Letter: 8.5 by 11 inches (216 by 280 mm) Legal: 8.5 by 14 inches (216 by 356 mm) A4: 210 by 297 mm
Envelopes	U.S. #10: 4.125 by 9.5 inches (105 by 241 mm) U.S. #9: 3.9 by 8.9 inches (98 by 225 mm) A2: 4.4 by 5.8 inches (111 by 146 mm) DL: 4.3 by 8.7 inches (110 by 220 mm) C6: 4.5 by 6.4 inches (114 by 162 mm)
Transparency film	Letter: 8.5 by 11 inches (216 by 279 mm) A4: 210 by 297 mm
Photo paper	4 by 6 inches (102 by 152 mm)
Labels	Letter: 8.5 by 11 inches (216 by 279 mm) A4: 210 by 297 mm

print margin specifications

	top (leading edge)	bottom (trailing edge) ¹	left	right
paper or transparency film				
U.S. (Letter, Legal, Executive)	0.07 inches (1.8 mm)	0.46 inches (11.7 mm)	0.25 inches (6.4 mm)	0.25 inches (6.4 mm)
ISO (A4, A5) and JIS (B5)	0.07 inches (1.8 mm)	0.46 inches (11.7 mm)	0.13 inches (3.2 mm)	0.13 inches (3.2 mm)
envelopes				
	0.13 inches (3.2 mm)	0.46 inches (11.7 mm)	0.13 inches (3.2 mm)	0.13 inches (3.2 mm)
cards				
	0.07 inches (1.8 mm)	0.46 inches (11.7 mm)	0.13 inches (3.2 mm)	0.13 inches (3.2 mm)

¹ This margin is not Officejet compatible; however, the total writing area is compatible. The writing area is offset from center by 0.21 inches (5.4 mm), which causes asymmetric top and bottom margins.

fax specifications

- Walk-up black and white and color fax capability
- Confirmation and activity reports
- CCITT/ITU Group 3 fax with Error Correction Mode
- 33.6 Kbps transmission
- 3 seconds per page speed at 33.6 Kbps (based on ITU-T Test Image #1 at standard resolution.) More complicated pages or higher resolution take longer and use more memory
- Ring detect with automatic fax/answering machine switching

scan specifications

- Image editor included
- Integrated OCR software automatically converts scanned text to editable text
- Contact image sensor (CIS)
- Twain-compliant interface
- Scan speeds vary according to the complexity of the document
- Resolution: 600 by 2400 ppi maximum (19200 ppi)
- Bit depth: 36 bits color; 12 bits grayscale
- Maximum scan size from glass: 8.5 by 11.7 inches (216 by 297 mm)
- Maximum scan size from automatic document feeder: 8.5 by 14 inches (216 by 356 mm)

physical specifications

height	width	depth	weight (without print cartridges)
with paper trays closed			
9.1 inches (23.1 cm)	17.8 inches (45.3 cm)	11.2 inches (28.6 cm)	12 lbs (5.5 kg)
with paper trays opened			
9.1 inches (23.1 cm)	17.8 inches (45.3 cm)	17.7 inches (45.0 cm)	12 lbs (5.5 kg)

power specifications

- Power consumption: 75 W maximum
- Input voltage: AC 100 to 240 V ~ 1 A 50–60 Hz, grounded
- Output voltage: DC 32V===940 mA, 16 V===625 mA

environmental specifications

- Recommended operating temperature range: 15° to 32° C (59° to 90° F)
- Allowable operating temperature range: 5° to 40° C (41° to 104° F)
- Humidity: 15% to 85% RH non-condensing
- Non-operating (Storage) temperature range: -4° to 60° C (-40° to 140° F)
- In the presence of high electromagnetic fields it is possible the output from the HP Officejet may be slightly distorted
- HP recommends using a USB cable less than or equal to 3m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields

environmental product stewardship program

This section contains the following topics:

- **protecting the environment** on page 84
- **ozone production** on page 84
- **energy consumption** on page 84
- **paper use** on page 85
- **plastics** on page 85
- **material safety data sheets** on page 85
- **recycling program** on page 85
- **hp inkjet supplies recycling program** on page 85

protecting the environment

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

For more information, visit HP's Commitment to the Environment website at:

www.hp.com/hpinfo/globalcitizenship/environment/index.html

ozone production

This product generates no appreciable ozone gas (O₃).

energy consumption

Energy usage drops significantly while in ENERGY STAR® mode, which saves natural resources, and saves money without affecting the high performance of this product. This product qualifies for ENERGY STAR, which is a voluntary program established to encourage the development of energy-efficient office products.



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

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

www.energystar.gov

paper use

This product is suited for the use of recycled paper according to DIN 19309.

plastics

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

material safety data sheets

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

www.hp.com/go/msds

Customers without Internet access should contact their local HP Customer Care Center.

recycling program

HP offers an increasing number of product return and recycling programs in many countries, as well as partnering with some of the largest electronic recycling centers throughout the world. HP also conserves resources by refurbishing and reselling some of its most popular products.

This HP product contains the following materials that may require special handling at end-of-life:

- Lead in the solder

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 free of charge. For more information, go to the following website:

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

regulatory notices

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

This section contains the following topics:

- **regulatory model identification number** on page 85
- **notice to users of the U.S. telephone network: FCC requirements** on page 86
- **FCC statement** on page 86
- **note à l'attention des utilisateurs du réseau téléphonique Canadien/notice to users of the Canadian telephone network** on page 87
- **note à l'attention des utilisateurs Canadien/notice to users in Canada** on page 88
- **notice to users in the European Economic Area** on page 88
- **notice to users of the German telephone network** on page 88
- **declaration of conformity (European Union)** on page 89
- **geräuschemission** on page 89
- **notice to users in Korea** on page 89

regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SDGOB-0302. This regulatory number should not be confused with the marketing name (HP Officejet 5500 Series) or product number (Q3434A).

notice to users of the U.S. telephone network: FCC requirements

This equipment complies with FCC rules, Part 68. On this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalent Number (REN) for this equipment. If requested, provide this information to your telephone company.

An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant. This equipment connects to the telephone network through the following standard network interface jack: USOC RJ-11C.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your number is called. Too many devices on one line may result in failure to ring in response to an incoming call. In most, but not all, areas the sum of the RENs of all devices should not exceed five (5). To be certain of the number of devices you may connect to your line, as determined by the REN, you should call your local telephone company to determine the maximum REN for your calling area.

If this equipment causes harm to the telephone network, your telephone company may discontinue your service temporarily. If possible, they will notify you in advance. If advance notice is not practical, you will be notified as soon as possible. You will also be advised of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper operation of your equipment. If they do, you will be given advance notice so you will have the opportunity to maintain uninterrupted service.

If you experience trouble with this equipment, please contact the manufacturer, or look elsewhere in this manual, for warranty or repair information. Your telephone company may ask you to disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs. Contact your state's public utility commission, public service commission, or corporation commission for more information.

This equipment includes automatic dialing capability. When programming and/or making test calls to emergency numbers:

- Remain on the line and explain to the dispatcher the reason for the call.
- Perform such activities in the off-peak hours, such as early morning or late evening.

Note: The FCC hearing aid compatibility rules for telephones are not applicable to this equipment.

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of transmission, the date and time it is sent and an identification of the business, other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.) In order to program this information into your fax machine, you should complete the steps described in the software.

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.

Declaration of Conformity: 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. 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. Class B limits are designed to provide reasonable protection

against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

For more information, contact the Product Regulations Manager, Hewlett-Packard Company, San Diego, (858) 655-4100.

The user may find the following booklet prepared by the Federal Communications Commission helpful: How to Identify and Resolve Radio-TV Interference Problems. This booklet is available from the U.S. Government Printing Office, Washington DC, 20402. Stock No. 004-000-00345-4.

Caution! Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by the Hewlett-Packard Company may cause harmful interference and void the FCC authorization to operate this equipment.

note à l'attention des utilisateurs du réseau téléphonique Canadien/notice to users of the Canadian telephone network

Cet appareil est conforme aux spécifications techniques des équipements terminaux d'Industrie Canada. Le numéro d'enregistrement atteste de la conformité de l'appareil. L'abréviation IC qui précède le numéro d'enregistrement indique que l'enregistrement a été effectué dans le cadre d'une Déclaration de conformité stipulant que les spécifications techniques d'Industrie Canada ont été respectées. Néanmoins, cette abréviation ne signifie en aucun cas que l'appareil a été validé par Industrie Canada.

Pour leur propre sécurité, les utilisateurs doivent s'assurer que les prises électriques reliées à la terre de la source d'alimentation, des lignes téléphoniques et du circuit métallique d'alimentation en eau sont, le cas échéant, branchées les unes aux autres. Cette précaution est particulièrement importante dans les zones rurales.

Le numéro REN (Ringer Equivalence Number) attribué à chaque appareil terminal fournit une indication sur le nombre maximal de terminaux qui peuvent être connectés à une interface téléphonique. La terminaison d'une interface peut se composer de n'importe quelle combinaison d'appareils, à condition que le total des numéros REN ne dépasse pas 5.

Basé sur les résultats de tests FCC Partie 68, le numéro REN de ce produit est 0.2B.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation IC before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Note: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

The REN for this product is 0.2B, based on FCC Part 68 test results.

note à l'attention des utilisateurs Canadien/notice to users in Canada

Le présent appareil numérique n'émet pas de bruit radioélectrique dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

This digital apparatus does not exceed the Class B limits for radio noise emissions from the digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

notice to users in the European Economic Area



This product is designed to interwork with the analogue telephone networks in the following countries:

Austria	Greece	Portugal
Belgium	Ireland	Spain
Denmark	Italy	Sweden
Finland	Luxembourg	Switzerland
France	Netherlands	United Kingdom
Germany	Norway	

Network compatibility depends on customer selected settings, which must be reset to use the equipment on a telephone network in a country other than where the product was purchased. Contact the vendor or Hewlett-Packard Company if additional product support is necessary.

This equipment has been certified by the manufacturer in accordance with Directive 1999/5/EC (annex II) for Pan-European single-terminal connection to the public switched telephone network (PSTN). However, due to differences between the individual PSTNs provided in different countries, 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.

This equipment is designed for DTMF tone dialing and loop disconnect dialing. In the unlikely event of problems with loop disconnect dialing, it is recommended to use this equipment only with the DTMF tone dial setting.

notice to users of the German telephone network

This HP fax product is designed to connect only to the analogue public-switched telephone network (PSTN). Please connect the TAE N telephone connector plug, provided with the HP Officejet 5500 Series into the wall socket (TAE 6) code N. This HP fax product can be used as a single device and/or in combination (in serial connection) with other approved terminal equipment.

geräuschemission

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

declaration of conformity (European Union)

The Declaration of Conformity in this document complies with ISO/IEC Guide 22 and EN 45014. It identifies the product, manufacturer's name and address, and applicable specifications recognized in the European community.

notice to users in Korea

사용자 안내문 (B급 기기)

이 기기는 비업무용으로 전자파장해검정을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

declaration of conformity

According to ISO/IEC Guide 22 and EN 45014

Manufacturer's name and address:	
Hewlett-Packard Company, 16399 West Bernardo Drive, San Diego, CA 92127-1899, USA	
Regulatory model number:	SDGOB-0302
Declares that the product:	
Product name:	HP Officejet 5500 Series (Q3434A)
Model number(s):	5510 (Q3435A), 5510xi (Q3436A), 5510v (Q3437A), 5505 (Q3438A), 5508 (Q3439A), 5515 (Q3440A)
Power adapters:	0950-4466
Conforms to the following product specifications:	
Safety:	IEC 60950:1991+A1+A2+A3+A4 /
	EN 60950:1992+A1+A2+A3+A4+A11
	UL1950/CSA22.2 No.950, 3rd Edition:1995
	NOM 019-SFCI-1993
	GB4943: 2001
EMC:	CISPR 22:1997 / EN 55022:1998, Class B
	CISPR 24:1997 / EN 55024:1998
	IEC 61000-3-2:1995 / EN 61000-3-2:1995
	IEC 61000-3-3:1994 / EN 61000-3-3:1995
	AS/NZS3548:1998
	CNS13438 Approved 1994, Revised 1997
	VCCI-2
	FCC Part 15-Class B/ICES-003, Issue 2
	GB9254:1998
Telecom:	TBR 21:1998
Supplementary Information:	
<p>The product herewith complies with the requirements of the Low Voltage Directive 73/23/EC, the EMC Directive 89/336/EC, and with the R&TTE Directive 1999/5/EC (Annex II) and carries the CE marking accordingly.</p> <ul style="list-style-type: none"> The product was tested in a typical configuration. 	
<p>European Contact for regulatory topics only: Hewlett Packard GmbH, HQ-TRE, Herrenberger Strasse 140, D-71034 Böblingen Germany. (FAX +49-7031-14-3143)</p>	

After completing all steps in the Setup Poster, use the instructions in this section to complete your fax setup. Please keep your Setup Poster for later use.

In this section, you will learn how to set up your HP Officejet so that faxing works successfully with any equipment and services you might already have on the same telephone line as your HP Officejet.

This section contains the following topics:

- **how to tell if the instructions in this chapter apply to you** on page 91
- **how to choose the right fax setup for your office** on page 92
- **select your fax setup case from this table** on page 94
- **case A: separate fax line (no voice calls received)** on page 95
- **case B: faxing with a distinctive ring service on the same line** on page 96
- **case C: shared voice/fax line** on page 97
- **case D: fax line shared with PC modem (no voice calls received)** on page 98
- **case E: shared voice/fax line with PC modem** on page 99
- **case F: shared voice/fax line with answering machine** on page 100
- **case G: shared voice/fax line with PC modem and answering machine** on page 102
- **case H: shared voice/fax line with voice mail** on page 103
- **case I: shared voice/fax line with PC modem and voice mail** on page 104
- **faxing from a DSL line** on page 106

how to tell if the instructions in this chapter apply to you

The fax setup instructions in this chapter are intended for parallel-type telephone systems, which are most common in the countries/regions listed in the following table.

Check the table on the next page to see if you are located in one of the listed countries/regions:

- If your country/region is listed, use the instructions in this chapter to complete your fax setup.
- If your country/region does not appear in this list, you probably have a serial-type telephone system and you should not use the connection instructions in this chapter. In a serial-type telephone system, connect all other telephone equipment (modems, phones, and answering machines) directly to your telephone wall jack. If you are unsure which kind of telephone system you have (parallel or serial), check with your telephone company.

use this chapter if located in one of these countries/regions

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

how to choose the right fax setup for your office

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

To determine the best way to set up the HP Officejet in your office, first read through the questions in this section and record your answers. Next, refer to the table in the following section and choose the recommended setup case based on your answers.

Be sure to read and answer the following questions in the order they are presented.

1 Do you subscribe to a distinctive ring service through your phone company that provides multiple phone numbers with different ring patterns?

- Yes, I have distinctive ring.
- No.

If you answered “Yes,” proceed directly to **case B: faxing with a distinctive ring service on the same line** on page 96. You do not need to continue answering questions.

If you answered “No,” please continue answering questions.

Not sure if you have distinctive ring? Many phone companies offer a distinctive ring feature that allows you to have several phone numbers on one phone line.

When you subscribe to this service, each number will have a different ring pattern—for example, single, double, and triple rings. You might assign one phone number with a single ring to your voice calls, and another phone number with double rings to your fax calls. This allows you—and your HP Officejet—to tell the difference between voice and fax calls when the phone rings.

2 Do you receive voice calls at the same phone number you will use for fax calls on your HP Officejet?

- Yes, I receive voice calls.
- No.

Please continue answering questions.

3 Do you have a PC modem on the same telephone line as your HP Officejet?

- Yes, I have a PC modem.
- No.

Here is how to determine if you have a PC modem. If you answer “Yes” to any of the following questions, you are using a PC modem:

- Do you send and receive faxes directly to and from your computer programs through a dial-up connection?
- Do you use e-mail on your computer through a dial-up connection?
- Do you access the Internet from your computer through a dial-up connection?

Please continue answering questions.

4 Do you have an answering machine that answers voice calls at the same phone number you will use for fax calls on your HP Officejet?

- Yes, I have an answering machine.
- No.

Please continue answering questions.

5 Do you subscribe to a voice mail service through your phone company at the same phone number you will use for fax calls on your HP Officejet?

- Yes, I have a voice mail service.
- No.

Please continue answering questions.

6 Do you have a digital subscriber line (DSL) through your phone company?

- Yes, I have a DSL line.
- No.

If you answered “Yes,” you will need to connect a DSL filter between your telephone wall jack and your HP Officejet.

First select and connect a fax setup case according to your answers to the previous questions, and then see **faxing from a DSL line** on page 106 for instructions on how to connect the DSL filter.

Caution! If you have a DSL line and you do not connect a DSL filter, you will not be able to send and receive faxes with your HP Officejet.

select your fax setup case from this table

Now that you have answered all of the questions about the equipment and services that share the phone line with your HP Officejet, you are ready to choose the best setup case for your office.

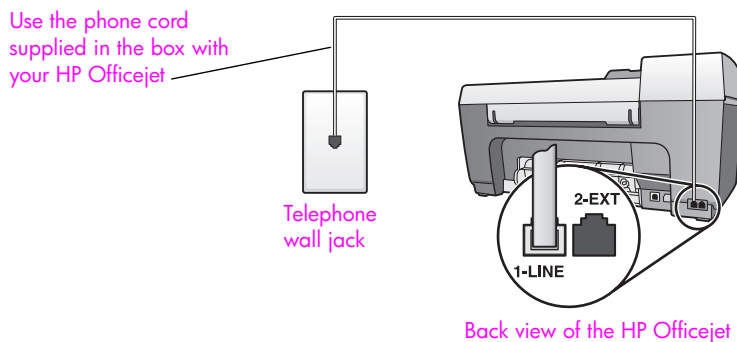
From the first column in the following table, choose the combination of equipment and services applicable to your office setting. Then look up the appropriate setup case in the second column. Step-by-step instructions are included for each case later in this chapter.

If you have answered all of the questions in the previous section and have none of the described equipment or services, choose "None" from the first column in the table.

other equipment/services sharing your fax line	recommended fax setup
None (You answered "No" to all questions.)	Case A: Separate fax line (no voice calls received)
Distinctive ring service (You answered "Yes" to question 1 only.)	Case B: Faxing with a distinctive ring service on the same line
Voice calls (You answered "Yes" to question 2 only.)	Case C: Shared voice/fax line
PC modem (You answered "Yes" to question 3 only.)	Case D: Fax line shared with PC modem (no voice calls received)
Voice calls and PC modem (You answered "Yes" to questions 2 and 3 only.)	Case E: Shared voice/fax line with PC modem
Voice calls and answering machine (You answered "Yes" to questions 2 and 4 only.)	Case F: Shared voice/fax line with answering machine
Voice calls, PC modem, and answering machine (You answered "Yes" to questions 2, 3, and 4 only.)	Case G: Shared voice/fax line with PC modem and answering machine
Voice calls and voice mail service (You answered "Yes" to questions 2 and 5 only.)	Case H: Shared voice/fax line with voice mail
Voice calls, PC modem, and voice mail service (You answered "Yes" to questions 2, 3, and 5 only.)	Case I: Shared voice/fax line with PC modem and voice mail
Digital subscriber line (DSL), plus any other equipment and services listed in this table (You answered "Yes" to question 6 and any others.)	Connect any other equipment as described in the setup case you selected from this table, and then connect a DSL filter as described in faxing from a DSL line on page 106.

case A: separate fax line (no voice calls received)

If you have a separate fax line on which you receive no voice calls, and you have no other equipment connected on this phone line, connect your HP Officejet as described in this section.



- 1 Using the phone cord supplied in the box with your HP Officejet, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP Officejet.

Caution! If you do not use the supplied cord to connect from the telephone wall jack to your HP Officejet, you probably will not be able to fax successfully. This special 2-wire cord is different from the more common 4-wire phone cords you might already have in your office. For more information about how to tell the difference between the cords, see [I have difficulties when sending faxes and when receiving faxes](#) on page 120.

- 2 (Optional) Change the Rings to Answer setting to 1 ring or 2 rings. For information about how to change this setting, see [set the number of rings before answering](#) on page 39.

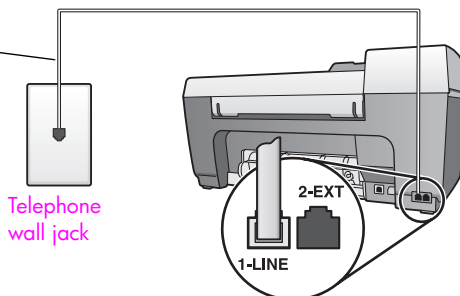
how your hp officejet will answer fax calls

When the phone rings, your HP Officejet will answer automatically after the number of rings you set in the Rings to Answer setting. Then it will begin emitting fax reception tones to the sending fax machine and receive the fax.

case B: faxing with a distinctive ring service on the same line

If you subscribe to a distinctive ring service through your phone company that allows you to have multiple phone numbers on one phone line, each with a different ring pattern, connect your HP Officejet as described in this section.

Use the phone cord supplied in the box with your HP Officejet



Back view of the HP Officejet

- 1 Using the phone cord supplied in the box with your HP Officejet, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP Officejet.

Caution! If you do not use the supplied cord to connect from the telephone wall jack to your HP Officejet, you probably will not be able to fax successfully. This special 2-wire cord is different from the more common 4-wire phone cords you might already have in your office. For more information about how to tell the difference between the cords, see **I have difficulties when sending faxes and when receiving faxes** on page 120.

- 2 Change the Answer Ring Pattern setting to the pattern that has been assigned by the phone company to your fax number—for example, double rings or triple rings.

For information about how to change this setting, see **change the answer ring pattern (distinctive ringing)** on page 50.

Note: Your HP Officejet is factory-set to answer all ring patterns. If you do not set the correct ring pattern assigned by the phone company to your fax number, your HP Officejet might answer both voice calls and fax calls or it might not answer at all.

- 3 (Optional) Change the Rings to Answer setting to 1 ring or 2 rings.

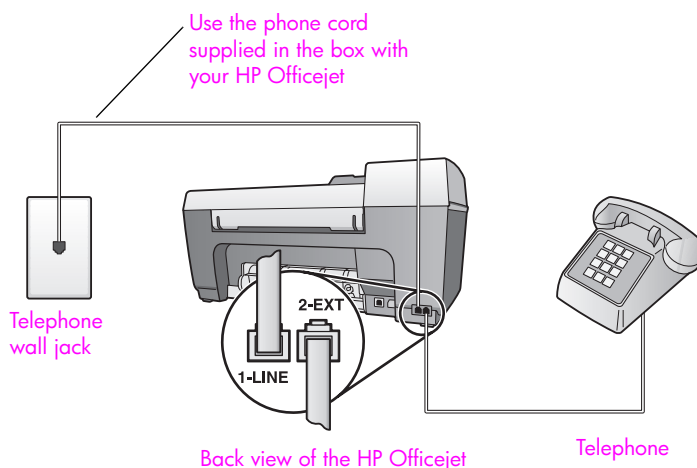
For information about how to change this setting, see **set the number of rings before answering** on page 39.

how your hp officejet will answer fax calls

Your HP Officejet will automatically answer incoming calls that have the ring pattern you selected (Answer Ring Pattern setting) after the number of rings you selected (Rings to Answer setting). Then it will begin emitting fax reception tones to the sending fax machine and receive the fax.

case C: shared voice/fax line

If you receive both voice calls and fax calls at the same phone number, and you have no other office equipment on this phone line, connect your HP Officejet as described in this section.



- 1 Using the phone cord supplied in the box with your HP Officejet, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP Officejet.

Caution! If you do not use the supplied cord to connect from the telephone wall jack to your HP Officejet, you probably will not be able to fax successfully. This special 2-wire cord is different from the more common 4-wire phone cords you might already have in your office. For more information about how to tell the difference between the cords, see [I have difficulties when sending faxes and when receiving faxes](#) on page 120.

- 2 Remove the white plug from the port labeled "2-EXT" on the back of your HP Officejet, and then connect a phone to this port.

Now you need to decide how you want to answer fax calls: automatically or manually.

how to answer fax calls automatically

The HP Officejet is factory-set to answer all calls automatically after 5 rings, so you do not need to change any settings if you want to automatically receive faxes. Your HP Officejet will not be able to distinguish between fax and voice calls in this case, however; if you suspect a voice call is incoming, you will need to answer it before the 5th ring or the HP Officejet will answer first.

Note: If you pick up the phone before the 5th ring and hear fax tones from a sending fax machine, you will need to manually answer the fax call. For information about how to receive fax calls manually from your attached phone and from an extension phone, see [receive a fax manually](#) on page 40.

how to answer fax calls manually

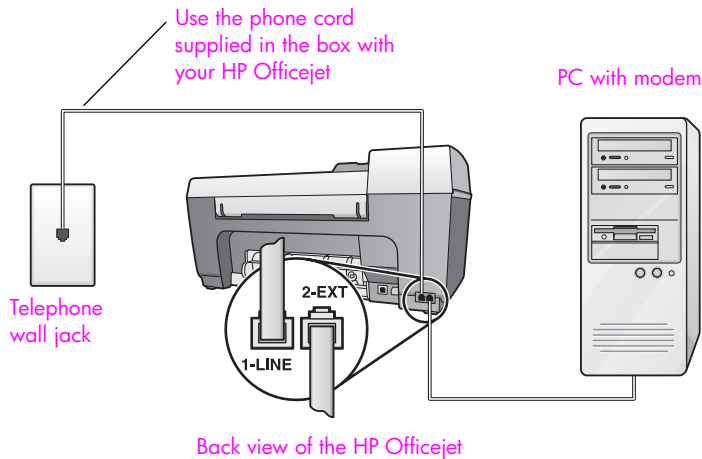
To receive faxes manually, you must be available to respond in person to incoming fax calls or your HP Officejet cannot receive faxes.

Before you can answer fax calls manually, you must change the Rings to Answer setting to No Answer as described in **set the number of rings before answering** on page 39. For information about how to receive fax calls manually from your attached phone and from an extension phone, see **receive a fax manually** on page 40.

case D: fax line shared with PC modem (no voice calls received)

If you have a fax line on which you receive no voice calls, and you also have a PC modem connected on this line, connect your HP Officejet as described in this section.

Note: Since your PC modem shares the telephone line with your HP Officejet, you will not be able to use both your PC modem and your HP Officejet simultaneously. For example, while you are sending and receiving faxes, you will not be able to e-mail or access the Internet.



- 1 Remove the white plug from the port labeled "2-EXT" on the back of your HP Officejet.
- 2 Find the phone cord that connects from the back of your computer (your PC modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled "2-EXT" on the back of your HP Officejet.
- 3 Using the phone cord supplied in the box with your HP Officejet, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP Officejet.

Caution! If you do not use the supplied cord to connect from the telephone wall jack to your HP Officejet, you probably will not be able to fax successfully. This special 2-wire cord is different from the more common 4-wire phone cords you might already have in

your office. For more information about how to tell the difference between the cords, see **I have difficulties when sending faxes and when receiving faxes** on page 120.

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

Caution! If you do not turn off the auto fax receive setting in your PC modem software, your HP Officejet will not be able to receive faxes.

- 5 (Optional) Change the Rings to Answer setting to 1 ring or 2 rings. For information about how to change this setting, see **set the number of rings before answering** on page 39.

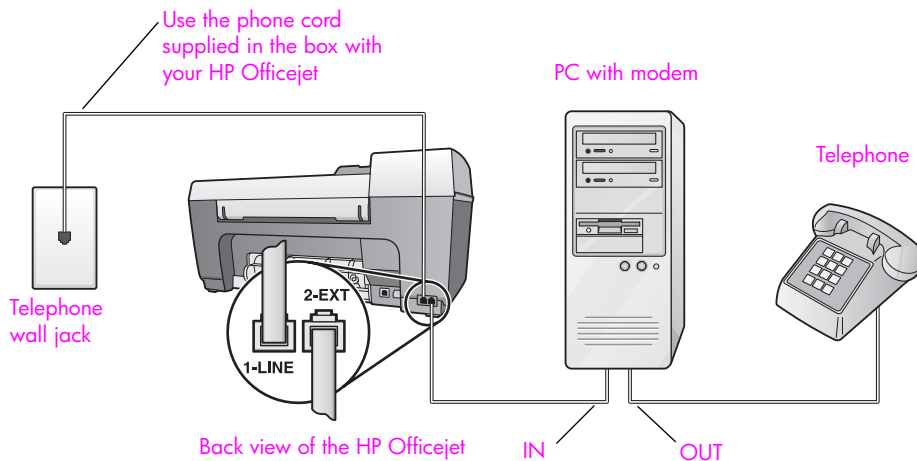
how your hp officejet will answer fax calls

When the phone rings, your HP Officejet will answer automatically after the number of rings you set in the Rings to Answer setting. Then it will begin emitting fax reception tones to the sending fax machine and receive the fax.

case E: shared voice/fax line with PC modem

If you receive both voice calls and fax calls at the same phone number, and you also have a PC modem connected on this phone line, connect your HP Officejet as described in this section.

Note: Since your PC modem shares the telephone line with your HP Officejet, you will not be able to use both your PC modem and your HP Officejet simultaneously. For example, while you are sending and receiving faxes, you will not be able to e-mail or access the Internet.



- 1 Remove the white plug from the port labeled "2-EXT" on the back of your HP Officejet.
- 2 Find the phone cord that connects from the back of your computer (your PC modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled "2-EXT" on the back of your HP Officejet.

- 3 Connect a phone to the “out” port on the back of your PC modem.
- 4 Using the phone cord supplied in the box with your HP Officejet, connect one end to your telephone wall jack, then connect the other end to the port labeled “1-LINE” on the back of your HP Officejet.

Caution! If you do not use the supplied cord to connect from the telephone wall jack to your HP Officejet, you probably will not be able to fax successfully. This special 2-wire cord is different from the more common 4-wire phone cords you might already have in your office. For more information about how to tell the difference between the cords, see **I have difficulties when sending faxes and when receiving faxes** on page 120.

- 5 If your PC modem’s software is set to automatically receive faxes to your computer, turn off that setting.

Caution! If you do not turn off the auto fax receive setting in your PC modem software, your HP Officejet will not be able to receive faxes.

Now you need to decide how you want to answer fax calls: automatically or manually.

how to answer fax calls automatically

The HP Officejet is factory-set to answer all calls automatically after 5 rings, so you do not need to change any settings if you want to automatically receive faxes. Your HP Officejet will not be able to distinguish between fax and voice calls, however; if you suspect a voice call is incoming, you will need to answer it before the 5th ring or the HP Officejet will answer first.

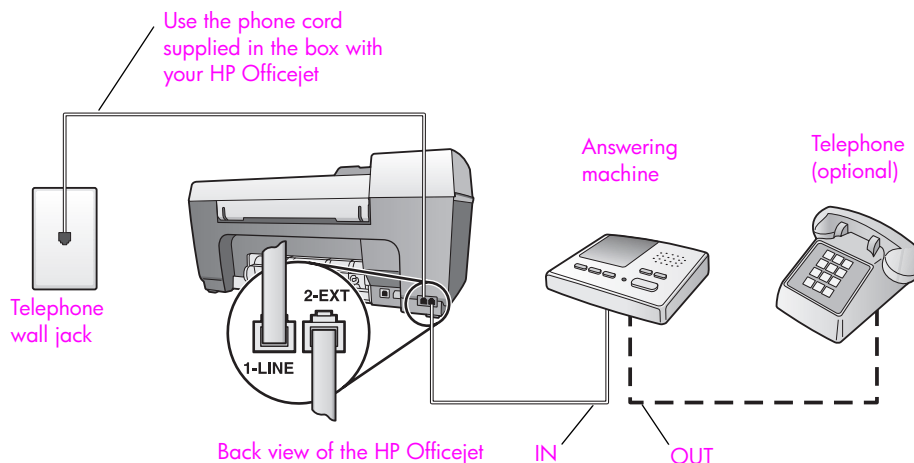
how to answer fax calls manually

To receive faxes manually, you must be available to respond in person to incoming fax calls or your HP Officejet cannot receive faxes.

Before you can answer fax calls manually, you need to change the Rings to Answer setting to No Answer as described in **set the number of rings before answering** on page 39. For information about how to receive fax calls manually from your attached phone and from an extension phone, see **receive a fax manually** on page 40.

case F: shared voice/fax line with answering machine

If you receive both voice calls and fax calls at the same phone number, and you also have an answering machine that answers voice calls at this phone number, connect your HP Officejet as described in this section.



- 1 Remove the white plug from the port labeled "2-EXT" on the back of your HP Officejet.
- 2 Unplug your answering machine from the telephone wall jack, and connect it to the port labeled "2-EXT" on the back of your HP Officejet.

Caution! If you do not connect your answering machine directly to your HP Officejet, fax tones from a sending fax machine could be recorded on your answering machine, and you probably will not be able to receive faxes with your HP Officejet.

- 3 Using the phone cord supplied in the box with your HP Officejet, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP Officejet.

Caution! If you do not use the supplied cord to connect from the telephone wall jack to your HP Officejet, you probably will not be able to fax successfully. This special 2-wire cord is different from the more common 4-wire phone cords you might already have in your office. For more information about how to tell the difference between the cords, see **I have difficulties when sending faxes and when receiving faxes** on page 120.

- 4 (Optional) If your answering machine does not have a built-in phone, for convenience you might want to connect a phone to the back of your answering machine at the "out" port.
- 5 Set your answering machine to answer after 4 or fewer rings.
- 6 Change the Rings to Answer setting on your HP Officejet to 6 rings. For information about how to change this setting, see **set the number of rings before answering** on page 39.

how your hp officejet will answer fax calls

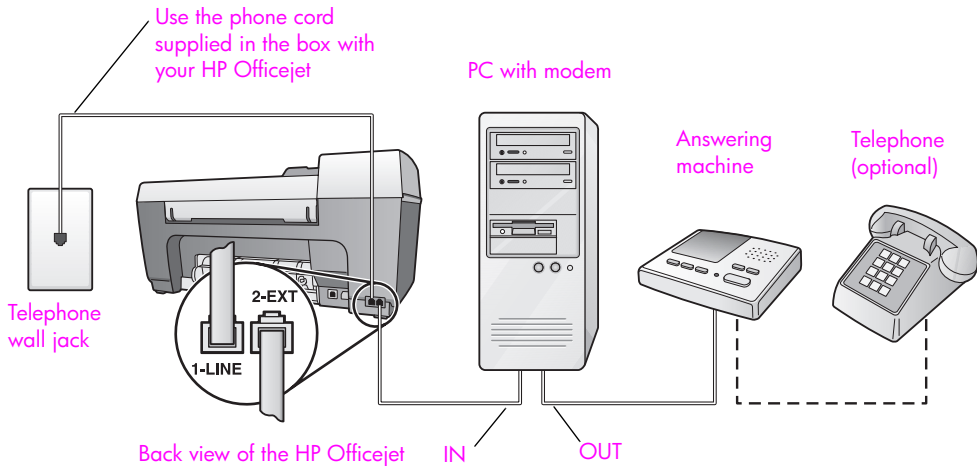
You set the HP Officejet to answer after 6 rings, and you set your answering machine to answer after 4 or fewer rings. This ensures that your answering machine will always answer before the HP Officejet.

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

case G: shared voice/fax line with PC modem and answering machine

If you receive both voice calls and fax calls at the same phone number, and you also have a PC modem and answering machine connected on this phone line, connect your HP Officejet as described in this section.

Note: Since your PC modem shares the telephone line with your HP Officejet, you will not be able to use both your PC modem and your HP Officejet simultaneously. For example, while you are sending and receiving faxes, you will not be able to e-mail or access the Internet.



- 1 Remove the white plug from the port labeled “2-EXT” on the back of your HP Officejet.
- 2 Find the phone cord that connects from the back of your computer (your PC modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled “2-EXT” on the back of your HP Officejet.
- 3 Unplug your answering machine from the telephone wall jack, and connect it to the “out” port on the back of your PC modem. This allows a direct connection between the HP Officejet and your answering machine, even though the PC modem is connected first in line.

Caution! If you do not connect your answering machine in this way, fax tones from a sending fax machine could be recorded on your answering machine, and you will probably not be able to receive faxes with your HP Officejet.

- 4 Using the phone cord supplied in the box with your HP Officejet, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP Officejet.
Caution! If you do not use the supplied cord to connect from the telephone wall jack to your HP Officejet, you probably will not be able to fax successfully. This special 2-wire phone cord is different from the more common 4-wire cords you might already have in your office. For more information about how to tell the difference between the cords, see **I have difficulties when sending faxes and when receiving faxes** on page 120.
- 5 (Optional) If your answering machine does not have a built-in phone, for convenience you might want to connect a phone to the back of your answering machine at the "out" port.
- 6 If your PC modem's software is set to automatically receive faxes to your computer, turn off that setting.
Caution! If you do not turn off the auto fax receive setting in your PC modem software, your HP Officejet will not be able to receive faxes.
- 7 Set your answering machine to answer after 4 or fewer rings.
- 8 Change the Rings to Answer setting on your HP Officejet to 6 rings. For information about how to change this setting, see **set the number of rings before answering** on page 39.

how your hp officejet will answer fax calls

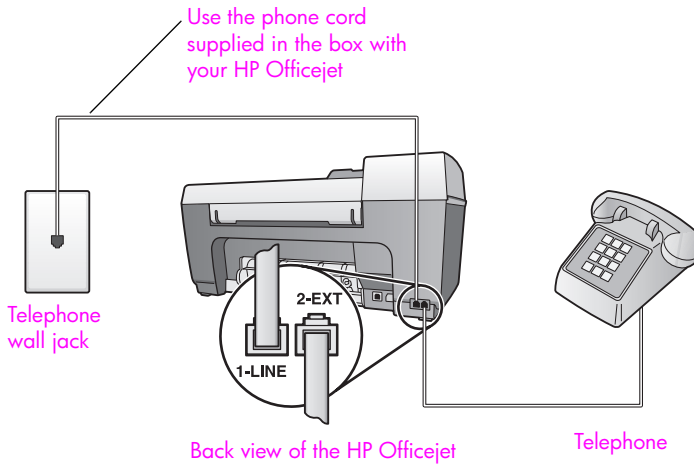
You set the HP Officejet to answer after 6 rings, and you set your answering machine to answer after 4 or fewer rings. This ensures that your answering machine will always answer before the HP Officejet.

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

case H: shared voice/fax line with voice mail

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

Note: The HP Officejet cannot receive faxes automatically if you have a voice mail service, so you must be available to respond in person (manually) to incoming fax calls. If you want to receive faxes automatically instead, contact your phone company to subscribe to a distinctive ring service, or to obtain a separate phone line for faxing.



- 1 Using the phone cord supplied in the box with your HP Officejet, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP Officejet.

Caution! If you do not use the supplied cord to connect from the telephone wall jack to your HP Officejet, you probably will not be able to fax successfully. This special 2-wire cord is different from the more common 4-wire phone cords you might already have in your office. For more information about how to tell the difference between the cords, see [I have difficulties when sending faxes and when receiving faxes](#) on page 120.

- 2 Remove the white plug from the port labeled "2-EXT" on the back of your HP Officejet, and then connect a phone to this port.
- 3 Change the Auto Answer setting to Off using the instructions in [set up the hp officejet to receive faxes automatically or manually](#) on page 39.

how to answer fax calls manually

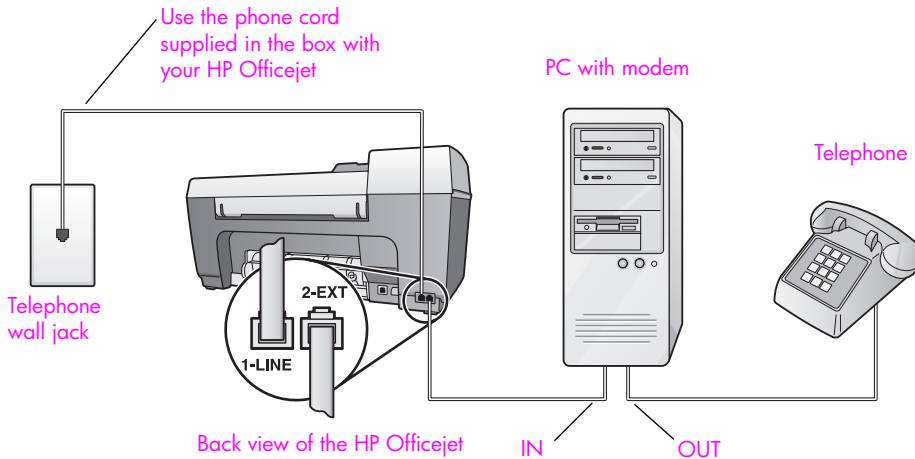
You must be available to respond in person to incoming fax calls, or your HP Officejet cannot receive faxes. For information about how to receive fax calls manually from your attached phone and from an extension phone, see [receive a fax manually](#) on page 40.

case I: shared voice/fax line with PC modem and voice mail

If you receive both voice calls and fax calls at the same phone number, use a PC modem on the same phone line, and also subscribe to a voice mail service through your phone company, connect your HP Officejet as described in this section.

Note: The HP Officejet cannot receive faxes automatically if you have a voice mail service, so you must be available to respond in person (manually) to incoming fax calls. If you want to receive faxes automatically instead, contact your phone company to subscribe to a distinctive ring service, or to obtain a separate phone line for faxing.

Note: Since your PC modem shares the telephone line with your HP Officejet, you will not be able to use both your PC modem and your HP Officejet simultaneously. For example, while you are sending and receiving faxes, you will not be able to e-mail or access the Internet.



- 1 Remove the white plug from the port labeled "2-EXT" on the back of your HP Officejet.
- 2 Find the phone cord that connects from the back of your computer (your PC modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled "2-EXT" on the back of your HP Officejet.
- 3 Connect a phone to the "out" port on the back of your PC modem.
- 4 Using the phone cord supplied in the box with your HP Officejet, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP Officejet.

Caution! If you do not use the supplied cord to connect from the telephone wall jack to your HP Officejet, you probably will not be able to fax successfully. This special 2-wire cord is different from the more common 4-wire phone cords you might already have in your office. For more information about how to tell the difference between the cords, see **I have difficulties when sending faxes and when receiving faxes** on page 120.

- 5 If your PC modem's software is set to automatically receive faxes to your computer, turn off that setting.

Caution! If you do not turn off the auto fax receive setting in your modem software, your HP Officejet will not be able to receive faxes.

- 6 Change the Auto Answer setting to Off using the instructions in **set up the hp officejet to receive faxes automatically or manually** on page 39.

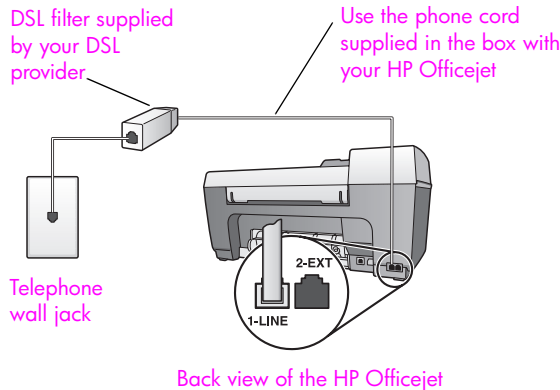
how to answer fax calls manually

You must be available to respond in person to incoming fax calls, or your HP Officejet cannot receive faxes. For information about how to receive fax calls manually from your attached phone and from an extension phone, see **receive a fax manually** on page 40.

faxing from a DSL line

If you have a digital subscriber line (DSL) service through your phone company, use the instructions in this section to connect a DSL filter between the telephone wall jack and your HP Officejet. This filter removes the digital signal that would block your HP Officejet from communicating properly with the telephone line.

Caution! If you have a DSL line and you do not connect the DSL filter, you will not be able to send and receive faxes with your HP Officejet.



- 1 First, connect your HP Officejet according to the appropriate setup case for your office. For information, see **how to choose the right fax setup for your office** on page 92.
- 2 Obtain a DSL filter from your DSL provider.
- 3 Using the phone cord supplied in the box with your HP Officejet, connect one end to the open port on the DSL filter, then connect the other end to the port labeled "1-LINE" on the back of your HP Officejet.

Note: While following the instructions for your fax setup case, you might have already connected your HP Officejet to the telephone wall jack using the HP-supplied cord. If so, remove this cord from the telephone wall jack and connect it to the open port on the DSL filter.

Caution! If you do not use the supplied cord to connect from the DSL filter to your HP Officejet, you will not be able to fax successfully. This special 2-wire cord is different from the more common 4-wire phone cords you might already have in your office. For more information about how to tell the difference between the cords, see **I have difficulties when sending faxes and when receiving faxes** on page 120.

- 4 Connect the DSL filter cord to the telephone wall jack.

HP Instant Share makes it easy to send photos that family and friends can view. Just take a photo or scan an image, select the photograph or image, and use the software on your computer to forward the media to an e-mail destination. You can even upload your photos (depending on your country/region) to an online photo album, or an online photo finishing service.

With HP Instant Share, family and friends always get photos they can view—no more large downloads or images that are too big to open. An e-mail with thumbnail images of your photos is sent with a link to a secure Web page where your family and friends can easily view, share, print, and save your pictures.

Note: To use photos taken with a camera that is not HP Instant Share ready, you will need a method of transferring the images to your computer.

Note: Some operating systems do not support HP Instant Share, but you can still use your HP Photo & Imaging Director (HP Director) software to send a photo to family and friends as an e-mail attachment. (For more information see, [send a photo or image using your hp officejet \(Macintosh\)](#) on page 109.)

This section contains the following topics:

- [use hp instant share in five easy steps \(Windows\)](#) on page 107
- [send a photo or image using your hp officejet \(Macintosh\)](#) on page 109
- [why should I register with hp instant share \(Windows\)?](#) on page 110

use hp instant share in five easy steps (Windows)

HP Instant Share is easy to use with your HP Officejet 5500 Series (HP Officejet)—simply:

- 1 Scan an image using your HP Officejet and send it to the HP Photo & Imaging Gallery (HP Gallery) software.

Note: The HP Gallery is a part of the HP Director software that comes with your HP Officejet. The HP Director is installed on your computer.

- 2 From the **HP Gallery**, select the image you want to send.
- 3 From the **HP Instant Share** tab, click **Start HP Instant Share**.
- 4 Create an e-mail destination within HP Instant Share.

Note: You can also set up an Address Book to retain your e-mail addresses.

- 5 Send your e-mail message.

For specific information on how to use HP Instant Share, see the following procedures:

- [use a scanned image](#) on page 108
- [access hp instant share from the hp director](#) on page 108

Note: Your computer must be connected to the Internet to use HP Instant Share. If you are an AOL or CompuServe user, please connect to your Internet service provider before attempting to use HP Instant Share.

use a scanned image

For information on scanning an image, see [use the scan features](#) on page 31.

- 1 Load your original face down in the automatic document feeder or on the left front corner of the glass.
- 2 Press **Scan**.
The Scan menu appears.
- 3 Select **HP Photo & Imaging Gallery**.
- 4 Press **Start Black** or **Start Color**.
The HP Officejet sends the scan to the HP Photo & Imaging Gallery, which automatically opens and displays the image.
- 5 Select the image.
If you choose to edit the image, perform the edit before selecting the image.
Note: The HP Gallery has many editing tools that you can use to edit your image and achieve the results you want. For more information, see the onscreen [hp photo & imaging help](#) that came with your software.
- 6 Click the **HP Instant Share** tab.
- 7 To use HP Instant Share, go to step 5 in [access hp instant share from the hp director](#) below.

access hp instant share from the hp director

This section addresses how to use the HP Instant Share e-mail service. For more information on using the HP Director, see the onscreen [hp photo & imaging help](#) that came with your software.

- 1 Open the **HP Director**.
- 2 From the HP Director, click **HP Gallery**.
The HP Photo & Imaging Gallery appears.
- 3 Select a photo or scanned image from the folder in which it is stored.
Note: For more information, see the onscreen [hp photo & imaging help](#) that came with your software.
- 4 Click the **HP Instant Share** tab.
- 5 In the Control area, click **Start HP Instant Share**.
The Go Online screen appears in the Work area.
- 6 Click **Next**.
The One-Time Setup—Region and Terms of Use screen appears.
- 7 Select your country/region from the drop-down list.
- 8 Read the **Terms of Service**, select the **I agree** check box, and click **Next**.
The Select an HP Instant Share Service screen appears.
- 9 Select **HP Instant Share E-mail**: send photos through e-mail.

- 10 Click **Next**.
- 11 At the Create HP Instant Share E-Mail screen, complete the **To**, **From**, **Subject**, and **Message** fields.

Note: To open and maintain an e-mail address book, click Address Book, register with HP Instant Share, and obtain a HP Passport.

Note: To send your e-mail to multiple addresses, click How to e-mail multiple people.
- 12 Click **Next**.
The Add Captions screen appears.
- 13 Enter a caption for your digital image, and then click **Next**.
Your image is uploaded to the HP Instant Share services site.
Once the image is uploaded, the Photos E-mailed screen appears.
Your e-mail is sent with a link to a secure Web page that stores your image for 60 days.
- 14 Click **Finish**.
The HP Instant Share website opens in your browser.
From the website, you can select an image, and choose from a number of processing options.

send a photo or image using your hp officejet (Macintosh)

If your HP Officejet is connected to a Macintosh, you can send a photo to anyone with an e-mail account. You can initiate your e-mail message from an e-mail application installed on your computer by pressing E-mail in the HP Gallery. You open the HP Gallery from the HP Director.

This section contains the following topics:

- **use a scanned image** on page 109
- **access the e-mail option from the hp director** on page 110

use a scanned image

For information on scanning an image, see **use the scan features** on page 31.

- 1 Load your original face down in the automatic document feeder or on the left front corner of the glass.
- 2 Press **Scan**.
The Scan menu appears.
- 3 Select **HP Photo and Imaging Gallery**.
- 4 Press **Start Black** or **Start Color**.
The HP Officejet sends the scan to the HP Photo and Imaging Gallery, which automatically opens and displays the image.
- 5 Select the image.
If you choose to edit the image, perform the edit before selecting the image.

Note: The HP Gallery has many editing tools that you can use to edit your image and achieve the results you want. For more information, see the onscreen **hp photo and imaging help** that came with your software.

6 Click **E-mail**.

The e-mail program on your Macintosh opens.

You can now send the images as an e-mail attachment by following the prompts on your Macintosh.

access the e-mail option from the hp director

1 Open the **HP Director** and click **HP Gallery** (OS 9).

OR

Click **HP Director** in the Dock, and select **HP Gallery** from the **Manage and Share** section of the **HP Director** menu (OS X).

The HP Photo and Imaging Gallery opens.

2 Select one or more images or photos.

For more information, see the onscreen **hp photo and imaging help** that came with your software.

3 Click **E-mail**.

The e-mail program on your Macintosh opens.

You can now send the images as an e-mail attachment by following the prompts on your Macintosh.

why should I register with hp instant share (Windows)?

With the HP Officejet 5500 Series, HP Instant Share user registration is only required if you choose to use the Address Book. User registration is a separate log-on process from the HP product registration and is accomplished using the HP Passport setup program.

If you choose to save e-mail addresses and create distribution lists in a HP Instant Share Address Book, you will be prompted to register. Registration is required prior to configuring the Address Book and accessing the Address Book when addressing an HP Instant Share e-mail.

This section contains troubleshooting information for the HP Officejet 5500 Series (HP Officejet). Specific information is provided for installation and configuration topics. References to our online troubleshooting help are provided for operational topics.

This section contains the following:

- **installation troubleshooting** on page 111
- **operational troubleshooting** on page 124

installation troubleshooting

Installation and configuration troubleshooting tips are included in this section for some of the most common issues associated with HP Officejet fax setup, software and hardware installation, and HP Instant Share.

This section includes the following topics:

- **software and hardware installation troubleshooting** on page 111
- **fax setup troubleshooting** on page 119
- **hp instant share setup troubleshooting** on page 124

software and hardware installation troubleshooting

If you encounter a software or hardware problem during installation, see the topics below for a possible solution.

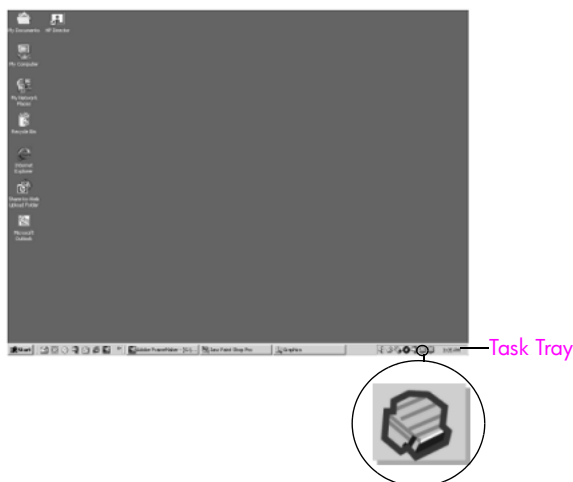
During a normal installation of the HP Officejet software, the following things occur:

- The HP Officejet CD-ROM runs automatically
- The software installs
- Files are copied to your hard drive
- You are requested to plug in the HP Officejet
- A green OK and check mark appear on an installation wizard screen
- You are requested to restart your computer
- the Fax Setup wizard runs
- The registration process runs

If any of these things did not occur, there might be a problem with the installation. To check the installation on a PC, verify the following:

- Double-click the HP Officejet and make sure the essential icons (scan picture, scan document, send fax, and hp gallery) appear in the HP Director. If the essential icons do not appear immediately, you might need to wait a few minutes for the HP Officejet to connect to your computer. Otherwise see below.
- Open the Printers dialog box and check to see that the HP Officejet is listed.

Look at the system tray for an HP Officejet icon. This indicates that the HP Officejet is ready. The HP Officejet icon normally appears in the lower-right corner of the desktop in the Task Tray.



software installation troubleshooting

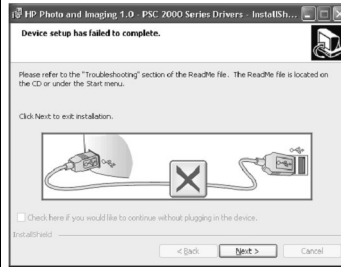
Use this section to solve any problems you might encounter while installing the HP Officejet software.

problem	possible cause and solution
When I insert the CD-ROM into my computer's CD-ROM drive, nothing happens	If nothing appears on your computer screen after you insert the HP Officejet 5500 Series CD-ROM into your computer's CD-ROM drive: <ol style="list-style-type: none"> 1 From the Windows Start menu, choose Run. 2 In the Run dialog box, enter d:\setup.exe (if your CD-ROM drive is not assigned to drive letter d, use the appropriate drive letter), then click OK.
The minimum system checks screen appears during installation	If the minimum system checks screen appears, your system does not meet the minimum requirements to install the software. Click Details to see what the specific problem is. Then correct the problem before attempting to install the software.

problem

A red X appears on the USB connect prompt

possible cause and solution




If a red X appears on the USB connect prompt, follow these steps:

- 1 Verify that the front panel cover is firmly attached, then unplug the HP Officejet and plug it in again.
- 2 Verify that the USB and power cables are plugged in.
- 3 Verify that the USB cable is set up properly as follows:
 - Unplug the USB cable and plug it in again.
 - Do not attach the USB cable to a keyboard or non-powered hub.
 - Verify that the USB cable is 3 meters or less in length.
 - If you have several USB devices attached to your computer, you might want to unplug the others during the installation.
- 4 Continue with the installation and reboot the computer when prompted. Then open HP Director and check for the essential icons (scan picture, scan document, send fax, and hp gallery)
- 5 If the essential icons still do not appear in HP Director, remove the software and then reinstall it as described in **Some of the icons are missing in the HP Director** on page 114.

I received a message that an unknown error has occurred

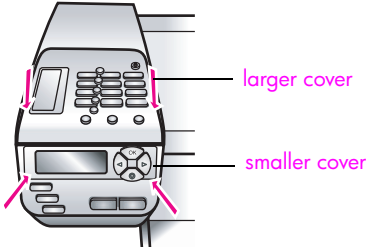
If you receive an unknown error message, try to continue with the installation. If that doesn't work, discontinue the installation and try to begin the installation again.

problem	possible cause and solution
<p>Some of the icons are missing in the HP Director</p>	<p>If the essential icons (scan picture, scan document, send fax, and HP Gallery) do not appear, your installation might not be complete. If your installation is incomplete, you might need to uninstall and then reinstall the software. Do <i>not</i> simply delete the HP Officejet program files from your hard drive. Be sure to remove them properly using the uninstall utility provided in the HP Officejet program group.</p> <p>to uninstall from a Windows computer</p> <ol style="list-style-type: none"> 1 Disconnect your HP Officejet from your computer. 2 On the Windows task bar, click Start, Programs All Programs (XP), Hewlett-Packard, hp officejet 5500 series, uninstall software. 3 Follow the directions on the screen. 4 If you are asked whether you would like to remove shared files, click No. Other programs that use these files might not work properly if the files are deleted. 5 After the program finishes removing the software, disconnect your HP Officejet, and restart your computer. Note: It is important that you disconnect your HP Officejet before restarting your computer. 6 To reinstall the software, insert the HP Officejet 5500 Series CD-ROM into your computer's CD-ROM drive, and follow the instructions that appear on the screen 7 After the software is installed, connect the HP Officejet to your computer. Turn on the HP Officejet using the On button. To continue with the installation, follow the onscreen instructions and the instructions provided in the Setup Poster that came with your HP Officejet. After connecting and turning on your HP Officejet, you might have to wait several minutes for all of the Plug and Play events to complete. When the software installation is complete, you will see a Status Monitor icon in the System Tray. 8 To verify that the software is properly installed, double-click the HP Director icon on the desktop. If the HP Director shows the key icons (scan picture, scan document, send fax, and HP Gallery), the software has been properly installed.

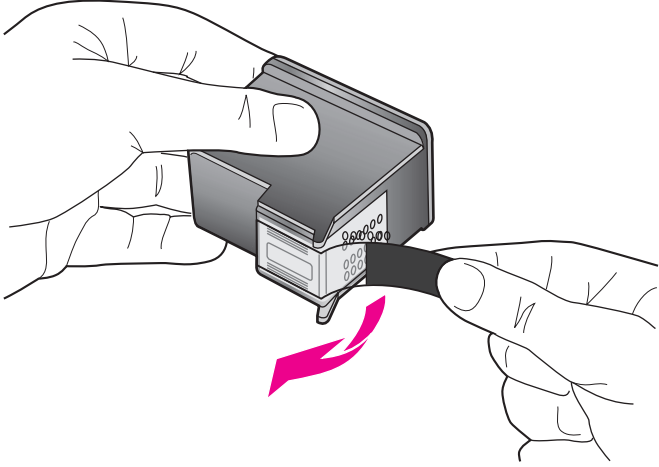
problem	possible cause and solution
Some of the icons are missing in the hp director (continued)	<p>to uninstall from a Macintosh computer</p> <ol style="list-style-type: none"> 1 Disconnect the HP Officejet from your Macintosh. 2 Double-click the Applications:HP All-in-One Software folder. 3 Double-click HP Uninstaller. 4 Follow the onscreen instructions. 5 After the software is uninstalled, disconnect your HP Officejet, and restart your computer. 6 To reinstall the software, insert the HP Officejet 5500 Series CD-ROM into your computer's CD-ROM drive. Note: When reinstalling the software, follow the instructions in the Setup Poster. Do not connect the HP Officejet to your computer until after you have completed the software installation. 7 On the desktop, open the CD-ROM, double-click hp all-in-one installer, and follow the instructions that appear.
The fax wizard does not start	<p>If the fax wizard does not start automatically, launch the fax wizard as follows:</p> <ol style="list-style-type: none"> 1 Start HP Director in the Hewlett-Packard folder on the Windows Start menu. 2 Click the Settings menu, and select Fax Settings and Setup and then Fax Setup Wizard.
The registration screen does not appear	<p>If you wish to register your HP Officejet but the registration wizard does not automatically appear, launch the Product Registration program in the HP folder on the Windows Start menu.</p>
The Digital Imaging Monitor does not appear in the Task Tray	<p>If the Digital Imaging Monitor does not appear in the Task Tray, wait several minutes. If it still doesn't appear, click HP Director to check whether or not essential icons are there. For more information, see Some of the icons are missing in the HP Director on page 114.</p> <p>The Task Tray normally appears in the lower-right corner of the Windows desktop.</p>  <p>The screenshot shows a portion of the Windows taskbar. On the right side, there is a clock displaying '4:04 PM'. To the left of the clock is the Task Tray, which contains several icons. One of these icons is the HP Digital Imaging Monitor icon, which is a small square with a stylized 'D' and 'M' inside. A pink line points from the text 'Task Tray' to the right side of the taskbar. Another pink line points from the text 'HP Digital Imaging Monitor icon' to the specific icon in the taskbar.</p>

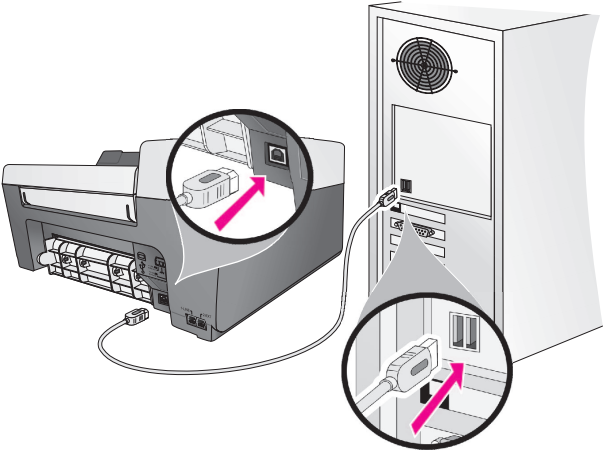
hardware installation troubleshooting

Use this section to solve any problems you might encounter while installing the HP Officejet hardware.

problem	possible cause and solution
I received a message on the front panel display to attach the front panel cover	<p>This might mean the front panel cover is not attached, or it is attached incorrectly. Make sure that you attach the bezel as described below and that it is firmly in place.</p> <ol style="list-style-type: none"><li data-bbox="388 378 1097 435">1 Align the <i>larger</i> front panel cover over the buttons on the top of the HP Officejet and snap it into place.  <p>The diagram shows the front panel of an HP Officejet printer. Two covers are highlighted in pink. The 'larger cover' is positioned over the top row of buttons, including the power button and several function buttons. The 'smaller cover' is positioned over the bottom row of buttons, including the numeric keypad and a circular navigation pad. Red arrows point to the edges of both covers, indicating where they should be snapped into place.</p> <ol style="list-style-type: none"><li data-bbox="388 730 1097 788">2 Align the <i>smaller</i> front panel cover over the buttons on the front of the HP Officejet and snap it into place.<li data-bbox="388 800 870 822">3 Make sure all the buttons can move freely.

problem	possible cause and solution
The front panel displays the wrong language	<p>The HP Officejet has been set up with the incorrect language or country/region. Usually, you set the language and country/region when you first set up the HP Officejet. However, you can change these settings at any time by using the following procedure:</p> <ol style="list-style-type: none"> 1 Press Setup. 2 Press 6, then press 3. This selects Preferences and then selects Set Language & Country/Region. After starting the routine, the following prompt is presented on the front panel display: Press 11 for English? If you want to change the language to English, enter 11 using the keypad, or you can also scroll through the countries/regions using ◀ or ▶. Otherwise, wait for five seconds and the display changes automatically to the next available language. When you see the language you want, enter its two-digit number using the keypad. 3 When prompted to confirm the language, press 1 for Yes or 2 for No. You are prompted with all the countries/regions for the selected language. You can also scroll through the countries/regions using ◀ or ▶. 4 Using the keypad, enter the two-digit number for the desired country/region. 5 When prompted, press 1 for Yes or 2 for No. 6 You can confirm the language and country/region by printing a Self-Test Report, as follows: <ol style="list-style-type: none"> a. Press Setup. b. Press 1, then press 4. This selects Print Report, and then selects Self-Test Report.
I received a message on the front panel display to align the print cartridges	The HP Officejet prompts you to align cartridges every time you install a new print cartridge. For more information, see align the print cartridges on page 65.
My HP Officejet does not power on	If the HP Officejet does not power on, make sure each connection from the power outlet to the HP Officejet is firmly connected, and wait a few seconds for the HP Officejet to power on. Also, if the HP Officejet is plugged in to a power strip, make sure the strip is turned on.

problem	possible cause and solution
<p>The HP Officejet does not print</p>	<p>First check to see whether the print cartridge is out of ink. To do this, see print a self-test report on page 61.</p> <p>However, before you do this, check the print cartridge to make sure you have properly removed its packaging. Being careful not to touch the copper contacts or ink nozzles, make sure you have gently pulled the pink tab to remove the plastic tape.</p>  <p>If you determine that you need to replace a print cartridge see replace the print cartridges on page 63.</p>
<p>I received a message on the front panel display about a paper jam or a blocked carriage</p>	<p>If either a paper jam or blocked carriage error message appears in the front panel display there might be some packing material inside the HP Officejet. Lift open the print-carriage access door to expose the print cartridges and remove any packing material or other items that do not belong there.</p>

problem	possible cause and solution
My USB cable is not connected	<p>Connecting your computer to your HP Officejet with a USB cable is straightforward. Simply plug one end of the USB cable into the back of your computer and the other in the back of the HP Officejet. You can connect to any USB port on the back of your computer.</p> 

additional installation troubleshooting help

You might want to refer to the Read Me file for more information on possible installation problems. In Windows, you can access the Read Me file from the Start button on the taskbar; select **Programs, Hewlett-Packard, HP Officejet 5500 Series, View the Readme File**. In Macintosh OS 9 or OS X, you can access the readme file by double-clicking the icon located in the top-level folder of the HP Officejet software CD-ROM.

The readme file provides more information, including:

- Using the Re-install utility after a failed installation to return your computer to a state that will allow the HP Officejet to be re-installed.
- Using the Re-install utility in Windows 98 to recover from a Composite USB System Driver missing.

This error might occur if the hardware is installed prior to installing the software. After running the Re-install utility, reboot your PC, and install the HP Officejet software before connecting the HP Officejet to your computer.

You can also find more information on the HP website at:

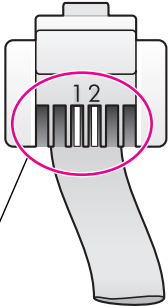
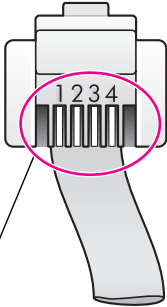
www.hp.com/support

fax setup troubleshooting

Use this section to solve any problems you might encounter while setting up your HP Officejet for faxing.

For information about how to set up your HP Officejet for faxing, see **fax setup** on page 91.

For more information on solving problems you could have while faxing with your HP Officejet, see the **hp officejet 5500 series** troubleshooting section in the onscreen **hp photo & imaging help** that came with your software.

problem	possible cause and solution
<p>I have difficulties when sending faxes and when receiving faxes</p>	<ul style="list-style-type: none"> Make sure you connected the HP Officejet from the port labeled "1-LINE" to your telephone wall jack using the phone cord supplied in the box with your HP Officejet.* This special 2-wire cord is different from the more common 4-wire cords you might already have in your office. Check the end of the cord and compare it to the two types of cords shown below: <div style="display: flex; justify-content: space-around; align-items: flex-start; margin-top: 20px;"> <div style="text-align: center;">  <p>2-wire cord End view of the 2-wire phone cord supplied in the box with your HP Officejet</p> </div> <div style="text-align: center;">  <p>4-wire cord End view of a 4-wire phone cord that will probably cause faxing problems if connected directly to your HP Officejet</p> </div> </div> <p>* This possible cause/solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the HP Officejet, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.</p> <p>If you used the 4-wire cord, disconnect it, find the supplied 2-wire cord, and then connect the 2-wire cord to the HP Officejet (at the port labeled "1-LINE"). For more information on how to connect this cord, see fax setup on page 91.</p> <p>Note: If the 2-wire cord is not long enough and you need to extend it, you might want to purchase an in-line coupler and use a 4-wire cord to increase the length. The type of coupler you would need allows you to connect a 2-wire cord at one end, and a 4-wire cord at the other. Attach the 2-wire cord from the "1-LINE" port of the HP Officejet to one side of the coupler; then attach a 4-wire cord from the opposite side of the coupler to the telephone wall jack.</p>

problem	possible cause and solution
<p>I have difficulties when sending faxes and when receiving faxes (continued)</p>	<ul style="list-style-type: none"> • Make sure you have correctly connected the HP Officejet to the telephone wall jack, and correctly connected any additional equipment and services that share the phone line with your HP Officejet. Use the 1-LINE port on the back of the HP Officejet to connect to the wall jack, and use the 2-EXT port to connect any other equipment, such as a PC modem or an answering machine. For more information and connection diagrams, see fax setup on page 91. • Using a telephone line splitter can cause faxing problems. (A splitter is two-cord connector that plugs into a wall jack.) Try removing the splitter and connecting the HP Officejet directly to the telephone wall jack. • Check that the telephone wall jack has a working telephone line by plugging in a phone and checking for a dial tone. • Telephone lines with poor sound quality (noise) can cause faxing problems. Check the sound quality of the telephone line by plugging a phone into the wall jack and listening for static or other noise. If you hear noise, turn off the Error Correction Mode (ECM) feature on your HP Officejet and try faxing again. For information, see use error correction mode on page 49. Also contact your phone company to report the noise problem on your line. • Other equipment using the same telephone line as the HP Officejet might be in use. For example, you cannot use your HP Officejet for faxing if an extension phone is off-hook, or if you are using your PC modem to e-mail or access the Internet. • If you are using a digital subscriber line (DSL), make sure that you have a DSL filter connected or you will not be able to fax successfully. Obtain a DSL filter from your DSL provider. The DSL filter removes the digital signal that blocks your HP Officejet from communicating properly with the telephone line. For information on how to connect the DSL filter, see faxing from a DSL line on page 106. • Check for error messages on the front panel display of your HP Officejet. Until a product error condition is resolved, you will not be able to send or receive faxes. For information on resolving error conditions, see the hp officejet 5500 series troubleshooting section in the onscreen hp photo & imaging help that came with your software. • If you are using either a PBX or an ISDN converter, make sure the HP Officejet is connected to the port that is designated for fax and phone use. Note that some ISDN systems allow you to configure the ports for specific phone equipment—for example, you might have assigned one for telephone and Group 3 fax and another for multiple purposes. If you continue to have problems when connected to the fax/phone port, try using the port designated for multiple purposes (might be labeled “multi-combi” or something similar).

problem	possible cause and solution
I cannot receive faxes, but I can send faxes	<ul style="list-style-type: none"> • The Rings to Answer feature might not be set to answer after the appropriate number of rings for your office setup. For more information, see set the number of rings before answering on page 39. • If you have a voice mail service at the same phone number you use for fax calls, you must receive faxes manually, not automatically. For information on setting up for faxing when you have a voice mail service, see fax setup on page 91. For information on how to receive faxes manually, see set up the hp officejet to receive faxes automatically or manually on page 39. • If you have a PC modem on the same phone line with your HP Officejet, check to make sure that the modem's software is not set to receive faxes automatically. Modems with this auto fax receive feature turned on will take over the phone line to receive all incoming faxes, which will prevent the HP Officejet from receiving fax calls. • If you have an answering machine on the same phone line with your HP Officejet, you might have one of the following problems: <ul style="list-style-type: none"> – Your outgoing message might be too long or too loud to allow the HP Officejet to detect fax tones, and the calling fax machine might disconnect. – Your answering machine might not have enough quiet time after your outgoing message to allow the HP Officejet to detect fax tones. This problem is more common with digital answering machines. <p>The following actions might help solve these problems:</p> <ol style="list-style-type: none"> a. Disconnect the answering machine and then try receiving a fax. If faxing is successful without it, the answering machine might be causing the problem. b. Reconnect the answering machine and re-record your outgoing message. Make sure the message is as short as possible (no more than 10 seconds long), and that you speak softly and slowly when recording it. Try again to receive a fax. • If you have a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), make sure that the Answer Ring Pattern feature on your HP Officejet is set to match. For example, if the phone company has assigned your fax number a double ring pattern, make sure Double Rings is selected as the Answer Ring Pattern setting. For information on changing this setting, see change the answer ring pattern (distinctive ringing) on page 50. <p>Note that some ring patterns cannot be recognized by the HP Officejet, such as those with alternating short and long ringing patterns. If you are having problems with a ring pattern of this type, ask your phone company to assign a non-alternating ring pattern.</p>

problem	possible cause and solution
I cannot receive faxes, but I can send faxes (continued)	<ul style="list-style-type: none"> • If you are not using a distinctive ring service, check to make sure that the Answer Ring Pattern feature on your HP Officejet is set to All Rings. For information, see change the answer ring pattern (distinctive ringing) on page 50. • If your HP Officejet shares the same phone line with other types of phone equipment—such as an answering machine or a PC modem—the fax signal level could be reduced, causing fax reception problems. To find out if other equipment is causing a problem, disconnect everything except the HP Officejet from the phone line, and then try to receive a fax. If fax reception is successful without the equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and faxing, until you identify which equipment is causing the problem.
I cannot send faxes, but I can receive faxes	<ul style="list-style-type: none"> • If you are using speed dial to dial the fax number, the HP Officejet might be dialing too fast or too soon. To solve this problem, try one of the following: <ul style="list-style-type: none"> – Try manually dialing the fax number from the HP Officejet front panel, or from an attached phone. For information, see send a fax using monitor or manual dialing on page 37. – Re-create the speed dial setting and insert some pauses. For information, see create individual speed-dial settings on page 44. • If your telephone line has a PBX system, make sure you are dialing the number for an outside line before dialing the fax number. • The receiving fax machine might be having problems. To check this, try calling the fax number from a telephone and listen for fax tones. If you cannot hear fax tones, the receiving fax might not be turned on or connected, or a voice mail service could be interfering with the recipient's phone line.
Fax tones are recorded on my answering machine	<ul style="list-style-type: none"> • When you have an answering machine on the same phone line you use for fax calls, you must connect the answering machine directly to the HP Officejet (or through a directly-connected PC modem, if applicable) as described in fax setup on page 91. If you do not connect it as recommended, fax tones could be recorded on your answering machine.
I hear static on my telephone line ever since I connected the HP Officejet	<ul style="list-style-type: none"> • If you did not connect the HP Officejet from the port labeled "1-LINE" to your telephone wall jack using the phone cord supplied in the box with your HP Officejet, you could hear static on your phone line and you probably will not be able to fax successfully.* This special 2-wire cord is different from the more common 4-wire cords you might already have in your office. For more information, see I have difficulties when sending faxes and when receiving faxes on page 120.

problem	possible cause and solution
I hear static on my telephone line ever since I connected the HP Officejet (continued)	<p>* This possible cause/solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the HP Officejet, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.</p> <ul style="list-style-type: none"> • Using a telephone line splitter could affect the sound quality of your phone line, causing static. Try removing the splitter and connecting the HP Officejet directly to the telephone wall jack.

hp instant share setup troubleshooting

HP Instant Share setup errors (such as might occur when setting up the Address Book) are covered in the HP Instant Share screen-specific help. Specific operational troubleshooting information is provided in **operational troubleshooting** below.

operational troubleshooting

The **hp officejet 5500 series** troubleshooting section in the **hp photo & imaging help** contains troubleshooting tips for some of the most common issues associated with your HP Officejet. To access the troubleshooting information from a Windows computer, go to the HP Photo & Imaging Director, click Help, and then choose Troubleshooting and Support. Troubleshooting is also available through the Help button that appears on some error messages.

To access troubleshooting information from the Macintosh (OS X), click the HP Director (All-in-One) icon in the Dock, select HP Help from the HP Director menu, select HP Photo and Imaging Help, and then click hp officejet 5500 series troubleshooting in the Help Viewer.

If you have Internet access, you can get help from the HP website at:

www.hp.com/support

The website also provides answers to frequently asked questions.

hp instant share troubleshooting

Basic HP Instant Share troubleshooting topics are covered in the table below. Once you access the HP Instant Share website, online help is provided for any error messages encountered.

error message	possible cause and solution
Can't connect to the Internet	<p>Your computer is unable to connect to the HP Instant Share server after the Go Online screen appears.</p> <ul style="list-style-type: none"> • Check your Internet connection and make sure you are online. • If you are behind a firewall, verify that your browser proxy settings are correct.
HP Instant Share Service temporarily unavailable	<p>The HP Instant Share server is currently down for maintenance.</p> <ul style="list-style-type: none"> • Try connecting again later.

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- Ways to Enhance Your Product

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