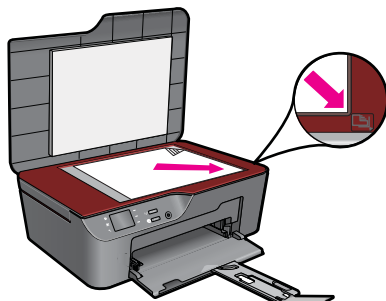


- ☐ Load original print side down on right front corner of glass.



- ☐ Close lid.
- c. Select **Copy** from the printer display menu to access the copy menu.
 - ☐ If you do not see **Copy** on the printer display, press the back button until you see **Copy**.
 - ☐ From the Copy menu, press the button next to **Copy**.
 - ☐ Press the button next to **Copy Number** to increase or decrease the number of copies. Press the button next to **OK** to confirm.
 - ☐ Press the button next to **Copy Black** or **Copy Color** to copy onto A4 or 8.5" x 11" plain paper.

More copy features

- ▲ While in the Copy menu, press the selection button next to **Settings** to access the **Copy Settings** menu.
 - ☐ **Paper Size/Type:** You will see menus to select paper size and paper type. A plain paper setting will print in plain paper normal print quality. A photo paper setting will print in photo paper best quality.
 - ☐ **Resize:** **Actual size** makes a copy that is the same as the size of the original, but the margins of the copied image may be clipped. **Resize to fit** makes a copy that is centered with a white border around the edges. The resized image is either enlarged or reduced to fit the size of the selected output paper. **Custom Size** allows you to increase the size of the image by selecting values greater than 100% or reduce the image size by selecting values less than 100%.
 - ☐ **Lighter / Darker:** Adjusts the copy settings to make copies lighter or darker.



NOTE: After two minutes of inactivity the copy options will automatically return to the default settings of plain paper A4 or 8.5" x 11" (depending on region).

Scan to a computer

You can initiate a scan from the control panel of the printer or from your computer. Scan from the control panel if you want to quickly scan one page to an image file. Scan from

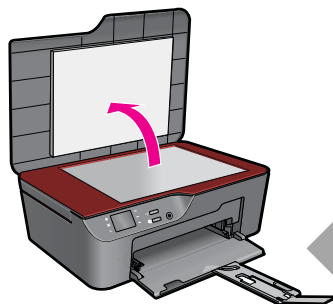
your computer if you want to scan multiple pages into one file, define the file format of the scan, or make adjustments to the scanned image.

Prepare the scan

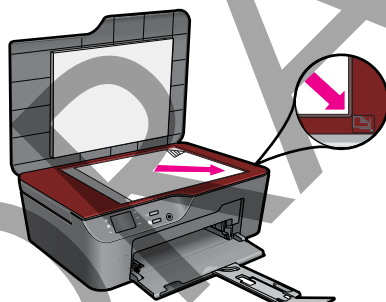
▲ To prepare the scan:

a. Load original.

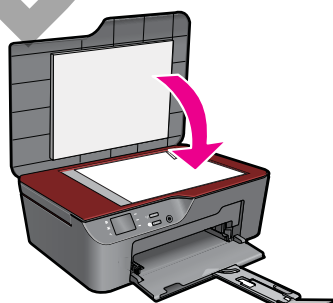
- ☐ Lift lid on product.



- ☐ Load original print side down on right front corner of glass.



- ☐ Close lid.



b. Start scan.

Scan from the printer control panel

1. Select **Scan** from the printer display menu. If you do not see **Scan** on the printer display press the **Back** button until you do.
2. Select the computer that you want to scan to from the printer display.
If you do not see your computer listed on the printer display make sure that your computer is connected to the printer either wirelessly or through a USB cable. If you have a wireless connection and you have confirmed that the connection is working, you will need to enable wireless scanning in the software.
 - a. Click the HP All-in-One desktop icon to open the Printer Software.



NOTE: You can also access the Printer Software by clicking **Start > Programs > HP > HP Deskjet 3520 series > HP Deskjet 3520 series**

- b. Click the **Scanner Actions** icon.
- c. Click **Manage Scan to Computer**.



NOTE: You can choose to keep the **Scan to Computer** option always active. If this feature is always active, you will be able to select the **Scan** option from the printer display to scan to your wirelessly connected computers that are in use. If this feature is not always active, then you will need to first activate the **Scan to Computer** option in the Printer Software before you scan. This only affects the **Scan** button on the printer control panel. Whether **Scan to Computer** is active or not, you will always be able to make a scan from your computer

3. Locate the scanned image on your computer. After the scan is saved, a Windows Explorer window will open in the directory where the scan was saved.

Scan from your computer

1. Open the **HP Scan** application. Click **Start > Programs > HP > HP Deskjet 3520 series > HP Scan**
2. Select the type of scan that you want from the shortcut menu and then click **Scan**.



NOTE: If **Show Scan Preview** is selected, you will be able to make adjustments to the scanned image in the preview screen.

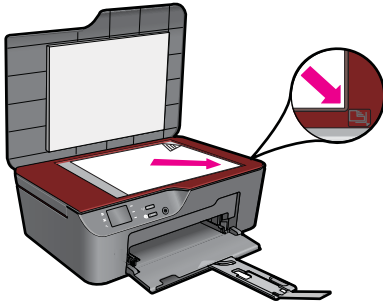
3. Select **Save** if you want to keep the application open for another scan, or select **Done** to exit the application.
4. After the scan is saved, a Windows Explorer window will open in the directory where the scan was saved.



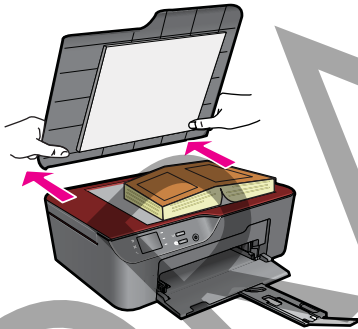
NOTE: There is a limited number of computers that can have the scan function activated at the same time. Press the **Scan** button on the printer and you will see the computers that are currently available for scanning.

Tips for copy success

- Load your original print side down on the right front corner of the glass.



- Remove the printer lid to copy or scan a book.



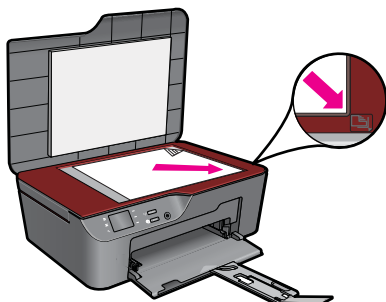
- To increase or decrease the contrast of your printed output, select **Copy** from the printer display and then select **Settings**. From the **Copy Settings** menu select **Lighter/Darker** to adjust the contrast.
- To select the paper size and paper type of the printed output, select **Copy** from the printer display, then select **Settings**. From the **Copy Settings** menu select **Size to Fit** to choose plain or photo paper and photo paper size.
- To resize the image, select **Copy** from the printer display, then select **Settings**. From the **Copy Settings** menu select **Resize**.



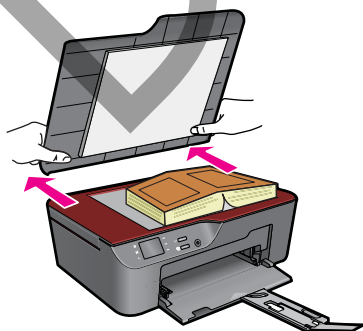
[Click here to go online for more information.](#)

Tips for scan success

- Load your original print side down on the right front corner of the glass.



- Clean the scanner glass and make sure that there are no foreign materials adhering to it.
- If you have a wireless connection and you have confirmed that the connection is working, you will need to enable wireless scanning in the software to scan from the printer display. Open the Printer Software to select **Scanner Actions** and then select **Manage Scan to Computer**.
- After you select **Scan** from the printer display, choose the computer that you want to scan to from the list of printers on the printer display.
- If you have a wireless connection from your printer to your computer, and you want to always be able to quickly scan to your connected computer, choose to have **Scan to Computer** always active.
- If you want to scan a document with several pages into one file instead of multiple files, start the scan with the Printer Software instead of selecting **Scan** from the control panel.
- Remove the printer lid to copy or scan a book.



[Click here to go online for more information.](#)

7 Work with cartridges


- [Check the estimated ink levels](#)
- [Order ink supplies](#)
- [Replace the cartridges](#)
- [Cartridge warranty information](#)

Check the estimated ink levels

You can easily check the ink supply level to determine how soon you might need to replace a cartridge. The ink supply level shows an estimate of the amount of ink remaining in the cartridges.

To check the ink levels from the control panel

1. From the Control Panel home screen, which displays **Copy**, **Scan**, and **Quick Forms**, press the **Setup** button.

 **NOTE:** If you do not see the home screen, press the **Back** button until you can see it.


2. Select **Ink Status**

To check the ink levels from the Printer Software

1. Click the HP All-in-One desktop icon to open the Printer Software.

 **NOTE:** You can also access the Printer Software by clicking **Start > Programs > HP > HP Deskjet 3520 series > HP Deskjet 3520 series**

2. In the Printer Software, click **Estimated Ink Levels**.

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

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

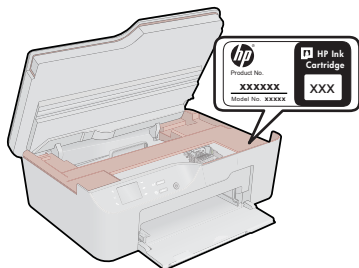
NOTE: Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the product and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual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

Order ink supplies

Before ordering cartridges, locate the correct cartridge number.

Locate the cartridge number on the printer

- ▲ The cartridge number is located inside the cartridge door.



Locate the cartridge number in the Printer Software

1. Click the HP All-in-One desktop icon to open the Printer Software.



NOTE: You can also access the Printer Software by clicking **Start > Programs > HP > HP Deskjet 3520 series > HP Deskjet 3520 series**

2. In the Printer Software, click **Shop For Supplies Online**. The correct cartridge number will be automatically displayed when you use this link.

To order genuine HP supplies for the HP All-in-One, go to www.hp.com/buy/supplies. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.



NOTE: Ordering cartridges online is not supported in all countries/regions. If it is not available in your country/region, you may still view supplies information and print a list for reference when shopping at a local HP reseller.

Related topics

[Choose the right cartridges](#)

Choose the right cartridges

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

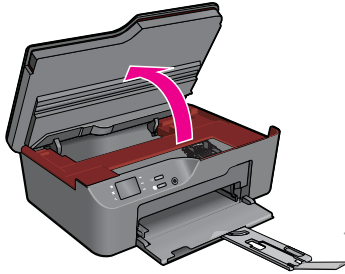
Related topics

[Order ink supplies](#)

Replace the cartridges

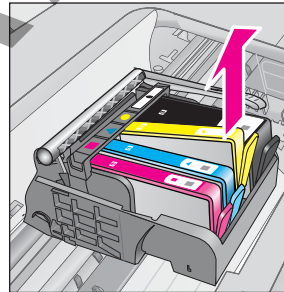
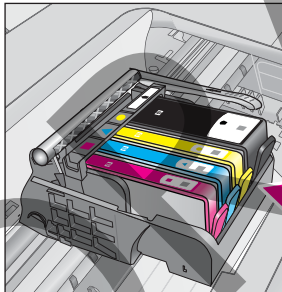
To replace the cartridges

1. Check that power is on.
2. Remove cartridge.
 - a. Open cartridge access door.

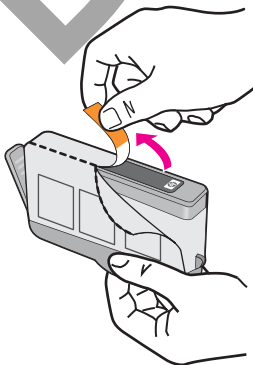


Wait for print carriage to move to right side of product.

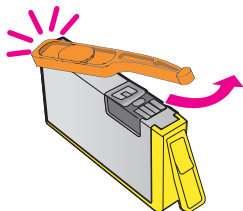
- b. Press tab on cartridge, then remove it from slot.



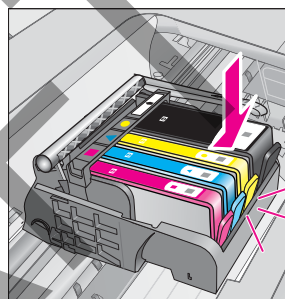
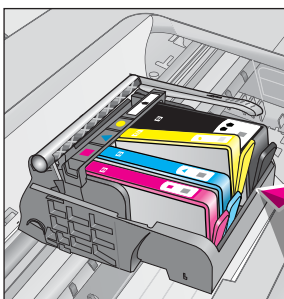
3. Insert new cartridge.
 - a. Remove cartridge from packaging.



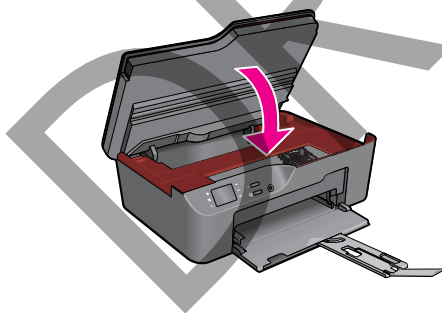
- b. Twist orange cap to snap it off. A forceful twist may be required to remove cap.



- c. Match color icons, then slide cartridge into slot until it clicks into place.



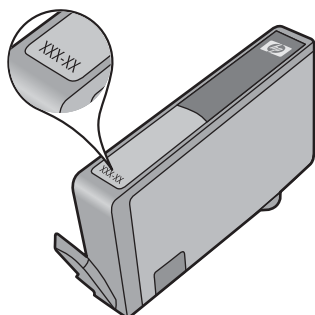
- d. Close cartridge door.



Cartridge warranty information

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

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



For a copy of the HP Limited Warranty Statement, see the printed documentation that came with the product.

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8 Connectivity

- [WiFi Protected Setup \(WPS – requires WPS router\)](#)
- [Traditional wireless connection \(requires router\)](#)
- [USB Connection \(non-network connection\)](#)
- [Change from a USB connection to a wireless network](#)
- [Connect a new printer](#)
- [Change network settings](#)
- [Tips for setting up and using a networked printer](#)
- [Advanced printer management tools \(for networked printers\)](#)

WiFi Protected Setup (WPS – requires WPS router)


These instructions are for customers who have already setup and installed the printer software. For first time installation refer to the setup instructions that came with the printer.

To connect the HP All-in-One to a wireless network using WiFi Protected Setup (WPS), you will need the following:

- ❑ A wireless 802.11b/g/n network that includes a WPS-enabled wireless router or access point.


 **NOTE:** 802.11n will only support 2.4Ghz

- ❑ A desktop computer or laptop with either wireless networking support, or a network interface card (NIC). The computer must be connected to the wireless network that you intend to install the HP All-in-One on.

 **NOTE:** If you have a Wi-Fi Protected Setup (WPS) router with a WPS push button, follow the **Push Button method**. If you are not certain your router has a push button, follow the **Wireless Settings Menu method**.

Push Button (PBC) method


1. Press the WiFi Protected Setup (WPS) button on your router.
2. Press and hold the **Wireless** button on the printer until the wireless light starts blinking. Press and hold for 3 seconds to start WPS push button mode .

 **NOTE:** The product begins a timer for approximately two minutes in which the corresponding button on the networking device needs to be pressed.

Wireless Settings Menu method

1. Press the **Wireless** button on the printer to display the Wireless menu. If the printer is printing, in an error state, or performing a critical task, wait until the task has been completed or the error cleared before pressing the **Wireless** button.
2. Select **Wireless Settings** from the printer display.

3. Select **WiFi Protected Setup** from the printer display.
4. If you have a Wi-Fi Protected Setup (WPS) router with a WPS push button, select **Push Button**, and then follow the onscreen instructions. If your router does not have a push button or you are not certain if your router has a push button, select **PIN**, and then follow the onscreen instructions.

 **NOTE:** The product begins a timer for approximately two minutes during which the corresponding button on the networking device needs to be pressed or the router PIN needs to be entered on the router's configuration page.

Traditional wireless connection (requires router)

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

- ☐ A wireless 802.11b/g/n network that includes a wireless router or access point.

 **NOTE:** 802.11n will only support 2.4Ghz


- ☐ A desktop computer or laptop with either wireless networking support, or a network interface card (NIC). The computer must be connected to the wireless network that you intend to install the HP All-in-One on.
- ☐ Network name (SSID).
- ☐ WEP key or WPA Passphrase (if needed).

To connect the product

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


USB Connection (non-network connection)

The HP All-in-One supports a rear USB 2.0 High Speed port for connection to a computer.

 **NOTE:** Web services will not be available with a USB direct connection.

To connect the product with the USB cable

- ▲ Refer to the setup instructions that came with your product for information on connecting to a computer with a USB cable.

 **NOTE:** Do not connect the USB cable to the product until you are prompted to do so.

If the printer software has been installed, the printer will operate as a plug and play device. If the software has not been installed, insert the CD that came with the device and follow the onscreen instructions.

Change from a USB connection to a wireless network

If you first setup your printer and installed the software with a USB cable, directly connecting the printer to your computer, you can easily change to a wireless network connection. You will need a wireless 802.11b/g/n network that includes a wireless router or access point.

 **NOTE:** 802.11n will only support 2.4Ghz

Change from a USB connection to a wireless network

1. From the computer's start menu select **All Programs** or **Programs**, and then select **HP**.
2. Select **HP Deskjet 3520 All-in-One series**
3. Select **Printer Setup and Software Selection**.
4. Select **Convert a USB** connected printer to wireless. Follow the onscreen instructions.

Connect a new printer

Connect a new printer

1. From the computer's start menu select **All Programs** or **Programs**, and then select **HP**.
2. Select **HP Deskjet 3520 eAll-in-One series**
3. Select **Printer Setup and Software Selection**.
4. Select **Connect a new printer**. Follow the onscreen instructions.

Change network settings

Change network settings

1. From the computer's start menu select **All Programs** or **Programs**, and then select **HP**.
2. Select **HP Deskjet 3520 eAll-in-One series**
3. Select **Printer Setup and Software Selection**.
4. Select **Connect a new printer**. Follow the onscreen instructions.

Tips for setting up and using a networked printer


Use the following tips to set up and use a networked printer:

- When setting up the wireless networked printer, make sure your wireless router or access point is powered on. The printer searches for wireless routers, then lists the detected network names on the computer.
- If your computer is connected to a Virtual Private Network (VPN), you need to disconnect from the VPN before you can access any other device on your network, including the printer.

- Learn how to find your network security settings. [Click here to go online for more information.](#)
- Learn about the Network Diagnostic Utility and other troubleshooting tips. [Click here to go online for more information.](#)
- Learn how to change from a USB to wireless connection. [Click here to go online for more information.](#)
- Learn how to work with your firewall and anti-virus programs during printer setup. [Click here to go online for more information.](#)

Advanced printer management tools (for networked printers)

When the printer is connected to a network, you can use the embedded Web server to view status information, change settings, and manage the printer from your computer.

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

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

- [To open the embedded Web server](#)
- [About cookies](#)

To open the embedded Web server

 **NOTE:** The printer must be on a network and must have an IP address. The IP address for the printer can be found by pressing the **Wireless** button or by printing a network configuration page.


In a supported Web browser on your computer, type the IP address or hostname that has been assigned to the printer.

For example, if the IP address is 192.168.0.12, type the following address into a Web browser such as Internet Explorer: <http://192.168.0.12>.

About cookies

The embedded Web server (EWS) places very small text files (cookies) on your hard drive when you are browsing. These files let the EWS recognize your computer the next time you visit. For example, if you have configured the EWS language, a cookie helps remember which language you have selected so that the next time you access the EWS, the pages are displayed in that language. Though some cookies are cleared at the end of each session (such as the cookie that stores the selected language), others (such as the cookie that stores customer-specific preferences) are stored on the computer until you clear them manually.

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

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

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

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

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9 Solve a problem


This section contains the following topics:

- [Improve print quality](#)
- [Clear a paper jam](#)
- [Unable to print](#)
- [Networking](#)
- [HP support](#)

Improve print quality

1. Make sure you are using genuine HP cartridges.
2. Check the print properties to make sure you have selected the appropriate paper type and print quality from the **Media** drop-down list. In the Printer Software, click **Printer Actions** and then click **Set Preferences** to access the print properties.
3. Check the estimated ink levels to determine if the cartridges are low on ink. For more information, see [Check the estimated ink levels](#). If the print cartridges are low on ink consider replacing them.
4. Align the printer cartridges

To align the cartridges from the Printer Software

 **NOTE:** Aligning the cartridges ensures high-quality output. The HP All-in-One prompts you to align the cartridges every time you install a new cartridge. If you remove and reinstall the same print cartridge, the HP All-in-One will not prompt you to align the print cartridges. The HP All-in-One remembers the alignment values for that print cartridge, so you do not need to realign the print cartridges.

- a. Load letter or A4 unused plain white paper into the input tray.
 - b. In the Printer Software, click **Printer Actions** and then click **Maintenance Tasks** to access the **Printer Toolbox**.
 - c. The **Printer Toolbox** appears.
 - d. Click **Align Ink Cartridges** on the **Device Services** tab. The product prints an alignment sheet.
 - e. Load the cartridge alignment sheet print side down on the right front corner of the glass.
 - f. Follow the instructions on the on the printer display to align the cartridges. Recycle or discard the cartridge alignment sheet.
5. Print a diagnostics page if the cartridges are not low on ink.

To print a diagnostics page

- a. Load letter or A4 unused plain white paper into the input tray.
- b. In the Printer Software, click **Printer Actions** and then click **Maintenance Tasks** to access the **Printer Toolbox**.
- c. Click **Print Diagnostic Information** on the **Device Reports** tab to print a diagnostics page. Review the blue, magenta, yellow, and black boxes on the diagnostics

page. If you are seeing streaks in the color and black boxes, or no ink in portions of the boxes, then automatically clean the cartridges.

Printer Status Report

Product Information

- 1. Model Name: HP Deskjet
- 2. Model Number: J610a
- 3. Serial Number: CN0612V64505MQ
- 4. Product Number: CH376A
- 5. Service ID: 11001
- 6. Printer Zone (PX): 0
- 7. Firmware Version: MUI5FAzraccX
- 8. FW Patch Version: 0
- 9. Country/Region: 15 / 1
- 10. Duplexer: Not installed

Print Usage Information

- 11. Total Pages Printed: 3
- 12. Borderless Pages Printed: 0

Ink Delivery System Information

- 21. IK: 324
- 22. Ink Supply:
- 23. Estimated Ink Level:
- 24. Ink Zone:
- 25. Ink Install:
- 26. USE:
- 27. HP:
- 28. Ink Warranty Ends:
- 29. Ink Number:

Connectivity Settings

- 13. Network Status: Offline
- 14. Active Connection Type: None
- 15. URL: http://0.0.0.0
- 16. Hostname: HP810205
- 17. Admin Password: Not Set

Scan Settings

- 18. Front Panel Destinations List: 0
- 19. Scanner Glass Test: Not Run

Scan Usage Information

- 20. Pages Scanned: 1

Magenta



0
07/09/2010
0
1
02/12/2012
HP

Cyan



0
07/09/2010
0
1
11/26/2011
HP

Yellow



0
07/09/2010
0
1
03/25/2012
HP

Additional Assistance

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

Wireless Network Test

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

missing portions of the color and black boxes.

To clean the cartridges automatically

- a. Load letter or A4 unused plain white paper into the input tray.
- b. In the Printer Software, click **Printer Actions** and then click **Maintenance Tasks** to access the **Printer Toolbox**.
- c. Click **Clean Ink Cartridges** on the **Device Services** tab. Follow the onscreen instructions.

If the above solutions do not resolve the problem, [click here for more online troubleshooting](#).

Clear a paper jam

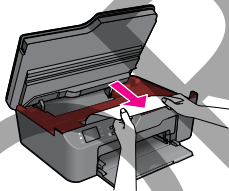
If you see paper jammed and can access from the exterior of the printer, pull out jammed paper and then press OK. If you cannot see or access paper from the exterior, open cartridge access door to locate jam.

Open cartridge access door to locate the jam.

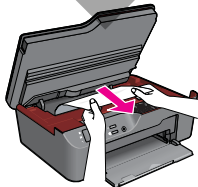
1. If the paper jam is located in the cartridge access area, pull on the paper to remove jammed paper.



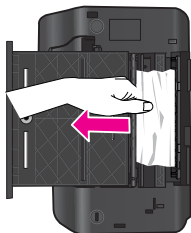
NOTE: When you remove the paper make sure that you do not touch white encoder strip attached to the carriage.



2. If the paper jam is located towards the back of the printer, open the cleanout door to access.



- a. Open cleanout door.
 - b. Remove jammed paper.
 - c. Close the cleanout door. Gently push the door towards the printer until both latches snap into place.
3. If the paper cannot be reached by opening the cartridge access door, close the cartridge access door.
 - a. Remove all paper or media from the paper tray.
 - b. Rotate printer until it rests on its left side.
 - c. Slide out the paper tray, then remove jammed paper from inside the printer.



- d. Slide paper tray back into place.
 - e. Rotate printer so it stands on its base, then load paper.

Press the **OK** selection button on the control panel to continue the current job.

If the above solutions do not resolve the problem, [click here for more online troubleshooting](#).

Prevent paper jams

- Do not overfill the input tray.
- Remove printed papers from the output tray frequently.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Do not force paper too far forward in the input tray.

If the above solutions do not resolve the problem, [click here for more online troubleshooting](#).

Unable to print


If you're having trouble printing, you can download the HP Printing Diagnostic Utility, which can troubleshoot this issue for you automatically. To get the utility, click the appropriate link:



NOTE: The HP Printing Diagnostic Utility may not be available in all languages.

[Take me to the HP Printing Diagnostic Utility download page \(32-bit Windows\).](#)

Resolve print issues

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

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

To verify that the product is not paused or offline

- a. Depending upon your operating system, do one of the following:
 - **Windows 7:** From the Windows **Start** menu, click **Devices and Printers**.
 - **Windows Vista:** From the Windows **Start** menu, click **Control Panel**, and then click **Printers**.
 - **Windows XP:** From the Windows **Start** menu, click **Control Panel**, and then click **Printers and Faxes**.
 - b. Either double-click the icon for your product or right-click the icon for your product and select **See what's printing** to open the print queue.
 - c. On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**.
 - d. If you made any changes, try to print again.
4. Verify that the product is set as the default printer.

To verify that the product is set as the default printer

- a. Depending upon your operating system, do one of the following:
 - **Windows 7:** From the Windows **Start** menu, click **Devices and Printers**.
 - **Windows Vista:** From the Windows **Start** menu, click **Control Panel**, and then click **Printers**.
 - **Windows XP:** From the Windows **Start** menu, click **Control Panel**, and then click **Printers and Faxes**.
 - b. Make sure the correct product is set as the default printer.
The default printer has a check mark in a black or green circle next to it.
 - c. If the wrong product is set as the default printer, right-click the correct product and select **Set as Default Printer**.
 - d. Try using your product again.
5. Restart the print spooler.

To restart the print spooler

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

Windows 7

- From the Windows **Start** menu, click **Control Panel**, **System and Security**, and then **Administrative Tools**.
- Double-click **Services**.
- Right-click the **Print Spooler**, and then click **Properties**.

- On the **General** tab, next to **Startup type**, make sure that **Automatic** is selected.
- If the service is not already running, under **Service status**, click **Start**, and then click **OK**.

Windows Vista

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

Windows XP

- From the Windows **Start** menu, right click **My Computer**.
 - Click **Manage**, and then click **Services and Applications**.
 - Double-click **Services**, and then select **Print Spooler**.
 - Right-click **Print Spooler**, and click **Restart** to restart the service.
- Make sure the correct product is set as the default printer.
The default printer has a check mark in a black or green circle next to it.
 - If the wrong product is set as the default printer, right-click the correct product and select **Set as Default Printer**.
 - Try using your product again.
- Restart the computer.
 - Clear the print queue.


To clear the print queue

- Depending upon your operating system, do one of the following:
 - **Windows 7:** From the Windows **Start** menu, click **Devices and Printers**.
 - **Windows Vista:** From the Windows **Start** menu, click **Control Panel**, and then click **Printers**.
 - **Windows XP:** From the Windows **Start** menu, click **Control Panel**, and then click **Printers and Faxes**.
- Double-click the icon for your product to open the print queue.
- On the **Printer** menu, click **Cancel all documents** or **Purge Print Document**, and then click **Yes** to confirm.
- If there are still documents in the queue, restart the computer and try printing again after the computer has restarted.
- Check the print queue again to make sure it is clear, and then try to print again.
If the print queue is not clear, or if it is clear but jobs are still failing to print, proceed to the next solution.

If the above solutions do not resolve the problem, [click here for more online troubleshooting](#).

Clear the print carriage

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

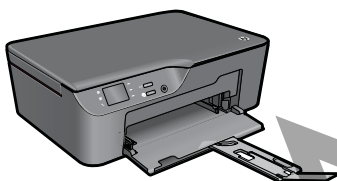
 **NOTE:** Do not use any tools or other devices to remove jammed paper. Always use caution when removing jammed paper from inside the product.

 [Click here to go online for more information.](#)

Prepare paper tray

Open paper tray

▲ Paper tray must be open to begin printing.




 [Click here to go online for more information.](#)

Prepare printer

If you are not satisfied with the print quality, clean the cartridges automatically from the control panel.

Clean the cartridges automatically.

1. From the home screen, which displays **Copy**, **Scan**, and **Quick Forms**, press the **Setup** button.

 **NOTE:** If you do not see the home screen, press the **Back** button until you can see it.

2. Select **Clean Printhead** from the **Tools** menu.
3. Follow the onscreen instructions.

To maintain the cartridges, use the printer's Auto Power-Off feature to manage the printer's power use.

For more information, see [Auto Power-Off](#)

Printer failure

Resolve printer failure.

- ▲ If you have already turned the printer off and then on, and this does not solve your problem, contact HP support.



[Please contact HP support for help.](#)

Printhead failure

The printhead in this product has failed.



[Please contact HP support for help.](#)

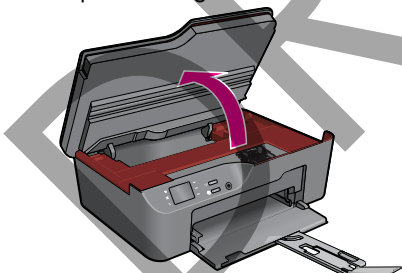
Ink cartridge problem

First try removing and reinserting the cartridges. If this does not work, clean the cartridge contacts. If your problem is still not resolved, [Replace the cartridges.](#)

Clean the ink cartridge contacts

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

1. Check that power is on.
2. Open cartridge access door.



Wait for print carriage to move to right side of product.

3. Press tab on cartridge indicated in the error message, then remove it from slot.

